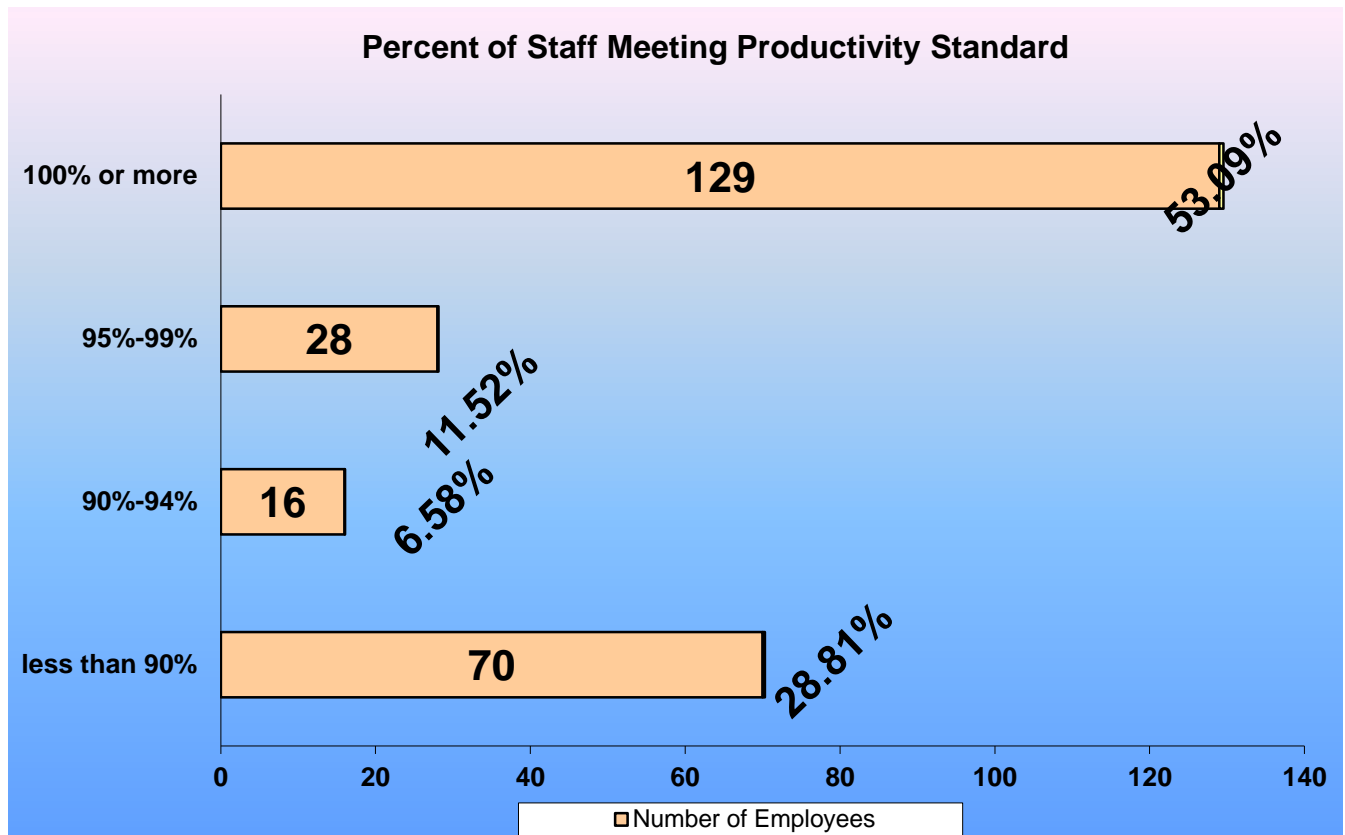


Wasatch Mental Health Briefing Report July 2018

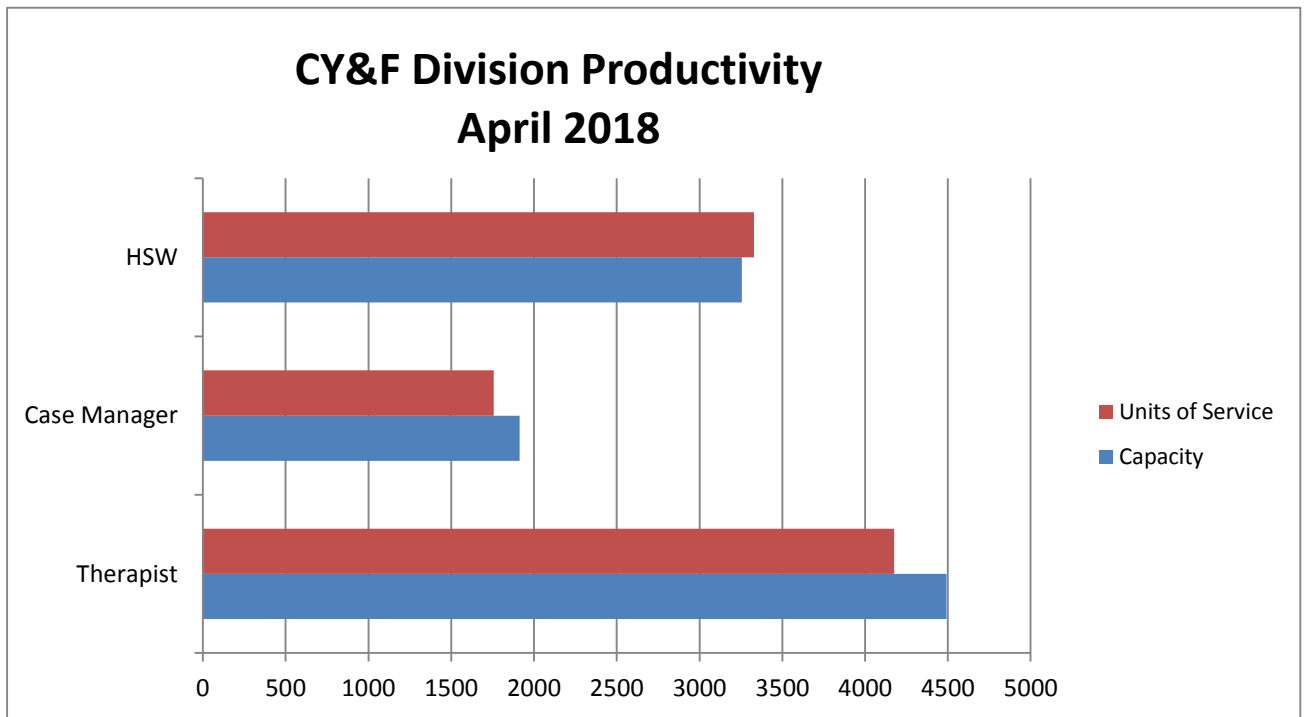
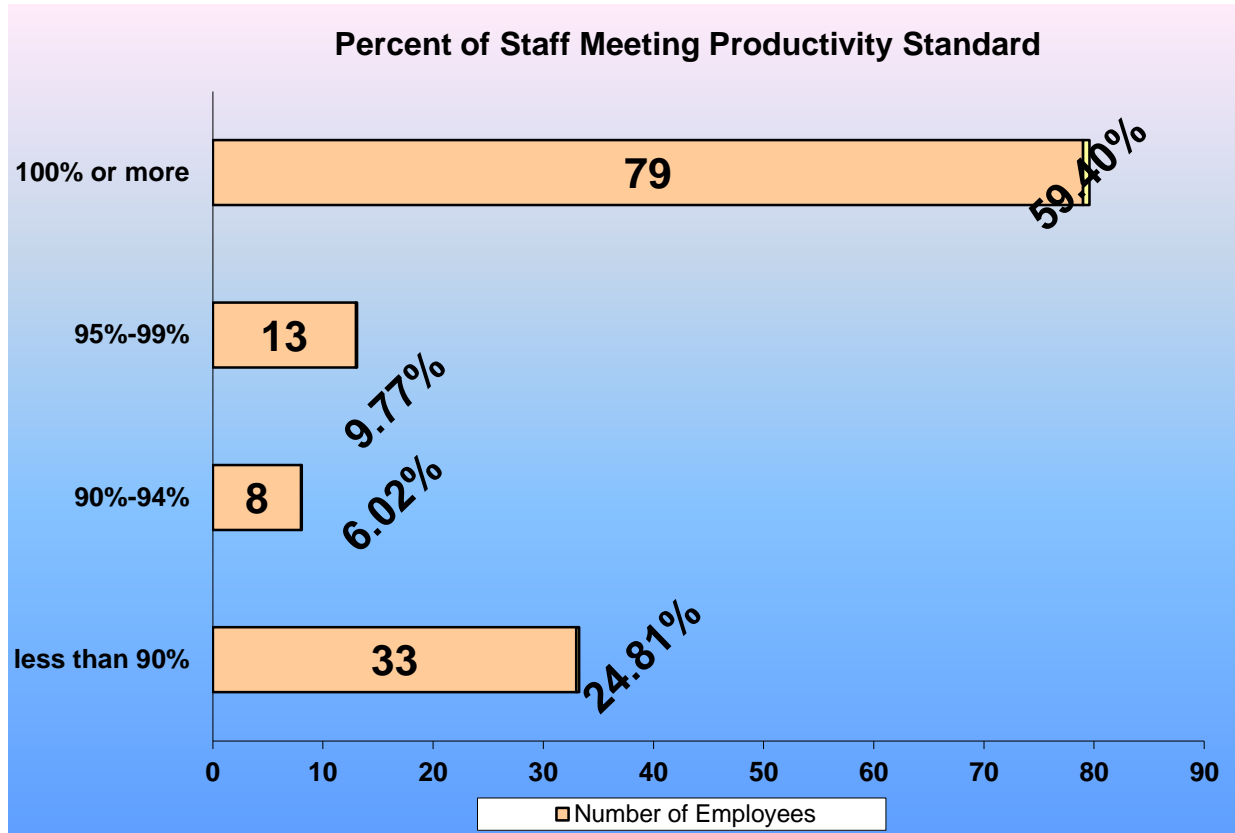
With the start of the new fiscal year, we look forward to expanding our services for Giant Steps. Nebo School District has offered to provide a classroom and some of the ancillary services. We have built some additional funding in our Medicaid budget request. In addition, as we want to provide services for some children who do not have Medicaid, we are proposing that our Foundation, Friends of Wasatch Mental Health, fund between 4 to 6 slots for non-Medicaid children.

On June 29th, we held the Giant Steps graduation. Commissioner Lee was able to attend. We appreciate the ongoing support for this program from the county and the commissioners.

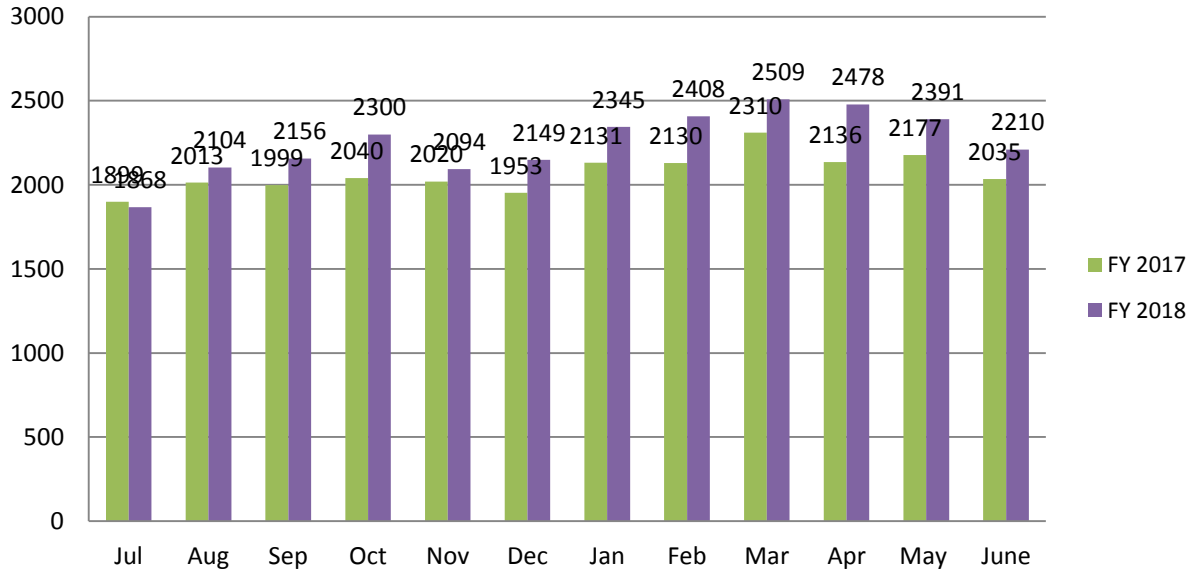
Below a graph of the staff with service delivery expectations and the respective level of them meeting their respective goals.



