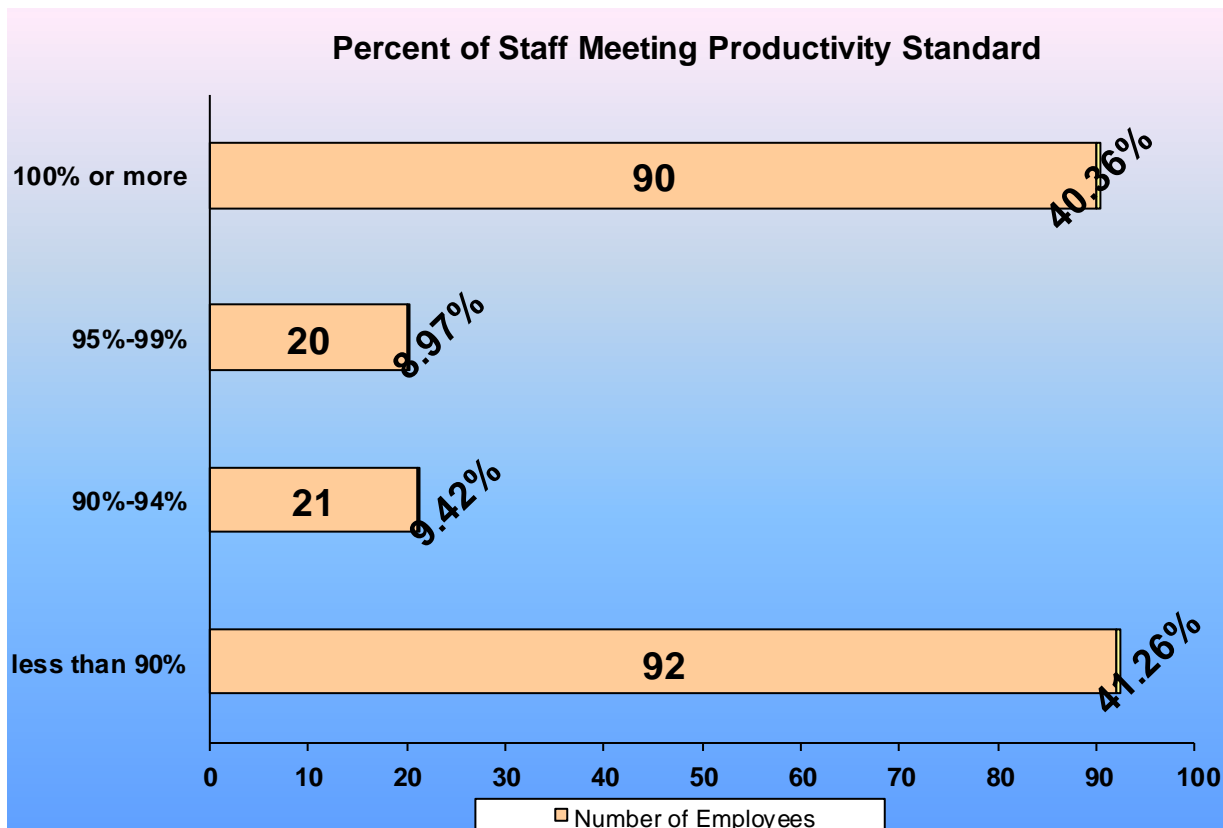


Wasatch Mental Health Briefing Report September 2018

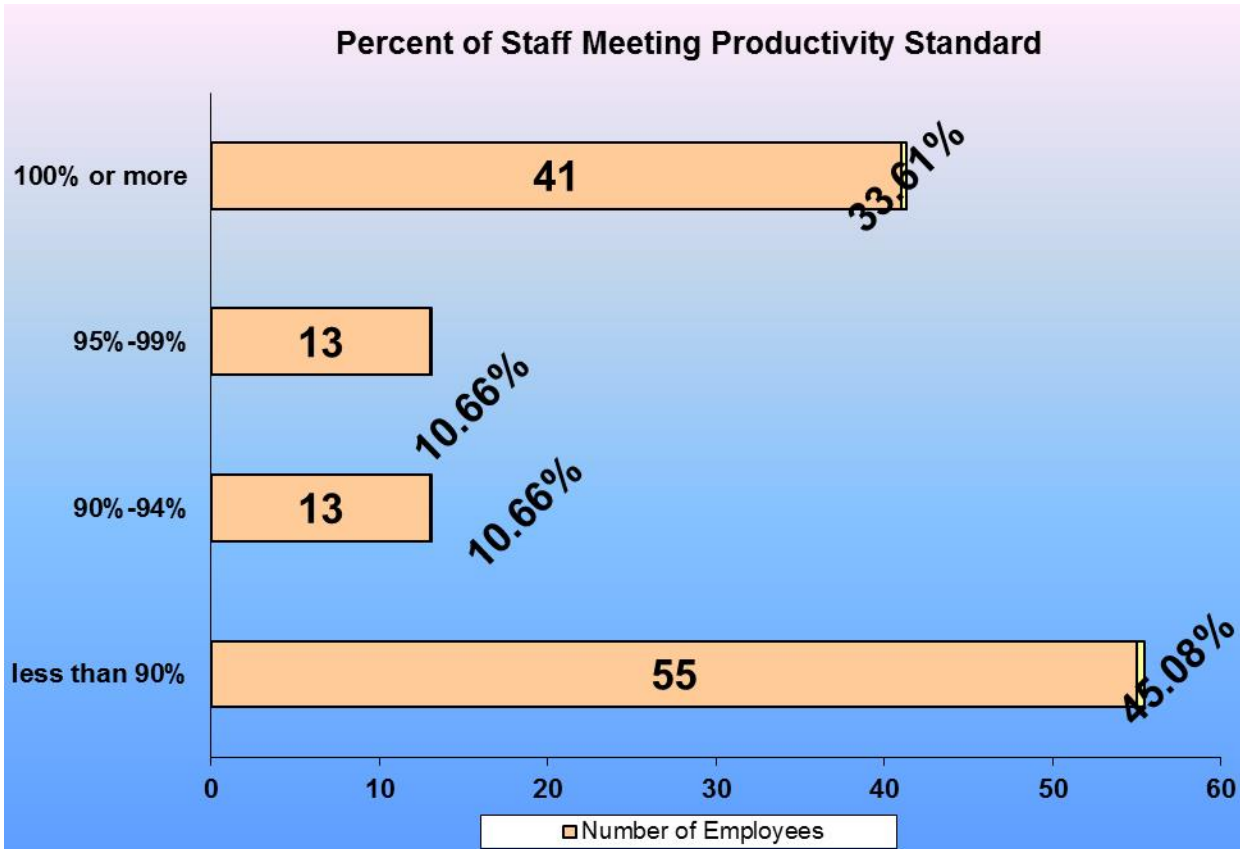
With the end of the summer and school starting, we are looking forward to starting our 6th Giant Steps classroom. This will be an increase in 20% overall capacity raising the number of children served from 60 to 72. As our Medicaid rates are not fully supporting this classroom, and as we want to offer this highly effective service to others in the community, our Foundation Friends of WMH, has agreed to fund between 4 and 6 of these treatment slots for two years.

