

Wasatch Mental Health

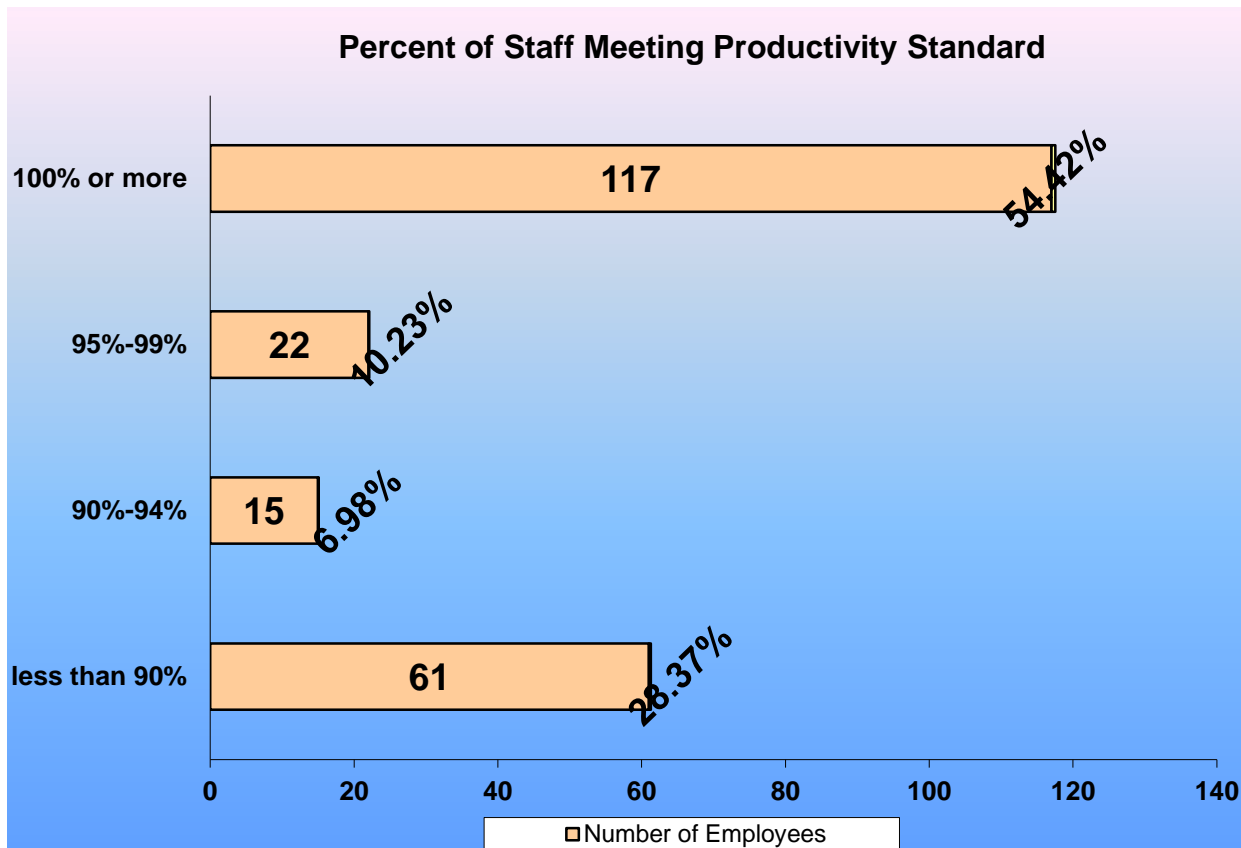
Briefing Report

May 2019

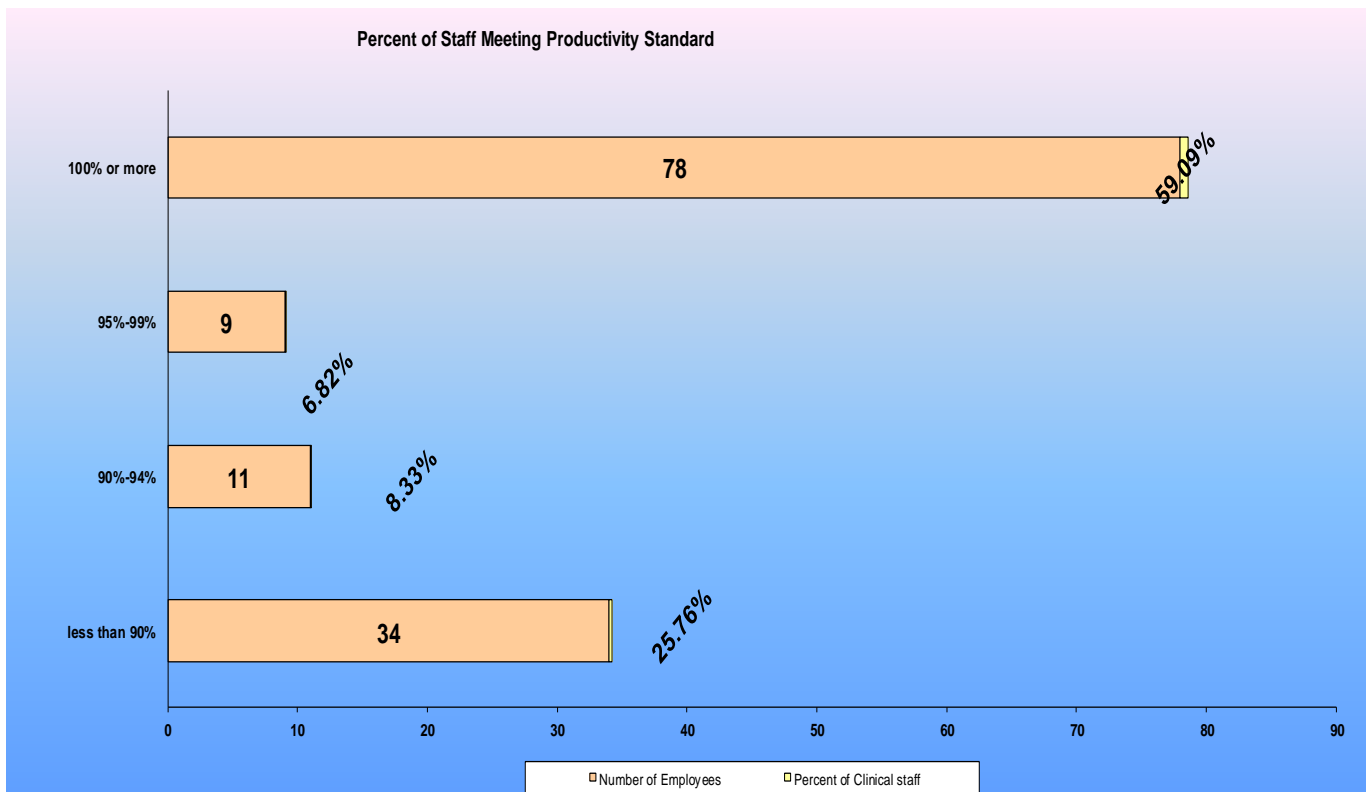
At this point, Medicaid rates are still elusive. While this makes our budget process challenging, we have made good progress towards developing a center-side budget for FY 2020. There are several new funding sources resulting in additional staff requests (such as additional Alpine School district therapy funds and our MCOT team development), as well as funds we anticipate as a result of Medicaid expansion. Our process has been to not add staff unless we have a funding source or believe that additional Medicaid revenues will cover the expense.

In May, we held the annual WMH Spring Conference at the Utah County Convention center. We appreciate the collaboration with the County to enable us to use this state-of-the-art venue. It is impressive to see how our staff has grown to almost fill the large Ballroom on the second floor! The conference was well received by staff and offered a diverse range of presentations for clinical as well as administrative and support staff.

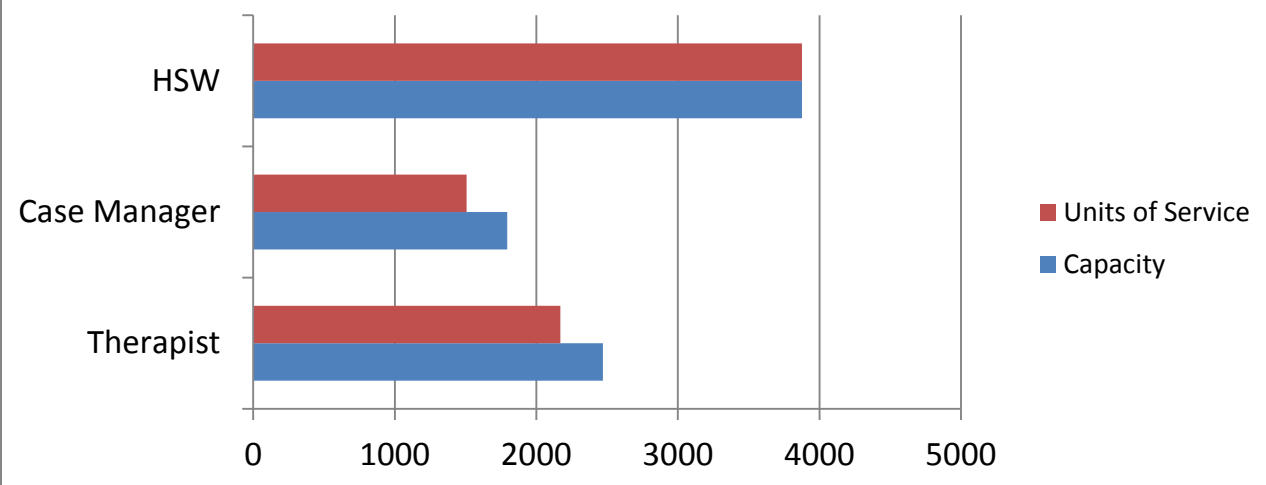
Following, a graph depicting the percentages of service delivery expectations met by our clinical staff.



Crisis and Intensive Services Division

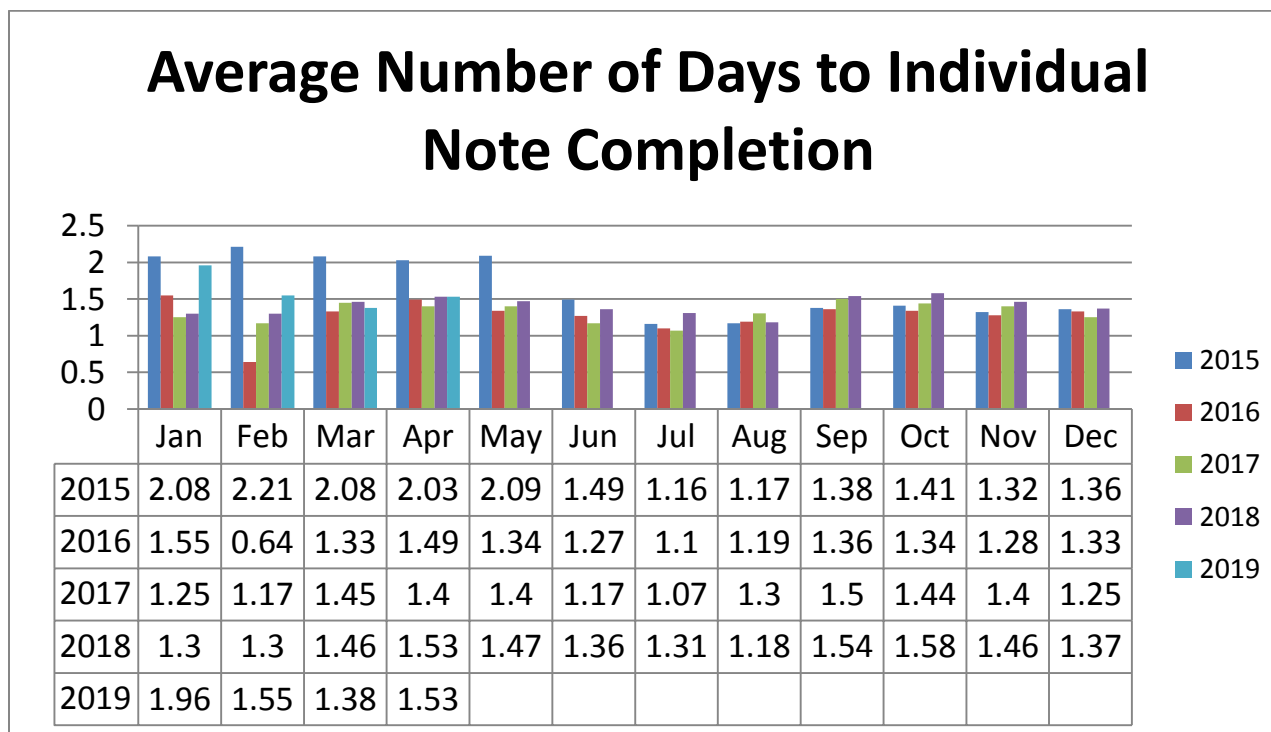


Crisis and Intensive Services Division Productivity February 2019



The above graph indicates the total capacity of possible units of service based on productivity standards in comparison with the actual units of service provided. For the month of April, total therapist time is at 87% capacity. Case manager time is at 83% capacity. Human Service Worker/Autism Aide time is at 100%.

