

# EL DORADO COUNTY

Health and Human Services Agency  
2023 Annual Report





# A MESSAGE FROM OUR DIRECTOR

It is with great pleasure that I present the first El Dorado County Health and Human Services Agency Annual Report. This report illustrates the impact our programs have on our community.

The heart of the Health and Human Services Agency is made up of almost 800 dedicated employees whose vision is to transform the lives and improve the future of our most vulnerable community members. This collective dedication allowed us to make progress on some of our most pressing charges like homelessness, disaster response, and an unprecedented number of new mandated initiatives. We were able to do this despite a staffing crisis which leaves some of our divisions with a vacancy rate of over 50%.

My goal over the past year was to increase transparency, integrate Agency programs, begin to build a successful Agency structure, improve our analytic capacity so that we can base decisions on data and programmatic outcomes and to broaden and strengthen partnerships. This Annual Report looks back at the significant progress we have made as an Agency over the past year. It highlights our commitment to provide services that positively impact the people we serve, making El Dorado County a great place for everyone to live, work and recreate.

With gratitude and optimism,

*Olivia Byron-Cooper*

Olivia Byron-Cooper



# By The Numbers

El Dorado County's Health and Human Services Agency provides many services and resources, leveraging primarily State and Federal funding to promote the well being of our community. While not an exhaustive list, these are some examples of the impact our services provide the residents of El Dorado County.

## Behavioral Health:

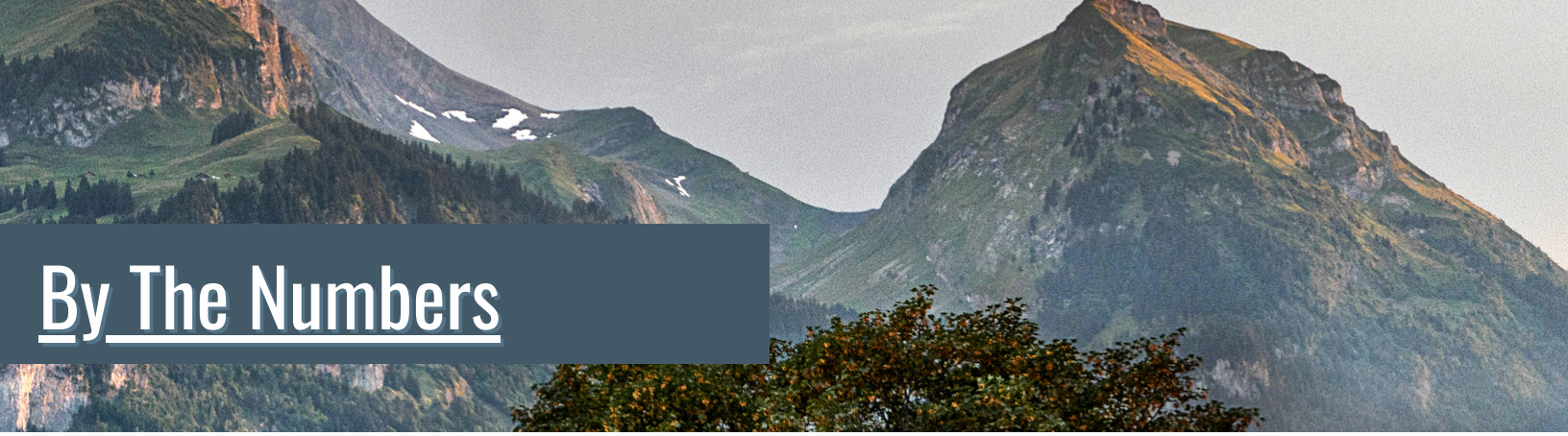
El Dorado County Behavioral Health provided services to the community to meet the needs of individuals experiencing serious mental illness, promoting safety, wellness, and recovery:

- Responded to 1,706 Requests for Service in El Dorado County
- Linked 1,119 individuals to supportive services, including 480 new clients enrolled for services with El Dorado County Behavioral Health, 208 referred to their managed care plan for support, and 431 referred to providers in our community
- Provided 1,167 crisis assessments consisting of 282 assessments of children and 885 for adults
- Ensured safety of clients and our community through the provision of 434 hospitalizations of individuals who met criteria based on danger to themselves, others, or grave disability due to a psychiatric condition
- Provided Behavioral Health services through El Dorado County Behavioral Health staff and a network of contract providers to 3,617 unduplicated individuals.

