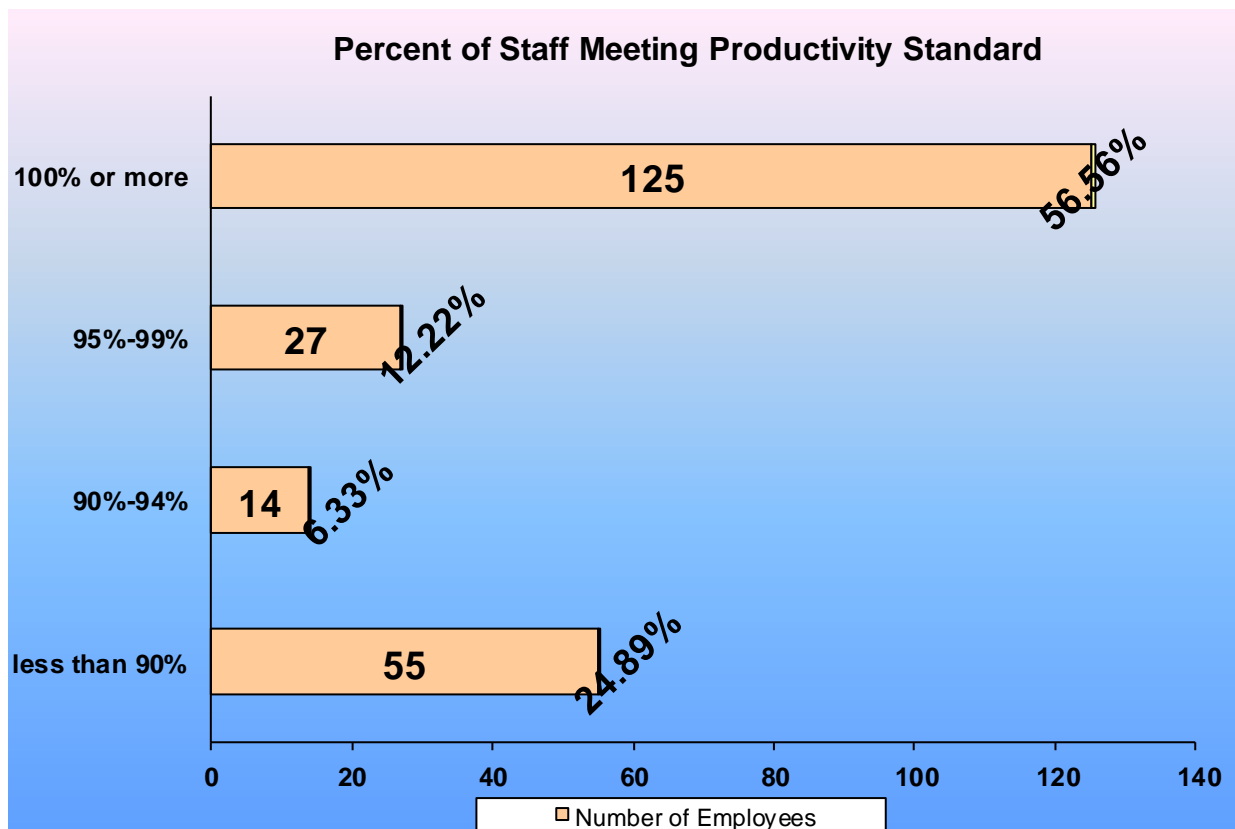


Wasatch Mental Health Briefing Report February 2019

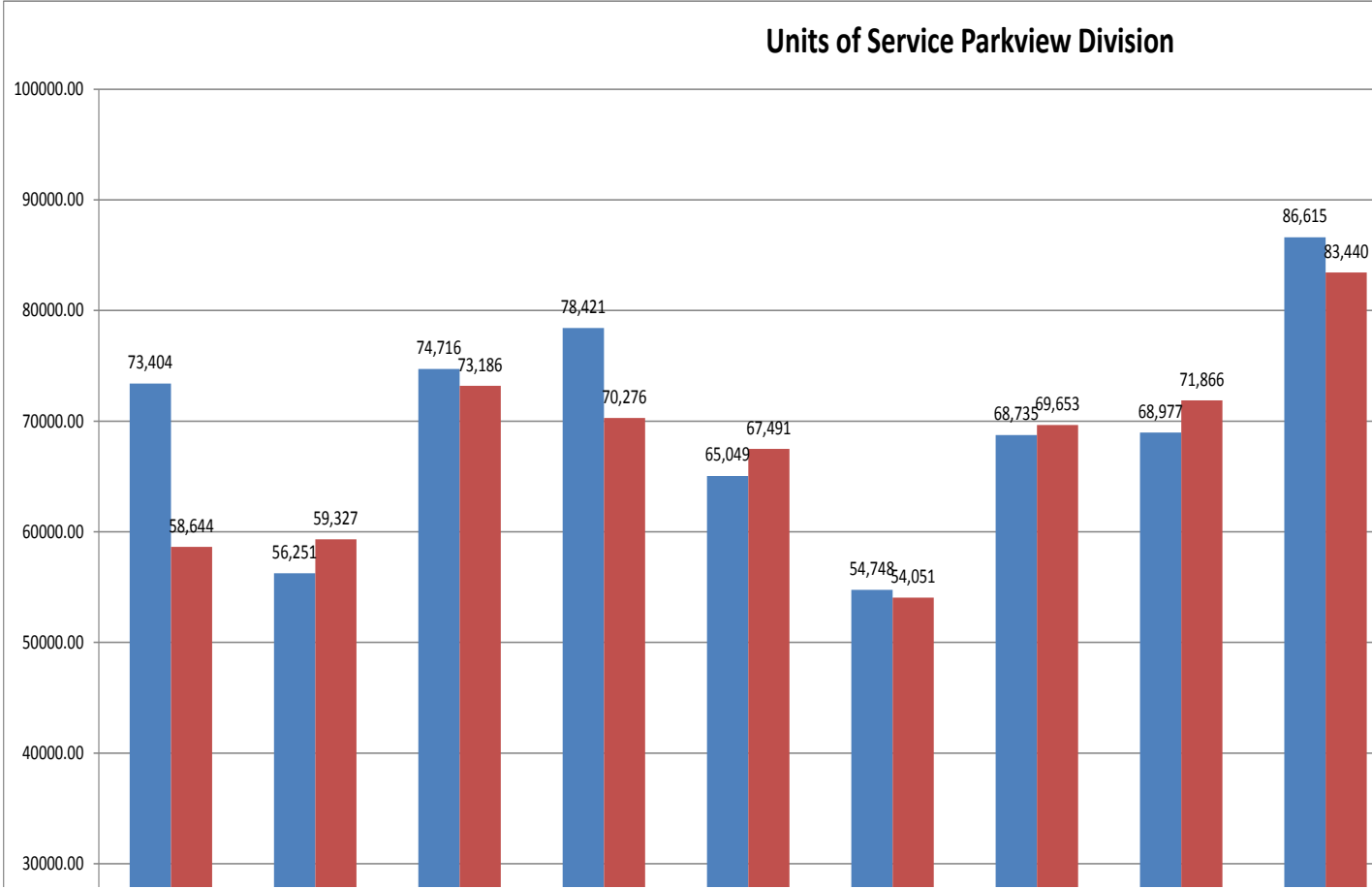
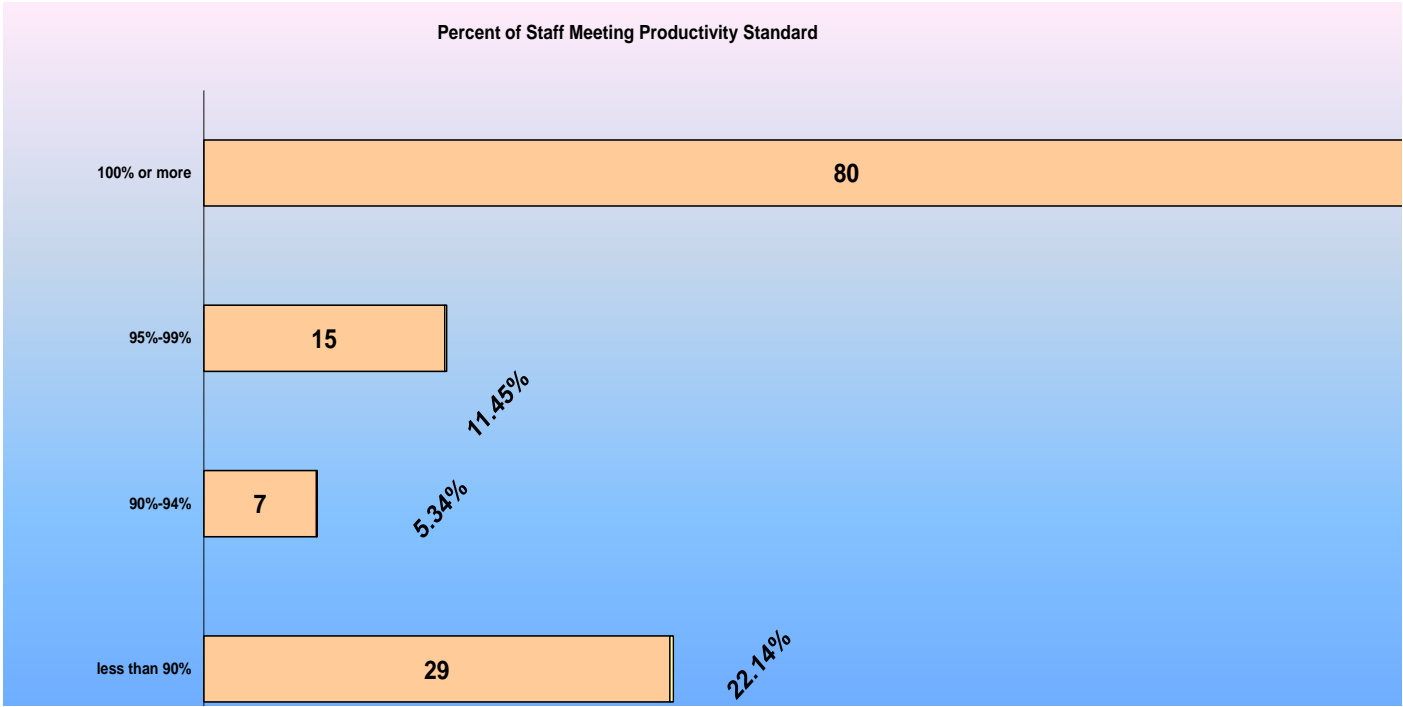
Legislative initiatives have triggered several funding opportunities for WMH. With the allotment of MCOT (Mobile Crisis Outreach Team) funding, we developed a staffing pattern and made adjustments to our crisis team to address the required 24/7 coverage. We hope to have the team fully operational within the next 6-8 weeks. As of this writing (just a day shy of the end of the legislative session), we are also waiting to hear whether we will receive funds to develop a “Receiving Center” that would allow us to divert more individuals from EDs and possibly impact inpatient rates.

The changes necessitated some internal re-organization. In order to stream line our crisis services, we moved the youth crisis team and the adult crisis team under one division director (Catherine Johnson, LCSW). In order to balance the respective division sizes, we moved the Heber Family Clinic, and the American Fork, as well as Payson Family Clinic under Randy Huntington, LCSW. This will result in further cross training and collaborative efforts across our clinical services divisions. Where one division previously provided the bulk of services for children and youth and the other focused mostly on adult services, we now have a division focused on “Clinical and Intensive Services” and “Clinical & Community Services” (working titles).

Following a graph depicting the level of service delivery achieved by the clinical employees at WMH with a clinical service delivery expectation.

