

**Behavioral Health Division Update  
Behavioral Health Commission  
October 2024 Data  
November 20, 2024, Meeting**

**BH DIRECTOR & DEPUTY DIRECTOR UPDATES**

**(Nicole Ebrahimi-Nuyken)**

- On October 30, 2024, the Department of Health Care Services (DHCS) issued a letter to the Behavioral Health Division. The letter notified the Division that the annual review of the County’s compliance with Federal and State regulations, program requirements and contractual obligations conducted by the County Compliance Section (CCS) within Audits and Investigations (A&I) of DHCS on June 26, 2024, resulted in the finding that the BHD has sufficiently demonstrated compliance with all reviewed Federal and State regulations, program requirements and contractual obligations during FY 2023-24. During the compliance review, no deficiencies were identified in the following seven review categories: Availability of DMC-ODS Services, Care Coordination, Quality Assurance and Performance Improvement, Access and Information Requirements, Coverage and Authorization of Services, Beneficiary Rights and Protections, and Program Integrity.

**EL DORADO COUNTY BEHAVIORAL HEALTH DIVISION STAFFING**

- **New Hires:**
  - None
- **Promotions:**
  - None
- **Recruitments:**
  - Ongoing
    - WS MH Clinician - Substance Use Disorder Services Division- Quality Assurance
    - WS MH Clinician – Substance Use Disorder Services Division- Access
    - WS Manager of Mental Health Programs – ICM
    - WS Manager of Mental Health Programs – Access, Crisis, Children's Services
    - WS MH Clinician
    - WS Coordinator of Mental Health Programs – Quality Management
    - WS Coordinator of Mental Health Programs – ICM
    - WS Coordinator of Mental Health Programs – Access and Children’s Services
    - WS Coordinator of Mental Health Programs – Outpatient Services
    - WS Sr. Office Assistant

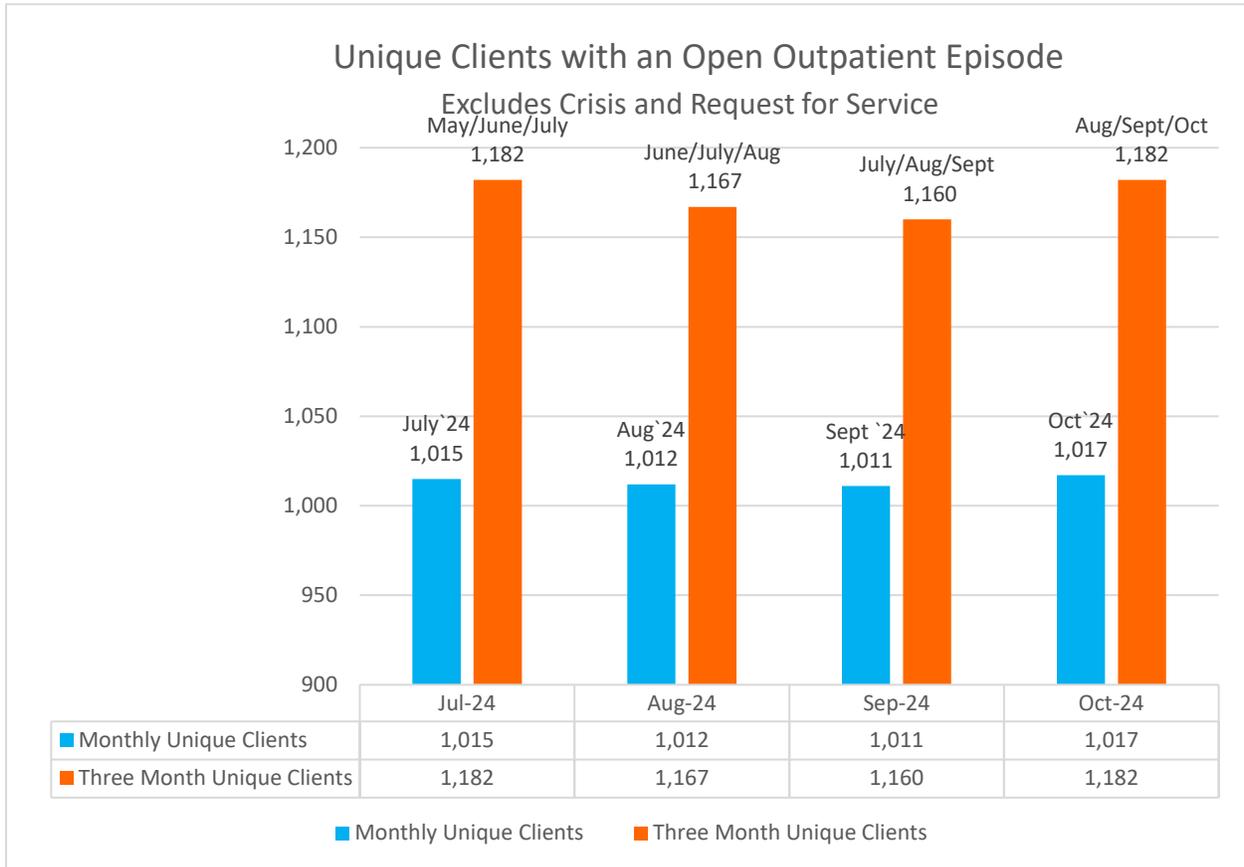
- WS Mental Health Worker
- WS Supervising Mental Health Worker
- WS Office Assistant – Substance Use Disorder Services Division
- WS Advanced Level Substance Use Disorder Services Counselor
- SLT Advanced Level Substance Use Disorder Services Counselor
- SLT Psychiatric Technician/Licensed Vocational Nurse
- SLT Mental Health Worker, Part time
- SLT Mental Health Clinician
- New
  - None
- **Separations:**
  - Kaellen LaMonte, WS Mental Health Clinician
- **Position Changes:**
  - None

