

Wasatch Mental Health

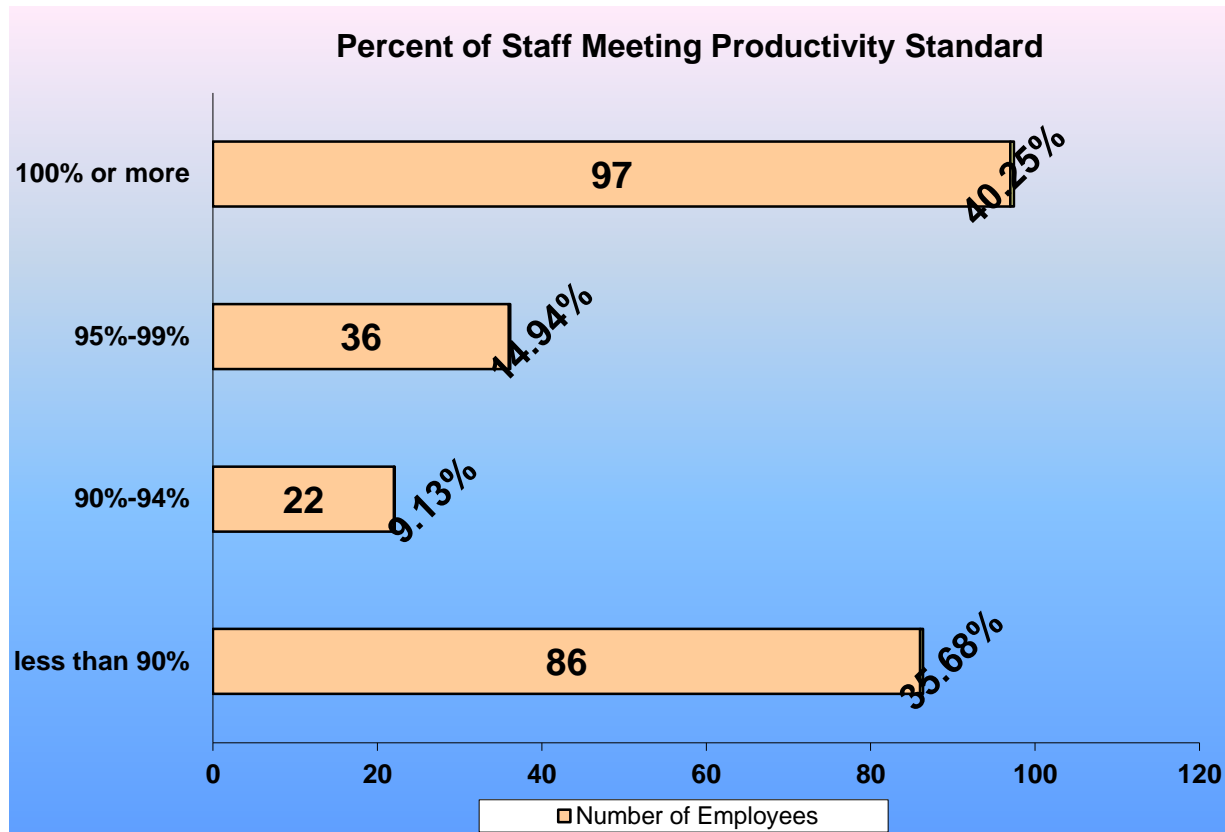
Briefing Report

October 2018

The recent initiatives to regionalize several services have challenged the LMHA system to engage in discussions with the DSAMH and other mental health agencies to address how current service levels can be maintained. While efficiency and standardization are some important goals, we are concerned about not jeopardizing the excellent working relationships we have established with our community partners. The recently published updated rules for crisis line operation, for instance, will make it cost prohibitive for WMH to maintain a crisis line 24hours 7 days a week. We are in the process of exploring how our local response to mental health crises can be strengthened and our responsiveness be maintained.

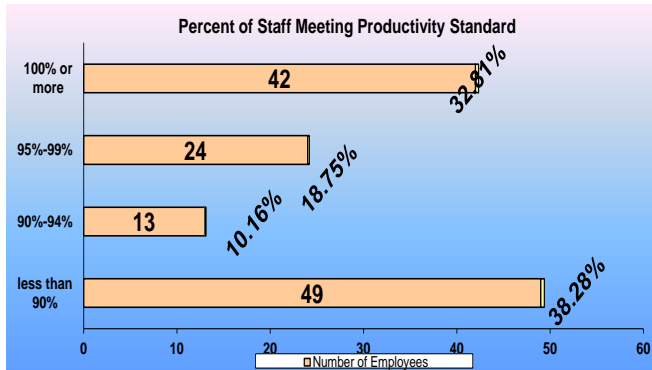
In light of the above, a statewide RFP will be published soon to allow LMHAs to apply for funding to bring a mobile crisis outreach team to full fidelity. We see this potential funding an important step to assure that the community continues to have access to local crisis interventions. Funds allocated under this RFP will require county match, thus possibly obligating Utah County to contribute \$100,000.

Below, a graph depicting the percentages of staff achieving various levels of their service delivery expectation.

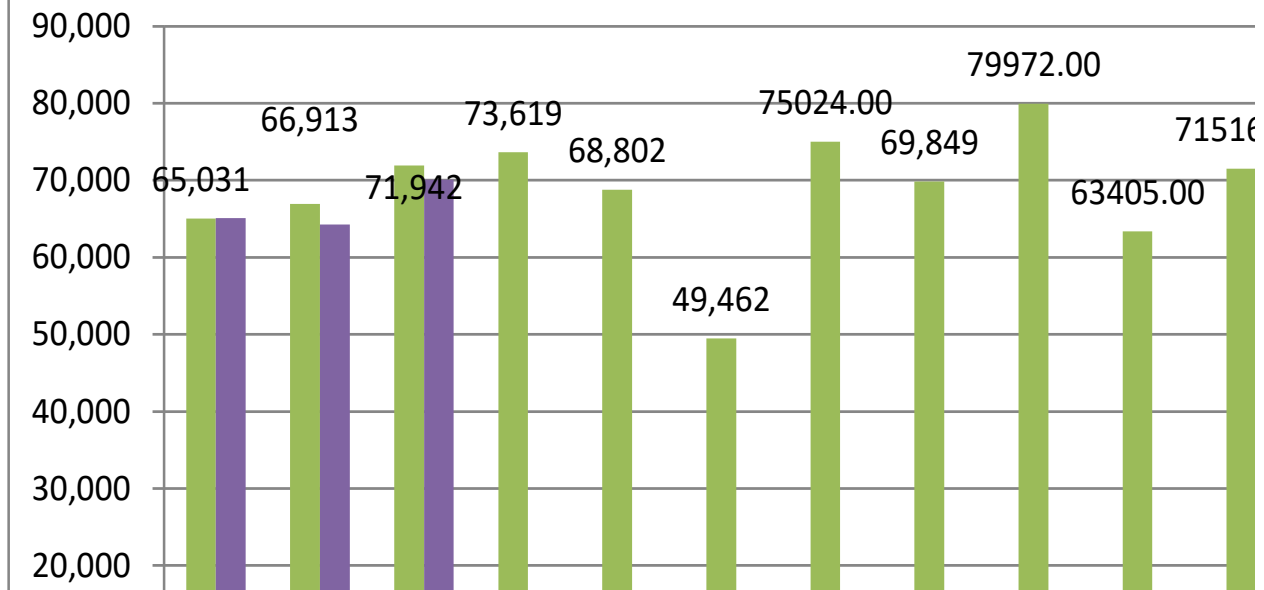


Children and Family Services Division

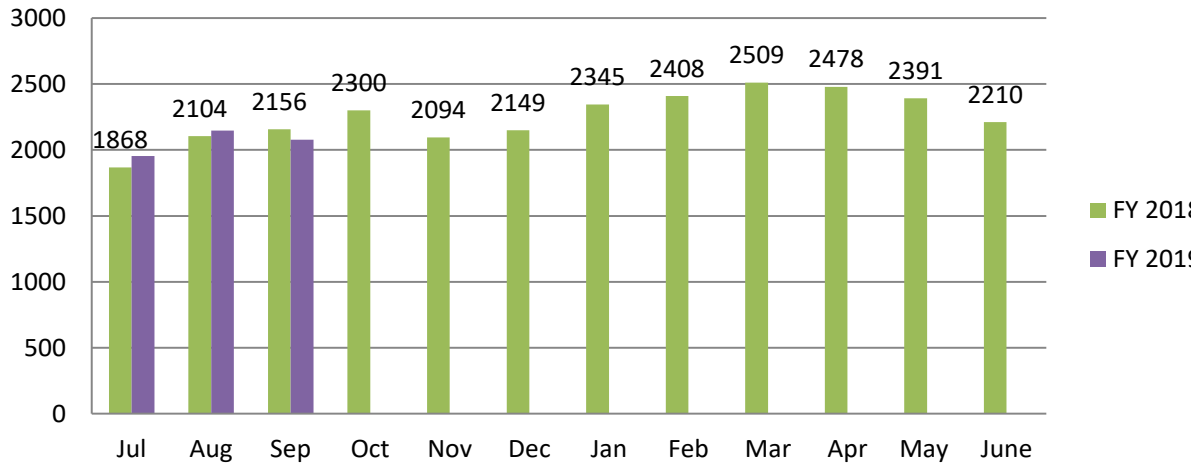
Performance Indicators



Units of Service CY&F Division



Unduplicated Count Clients Served Children, Youth and Family Division



Highlights

- Grandfamilies graduated another class on September 13, 2018. This class consisted of 6 families: 9 adults, 3 teens and 5 children. Below are the reviews from this class:
- Grandfamilies has another session starting on October 4, so we're gearing up for that now.
- Staff attended field practicum training at UVU in preparation for field supervision of a
- Staff presented the Grandfamilies program to DCFS staff and DHS/Pathways to Adoption staff.
- Tuesday September 11 the Independent Order of the Oddfellows dedicated the basketball court they built and donated to Aspire. The Aspire young women sang an original song written by one of their teaching assistants. They did a beautiful job.
- Commissioners Lee and Ivie and Mayor Kafusi held a town hall meeting on the opioid crisis at the Provo Rec Center Wednesday September 12. Catherine was invited to speak and explain the services Wasatch Mental Health provides in the schools in the county.

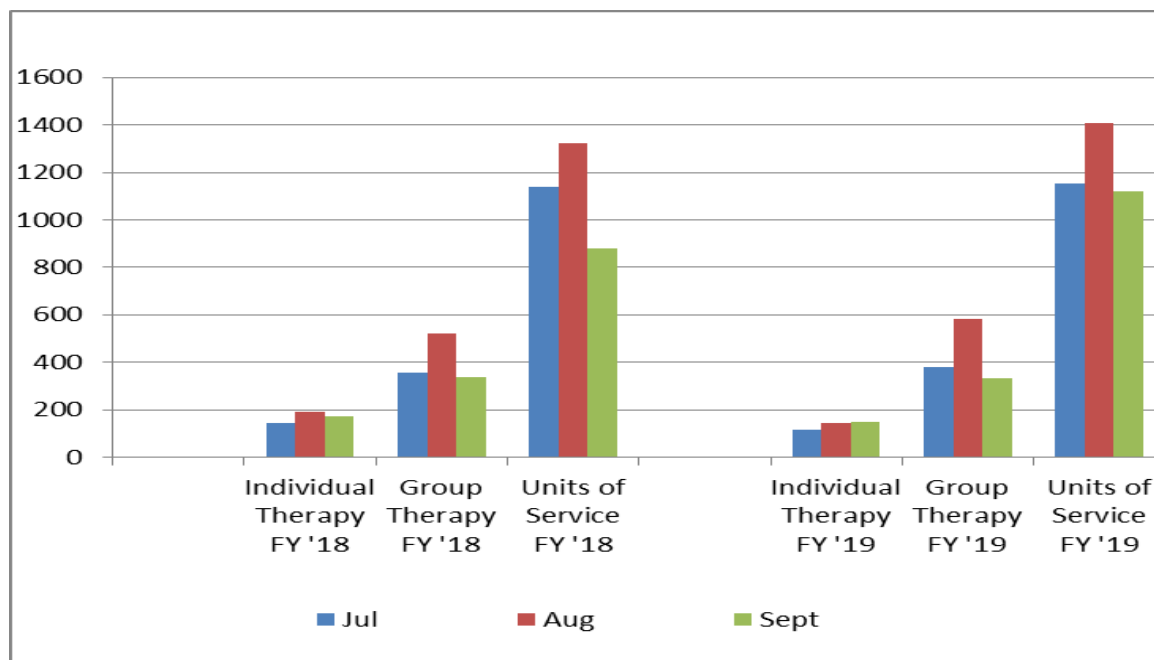
September Unduplicated Clients served in Family and Specialty clinics:

Clinic	Adults	Youth	Total
PFC	98	575	673
Payson	131	246	377
AFFC	248	370	618
WCFC	178	33	211
WFC	624	26	650
Med Services	896	251	1147
Psych Services	79	93	172

New Vista Youth Services

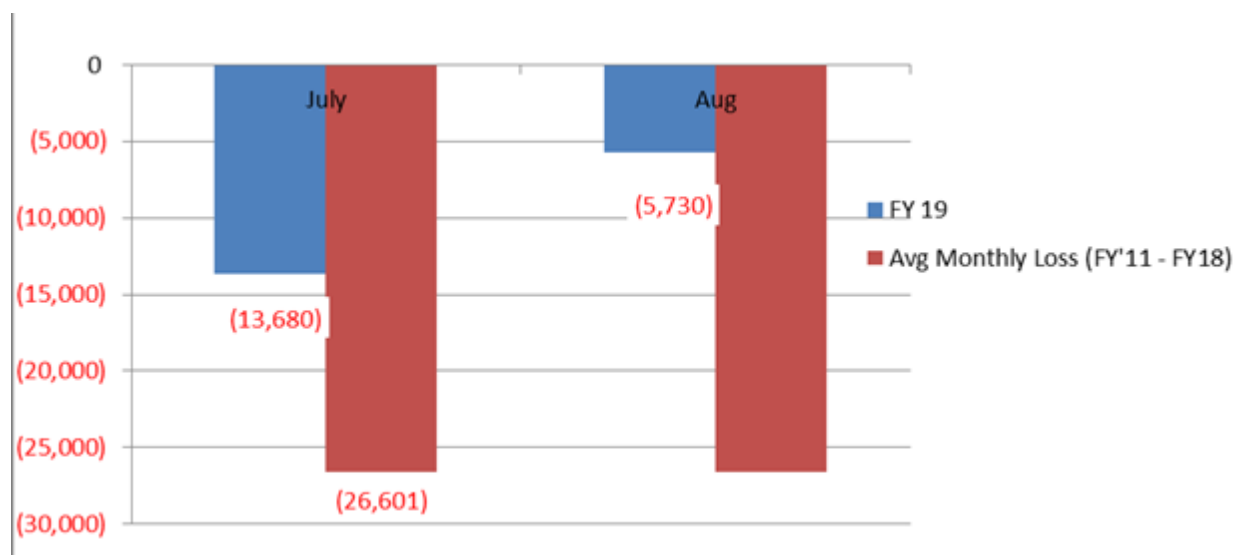
SEPTEMBER REPORT: September continued to see the improvement we experienced in FY'18. Our key indicators were overall up from this time last year and our financial report was also improved, cut in half from the previous month. Our average productivity percentage was 103% for August with 4 of 6 clinical people over 100%. We were just approved, through licensing, to be able to take 25 youth instead of 20. Since we reached

capacity last year our profitability has improved at the same time.

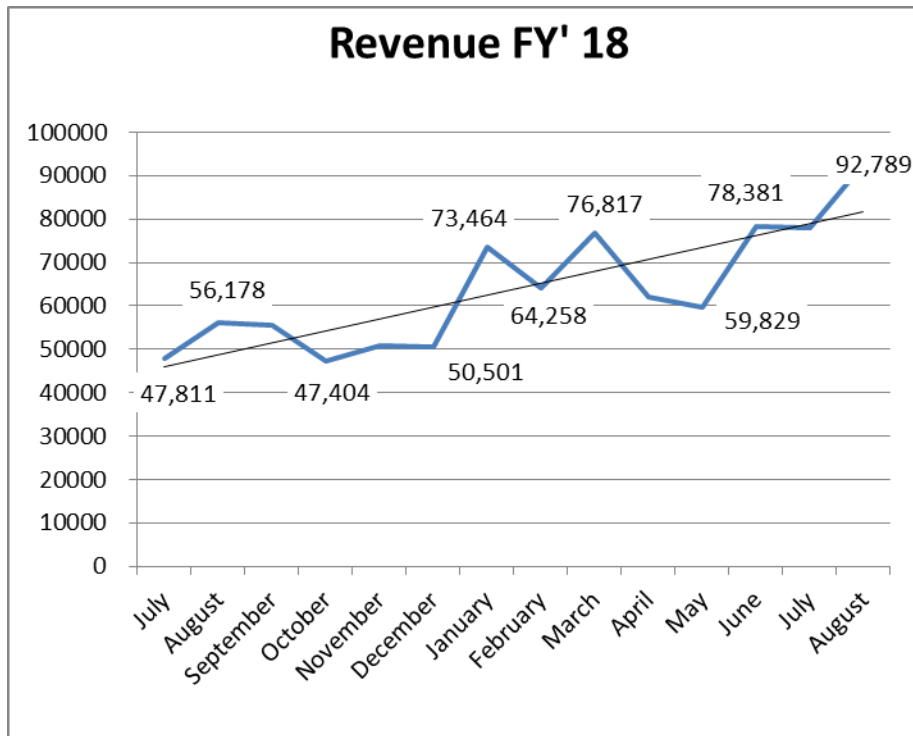


NEW VISTA FINANCIAL REPORT

From July to August we cut our losses by more than half. This is a reflection on the number of youth we are serving and the services our staff is putting in with those youth.



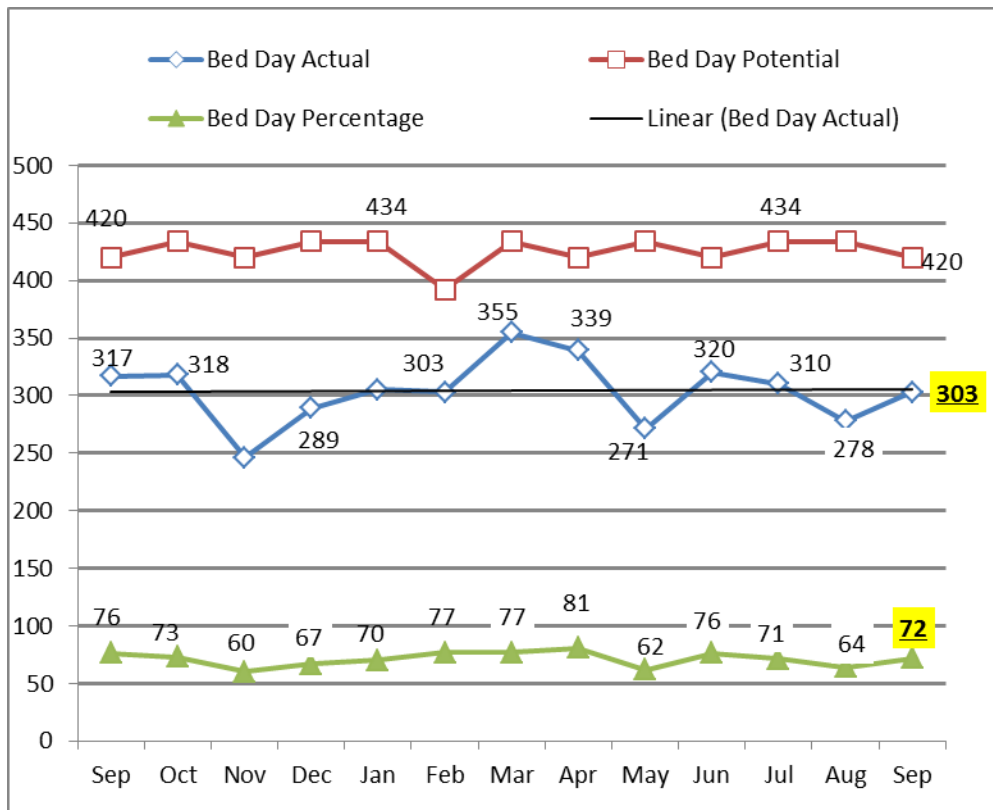
As seen in the graph below our revenue has steadily increased over the past year. In January of this year (FY '18) we began using our case manager more and we started billing for Individual Skills. These changes seem to have made a sudden impact on our revenue and hopefully the progress our youth see in themselves.



- New Vista continues with YSD groups that focus on building healthy lifestyles for youth. The youth work on building relationships with each other that include problem solving and conflict resolution
- New Vista has just been approved for 25 youth in the day treatment program. New Vista has had 5 referrals this past week.

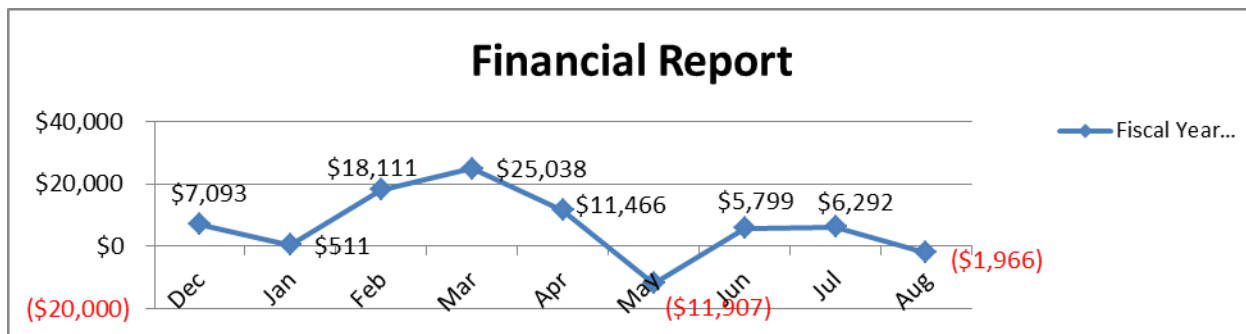
Aspire Youth Services

SEPTEMBER REPORT: We currently have 12 girls at Aspire. We anticipate that two will be discharged to home by the end of the semester at the end of the month. Our occupancy is up to 72% for September.



ASPIRE ACADEMY FINANCIAL REPORT

We had a dip in our financial statement for August. Part of the reason our revenue was down is because we were lower in our bed occupancy in August, we had a big grocery bill (\$2,000+) which comes up about quarterly, and we spent more for clothing and allowances for the girls. On the other side of the coin our therapists and staff produced more even with lower client numbers, and our total personnel costs were slightly down by about \$2,300.

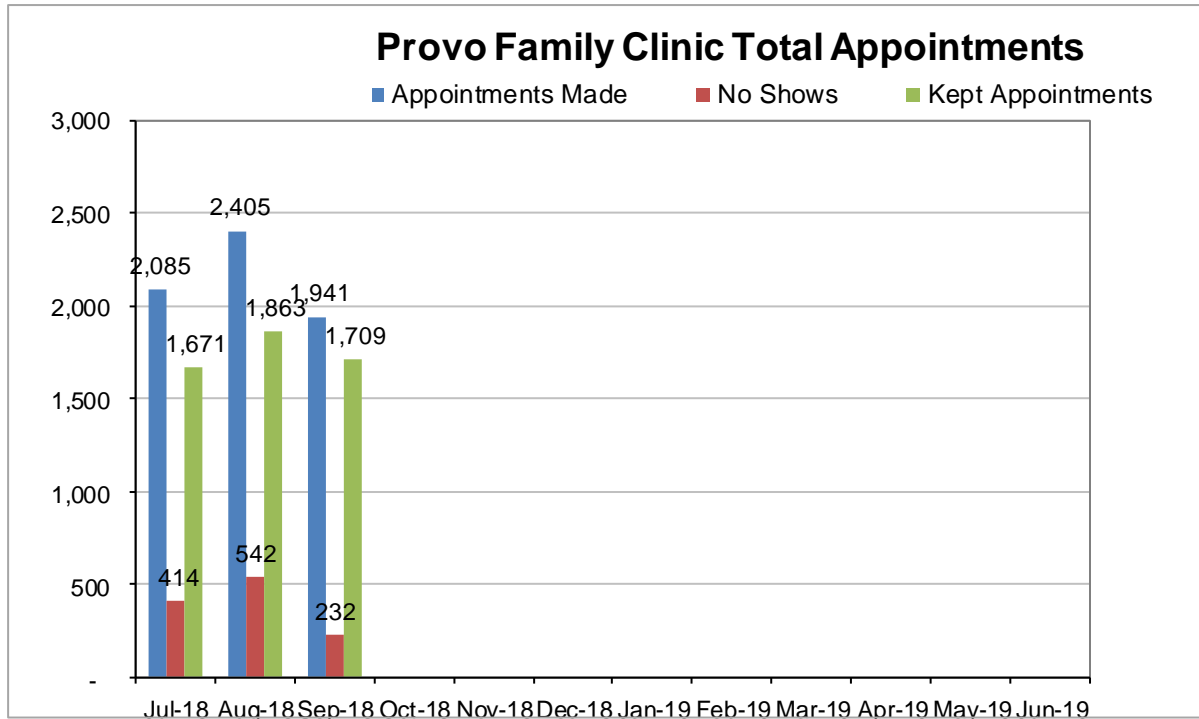


- We currently have 12 residents at Aspire. We are staffed with 17 HSW'S, 2 full time therapists, a full time case manager supervisor, and 1 part time nurse.
- During the month of September our residents have been busy with individual therapy and group therapy. During the week and on weekends our staff has been focusing on the following programs and groups: Seeking Safety, Voices, DBT Skills, Art groups, Service groups, cooking groups and Budgeting. In

addition, some of our offsite visits have included a movie, the Springville art museum, some parks, ice cream, and off site dinners.