The Public Guardian's office serves those community members who are unable to live independently due to a medical or behavioral health condition. In 2023, the Public Guardian's office served 49 individuals as Rep Payee, 49 individuals conserved under the Lanterman-Petris-Short (LPS) Act, and 52 individuals through Probate conservatorship.







# By The Numbers

## Community Services:

Animal Services field operations staff responded to 8,256 calls for service made between January 1st 2023 and December 17th 2023 across both slopes of the County.

The year 2023 was a great year for adoptions, the two shelters adopted out 1,163 animals. There were 31 birds, 699 cats, 405 dogs, and 28 other animals that found forever homes thanks to our dedicated staff and volunteers.

During 2023, Senior Nutrition provided approximately 203,000 meals to seniors, through Home-Delivered Meals and seven (7) Congregate Dining locations across the County of El Dorado.

During the calendar year 2023, El Dorado County Veteran Services assisted local military veterans and their families through 2,039 walk-in interactions, 2,547 telephone calls and 671 scheduled appointments.

In calendar year 2023, the LIHEAP program processed over 4,500 applications for utility assistance, including emergency assistance to 185 households that helped them avoid a power shut off.

In addition to utility assistance, the LIHEAP Program provided weatherization services for over 140 homes in El Dorado County in 2023 and assisted 436 households in paying their water bills through State funding via a special limited-term Low-Income Home Water Assistance Program (LIHWAP).



# By The Numbers

## Protective Services:

Adult Protective Services (APS) continues to grow at the rate of 10.5 % annually and investigated 1904 referrals in FY 22/23 with 2053 projected referrals for FY 23/24.

In-Home Supportive Services (IHSS) referrals have increased 49% with an ongoing caseload growth of 41% over 5 years; greater than 875 applications are processed annually with a current caseload of 1806 clients.

- 9% increase in child welfare referrals in 2023 (n=2,342) from 2022 (n=2,014)
- Substantiation of referrals is at 6% of reports (138), down from 8% in 2022
- 364 cases were open during 2023, a decrease of 5% from 2022 (383 cases)

# WELLNESS HAPPENS HERE!





## Public Health:

Maternal Child and Adolescent Health (MCAH) provides comprehensive Public Health Nursing case management and home visitation to women, infants, children, and families, while also elevating the level of care in the community through partnerships with medical providers and community-based programs.

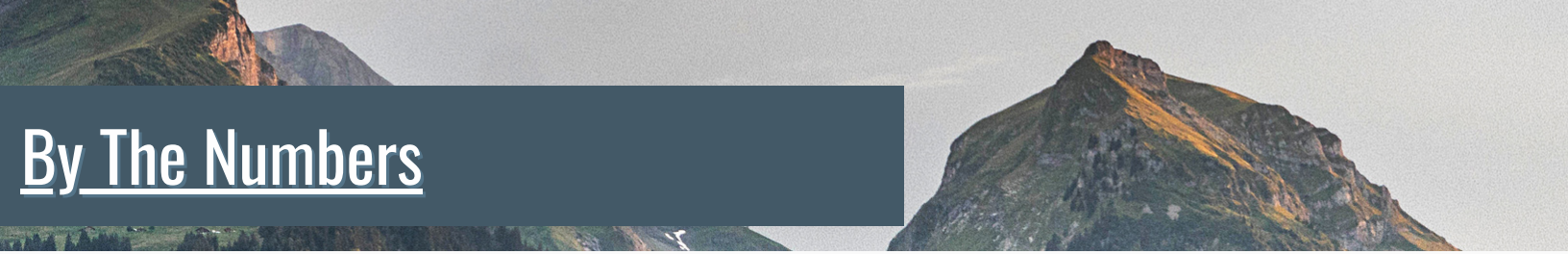
MCAH provided 1027 face-to-face visits with pregnant women, infants, children, or teens in fiscal year 2022-2023 in homes, schools, shelters, and other community locations.

