

Behavioral Health Division Update
Behavioral Health Commission
November 2021 Data
December 15, 2021 Meeting

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

- The Behavioral Health Division (BH) conducted a staff satisfaction survey at the end of September. We had 87 staff participating in the survey. The survey requested input and feedback about Health and Human Services Agency (HHS) Executive and BH Executive Leadership, BH Division Managers, BH Division Coordinators (Supervisors), Staff Collaboration and Communication, Individual and Family Outcomes, Overall Job Satisfaction, and Training and Learning Environment. The responses have been analyzed and will be shared with staff on 12/16/2021 to review the results and determine next steps. We have since initiated a monthly All Staff meeting to address the feedback that staff does not feel well informed by their Executive Leadership.
- The Division is hiring for a newly created Mental Health Worker position. This position will participate in the Caldor Fire Recovery effort and join the County's multi-disciplinary team. This Mental Health Worker will provide initial emotional support to any Caldor Fire victims, provide linkage to needed resources including ongoing Mental Health and/or Substance Use Disorder treatment or support, connect with other community agencies participating in the Caldor Fire Recovery effort, and attend events intended to support the Caldor Fire victims.

EL DORADO COUNTY BEHAVIORAL HEALTH DIVISION STAFFING

- **New Hires:**
 - None
- **Promotions:**
 - Lesly Van Sloten, to WS Manager of Mental Health Programs
- **Recruitments:**
 - Ongoing
 - SLT MH Clinicians (4 openings)
 - SLT MH Clinician - Substance Use Disorder Program
 - SLT MH Clinician (Extra Help)
 - SLT Workers (4 openings)
 - SLT Extra Help Psychiatric Technician/LVN
 - WS Mental Health Clinicians (Extra Help and Regular)
 - WS Mental Health Clinician - Substance Use Disorder Program
 - WS Mental Health Program Coordinator
 - WS Medical Office Assistant
 - WS Nurse

- WS Psychiatric Technician
- WS Administrative Analyst
- WS Administrative Technician
- **Separations:**
 - None
- **Position Changes:**
 - None

Filled and Vacant Clinician and Clinical Support Positions (as of 11/02/2021)

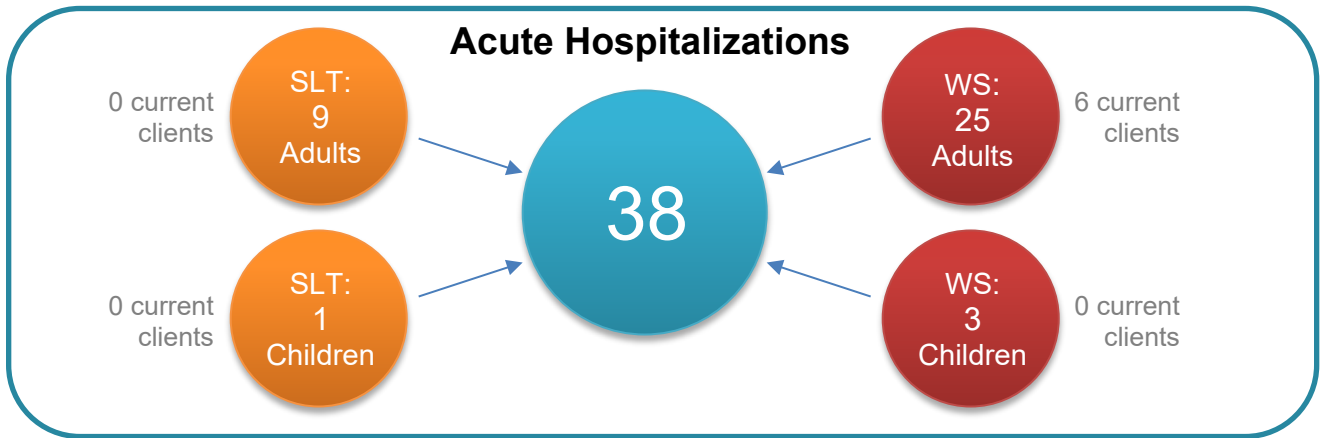
Position Category	Status	SUDS	MHSA	Traditional	Total
Clinician	Filled	2.00	14.80	3.70	20.50
	Vacant WS	1.00	4.35	0.65	6.00
	Vacant SLT	1.00	3.75	1.25	6.00
Clinician Total		4.00	22.90	5.60	32.50
Clinical Support	Filled	8.50	19.41	2.84	30.75
	Vacant WS	--	1.62	0.38	2.00
	Vacant SLT	--	6.00	--	6.00
Clinical Support Total		8.5	27.03	3.22	38.75
Total		12.50	49.93	8.82	71.25

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

THIS MONTH’S SERVICES BY THE NUMBERS...