UBHC has recently met in St. George in conjunction with the Fall Substance Abuse conference to start articulating legislative issues for this upcoming legislative session. Several pilot projects (IHC and the GOMB) likely will lead again to raise issues around the continued utility of the carve out. Aside from the provision of the social service network, a carve-in would lead to significantly decreased local government involvement, input, and oversight.

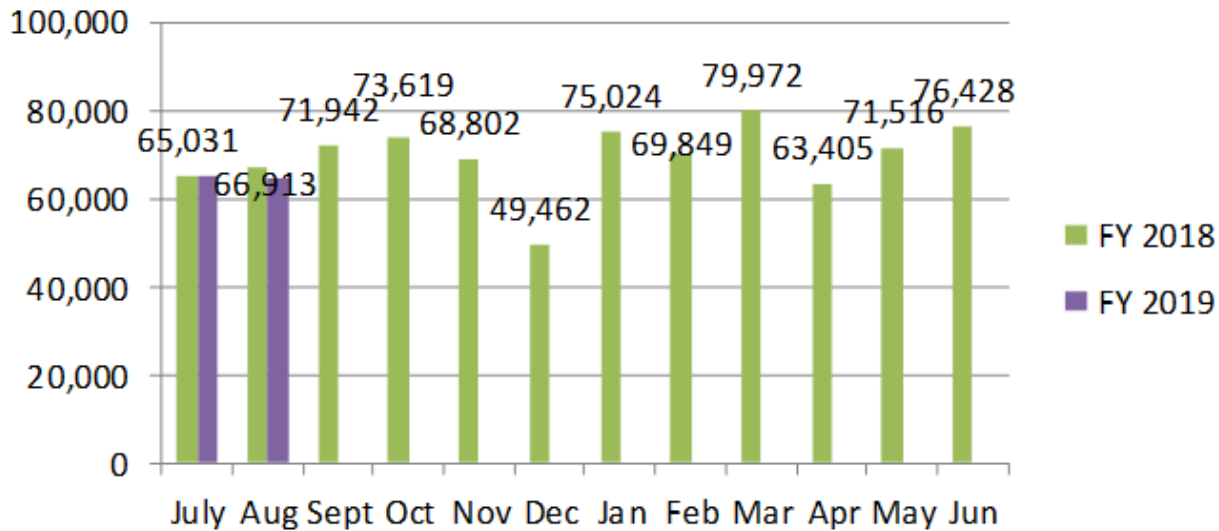
Following a graph depicting the level of service delivery achieved by staff who have a service delivery expectation.



