

**Behavioral Health Division Update
Behavioral Health Commission
August 2025 Data
September 17, 2025, Meeting**

EL DORADO COUNTY BEHAVIORAL HEALTH DIVISION STAFFING

- **New Hires:**
 - Lisa Konyecsni, Quality Management and Administrative Programs, Supervising Analyst
 - Josh Castro, WS Mental Health Worker
 - Judy Rudolph, WS Mental Health Clinician
 - Alisha Smith, SLT Mental Health Clinician
 - Loren Pound, WS Mental Health Clinician
 - Madeline Colmus, Student Intern
 - Sarah Orput, Student Intern
 - Sara Daniel, Student Intern
 - Sherese Chretien, SLT Mental Health Clinician
- **Promotions:**
 - Justine Collinsworth, from Manager of Mental Health Programs to Behavioral Health Director
 - Monica Silva, from WS Mental Health Clinician to WS Coordinator of Mental Health Programs, Outpatient Services
 - Jennifer Hawkins, from SLT Mental Health Clinician to Coordinator of Mental Health Programs – Quality Management
 - Monique Migdol, from SLT Mental Health Clinician to Coordinator of Mental Health Programs – Justice Involved, Diversion, Forensic
- **Recruitments:**
 - Ongoing
 - Manager of Mental Health Programs – Quality Management
 - WS MH Clinician - Substance Use Disorder Services Division- Quality Assurance
 - WS MH Clinician – Substance Use Disorder Services Division- Access
 - WS MH Clinician
 - WS 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 Mental Health Worker, Full Time and Part time
 - SLT Mental Health Clinician
 - Sr. Administrative Analyst, MHSA/BHSA
- **Separations:**
 - Jacob Garel, Amergis Contractor, WS MH Clinician - MCT
 - Scott Fisher, WS Coordinator of Mental Health Programs – Crisis Services
- **Position Changes:** None

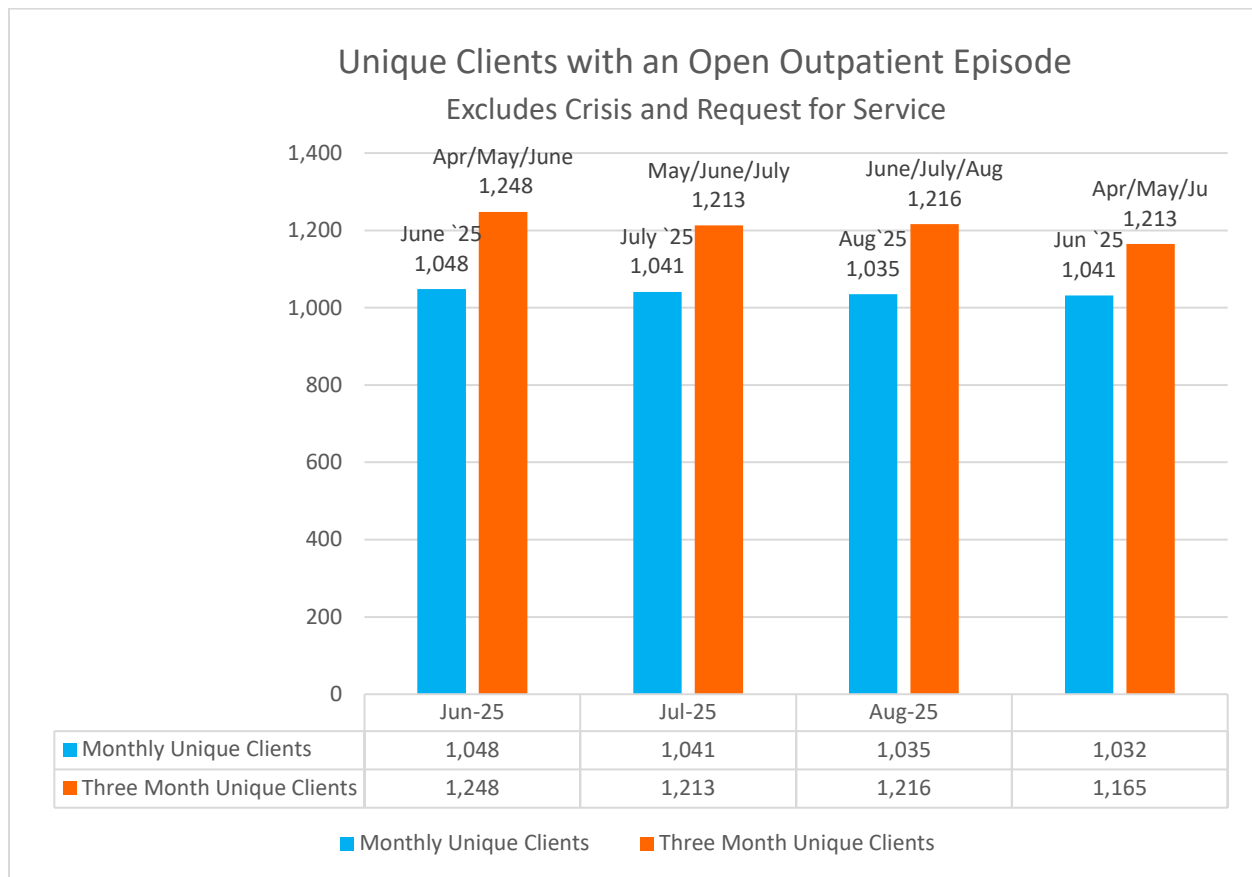
Filled and Vacant Clinician and Clinical Support Positions (as of 8/15/2025)

