

**Behavioral Health Division Update
Behavioral Health Commission
May 2025 Data
June 18, 2025, Meeting**

BH DIRECTOR & DEPUTY DIRECTOR UPDATES
(Jim Diel/Christianne Kernes)

EL DORADO COUNTY BEHAVIORAL HEALTH DIVISION STAFFING

- **New Hires:**
 - Jessica Thomas, WS Sr. Office Assistant
 - Keary Mason, Amergis Clinician for South Lake Tahoe
 - April Tate, WS Manager of Mental Health Programs – ICM
 - Donna Franco, WS Manager of Mental Health Programs – Access, Crisis, Children's Services
- **Promotions:**
 - Meredith Zanardi, from Sr. Administrative Analyst/MHSA Coordinator to Program Manager over Administrative Staff
- **Recruitments:**
 - Ongoing
 - WS MH Clinician - Substance Use Disorder Services Division- Quality Assurance
 - WS MH Clinician – Substance Use Disorder Services Division- Access
 - WS MH Clinician
 - WS Coordinator of Mental Health Programs – Quality Management
 - WS Coordinator of Mental Health Programs – Justice Involved, Diversion, Forensic
 - WS Mental Health Worker
 - WS Office Assistant – Substance Use Disorder Services Division
 - WS Advanced Level Substance Use Disorder Services Counselor
 - SLT Advanced Level Substance Use Disorder Services Counselor
 - SLT Mental Health Worker, Full Time and Part time
 - SLT Mental Health Clinician
 - Supervising Administrative Analyst
 - Sr. Administrative Analyst, MHSA/BHSA
 - New
 - None
- **Separations:**
 - Lorri Washabaugh, WS Mental Health Worker
- **Position Changes:**
 - Diane Sternin, RN, from Amergis Psych Tech to FTE Psych Tech SLT (May 31)

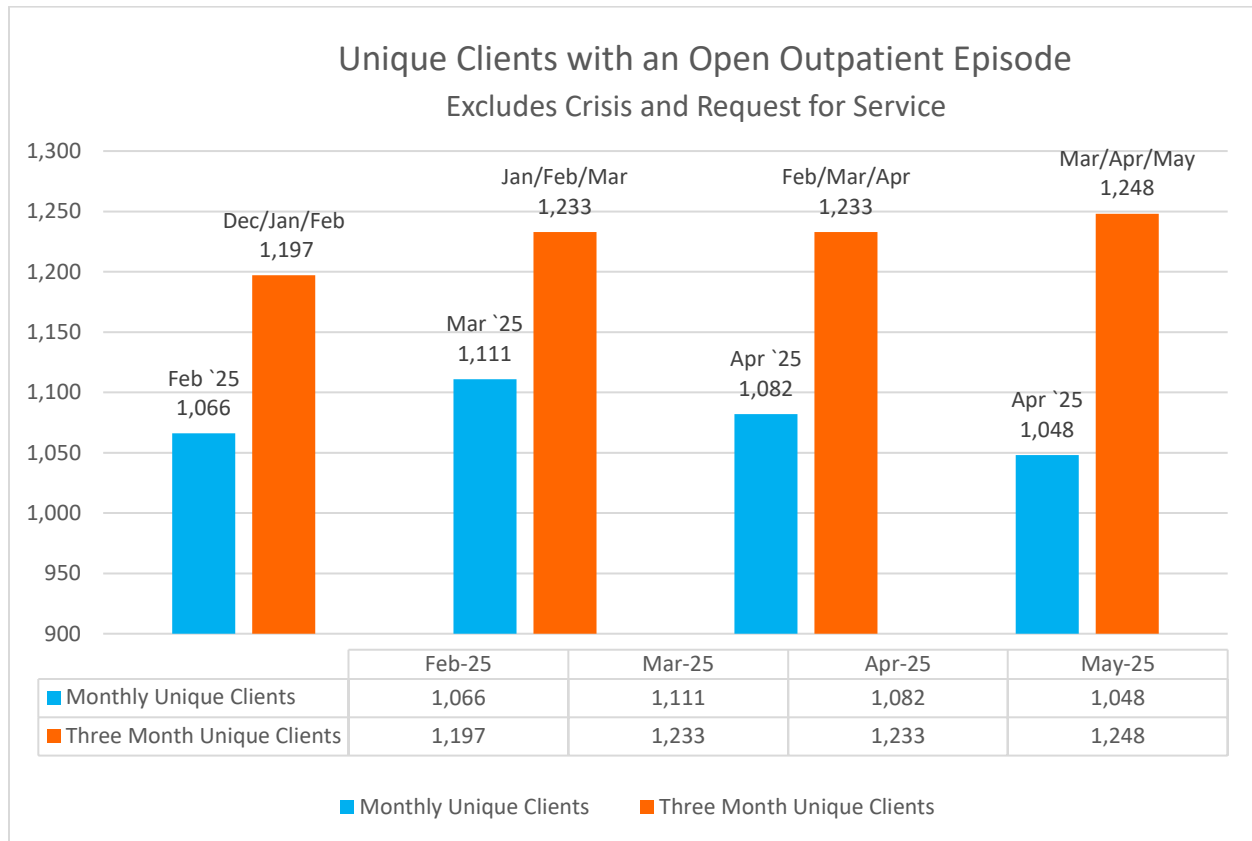
Filled and Vacant Clinician and Clinical Support Positions (as of 6/3/2025)

