

**Behavioral Health Division Update  
Behavioral Health Commission  
June 2021 Data  
July 21, 2021 Meeting**

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

- The Behavioral Health Department Leadership Team met together with representatives from the HHS Fiscal Team, the CAO’s office, and the HHS Director Don Semon and Deputy Director Daniel Del Monte on 6/24/21 to review and discuss the Behavioral Health System Analysis, Evaluation, and Recommendations report from Nancy Callahan, Ph.D., I.D.E.A. Consulting. The day was focused on reviewing the recommendations from the report and to develop an implementation plan. The discussion also included an evaluation of the current organizational structure in the Division and the need to realign programs in order to support the implementation of the recommendations.
- The final EQRO report for Mental Health has been published and is posted on the CalEQRO website at:  
<https://calegro.com/data/MH/Reports%20and%20Summaries/Fiscal%20Year%202020-2021%20Reports/MHP%20Reports/EI%20Dorado%20MHP%20EQRO%20Final%20FY20-21%2006.10.21.pdf>.

Despite the impacts from the COVID Public Health Emergency, Mental Health was able to implement activities to address most of the recommendations. However, there remain some outstanding items which could not be completed due to lack of adequate staffing levels, control being outside the scope of Mental Health, and impacts from the Public Health Emergency.

<b>FY 19/20 EQRO Recommendation Topics</b>	<b>Total Recommen- dations</b>	<b>Met</b>	<b>Partially Met</b>	<b>Not Met</b>
Performance Improvement Project (PIP)	0	-	-	-
Access to Care	3	-	1	2
Timeliness of Services	6	4	2	-
Quality of Care	3	-	2	1

<b>FY 19/20 EQRO Recommendation Topics</b>	<b>Total Recommen- dations</b>	<b>Met</b>	<b>Partially Met</b>	<b>Not Met</b>
Beneficiary Outcomes	1	1	-	-
Foster Care	0	-	-	-
Information Systems	2	-	1	1

There were only seven new recommendations resulting from the March 2021 review:

<b>FY 20/21 EQRO Recommendation Topics</b>	<b>Total Recommendations</b>
Performance Improvement Project (PIP) <ul style="list-style-type: none"> <li>Seek regular and ongoing technical assistance from CalEQRO</li> </ul>	1
Access <ul style="list-style-type: none"> <li>Establish and maintain a Cultural Competency Committee</li> <li>Update the Provider Directory</li> </ul>	2
Timeliness <ul style="list-style-type: none"> <li>Fully implement combined county and contractor data tracking, reporting and performance improvement</li> </ul>	1
Quality <ul style="list-style-type: none"> <li>Develop formal employment opportunities for peers</li> </ul>	1
Beneficiary Outcomes	0
Foster Care	0
Information Systems <ul style="list-style-type: none"> <li>Complete the enrollment process with Medicare</li> </ul>	1
Structure and Operations <ul style="list-style-type: none"> <li>Investigate network infrastructure grant opportunities</li> </ul>	1

## 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 Program
    - WS Medical Office Assistant (Extra Help)
    - SLT MH Clinicians (Extra Help and Regular)
    - SLT MH Clinicians - Substance Use Disorder Program
    - SLT Extra Help Workers and Aides
    - SLT Extra Help Psychiatric Technician/LVN
    - WS Psychiatric Technicians
    - WS Administrative Analyst
    - WS Sr. Administrative Analyst
    - WS Administrative Technician
  - New
    - WS Medical Office Assistant (due to change in County classification title, this position will be a Sr. Office Assistant)
- **Separations:**
  - Heather Longo, Sr. Administrative Analyst
  - Jan Hanson, Medical Records Technician
  - James Barnett, MH Worker
- **Position Changes:**
  - Sara Vitale, Medical Records Technician (was Medical Office Assistant)

### Filled and Vacant Clinician and Clinical Support Positions (as of 7/14/2021)

Position Category	Status	SUDS	MHSA	Traditional	Total
Clinician	Filled	3.00	13.25	4.25	20.50
	Vacant WS	--	5.65	1.35	7.00
	Vacant SLT	1.00	3.20	0.80	5.00
Clinician Total		4.00	22.10	6.40	32.50
Clinical Support <sup>1</sup>	Filled	7.22	21.18	3.99	31.50
	Vacant WS	--	3.65	1.20	4.25
	Vacant SLT	--	1.00	--	1.00
Clinical Support <sup>1</sup> Total		7.22	25.83	5.19	36.75
<b>Total</b>		<b>11.22</b>	<b>47.93</b>	<b>11.59</b>	<b>69.25</b>

<sup>1</sup> Clinical Support includes all Health Educators (even if assigned to Prevention activities), Mental Health Workers, Mental Health Aids, and Psychiatric Technicians.

