

Behavioral Health Division Update
Behavioral Health Commission
February 2024 Data
March 20, 2024, Meeting

BH DIRECTOR & DEPUTY DIRECTOR UPDATES
(Nicole Ebrahimi-Nuyken)

- The External Quality Review report for the Mental Health Plan (MHP) has been received. The report highlights the following strengths for our Mental Health Programs:
 - The MHP created a project management and system improvement plan to address the priorities of staffing shortages, responsiveness to community needs, quality improvement and utilization review capacity, service delivery integration, and fiscal stewardship with acute hospitalizations.
 - The MHP was identified by DHCS as one of the small counties to successfully claim under the new payment reform guidelines.
 - The MHP partners with the Sheriff's office to ensure warm handoffs in the jail facilities for justice-involved members.
 - For Calendar Year (CY) 2022, the MHP consistently upheld efficient monthly claiming practices, ensuring timely submissions. As a result, the overall rate of denied claims was 2.48 percent.
 - Overall penetration rates are trending up as compared to state and like sized counties.
- The report for the Drug Medi-Cal Organized Delivery System (DMC ODS) highlights the following strengths for our Substance Use Disorder Programs:
 - El Dorado reallocated staff resources and created more intake slots in order to promote easier access; this change has shown to improve access across all demographic groups. Improvements include a "no callback" process with a goal that the caller is screened without hanging up the phone. Additionally, the average number of days to the first dose of methadone for members in El Dorado was one fifth of the statewide average wait time (0.64 days for the DMC ODS versus 3.19 days statewide).
 - Recruitment efforts to address staff shortages have been significant through implementation of telework, flexible schedules, financial supports for new and renewing credentials associated to the position requirements, recruitment bonuses, and other incentives.
 - El Dorado providers express a high regard for the DMC ODS, particularly toward care coordination and responsiveness to member needs. The DMC ODS County care coordination team engage with members seeking treatment, identify and provide additional services and resources, and sustain contact particularly during the initial transition stage into treatment as well as between treatment settings. Providers state El Dorado is

accessible and consistently offers support for providers in terms of both member and agency needs.

- El Dorado continues to address challenges associated with linkage to medical services, particularly with winter and snow conditions, including county efforts in tandem with Public Health to identify a dedicated obstetrician gynecologist who will serve Medi Cal eligibles and treat perinatal and post-partum women. The new Managed Care Plan (MCP) provider, Mountain Valley, is in discussion with El Dorado regarding member needs, e.g., transportation and other ways in which the MCP can assist members.
- The DMC ODS partnership with Marshall Hospital and its ED provides dedicated support for the Behavioral Health Quality Improvement Program (BHQIP). The partnership encourages efficiencies such as utilization of the existing Substance Use Navigator (SUN) position to expand member assessments within the ED. Providers confirmed that referrals from the ED are occurring directly through the hospital to the program as well as through assistance from El Dorado's care coordination team.

EL DORADO COUNTY BEHAVIORAL HEALTH DIVISION STAFFING

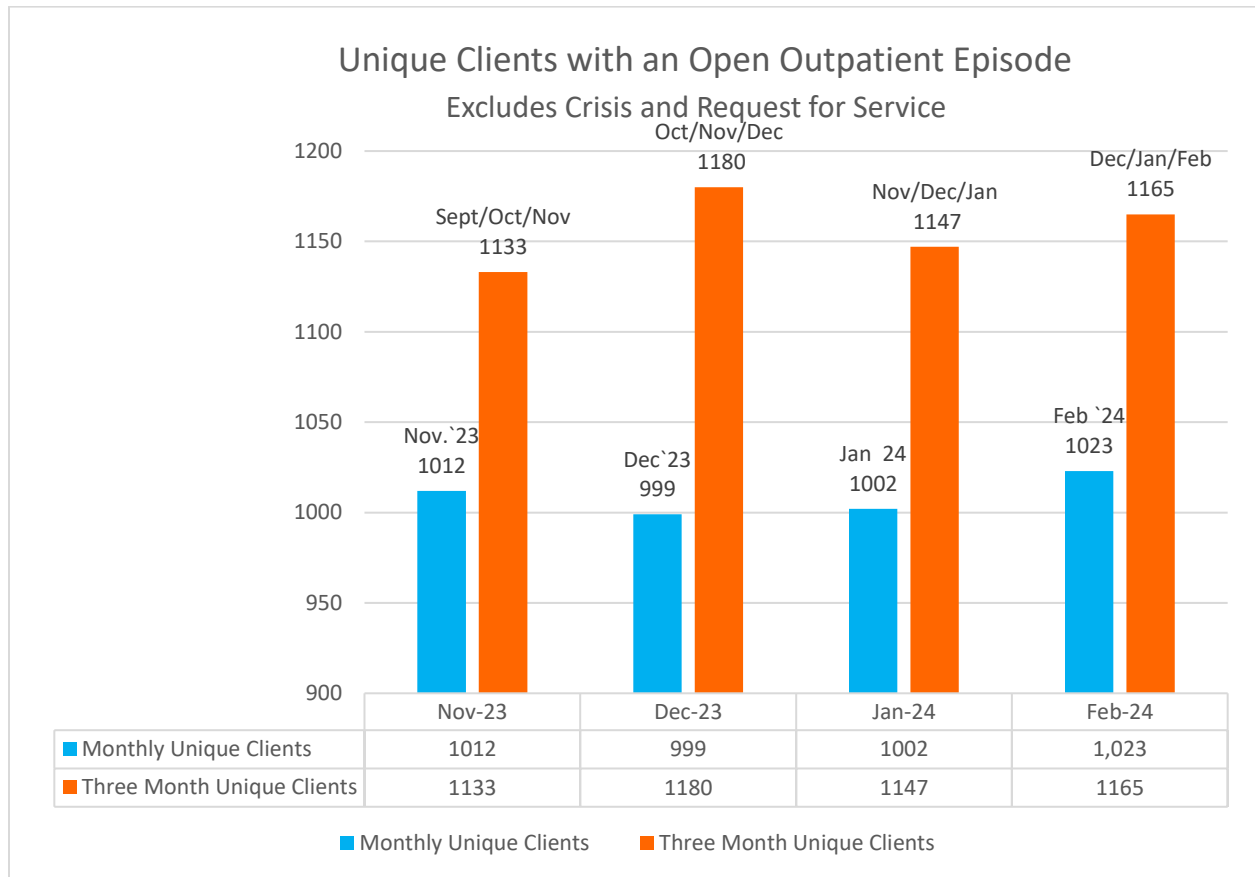
- **New Hires:**
 - None
- **Promotions:**
 - None
- **Recruitments:**
 - Ongoing
 - WS Mental Health Clinicians (Extra Help and Regular)
 - WS Mental Health Clinician – Substance Use Disorder Services
 - SLT Mental Health Clinicians (Extra Help and Regular)
 - SLT Extra Help Mental Health Workers and Aides
 - SLT Extra Help Psychiatric Technician/LVN
 - SLT Psychiatric Technician
 - Quality Management Administrative Analyst, Limited Term
 - WS Coordinator of Mental Health Programs
 - WS Sr. Office Assistant
 - WS Health Educator -Substance Use Disorder Services
 - WS Manager of Mental Health Programs – ICM, Outpatient and Access, Crisis, Children's Services
 - New
 - None
- **Separations:**
 - Brandi Stahr, WS MH Clinician
- **Position Changes:**
 - None