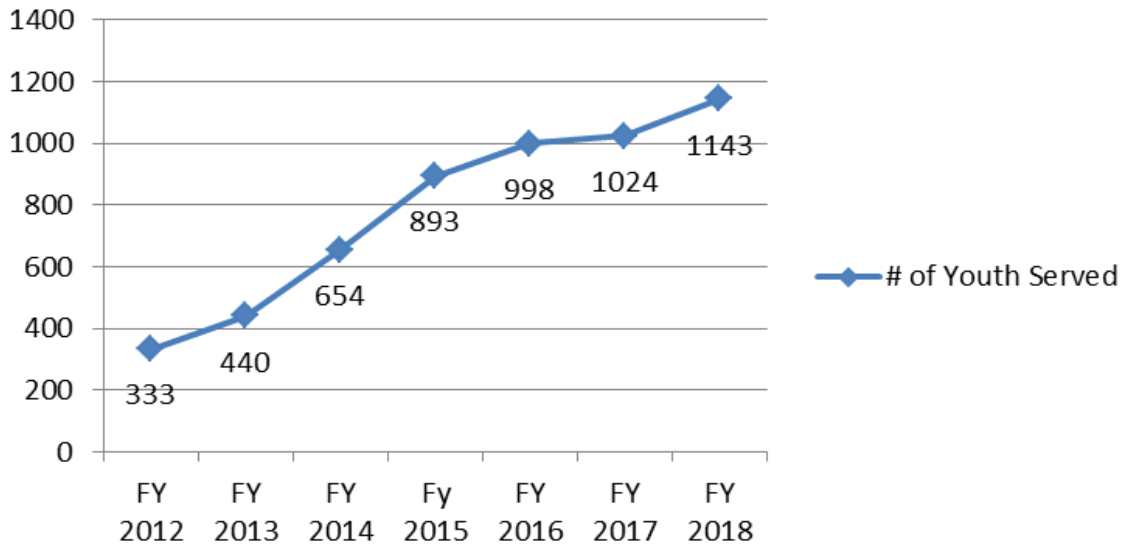
Children and Family Services Division



Unduplicated Count Clients Served Children, Youth and Family Division



Number of Youth Served in Schools



Highlights:

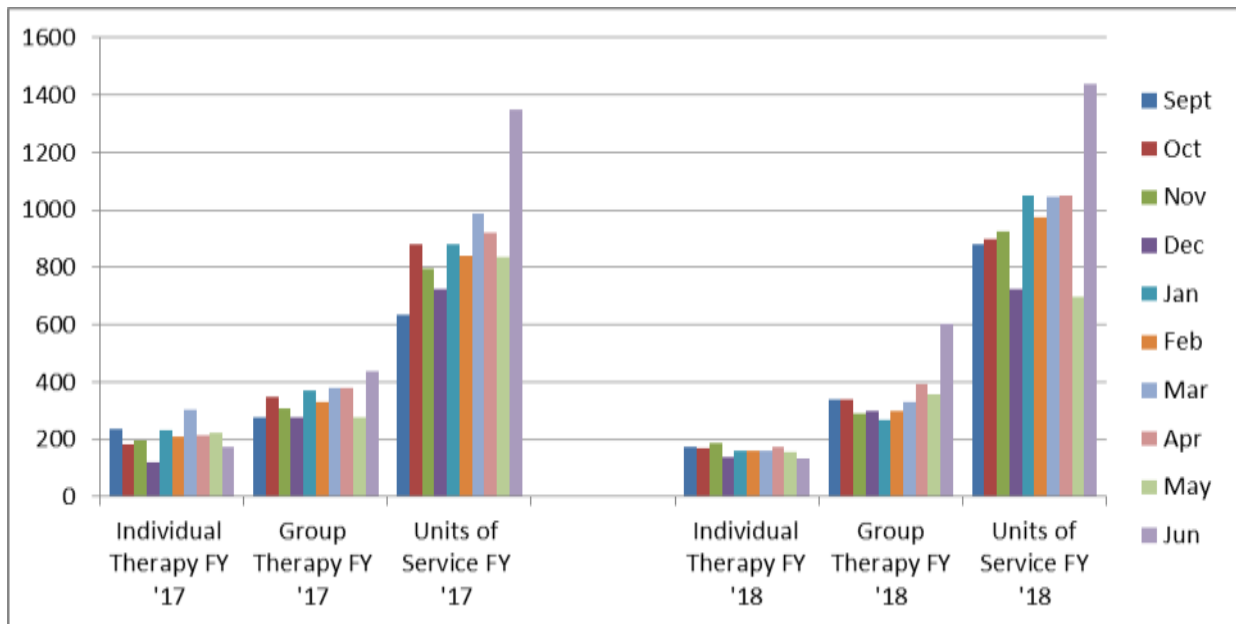
- Giant Steps successfully graduated 38 children June 29 at Foothill Elementary. We appreciate that Commissioner Lee was able to attend and say a few words. We also appreciate the Utah County Commissioners for designating Giant Steps as their County Commission Cup Golf Tournament charity.

- On June 11 Grandfamilies hosted the annual Friend 2 Friend Summer Reading Kick-Off event. Sixty-five grandparents/kids were in attendance. Kids selected from a wide range of books to read during the summer months. Their goal is to track the amount of time they spend reading from June 11 to July 6 and redeem this time for back-to-school items in July.

- A family had been sleeping on mattresses that were new when the mother was a child. They were so grateful for new mattresses and remarked how comfortable they are and how they loved the smell of lavender. This donation sparked the family to begin cleaning and de-cluttering their bedrooms, helping them find a "new normal" following family loss and subsequent crisis over the last two years.

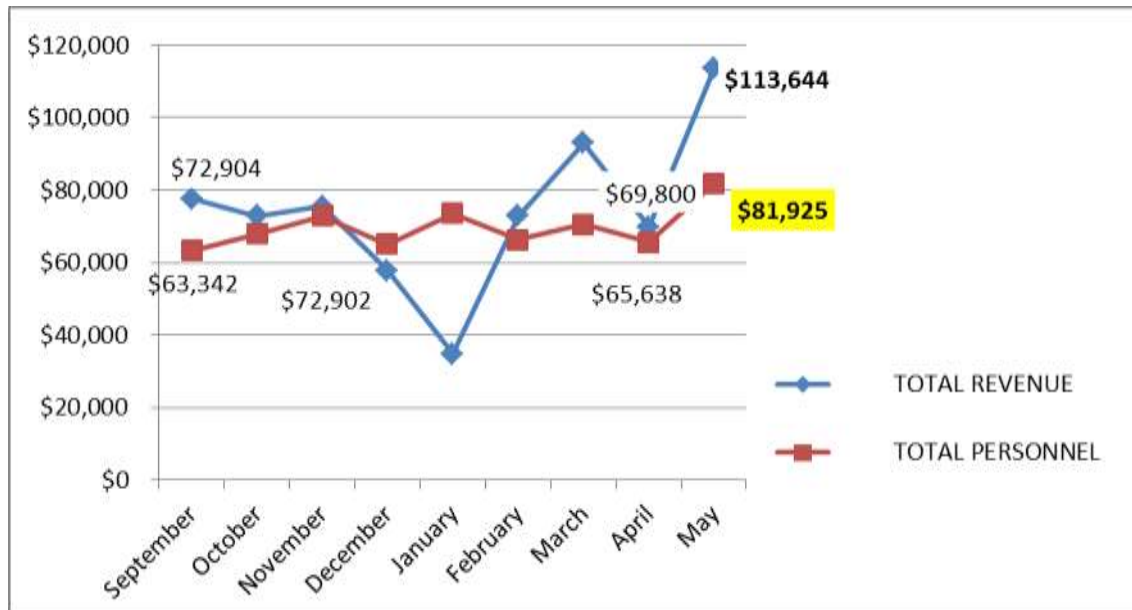
New Vista Youth Services

JUNE REPORT: June, as usual, was a very good month for New Vista. Total units of service were at a four year high and our Revenue for the month of May was the highest since before we were a Day Treatment only program. Our personnel costs were also the highest in recent memory, due in large part to the annual spring buy out of leave time. **The best news is that we were in the black for the third time this fiscal year at \$10,336.**



NEW VISTA FINANCIAL REPORT

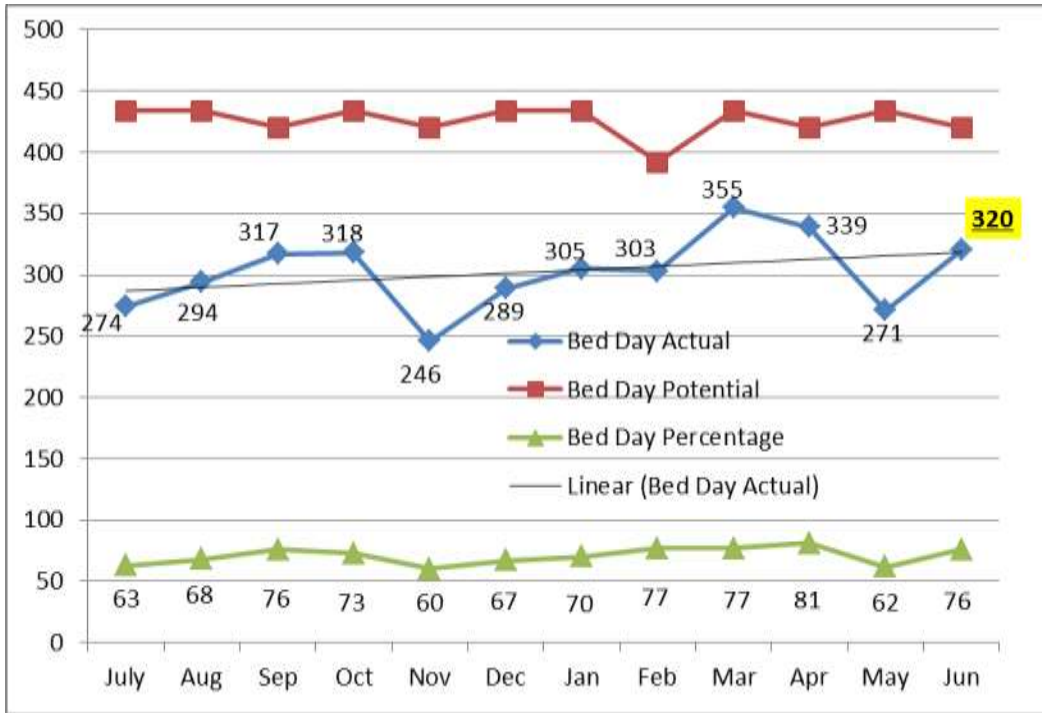
This chart represents our highest revenue since before 2010 and also our highest personal in the same period of time.



- The New Vista summer program is being held Mon-Friday and it is focusing on enhancing the skills that the youth already have to develop healthy relationships so they decrease their maladaptive behaviors. New Vista takes advantage of the Summer Lunch Program that the school district provides.
- In the New Vista YSD groups we focus on building and maintaining healthy relationships. The youth are focusing on developing Emotional regulation skills that they can use in their daily lives. The youth continue to have Pass Off groups. During these groups they enhance each others knowledge of what they are studying and how it can be applied in their life
- We are currently staffed with 5 FT staff, 4 PT staff with 3 therapists and 1 SSW.

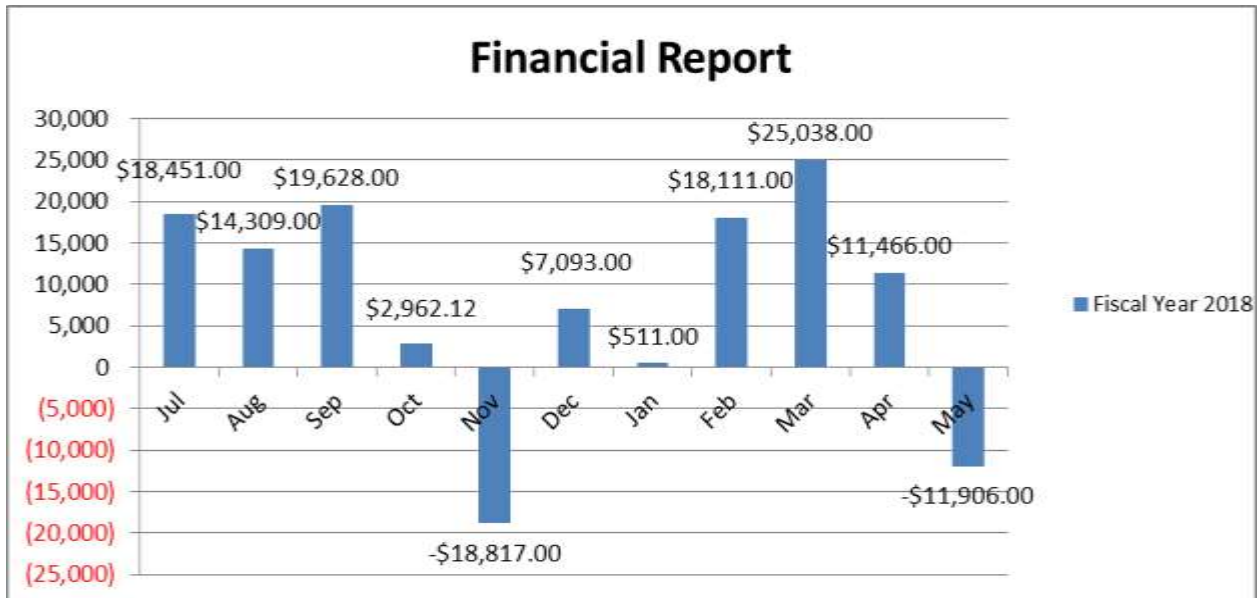
Aspire Youth Services

JUNE REPORT: June was a good month for Aspire. Our bed days for June were up from last month and the fourth highest in this fiscal year (FY '18). Our trend line is still heading in a positive direction. We had a lot of turn over in June. Several staff left for graduate school, medical school and family situations. We were able to hire six new, well qualified staff to take the place of the dearly departed. Financially we did end up in the RED for only the second time this fiscal year.