Position Category	Allocated	Filled	Filled by Amergis Contracted Staff	Vacant	Vacancy by Position	Division-Wide Vacancy %
Manager of MH	4	4	0	0	0%	38% (44% not including Amergis Contracted Staff)
MH Coordinator	8	5	0	3	38%	
MH Clinician	33.5	11.1	5	17.4	52%	
MH Worker	27	19	n/a	8	30%	
Sup. MH Worker	1	0	n/a	1	100%	
Sr. Office Assistant	3	5	n/a	-2*	-67%	
Medical Office Assistant	3	1	n/a	2	67%	
MH Aide	6.25	0.75	n/a	5.5	72%	
Psych Tech	3	3	0	0	0%	
SUDS Health Educator	11	8.5	n/a	2.5	23%	
Sup. Health Education Coordinator	2	2	n/a	0	0%	

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

*Vacant Medical Office Assistant positions have been reassigned to the positions of Sr. Office Assistant

THIS MONTH'S SERVICES BY THE NUMBERS...



Access – Request for Service

Mental Health

Requests for Service - Received

MONTH	TOTAL #	ROUTINE	EXPEDITED	URGENT
6/2024	95	90	5	0
7/2024	118	114	4	0
8/2024	164	155	8	1
9/2024	200	191	8	1
10/2024	174	126	41	7
11/2024	150	143	6	1
12/2024	105	95	10	0
01/2025	127	114	13	0
02/2025	130	122	8	0
03/2025	172	164	8	0
04/2025	120	112	7	1
05/2025	124	113	11	0
Total	1,355	1,105	102	9

Disposition of Request of Service

MONTH	OPENED TO EDC BH	REFERRED TO MCP	REFERRED TO COMMUNITY	CANCELLED CONTACT, NO SHOW
6/2024	35	9	6	45
7/2024	56	17	4	41
8/2024	79	17	11	57
9/2024	79	17	13	91
10/2024	75	19	19	59
11/2024	74	21	22	33
12/2024	54	9	5	37
1/2025	65	12	15	35
2/2025	63	17	8	40
3/2025	93	29	13	37
4/2025	58	23	10	29
5/2025	58	16	7	43
Total	661	176	121	478