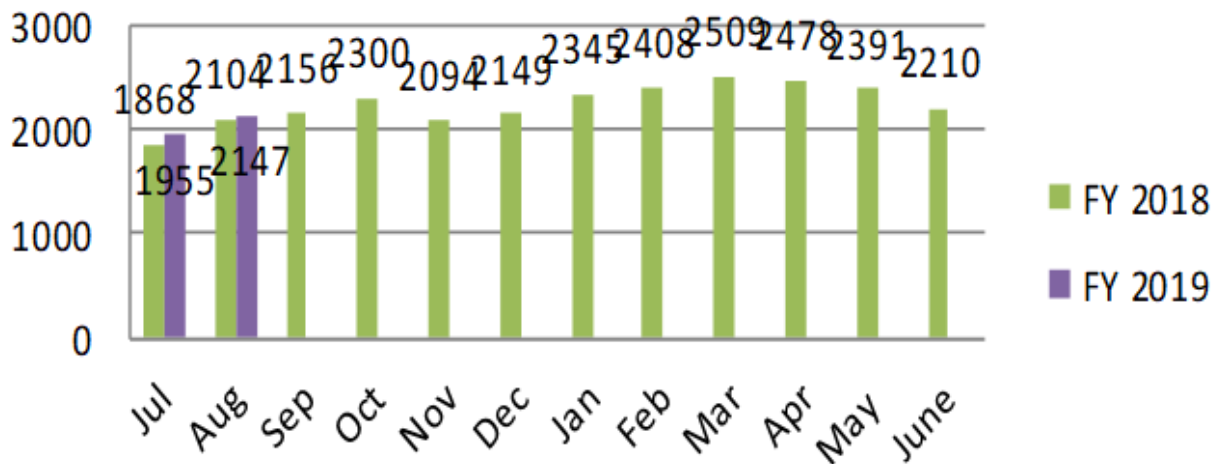
Children and Family Services Division



Units of Service CY&F Division



Unduplicated Count Clients Served Children, Youth and Family Division

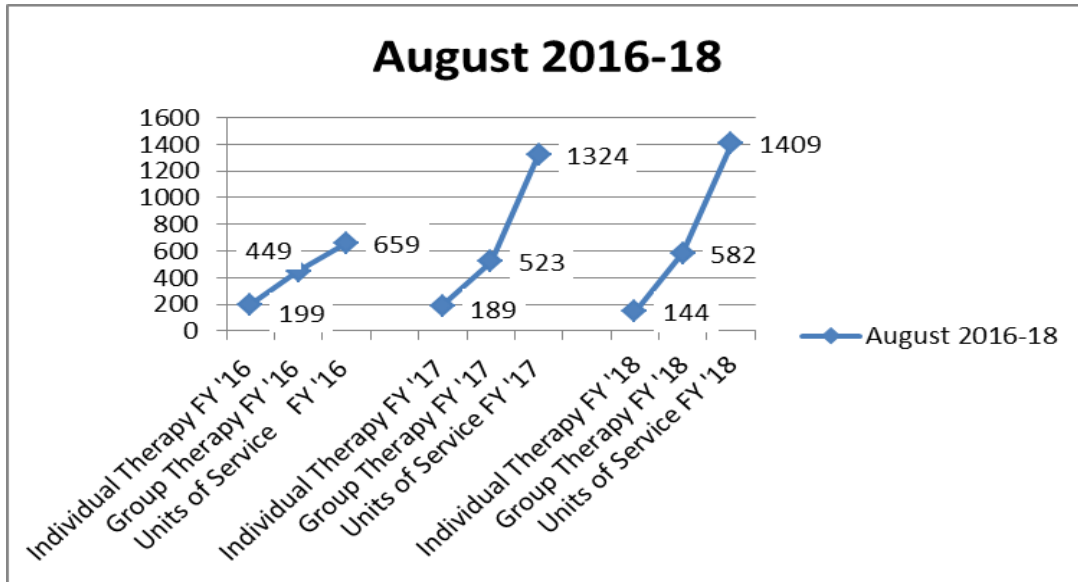


Highlights:

- Grandfamilies staff hosted a Back-To-School party on August 6 in the gym at Parkview. There were 135 in attendance; 53 adults, 16 teens and 66 children. We received a donation of backpacks, already filled with school supplies, from a Boy Scout and an LDS Ward.
- Staff presented to Mountainland Head Start employees and to the Child Welfare Improvement Council (CWIC) staff about the Grandfamilies program.
- Staff began looking into donations from local stores (Walmart, Target) for donations of toys and clothing for the upcoming Christmas shopping day for grandparents.
- Brent Platt and Merrill Bateman met with the Grandfamilies staff from Utah County and Salt Lake County to review the Grandfamilies agreement.
- Wasatch Mental Health has been invited to participate in a Youth Who Go Missing committee with the state Department of Human Services to determine how many youth go missing (formerly run away youth) and what to do to combat the problem. Janene Candalot will be our representative.