Position Category	Allocated	Filled	Filled by Amergis Contracted Staff	Vacant	Vacancy by Position	Division-Wide Vacancy %
Manager of MH	4	3	0	1	25%	39% (44% not including Amergis Contracted Staff)
MH Coordinator	8	6	0	2	25%	
MH Clinician	33.5	10.6	5	17.4	52%	
MH Worker	27	18	n/a	9	33%	
Sup. MH Worker	1	0	n/a	1	100%	
Sr. Office Assistant	5	5	n/a	0	0%	
Medical Office Assistant	1	1	n/a	0	0%	
MH Aide	6.25	0.75	n/a	5.5	88%	
Psych Tech	3	2.8125	0	0.1875	6%	
SUDS Health Educator	11	9	n/a	2	18%	
Sup. Health Education Coordinator	2	1	n/a	1	50%	

“Clinical Support” includes all Health Education Coordinators (even if assigned to Prevention activities), Program Assistants, Mental Health Workers, Mental Health Aides, and Psychiatric Technicians.

*Vacant Medical Office Assistant positions have been reassigned to the positions of Sr. Office Assistant

THIS MONTH'S SERVICES BY THE NUMBERS...



ADULT OUTPATIENT SERVICES

- West Slope: 464
- South Lake Tahoe: 209

CHILDREN'S SERVICES

- Sierra Child & Family Services: 157
- Summitview Child & Family Services: 76
- Stanford Youth Solutions: 77
- New Morning Youth Services: 48

Access – Request for Service

Mental Health

Requests for Service - Received

MONTH	TOTAL #	ROUTINE	EXPEDITED	URGENT
9/2024	200	191	8	1
10/2024	174	126	41	7
11/2024	150	143	6	1
12/2024	105	95	10	0
01/2025	127	114	13	0
02/2025	130	122	8	0
03/2025	172	164	8	0
04/2025	120	112	7	1
05/2025	124	113	11	0
6/2025	98	95	4	0
7/2025	104	94	10	0
8/2025	139	125	14	0
Total	1,319	1,140	113	8

Disposition of Request of Service

MONTH	OPENED TO EDC BH	REFERRED TO MCP	REFERRED TO COMMUNITY	CANCELLED CONTACT, NO SHOW
9/2024	79	17	13	91
10/2024	75	19	19	59
11/2024	74	21	22	33
12/2024	54	9	5	37
1/2025	65	12	15	35
2/2025	63	17	8	40
3/2025	93	29	13	37
4/2025	58	23	10	29
5/2025	58	16	7	43
6/2025	54	23	2	18
7/2025	40	31	12	21
8/2025	75	29	3	32
Total	792	219	120	465

Substance Use Disorder Services**Requests for Service – Received**

MONTH	TOTAL #	ROUTINE	EXPEDITED	URGENT
9/2024	44	44	0	0
10/2024	31	28	0	3
11/2024	33	31	0	2
12/2024	30	27	0	3
1/2025	45	42	0	3
2/2025	40	40	0	0
3/2025	31	28	0	3
4/2025	45	42	0	3
5/2025	44	40	0	4
6/2025	34	33	0	1
7/2025	44	42	0	2
8/2025	36	36	0	0
Total	467	433	0	24

