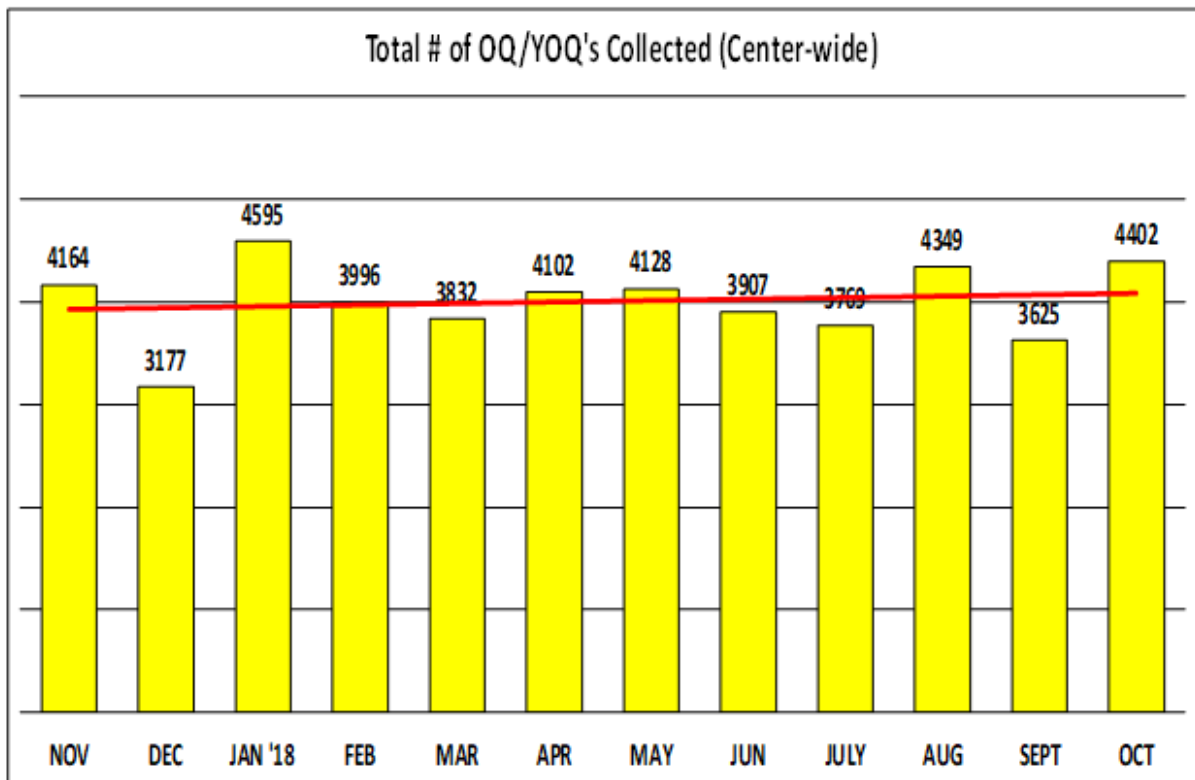


Wasatch Mental Health Briefing Report November 2018

This year, the mid-term elections seem to have had a bigger than usual impact on the Community Mental Health Centers in Utah. Two ballot initiatives directly affect our service to some extent. The Medical Marijuana bill has been much debated amongst behavioral healthcare and substance use disorder providers. At this point, there are many questions that remain unanswered relative to the impact the passing of this initiative will have.

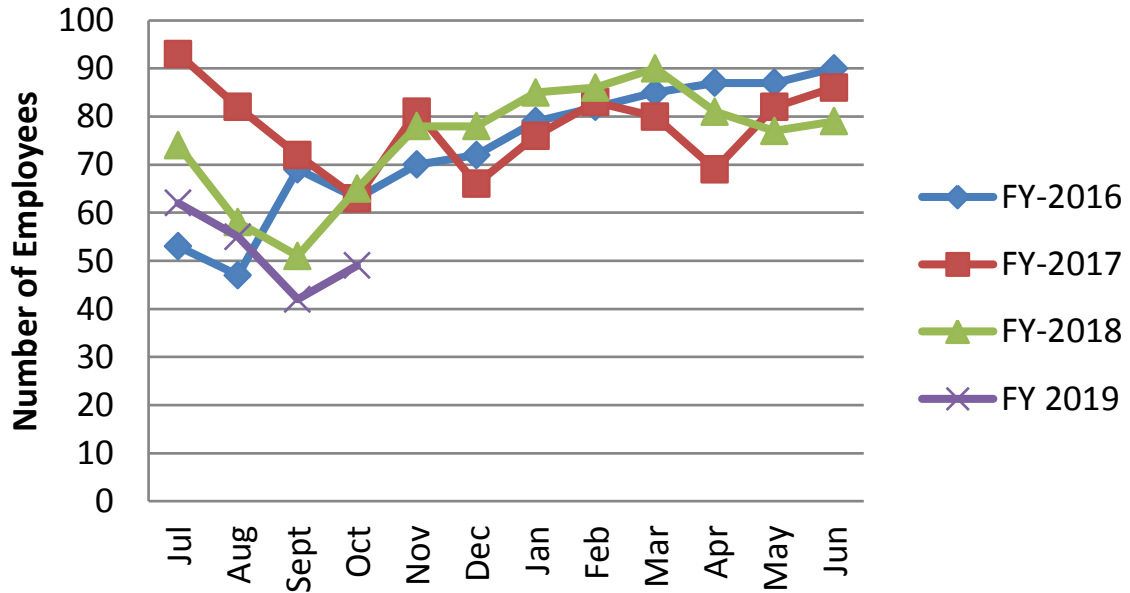
Of more significant impact on our service delivery system has been the passing of the Medicaid Expansion initiative. According to the ballot, the state will need to be ready to accept applications for the new expansion population in April 2019. Ramping up the expansion in service delivery capacity is a significant challenge for the current infrastructure. At this point, it is also not clear whether the expansion population will be managed under the current capitated system or whether the new benefit will be provided by “any willing provider.” Administratively, Utah will be challenged to track and administer benefits for Medicaid eligible with another payer model. Where currently, traditional Medicaid is paid for by about 70% federal funds, and about 24% state funds, with a 6% contribution by local government, the expansion population’s cost should be borne by the federal government with 90% and by the state with 10%.

Following a graph depicting the YOQ data collection across the center.

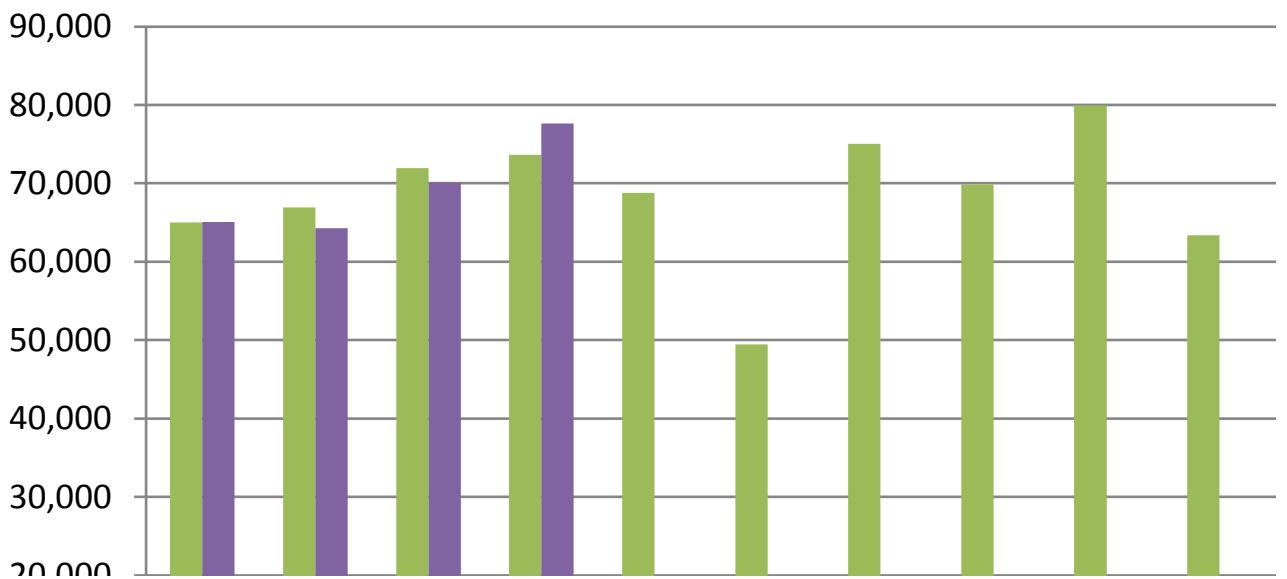


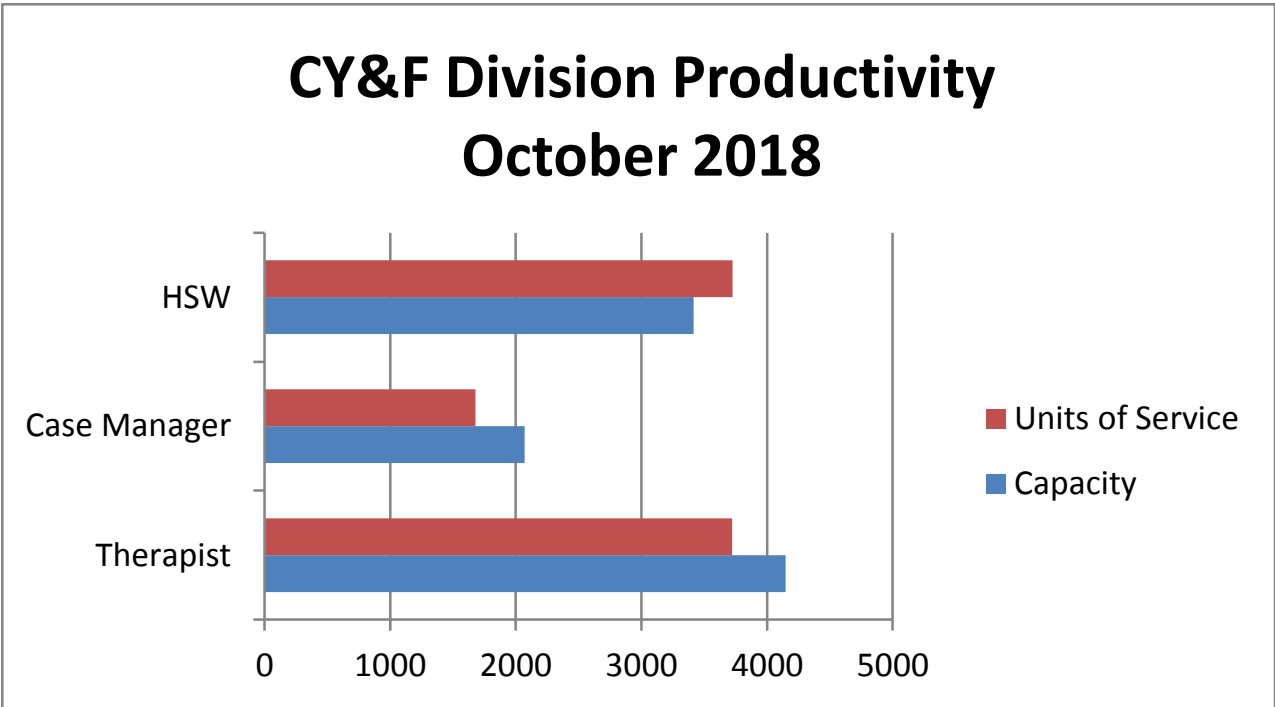
Children and Family Services Division

Employees with Billable Time 100% or More



Units of Service CY&F Division





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 October, total therapist time is at 89% capacity. Case manager time is at 95% capacity. Human Service Worker/Autism Aide time is at 109%.

Highlights

Collen Oshier received the following response concerning a class that was developed by the Social Development Strategies grant Wasatch County Family Clinic Prevention team received:

Hi everyone,

I hope this email finds you all well. I've been meaning to send this email for over a week or more now. Sorry, it's barely getting to you however, I'm really happy to be sending this to you all.

About a week ago or more my daughter Nayell who is a 10th grader at Wasatch relayed a story on to me. Nayell informed me that in her Psychology class the teacher was focusing on outside factors and their impact. As an example she told a story about a student, (without divulging any personal information about the student) who told her last school year that he/she was suicidal and that individual attended the art classes that Evelyn and Jorge facilitated. This individual came to realize that they loved art and found a community/safe space in the other students who were in the art class. This individual expressed their [sic] about to talk to other students and express their feelings via art. Whomever it was informed the teacher that

the art class was a jump off or beginning to healing for them and they no longer felt suicidal.