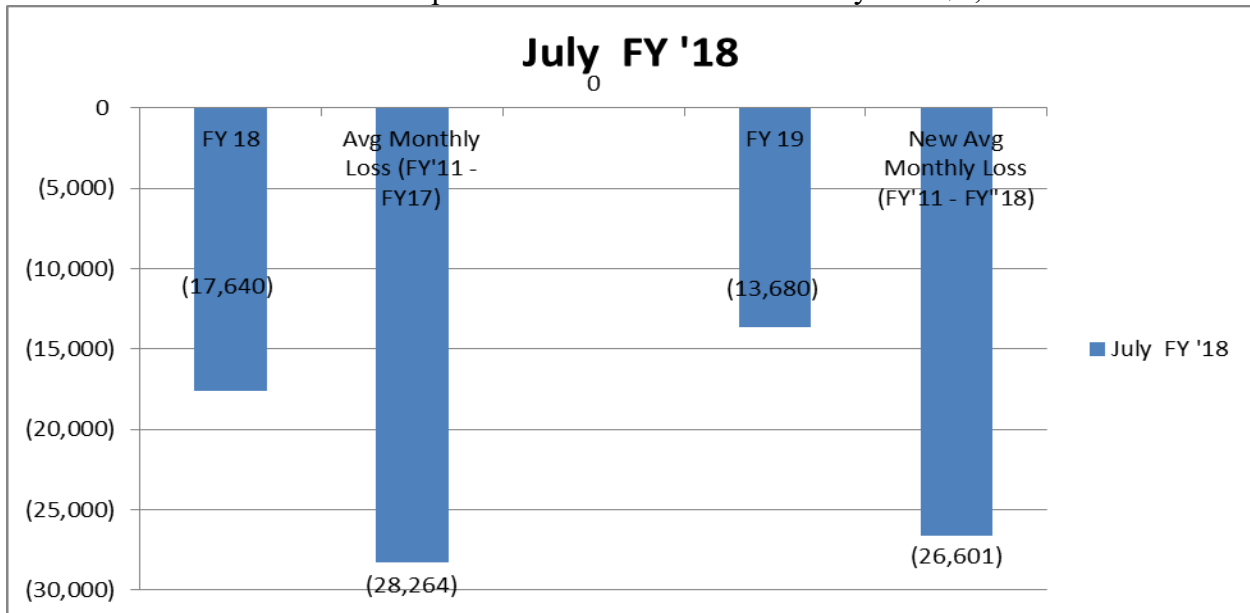
New Vista Youth Services

AUGUST REPORT: We finished our most productive fiscal year since before 1999. As seen in the graph below our productivity numbers have steadily increased for August over the past three years. Financially we set new eight year monthly averages increasing those averages by \$1,663. Our average productivity percentage was 109% for August with 4 of 6 clinical people over 100%.



NEW VISTA FINANCIAL REPORT

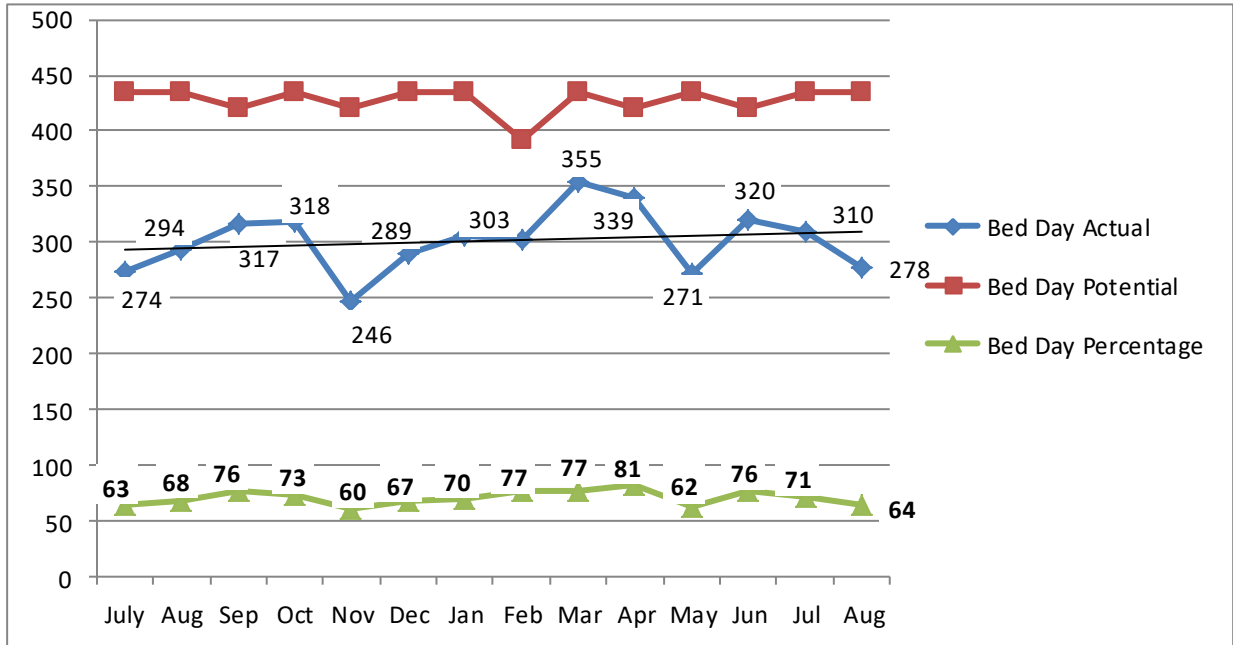
Financially we set new eight year monthly averages increasing those averages by \$1,663. We began FY'19 in a better financial position that we started FY '18 by over \$4,000



- New Vista continues to hold their summer program Mon-Friday and it focuses on enhancing the skills that the youth have to develop their ability to build healthy relationships so they decrease their maladaptive behaviors. We have 20 youth in full time day Tx.
- During the therapeutic groups the therapists are focusing on the youth's trauma. The youth are focusing on their own personal trauma narratives. They created skits using their narratives then they presented them to their parents in Parent Impact group and Parent Night.

