

# Wasatch Mental Health

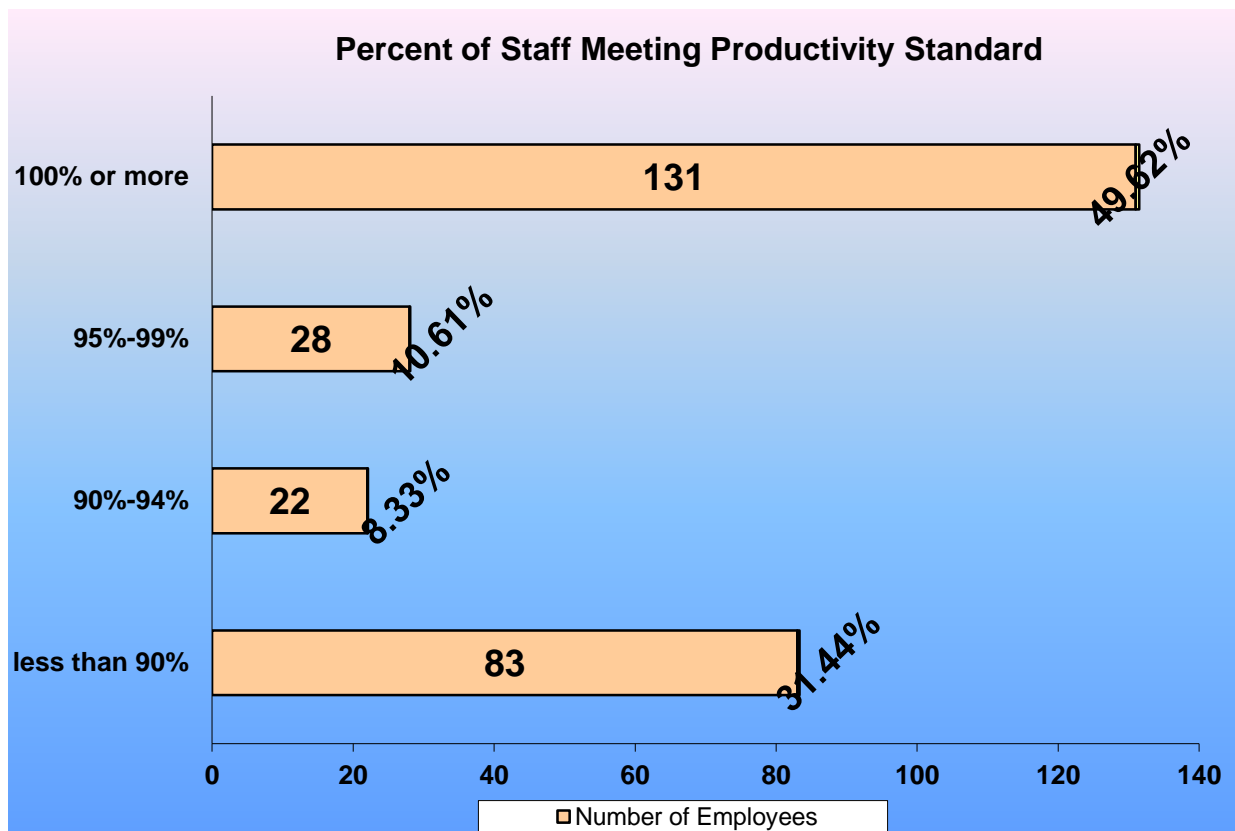
## Briefing Report

### December 2018

The beginning of the New Year marks the transition from a county based crisis call system to a state-wide crisis call service provided by UNI. Wasatch Mental health (WMH) is working on planning for this transition while also working on the development of the Mobile Crisis Outreach Team (MCOT). WMH will receive funding to bring our MCOT team to fidelity. At this point, (January 2<sup>nd</sup>) we are waiting the final budgetary approval from the local County Government regarding the extent to which this effort will be matched with county funds. While initially, no match is required, it is anticipated that match will become mandated and the DSAMH (Division of Substance Abuse and Mental Health) has indicated that subsequent funding will be influenced by county match.

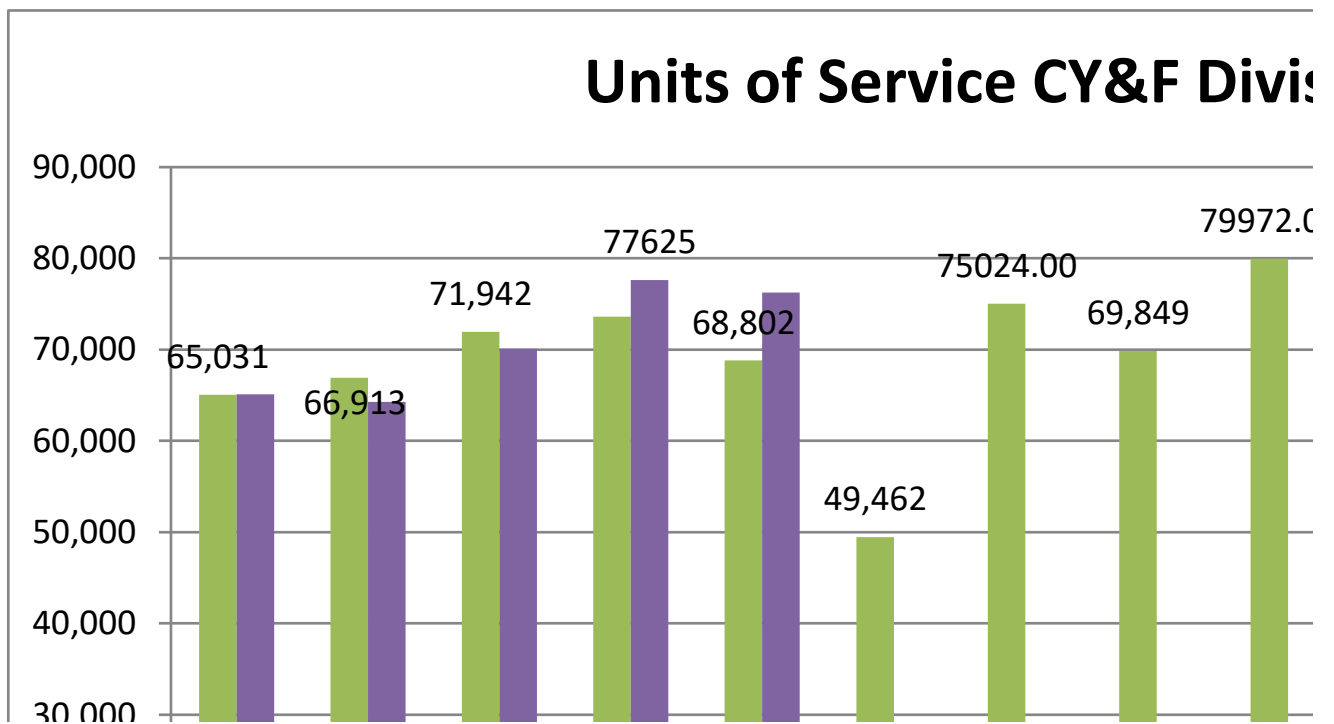
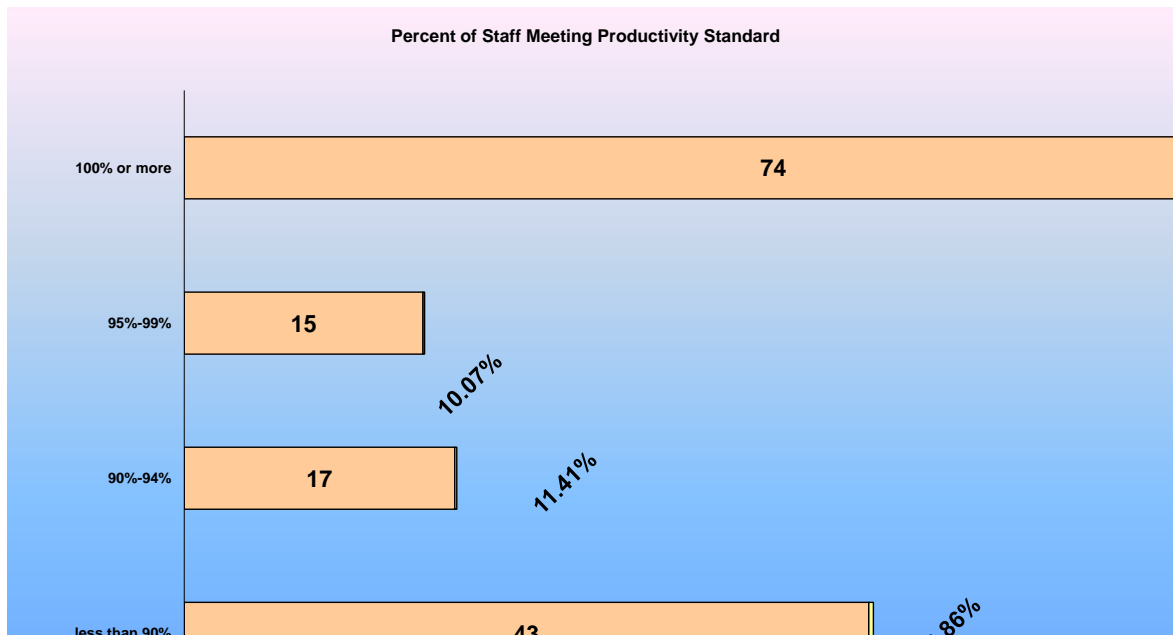
On December 21<sup>st</sup>, we held our Annual Holiday and Employee of the Year Awards Luncheon at the County Convention Center. We appreciate the county assisting us in making advance reservations for the venue. The conventions center provides an uplifting and highly professional setting to celebrate and appreciate the hard work of staff. The announcement of a 2% COLA starting this January was met with much appreciation and enthusiasm.

Below, a graph depicting the percentages of staff achieving various level of their service delivery expectation.

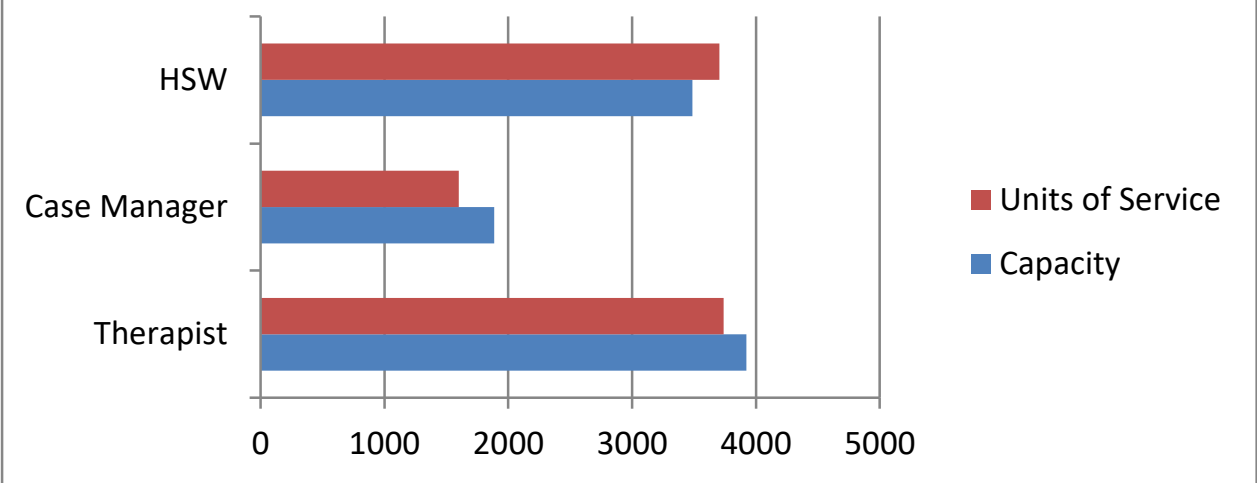


# Children and Family Services Division

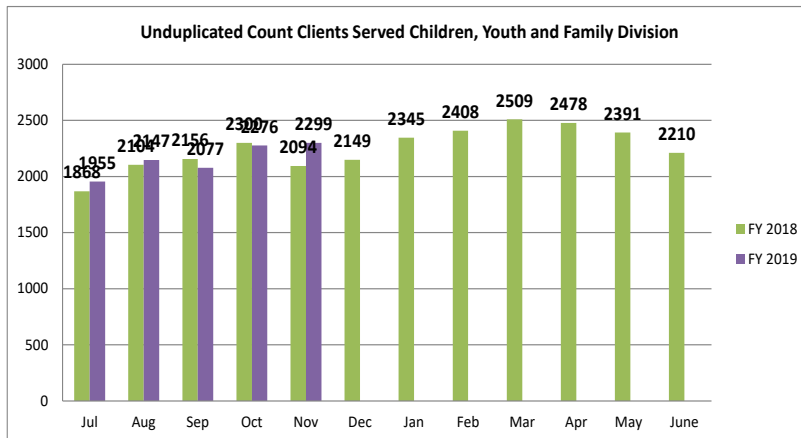
## Performance Indicators



## CY&F Division Productivity November 2018



The above graph indicates the total capacity of possible units of service based on productivity standards in comparison with the actual units of service provided. For the month of November, total therapist time is at 95% capacity. Case manager time is at 84% capacity. Human Service Worker/Autism Aide time is at 106%.