Filled and Vacant Clinician and Clinical Support Positions (as of 02/07/2024)

Position Category	Allocated	Filled	Vacant	Vacancy by Position	Division-Wide Vacancy %
Manager of MH	4	2	2	50%	38%
MH Coordinator	8	5	3	38%	
MH Clinician	32.5	12.3	20.2	62%	
MH Worker	20	16.15	3.85	19%	
Sup. MH Worker	1	1	0	0%	
Sr. Office Assistant	3	1	2	66%	
Medical Office Assistant	3	3	0	0%	
MH Aid	6.25	3.75	2.5	33%	
Psych Tech	3	2	1	33%	
SUDS Health Educator	8.75	8.50	0.25	3%	
Sup. Health Education Coordinator	2	2	0	0%	

“Clinical Support” includes all Health Education Coordinators (even if assigned to Prevention activities), Program Assistants, Mental Health Workers, Mental Health Aids, and Psychiatric Technicians.

THIS MONTH'S SERVICES BY THE NUMBERS...



Access – Request for Service

Mental Health

Requests for Service - Received

MONTH	TOTAL #	ROUTINE	EXPEDITED	URGENT
07/2023	107	106	1	0
08/2023	91	89	2	0
09/2023	138	134	4	0
10/2023	161	155	4	2
11/2023	113	108	5	0
12/2023	139	131	6	2
01/2024	190	185	4	1
02/2024	158	152	3	3
Total	1097	1060	29	8

Disposition of Request of Service

MONTH	OPENED TO EDC BH	REFERRED TO MCP	REFERRED TO COMMUNITY	CANCELLED CONTACT, NO SHOW
07/2023	37	27	16	22
08/2023	37	17	23	13
09/2023	39	24	35	40
10/2023	51	17	4	48
11/2023	34	24	22	28
12/2023	40	0	52	47
01/2024	47	45	34	64
02/2024	72	24	15	36
Total	357	178	211	298

Substance Use Disorder Services

Requests for Service – Received

MONTH	TOTAL #	ROUTINE	EXPEDITED	URGENT
07/2023	49	44	0	5
08/2023	48	48	0	0
09/2023	61	60	0	1
10/2023	48	46	0	2
11/2023	37	36	0	1
12/2023	32	32	0	0
01/2024	44	43	0	1
02/2024	42	42	0	0
Total	361	351	0	10

Disposition of Request of Service

MONTH	ACCESS EPISODE OPENED – LoC PENDING	OPENED TO EDC SUDS	Does Not Meet Medical Necessity	REFERRED TO COMMUNITY	CANCELLED CONTACT, NO SHOW
07/2023		28	2	7	12
08/2023		28	1	3	16
09/2023		49	6	2	4
10/2023	22	21	0	4	1
11/2023	17	16	0	2	2
12/2023	25	4	1	1	1
01/2024	30	13	1	0	0
02/2024	19	18	2	3	0
Total	113	177	13	22	36

Notice of Adverse Benefit Determination (NOABD) Issued

Mental Health

Month	Delivery System – No Med Criteria	Delivery System – Admin Close	Delivery System - Timely Access	Modification Of Service	Term of Service	Pymt Denial
07/2023	4	23	0	6	20	0
08/2023	5	20	14	2	18	0
09/2023	1	29	3	1	14	0
10/2023	17	41	1	3	15	0
11/2023	0	19	1	1	24	0
12/2023	0	30	46	1	13	0
01/2024	0	37	1	1	23	0
02/2024	0	20	0	0	31	0
Total	27	219	66	15	158	0

