

**Behavioral Health Division Update
Behavioral Health Commission
December 2020 Data
January 27, 2021 Meeting**

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

- CBHDA (California Behavioral Health Directors Association) continues to advocate that DHCS (Department of Health Care Services) understand the difficulties counties are experiencing in service delivery due to the COVID-19 pandemic. CBHDA submitted a letter to DHCS, requesting that all behavioral health auditing and oversight activities be placed on hold. On December 28, 2020, the Department of Health Care Services (DHCS) officially informed counties that due to the surge of COVID-19 cases, staff shortages, and the need for counties to focus on managing the crisis, DHCS has placed all behavioral health auditing and oversight activities on hold through March 1, 2021. Counties have been given the option to request that any scheduled auditing or oversight activities will be conducted as scheduled.
- After careful consideration the Behavioral Health Substance Use Services program elected to move forward with the External Quality Review (EQRO) that was scheduled for February 23 through 25. Due to the special COVID-19 circumstances, the review is now scheduled for two days, 2/23 & 2/24. The program determined that this review is invaluable and will provide valuable feedback on our strengths and weaknesses.
- The EQRO review of our mental health services is scheduled for March 10 and will emphasize systems, procedures, activities, and data that are designed to improve access, timeliness, quality, and outcomes of services.
- The pandemic continues to impact our community as well as our services. Our staff and providers continue to provide the needed services. We have had small outbreaks of COVID-19 positive cases for one MH (Mental Health) and one SUD (Substance Use Disorder) provider that has temporarily impacted access to residential substance use treatment services. County BH (Behavioral Health) staff has experienced occasional need for staff to quarantine due to suspected COVID-19 exposure. We are relieved that vaccinations have become available to MH and SUD staff, including providers. Unfortunately, two LPS conserved individuals in our System of Care have died due to COVID-19 as either a primary or secondary cause of death.
- The US Department of Health and Human Services Agency announced on 1/14/21 that it eliminated the X-waiver for physicians, meaning that physicians can prescribe buprenorphine without taking an eight-hour course and without obtaining a waiver from SAMHSA. Physicians utilizing this exemption will be limited to treating no more than 30 patients with buprenorphine for opioid use disorder at any one time (note: the 30 patient cap does not apply to hospital-based physicians, such as Emergency Department physicians). More than

83,000 drug overdose deaths occurred in the United States in the 12 months ending in June 2020, the highest number of overdose deaths ever recorded in a 12-month period, and an increase of over 21% compared to the previous year, according to recent provisional data from the Centers for Disease Control and Prevention (CDC). The increase in overdose deaths highlights the need for treatment services to be more accessible for people most at risk of overdose and today's action will expand access to and availability of treatment for opioid use disorder.

EL DORADO COUNTY BEHAVIORAL HEALTH DIVISION STAFFING

- **New Hires:**
 - Amy Haynes, Deputy Director, Behavioral Health Division
 - Kristy Fackrell, MH Worker-MH Diversion FSP
 - Denise Gruber, MH Worker-MH Diversion FSP
 - Brandi Stahr, MH Worker-LPS Team
 - Krystal Hogan, MH Clinician-ICM Team
- **Promotions:**
 - None
- **Recruitments:**
 - Ongoing
 - WS Mental Health Clinicians (Extra Help and Regular)
 - WS Medical Office Assistant (Extra Help)
 - SLT MH Clinician
 - SLT MH Clinician (Extra Help)
 - SLT Extra Help Clinicians, Workers and Aides
 - SLT Mental Health Clinician - Substance Use Disorder Services
 - WS Psychiatric Technician
 - WS Administrative Analyst
 - WS Sr. Administrative Analyst
- **Separations:**
 - Shane Kelly - Health Program Specialist - SUDS
- **Position Changes:**
 - None

PLACEMENTS

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

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

Transitions Treatment Program (Nicole Cable / Lesly VanSloten)

