

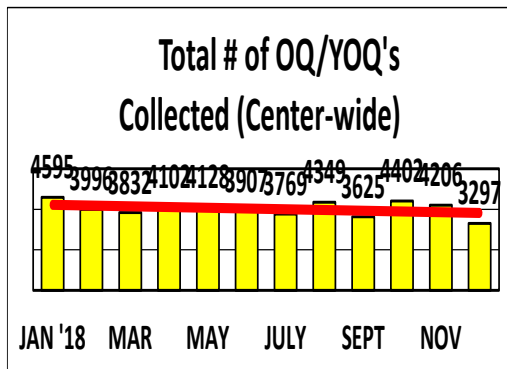
Wasatch Mental Health

Briefing Report

January 2019

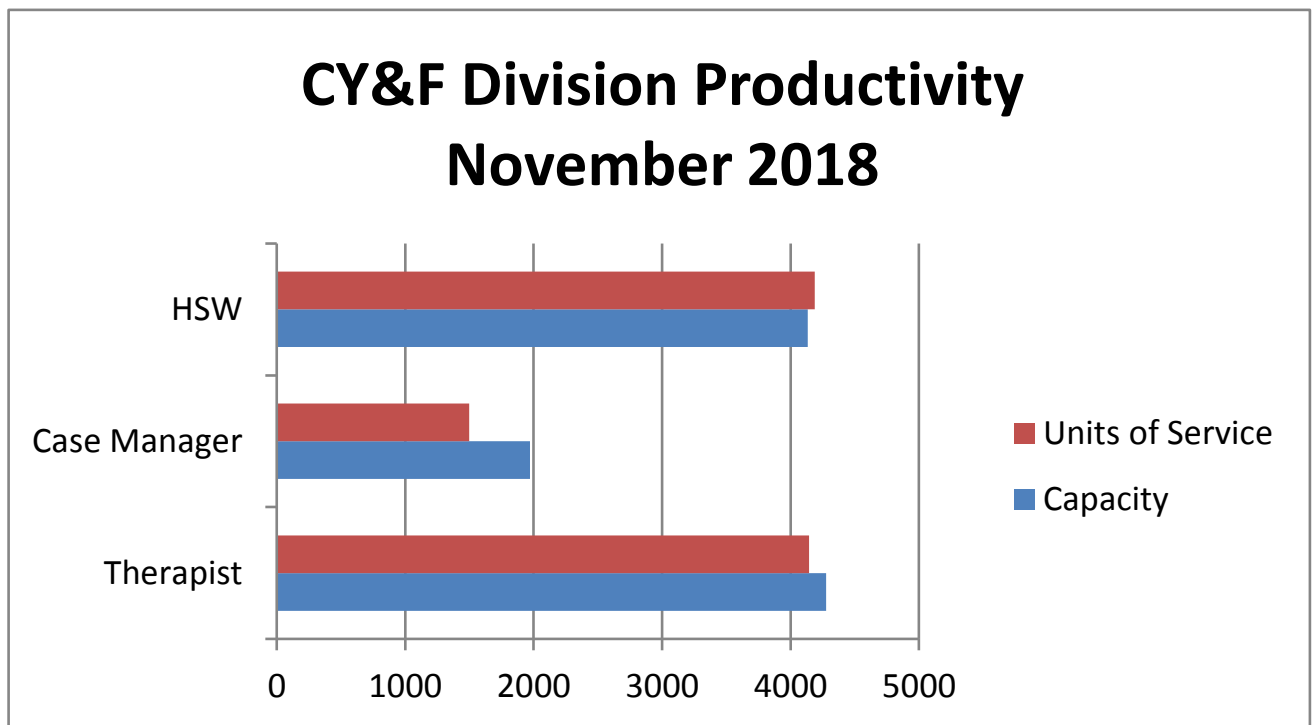
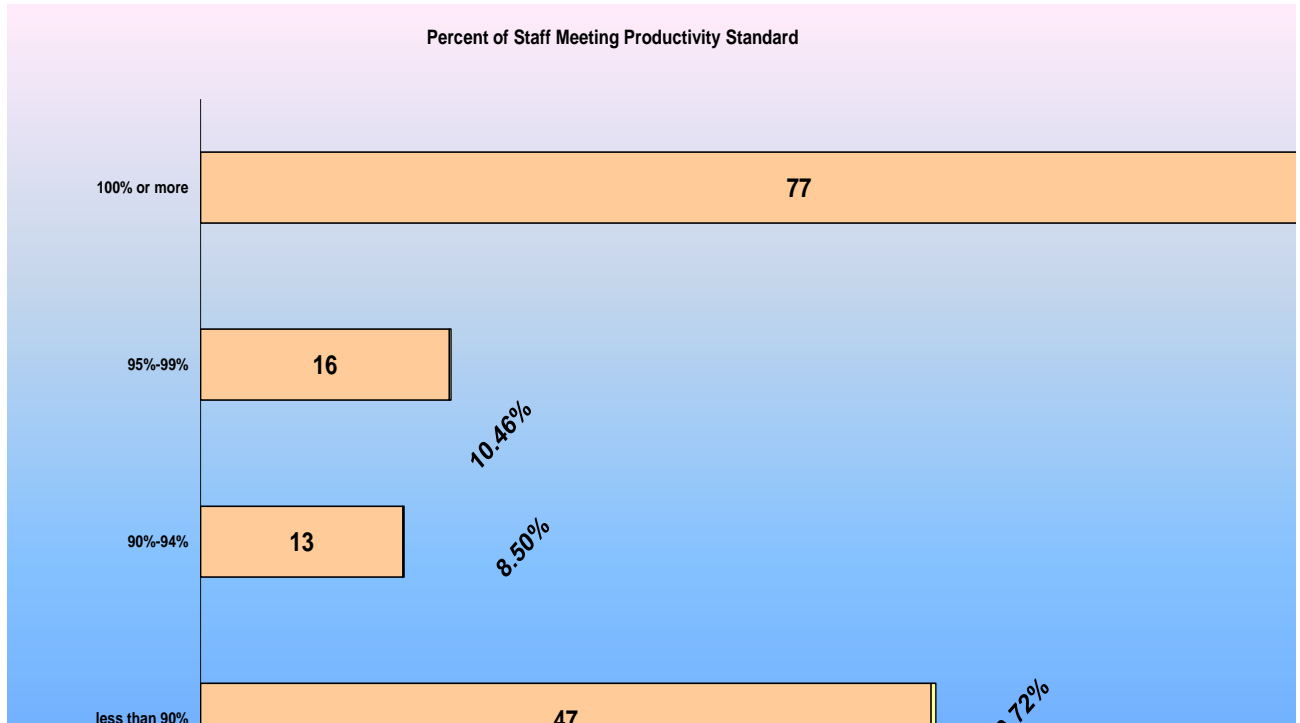
With Medicaid Expansion and the legislative session on the horizon, we have worked with our Utah Behavioral Healthcare Committee (UBHC) and Utah State Medicaid to talk about how to best meet the challenge to provide services to the new Medicaid eligibles. Utah State Medicaid indicated a preference to provide services under an “integrate model” where all funds would be directed to the Accountable Care Organizations (ACOs) which then would be responsible for the physical and behavioral healthcare. (Currently, behavioral healthcare services are “carved-out” to the respective counties). At this point, it appears that the ACOs are not able to take on the provision of behavioral health services. Therefore, Medicaid is discussing the option to offer a FFS (fee-for-service) benefit or add the new enrollees to our PMHP (Prepaid Mental Health Plan). For our system, the longevity of any interim solution is of vital importance as we likely will need to increase our service capacity to meet the need should Medicaid enroll the new enrollees in the PMHP plan. Currently, we have weekly teleconference scheduled with Medicaid to address these issues.

Following a report of the Y/OQ protocols collected center wide.



Children and Family Services Division

Performance Indicators



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.

Highlights

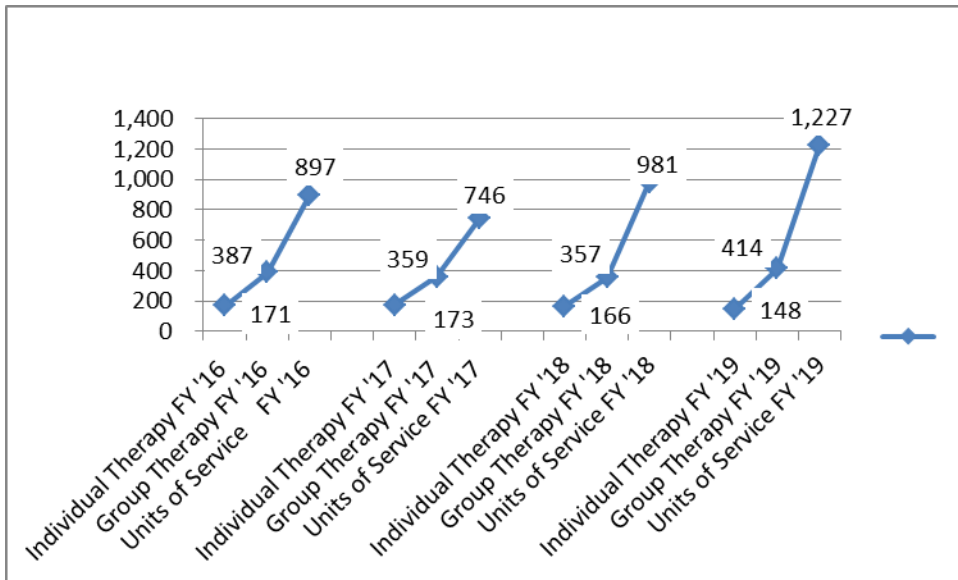
- The Regional Coordination Meeting was held Monday December 3, 2018. We were able to discuss the high census at Vantage Point and the need to serve more youth. The team was able to meet with the Juvenile Court judges at their monthly bench meeting to present the data and ask for their support. We were able to do so and came away with their support. We were invited to attend the Court Improvement meeting January 18 to present the proposal to all agency representatives. Ann Williamson was invited to attend as this is a follow-up from the last meeting.
- We are going forward with the School Based telehealth grant in choosing ZOOM as our telehealth provider.
- We had another successful center wide holiday luncheon at the Utah Valley Convention Center. We want to thank our administration for the opportunity to meet together.

