

**Behavioral Health Division Update
Behavioral Health Commission
October 2020 Data
November 18, 2020 Meeting**

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

- Nicole Ebrahimi-Nuyken participated in a 2-day California Behavioral Health Directors Association (CBHDA) Strategic Plan meeting on 10/29 & 10/30. The CBHDA 2021-2022 Strategic Plan Policy Priorities will be Funding Adequacy and Stability, as well as Equity, Justice, and Healing.
 - Funding Adequacy and Stability focuses on the need for County Behavioral Health funding to be flexible, transparent, stable, and sufficient to support County Behavioral Health Divisions in fulfilling their entitlement and mandate responsibilities while supporting communities and clients in crisis, disaster response, prevention and long-term recovery.
 - Equity, Justice, and Healing focuses on developing concrete, actionable strategies to make sustained and measurable progress on reducing and eliminating racial, ethnic, and other disparities.
 - These overarching priorities guide four priority areas: CalAIM; Crisis Continuum; Housing and Homelessness; and Children, Youth, and School Based Services.
- AB 2083: Nicole Ebrahimi-Nuyken and Leslie Griffith, HHSA Assistant Director (with responsibility over Child Welfare Services), are leading the local effort to develop and implement a memorandum of understanding (MOU) setting forth roles and responsibilities of agencies and other entities that serve children and youth in foster care who have experienced severe trauma. The purpose of the MOU is to ensure that children and youth in foster care receive coordinated, timely, and trauma informed services. The MOU will represent the aligned and shared roles and responsibilities of the local agencies serving children and youth in foster care.
- Dr. Amy Haynes has accepted the official offer of employment to become the Deputy Director in the BH Division. She has a PhD in Clinical Psychology and comes to us with extensive county behavioral health work experience. Dr. Haynes has worked in Monterey County Behavioral Health since 2005. Her final position was as a Services Manager overseeing Access and the Adult System of Care. Most recently, Dr. Haynes has occupied a position with the Department of Health Care Services (DHCS) as a consulting psychologist, conducting Triennial Mental Health Plan (County) chart reviews. Dr. Haynes first day of employment will be 12/7/20.

EL DORADO COUNTY BEHAVIORAL HEALTH DIVISION STAFFING

- **New Hires:**
 - Amy Haynes, PhD, Deputy Director, Behavioral Health Division (12/7/2020)
- **Promotions:**
 - Danielle Bogan promoted from MH Clinician to MH Program Coordinator
 - Malissa Pardo promoted from MH Clinician to MH Program Coordinator
- **Recruitments:**
 - Ongoing
 - WS Mental Health Clinicians (MH, Extra Help and Regular)
 - WS Medical Office Assistant (MH, Extra Help)
 - SLT Extra Help Clinicians (MH)
 - SLT Mental Health Workers (MH)
 - SLT Mental Health Clinician (MH)
 - SLT Mental Health Clinician (SUDS)
 - WS Psychiatric Technician (MH)
 - WS Administrative Analyst (MH)
 - WS Health Education Coordinator (SUDS)
- **Separations:**
 - Amanda Magnuson, Administrative Analyst (11/24/2020)
- **Position Changes:**
 - None

PLACEMENTS

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

- **26** IMD beds
- **1** State Hospital
- **16** Enhanced Board and Care beds
- **23** Board and Care - Sacramento & Galt
- **Total:**
 - **60** Out of County Placements
 - **6** In County Placements

Transitions Treatment Program (Nicole Cable / Lesly VanSloten)

- **WS:** 16 of 19 beds filled:
 - T1 1 openings,
 - T2 2 openings,
 - T3 0 openings,
 - T4 0 openings

*Census on WS has been kept low during COVID to allow for isolation if necessary.