- The girls currently attend school on site through the Alpine School District. They recently completed a “mini” term. We have great teachers and they work well with our students. We had 7 girls get above 3.7GPA this term. We had 1 girl get a 3.925.

Provo Family Clinic



Monthly Total OQ and YOQ

Adult -	77
Children/Youth-	568
Total-	645

Stride and XCEL - Partial Day Treatment Programs

- We were able to hire some new staff and start the Payson classroom again. The low number in services is due to losing all Payson staff and not running the class for several weeks.

Stride Program Discharges:

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

Financial Status

Through August 31, 2018 , Stride’s budget shows a profit of:	\$28,362
Through August 31, 2018 , XCEL’s budget shows a profit of:	\$1,289

GIANT Steps

Highlights & Program Updates

- The Giant Steps waiting list currently includes 148 children, 34 of which have Medicaid insurance.

Community Involvement

- Represented WMH at the substance abuse Recovery Day in Provo.
- Presented information to a church group about working with children who may have mental health and family challenges.
- Presented to elementary students and teachers at Canyon Elementary about Giant Steps, autism, and inclusion.
- Participated in a UVU Community Partner Training.
- Participated in the monthly meeting for the Autism Resources of Utah County Council.
- Participated in the quarterly Autism Discussion Group at DSAMH.

Positive Comments from Families

- “[My child] wasn’t saying anything before and now he’s talking non-stop. Thank you!”
- “[My daughter] has made more progress in Giant Steps in the one month she’s been here than the entire year she had at [another preschool] program. We are so grateful to have found Giant Steps.”

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 (Location TBD)

Financial Information

Fiscal Year-to-Date Income Gain (Loss)* – (\$105,167.87)

*As of August 31, 2018

Vantage Point / CY FAST / PREP (FEP)

- Staff are all appreciative and excited about the shift differential pay and added holiday pay.
- DownEast Mattress donation **320**. We are arranging for another mattress drop off coming soon.
- The word “POINTS” has numerous meaning and the thesaurus says there are more than 500 words as synonym for the word POINTS.

But at Vantage Point it has a different meaning. We have a point system through which we encourage and motivate the clients to follow the rules at Vantage Point. It is a proven factor that no matter how old the clients are, your praise and encouragement will help them feel good about themselves. This boosts their self-esteem and confidence. Sometimes rewards can be useful too, especially if you want to encourage good behavior.

At Vantage Point the word **POINTS** is an abbreviation for

P- Positive Attitude

O – Obedient

I – Involved participation

N – Nice to others
T – Taking responsibility for choices
S – Stress Management

We have seen that the point system based on the P-O-I-N-T-S (Positive Attitude, Obedience, involved participation, Nice to Others, Taking responsibility for choices and Stress Management) is really working well.

In short it must be mentioned that at Vantage Point we create an environment for every client to follow P-O-I-N-T-S through which points are earned and also a desired goal is achieved.

CY-FAST

- CY-FAST and the SBS team in Nebo school district have been working together on a number of cases since the beginning of school, August. CY-FAST has been able to participate in three outreaches to Payson High, Spanish Fork High and Salem High. The purpose of these outreaches is preventative care in order to determine what services can put in place for families before crisis. All three schools have expressed appreciation to both SBS and CY-FAST. The CY-FAST team has already seen an increase in referrals from all three schools.

CY FAST currently is serving **73** ongoing cases. 23 Respite families

Total Cases: 256

FRF Involved: 3

Out Of Home Placement: 15

Avoided Legal Involvement: 181

Danger To Self Or Others: 44

Police Calls Avoided: 154

Referrals:

Self/fam: 95

Other: 29

Child Welfare : 35

School: 0

JJS: 0

Law Enforcement: 25

PREP

- We hired a new full time therapist. We are saying good-bye to Heidi Busch and welcoming Gavin Telford. Gavin was a MSW Intern with Vantage Point last year. He has experience with youth and is excited to work with his new team.

Number of total unduplicated clients served last month: 53

Number of OQ/ YOQs administered: 69

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

Successes:

- A mother of boys attending therapy in the American Fork Family Clinic said the following regarding services: "I think what has helped me the most is learning how to be a parent. I had a mother who wasn't

there, my sister raised me, so I'm learning how to be a mom. Also, [therapy provides] my boys an outlet to express their feelings and emotions as we learn together."

Number of clients served last month: Total: 617 Adult: 248 Youth: 369

Number of YOQs/OQs administered: YOQs: 312 OQs: 322

Unduplicated number of YOQs/OQs: YOQs: 205 OQs: 128

Groups in AFFC

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

Community Meetings and Presentations

Community Outreach Council @ American Fork Hospital—Bryant Jenks
CASA Conference Presentation—Bryant Jenks
American Fork SAFE Schools—Samuel Ashton
North County Coalition—Kellie Byars
Interagency Cluster meetings (in assigned area)—Kellie Byars, Sheri Rowley, David Clisbee, Kevan Baker
Student Support Team meeting American Fork High—David Clisbee
Crisis and safety plan training @ Vista Heights Middle School—David Clisbee
Various Faculty and School Counselor meetings—Kellie Byars, Sheri Rowley, David Clisbee, Kevan Baker, Olivia Cornwell
United Way (Sub for Santa)—Kevan Baker

Payson Family Clinic & School Based Services

Successes

- Parenting the Traumatized Child Group in Payson has had a 0% drop out rate. Positive feedback from participants and positive results are continuing to be reported in pre and post measurements. Kayelyn Robinson and Brooke Willis have passed their curriculum and expertise on to therapists in AFFC and they're starting their own in North Utah County.

Here are quotes from participants of the group in Payson:

"Self care has been a game changer for me. I didn't realize how important it was to take care of myself. I have been so much more patient with my kids and I am able to handle what comes up so much easier. I used to feel guilty about taking care of myself, but now I know that I need it!"

"This was a very informative class. It has given me tools to be a more effective parent and has given me insight on children who have experienced trauma. It has helped me look at things in a different perspective. I feel more confident as a parent/caregiver. I have loved attending this course and may attend it again in the future! Thank you!!"

"I realized that once I was in a better state with my mental health, and I was taking care of me, that my parenting really stepped up. The class really helped me put things in perspective. I really tried to change and keep myself calm. Once I fixed myself, it really changed things."

"Why isn't everyone mandated to take this course when they get the kids? This is so helpful and is changing how I parent my grandsons."