## PLACEMENTS

### Board and Care / IMDs / Secure Placements (Nicole Cable)

- **27** IMD beds
- **1** State Hospital
- **13** Enhanced Board and Care beds
- **21** Board and Care - Sacramento & Galt
- **Total:**
  - **56** Out of County Placements
  - **6** In County Placements

### Transitions Treatment Program

(Danielle Bogan/Nicole Cable and Jody Kwachak-Hall/Chris Kernes)

- **WS: 14** of 19 beds filled:
  - T1 **2** openings,
  - T2 **1** openings,
  - T3 **2** openings,
  - T4 **0** openings
- **SLT: 4** of 6 beds filled:
  - T1 openings: **2** openings

### Permanent Supportive Housing

(Ren Strong 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

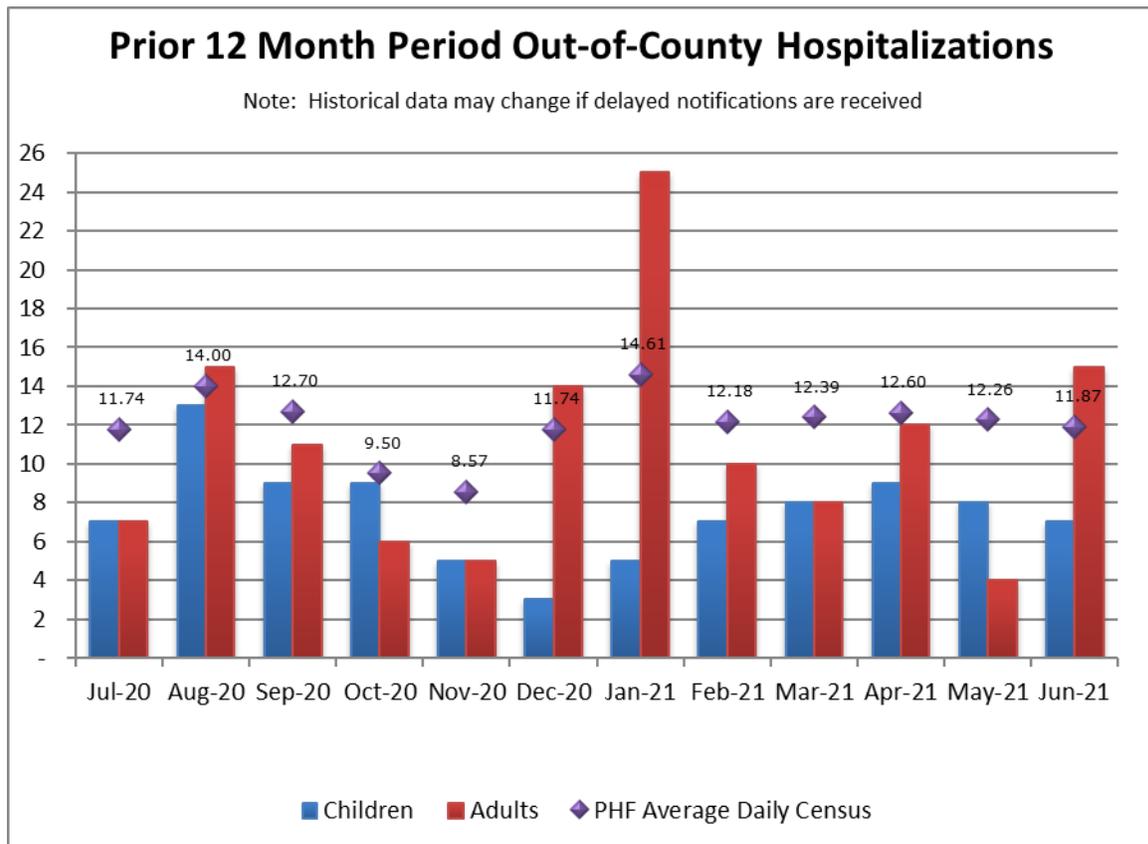
Clients receive ICM team coverage

- **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 (Nicole Cable)