**Filled and Vacant Clinician and Clinical Support Positions (as of 11/4/2024)**

Position Category	Allocated	Filled	Vacant	Vacancy by Position	Division-Wide Vacancy %
Manager of MH	4	2	2	50%	49%
MH Coordinator	8	4	4	50%	
MH Clinician	33.5	10.3	23.2	69%	
MH Worker	27	16.5	11.5	43%	
Sup. MH Worker	1	1	0	0%	
Sr. Office Assistant	3	3	0	0%	
Medical Office Assistant	3	1	2	67%	
MH Aide	6.25	3.25	3	48%	
Psych Tech	3	2	1	33%	
SUDS Health Educator	11	7.5	3.5	32%	
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 Aides, 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
11/2023	113	108	5	0
12/2023	139	131	6	2
01/2024	190	185	4	1
02/2024	158	153	2	3
03/2024	130	117	13	0
04/2024	109	105	3	1
05/2024	170	159	9	2
06/2024	95	90	5	0
07/2024	118	114	4	0
08/2024	164	155	8	1
9/2024	200	191	8	1
10/2024	174	126	41	7
<b>Total</b>	<b>1,661</b>	<b>1,539</b>	<b>105</b>	<b>17</b>

#### Disposition of Request of Service

MONTH	OPENED TO EDC BH	REFERRED TO MCP	REFERRED TO COMMUNITY	CANCELLED CONTACT, NO SHOW
11/2023	34	24	22	28
12/2023	40	0	52	47
01/2024	47	45	34	64
02/2024	72	24	15	36
03/2024	70	32	3	25
04/2024	51	22	6	30
05/2024	85	27	11	47
06/2024	35	9	6	45
07/2024	56	17	4	41
08/2024	79	17	11	57
8/2024	79	17	11	57
9/2024	79	17	13	91
10/2024	75	19	19	59
<b>Total</b>	<b>723</b>	<b>253</b>	<b>201</b>	<b>572</b>

### **Substance Use Disorder Services**

#### Requests for Service – Received

MONTH	TOTAL #	ROUTINE	EXPEDITED	URGENT
11/2023	37	36	0	1
12/2023	32	32	0	0
01/2024	44	43	0	1
02/2024	42	42	0	0
03/2024	36	35	0	1
04/2024	52	50	0	2
05/2024	36	35	0	1
06/2024	35	35	0	0
07/2024	38	26	0	2
08/2024	32	32	0	0
9/2024	44	44	0	0
10/2024	31	28	0	3
<b>Total</b>	<b>459</b>	<b>448</b>	<b>0</b>	<b>11</b>

