

**Behavioral Health Division Update
Behavioral Health Commission
August 2023 Data
September 20, 2023, Meeting**

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

- The Board of Supervisors appointed Olivia Byron-Copper, Interim Health and Human Services Director, to the permanent Health and Human Services Director position on September 12, 2023.

EL DORADO COUNTY BEHAVIORAL HEALTH DIVISION STAFFING

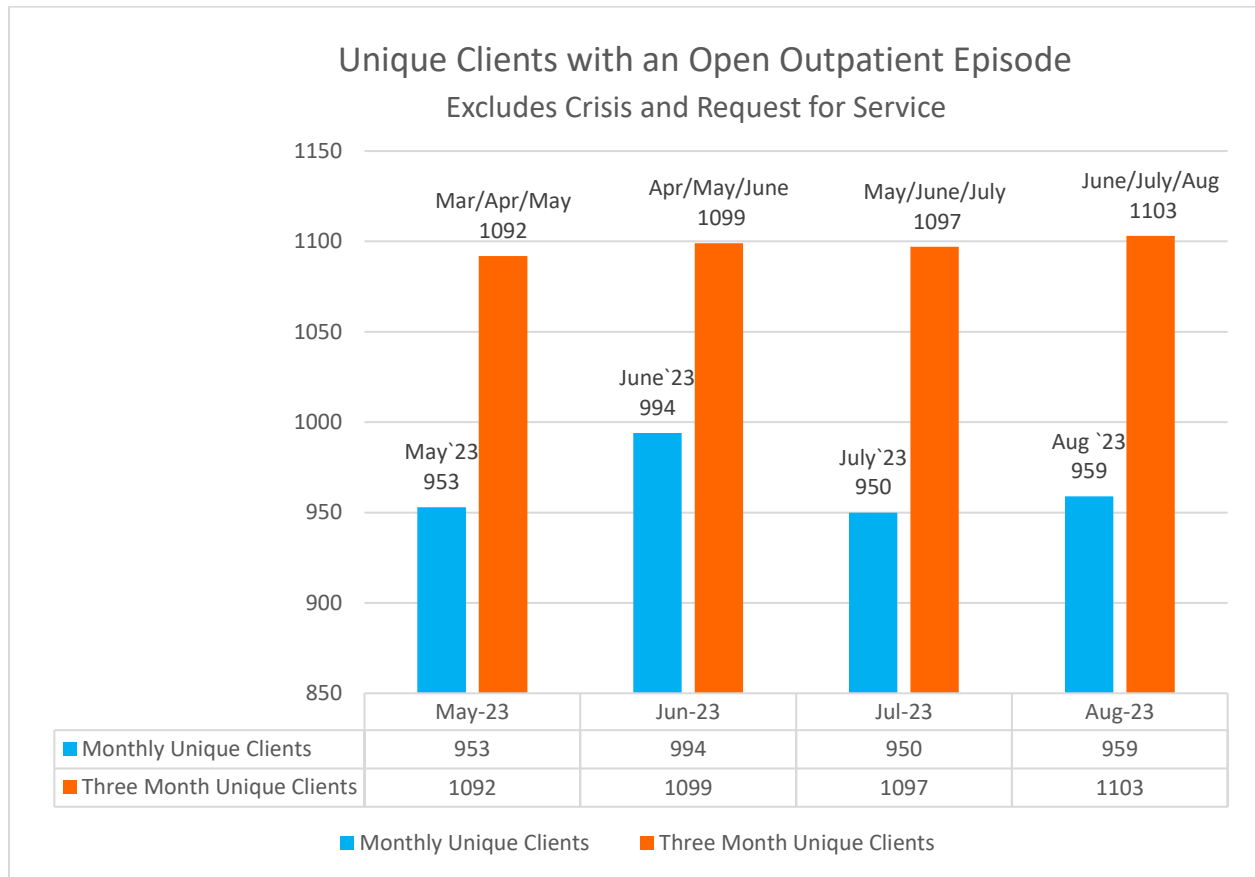
- **New Hires:**
 - Karen Torry Greene, Manager of MH Programs, SLT
 - Melissa Fisk, Substance Use Disorder Treatment and Prevention Supervisor, SLT
 - Caitlin Stahl, MHSA Administrative Analyst
- **Promotions:**
 - None
- **Recruitments:**
 - Ongoing
 - WS Mental Health Clinicians (Extra Help and Regular)
 - 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
 - SLT Substance Use Disorder Treatment and Prevention Supervisor
 - Administrative Secretary
 - SLT Administrative Technician
 - Quality Management Administrative Analyst, Limited Term
 - New
 - WS Coordinator of Mental Health Programs
- **Separations:**
 - None
- **Position Changes:**
 - None