ASPIRE ACADEMY FINANCIAL REPORT

May was not a good month for Aspire financially. Coupled with the vacation payout and the leave buy out we had one of the lowest bed day census' that we have ever had at Aspire. May is our most recent financial accounting.

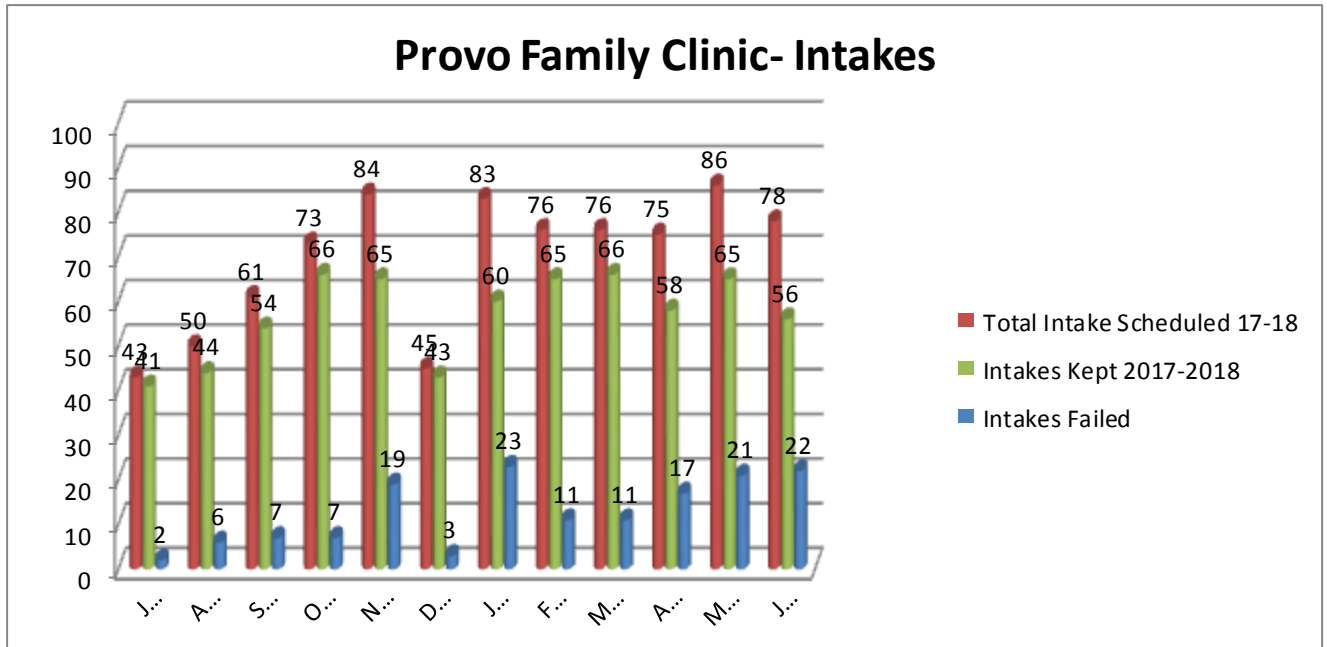


- We currently have 11 residents at Aspire. We are staffed with 18 HSW'S, 2 full time therapists, a full time case manager. We would like to welcome our new PT nurse

Lynette Madill who will be joining our team in August. We also had 3 new FT staff join our team and 3 new PT staff join our team.

- We had two admissions in June and one discharge.
- During the month of June our residents have been busy with individual therapy and group therapy. During the weekends our staff has been continuing to focus on the following programs: Survivors group, DBT groups, Art groups, Service groups, cooking groups and Budgeting.
- The garden that the girls planted is doing well. The girls are excited about harvesting the vegetables and we have been able to include them in some of the meals.
- The girls currently attend summer school on site through the Alpine School District. All the girls are currently enrolled in the summer school program. Attending summer school helps the girls catch up on missing credits or helps them get some extra credits for the upcoming year. Summer school will be ending on July 19th.

Provo Family Clinic



FY 2018 Statistics

New Intakes Provided: **683**
 (FY '17): **615**
Increase: **68 intakes**

Percent of Scheduled Intake Appointments kept: **83.7%**
 (FY '17): **78.8%**

| <u>Total Hours of Service</u> | <u>FY17</u> | <u>FY18</u> |
|--------------------------------------|--------------------|--------------------|
| Individual Therapy | 7767 | 7776 |
| FT/FTC | 1493 | 1479 |
| Group Therapy | 225 | 503 |
| MHEVL | 58 | 802 |
| EVL | 811 | 844 |
| TCM | 4186 | 4003 |
| MMN | 503 | 478 |

2018 Fiscal Year Totals

| | |
|-------------------------------------|---------------|
| Total Appointments Provided: | 22,977 |
| (FY 17): | <u>18,684</u> |
| Increase from last year: | 4,293 |

Another way to state this is, with no staff additions, we increased our number of appointments provided by 23% compared to last year!

Monthly Total OQ and YOQ Surveys completed: 73 Adult. 641 Children/Youth. Total- 714

Leadership/Allied Agency Participation/Initiatives/Success

Success story:

This is a brief example of an everyday success. The kind we sometimes fail to notice:

Here is some progress a client of mine. She is 7 y/o and came to therapy because her parents were in the process of divorcing and she was having difficulty with the separation. My client would state that she wanted to die and was blaming herself for things that would go wrong. We have been working on saying one positive thing about herself daily and today as she dropped a toy she stated, "it's okay, everyone makes mistakes." Mom told me she is less negative at home.

Through **May 2018 PFC's** budget shows a profit of: \$179,106.63

Stride and XCEL-partial day treatment

FY 2018 Totals - STRIDE

| | |
|-------------------------------------|---------------|
| Unduplicated Clients Served: | 274 |
| (FY '17): | <u>259</u> |
| Increase: | 15 |
| | |
| Client Encounters: | 17,777 |
| (FY '17) | <u>17,740</u> |
| Increase: | 37 |

| <u>Total Hours of Service</u> | <u>FY17</u> | <u>FY18</u> |
|--------------------------------------|--------------------|--------------------|
| Respite- Group | 7187 | 6939 |
| Individual Skills Dev | 3298 | 3278 |
| Intensive Skills Dev | 1757 | 2639 |
| Individual Therapy | 84 | 59 |
| FT/FTC | 212 | 182 |
| Group Therapy | 227 | 39 |
| GBM | 12,067 | 12,873 |
| IBM | 554 | 486 |
| TCM | 244 | 241 |

Stride Program Discharges:

| | |
|----------------------|--|
| North County Stride: | 1 graduation |
| Provo Older Stride: | 5 graduations |
| Payson Stride: | 1 graduation, 2 left for family issues |

FY 2018 Totals - XCEL

| | |
|-------------------------------------|------------|
| Unduplicated Clients Served: | 163 |
| (FY '17): | <u>131</u> |
| Increase: | 15 |

| | |
|---------------------------|--------------|
| Client Encounters: | 7,238 |
| (FY '17) | <u>6,500</u> |
| Increase: | 738 |

| <u>Total Hours of Service</u> | <u>FY17</u> | <u>FY18</u> |
|--------------------------------------|--------------------|--------------------|
| Respite- Group | 2,497 | 2,492 |
| Individual Skills Dev | 2,384 | 1,843 |
| Intensive Skills Dev | 46 | 214 |
| Individual Therapy | 171 | 533 |
| FT/FTC | 143 | 188 |
| Group Therapy | 171 | 615 |
| GBM | 2,855 | 2,792 |
| IBM | 494 | 143 |
| TCM | 109 | 130 |

Financial Status

| | |
|--|--------------|
| Through May 2018 , Stride's budget shows a profit of: | \$53,237.12 |
| Through May 2018 , XCEL's budget shows a (loss) of: | (\$7,957.94) |

GIANT Steps

Highlights

- Giant Steps held its Graduation for 38 students which was well attended. We appreciated the support and presence of Commissioner Lee, our executive committee, and several school officials.

- We were grateful for the support we had at the 2018 Commissioner’s Cup golf tournament on June 11th.
- We held our yearly Daddy’s Day activities and also had our Sibling Day Camp to help support the families of the children with whom we work.
- Department productivity has averaged over 100% for eight months.

Community Involvement

- Giant Steps helped organize and participate in the ARUCC Summer Carnival which took place on Saturday June 16th. Over 400 people came for an autism friendly event with free food, games, etc.

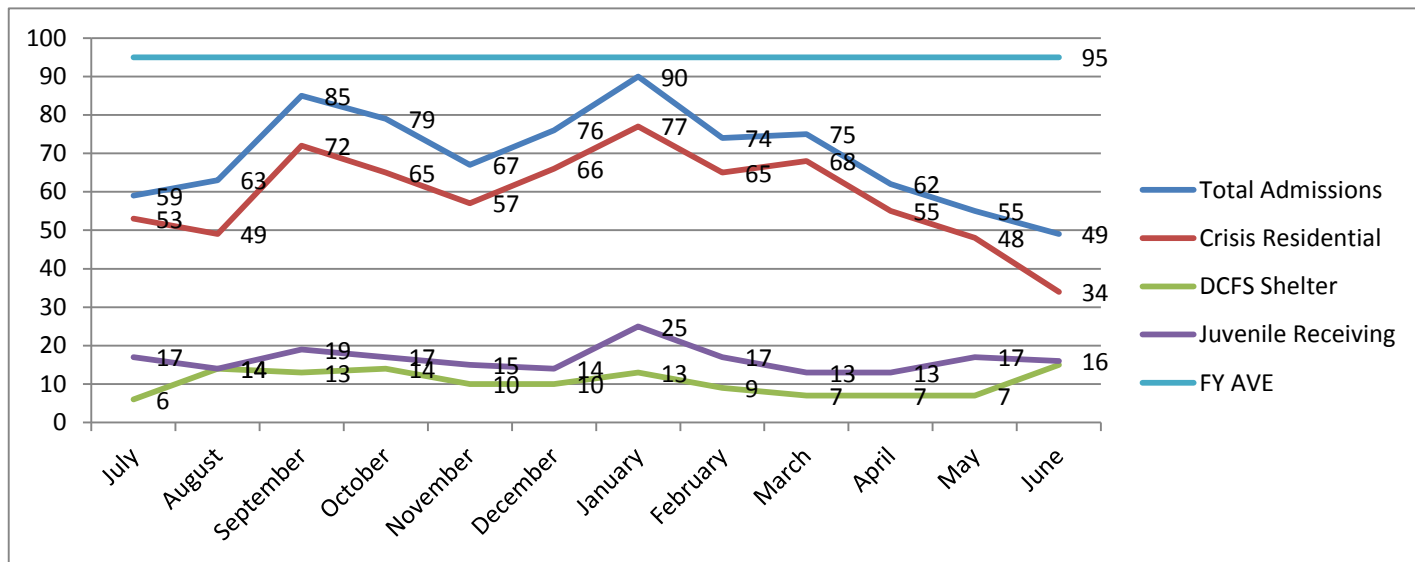
Billable Units of Service

Current Month – 17,720 units of service were provided to Giant Steps clients/families.
Last Year Comparison – 19,233 units of service were provided in the same month last year.

Financial Information

Fiscal Year-to-Date Income Gain (Loss) – (\$209,303.37)

Vantage Point



Leadership/Allied Agency Participation/Initiatives/Success

- This last month, although it looks that our admissions were down, we have been full each night with kids staying longer due to needing placements. We have been keeping track of how many kids that we turn away each month to further show the need for more beds and services like Vantage Point. So in June, we had 98 kids come through.