December Unduplicated Clients served in Family and Specialty clinics:

Clinic	Adults	Youth	Total
PFC	75	481	556
Payson	111	261	372
AFFC	219	431	650
WCFC	168	59	227
WFC	552	28	580
Med Services	932	163	1095
Psych Services	74	107	181

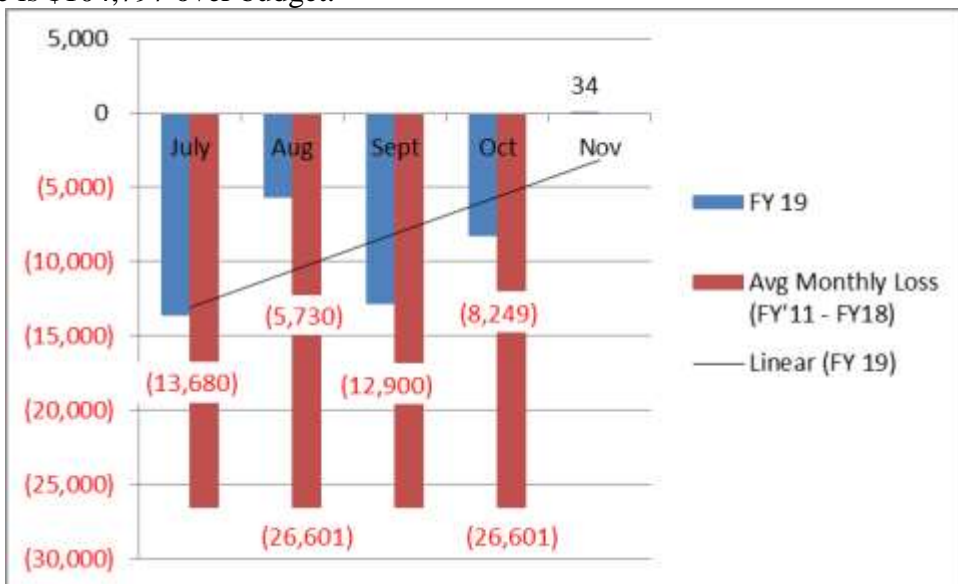
New Vista Youth Services

DECEMBER REPORT: December marks the half way point for Fiscal Year 2019. This first 6 months New Vista has seen a steady and significant increase in our key economic and programmatic indicators. The graph below shows the averages for Units of Service, Individual therapy and Group therapy for the same period of time, July through December for the past four years, for comparison. We have more youth enrolled in services at New Vista, we are keeping our clinical staff at or above 100% productivity and our line staff are doing an outstanding job reaching and teaching our youth the skills they need to be successful.

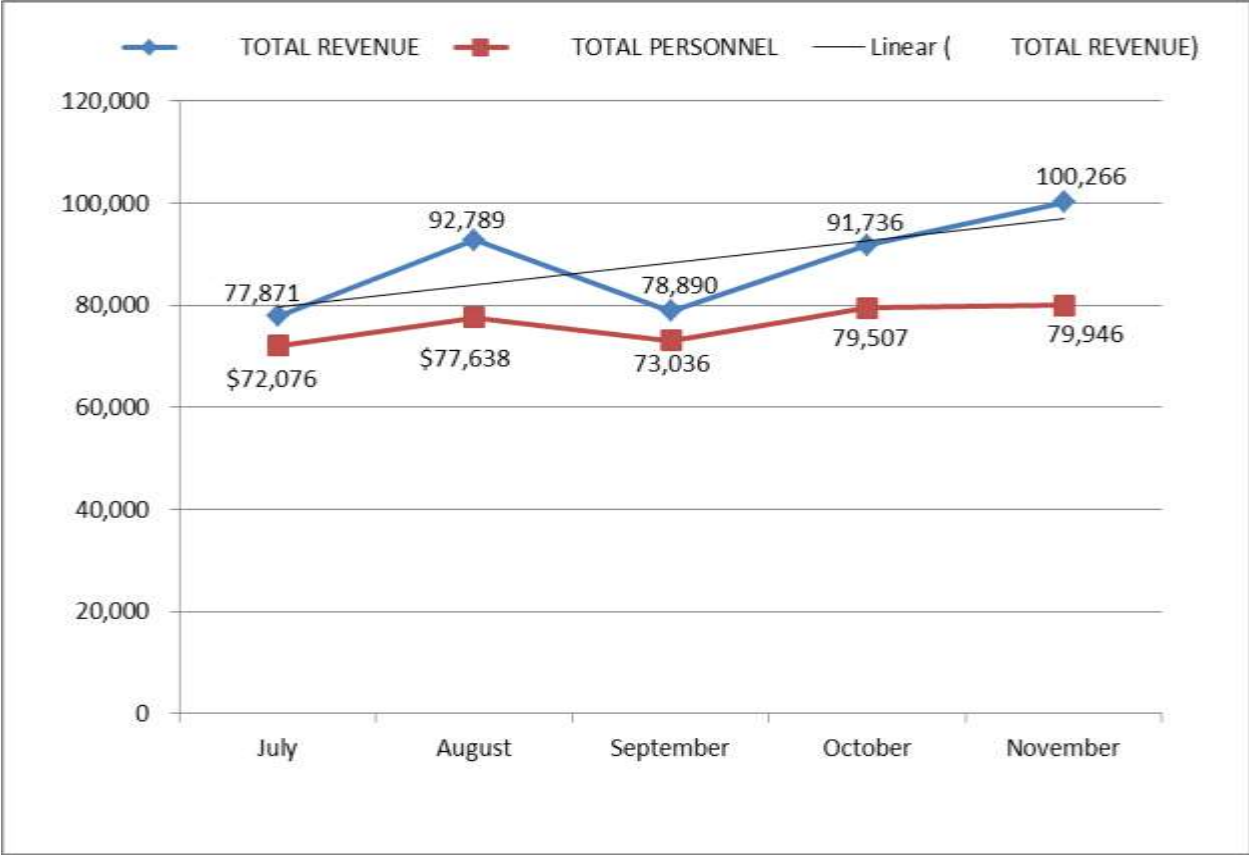


NEW VISTA FINANCIAL REPORT

In November our Revenue was over \$3,000 in the **BLACK**. For the current fiscal year (19) our revenue is \$104,797 over budget.

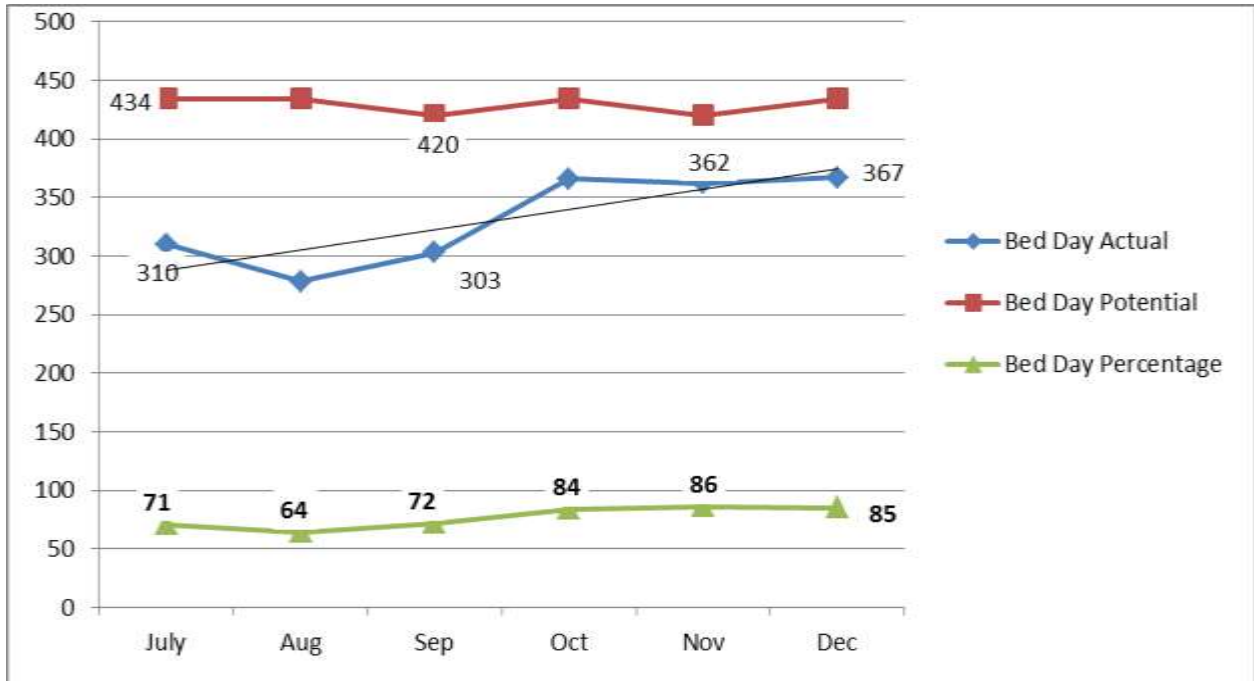


As seen in this graph our revenue continues to show improvement. Our total revenue was over \$100,000 for only the second time since 2010. Our personnel costs have remained fairly level for the past four months. And the revenue trend line continues to climb.



Aspire Academy

DECEMBER REPORT: For the first half of this year we have been able to maintain our occupancy for the past three months. We are at 85% for December and have experienced several new referrals and have accepted three new girls into our program at Aspire.



ASPIRE ACADEMY FINANCIAL REPORT

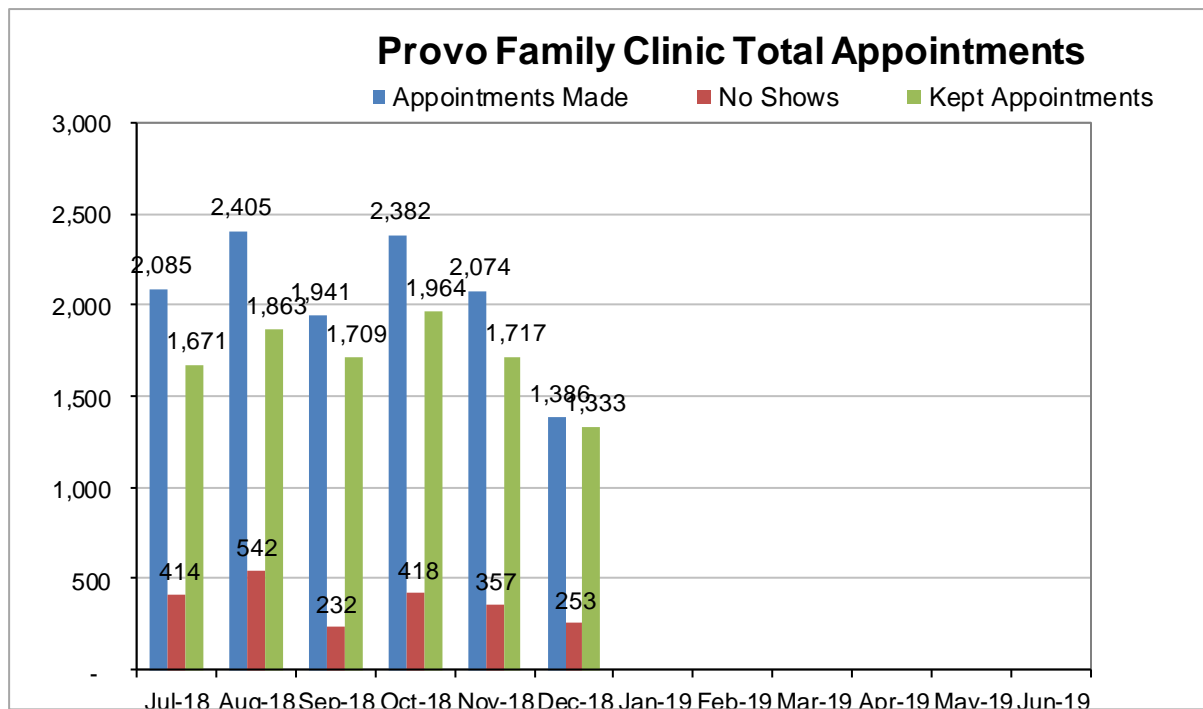
Because our occupancy was 86% in December our financial income was the healthiest since July 2016. While we are still seeing a rollercoaster we are at a high in our occupancy and profitability.