- **WS: 13** of 19 beds filled:
 - T1 **0** openings,
 - T2 **2** openings,
 - T3 **2** openings,
 - T4 **2** openings
- **SLT: 2** of 6 beds filled:
 - T1 openings: **4** 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: **8**
 - 2 bedroom: **7**
 - 3 bedroom: **1**

South Lake Tahoe

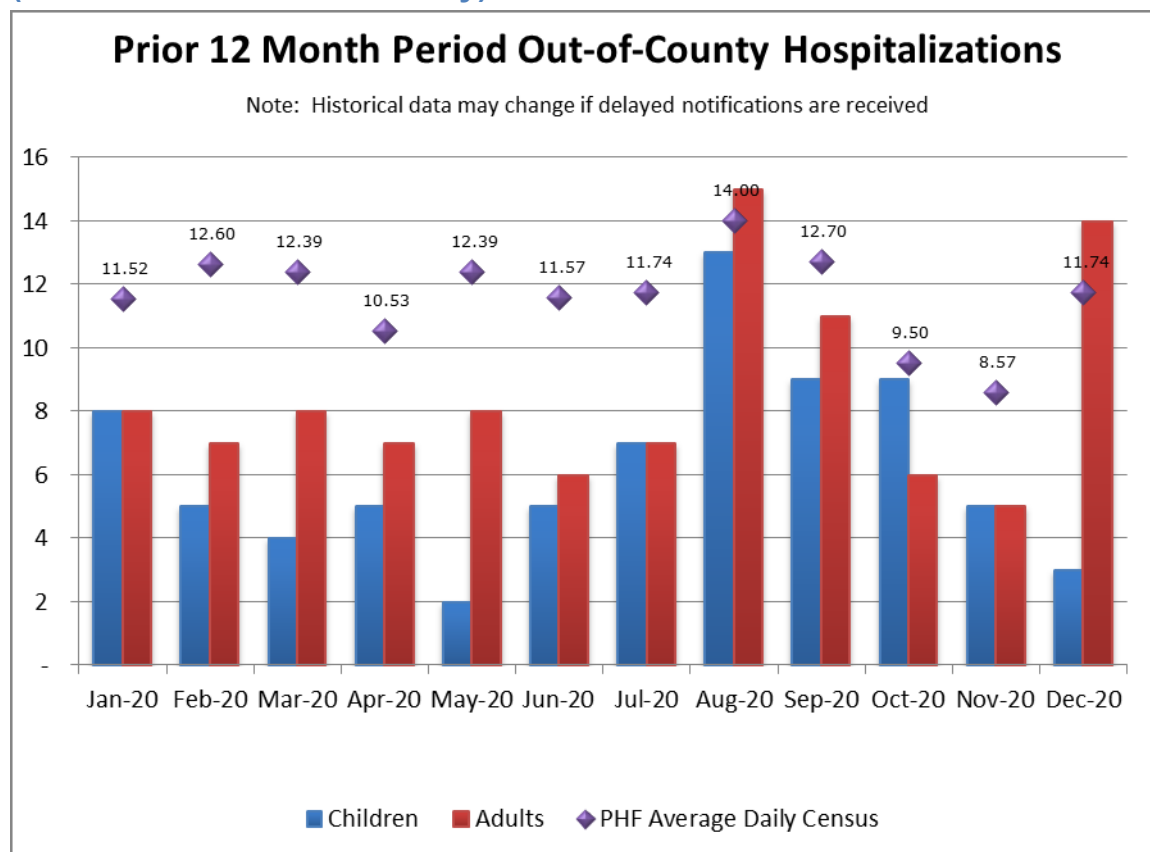
Clients receive ICM team coverage

- **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 **21** Admissions; **17** Admissions were El Dorado County residents and **4** were Out of County residents.
- There were **10** El Dorado County residents discharged; **5** to Home with Support, **0** to Home without support, **1** MHRC/IMD, **2** Board and Care, **0** to ICM T-House, **0** to Shelter, **1** to Other, and **0** to Emergency Department.