Thank you Eveyln and Jorge for creating that space and teaching those lessons how you did. Thank you Tod for giving us a place to have the program and thank you Colleen for being the catalyst.

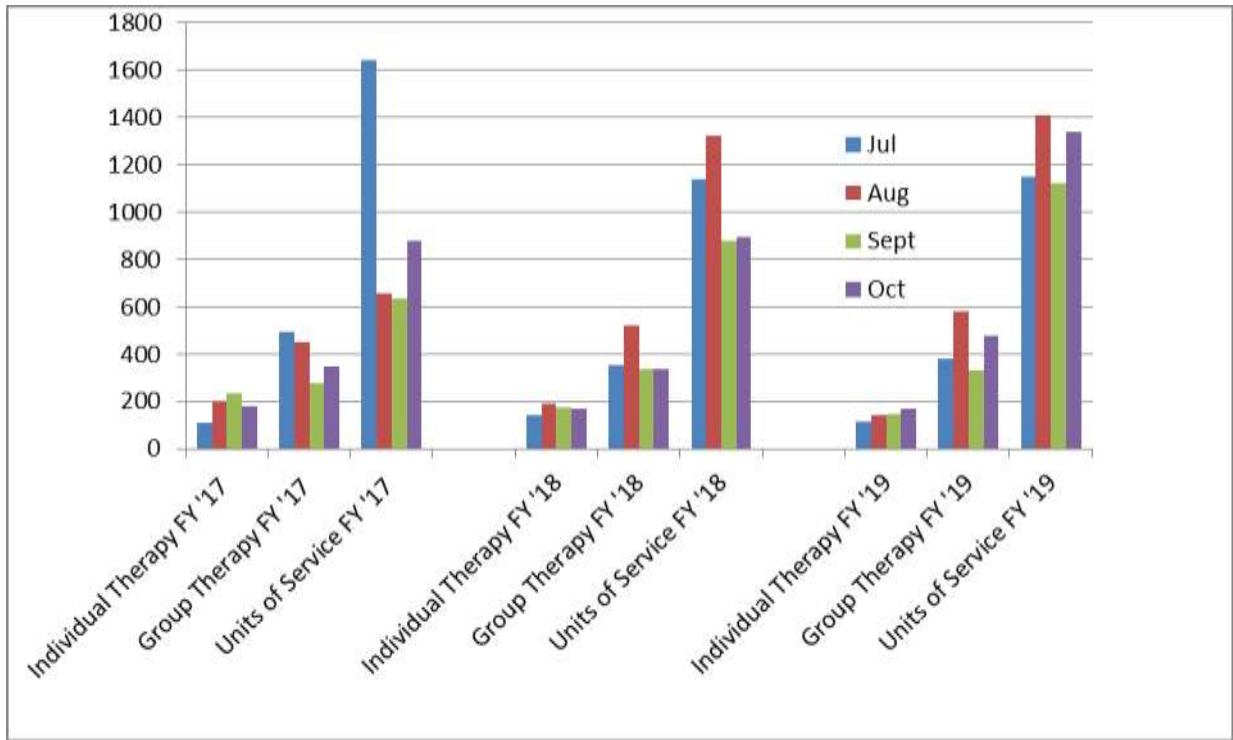
- Carrie Healy represented the Grandfamilies program at the Mental Health Awareness night at UVRMC.
- The annual Friend 2 Friend Halloween party was held on October 29 in the Parkview gym. There were 103 in attendance; 42 adults and 61 kids. Kids played games at 13 different stations, made crafts and had their faces painted with cute Halloween designs.
- Christmas gifts for the upcoming Christmas Shopping Day have been donated from The Christmas Box House, United Way, Costco and Target. The Christmas Shopping Day activity which is exclusively for grandparents will be held on November 12 in the Parkview gym.

October Unduplicated Clients served in Family and Specialty clinics:

Clinic	Adults	Youth	Total
PFC	108	608	716
Payson	140	295	435
AFFC	256	412	668
WCFC	185	72	257
WFC	688	35	723
Med Services	1147	260	1407
Psych Services	102	112	214

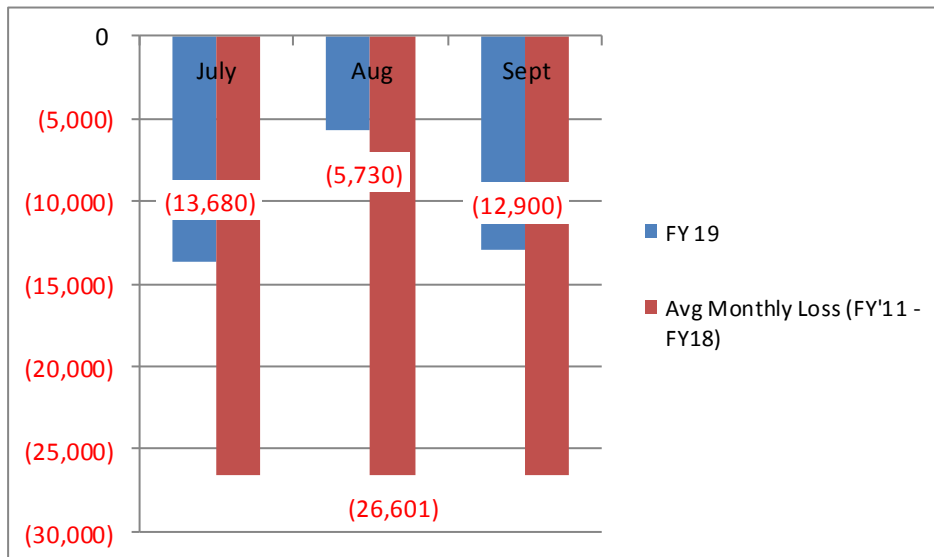
New Vista Youth Services

OCTOBER REPORT: October was a successful month. Our therapists as a whole, including our MSW Intern, were at 106% in their productivity. Group therapy was the highest for October than it has been in over 4 years. Individual therapy was the highest it has been in the past 5 months. New Vista provided an art display for the Critical Issues Conference which was well received with a lot of good feedback for our clients who participated. We took our clients to a ROPES course during Fall Break. There was a lot of good work done during the experience.

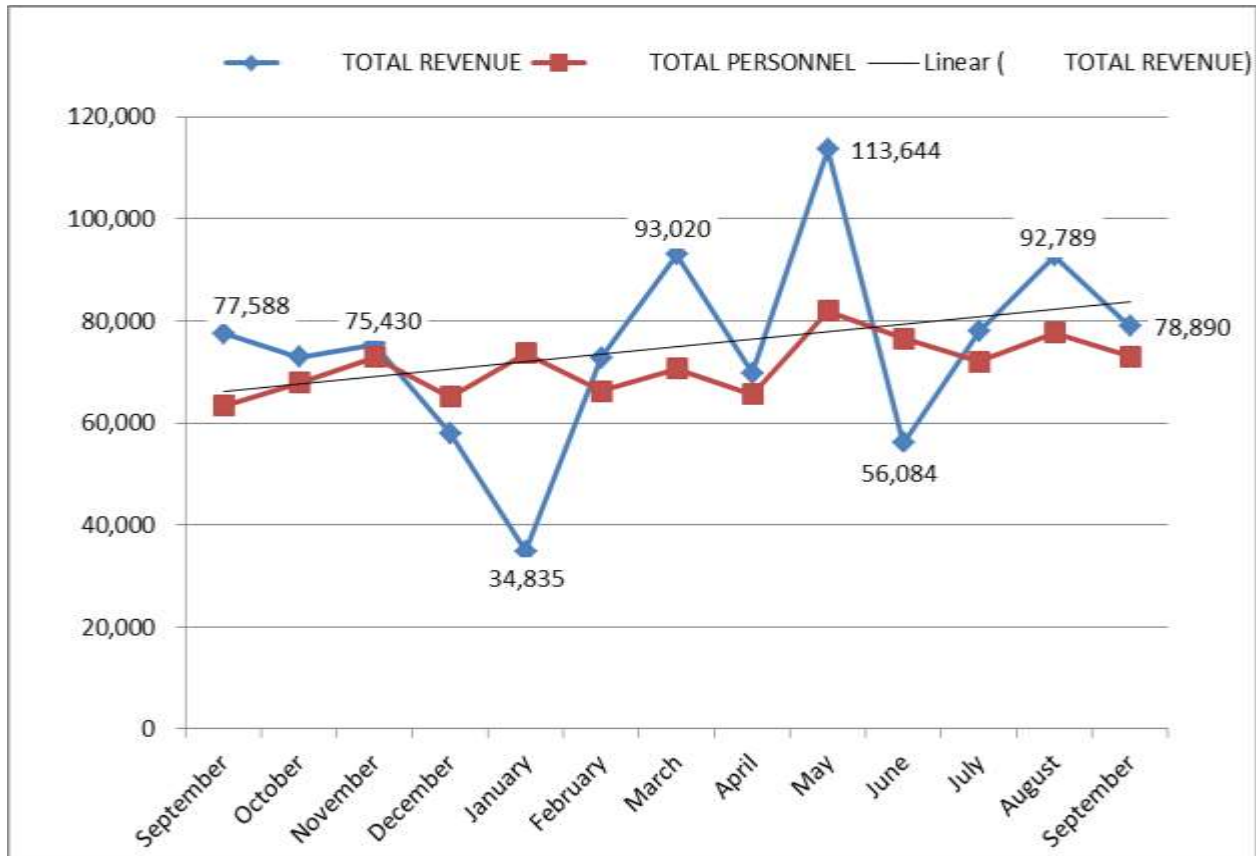


NEW VISTA FINANCIAL REPORT

Our financials continue their trend from last year. We remain less than half of our seven year average. We are on track to finish the year with a lower average income/loss that we did last year, by \$4,000. We have also started this fiscal year ('19) with the lowest average loss in the last seven years combined.



As seen in the graph on the next page our revenue, even though September was lower, continues to show improvement. Our personnel costs have remained fairly level for the past four months.

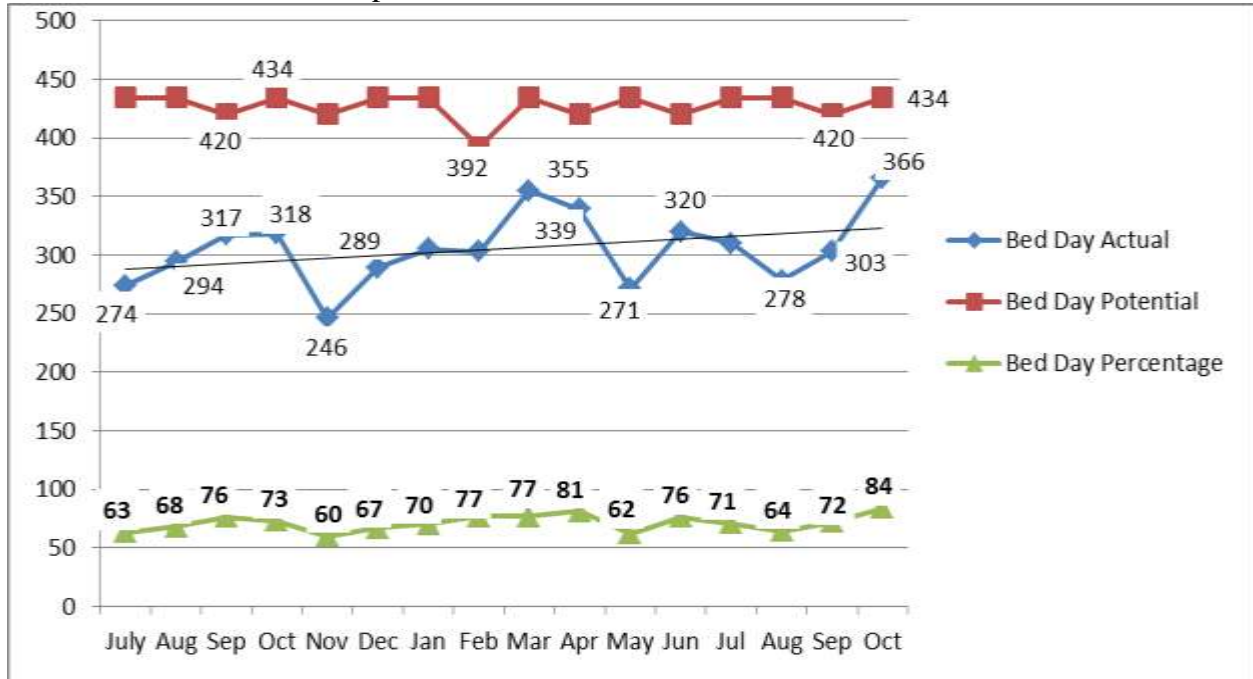


- The youth work on building relationships with each other that include problem solving and conflict resolution. Some of the YSD groups that New Vista is currently focusing on are: Assignment pass off group, Why Try group, Healthy Lifestyles group and a social skills group. The youth focused on learning about feelings, setting boundaries and cooperative game playing skills. They learned that it is healthy to have feelings and emotions. They learned that it is healthy as long as they express their feelings and emotions in appropriate ways. They continue to learn new DBT skills that can assist them in dealing with them in healthy ways. The youth focused on mindfulness and expressed how they could use those skills. The youth worked on expressing emotions and were able to color pumpkins for the holiday with this group. The youth made emotional comfort pillows in group and helped each other with their pillows to work on relationship building skills. The youth also focused on sharing appropriate coping skills with each other to help others build on appropriate coping skills. The youth focused on how to take responsibility appropriately for behaviors.
- New Vista currently has 22 youth in full time day treatment. New Vista has 3 youth pending approval from the school district to attend Dixon Jr. High and 2 other youth on the waiting list.