The following two charts show the average number of days to notes completion. We are tracking this to encourage collaborative documentation.



Highlights:

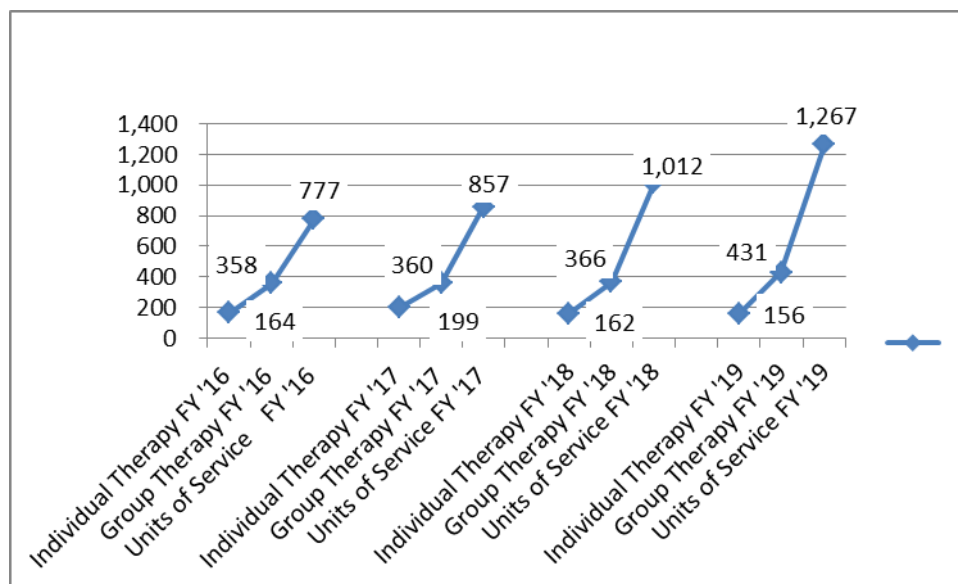
- For the month of April 2019 98% of the clinical notes were completed on time.
- We now have a certified Youth Mental Health First Aid Instructor and are excited to start training our line staff using Youth Mental Health First Aid.
- Once again, New Vista youth were able to display their works of art at the Generations Conference in Salt Lake. The youth work through their trauma with the help of art under the direction of Liz Lewin-Shepley. We appreciate her willingness to help the youth in this way.
- Staff submitted two grants during the month; one to the LDS church for \$25,000.00 and one to Dominion Energy for \$35,000.00.
- Grandfamilies hosted the annual Easter egg hunt on April 13. Total attendance at this activity was 110, comprised of 45 adults and 65 kids/youth. We added a pancake breakfast to the event (in lieu of toys that we used to give away from Toy R Us). We received a donation of 535 stuffed Easter eggs from a citizen in the community. We also received a donation of 75 small clay pots, mulch and flower seeds from Lowe's in Orem. As a result of the Lowe's donation, all of the children/youth in attendance were able to create their own decorative pot to plant their flower seeds in. We also received help from 11 volunteers who contributed a total of 38 hours of volunteer time at this activity.
- Grandfamilies received a large donation of clothes from My Sister's Closet in Spanish Fork. The donations will be used at the annual Christmas Shopping Day for grandparents.

April Unduplicated Clients served in Family and Specialty clinics:

Clinic	Adults	Youth	Total
PFC	146	596	742
Payson	198	246	444
AFFC	330	474	804
WCFC	139	55	194
WFC	745	31	776
Med Services	1129	228	1357
Psych Services	93	113	206
Crisis	68	7	75

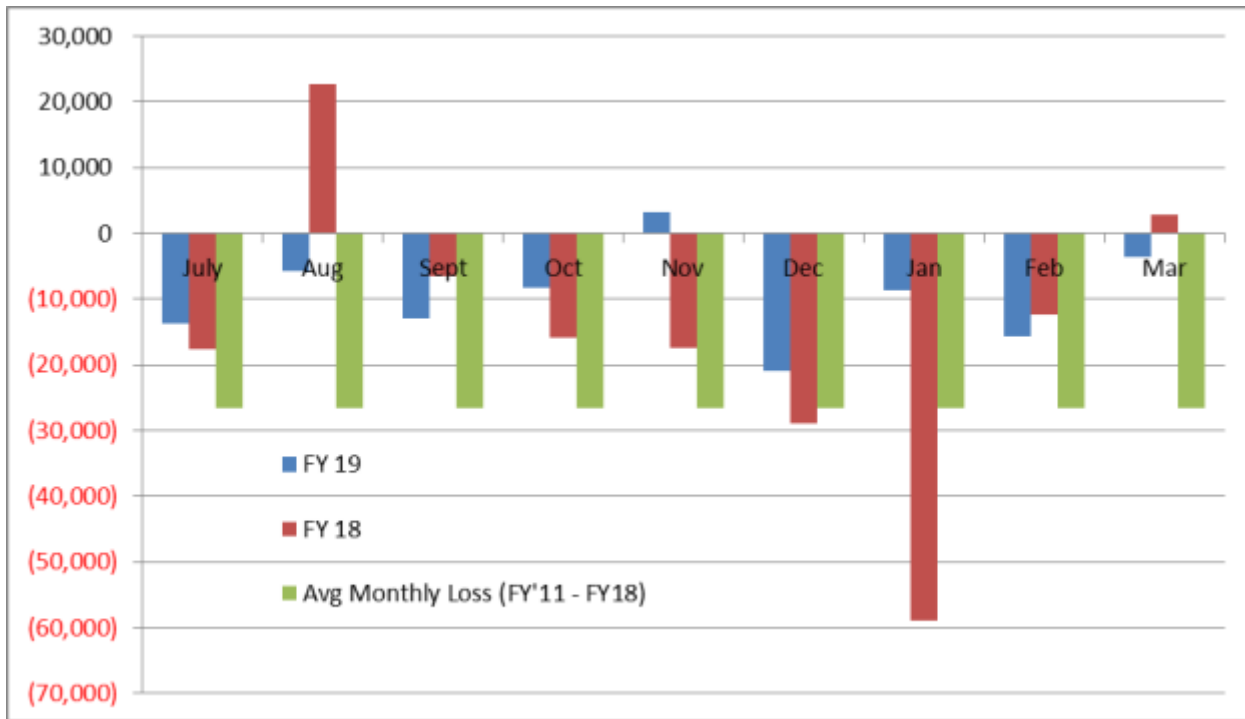
New Vista Youth Services

APRIL REPORT: April numbers look real good. The clinical team averaged 112% productivity for April. Our intern completed her internship with us and graduated and is now studying to pass the LCSW test. She will start with us on May 13th as a full time therapist. We are excited to welcome Adrienne on board. The chart below shows averages for the entire years for fiscal years 16 -18 and year-to-date for FY'19.



New Vista Financial Report

April was a good month financially. This reflects the hard work our clinical staff put in. Last year was a record breaking year as far as decreasing money lost is concerned. With that in mind the chart below shows that this year is on course to be better than last year.



Number of OQ/ YOQs administered: 118

Number of unduplicated clients who completed an OQ/YOQ: 44

Our average productivity: 112%

Highlights:

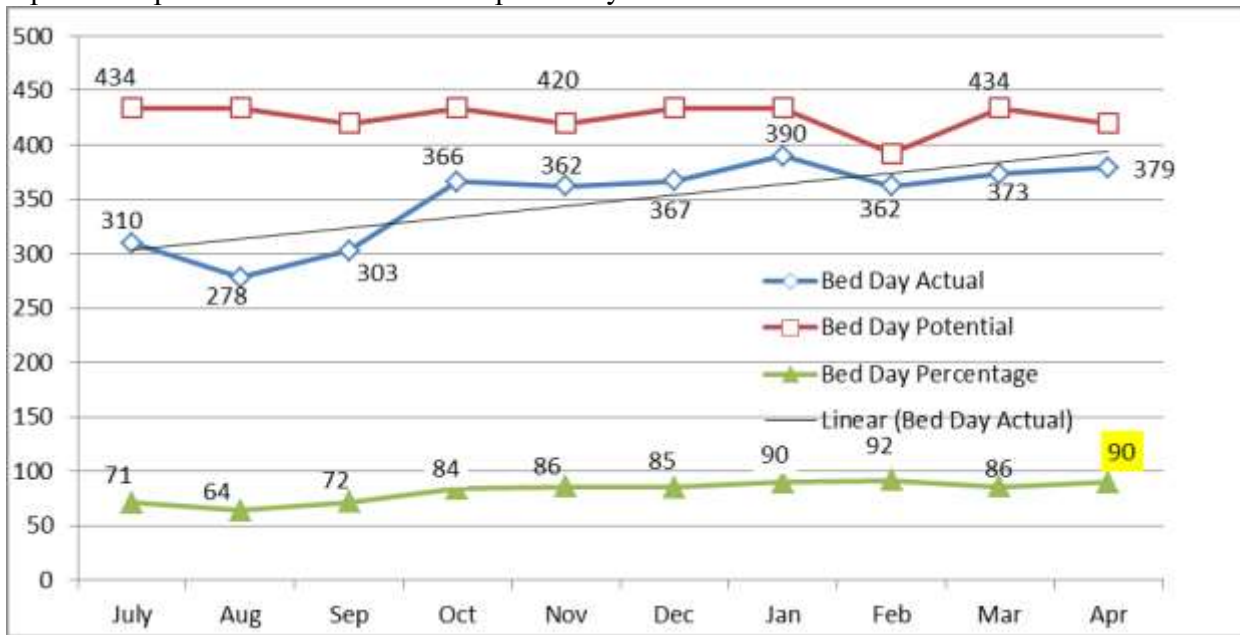
- The youth at New Vista finished their work on their own personal “Spirit Dolls”. The Spirit dolls are assisting the youth in processing and addressing their own personal trauma. The youth were able to work on the display that they are using to display their spirit dolls. The background display for the spirit dolls is fitting for the youth’s project as it is a Phoenix that is rising from the ashes. The youth use this is a launching pad to assist them in believing that they can also rise from their own personal ashes.

