

## Memo

**Date:** October 1, 2025

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

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

**Subject:** SMHS Timeliness Tracking Process, Requirements Training Deck and Recording

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## Purpose

This memo is to provide the training deck and recording of the recent *MH Timeliness Tracking FY 2025/2026 and Web Application Demo* that was offered to providers in September.

## Scope

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), and Residential (Crisis Residential Treatment, Adult Residential Treatment, and Short-Term Residential Therapeutic Programs).

## Training Deck and Recording

ACBHD Quality Assurance Division recently facilitated 2 training sessions to review the new Mental Health timeliness tracking requirements and web application. The training deck and recording will be posted on the [QA Training](#) page in the upcoming days.

In the meantime, providers who were unable to attend these trainings can access a recording of the training by using the following link:

<https://attendee.gotowebinar.com/recording/762687685986680064>

A copy of the training deck is also attached to this email.

## Action Required

Please share this information with your teams as appropriate

For questions, please contact [QATA@acgov.org](mailto:QATA@acgov.org).

