



3rd Quarter Newsletter  
September 2024  
Contra Costa County  
Care Management Unit

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# Care Management Unit Newsletter

As we transition seasons towards cooler weather, we at the Care Management Unit wanted to take the opportunity to extend our heartfelt gratitude to all of our network providers for supporting us in our shared mission of promoting wellness, recovery and resiliency to the beneficiaries we serve. Many of you answered our call recently to address the increased need for in-person and Spanish-speaking services. We've refreshed our recruitment efforts, and if you know of any licensed colleagues interested in supplementing their caseloads, please reach out to us. We wish you health and hygge in the coming months .



## Notifications

- ◇ Seeking providers willing to have services In-Person in all areas of the county. There is specifically an increased need in West/East County.
- ◇ If you are *looking* for office space to return to in person, we continue to maintain a list of **current sublets available**. If you know of office spaces *currently available*, we are happy to add it to our list.



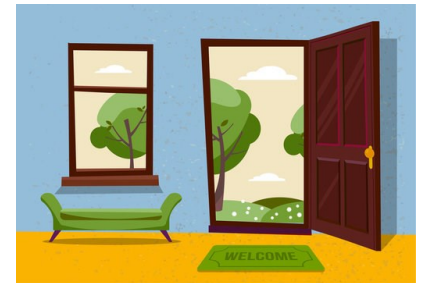
**MEDICARE Providers:** Please make sure to see the MediCare billing Tip Sheet in your email.

## Office Availability Notice:

**Two Office** spaces are available in Antioch with access to Wi-Fi.

**Please contact:** Patricia Wilson, LMFT at (925) 759-0649 for more information.

**Location:** 2225 Buchanan Rd., Suite C Antioch, CA 94509



## Client Availability/Openings:

When you have an availability/opening be sure to include the following in your message/call to us here at CMU:



1. The number of openings available
2. The age range for the open slot
3. If it is in person, virtual or hybrid.
4. If okay with using an interpreter

## Interpreters:

There is a need for a willingness to use an *INTERPRETER*. Access has a wait list of English speaking clients with a parent who is monolingual in another language. Please let us know if you are able to use interpreter services to speak with the clients' parents. When using an interpreter, you can also add **1-unit T1013** for every 15 minutes the interpreter was used.

Those who provide services through an interpreter may also bill T1013 for every 15 minutes the interpreter was used. ***\*You are paid double for these sessions.\****

***Please call/message CMU to let us know if you have any questions and/or are willing to use an interpreter.***



## Current Waitlist Status:

⇒ 52 clients waiting for in person Spanish-speaking services. Most are 12 and under.

⇒ A need for Farsi-speaking providers offering in person Services.

- ◇ There continues to be an ongoing need for in person services **and** Spanish -speaking. There are **50** Spanish-speaking minors waiting for in-person services

**If you are not a Spanish speaker and are open to using interpreter services please let us know.**

Below is the status of our current waitlist:

### English Wait Times

#### In Person (Adults 18+)

West Co: 2-3 months  
East Co: 3-4 weeks  
Central Co: 2-3 weeks

#### In Person (Children)

West Co: 2-3 months  
East Co: 2-3 months  
Central: 2-3 months

**\*\* IF client speaks English but parents need interpreter for other language, please add 1-2 months to wait time\*\***

#### Telehealth (Adults)

No wait

#### Telehealth (Children)

Age 6-11: Approx 1-2 weeks  
Age 12-17: No wait

### Other language besides English/Spanish (if ok with interpreter):

**Telehealth (Children):** 2-3 weeks

#### In Person (Children)

Central: 2-3 months  
East: 4 months  
West: 4-5 months

**Telehealth (Adults):** No wait

### Spanish Wait Times

#### In Person (Adults 18+)

West Co: 3-4 months  
East Co: 4-5 months  
Central Co: 2-3 months

#### In Person (Children)

West Co: 3-4 months  
East Co: 5-6 months  
Central: 3-4 months

#### Telehealth (Adults)

**1-2 weeks if no one on Extra Extra**

#### Telehealth (Children)

**1-2 weeks if open to interpreter, 2-3 weeks if not open to interpreter**

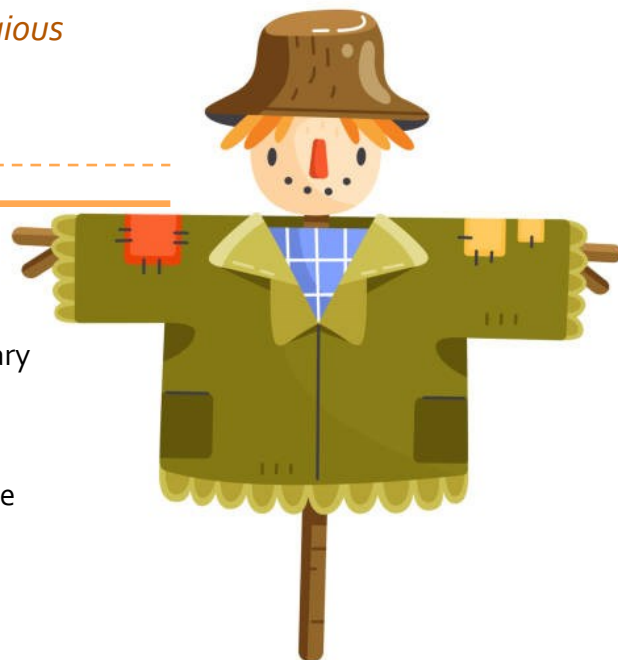
*"The influence of a beautiful, helpful character is contagious and may revolutionize a whole town."*