Aspire Academy

OCTOBER REPORT: We were able to maintain our occupancy at 84%, which was the

highest we've seen in the last 18 months. We have 12 girls at the current time, however, we do anticipate discharging 3 girls in the next 6 weeks. We have not received any viable referrals from DCFS for the past month

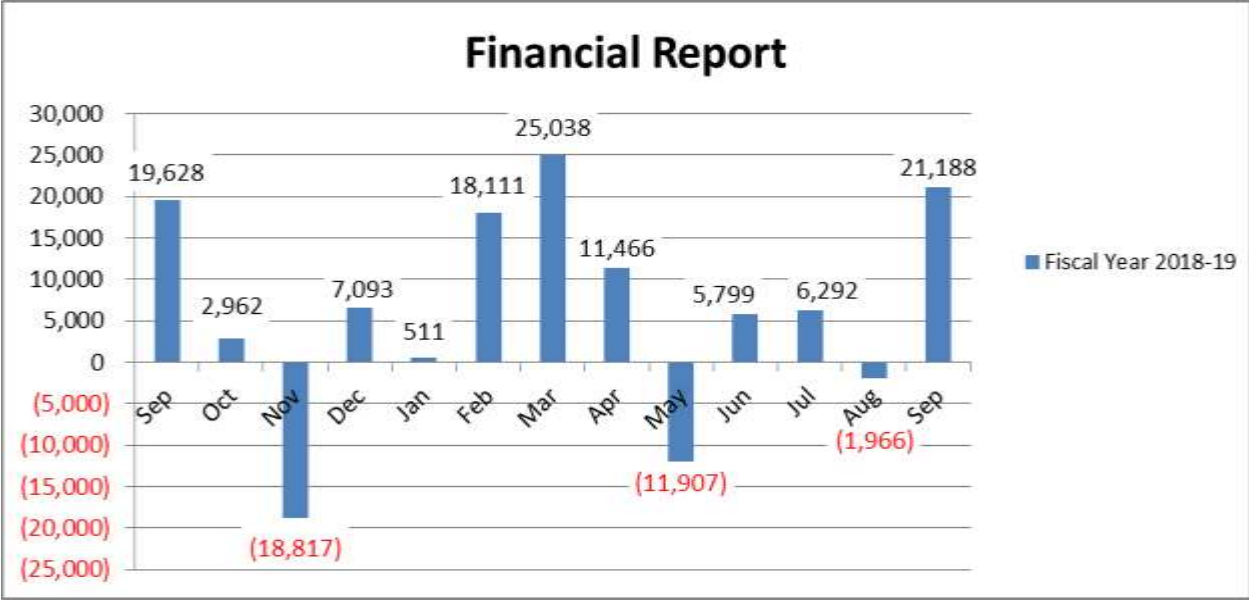


LEADERSHIP/ALLIED AGENCY PARTICIPATION/INITIATIVES/SUCCESS

- At the beginning of October we found that we need to be accredited by an outside accrediting company in order to receive federal money. This was part of Orrin Hatch's Family First Act passed in congress earlier this year. We will have the application completed in the next two weeks and see if we can't have our survey completed before the end of the fiscal year.

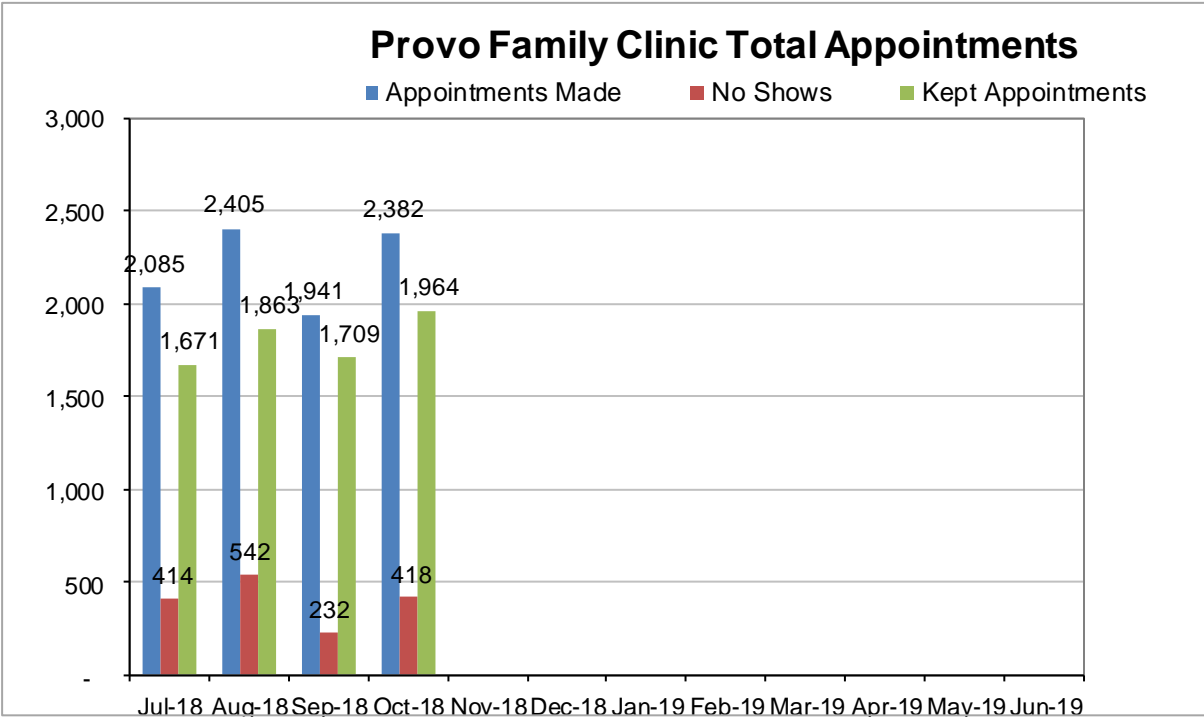
ASPIRE ACADEMY FINANCIAL REPORT

Our financial health is back up in September with the second strongest showing in 17 months. We accepted our first girl from outside DCFS. Systems of Care referred a young lady to us in hopes we could help her remain in her parent's custody. She's been here for a little over 6 weeks and so far so good, for her, her family and for us.



- We currently have 12 residents at Aspire. We are staffed with 16 HSW’S, 2 full time therapists, a full time case manager supervisor.
- During the month of October our residents started a new “mini” term in school and have been working well with the teachers. Currently, all the girls in the program have passing grades.

Provo Family Clinic



- FY '17 attendance for intakes was 78.8%. FY '18 was 83.7%. So far this year is 87.5%.

Leadership/Allied Agency Participation/Initiatives/Success

- We have been working to constantly improve clinical skills at Provo Family Clinic through having our therapists with specific training and expertise share them with other staff. We do this in place of weekly staff meetings that many departments hold, and only hold typical staff meeting once a month.
- Elizabeth Feil recently completed a week long certification/training in Trust Based Relational Intervention.
- Through **September 30, 2018** PFC's budget shows a profit of: \$36,549

Stride and XCEL - Partial Day Treatment Programs

Stride Program Discharges:

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

XCEL graduations in October: **3**

Financial Status

Through **September 30, 2018**, Stride's budget shows a profit of: \$16,672
 Through **September 30, 2018**, XCEL's budget shows a profit of: \$2,085

GIANT Steps

Highlights & Program Updates

- Giant Steps offered a "Date Night" for the 72 families in the program. Parents were able to drop off all their children for child care and social skills groups while they stayed out till 9 pm having a good time. UVU volunteers and Giant Steps staff ran the programming, and many parents expressed great appreciation.
- The faculty and teachers at our new school in Spanish Fork have been very welcoming. (See picture at the end of this report for a picture of a banner they made for them and hung up outside their classroom.)
- The Giant Steps waiting list currently includes 150 children, 34 of which have Medicaid insurance.

Positive Comments from Families

- “[My child] has made huge strides in language, having more flexible speech and being able to express his needs. He's also had significantly fewer meltdowns and self-injury. He also seems to be understanding more/receptive language.” This sounds like an employee talking, but it is a direct quote from a parent note. ☺
- “[My child] is doing AMAZING on the potty & trying new foods! Communication is more, tantrums are less!

Upcoming Dates / Events

- Giant Steps Christmas Program – December 20, 2018 at 9:30 am in the Foothill Elementary School Gymnasium
- Friends of Giant Steps Auction – March 21st, 2019 from 5:50 – 8:00 pm (Provo Library)

Productivity:

Department Productivity: **97%** (Last month this value was 92%)

Billable Units of Service

Current Month – ***26,366** units of service were provided to Giant Steps clients/families.

Last Year Comparison – **20,732** units of service were provided in the same month last year.

*Now that we have a new classroom, there are a significant number of extra services being delivered, and the totals are in line with what I'd expect given the average number of services per classroom per month compared to the last three years.

Financial Information

Fiscal Year-to-Date Income Gain (Loss) – (\$96,357.19)



Vantage Point / CY FAST / PREP (FEP)

Leadership/Allied Agency Participation/Initiatives/Success

- We have handed out a total of **389** mattresses with the DownEast Mattress donation.
- A staff member reports: “I recently ran into one of our clients and she mentioned that she had straightened out her life and was making her life count by helping others in the same spot she was in. When she was here (Vantage Point) she had no idea what she wanted to be or what she wanted to do after high school. I mentioned to her that she had a great skill of talking to others and helping them out of a bad choice they had made. I witnessed her talking to her peers. She thought no one would listen to what she had to say or they wouldn't want to hear what she had been through. I told her she would be great at it and to think about it more. She is now working in the mental health area helping teens through their rough times and she mentioned that she loves what she is doing.”
- Another staff member stated: “I ran into a client working in fast food. He mentioned that he had changed his friends and is now on the dance team and playing football for school and he had a bunch of new friends who want to help him improve himself and not putting

him down or peer pressuring him into to drinking, drugs ditching school. When he was here at VP he said that his friends were also pressuring him into doing something that he did not want to do but he wanted to belong so he went along. I told him making new friends was the hardest thing to do but he needed to make a change because he was headed down the path he didn't want to go and he had no advice on how to make a change he mentioned that when he went home he was going to make changes to better himself. Talking to him and seeing that he was so happy and that he has made changes in his life, me that he put himself and his family first in the choices he makes.”

CY-FAST

- The Crisis team received a call from school officials reporting a student was suicidal and in crisis. The Crisis team dispatched immediately, met with the student, school officials, and parents to create a safety plan. We were able to avoid a hospital stay and keep the student safe until more supports could be put in place.
- The Crisis Team collaborated with our community partner Tabitha's Way Food Pantry and was able to obtain vouchers for Thanksgiving food boxes to give to some of our families who are financially stressed.