- **Success Story:**

We have had a youth with us (11 years old). He has a very tragic trauma history. Severe emotional, physical neglect, abused, and abandoned. When he was 8 years old, he smothered a sibling before being removed from the home and into foster care. With such a tragic history, and intense behavior issues, he has been a difficult case to place. His foster family, who at one point was ready to adopt him, decided that they were no longer able to care for him. He came to Vantage Point with specific instructions on how to care for him and behaviors to work with that required a 1-on-1 at all times. This youth would have not lasted very long at Vantage Point if it wasn't for the time, patience, and detailed work that the staff put in to care for him. By all accounts, he probably would have only lasted a few days, but this youth stayed with us for over 2 months, allowing DCFS to work on a contract with a provider so that he can have the specialized care that he needs to heal and a safe and stable place for him to live. This was not just a great example of the excellent care and work from the staff at Vantage Point, but also an example of inter agency cooperation with DCFS.

CYFAST

- **Success Stories:**

We have a post-adoption youth CY-FAST has been working with. They have been very grateful for the hands-on support to help them resolve family issues in a healthy way. The parent stated, "You really understand us! You know what we need to work on before it gets to be a big problem."

PREP

- **Success story**

The PREP Team is continuing to do community outreach. In the last month outreach has been done with UNI, Vocational Rehabilitation, and the Utah County Teen Health Summit. At the Health Summit, one of our teenage clients participated in the presentation and discussed how stigma has impacted her and how working with the PREP Team has helped to improve her ability to manage her experiences and navigate some difficulties with the educational system.

Number of total unduplicated clients served last month: 47

Number of OQ/ YOQs administered: 87

Number of unduplicated clients who completed an OQ/YOQ: 58

American Fork Family Clinic (AFFC) & School Based Services

of total clients served last month: Total: 735 Adult: 292 Youth: 446

Number of YOQs/OQs administered: YOQs: 379 OQs: 280

Unduplicated number of YOQs/OQs: YOQs: 245 OQs: 159

Groups in AFFC

Child/Parent Relational Training and Kids group
Nurtured Heart Parenting
Mindful Solutions group
DBT group

Employee Growth and Development

- Lanice Hollingsworth was able to bring in an excellent EMDR trainer name Roy Kiessling. They completed part one in June and will finish part two in early August. The feedback has been really positive about how this presenter has taken an integrated approach to EMDR and is helping therapists to apply it from whatever common theoretical model that usually adhere to. We also wanted to report that trainers, therapists, and coaches were from 6 different states (Virginia, Ohio, California, Massachusetts, Idaho, and Utah).

CIT Academy

The next CIT Academy is planned for November 2018. Before then, Richard Hatch and Bryant Jenks will be attending the International CIT Conference with Orem PD.

Payson Family Clinic & School Based Services

- **Successes**

Here is a client report about the Payson team:

"This last year or two has thrown every crappy thing at me and I was thinking about it the other day and realized the only way that I have gotten through it and that my family has gotten through it was because of Wasatch Mental Health. The support that I have gotten from everyone here has been wonderful. I feel like everyone here cares and I'm so grateful for all of your help."

of total clients served last month: Total: 354 Adult: 158 Youth: 196

Number of YOQs/OQs administered: YOQs: 279 OQs: 163

Unduplicated number of YOQs/OQs: YOQs: 167 OQs: 104

Groups in Payson

DBT

Foster Parenting Children with Trauma

CPRT

Strengthening Families

Boys Anger Management

Employee Growth and Development

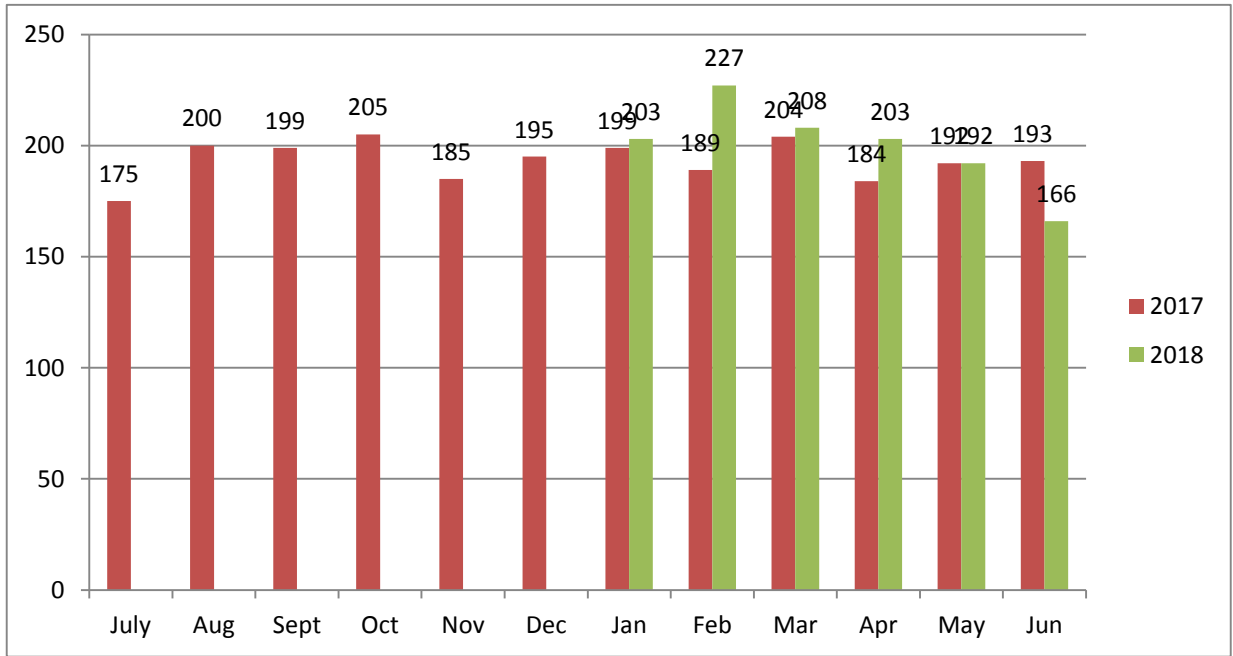
- Kayelyn Robinson reported the following:
"I attended the EMDR training with Roy Kiessling for a refresher. I attend a training 3 years ago with a different training. Roy and Laurie presented his protocol in a way that made it easier to implement with the clinicians current theoretical perspective. He trained

us on how to use it different way to benefit our specific type of clients. Roy uses current leading researchers in his presentation like Dan Siegel and Bessel Van der Kolk. I was able to learn so much more and come away with a renewed passion and strong feeling of efficacy from this training. My deepest gratitude for those who made it possible for Roy to come and train us! I recommend any clinician seeking to advance their skills to attend his training in 2019 that he announced he is working on.”

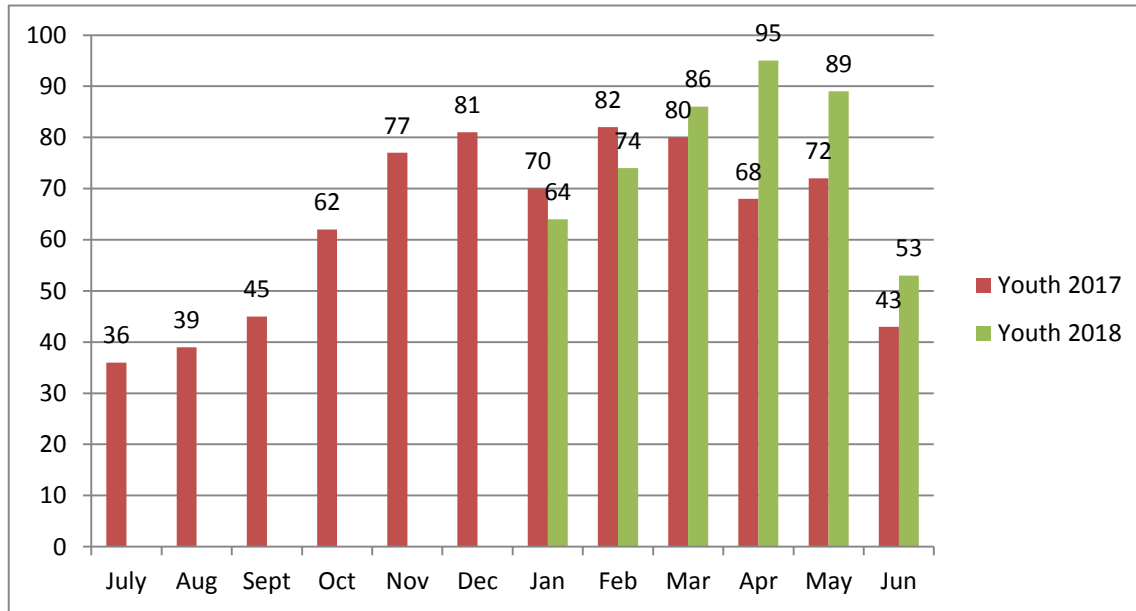
Wasatch County Family Clinic

Total Unduplicated Clients Served in June: 219

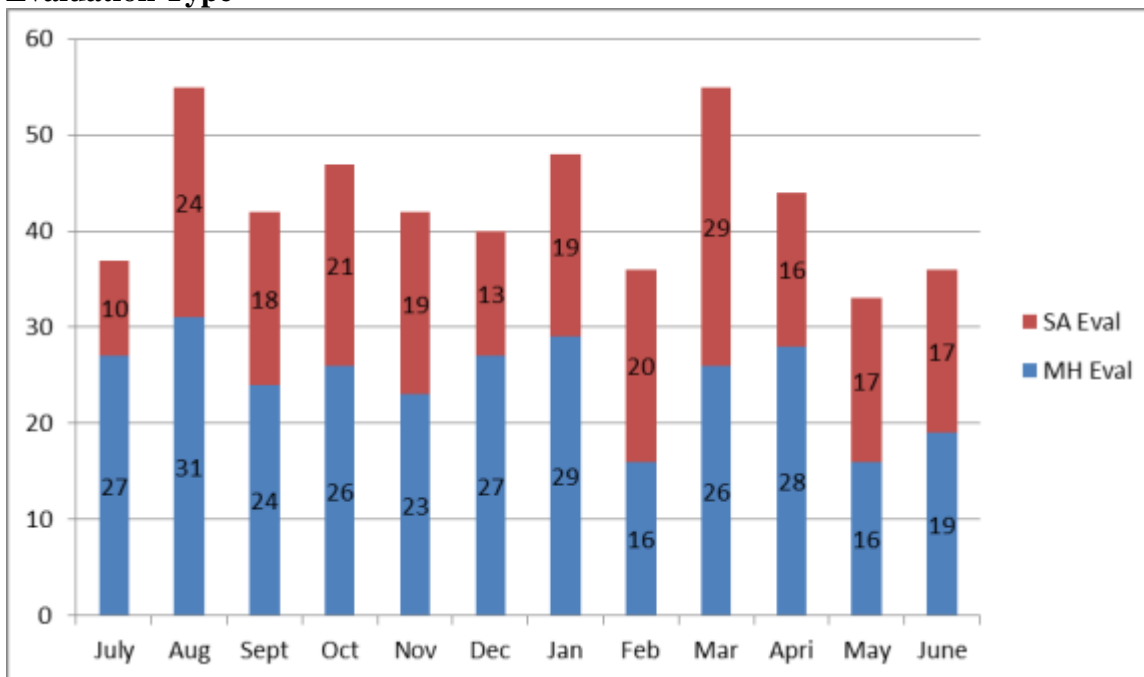
Adults: 166



Youth: 53



Evaluation Type



Number of YOQs/OQs administered:

YOQs: 85 OQs: 195

Unduplicated number of YOQs/OQs:

YOQs: 51 OQs: 97

Groups at WCFC

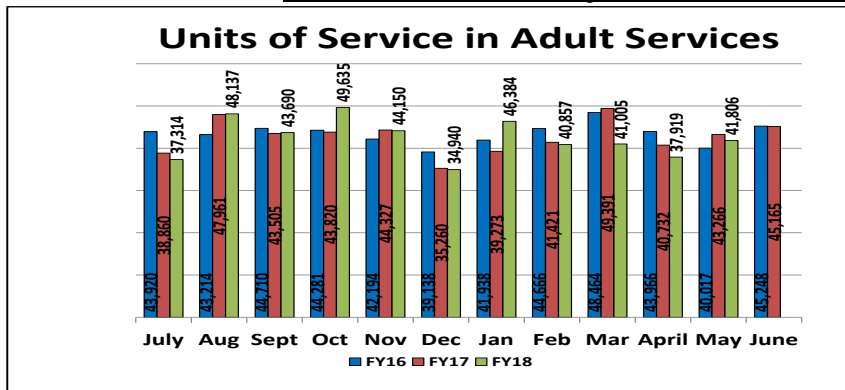
- Recovery Day Tx
- Summer School Program

- 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

- WCFC staff member Adriana Rosenblatt received the following feedback from DCFS. “Just wanted to reach out, and thank you for all you've done (and continue to do) for (client name removed).”
- Thank you for taking time out of your day to attend Monday's Child and Family Team meeting. We know you have a packed schedule, and therefore greatly appreciate your time, and the effort made. Your support of (client name removed) is widely appreciated, and truly respected by our team.
- Thank you for guiding (client name removed) through this ordeal, and providing such constant support to her.
- WCFC participated with the Heber City Police Department and other community partners to celebrate the Youth Peer Court members. Outgoing peer court officers were acknowledged and incoming peer court officers were recognized.