- **SLT:** 3 of 6 beds filled:
 - T1 openings: 3 openings

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: 7
 - 2 bedroom: 6
 - 3 bedroom: 1

South Lake Tahoe

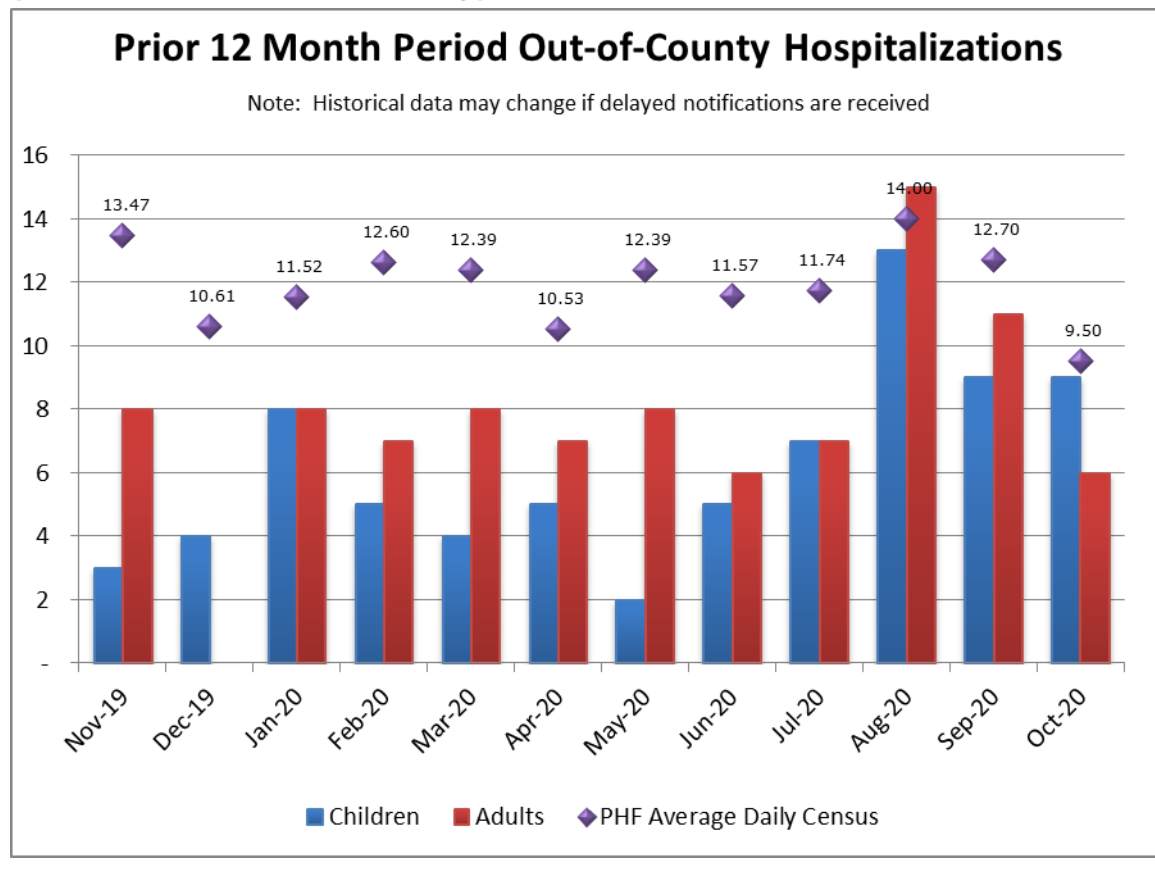
Clients receive ICM team coverage

- **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; **15** Admissions were El Dorado County residents and **12** were Out of County residents.
- There were **20** El Dorado County residents discharged; **8** to Home with Support, **0** to Home without support, **3** MHRC/IMD, **1** Board and Care, **1** to ICM T-House, **0** to Shelter, **7** to Other, and **0** to Emergency Department.
- Upon discharge, **20** El Dorado County residents were insured and **0** El Dorado County residents were pending insurance.
- There were **1** Seclusion Episodes, **1** Physical Restraint Episodes (**105** minutes), **1** Assaults (**1** clients – patient to staff), **0** Elopements, **1** Medication Errors (**0** medication errors with no patient involvement), Client Surveys **30**
- There were **0** denials of El Dorado County referrals: N/A
- Average daily census was **9.5** (range 6-12) with **15.57** 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)