Substance Use Disorder Services

Requests for Service – Received

MONTH	TOTAL #	ROUTINE	EXPEDITED	URGENT
6/2024	35	35	0	0
7/2024	38	36	0	2
8/2024	32	32	0	0
9/2024	44	44	0	0
10/2024	31	28	0	3
11/2024	33	31	0	2
12/2024	30	27	0	3
1/2025	45	42	0	3
2/2025	40	40	0	0
3/2025	31	28	0	3
4/2025	45	42	0	3
5/2025	44	40	0	4
Total	458	425	0	23

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
6/2024	26	8	1	0	0
7/2024	27	6	3	0	2
8/2024	24	5	1	1	1
9/2024	19	16	0	3	6
10/2024	18	7	0	2	5
11/2024	20	5	1	2	5
12/2024	19	2	3	2	2
1/2025	23	13	0	1	8
2/2025	23	8	1	1	7
3/2025	14	7	1	3	7
4/2025	25	11	1	2	6
5/2025	20	13	3	4	5
Total	281	108	117	24	55

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
6/2024	0	26	1	6	42	0
7/2024	0	18	0	0	22	0
08/2024	0	47	0	2	27	0
9/2024	0	38	1	0	28	0
10/2024	0	30	0	0	23	0
11/2024	0	25	0	0	5	0
12/2024	0	23	0	0	8	0
1/2025	0	21	0	1	12	2
2/2025	1	23	0	0	10	0
3/2025	1	25	0	1	14	0
4/2025	0	29	0	3	29	0
5/2025	0	25	0	1	14	0
Total	1	300	2	14	211	2

Substance Use Disorder Services

EDC SUDS NOABD type						
Month	Timely Access Notice	Termination Notice	Modification Notice	Denial Notice	Delivery System Notice	Payment Denial Notice
6/2024	13	23	0	0	2	0
7/2024	14	50	0	0	6	0
8/2024	14	37	0	0	3	0
9/2024	9	28	0	0	0	0
10/2024	16	33	0	0	1	0
11/2024	8	17	0	0	1	0
12/2024	4	23	0	0	2	0
1/2025	11	16	0	0	2	0
2/2025	11	24	0	0	2	0
3/2025	10	26	0	0	0	0
4/2025	11	14	0	0	2	0
5/2025	21	33	0	0	3	0
Total	152	324	0	0	24	0