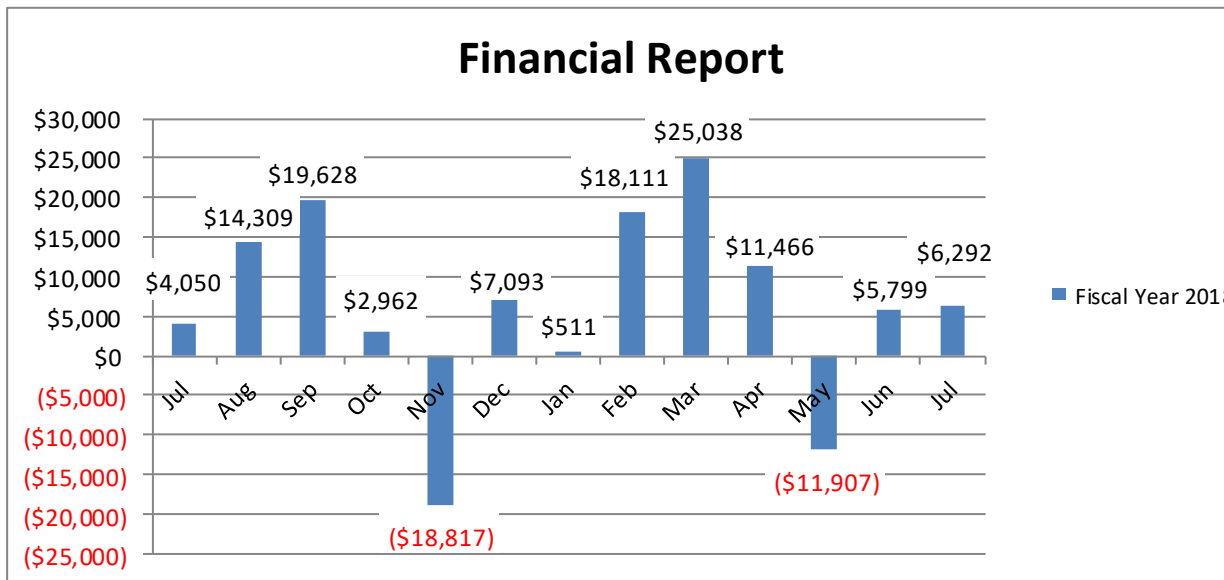
Aspire Youth Services

AUGUST REPORT: We started the new fiscal year with a little better occupancy rate that we were at a year ago. We did drop a little in the month of August. We are at 10 girls in September which is at 71% occupancy.



ASPIRE ACADEMY FINANCIAL REPORT

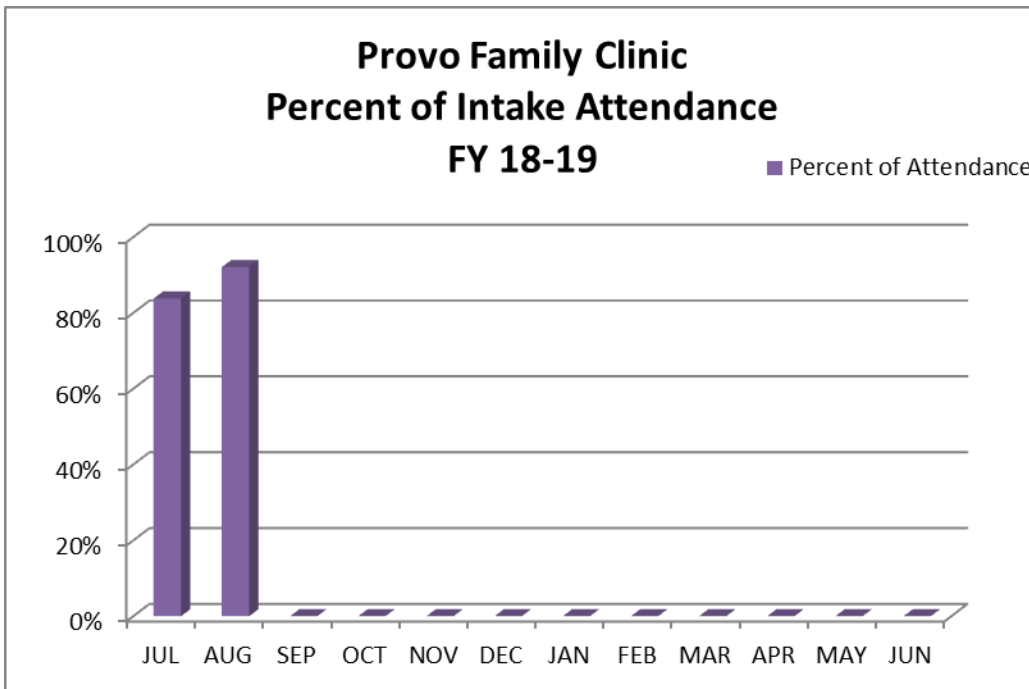
Financially we begin this new fiscal year (FY'19) in a little better position that we did a year ago, by \$1,200+.