Number of clients served last month: Total: 377 Adult: 131 Youth: 246

Number of YOQs/OQs administered: YOQs: 301 OQs: 168

Unduplicated number of YOQs/OQs: YOQs: 185 OQs: 103

Groups in Payson

DBT

Foster Parenting Children with Trauma

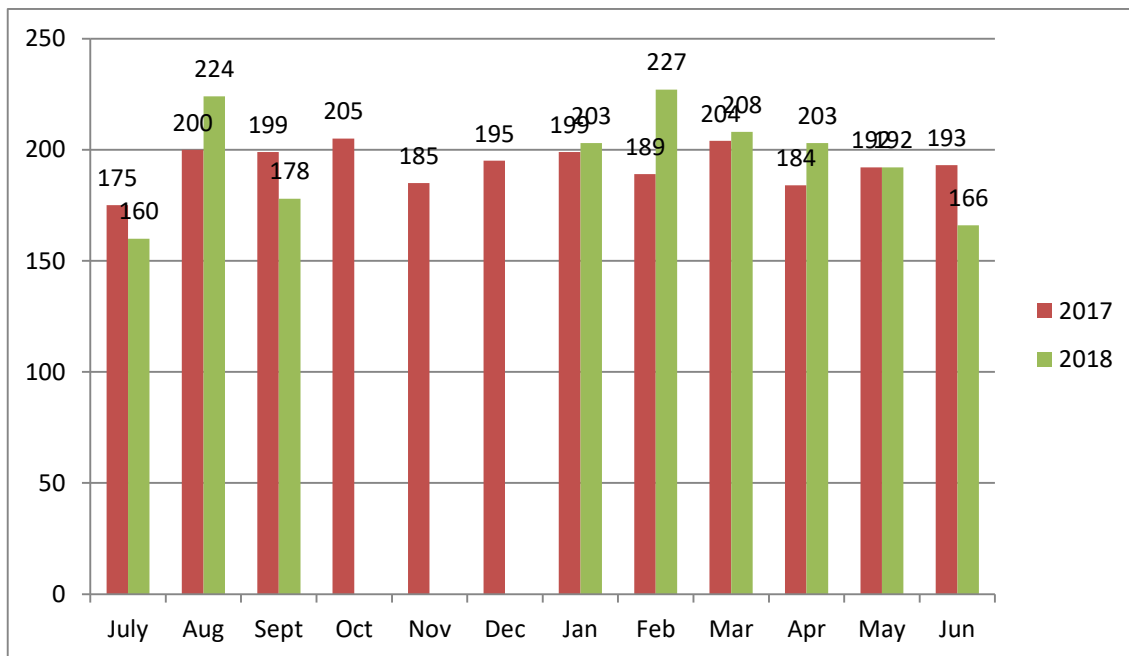
Strengthening Families

School Based Skills groups

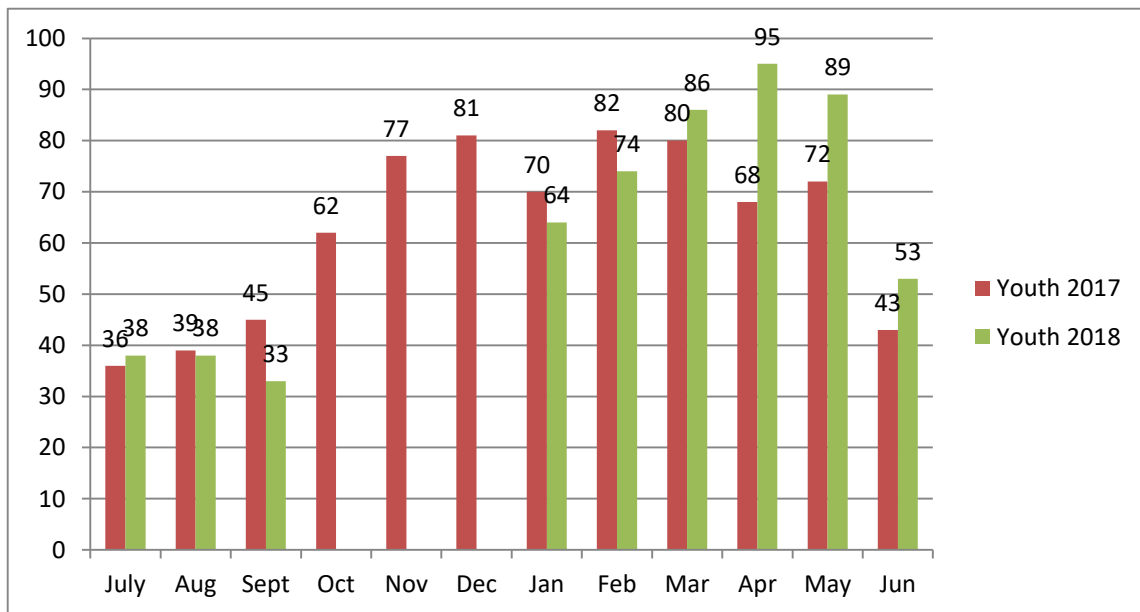
Wasatch County Family Clinic

Total Unduplicated Clients Served in September: 211

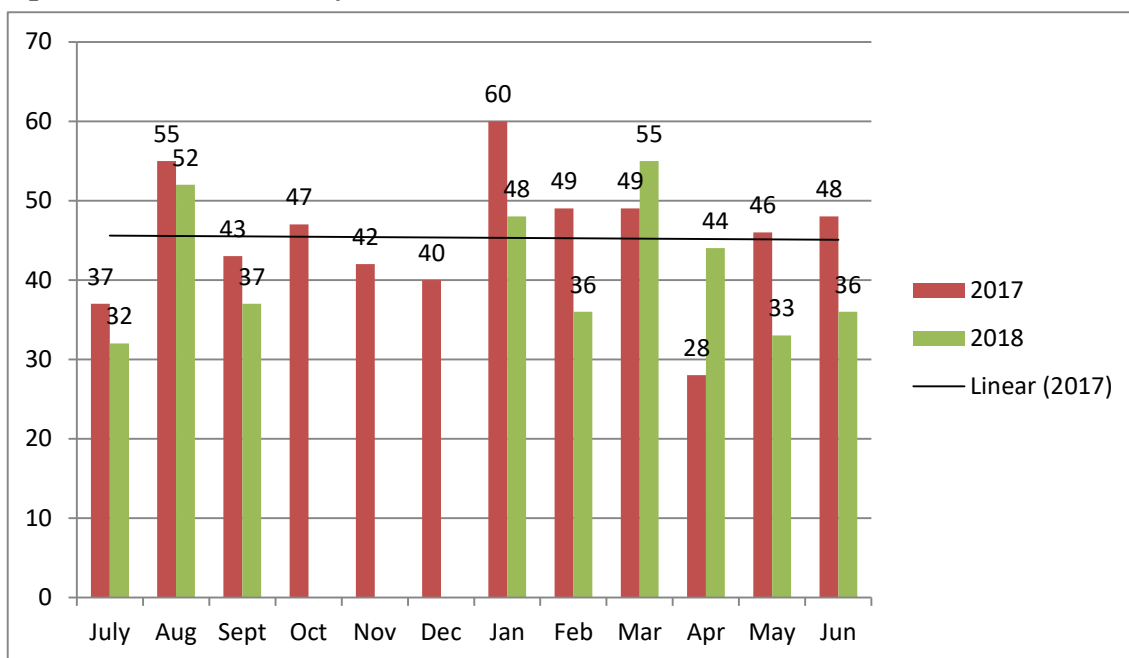
Adults: 178



Youth: 33



September Total Monthly Intakes: 37



Number of YOQs/OQs administered:

YOQs: 43

OQs: 176

Unduplicated number of YOQs/OQs:

YOQs: 29

OQs: 107

Groups at WCFC

- Recovery Day Tx
- Summer School Program
- Drug Court Group
- Gender Specific Male and Female SA groups
- Relapse Prevention
- Thinking Errors

- Anger Management
- MRT
- Prime For Life
- Teen Prevention
- Alumni Group
- Strengthening Families
- Mind over Matter
- Alumni Group
- SMART Recovery

Leadership/Allied Agency Participation/Initiatives/Success

We received this email regarding a student that participated in a Prevention program:
Hi everyone,

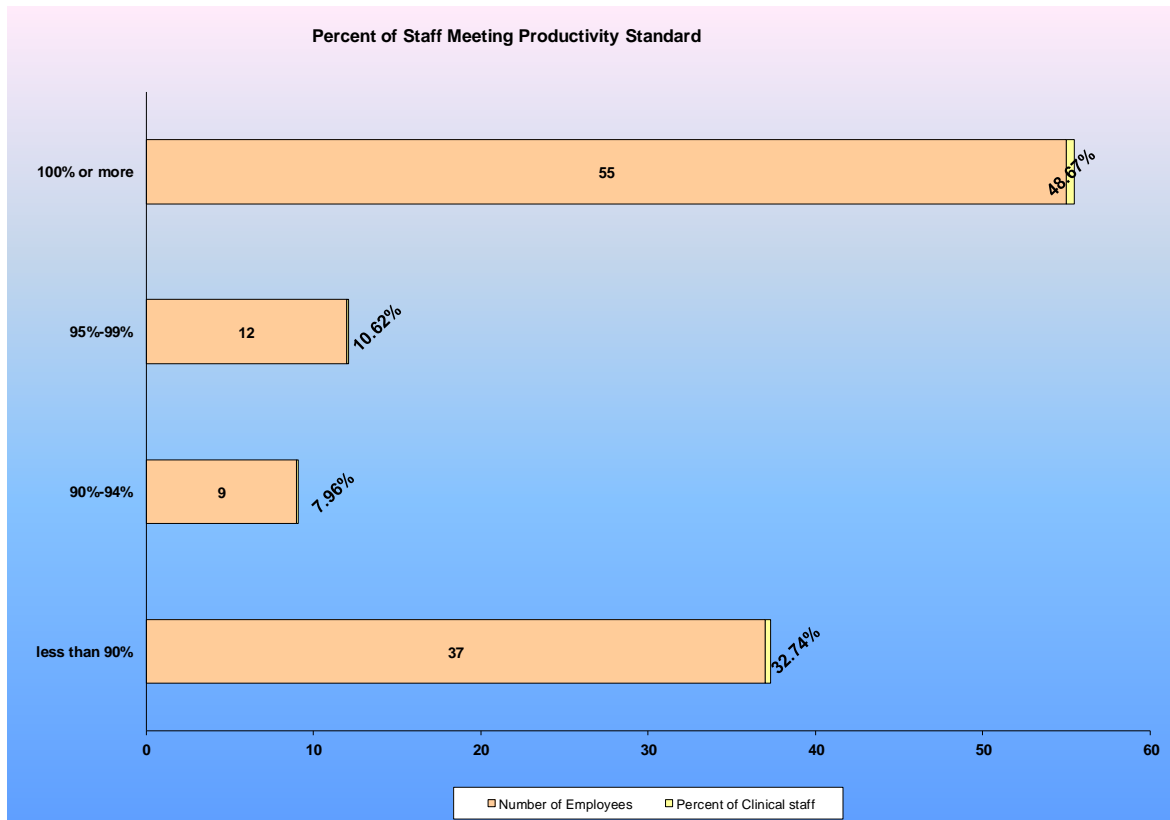
I hope this email finds you all well. I've been meaning to send this email for over a week or more now. Sorry, it's barely getting to you however, I'm really happy to be sending this to you all.

About a week ago or more my daughter ----- who is a 10th grader at Wasatch relayed a story on to me. ----- 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 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 Evelyn 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.

- This past month WCFC in partnership with several other agencies sponsored the annual Dinner in the Park. It was estimated that 540 people were served. This event brings all parts of the community together. Family Dinners have been shown to be a protective factor for kids. At this event Agencies have tables set up with prevention messaging along with a food item for families to take home. After a family visits all booths they will have the ingredients to have their own family dinner. Dinner is also served to those attending.

Adult & Family Services Division



OQ/YOQ Administration

Number of total unduplicated clients served last month:

Adult Clients Served	2246
Child/Youth Clients Served	1425

Number of OQ/ YOQs administered:

Adult & Family Services Division	1413
Youth & Family Services Division	2089

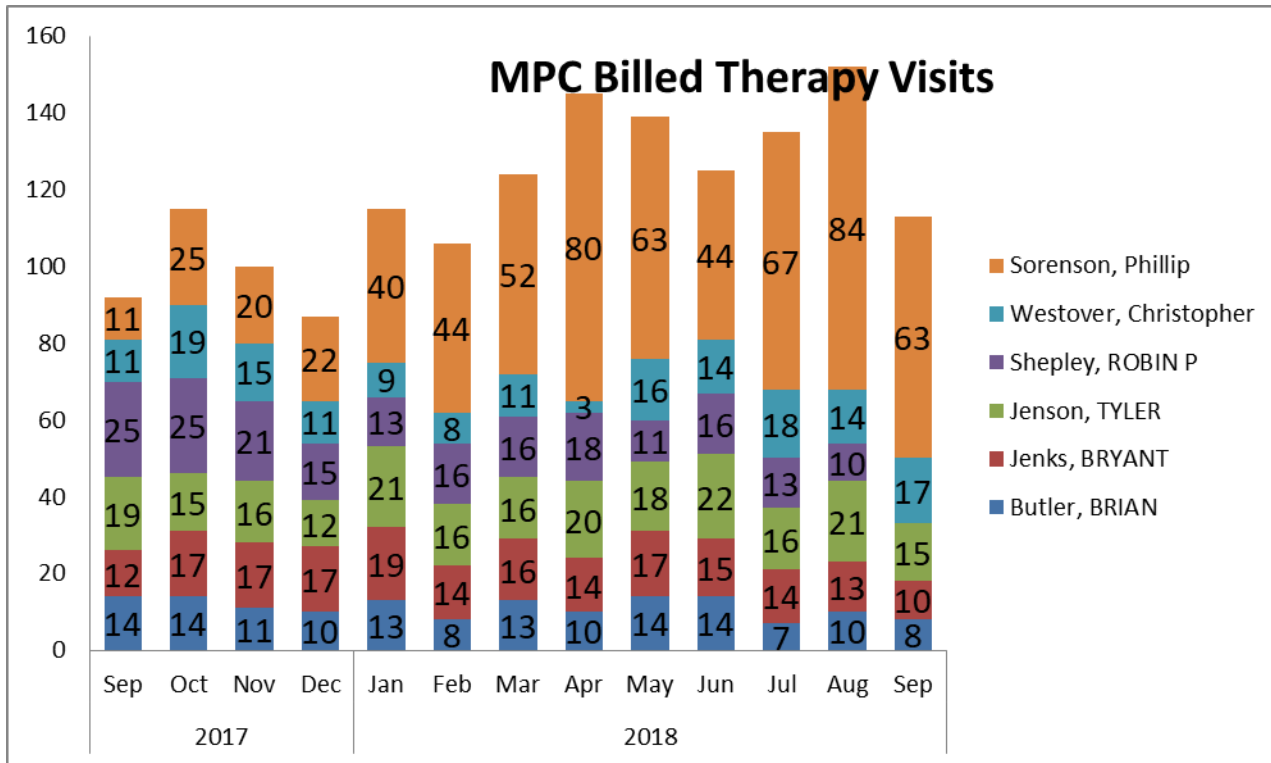
Number of unduplicated clients who completed an OQ/YOQ:

Adult & Family Services	891
Youth & Family Services	1303
Total	2194

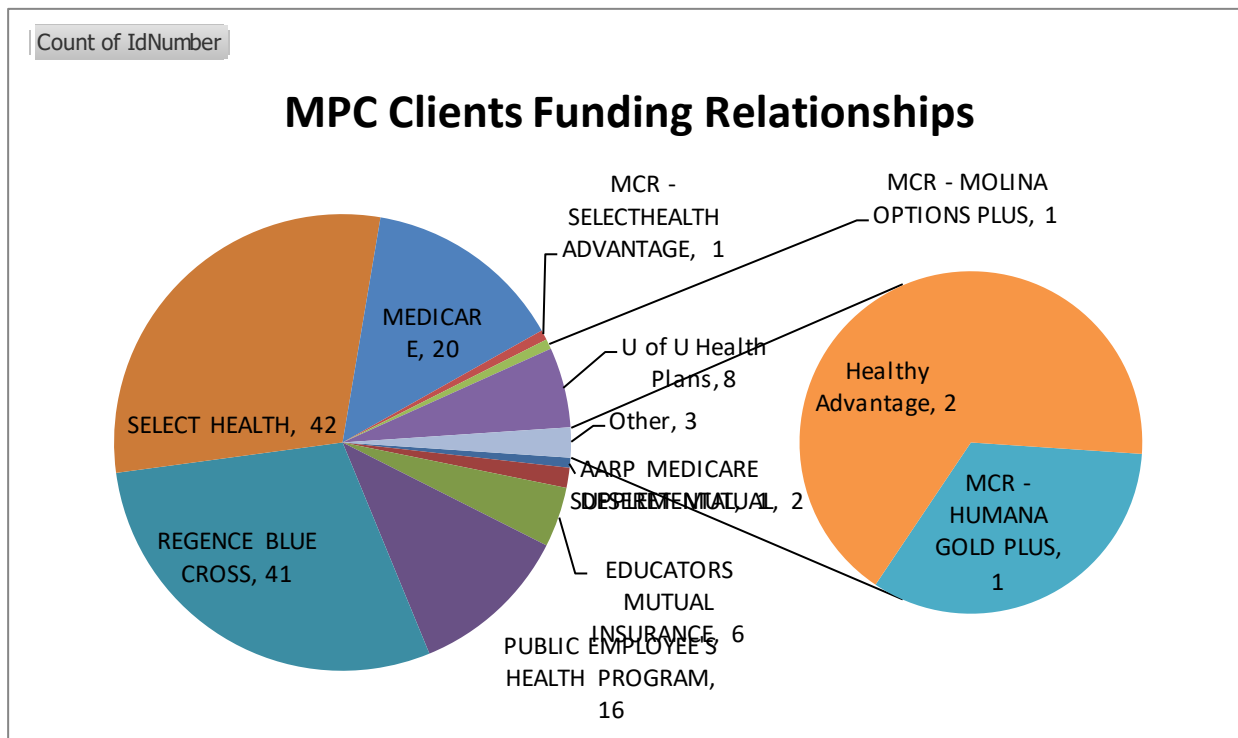
Unduplicated Count of All clients Served at WMH	3671
% of Unduplicated Clients Completing an OQ/YOQ	60%

Mountain Peaks Counseling

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



Below is a graph of the insurances that we take and the number of clients with insurance. The “Other” section is broken out to show the specifics of “other”.



Number of OQ/YOQs administered:

111

Number of unduplicated clients who completed an OQ/YOQ:

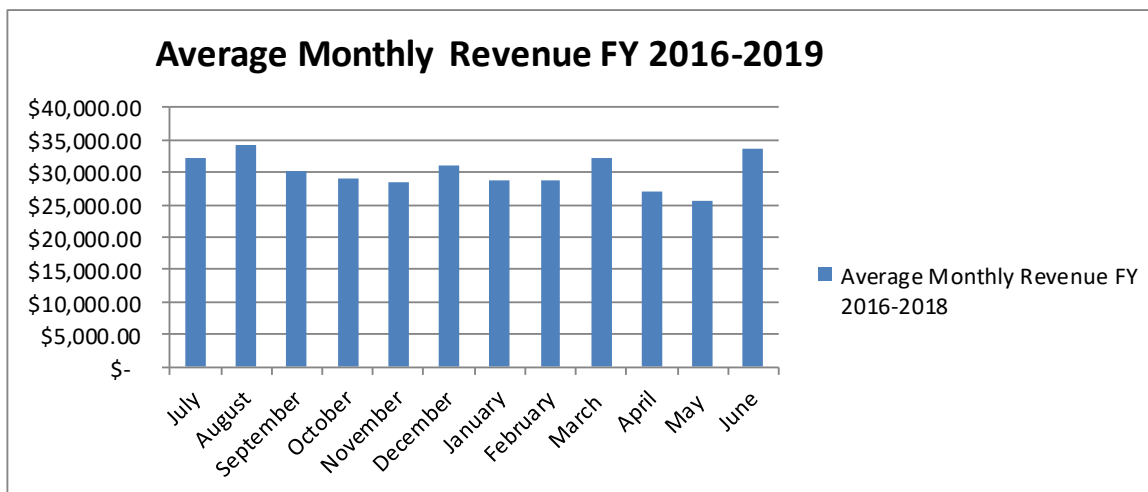
64

Number of unduplicated clients served :

76 (10 were youth)

Westpark Family Clinic & Representative Payee Services

- In September, PASRR staff completed 91 PASRRs for a generated revenue of \$33,736.



- The number of OQ/YOQ questionnaires collected in WFC decreased this month. WFC collected 602 OQ/YOQ questionnaires during the month of September. This is down by 191 questionnaires from 793 administered in August. Of the OQs collected this month, 367 were unduplicated, which is down from 443 unduplicated questionnaires last month. The number of daily administrations this month decreased to 31.68 per working day, which is down by 2.8 questionnaires per day compared to August. It should be noted that while there was a significant decrease in the number of questionnaires collected this month compared to August (which had 23 working days compared to September's 19), this reduction was very much in line with what is typically seen during the month of September each year.

- In an effort to increase the use of S.M.A.R.T. objectives on IRPs, WFC has been discussing the importance of using such objectives and providing training on how to do so in each of its weekly meetings. An audit of two notes per therapist for each therapist who sees clients in the WFC is being performed each month to determine whether or not the training and the reminders have been effective at improving the quality of objectives being used on the recovery plans of clients who are currently attending treatment. This month's audit showed that 83.33% of September's sample had at least one concrete and measurable objective on the recovery plan. This represents a significant increase of 27.08% compared to last month's audit. However, this dramatic increase could be due to the small sample size that was used. It should also be noted that the sample for this audit is comprised of clients who have seen a therapist for an appointment during the last month. Thus, this audit serves more as an early indicator of the progress being made currently, but does not represent the S.M.A.R.T. objective compliance rate for each clinician's entire caseload since the sample does not include those clients that are not currently coming in for therapy.
- During the last quarter (beginning with the pay period starting on 6/24/2018 and ending with the pay period ending 9/15/2018), WFC staff with productivity standards achieved a total of 4446.87 productive hours, which equates to 105.3% of the department's cumulative productivity standard. This is a 1.3% increase compared to last month. During the last quarter, eleven employees met or exceeded their productivity standards.
- During the same period of time, RPS staff with productivity standards achieved a total of 976.73 productive hours, which equates to 115.7% of the department's cumulative productivity standard. This is a 1.7% 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:

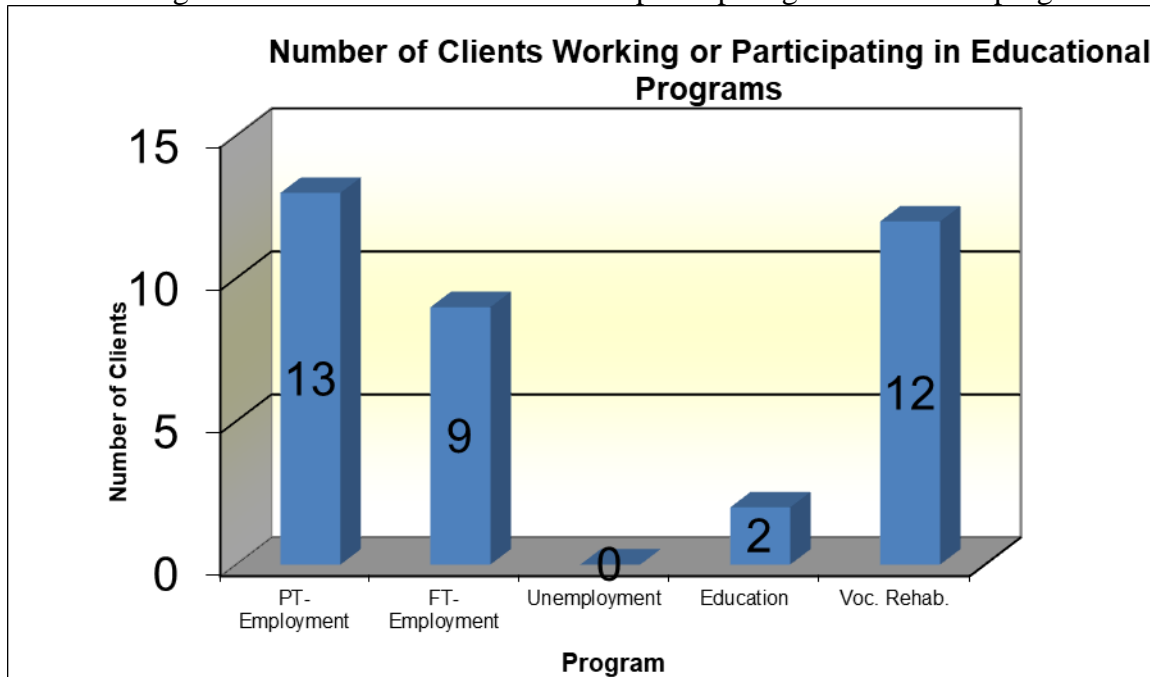
- Our success story for this month comes from a therapist who works closely with Mountainlands Health Center in the Westpark Building. She reported, "Verdon, from Mountainlands, came to my office and asked me to talk with a client. I spoke with him and his supportive friend for about 40 minutes. The

client has severe anxiety, agoraphobia, and depression from childhood. He is intelligent and will need long term therapy. It was arranged for him to be put on the IHC contract to start his assessment and treatment. The WFC Program Manager then arranged with the Exceptions Committee for him to be treated with WRC funding.” We continue to work to foster our partnership with Mountainlands. It appears to be working to improve the lives of those individuals we and Mountainlands treat.

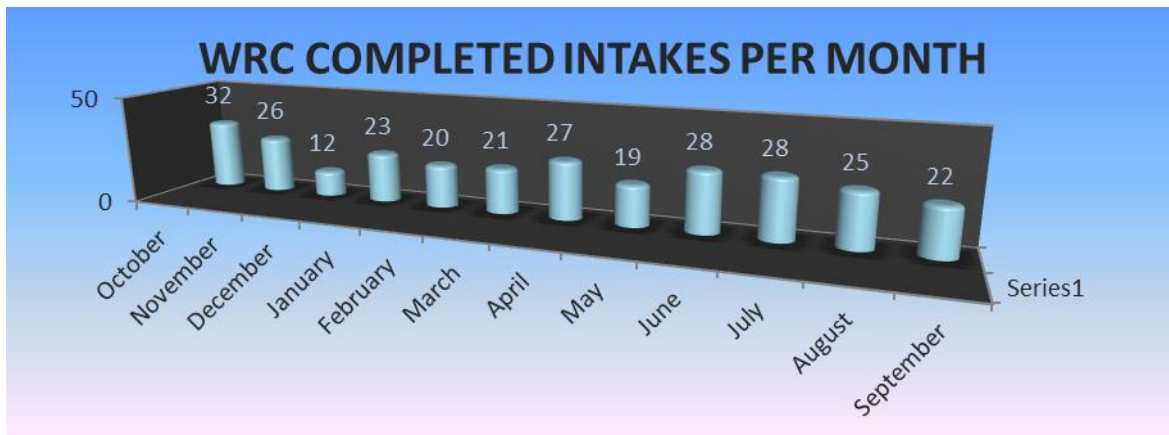
- Walk-in intake volume and utilization decreased during the month of September. During the last month, a total of 34 walk-in intakes were performed, filling many of the 52 available slots, for a total utilization rate for the month of 65.4 percent. This is down 10.9 percent from the utilization rate observed in August, but remained slightly 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 decreased to 1 in September.