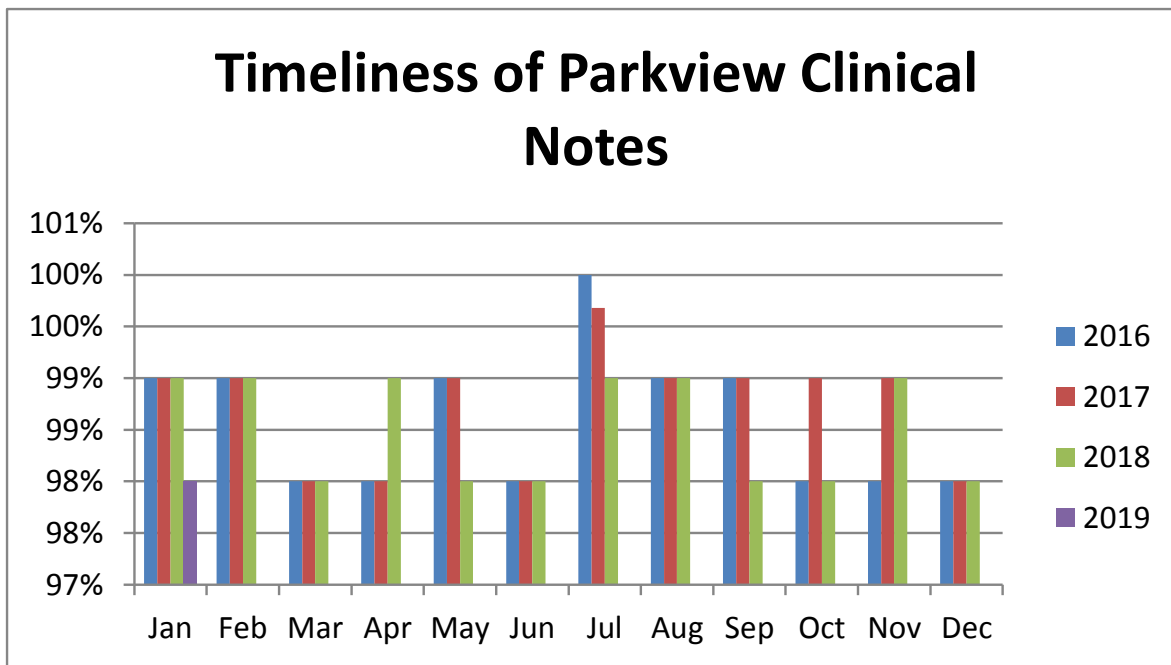


Parkview Clinical, Crisis and Intensive Services Division



Note Timeliness

For the month of January, 2019 98% of the clinical notes were completed on time.



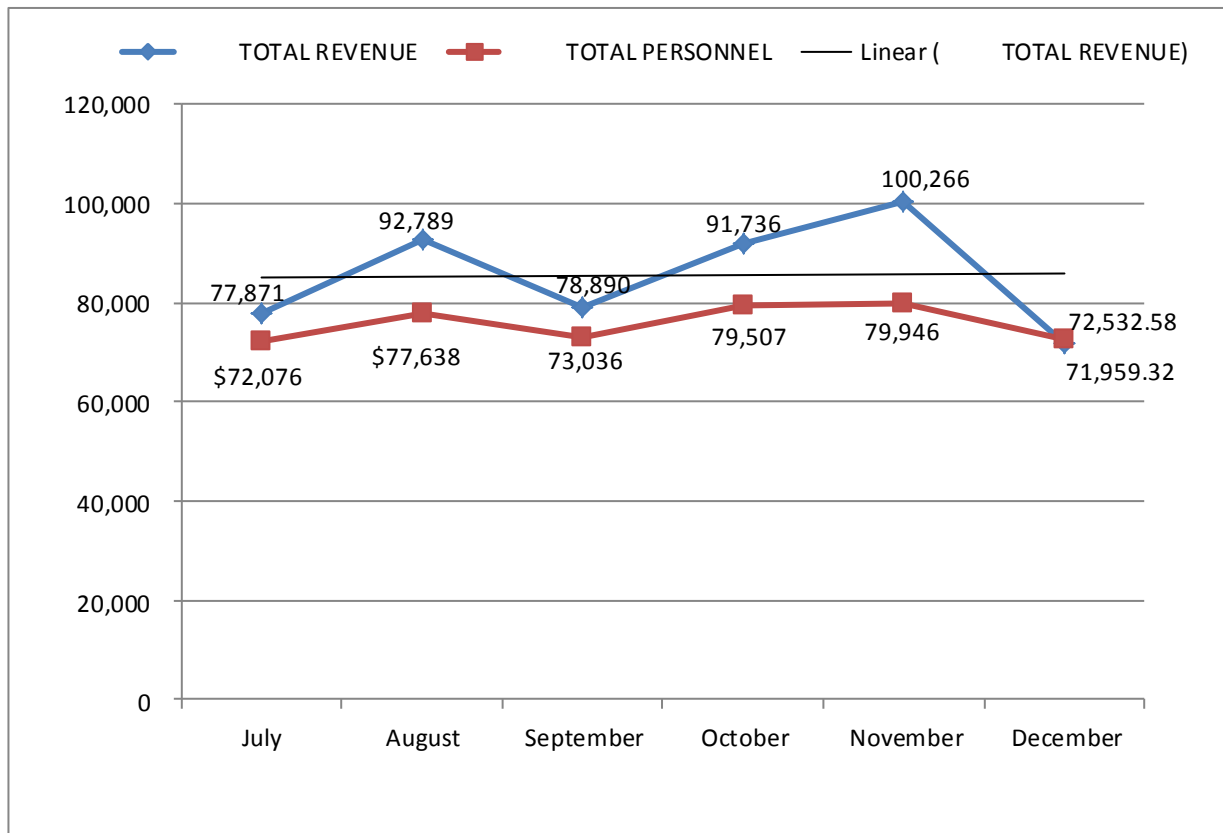
Highlights:

- During the COPD meeting we reported that we may be getting funding for a crisis receiving center so that we could offer more intense services and hospital diversion. Not only were the police officers positive, but also our community partners. The consensus was that we provide an important and necessary service that is beneficial to our partners and this would only add to that.
- Staff began another session of Strengthening Families (SF) on January 9 and a Grandfamilies (GF) session on January 10.
- Staff is working with a dentist in Springville who has offered to provide orthodontia services for youth from the Grandfamilies program at no charge to the grandparents. We'll have our first youth selected in the next week or so and are very excited about this partnership.

Clinic	Adults	Youth	Total
PFC	139	548	687
Payson	159	270	429
AFFC	276	478	754
WCFC	183	55	238
WFC	646	29	675
Med Services	1204	182	1386
Psych Services	98	82	180
Crisis	135	61	196

New Vista Youth Services

The December deficit is reflected in the graph below showing a good decrease in our personnel costs but an even sharper decline in our total revenue.



Number of OQ/ YOQs administered:

122

Number of unduplicated clients who completed an OQ/YOQ:

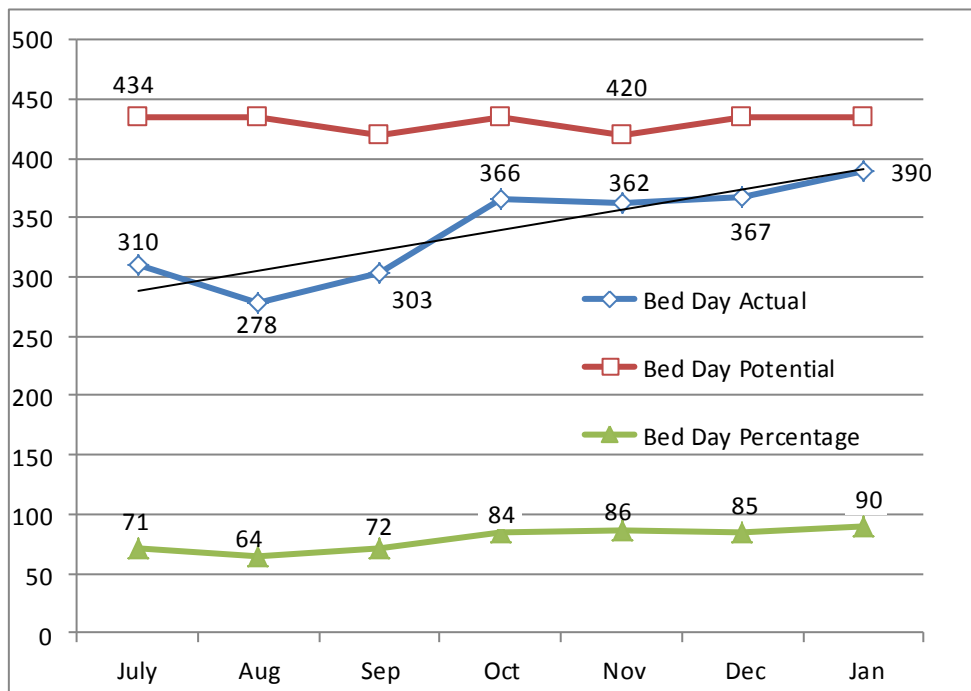
46

Highlights:

- Our monthly average of services is ahead of the same period of time in the past 4 years. Through January we have maintained a strong caseload for each of our therapists and this should be reflected in our productivity.
- **Justin Fagnant**, one of our New Vista therapists for the past 9 years, was selected as the new supervisor for Stride and Excel.
- New Vista continues to work on building healthy relationships with the youth in the program. The youth participate in YSD groups that focus on healthy relationships, learning DBT skills and effective communication along with community awareness.

Aspire Academy

JANUARY REPORT: It was May 2017 that we last had 90% bed occupancy at Aspire and July 2016 the time before. We have had many new referrals over the past two months, which is a pleasant departure from these traditional months.



ASPIRE ACADEMY FINANCIAL REPORT

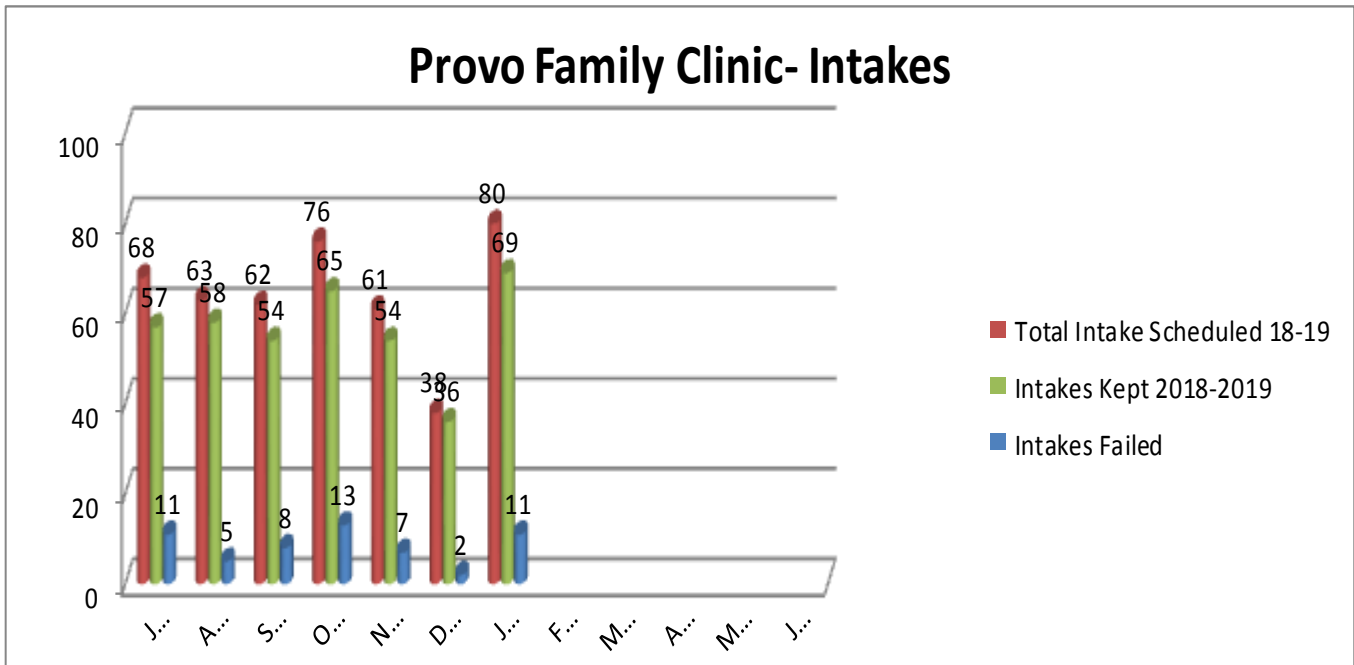
Because our occupancy was 86% in December our financial income for November was the healthiest since July 2016. Our financial picture for December took a downward turn due in large part to the holidays and one of our therapists and our intern took a well-deserved two week break. It's interesting to see how much of an impact vacation time has on our bottom line. Our residential revenue remained the same but our treatment revenue saw about an \$11,000 decrease for December. We anticipate that we will more than make up for this "dip" in January when we are fully staffed again and we are at 90% capacity.