Psychiatric Emergency Services (PES) (Crisis Services)





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 (Lesly Van Sloten)

- 22 IMD beds
- 1 State Hospital
- 7 Enhanced Board and Care beds
- 13 Board and Care - Sacramento & Galt
- **Total:**
 - 43 Out of County Placements
 - 24 In County Placements

Transitions Treatment Program

(Danielle Bogan/Lesly Van Sloten and Jody Kwachak-Hall/Chris Kernes)

- **WS:** 15 of 19 beds filled; 4 openings:
 - T1 - 1 opening,
 - T2 - 1 opening,
 - T3 - 2 openings,
 - T4 - 0 openings
- **SLT:** 6 of 6 beds filled:
 - T1 openings: 0 openings

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

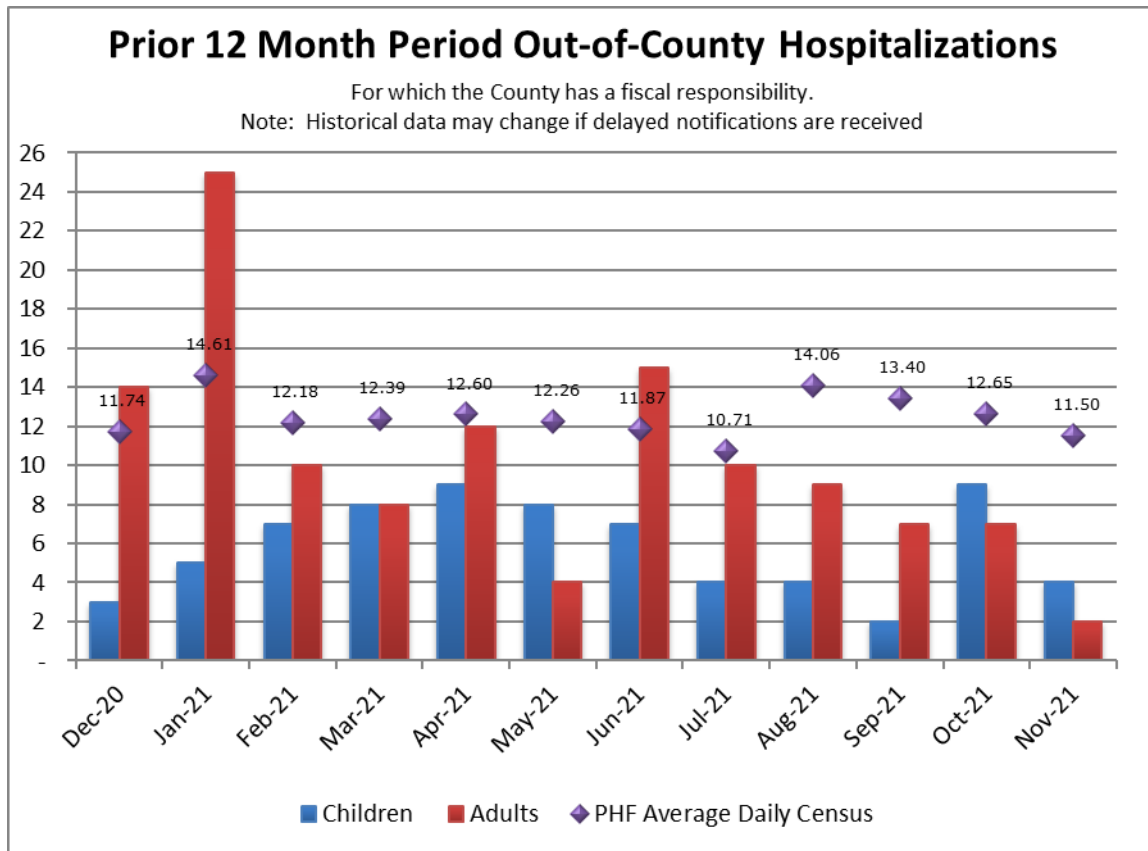
Clients receive ICM team coverage

- **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

Psychiatric Health Facility (Lesly Van Sloten)