Substance Use Disorder Services

EDC SUDS NOABD type						
Month	Timely Access Notice	Termination Notice	Modification Notice	Denial Notice	Delivery System Notice	Payment Denial Notice
07/2023	18	18	0	0	0	0
08/2023	32	7	0	0	0	0
09/2023	24	14	0	0	0	0
10/2023	36	32	0	0	0	0
11/2023	28	19	0	0	0	0
12/2023	19	29	0	0	0	0
01/2024	7	43	0	0	1	0
02/2024	20	215	0	1	3	0
Total	184	215	0	1	4	0

**Inpatient and Residential Treatment
Mental Health**

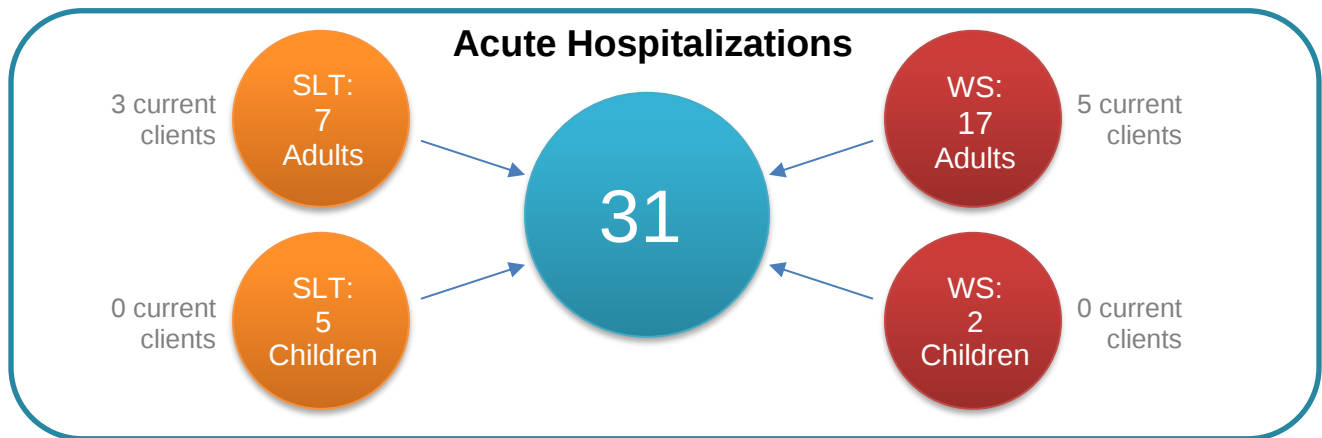
Month	Telecare PHF	Average Length of Stay – PHF	Out of County – Adult	Out of County – Youth	Average Length of Stay - OUCH	Residential	Long-Term Care/Skilled Nursing
07/2023	22	16.88	6	6	6.75	23	9
08/2023	36	9.91	12	6	11.89	23	10
09/2023	22	8.52	11	10	9.24	25	8
10/2023	14	20.38	14	4	8.28	23	8
11/2023	18	22.42	12	5	10.06	29	9
12/2023	19	14.89	20	5	7.8	28	9
01/2024	24	13.4	11	2	7.62	37	15
02/2024	39	10.79	8	3	6.73	37	9
Total	194	14.65	94	41	8.55		

Substance Use Disorder Services

Month	Clients in Residential Treatment
07/2023	35
08/2023	29
09/2023	27
10/2023	38
11/2023	18
12/2023	10
1/2024	15
2/2024	9
Total	181

Psychiatric Emergency Services (PES) (Crisis Services)





24 Adults were placed in Acute Hospital

- **16 placed at EDC Telecare PHF**
- 5 El Dorado County beneficiaries placed at Out of County Hospital
 - 1 have Medicare as primary coverage
 - 1 required CPAP
 - 2 under 21 y/o and eligible for Medi-Cal placement
- 3 with Private Insurance or Medi-Cal from Placer or Sonoma counties - placement approved by County of responsibility

The MHP is contracted with the State to provide Psychiatric Emergency Services to any individual within the boundaries of the County, regardless of insurance or residency status.

PLACEMENTS

Board and Care / IMDs / Secure Placements (Adult Team)

- **16** IMD beds
- **0** State Hospital
- **15** Enhanced Board and Care beds
- **6** Board and Care - Sacramento & Galt
- **Total:**
 - **37** Out of County Placements
 - **11** In County Placements

Permanent Supportive Housing

(Meredith Zanardi and Jody Kwachak-Hall/Chris Kernes)

West Slope

Clients receive services from the Wellness and Recovery team or from community-based supports

- **5** of 5 units occupied
- Wait List:
 - 1 bedroom: 9
 - 2 bedroom: 7
 - 3 bedroom: 1

South Lake Tahoe

Clients receive ICM team coverage

- **6** of 6 units occupied
- Wait List: unknown

This development is a floating unit configuration based on household size rather than a specific number of apartments for each number of bedrooms

Transitions Treatment Program
(Adrian Guzman and Jody Kwachak-Hall/Chris Kernes)

- **WS: 15** of 19 beds filled:
 - T1 **1** openings,
 - T2 **1** openings,
 - T3 **1** openings,
 - T4 **1** openings

West Slope:

- **SLT: 4** of 6 beds filled:
 - T1 openings: 0 female bed open, 2 male bed open