*Eleanor H. Porter.*

## Consents: TIP TO REMEMBER

Any consent forms and informing materials for clients whose primary language is **other than English**:

Please have consent forms in the client's primary language, or make a note specifying that the forms were read out to client in their preferred language, either by the provider or an interpreter.





# Evidence Based Practice Highlight

## Dialectical Behavior Therapy (DBT)

### Section 1: Overview of DBT

#### What is DBT?

- \* DBT is a form of cognitive-behavioral therapy that combines traditional cognitive-behavioral techniques with mindfulness practices.
- \* Developed by Dr. Marsha Linehan in the late 1980s initially for treating Borderline Personality Disorder (BPD).
- \* Focuses on helping clients manage emotions, reduce self-destructive behaviors, and improve relationships.

#### Core Components of DBT:

- \* **Mindfulness:** Cultivating awareness of the present moment.
- \* **Distress Tolerance:** Building resilience and coping with pain in difficult situations.
- \* **Emotion Regulation:** Learning to manage and change intense emotions.
- \* **Interpersonal Effectiveness:** Navigating relationships effectively and assertively.

### Section 2: Client Population Best Served by DBT

#### Primary Client Populations:

- \* Individuals with Borderline Personality Disorder (BPD).
- \* Clients with high emotional sensitivity and reactivity.
- \* Those struggling with chronic suicidal ideation or self-harm.
- \* Clients dealing with substance use disorders alongside emotional dysregulation.
- \* Adolescents experiencing emotional instability or risky behaviors.
- \* Individuals with eating disorders.
- \* **Additional Applications:**
- \* DBT has been adapted for clients with depression, anxiety, PTSD, and other mood disorders.

### Section 3: Example Interventions & Progress Note Language

#### Mindfulness Interventions:

- \* **Example:** Clinician prompted mindfulness techniques, focusing on breath awareness to increase present-moment focus and reduce emotional reactivity. The client reported feeling "more centered and less overwhelmed."

#### Distress Tolerance Intervention:

- \* **Example:** Client reported using distress tolerance skills, such as self-soothing and distraction, during a crisis. Client was able to avoid self-harm and reported feeling "empowered to use these skills in the future."

#### Emotion Regulation Intervention:

- \* **Example:** Client engaged in emotion regulation strategies during session, identifying and labeling emotions to decrease emotional intensity. Clinician observed client successfully use 'opposite action' to address feelings of anger by disengaging rather than attacking.

## Section 3: Example Interventions & Progress Note Language Cont.

### Interpersonal Effectiveness Intervention:

- \* **Example:** Clinician practiced assertive communication skills with client by initiating role-play exercises, focusing on maintaining relationships while respecting personal boundaries using the GIVE and DEARMAN skills. The client reported "increased confidence in handling interpersonal conflicts."

## Materials & Notices to be Posted

### Human Trafficking Notice

If you are providing in-person services, the Human Trafficking Notice **must** be posted, "in a conspicuous place near the public entrance of the establishment or in another conspicuous location in a clear view of the public and employees where similar notices are customarily posted." *The notice must be at least 8 ½ by 11 inches in size and written in a 16-point font at minimum, as defined in Section 16907.5 of the Welfare and Institutions Code.* The links to the English and Spanish flyers are below:

⇒ English

[https://oag.ca.gov/sites/all/files/agweb/pdfs/ht/HTPoster\\_ENG.pdf](https://oag.ca.gov/sites/all/files/agweb/pdfs/ht/HTPoster_ENG.pdf)

⇒ Spanish

[https://oag.ca.gov/sites/all/files/agweb/pdfs/ht/HTPoster\\_SP.pdf](https://oag.ca.gov/sites/all/files/agweb/pdfs/ht/HTPoster_SP.pdf)

**POSTED  
NOTICE**

Beneficiary Rights, Grievance/Change of Provider/Appeal, and the Informing Materials poster hanging in plain view in your office waiting areas. Please see the links below for other notices that must be posted up in your office if you are providing in person services.