- There were **25** Admissions; **19** Admissions were El Dorado County residents and **6** were Out of County residents.
- There were **19** El Dorado County residents discharged; **14** to Home with Support, **0** to Home without support, **0** MHRC/IMD, **1** Board and Care, **1** to ICM T-House, **0** to Shelter, **2** to Other, and **0** to Emergency Department.
- Upon discharge, **19** El Dorado County residents were insured and **0** El Dorado County residents were pending insurance.
- There were **1** Seclusion Episodes, **0** Physical Restraint Episodes (**N/A** minutes), **4** Assaults, **0** Elopements, **9** Medication Errors (**7** medication errors with no patient involvement), Client Surveys **24**
- There were **5** denials of El Dorado County referrals: **Weight, Medication, Medical Needs, 290 Registrant**
- Average daily census was **11.87** (range **9 - 14**) with **9.25** 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

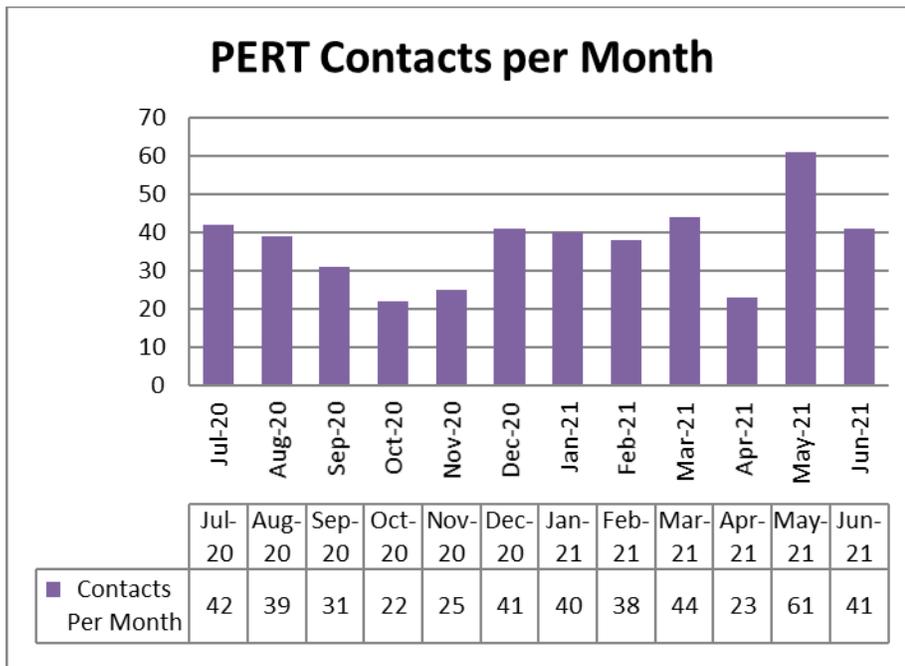
### Crisis Intervention Teams (CIT)

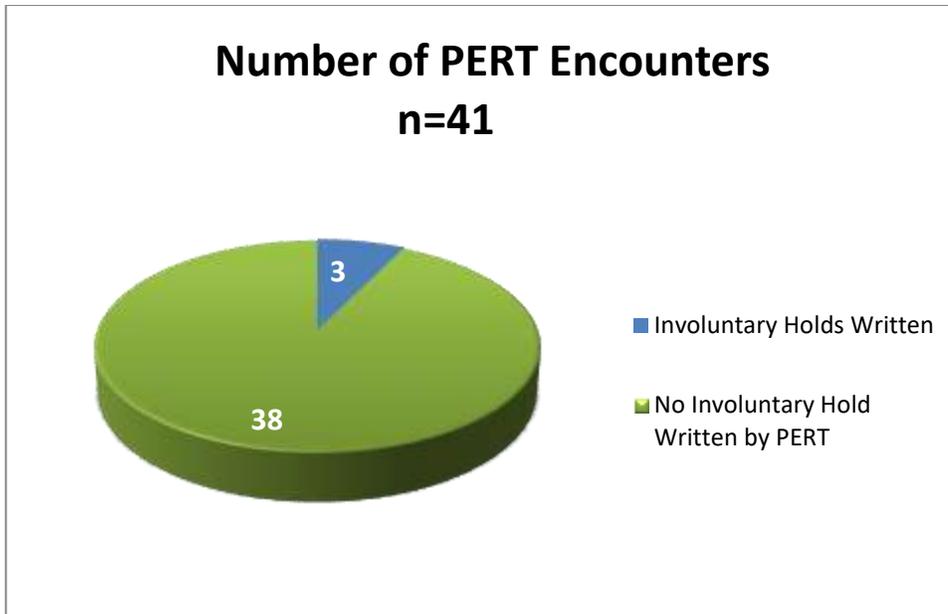
(Nicole Cable/Lesly VanSloten and Jody Kwachak-Hall/Chris Kernes)