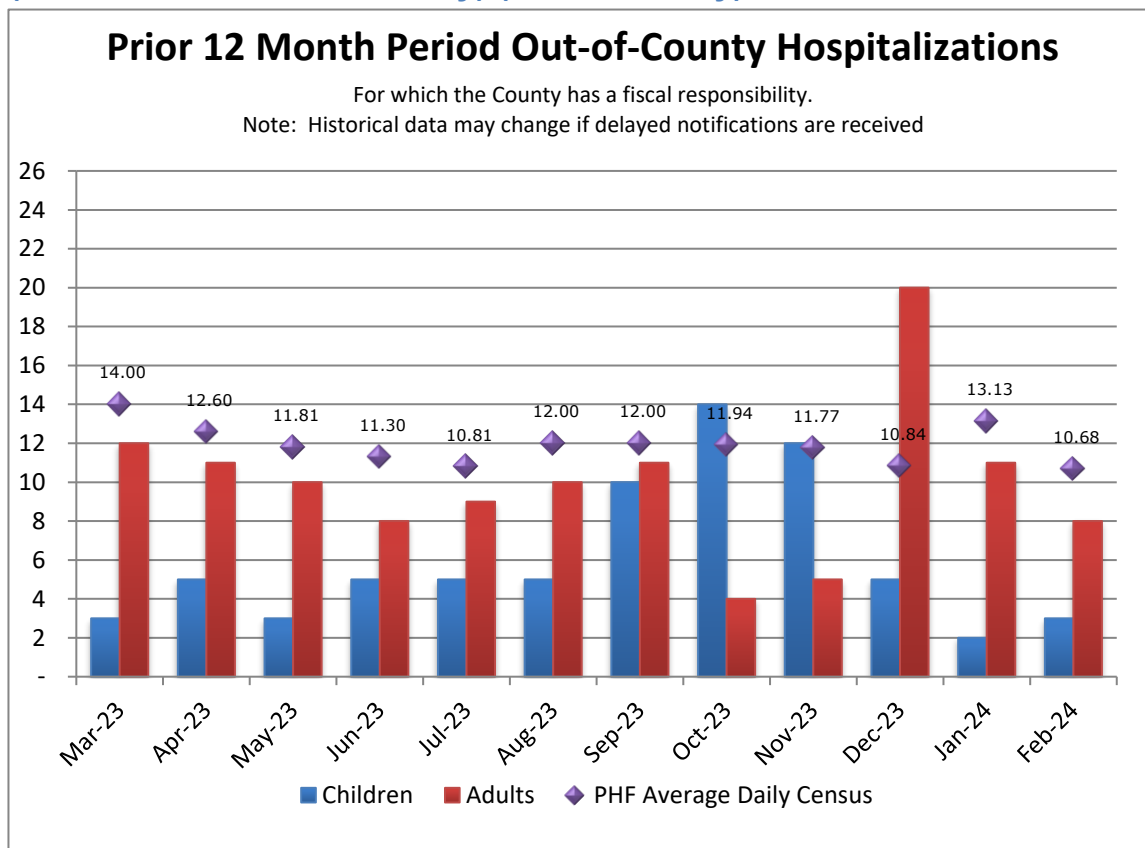
2024 PHF Census by Day

DATE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Count of Beds of 16*	10	11	12	13	11	11	13	13	10	11	12	12	12	13	11
DATE	16	17	18	19	20	21	22	23	24	25	26	27	28	29	
Count of Beds of 16*	11	13	14	14	12	11	11	12	13	14	11	9	10	11	

Psychiatric Health Facility (Chris Kernes/Moriah Weldy)

- There were **39** Admissions; **18** Admissions were El Dorado County residents and **21** were Out of County residents.
- There were **19** El Dorado County residents discharged; **10** to Home with Support, **0** to Home without support, **1** MHRC/IMD, **2** Board and Care, **0** to ICM T-House, **0** to Shelter, **6** to Other, and **0** to Emergency Department.
- Upon discharge, **18** El Dorado County residents were insured and **1** El Dorado County residents were pending insurance.
- There were **4** Seclusion Episodes, **1** Physical Restraint Episodes (11 minutes), **3** Assaults (1 patient to patient, 2 patient to staff), **0** Elopements, **3** Medication Errors (**0** medication errors with no patient involvement), Client Surveys **39**
- There were **2** denials of El Dorado County referrals: *1 minor, 1 required C-PAP
- Average daily census was **10.68** (range 9-14) with **10.79** average length of stay of days.
- Concurrent Reviews resulting in no medical necessity found **1**

Out-of-County Acute Psychiatric Hospitalizations (Medi-Cal Beneficiaries Only) (Moriah Weldy)