California Children's Services (CCS) is a statewide program that helps children up to 21 years old who have complex medical needs such as cancers, diabetes, and severe traumatic injuries. PHN's in CCS Administration work closely with providers and families to ensure that the healthcare needs are met for children with qualifying medical conditions. These services may include helping children obtain such varied services as medications, hearing aids, and necessary surgeries. CCS Nurses currently serve the needs of 652 children and youth around the county with an average of 20 new referrals received every month.

The Health Care Program for Children in Foster Care (HCPCFC) helps foster children receive timely medical, dental, and safe psychological treatment services. The Foster Care Public Health Nurse also teaches child health classes to foster families. The Foster Care Program currently supports 112 children in foster placement.

Public Health Immunization met the community needs through outreach and back-to-school vaccination through pre-teen/adolescent and back to school vaccine clinics that served 231 students with the administration of 377 vaccines.

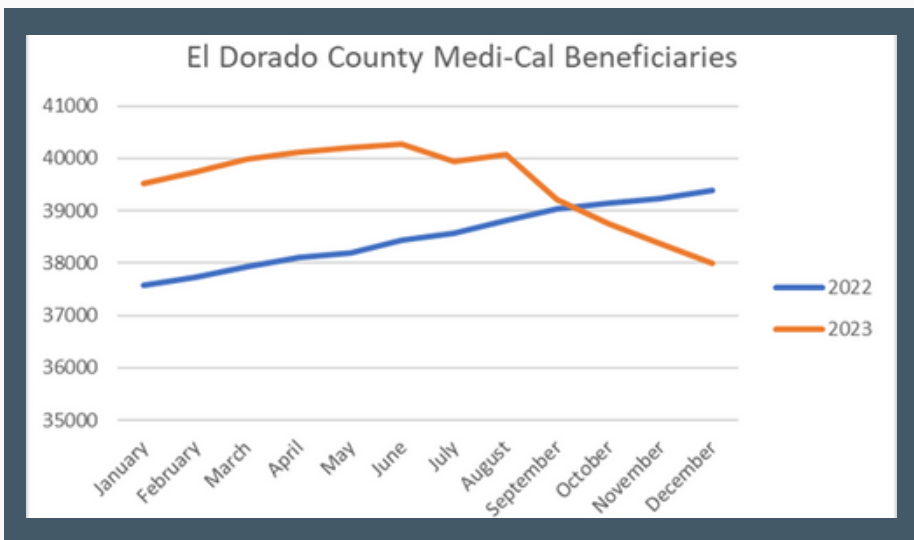




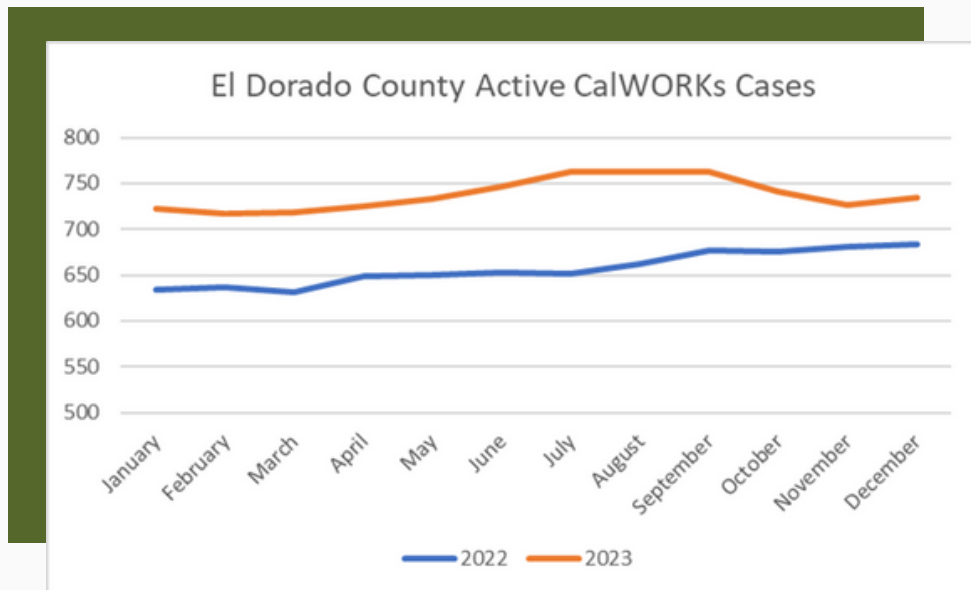
# By The Numbers

## Self Sufficiency:

The Medi-Cal program provides health insurance coverage to low-income residents within El Dorado County. In 2023, the average number of El Dorado County residents enrolled in Medi-Cal was 39,516, compared to 35,706 per month in 2022.