## **Highlights**

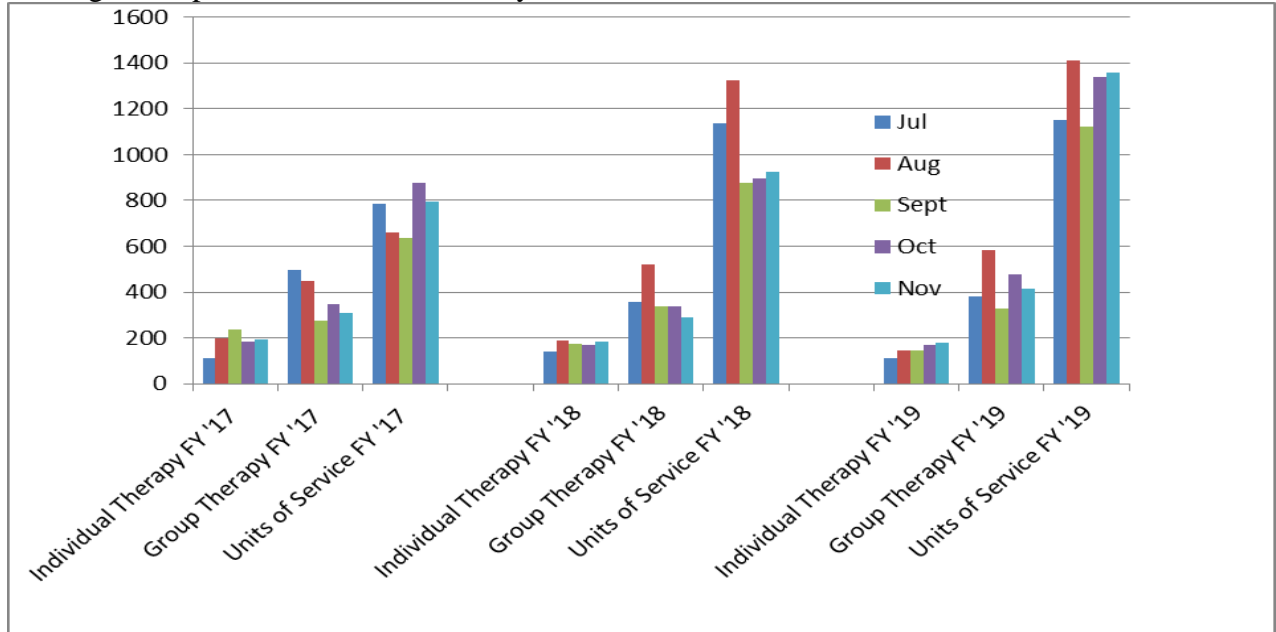
- The current Grandfamilies session graduated on December 13. Our next Grandfamilies session starts on January 10, 2019 and we're marketing for that now.
- The annual Christmas shopping activity for grandparents was held on November 3 in the gymnasium at Parkview. We had 51 grandparents from 37 families in attendance who shopped for 75 grandchildren. Grandfamilies received donations from Christmas Box House, United Way, Oshkosh B'gosh, Target, Costco, My Sister's Closet and Walmart for this activity. We had 12 volunteers help with this activity for total of 34 volunteer hours.
- Catherine Johnson was able to meet with Brent Platt, Legislative and Stakeholder Relations, DHS and JeanMarie Morris, Kinship Program Administrator, DHS to discuss how Grandfamilies of Utah County could obtain funding from the legislature when they fund the Grandfamilies program in northern Utah.
- We attended the BYU School of Family Life internship luncheon (undergraduate interns) and the BYU Graduate School of Social Work internship fair.
- Children Youth and Family Services are involved in the DHS Youth Initiative Committee looking at better ways to provide services to youth.
- Children Youth and Family Services are also participating in a small workgroup working on how to provide better mental health reports to juvenile court. We have joined with DCFS, DJJS and three Mental Health Centers.

### **December Unduplicated Clients served in Family and Specialty clinics:**

<b>Clinic</b>	<b>Adults</b>	<b>Youth</b>	<b>Total</b>
PFC	96	577	673
Payson	146	288	434
AFFC	259	470	729
WCFC	192	62	254
WFC	629	33	662
Med Services	1066	265	1331
Psych Services	88	129	217

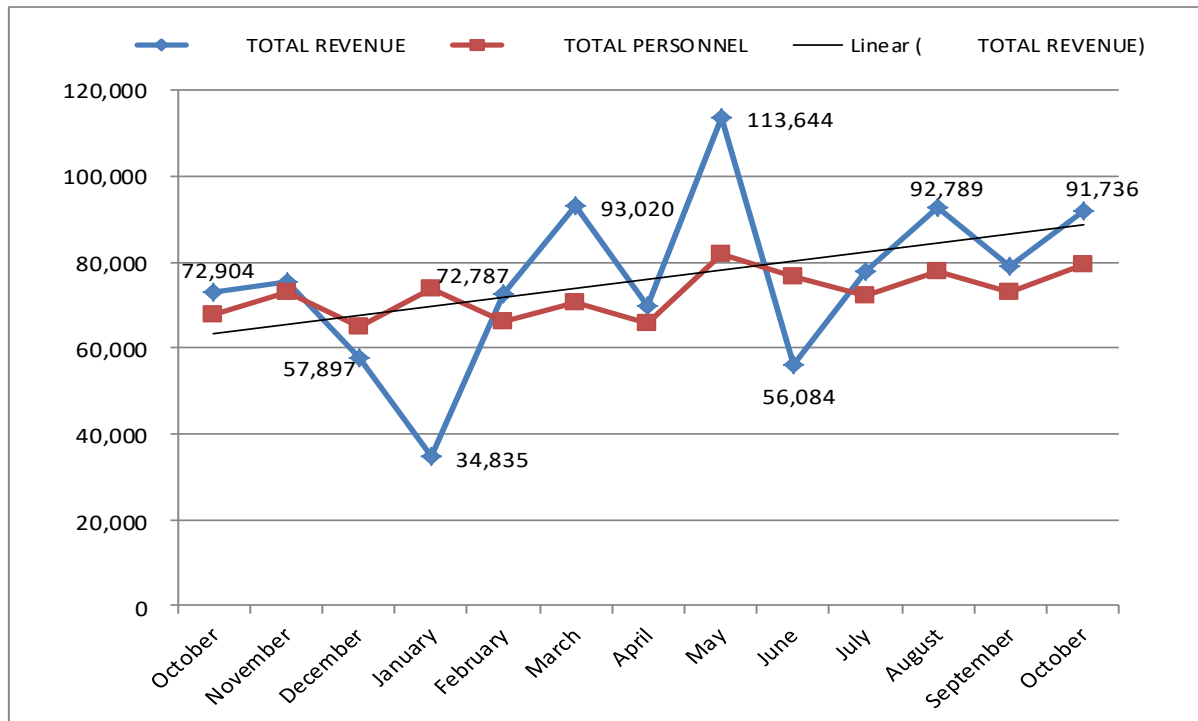
## New Vista Youth Services

November was another successful month. Our therapists as a whole, including our MSW Intern, were once again 106% in their productivity. Our key indicators for success continue to be moving in the positive direction for the year.



## NEW VISTA FINANCIAL REPORT

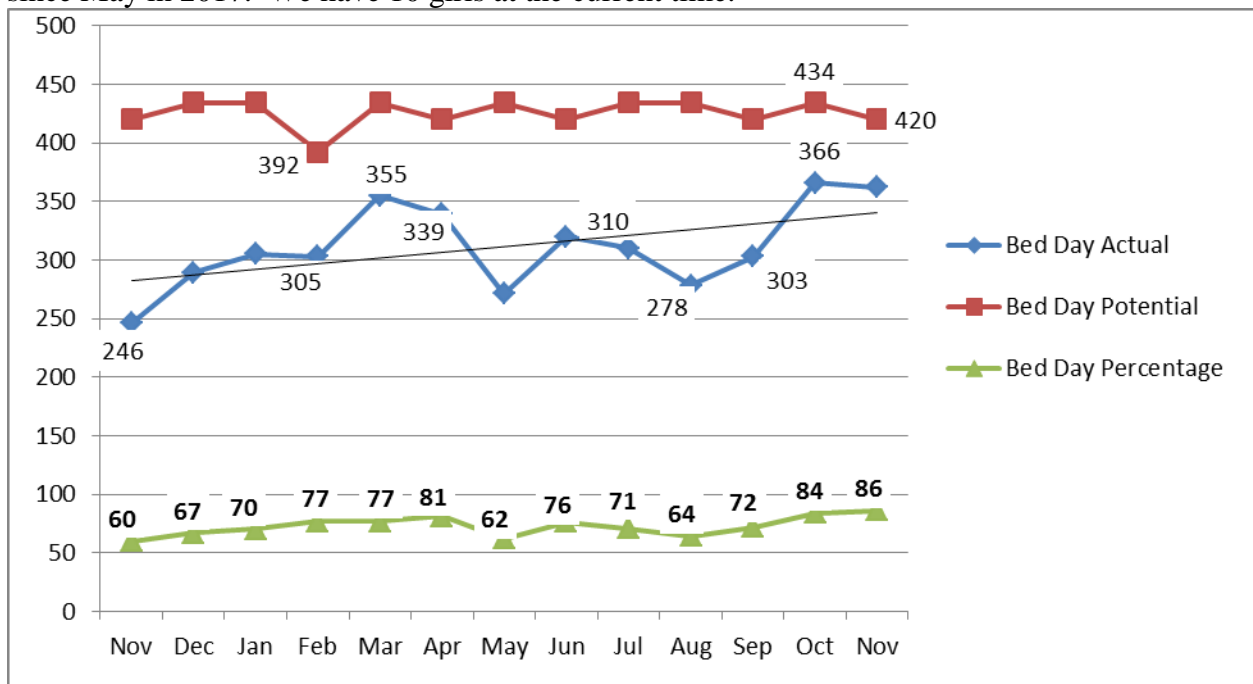
As seen in this graph our revenue continues to show improvement. Our personnel costs have remained fairly level for the past four months and the revenue trend line continues to climb.