- **SLT:**
  - Continuing to follow COVID-19 protocols in the Barton Emergency Department.
- **WS:**
  - Continuing to follow COVID-19 protocols at Marshall Emergency Department.
  - MDT meeting was held on June 3, 2021 via zoom.

### Psychiatric Emergency Response Team (PERT)

(Doris Jones)





**Additional PERT Data:**

Safety Plans	41
Law Enforcement Holds Written during PERT Shift	1
Voluntary Transports to Emergency Department	3
Law Enforcement Holds Written	33
Behavioral Health Outpatient Holds Written	0
Other/Unable to Locate/Inaccurate Report for Service	6
Substance Use Admitted/Confirmed	6
Adult Protective Services (APS) Referrals	3
“Fit For” Jail Crisis Risk Assessments Conducted by PERT	0

**South Lake Tahoe Alternative Collaboration Services (STACS)  
(Amy Haynes / Salina Drennan / Chris Kernes)**

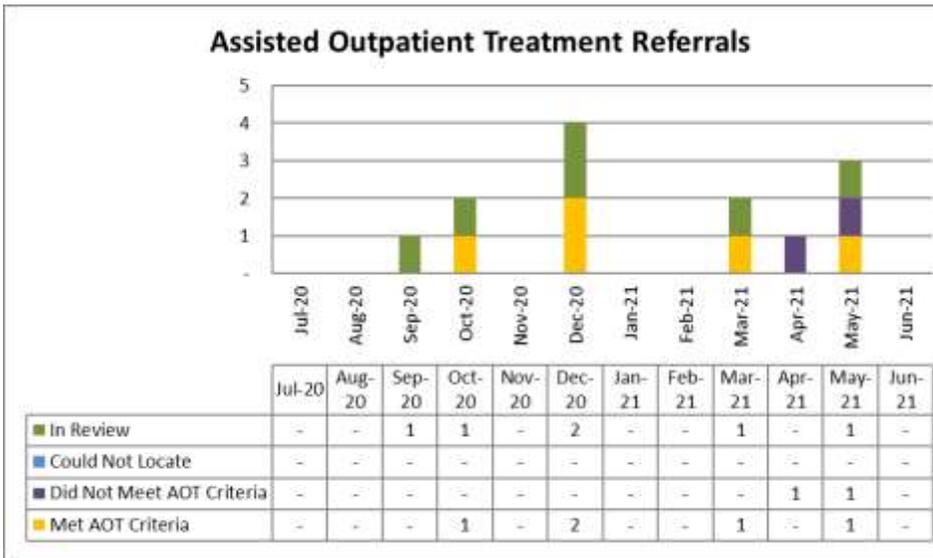
- Attended STACS meeting on June 16, 2021
- No new updates.

## JUSTICE SERVICES

### Restoration of Competency (Nicole Cable)

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

### ASSISTED OUTPATIENT TREATMENT (AOT) (Nicole Cable)



#### 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 1 AOT clients receiving services voluntarily.

## QUALITY ASSURANCE & PATIENT RIGHTS

### Quality Improvement / Utilization Review (Angelina Larrigan / Ren Strong)

- The State released the “Laura’s Law: Assisted Outpatient Treatment Demonstration Project Act of 2002” Report for FY 2018-19. In FY 2018-19, there were 20 counties offering a Laura’s Law/Assisted Outpatient Treatment (AOT) project, with only 12 counties having clients engaged in services through the filing of a court petition. Overall, El Dorado County had twice the voluntary engagement rate as compared to the Statewide engagement rate, and all referred individuals were able to be located in El Dorado County, versus 21% of the Statewide referred individuals who could not be located.