Wellness Recovery Clinic

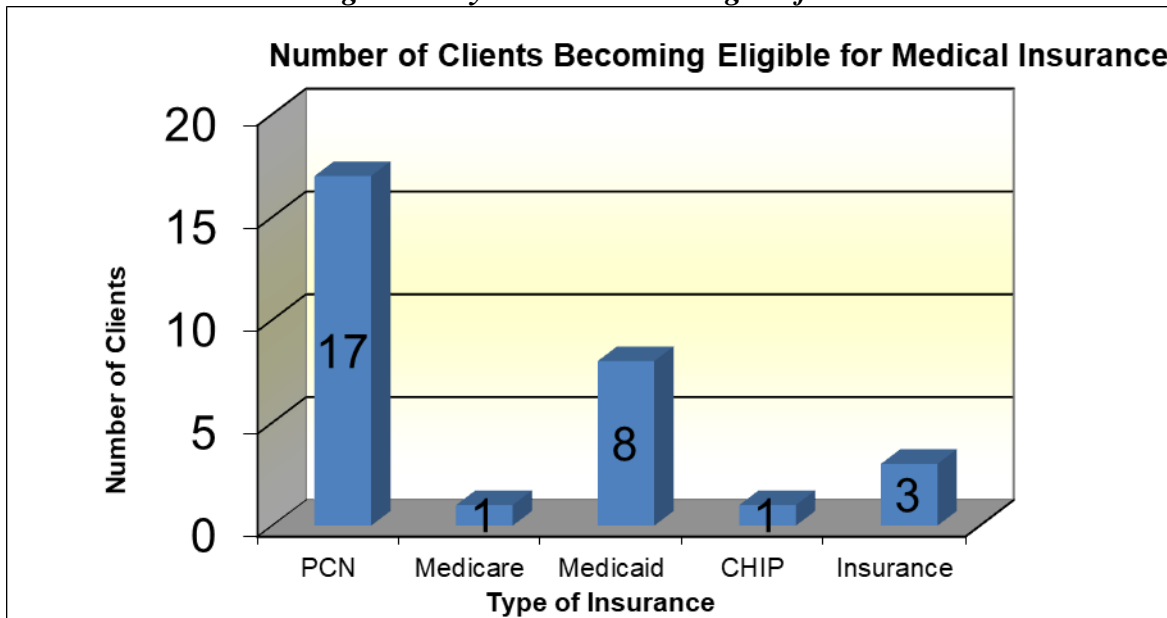
The following chart shows the number of clients participating in educational programs for FY 19



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



Below is a chart indicating how many clients became eligible for insurance in FY 19:



Leadership/Allied Agency Participation/Initiatives/Success

- A client started attending treatment in March 2018 with a diagnosis of Bipolar II. She was struggling to cope with her anxiety and depression, tending to isolate and not being able to maintain employment or relationships. She began attending the Bipolar and Self Compassion group through our clinic and was able to stabilize in her medications and mental health enough to allow her to expand her coping skills to help maintain stability. She is now in a serious relationship and recently accepted a full time position for an agency in Idaho.
- Another client came to us from California where she was homeless and had no supports. She was able to move in with some family here in UT and started attending groups earlier this year. When entering services, she struggled to make eye contact or talk to anyone, allowing her brother-in-law to speak for her. She was able to meet with our prescriber and start on medications to help with her depression and anxiety. We have also seen progress in her participation in groups, as she now shares and makes comments throughout the group, often staying after to chat with other group members. She is now working part time at Maverick as a cashier, making friends and saving money for her own place.

Number of total unduplicated clients served last month:

126

Number of OQ/ YOQs administered:

213

Number of unduplicated OQ/YOQ:

82

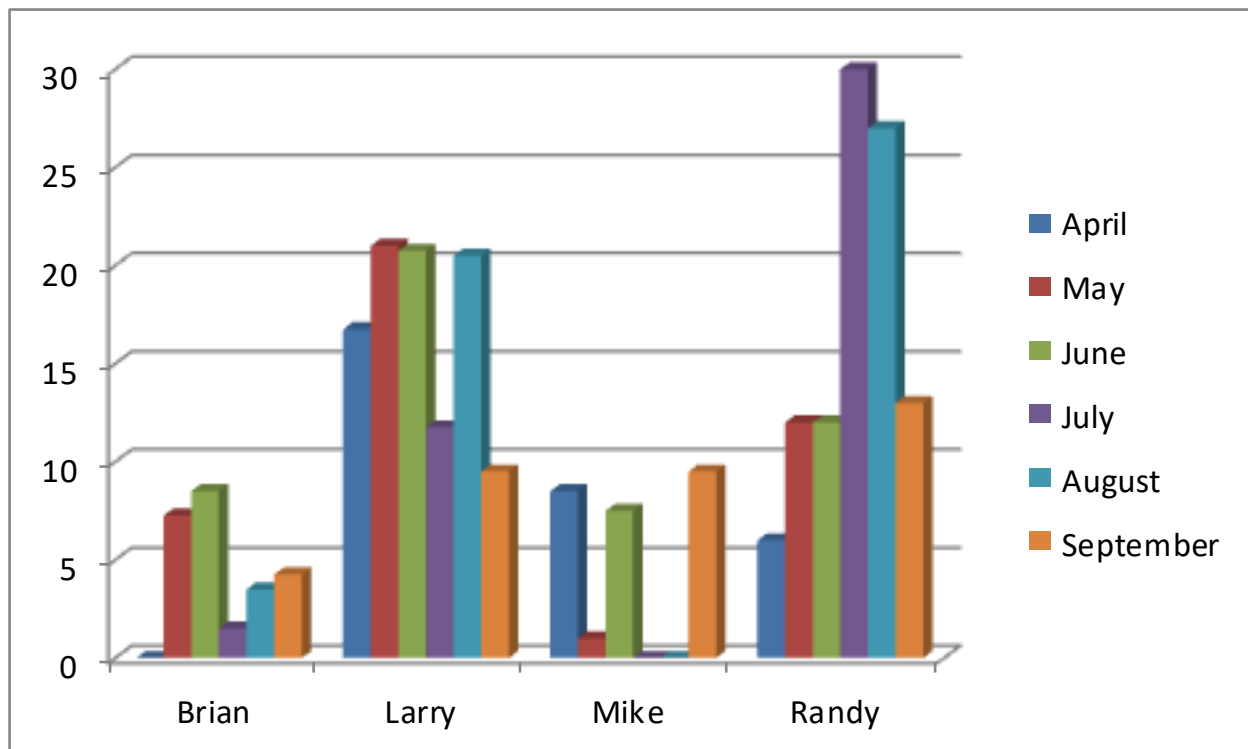
Medical Department

In Medical Services, we have been working to welcome Beechtree labs, who will be taking over UAs for mental health court and dual diagnosis clients. Beechtree has come to provide support and training to my staff, and we look forward to working with them in this capacity.

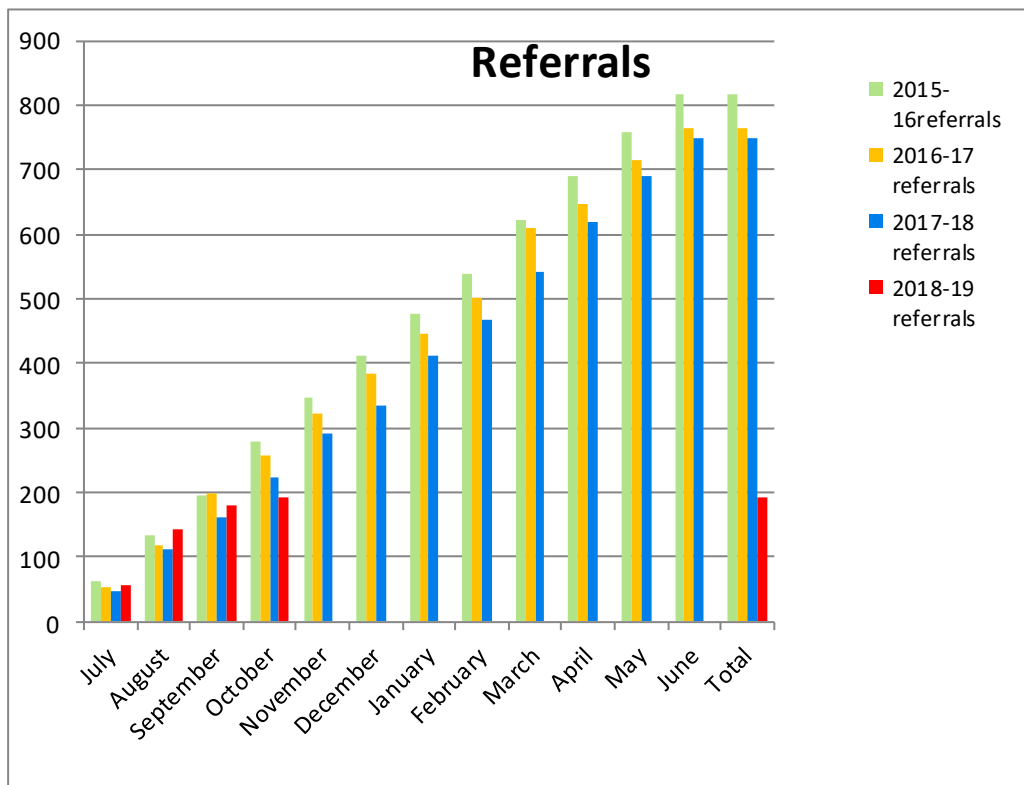
Psychological Testing/Interns/Form 20m

- PAS continued to experience more change in September, saying a final goodbye to Adam Garland and preparing to say goodbye to Lorraine Crossley, who will retire in November.
- We prepared for Drs. Arnesen and Larry to move in, with a scheduled date of October 15th, and prepared for our BYU extern to begin in mid-September. This extern will be initially supervised by Amedee St. Pierre and by Jaime Houskeeper.
- As of now, we are in the process of replacing Adam Garland and Lorraine Crossley. We hope to have some more final answers in the next several weeks so we can begin to re-create stability.

Below is the table demonstrating the number of PT hours billed by each psychologist outside of PAS during the month of September. As per usual, Dr. Pennington's PT hours reflect Form 20m evaluation time with the exception of one hour of test interpretation.



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



Outside Providers/Mountainlands

%Appointments Kept---61.5%
 %Appointments Canceled---16.5%
 %Appointments Failed---22%
 %Appointments Kept Follow-up's---95%
 %Appointments Kept New Clients----5%

Summary:

- September's results showed our fewest kept appointments per day for this year at only 2.7. However, it should be noted that Verdon Walker, who sees the vast majority of the WMH clients, was gone for 6 days in September. While he was out, only 11 WMH clients scheduled appointments and only 5 of those appointments were kept. We did continue with the increased failed rate of 22%. Again, these numbers are fairly reflective of September 2017, when we had only 3.3 clients scheduled per day with 2.3 kept appointments and a failed rate of 26%. There was a drop in new client kept appointments at only 4 for the month. It is possible that the turnover of both social work and psychology interns that occurs at this time of year could be contributing to the decreased new referrals and appointments, and additional training with new employees about Mountainlands and the need for appropriate medical care could be beneficial.

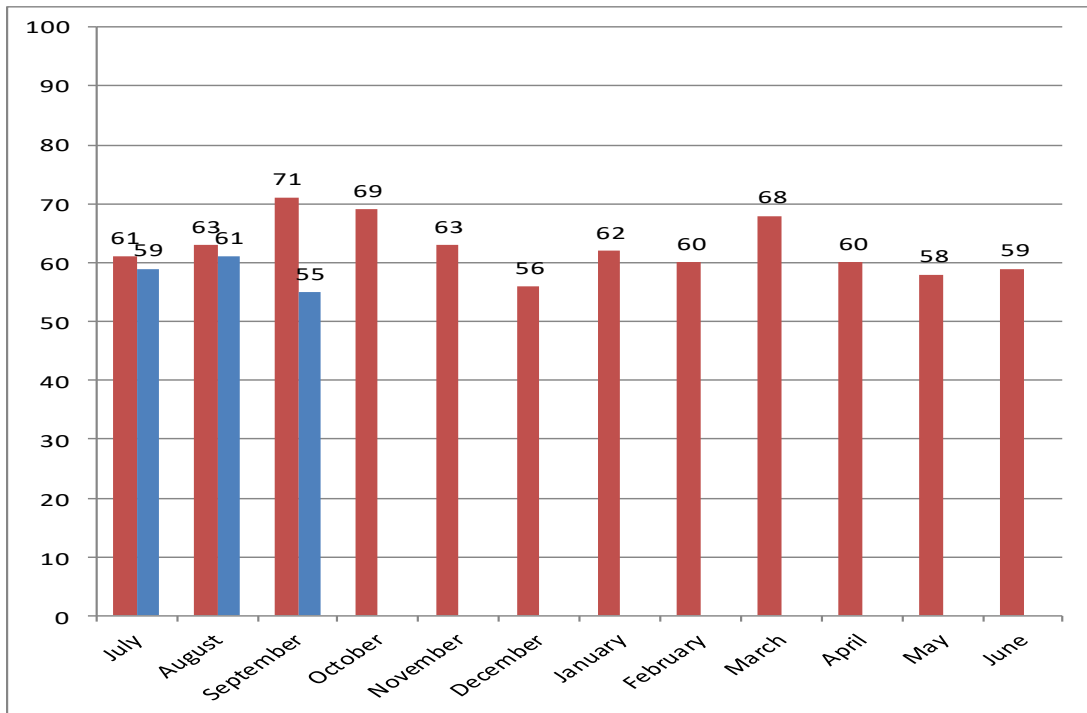
Care Team Services

- If a client has a balance on their account our staff is getting into the habit of asking if they are aware of this and asking if they are able to make a payment right then. We have noticed in the last four or five months an increase of monthly collections. September collections were \$5,081.89