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	MOVED OUT OF COUNTY
9/2024	19	16	0	3	6	0
10/2024	18	7	0	2	5	0
11/2024	20	5	1	2	5	0
12/2024	19	2	3	2	2	0
1/2025	23	13	0	1	8	2
2/2025	23	8	1	1	7	0
3/2025	14	7	1	3	7	0
4/2025	25	11	1	2	6	0
5/2025	20	13	3	4	5	0
6/2025	18	10	1	0	5	0
7/2025	34	14	0	2	4	0
8/2025	17	7	2	3	5	0
Total	276	121	114	25	65	2

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	Pymt Denial
9/2024	0	38	1	0	28	0
10/2024	0	30	0	0	23	0
11/2024	0	25	0	0	5	0
12/2024	0	23	0	0	8	0
1/2025	0	21	0	1	12	2
2/2025	1	23	0	0	10	0
3/2025	1	25	0	1	14	0
4/2025	0	29	0	3	29	0
5/2025	0	25	0	1	14	0
6/2025	0	25	0	1	14	0
7/2025	0	13	0	1	19	0
8/2025	0	33	0	0	11	0
Total	1	280	1	8	164	2

Substance Use Disorder Services

EDC SUDS NOABD type						
Month	Timely Access Notice	Termination Notice	Modification Notice	Denial Notice	Delivery System Notice	Payment Denial Notice
9/2024	9	28	0	0	0	0
10/2024	16	33	0	0	1	0
11/2024	8	17	0	0	1	0
12/2024	4	23	0	0	2	0
1/2025	11	16	0	0	2	0
2/2025	11	24	0	0	2	0
3/2025	10	26	0	0	0	0
4/2025	11	14	0	0	2	0
5/2025	21	33	0	0	3	0
6/2025	21	32	0	0	1	0
7/2025	14	31	0	1	2	0
8/2025	21	38	0	0	2	
Total	167	317	0	1	18	0

Inpatient and Residential Treatment

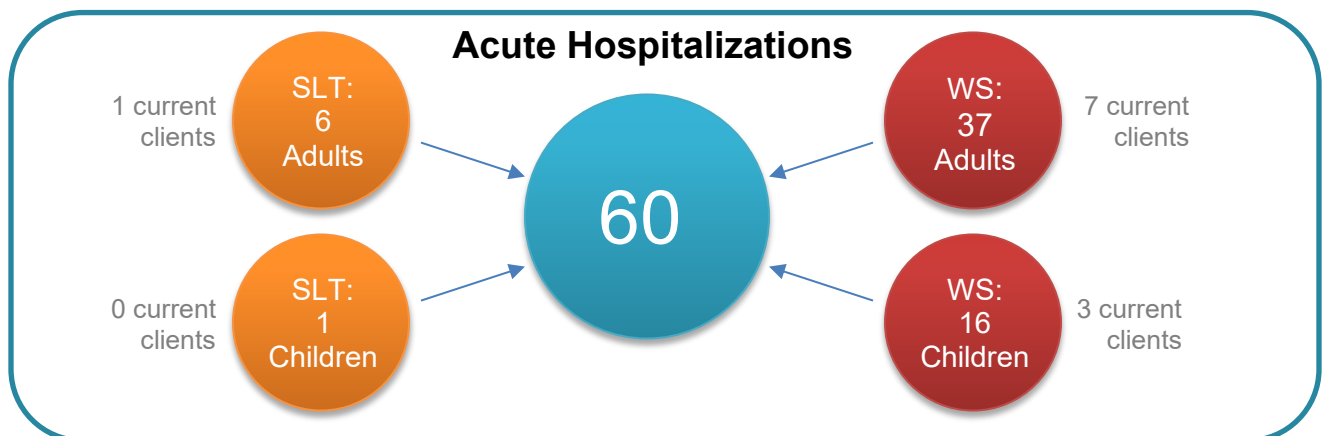
Mental Health

Month	Telecare PHF	Average Length of Stay – PHF	Crisis Res Tx - Adult	Out of County – Adult	Out of County – Youth	Average Length of Stay - OUCH	Residential	Long-Term Care/Skilled Nursing
8/2024	26	11.48	n/a	14	3	6.88	42	10
9/2024	13	17.0		13	2	6.33	32	16
10/2024	25	15.08		7	8	5.73	28	15
11/2024	20	15.62		9	6	5.93	28	14
12/2024	23	15.75		12	4	6.75	25	16
1/2025	23	26.96		13	4	6.31	31	19
2/2025	22	15.37		5	5	5.7	31	18
3/2025	29	10.77		10	4	10.57	31	9
4/2025	21	10.00	2	5	4	6.00	30	18
5/2025	25	10.77	4	12	4	7.06	30	18
6/2025	11	10.73	6	9	5	7.29		
7/2025	13	33.76	6	21	4	13.96		
8/2025	23	13.13	6	12	13	6.76	29	15
Total	261	18.74	18	140	55	9.79		