- There were **23** Admissions; **17** Admissions were El Dorado County residents and **6** were Out of County residents.
- There were **20** El Dorado County residents discharged; **9** to Home with Support, **0** to Home without support, **1** MHRC/IMD, **3** Board and Care, **2** to ICM T-House, **5** to Shelter, **0** to Other, and **0** to Emergency Department.
- Upon discharge, **16** El Dorado County residents were insured and **4** El Dorado County residents were pending insurance.
- There were **0** Seclusion Episodes, **0** Physical Restraint Episodes (**0** minutes), **0** Assaults (**0** clients), **0** Elopements, 2 Medication Errors (**0** medication errors with no patient involvement), Client Surveys **17**
- There were **2** denials of El Dorado County referrals: 1 uses a CPAP machine and the other was under age 18.
- Average daily census was **11.5** (range 10 - 13) with **15.2** average length of stay of days.
- Concurrent Reviews resulting in no medical necessity found. **0**

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



CRISIS SERVICES

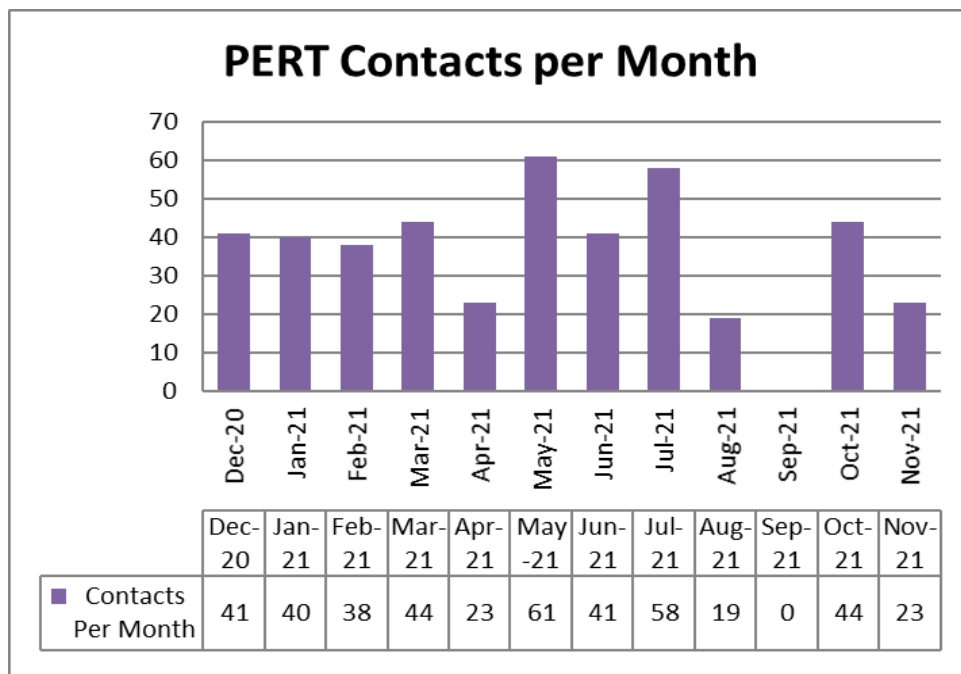
Crisis Intervention Teams (CIT)