- New Vista continues to develop and teach the youth skills that they can use to have a healthy lifestyle. They learn how to interact with peers in a healthy productive manner. The staff teaches relationship skills that if they choose to use them will help them develop healthy relationships with peers, foster families and their own families. They learn that they are not alone in dealing with difficult issues; they learn that others have used unhealthy copings in their lives and have needed to make the changes to have a healthy productive life. They are able to process that with hard work and determination, they can make changes for themselves. In skills group the youth learned about appropriate communication. They learned about communication shut downs and how this is an ineffective way of communication. They also continued their pass off groups and passing off their assignments for level advancements. All youth continue to enhance their coping skills by working on DBT related copings.
- New Vista assessed 6 youth for day treatment services and started 4 of the new youth in Day Treatment. All youth that were started are on the trauma track in the program.

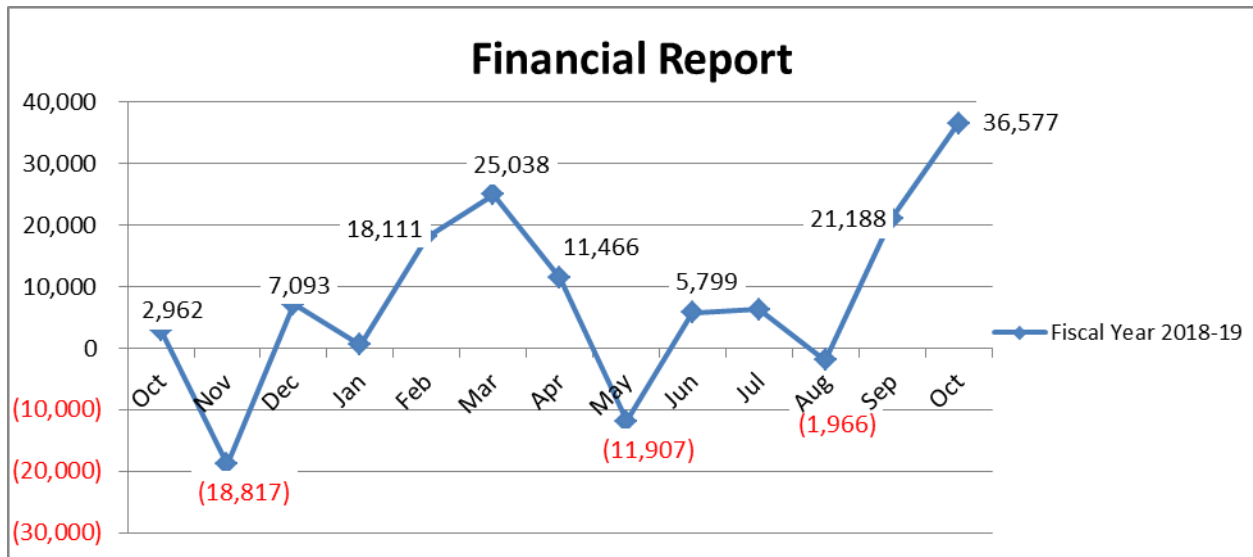
### **Aspire Academy**

We were able to increase our occupancy slightly to 86%, which was the highest we've seen since May in 2017. We have 10 girls at the current time.



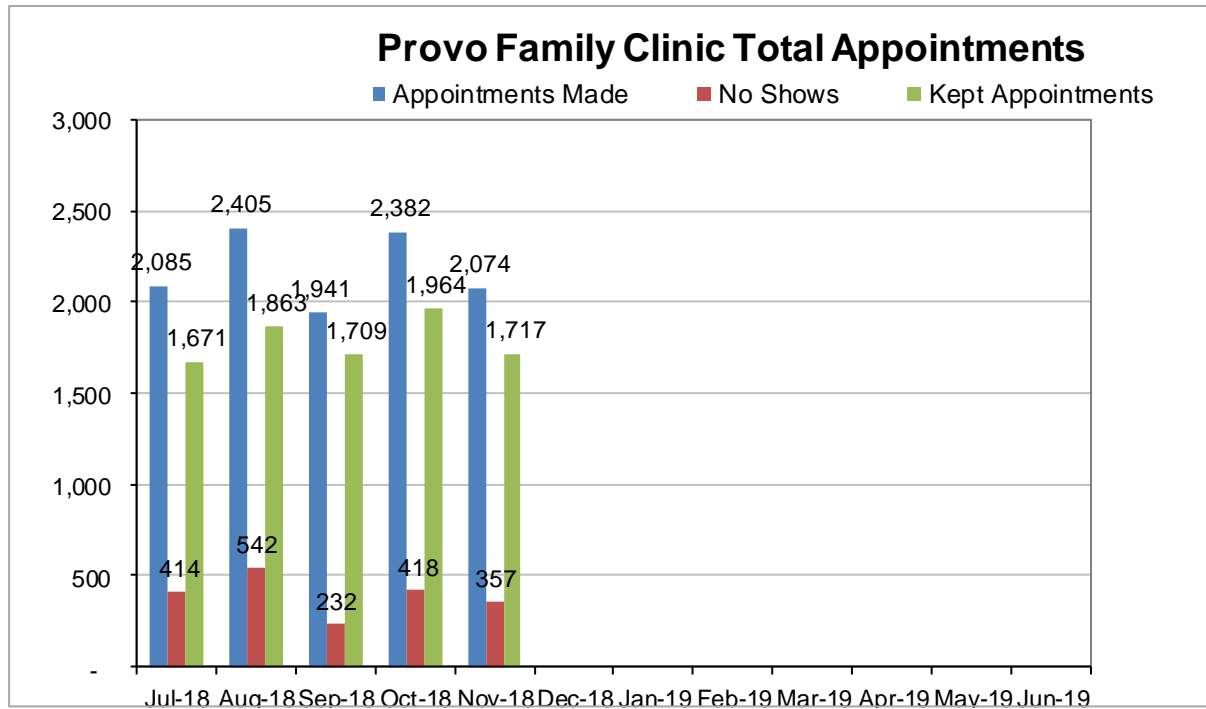
### **ASPIRE ACADEMY FINANCIAL REPORT**

Because our occupancy was 84% in October our financial income was the healthiest since April 2017.



- We currently have 12 residents at Aspire. We are staffed with 16 HSW'S, 2 full time therapists, a full time case manager.
- In the month of November we had 1 discharge. The resident who was discharged was able to successfully complete the program. In addition, she was able to step down and returned back to her previous foster home where she resided before her admission.
- This month we have also been focusing on gratitude and the benefits of gratitude. The treatment team at Aspire understands that gratitude doesn't always come naturally to teens; as a result we have encouraged our girls to practice gratitude. We have reinforced with the girls that practicing gratitude means paying attention to what we are thankful for to the degree of feeling more kind and compassionate toward others. An attitude of gratitude increases our connections with others. For the girls who have practiced gratitude, we have seen it motivate them to make positive changes in their behaviors at Aspire.

## Provo Family Clinic



### Monthly Total OQ and YOQ

Adult -	65
Children/Youth-	<u>590</u>
<b>Total-</b>	<b>655</b>

### Leadership/Allied Agency Participation/Initiatives/Success PFC Success Stories!

1. A client shared with a PFC case manager recently how much they appreciated the diversity at Provo Family Clinic. They stated “I love that there are staff here that look like me, speak my language, and understand my culture!”
  
2. My client struggles with depressive symptoms. When my client was young, her father was incarcerated and later deported. Earlier this year she found out that her father had another family and fell into a depressive state. She was not wanting to get out of bed, not bathing and had "better off dead" thoughts. My client is currently looking for work, going to school, grooming and primping (even putting makeup on) and has been processing emotions about her father.
  
3. DCFS referred single mother to WMH for services to improve her relationship with her oldest child. Mother has also brought two younger children--one of them autistic-- to help with behavioral issues. Mother came depressed, stressed out and in need of tools to make living better. Mother was assigned a case manager, she attended therapy for herself and her children also received the help they needed. Results: Even though the situation is a work in progress, mother has improved her outlook in life. She is no longer depressed,



her children have improved their behavior at home and life for everyone has improved. She has received help and guidance through her case manager for financial and education stability for the family. All and all, the wrap around services given by WMH have made a very difficult situation much improved with happier faces and happier lives.

### **Allied Agency Partnership**

PFC has regularly attended the South Franklin Community Partnership meetings for several years. Like other WMH departments, we also attend many United Way sponsored committees. Recently United Way asked PFC if we had a staff who could present at the Cultural Adaptation Class on the topic of Behavioral Health, held at the South Franklin Community Center. The class was for Spanish speaking families. One of our great therapist, **Alex Ibarra**, agreed to do the presentation. The class was grateful for his presentation and his ability to discuss behavioral and mental health issues, particularly to also be able to do so in Spanish!

- Through **October 31, 2018** PFC's budget shows a profit of: \$48,147

### **Stride and XCEL - Partial Day Treatment Programs**

#### **Success Story**

**Stride** had a very exciting success with a young man they have been serving for some time. In the past this young man had been extremely oppositional defiant and ultimately left STRIDE with little to no progress. At one point in time this child decided he would entertain himself by dancing on top of one of our company vans. In his most recent round of the STRIDE program this child demonstrated tremendous improvements in his behavior. He generally followed staff directions and had few to no extreme emotional outbursts. While his behavior was not perfect, his demonstration of improvement was astounding compared to days past. An amazing improvement over the in prompt to jig on the roof of a company car or simply running a muck in the group room

#### **Stride Program Discharges:**

North County Stride:	2 graduations
Provo Older Stride:	6 graduations
Provo Younger Stride:	1 graduation, 1 early departure
Payson Stride:	4 graduations

#### **Financial Status**

Through <b>October 31,, 2018</b> , <b>Stride's</b> budget shows a profit of:	\$14,874
Through <b>October 31, 2018</b> , <b>XCEL's</b> budget shows a loss of:	(\$6, 164)

### **GIANT Steps**

### **Highlights & Program Updates**

- The Giant Steps waiting list currently includes 140 children, 35 of which have Medicaid insurance.

### **Community Involvement**

- Participated in an autism Internship Provider coordination meeting at UVU
- Participated in a UVU Service Learning Panel meeting

### **Positive Comments from Families**

- “You guys have given us a new child. [He] actually stays with us as a family and interacts with us more now. He is kinder and socially plays with [his brother] and hits him way less. My entire family at Thanksgiving couldn’t stop mentioning how well [he] is doing. He is using full sentences now. His is much happier in general. And didn’t throw one tantrum while we were all together. Thank you for all your hard work. We kept bragging about his program and you wonderful teachers. We are so grateful for you. Keep it up.”

### **Upcoming Dates / Events**

- Friends of Giant Steps Auction – March 21<sup>st</sup>, 2019 from 5:30 p – 8:00 pm (Provo Library)

### **Billable Units of Service**

**Current Month – 23,503** units of service were provided to Giant Steps clients/families.

**Last Year Comparison – 19,270** units of service were provided in the same month last year.

### **Financial Information**

**Fiscal Year-to-Date Income Gain (Loss)\* – (\$100,920.60)**

\*As of October 31, 2018

## **Vantage Point**

### **Highlights**

- A past client just came to visit! While he was here, he was in a really rough place. He had run away from Job Corps and was suicidal, and his family wouldn't allow him to come home. He had a rough time here at Vantage Point too. Since he left, he has transferred to Independent Living, has a job, and is about to graduate from high school. He also said he was off drugs. It was so great to see him doing well and overcoming his problems. He seemed so happy! I am so glad that he was able to get his life on track and make good decisions for his future!

