

Memo

Date: April 28, 2026

To: Alameda County Behavioral Health Department (ACBHD) Specialty Mental Health Services (SMHS) Providers

From: Torfeh Rejali, Division Director, Quality Assurance *Torfeh Rejali*

Subject: SMHS Timely Access Data Collection *Frequently Asked Questions* Document

Purpose

This memo is to notify providers of a new *SMHS Timely Access Data Collection Frequently Asked Questions (FAQ)* document that has been published by ACBHD.

Requirement and Scope

To ensure that members are provided timely access to services, SMHS providers are required to track specific timeliness data elements.

The following programs are exempt from timeliness tracking requirements and out of scope for this memo: In-Home Outreach Team (IHOT)/Outreach, Mobile Crisis, Enhanced Care Management (ECM), Residential (Crisis Residential Treatment, Adult Residential Treatment, and Short-Term Residential Therapeutic Programs), and Full Service Partnership (FSP).

SMHS Timeliness Tracking Resources

The following resources are available to support providers in complying with timeliness tracking requirements:

- Newly published [SMHS Timely Access Data Collection Frequently Asked Questions \(FAQ\)](#), available in section 19 of the Provider website/[QA Manual](#) page.
- Recording and slides from the ACBHD training titled *MH Timeliness Tracking FY 2025/2026 and Web Application Demo* are posted on the Provider website/[QA Training](#) page.

Action Required

Please share this information with your teams as appropriate and utilize the resources to assist you with your questions.

For questions, please contact QATA@acgov.org.