Filled and Vacant Clinician and Clinical Support Positions (as of 09/13 /2023)

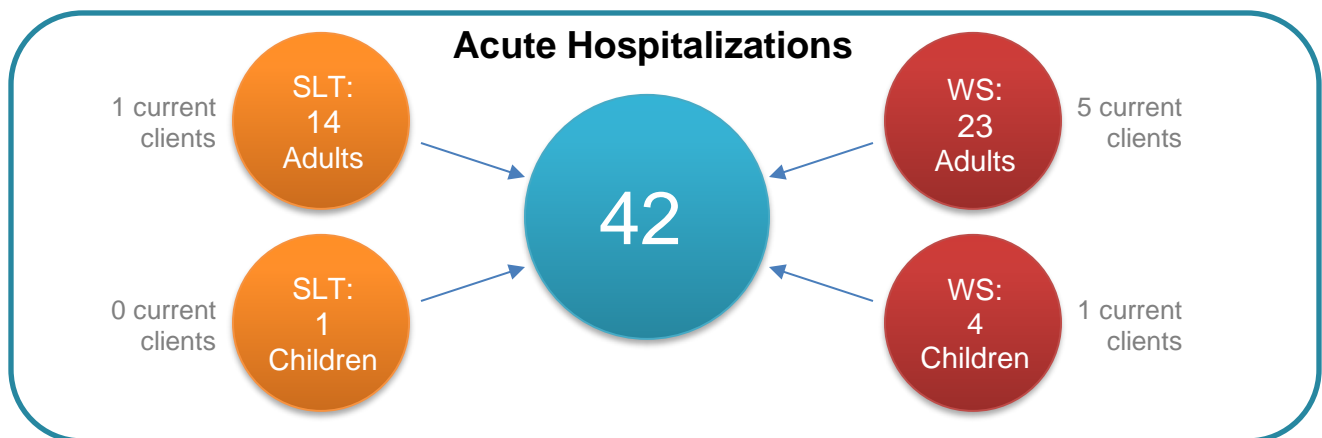
Position Category	Allocated	Filled	Vacant	Vacancy by Position	Division-Wide Vacancy %
MH Clinician	32.5	19.5	13	40%	27%
MH Worker	20	15.25	4.75	24%	
Sup. MH Worker	1	1	0	0%	
Sr. Office Assistant	3	3	0	0%	
Medical Office Assistant	3	3	0	0%	
MH Aid	6.25	4.75	1.5	24%	
Psych Tech	3	2	1	33%	
SUDS Health Educator	8.75	7.50	1.25	14%	
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...



Psychiatric Emergency Services (PES) (Crisis Services)



37 Adults were placed in Acute Hospital

- **15 placed at EDC Telecare PHF**
- 11 El Dorado County beneficiaries placed at Out of County Hospital
 - 6 unknown rationale for out of county placement
 - 5 Medicare is primary coverage
- 11 with Private Insurance or Medi-Cal from Placer/Sacramento 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.

PLACEMENTS

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

- **16** IMD beds
- **0** State Hospital
- **25** Enhanced Board and Care beds
- **6** Board and Care - Sacramento & Galt
- **Total:**
 - **41** Out of County Placements
 - **6** 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

(Xiaoting Joyce/Danielle Bogan and Jody Kwachak-Hall/Chris Kernes)

- **WS: 19** of 19 beds filled:

- T1 0 openings,
- T2 0 openings,
- T3 0 openings,
- T4 0 openings

West Slope:

- All West Slope T-Houses are at capacity
- 5 people on WS T-House waiting list
- T-House clients remain 1/3 of FSP caseload

- **SLT: 3** of 6 beds filled:

- T1 openings: 1 female beds open, 2 male bed open

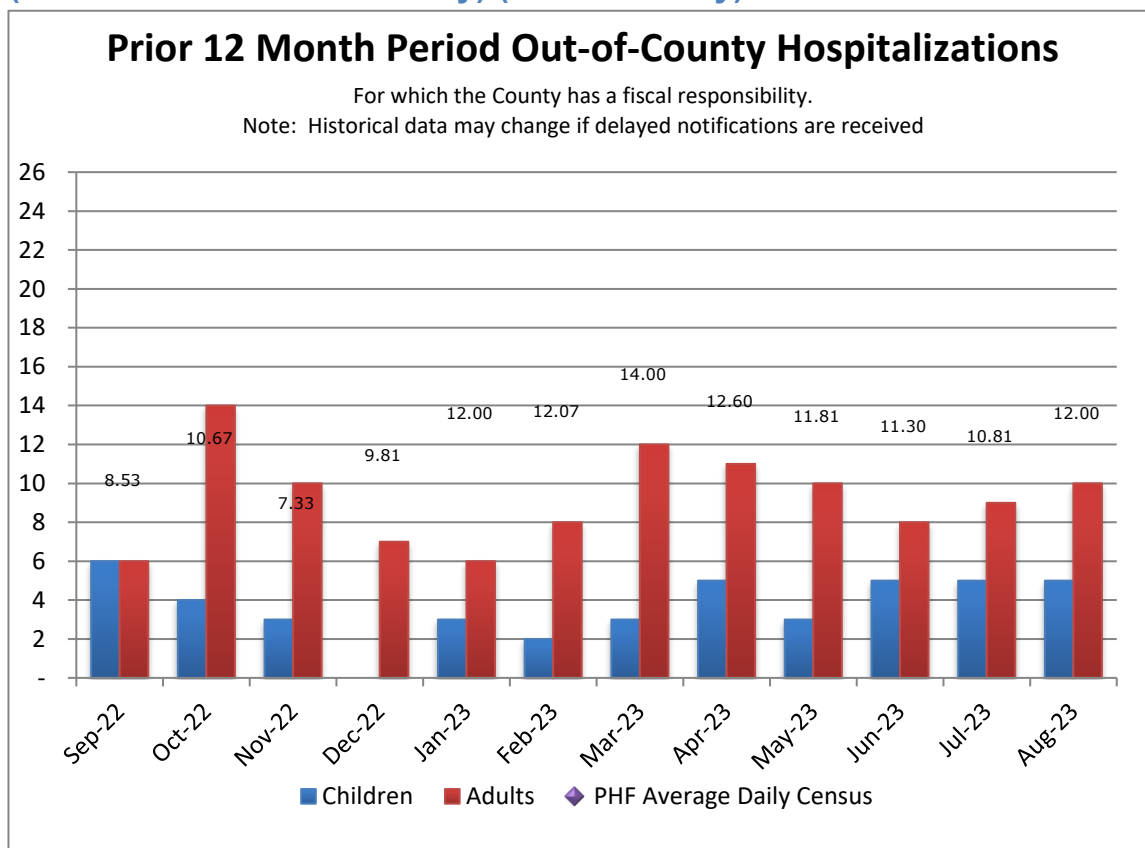
August 2023 PHF Census by Day

DATE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	
Count of Beds	8	11	11	11	11	11	11	12	11	7	8	9	8	8	8	
DATE	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
Count of Beds	8	7	10	12	12	9	10	11	14	12	13	13	12	12	12	12

Psychiatric Health Facility (Chris Kernes/Moriah Weldy)

- There were **36** Admissions; **18** Admissions were El Dorado County residents and **18** were Out of County residents.
- There were **_** El Dorado County residents discharged; **12** to Home with Support, **0** to Home without support, **0** MHRC/IMD, **3** Board and Care, **0** to ICM T-House, **0** to Shelter, **3** to Other, and **0** to Emergency Department.
- Upon discharge, **15** El Dorado County residents were insured and 3 El Dorado County residents were pending insurance.
- There were **2** Seclusion Episodes, **0** Physical Restraint Episodes, **1** Assaults, **0** Elopements, **2** Medication Errors (**0** medication errors with no patient involvement), Client Surveys **22**
- There were **2** denials of El Dorado County referrals: 2 minors
- Average daily census was **12** (range 7-14) with **9.91** 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

Psychiatric Emergency Services (PES)

(Angelina Larrigan/Scott Fisher and Karen Torry Green)

- **WS:** Ad hoc Meeting with Marshall Emergency Department Director and Asst. Director and PES regarding role of EDC PES clinician, Marshall Social Worker and Marshall Substance Use Navigator took place in August. Meeting precipitated an improved understanding of each team member's role in the care of the patients and improved our partnership.