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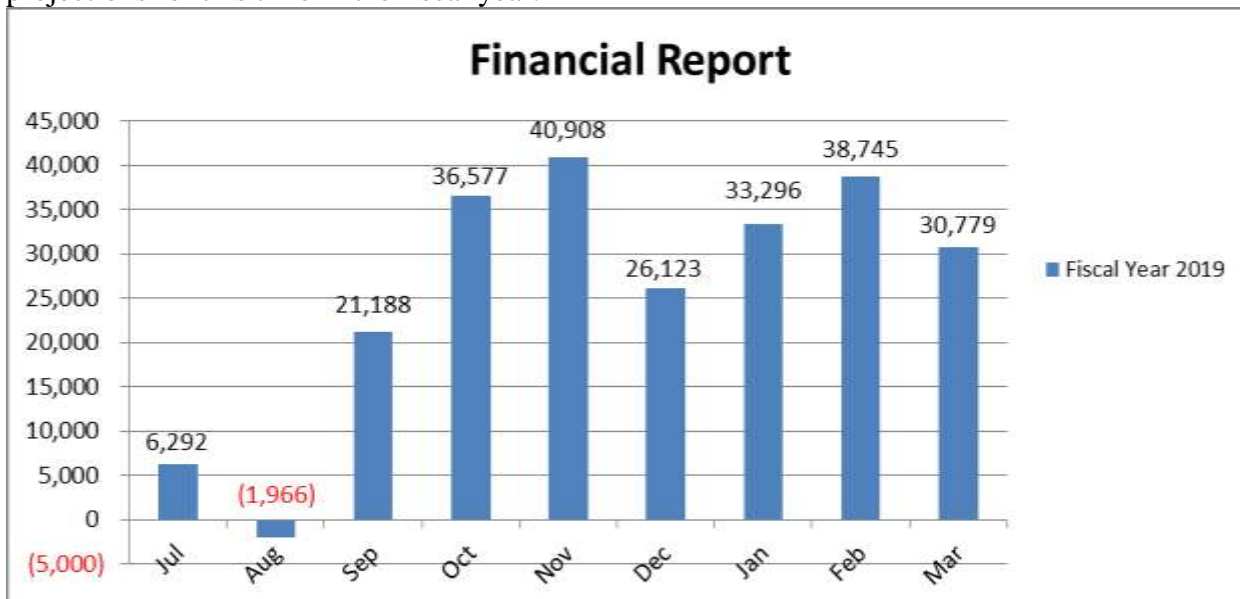
Aspire Academy

APRIL REPORT: Our bed occupancy for April was at 90%. We reached 100% occupancy for about a week during April. Our financial report is solid with a good return for March and our year to date financial report is as positive as it's been in the past 2-3 years.



Aspire Academy Financial Report

Aspire's Revenue is \$162,937 above projected budget for this time in the budget year. Our personnel costs are \$92,815 below the budgeted forecast. And our bottom line revenue/loss for the year is \$69,257 above projections for this time in the fiscal year.

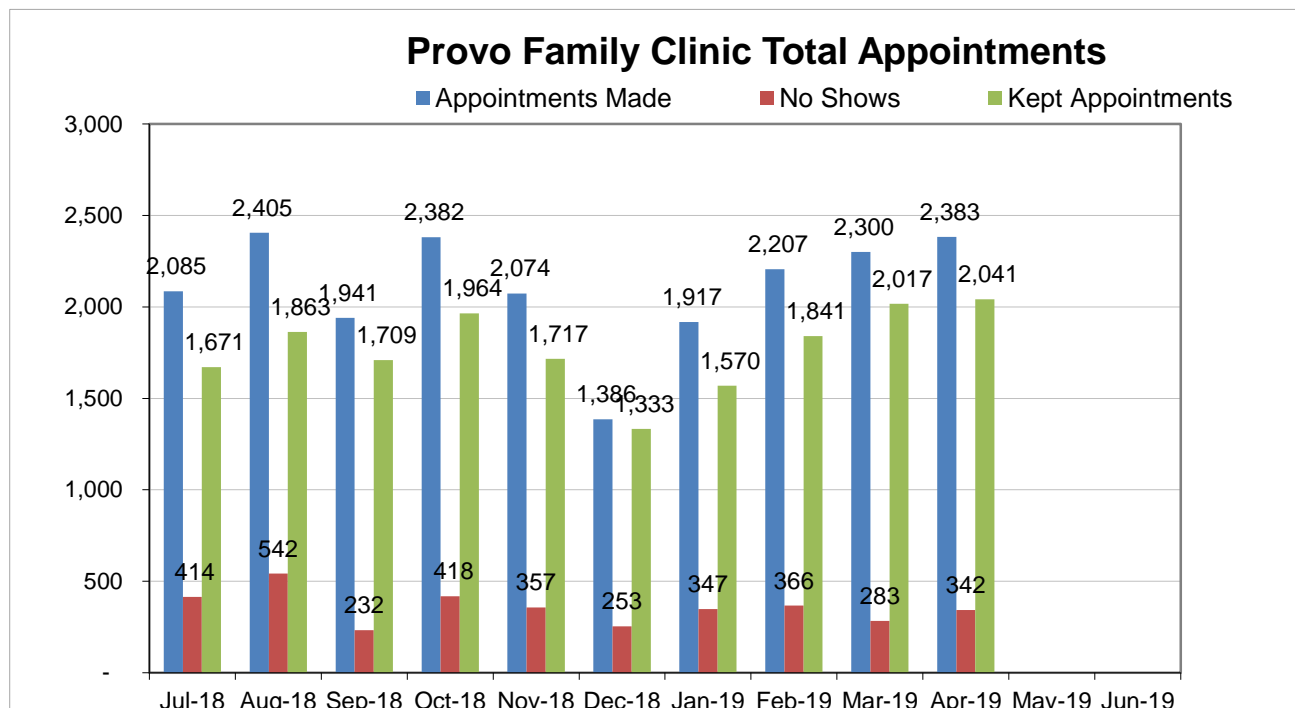


Highlights:

- We currently have 11 young ladies at Aspire. We are staffed with 19 HSW'S, 2 full time therapists, and a full time case manager supervisor.

- In the month of April we had 2 admissions and 3 discharges. Two of the girls who were discharged stepped down into foster care and one was discharged to the hospital due to dangerous behaviors.
- This month the girls finished a “mini term” at Summit High School. Most of our girls passed their classes. We had 3 girls with a GPA of 3.8 and will be receiving the Presidential Award for Academic Excellence in May. The girls were also able to attend the Broadway Musical Play Aladdin at the Eccles Theater in SLC. In addition, they were able to attend the Culinary Dinners at UVU.

Provo Family Clinic



Monthly Total OQ and YOQ

Adult - 104
Children/Youth- 576
Total- 680

Outside Meetings and Presentation Times

Elizabeth Feil:

DCFS Placement meeting , 2.75 hours
 TBRI training with various staff: 14 hours

Scott

DCFS placement meetings 4.0 hours
 Utah County D&A prevention mtg 1.5 hours
 CJC Advisory Board 1.0 hours

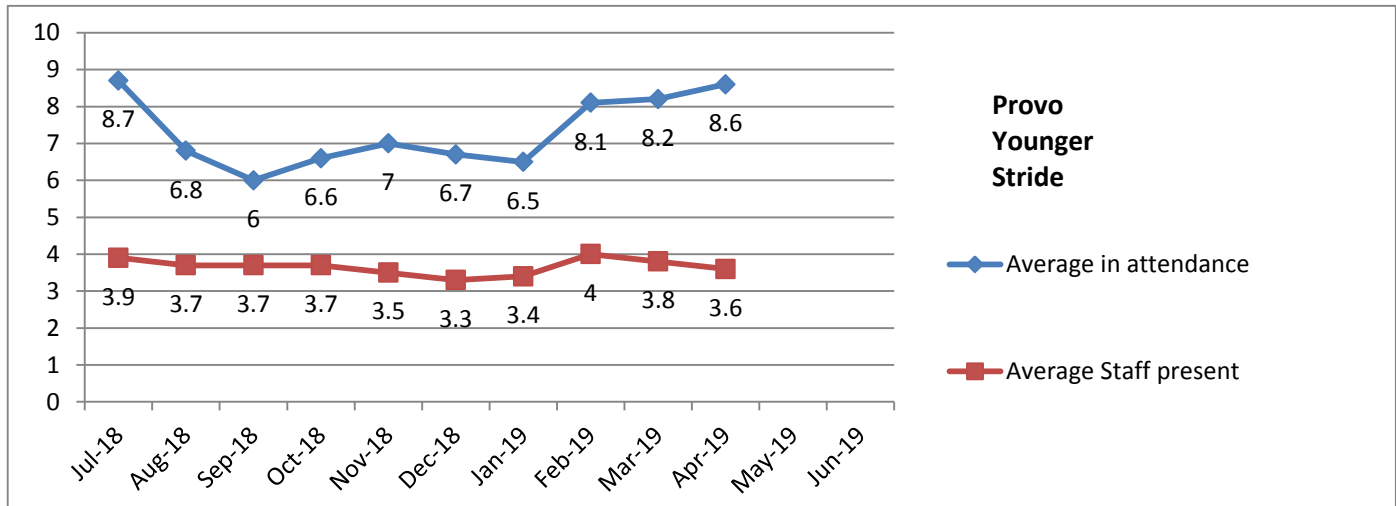
Financial Status/Executive Director Information

Through **March 31, 2019** PFC's budget shows a profit of: \$84,930

Stride and XCEL - Partial Day Treatment Program

Stride

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

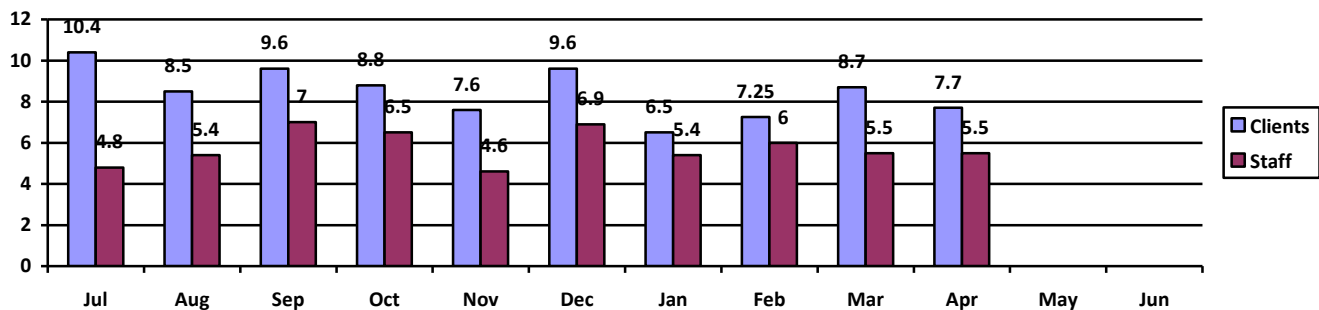


Total Stride unduplicated clients served this month: 68

Stride Program Discharges:

North County Stride: 2 graduations
 Provo Older Stride: 6 graduations
 Provo Younger Stride: 1 graduation
 Payson Stride: 3 graduations

Xcel Class: Monthly Avg Census



XCEL discharges: 4 (partial completion)

Total Xcel unduplicated clients served this month: 54

Financial Status

Through **March 31, 2019**, Stride's budget shows a profit of: \$35,360
 Through **March 31, 2019**, XCEL's budget shows a loss of: (\$19,641)

GIANT Steps

Highlights & Program Updates

- The summer program will expand to another location to increase the number of families we serve.
- A student team from a UVU Organizational Development class presented their results from a project they did to evaluate and improve communication, team building, and morale at Giant Steps. We plan on implementing those recommendations beginning May.
- The Friends of Giant Steps organized a staff appreciation week for the employees in our department. They decorated the classroom doors, brought the staff pie one of the days, and treated them to a meal as well. We are grateful for all the support that the Friends of Giant Steps offers.