Adult & Family Services Division



OQ/YOQ Administration

Number of total unduplicated clients served last month:

| | |
|----------------------------|------|
| Adult Clients Served | 2451 |
| Child/Youth Clients Served | 1563 |

Number of OQ/ YOQs administered:

| | |
|----------------------------------|------|
| Adult & Family Services Division | 1486 |
| Youth & Family Services Division | 2309 |

Number of unduplicated clients who completed an OQ/YOQ:

| | |
|-------------------------|-------------|
| Adult & Family Services | 924 |
| Youth & Family Services | 1348 |
| Total | 2272 |

Unduplicated Count of All clients Served at WMH 4014

% of Unduplicated Clients Completing an OQ/YOQ 57%

Westpark Family Clinic

- In June, PASRR staff completed 84 PASRRs for a generated revenue of \$29,939
- WMH PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In June, PASRR staff completed 11 IDRC PASRRs for a generated revenue of \$2,539.08.
- The number of OQ/YOQ questionnaires collected in WFC decreased significantly this month after a sharp increase last month. WFC collected 666 OQ/YOQ questionnaires

during the month of June. This is down by 118 questionnaires from 784 administered in May. The number of daily administrations this month decreased to 31.7 per working day, which is down by 5.6 questionnaires per day compared to May. The reduction noted this month appears to be due to two factors: a normal seasonal decrease in OQ collections between May and June, and staff turnover.

- 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 15 out of 16 cases or 93.75% 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 in the recovery plans of clients who are currently attending treatment. This month’s audit showed that 75% of June’s sample had at least one concrete and measurable objective on the recovery plan. This represents an increase of 8.3% compared to last month’s audit.
- During the last quarter (beginning with the pay period starting on 4/1/2018 and ending with the pay period ending 6/23/2018), WFC staff with productivity standards achieved a total of 4388.95 productive hours, which equates to 104.9% of the department’s cumulative productivity standard. This is a 0.4% increase compared to last month.
- During the same period of time, RPS staff with productivity standards achieved a total of 970.22 productive hours, which equates to 117.8% of the department’s cumulative productivity standard. This is a 4.9% increase compared to last month.
- The following are the numbers from our three Mental Health Courts in Utah County. Judge Brady has asked that we cap the numbers of participants in the District Court numbers and has set it at 40. In as much as we are now under 40, we will be allowing a few more individuals to be screened for the program.

| 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: | 32 | 1 | 2 | 2 |
| Provo Justice Court: | 9 | 0 | 0 | 2 |

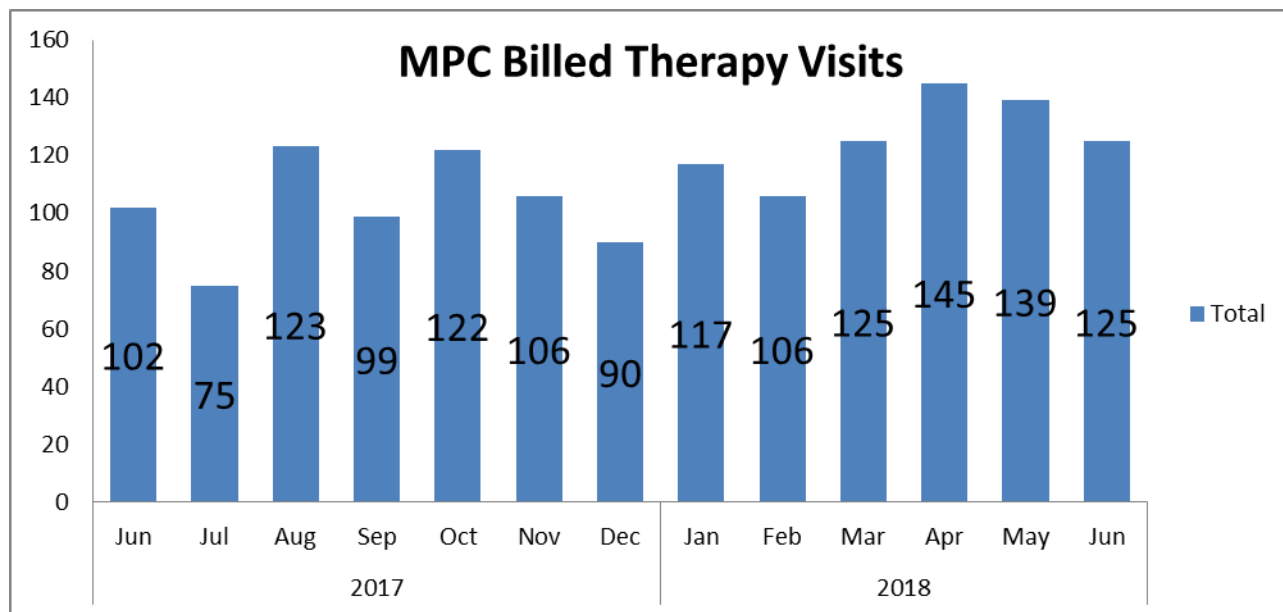
| | | | | |
|---------------------|---|---|---|---|
| Orem Justice Court: | 1 | 0 | 0 | 0 |
|---------------------|---|---|---|---|

Leadership/Allied Agency Participation/Initiatives/Success:

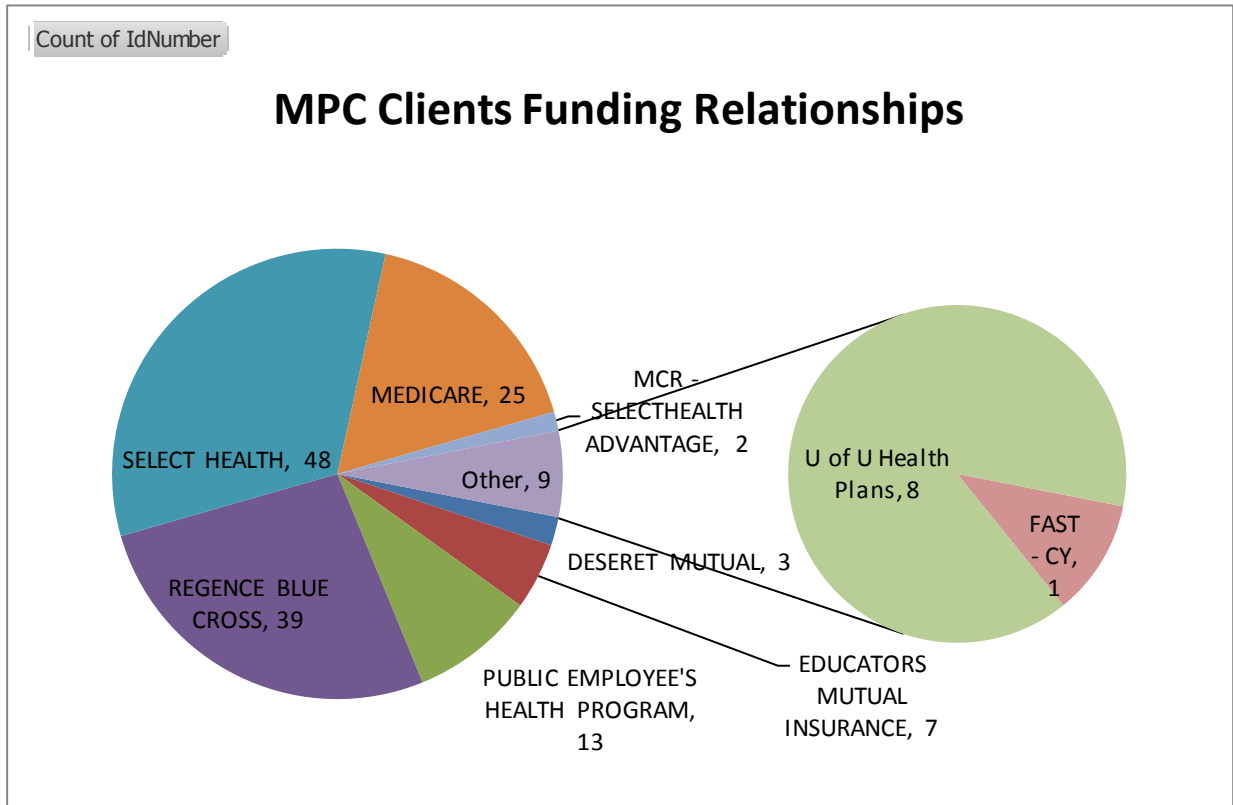
- Our success story for this month comes from a case manager who was excited about the growth of one of her clients. She reported that, “He struggled with symptoms of schizophrenia and has been in and out of IP several times. He has progressed from level 4 and SHS to living on his own in his own apartment and graduating with a Bachelor’s degree from the U of U. He is now looking for a job in communications. He has insight into his mental illness and monitors his health. He dates and is social. He's involved in his ward and is aware of his progress as well as the things to watch for in his life to help him if he slides.”
- Walk-in intake volume and utilization both increased moderately during the month of June. During the last month, a total of 43 walk-in intakes were performed, filling most of the 59 available slots, for a total utilization rate for the month of 72.9 percent. This is up 5 percent from the utilization rate observed in May, and remained well above the point where performing intakes was beneficial to clinician productivity on average. The number of clients who could not be accommodated for an intake on the day of their first contact with WMH reduced from 5 in May to 1 in June.

Mountain Peaks Counseling

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



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, we did not include 12 other miscellaneous insurances that only have 1 client, making the chart more clear.



Leadership/Allied Agency Participation/Initiatives/Successes

- We have been averaging about 3 intakes a month for our prescriber and we have hoped to be able to keep a steady flow of clients coming to see Clint, our prescriber who comes 1 day a week for a few hours, depending on the case load for that day. Over the last year he has averaged an additional 15 follow up visits per month or about 4 follow ups per week. His schedule is not maxed out each week.
- There has been a little shift in the insurance providers, where Select Health is now our number one source of clients at 48 currently.
- A follow up to our Google account is proving to be a very helpful tool in communicating with clients for reminders or changes to schedules, especially to new intakes as we cannot use the Junction texting tool until they have their first appt. Texting is the more preferred communication tool among most of our clients.

| | |
|---|-------------------|
| <u>Number of OQ/YOQs administered:</u> | 93 |
| <u>Number of unduplicated clients who completed an OQ/YOQ:</u> | 60 |
| <u>Number of unduplicated clients served :</u> | 77 (8 were youth) |

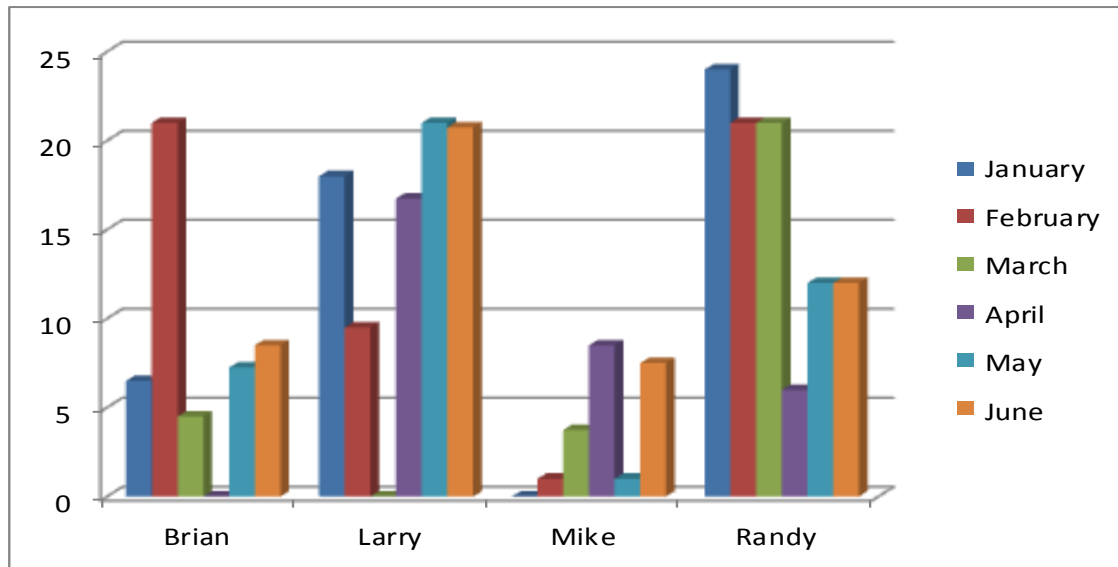
Medical Department

- Youn Lee has joined medical services and we are excited to have him. He will be providing coverage to AFFC, WCFC, and WFC. In the near future, Gary Webb will probably transition a WFC day to the Payson Family Clinic, and Youn's time at WFC helps minimize the impact of that.