- We currently have 12 residents at Aspire. We are staffed with 16 HSW’s, 2 full time therapists, and 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. The 1 resident who was discharged came from to us from Systems of Care and was discharged back into family home. She is continuing her family therapy and individual therapy with Wasatch Mental Health Outpatient Services. The other resident was able to successfully step down into to her pervious foster care placement prior to being admitted to Aspire, and the other resident stepped down into a level 3 foster home.
- In December, the girls had a great time getting into the spirit of Christmas. We picked out a Christmas tree from a local family Christmas tree vendor, we made our own personalized Christmas tree ornaments, and each girl got to buy and wrap a Christmas present for their family member.
- This month we have also been focusing on self-care and the benefits of it. At Aspire we have encouraged our girls to practice self-care. We have reinforced with the girls 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



It is notable that despite less total clients seen in December (office closed 7 working days), our attendance rates were average for existing clients and phenomenal for new intakes.

Monthly Total OQ and YOQ

Adult -	35
Children/Youth-	<u>453</u>
Total-	488

Financial Status/Executive Director Information

Through November 30, 2018 PFC's budget shows a profit of: **\$63,113**

Stride

Stride Program Discharges:

North County Stride:	0 graduations
Provo Older Stride:	1 graduation
Provo Younger Stride:	4 graduations
Payson Stride:	1 graduation

Financial Status

Through November 30, 2018, Stride's budget shows a profit of: **\$21,191**
Through November 30, 2018, XCEL's budget shows a loss of: **(\$5,780)**

GIANT Steps

Highlights & Program Updates

- Giant Steps held its annual Christmas Program which was very well attended. We sincerely appreciated the attendance of several members of the Wasatch Mental Health Executive Committee as well as that of Commissioner Bill Lee.
- The Giant Steps waiting list currently includes 151 children, 35 of which have Medicaid insurance.

Positive Comments from Families

- An aunt of one of our Giant Steps clients sent us a note: "I've been impressed with how much progress [he] has made. I used to try to read books [with him] and he would only sit for one page. Now he will sit the whole time while I read and he continues to show interest. I think that is so cool! You are doing amazing work with him."
- Several grandparents at the Christmas Program personally expressed how amazed they were with the progress their grandchildren had made since starting Giant Steps.

Upcoming Dates / Events

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

Billable Units of Service

Current Month – 17,134 units of service were provided to Giant Steps clients/families.

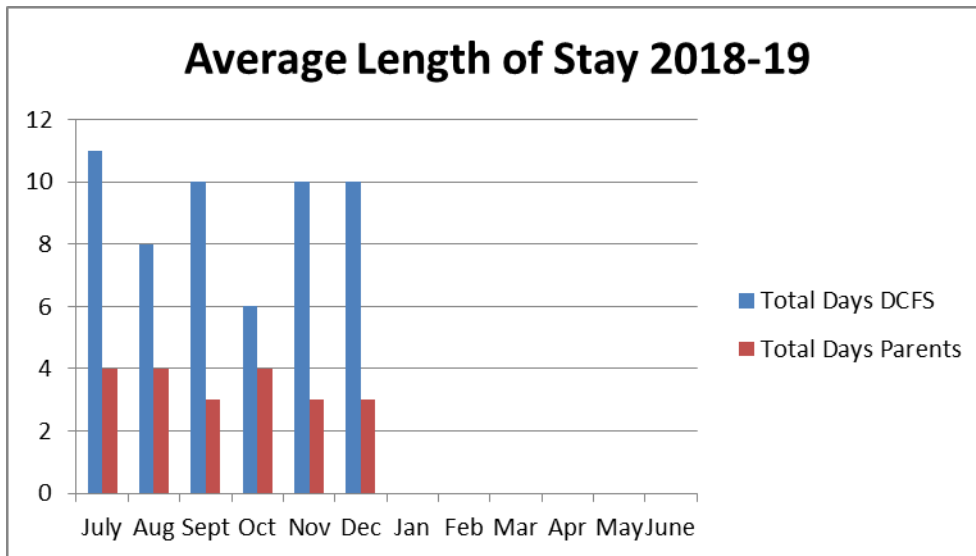
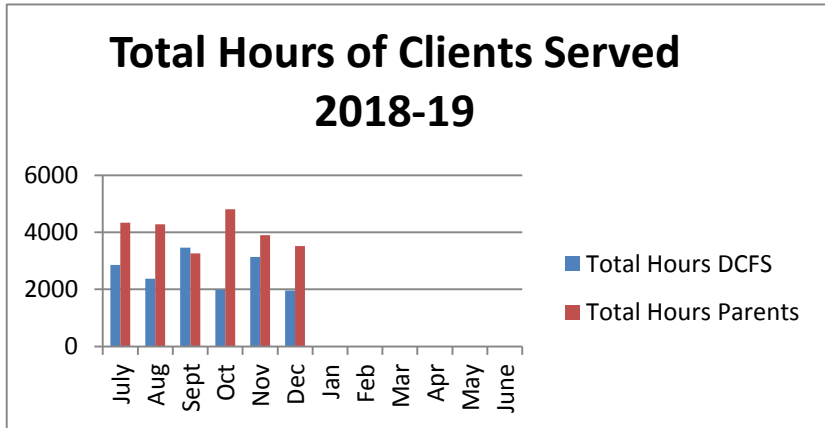
Last Year Comparison – 11,553 units of service were provided in the same month last year.

Units of services this month were almost 24% more than expected compared to the last two Decembers. (After taking into account the expected additional services from the new classroom.)

Financial Information

Fiscal Year-to-Date Income Gain (Loss)* – (\$102,513.70)

Vantage Point



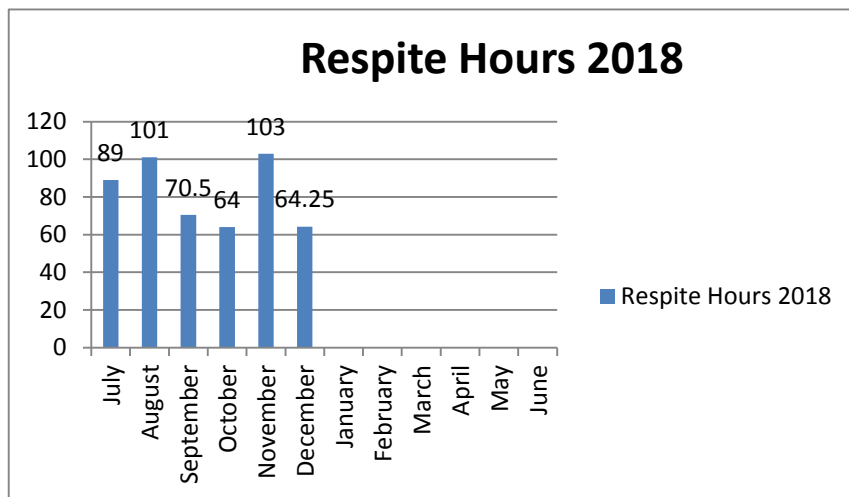
Turn Away Stats

Accept:	60
Reasons:	
Full on Boys:	3
Full on Girls:	3
Cannot accept another 1-1	2
Decided not to come	14
Refer to Crisis:	2

CY FAST- Respite

Success story:

- An LGBTQ teenager was struggling with depression and anxiety and having difficulty stabilizing after a suicide attempt and subsequent inpatient hospitalization. Through use of the CYFAST grant, they have been able to find healthy coping strategies, resolve family conflicts, and the youth has gone a whole year without a crisis or inpatient admission. The family repeatedly reported how grateful they were for the CYFAST grant and the counseling it provided to help stabilize their family.
- A 5 year old child has received in-home supports to help parents manage his violent outbursts. Through collaboration with his DCFS team, the parents have reported an increase in confidence in managing the child's trauma triggers and strong emotions. Despite set-backs, the parents have reported that they are more hopeful in helping their child and have learned new tools to help empower them through the family adjustment.



CY FAST currently is serving **73** ongoing cases. 13 Respite families

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

Prevention and Recovery for Early Psychosis (PREP)

- A PREP client has been doing well in high school and holding down a job. He started with our program a little less than a year ago and since he has been with us, he has turned around completely and is just succeeding 100%

Number of total unduplicated clients served last month: 56

Number of OQ/ YOQs administered: 77

Number of unduplicated clients who completed an OO/YOO: 56

American Fork Family Clinic (AFFC) & School Based Services

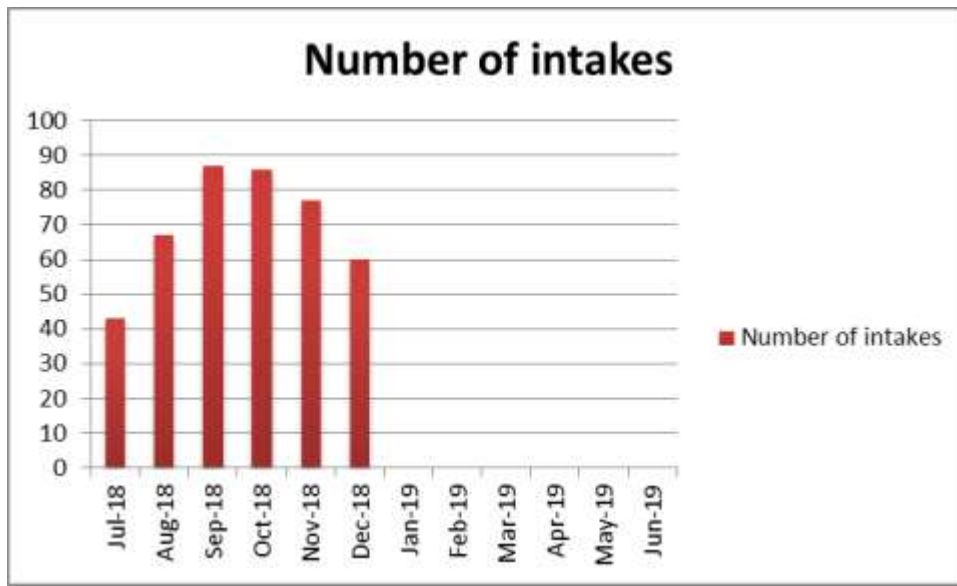
Total # of clients served last month: Total: 650 Adult: 219 Youth: 431

Number of YOQs/OQs administered: YOQs: 350 OQs: 138

Unduplicated number of YOQs/OQs: YOQs: 244 OQs: 97

Economic Stability

We have done 123 more intakes July-Dec 2018 than we did July-Dec 2017.



CIT Academy

We are looking at May 2019 for our next CIT Academy. A CIT meeting is being held Friday, January 11 to discuss and plan for the upcoming academy.