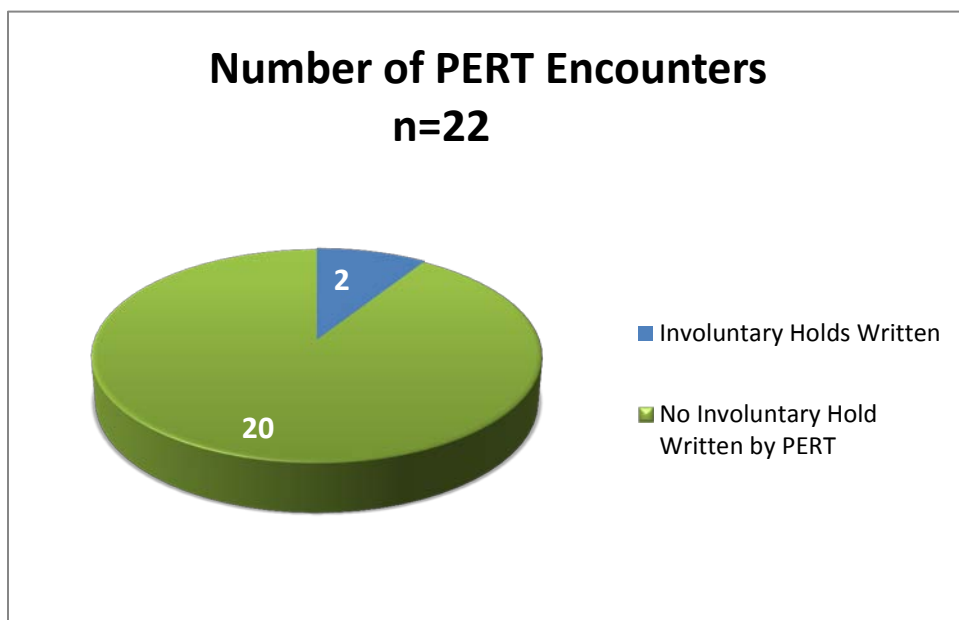
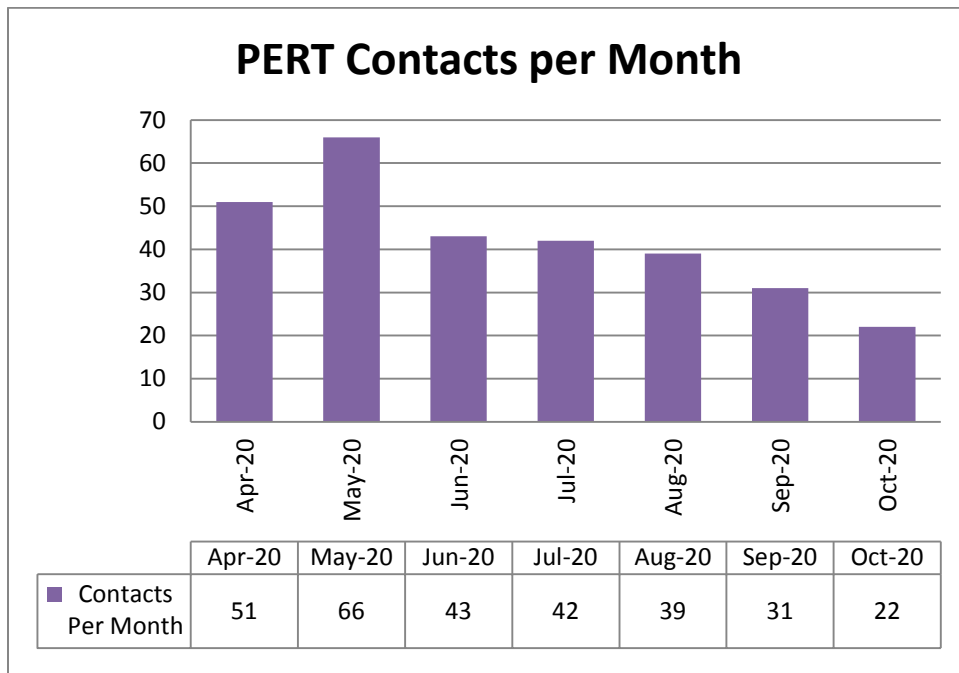