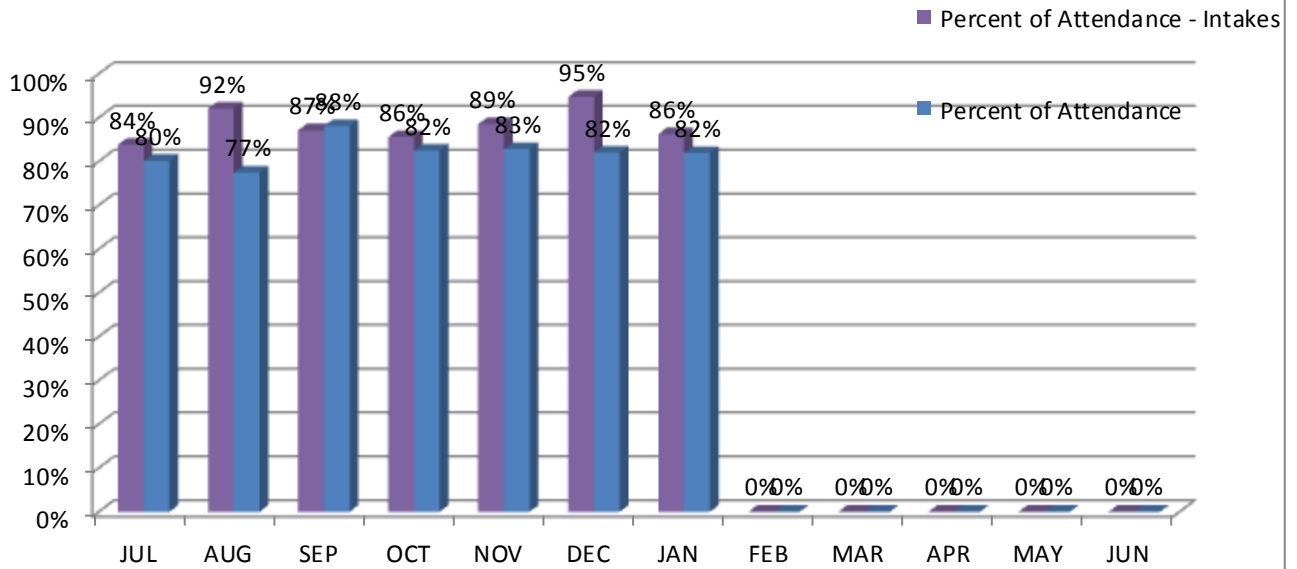
Highlights:

- We currently have 12 residents at Aspire. We are staffed with 16 HSW’S, 2 full time therapists, a full time case manager supervisor. We are short three part time positions that have been difficult to fill.
- In the Month of December we had 3 admissions and 3 discharges.
- This month we have also been focusing on self-care and the benefits of self-care. At Aspire we have encouraged our girls to practice self-care. We have reinforced with the girls that practicing self-care, putting yourself at the top of your list, learning how to play again, asking for help, mastering the art of doing nothing, and learning to recharge and rejoice.

Provo Family Clinic



**Provo Family Clinic
New Intake & Established Client Attendance
FY 18-19**



Leadership/Allied Agency Participation/Initiatives/Success

Outside Meetings and Presentation Times

Elizabeth Feil:

1/8/19	Family Justice Center	3.0 hours
1/9/19	Provo Communities that Care	1.5 hours
1/10/19	Provo SD Disciplinary Hearing	2.0 hours
1/22/19	DCFS placement meeting	.5 hours
1/23/19	Provo Medical Coalition	1.5 hours

Scott

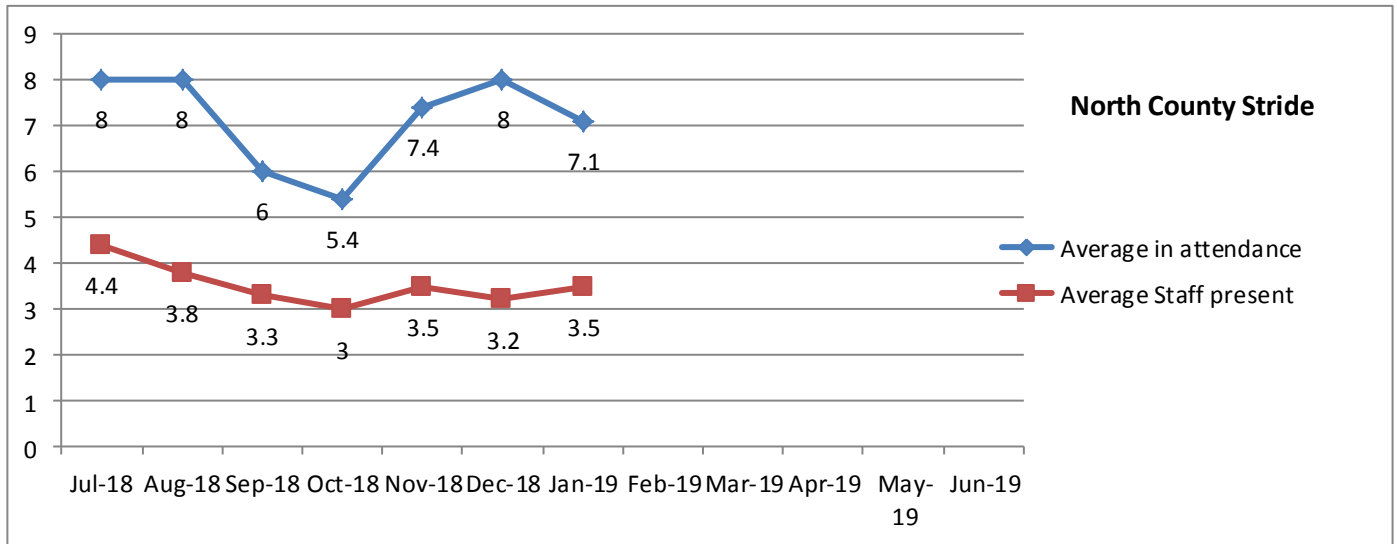
1/1/19	Utah Child Abuse Prevention Council	1.0 hours
1/4/19	Children's Justice Center Board Mtg	1.0 hours
Many dates	DCFS placement meetings	4.0 hours
1/9/19	DCFS Adoption Meeting	2.0 hours
1/15/19	DCFS QIC Meeting	1.5 hours
1/30/19	DCFS Adoption Meeting	1.0 hours

Financial Status/Executive Director Information

Through **December 31, 2018** PFC's budget shows a profit of: \$39,279

Stride

Graphs of average attendance and number of staff present FY 18-19



Stride Program Discharges:

North County Stride:	4 graduations
Provo Older Stride:	3 graduation
Provo Younger Stride:	1 graduation
Payson Stride:	1 graduation

Financial Status

Through December 31, 2018 , Stride’s budget shows a profit of:	\$8,582
Through December 31, 2018 , XCEL’s budget shows a loss of:	(\$15,236)

GIANT Steps

Highlights & Program Updates

- We began planning a project with a UVU Organizational Development Class. They will be helping us to assess and improve team building strategies at Giant Steps.
- Giant Steps held its yearly transition luncheon for the Alpine and Provo School districts in collaboration with the district personnel to help families move on to school services next year.
- DSAMH staff completed the Autism Contract audit and it appeared to go well.
- The Giant Steps waiting list currently includes 162 children, 34 of which have Medicaid insurance.

Community Involvement

- Attended the quarterly DSAMH Autism Discussion Group
- Participated in the UVU Autism Conference planning meeting
- Represented WMH and Giant Steps at the UVU Volunteer and Service Fair
- Represented Giant Steps and WMH at the BYU Volunteer & Internship Fair
- Attends WMH Youth Advisory Board meeting (monthly)

Positive Comments from Families

- A parent reported, "I appreciated all the help on the field trip. It was a busy day with kids. The field trips are helpful because they show me going to a museum is not all horrible with them and gives them an opportunity to learn appropriate behavior, So thanks for helping me with them and helping us be successful."

Upcoming Dates / Events

- Friends of Giant Steps Auction – March 21st, 2019 from 5:30 pm – 8:00 pm (Provo City Library Ballroom)

Preschool Outcome Questionnaires:

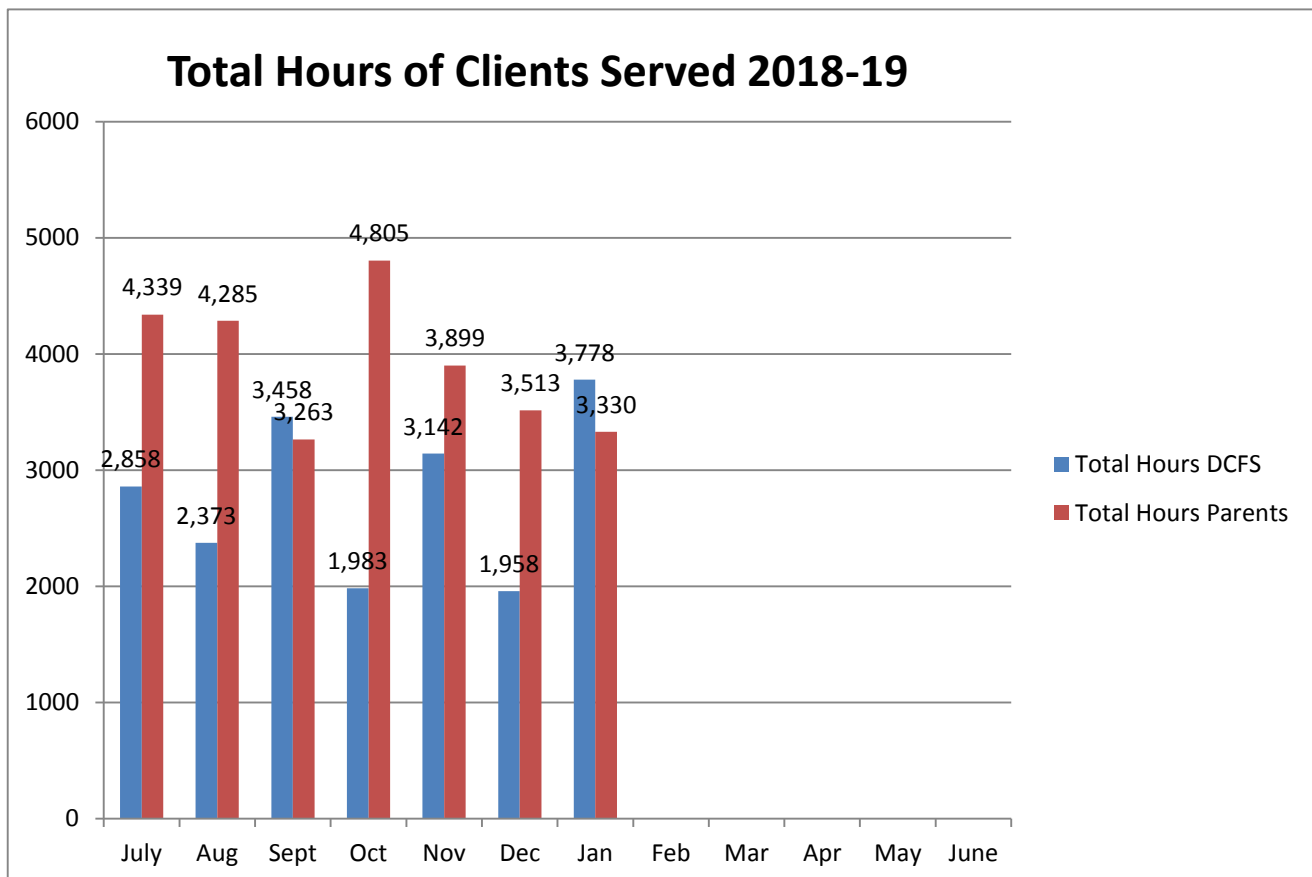
Administered: **70**

Unduplicated: **70**

Financial Information

Fiscal Year-to-Date Income Gain (Loss)* – (\$137,939.48)

Vantage Point



Turn Away Stats

January	
Accept:	66
Reasons for Turn Away	
Full:	18
Full on Boys:	15
Full on Girls:	3
Cannot Accept another 1-1	1
Decided not to come:	10
Refer to Crisis	4
Day Only Accepted:	6
Not in the County we serve:	1

Highlights:

- At Vantage Point, we do so much more than just juvenile receiving and crisis sheltering. We have the knowledge and expertise to help diagnose problems and come up with detailed treatment and behavior management plans that can possibly support the youth after they leave. We would really like to expand that by adding on new services in the future like a voluntary 60 day after care. We have asked the JJS Division to help us fund this. We are hoping for their support.
- Also, our kitchen remodel is moving closer to starting. We are hoping to have a couple more bids and then we can maybe start the destruction and reconstruction soon.