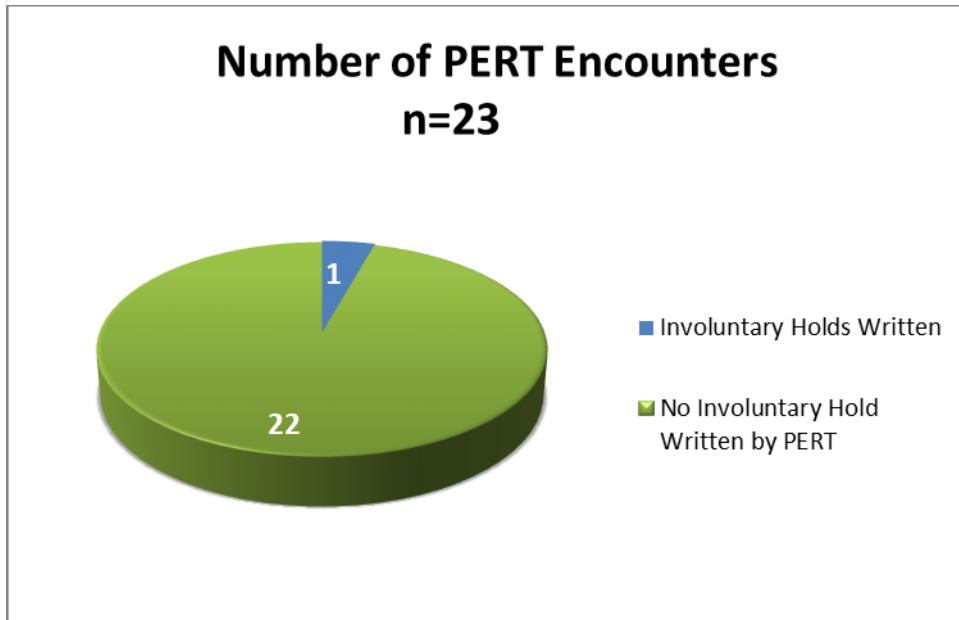
(Angelina Larrigan/Lesly Van Sloten and Jody Kwachak-Hall/Chris Kernes)

- **SLT:** Crisis services in SLT are being covered with the help of WS staff. We are working on finalizing the schedule to bring in contractors to help cover our crisis schedule in SLT.
- **WS:** No meeting this month.

Psychiatric Emergency Response Team (PERT)

(Angelina Larrigan)





Additional PERT Data:

Safety Plans	11
Law Enforcement Holds Written during PERT Shift	1
Voluntary Transports to Emergency Department	1
Law Enforcement Holds Written	14
Behavioral Health Outpatient Holds Written	0
Other/Unable to Locate/Inaccurate Report for Service	5
Substance Use Admitted/Confirmed	5
Adult Protective Services (APS) Referrals	2
“Fit For” Jail Crisis Risk Assessments Conducted by PERT	1

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

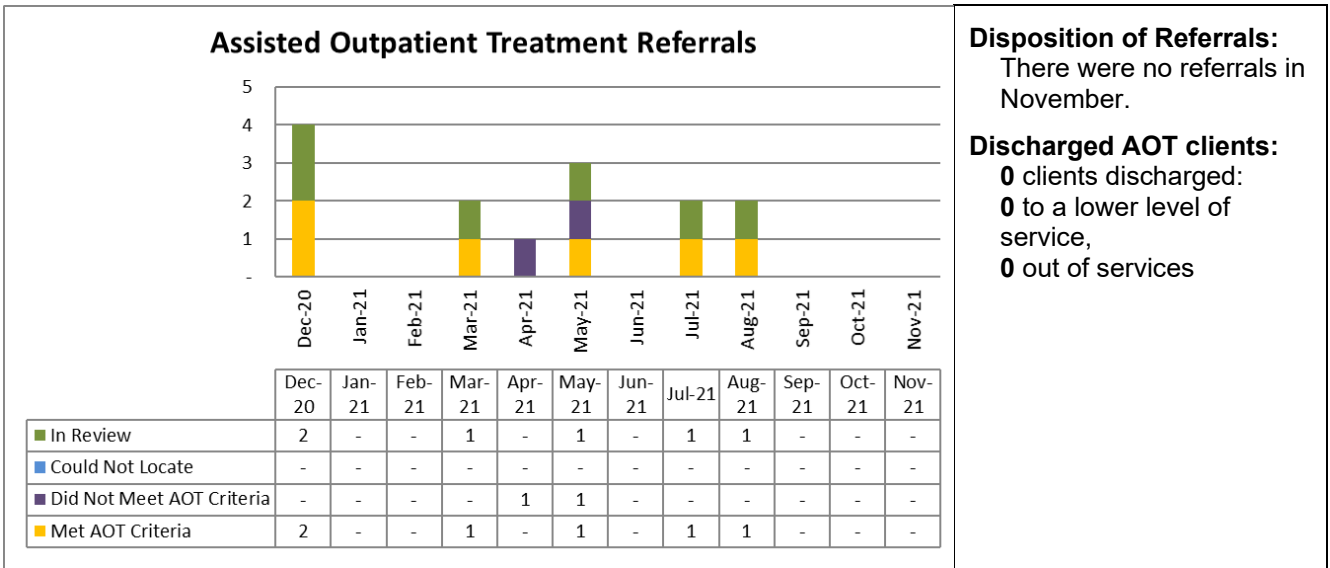
- No STACS meeting in November.
- We continue to collaborate with SLTPD in field visit. No visits in November.