Inpatient and Residential Treatment

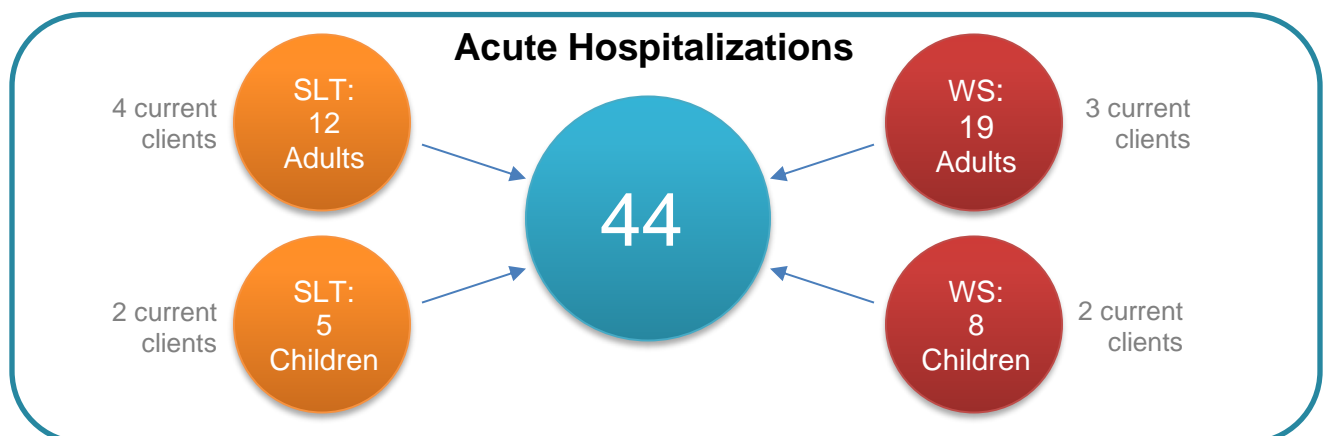
Mental Health

Month	Telecare PHF	Average Length of Stay – PHF	Crisis Res Tx - Adult	Out of County – Adult	Out of County – Youth	Average Length of Stay - OUCH	Residential	Long-Term Care/Skilled Nursing
5/2024	30	12.03		7	7	5.5	33	14
6/2024	27	10.5		12	3	8.13	29	12
7/2024	31	11.45		8	5	11.47	29	9
8/2024	26	11.48		14	3	6.88	42	10
9/2024	13	17.0		13	2	6.33	32	16
10/2024	25	15.08		7	8	5.73	28	15
11/2024	20	15.62		9	6	5.93	28	14
12/2024	23	15.75		12	4	6.75	25	16
1/2025	23	26.96		13	4	6.31	31	19
2/2025	22	15.37		5	5	5.7	31	18
3/2025	29	10.77		10	4	10.57	31	9
4/2025	21	10.00	2	5	4	6.00	30	18
5/2025	25	10.77	6	12	4	7.06	30	18
Total	290	18.27	2	125	48	8.13		

Substance Use Disorder Services

Month	Clients in Residential Treatment
6/2024	10
07/2024	16
8/2024	17
9/2024	14
10/2024	11
11/2024	9
12/2024	12
1/2025	14
2/2025	17
3/2025	18
4/2025	20
5/2025	23
Total	181

Psychiatric Emergency Services (PES) (Crisis Services)



31 Adults were placed in Acute Hospital

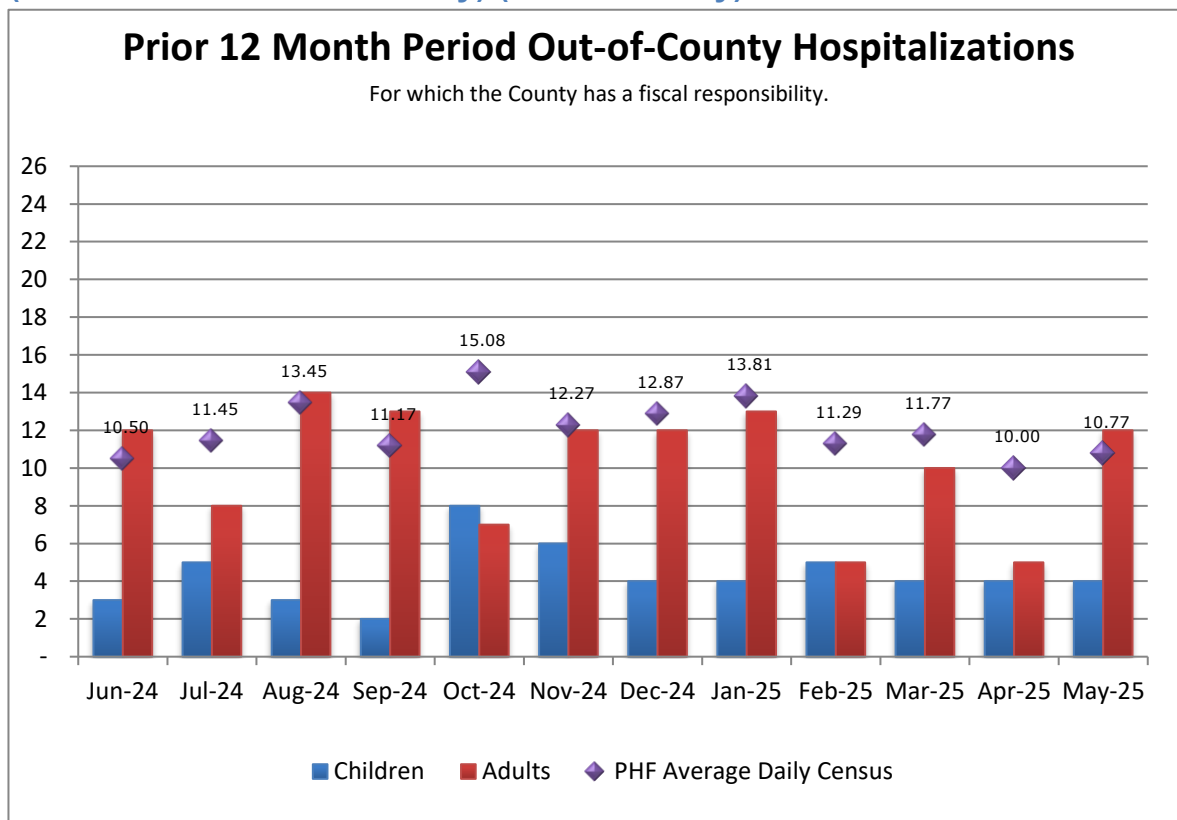
- **11 placed at EDC Telecare PHF**
- 13 El Dorado County beneficiaries placed at Out of County Hospital
 - 4 El Dorado County Med-Cal beneficiary placed out of county inpatient hospitals
 - 9 Medicare as primary coverage
- 7 with Private Insurance or Medi-Cal from another California county, placement 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.