Referrals:

Self/fam:	82
Other:	23
Child Welfare :	42
School:	1
Law Enforcement:	13

PREP

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

<u>Number of total unduplicated clients served last month:</u>	60
<u>Number of OQ/ YOQs administered:</u>	78
<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	56

American Fork Family Clinic (AFFC) **& School Based Services**

Successes:

- Here is a success from a foster-parent in the “Parenting the Traumatized Child” group: “There were a lot of great tips and suggestions on how to handle many situations and challenges we face. I really enjoyed listening to other group members talk and share their struggles because it is validating and makes you feel not so alone and misunderstood. The emphasis is on connection, playfulness and self-care were much needed reminders for me. The background/context on why they are so important really helps!”

of total clients served last month: Total: 668 Adult: 256 Youth: 412

Number of YOQs/OQs administered: YOQs: 307 OQs: 219

Unduplicated number of YOQs/OQs: YOQs: 207 OQs: 130

Payson Family Clinic **& School Based Services**

Successes

A parent’s report on the success of group therapy:

“I feel my daughter is finally going to get the help that she needs. She loves her therapist and the fact that she is seen at school really helps our family. I can tell that she took her expressive art group very seriously. I think that it helped her figure herself out a little bit more.”

of total clients served last month: Total: 435 Adult: 140 Youth: 295

Number of YOQs/OQs administered: YOQs: 384 OQs: 215

Unduplicated number of YOQs/OQs: YOQs: 237 OQs: 118

A quote from a school regarding our services in the Nebo School District:

“Having a Wasatch member come to our school to run a group counseling session is incredibly helpful, we definitely want more groups. I understand how busy it is for your organization, but it would be great to have two groups going and two therapists at our school to see some our kids who wouldn't get services otherwise (again I know that's a stretch... but we can hope).

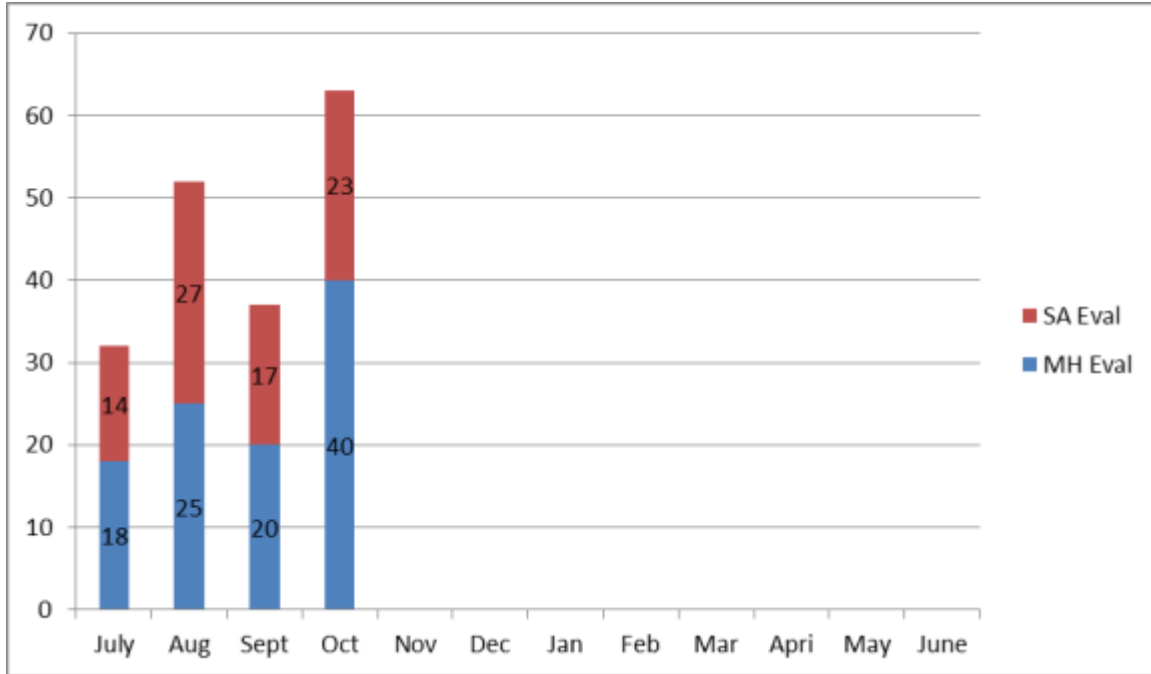
We have a lot of students who are dealing with issues outside of the scope of a school counselor. Having another resource at our school to delegate students really helps the counseling office reach more kids.

The obvious trend is shifting towards more students dealing with anxiety and depression. The more boots on the ground in our district, the better. Or else we are going to be wildly unprepared

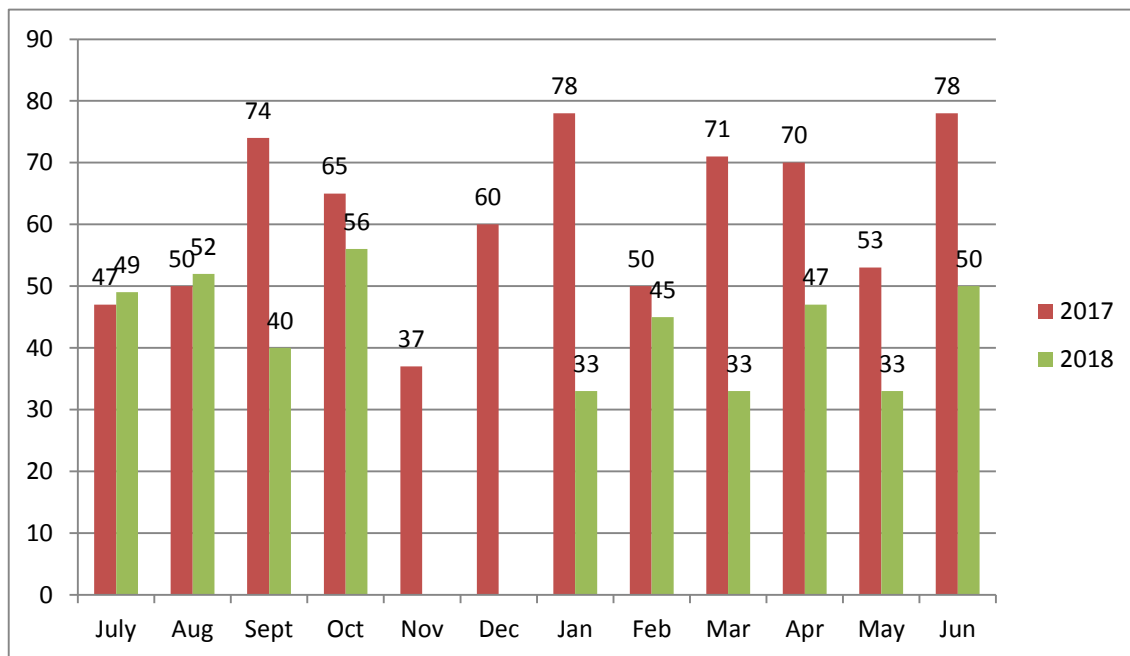
and each one of these students deserves the opportunity and time to talk to someone if they are struggling.”

Wasatch County Family Clinic

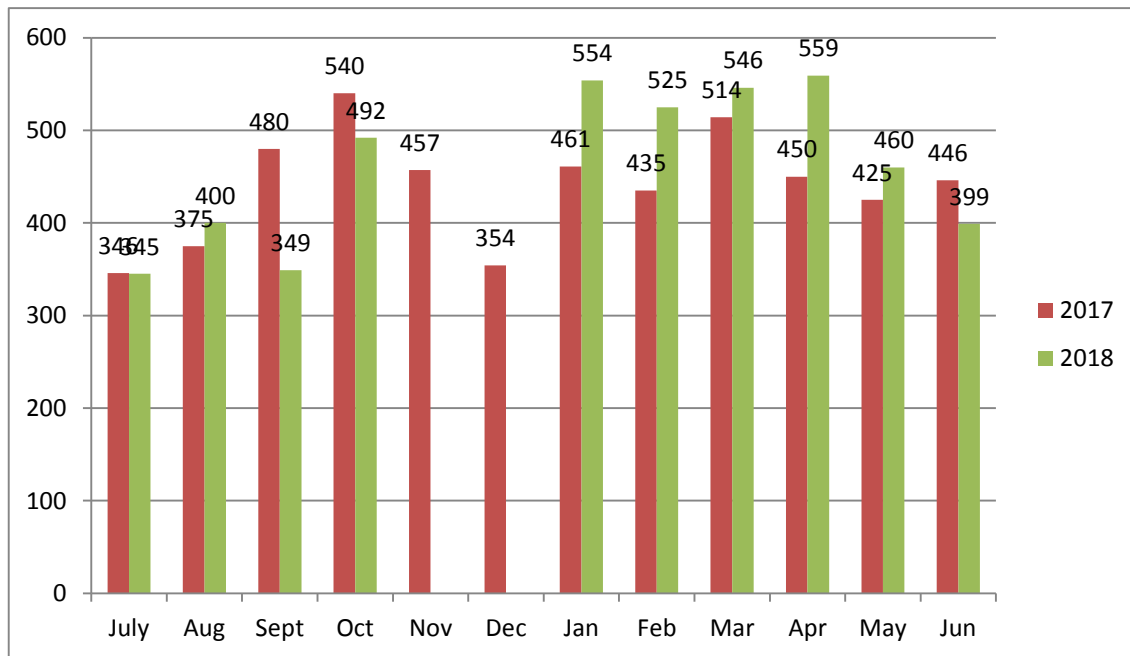
Evaluation Type



October Med Appointments with MD: 56



October Therapist Appointments: 492



Number of YOQs/OQs administered: YOQs: 80 OQs: 241

Unduplicated number of YOQs/OQs: YOQs: 56 OQs: 128

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

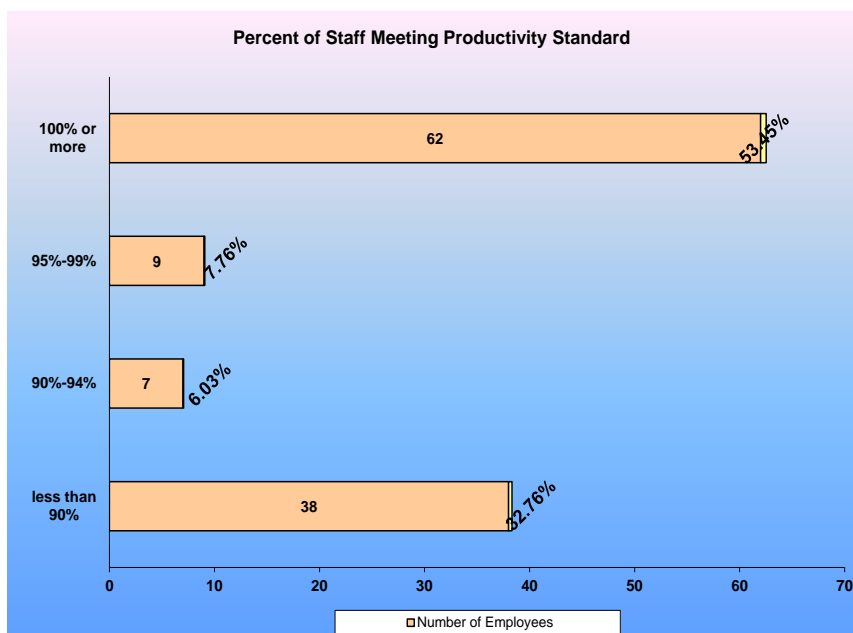
Leadership/Allied Agency Participation/Initiatives/Success

- WCFC has participated with the Wasatch County School District on a committee to look at overall student health and parental concern about excessive use of electronic and social media. A plan has been put forth to look at this issue. The school district has expressed appreciation for our support.

Financial Report

- September 30, 2018 Financials show a positive \$ 43,941.04 for the month.
- September 30, 2018 Financials show a positive of \$ 36,137.28 for Year to Date.