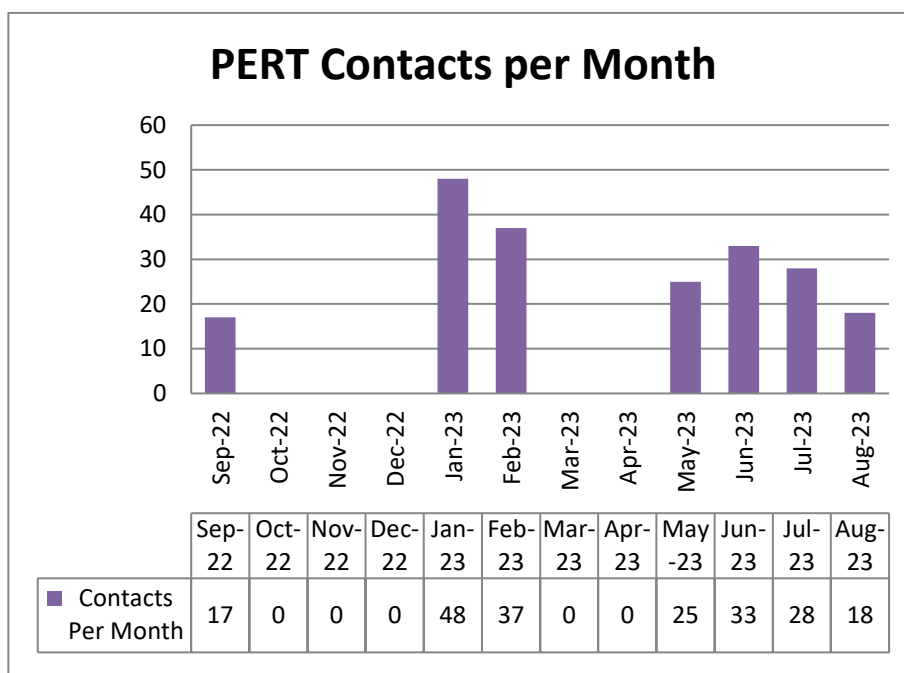
Crisis Intervention Teams (CIT)

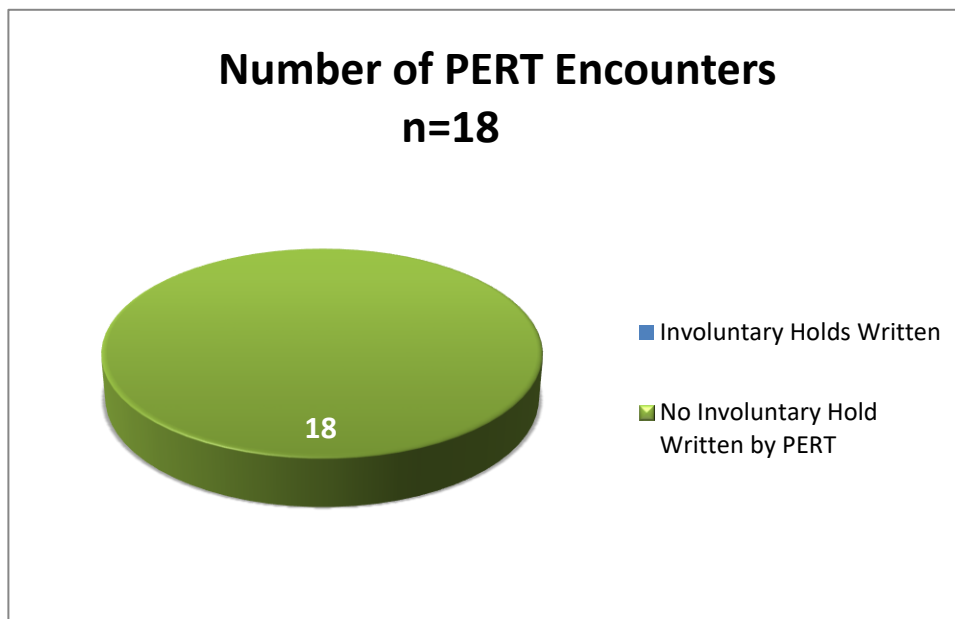
(Angelina Larrigan and Jody Kwachak-Hall/Chris Kernes)

- **SLT:**
 - CIT meeting is on hold.
 - BH continues to have regular meetings with Barton Hospital, Homeless Coalition and STACS when need arise.
 - Crisis Workflows established between Barton and EDC.
- **WS:**
 - CIT meetings attended.
 - EDC BH providing WIC 5150 training, mental illness training, and specialty mental health service training to EDSO CIT class each month.