## **CY FAST- Respite**

- A youth had been struggling to maintain stability at home and had several admissions to the hospital for inpatient care. She has stabilized mentally but had been struggling academically due to her serial admissions to the hospital. CYFAST collaborated with the school to identify supportive accommodations to help the youth be successful at school and progress even further on her path to wellness.
- A youth had been struggling in her family relationships and had serial admissions to the hospital. CYFAST was able to provide in-home supports to prevent a rebound hospitalization. The youth is now happier, attending school most days (prior had been absent most days), and has not self-harmed at all in the last week (had been reporting self-harm daily).

CY FAST currently is serving **73** ongoing cases. 18 Respite families

<b>Total Cases:</b>	<b>250</b>
<b>FRF Involved:</b>	<b>6</b>
<b>Out Of Home Placement:</b>	<b>22</b>
<b>Avoided Legal Involvement:</b>	<b>179</b>
<b>Danger To Self Or Others:</b>	<b>53</b>
<b>Police Calls Avoided:</b>	<b>158</b>

<b>Referrals:</b>	
<b>Self/fam:</b>	<b>98</b>
<b>Other:</b>	<b>33</b>
<b>Child Welfare :</b>	<b>28</b>
<b>School:</b>	<b>4</b>
<b>Law Enforcement: 17</b>	

## **Prevention and Recovery for Early Psychosis (PREP)**

The PREP program added additional funding in October to begin offering services to individuals who are at Clinical High Risk (CHR) for developing Schizophrenia or other psychotic disorders. Thus, going forward, the PREP Team will provide services to individuals within the First Episode of Psychosis (FEP) and those in Clinical High Risk (CHR). The funding for individuals under the CHR grant provides the opportunity for the PREP Team to assess and monitor youth and young adults that are at risk of crossing over the FEP threshold but have yet to do so. There is also some flexibility with the age range of those that are served under that contract. The following is a program overview and breakdown of the clients that are currently being served by the PREP Team:

<b><u>Number of total unduplicated clients served last month:</u></b>	<b>60</b>
<b><u>Number of OO/ YOQs administered:</u></b>	<b>59</b>
<b><u>Number of unduplicated clients who completed an OO/YOQ:</u></b>	<b>37</b>

## **American Fork Family Clinic & School Based Services**

### **Successes:**

From Parenting the Traumatized Child group:

“It gave me a better understanding of what I needed to work on to be more successful at helping my kids be happy and nurtured in a positive way. I was able to be conscious of how I was handling the issues my kids were having.”

“At first I felt like I had done everything wrong in the past. I am the grandmother to children struggling and I felt like I had messed up with my children – but gradually in the class I learned that children without the trauma are raised differently because trauma children need further understanding.”

“The teachers are amazing and so willing to help with anything. Hearing others dealing with similar issues and how they go about taking care of it. All the wonderful resources. Best Class ever!”

### **Number of total unduplicated clients served last month:**

**Total: 715    Adult: 256    Youth: 459**

### **Groups in AFFC**

Child/Parent Relational Training and Kids group

Parenting the Traumatized Child

DBT group

### **Providing Excellent Customer Service**

- SBS therapist, Paul Dymock, received the follow feedback: "Thought about you as I passed Lone Peak today!! I'm thankful for you and the help you gave me in High School, that continues to help me today!"

### **Economic Stability**

We have done 85 more intakes July-Nov 2018 than we did July-Nov 2017.

## **Payson Family Clinic & School Based Services**

### **Successes**

From Parenting the Traumatized Child group. Here is what caregivers said about what was helpful to them:

- The most helpful thing about group was feeling understood and being able to be honest and forthcoming about experiences and feelings that I have. I now have the knowledge that I don't have to be perfect and that I'm learning tools.”
- “Learning how better to handle the arguments he [her grandson] and I would get into because I've learned that it isn't him, it is what he's been through and how he's feeling.

I've learned to have actual conversations with him and validate his feelings instead of trying to control his feelings. Things are much better at home.”

**Number of total unduplicated clients served last month:**

**Total: 434    Adult: 146    Youth: 288**

**Groups in Payson**

DBT

Parenting the Traumatized Child

Strengthening Families

School Based Skills groups

Art therapy

**Economic Stability**

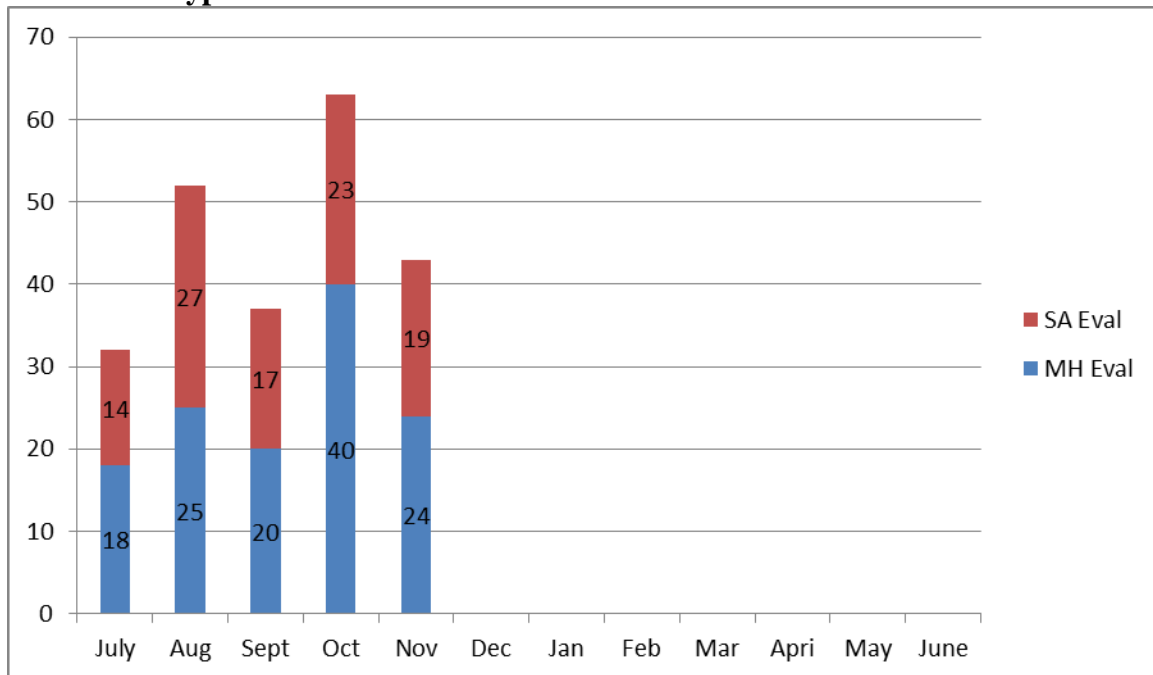
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Appointments Made	746	967	916	1,057	917							
No Shows	148	228	218	167	177							
Kept Appointments	598	739	698	890	740							
Percent of Attendance	80%	76%	76%	76%	81%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
2017/18 kept appts.	526	691	688	767	704	558	793	673	727	657	776	642

	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
Intakes Kept 2018-2019	31	51	59	75	45							
Intakes failed	0	0	0	0	0	0	0	0	0	0	0	0
Percent of Attendance	#REF!	100%	#REF!	100%	#REF!	#REF!	100%	100%	100.00%	100%	100%	100.00%
2017-2018	32	30	69	59	46	29	73	50	40	38	39	30