Substance Use Disorder Services

Month	Clients in Residential Treatment
9/2024	14
10/2024	11
11/2024	9
12/2024	12
1/2025	14
2/2025	17
3/2025	18
4/2025	20
5/2025	23
6/2025	21
7/2025	24
8/2025	34
Total	217

Psychiatric Emergency Services (PES) (Crisis Services)



43 Adults were placed in Acute Hospital

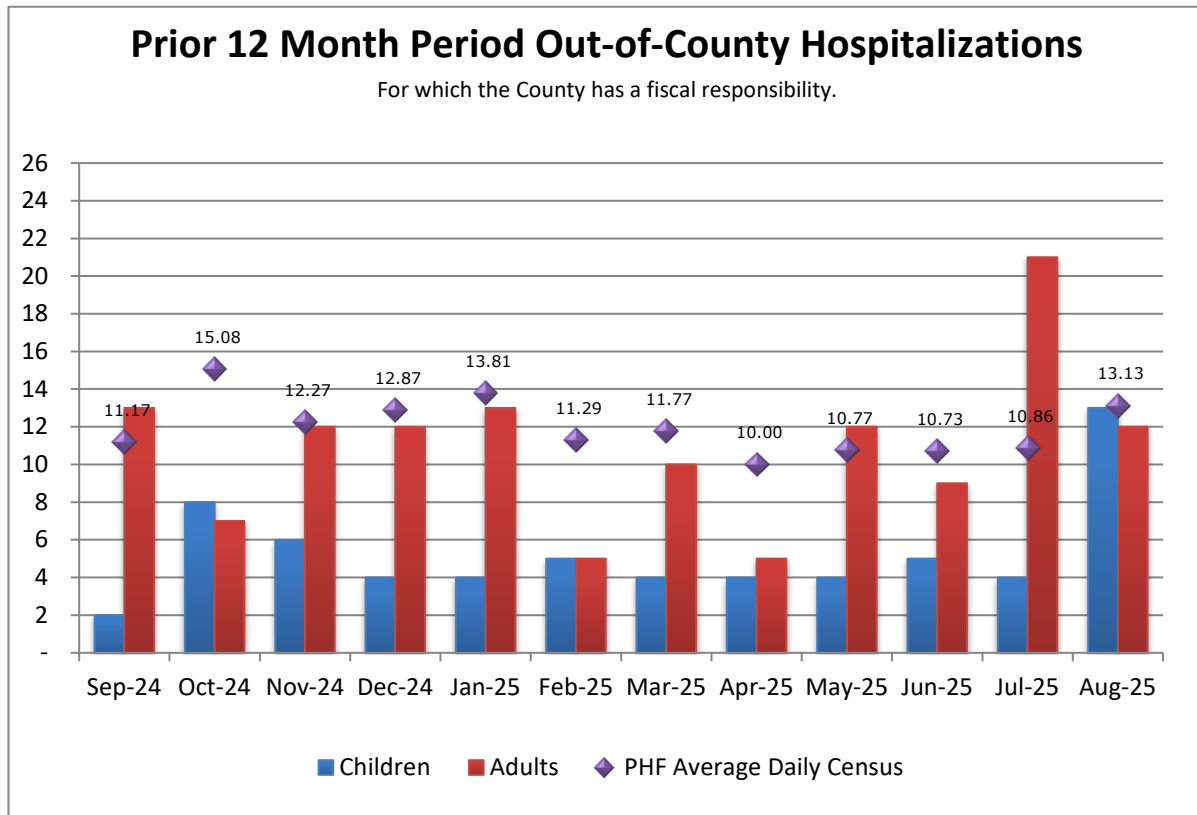
- **12 placed at EDC Telecare PHF**
- 5 El Dorado County beneficiaries placed at Out of County Hospital
 - 15 Medicare as primary coverage
- 11 with Private Insurance or Medi-Cal from another California county, placement approved by County of responsibility.