Community Involvement

- Participated in the UVU Global Autism Perspectives Symposium, First Responder Workshop, Parent Safety Night, and annual Autism Conference
- Attended the Autism Council of Utah's Annual Meeting
- Attended WMH Youth Advisory Board meeting (monthly)
- Participated in Autism Resources of Utah County Council (monthly planning meeting)

Upcoming Dates / Events

- Giant Steps Graduation – Friday June 28th, 2019 at 11:00 am

Billable Units of Service

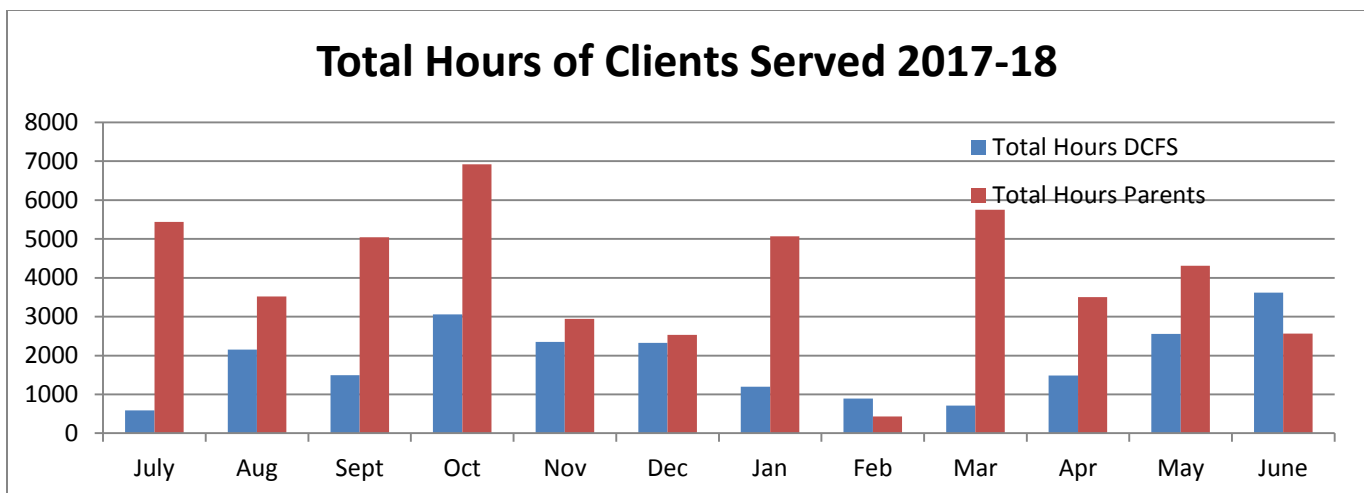
Current Month – 21,331 units of service were provided to Giant Steps clients/families.

Last Year Comparison – 16,892 units of service were provided in the same month last year.

Financial Information

Fiscal Year-to-Date Income Gain (Loss)* – (\$127,321.62) *As of 3/31/2019, 2018

Vantage Point



Turn Away Stats

Accept:	47
Reasons for Turn Away	
Full:	
Full on Boys:	17
Full on Girls:	16
Cannot Accept another 1-1	2
Day only	2 (accepted)
Not in the county we serve	1

Leadership/Allied Agency Participation/Initiatives/Success

Interns are a resource that we are so lucky to have. This past month, we have to say good-bye to 7! We were able to accomplish so much with them. Some of them brought new ideas and groups that we have not had before that have enriched the kids who have stayed with us. We are sad to see them go. We wish them the best in their future and hope the best for them.

CY FAST- Respite

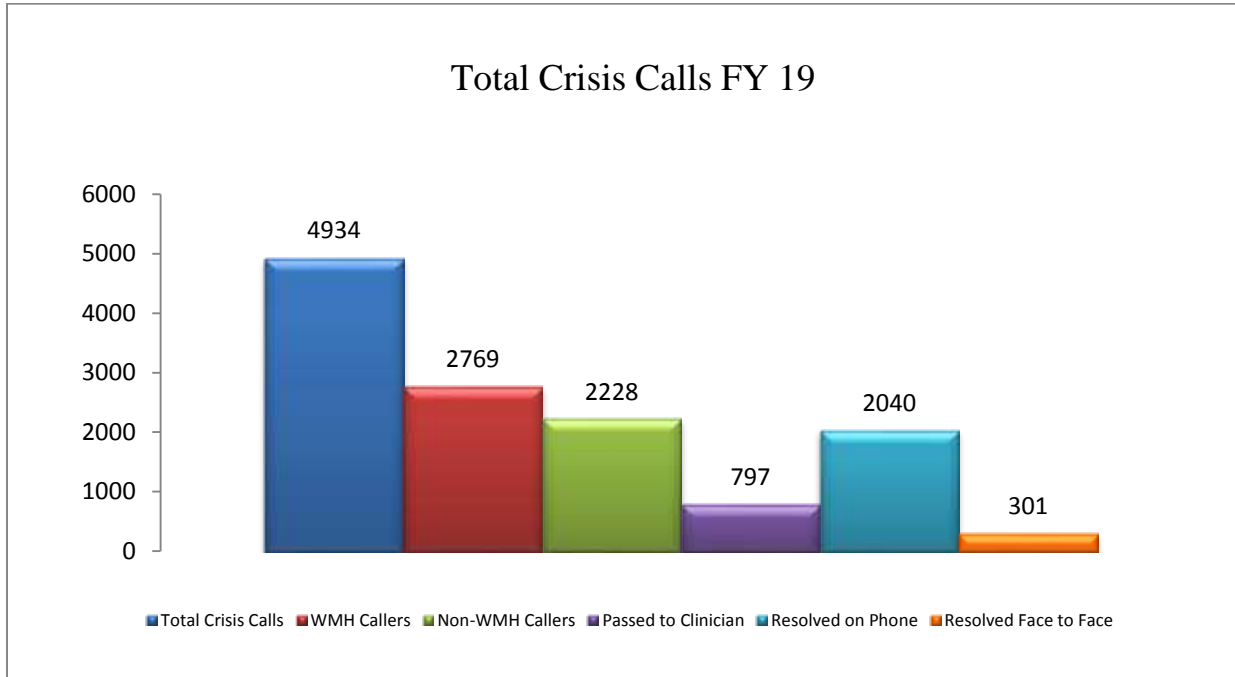
- We are starting a new schedule of groups this next month. We will have a summer schedule with groups running 5 days a week. We are so excited to be starting a couple of new groups, an LGBTQ & Allies group, TF-CBT, CPRT, and Transition to Adult Living group. These will be offered with our existing schedule of drop off Respite, Wellness In Action, and Seeking Safety.
- A client was released from inpatient following active suicidal ideation. The family had a lapse in insurance and were feeling discouraged about appropriate treatment after discharge. During the lapse in insurance coverage, CY-FAST funds were used to provide wrap-around supports for the family and coordinate with the school to identify an appropriate safety plan (as the incident leading up to hospitalization occurred at the school).
- A parent of a client endorsed active suicidal ideation. CY-FAST coordinated with Giant Steps and adult crisis team to make outreach to the home to assess the family for safety. CY-FAST completed the siblings' intakes at the home to ease the parent's distress and expedite the addition of resources to aid in supporting stabilization of the family as a whole.
- A youth presented to the ROC after being referred by the school for suicidal ideation. CY-FAST was able to divert an inpatient hospitalization by utilizing Vantage Point to stabilize mood. Follow-up care is being offered via CY-FAST grant (due to no insurance) to aid in stabilizing the family, who have fled from an abusive situation in another country.

PREP

<u>Number of total unduplicated clients served last month:</u>	78
<u>Number of OQ/ YOQs administered:</u>	55
<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	46

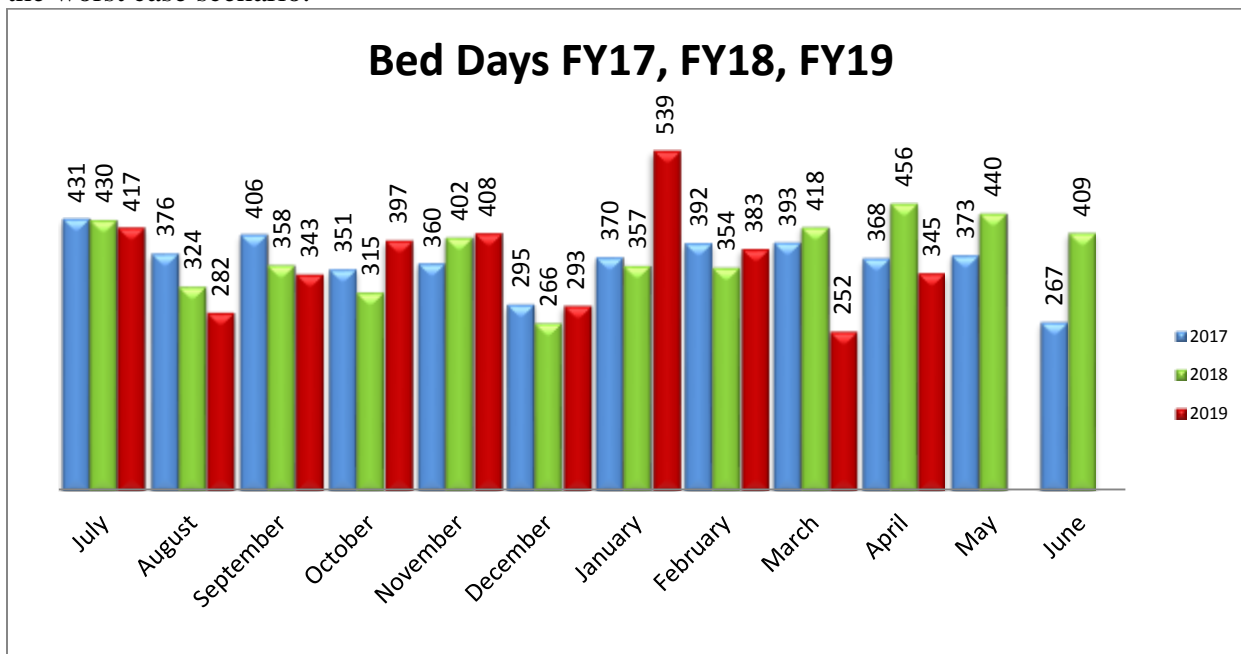
CRISIS SERVICES

The following graph represents the total breakdown of Crisis calls received thus far for fiscal year 2019



Inpatient Psychiatry

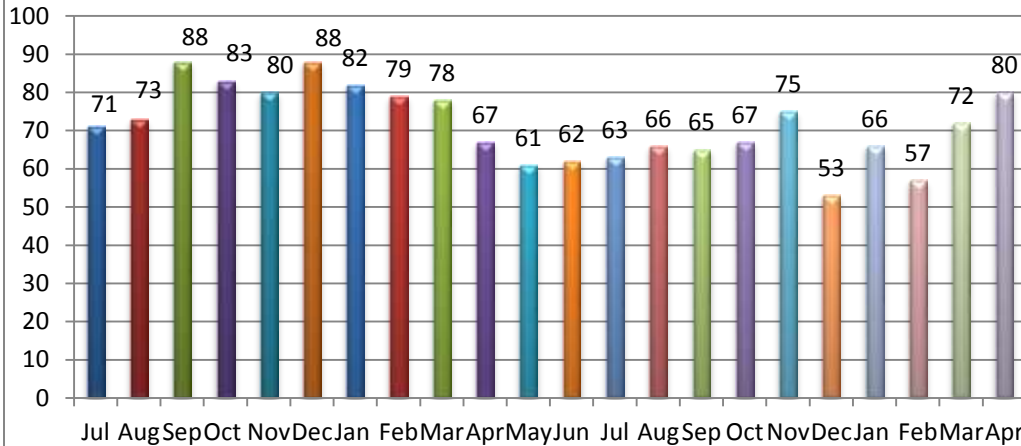
The following graph illustrates the total number of inpatient psychiatric bed days used for WMH clients during each month of the last two fiscal years and FY 2019. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however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