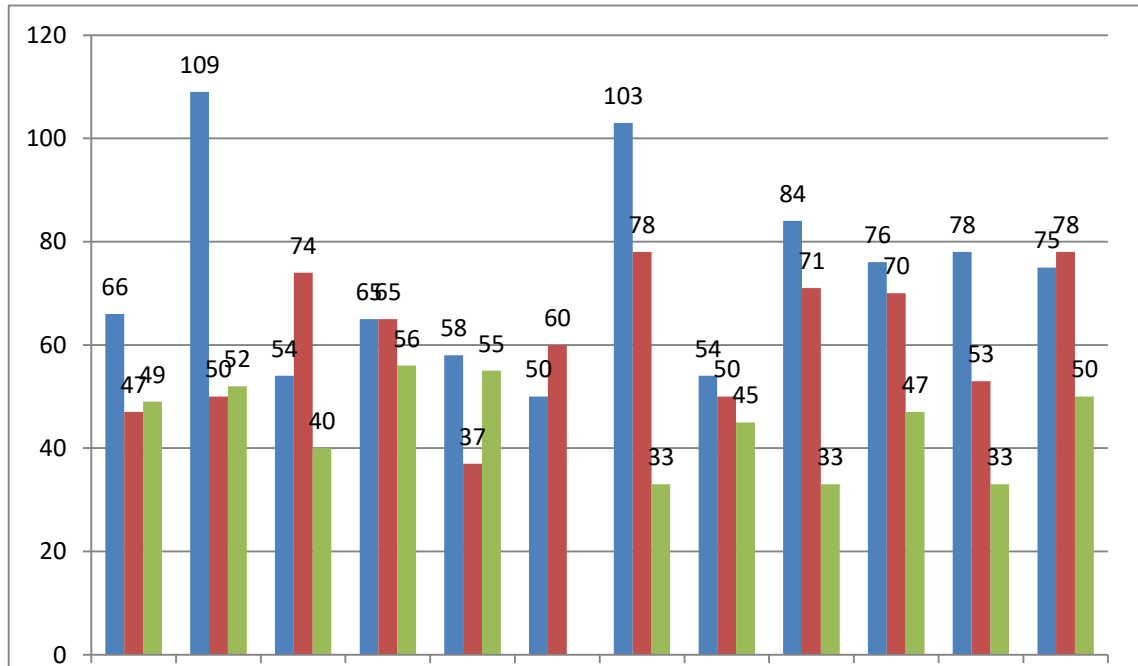
**Wasatch County Family Clinic**

**Total Unduplicated Clients Served in November: 254**

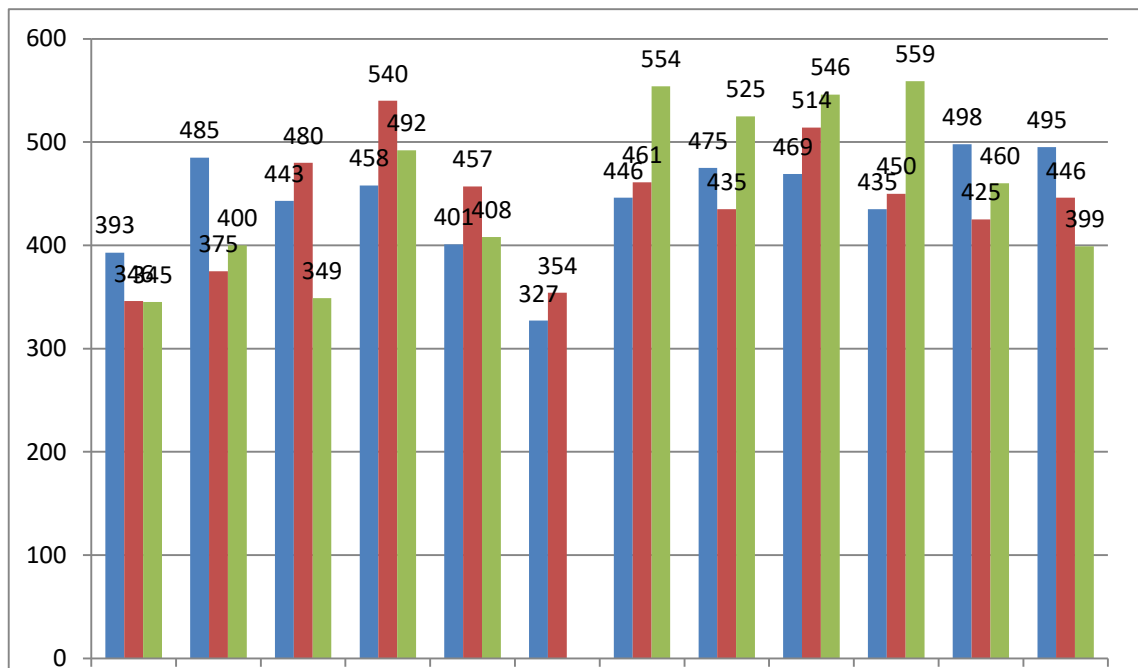
**Evaluation Type**



**November Med Appointments with MD: 55**



**November Therapist Appointments: 408**



**Number of YOQs/OQs administered:**

YOQs: 54      OQs: 220

**Unduplicated number of YOQs/OQs:**

YOQs: 43      OQs: 117

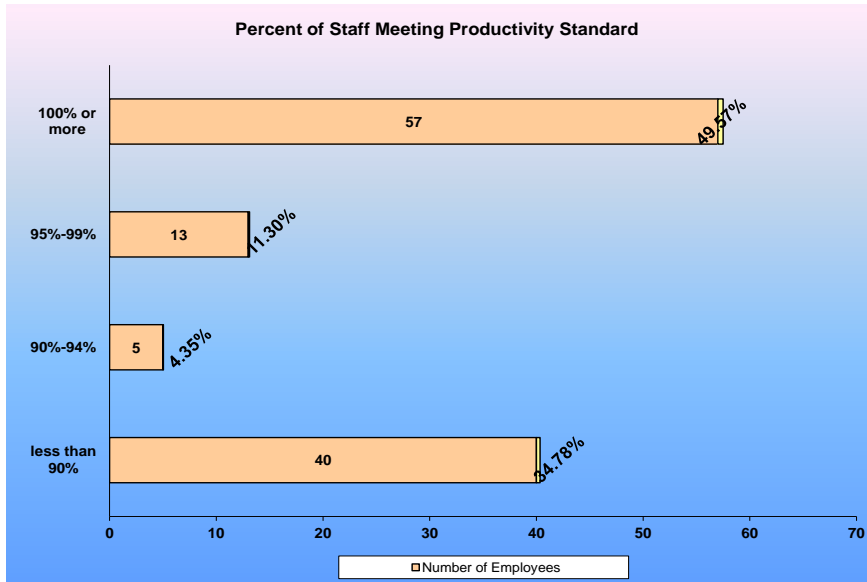
## **Groups at WCFC**

- Recovery Day Tx
- Summer School Program
- Drug Court Group
- Gender Specific Male and Female SA groups
- Relapse Prevention
- Thinking Errors
- Anger Management
- MRT
- Prime For Life
- Teen Prevention
- Alumni Group
- Strengthening Families
- Mind over Matter
- Alumni Group
- SMART Recovery

## **Leadership/Allied Agency Participation/Initiatives/Success**

- Richard Hatch and Bryant Jenks participated in a CIT academy. It was well received with positive feedback from the participants. WCFC also provided QPR training to a local church group on suicide prevention. WCFC continues to participate with the Wasatch County School District on a committee to look at overall student health and parental concern about excessive use of electronic and social media. A plan has been put forth to look at this issue. The school district has expressed appreciation for our support.
- Richard Hatch, LCSW, the program manager over the Wasatch Family Clinic retired at the end of the year. The compressed timeline of his retirement announcement did not allow us to have a transition period, however, Richard agreed to consult with us once a new Program Manager has been selected. This should assist us in making this transition smoother.

## Adult & Family Services Division



### OQ/YOQ Administration

**Number of total unduplicated clients served last month: 4083**

Adult Clients Served 2415

Child/Youth Clients Served 1668

**Number of OQ/ YOQs administered: 4113**

Adult & Family Services Division 1727

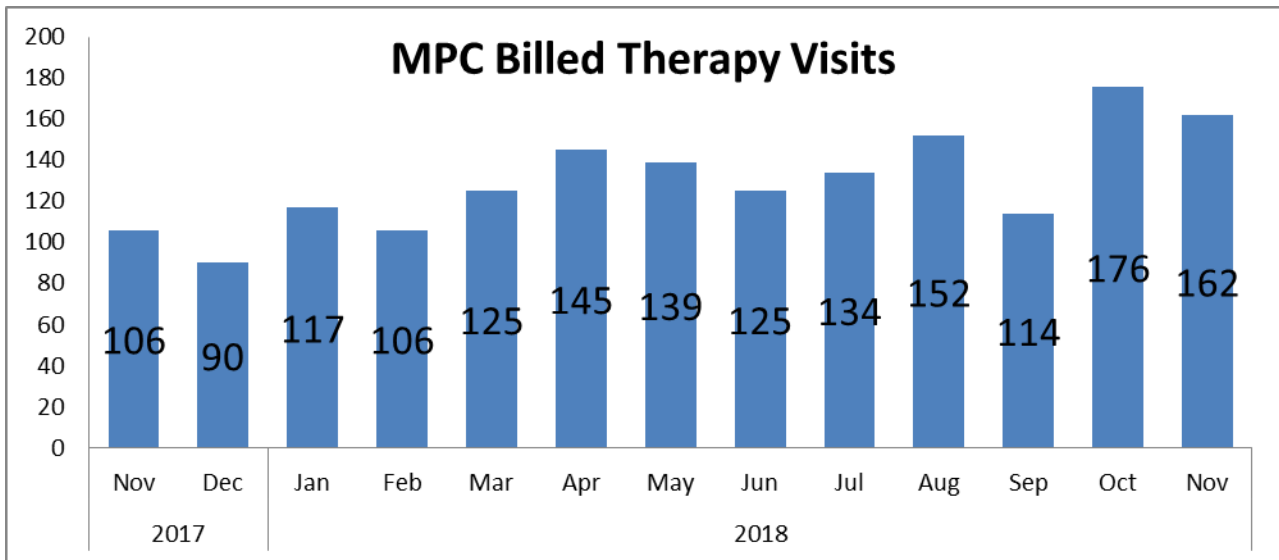
Youth & Family Services Division 2386

**# of Unduplicated Clients Completing an OQ/YOQ 61%**

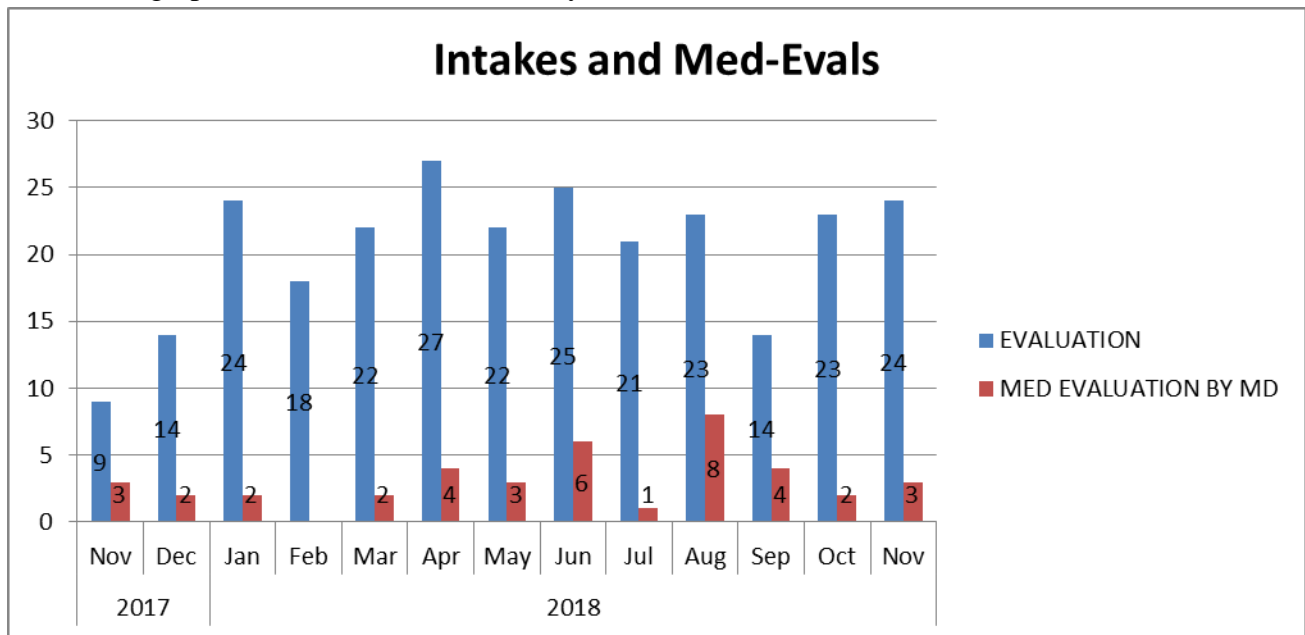


## Mountain Peaks Counseling

The graph below indicates the number of clients who kept their scheduled appointments at MPC



Below is a graph of the number of intakes by month.



### Leadership/Allied Agency Participation/Initiatives/Successes

- We have had some success with credentialing MPC therapists with Aetna/Altius. Brian Butler has been fully credentialed and the others are soon to follow. This will open the door for more traffic once the clinic and clinicians are listed on provider panels.

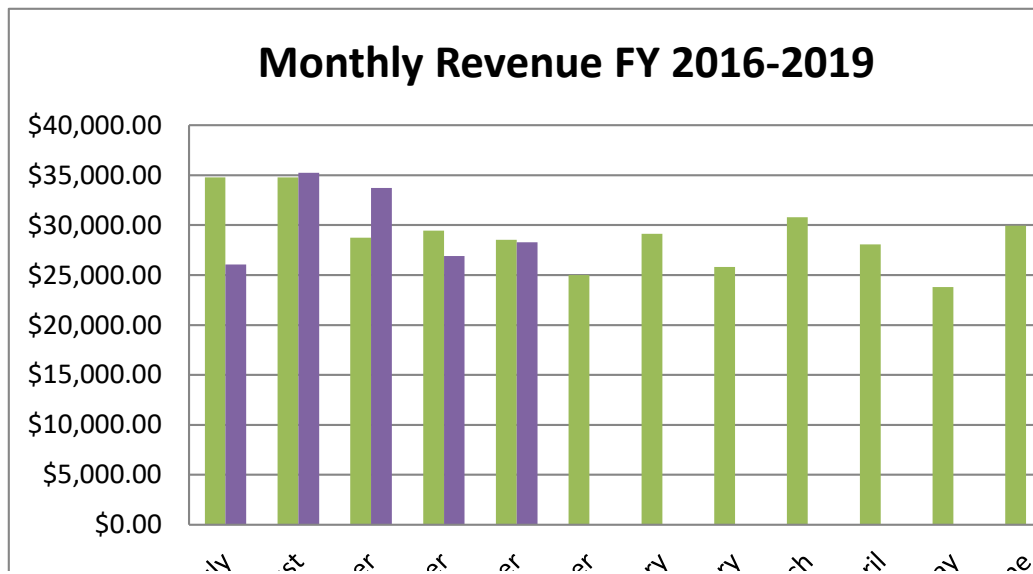
- We have an operational tool that can now measure productivity for the full time MPC therapist. Phil Sorensen is currently scheduled out 3 weeks for new intakes and is reaching full productivity. Starting the first of October, Phil was averaging 94% productivity. The last 4 pay periods he was at 99%.

**Number of OQ/YOQs administered:** 147  
**Number of unduplicated clients who completed an OQ/YOQ:** 74

### **Westpark Family Clinic & Representative Payee Services**

In November, PASRR staff completed 79 PASRRs for a generated revenue of \$28,286.

Below is a graph that shows the revenue by month.