- Upon discharge, **10** El Dorado County residents were insured and **0** El Dorado County residents were pending insurance.
- There were **1** Seclusion Episodes, **3** Physical Restraint Episodes (**15** minutes), **3** Assaults (**2** clients), **0** Elopements, **0** Medication Errors (**0** medication errors with no patient involvement), Client Surveys **16**
- There were **5** denials of El Dorado County referrals: 2 unable to ambulate, 1 minor, 2 exclusionary medical issues
- Average daily census was **11.74** (range 7-15) with **12.47** average length of stay of days.
- Concurrent Reviews resulting in no medical necessity found. **0**

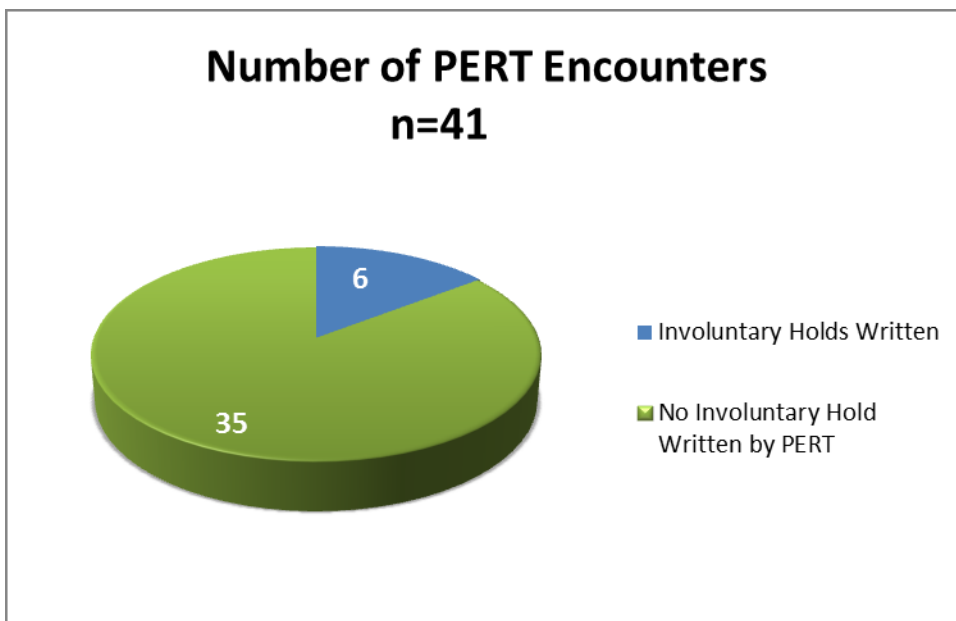
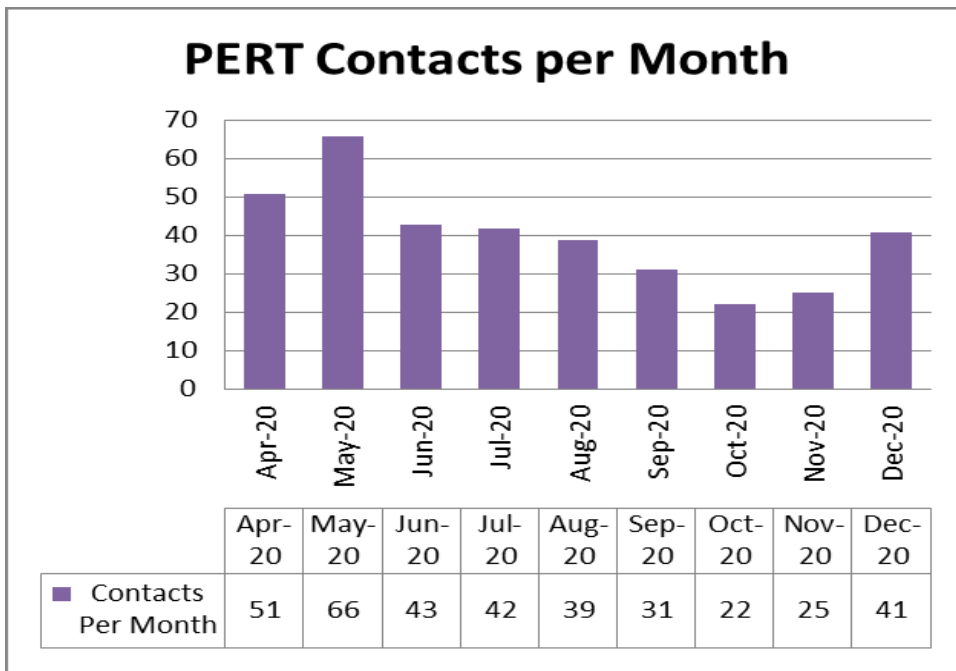
Out-of-County Acute Psychiatric Hospitalizations (Medi-Cal Beneficiaries Only)