Intensive Residential Treatment

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

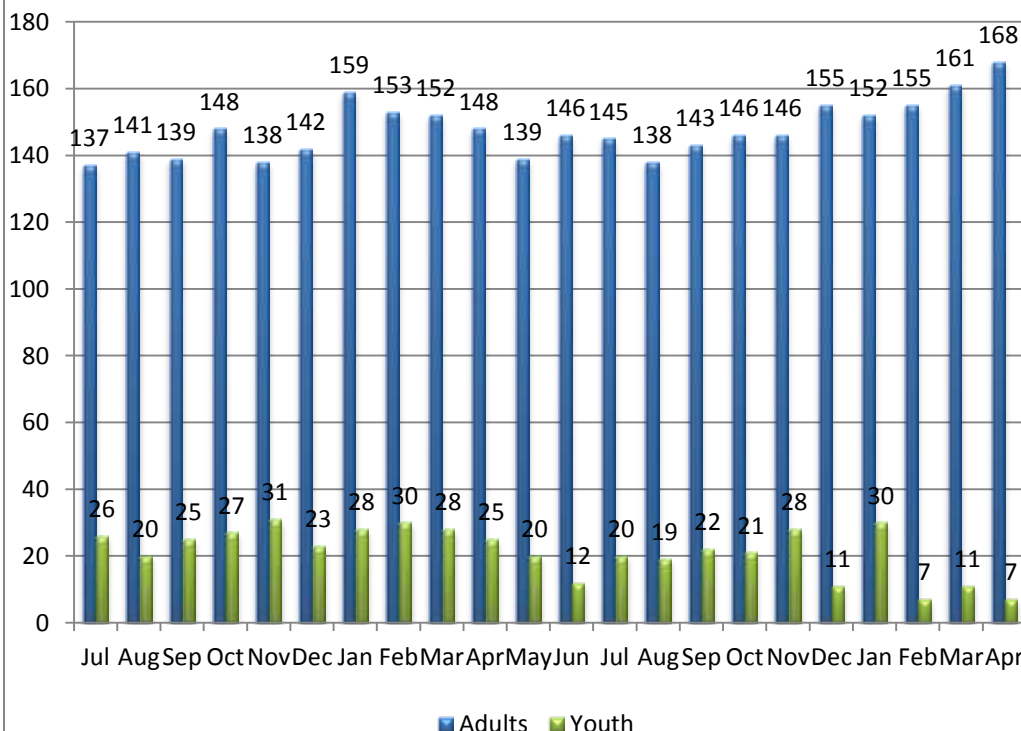
IRT Bed Day Capacity Percentage



CIVIL COMMITMENT

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

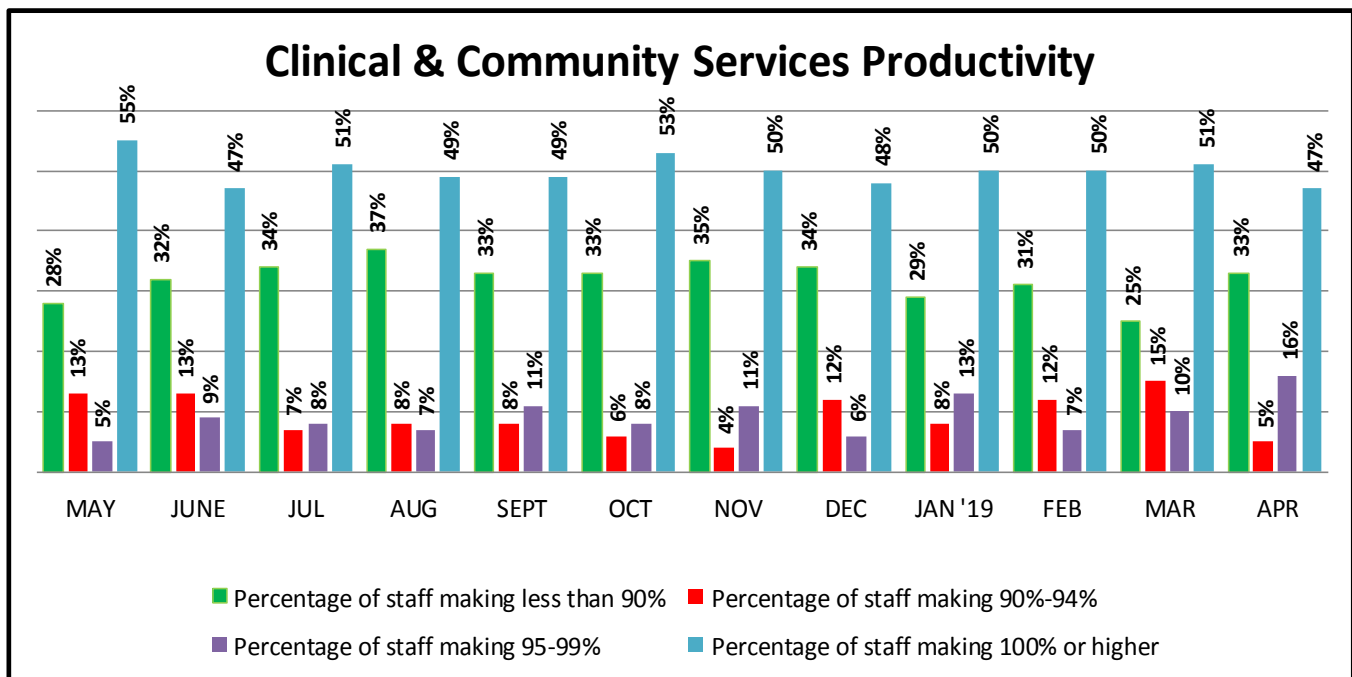
Total Civil Commitments FY 2018 & 2019



Leadership/Allied Agency Participation/Initiatives/Success

Mobile Crisis Outreach Team or MCOT responded to a call to an Orem home with Sgt. Jamison regarding a family who is aging and very worried about their adult son. The family was resistive to accept help and treatment in the traditional form of mental health services. However, the ability to go to the client's home, and offer resources helped shape the relationship the police now have with the family. It also helped set the perspective for what systems inside the home need to change when the family is ready to accept help and make the adjustments needed. The police feel much less hopeless about the family's situation and WMH will be prepared to assist the family and adult son once he does come in for services. The ability to dispatch a mobile team to the community and better partner with police does not always mean the problem is solved. But it offers support to those at various stages of change.

Clinical & Community Services Division



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

OQ/YOQ Administration

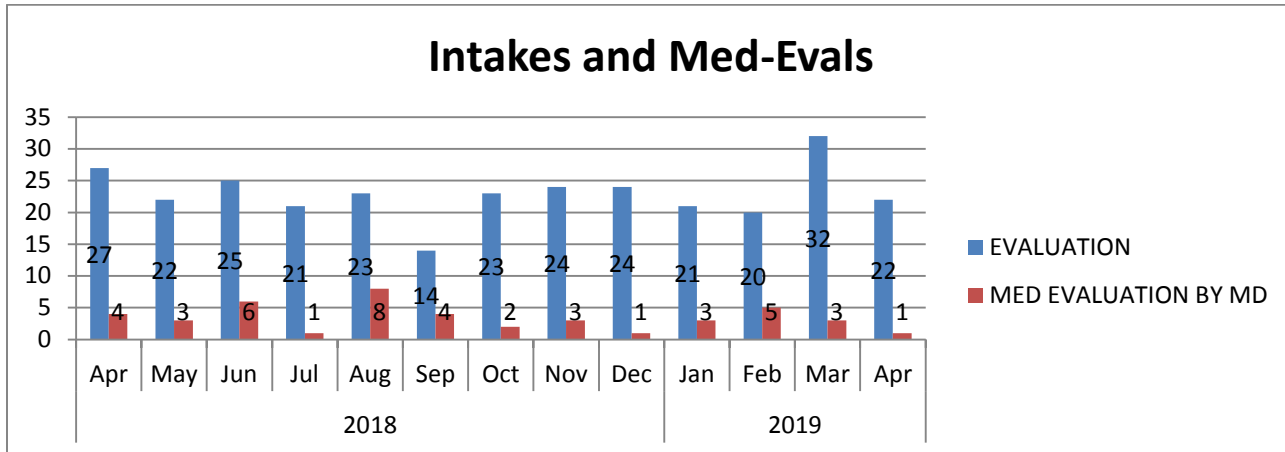
Number of total unduplicated clients served last month:	4296
Adult Clients Served	2622
Child/Youth Clients Served	1674

Number of OQ/ YOQs administered:	3416
Clinical & Community Services Division	2423
Crisis & Intensive Services Division	993

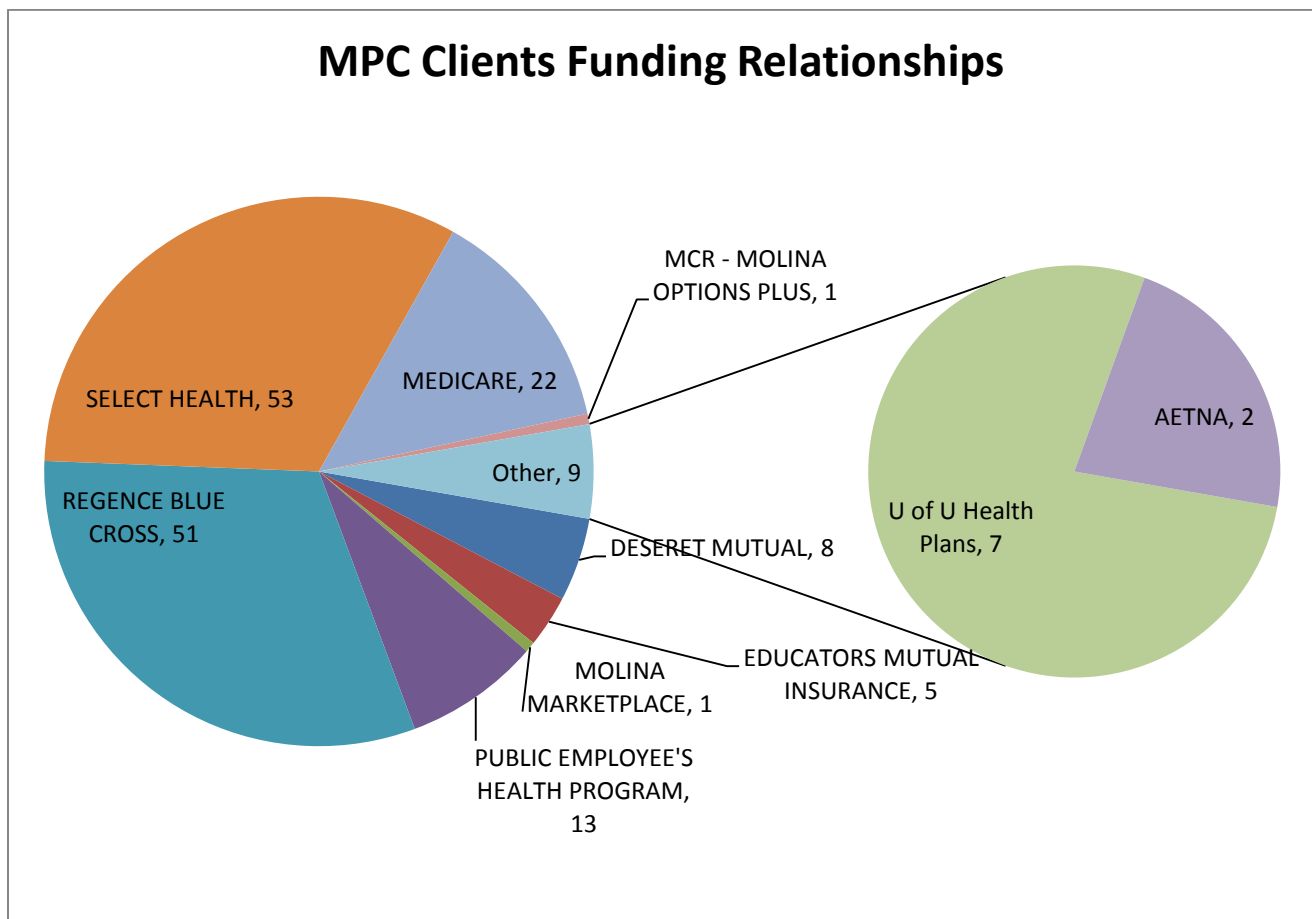
Unduplicated Count of All clients Served at WMH	4296
% of Unduplicated Clients Completing an OQ/YOQ	48%

Mountain Peaks Counseling

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



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 payer sources that only have 1-2 clients, making the chart clearer.



Leadership/Allied Agency Participation/Initiatives/Successes

We have expanded MPC by 4 after hour therapists that were brought on to assist with Medicaid expansion enrollees. We have not seen much pressure at all with Medicaid expansion AT THIS POINT but we have continued to see pressure with commercial insurance clients and these new therapists are able to relieve that pressure. Last month we reported that we stopped doing intakes because they were over 2 months out and getting a follow up was almost as hard. With these new therapists we have started taking intakes and they are nearly booked with clients already.