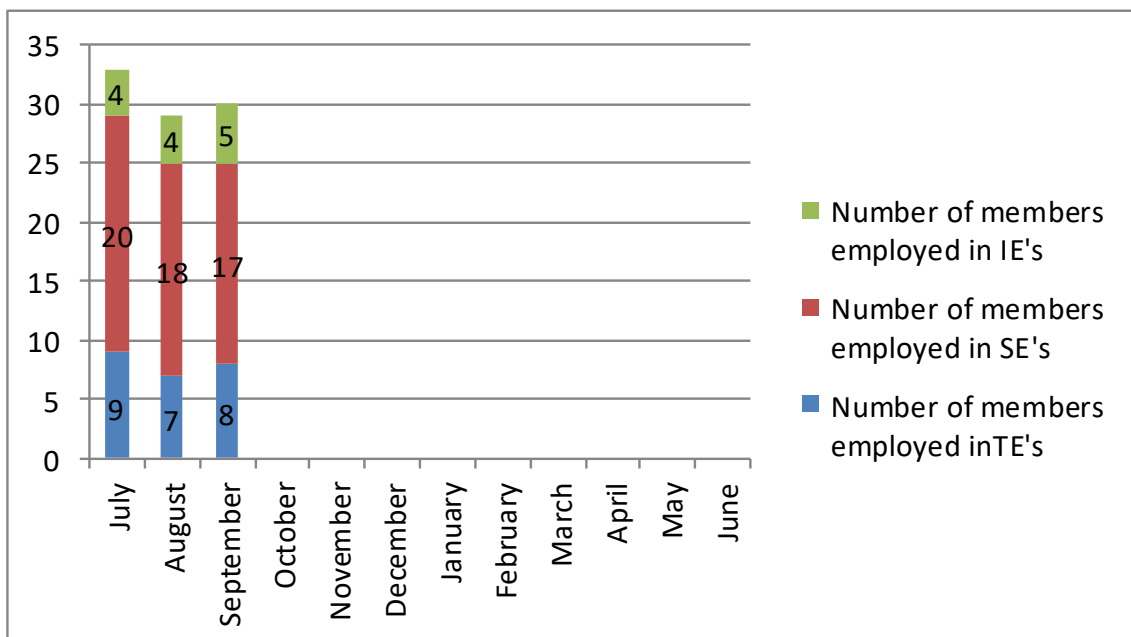
- *Consent forms* – Our CTA staff has been diligent in check each chart’s chart for current Consent and Authorization Forms as clients check in; this has been an ongoing project for us for two months now and will continue this at least until the end of the year.

Wasatch House

FY19 Average Daily Attendance (compared to FY18)



FY18 EMPLOYMENT



Leadership/Allied Agency Participation/Initiatives/Success

- We have been working with HR to bring our PEP staff evaluations more in line with our 360 evaluations done by staff and members in the Clubhouse. This was a recommendation from our last accreditation visit and we have already performed a couple of evaluations with this new format.

Number of total unduplicated clients served last month: 122

Number of OQ/ YOQs administered: 26

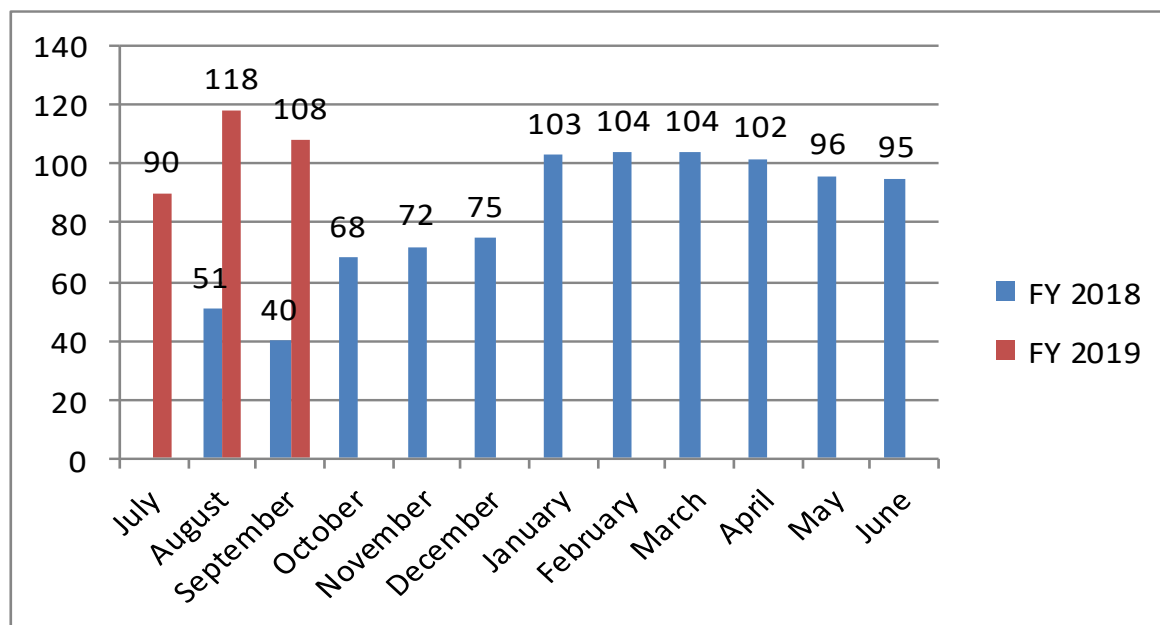
Number of unduplicated clients who completed an OQ/YOQ: 25

WATCH/ /JTP Program

Unduplicated number of clients served in the WATCH Program

The WATCH program served 76 unduplicated individuals in September. JTP served 108 unduplicated individuals as well.

JTP- Unduplicated number served (compared to FY18)



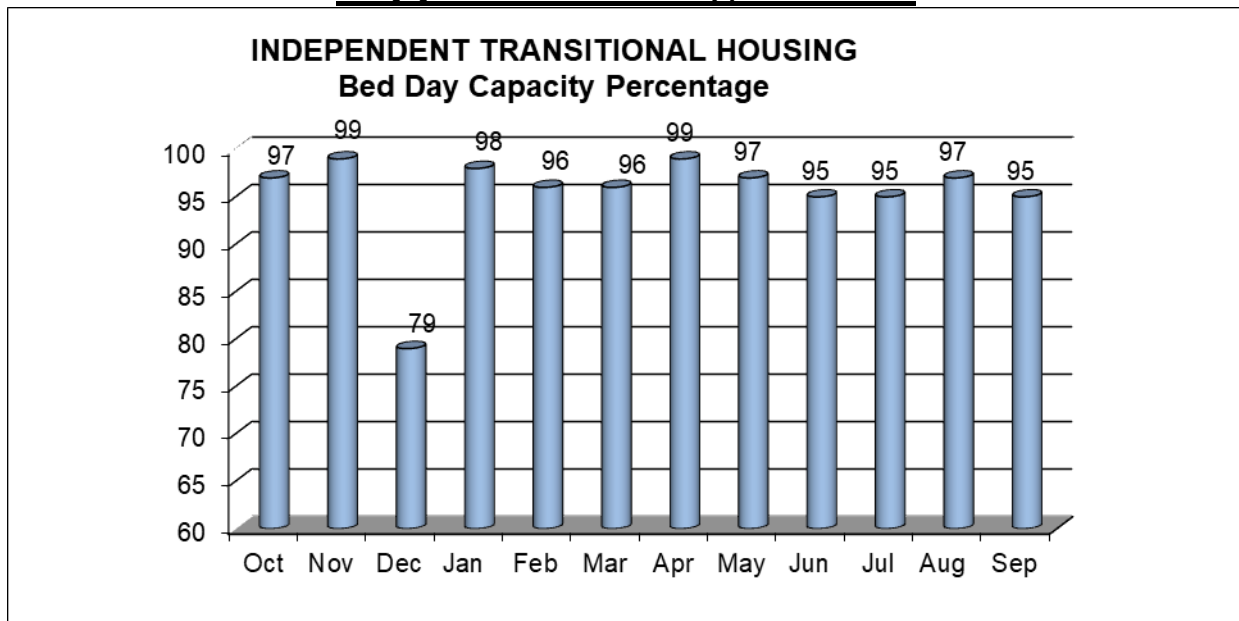
Leadership/Allied Agency Participation/Initiatives/Successes

- Monte Memmott, CMHC was invited by the Utah County Jail to present on the Jail Transition Program at an annual Corrections Conference in St. George. The presentation was well received and Monte did a great job!

Number of unduplicated clients who completed an OQ/YOQ:

- 35 of 178 clients served completed an OQ in September. These are generally WATCH/JTP clients coming in for a prescriber's appointment or therapy.

Supported Housing Services



Leadership/Allied Agency Participation/Initiatives/Success

- We have had a very successful month with Utah County Housing and 10 clients were approved for housing assistance just in the month of September. 2 other clients were also approved from Provo City to live in our Payson apts, who is now participating in reciprocity with Ut Co housing and paying for housing. It is a remarkable thing to have so many approved for housing support in our apartment complex. Virtually every resident who is eligible in Payson is on housing support.