#### 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
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
03/2024	21	11	1	1	2
04/2024	36	10	3	2	1
05/2024	23	7	2	3	1
06/2024	26	8	1	0	0
07/2024	27	6	3	0	2
08/2024	24	5	1	1	1
9/2024	19	16	0	3	6
10/2024	18	7	0	2	5
<b>Total</b>	<b>295</b>	<b>123</b>	<b>15</b>	<b>218</b>	<b>21</b>

## 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	Pygmt Denial
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
03/2024	8	8	0	7	24	0
04/2024	0	16	0	0	32	0
05/2024	1	25	0	7	34	0
06/2024	0	26	1	6	42	0
07/2024	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
<b>Total</b>	<b>9</b>	<b>284</b>	<b>5</b>	<b>25</b>	<b>300</b>	<b>0</b>

### Substance Use Disorder Services

EDC SUDS NOABD type						
Month	Timely Access Notice	Termination Notice	Modification Notice	Denial Notice	Delivery System Notice	Payment Denial Notice
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	53	0	1	3	0
03/2024	13	33	0	0	1	0
04/2024	12	42	0	1	3	0
05/2024	9	51	0	0	3	0
06/2024	13	23	0	0	2	0
07/2024	14	50	0	0	6	0
08/2024	14	37	0	0	3	0
09/2024	9	28	0	0	0	0
10/2024	16	33	0	0	1	0
<b>Total</b>	<b>198</b>	<b>455</b>	<b>0</b>	<b>2</b>	<b>23</b>	<b>0</b>

## 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
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	6
03/2024	33	9.59	15	2	4.65	31	14
04/2024	40	10.24	7	9	8.13	26	13
05/2024	30	12.03	7	7	5.5	33	14
06/2024	27	10.5	12	3	8.13	29	12
07/2024	31	11.45	8	5	11.47	29	9
08/2024	26	11.48	14	3	6.88	42	10
09/2024	13	17.0	13	2	6.33	32	16
10/2024	25	15.08	7	8	5.73	28	15
<b>Total</b>	<b>230</b>	<b>12.97</b>	<b>112</b>	<b>49</b>	<b>7.87</b>		

### Substance Use Disorder Services

Month	Clients in Residential Treatment
11/2023	18
12/2023	10
01/2024	9
02/2024	15
03/2024	13
04/2024	11
05/2024	9
06/2024	10
07/2024	16
08/2024	17
9/2024	14
10/2024	18
<b>Total</b>	<b>160</b>