<u>Number of OQ/YOQs administered:</u>	170
<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	88
<u>Number of unduplicated clients served:</u>	119 (20 were youth)

Westpark Family Clinic

- In April, PASRR staff completed 99 PASRRs for a generated revenue of \$39,867
- WMH PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In April 2019, PASRR staff completed 14 IDRC PASRRs for generated revenue of \$3,237.50.
- The number of OQ/YOQ questionnaires collected in WFC increased significantly this month, consistent with the seasonal pattern typically seen following the administration of MHSIP questionnaires during the month of March. WFC collected 702 OQ/YOQ questionnaires during the month of April. This is up by 256 questionnaires from the 446 administered in March. Of the OQs collected this month, 463 were unduplicated, which is up from 317 unduplicated questionnaires last month. The number of daily administrations this month increased to 31.9 per working day, which is up by 10.7 questionnaires per day compared to March.
- 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 83.09 and current scores of 74.44, showing mean improvement of 8.65 points. Of these clients, 39% currently show improvement on the OQ-45 with 47% and 14% showing no reliable change and deterioration respectively.
- 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 many 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 75% of April's sample had at least one concrete and measurable objective on the recovery plan. This is the same percentage that was found in last month's audit, but does show a slight decrease from previous high levels. It is unclear whether this decrease is due to the small sample size or if it is suggestive of an actual decline in S.M.A.R.T objective use. Increased emphasis will be placed on this initiative during the coming month.
- During the last quarter (beginning with the pay period starting on 2/3/2019 and ending with the pay period ending 4/13/2019), WFC staff with productivity standards achieved a total of 5179.22 productive hours, which equates to 102.5% of the department's cumulative productivity standard.
- During the same period of time, RPS staff with productivity standards achieved a total of 789.82 productive hours, which equates to 109% 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	0	0	1
Provo Justice Court:	5	2	1	0
Orem Justice Court:	5	0	0	0

Leadership/Allied Agency Participation/Initiatives/Success:

- Our success story for this month comes from the case manager for the new Integrated Health Care Grant. It illustrates many of the areas that we can provide assistance to our clients in. “In our second intake assessment for the new program, a client was interviewed by RN Shantel Wilson and CM Tom Robertshaw. The client said he had some concerns about depression. He was dropped off yesterday by his girlfriend who said he is "a handicap." We later heard this may be a delusion. He could benefit from an emergency call button, as he had a fall on his face yesterday. His difficulty with hearing was noted. The client said he has been deaf in his right ear, but is now having trouble with the left. He also asked for more housekeeping support. He also asked for a “4-wheeled scooter.” During the interview, the client said that thinking about his condition, health, and symptoms made him feel sad, but he was happier to report his clean substance abuse history.
- Walk-in intake volume and utilization both increased markedly during the month of April. During the last month, a total of 71 walk-in intakes were performed, filling most of the 81 available slots, for a total utilization rate for the month of 87.7 percent. This is up 17.2 percent from the utilization rate observed in March.

Wellness Recovery Clinic

With the WRC closing and the interns leaving it is a bit chaotic here in the WRC. April was the last full month we were officially open for business in the South Campus building. We have officially shifted the remaining staff to their new assignments with Steven Nilsson, LCSW carrying the complete caseload of WRC clients with him as the funding is in place until June 30, where he is assigned at the WFC. There at the WFC, Steven along with Becky Tyler, CTA will follow the remaining unfunded clients and make sure they follow through with their last doctor’s appointments and a few remaining individual and group sessions provided by Steven. He has 30 clients that remain as unfunded and we had 19 other unfunded clients seen in outlying family clinics, mostly children and we will track them in our exceptions committee. The prescribers will continue to see WRC clients at the WFC clinic until June 30 when they will follow up in the community, mostly at Mt Lands medical center.

Becky Tyler and David Blume will follow up on the last quarter of the Primary Care Grant and ensure the data recording and reports are written to submit to the State the first of July. We believe there will be a number of clients who will be under 200% poverty and can benefit for unfunded services with the grant money.

Number of total unduplicated clients served last month: 90

Number of OQ/ YOQs administered: 119

Number of unduplicated OQ/YOQ: 49

Medical Department

- There do not appear to be any significant problems that have arisen in the overall operation of Med Services for the month of April 2019. There is ongoing coordination regarding assignment of prescribers who had hours at the WRC and where these hours can be best utilized. There is also ongoing coordination regarding the placement of Kelsie Balmforth, APRN, who will be starting with Wasatch Mental Health in June 2019. Med Services currently anticipates having an APRN intern begin their internship in May of 2019.

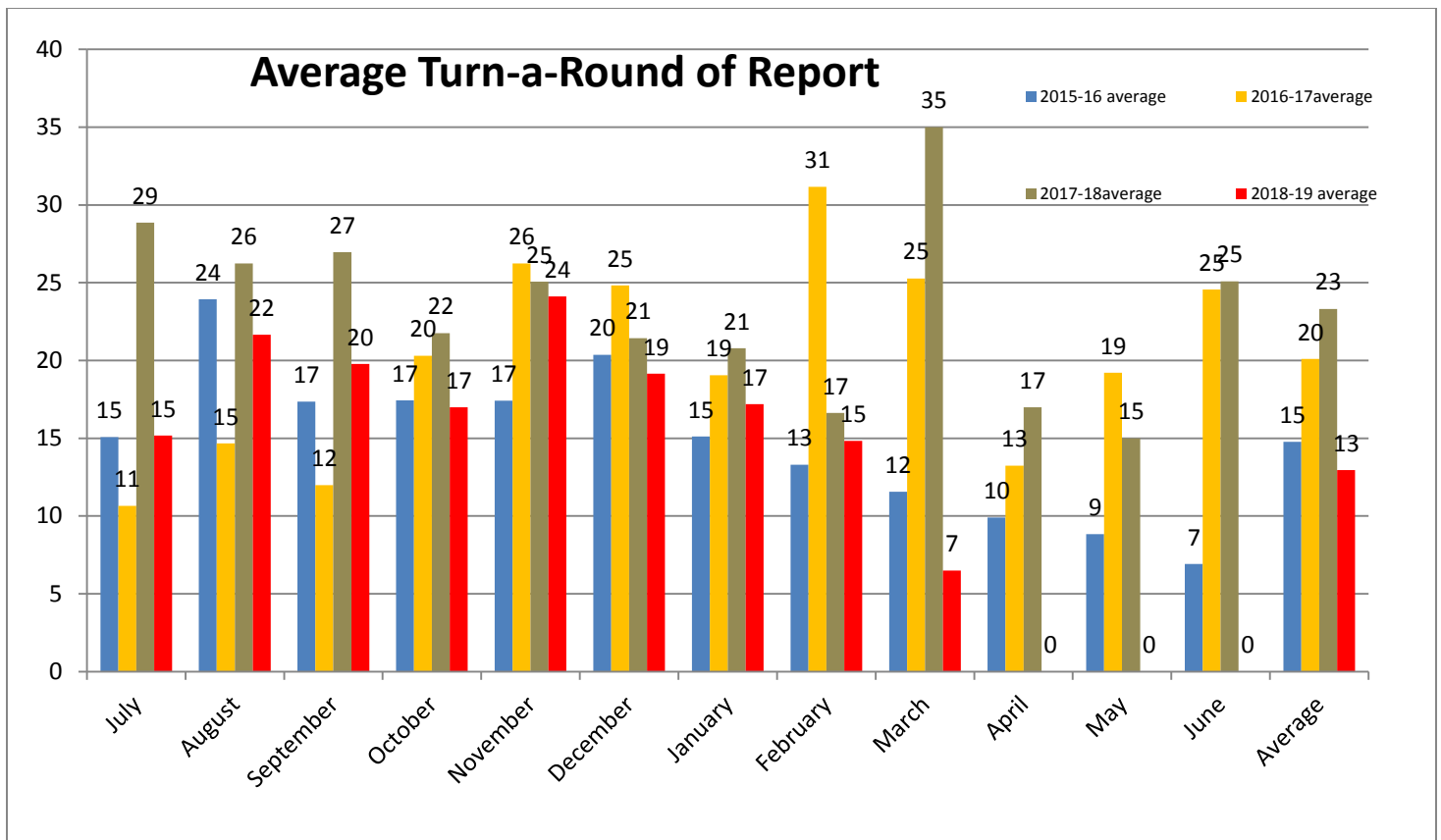
Psychological Assessment Services

- Psychological Assessment Services continued to run under the interim supervision of Dr. St.Pierre while Dr. Houskeeper continued her FMLA. No significant difficulties related to this interim supervision have arisen during the month of April. Dr. Harris has continued to express high levels of enthusiasm for taking on as many challenges as are presented to him. Shannon Cayer has decided to take a significant break before beginning her residency in late summer/early fall of 2019. Dr. St.Pierre plans to train Shannon and Dr. Harris on all modules of the ADOS-2 in order to have them be capable of completing Autism Assessments. Our first testing referral from a medical doctor regarding a Spinal Cord Stimulator was received. Testing was begun with this client by Dr. Harris. Dr. Pennington has been providing guidance regarding handling these referrals.
- Ample referrals for psychological testing have been received by this department. The interns have been asked to increase their case load for testing and most of them have agreed to take on more testing. Kim is still scheduling clients one and a half to two months out for testing. The Medicaid Expansion has not significantly impacted the department at this time. This is assumed to be due to our system in which the primary source of referrals continues to be from prescribers, therapists and case managers working within Wasatch Mental Health. Expansion for the hours of this department will be considered in the future if a significant number of individuals present with significant scheduling difficulties due to work schedules.
- There were a total of 62 referrals for this month. 27 of these referrals were adults, with 35 being for youth and adolescents. 24 of the total referrals contained a question regarding Autism Spectrum Disorder, for a percentage of 38.7% of the total referrals.

Below are the preliminary billable total hours for interns along with a break-down of services provided by intern for the entirety of their internship up until the end of the month of April 2019:

EVL	EVLD	FT	FTC	GBM	Group	IT	IBM	PT		TCM		TOTALS	Total hours
\$20,271.25								\$37,350.00				\$92,776.25	648.59
\$27,390.00	\$1,155.00					\$51,290.00		\$14,925.00				\$98,042.50	608.64
\$21,903.75	\$2,310.00	\$1,007.50	\$0.00			\$72,930.00		\$19,050.00				\$117,975.25	758.29
\$19,511.25		\$2,210.00						\$47,212.50				\$127,782.50	826.47
\$0.00	\$0.00	\$0.00				\$0.00		\$0.00				\$0.00	0
\$0.00	\$0.00	\$0.00	\$0.00			\$0.00		\$0.00	0.00	0.00		\$0.00	0
												\$436,576.50	2841.99

Below are the tables related to the average turnaround time for testing reports:



Care Team Services

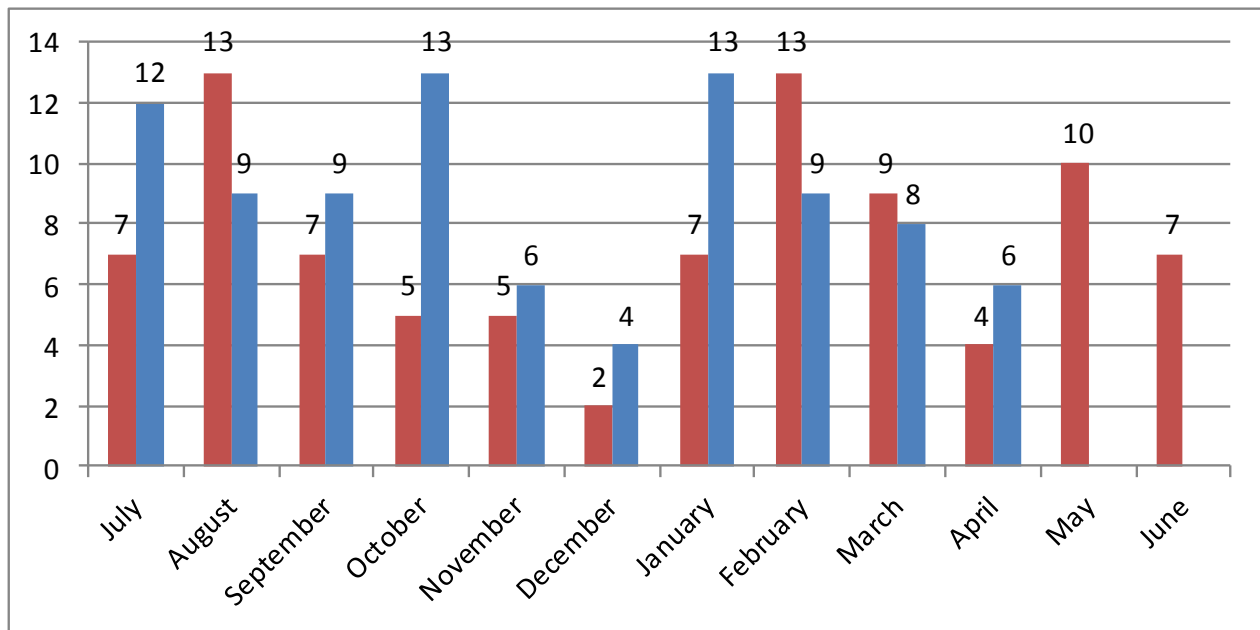
- April of 2019 saw the beginning of CTS at Westpark Family Clinic making adjustments and efforts to deal with the increased number of clients anticipated as a result of the Medicaid Expansion. During this time, they have worked to begin scheduling individuals for 1 hour intake evaluations and having therapists scheduled to see two individuals during walk-in times for intake evaluations. Additionally, CTS at Westpark have been working to coordinate having new clients be seen at the Food and Care Coalition of Supportive Housing Services when there is not a case manager available to complete the enrollment process for those potentially eligible as part of the Medicaid Expansion. This coordination has included informing clients of where they can be seen if there is no one available at WFC and a warm handoff to front desk staff at Supportive Housing and Food and Care Coalition. Lori V. is currently working to help ensure her staff at WFC are effectively providing this warm hand off and that the needs of new clients are being appropriately met at their initial contact with Wasatch Mental Health.

Outside Providers/Mountainlands

Mountainlands was open 19 days in April 2019

%Appointments Kept---	75.5%
%Appointments Canceled---	11.5%
%Appointments Failed---	13%
%Appointments Kept Follow-up's---	82%
%Appointments Kept New Clients----	18%

Wasatch House FY19 Orientations (compared to FY18)



Leadership/Allied Agency Participation/Initiatives/Success

The Career Unit hosted our annual Employer Dinner for members and employers in our Transitional Employment Program. Although we were missing a few employers, the benefits of employing our members were on full display as they gave their employers their awards.



Our Self Study for Clubhouse Accreditation was submitted early after 6 months of work by members, Advisory Board members and staff. Our Accreditation Visit will take place June 3-5th.

<u>Number of total unduplicated clients served last month:</u>	134
<u>Number of OQ/ YOQs administered:</u>	55 MSHIPS
<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	47

WATCH/ /JTP Program

Unduplicated number of clients served in the WATCH Program:	109
JTP- Unduplicated number served:	122

Leadership/Allied Agency Participation/Initiatives/Successes

- With the introduction of Medicaid expansion to individuals at 100% or below the Federal Poverty Level this past month, WATCH/JTP has worked to be as innovative as possible in not only applying for Medicaid on behalf of our existing clients, but also reaching out to the expansion population and assisting them to receive services. To address this, we performed a significant overhaul on our intake process to provide a walk-in intake clinic each day of the work week beginning April 15th. Medicaid Eligibility Specialists are now available for several hours each day to assist individuals who qualify to apply for Medicaid. We also aligned a walk-in intake clinic manned by licensed therapists at a similar time to enable those same individuals to enter services right after applying for Medicaid if they so choose. We have also coordinated with other departments who are experiencing an overflow of intakes to their clinics to refer those to WATCH/JTP who would otherwise be turned away. On at least one occasion, we were referred an individual from Westpark for an intake after their clinic was full, opened them that same day and she was able to see her therapist for a follow up within three days. Several other clients in similar situations have expressed appreciation for the nimble manner in which we were able to accommodate their requests to enter services.
- In the 4 weeks since implementing our new process, Case Managers have helped 26 individuals apply for Medicaid expansion. Many have already been approved. This is boosting our overall numbers served and we are continually refining our other processes to improve services to our new and existing clients.

Number of unduplicated clients who completed an OQ/YOQ:

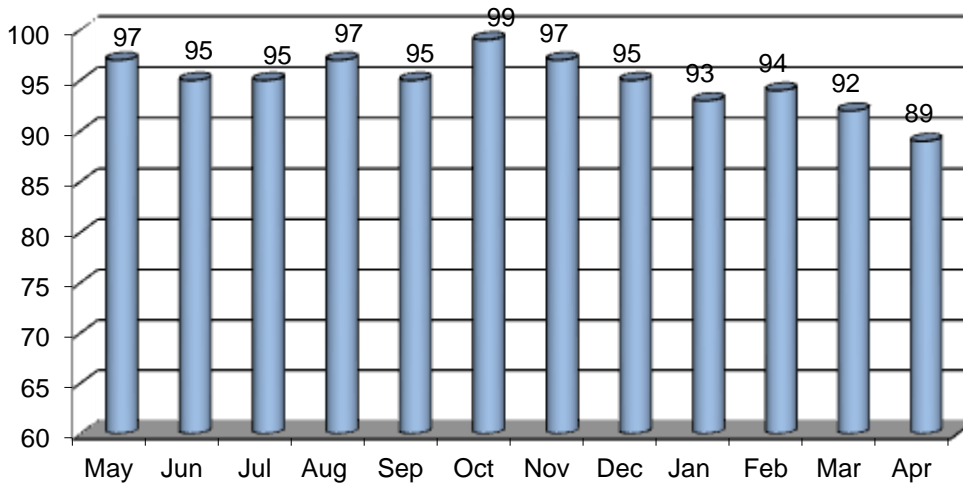
38 of 94 clients served completed an OQ in WATCH. 38 of 129 JTP clients completed a survey. .

Number of OQ/ YOQs administered:

76 OQ's were completed this month in WATCH. 70 OQ's were completed in JTP. Our new CTA has brought new energy to collecting these and our numbers have increased significantly.

Supported Housing Services

INDEPENDENT TRANSITIONAL HOUSING Bed Day Capacity Percentage



Leadership/Allied Agency Participation/Initiatives/Success

We have a client who lived at SRT for a long time and was doing fairly well in the treatment offered. She had a low IQ where she carried an intellectual disability as well as a serious psychosis disorder. Over the last year she has had some serious increase in her psychosis, requiring hospitalizations and stays at IRT. Thanks to the support of a good treatment team and crisis intervention she was stabilized. A placement was sought for more intense care for her intellectual disabilities. Usually this takes up to a year for these placements but one was found in a matter of weeks and now she is in a facility who can best meet her long term needs. The client and her family expressed great appreciation for the work of WMH in the care of their family member.

Number of OQ/ YOQs administered: 98

Number of unduplicated clients who completed an OQ/YOQ: 65

Number of total unduplicated clients served last month: 135

American Fork Family Clinic (AFFC) & School Based Services

Successes:

Paul Dymock received the following feedback:

“I wanted to thank you for taking time to talk with our son...a few weeks ago. We've been working on a new reality at home, him being an only child after his three older siblings all moved out, as I'm sure he probably told you. We're entering new territory on trying to help [our son] focus and stay motivated with schoolwork, which was not an issue with his older siblings. Your help went a long way toward starting fresh again, even if some of our issues are a work in progress!”

From another family being served here:

“Wasatch Mental Health has served my family in a multitude of ways and I am so grateful for all the help! The staff here are kind and caring and they really do seem to want to see my kids succeed. We have had access to counseling services, medical services, STRIDE, and EXCEL as well as help with case management.”

of total clients served last month:

Total: 804 Adult: 330 Youth: 474

It is worth noting this month that AFFC had never seen over 800 clients in one month until now. We had also never been above the 300 mark for Adults and easily surpassed this mark.

Number of YOQs/OQs administered:

YOQs: 366 OQs: 289

Unduplicated number of YOQs/OQs:

YOQs: 237 OQs: 168

Groups in AFFC

Child/Parent Relational Training and Kids group
Parenting the Traumatized Child
DBT group
Mindfulness

Economic Stability:

We have done 90 more intakes July18-Apr19 than we did July17-Apr18.

CIT Academy

We completed our latest CIT Academy April 29-May 2, 2019. We had law enforcement from 10 different precincts: American Fork, Highway Patrol, Lehi, Lindon, Orem, Payson, Provo, Saratoga Springs, Spanish Fork, UVU. We also had Chad Shubin go through and take the test to become certified so he can do the CIT Academy in Wasatch County.

Payson Family Clinic & School Based Services**Successes****From our group Parenting the Traumatized Child:**

“The most helpful element for in this group is the emotional support and the training. I love the nuggets of gold I get to take home and implement. It’s really rewarding when learned techniques work w/my children. I find a lot of joy in cultivating relationships w/my children, and I’m thankful for these new found tools from class that are making me stronger and a better human.”

of total clients served last month:

Total: 442 Adult: 198 Youth: 244

Number of YOQs/OQs administered:

YOQs: 330 OQs: 207

Unduplicated number of YOQs/OQs:

YOQs: 202 OQs: 125

Groups in Payson

DBT
Parenting the Traumatized Child
Strengthening Families
School Based Skills groups

Economic Stability

	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Appointments Made	754	1,007	970	1,149	1,000	820	1,086	870	909	982		
No Shows	148	231	227	196	194	140	200	140	141	167		
Kept Appointments	606	776	743	953	806	680	886	730	768	815		
Percent of Attendance	80%	77%	77%	77%	81%	83%	82%	84%	84%	83%	#DIV/0!	#DIV/0!
2017/18 kept appts.	526	691	688	767	704	558	793	673	727	657	776	642

Community Meetings and Presentations

Nebo Clinical Staffing—Myriam Bardsley, Chelsea Seegmiller

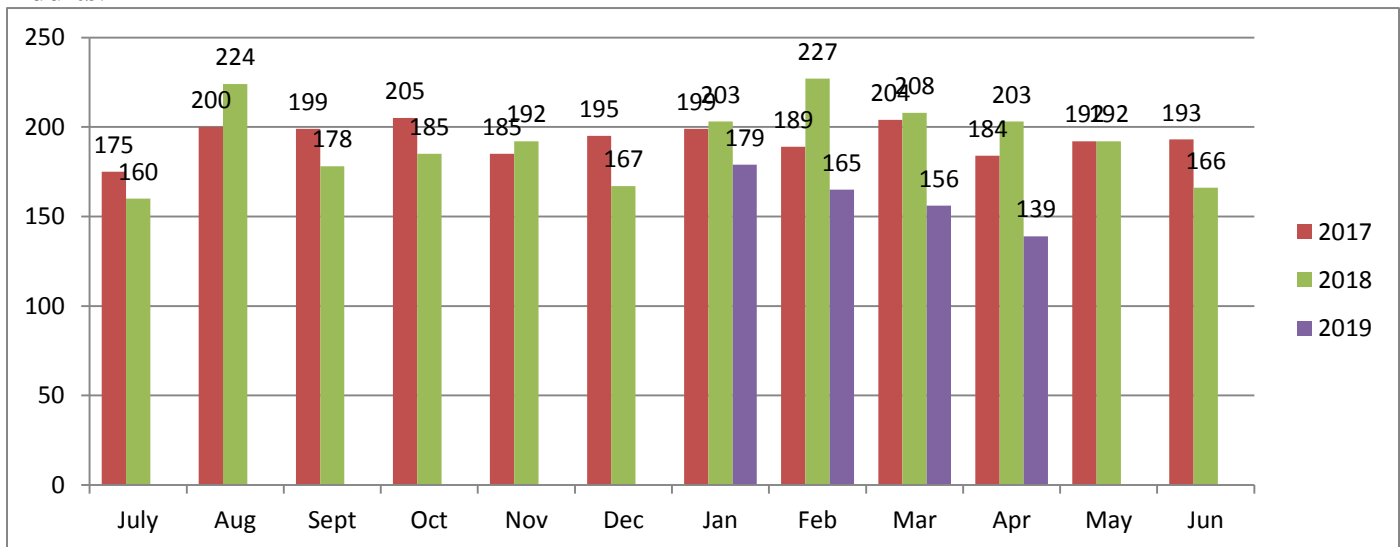
Restorative Intervention Team—Myriam Bardsley