Psychiatric Emergency Response Team (PERT)

(Angelina Larrigan)





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

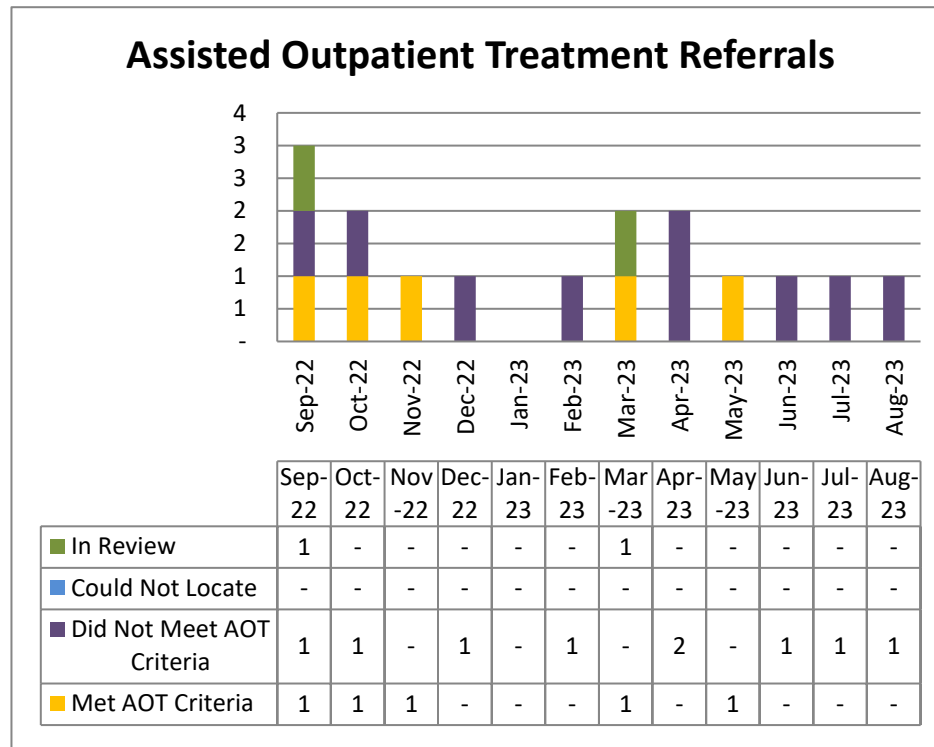
- Formal STACS meetings have started back up. First meetings were attended by a core team, and additional members have been identified to be invited.
- Participating STACS community members continue to communicate and collaborate as needed and appropriate.
- All clinical staff are participating in bi-weekly meetings with Tahoe Coalition for the Homeless.
- EDC Staff met with Barton Hospital staff as needed. ER leader change in process.

JUSTICE SERVICES

Restoration of Competency (Danielle Bogan/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:

1 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 conducted audits of our children's SMHS contract providers' client charts based on CalAIM Documentation and Payment Reform standards. Each agency was found to be within 90% to 100% compliance with all given standards of care for charting. This audit gave the QM team an opportunity to connect with each provider and discuss ongoing technical assistance for CalAIM reform.
- Much of the month has been spent in preparation for submitting information to DHCS regarding the outcomes of CalAIM reform (i.e. implementation of the Screening and Transition of Care Tools, implementation of Performance Improvement Projects).

PATIENT RIGHTS

Patients' Rights Advocate (Debra McCartney)

Hearing Type	Upheld	Denied	Writs Filed
5150 (AB 2275)	0	0	0
5250	18	1	0
5270	2	0	0
Total	20	1	0

5150 Hearing (AB2275) This new law became effective on January 1, 2023. EDC held its first hearing 5150 hearing on February 27, 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)
July	August	Client	Delay in being assigned to a clinician	WS	
August	Open	Client	Client given missed messages regarding her eligibility for specialty mental health services	WS	

PROGRAM ACTIVITY UPDATES

SUBSTANCE USE DISORDER SERVICES (Salina Drennan)

- The Access team continues to work to streamline process that reduce wait times for services. The direct scheduling process implemented in July 2023 has been largely successful. The Emergency Room Follow-up process has been successful. 12 Clients have been directly referred from the Emergency Department. 9 out of 12 beneficiaries assessed by credentialed hospital staff, or 75%, received a follow up service within 7 days of entering the E.D., 12 or out 12, or 100%, received a follow up service within 30 days of entering the E.D.
- The QA team continues to work with providers to help them ensure quality of services. Our QA program is working diligently on multiple projects, as per usual. We are finalizing our UR Audit results in preparation for high-level report to DHCS for our BHQIP reporting requirement at the end of September 2023.