Psychiatric Health Facility (Moriah Weldy)

- There were **25** Admissions; **14** Admissions were El Dorado County residents and **11** were Out of County residents.
- There were **14** El Dorado County residents discharged; **9** to Home with Support, **0** to Home without support, **3** MHRC/IMD, **0** Board and Care, **0** to ICM T-House, **1** to Shelter, **1** to Other, and **0** to Emergency Department.
- Upon discharge, **12** El Dorado County residents were insured and **2** El Dorado County residents were pending insurance.
- There were **0** Seclusion Episodes, **1** Physical Restraint Episodes (1 minute), **1** Patient to Patient Assaults, **0** Elopements, **6** Medication Errors (**0** medication errors with no patient involvement), Client Surveys **26**
- There was **1** denial of El Dorado County referrals: Medically compromised.
- Average daily census was **11.29** (range 9 - 15) with **15.37** average length of stay of days.
- Concurrent Reviews resulting in no medical necessity found. **3**

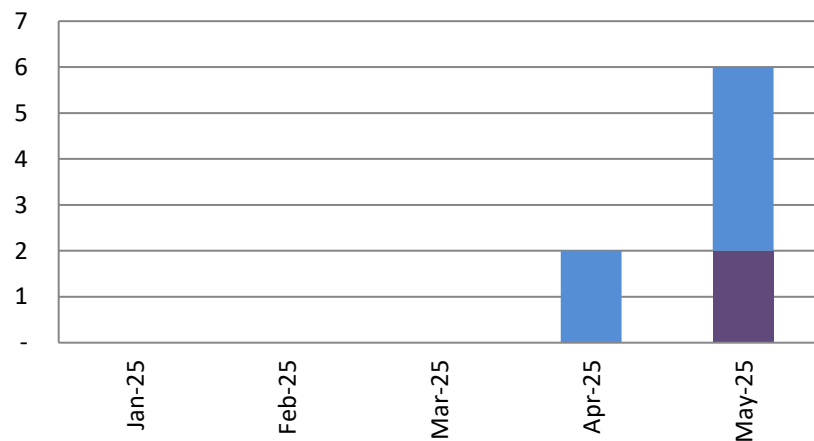
Out-of-County Acute Psychiatric Hospitalizations (Medi-Cal Beneficiaries Only) (Moriah Weldy)



Oak Lane Crisis Residential Treatment (CRT) Center Placement (Moriah Weldy)