CRISIS SERVICES

Crisis Intervention Teams (CIT) (Nicole Cable)

- **SLT:** Reviewing and revising processes. Continuing to follow COVID-19 protocols in the Barton Emergency Department. The SLT office continues to work with local partners to roll out the STACS program.
- **WS:** Continuing to follow COVID-19 protocols at Marshall Emergency Department. WS Crisis Clinicians supporting SLT Team during staff shortages and transition period.

- **PERT:**



Additional PERT Data:

Safety Plans	12
Law Enforcement Holds Written during PERT Shift	0
Voluntary Transports to Emergency Department	2

Additional PERT Data:

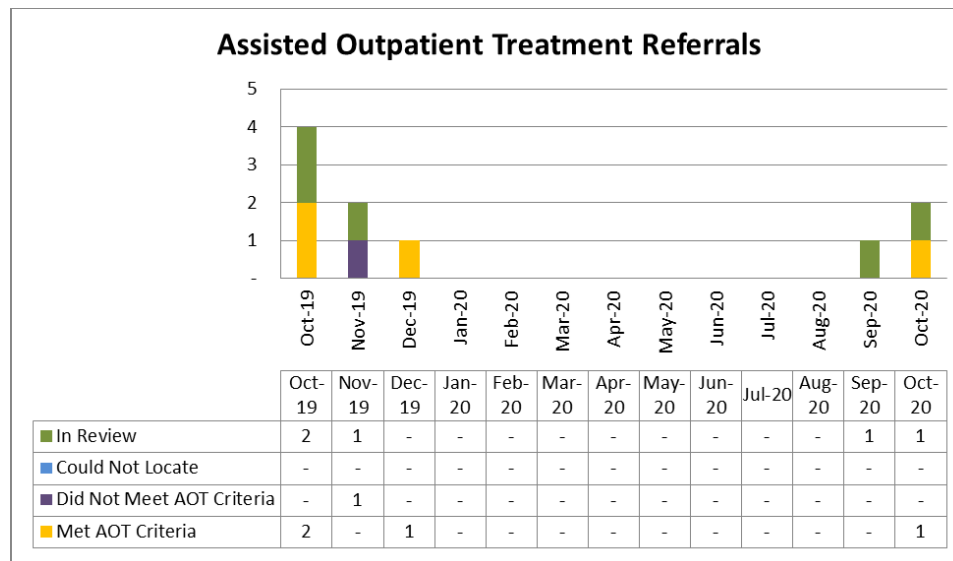
Law Enforcement Holds Written	22
Behavioral Health Outpatient Holds Written	0
Other/Unable to Locate/Inaccurate Report for Service	2
Substance Use Admitted/Confirmed	3
Adult Protective Services (APS) Referrals	1
"Fit For" Jail Crisis Risk Assessments Conducted by PERT	2

JUSTICE SERVICES

Restoration of Competency (Nicole Cable)

- **0** Outpatient ROC referrals
- **1** Jail ROC referral
- **2** 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,
1 met initial program criteria,
0 individuals voluntarily accepted outpatient services,
0 individuals to proceed with the AOT process,
1 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)