- The number of OQ/YOQ questionnaires collected in WFC decreased this month after a marked increase last month. WFC collected 676 OQ/YOQ questionnaires during the month of November. This is down by 85 questionnaires from 761 administered in October. Of the OQs collected this month, 403 were unduplicated, which is down from 412 unduplicated questionnaires last month. The number of daily administrations this month decreased to 33.8 per working day, which is down by .8 questionnaires per day compared to October.
- In addition to focusing on the collection of outcome questionnaires, we are also working to maintain a high utilization of the information obtained from the OQs to enhance our clinical practice. This month's random sample of two therapy notes from each clinician that sees clients in WFC revealed that an outcome questionnaire was administered in 16 out of 16 cases for a sample administration rate of 100%. Of the cases in which an OQ was administered, the clinician performing the therapy session referenced the OQ score in his or her note in 16 out of 16 cases or 100% of the time.
- During the last quarter (beginning with the pay period starting on 9/2/2018 and ending with the pay period ending 11/24/2018), WFC staff with productivity standards achieved

a total of 4343.22 productive hours, which equates to 98.6% of the department’s cumulative productivity standard. This is a 5% decrease compared to last month.

- During the same period of time, RPS staff with productivity standards achieved a total of 946.44 productive hours, which equates to 112.7% of the department’s cumulative productivity standard. This is a 1.9% decrease compared to last month.

The following are the numbers from our three Mental Health Courts in Utah

<b>Mental Health Courts in Utah County:</b>	<b>Number in the program:</b>	<b>Graduates:</b>	<b>New Clients Accepted:</b>	<b>Clients who dropped out or removed from program:</b>
4 <sup>th</sup> District Court:	18	0	1	2
Provo Justice Court:	11	2	1	1
Orem Justice Court:	4	1	0	0

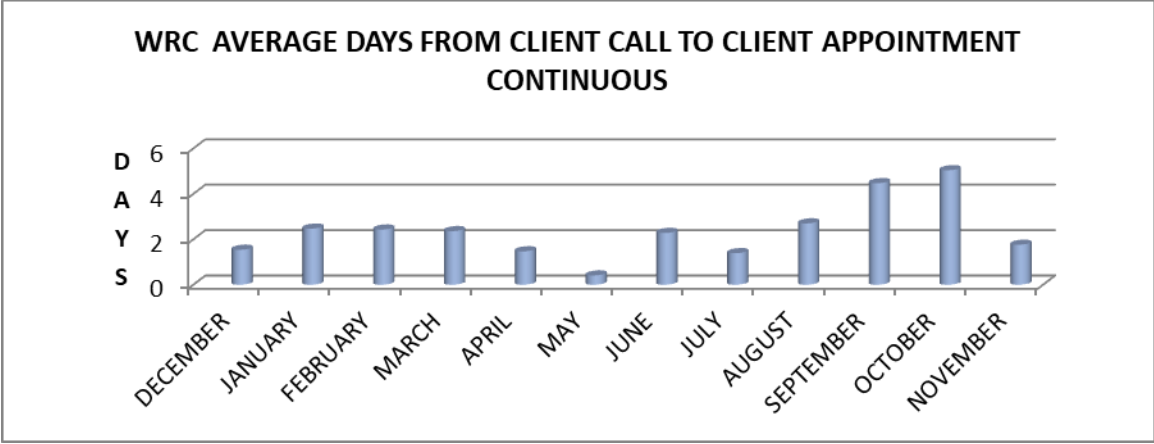
- Our success story for this month comes from a therapist who has been working with an individual who is blind. This person has been quite depressed working on coping with the effects of their increasing blindness. This person has made significant progress and has received some blindness skills training. He is now self-employed and working to build his business. A local newspaper did a story on this person admiring the growth they have made and the success they are making in their life despite the challenges
- Walk-in intake volume and utilization both decreased during the month of November. During the last month, a total of 40 walk-in intakes were performed, filling most of the 60 available slots, for a total utilization rate for the month of 66.7 percent.

### **Wellness Recovery Clinic**

- We have started tracking our intake referrals from UVH and from the community as well as those who do not follow through from UVH. It is a high no-show rate for the UVH referrals. We are working on a system where we can reach out to recently referred clients as a best practice to help make the client feel more secure in coming to the clinic.

#### **Average length of time (in days) between initial phone call and scheduled intake**

The number for the last month was 1.76 days from first phone or walk in contact to first appointment, down from 5.04 days the previous month.



**Success story submitted by Hannah Heiner:**

- A client has been in services for almost a year now and is continually progressing in treatment. When he first began services, he was diagnosed with paranoid schizophrenia and was self-medicating to cope. With the help of our incredible prescribers, he was able to become stabilized on a monthly shot to manage his symptoms and has been able to obtain and maintain stable employment for over 6 months, with a promotion as well. He is consistent in his weekly group attendance and has begun participating more during group. He stated "My work is really flexible, so I could come to any group, but I really enjoy coming to the Building Relationships group, because of the teachers and the skills I am learning".

**Number of total unduplicated clients served last month:** 118

**Number of OQ/ YOQs administered:** 212

**Number of unduplicated OQ/YOQ:** 83

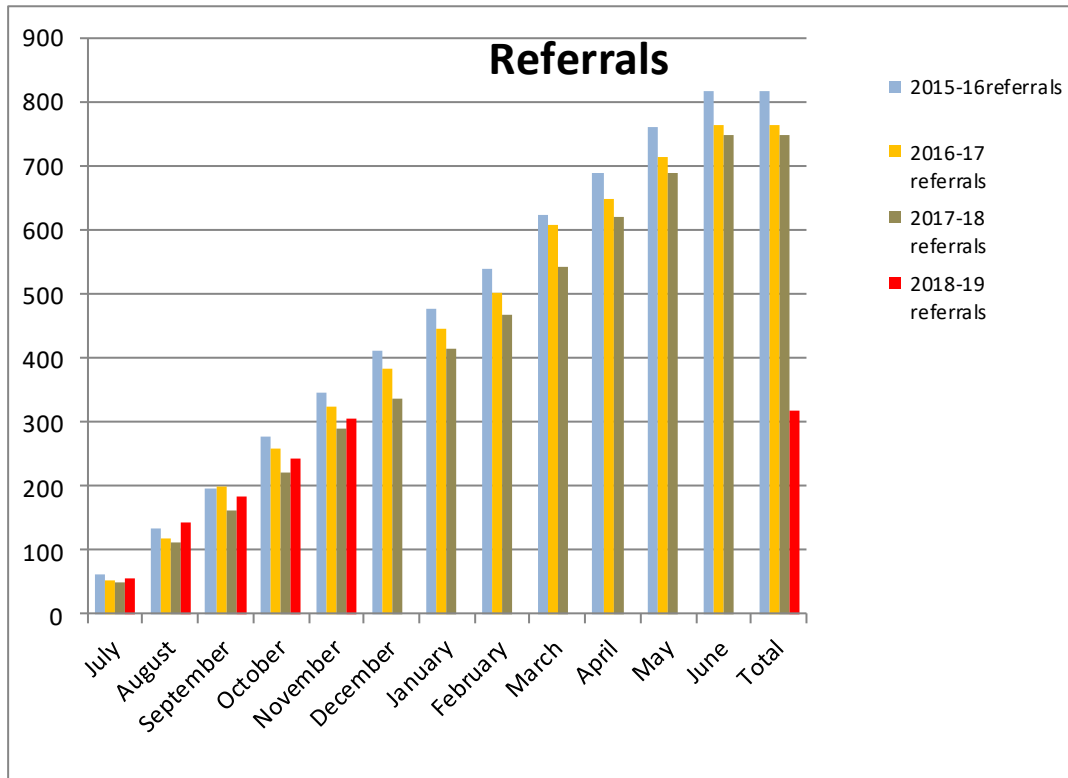
**Medical Department**

- Medical services is moving into the second half of December with a solid plan for our holiday closure and with only minor schedule changes in the upcoming year.
- Beech Tree labs are scheduled to roll out to all of Westpark on the first week of January, and the company has been invited to our monthly Level 1 staff meeting to provide any needed training to our staff. One potential complicating factor to this roll-out is the potential for an increase in UAs given the expanded purpose these UAs will serve (that is, to monitor prescribed medications instead of only non-prescribed substances).

**Psychological Testing/Interns/Form 20m**

- Psychological assessment services are starting to settle into a new routine following some staff changes. They have recently welcomed Dr. Mitch Harris, who comes to us with an interesting history of having lived all over the country, having been a literature professor, and more recently having worked in community mental health for some time.

Below are the tables related to the number of referrals PAS has been receiving.



Below are the preliminary billable total hours for interns along with a break-down of services provided by interns (these are the first numbers for the new cohort):

EVL	EVLD	FT	FTC	GBM	Group	IT	IBM	PT	TCM	TOTALS	Total hours
\$6,765.00								\$12,262.50		\$34,405.00	199.38
\$16,747.50	\$825.00					\$15,755.00		\$7,800.00		\$41,810.00	260.36
\$11,838.75	\$371.25	\$552.50	\$0.00			\$36,355.00		\$3,750.00		\$53,552.25	0
\$19,511.25		\$2,210.00						\$47,212.50		\$63,436.25	411.89
\$0.00	\$0.00	\$0.00				\$0.00		\$0.00		\$0.00	0
\$0.00	\$0.00	\$0.00	\$0.00			\$0.00		\$0.00	0.00	\$0.00	0
										\$193,203.50	871.63

### Outside Providers/Mountainlands

- % Appointments Kept---77%
- % Appointments Canceled---11.5%
- % Appointments Failed---11.5%
- % Appointments Kept Follow-up's---94%
- % Appointments Kept New Clients----6%

### Summary:

- November had our highest amount of scheduled and kept appointments per day since we started tracking the schedule. Although we did not have very many kept new client appointments, the failed rate dropped to 11.5% from 15% in November. Verdon Walker also informed me that they are working towards hopefully having some designated appointment times kept open for same day appointments for Wasatch clients. These would be kept available just for Wasatch clients until an hour or so before the

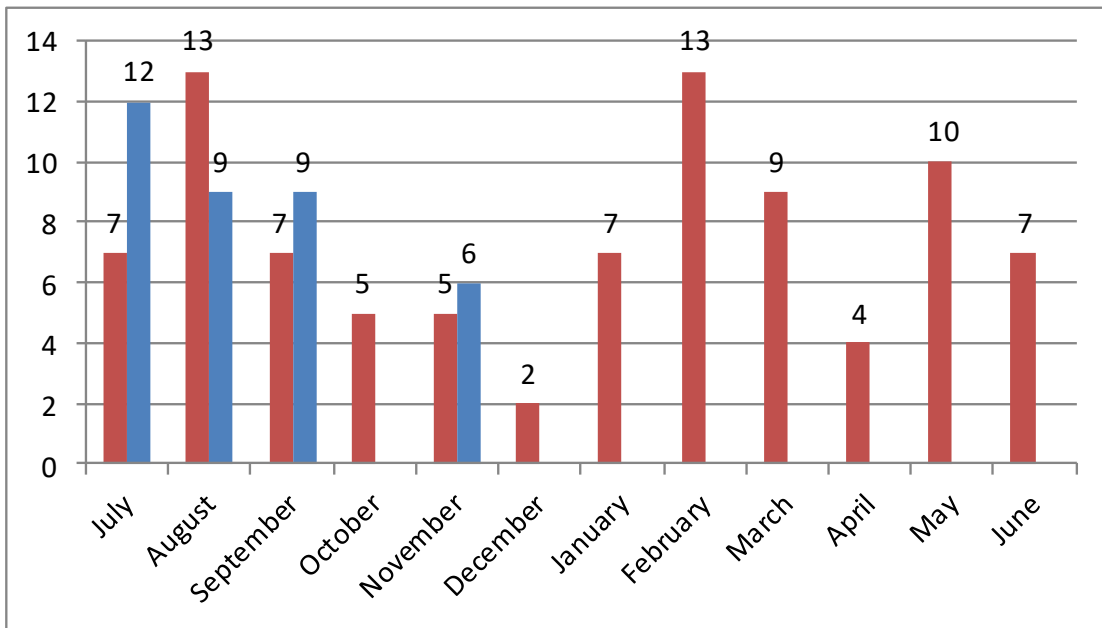
appointment time, and then any unfilled slots would be opened up to any same day sick clients for Mountainlands. There will likely be 4-8 appointment times designated for this per day. This should help assist case managers in scheduling clients who call in and report they are not feeling well, as well as for prescribers, wellness coordinators, or others who see patients who have more immediate medical needs to be seen right away.