CRISIS SERVICES

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

- **SLT:** Reviewing and revising processes. Continuing to follow COVID-19 protocols in the Barton Emergency Department.
- **WS:** MDT meetings resumed via zoom in December.
- **PERT:**



Additional PERT Data:

| | |
|--|----|
| Safety Plans | 37 |
| Law Enforcement Holds Written during PERT Shift | 2 |
| Voluntary Transports to Emergency Department | 0 |
| Law Enforcement Holds Written | 32 |
| Behavioral Health Outpatient Holds Written | 0 |
| Other/Unable to Locate/Inaccurate Report for Service | 8 |
| Substance Use Admitted/Confirmed | 1 |
| Adult Protective Services (APS) Referrals | 5 |
| "Fit For" Jail Crisis Risk Assessments Conducted by PERT | 1 |

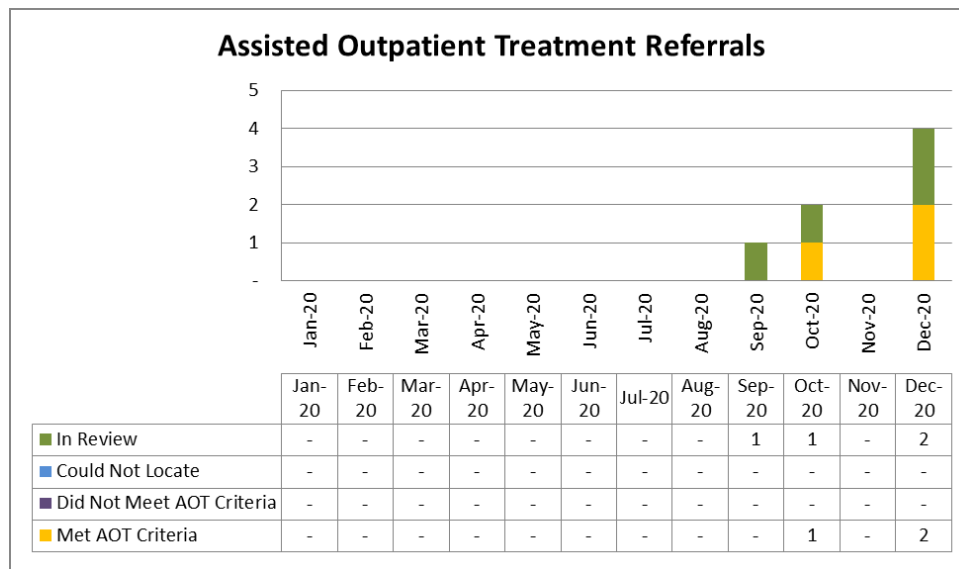
- **STACS (Amy Haynes / Salina Drennan / Jody Kwachak-Hall):**
 - Behavioral Health continues to work with partners in Tahoe for implementation of the "South Tahoe Alternative Collaborative Services" (STACS).
 - Partners include Behavioral Health, City of South Lake Tahoe Police Department, City of South Lake Tahoe Fire Rescue, Cal Tahoe JPA Ambulance, Barton Hospital and South Tahoe High School.
 - The MOU between the County and the South Lake Tahoe Police Department is under final review.