CY FAST- Respite

Highlights/ Successes:

- I have just recently started working with a client who has been accepted to five different colleges. The client is nervous to get this started and feels overwhelmed of what they should do. I am excited to work with this client because I can help this client choose a college, find a safe apartment, and get the client started in building a career. This is a success story because this client has exceeded all expectations and when life starts to unravel, this client finds a way to succeed and keep going.
- CY-FAST became involved after a youth was released from inpatient. There was significant family discord and anxiety about the youth's return home. After providing in-home services for two months, the primary therapist reported the following changes in therapy:
"[The youth] is able to have and express emotions within her window of tolerance that are real and not a show of what she thinks that others want to see. Mom is happy with the positive changes. Her YOQ score is the lowest it has been since returning to therapy. She has had more control over her emotions this last month. Mom is able to get about 6-7 hours of sleep right now. Previously it was about 3-4 hours a night. [The youth] is excited to be going back to school."
- Utah County Substance Abuse and the Health Department will be coming once a week to Vantage Point to lead a group on drug prevention and smoking cessation. We are really excited to have that offered once again starting in February.

Prevention and Recovery for Early Psychosis (PREP)

Program Overview		
	PREP	CHR
Total # of clients:	36	14
Adults (over 18)	32	3
Adolescent clients (16-18 yo)	4	5
Youth Clients (under 16)	0	6
Funding sources:		
PCN/None	6	1
Medicaid	7	5
Medicare	1	0
Private Insurance	22	8
Private Pay	0	0
Involved in work	19	3
% involved at work	53%	21%
Involved at school	12	10
% involved at school	33%	71%

Number of total unduplicated clients served last month: **63**

Number of OQ/ YOQs administered: **70**

Number of unduplicated clients who completed an OQ/YOQ: **54**

American Fork Family Clinic (AFFC) & School Based Services

Successes:

The following was reported to our billing department:

“I took a call this afternoon from the father of...one of AFFC's adult clients, regarding his funding. After I answered his question, we chatted for a few minutes. He was extremely complimentary regarding Wasatch Mental Health and the services his son receives here. He indicated that his son had received services in the past from our counterparts in Salt Lake County, and that those services were nowhere near the quality he was receiving here. He was also very impressed by our integrated health care model and taking care of the whole person, not just the mental health needs. He indicated that this was especially true as his son was transitioning out of an inpatient setting. He is extremely grateful, and also praised all the "great people" at Wasatch Mental Health.”

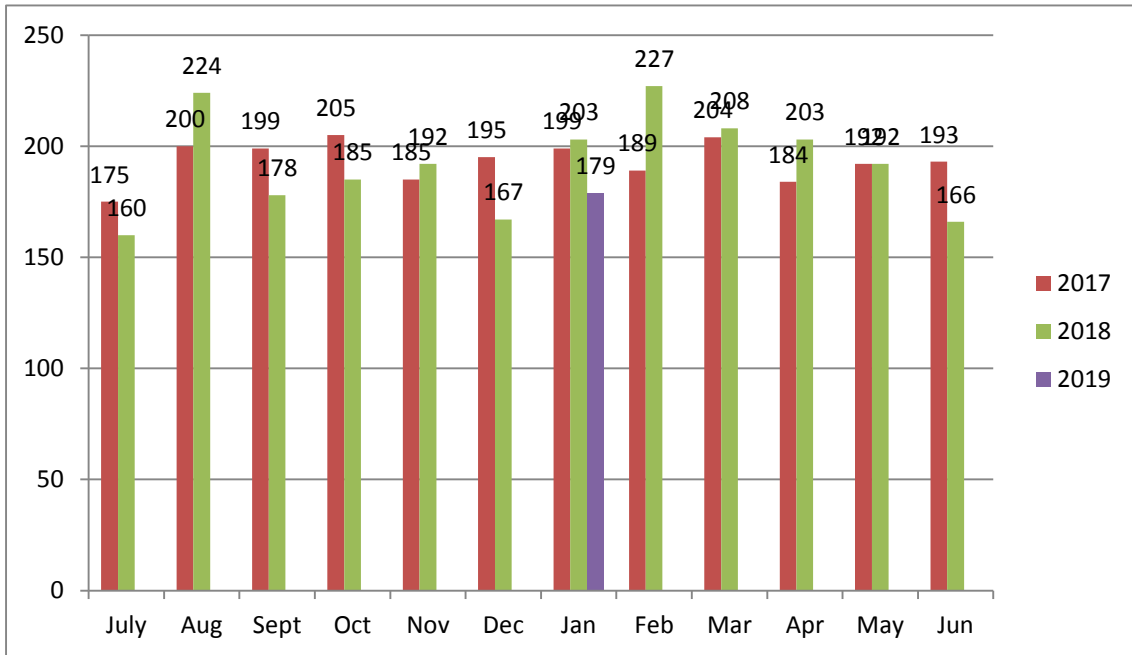
of total clients served last month: **Total: 753 Adult: 276 Youth: 477**

Number of YOQs/OQs administered: **YOQs: 383 OQs: 243**

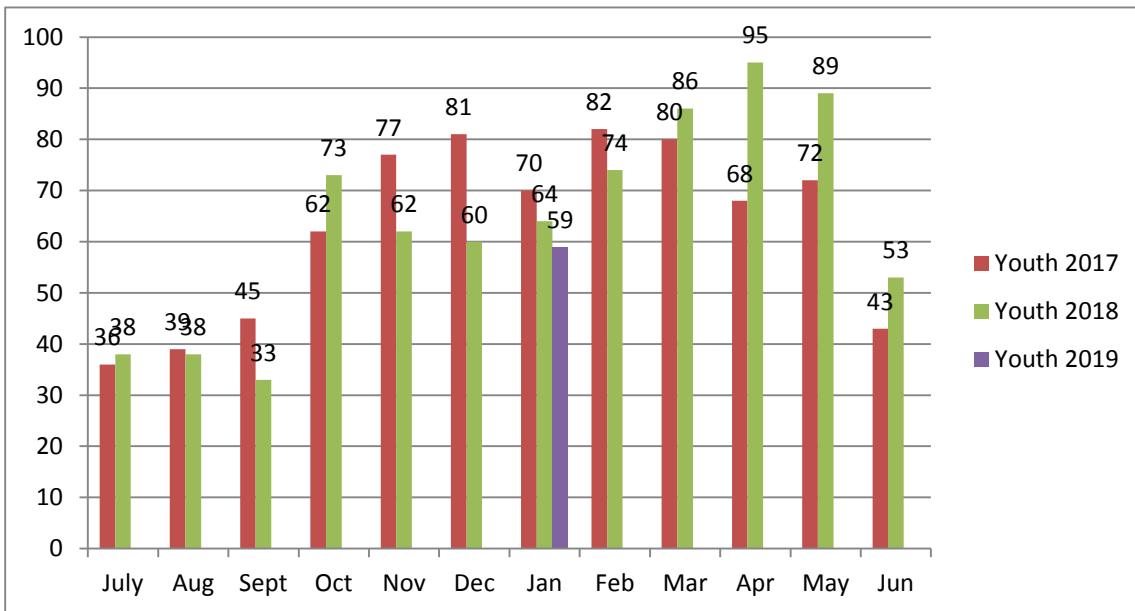
Unduplicated number of YOQs/OQs: **YOQs: 257 OQs: 126**

Wasatch County Family Clinic

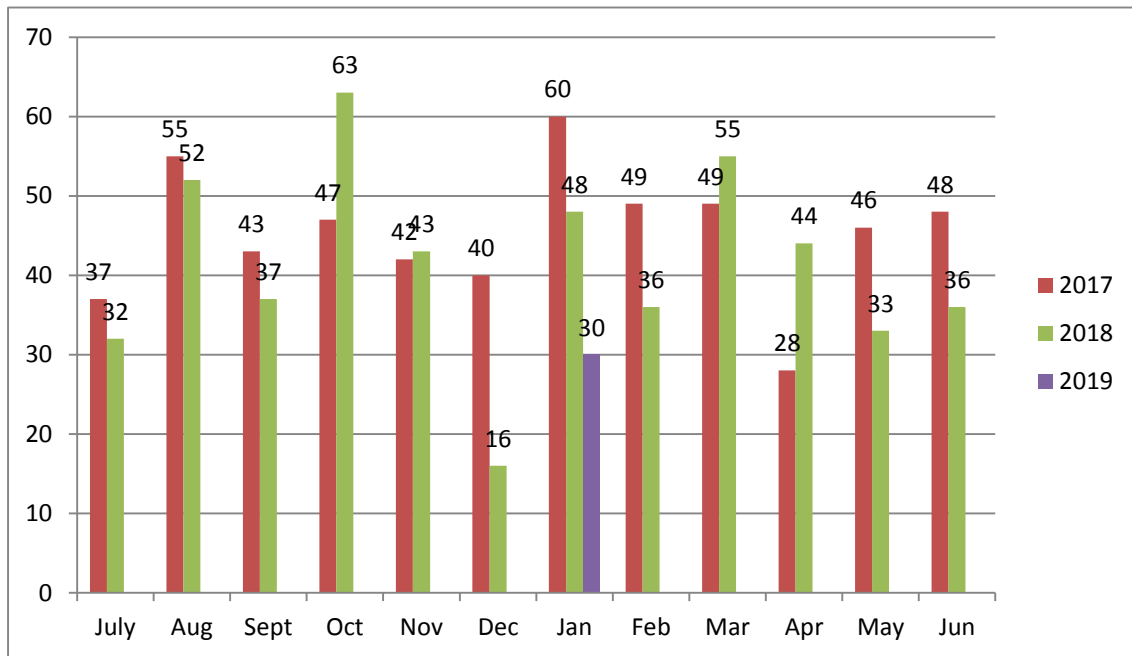
Adults:



Youth:



November Total Monthly Intakes: 43



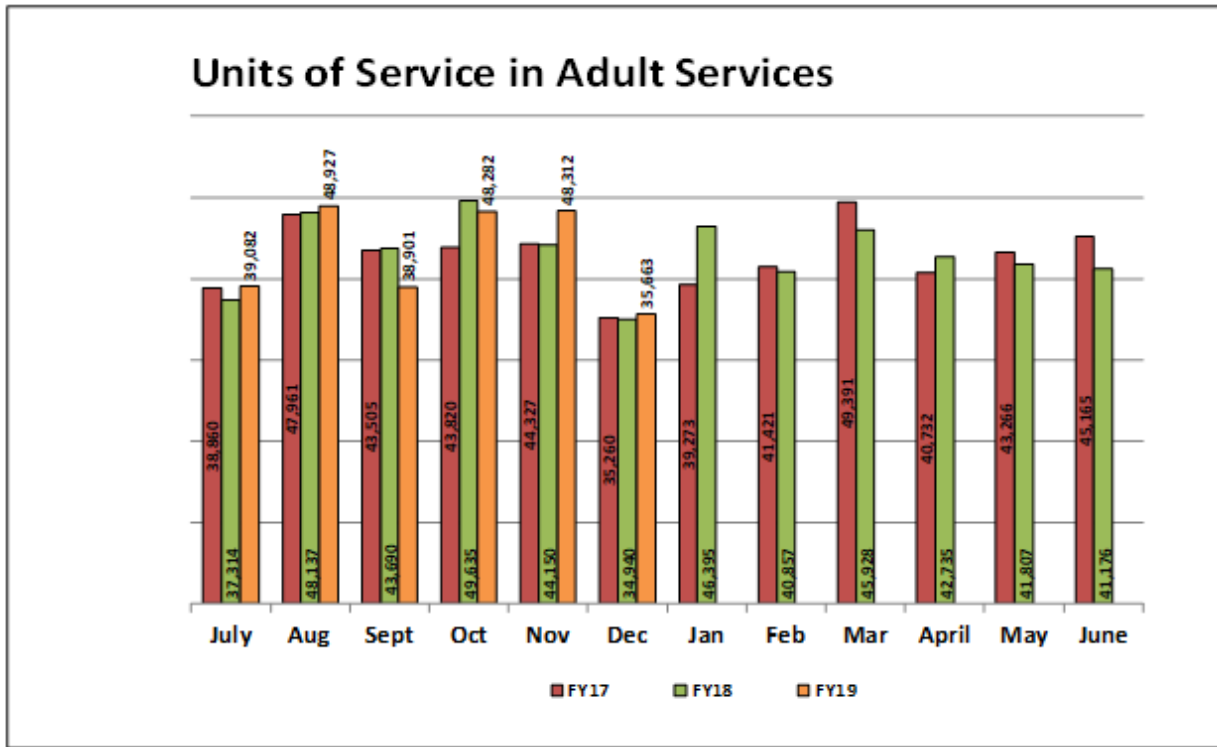
Number of YOQs/OQs administered:

YOQs: 265 OQs: 571

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
-
- We received the allocation letter for the additional \$90,000 which is purposed for infrastructure development as this was the purpose outlined by DSAMH. Interviews have begun to find a new Prevention Specialist which is where the bulk of these funds will go, as per DSAMH intent.

Adult & Family Services Division



This month's reported numbers reflect the numbers of submitted OQ's, YOQ's, MHSIP's and YSS's collectively.

OQ/YOQ Administration

Number of total unduplicated clients served last month:

Adult Clients Served	2642
Child/Youth Clients Served	1631

Number of OQ/ YOQs administered:

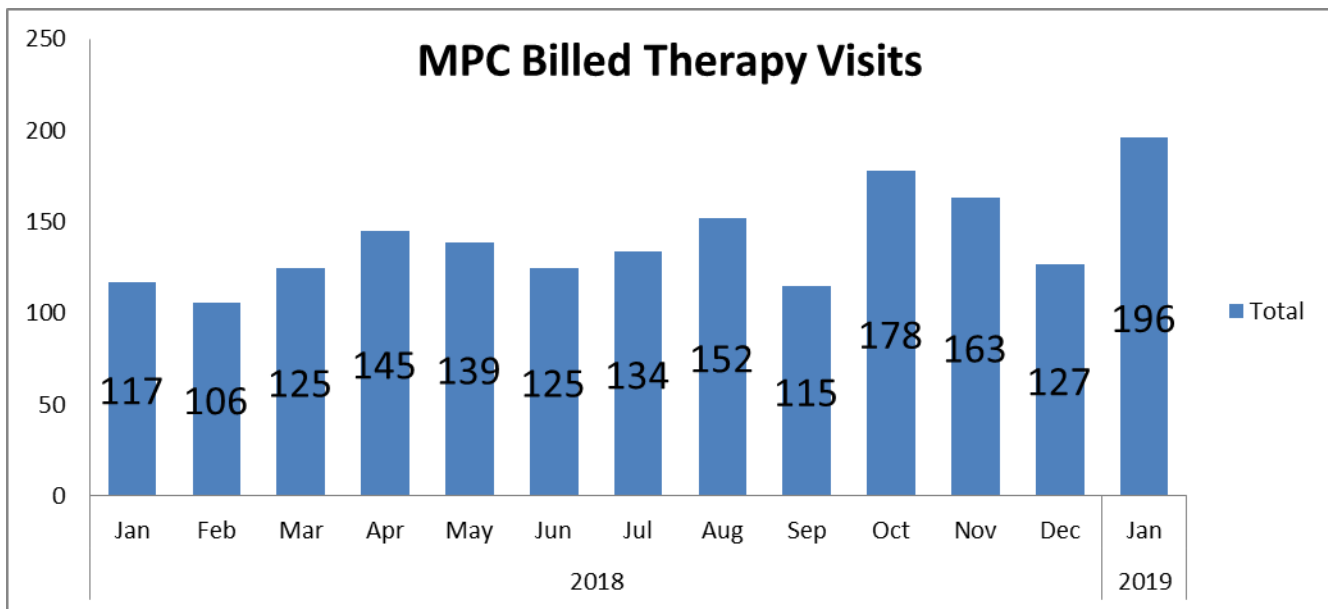
Adult & Family Services Division	3410
Youth & Family Services Division	1760

Unduplicated Count of All clients Served at WMH 4273

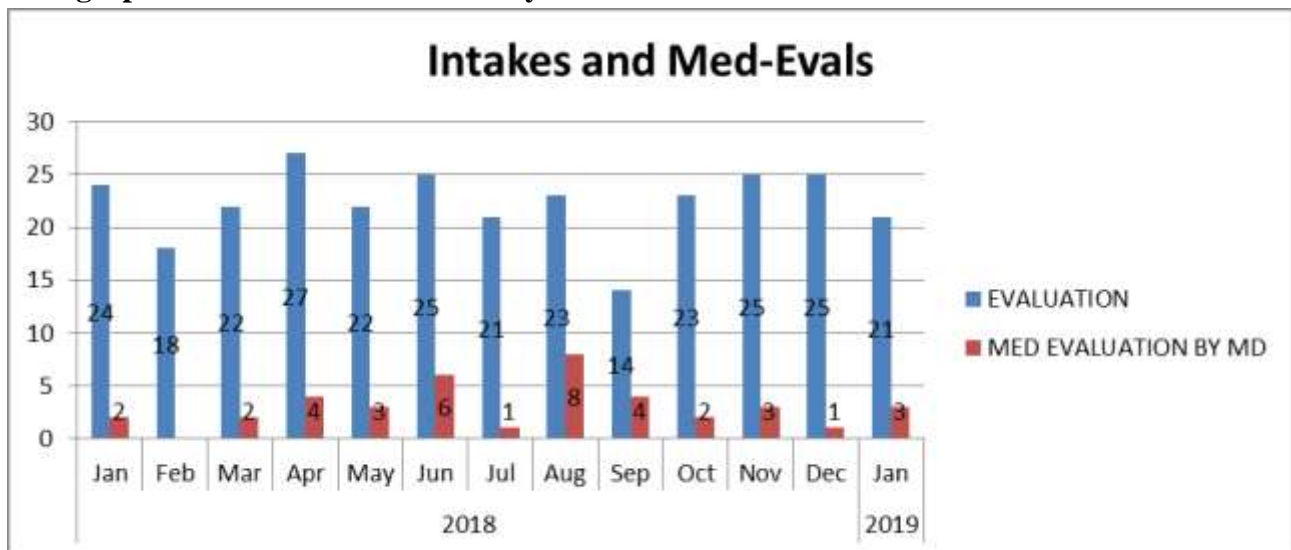
% of Unduplicated Clients Completing an OQ/YOQ 70%

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

- Our total therapy visits for the month of January of 196 went up from December of 127, which was a 54% increase. Knowing December was a slower month, we are still up 20% from the month of November, which is significant for such a small shop where 1 person is full time carrying over 65% of the load.
- We are happy to have a brochure to be able to distribute to our community partners who make referrals to us. It was beautifully crafted by Brooke Hawkinson and we are developing a strategic method of distributing it to make the most use of it. Phil and the other evening therapist are staying very busy at 100% service delivery expectation and are scheduling up to a month out for follow ups and intakes. We will be addressing the possibility of recruiting to meet the needs of the clinic and new clients.

<u>Number of OQ/YOQs administered:</u>	156
<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	73
<u>Number of unduplicated clients served:</u>	101 (17 were youth)

Westpark Family Clinic

- In January, PASRR staff completed 79 PASRRs for a generated revenue of \$29,943.
- WMH PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In January 2019, PASRR staff completed 6 IDRC PASRRs for a generated revenue of \$1,384.95.
- The number of OQ/YOQ questionnaires collected in WFC increased significantly this month consistent with the traditional seasonal increase that is seen between December and January. WFC collected 748 OQ/YOQ questionnaires during the month of January. This is up by 233 questionnaires from 515 administered in December
- This month, we continued tracking client treatment progress within the clinic as indicated by the Y/OQ. On average, those clients who took the OQ-45 in the WFC this month had initial scores of 81.5 and current scores of 71.65, showing mean improvement of 9.85 points. Of these clients, 38% currently show improvement on the OQ-45 with 46% and 16% showing no reliable change and deterioration respectively.
- Those clients taking the YOQ-2 in the WFC this month had average initial scores of 57.2 and current scores of 45.8, showing mean improvement of 11.4 points. Of these clients, 60% currently show improvement on the YOQ-2 with 30% and 10% showing no reliable change and deterioration respectively.
- On average, those clients who took the YOQ-SR in the WFC this month had initial scores of 58.6 and current scores of 38.53 showing mean improvement of 20.7 points. Of these clients, 47% currently show improvement on the YOQ-SR with 47% and 7% showing no reliable change and deterioration respectively.
- During the last quarter (beginning with the pay period starting on 10/28/2018 and ending with the pay period ending 1/19/2019), WFC staff with productivity standards achieved a total of 3794.38 productive hours, which equates to 101.3% of the department's cumulative productivity standard. This represents a 2.7% increase compared to last month.
- During the same period of time, RPS staff with productivity standards achieved a total of 863.25 productive hours, which equates to 112.3% of the department's cumulative productivity standard.

Leadership/Allied Agency Participation/Initiatives/Success:

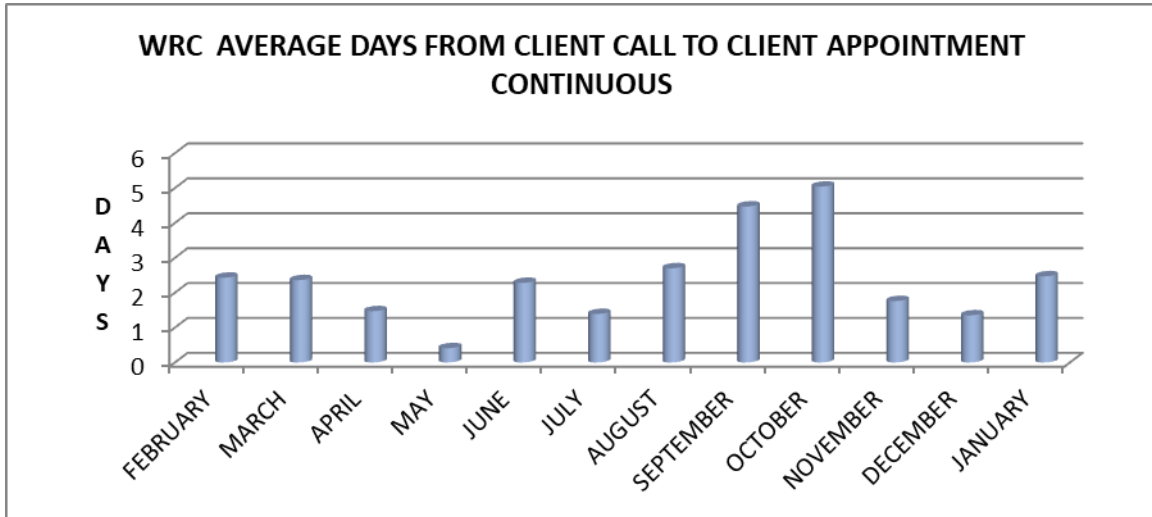
- Our success story for this month comes from our staff who run the Anger Management Group. A client wrote to her and said, "This Anger Management Course has been so helpful for me. The deep breathing and muscle relaxing techniques are the best things I've had work in a long time. I really appreciate how logically everything is explained, and Stephanie did a wonderful job. She helped me feel safe during the

process, and was very respectful. I feel like I finally have a good hold on being in control of my negative emotions in general, let alone anger. Thank you for helping me, it means a lot to me, and my family.”