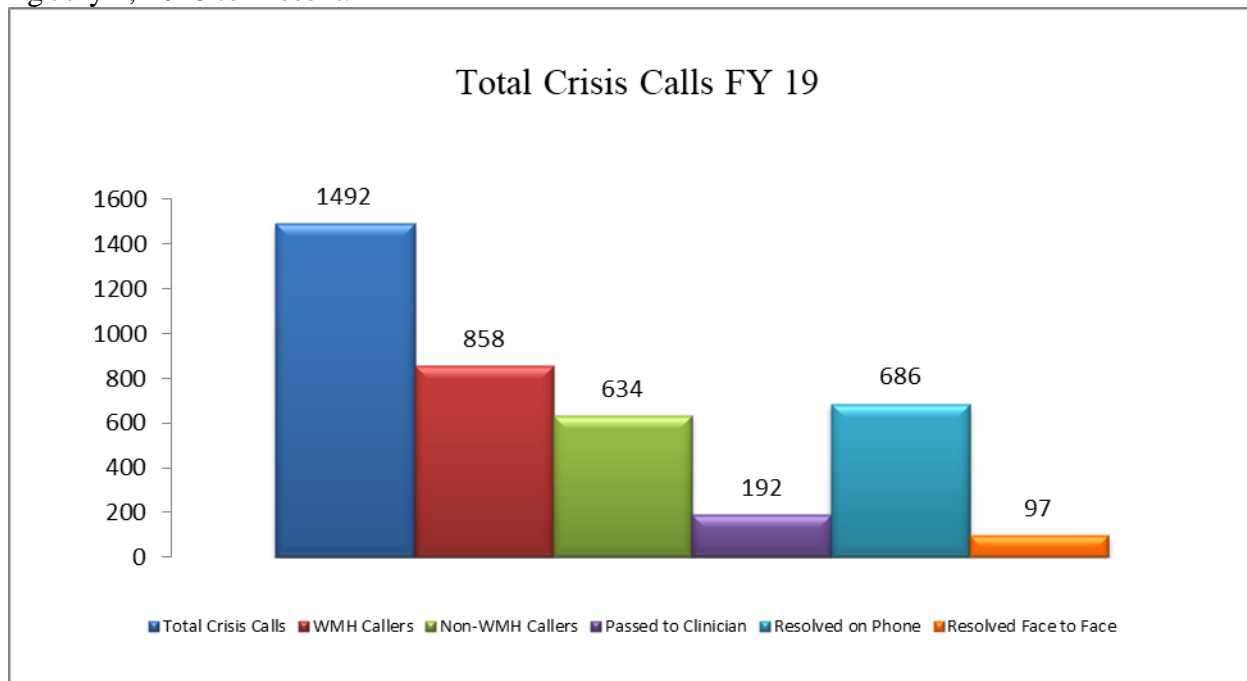
Number of OQ/ YOQs administered: 104

Number of unduplicated clients who completed an OQ/YOQ: 72

Number of total unduplicated clients served last month: 118

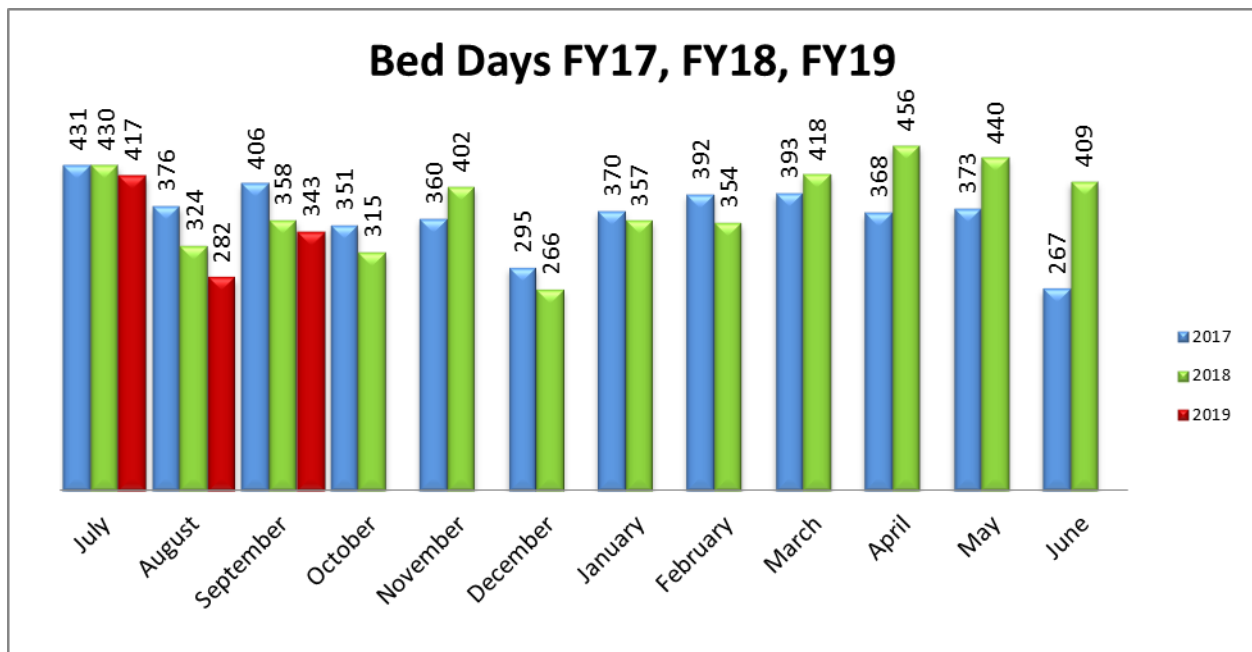
Crisis Services

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

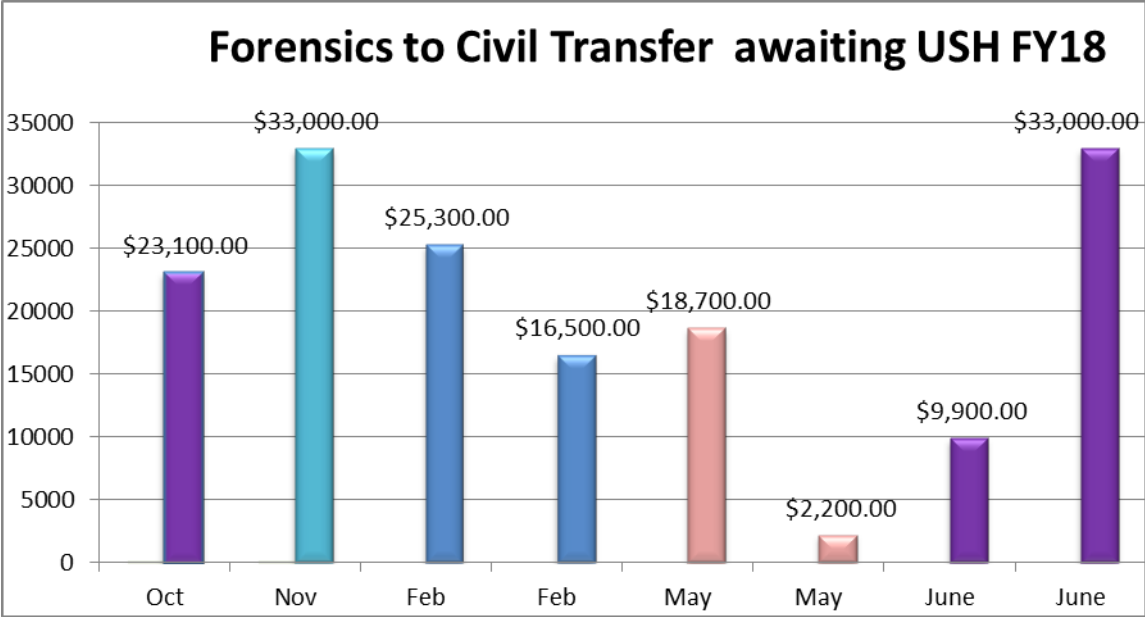


Inpatient Psychiatry

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.

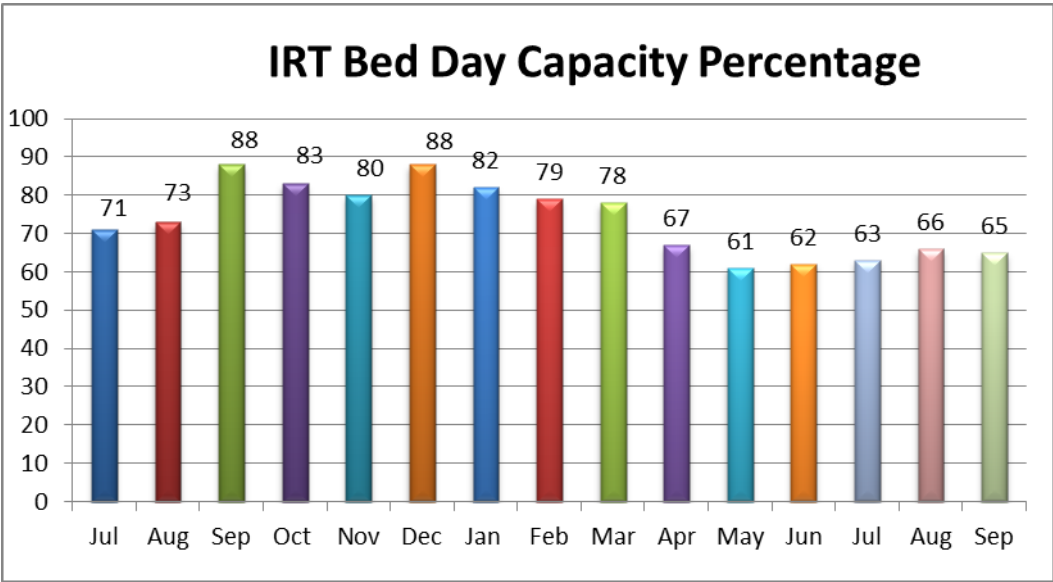


Starting in FY18, the USH prioritized the transfer and use of USH civil beds to accommodate Forensic Unit patients first and foremost. Before this decision, admissions to the USH Civil Unit would alternate between community needs and forensic needs. The Following graph represents the number of patients 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 September 2018 there were ZERO forensic cases that held up civil bed admissions.**



Intensive Residential Treatment

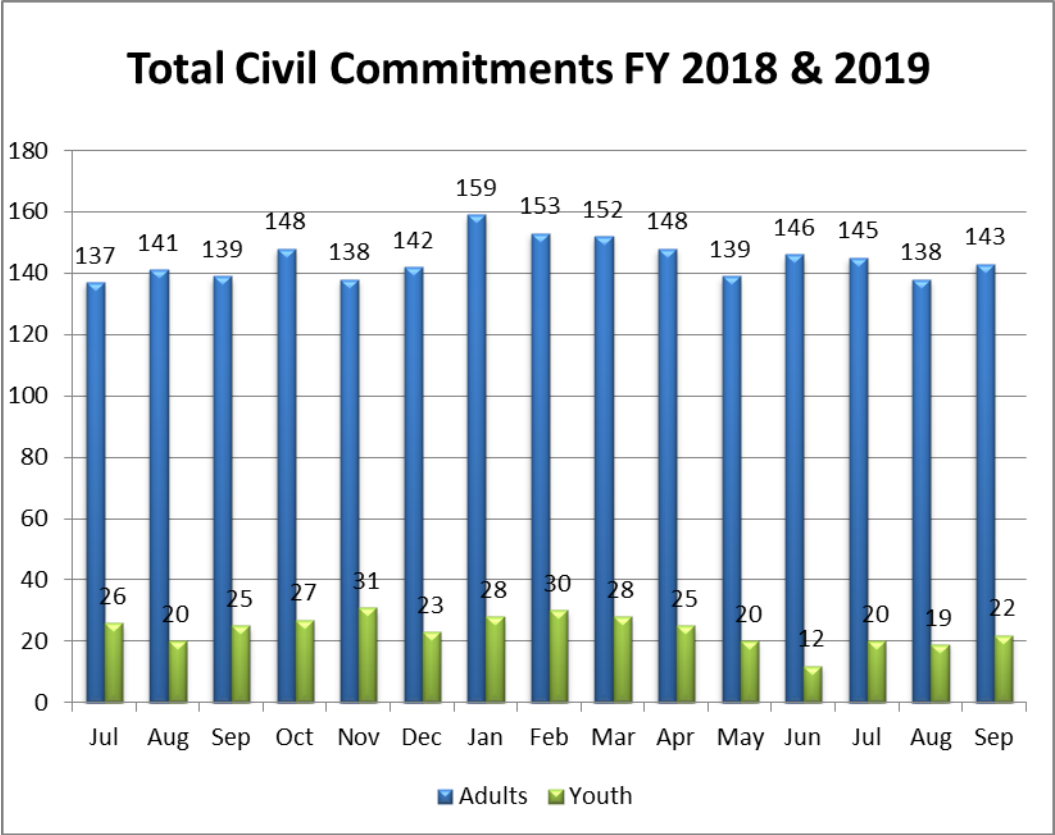
IRT - The following graph illustrates the bed day capacity percentages from FY18 to FY19 at **Intensive Residential Treatment (IRT)**



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

- This last month we were able to transition a man to his own apartment in the community. He had previously had a significant interaction with the police when off medications and spent several years in the county jail and Utah State Hospital. He now understands the need for medications and treatment. He has significantly more insight to his mental illness and is able to appropriately negotiate his needs with the BRIDGE team. The fact that he is living independently is something most people that knew him thought would never happen again.

Human Resources

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 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. We hired a large number of employees in September and added a second new hire orientation to accommodate our program managers.

	Positions Filled	Average Selection Ranking	Average Step	Average Days Posted	Average Days From Posting to Selection	Average Days from Posting to Start Date
September	12	1.25	3.55			
October	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
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
Average	14.23	1.27	3.15	24.98	32.65	52.47

Accounting Department

- We have been working on finishing the FY2018 Financial Audit. We are expecting to complete the audit fieldwork in October. We are also working to complete the FY2018 Medicaid cost report.
- We have been training to cover for Payroll in the October, during the time that Julie will be off.
- We are waiting for contracts or more information for the following contracts: PATH, DCFS, Mountainlands Secretary. We are still missing the FY2018 County Match payment.

Billing Department Report

Junction Programming Changes/Updates

- We are still experiencing problems with the co-pay piece when a client has multiple funding sources, for example when a client has an insurance policy as well as the DV contract. We have determined, for the present, not to use the co-pay piece when a client has multiple funding sources. We will continue to manually transfer these balances in Junction.
- Programming continues on the Credentialing Application, PSA Tracking, and First Party Auto-Payment Application posting.
- A preliminary (rough draft) report for Electronic Remittance Advices (ERA) has been written in Junction. We are hoping that this will eliminate the need for the stand alone product EasyPrint. We are using EasyPrint for all ERAs, despite it being designed just for Medicare remittances. This has caused some problems as not all information is included on the EasyPrint ERA.

IT Department

- Added the word "Thanks" to make text message appointment reminders friendlier at the request of managers in the Adult Division.
- Clients have been responding to text message appointment reminders if they need the appointment changed or scheduled despite being asked not to reply in the reminder. In hopes of pointing clients in the right direction, added an auto response so when clients reply to text message reminders they are told to contact the clinic where their appointments are scheduled.