## Care Team Services

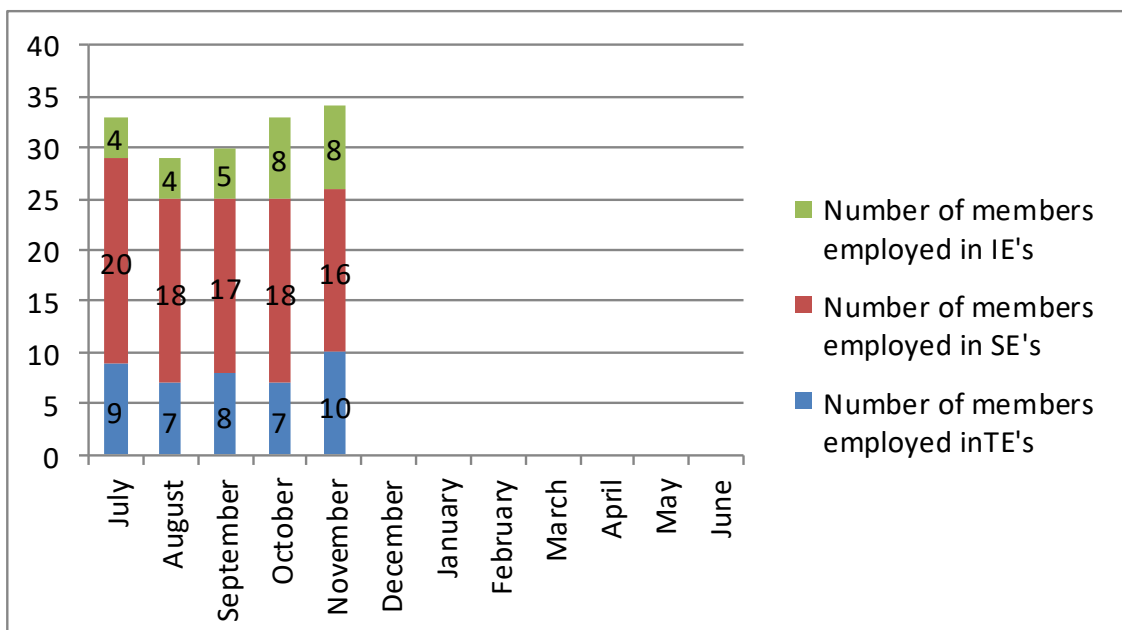
- Care Team Services hired a new CTA in November, introducing Cathy Butler, formerly a graveyard-shift HSA at IRT. Cathy brings a warmth and experience with our agency and with our clients to the front desk, and we are excited to have her on board.

## Wasatch House

**FY19 Orientations (compared to FY18)**



**FY18 EMPLOYMENT**



## Leadership/Allied Agency Participation/Initiatives/Success

Tyler Colby, an Employment Specialist, reports the following comments from members:

"When I work I have to focus on the job and my head problems don't bother me as much."

Many members when giving tours or orientations have also said that "This really is a place that I like to come and feel needed instead of staying home and doing nothing."

One client's SOQ has dropped significantly and she has found a husband at Clubhouse and that now she feels "happier than I have felt since I can remember." Her most recent OQ score is 37 against a baseline of 70 which shows reliable recovery.

### Financial Report

- We have filled out the application to be a facility (vendor) for Vocational Rehabilitation with the aim to receive reimbursement for job development for our Clubhouse members. We could potentially earn tens of thousands of dollars for doing what we already specialize in at the Clubhouse—job development. We look forward to developing a closer relationship with Vocational Rehabilitation and hope to integrate their services into our Clubhouse following the example of other Clubhouses in the country.

**Number of total unduplicated clients served last month:** 138

**Number of OQ/ YOQs administered:** 43

**Number of unduplicated clients who completed an OQ/YOQ:** 34

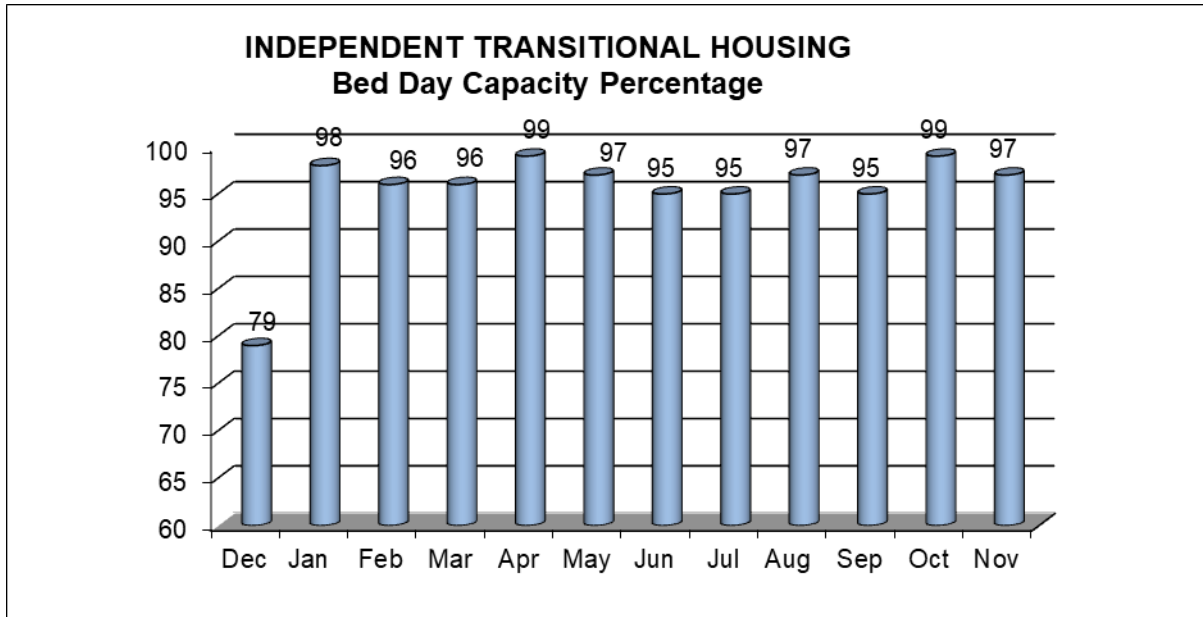
### WATCH/ JTP Program

- The WATCH program served 83 unduplicated individuals in November. JTP served 126 unduplicated individuals as well.
- We are partnering with other community agencies including Community Action and Provo City Housing to lease 2 units specifically for Emergency Shelter at the new Skyline North property (the old Amenity Inn). This is in addition to the permanent housing that several of our clients are utilizing there. Although the cost is a bit higher, we believe the refurbished condition of the units and the Housing Authority taking ownership will make it a cleaner, safer environment for our clientele.

Callie Adams, SSW reports the following success story:

- B has had a long history with JTP/WATCH and has struggled for years to become stable enough to find permanent housing after multiple admissions to jail that are usually substance related. After becoming pregnant and delivering a baby this past year, she agreed to be admitted to the House of Hope to work on her substance abuse issues and has been there for several months. She's worked really hard to search for a place to live that would accept her housing voucher and criminal history. She recently found a place that has been approved by housing and she will be moving in at the beginning of January. This is such a big success for both her and her baby!

## Supported Housing Services



Note: this is all of housing; including; The Duplex, Yarrow, Mapleview and Payson independent. The major drop was due to a client death and others moving out to more independent housing. These beds should be filled next month.

### Leadership/Allied Agency Participation/Initiatives/Success

Below is a short success story from a client who is in our community housing, at Alpine House:

- We had a client come to Alpine House from the homeless community in 2015. He had a very difficult and stressful life during that time. He was not medication compliant, stable, and his hygiene was very poor. He was very discouraged and depressed.

Initially, he had a difficult adjustment at Alpine House as he was very stressed and worried about ending up homeless again. He was very cautious and was not willing to take risks. Through the years, with support from therapists, his case manager, and medication compliance he was able to adjust well and become confident in his situation and he was able to flourish. He has been willing to take a few more risks with his treatment, although he still is very cautious.

He has been a model resident at Alpine House and is an example to others. He is always the first one to volunteer to help, and the house parents have even called on him on occasion to help with projects around the house. His daily living skills and hygiene has improved. He does his laundry weekly and often requests to be taken to get a haircut and beard trim. He enjoys Clubhouse and is very helpful and dependable in the Wag Unit.

**Number of OQ/ YOQs administered:** 128

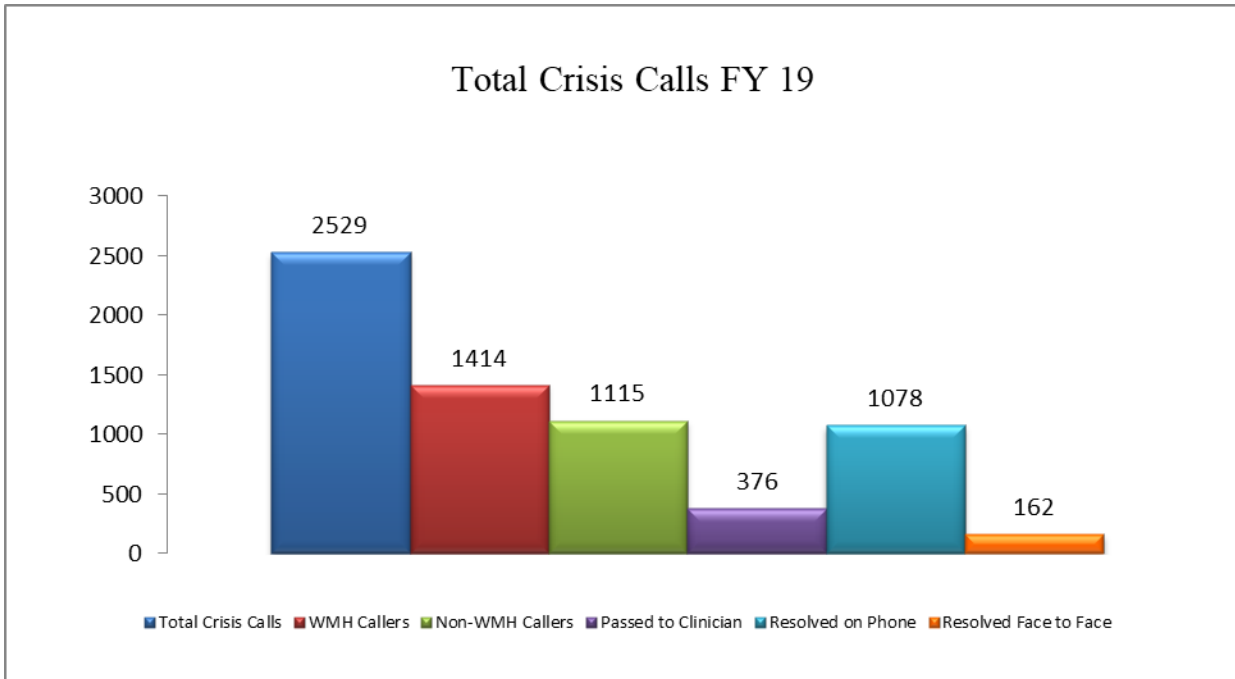
**Number of unduplicated clients who completed an OQ/YOQ:** 64