Wellness Recovery Clinic

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

The number for the last month was 1.35 days from first phone or walk in contact to first appointment, down from 1.76 days the previous month.



Leadership/Allied Agency Participation/Initiatives/Success

- WRC continues to have a rigorous review process of the clients we serve. Before referring them to Psychological testing, we staff the referral as a team; discuss the predictability scale and the challenges presented and reasons for referral. Once the client is approaching a year of services, if they are here that long, we discuss a plan for them to receive services in the community.
- We have arranged to have children under 18 to be screened and complete an intake at any of the family clinics they live closest to. The process is the family contacts the WRC clinic and the initial screening for appropriateness of using WRC funds is completed.

Number of total unduplicated clients served last month: 123

Number of OQ/ YOQs administered: 209

Number of unduplicated OQ/YOQ: 83

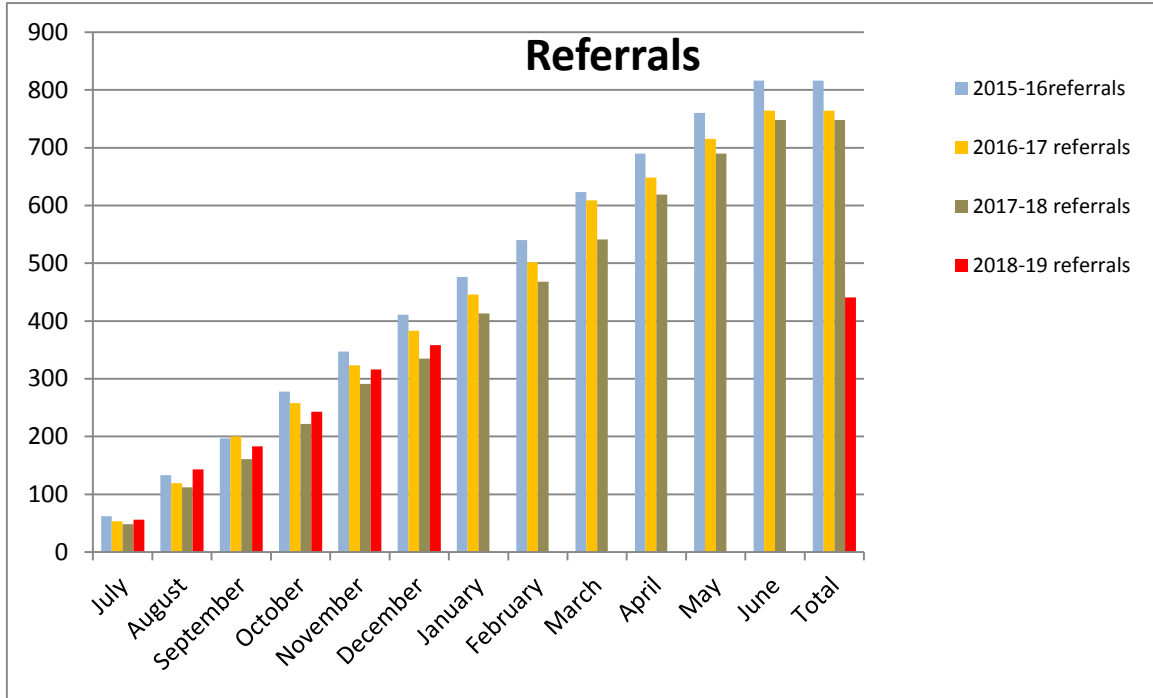
Medical Department

- The wellness coordinator team is keeping busy with an average productivity of 117% (and all well above 100%). Alphastim is also beginning to take off, with one of Travis’s clients starting the program daily at Westpark in early February and another client in AFFC participating several times per week.
- During the manager’s FMLA, Tom will be attending a couple extra meetings on behalf of the manager. Primarily, these will include CCM and exceptions. He will also be in charge of running the Level 1 and medical management meetings.

Psychological Testing/Interns/Form 20m

- January was the month for psychology intern interviews. The interview committee was generally satisfied with the quality of applicants, although it did seem there was a more narrow range this year, with fewer truly excellent fits. In the upcoming month, we will learn how many positions have been matched.
- Interviews will also be conducted for the psychology resident position in February. There are two applicants currently: Shannon Cayer from the current intern cohort and a blast from the past: Brennan Atherton.
- Dr. St. Pierre was given an interim psychology supervisor role effective for a 13 week period corresponding with the manager’s FMLA. During that time, he will fulfill the supervisor duties that the manager has had to take on in the absence of a supervisor in PAS. He will also attend the weekly program manager meeting in the manager’s absence and will run the monthly PAS staff meeting. Clinical supervision duties have been distributed between Drs. Arnesen, Harris, Korbanka, and Pennington in my absence.

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



Outside Providers/Mountainlands

- % Appointments Kept---79%
- % Appointments Canceled---4%
- % Appointments Failed---17%
- % Appointments Kept Follow-up's---92%
- % Appointments Kept New Clients----8%

Summary:

January saw an increase in the number of clients scheduled and seen per day from December, but also an increase in the percentage of failed appointments as canceled appointments went way down. 17% of scheduled appointments were failed, and of those 81% had case managers. There was a decrease in kept new client appointments, but this tends to vary regularly from month to month. Otherwise, the numbers were similar to the averages for 2018.

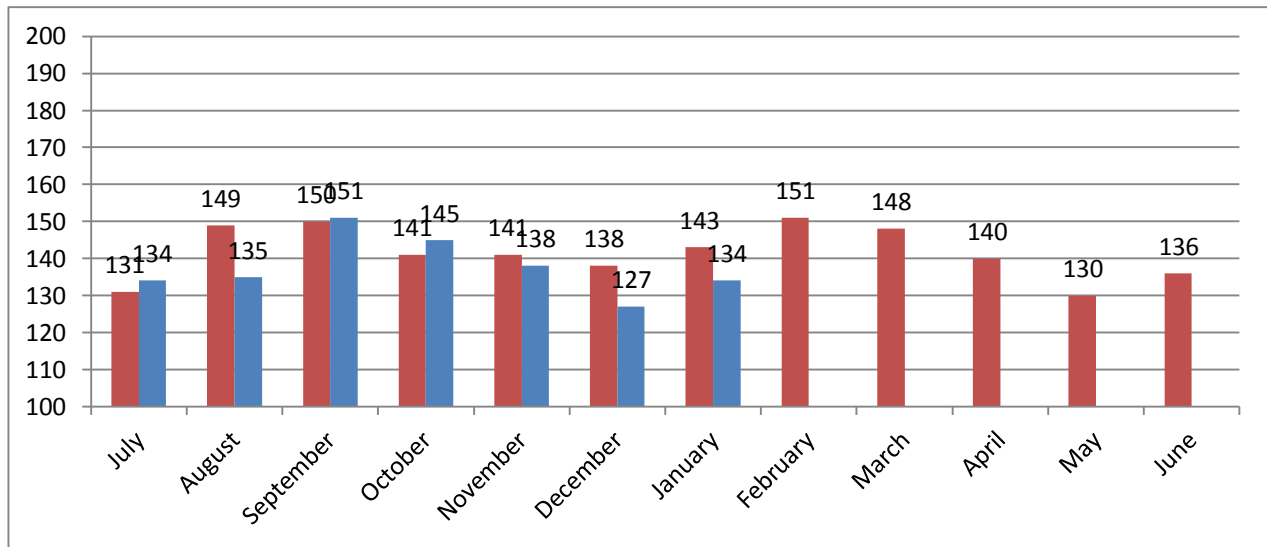
Care Team Services

Highlights:

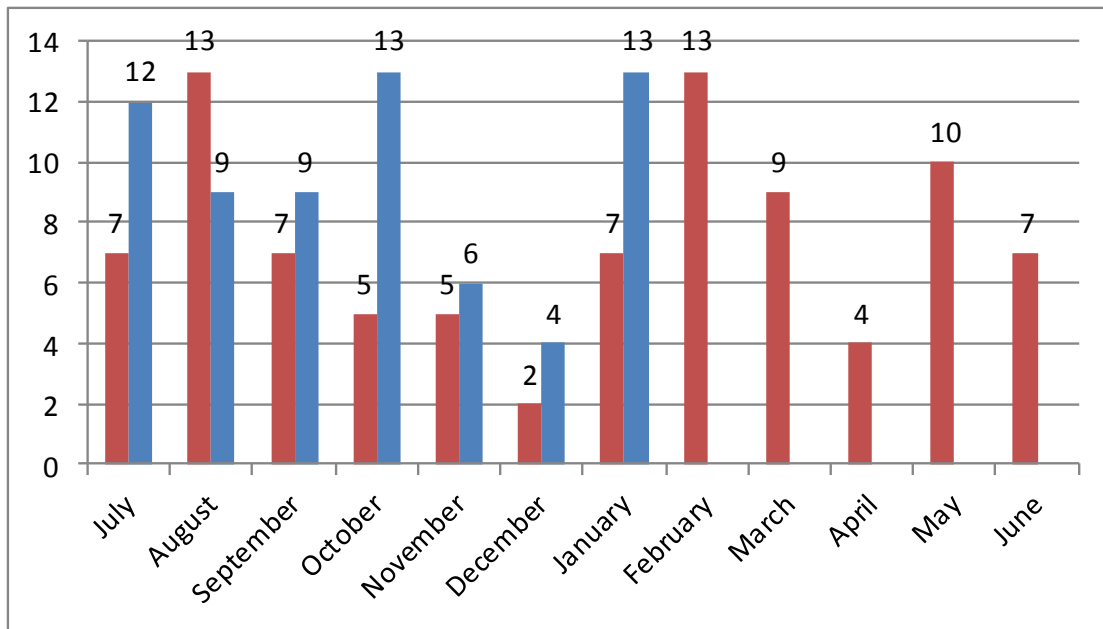
- January saw a full time and a part time CTA both leave in anticipation of school schedules. Both were bilingual, creating an extra layer of difficulty for the team and, as a consequence, for both WFC and the Mountainlands clinic in our building. Additionally, another full time CTA also working with Mountainlands started FMLA in early February and it is not known how long she intends to be away or if she intends to resume employment after her leave period ends.
- We did conduct interviews for our positions and were able to offer two full time positions to two strong bilingual applicants. I am pleased to say both accepted and will join the March 4th new employee orientation.

Wasatch House

FY 19 Unduplicated Number of Clients Served (compared to FY18)



FY19 Orientations (compared to FY18)



Leadership/Allied Agency Participation/Initiatives/Success

Kyle Cook, SSW reports the following:

We have been able to help several people with their clothing needs over the past several months. I know many of them have needed clothing that would be suitable for work or just to look better. All have been able to find one or two outfits that were helpful for them to get or keep employed. One I remember well came in on a snowy day and I had just finished cleaning off the walks, wearing a pair of flip flop type sandals. He had no socks and mentioned his feet were cold. He told me that he had just got out of jail and this was all he had. He was able to find a pair of winter boots and a pair of socks that fit him well. I know he walked out with warm feet and I sort of had a warm heart because we were able to help him out at the very time he needed help.