Payson Family Clinic & School Based Services

Successes

- From Parenting the Traumatized Child class: “I feel refreshed and like I can really do this, before this class I felt overwhelmed and didn’t know where to begin to help my kids get the love, support and attention they need. It helped me get the support and resources I needed to keep myself in a good state to help them.”

of clients served last month: Total: 372 Adult: 111 Youth: 261

Number of YOQs/OQs administered: YOQs: 259 OQs: 119

Unduplicated number of YOQs/OQs: YOQs: 201 OQs: 84

Wasatch County Family Clinic

Total Unduplicated Clients Served in November: 227

Adults: 168

Youth: 59

November Total Monthly Intakes: 27

November Med Appointments with MD: 54

November Therapist Appointments: 300

November Case Management Contacts: 53

Number of YOQs/OQs administered: YOQs: 52 OQs: 170

Unduplicated number of YOQs/OQs: YOQs: 43 OQs: 105

Groups at WCFC

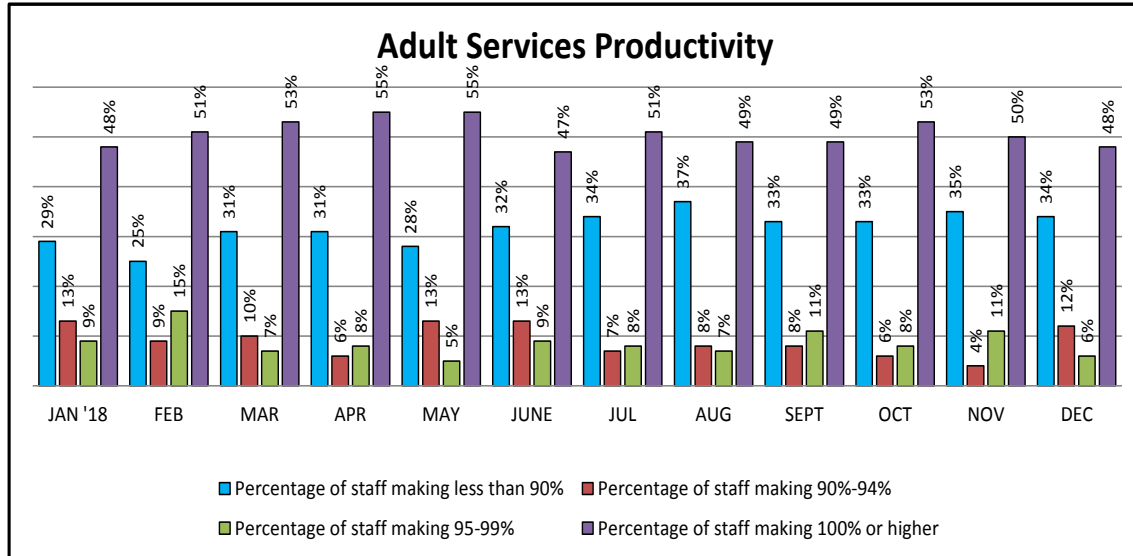
- Recovery Day Tx
- Summer School Program
- Drug Court Group
- Gender Specific Male and Female SA groups
- Relapse Prevention
- Thinking Errors
- Anger Management
- MRT
- Prime For Life
- Teen Prevention
- Alumni Group
- Strengthening Families
- Mind over Matter
- Alumni Group
- SMART Recovery

Leadership/Allied Agency Participation/Initiatives/Success

- We appreciate the participation of Mike Davis in our Program Manager interview process.

- January 1, 2019 Richard Hatch officially retired as the program Manager of the Wasatch County Family Clinic. We appreciate that he greatly advanced the clinic in every aspect: clinical skills and expertise, prevention, community relationships and collaboration. He truly was an asset to our team.

Adult & Family Services Division



OQ/YOQ Administration

Number of total unduplicated clients served last month: 3779

Adult Clients Served 2227

Child/Youth Clients Served 1552

Number of OQ/ YOQs administered: 3194

Adult & Family Services Division 1246

Youth & Family Services Division 1948

Number of unduplicated clients who completed an OQ/YOQ:

Adult & Family Services 871

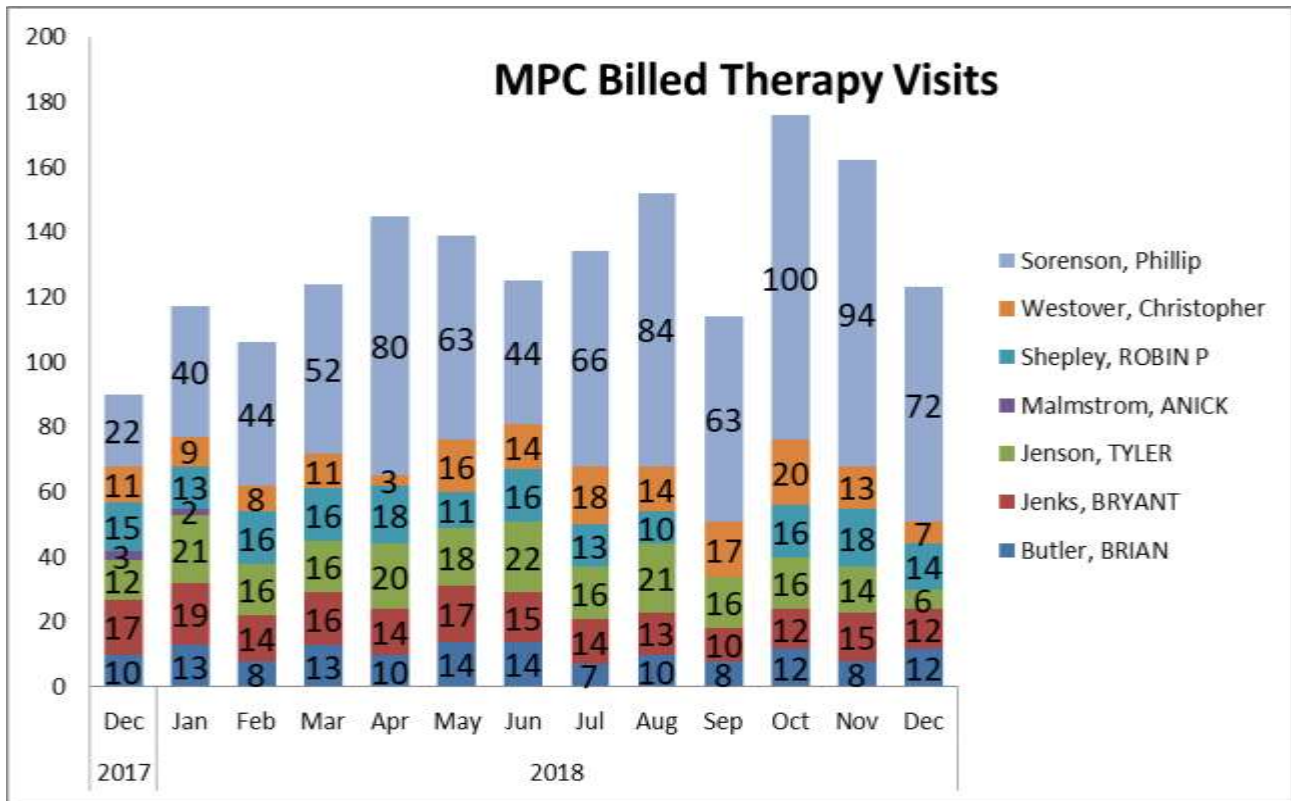
Youth & Family Services 1289

Total 2160

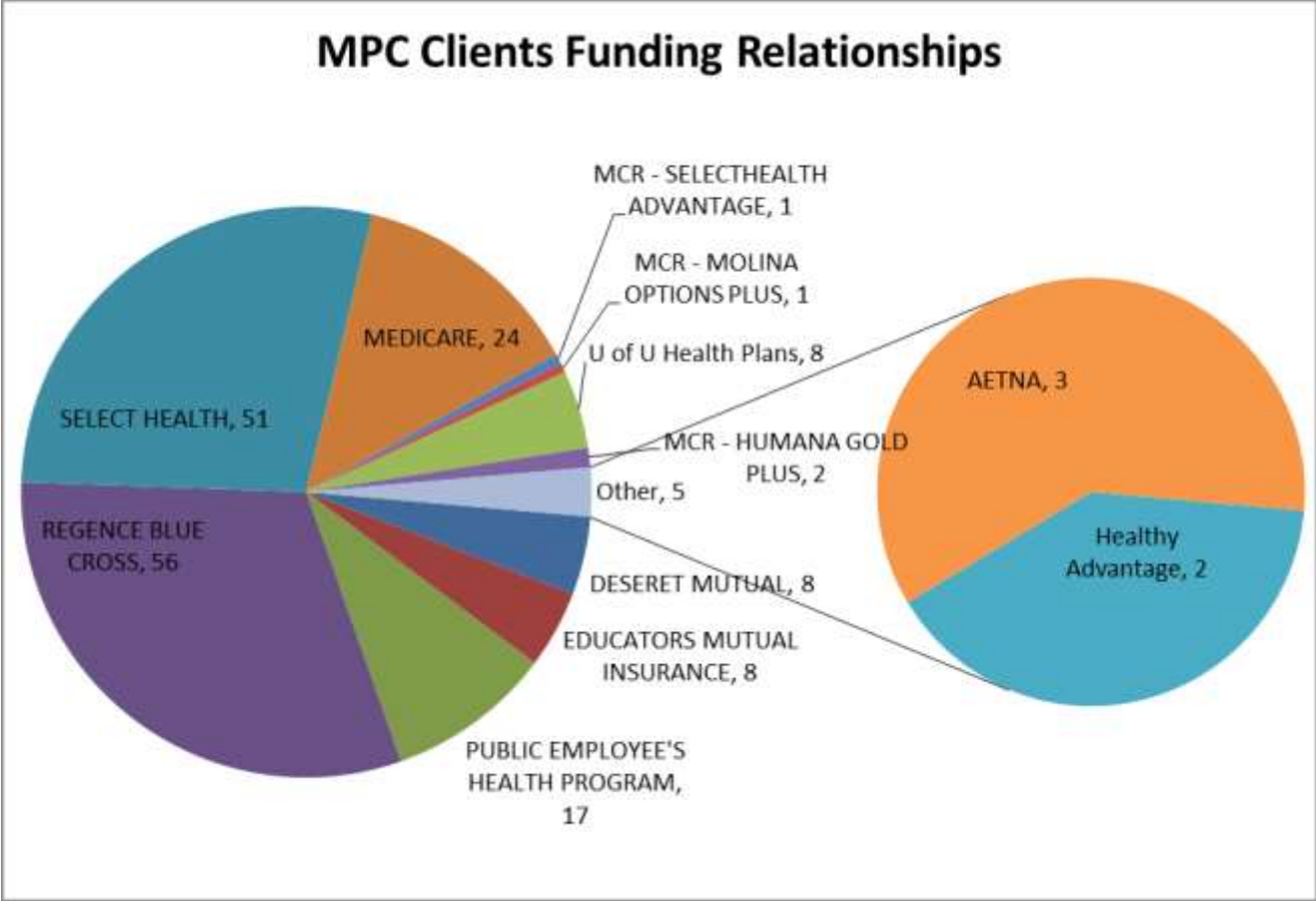
% of Unduplicated Clients Completing an OQ/YOQ 57%

Mountain Peaks Counseling

Below is a new graph indicating the therapy sessions completed by therapist:



Below is a graph of the insurances that we take and the number of clients with insurance. The “Other” section is broken out to show the specifics of “other”. For the purposes of this report, I did not include miscellaneous insurances or payor sources that only have 1 -2 clients, making the chart more clear.



