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# Quality Assurance Bulletin

June 23, 2017 No. 17-12

Program Support Bureau

County of Los Angeles - Department of Mental Health

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## COMMUNITY OUTREACH SERVICES MANUAL REVISIONS

The Community Outreach Services (COS) Manual has been updated to help practitioners better understand what COS is and provide clearer definitions regarding the components, service types, and service recipients under COS. Additionally, the COS Manual was revised to mirror Medi-Cal requirements as much as possible and reformatted to be better aligned with the Organizational Providers Manual. The values for selection (dictionaries) under Service Type, Service Recipient, and Program Area have also been modified. The data elements on the COS form have not changed; however, the form posted on the DMH website has been updated with the revised dictionaries. All COS services provided on or after July 3, 2017 must adhere to the new COS Manual. Any COS service documented in and/or claimed using the Integrated Behavioral Health Information System (IBHIS) on or after July 3, 2017 should utilize the new COS dictionaries. If Legal Entity providers using IBHIS need additional time to update their electronic health records (EHRs) they should hold claims until their EHRs have been updated with the new COS dictionary values.

*Note: The COS Manual is meant to serve as a guide for all LACDMH Providers. However, revisions associated with dictionary changes and duration (e.g. minutes instead of fifteen minute increments) do NOT apply to providers using the Integrated System (IS).*

### **New Format and Key Revisions:**

- **Introduction:** Describes the background and purpose of COS
- **Service Philosophy:** Describes benefits of COS
- **Reimbursement Rules:** Describes what is and isn't reimbursable under COS. Key revisions include:
  - ✓ Requirement to claim by minute instead of fifteen minute increment
  - ✓ Ability to claim for travel time if using Mental Health Service Act (MHSA) funding
  - ✓ Activities that are not reimbursable under COS include administrative/clerical activities, supervision, transportation, translation/interpretative services, personal care services, and missed/canceled appointments
- **Documentation Rules:** Describes documentation requirements for COS
- **COS Note Requirements:** Describes specific note, signature, and storing requirements for COS Notes
- **Service Type:** Describes each Service Type to help practitioners and staff better understand the reimbursable activities/interventions that can be provided under COS
- **Service Recipients:** Describes each Service Recipient and how to determine which value to use

**Modifications to Dictionaries:**

**Key Service Type modifications:**

- Removed the specific values for “Client Engagement” and “Community Engagement” and replaced with a single value of “Engagement”
- Removed the specific values for “Consultation” and “Technical Assistance” and replaced with a single value of “Consultation/Technical Assistance”

**Key Service Recipient modifications:**

- Removed GROW and CalWorks because they can be identified through funding plan
- Added “(ind)” to the end of the values used to identify an individual/group of individuals versus an agency/organization

**Key Program Area modifications:**

- Added values for selection when doing COS for the purpose of PEI prevention

For a complete list of modifications to the above COS dictionaries, see Attachment 1 of this Bulletin.

The revised COS Manual can be found on the DMH internet at: [http://dmh.lacounty.gov/wps/portal/dmh/admin\\_tools/prov\\_manuals](http://dmh.lacounty.gov/wps/portal/dmh/admin_tools/prov_manuals). If directly-operated or contracted providers have any questions regarding this Bulletin, please contact your Service Area QA Liaison.

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# IBHIS COS DICTIONARY MODIFICATIONS

## Effective July 3, 2017

Attachment 1

### Service Type

Change Made	Code	Value
	1	Access
Inactivated	<del>2</del>	<del>Client Engagement</del>
Inactivated	<del>3</del>	<del>Community Engagement</del>
	4	Community Organization
Inactivated	<del>5</del>	<del>Consultation</del>
	6	Crisis Response
	7	Education/Training
Description Modified	8	<del>Information</del> /Referral/Linkage
	9	Media Outreach
Description Modified	10	Peer Support/ <del>Self Help</del>
	11	Program/Resource Development
Inactivated	<del>12</del>	<del>School-based</del>
Description Modified	13	Screening/ <del>Triage</del>
Inactivated	<del>14</del>	<del>Technical Assistance</del>
	15	Case Management Support
	16	Disaster Response
Inactivated	<del>17</del>	<del>Mental Health First Aid</del>
New	<del>18</del>	<del>Engagement</del>
New	<del>19</del>	<del>Consultation/Technical Assistance</del>