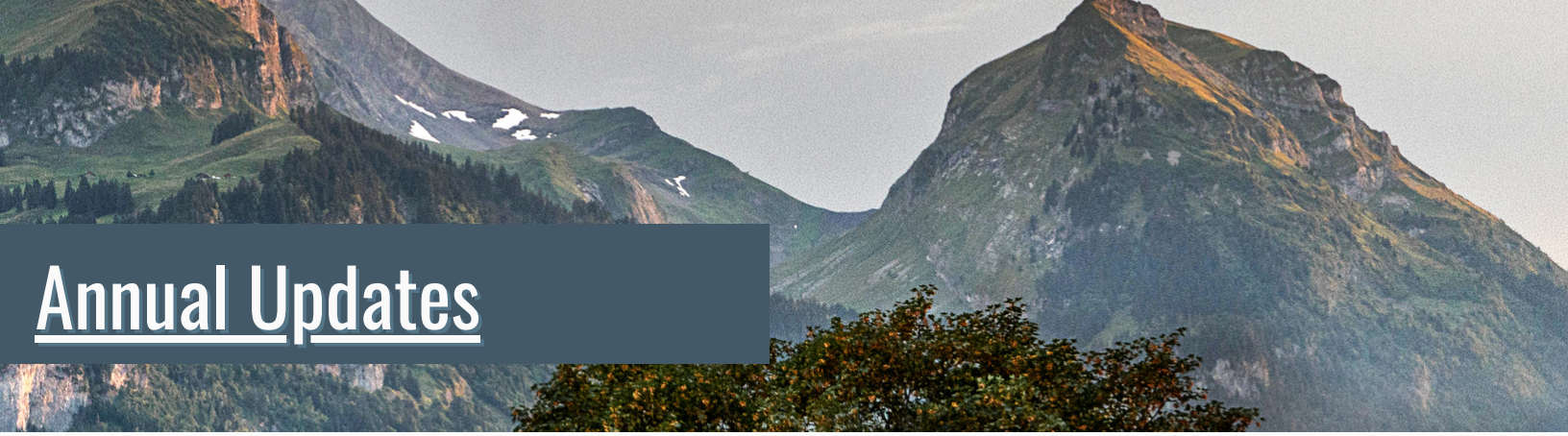
El Dorado County has approximately 730 households receiving CalWORKs benefits in December 2023 which is a 6.9% increase from 683 households in December 2022.



El Dorado County processed 8,956 CalFresh applications in 2023. This is a slight increase from the previous year of 8,910. July 2023 to September 2023 quarter, the county’s timeliness for application processing for three-day was 93% and thirty-day was 90.9%.

El Dorado County has approximately 9,221 households receiving CalFresh benefits in December 2023 which is 586 more households than December 2022. During 2023, El Dorado County issued approximately \$36,521,421.00 in annual CalFresh benefits which included 3 months of Emergency Allotment benefits.





# Annual Updates

## ELDER AND DEPENDENT ADULT ABUSE PROJECT

APS's Cal-OES funded grant, The Elder and Dependent Adult Abuse Project (EDAAP), served 427 individual victims through September 2023 through partnership with the District Attorney's Victim Witness Services Advocate assisting victims with burglary, elder abuse, domestic violence, and financial crimes; provided 45 in-person training/outreach events serving more than 850 individuals, including 10 sessions on APS and Dementia for EDSO's Crisis Intervention Training Program, and a variety of other community-based forums.



## ANIMAL VACCINATION CLINIC

El Dorado County Animal Services made concerted efforts to assist residents and their pets in 2023. In October we hosted a vaccination clinic in collaboration with El Dorado Humane Society. One hundred and fifty (150) animals received vaccines and microchips. The clinics were free to the residents of El Dorado County.