Adult & Family Services Division



OQ/YOQ Administration

Number of total unduplicated clients served last month: 4114

Adult Clients Served 2471

Child/Youth Clients Served 1643

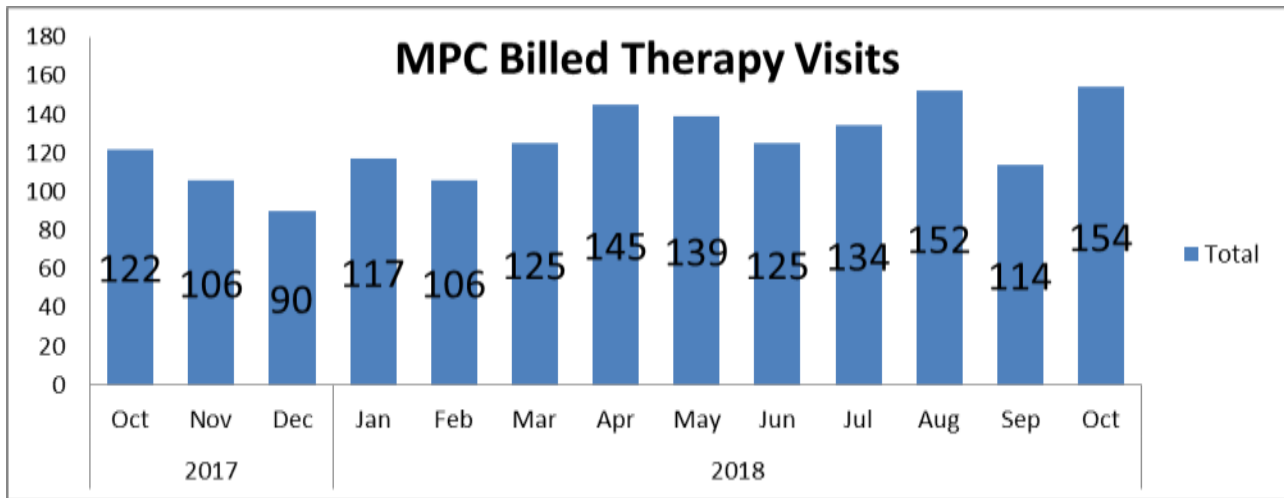
Number of OQ/ YOQs administered: 4287

Adult & Family Services Division	1885
Youth & Family Services Division	2402

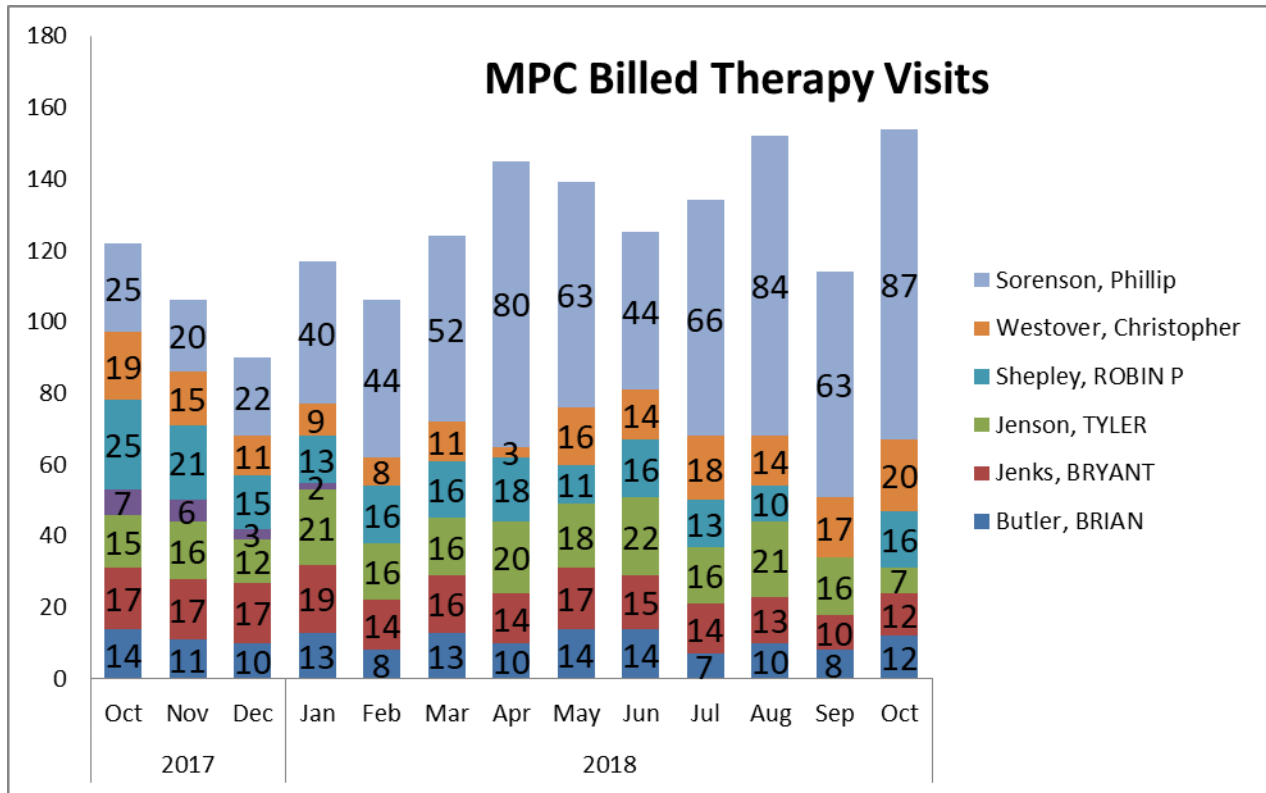
Unduplicated Count of All clients Served at WMH	4114
% of Unduplicated Clients Completing an OQ/YOQ	61%

Mountain Peaks Counseling

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



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



Leadership/Allied Agency Participation/Initiatives/Successes

We had a significant increase in our intakes this past month, up from 14 to 21, a 50% increase and our total sessions increased from 114 to 154 for a 35% increase. Phil is getting increasingly busier and is scheduled out for over 3 weeks.

<u>Number of OQ/YOQs administered:</u>	155
<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	64
<u>Number of unduplicated clients served:</u>	94 (13 were youth)

Westpark Family Clinic & Representative Payee Services

- In October, PASRR staff has been overwhelmed with PASRRs. One of their staff has now gone on maternity leave so their report is not ready in time for this report.
- The number of OQ/YOQ questionnaires collected in WFC increased this month. WFC collected 761 OQ/YOQ questionnaires during the month of October. This is up by 159 questionnaires from 602 administered in September. Of the OQs collected this month, 412 were unduplicated, which is up from 367 unduplicated questionnaires last month. The number of daily administrations this month increased to 33.09 per working day, which is up by 1.41 questionnaires per day compared to September.

- 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 17 out of 18 cases for a sample administration rate of 94.4%. Of the cases in which an OQ was administered, the clinician performing the therapy session referenced the OQ score in his or her note in 16 out of 17 cases or 94.1% of the time.
- During the last quarter (beginning with the pay period starting on 7/22/2018 and ending with the pay period ending 10/13/2018), WFC staff with productivity standards achieved a total of 4,642.56 productive hours, which equates to 103.6% of the department's cumulative productivity standard. This is a 1.7% decrease compared to last month.
- During the same period of time, RPS staff with productivity standards achieved a total of 984.8 productive hours, which equates to 114.6% of the department's cumulative productivity standard. This is a 1.1% decrease compared to last month. During the last quarter, all RPS employees met or exceeded their productivity standards.

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:	22		0	1
Provo Justice Court:	10	0	1	0
Orem Justice Court:	4	0	1	0

Leadership/Allied Agency Participation/Initiatives/Success:

- Our success story for this month comes from a therapist who works in our domestic violence program. She reported that, "The client is a 60 year-old married male. He has lived with his wife for just over 2 years and the relationship has been "rocky." Both of them are widowed and this is a second marriage for both of them. The couple has attended marital therapy but was told that they needed to work on their individual issues before anything would change for them. The client had no previous legal history.

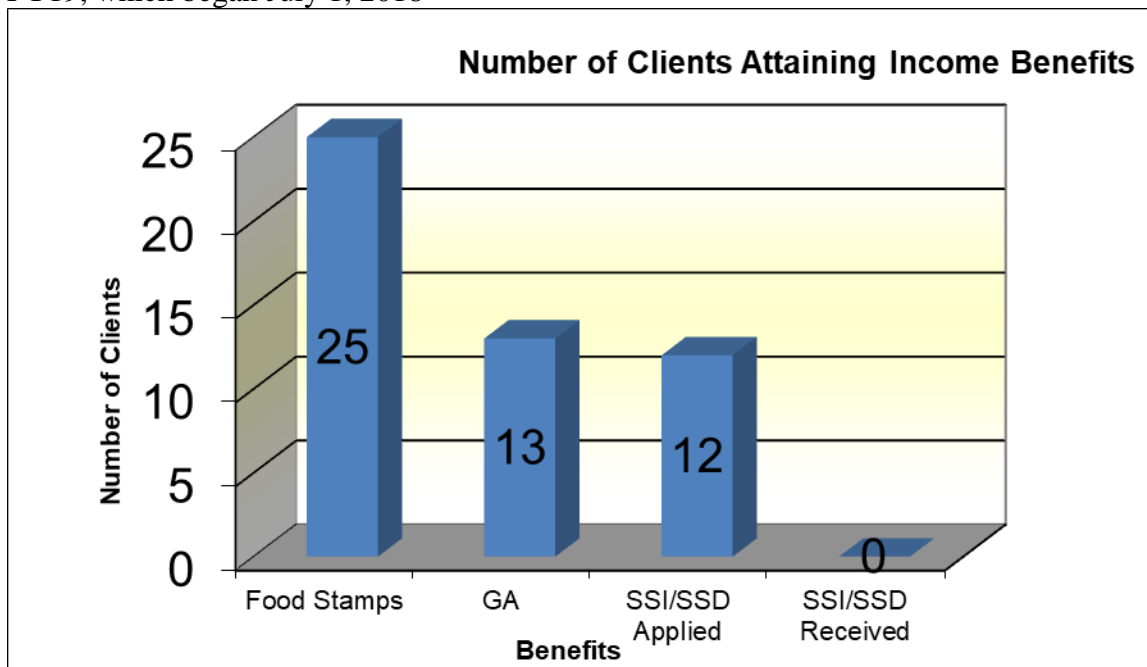
At the DV intake in January 2018 the client declared he was determined to get the DV legal taken care of and then leave his wife and return to the state he came from. At first he felt that he did not belong in the group and that there wasn't anything for him to learn. After a few weeks he started to try and use some of the skills. "Think and not react" was the moto that guided his behavior as he employed new skills. He reported that his wife started to respond to his changes. He improved in avoiding her trigger points and calming her down. He then

started sharing the information he was learning with his wife. When they would make relationship mistakes they would apologize to each other, owning their own behavior.

The client is reporting that the marriage has greatly improved. "I want to love and live with my wife again." He gives credit for this change to the participation in the DV group.

Wellness Recovery Clinic

The following chart shows the number of clients who attained some kind of income benefit for FY19, which began July 1, 2018



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

The number for the last month was 5.04 days from first phone or walk in contact to first appointment, up from 2.7 days. This increase of delay is largely due to one of our students cannot be here on Thursdays for our walk in clinic, causing a bit of a delay as we are scheduling for her, which takes sometimes up to 2 weeks to get them in for intakes with just her.

Leadership/Allied Agency Participation/Initiatives/Success

Success story submitted by Hannah Heiner:

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

so I could come to any group, but I really enjoy coming to the Building Relationships group, because of the teachers and the skills I am learning".

It is evident that our wait for intakes has crested over 5 days wait form the first contact. Although this is still very good for the industry to be able to get in for an intake within a week, we are used to numbers in the 2-3 day wait time. It shows how valuable our walk intake process is. We still prioritize referrals sent from inpatients, specifically UVH so we can assist in those crisis type referrals.

Number of total unduplicated clients served last month: 132

Number of OQ/ YOOs administered: 247

Number of unduplicated OQ/YOO: 91

Medical Department

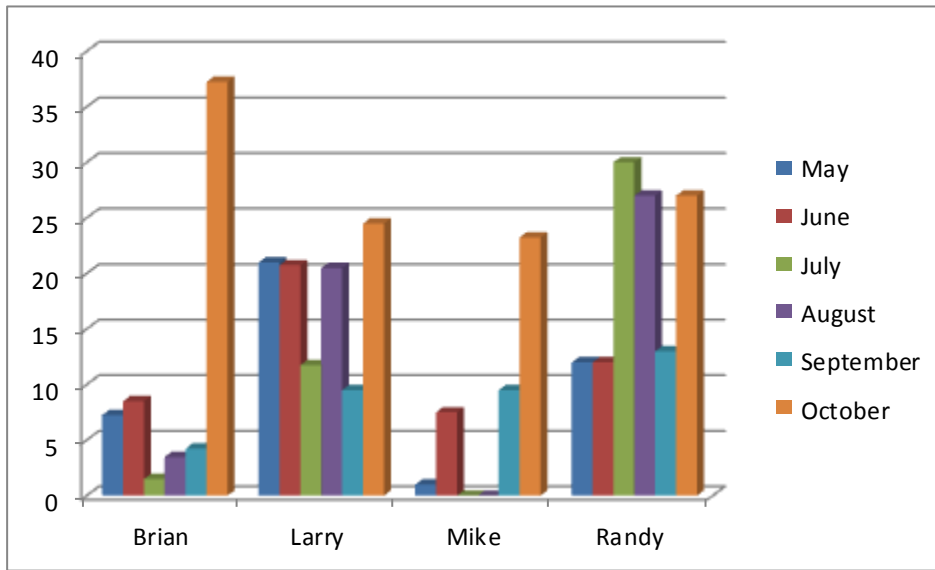
- Medical services have finalized our plans for the holiday closure. As we did last year, we will keep the med room open for two half days and a full day to assist folks with pill boxes and injections. Youn will offer brief clinics all three days. Mountainlands intends to offer a full day of services and to keep the pharmacy open during our open times. This allows essential services to be provided while most staff are able to enjoy the closure.

