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Director

- MEMORANDUM -

Date: January 30, 2025
To: Alameda County Specialty Mental Health Services (SMHS) Providers
From: Torfeh Rejali, Quality Assurance (QA) Division Director *Torfeh Rejali*
Subject: New Resource: TIPS Sheets

The purpose of this memo is to notify providers that in partnership with the Behavioral Health Collaborative, Alameda County Behavioral Health Department is launching a new resource for providers titled TIPS (Treatment, Interventions, Protocols and Suggestions) to clarify processes and/or regulations that can be confusing or complicated.

Published TIPS Sheets

The first two TIPS sheets that have been published are the following:

- [Documentation Time](#)
- [Travel Time](#)

A new section, Section 20, has been created on the [QA Manual page](#) of the ACBHD Provider website titled TIPS Sheets where these and future TIPS will be posted.

Disclaimer

TIPS sheets complement, but do not replace, provider-specific policies. Staff must comply with evolving standards, laws and organizational requirements. Guidance may change to reflect regulatory and contractual updates.

Providers are encouraged to continue to utilize the myriad of other resources that are available on the [QA Manual](#) and QA [Training pages](#) of the ACBHD Provider website for information.

Next Steps

Please share this information with others at your agency, as appropriate.

Support

Providers are invited to join monthly QA Brown Bag meetings where this and other relevant information are discussed. Meeting details and links can be found on the [QA Training page](#).

For questions, please contact QATA@acgov.org.