## PLACEMENT SUCCESS FOR FOSTER YOUTH

When it is necessary for El Dorado County Child Welfare Services Division to remove children from the home to keep them safe, we focus on placing them with relatives or Non Relative Family Members (NRFM) whenever possible. This is shown to increase the chances of reunification with the family origin and, when that isn't possible, improve outcomes for children in care. In 2023, 52% of children's predominant placement was with a relative/NRFM compared to 47% in 2022 and only 29% in 2018. 38 children successfully moved from placement to be reunified with their family in 2023.





# Annual Updates Cont.

## HOUSING & HOMELESSNESS SERVICES

The largest encampment of unhoused persons in El Dorado County was identified as the Upper Broadway Encampment with a census of 58 individuals living along the embankment of Highway 50 on Upper Broadway in Placerville. As the Navigation Center was opening in February 2023, the Homelessness Services team, in collaboration with Placerville Police Department, El Dorado County Sheriff's Department Homeless Outreach Team, The Upper Room Dining Hall, Housing El Dorado, and others formed a targeted street outreach team to prepare residents of the encampment for upcoming abatement, scheduled for February 27th.

The collaborative street outreach team visited the encampment daily beginning in late January to advise residents and offer them a bed at the Navigation Center. As a result of the team's commitment to get to know encampment residents and offer a pathway out of homelessness, 40 persons chose to enter the Navigation Center.



On February 7th, 2023 under the Housing and Homelessness division leadership, a 60-Bed temporary Navigation Center opened in El Dorado County. This Emergency Shelter program has served over 164 persons, including 58 females, and 106 males. The average age of persons receiving shelter services is 49 years, however, adults have been served up to 85 years. The primary goal within the shelter is to transition participants to permanent housing. Shelter participants receive access to supportive services including physical and behavioral health, job readiness and income stabilization, document readiness, case management, and other supports as they work towards the goal of permanent housing.



# Annual Updates Cont.

## PSYCHIATRIC EMERGENCY RESPONSE AND OPIOID TREATMENT

The Psychiatric Emergency Response Team (PERT) is a joint partnership between the El Dorado County Sheriff's Office and El Dorado County Health and Human Services' Behavioral Health Division. The PERT team provides community-wide mobile response to individuals experiencing behavioral health crises, with a goal of de-escalating behavioral health emergencies and ensuring both public safety and positive outcomes for community members they work with through supportive services and linkage to resources. In 2023, the PERT team had 978 individual contacts across El Dorado County, and responded to 250 crisis calls with 204 able to be stabilized without the need for an involuntary psychiatric hold or safety planning. In 2024, the PERT team will be expanded to a 24/7 service across both the West Slope and South Lake Tahoe areas.

In 2023 the Behavioral Health Division implemented the Opioid Settlement Funds received by El Dorado County on behalf of the Board of Supervisors to fund abatement activities that will address the opioid epidemic's impact on El Dorado County and its residents. The County received a total of eight applications, seeking grant funding for substance use treatment, early intervention, or prevention services to youth and/or adults in our community.

Through a competitive procurement process conducted a thorough review of the eight applications, HHS's Behavioral Health Division recommends awards totaling \$1,266,044 to Barton Health, Marshall Medical, El Dorado Sheriff's Office, El Dorado Probation Department, Recovery In Action, Summitview, Mountain High Recovery Center, and Access El Dorado Coalition for Overdoses Prevention & Education ACCEL-COPE.





# HHSA LEADERSHIP TEAM



**JIM DIEL**  
**CHIEF ASSISTANT DIRECTOR**



**OLIVIA BYRON-COOPER**  
**DIRECTOR**



**KIMMI MCADAMS**  
**ASSISTANT DIRECTOR OF**  
**ADMINISTRATION AND FINANCE**



**DR. MATT MINSON**  
**PUBLIC HEALTH OFFICER**



**NICOLE EBRAHIMI-NUYKEN**  
**DIRECTOR OF**  
**BEHAVIORAL HEALTH**



**JENNIFER BYRNE**  
**DIRECTOR OF**  
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**TIMALYNN JAYNES**  
**ASSISTANT DIRECTOR OF**  
**SELF SUFFICIENCY AND**  
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**LESLIE GRIFFITH**  
**ASSISTANT DIRECTOR OF**  
**PROTECTIVE SERVICES**