Psychological Testing/Interns/Form 20m

- Most of our intern cohort has graduated with our final intern scheduled to graduate in July. The new cohort has started the orientation process and are in the midst of testing bootcamp.
- Our testing coordinator, Lorraine Crossley, has started to plan her retirement for the end of the year. As we look forward, we are trying to envision the best way to recruit for her position and to find the best path forward for the department after her retirement.

Below is the table demonstrating the number of PT hours billed by each psychologist



- In June, 2018 we received a total of 57 referrals. Of the 57 total referrals for the month, 43 were children. We had 21 autism referrals this month. For the year, we reached 748 total referrals, down from 764 last year.

Below are the billable total hours for interns along with a break-down of services provided by intern:

| EVL | EVLD | FT | FTC | GBM | Group | IT | IBM | PT | | TCM | | TOTALS | Total hours |
|-------------|------------|-------------|------------|-----|-------|-------------|-----|-------------|------|--------|--|--------------|-------------|
| \$18,975.00 | | | | | | | | \$92,625.00 | | | | \$137,155.00 | 890.09 |
| \$21,738.75 | ##### | | | | | \$73,305.00 | | \$16,200.00 | | | | \$123,473.75 | 798.85 |
| \$20,625.00 | \$3,217.50 | \$5,102.50 | \$4,225.00 | | | \$83,540.00 | | \$26,925.00 | | | | \$148,901.25 | 1348.84 |
| \$19,511.25 | | \$2,210.00 | | | | | | \$47,212.50 | | | | \$114,891.75 | 790.92 |
| \$17,696.25 | \$6,228.75 | \$29,087.50 | | | | \$64,210.00 | | \$20,700.00 | | | | \$142,147.50 | 944.07 |
| \$23,265.00 | \$5,733.75 | \$19,337.50 | \$5,590.00 | | | \$26,335.00 | | \$40,387.50 | 5.43 | 654.50 | | \$138,058.25 | 1133.51 |
| | | | | | | | | | | | | \$804,627.50 | 5906.28 |

Outside Providers/Mountainlands

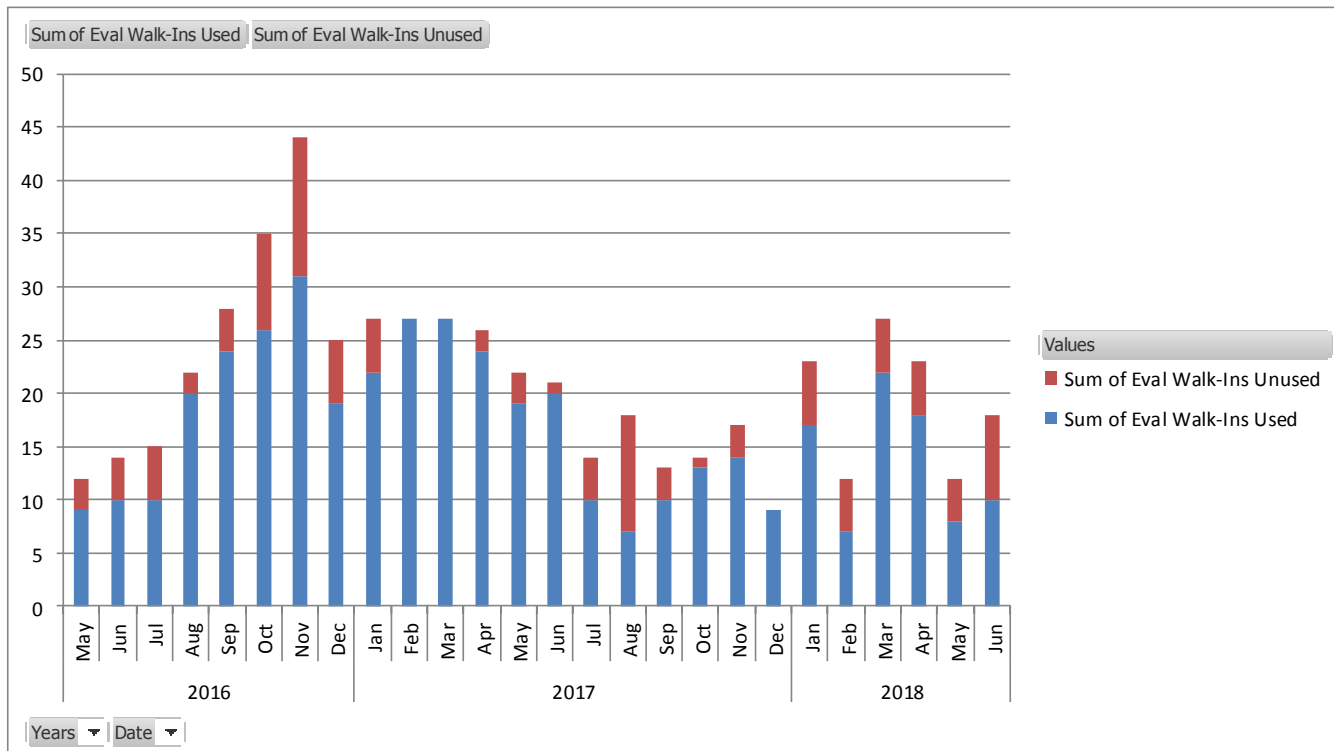
- % Appointments Kept---72%
- % Appointments Canceled---14%
- % Appointments Failed---14%
- % Appointments Kept Follow-up's---90%
- % Appointments Kept New Clients----10%

Summary:

- June saw a decrease in the number of clients scheduling and seen after our record month in May. However, the numbers were still higher than our 2017 average of 4.1 scheduled and 3.0 kept appointments per day. We had fewer kept new client appointments, and the percentage of scheduled appointments that were for clients with case managers increased some.

Care Team Services

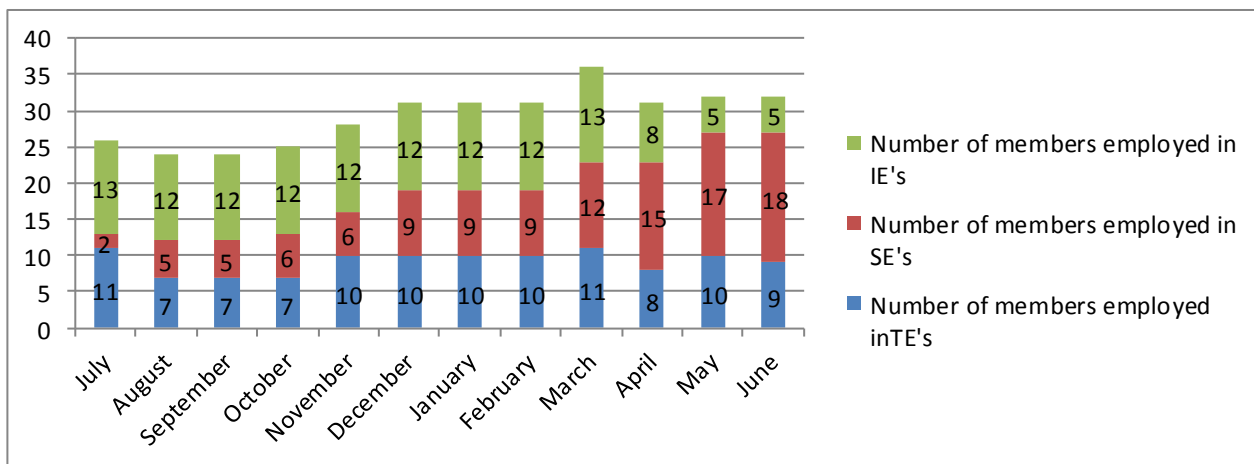
- We have welcomed a new full time CTA, Mariella Macias. She replaces Ana Rojas, who has taken a position in HR. Mariella is friendly, engaging, and is a quick learner so far. She will be trained on the Mountainlands system before learning the Wasatch Mental Health system. Mountainlands has sent a staff member to sit with her and with our other newer CTA to train. It has been a busy summer in the department, and it will be helpful to the team to be fully staffed again.



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

Wasatch House

FY18 EMPLOYMENT



Leadership/Allied Agency Participation/Initiatives/Success

This month we had a new member referred from the WATCH program on our new money from our Homelessness Prevention grant. He was referred because of his interest in employment shortly after he was denied Social Security. *That same day*, he was able to be placed at a TE with Grim Reaper doing Janitorial work through our Career Unit. He has just finished training and mentioned how good it feels to be doing something productive again!

Number of total unduplicated clients served last month: 136

Number of OQ/ YOQs administered: 45

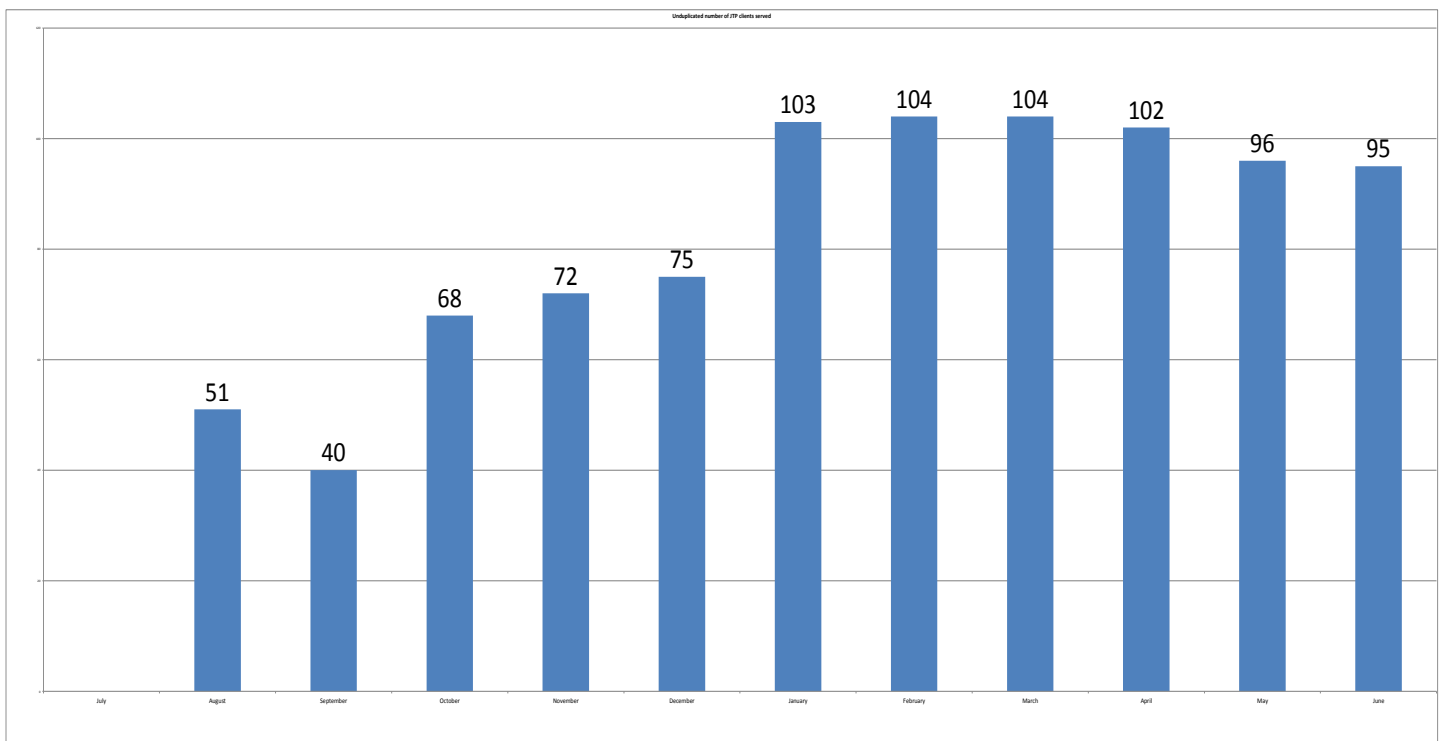
Number of unduplicated clients who completed an OQ/YOQ: 31

WATCH/CABHI/JTP Program

Unduplicated number of clients served in the WATCH Program

The WATCH program served 88 unduplicated individuals in May. JTP served 95 unduplicated individuals as well.

JTP- Unduplicated number served



Leadership/Allied Agency Participation/Initiatives/Successes

Below are several success stories from our JTP program this month.

- J Was able to move out of FACC transitional housing after having lived there since November of 2017. Has maintained steady employment and is in a home with his mother in Provo and has been there for a couple weeks now. He is paying for the majority of the expenses for living there.
- D Transitioned from jail and was accepted into transitional housing upstairs. Has been working for the past couple of weeks part time doing graveyards at Rimports. Our Peer Support

Specialist, Jarom did some good advocacy work as well with FACC which I feel helped accelerate the process of her getting accepted so quickly.