Blue Ribbon—Chelsea Seegmiller

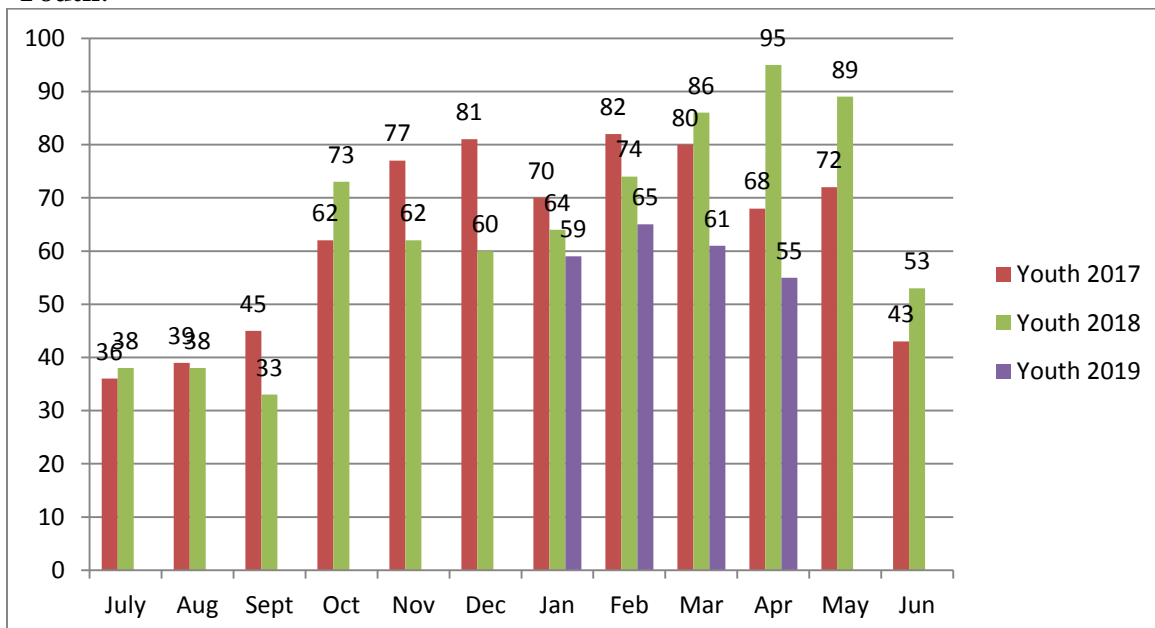
Wasatch County Family Clinic

Total Unduplicated Clients Served in April: 194

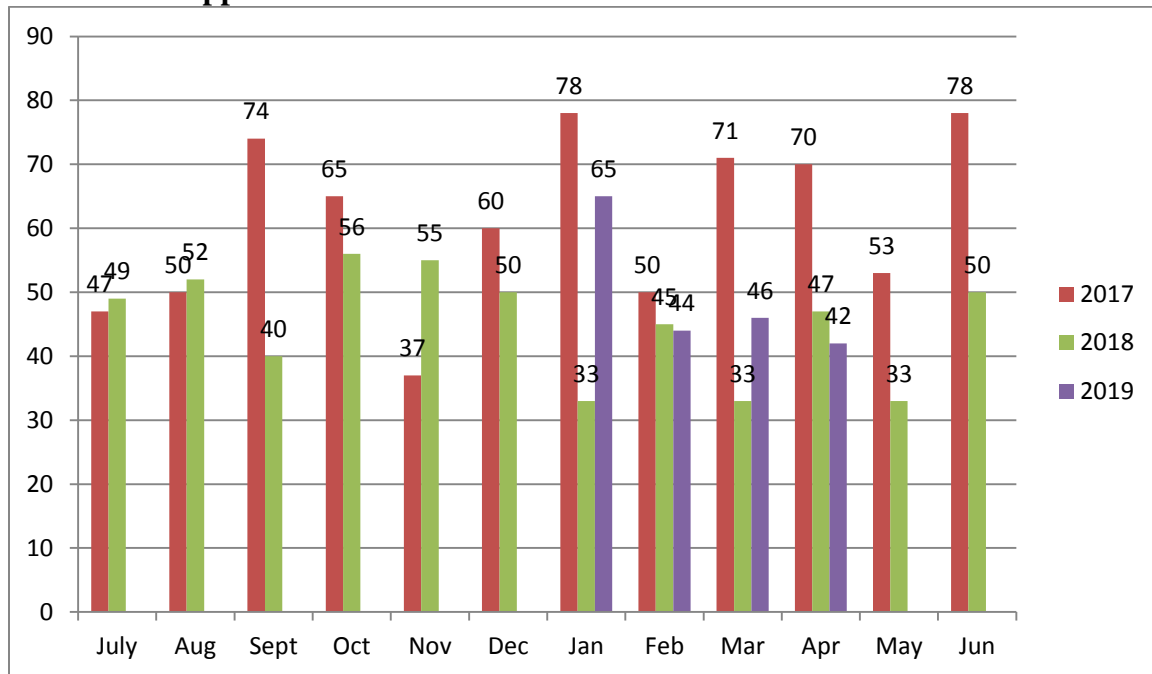
Adults:



Youth:



March Med Appointments with Prescriber:



Number of YOQs/OQs administered:

YOQs: 162 OQs: 1157

Groups at WCFC:

Recovery Day Tx	School Skills Program
Drug Court Group	Gender Specific Male and Female SA groups
Relapse Prevention	Thinking Errors
Anger Management	MRT
Prime for Life	Why Try
Strengthening Families	SMART Recovery
Connections (New)	

Leadership/Allied Agency Participation/Initiatives/Success:

We have been working with Sheriff Rigby and Councilman Crittenden among other public leaders on a subcommittee of the Caring Community Coalition. Through the efforts of the committee an event called the “Wasatch Wellness Seminar” has been scheduled for August 27. The event will take place at Wasatch High School from 6 PM to 8 PM. We have been able to secure the crew of the podcast “Light the Fight” (Entrepreneur, Heidi Swapp and Therapist, David Kozlowski) as keynote speakers. An important initiative of “Light the Fight” is to educate parents on effective strategies to prevent suicide in youth. The committee is also funding a mental health marketing campaign through Parents Empowered. Parents Empowered will design collateral and marketing materials regarding boundaries, monitoring and bonding with children. The designed marketing materials will be used at public events for display and handouts. In addition to this the committee is leveraging the County, City, Sheriff, and School District websites to post information regarding mental health.

Human Resources

Leadership Training

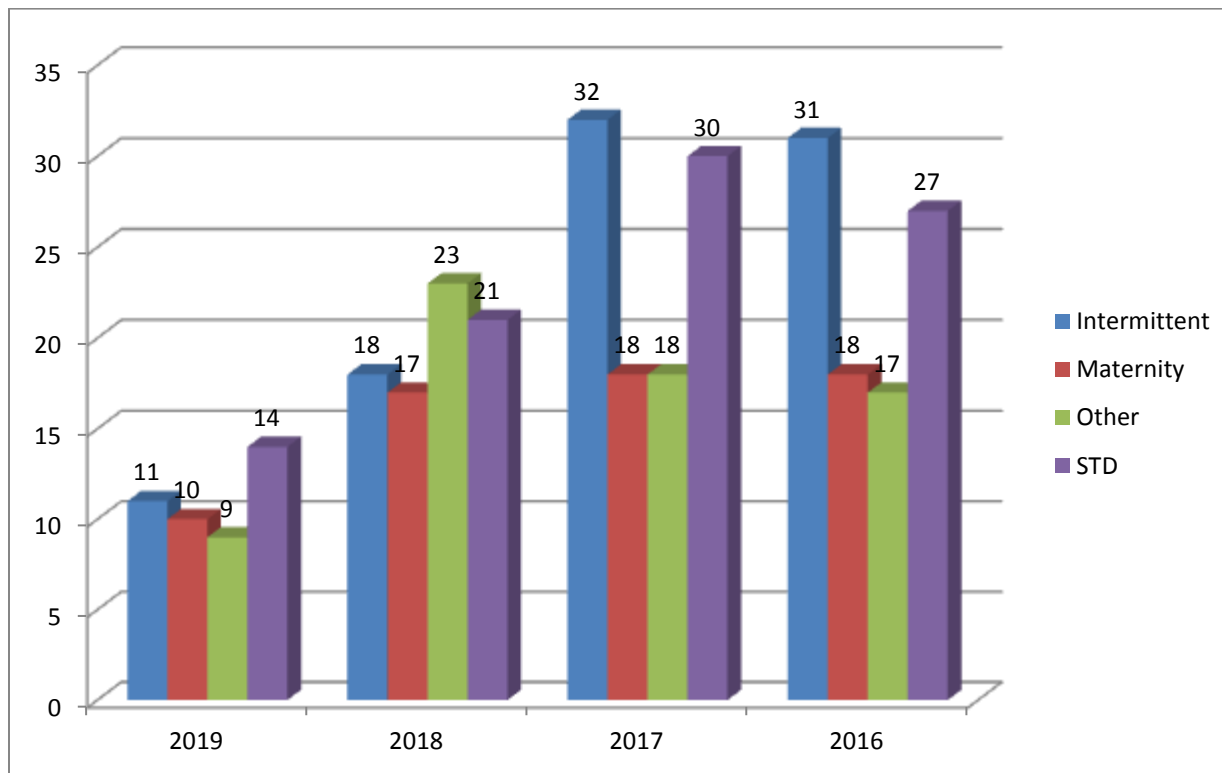
In April we wrapped up the training for the first group and had 8 employees complete all of the Relias courses and attend all 6 classes. They will receive a certificate at the center wide conference. The other 5 employees from the first class will need to make up any class they've missed and will be all caught up in the next 3 months. The second group is half way done and a new class started in May. A survey was conducted with the first group and the feedback was overwhelmingly positive.

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
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
February	14	1	2.3	41.2	49.46	61.7
March	22	1	3.23	40	42.57	58.18
April	11	1.15	4.7	37.91	44.72	64.16
Average	15.15	1.13	3.37	25.01	34.76	50.87

FMLA Leave Usage



Current FMLA as of 5/10/19

Intermittent	9
Maternity	4
Other	2
STD	5
Total FMLA	20

Accounting Department

The accounting and billing departments met together to discuss way to streamline and improve and expedite the posting of payments to client accounts.

We are continuing to explore further automating our A/P processing through new software.

We are in the process filling the open part-time contract billing position.

Billing Department

The billing department made efforts to identify and verify eligibility for clients with the new Medicaid expansion program and enter information into Junction. During the month of April 175 such clients are recorded in Junction. This has been a manual process; we are working with the Junction programmers to automate this through files from state Medicaid. Of the 175, 6 have had their eligibility end. Claims for the month of April will be billed in May for this new group of clients. For the month of April, services for 147 clients totaling about \$38k will be billed as fee for service claims to Medicaid.

IT Department

Upgraded operating system on SQL server. Took about 5 hours to back up server and install new OS. Part one of two step process to bring the server up to the level to what Weber has. Server has been running on new OS for about a month without any issues. In a couple of weeks, we will upgrade SQL Server to version 2016.

Rolled out group validation in April. Forces providers to have session start and end times that match client start and end times. Programmers also added a tool that allows providers to insert a client into a group session that has been signed and saved in the event a provider forgets to add a client to the group. Providers used to create a parallel group to add the forgotten client but with validation, this will no longer be allowed. Programmers were told that additional validation is needed to ensure only properly licensed staff can provide certain services. This request was based on the finding of an SSW who provided GT, which is not allowable.

Work continues on SDS module rewrite. Programmers are looking at ways to handle providers who need time removed from an SDS group when the provider steps away to conduct one-on-one sessions.

Working with programmers on identifying Expanded MCD clients. Programmers looking at ways to send 270 batches daily, weekly and monthly to catch clients to determine eligibility.