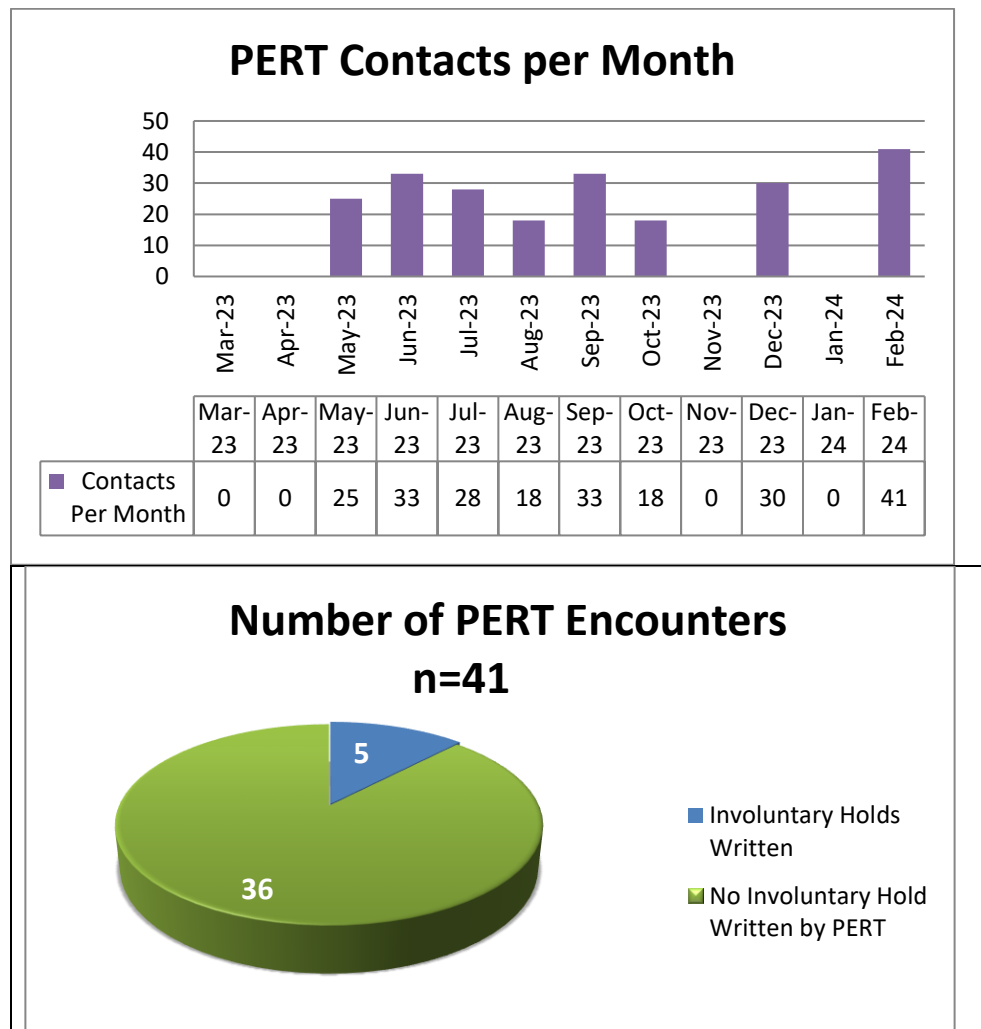


CRISIS SERVICES

Psychiatric Emergency Services (PES) (Scott Fisher and Karen Torry Green)

- Weekly collaborative meetings between Karen Torry Greene and Scott Fisher, developing uniform processes for both slopes, addressing documentation barriers.
- **WS:**
 - CIT meetings attended.
 - EDC BH met with Telecare and Marshall Hospital staff to improve communication and decrease placement wait times

Psychiatric Emergency Response Team (PERT) (Scott Fisher/Jacob Garel)



South Lake Tahoe Alternative Collaboration Services (STACS) (Chris Kernes)

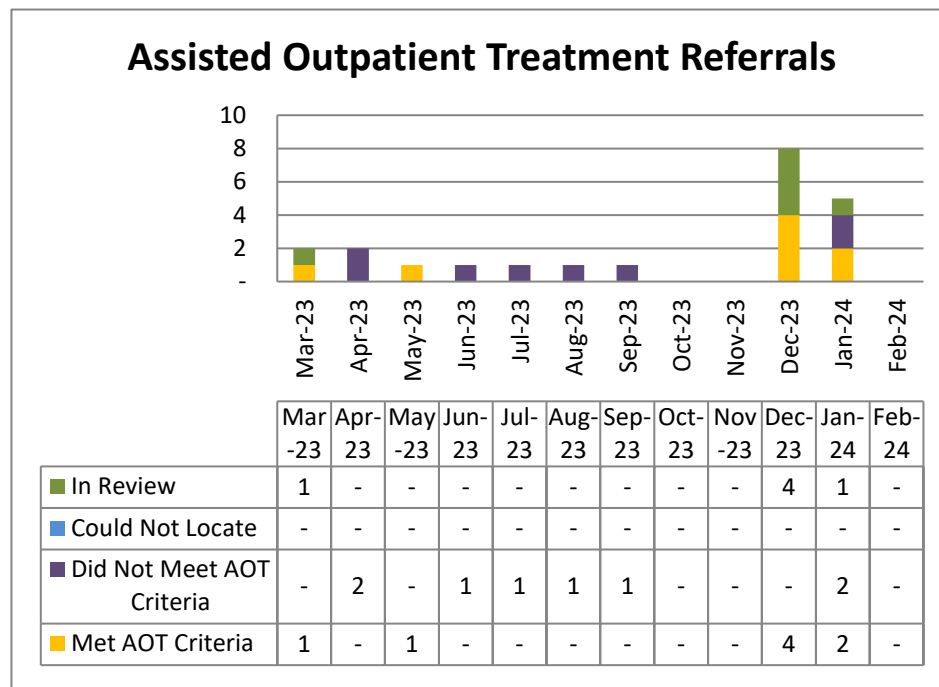
Staff is attending monthly SLT Community Health Advisory Committee Meeting.

