

**Behavioral Health Division Update
Behavioral Health Commission
August 2020 Data
September 23, 2020 Meeting**

BH DIRECTOR UPDATES

(Nicole Ebrahimi-Nuyken)

- We are currently recruiting for a Deputy Director for the Behavioral Health Division and have interviewed 6 potential candidates in the 1st round of interviews.
- The Director of Behavioral Health was invited to present on Children's Services and how COVID-19 has impacted services to the September meeting of the El Dorado Hills Community Council.
- The Behavioral Health Division is partnering with Child Welfare Services and Probation in El Dorado County to develop FURS, Family Urgent Response System. FURS is a coordinated statewide, regional, and county-level system designed to provide collaborative and timely state-level phone-based response and county-level in-home, in-person mobile during situations of instability, to preserve the relationship of the caregiver and the child or youth. This service focuses on supporting existing and former foster youth.

EL DORADO COUNTY BEHAVIORAL HEALTH DIVISION STAFFING

- **New Hires:**
 - Tommi Sohn, MH Clinician 1A,
 - Daiquari Ross, MH Clinician 1A
 - Amanda Magnuson, Administrative Analyst
- **Promotions:**
 - Lesly VanSloten: Acting Manager of Mental Health Programs-SLT
- **Recruitments:**
 - Ongoing
 - SLT Mental Health Clinicians (Extra Help)
 - SLT Mental Health Worker and Aide (Extra Help)
 - WS Mental Health Clinicians (Extra Help and Regular)
 - WS Medical Office Assistant (Extra Help)
 - WS Mental Health Clinician - SUDS
 - WS and SLT Mental Health Clinicians and Workers (Forensic Programs)
 - WS Psychiatric Technician
 - WS Health Education Coordinator - SUDS
 - WS Program Assistant - SUDS
 - New
 - None
- **Separations:**
 - Laurie Hicklin, MH Aide

- Laura Curry, SLT Mental Health Program Coordinator
- **Position Changes:**
 - None

PLACEMENTS

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

- **24** IMD beds
- **1** State Hospital
- **14** Enhanced Board and Care beds
- **22** Board and Care - Sacramento & Galt
- **Total:**
 - **55** Out of County Placements
 - **6** In County Placements

Transitions Treatment Program (Nicole Cable / Lesly VanSloten)

- **WS: 12** of 19 beds filled:
 - T1 **1** openings,
 - T2 **5** openings,
 - T3 **1** openings,
 - T4 **0** openings
- **SLT: 2** of 6 beds filled:
 - T1 openings: 4 openings, due to distancing only one more client can be considered for T-house placement at this time.

Permanent Supportive Housing (Heather Longo / Lesly VanSloten)

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: 6
 - 2 bedroom: 6
 - 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)

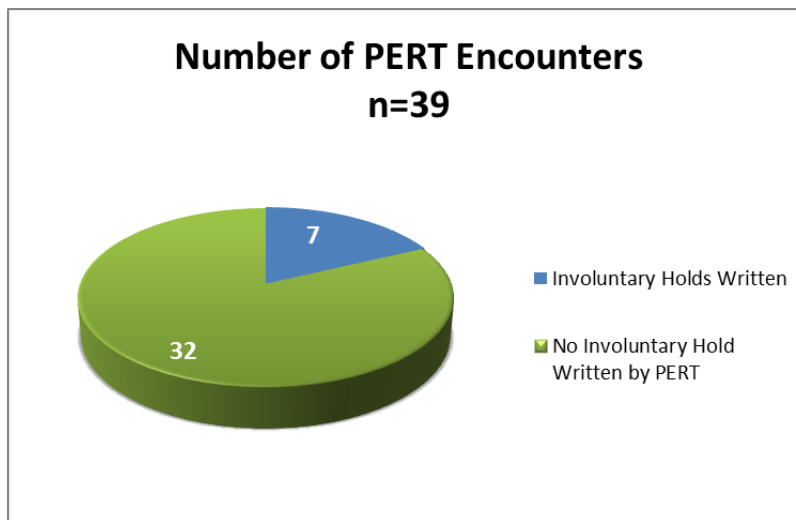
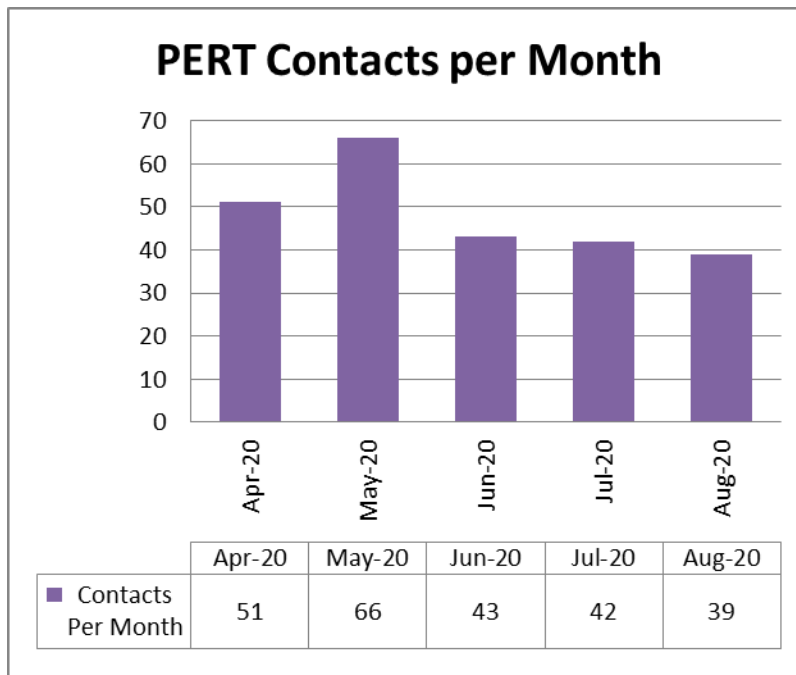
- There were **27** Admissions; **23** Admissions were El Dorado County residents and **4** were Out of County residents.
- There were **21** El Dorado County residents discharged; **16** to Home with Support, **0** to Home without support, **1** MHRC/IMD, **0** Board and Care, **1** to ICM T-House, **0** to Shelter, **2** to Other, and **1** to Emergency Department.
- Upon discharge, **19** El Dorado County residents were insured and **2** El Dorado County residents were pending insurance.
- There were **0** Seclusion Episodes, **1** Physical Restraint Episodes (**5** minutes), **1** Assaults (**1** client), **0** Elopements, **0** Medication Errors (**N/A** medication errors with no patient involvement), Client Surveys **26**
- There were **0** denials of El Dorado County referrals: N/A
- Average daily census was **14** (range 11-16) with **11** average length of stay of days.
- Concurrent Reviews resulting in no medical necessity found. **0**