Number of total unduplicated clients served last month: 134

Number of OQ/ YOQs administered: 47

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

WATCH/ JTP Program

Unduplicated number of clients served in the WATCH Program: 75

Unduplicated number of clients served in the JTP Program: 116

Leadership/Allied Agency Participation/Initiatives/Successes

Shelly Bingham, CMHC reports the following success stories with her clients:

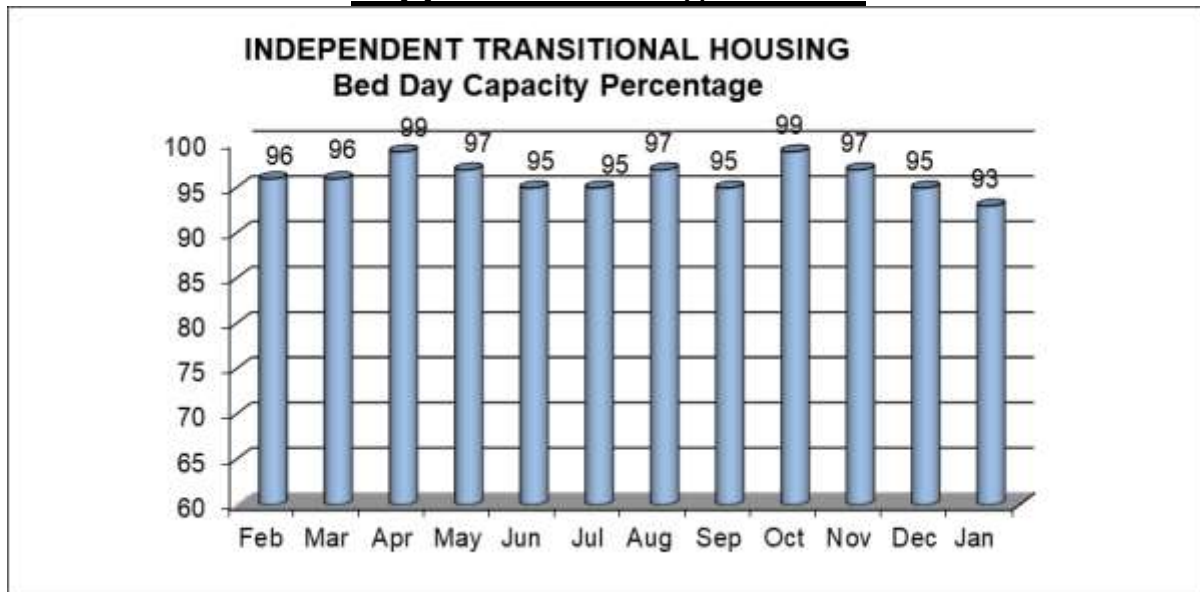
- A male client, who, within the last 2 years, quit a 30 year career, started and dropped out of college twice, lost 3 jobs because he didn't show up, has now held a difficult job for 2 months that causes him panic attacks. He's using his grounding and safe coping skills he's learned in Seeking Safety to get through his urges to quit.

- A female client that was not participating in treatment has been attending Dual Dx and has been clean now for over a month. This is the longest clean time she has had for years.
- A male client with a history of decades of homelessness and drug abuse, has maintained his housing for about a year and a half, is working at DI. He has been offered a permanent full time position at DI.

Monte Memmott, CMHC also reports the following success:

"I had a home visit with B. last week in her new apartment for her and her newborn baby. She was so proud to invite me in and show me her new apartment. B. is a 25 year old single female who has been booked into the Utah County Jail 23 times and has spent more than 500 days incarcerated. She admits looking back that she would have never imagined being sober, no longer involved in criminal activity. She is grateful to be given "a second chance" at life. B. is actively participating in therapy, case management, and medication management through JTP. B's case manager has done amazing work to help link her to services and resources. She also goes to NA meetings with her sponsor and has a "peer parent" from another agency that checks on her and helps her with skills in raising her infant daughter. B. has also reconnected with her sister that she hadn't talked to in years, due to her previous drug use, and now they see each other nearly daily. During this most recent home visit, B. ran to her calendar hanging on the wall and with a big smile on her face, she showed her therapist how many days she had been living in her own apartment. Incidentally, B. has now been out of jail for a year and a week, which is the longer period of time she has ever accrued."

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

A success story submitted by Ned Campbell:

- We have a client who has been a resident of Yarrow Apartments in Springville for many years now. For the last couple years, he has had to deal with issues of bed bugs in his apartment. This has caused him a lot of discouragement, stress and anxiety. He dealt with it with patience and as positive as he was able. He was recently offered the opportunity to move into a remodeled, bug free apartment. However, with

this move, he had to discard most of his belongings. He was very cooperative with this, although it was very difficult and disheartening for him. He is now settled into his new apartment. With the help of his CM and WMH, he was able to get some new clothes and belongings. He is happy, positive and appreciative of this change. He has been able to spend more time with his friend who also lives there and this has helped his mood and functioning. His long time roommate recently passed away and he was asked by the family to be a pallbearer. This gave him a sense of pride and appreciation and he even bought a new outfit for the occasion.

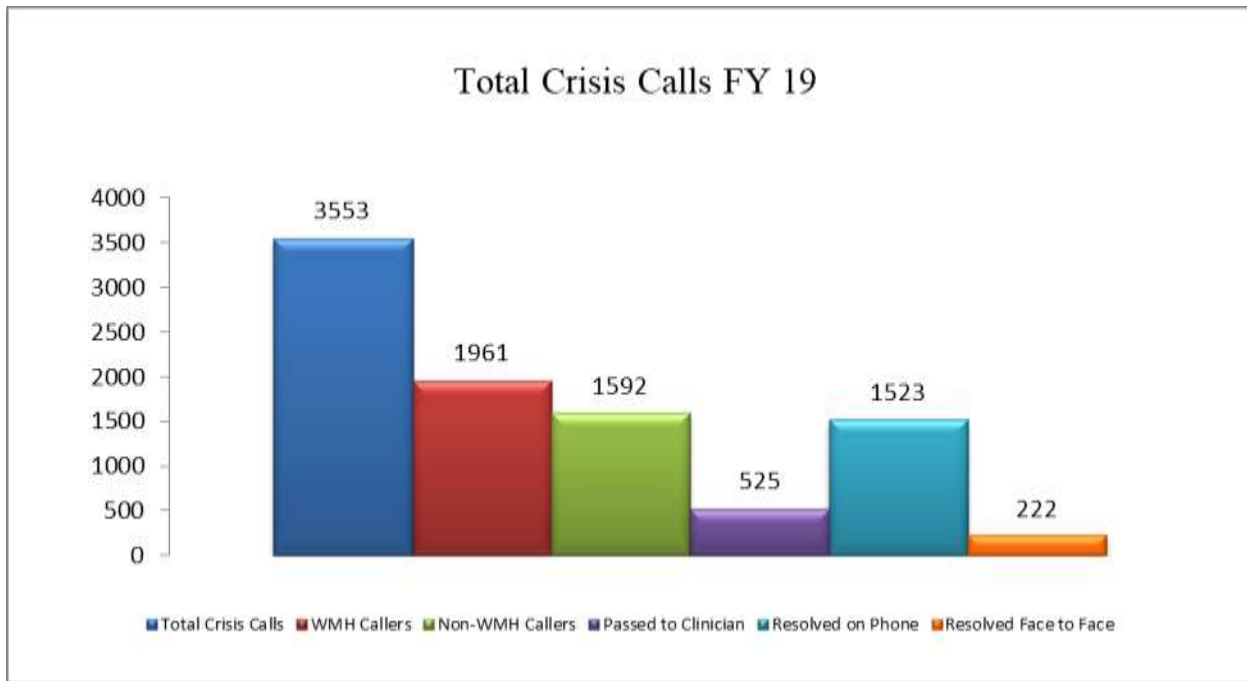
Number of OQ/ YOOs administered: 120

Number of unduplicated clients who completed an OQ/YOQ: 63

Number of total unduplicated clients served last month: 132

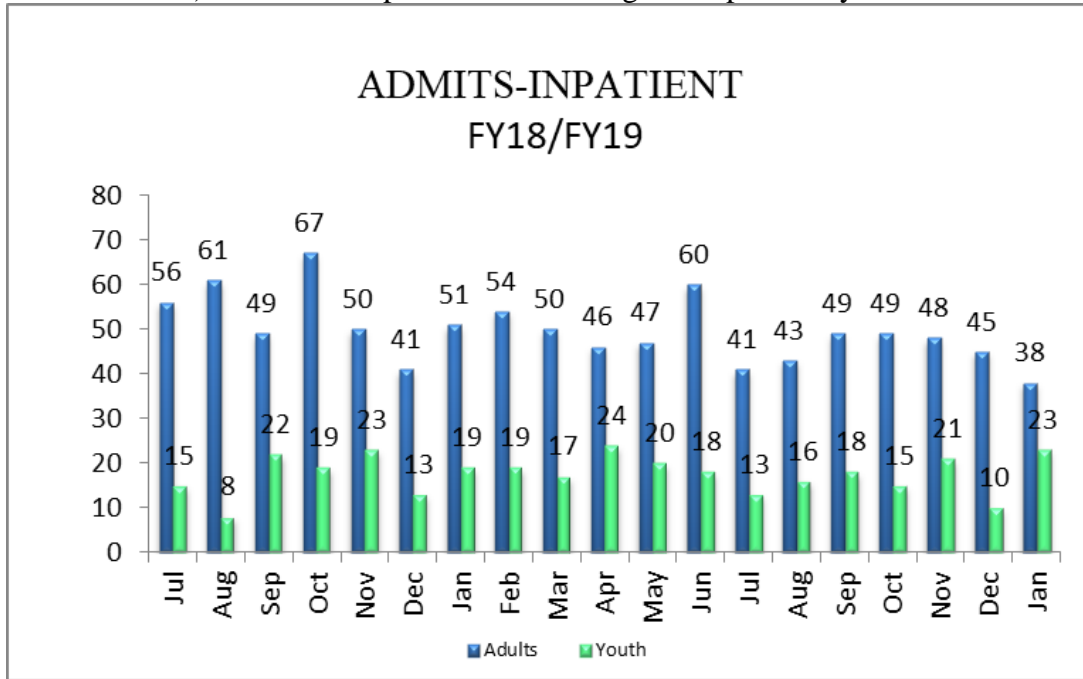
CRISIS SERVICES

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

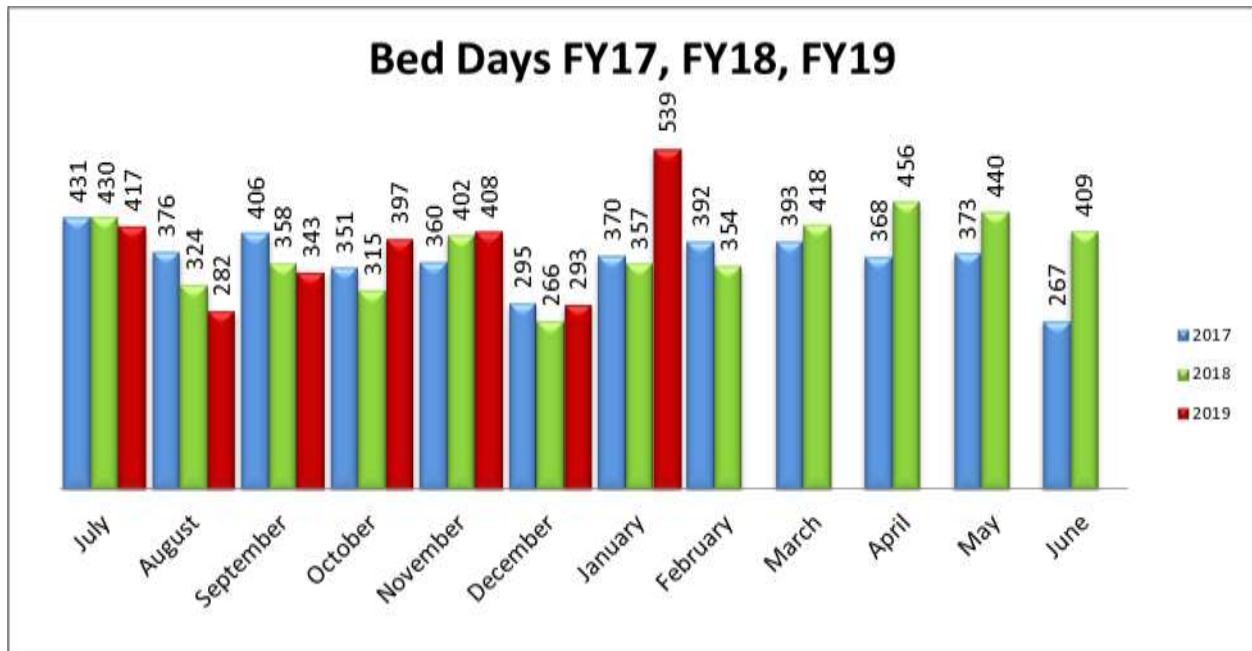


Inpatient Psychiatry

Following graph represents Adult and Youth Clients admitted to inpatient psychiatric units for the last 19 months (FY2018 to FY2019). Blue bars represent adults and green represents youth.