- In the Month of August we had 2 admissions and 1 discharge. The 1 girl who discharged was able to step down into the New Vista program. Her step down and placement has been successful, and she is doing well at New Vista and she is continuing to work on her treatment with the New Vista treatment team.
- During the month of August our residents started back in school and have been working well with the teachers. Currently, all the girls in the program have passing grades.

- The girls really enjoyed getting out of the city and Aspire and into the mountains. We took them fishing to Mirror Lake twice and hiked into Ruth Lake. At Ruth Lake they were able to get in touch with their inner child and play in the water like they might have when they were younger and not so damaged from years of abuse and neglect. It was good to see them in this setting.
- We have also been focusing on becoming a resilient adult. It's no fun to watch any child struggle, but a big part of building a sense of self-worth and resiliency is the ability to bounce back from a setback. We have been focusing on how to learn from a difficult situation and realize that the world doesn't come to an end if you make a mistake. Facing consequences and overcoming challenges is part of becoming a resilient adult.

Provo Family Clinic



It interesting our attendance rate for existing client appointments in August was only 77% (number of no shows, not percent, are shown on first graph). Yet we had an all time high for attendance rate with new intakes at 92%.

Monthly Total OQ and YOQ

Adult -	64
Children/Youth-	660
Total-	724

Leadership/Allied Agency Participation/Initiatives/Success

As the school year begins our involvement with the schools has ramped up. We are also considering new ways to handle the change of SBS funded clients who now will only be seen in schools or homes instead of our clinic. We are probably going to have just about every therapist spend a day or a half of a day in a consistent school location assignment.

Financial Status/Executive Director Information

Through July 2018 PFC's budget shows a loss of: (\$257)

Stride

Stride Program Discharges:

North County Stride:	5 graduations
Provo Older Stride:	4 graduations
Provo Younger Stride:	3 graduations 2 early withdrawal
Payson Stride:	6 graduations

XCEL

10 clients graduated from XCEL in August.

Financial Status

Through July 2018 , Stride's budget shows a profit of:	\$22,529
Through July 2018 , XCEL's budget shows a profit of:	\$30,360

GIANT Steps

Highlights & Program Updates

- Giant Steps began its new school year at all 5 locations, including the new one at Canyon Elementary in Spanish Fork. Included with this were our new parent orientation groups.
- We held our annual staff training day to make sure we are running the program to fidelity.
- The Giant Steps waiting list currently includes 144 children, 35 of which have Medicaid insurance. (Eighteen of the 35 Medicaid referrals are currently too young to attend the program and 12 declined the program for this year.)

Community Involvement

- We represented Wasatch Mental Health at the UVU Volunteer & Service Fair which is run by the UVU Center for Social Impact. (Formerly the UVU Volunteer and Service-Learning Center.)
- Giant Steps helped with the Wellness Race and Family Fun Fair by having our Snow-Cone Booth which had plenty of customers.
- Giant Steps began helping with the committee to plan next year's UVU Autism Conference which will be April 12, 2019.

Positive Comments from Families

- "Thanks so much for all that you do for [our son] and his classmates. We truly feel so grateful that he's in your class and gets to work with you and your team. His Nursery leader said to us yesterday that she doesn't know what happened with [him], but it's like the light switched on and he's a different kid—he's talking and laughing and participating in things like he never has before. We know that it's because of all that he's learning at school with you guys and all that you're doing to help him—and we know that this is only the beginning! Thanks again for all you do and let us know if you think of anything we can do to support/help from home!" – from a parent

Upcoming Dates / Events

- Giant Steps Christmas Program – December 20, 2018 at 9:30 am in the Foothill Elementary School Gymnasium

Billable Units of Service

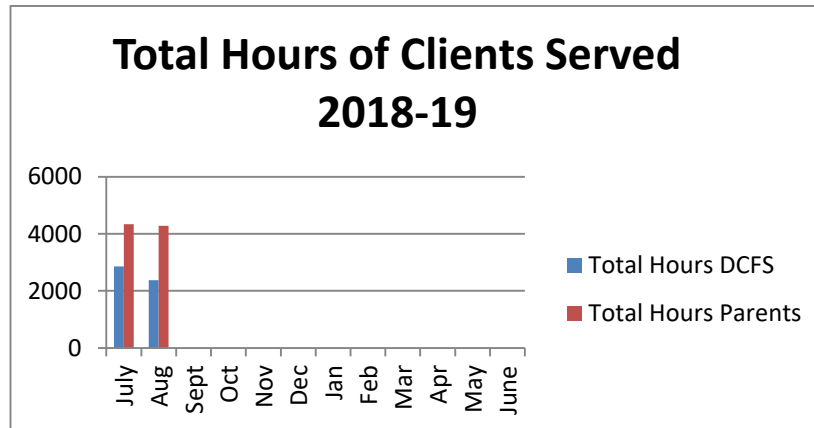
Current Month – 9891 units of service were provided to Giant Steps clients/families.

Last Year Comparison – 8390 units of service were provided in the same month last year.