Leadership/Allied Agency Participation/Initiatives/Successes

- We have learned that Molina Market Place insurance is back in Utah as of January 1st. Jennifer is looking into making sure our clinicians are credentialed as many still are paneled. This is good news if others signed up in Market place as Molina was our biggest provider in 2017. It is in our best interest that our clinicians are paneled so we can take the referrals.
- Brooke and Phil worked together and designed a brochure for Mt Peaks to be able to distribute to our community partners and for clients to have.
- Phil continues to stay at an average of 99% productivity for 3 months now and he is very busy. We will review this pattern at the end of January and consider requesting another full time therapist.

<u>Number of OQ/YOQs administered:</u>	113
<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	69
<u>Number of unduplicated clients served :</u>	94 (13 were youth)

Westpark Family Clinic & Representative Payee Services

- In December, PASRR staff completed 75 PASRRs for a generated revenue of \$26,793.
- WMH PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In December, PASRR staff completed 12 IDRC PASRRs for a generated revenue of \$2,769.90.
- The number of OQ/YOQ questionnaires collected in WFC decreased this month consistently with traditional seasonal reduction.
- 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 15 out of 16 cases for a sample administration rate of 93.75%. 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 15 out of 15 cases or 100% of the time.
- In an effort to increase the use of S.M.A.R.T. objectives on IRPs, WFC has been discussing the importance of using such objectives and providing training on how to do so in each of its weekly meetings. An audit of two notes per therapist for each therapist who sees clients in the WFC is being performed each month to determine whether or not the training and the reminders have been effective at improving the quality of objectives being used on the recovery plans of clients who are currently attending treatment. This month's audit showed that 81.25% of December's sample had at least one concrete and measurable objective on the recovery plan. This represents an increase of 6.25% compared to last month's audit.
- During the last quarter (beginning with the pay period starting on 9/29/2018 and ending with the pay period ending 12/22/2018), WFC staff with productivity standards achieved a total of 4460.08 productive hours, which equates to 98.6% of the department's cumulative productivity standard.
- During the same period of time, RPS staff with productivity standards achieved a total of 987.44 productive hours, which equates to 112.2% of the department's cumulative productivity standard.

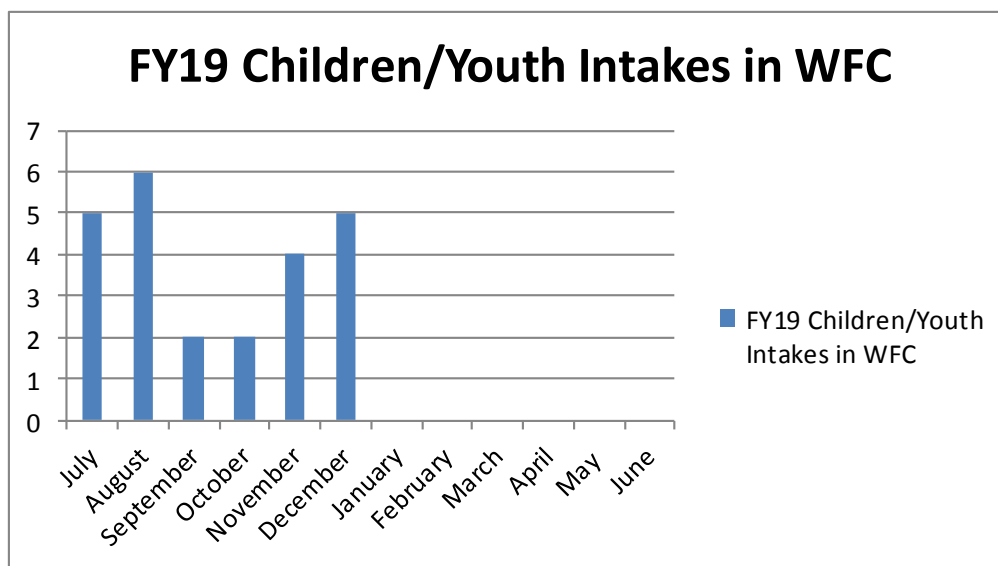
The following are the numbers from our three Mental Health Courts in Utah

Mental Health Courts in Utah County:	Number in the program:	Graduates:	New Clients Accepted:	Clients who dropped out or removed from program:
4 th District Court:	19	1	2	0

Provo Justice Court:	5	0	0	0
Orem Justice Court:	4	0	0	0

Leadership/Allied Agency Participation/Initiatives/Success:

- Our success story for this month comes from a therapist who runs the WFC DV group. She reported that client A made a speech to the group one day. Just prior to graduation, the client was giving their report to the group on “maintaining personal change” and said, “I would say (to others participating in the DV group) pay attention, read the work with yourself and significant other. Work on the flags TOGETHER would be the biggest thing. This is a great course and worth it if you do the work. My relationship with my wife as well as family members has gotten a lot better and they can see the change in me.”
- Since WFC became a family clinic we have been tracking the number of intakes performed for children and youth. The graph below is shown to demonstrate this growth.

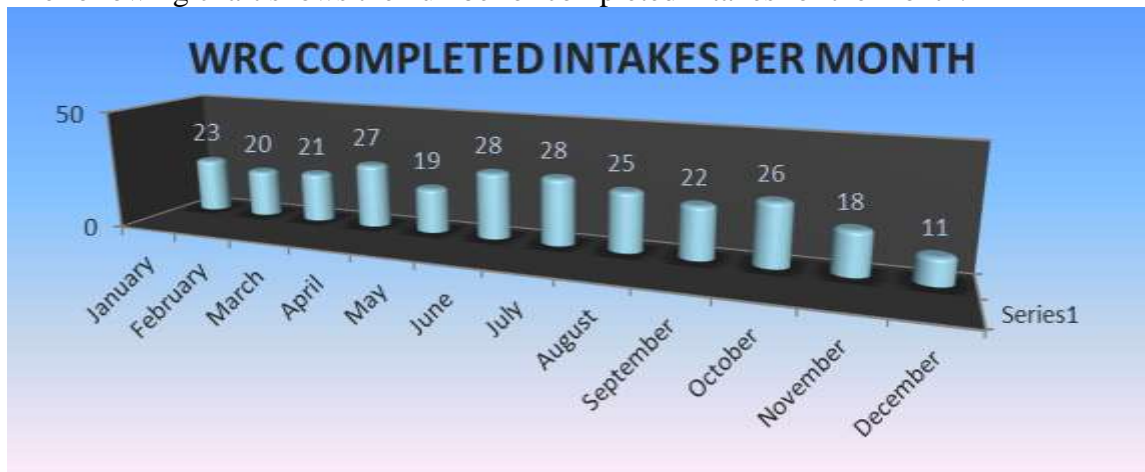


- As may be noted, we have lost 4 LCSWs and have so far replaced them with 1 LCSW. Due to the time of year and potential pool of candidates, it may be difficult for us to replace Julie with an LCSW so it may turn out that instead of having 4 out of five Medicare providers we will have 2 out of five. This creates a real challenge in managing all the Medicare clients that we treat.

Wellness Recovery Clinic

Performance Indicators

The following chart shows the number of completed intakes for the month.



Leadership/Allied Agency Participation/Initiatives/Success

Success story submitted by Tom Robertshaw:

- A client has been notified that she was approved for Medicaid. She asked to discuss a plan and was referred to enroll in the IHC plan. She asked about Medication costs, and we discussed copays. She was so happy she was shedding tears of joy. We discussed transitioning her to a program within WMH after she sees the psychiatrist here later this month for her last visit.

Number of total unduplicated clients served last month: 109

Number of OQ/ YOQs administered: 141

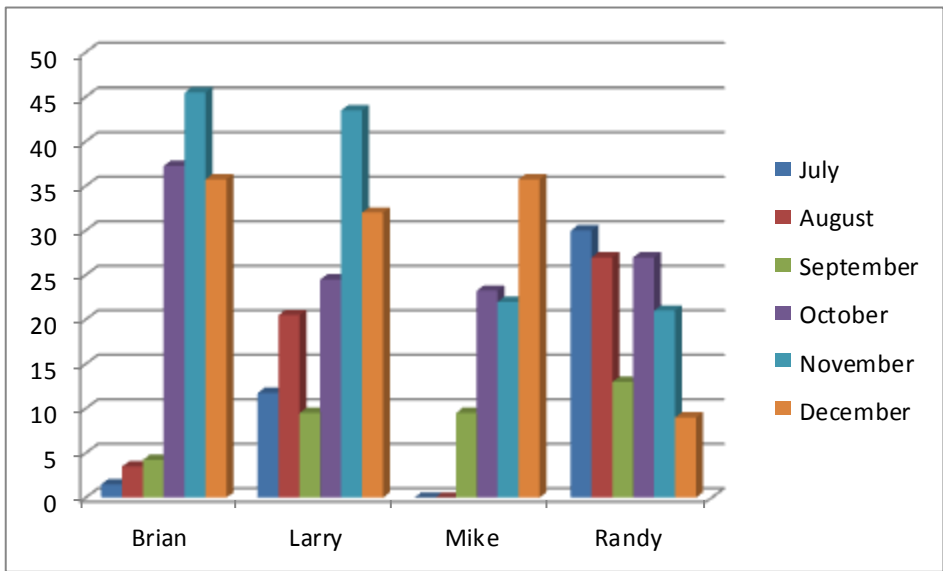
Number of unduplicated OQ/YOQ: 72

Medical Department

- The holiday closure went well for medical services. We appeared to be appropriately staffed with nurses, care team assistants, and a wellness coordinator. Youn Lee provided the prescriber clinics with a somewhat expanded schedule this year,

Psychological Testing/Interns/Form 20m

- January, as usual, is intern interview season. Although our number of applicants remained low this year, Randy reported satisfaction with the vast majority of applicants, and we will be interviewing our usual number, which is typically about 24. APPIC statistics evidently show the match rate is highest for a site that interviews 4-6 candidates per position. Interviewing 24 candidates puts us at the low end of this range at this time.
- Below is the table demonstrating the number of PT hours billed by each psychologist outside of PAS during the month of December. The end of the calendar year feels like a natural time to discontinue this portion of my report for Drs. Arnesen and Dunning at a minimum. As per usual, Dr. Pennington's PT hours reflect Form 20m evaluation time.