CRISIS SERVICES

Crisis Intervention Teams (CIT) (Nicole Cable and Lesly VanSloten)

- **SLT:** Meeting was cancelled due to pandemic. We have reached out to our law enforcement partners to offer assistance by phone while they are in the field and through other methods to help reduce individuals from being taken to the ER unnecessarily if they can be assisted with a safety plan. We are adjusting to this new service delivery model.
- **WS:** All Meetings have been cancelled due to COVID-19. Several new protocols for working with law enforcement while they are in the field, and early faxing of new client packets from Marshall Hospital prompting quicker PES responses, have been put into place to reduce the impact on Marshall Hospital emergency services and to promote "Sheltering in Place." Feedback from law enforcement and Marshall Medical Center regarding these new procedures has been very positive.

- **PERT:**



Additional PERT Data:

Safety Plans	12
Law Enforcement Holds Written during PERT Shift	1
Voluntary Transports to Emergency Department	0
Law Enforcement Holds Written	25

Additional PERT Data:

Behavioral Health Outpatient Holds Written	0
Other/Unable to Locate/Inaccurate Report for Service	7
Substance Use Admitted/Confirmed	3
Adult Protective Services (APS) Referrals	1
"Fit For" Jail Crisis Risk Assessments Conducted by PERT	0

JUSTICE SERVICES**Restoration of Competency (Nicole Cable)**

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

QUALITY ASSURANCE & PATIENT RIGHTS**Quality Improvement / Utilization Review (Angelina Larrigan / Ren Strong)**

- QA/UR continues to work on concurrent review, compliance, implanting State, federal and local guidance, monitoring, and reporting.
- Behavioral Health's new Administrative Analyst started in September, so there will be significant training occurring over the next few months to bring her up to date on State requirements. Her primary focus will be on State reporting and compliance, monitoring, policies and procedures.

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

Month Filed	Month Completed	Type	Topic	Location	Outcomes (Appeals / Hearings Only)
05/2020	08/2020	Grievance	Quality of care – Staff Behavior Concern	West Slope	--
06/2020	08/2020	Grievance	Quality of care – Treatment Issues (medication concerns)	PHF	--
06/2020		Grievance	Quality of care – Staff Behavior Concern	West Slope	

Month Filed	Month Completed	Type	Topic	Location	Outcomes (Appeals / Hearings Only)
06/2020		Grievance	Other	Other	
07/2020		Grievance	Quality of care – Staff Behavior Concern	West Slope	
07/2020		Grievance	Quality of care – Staff Behavior Concern	PHF	
8/2020	8/2020	Grievance	Quality of Care - Staff Behavior Concern; Access to Services; Quality of Care - Treatment Issues	West Slope	--
8/2/2020		Grievance	Quality of Care - Staff Behavior Concern	PHF	
9/2020		Appeal	Denial of request for services.	West Slope	

PROGRAM ACTIVITY UPDATES

ALCOHOL AND DRUG SERVICES / SUBSTANCE USE DISORDERS (Salina Drennan)

Tahoe and West Slope

- SUDS Quality Assurance staff is currently performing on-site monitoring of the contracted providers who perform SUDS services. This process helps the County and the Provider determine what is working and what could be improved in regards to operations, policies, procedures and direct client care. South Lake Tahoe and the Community Corrections center SUDS staff are facilitating treatment groups through use of Zoom.