JUSTICE SERVICES

Restoration of Competency (Lesly Van Sloten)

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

ASSISTED OUTPATIENT TREATMENT (AOT) (Lesly Van Sloten)



QUALITY ASSURANCE & PATIENTS' RIGHTS

Quality Improvement / Utilization Review (Ren Strong)

- On November 24, 2021, Mental Health received notification that it passed the federal network certification requirements for Fiscal Year (FY) 2021/22. A pass designation means the county is in-compliance with the network adequacy requirements and is not subject to corrective actions. As compared to the Statewide results:

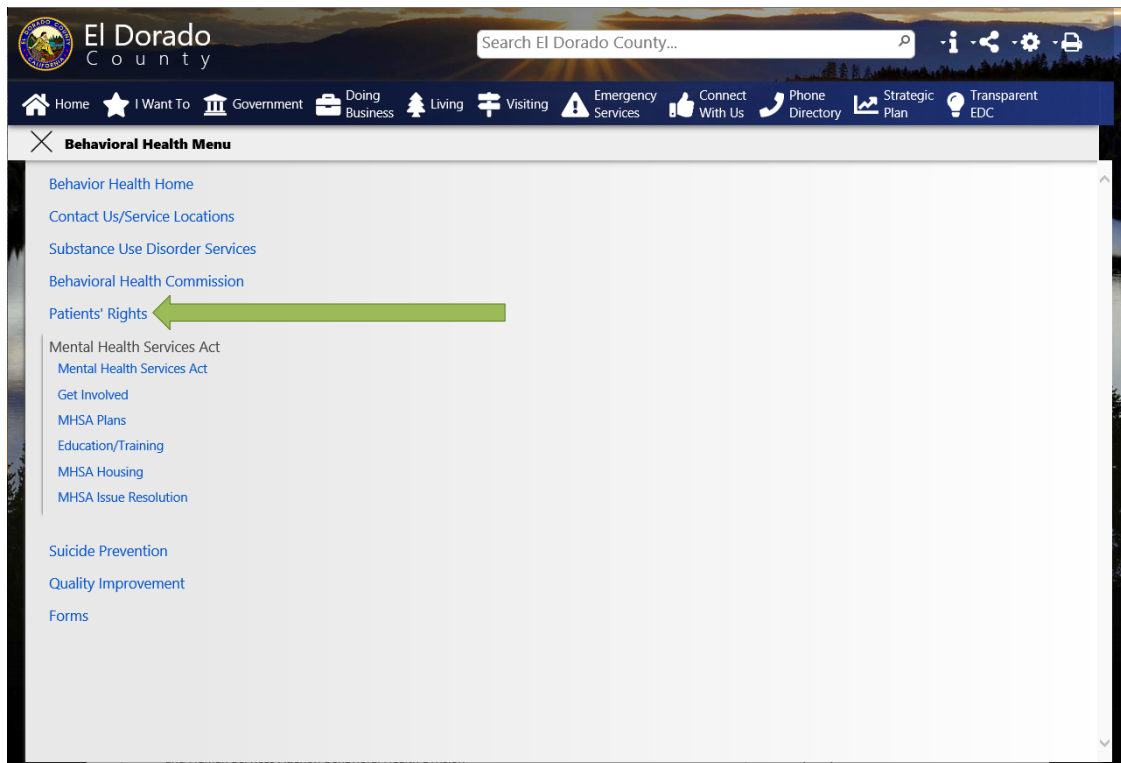
Time or Distance Standards	EI Dorado County	Number of MHPs In Compliance with Time or Distance Standard	Number of Plans in Compliance, after Applying 10% Telehealth Allowance	Number of MHPs Out-of-Compliance
Adult Psychiatry	In Compliance	22	29	5
Child/Youth Psychiatry	In Compliance	28	23	5
Adult Outpatient SMHS	In Compliance	44	12	0
Child/Youth Outpatient SMHS	In Compliance	50	6	0