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 (Moriah Weldy)

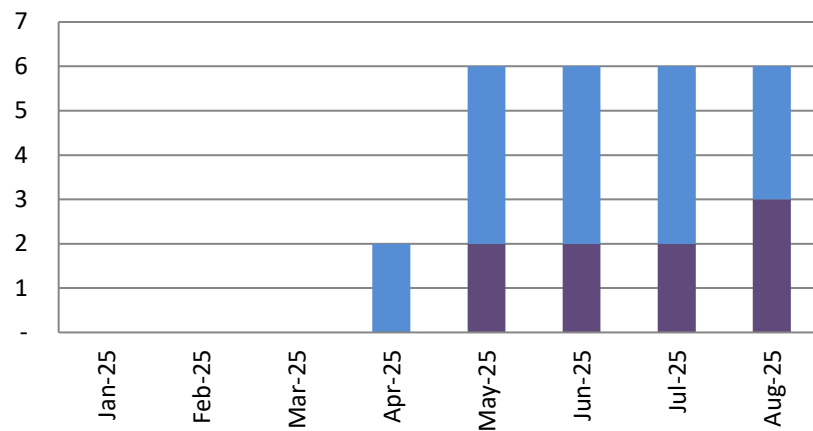
- There were **23** Admissions; **16** Admissions were El Dorado County residents and **7** were Out of County residents.
- There were **14** El Dorado County residents discharged; **9** to Home with Support, **0** to Home without support, **2** MHRC/IMD, **1** Board and Care, **0** to ICM T-House, **1** to Shelter, **1** to Other-State Hospital, and **0** to Emergency Department.
- Upon discharge, **12** El Dorado County residents were insured and 2 El Dorado County residents were pending insurance.
- There were **0** Seclusion Episodes, **0** Physical Restraint Episodes, **0** Patient to Patient Assaults, **1** Patient to Staff Assault, **0** Elopements, **0** Medication Errors (**0** medication errors with no patient involvement), Client Surveys **23**
- There was **2** denial of El Dorado County referrals: Denial of 2 minors, under 18 y/o.
- Average daily census was **13.13** (range 11-16) with **23.2** 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)



Oak Lane Crisis Residential Treatment (CRT) Center Placement (Moriah Weldy/Christy Sonnenburg)

Prior 12 Month Crisis Residential Treatment Placement (opened for placment 4/2025)



	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25
■ Step-Down (From PHF/Other Acute Psych)	-	-	-	2	4	4	4	3
■ Step-Up (Prevent hospitalization)	-	-	-	-	2	2	2	3

MOBILE CRISIS SERVICES

MCT NUMBERS	
Calls to Crisis Line	275
Dispatched to MCT	57
MCT Transport to ED	6
5150 by MCT	5

Grievances/Appeals/Hearings (Debra McCartney)

Month Filed	Month Completed	Type	Topic	Location	Grievance Outcomes (Appeals / Hearings Only)
July	None	None			
August	September	Former Client	Client filed a grievance stating the Mental Health Assessment that was conducted was inaccurate and resulted in her not being eligible for MH Diversion.	SLT	PRA discussed the matter with the new program coordinator, and the new program manger and corrective action was taken to address the assessment process and additional clinical review of the assessments prior to submission to the court.
August	September	Former Client	Client filed second grievance stating that his funds were not "handled correctly and there was possible fraud" committed.	WS	PRA met with the client and reviewed all relevant documentation. PRA arranged a meeting with the Public Guardian Supervisor and staff to review all relevant documents and answer remaining questions abut the handling of his funds.
August	Active	Client	Client reported that the provider was "rude" and unable to meet his needs	WS	PRA has discussed the matter with the client and will follow up with the provider
August	Active	Client	Client reported that a staff member made statements during a group meeting that client felt were unprofessional.	WS	PRA met with client and elevated the grievance to the coordinator who counseled the staff member and met with the client.

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
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
CARE Act	Community Assistance, Recovery and Empowerment Act
CBHDA	County Behavioral Health Directors Association of California
CBO	Community Based Organization
CBT	Cognitive Behavior Therapy
CCC	Community Corrections Center or California Conservation Corps
CCMU	Crisis Care Mobile Unit
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
MCT	Mobile Crisis Team
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 Reconation 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