**Number of total unduplicated clients served last month:** 143



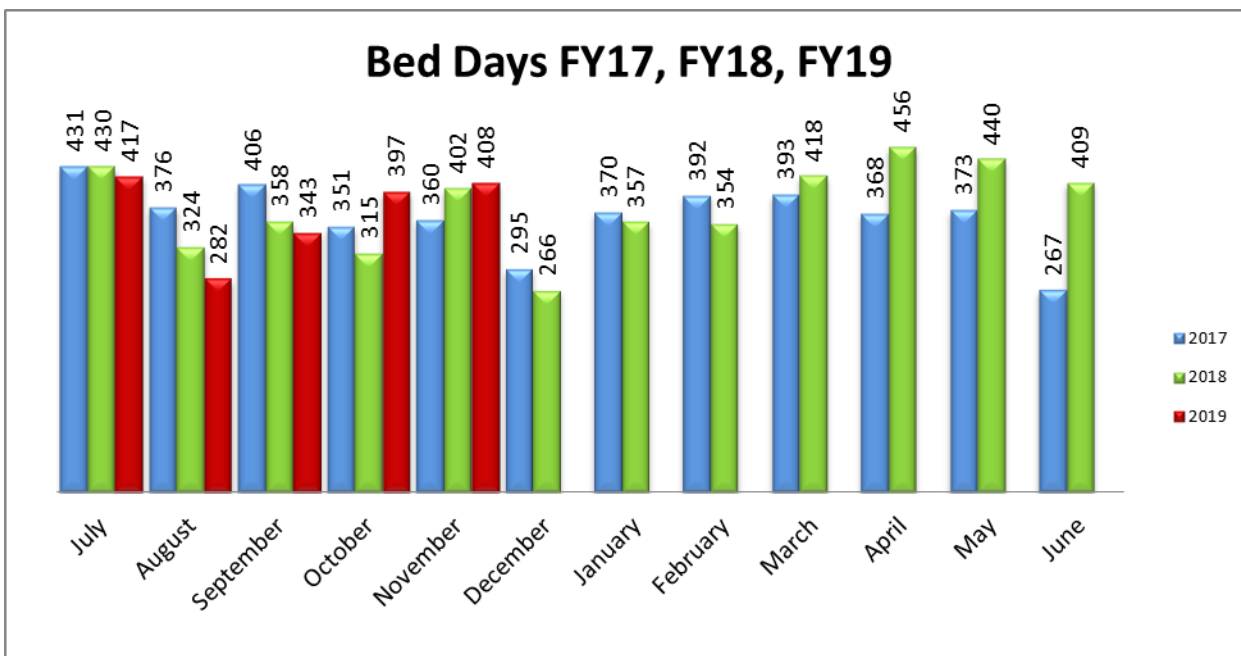
## Crisis Services

The following graph represents the total breakdown of Crisis calls received thus far for fiscal year 2019 Beginning July 1, 2018 to Present.



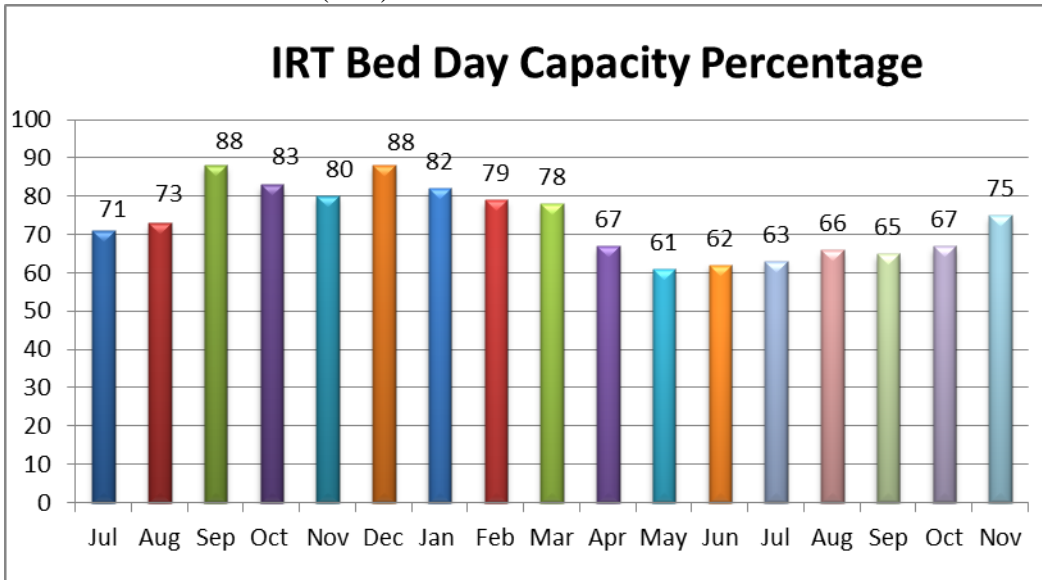
## Inpatient Psychiatry

The following graph illustrates the total number of inpatient psychiatric bed days used for WMH clients during each month of the last two fiscal years and FY 2019. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however we are accruing the worst case scenario.



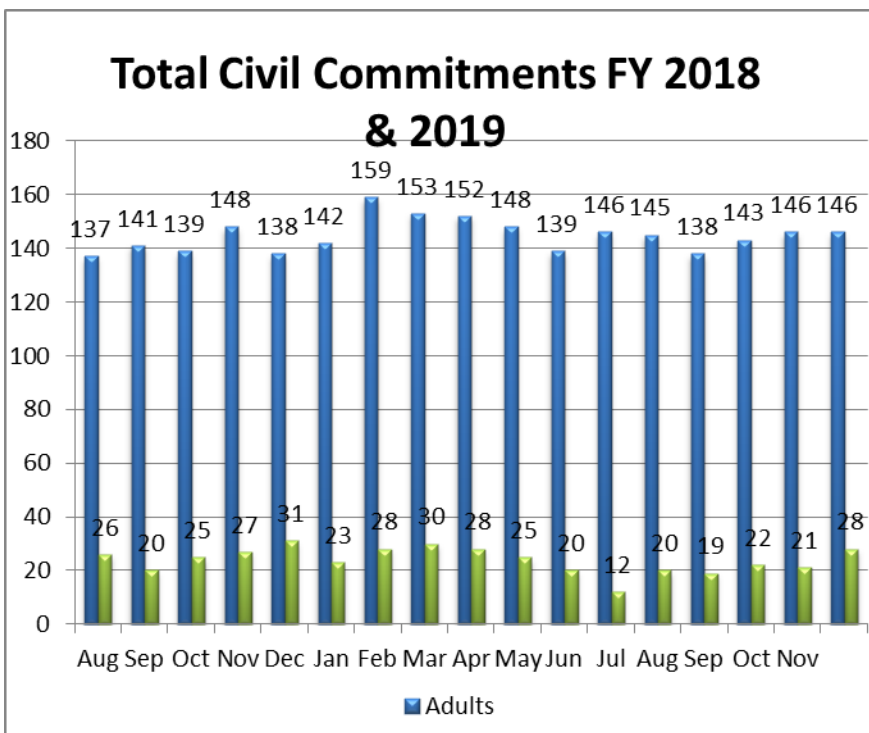
## Intensive Residential Treatment

**IRT** - The following graph illustrates the bed day capacity percentages from FY18 to FY19 at **Intensive Residential Treatment (IRT)**



### **CIVIL COMMITMENT**

In FY18 Crisis Services acquired the complete oversight and monitoring of all adult and youth civil commitment initial applications, monitoring review and ongoing civil commitment compliance oversight, and all discharges and drops from civil commitment. This had been previously divided among various departments and is now more centrally located and managed within Crisis Services. There does not appear to have been a clear tracking and reporting method to the number of total civil commitments for youth and adult individuals before now. The following graph illustrates the total number of youth and adult involuntary civil commitments to Wasatch Mental Health for each month in FY18 & FY19.



## **Success Story**

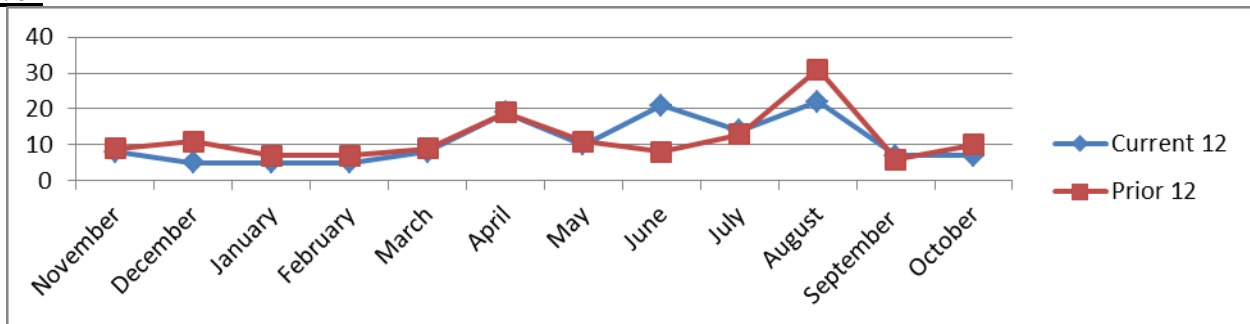
- Stephen Mortensen and the day time crisis staff were able to coordinate 4 adult USH admissions in the span of about ten days. We had an unusual number of state hospital trial leaves that all discharged about the same time. We were able to clear a significant number of those waiting for USH placement. Each one of these admissions represents several hours of staffing, application preparation and several previous inpatient and outpatient efforts to stabilize. There have certainly been some difficulties with the USH over the last year. However, we are grateful for the working relationships we have which have made the recent admission placements successful.

## **Human Resources**

### **Training**

We have completed 2 of the 6 sessions of the new manager training program and it seems to be going well. The next program will start in February and an email will be sent out mid-December to verify enrollment. When we announced the first program we were able to fill all 14 slots in the first 2 days and all of the slots for the second class before the end of the week.

### **Turnover**



Our turnover for October is very similar to the prior October. Overall our turnover is tracking relatively consistent with prior years.

## **Accounting Department**

- The FY2018 Financial Audit was presented to the Authority Board in December. We are distributing copies of the audit to the required recipients and filing the report with the appropriate state and federal agencies.
- The FY2018 Medicaid cost report is being reviewed by the contract CPA firm. We are working to respond to their many questions.

## **Billing Department Report**

### **Junction Programming Changes/Updates**

- Junction programmers are beginning to look at the collections process and how to update the current process. Collaboration meeting is scheduled for the beginning of the year.
- Junction programmers have begun work on programming the changes to the Psychological Testing codes that are effective 01/01/19. Collaboration meetings with the billing supervisor have been scheduled bi-weekly through February, 2019.

## **Accounts Receivable Management**

- The Billing Department continues to work outstanding claims and eliminating outstanding balances. New assignments will be made at the beginning of the year in regards to work towards eliminating the outstanding balances.
- We had another record breaking month in collecting insurance and client payments.
- We are now current with our monthly collection list.

## **IT Department**

- Monthly data reports for the month of October were sent in November in a timely manner to the Division of Substance Abuse and Mental Health.
- Encounter data was submitted to Medicaid during the first week of November.
- Julie Westwood is working with researchers from BYU to provide OQ data. Research is attempting to determine if there's a correlation between deaths and OQ scores and response to questions.