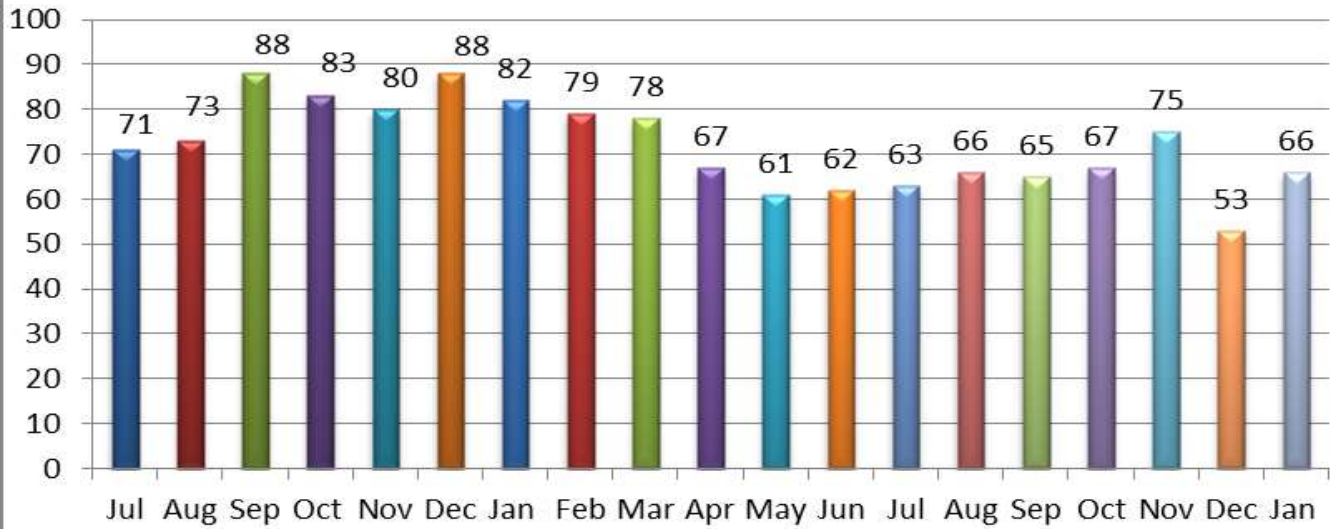
The following graph illustrates the total number of inpatient psychiatric bed days used for WMH clients during each month of the last two fiscal years and FY 2019. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however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

IRT Bed Day Capacity Percentage

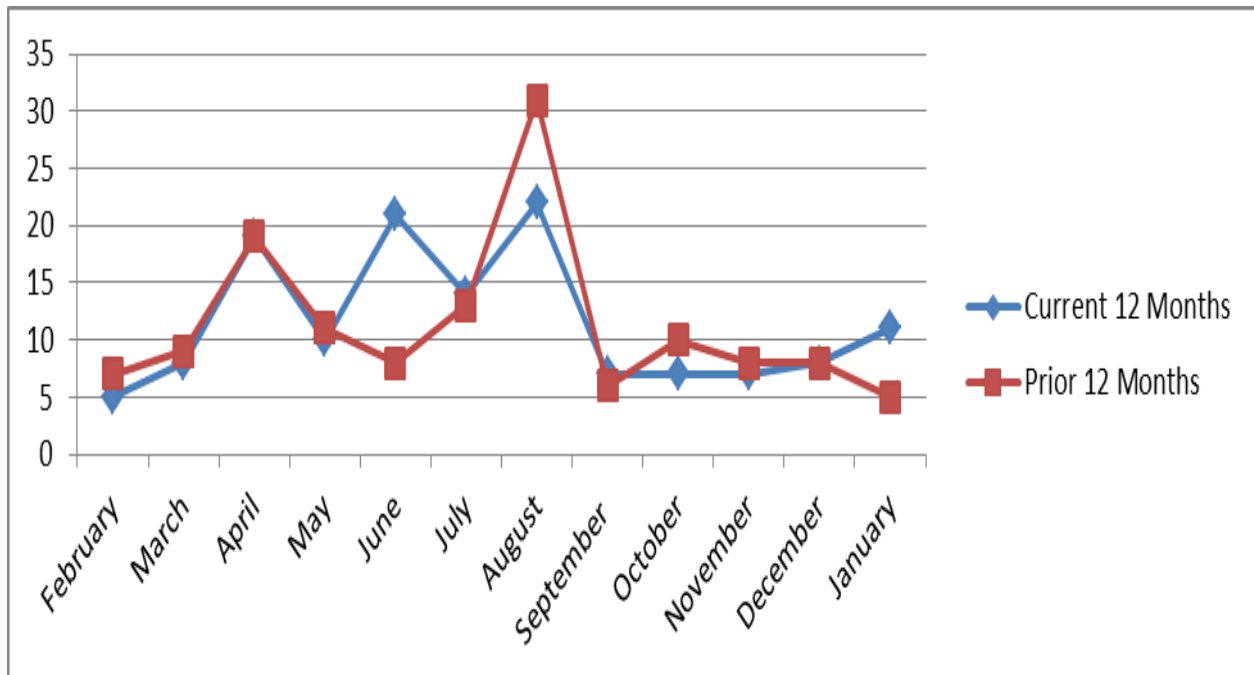


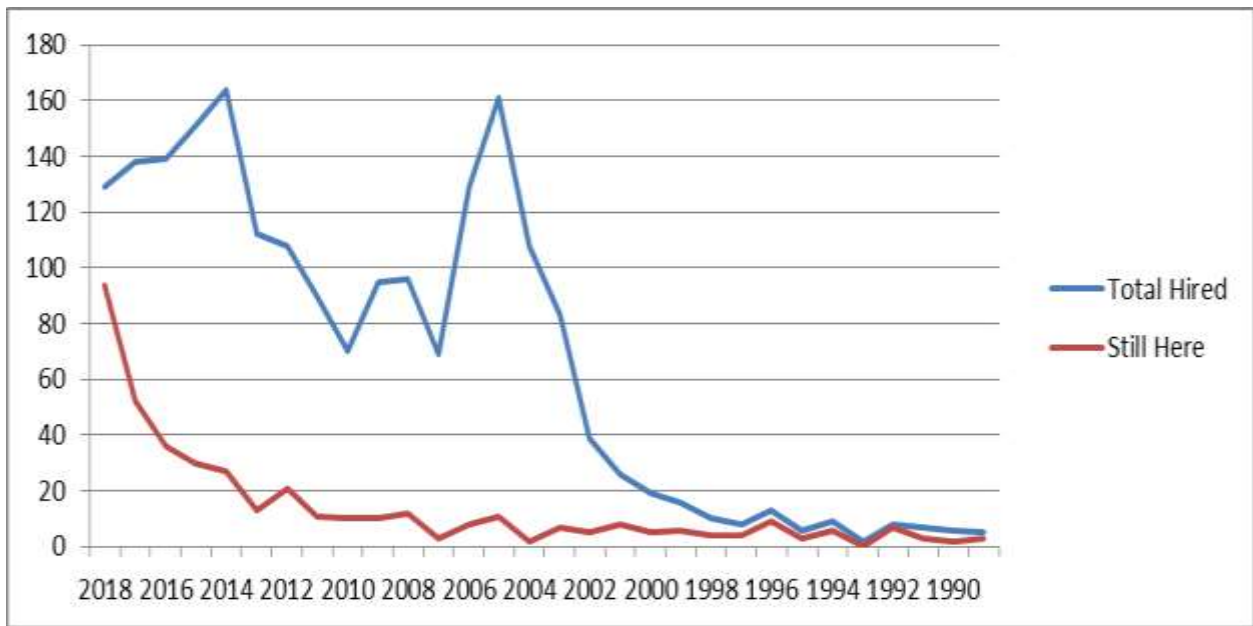
Human Resources

Employee Turnover

We ran a report for the last 30 years to see how many people will earn their tenure awards this year and to see how we are doing at retaining employees from year to year. In 2001 we started a very steep increase in hiring but our retention really lagged behind.

Terminations by Month





Recruitment

The average rank will be a number greater than 1 with the understanding that as the number is larger than 1, we are not actually onboarding our top candidate. The average step is of interest to me as it points out the prior experience of the starting employee. I would expect the average step to jump around from month to month depending on if we are hiring more entry level positions vs management.

	Positions Filled	Average Selection Ranking	Average Step	Average Days Posted	Average Days From Posting to Selection	Average Days from Posting to Start Date
January	10	1.00	4.66	41.4	46.7	61.6
February	4	1	1.66	75.25	80.25	92.75
March	6	1.4	5.00	13.2	20.6	46
April	13	1.54	2	19.6	32.2	45.7
May	11	1.2	3.66	9.71	14	24.86
June	22	1.09	2.9	8.4	15	29.77
July	13	1.09	3.36	14.54	20.67	67.92
August	21	1.11	3.5	20.6	37.1	65.8
September	30	1.13	2.3	22.1	27.3	37.8
October	13	1.14	4.7	32.6	39.32	52.4
November	5	1.2	4.4	12.8	19.7	24
December	11	1	2.7	40.2	44.3	53.9
January	11	1.1	4.1	25.5	65.5	75.1
Average	13.08	1.15	3.46	25.84	35.59	52.12

Accounting Department

Melanie Wilson started in her part-time position to perform contract billing replacing Cade Thomas. She has been trained and procedures have been updated. Doralia, Rebekah and Melanie met to discuss new contracts and redistribution of existing contracts. There will likely be further reassignment of some contracts over the next couple of months. Questions regarding contracts have been taken to the electronic records meeting for clarification.

New contracts:

UPP - Health Integration Grant: Still in the works. We need to get more information.

MCOT - Crisis Mobile Outreach team - New contract, we need to meet with everyone involved to learn and plan for it. Currently assigned to Rebekah to bill (February development - We have met with Catherine, Kip, Juergen, and Doran to plan. We will keep this program in the Crisis Department (450) and Bridge (452). Doran indicated that we have to bill employee time. A contract code and timesheet code will be created to distinguish what services will be used to calculate the percentage of non-Medicaid time to be billed for employees time.)

Junction Programming Changes/Updates

- Junction programmers are beginning to look at the collections process and how to update the current process. Collaboration meeting occurred, but not much else has happened.
- 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 and continue through February 2019.
- We continue to work with Junction programmers on the report for Electronic Remittance Advices (ERA). We are hoping that this will eliminate the need for the stand-alone product EasyPrint. We are using EasyPrint for all ERAs, despite it being designed just for Medicare remittances. This has caused some problems as not all information is included on the EasyPrint ERA.

IT Department

- Junction programmers are working on creating a validation algorithm to detect overlapping provider time. Weber Human Services also has the same problem and based on input from both centers, this programming task is a top priority item. Estimated time for completion of programming is during the first week or two of February.
- As Mel and Julie visit programs and train on the use of the group reporting module, they continue to collect feedback on enhancements users would like to see. Several changes were made to the group reporting module's search function including, but not limited, placing a \$ sign on locked notes to indicated it's been through billing, the user name will appear by default based on who is logged into Junction and allowing users to search for groups by using the group id number or group name.
- The SDS user group participated in a teleconference call with the Junction programmers and reviewed changes to the SDS module. Programmers are working to convert the old module, which was creating using programming language from 15 years ago, to a web-based program.