El Dorado County SUDS FY 2019-2020

Number of Clients Served by Treatment Modality

Treatment Modality	# of Clients
Outpatient Services	117
Intensive Outpatient Services	52
Residential	198
Withdrawal Management Res	23
NTP/OTP	80
Recovery Residences	29
Case Management	394

*All clients served are adults.

MENTAL HEALTH SERVICES ACT (MHSA) (Heather Longo/Tami Smith)

- The MHSA Team:
 - 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.
 - began reviewing and formatting Fiscal Year 2019/20 MHSA Annual Reports for the Prevention and Early Intervention (PEI) projects.
 - began preliminary planning for the Fiscal Year 2021/22 Annual Update Community Program Planning Process (CPPP) meetings.
- The County received the Fiscal Year 2016/17 Department of Health Care Services (DHCS) MHSA Performance Contract Review report that details the findings of the MHSA Program Review conducted by DHCS in October 2018. There were three (3) Findings and four (4) Suggested Improvements related to the FY 2014-17 Three-Year Program and Expenditure Plan:
 - Finding 1: El Dorado County lacked a narrative analysis that assesses the mental health needs of unserved, underserved/inappropriately served, and fully served county residents who qualify for MHSA services, and an assessment of its capacity to implement proposed programs/services.
 - Finding 2 (appealed): El Dorado County's Issue Resolution log lacked the required information regarding client disputes related to the provision of their MHSA funded mental health services.
 - Finding 3: El Dorado County lacked evidence of a validated method used to measure changes in attitudes, knowledge, and or behavior related to mental illness or seeking mental health services for each Prevention and Early Intervention (PEI) Stigma and Discrimination Reduction Program.
 - Suggested Improvements include items relating to the Community Program Planning Process (CPPP), Transparency and Consistency (fiscal reporting on the Revenue and Expenditure Report); program evaluation and oversight, and provider relationships.

MHSA submitted an appeal to DHCS regarding a finding related to the Issue Resolution log and is preparing the Corrective Action Plan.

ADULT OUTPATIENT SERVICES

(Lesly VanSloten (SLT); Doris Jones and Nicole Cable (WS))

Tahoe:

- Most outpatient services now being delivered by phone. ICM team has been supporting clients in their homes and providing intermittent meals and outreach to frequent wellness guests and more vulnerable clients that have been identified by their clinicians.

West Slope:

- Currently we have 1 full time and 1 half time Clinician providing Outpatient Behavioral Health services to clients primarily via telephone with limited in person services using COVID precautions.

- WSOP Clinic has 1 full time Clinician vacancy and 1 full time Clinician on extended leave as well as 1 Mental Health Worker on extended leave.
- WSOP Coordinator and 2 full time Mental Health Workers have been supporting Clinicians and providing outreach to Clients to ensure services, supports, and referrals are being provided and needs are being met.

Wellness Center Activities:

Tahoe:

- The Tahoe Wellness Center was closed due to COVID. ICM team continued to reach out to high risk clients and clients that were regularly attending Wellness.

West Slope:

- The West Slope Wellness Center remains closed to the public due to COVID-19 restrictions.
- Wellness Center and ICM/FSP staff continue to collaborate to pack and deliver weekday lunch food to all T-Houses and work with clients to prepare healthy meals at home.
- Wellness Center staff prepare and provide bag lunches to walk ups at Wellness Center from 12-1pm Mon. – Fri.

ICM Activities:

Tahoe:

- Facilitating outside walks with small groups (with proper distancing). Reinforcing use of coping skills during this challenging time.

West Slope:

- ICM Team is providing educational/therapeutic groups at each of the T-houses. Clients have had the opportunity to go to outings at the lake or park in small groups. ICM Team continues to make home visits to all FSP clients as needed and provide 1:1 or small group support.

CHILDREN'S SERVICES (ANGIE LARRIGAN)

- Ad hoc Behavioral Health Commission meetings have been taking place with a focus on children's services. Summitview, Stanford and EDCOE have been invited to present during the September ad hoc meeting. Future meetings will be held and each contracted provider will be invited to present.
- Contracted providers continue to be dedicated to creating interventions to engage the children and youth in services during this unprecedented time.
- The high school campus Wellness Centers have been busy serving students as school resumed (virtually). The Wellness Centers provide both face to face as well as virtual support to students in need.
- County Child Welfare Services joined the monthly Children's Specialty Mental Health Services contract provider meeting to strengthen collaboration between teams. This collaboration has been beneficial to all participating.

TAY DBT/FEP Program (Lesly VanSloten and Doris Jones)

Tahoe:

- Continued providing services through telehealth options and finalized plans for outdoors activities to practice DBT skills in realistic local settings while adhering to PPE protocols as COVID protocols in place..

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
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
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
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
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
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
STHS	South Tahoe High School
STRTP	Short-Term Residential Therapeutic Program
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