JUSTICE SERVICES

Restoration of Competency (Chris Kernes)

- 0 Outpatient ROC referrals
- 0 Jail ROC referral
- 0 client receiving ROC Outpatient services
- 0 client receiving ROC Inpatient services

ASSISTED OUTPATIENT TREATMENT (AOT) (Scott Fisher)



Disposition of Referrals:

0 did not meet program criteria,
0 met initial program criteria,
0 individuals voluntarily accepted outpatient services,
0 individuals to proceed with the AOT process,
0 applications in review process

Discharged AOT clients:

0 clients discharged:
0 to a lower level of service,
0 out of services

There are currently 0 AOT clients receiving services voluntarily

QUALITY ASSURANCE & PATIENT RIGHTS

Quality Improvement / Utilization Review (Justine Collinsworth)

- The QM team is working with the MHSA team on developing an onboarding program for new hires to streamline their learning.

- The QM Team is focusing on utilizing the DHCS Transition of Care tool in order to have a warm handoff when transitioning consumers to a different level of care.
- The QM team continue to work in tandem with the IT and Fiscal teams on Interoperability with other mental health providers.

PATIENT RIGHTS

Patients' Rights Advocate (Debra McCartney)

Hearing Type	Upheld	Denied	Discharged before Hearing	Writs Filed
5150 (AB 2275)	5	0	1	0
5250	10	0	5	1
5270	2	0	0	0
Total	17	0	6	1

5150 Hearing (AB2275) This new law became effective on January 1, 2023

EDCBH has implemented a process to facilitate a due process hearing no later than 7 days from the initial detainment. A Certification Review Hearing is to be held at the ED (MMC/Barton), if a client continues to meet criteria for a 5150, and has been placed on a second hold, until transfer and placement arrangements to a LPS designated facility are completed or the hold is lifted.

Grievances/Appeals/Hearings (Debra McCartney)

Month Filed	Month Completed	Type	Topic	Location	Outcomes (Appeals / Hearings Only)
November	February	Client	Client care, timely access to services resulted in crisis episodes and inpatient hospitalization	WS	
November		Client	Client care, timely access to services, delay in being assigned to clinician	WS	
December		Family Member	Family Member filed a grievance following a crisis evaluation of their adult child at Barton ED. Family member had understood the client would be transferred for in-patient treatment, but client was re-evaluated and released back to their care.	SLT	

Month Filed	Month Completed	Type	Topic	Location	Outcomes (Appeals / Hearings Only)
January		Family Member	Family Member filed a grievance stating concerns with lack of communication with Conservator/ Public Guardian's Office re: adult child's plan of care.	SLT	
February		Client	Client filed grievance to complete the process to amend their medical record for hospitalization in December 2019.	WS/PHF	

PROGRAM ACTIVITY UPDATES

SUBSTANCE USE DISORDER SERVICES (Salina Drennan)

- The SUDS QA team is in the process of collecting documents to submit to DHCS for annual review while simultaneously updating department tools to conduct our annual contract compliance monitoring cycle, reviewing all network providers. The QA team is also working closely with the Avatar IT team to have a successful first DMC 274 data submission by March 10, 2024, as required.
- The SUDS Prevention has been onboarding a new staff member, Chase Suomi - Youth Prevention and Treatment coordinator for SUDS. Chase is formulating the Youth Action Council (YAC) in partnership with El Dorado Coalition for Overdose Prevention and Education (COPE) as well as other community partners such as County Office of Education, New Morning Youth and Family Services, Sierra Child Family Services, Tahoe Alliance for Safe Kids, Summitview Child & Family Services and Recovery in Action. Through education, outreach, and advocacy, the YAC will seek to promote mental well-being, education, and prevention of substance use among EDC youth. Prevention Staff have also been working with Public Health TUPP and FNL youth to educate the Board of Supervisors as well as Tahoe and Placerville City Councils about tobacco policies that would regulate the proximity of tobacco retailers to youth sensitive area as well as provide funding for tobacco and vape education and compliance checks of underage access to products.
- The CCC team continue to offer a SUDS treatment group and a Seeking Safety group for our clients at the Probation Community Corrections Center. The CCC program is at capacity with both of these groups, and we continue to move clients from the waiting lists as openings become available. We are looking forward to holding a graduation ceremony on April 23, 2024; we anticipate graduating at least three of our clients. We also continue to offer case management services to our AB109 Community Clients and have been able to move some of these clients into the CCC programs when appropriate.

MENTAL HEALTH SERVICES ACT (MHSA) (Meredith Zanardi)

- The FY 23/24 Plan Amendment public hearing was held at the February 21, 2024 Behavioral Health Commission Meeting. Comments were reviewed and analyzed in consideration of the final Plan Amendment, scheduled before the Board of Supervisors on February 27, 2024. .
- MHSA Reform:
 - Continue to attend information sessions to better understand the implications of SB 326 and potential impacts to the El Dorado County system of care.
- Continued contract development of FY 23/24 new contracts and amendments.

SUICIDE PREVENTION (Nicole Ebrahimi-Nuyken/Meredith Zanardi)

- Continued discussion around implementation of the Suicide Prevention Strategic Plan

ADULT OUTPATIENT SERVICES

(Jody Kwachak-Hall (SLT); Doris Jones (WS))

Tahoe:

- Adult Outpatient Clinicians and Mental Health Workers actively work with Clients to provide MH services in the office, in Clients' homes, by telephone and by telehealth. The Clinicians and Mental Health Workers provide services in community settings.
- SLT has 4 F/T & 1 extra-help Clinicians, and 54 F/T & 1 P/T Mental Health Workers providing services to 193 outpatient Clients.