Network Capacity and Composition	EI Dorado County	Number of MHPs In Compliance	Number of MHPs Out-of-Compliance
Adult Psychiatry	In Compliance	48	8
Child/Youth Psychiatry	In Compliance	41	15
Adult Outpatient SMHS	In Compliance	54	2
Child/Youth Outpatient SMHS	In Compliance	48	8
Language Capacity	In Compliance	41	15
Mandatory Provider Type –American Indian Health Facility	In Compliance	55	1
Mandatory Provider Type –ICC/IHBS	In Compliance	56	0
Timely Access	In Compliance	53	3
Continuity of Care Report	In Compliance	51	5

- The California Department of Health Care Services (DHCS) issued Information Notice 21-056, which established new requirements for both Mental Health and Substance Use Disorder Services (SUDS) to submit specific documents to the State as part of annual compliance monitoring activities. DHCS anticipates that this increased monitoring will “create a more interactive and streamlined process between counties and DHCS, which will benefit beneficiaries and county behavioral health programs”. Both Mental Health and SUDS submitted their documentation in a timely manner.

Patients’ Rights (Christina Hammel)

- El Dorado County Patients’ Rights Office now has a webpage that is accessible from the County’s Behavioral Health site (<https://www.edcgov.us/MentalHealth>). Contact information, forms and other helpful resources are listed on the webpage.



Grievances/Appeals/Hearings (Christina Hammel / Ren Strong)

Month Filed	Month Completed	Type	Topic	Location	Outcomes (Appeals / Hearings Only)
10/2021		Grievance	Quality of Care- Treatment Concerns and Staff Behavior	SLT PES	

PROGRAM ACTIVITY UPDATES

SUBSTANCE USE DISORDER SERVICES (Salina Drennan)

- SUDS staff has added another telehealth group, Stages of Change, to the list of groups available to our clients. Staff worked with clients this month around preparing for the holidays and maintaining their recovery through challenging situations.
- The new contract with Volunteers of America for residential withdrawal management and residential treatment for women and perinatal women was executed this month. Placements are starting in December 2021.
- The DMC-ODS program conditionally passed the federal network certification requirements. A conditional pass means that SUDS will submit a corrective action plan to address network adequacy. The two areas that need to be addressed are:
 1. Time or Distance standards for Youth Narcotic Treatment Programs (NTP) and Adult NTP.
 2. Residential Treatment 18+ capacity

SUDS is in the process of submitting information to DHCS in order to address this finding.

MENTAL HEALTH SERVICES ACT (MHSA) (Meredith Zanardi/Moriah Weldy)

- Fiscal Year (FY) 2022/23 Annual Update Community Program Planning Process (CPPP)
 - Began holding meetings November 18 with a small group of Resource Parents and foster youth advocates
 - On December 1, a Press Release (English) was sent to media outlets and posted on the EDC News Room Site (<https://edcgov.us/newsroom>) announcing public meetings and the survey.
 - December 6-8 - Press Release sent to MHSA distribution list, vendors and other community groups and the Spanish Press Release was also distributed.
 - Meetings scheduled at West Slope and SLT Wellness Centers on December 7 and December 14 (respectively).
 - Continued working with other groups to set up meetings.
 - The survey is available online in both English and Spanish. Commissioners and other interested parties are encouraged to complete the survey:
 - English: <https://www.surveymonkey.com/r/MHSA22>
 - Spanish: <https://es.surveymonkey.com/r/MHSA22es>
- The Cultural Competence Workgroup has been updating our current Cultural Competence Plan to meet MHSA and DHCS requirements.
- Participated in various conference calls, webinars, and meetings related to items of interest to MHSA.

- Continued implementation of activities related to the MHSA Three-Year Program and Expenditure Plan.
- Provided technical assistance to some PEI contracted providers

ADULT OUTPATIENT SERVICES

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

Tahoe:

- The SLT Outpatient Clinic Clinician and Mental Health Worker continue to actively work with Clients in person at the office, in Clients' homes, by telephone and by telehealth. The Clinician and Mental Health Workers also continue to engage and provide services in the community settings. Any face-to-face meetings are handled with safety as a priority ensuring that COVID-19 precautions and guidelines are adhered to. Currently, SLT has one Clinician and one Mental Health Worker to provide comprehensive services to 92 outpatient Clients.