## Psychiatric Emergency Services (PES) (Crisis Services)



24 Adults were placed in Acute Hospital

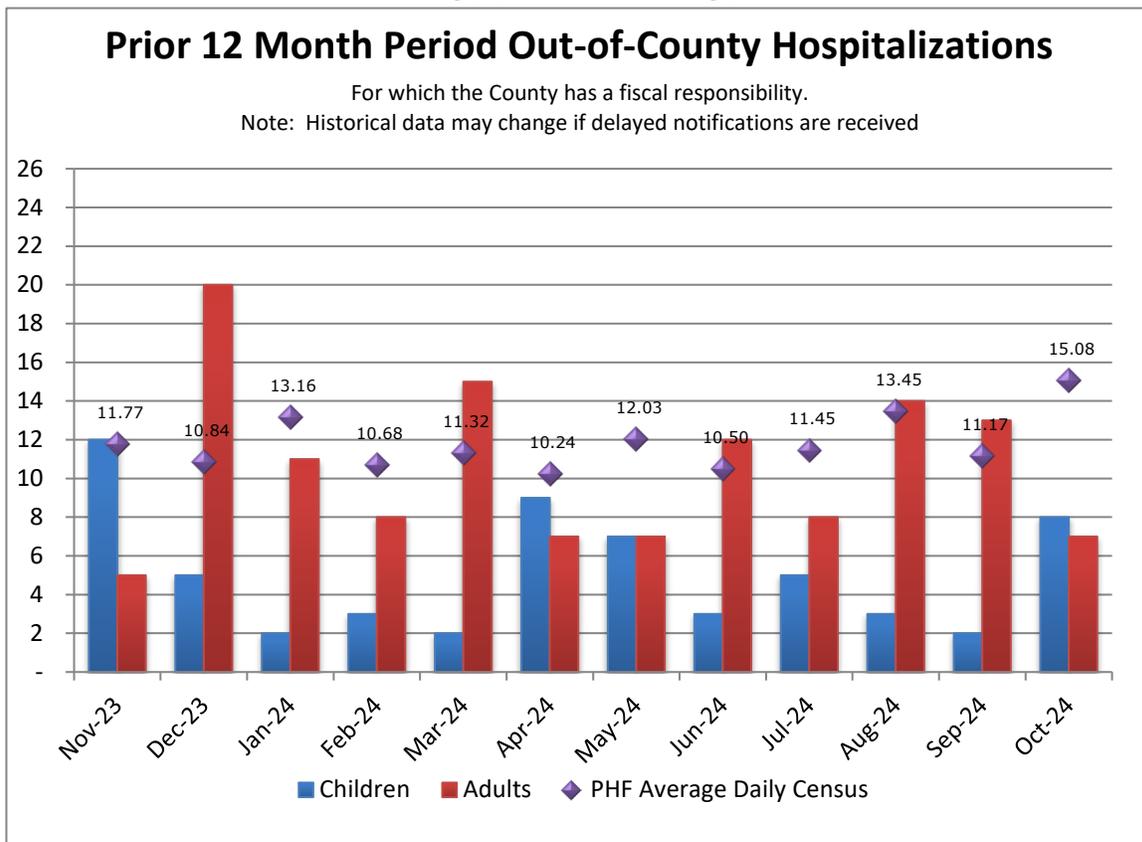
- **8 placed at EDC Telecare PHF**
- 8 El Dorado County beneficiaries placed at Out of County Hospital
  - 5 Medicare as primary coverage
- 8 with Private Insurance or Medi-Cal from Alameda, Kern, Los Angeles, Orange and Placer counties, placement approved by County of responsibility.

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.

### Psychiatric Health Facility (Chris Kernes/Moriah Weldy)

- There were **25** Admissions; **18** Admissions were El Dorado County residents and **7** were Out of County residents.
- There were **16** El Dorado County residents discharged; **12** 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, **15** El Dorado County residents were insured and **1** El Dorado County residents were pending insurance.
- There were **0** Seclusion Episodes, **0** Physical Restraint Episodes (3 minutes), **0** Assaults, **0** Elopements, **0** Medication Errors (**0** medication errors with no patient involvement), Client Surveys **19**
- There were **4** denials of El Dorado County referrals: 1 - No Axis I diagnosis, 2 - No Axis I diagnosis, 3 – Patient with Advanced Dementia, 4 - Minor
- Average daily census was **12.26** (range 10 - 15) with **15.08** 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)