Topic	El Dorado County	Statewide (20 Counties)
Total Population (2019)	192,843	25,937,309
AOT Referrals Received	18 (0.0093% of the total population)	2,352 (0.0091% of the total population)
Ineligible Referrals	5 (28%)	773 (33%)
Met AOT Criteria, but Could not be Located	-	492 (21%)
Engaged in SMHS Voluntarily	10 (56%)	669 (28%)
Engaged in SMHS Via Petition/Court Order	-	218 (9%)
Outcome of Referral Pending at FY End	-	200 (9%)

- The Consumer Perception Survey for Mental Health was distributed during the week of June 21 to all clients who received a service during the week, at one of the County's clinics or at an outpatient contracted provider's site. The surveys have been returned to UCLA for compiling. Mental Health is hopeful that it will be able to obtain the raw data for analysis once UCLA completes its assessment.

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

Month Filed	Month Completed	Type	Topic	Location	Outcomes (Appeals / Hearings Only)
02/2021	05/2021	Grievance	Quality of Care – Staff Behavior	PHF	--
03/2021	06/2021	Grievance	Quality of Care – Staff Behavior and Treatment Concern	WS	--
5/2021		Grievance	Quality of Care- Treatment Concerns	PHF	--

Month Filed	Month Completed	Type	Topic	Location	Outcomes (Appeals / Hearings Only)
6/2021		Grievance	Access to Services	WS	--

## PROGRAM ACTIVITY UPDATES

### SUBSTANCE USE DISORDER SERVICES (Salina Drennan)

- SUDS has initiated a recruitment for 2 MH Clinicians - SUDS Division: One for WS and one for SLT.
- SUDS Supervisors and the Manager participated in activities directed towards prioritization and implementation planning of the recommendations from the IDEA report.
- The monitoring tools for the DMC and SABG contract compliance monitoring done by CA DHCS have all been submitted with monitoring interviews/review scheduled for mid-August.

### MENTAL HEALTH SERVICES ACT (MHSA) (Ren Strong)

- The FY 21/22 MHSA Annual Update was adopted by the Board of Supervisors without changes on June 22, 2021. The Annual Update will now be sent to the State and implementation activities will begin.

### Suicide Prevention (Ren Strong)

- El Dorado County continues to participate in the “Striving for Zero Learning Collaborative”.
- The draft “Suicide Prevention Strategic Plan” is under review by Behavioral Health.

## ADULT OUTPATIENT SERVICES

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

Tahoe:

- Outpatient services are ongoing.
- Individual sessions are being provided in-person, telephone and telehealth.
- We are getting support from Public Health nurse re: client injections while LVN is on leave.

West Slope:

- Outpatient Clinicians and Mental Health Workers and Aides continue to provide services to clients with increasing numbers receiving in-person services while adhering to COVID guidelines and precautions.

- Due to ongoing position vacancies, the Outpatient Clinic Program Coordinator continues to provide services and support to Clinicians and Medication Providers by completing chart reviews, case management and outreach to clients to ensure services, supports and referrals are being provided and needs continue to be met.
- The Outpatient Clinic Program Coordinator continues to provide services in the community as the PERT Clinician.
- Plans continue to schedule and increase the number and topics for Groups that will be offered and starting when the Outpatient Clinic and Wellness Center are more fully open.

### **Wellness Center Activities:**

Tahoe:

- Wellness center is open 4 days a week with a maximum attendance of 10.
- We are conducting a post group survey for a total of 4 weeks (started the week of June 14th). Data collected from the survey will be reported next month.

West Slope:

- The West Slope Wellness Center has continues to be open 4 days per week with a maximum attendance of 20 clients by invitation only, so that we may adhere to COVID guidelines and distancing requirements in the Wellness Center and on the patio.
- Wellness Center is providing a weekly Cooking Group for each T-House on their assigned weekday from 10am to Noon.
- Wellness Center is open 4 weekday afternoons from 1-3pm for activities, groups, and socialization by invitation only for T-House & OP/FSP clients up to a maximum of 20 clients so distancing can be maintained in the Wellness Center and on the patio.
- Wellness Center is closed on Wednesdays to allow for Team meetings and collaborative services planning and consultations.
- Clients continue to be involved in providing input, suggestions and elbow grease to decorate, beautify, organize and maintain the Wellness Center along with Wellness Center staff so the Wellness Center reflects the preferences of attendees.
- Two Band/Music Groups are held weekly.
- Wellness Center clients have requested Bingo and other interactive games and activities.
- Wellness Center staff was very involved in the preparation, completion and submission of client satisfaction surveys for all Wellness Center attendees who agreed to participate and provide feedback.