Outside Providers/Mountainlands

Mountainlands was open 16 days in December 2018

- % Appointments Kept---82%
- % Appointments Canceled---8%
- % Appointments Failed---10%
- % Appointments Kept Follow-up's---78%
- % Appointments Kept New Clients----22%

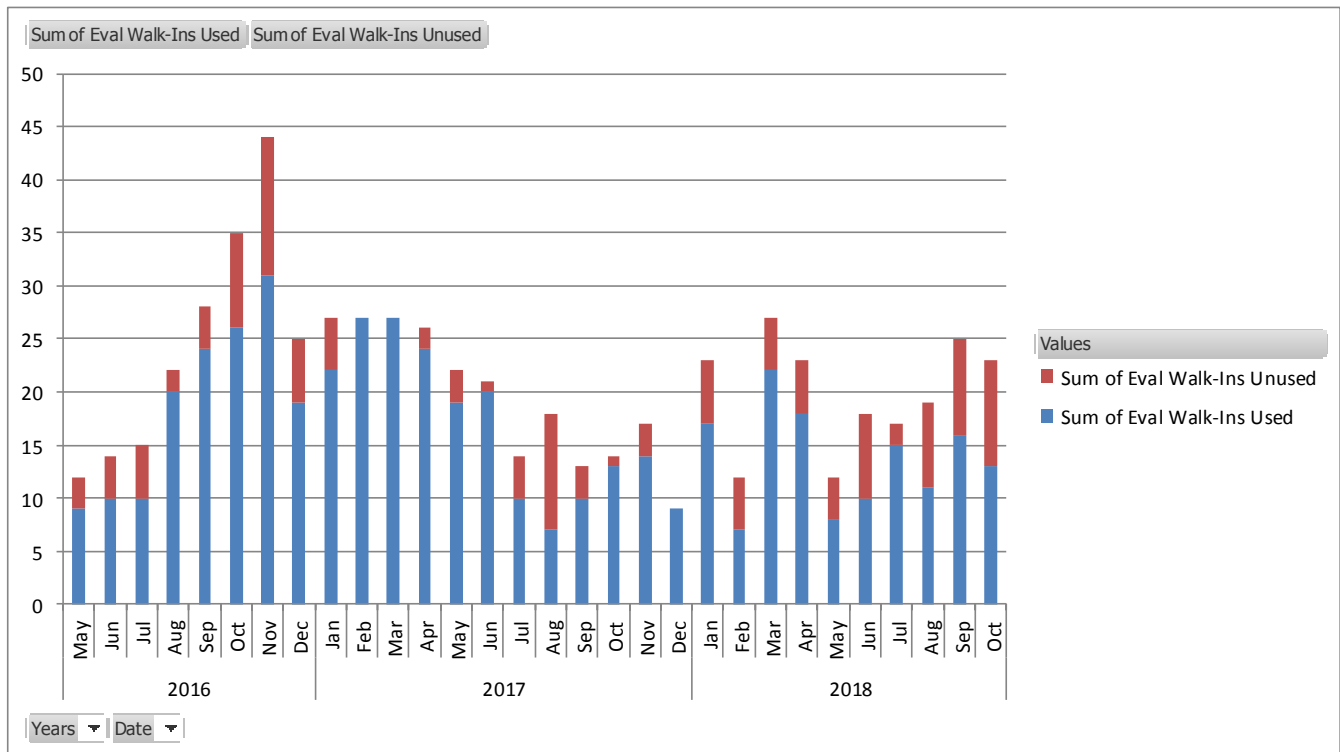
Summary---December saw a distinct drop in the number of appointments that were scheduled as we went from 6.2 per day in November to 3.8 per day in December. However, the percentage of appointments that were kept increased to 82% from 77% in November. We also increased kept new client appointments to 11, which is closer to the normal number of new referrals seen. Compared to December 2017, there was a 17% drop in the number of patients scheduled per day and a 14% drop in the number seen per day.

Cari did one outside provider audit for December: Counseling and Treatment Center of Utah---last audit it was found that they were not doing the SAM/LEIE searches, and that has been rectified this audit. However, last audit it was also reported to them that the Tx Plan review needs to contain a

progress section for the goals, and that has not been fixed. I spoke with Rick Biesinger and he will address this with the therapist and I will verify at next review that they have fixed this. Otherwise, client is making progress, which has been limited up until now so that is good!

Care Team Services

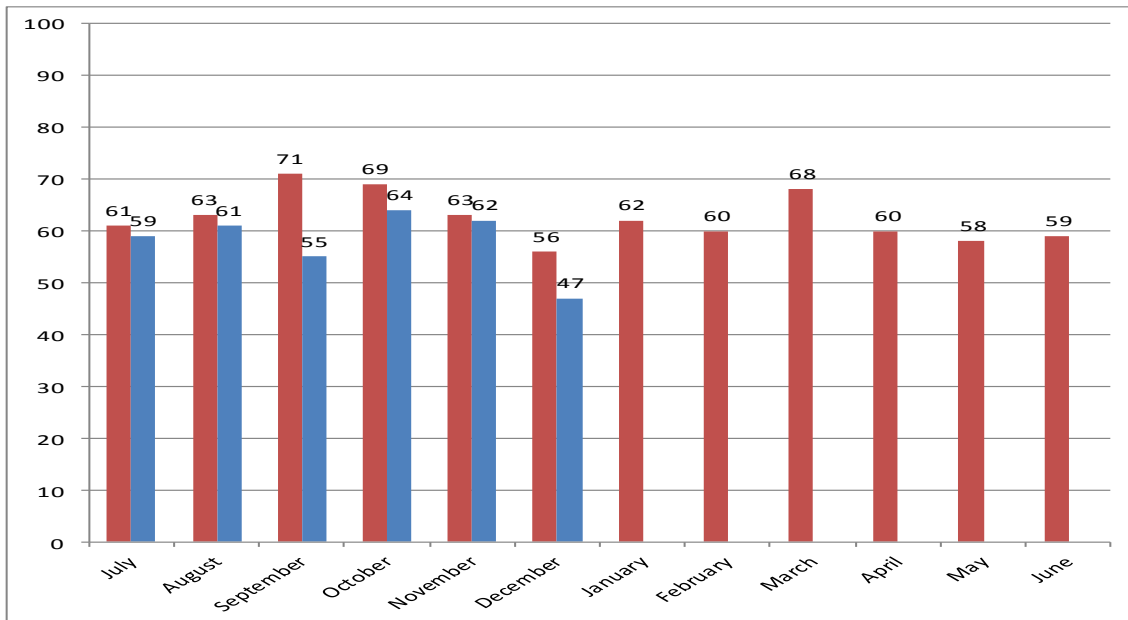
- Changes are afoot in care team services, as we will be losing two bilingual CTAs by the end of January. Our only remaining bilingual CTA is Rebecca, so we will be prioritizing the ability to speak Spanish during interviews and recruiting.



The graph above depicts the utilized and unutilized initial walk-in evaluation slots at the West Park medication management clinics.

Wasatch House

FY19 Average Daily Attendance (compared to FY18)



Leadership/Allied Agency Participation/Initiatives/Success

One member employed at a Supported Employment Placement at Ross Department Store reports the following:

“When I started coming back to Clubhouse, I didn’t want to work or participate. I changed my mind because Clubhouse helped to motivate me to want to work again. Clubhouse staff helped me to find a job at Ross. Working has helped me to be more active and be more grown up. I just got employee of the month and have been at Ross for 2 years now. I really like working there.”

Number of total unduplicated clients served last month: 127

Number of OQ/ YOQs administered: 43

Number of unduplicated clients who completed an OQ/YOQ: 38

WATCH/ /JTP Program

Unduplicated number of clients served in the WATCH Program:

- The WATCH program served 69 unduplicated individuals in December. JTP served 105 unduplicated individuals as well.

Leadership/Allied Agency Participation/Initiatives/Successes

- Our prescriber for WATCH and JTP, Lisa Olson, APRN also works at Alliance Behavioral Health part time. Each Christmas, her office does a gift drive for the homeless and donates a truckload of necessary clothing items to the WATCH and JTP programs. This is in addition to the Sub for Santa program that is done through Wasatch Mental Health. Our clients and staff are overwhelmed at the generosity shown through Alliance Behavioral Health and wish to thank them for their efforts.

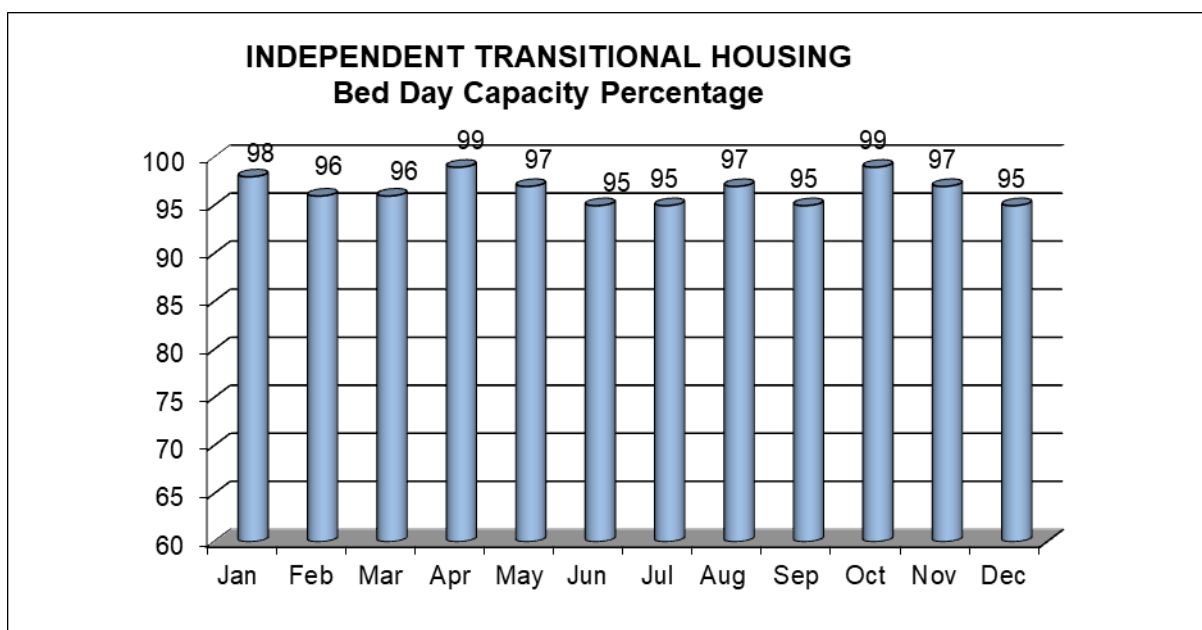
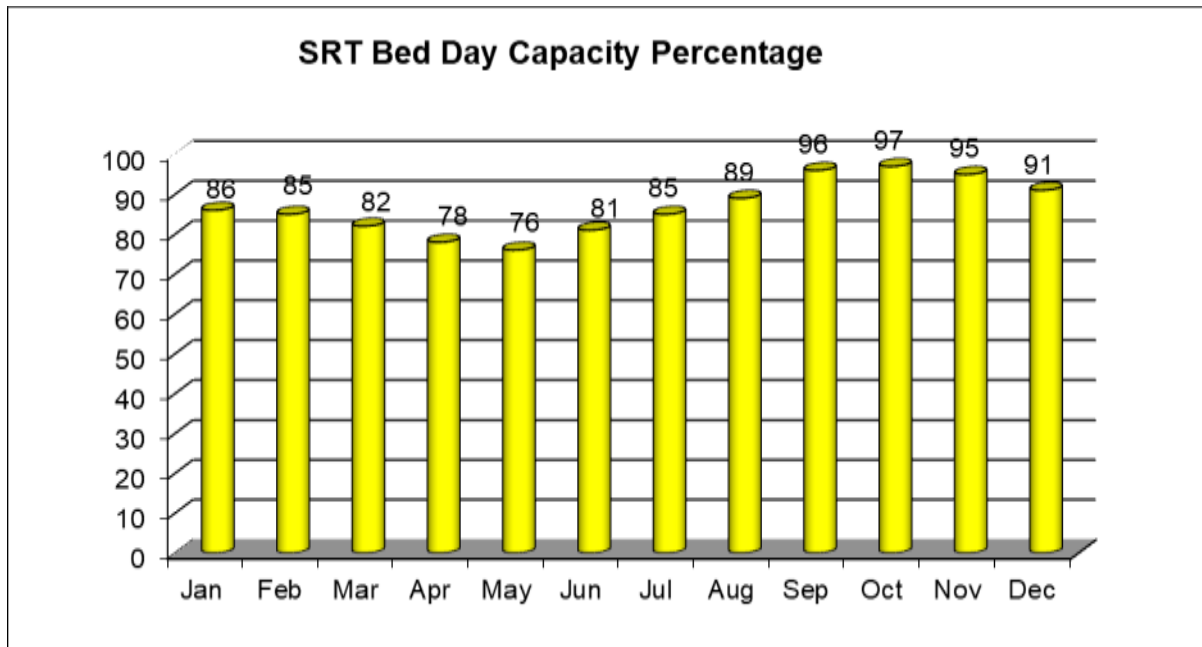
Financial Report