West Slope:

- The WS Outpatient Clinic staff continue to work with clients and their identified natural and community supports, engage clients in individualized behavioral health treatment, goal setting, treatment planning, and case management, consult with and support the Clinic Medication Providers, monitor caseloads, crisis contacts/interventions and Inpatient Admissions, provide individualized services, supports and referrals and complete client check-ins to support continued behavioral health treatment, engagement, supports, and services as well as provide backup coverage when coworkers are off/out.

Wellness Center Activities:

Tahoe:

- On November 24, the Wellness Mental Health Worker with the support of the Behavioral Health team, created a Friendsgiving appreciation gathering for 17 Clients, where we shared our appreciation and gratitude for being able to congregate, especially during these most recent challenging times. T-House residents supported by displaying the decorations, setting the tables, and in serving the guests.

West Slope:

- On November 19th, the Wellness Center staff, along with ICM staff, engaged T-House and FSP/ICM clients in preparing and partaking in a Thanksgiving feast.
 - A menu was agreed upon, shopping for ingredients, food preparation, serving, and clean up tasks were assigned as well as safe food handling and storage were involved in this activity.
 - Art activities were available including creating, painting and decorating gratitude spinners that were customized with what each individual was personally grateful for.
 - Dried Mangoes Band provided live music.

- Participants expressed their appreciation of the group celebration, provided glowing reviews, were proud of the dishes they prepared, and were very complimentary of all dishes shared at the feast.
- On Thanksgiving Day November 25, the Wellness Center & ICM staff collaborated in planning, prepping for and engaging clients in another Thanksgiving meal on Thanksgiving Day for T-House program participants in all four T-Houses and for 20 FSP clients who live independently.

ICM Activities:

Tahoe:

- Field trips to different locations are provided monthly as weather permits.

West Slope:

- The Thanksgiving feast for T-houses and 20 independent clients was a success. Christmas feast for clients will be held in December.
- Outings to resume on Wednesdays and over the weekend.
- Staff took clients to see Bayside Christmas lights and the clients loved it.
- Danielle Christopherson has been designated as our Resource Specialist. She will be working with many organizations to provide linkage to resources in the community and assist our clients with housing resources.

CHILDREN'S SERVICES (Angelina Larrigan)

- Foster Youth Urgent Response System (FURS) received 2 calls in September. Both calls were stabilized successfully.
- Families First Prevention Services Act (FFPSA) mandate has been in effect since October 1st. The new requirements are related to placement in a Short-Term Residential Therapeutic Program (STRTP) and aftercare services provided to a child or youth discharged from a STRTP. Additionally, the FFPSA mandate requires the Mental Health Plan to certify a Qualified Individual (QI) who must complete an independent assessment 30 calendar days from the date of the QI referral or from the date the child is placed into an STRTP and provide Plan Development, Intensive Care Coordination, Child and Family Team services and coordinate at least six months of aftercare wraparound services to support the consumer in successfully transitioning.
 - At this time, EDC BH has not received a referral from EDC CWS or Probation.
 - EDC BH plans on contracting the FFPSA services to our existing interested children's contract providers once California obtains a Title IV-E waiver.
- CalAim is a DHCS mandate which amends medical necessity criteria for outpatient and inpatient Specialty Mental Health Services to effectively improve access, eliminate barriers to care and reduce variability across delivery systems. This mandate will be phased in over the next five years, with the first part related to access to services taking effect January 1, 2022. It is anticipated that the changes will increase the amount of individuals requesting services and meeting criteria for Specialty Mental Health Services.

- One part of the CalAim mandate focuses on the eligibility criteria for access to Specialty Mental Health Services for children, which identifies trauma, involvement in the Child Welfare System and/or Probation systems, and homelessness as criteria for receiving Specialty Mental Health Services.
- El Dorado County has been proactively preparing to implement these changes in order to be in compliance with these new mandates as we await the State’s final guidance and requirements. More details will be provided in future updates.
- Behavioral Health is working on developing a contract with a community partner to expand Wellness Center services within Middle Schools.

DBT/FEP Program (Jody Kwachak-Hall)

Tahoe:

- DBT groups are not being provided at this time.
- DBT skills education and practice is done on an individual basis.

ADULT OUTPATIENT GROUP SCHEDULES

As a result of COVID-19 precautions, groups are being provided on a limited basis to active clients only.

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
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
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
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