- Stephanie McDonald, LCSW and Calie Adams, SSW have a client who got out of jail in November 2017. He was opened to JTP services while in jail and hasn't been back to jail since. After working consistently with his case manager and therapist, this client was able to obtain work and housing as well as his own vehicle. He is now looking to terminate from AP&P due to his successes. Due to working as much as he does, he's not able to come to treatment often. However he still makes efforts to stay in touch and come in when possible.
- H. is a client Page Bowler, SSW is working with since late May. He was released from jail towards the end of June and has really done well even to where Food and Care Coalition staff took notice. He was at FACC pretty much every day getting connected with resources with Page and with FACC staff. He was able to get an I.D., get into transitional housing upstairs, got his substance abuse eval (even came back the same day after getting his eval to see about going to dual diagnosis, which is something one of the receptionists had never seen someone do the same day), and is now employed with Building Beginnings all within the first couple of weeks. H. is trying to work now to save money to get into a place for his fiancé and less than one year old boy who has been a big source of motivation for him. Page says, "He's had a great attitude and has handled challenges with an insight that has been really cool to watch thus far. Just taking things in stride. Hopefully that continues and we can work on getting him a place for himself and his family."

Number of unduplicated clients who completed an OQ/YOQ:

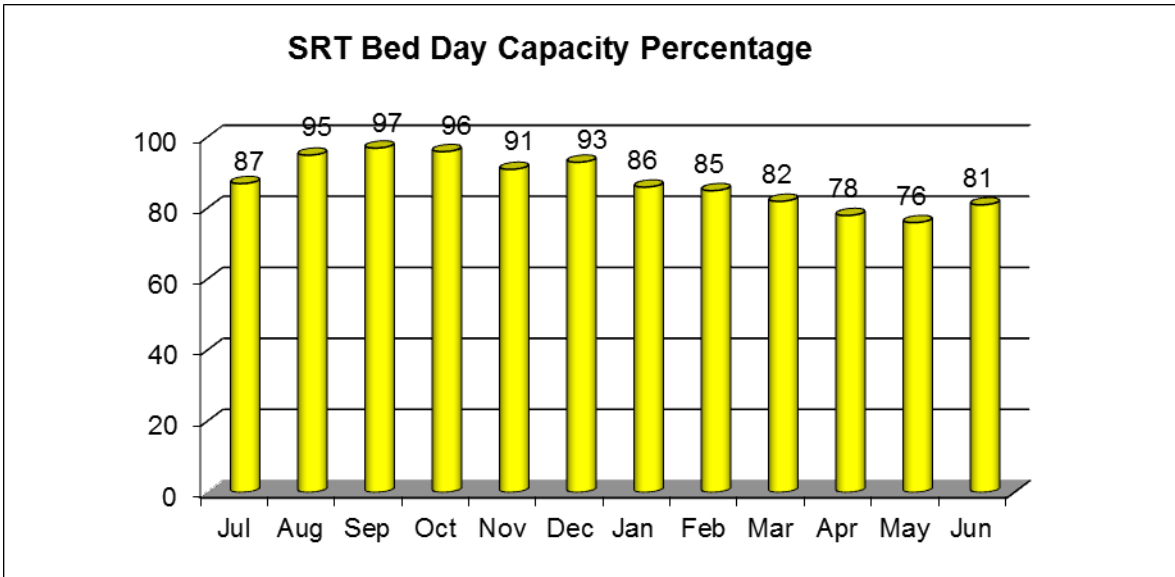
47 of 183 clients served completed an OQ in May. These are generally WATCH/JTP clients coming in for a doctor's appointment or therapy. 26 percent of clients served completed an OQ with each client completing an average of 1.89 OQ's.

Number of OQ/ YOQs administered:

89 OQ's were completed this month.

Supported Housing Services

Performance Indicators



Leadership/Allied Agency Participation/Initiatives/Success

- We have a client who has been with Wasatch Mental Health for over 26 years. He has been very difficult to work with over the years and he was difficult to place in apartments as Landlords struggled with his behaviors and issues. He was placed in Payson Independent Housing knowing he would not be the easiest tenant, but his options were extremely limited. Tom Robertshaw has taken him under his wing and provided case management services to him weekly, sometimes daily. He has no family contact, no friends or social supports at all. Tom recently went to take him shopping and found him lying in his closet floor, fallen and couldn't get up. EMT's were called and he was treated in the ER and found to have some major medical issues. Tom coordinated a great deal of medical care to assist this client to better health. He is back home living with some extended home health services and is doing fairly well. If Tom hadn't been so involved at a case management level, this client would not succeed on his own and would probably have died there on his closet floor.

A success story submitted by Lindsey Bingham:

- I received a call from a client's mother concerned about client's current behavior. CM spoke with mother about the same concerns and that client was seeing a doctor regarding some testing done to ensure client's health was being taken care of. Client's mother proceeded to say that she is never worried about her daughter and the care that she receives from Wasatch Mental Health. She expressed immense gratitude for the services provided and the care that her treatment team gives to her daughter. She says she knows that her daughter would not be as happy as she is if she didn't participate with Wasatch Mental Health.

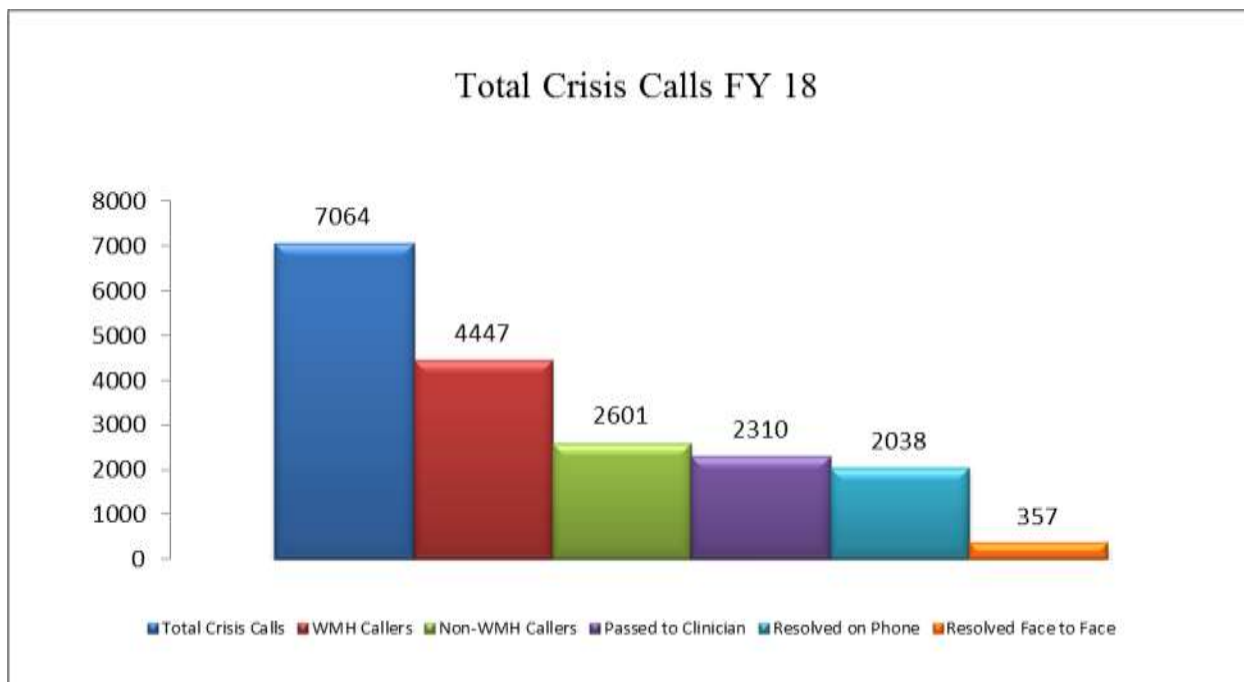
Number of OQ/ YOQs administered: 84

Number of unduplicated clients who completed an OQ/YOQ: 48

Number of total unduplicated clients served last month: 141

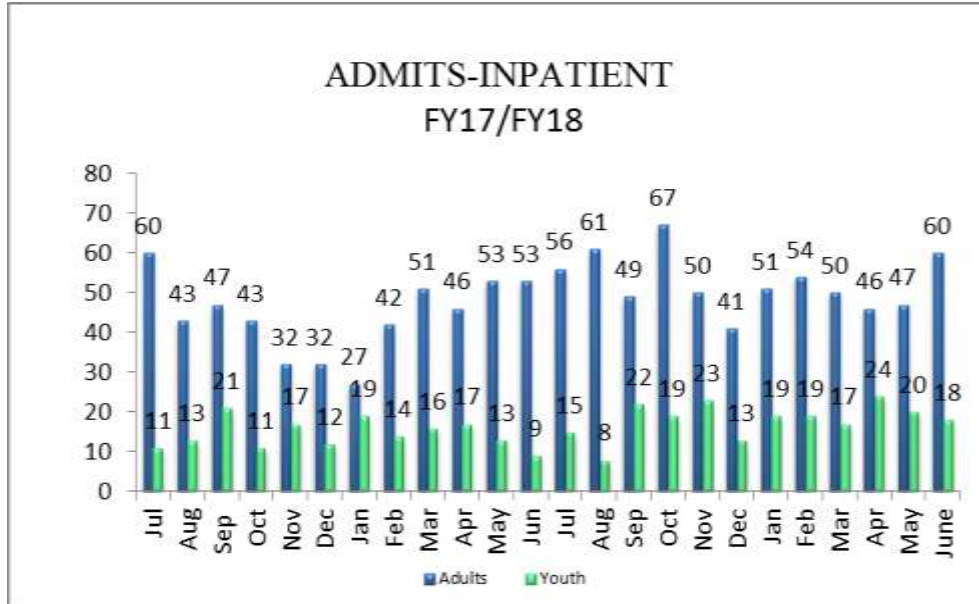
CRISIS SERVICES

The following graph represents the total break down of Crisis calls received thus far for fiscal year 2018 Beginning July 1, 2017 to Present.

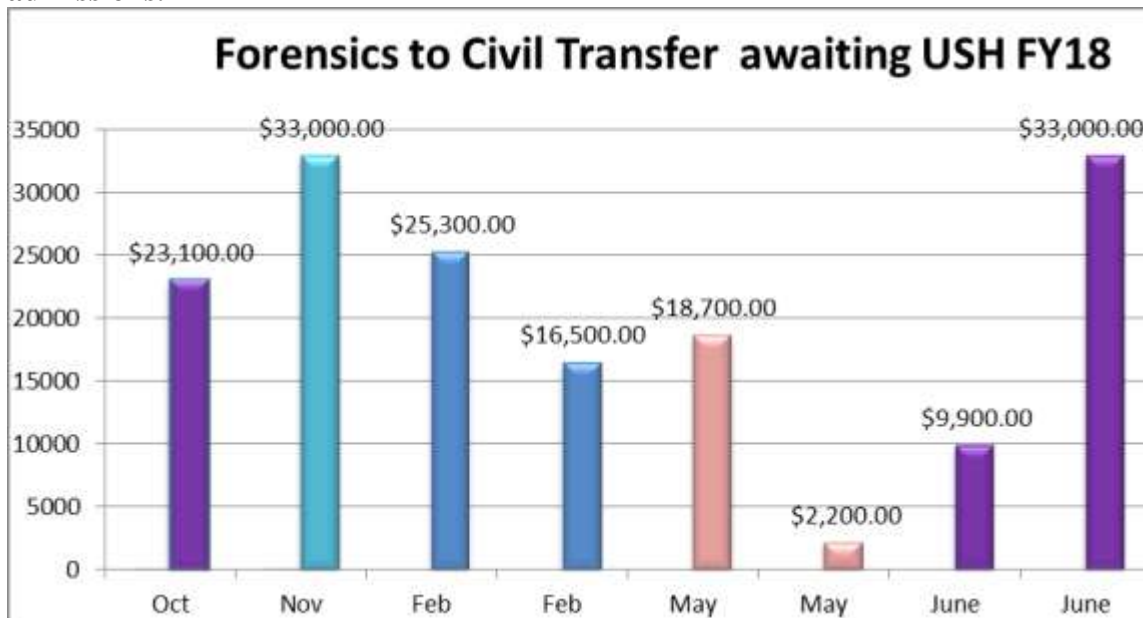


Inpatient Psychiatry

Following graph represents Adult and Youth Clients admitted to inpatient psychiatric units for the last 24 months (FY2017 to FY2018). Blue bars represent adults and green represents youth.