### Service Recipient

Change Made	Code	Value
Inactivated	<del>1</del>	<del>CalWORKS</del>
Description Modified	2	Disaster Survivor (ind)
Description Modified	3	Educational <del>System</del> <del>Agency/Institute</del>
Description Modified	4	Family <del>Members</del>
Description Modified	5	<del>Political System</del> /Government
Inactivated	<del>6</del>	<del>GROW</del>
Description Modified	7	Homeless (ind)
Description Modified	8	Justice System( <del>Law Enforce/Adult/Juv</del> )
	9	Other
Description Modified	10	<del>Private Business</del>
Description Modified	11	<del>Faith-Based/Spiritual</del> Organization
Description Modified	12	<del>Child Welfare Dependency System</del>
Description Modified	13	Social Services/ <del>DPSS</del>
Inactivated	<del>14</del>	<del>Student/Teacher (ind)</del>

## IBHIS COS DICTIONARY MODIFICATIONS

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Change Made	Code	Value
Description Modified	15	Substance <del>Use Involved Abuse</del> (ind)
Description Modified	16	Veteran (ind)
Description Modified	17	Regional Center for <del>Developmental Disabilities</del>
Description Modified	18	Under- <del>Served</del> Cultural Community
Description Modified	19	Uninsured (ind)
Description Modified	20	Unemployed/ <del>Underemployed</del> (ind)
Description Modified	21	Parent/Guardian/Care Giver (ind)
	22	Community At Large
New	23	Primary Care/DHS
New	24	LGBTQ Assistance/Advocacy Agency
New	25	Adult Protective Services
New	26	24 Hour Facility
New	27	Domestic Violence Assistance Agency
New	28	Legal Aid/Human Rights Agency
New	29	Disaster Assistance Agency
New	30	Homeless Assistance Agency
New	31	Justice Involved (Ind)
New	32	Mental Health Involved (ind)
New	33	Faith-Based/Spiritual (ind)
New	34	Victim of abuse/neglect (ind)
New	35	Substance Use Disorder Agency
New	36	Veteran Affairs
New	37	Developmentally Disabled (ind)
New	38	Employment Agency
New	39	Medical Issues (ind)
New	40	LGBTQ (ind)
New	41	Blind (ind)
New	42	Deaf/Hard of Hearing (ind)
New	43	Department of Public Health
New	44	Under-Serviced Cultural (ind)
New	45	Student (ind)

### Program Area:

Change Made	Code	Value
	1	Birth to Five
	2	Child Welfare
	3	Consumer Advocacy/Patient's Rights
	4	Co-Occurring/Dual Diagnosis

## IBHIS COS DICTIONARY MODIFICATIONS

### Effective July 3, 2017

Attachment 1

Change Made	Code	Value
	5	Countywide Community Based Program
	6	Disaster Services
	7	EOB/PMRT
Inactivated	<del>8</del>	<del>FCCS</del>
	9	Forensic Services
	10	FSP
Description Modified	11	Housing/ <del>Community Care</del>
	12	IMD/Residential and Bridging
	13	Integrated Services
	14	LPS/Public Guardian
	15	MHSA Innovative Services
Inactivated	<del>16</del>	<del>MHSA Preventive Services</del>
	17	Veteran Affairs
Description Modified	18	<del>Wellness/</del> Client-Run
	19	Suicide Prevention
	20	Anti-Stigma and Discrimination
	21	Cultural Competency
	22	Benefit Establishment
	23	Employment/Vocational
Inactivated	<del>24</del>	<del>Education/Training</del>
	25	Community Capacity Building
New	26	PEI Prevention - AAFEN
New	27	PEI Prevention - Active Parenting
New	28	PEI Prevention - AILS
New	29	PEI Prevention - ARISE
New	30	PEI Prevention - Child Help
New	31	PEI Prevention - Erika's Lighthouse
New	32	PEI Prevention - Guiding Good Choices
New	33	PEI Prevention - Healthy IDEAS
New	34	PEI Prevention – Life Skills Training
New	35	PEI Prevention – Love Notes
New	36	PEI Prevention – MPAP
New	37	PEI Prevention – Mindful Schools
New	38	PEI Prevention – More Than Sad
New	39	PEI Prevention – PeaceBuilders
New	40	PEI Prevention – PIER Model
New	41	PEI Prevention – Project Fatherhood
New	42	PEI Prevention – Project LEARN
New	43	PEI Prevention – Psychological First Aid

**IBHIS COS DICTIONARY MODIFICATIONS**  
**Effective July 3, 2017**

Attachment 1

<b>Change Made</b>	<b>Code</b>	<b>Value</b>
New	44	PEI Prevention – SCALE
New	45	PEI Prevention - Second Step
New	46	PEI Prevention – Senior Reach
New	47	PEI Prevention – Shifting Boundaries
New	48	PEI Prevention – Teaching Kids to Cope
New	49	PEI Prevention - Triple P
New	50	PEI Prevention – Why Try
New	51	PEI Prevention - Outreach
New	52	PEI Prevention - FOCUS
New	53	QPR - Suicide Prevention
New	54	Mental Health First Aid
New	55	Recovery, Resilience, Reintegration