- QA/UR continues to work with IDEA Consulting on data validation.
- Audit of Sierra Children and Family Services was conducted in October. The outcome was positive as SCFS is in compliance with expectations. Eight mental health charts were reviewed to determine the rates of compliance with Specialty Mental Health Services and Medi-Cal documentation standards for services claimed to Medi-Cal. The medical records were randomly selected and covered the past 12 months for outpatient client medical records. The information gleaned from each audit was used to inform El Dorado County Behavioral Health as to what is needed for training and technical assistance of its providers.
- QA/UR has identified two Performance Improvement Projects for EQRO. The non-clinical PIP will focus on further decreasing the time elapsed between initial request for SMHS and treatment with case carrying clinician. The clinical PIP will focus on developing a formal safety plan for individuals at their initial request for service and ongoing monitoring of the effectiveness of the safety plan.
- In October, the County received the findings document from the Department of Health Care Services (DHCS) relating to the April 2020 Network Adequacy submittal. Initially, there were two items that DHCS could not determine compliance, but the final result was a finding on only one item:
 - Number of Requests for Services Processed During the Reporting Period: Because DHCS has experienced challenges with the various reporting format, DHCS developed a new reporting tool, called the “Timely Access Data Tool” (TADT), which all counties will be required to use going forward. Use of this tool for the next reporting period (September-November) will enable the County to clear this finding. Although the State found the County to be out of compliance with this reporting item due to the manner in which data was reported, 97% of all requests for services were closed within 10 business days during the reporting period.
 - Continuity of Care Report: DHCS initially determined the County was out of compliance with the reporting requirements. However, upon request by the County, DHCS reviewed the County’s submittal again and DHCS determined that the County was in compliance with the required elements. DHCS will be issuing a new findings report to reflect this change. Since DHCS has not yet issued guidance regarding what information is to be reported to the State as part of the Network Adequacy certification for Continuity of Care, DHCS did not require counties to submit a corrective action plan for this item even if there was a finding.
 - The following required elements are part of the Network Adequacy submittal, and the results for the 56 MHPs in California were (El Dorado’s finding is reflected below as “(EDC)”:

Network Adequacy Category	Number of MHPs In Compliance	Number of MHPs Out-of-Compliance
Time/Distance – Adult Psychiatry	44 (EDC)	12
Time/Distance – Child/Youth Psychiatry	44 (EDC)	12
Time/Distance – Adult Outpatient	49 (EDC)	7
Time/Distance – Child/Youth Outpatient	50 (EDC)	6
Provider Ratio – Adult Psychiatry	49 (EDC)	7
Provider Ratio – Child/Youth Psychiatry	44 (EDC)	12
Provider Ratio – Adult Outpatient	56 (EDC)	0
Provider Ratio – Child/Youth Outpatient	53 (EDC)	3
Timely Access	39	17 (EDC)
Mandatory Provider Type – American Indian Health Facility	56 (EDC)	0
Language Capacity	38 (EDC)	18

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

Month Filed	Month Completed	Type	Topic	Location	Outcomes (Appeals / Hearings Only)
09/2020	10/2020	Grievance	Quality of care – Staff Behavior Concern	PHF	--
09/2020	10/2020	Grievance	Quality of care – Treatment concern	Other Department	--
09/2020	10/2020	Grievance	Quality of care – Staff Behavior	PHF	--

PROGRAM ACTIVITY UPDATES

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

Tahoe

- SUDS Outpatient is offering substance use treatment for Medi-Cal clients in the SLT area. Options are for in person or virtual/telehealth treatment groups, individual sessions, case management and recovery support. Interested clients can call 530-621-6290 directly.

West Slope

- SUDS leadership are developing and implementing strategies to increase client requests for services which include outreach activities to the community and community agency partners.

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

- The MHSA Team:
 - participated in various conference calls, webinars, trainings, and meetings related to items of interest to MHSA.
 - continued implementation of activities related to the MHSA Three-Year Program and Expenditure Plan.
 - continued reviewing and formatting the Fiscal Year 2019/20 MHSA Annual Reports for the PEI projects.
 - continued reviewing the Quarter 1 PEI Reports (July - Sept. 2020).
 - continued planning for the Fiscal Year 2020/21 Community Program Planning Process.
 - submitted the El Dorado County MHSA Plan of Corrections to the Department of Health Care Services (DHCS) with regards to the MHSA Performance Contract Review (covering Fiscal Years 2016/17). MHSA continued to work on developing policies and procedures related to the Findings and Recommendations.
 - staffed the Behavioral Health Commission's Ad Hoc Children and Youth Services Committee.