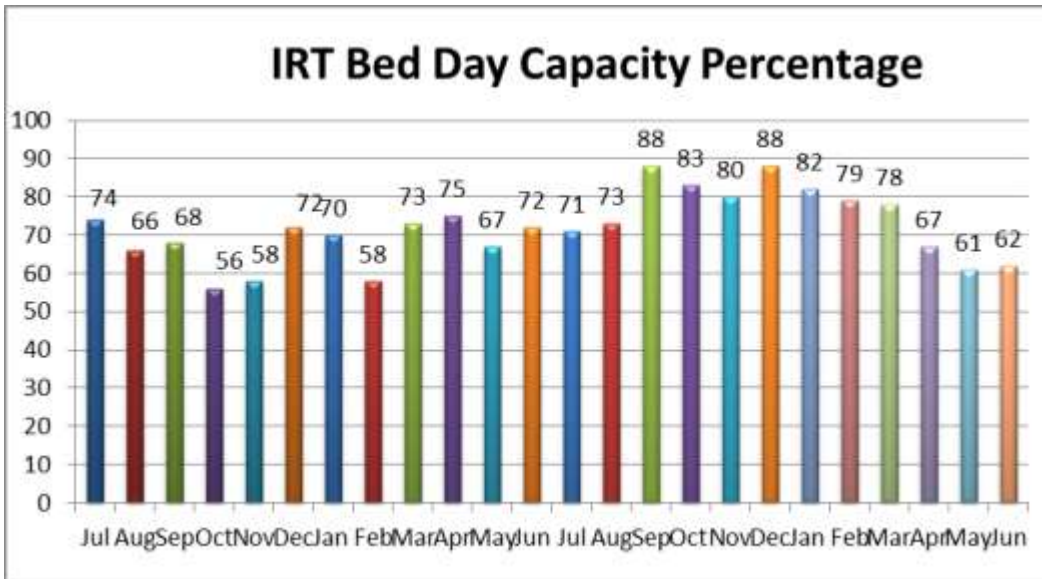


Starting in FY18, the USH prioritized the transfer and use of USH civil beds to accommodate Forensic Unit patients first and foremost. Before this decision, admissions to the USH Civil Unit would alternate between community needs and forensic needs. The Following graph represents the number of patients who were declined admission to the USH Civil Unit because USH Forensic patients were prioritized admission to the USH Civil Unit regardless of the community needs at the time of an open USH Civil Unit bed during FY18. The following graph displays each of the community patients who were denied admission due to forensic transfers taking priority. Also the cost associated due to the extended acute hospital length of stay. **For the month of June there were TWO forensic cases that held up civil bed admissions.**



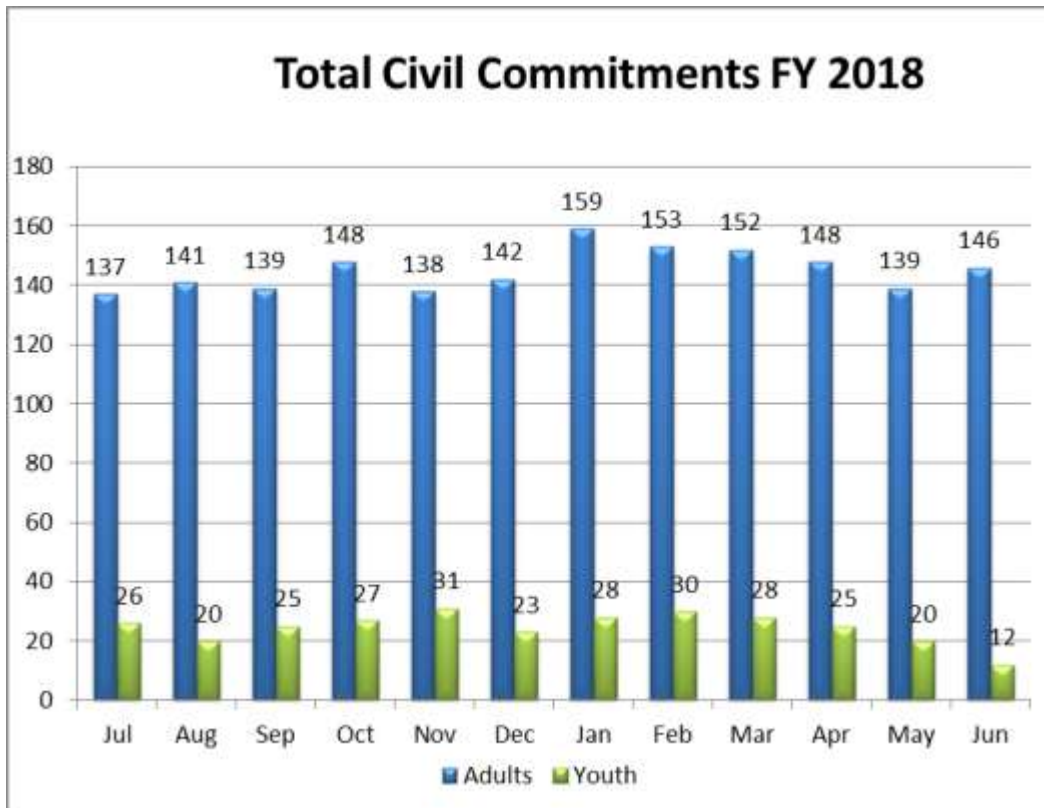
Intensive Residential Treatment

IRT - The following graph illustrates the bed day capacity percentages from FY17 to FY18 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.



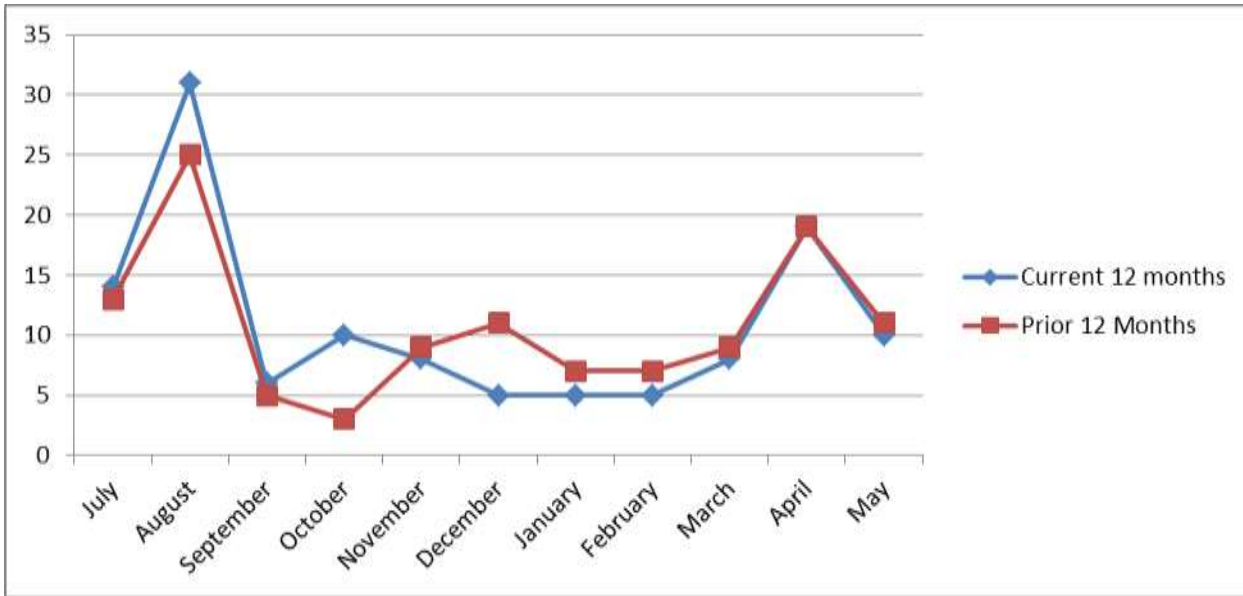
Leadership/Allied Agency Participation/Initiatives/Success

Success Story

- There was a high utilizer of services a couple of years ago in the Provo UT area where Provo PD responded to several 911 calls and persistent rants from a very paranoid woman who lived in an apartment building. She was VERY difficult to live by and even turned her garden hose on to her neighbors when she was upset with them. She did not quite meet the dangerousness criteria for involuntary civil commitment for a long time, but the WMH crisis team, police and local hospital all knew that she needed help. Eventually, a case was built and she was placed under civil commitment and placed at the Utah State Hospital. She got treatment and stabilized, eventually stepping back down to the community through IRT. Here she continued to display paranoia, but was able to work with a treatment team and develop trust and report with the IRT and BRIDGE staff. She still does not believe her mental illness caused all of her disfunction, but through the process of helping her find an apartment and integrate back to the community, she trusts that the nurses and treatment team have her best interest at heart. She is living independently again with the help of the BRIDGE team in an apartment and has not been abusing the EMS or hospital systems for several months! We count this as a major success considering where this client was a short time ago.

Human Resources

Turnover



Demographics

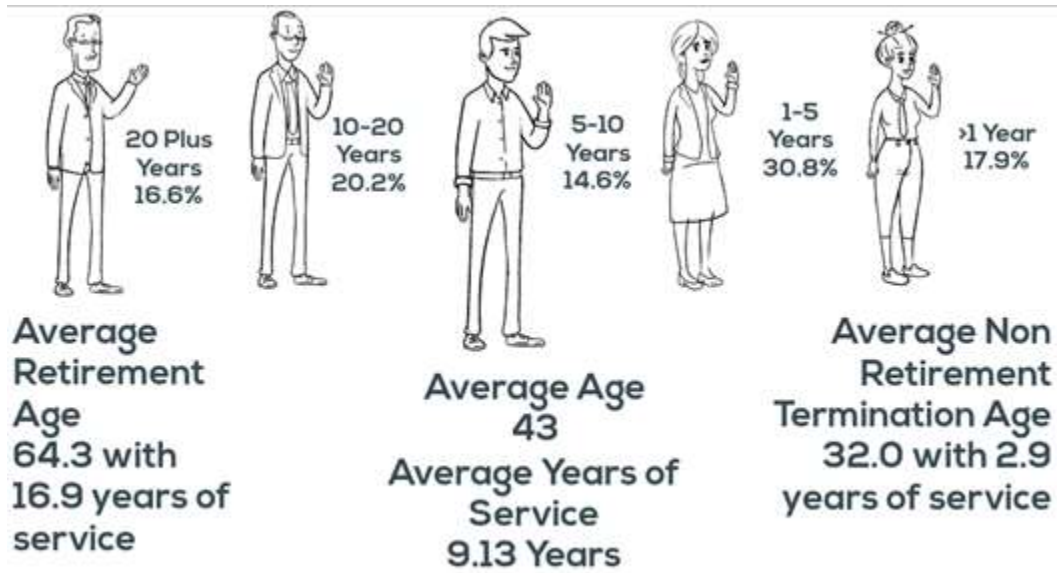
This first illustration shows the average age, tenure of employment, and number of terminations over the last several years for **full time benefited** employees.



| <u>Tenure</u> | <u>Age</u> | <u>Number</u> |
|---------------|------------|---------------|
| 20 + | 62.8 | 11 |
| 10 to 20 | 56.9 | 18 |
| 5 to 10 | 35.7 | 23 |
| >5 | 31.8 | 131 |

Terminated Tenure

This second illustration shows the breakdown of how long our **full time benefited employees** have been with us, their average of retirement, average age, average years of service, and average age and tenure of terminating employees. Almost half, 48.7% exactly, of our employees have been with us for less than 5 years.



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. We would expect the average step to jump around from month to month depending on if we are hiring more entry level positions vs management. In June we were able to hire almost all of our top candidates.

| | Positions Filled | Average Selection Ranking | Average Step | Average Days Posted | Average Days From Posting to Selection | Average Days from Posting to Start Date |
|-----------|------------------|---------------------------|--------------|---------------------|--|---|
| October | 12 | 1.25 | 3.55 | | | |
| September | 17 | 1.47 | 1.53 | | | |
| November | 13 | 1.54 | 4.88 | | | |
| December | 13 | 1.69 | 2.01 | | | |
| 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 |
| Average | 12.10 | 1.32 | 3.19 | 27.93 | 34.79 | 50.11 |

Billing Department

Junction Programming Changes/Updates

- Programmers are continuing work repointing all billing related reports to the new billing table structure. We continue to trouble shoot the problems we are seeing from the move to the new billing tables.
- Dual billing testing triggers have been turned off. Junction continues to write to both sets of billing tables, but the discrepancy checking has been disabled.
- Programming continues on the Credentialing Application, PSA Tracking, and First Party Auto-Payment Application posting.

Electronic Billing and Payments

- We are in the process of setting up an additional 2 payers to claim electronically. 99% of our monthly claims are now being submitted and paid electronically.

Accounts Receivable Management

- The billing department continues to work outstanding claims and eliminating outstanding balances.
- Our monthly credit card payments have increased from an average of \$8,000 during the first 6 months of FY18 to \$13,500 in the last 4 months. **We continue to receive requests from clients for an online bill pay option.**
- The turn around time from when a client makes a payment until it is posted in Junction has decreased significantly. Collaboration efforts between the Accounting and Billing departments continue. **The current challenge we are facing is when trying to apply a payment and the providers have not yet completed their clinical notes (which generates a billing transaction). From a billing perspective, we continue to support collaborative documentation efforts.**