West Slope:

- Individualized services are provided to adults 18 years and older who meet criteria for Specialty Mental Health Services by a multidisciplinary team of Psychiatrists, Nurses, Mental Health Clinicians, and Mental Health Workers/Aides. Services include screenings, assessments, medication evaluations, co-occurring assessments and treatment groups, individual therapy, group therapy and case management services and supports. Services are delivered in the Clinic, in clients' residences, in the community or via telehealth. Western slope outpatient program is currently being covered by a Program Coordinator, and one full-time and one half-time Clinician due to multiple Clinician position vacancies.

Wellness Center Activities:

Tahoe:

- Wellness is open four days a week providing groups and activities to enhance Clients' lives (games, snacks, outings, art, independent living skills, symptom management, and skills educational groups, and more).

Groups offered in February at SLT were:

- Peer Support
- Anger Management
- DBT Distress Tolerance
- Expressive Arts
- Forensic
- Friends & Fitness
- Games & Socialization
- Seasonal Cooking
- Independent Living Skills
- Trauma & Resiliency Training
- Gardening
- Sports
- Nature Hiking
- Field trips

West Slope:

- The WSOP Wellness Center is open four days per week: Monday, Tuesday, Thursday, Friday from 1pm – 4pm. Closed Wednesdays, holidays, and weekends. The Wellness Center is a safe, welcoming space to partake in a meal, socialize, participate in a variety of groups, activities, and outings that emphasis, independence, self-sufficiency, healthy living, healthy relationships, self-improvement and to share, learn, and to secure support, resources, education, and information.

Groups offered in February at WS were:

- Art
- Co-Occurring / Process Groups
- Conflict Resolution
- Cooking daily
- Current Events
- DBT
- Forensic Check-In (Closed group)
- Games & Socialization daily
- Healthy Habits
- Menu Planning
- Mindfulness
- Movement
- Movie Mondays
- Music
- Music Improv & Intro to the Dried Mangoes Band
- Outings
- Sports Outside
- T-House T-Skills
- Walking
- Writing Circle

There have been several WS Wellness Center participants who have begun to volunteer regularly and consistently in the Wellness Center in various roles such as thoughtfully engaging participants in activities to encourage socialization, decorating for the seasons and kitchen clean-up activities, stating that they want to “give back” because they have benefitted from attending and have received so much from their participation at the Wellness Center.

CHILDREN’S SERVICES (JustineCollinsworth)

Sierra Child & Family Services:

- Sierra attended several meetings in collaboration with EDCOE and other community partners to further efforts at solidifying mental health services in all El Dorado County schools. The past month’s focus has been to continue working toward increased sustainable funding for multi-level mental health services, and to adopt a universal electronic health record that could be used by all schools. Sierra and Summitview also participated in a statewide presentation with Full Circle Health Network, exploring ways to provide families with expanded options for accessing behavioral health services
- The agency continues to monitor the state budget process and advocate for preservation of funding for children. With the current projected cuts in state and local funding, Sierra will be facing drastic cuts in Wellness Center staffing across both slopes. Sierra and EDCOE are exploring possible grants and partnership opportunities to replace some of the lost funding, but this is an uphill climb.
- Sierra has no vacancies on the behavioral health team, and in fact the agency is approaching being over-staffed due to the matters described above and ongoing CalAIM implementation challenges. Staff continue to collaborate with all community partners to attempt to overcome these hurdles and avoid staff reductions in the coming months.

Summitview Child and Family Services:

- SMHS - things are going really well and staff have full caseloads.
- Wellness - recently found out that MHSA funds can be used for elementary schools, so we are excited to begin expanding out wellness centers for the 24-25 school year.

Children’s Service Provider Caseload Numbers:

- Sierra Child & Family Services: 234
- Summitview Child & Family Services: 92
- Stanford Youth Solutions: 72
- New Morning Youth Services: 39

INITIALS & DEFINITIONS

Initials	Definition
AB	Assembly Bill
ACEs	Adverse Childhood Experiences
ADL	Activities of Daily Living
ADP	Alcohol and Drug Programs
AMFT	Associate Marriage and Family Therapist
AOT	Assisted Outpatient Treatment
APCC	Associate Professional Clinical Counselor
APS	Adult Protective Services
ARF	Adult Residential Facility
ARPA	American Rescue Plan Act of 2021
B&C	Board and Care
BHBH	Behavioral Health Bridge Housing
BHC	Behavioral Health Court
BHD	Behavioral Health Division (formerly the Mental Health Division)
BOMUSD	Black Oak Mine Unified School District
BSCC	Board of State and Community Corrections
CalAIM	California Advancing and Innovating Medi-Cal
CalMHSA	California Mental Health Services Authority
CalQIC	California Quality Improvement Coordinators
CANS	Child and Adolescent Needs and Strengths
CBHDA	County Behavioral Health Directors Association of California
CBO	Community Based Organization
CBT	Cognitive Behavior Therapy
CCC	Community Corrections Center or California Conservation Corps
CCP	Community Corrections Partnership
CCR	Continuum of Care Reform
CDCR	California Department of Corrections and Rehabilitation
CDSS	California Department of Social Services
CEU	Continuing Education Unit
CFMG	California Forensic Medical Group
CFR	Code of Federal Regulations
CFT	Children and Family Teams
CFTN	Capital Facilities and Technology Needs
CHP	California Highway Patrol
CIT	Crisis Intervention Team
CIT	Crisis Intervention Training
CMS	Centers for Medicare & Medicaid Services
CPP	Community Planning Process
CPS	Child Protection Services
CPT	California Psychiatric Transitions
CRRSAA	Coronavirus Response and Relief Supplemental Appropriations Act, 2021
CSS	Community Services and Supports
CWS	Child Welfare Services