Psychological Testing/Interns/Form 20m

- Nicole Shewey and Lorraine Crossley have both left the department within the past month, Brian Arnesen and Larry Dunning have joined the department, and Mike Salvatore has announced his intention to leave WMH at the end of November. It is currently a department with late career and early career psychologists, a new testing coordinator, no supervisor, and a manager who will be on FMLA in several months.

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

PAS during the month of October. As per usual, Dr. Pennington's PT hours reflect Form 20m evaluation time.



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

EVL	EVLD	FT	FTC	GBM	Group	IT	IBM	PT	TCM	TOTALS	Total hours
\$6,228.75								\$10,862.50		\$27,078.75	150.82
\$12,663.75	\$825.00					\$9,755.00		\$6,900.00		\$30,566.25	191.21
\$10,023.75	\$0.00	\$552.50	\$0.00			\$26,985.00		\$5,625.00		\$43,841.25	277.9
\$19,511.25		\$2,210.00						\$47,212.50		\$49,536.25	320.49
\$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
										\$151,022.50	940.42

Outside Providers/Mountainlands

Mountainlands was open 22.5 days in October 2018

% Appointments Kept---74%

% Appointments Canceled---11%

% Appointments Failed---15%

% Appointments Kept Follow-up's---87.5%

% Appointments Kept New Clients----12.5%

Summary:

- October saw an increase in scheduled and kept appointments over the past couple of months, despite the fact that Haley Parker, APRN, was gone for 2 weeks in October. The failed rate of 15% is slightly lower than last years' average of 16.5%. 10 new clients kept appointments, which is an increase over the average of 8 for the last 6 months. We also did our employee flu clinic this month, and on the 2 days that were designated for flu shots we had approximately 78 employees and family receive vaccinations.

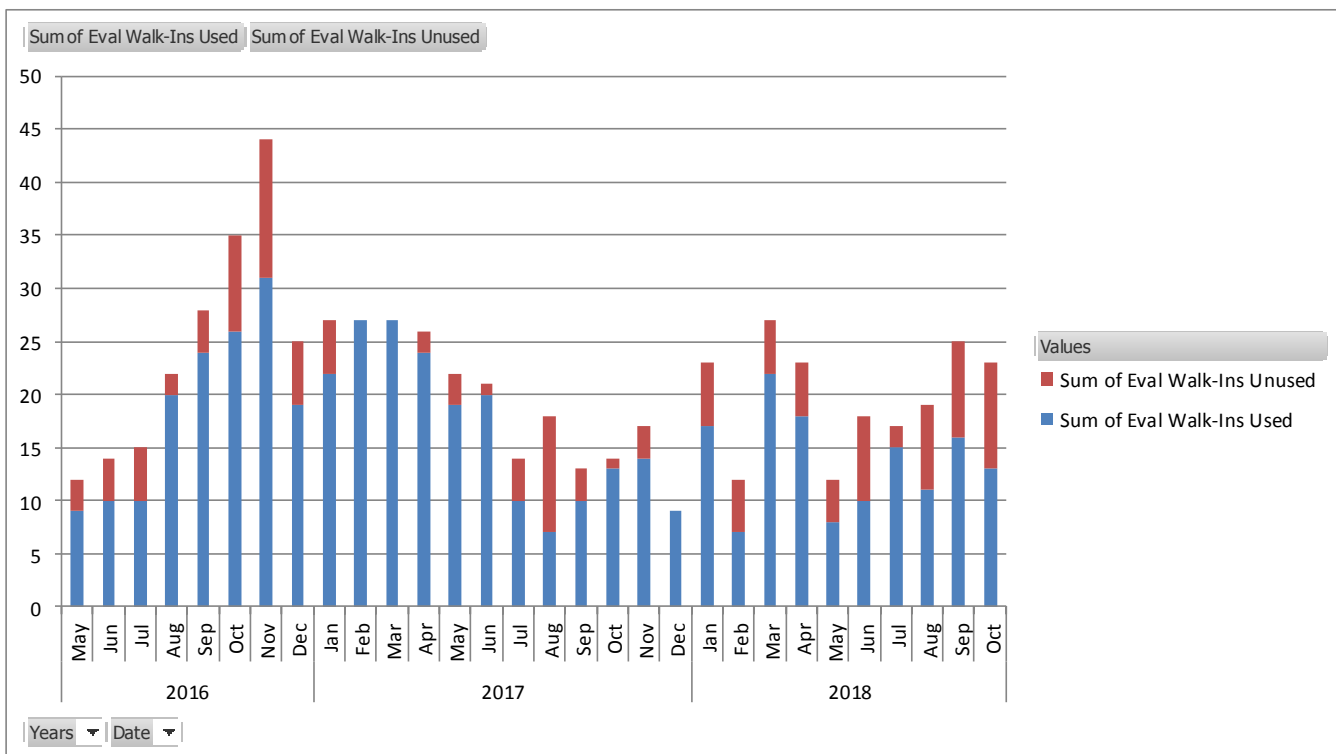
Two outside provider audits during the month of October were completed:

Family Support and Treatment Center---documentation is great, they always provide OQ/YOQ's, Tx Plans are always on time. The only problem found was that they have only been doing the LEIE searches, not the SAM searches. Spoke with them about this, and they did the SAM searches for October and will continue with them going forward.

Utah Family Institute---Documentation is generally good. There was a finding that the Tx Plan review did not actually contain a progress review of the goals. When contacted about this, it was discovered that they have been doing the review of goals in a separate document called a Tx Summary. Obtained a copy of Tx Summary, and when put with the Tx Plan review it works and meets all criteria. The second finding is that they are not consistent with the OQ and they reported they will work on implementing this better.

Care Team Services

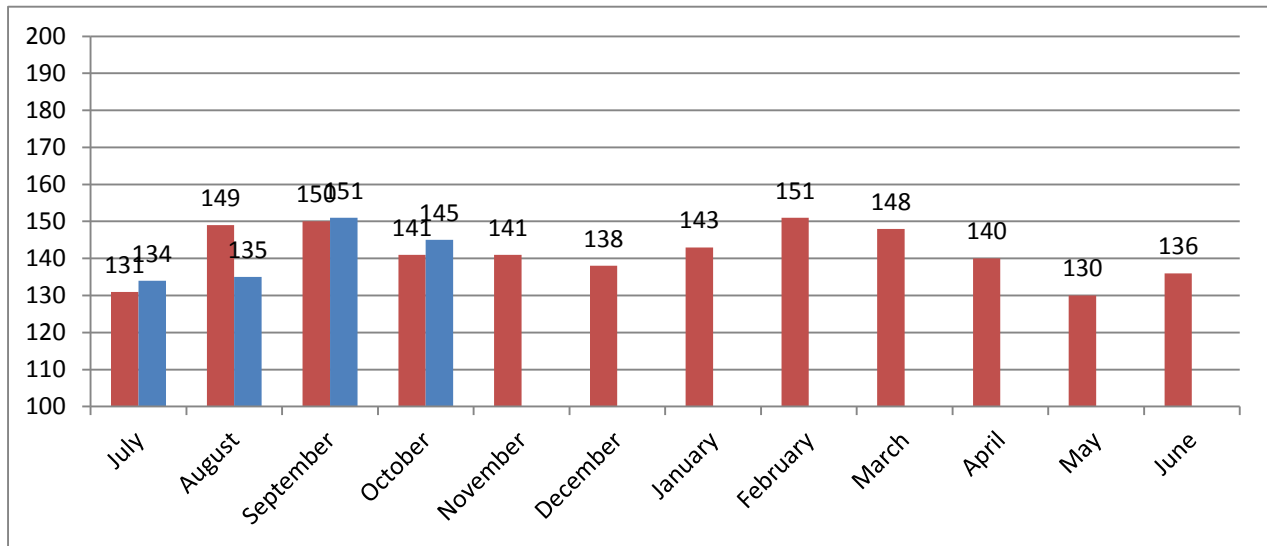
- WFC-CTA’s continue to look in clients charts to make sure there is a current consent to treat form in the chart if not we are having the client sign one when they check in for their appointment. During the month of October we collected 103 consents from clients, this was starting from the 15th counting from of the month.
- We collected \$2,909 in payments during the month of October.
- Mt. Lands sent over a lead staff to sit with our CTA’s for a week to help mentor our staff by observing them while they work, answering any questions as they go. Mt. Lands deals with a lot more insurances than Wasatch Mental Health and can be a little tricky from time to time plus the staff member taught our staff how to schedule a client for Mt. Lands main office.



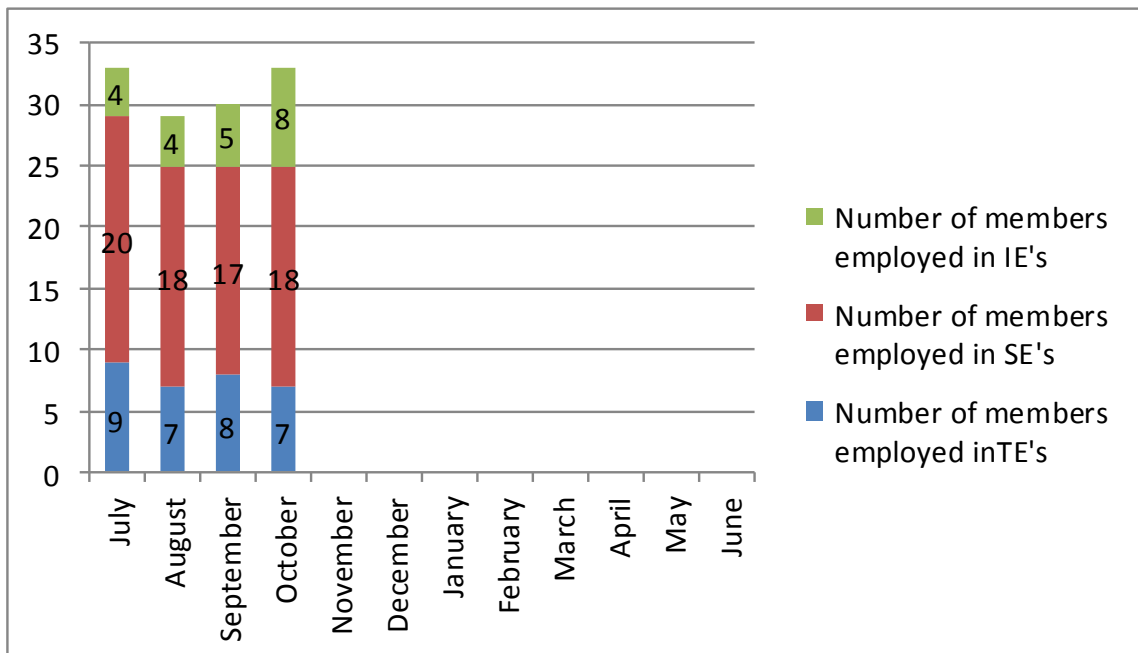
The graph above depicts the utilized and unutilized initial walk-in evaluation slots at the West Park medication management clinics.

Wasatch House

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



FY18 EMPLOYMENT



Leadership/Allied Agency Participation/Initiatives/Success

One of our Wasatch House members has taken our Wellness Initiatives seriously and wrote the following:

“I have had so many pluses from my exercising here. I feel better about myself. It helps me eat better food and brings a smile to everyone including people around me. I have been looking for upgrading my progress and exercising 45 minutes now.”