ADULT OUTPATIENT SERVICES (Jody Kwachak-Hall (SLT); Doris Jones (WS))

Wellness Center Activities:

Tahoe:

- The Wellness Center will be opening to one-time daily, excluding Sundays, for small groups of three clients for skills groups beginning this month. The ICM team continues to reach out to high risk clients and clients that were regularly attending Wellness.

West Slope:

- The Wellness Center remains closed to the public due to COVID-19 restrictions. All activities adhere with COVID precautions. Staff have been asked to meet clients in person and/or video and will make accommodations to meet outside, in the field or at the office in person.
- A small belated Peer Leader Graduation was held on the Wellness Center patio. Additional attendees were provided with Zoom and Conference Call-in access so they were able to attend.
- Outpatient staff, Gardening Group participants, and other volunteers have spent time to clean, organize, and beautify the patio.
- Wellness Center and ICM/FSP staff continue to collaborate to pack and deliver weekday lunch food to all t-Houses.
- Wellness Center staff prepare and provide bag lunches to walk ups at Wellness Center from 12-1pm, Monday - Friday.
- The Wellness Center and patio is the meeting site for the following small in person groups including additional participants via Zoom and conference call:

Peer Leadership, Dried Mangos, Improv Band, and Gardening using COVID precautions.

ICM Activities:

Tahoe:

- Facilitating outside walks with individuals and small groups with COVID precautions in place. Reinforcing use of coping skills and education toward improving independent living skills during this challenging time.

West Slope:

- The ICM Team is providing group services within the transitional houses. Small group outings to outdoor locations with practicing social distancing and masks.
- T-house Chili Cook-Off, we sent judges to each house to test out chili made by our individual houses, congratulations to our T-house 3 and all the houses for their hard work!
- Small Halloween gathering with masks and social distancing, outdoors BBQ and costumes!

CHILDREN'S SERVICES (ANGIE LARRIGAN)

- The first Youth and Family Commission meeting took place in October. The team commission consists of child and family serving system members devoted to make positive change in the lives of youth and families in our community.
- Sierra Children and Family Services continues to participate in state and local efforts to improve mental health and foster care services for children. They have been focused on the rollout of Therapeutic Foster Care, the integration of services required by AB 2083, as well as local efforts to improve the Child and Family Teaming (CFT) process and integration of the Child and Adolescent Needs and Strengths (CANS) for all youth.
- According to New Morning Youth and Family Services Clinical Director, Michelle Goodwin, "New Morning is seeing an increase in SMHS and especially in the need for enhanced services. We have increased the amount of CFT meetings and due to the hiring of a client behavior specialist have been able to provide an increased amount of intensive home-based services. We are seeing an increased need for intensive-home-based services. Being able to work with clients in their homes, interact with their families and help them in "real time" has been invaluable to the clients and their families. We are seeing them make great strides in meeting their treatment goals. The therapists see that when a client's behavioral needs are being met in the home and in the community they are better able to process things in their therapy sessions."
- Stanford Youth Solutions eagerly awaits moving into their office in Placerville. This move is anticipated to take place in November, 2020.
- Summitview continues to provide quality SMHS and STRTP support to children and families in our community.

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

Tahoe:

- BH team continuing to meet with TAY DBT/FEP Client by phone and in person.

West Slope:

- Sierra Child and Family Services continues to provide these services through a contract. Sierra is providing continuing services to all students with open charts; case management; outreach and education for parents, students, and staff; documentation and data collection; and referrals and collaboration with other community organizations, including specific responses to the stressors of the COVID-19 stay at home orders.

ADULT OUTPATIENT GROUP SCHEDULES

Limited small group activities are beginning as noted above.

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
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	Workforce Investment Act
WOIA	Workforce Innovations and Opportunities Act
WS	West Slope