JUSTICE SERVICES

Restoration of Competency (Nicole Cable)

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

Discharged AOT clients:

1 clients discharged:
1 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)

- El Dorado County MHP is working on the final stages of the EQRO Performance Improvement Projects and is preparing for review in March.
- The date for this year's EQRO has been changed to March 10 due to scheduling conflicts. The review will be done via a desk review and in person discussions via video conferencing. The final agenda has not yet been established.
- El Dorado County MHP is preparing for a Telecare annual review of services. 17 charts will be reviewed by LPHA staff to determine the rates of compliance with Medi-Cal documentation standards for services claimed to Medi-Cal/El Dorado County. The medical records will be randomly selected. The review period will be the entire length of stay. Following each audit, concrete feedback will be provided in regards to documentation strengths as well as training needs for compliant service delivery. Because the selection of claims for the review employed a random sampling method, it may be utilized to generalize findings for the audit period as a whole. The information gleaned from each audit will be used to inform service providers as to what is needed for training and technical assistance of its providers.
- On December 28, 2020, the Department of Health Care Services (DHCS) informed counties that due to the surge of COVID-19 cases, staff shortages, and the need for counties to focus on managing the crisis, DHCS has placed all behavioral health auditing and oversight activities on hold through March 1, 2021.

- DHCS has allowed counties to request certain audits continue, and the El Dorado County HHSA Administration and Finance Division is requesting that DHCS continue with their fiscal audits of FY 12-13 and FY 13-14 as this will help HHSA better understand Mental Health's fiscal position
- The Corrective Action Plan for Network Adequacy will now be due March 1, 2021 rather than January 4, 2021 (El Dorado County's Corrective Action requires the County to complete a standard template designed by DHCS to record data related to when a Medi-Cal beneficiary requests services how quickly an appointment is offered, and when treatment starts, among other various data points).
- The FY 19/20 Quality Improvement Workplan Evaluation and the Cultural Competency Plan deadline is also extended. The new due dates will be announced by DHCS soon.

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 | -- |
| 11/2020 | 1/2021 | Grievance | Quality of Care – Staff Behavior | WS Adult | -- |
| 12/2020 | 12/2020 | Grievance | Quality of Care - Staff Behavior - Not Specialty Mental Health Services | Other | -- |
| 12/2020 | | Grievance | Quality of Care – Staff Behavior | PHF | -- |
| 12/2020 | | Grievance | Peer Behavior | PHF | -- |
| 12/2020 | | Grievance | Quality of care – Treatment Concern | PHF | -- |
| 1/2021 | | Grievance | Quality of Care – Staff Behavior | SLT Adult | -- |
| 1/2021 | | Grievance | Quality of Care – Staff Behavior | PHF | -- |

PROGRAM ACTIVITY UPDATES

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

Tahoe

- The South Tahoe Drug-Free Coalition has officially changed its name to: The Tahoe Alliance for Safe Kids (TASK). Group still meets once per month and includes roughly 20 representatives from the community, schools, law enforcement, non-profits, etc. South Tahoe Friday Night Live and Club Live are also represented.
- SUDS Outpatient Treatment Telehealth Groups are available for clients seeking SUD treatment. Those interested in treatment may call 530-621-6290 and press #5.

