



June 24, 2008

Dear Colleagues:

As you may be aware, CMHDA recently adopted **Guidelines for Adult Services Level of Care** as recommended by their Adult System of Care Committee. These Guidelines were first approved by the CMHDA Governing Board on March 12 2008 and then adopted by the full Mental Health Director's committee on April 10, 2008. We are forwarding the Guidelines to you now, many counties have already put them in practice and we expect that all Counties will use these guidelines to describe and organize your adult system of care. Regular discussions regarding the use of these have and will occur at our committee meetings and there are also knowledgeable members who are available for consult with your management staff if requested. The adopted Guidelines call for an annual review and discussion as Counties implement this structure. We expect to refine our application of these principles through these annual discussions.

**Value and Benefit of the Guidelines:**

Implementing these Guidelines throughout the community mental health system will assist CMHDA and the member counties because it will:

**1. Promote recovery by optimally matching the amount and kinds of services with the assessed need.**

When services have been well matched with the needs of consumers, strong positive outcomes have occurred. This level of service methodology has been very successfully used with higher need clients in determining enrollment into assertive community treatment programs, and statewide the client outcomes are very strong and success demonstrable.

**2. Provide a structure that will provide decision support to resource allocation, program planning and fiscal responsibility.**

Levels of service will assist CMHDA members to describe to policy makers and stakeholders how the community mental health adult system works. Levels of service describes in simple terms the process used to determine services, change services, expectations of wellness and recovery. Levels of service also provide a template for understanding costs and revenues determined by staffing levels and service needs.

**3. Increase collaboration and accountability with our community partners.**



Levels of service provides an objective standardized description of our adult services that has already proven effective in reaching agreements with stakeholders and partners such as the Sheriff Department, Public Guardian, Primary Care Physicians and contract providers.

If you would like further discussion or assistance with implementation, please contact me and we will arrange for the support you need. Thank you in advance for taking another step to transform our mental health system toward coherence, competence, and recovery.

Sincerely,

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Allan Rawland, MSW  
San Bernardino County Mental Health  
Director and CMHDA ASOC Committee  
Co-Chair

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ASOC and CMHDA ASOC  
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Enclosures: 2