Number of total unduplicated clients served last month: 145

Number of OQ/ YOQs administered: 44

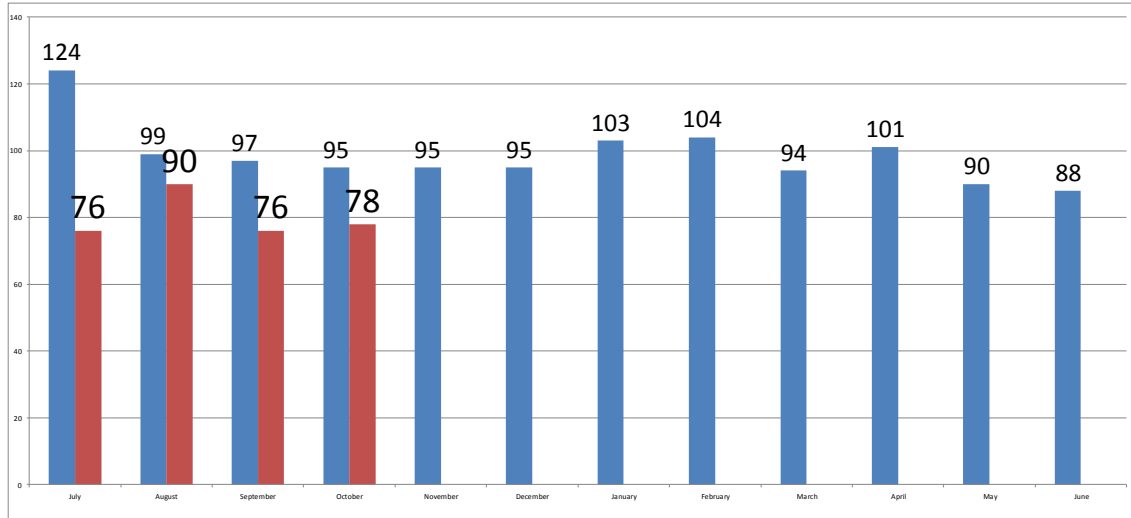
Number of unduplicated clients who completed an OQ/YOQ: 40

WATCH/ JTP Program

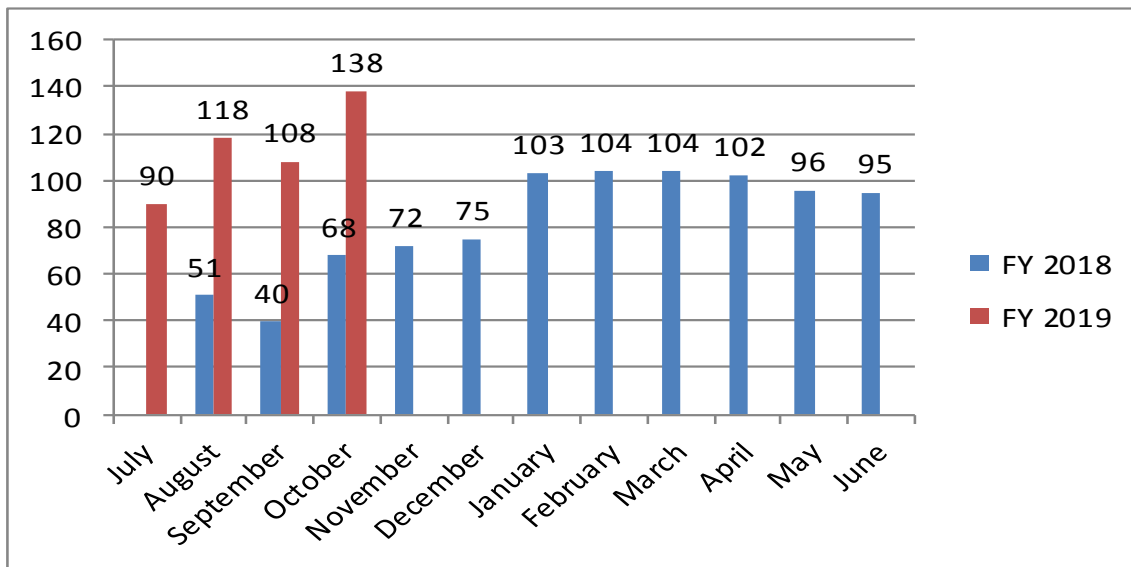
Unduplicated number of clients served in the WATCH Program

The WATCH program served 78 unduplicated individuals in October. JTP served 134 unduplicated individuals as well.

WATCH-unduplicated number served (compared to FY18)



JTP- Unduplicated number served (compared to FY18)

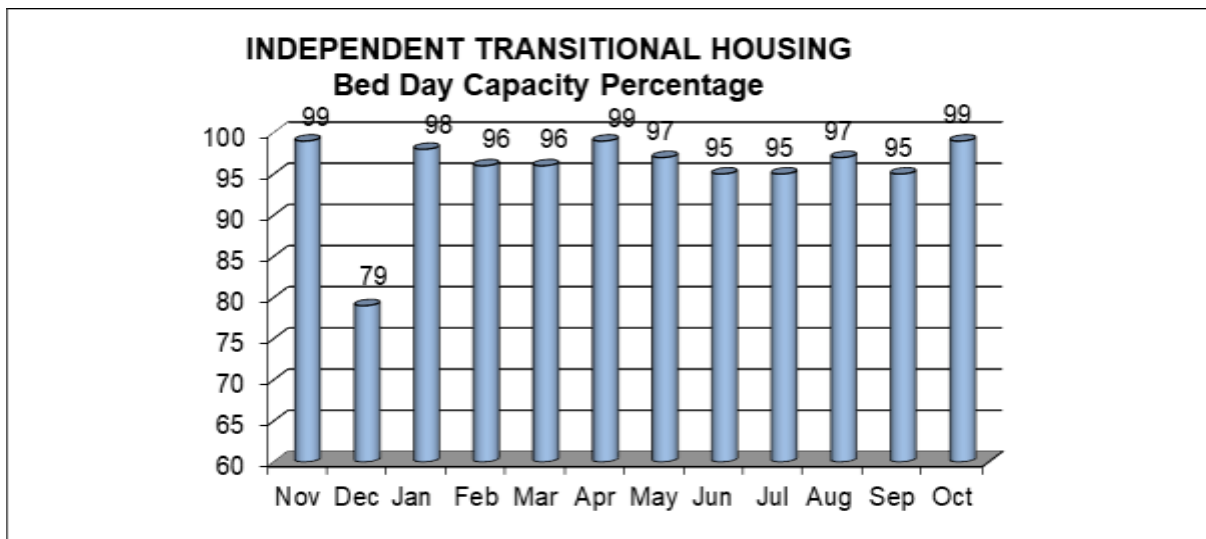
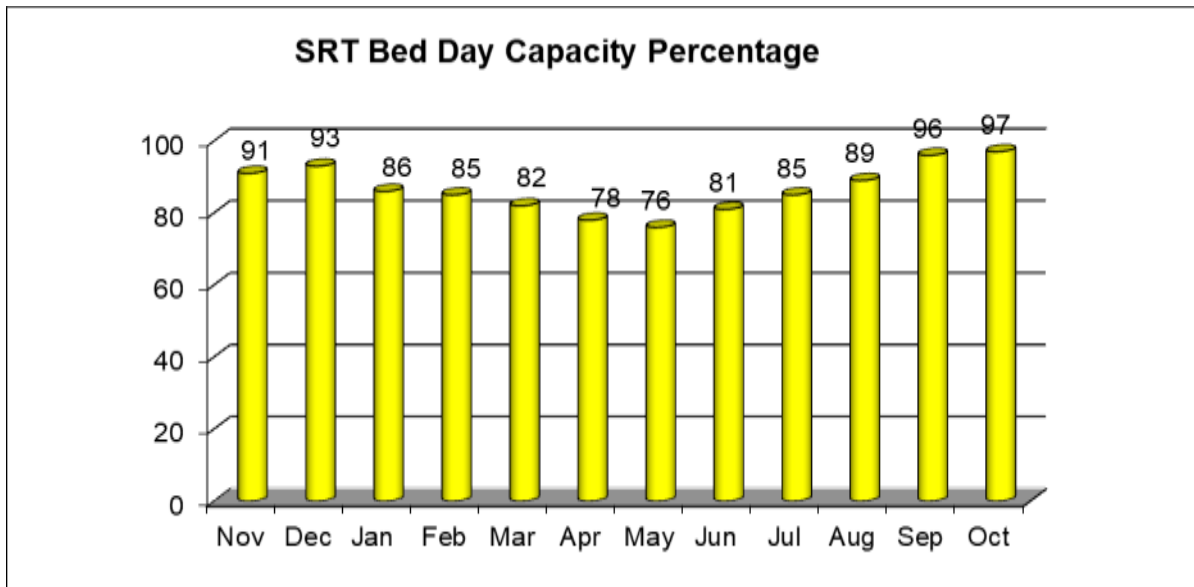


Leadership/Allied Agency Participation/Initiatives/Successes

We appreciate Stephanie Stephenson, SSW who volunteered to help us cover for a WATCH case manager when she was out on maternity leave. Stephanie works at Westpark Family Clinic and was loaned to the WATCH program for the second time to help out for 3 months. We also appreciate the partnerships we have with other departments in the agency that allow us to cooperate in this fashion.

Supported Housing Services

Performance Indicators



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

- We had a small success story in the treatment of a very difficult client we are treating. Jan Ockey, the therapist asked the case manager, Lindsey Bingham to assist in a confidence building experiment. This client has been down in his mood and his self-esteem has been poor. He has self harmed frequently and been in and out of hospitals and IRT recently. In our efforts to increase skills development, the therapist asked the case manager to help the client learn how to bake cookies. The client learned to bake a treat and then brought them to his group. He was beaming with a smile we haven't seen in a while. We hope to see more and more of skills being taught to improve the quality of our client's lives.

- We are excited about a project headed by Provo Housing Authority (PCHA) in Provo City. They have contracted a master lease with the local hotel owner of the old Amenity Inn. It has been completely remodeled and the name changed to Skyview North with 30 available studio apartments. 5 of those will be set aside for chronic homeless individuals and at least 2 will be set aside for emergency short term placement. It is a fantastic project for placing hard to house individuals. It is an answer in part to the major shortage in housing and to homelessness issue in our community. PCHA is collaborating with Utah County Housing as well as with Wasatch Mental Health for the success of this project. It is a big step for helping our clients obtain safe and affordable housing.