#### Beneficiary Rights:

[Beneficiary Rights - Letter size](#)

[Beneficiary Rights - Ledger size](#)

#### Grievance/Change of Provider/Appeal:

[Grievance/Change of Provider/Appeal Informing Materials poster - Letter - Letter size](#)

[Grievance/Change of Provider/Appeal Informing Materials poster - Legal - Ledger size](#)

#### Informing Materials Poster:

[Informing Materials poster - Letter size](#)

[Informing Materials poster - Legal size](#)

If you are providing in-person services, please remember to have the Beneficiary Rights, Grievance/Change of Provider/Appeal, and the Informing Materials poster hanging in plain view in your office waiting areas. The notice must be at least 8 ½ by 11 inches in size and written in a 16-point font at minimum, as defined in Section 16907.5 of the Welfare and Institutions Code.

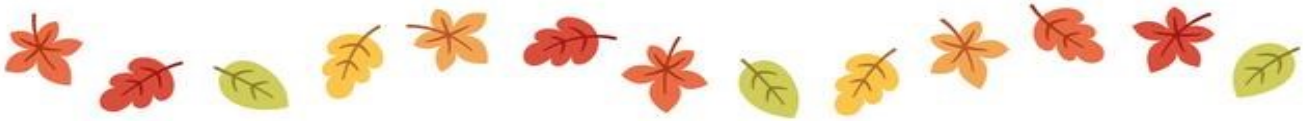
## Upcoming CMU Review Trainings:

Wednesday, October 16, 2024, 9:00 a.m. – 12:30 p.m.

Monday, November 18, 2024, 9:00 a.m. – 12:30 p.m.

Wednesday, December 18, 2024, 9:00 a.m. – 12:30 p.m.





## Network Provider Resources:

Please copy and paste the URL below into your web browser.

[Mental Health Network Provider | Contra Costa Health \(cchealth.org\)](https://www.cchealth.org)

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## Beneficiary Resources Available:

- ◇ **Contra Costa Behavioral Health Access Line:** Toll-free 1-888-678-7277
- ◇ **Línea Telefónica de Acceso para Servicios de Salud Mental:** Llame Gratis al 1-888-678-7277 para más información.
- ◇ **Crisis and Suicide Hotline:** 988 Lifeline. 1-800-273 TALK remains in place as well. You can also text the words HOPE to 20121.
- ◇ **Línea Telefónica de Crisis y Suicidio:** Llame Gratis al 211 o 1-800-833-2900. Si está en crisis puede llamar este numero y hablar con alguien que puede escuchar. También ofrecen Información gratuita de servicios sociales y de salud para los residentes de Contra Costa. Proporcionada por el Centro de Crisis de Contra Costa.
- ◇ **211 Contra Costa Database:** A comprehensive, up-to-date, and free of charge database of local health and social services for Contra Costa residents provided by Contra Costa Crisis Center.
- ◇ **A3 Crisis Response - 24/7:** <https://www.cchealth.org/get-care/a3-crisis-response>
- ◇ **Gender Clinic Information:** [Gender Clinic for Transgender and Non-binary Patients](#)

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## Provider Kudos

**Thank you** to *Ricky Morris/Discovery Counseling Center* for taking on clients who need interpreter services!

**Thank you** *Salvador Lopez* for opening up an office in West County to provide In-person services!

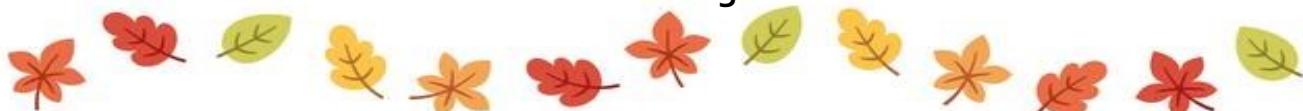


**Thank you** to those of you who responded to our email requesting services for the clients on our wait list. We appreciate you and making yourself available to take on some new referrals!

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From,

**Your Care Management Team**





## Staff Spotlight



Kelly Saelaw

Mental Health Specialist

I have been with the Care Management Unit for almost 7 years!

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### **If you had to eat one meal, every day for the rest of your life, what would it be?**

- \* A dish I could eat every day is a noodle soup dish called, Kasoy. We use ho-fun noodles, flat rice noodles. The broth is made from beef bone & different spices. There's a curry minced pork mixture with meatballs that goes into the dish. It can be seasoned to your preference and is topped with fresh cilantro, green onions, Thai basil and bean sprouts. It's been one of my favorite dishes since I was little.

### **If you could do another job for just one day, what would it be?**

- \* I would love to work at doggy daycare! I love dogs and would be extremely happy to play with dogs all day.

### **If you were stuck on an island what three things would you bring?**

- \* I would bring my dog, loads of water and matches. My dog is my everything, my little shadow. She would have a blast if we were stuck on an island! She loves to explore plus; she is extremely protective. Water and matches are basic needs of survival. Hopefully someone will see our fire and rescues us!!

### **What do you like to do in your spare time?**

- \* Arts and crafts have always been one of my hobbies. During quarantine, diamond paintings were something my family bonded over. I also got a Cricut as a gift and it's been a lot of fun making gifts for people.