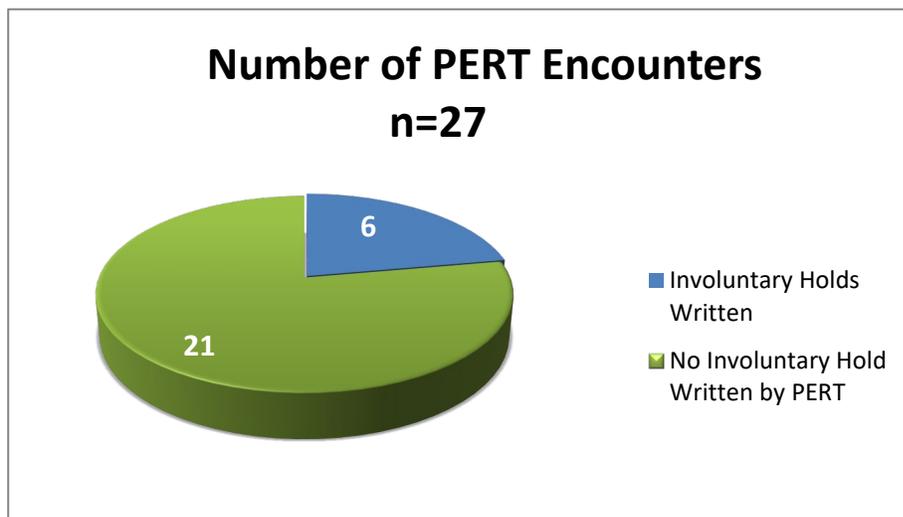
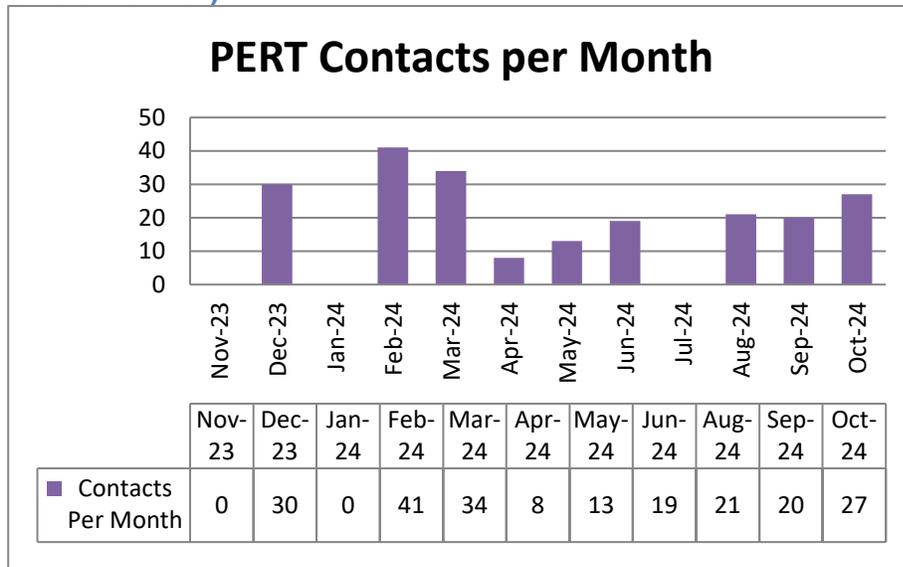


## CRISIS SERVICES

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

- **SLT:** SLT clinicians continue to fill in for WS clinician shortages.
- **WS:** We have 3 OP Clinicians that are in training and 2 are providing coverage for PES 1 to 2 shifts a week. PES team continues to provide consultation support to EDSO and Placerville PD as needed.

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



## **South Lake Tahoe Alternative Collaboration Services (STACS) (Aria Benham)**

- Program updates unavailable

## **PROGRAM ACTIVITY UPDATES**

### **SUBSTANCE USE DISORDER SERVICES (SUDS) (Salina Drennan)**

- The SUDS Quality Assurance team completed the network adequacy corrective action plan and submitted the required documentation to DHCS. The team recently met with it Aegis partners to review our 1-year data for the pharmacotherapy for opioid use disorders (POD) pip. The data found that there has been an improvement but not in the areas it expected. The QA team will be providing a presentation on results at its next Quality Improvement Committee (QIC) Meeting.

## **ADULT OUTPATIENT SERVICES**

**(Jody Kwachak-Hall (SLT); Jessica Sinnetos/Christianne Kernes (WS))**

Tahoe:

- Adult Outpatient Clinicians and Mental Health Workers actively work with clients to provided 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, 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' residences, in the community or via telehealth.

## CHILDREN'S SERVICES (Justine Collinsworth)

### Summitview Child and Family Services:

- The new outpatient building will be ready for us to move into next week. We are ecstatic to start providing services to our families in our new location.
- The wellness team is working hard to support the youth on their campuses. Waitlists continue to grow as they provide these services. The newest member of our team, a Lead Care Manager, has started taking on cases and is working hard to support youth through their case management role. Providing resources to many of our youth on our roster.
- In addition, our Substance Use Counselor has begun providing support and education surrounding the impact substances can have on youth and their families. This includes services on school campuses, outpatient and to our residential youth.

### Children's Service Provider Caseload Numbers:

- Sierra Child & Family Services: 197
- Summitview Child & Family Services: 74
- Stanford Youth Solutions: 84
- New Morning Youth Services: 54

## 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
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
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
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 Reconciliation 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