- In the month of December, \$3751 was spent in EMERGENCY SHELTER. In FY19, we spent a total of \$21,702 to house 60 unduplicated individuals for 483 nights of safe and secure shelter. The average length of stay is 8 nights per person. We expended 65.7 percent of funds for 50 percent of the year to date. Average cost per night is \$44.9. We expect this to go up to \$50/night as we use Skyline North more frequently since that is the cost that was negotiated.

Number of unduplicated clients who completed an OQ/YOQ:

- 24 of 169 clients served completed an OQ in December. These are generally WATCH/JTP clients coming in for a doctor’s appointment or therapy.

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

- The success story below reflects well, the hard work and commitment of our treatment teams. Tom Robertshaw is the case manager who worked so hard on this case and put up with a lot of undesirable and sometimes even threatening behavior . We do make a difference in people’s lives:
- We have a client in his 40's who has had a difficult life. He has been in prison in the distant past, he has a lot of pain related to skeletal issues. He has been literally homeless for the last few years, with no income after his General Assistance maxed out. He was offered an apartment rent-free three years ago, with all utilities included, and walked away from that chance, which he later regretted.
- His various diagnoses have been interesting to iron-out during the last 2-3 years. He had a diagnosis of antisocial personality disorder. He has had a lot of paranoia, but also some meth use and marijuana use. His mood was volatile, with anger outbursts, and walking out of services. He is treated with a long-acting injectable for psychosis, and his recent antidepressant pill has really made a big difference. He is just recently approved for SSDI and SSI retroactively to Dec. 2016, following a judicial ruling.
- He has been renting a room for the last few months, and with good behavior, has earned a lease from a landlord who "does not do leases."
- He comes in clean, with clean clothes and he has started smiling. He has developed trust in his treatment team. He states that the frequency of his meth use has diminished a lot, and I am hopeful he will quit entirely.
- We had another successful year with Sub for Santa! We were able to serve adult 236 clients. We were supported by many WMH employees, but I also want to recognize the following groups for their generous contributions: United Way, Ancestry, Provo Police Department, Spanish Fork Canyon Ward, Intermountain Healthcare- Care Management, and Jamison Search International.
- Provo Police Department helped with hygiene kit assembly and Sergeant Joe Otte also came and helped on the Saturday work day. We had 25 volunteers on Saturday that spent 4 hours assembling gift boxes. At WMH's Christmas Party, Provo Police and Fire Department presented us with a \$1500 check to be used for next year's Sub for Santa program. The funds were raised through a charity golf tournament they had earlier in the year.

Number of OQ/ YOQs administered: 81

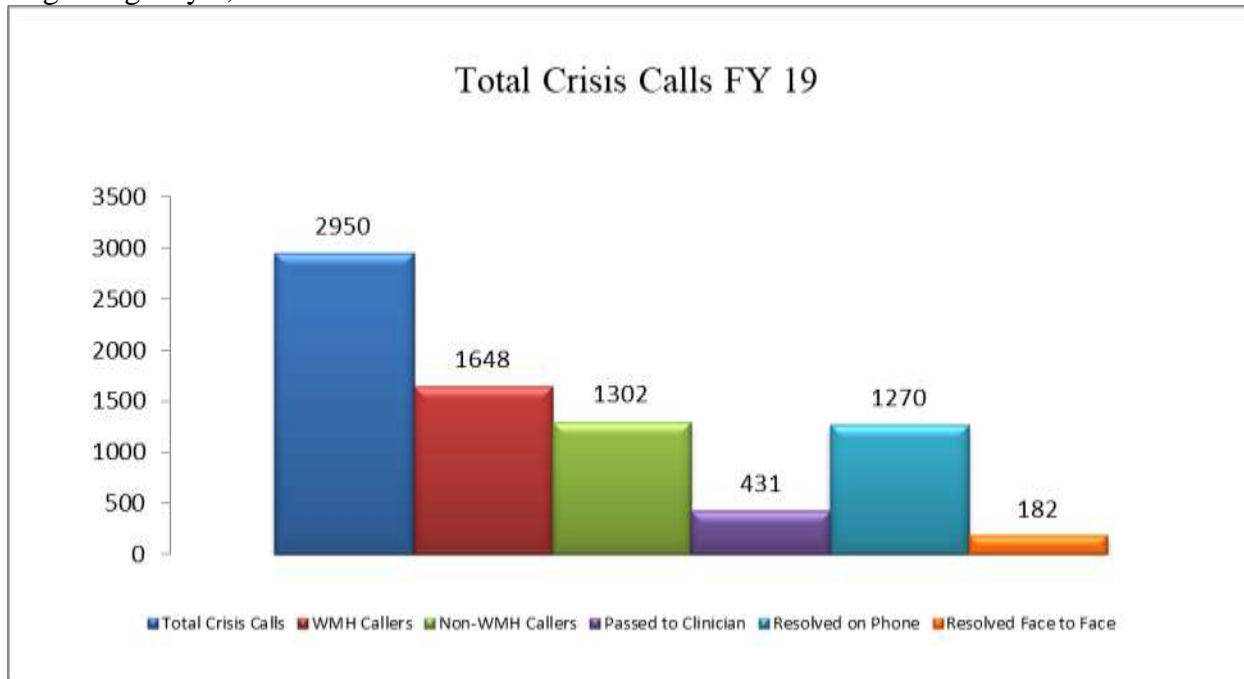
Number of unduplicated clients who completed an OQ/YOQ: 51

Number of total unduplicated clients served last month: 121

Crisis Services

Crisis Calls

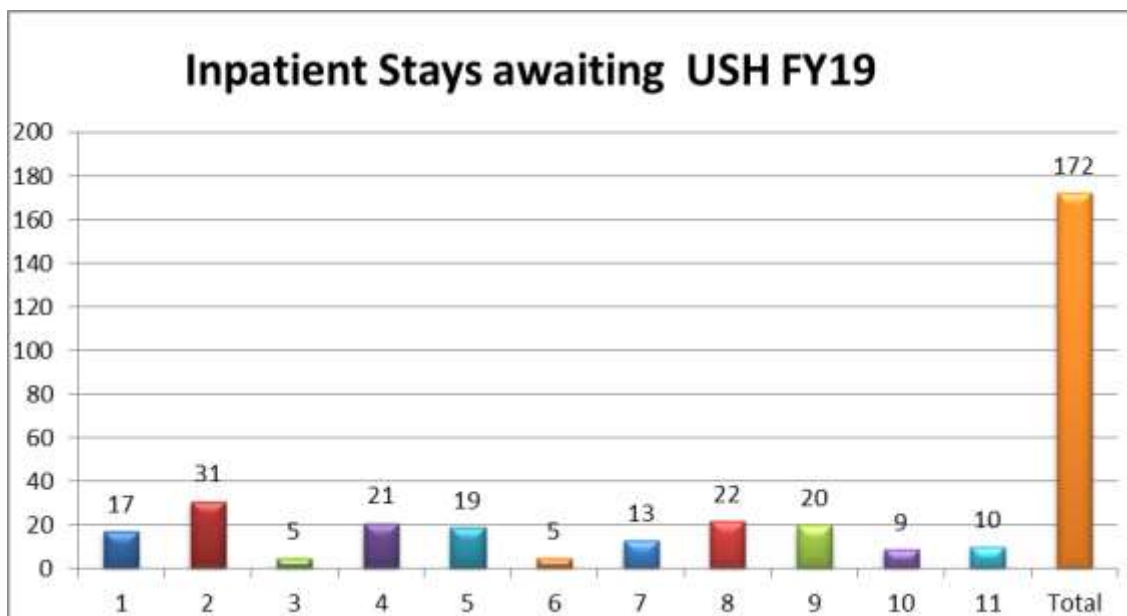
The following graph represents the total break down of Crisis calls received thus far for fiscal year 2019 Beginning July 1, 2018 to Present.



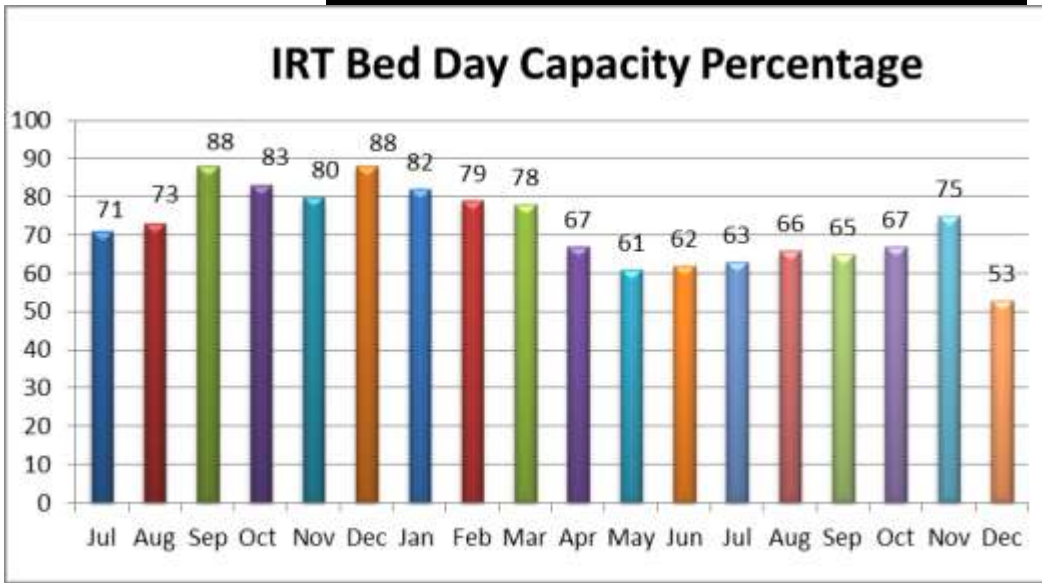
Inpatient Psychiatry

Inpatient stays waiting for USH Hospital bed placement

The following graph represents those waiting for admission to the Utah State Hospital. The numbers on the bottom of the graphs represent each individual who waited for USH placement. In 2012, WMH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total cumulative cost to WMH since 2012 is approximately \$4,805,019. Total cost for FY 19 thus far is \$189,200.**