DBT	Dialectical Behavior Therapy
DHCS	Department of Health Care Services (California)
DMC-ODS	Drug Medi-Cal Organized Delivery System
DUI	Driving Under the Influence
Dx	Diagnosis
ED	Emergency Department
EDC	El Dorado County
EDCMH	El Dorado County Mental Health
EDCOE	El Dorado County Office of Education
EDCSO	El Dorado County Sheriff's Office
EDSO	El Dorado Sheriff's Office
EDCVC	El Dorado Community Vision Coalition
EH	Extra Help
EHR	Electronic Health Record
EPSDT	Early and Periodic Screening, Diagnosis and Treatment
EQRO	External Quality Review Organization
ER	Emergency Room
FAQs	Frequently Asked Questions
FEP	First Episode Psychosis
FFPSA	Families First Prevention Services Act
FSP	Full Service Partnership
FTE	Full-Time Equivalent
FURS	Foster Youth Urgent Response System
FY	Fiscal Year
HHSA	Health and Human Services Agency
HOT	Homeless Outreach Team
Hubs	Reference to the Innovation Program "Community-Based Engagement and Support Services", also called "Community Hubs"
IA	Intergovernmental Agreement
ICC	Intensive Care Coordination
ICM	Intensive Case Management
IHBS	Intensive Home-Based Services
IMD	Institution for Mental Disease (facility)
ITWS	Information Technology Web Services
Katie A.	<i>Katie A. vs. Bonta</i> Lawsuit and/or resulting programs/services
LCSW	Licensed Clinical Social Worker
LL	Laura's Law
LOCUS	Level of Care Utilization System
LPCC	Licensed Professional Clinical Counselor
LPS	Lanterman Petris Short
LT	Limited Term
LTCC	Lake Tahoe Community College
MAR	Medication Administration Record
MDT	Multi-Disciplinary Team
M-F	Monday through Friday
MH	Mental Health

MHBG	Mental Health Block Grant
MHD	Mental Health Division
MHRC	Mental Health Rehabilitation Center (facility)
MHSA	Mental Health Services Act
MHSOAC	Mental Health Oversight and Accountability Commission
MHSUDS	Mental Health and Substance Use Disorder Services, a division of the State's Department of Health Care Services (DHCS)
MHW	Mental Health Worker
MIOCR	Mentally Ill Offender Crime Reduction
MOA	Medical Office Assistant
MOU	Memorandum of Understanding
MRT	Moral Reconation Therapy
NACT	Network Adequacy Certification Tool
NM	New Morning Youth & Family
NMD	Non-Minor Dependent
NOABD	Notice of Adverse Benefit Determination
NTE	Not-to-Exceed
NTP	Narcotic Treatment Program
OAC	Mental Health Services Oversight and Accountability Commission, also MHSOAC
OP	Outpatient
PA	Physician Assistant
PATH	Projects for Assistance in Transition from Homelessness
PCP	Primary Care Physician
PD	Police Department
PEI	Prevention and Early Intervention
PERT	Psychiatric Emergency Response Team
PES	Psychiatric Emergency Services
PG	Public Guardian
PHF	Psychiatric Health Facility
PIP	Primary Intervention Program or Program Improvement Plan
PL	Public Law
POC	Plan of Correction
PPD	Placerville Police Department
PPE	Personal Protective Equipment
PSC-35	Pediatric Symptom Checklist
QA/UR	Quality Assurance/Utilization Review
QI	Quality Improvement or Qualified Individual
QI/UR	Quality Improvement/Utilization Review
QIC	Quality Improvement Committee
RIF	Reduction in Force
RFI	Request for Information
RFP	Request for Proposal
RFQ	Request for Qualifications
ROI	Authorization for Release of Information
ROC	Restoration of Competence

RV	Remi Vista
SABG	Substance Abuse Prevention and Treatment Block Grant
SAMHSA	Substance Abuse and Mental Health Services Administration
SB	Senate Bill
SCF	Sierra Child & Family
SLT	South Lake Tahoe
SLTPD	South Lake Tahoe Police Department
SMHS	Specialty Mental Health Services
SO	Sheriff's Office
STACS	South Tahoe Alternative Collaborative Services
STHS	South Tahoe High School
STRTP	Short-Term Residential Therapeutic Program
SUD	Substance Use Disorders
SUDS	Substance Use Disorder Services
SV	Summitview Child & Family
SYS	Stanford Youth Solutions
T-House	Transitional Housing
TAY	Transitional Age Youth
TBD	To Be Determined
TCH	Tahoe Coalition for the Homeless
TFC	Therapeutic Foster Care
TYFS	Tahoe Youth and Family Services
Tx	Treatment
TY	Tahoe Youth and Family Services
UR	Utilization Review
VA	United States Department of Veterans Affairs
WET	Workforce Education and Training
WIA	Workforce Investment Act
WOIA	Workforce Innovations and Opportunities Act
WS	West Slope