The Oak Lane CRT opened in March 2025, BHD staff coordinated and developed a referral and screening process and in April 2025 placed two (2) members who are known to the division. Both placements were a step-down in level of care following admission and treatment at Telecare El Dorado PHF

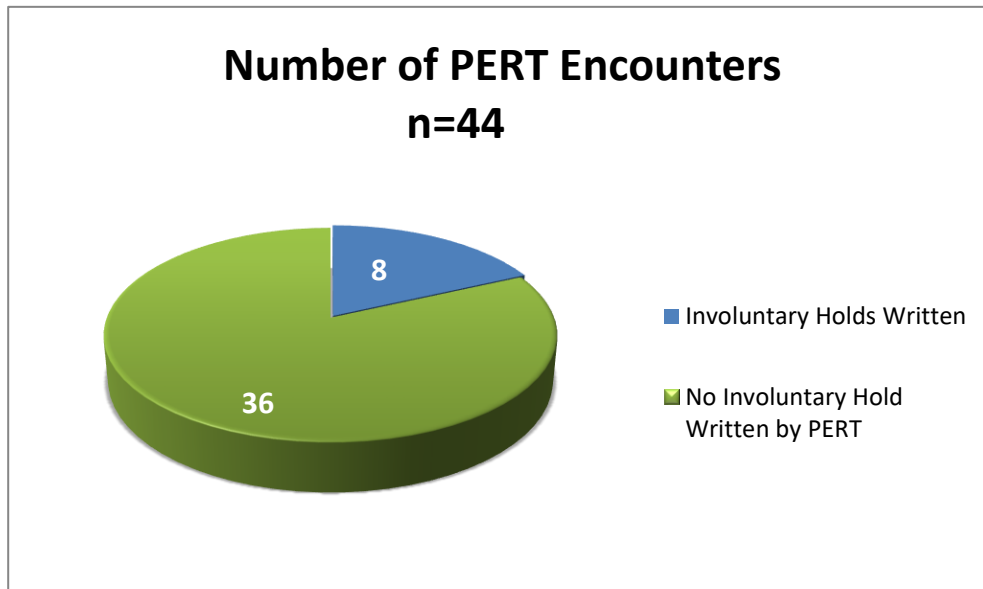
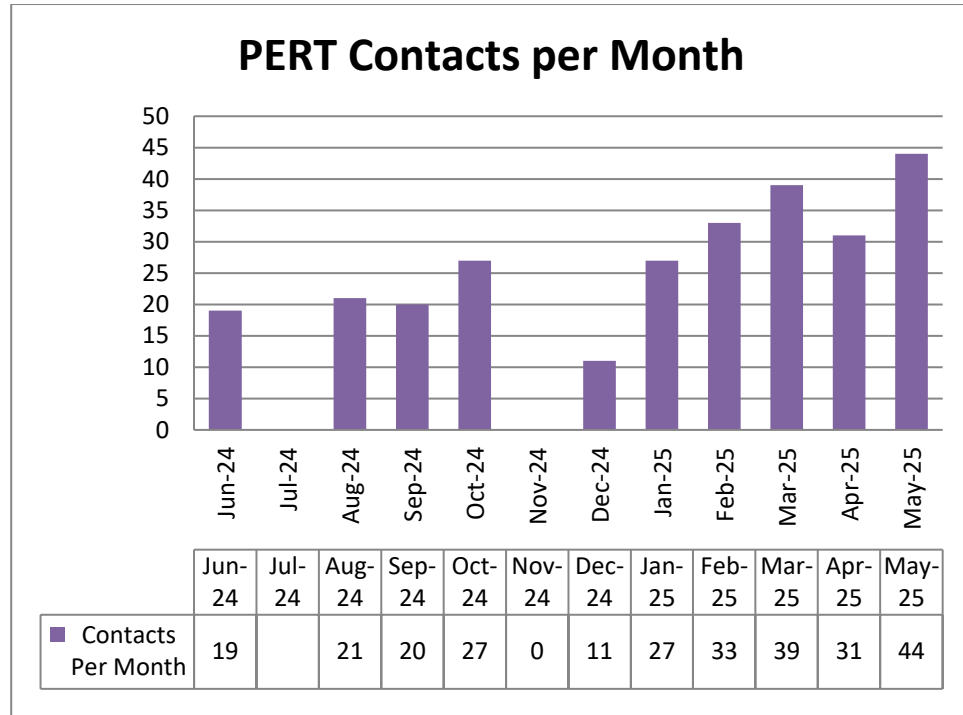
Prior 12 Month Crisis Residential Treatment Placement (opened for placement 4/2025)