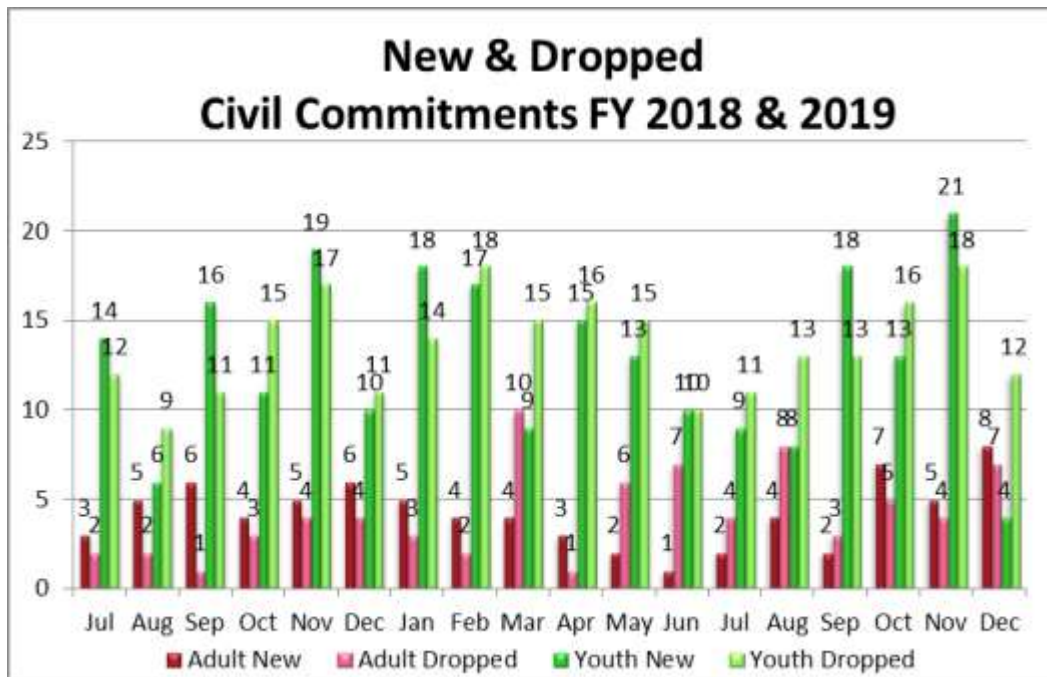


Intensive Residential Treatment (IRT)



CIVIL COMMITMENT

The following graph represents the number of new compared to dropped adult/youth civil commitments for each month in FY18 and FY19. Each one of these numbers represents significant time and effort making sure commitment criteria are met before filing and pursuing the court proceedings and that the client is stable and no longer a danger before the commitment is dropped.



Leadership/Allied Agency Participation/Initiatives/Success

Success Story

- Staff in Crisis Services discussed how much fun the Holidays are when there are parties, pot lucks, and dinners. However, most of our BRIDGE and IRT client's do not have the social and family supports many of us enjoy. There are options in the community for those without family,

but for the most severely mentally ill, they are not able to manage most community supports alone. So the week before Christmas staff provided Christmas dinner and a party for all BRIDGE and IRT clients. It was a nice family Christmas themed Turkey dinner with shared traditions and dishes. Crisis and BRIDGE staff arranged for Santa to attend, we sung Christmas carols together, and all clients were able to open a gift. It was touching to see staff and clients mingle together in the spirit of Christmas and unity. This was not about medications, disorders or treatment (although social skills were still modeled and developed). The evening was about fun, unity, socializing and giving. During this evening clients had faces of human beings telling stories of Christmas pasts when they were children, what they were hoping for in the year to come, and so many words of gratitude for the staff they work with who arranged a fancy dinner just for them. It was truly moving to see how much joy this evening brought to staff and clients.

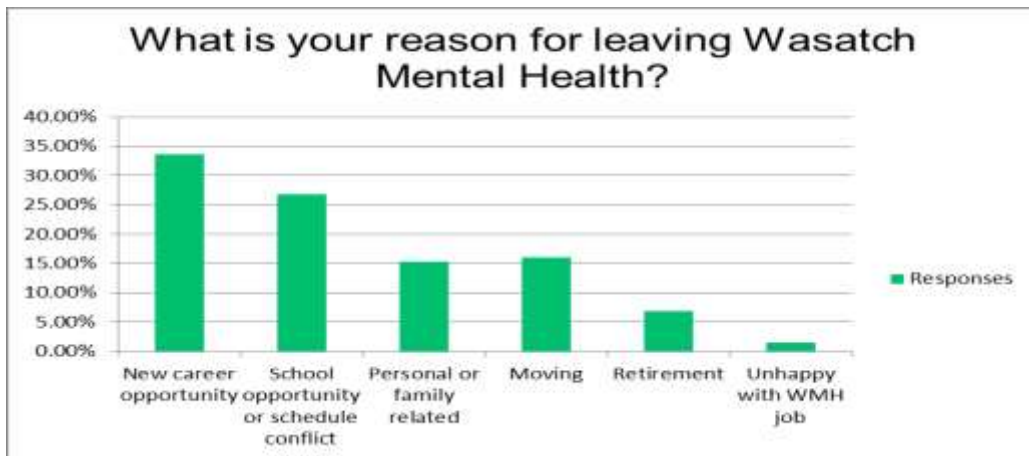
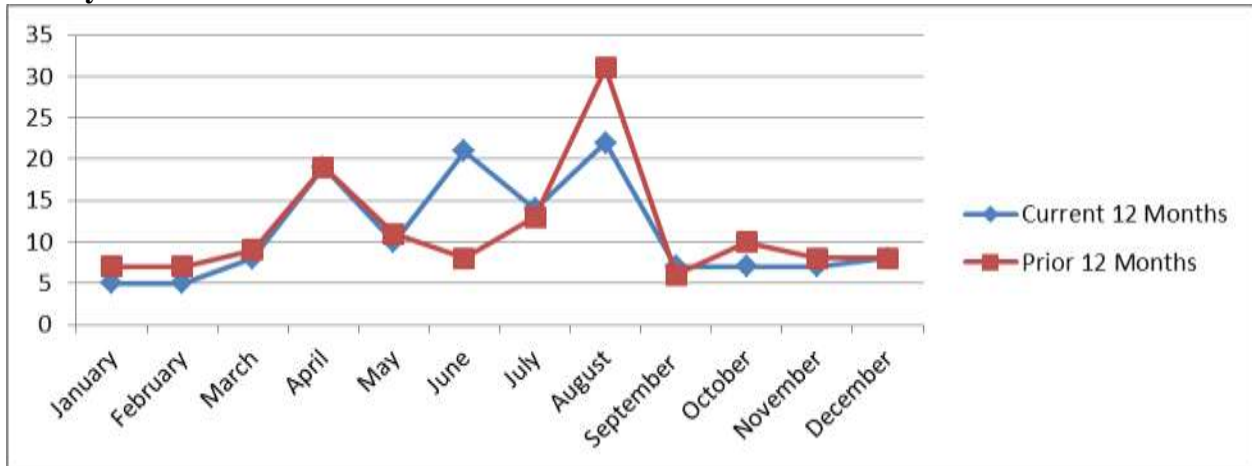


Human Resources

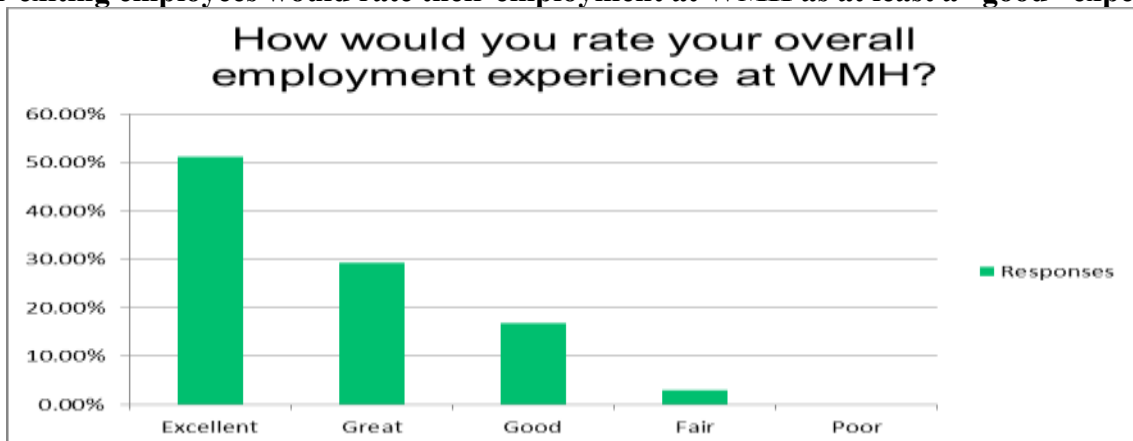
Employee Turnover

- In 2018 we lost 135 employees with an average tenure of 3.46 years with WMH. Four employees had more than 30 years, one had just over 22 years, 5 between 10-19, 12 between 5-9, and 113 with less than 5 years. 63 employees left within their first year of employment.
- In 2017 we lost 130 employees with an average tenure of 2.70 years with WMH. Two employees had more than 20 years, 9 between 10-19 years, 6 between 5-9 years, and 113 with less than 5 years. 70 employees left within the first year of employment.

Terminations by Month



97% of our exiting employees would rate their employment at WMH as at least a “good” experience.



Accounting Department

- Payroll was processed without any major glitches during our centerwide close.

Billing Department Report

Junction Programming Changes/Updates

- Work continues related to account collections and programming needed for new codes needed for changes to Psychological Testing that are effective 1/1/2019.

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 have another record breaking month in collecting insurance and client payments.
- We continue to work client credit balances and have made a push to complete as many valid client refunds as possible in the next 90 days.

IT Department

- Junction programmers created a report that shows providers with overlapping services and times. Overlaps can be as little as 5 minutes and increase from there. The report was presented during a December Electronic Records meeting to show Doran, Randy and Catherine what we was happening. Division directors took the report and started sending emails to providers to fix the problems. Some of the problems were in closed months so the Billing Dept staff had to back out the billings so providers could correct their mistakes. Corrections will only take place in the current fiscal year going back to July. Plans to fix the problem include talking to programmers about adding validation that will prevent overlapping times in the future. Doran and division directors say this is a high priority item that needs to be fixed.
- The impact of the overlapping services will affect encounter data that has been submitted for July-Oct, 2018. Francis will work with Junction programmers to determine best way to cancel encounter data that has been submitted so files with correct units can be submitted since some of the overlap corrections may cause a reduction in units for certain services. For example, if a provider reports they were in a group session from 10 - 11 and on the same day, the same provider reports TCM from 9:30 - 10:30, when the TCM is adjusted to end at 10, that will cause a reduction of 2 units of service based on 15 minute units.