### **ICM Activities:**

Tahoe:

- Wellness groups that started on June 15 will be restarting a new cohort.
- A celebration of achievement will be held for those who attended the cohort.

## West Slope:

- Transitional house binders for residents are almost complete.
- Staff are working on groups to run in the Wellness Center.
- Outings with t-houses to resume in August.
- Two clients are set to graduate from the Transitions Treatment Program (TTP) (t-house program) soon.

## CHILDREN'S SERVICES (Angie Larrigan)

- Foster Youth Urgent Response System (FURS): 2 Behavioral Health Program Coordinators are registered to attend Crisis Prevention Instructor Training - Nonviolent Crisis Intervention in mid-July 2021. This training will best equip staff in responding to mobile calls for FURS services. Since March 1, 2021, there have been zero FURS contacts in both El Dorado and Alpine County. The same continues to be true for other small counties in the State. Behavioral Health anticipates the need for FURS services to be infrequent however, this is a new program and it is uncertain what the needs will be in the future.
- Children's Specialty Mental Health Services Contracts: Children's Specialty Mental Health Services Contracts were approved by the Board of Supervisors in June.
- Behavioral Health will meet with the superintendents of El Dorado County schools in early July to begin a discussion around Behavioral Health services to children and youth in El Dorado County. The intent is to increase our collaboration and evaluate how we can bring our different funding sources together to increase Mental Health and Substance Use Disorder Services available to the students. This is especially important at a time when a significant amount of funding from the State is dedicated to the behavioral health support needs of students in California.
- Behavioral Health is diligently working on effectively utilizing the CalMHSA Presumptive Transfer Portal. The CalMHSA Presumptive Transfer Portal is a custom-built, secure portal developed by CalMHSA to provide its members access to member specific important information. The portal allows members to issue requests for fund transfers for services rendered to foster youth from another jurisdiction, in addition to reviewing and verifying requests for transfer to allow for timely payments.
- Behavioral Health and partner child serving systems are in the final steps of completing an MOU to address systemic barriers to the traditional provision of services for foster youth. The MOU is intended to benefit all of the children served by Behavioral Health by setting forth roles and responsibilities of agencies and other entities that serve foster children and youth that have experienced significant trauma.
- Sierra Child & Family Services is beginning a pilot project with Apogee, the treatment intervention software. Apogee is a web-based program that takes input from standard required reports, such as the Child and Adolescent Needs and Strengths (CANS), Pediatric Symptom Checklist (PSC-35), and others, and converts the input from those tools into individual reports about the client's

needed skills and interventions. The purpose of the pilot is to gauge the usefulness of the program for Sierra Child & Family Services clinicians; to assist local Child Welfare Services departments in creating trauma-informed, research-based treatment plans based upon the CANS and PSC-35 data; and to provide useful information for referrals to primary care providers of students who visit any of the Sierra Child & Family Services school-based wellness centers. California long ago committed to the CANS as the leading document to drive client services, but some of those efforts have been slow in developing. Sierra Child & Family Services is hoping Apogee can provide new momentum toward taking the next steps in CANS usage statewide.

### **Transitional Age Youth (TAY) DBT/FEP Program (Chris Kernes)**

Tahoe:

- No new update on TAY/FEP program

## ADULT OUTPATIENT GROUP SCHEDULES

Groups and activities remain closed to the public in order to follow COVID protocol except as noted above.

### INITIALS & DEFINITIONS

<b>Initials</b>	<b>Definition</b>
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
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
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
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
FSP	Full Service Partnership
FTE	Full-Time Equivalent
FURS	Foster Youth Urgent Response System
FY	Fiscal Year
HHS	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
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 Reconciliation Therapy
NACT	Network Adequacy Certification Tool

NM	New Morning Youth & Family
NOABD	Notice of Adverse Benefit Determination
NTE	Not-to-Exceed
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
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
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
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
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  
WOIA  
WS

Workforce Investment Act  
Workforce Innovations and Opportunities Act  
West Slope