	Jan-25	Feb-25	Mar-25	Apr-25	May-25
■ Step-Down (From PHF/Other Acute Psych)	-	-	-	2	4
■ Step-Up (Prevent hospitalization)	-	-	-	-	2

CRISIS SERVICES

Psychiatric Emergency Response Team (PERT)



PROGRAM ACTIVITY UPDATES

SUBSTAND USE DISORDER SERVICES (Shaun O'Malley)

Access Services and Treatment Services

- Outpatient Substance Use Disorder Services in South Lake Tahoe are currently serving 42 clients using the Seeking Safety and Living in Balance curriculum.

Quality Assurance

- Quality assurance team completed its annual monitoring on contract and county providers. Current activities include Network Adequacy Certification for FY 25-26, Contract monitoring reports, and developing PIPs for HSAG submission in July 2025.

Prevention

- Prevention staff are collaborating with partners across El Dorado County to strengthen youth substance use prevention through campaigns, training, and education strategies. Current efforts include updating parent workshop resources, supporting Peer-to-Peer programs, and partnering with tribal communities to build inclusive and effective initiatives. Agencies such as DHCS, CalSCHLS, and CARS are actively engaged in supporting data-driven prevention strategies. Upcoming activities include participation in National Night Out and continued information dissemination efforts.

The Youth Action Council (YAC) is also working to engage more youth through planned summer activities, including social media workshops and repurposing newspaper boxes for Naloxone distribution. The YAC also hopes to host a fundraiser over the summer. As we near the new school year, both adults and youth remain focused on broadening outreach and impact.

Chase Suomi is participating in the OCPN Accelerator 6.0 program in partnership with other community leaders. The program is set to conclude in October and focuses on improving messaging related to substance use prevention and education.

ADULT OUTPATIENT SERVICES

(Jody Kwachak-Hall (SLT); Christianne Kernes (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.
- The Tahoe Team has developed a comprehensive Group Schedule that incorporates a broader range of interventions that are suited to the populations with whom we work.

West Slope:

- Individualized services are provided to adults, age 18 years and older, who meet criteria for Specialty Mental Health Services by a multidisciplinary team of Psychiatrists, Nurses, Psychiatric Technicians, Mental Health Clinicians, and Mental Health Workers/Aides. Services include assessments, medication evaluations and support, clinical psycho-social and co-occurring assessments, individual therapy, group therapy, and rehabilitative and case management services and supports. Services are delivered in the Clinic, in clients' place of residency, in the community or via telehealth. The West Slope has now added a few clinicians to the team and a coordinator to help streamline the outpatient services.

CHILDREN'S SERVICES (Debbie Metoyer-Spieth)

Children's Service Provider Caseload Numbers:

- Sierra Child & Family Services: 181
- Summitview Child & Family Services: 75
- Stanford Youth Solutions: 94
- New Morning Youth Services: 50

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
CARE Act	Community Assistance, Recovery and Empowerment Act
CBHDA	County Behavioral Health Directors Association of California
CBO	Community Based Organization
CBT	Cognitive Behavior Therapy
CCC	Community Corrections Center or California Conservation Corps
CCMU	Crisis Care Mobile Unit
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
LoC	Level of Care
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
MCT	Mobile Crisis Team
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