West Slope

- More services have been provided to country beneficiaries in December due to expansion into telehealth as a means of service delivery.
- SUDS Outpatient Treatment Telehealth Groups are available for clients seeking SUD treatment. Those interested in treatment may call 530-621-6290 and press #5.
- SUDS QA continues the process of preparing for an EQRO review in late February 2021.

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
 - Staffed the Behavioral Health Commission Ad Hoc Committees: Budget and Children's Services
 - Reviewed information received from the Community Program Planning Process meetings and surveys in preparation to draft the Fiscal Year 2021/22 MHSA Annual Update
 - Participated in Specialty Mental Health Services contracted-provider contract renewal meetings
 - Assisted HHSA Fiscal with reviewing of the Annual Revenue and Expenditure Report (RER, also ARER)
 - Participated in the Quality Improvement Committee meeting
 - Met with and continued to work on information for the Behavioral Health Commission Budget Ad Hoc Committee

ADULT OUTPATIENT SERVICES

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

Tahoe:

- Outpatient Staff is providing services to clients primarily via telephone with very limited in-person services using COVID precautions.

West Slope:

- Outpatient Staff is providing services to clients primarily via telephone with very limited in-person services using COVID precautions.
- Due to staff vacancies the Program Coordinator is supporting staff and Medication Providers by completing chart reviews, case management and outreach to clients to ensure services, supports and referrals are being provided and needs are being met.
- The Outpatient Services Program Coordinator is currently the acting PERT Clinician.

Wellness Center Activities:

Tahoe:

- The SLT Wellness center remains closed to the public due to COVID-19 restrictions
- Wellness and ICM/FSP staff provided cookie-making activity to FSP T-House Clients on Christmas Eve and cookies, hats/mittens/socks to 9 ICM/FSP Clients
- Wellness staff and ICM/FSP staff continue to work with Client's in the T-House providing Life Skills (cleaning, cooking, and self-care), Recovery and Mindfulness coping skills groups.

West Slope:

- The West Slope Wellness Center remains closed to the public due to COVID-19 restrictions and Stay At Home Orders.
- Wellness Center and ICM/FSP staff continues 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 prepares and provide bag lunches to walk ups at Wellness Center from 12-1pm Monday through Friday. Daily Walk Ups: 2 individuals.
- Peer Leader Group via Zoom: 3 meetings held in December; 4-5 participants per meeting
- Dinners Dec 25, 2020 & Jan 1, 2021 provided for all T-Houses via a collaborative effort by Wellness Center and FSP/ICM staff.

ICM Activities:

Tahoe:

-

West Slope:

- ICM Staff are continuing to provide rehab groups in the Thouses, separated by house. Small weekend outings are provided by ICM staff, also by house to keep residents safe.
- ICM staff provided continuing safety education regarding COVID 19 and provided safety guidelines to Thouse and independent clients.
- Clients are being seen in person, primarily in the field and home visits to decrease traffic at the Victory Mine Building.
- ICM staff provide support for transportation to appointments, grocery shopping and to help FSP clients' needs to be met.

CHILDREN'S SERVICES (ANGIE LARRIGAN)

- El Dorado County MHP is preparing new contract language and NTE amounts for the upcoming children's SMHS contracts which will begin July 1st.
- El Dorado County MHP has canceled Tahoe Youth and Family Services (TYFS) Children's SMHS contract due to non-use.
- El Dorado County MHP continues to meet regularly with the Ad Hoc Behavioral Health Commission Children and Family meetings to identify strengths and barriers surrounding children's services. Findings will be presented to the Behavioral health commission in January.
- Children and youth mental health needs have been increasing with the prolonged pandemic. These needs have created budget constraints that were unforeseen at the adoption of the contract budget three years ago. The budget constraint has caused increased UR of children's services to ensure the most appropriate services are provided to support the needs of each individual consumer.

ADULT OUTPATIENT GROUP SCHEDULES

Outpatient groups are temporarily cancelled due to COVID.

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 |

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|----------|--|
| 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 |

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|---------|---|
| 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 |