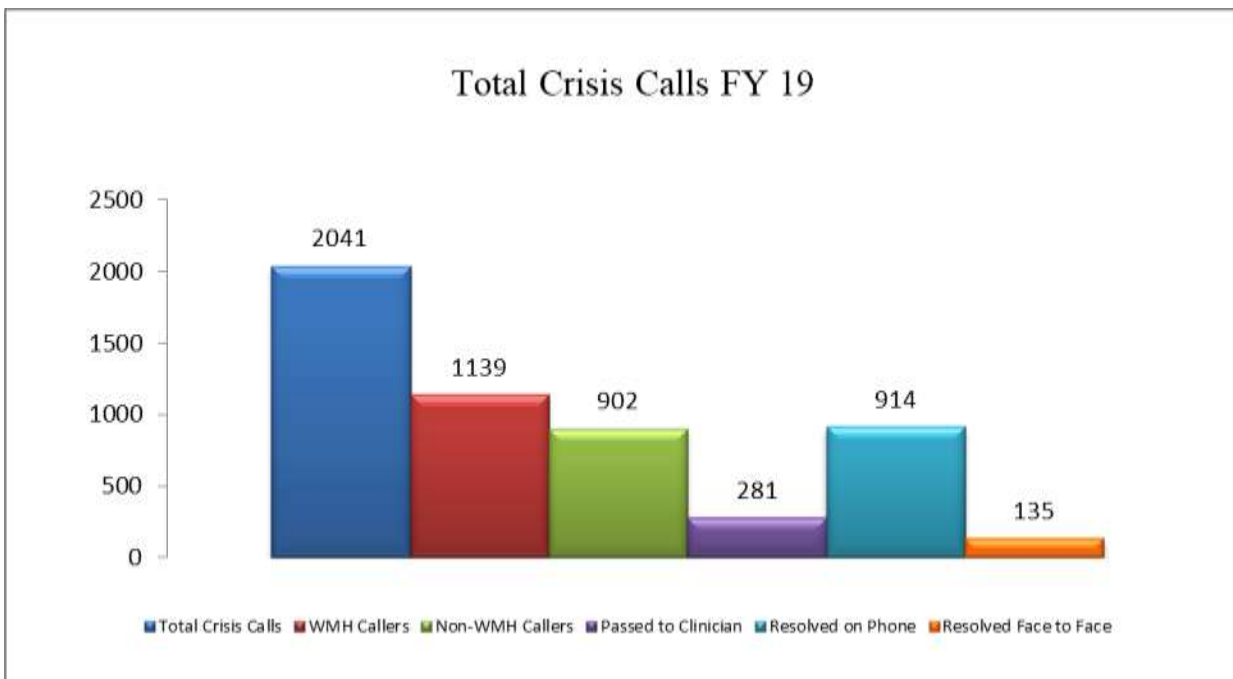
Number of OQ/ YOQs administered: 159

Number of unduplicated clients who completed an OQ/YOQ: 70

Number of total unduplicated clients served last month: 135

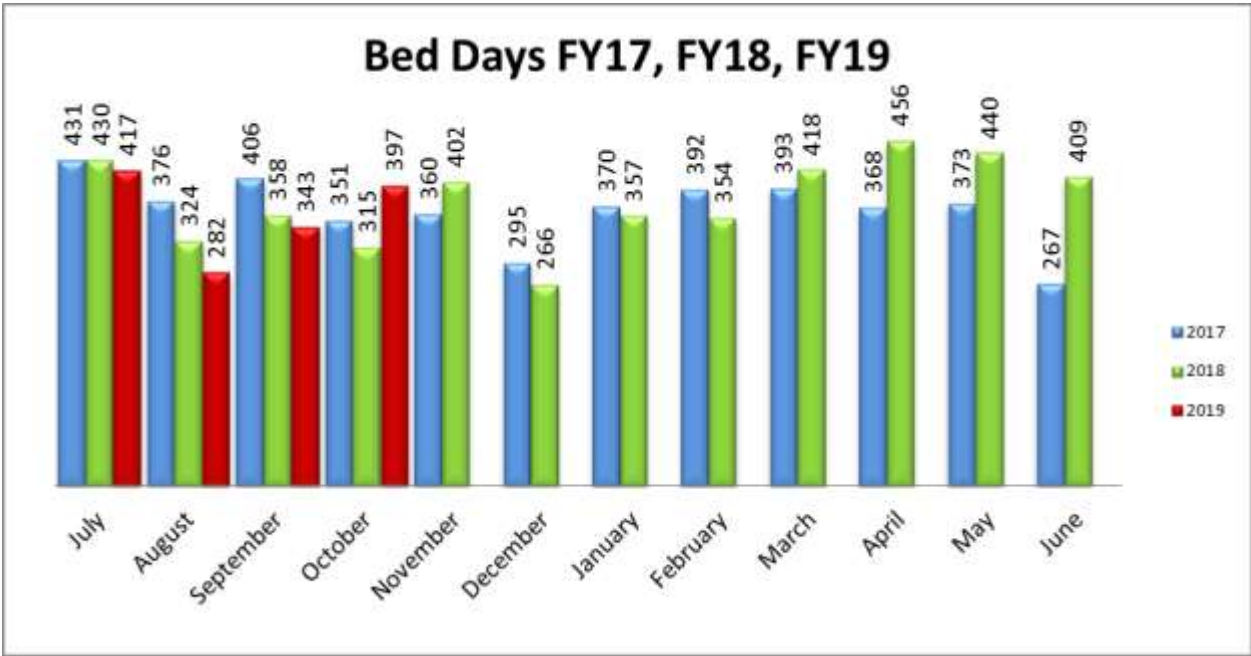
CRISIS SERVICES

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



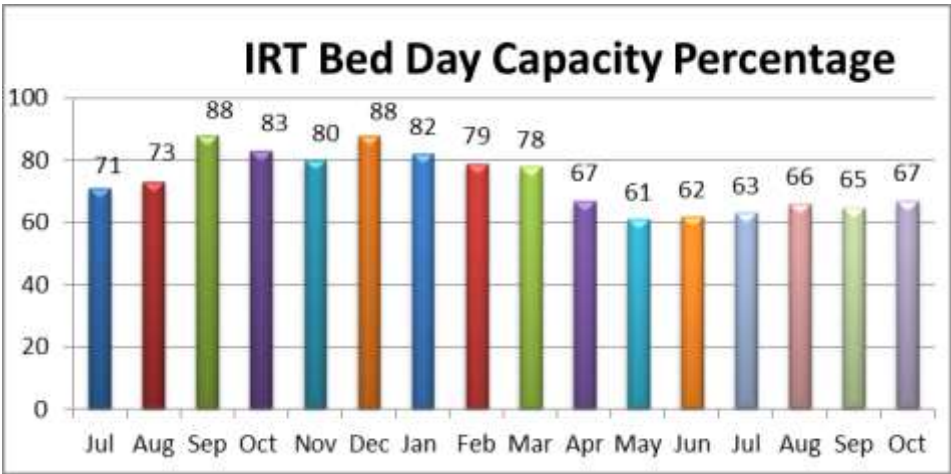
Inpatient Psychiatry

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



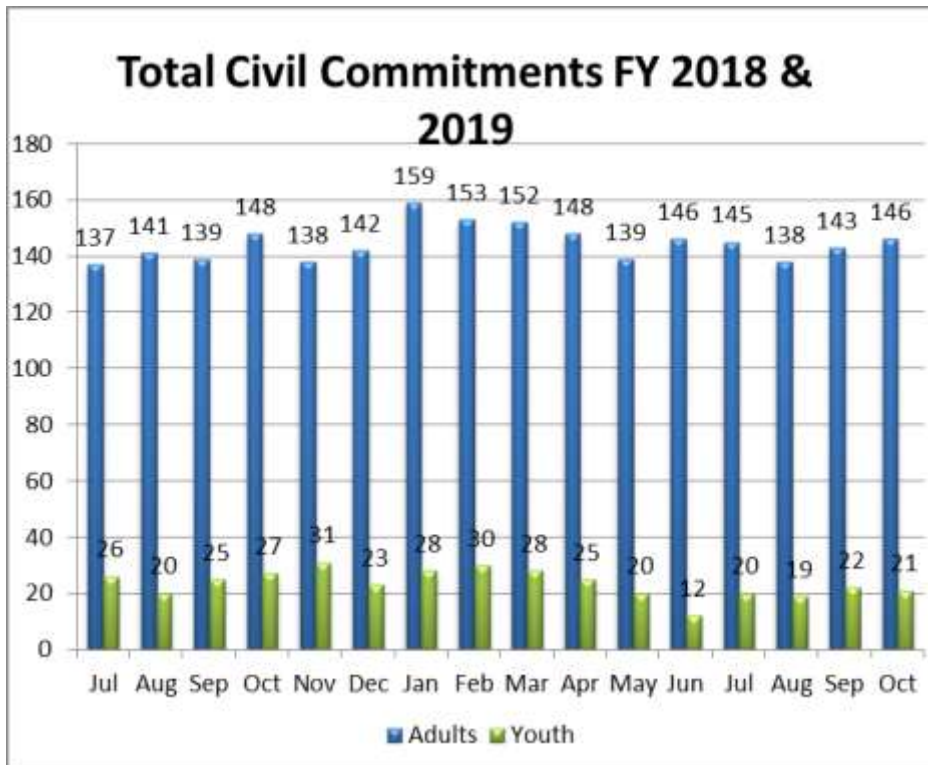
Intensive Residential Treatment

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



CIVIL COMMITMENT

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



Leadership/Allied Agency Participation/Initiatives/Success

The month of October presented Crisis Services with the most requests for initial involuntary civil commitment cases we remember ever having. We were also involved with an unprecedented number of requests to assist in various court and legal processes. In one day, we counted 5 individual proposals from various family and community partners for 5 separate petitions for judge ordered civil commitments. Of course, not all of these were appropriate and not all of these cases were filed with the court.

Human Resources

Training

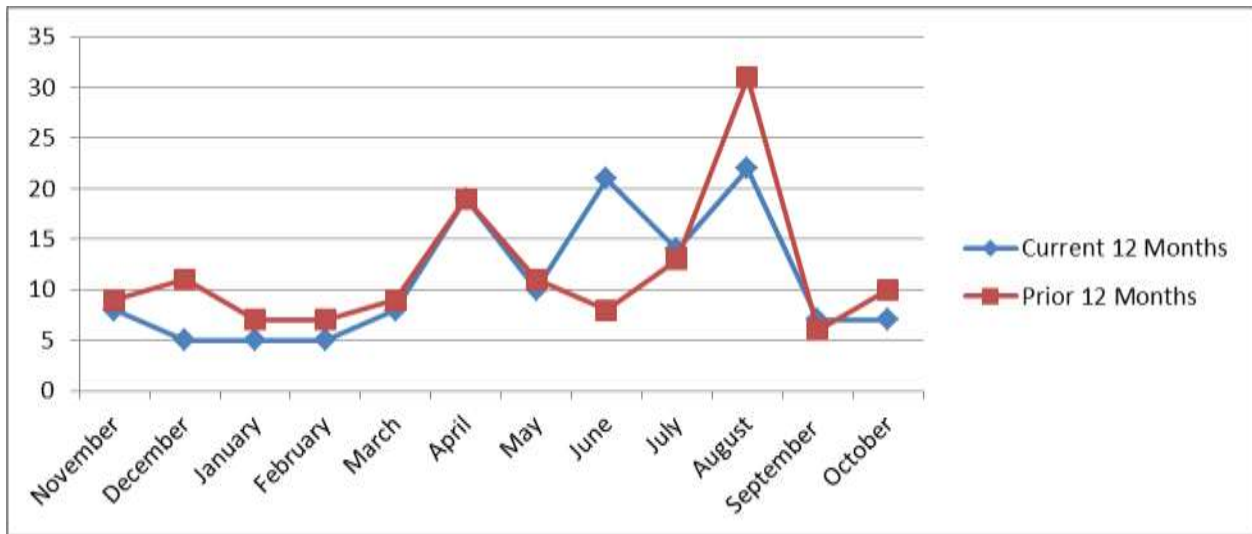
We rolled out the new training for supervisors, managers and those aspiring for such positions. The class consists of the following courses:

<u>CHECKLIST</u>		
<input type="checkbox"/>	ADA, FMLA, Workers' Comp	In Class Training
<input type="checkbox"/>	Interviewing Basics, Negotiation Tactics	In Class Training
<input type="checkbox"/>	Documentation and Forms , Payroll Procedures	In Class Training
<input type="checkbox"/>	Overview of programs / How to Delegate	In Class Training
<input type="checkbox"/>	Managing Poor Performance, Handling Difficult Conversations, Employee Evaluations	In Class Training
<input type="checkbox"/>	Reasonable Suspicion	In Class Training
<input type="checkbox"/>	Discrimination – What supervisors need to know	Relias Online
<input type="checkbox"/>	FLSA	Relias Online
<input type="checkbox"/>	Sexual Harassment for supervisors	Relias Online
<input type="checkbox"/>	Defining Work Expectations	Relias Online
<input type="checkbox"/>	Assessing, Supporting, and Improving Work Performance	Relias Online
<input type="checkbox"/>	How to discipline and promote positive work place enjoyment	Relias Online

<input type="checkbox"/>	The transition to a supervisor	Relias Online
<input type="checkbox"/>	Basic Supervisory Skills	Relias Online

The first cohort consists of 16 employees, of which, 12 are currently in a supervisor/manager role and 4 are employed in staff positions. The class filled up in a few days and we already have all of the spots reserved for the next class – due to start in February. I believe this will do a few nice things for WMH. First, it will allow an opportunity for our management team to receive uniform guidance on our procedures and an understanding of what we expect from those positions. Second, it will provide a venue where staff employees can learn more about management and make their intentions of “moving up” known. Third, it will show that the executive team takes the information received from the measuring stick seriously and that we listen to the concerns of our employees.

Turnover



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

Accounting Department

- We are wrapping up the FY2018 Financial Audit. All audit fieldwork is complete and we are now working to complete the audit report with Litz & Company.
- We were able to successfully process our payroll without Julie Bleazard. We have evaluated what went well and where we need to improve in our Payroll coverage. We are planning on process payroll using out backup process another time this year, and continue having practice rounds throughout the year. This process involves IT, HR and Accounting.

Billing Department Report

Accounts Receivable Management

- The billing department continues to work outstanding claims and eliminating 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.
- Medicare started mailing out the New Medicare cards to Utah residents this month. We have updated most of the Medicare numbers in Junction. We have around 50 left to update. Our efforts are now turned towards getting copies of the Medicare cards to have on file.

IT Department

- Medicaid Encounters for month of July were submitted in early October. 15,357 claim lines submitted for a total of 70,104.75 units with no rejections.
- Scans database for Junction is currently using 173 GB of storage. Weber programmers are experiencing the same storage issue and looking at ways to compress files before inserting into storage. Jeremiah is currently researching how to compress the existing files in hopes of reducing storage by 90%.
- Networking staff at Weber Human Services have upgraded the following: server operating systems to Windows 2017, SQL Server to 2016 and their IIS Server (web server) to IIS v10. Wasatch is currently running Windows server 2012 R2, SQL Server 2014 and IIS v7.5 To ensure we are able to run Junction properly, Junction programmers are running their newer versions of SQL Server and IIS in 2012 compatibility mode. In the meantime, Carson has been looking at prices to determine how much it'll cost to bring Wasatch to the same versions of OS, SQL server and IIS.