

Care Coordination Best Practices for San Diego County Behavioral Health Services Virtual Training



The County of San Diego Behavioral Health Services (BHS), provides services to more than 70,000 individuals of all ages each year, through 11 County operated programs, more than 300 contracted programs, and 800 fee-for-service providers. Community engagement and outreach efforts reveal that as individuals with complex behavioral health diagnoses, participants in County services are often frustrated by the difficulties of navigating our system. They often don't know about services that can help them or where to get care. Barriers they cited include wait lists, requiring repeat phone calls, or returning to a service center among other issues. Care coordination is one identified critical need, someone who can work with a participants doctors, pharmacists, and other providers to help ensure that everyone has a shared understanding and the individual gets the services they need. Connecting people to other community programs that may help them such as, finding stable housing, securing food benefits, and other services. In this full day virtual training, trainees will explore the value, essential functions, and best practices of care coordination in the San Diego BHS system. Trainees will also review the framework outlined by the CalAIM initiative and gain an understanding of how this supports them in improving service coordination for eligible enrollees.

Learning Objectives

- List the required functions of a Care Coordinator in the public behavioral health system of care
- Distinguish between care coordination and case management
- Discuss the integration of care coordination into public behavioral health
- Describe the CalAIM Care Coordination framework
- Integrate care coordination services into current service provision

Registration Information

If you already have an account, you may search for the course by name or course code. If you do not have an account in the LMS you will need to open one by [clicking here](#).

Email RIHS@sdsu.edu if you have any questions.

This training is FREE of charge to BHS County employees and contractors.



VIRTUAL EVENT

Date: May 23, 2022 [OR](#)

June 9, 2022

Time: 9:00 a.m. - 3:00 p.m.

This course will be conducted remotely through [Zoom](#). A link will be sent to participants a week before training.



REGISTRATION

[Click here](#) to log into the Learning Management System (LMS) and Register.

Course Code: BH0324



AUDIENCE

BHS county and contracted clinicians providing clinical services to adults, older adults, children, youth and their families.

THE TRAINER

Sandra D'Alonzo, LCSW

[Learn about Sandra D'Alonzo](#),

Thank you for your continued understanding about our need to put the safety of our staff, facilitators, and customers first.

Please review the COVID protocol for in-person trainings.
<https://theacademy.sdsu.edu/a-message-to-our-stakeholders-and-friends/>

**COVID Message and
In-person Training Protocol**

ADA

Please submit all requests for accommodations two weeks prior to the start of the training. The Academy for Professional Excellence is committed to creating an inclusive and welcoming environment that appreciates and builds on diversity. In accordance with the Americans with Disabilities Act (ADA) of 1990, and California Administrative Code Title 24, The Academy for Professional Excellence prohibits discrimination on the basis of a disability in employment, public services, transportation, public accommodations, and telecommunication services.

Continuing Education

This course meets the qualifications for 5 hours of continuing education credit for LMFTs, LCSWs, LPCCs and/or LEPs as required by the California Board of Behavioral Sciences. The Academy for Professional Excellence is approved by the California Association of Marriage and Family Therapists to sponsor continuing education for LMFTs, LCSWs, LPCCs and LEPs, Provider #91928. The Academy for Professional Excellence is approved by the California Board of Registered Nursing, Provider # BRN CEP10014; CCAPP-EI, Provider # 1S-98-398-0822, and CAADE Provider # CP40 906 CH 0323 for 5 contact hours/CEHs. The Academy for Professional Excellence is approved by the American Psychological Association to sponsor continuing education for psychologists. The Academy for Professional Excellence maintains responsibility for this program and its content. CE certificates will be available for download 5 business days after course completion. Click here for information on how to [obtain CE Certificates](#). Click here for the [CE Grievance Procedure](#).

Responsive Integrated Health Solutions (RIHS) is a County of San Diego Behavioral Health contracted program of the Academy for Professional Excellence, and a project of San Diego State University School of Social Work.



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Care Coordination Best Practices for San Diego County Behavioral Health Services

Sandra D'Alonzo, LCSW

Educational Goal:

To improve the efficacy of care coordination in the delivery of behavioral health services.

Learning Objectives:

Upon completion of this training, participants will be able to:

- 1. List the required functions of a Care Coordinator in the public behavioral health system of care*
- 2. Distinguish between care coordination and case management*
- 3. Discuss the integration of care coordination into public behavioral health*
- 4. Describe the CalAIM Care Coordination framework*
- 5. Integrate care coordination services into current service provision*

Time	Activity
9:15am – 9:30am	Enter Zoom waiting room; video and mic check*
9:30am – 12:00pm	Introductions, Objectives, Identify core concepts, Review current challenges, Overview of the role and function of Care Coordinators
12:00pm – 1:00pm	Lunch
1:00pm – 2:30pm	Review of CalAIM goals and framework, Outline care coordination best practices and impact on service recipients, Identify opportunities to improve relationships and collaboration among partners, Pulling it all together, Action planning
2:30pm – 3:00pm	Questions and Evaluations

***Please note: In order to receive completion and credit/CE's, you must have your video camera on for the duration of training.**