- The Pharmacotherapy for Opioid use disorder (POD) project and described in the previous BHC update have been fully implemented as of August 10, 2023. The intervention has been utilized on 3 patients at Aegis, making it too early to report on any data, but subsequent reports will include KPI data as more comes in.

MENTAL HEALTH SERVICES ACT (MHSA) (Meredith Zanardi)

- Community Program Planning Process (CPPP) FY 24/25 Annual Update
 - Began holding MHSA Community Meetings open to the public in a variety of in person and virtual formats.
- Development continues for several PEI contracts as part of the FY 23-26 Three Year Plan
- On August 15, 2023 the Board of Supervisors approved five Children's Specialty Mental Health Services (SMHS) contracts in support of the Children's Full Service Partnership (FSP) project, following updated CalAIM requirements.
- 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.

Suicide Prevention (Nicole Ebrahimi-Nuyken/Meredith Zanardi)

- Continued discussion around implementation of the Suicide Prevention Strategic Plan
- Participated in various conference calls, webinars, and meetings related to items of interest to Suicide Prevention Strategic Plan

ADULT OUTPATIENT SERVICES

(Jody Kwachak-Hall (SLT); Danielle Bogan/John Schumacher (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 3 F/T & 1 P/T Mental Health Workers providing services to 177 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.

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 April in SLT were:

- Peer Support
- Anger Management
- DBT Distress Tolerance
- Expressive Arts
- Forensic
- Friends & Fitness
- Games & Socialization
- Seasonal Cooking
- 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 April in WS were:

- Art
- Co-Occurring
- Conflict Resolution
- Cooking daily

- Current Events
- DBT
- Forensic Check-In
- Games & Socialization daily
- Healthy Habits
- Menu Planning
- Mindfulness
- Movement
- Movie Mondays
- Music
- Music Improv & Intro to the Dried Mangoes Band
- Sports Outside
- T-House T-Skills
- Walking
- Writing Circle

ICM Activities:

Tahoe:

August: Clients participated in games of Pickleball, Disc golf, and Bocce ball. Clients took a trip to the County library, a walking tour of the Tallac Estate, and a visit to the Animal Shelter to learn about volunteer opportunities and the therapeutic benefits of animals. Wellness staff prepared a BBQ for Clients that included live music from the super-talented Dried Mangoes who came all the way from the WS Wellness program!

West Slope:

Outings: Car Race, Arden mall.

CHILDREN'S SERVICES (Angelina Larrigan)

New Children's SMHS contracts went into effect to reflect DHCS CalAIM guidance and rate structure changes. This has been challenging for all involved due to HHSA getting up to speed on new processes and invoices, billing logistics, old contracts remaining in our backbone program Fenix, EHR Avatar, missing language in new contracts prohibiting our contractors from billing and therefor being reimbursed for necessary services for our consumers, etc. These barriers will take time to resolve which will ultimately create a hardship for our contractors, consumers and partnership.

Sierra Children and Family Services- Moving South Lake Tahoe office and we are projecting an October opening. We are also closing our El Dorado Hills office.

Stanford Sierra Youth Solutions- Connected over 70 families with backpacks to start the new school year! Anthony Rodriguez Contreras to program manager and hired 2 clinicians, 2 family specialists and 1 facilitator.

Summitview-

-89 active wellness center cases

-6-7 groups as part of the wellness centers

-We are staffed for OP and have openings available

-Several successful planned discharges to lower level of care and success with the clients and families.

New Morning is currently serving 31

DBT/FEP Program (Jody Kwachak-Hall)

Tahoe:

- DBT groups are not currently being provided in the Wellness Center; however, DBT Skills training has been integrated in some of the Wellness and Forensic Groups.
- DBT skills education and practice is done on an individual basis.

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
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