Financial Information

Fiscal Year-to-Date Income Gain (Loss) – **(\$47,662.92)**

Vantage Point



- DownEast Mattress donation **311**
- Also, this past month, our staff witnessed some inappropriate behavior from a foster parent with a youth during a visit. She reported this to the case worker and a CPS investigation was started. It was released in a news article (KSL) this past month, the foster father was reported as being charged for two counts of aggravated sexual abuse of a child, a first degree felony. In the KSL article, it stated that the police were made aware of the surveillance video from a “youth counseling facility in Provo”, where he was being inappropriate with the youth during visits. If it wasn’t for the vigilant monitoring of our staff, the abuse would have continued. The youth is no longer in their custody and is now safe.

CY-FAST

- We had a youth who had accessed crisis a total of 23 times since January and had multiple hospitalizations. A multi-disciplinary team meeting was organized and scheduled that included the local law enforcement, Systems of Care, DCFS/CPS, Youth Crisis, Vantage Point, and the grandparents were involved. The meeting was productive and a comprehensive safety plan was put into place to help support the family until a USH packet could be completed and accepted. The family was obviously overwhelmed and didn’t feel heard, but after this meeting, it seemed to have helped and their grand daughter was able to be admitted to USH for treatment. Local law enforcement, who were being called weekly by the family, wanted to help the family and their presence in the meeting showed their support. Interagency collaboration at its best!

CY FAST currently is serving **65** ongoing cases.

Total Cases: 230

FRF Involved: 3

Out Of Home Placement: 27

Avoided Legal Involvement: 146

Danger To Self Or Others: 58

Police Calls Avoided: 125

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.
- We currently have **32** active clients in PREP and only **6** awaiting SIPS assessment.

Number of total unduplicated clients served last month: 53

Number of OQ/ YOQs administered: 78

Number of unduplicated clients who completed an OQ/YOQ: 52

American Fork Family Clinic & School Based Services

Successes:

- Sheri Rowley recently completed the 60th Child/Parent Relational Training group here at Wasatch Mental Health. Here are some the comments from parents after finishing this latest round:

One of our parents, an adoptive parent, reported, "The evening following my son's first play session, he wanted a good night hug for the first time in 7 years." She reported that never before has he asked for a hug, but he did after this and has another time since then.

Another adoptive parent reported that "I've had other classes and I just really enjoyed this one. I really liked how its organized, presentations, valuable homework. Time used well." She also reported that she had never played with her son and she has really enjoyed playing with him and (my favorite) "I love him in a way I never did before."

And a court ordered parent - "I've learned way more than I thought or expected. I will be using these tools in the future (including now). It made me want to take more classes! Thank you!" And the spouse of this person said, "The skills I learned are priceless!"

Number of total unduplicated clients served last month:

Total: 657 Adult: 266 Youth: 391

Number of YOQs/OQs administered: YOQs: 408 OQs: 322

Unduplicated number of YOQs/OQs: YOQs: 257 OQs: 177

Groups in AFFC

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

CIT Academy

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

Payson Family Clinic & School Based Services

Kayelyn Robinson, LCSW, reported the following success:

“I had a 16 year old client (just closed her today) that was sexually abused by her step-dad. She was able to work through her abuse and stand up and talk to the court giving her victim impact statement and feel empowered. She no longer panics or cries when something reminds her about the abuse and she no longer has the physiological triggers that used to cause her panic attacks. I am amazed at her strength and the good support she had. It was my pleasure to work with her.”

Number of total unduplicated clients served last month:

Total: 367 Adult: 135 Youth: 232

Number of YOQs/OQs administered:

YOQs: 330 OQs: 201

Unduplicated number of YOQs/OQs:

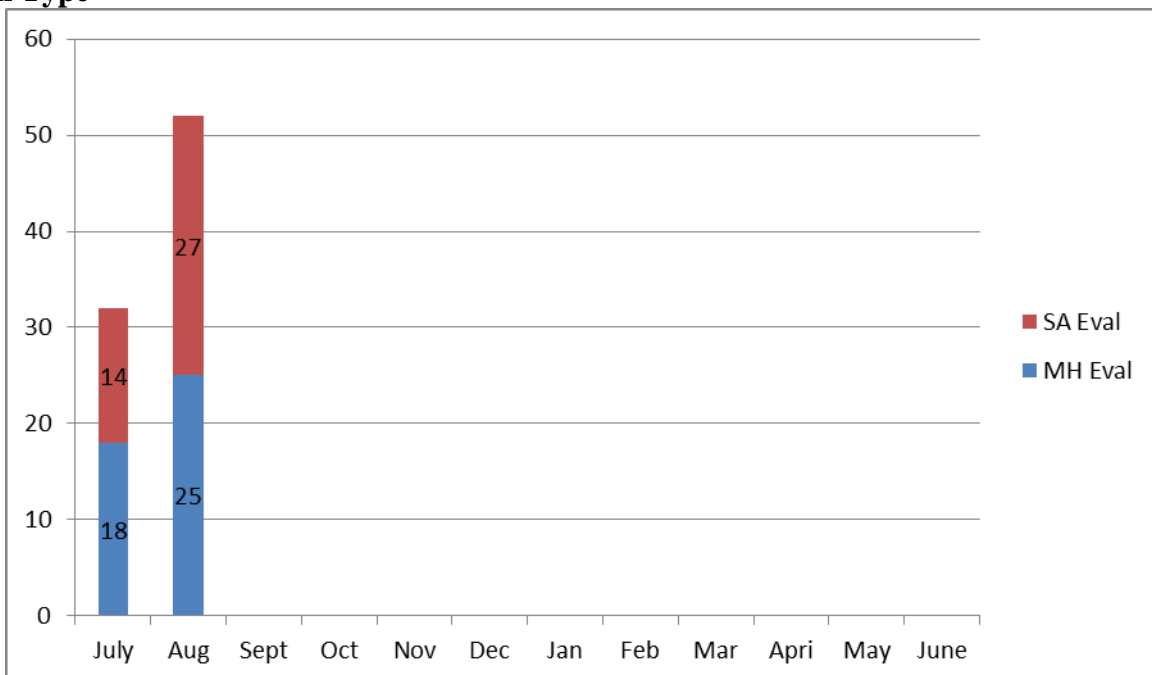
YOQs: 199 OQs: 110

Groups in Payson

- DBT
- Foster Parenting Children with Trauma
- Strengthening Families
- School Based Skills groups

Wasatch County Family Clinic

Evaluation Type



Number of YOQs/OQs administered:

YOQs: 53 OQs: 220

Unduplicated number of YOQs/OQs:

YOQs: 32 OQs: 112

Groups at WCFC

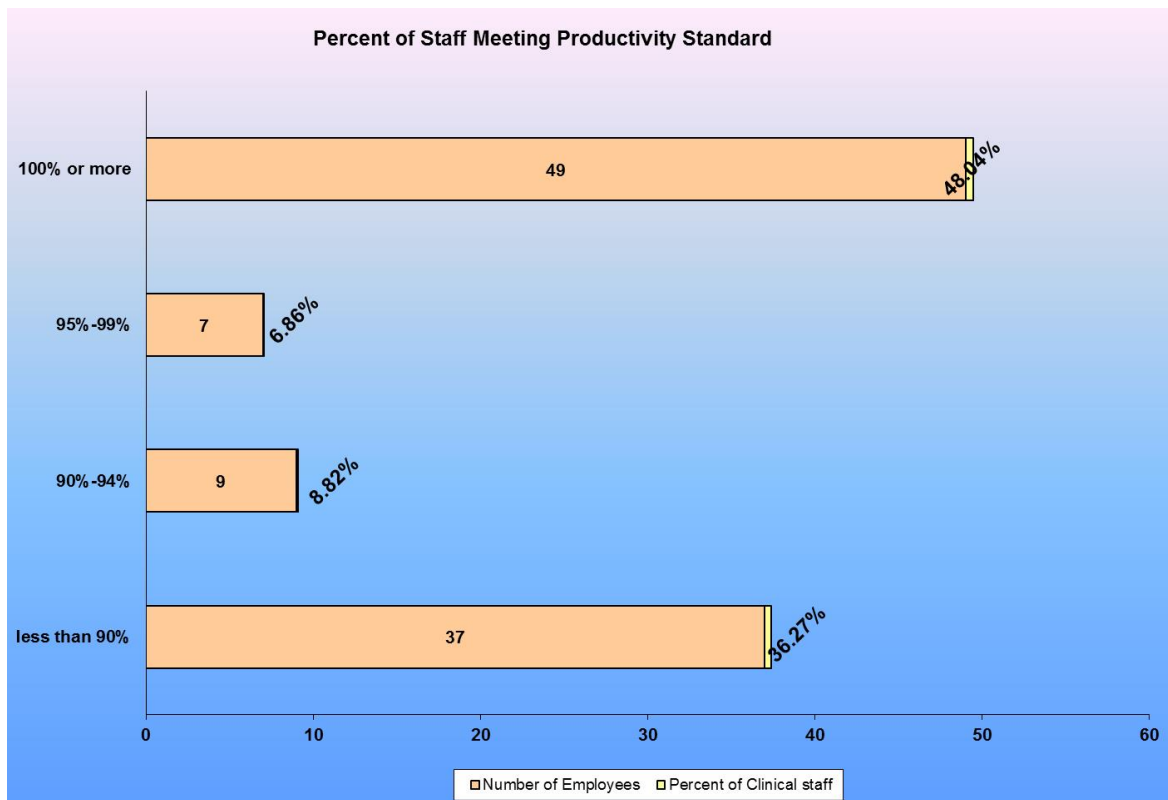
- Recovery Day Tx
- Summer School Program

- 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

- Richard Hatch met with the Wasatch County School District and they continue to value our services and are again agreeing to provide \$9500.00 as consideration of the school based services we are providing in the schools. This year a Parent Education Center will be established and WCFC is planning to provide services such as Why Try, and Strengthening Families through this program. In our monthly meeting with the Wasatch County Sheriff’s Department they continue to express appreciation for the services we are providing in the jail.

Adult & Family Services Division



OQ/YOQ Administration

Number of total unduplicated clients served last month:

Adult Clients Served	2527
Child/Youth Clients Served	1497

Number of OQ/ YOQs administered:

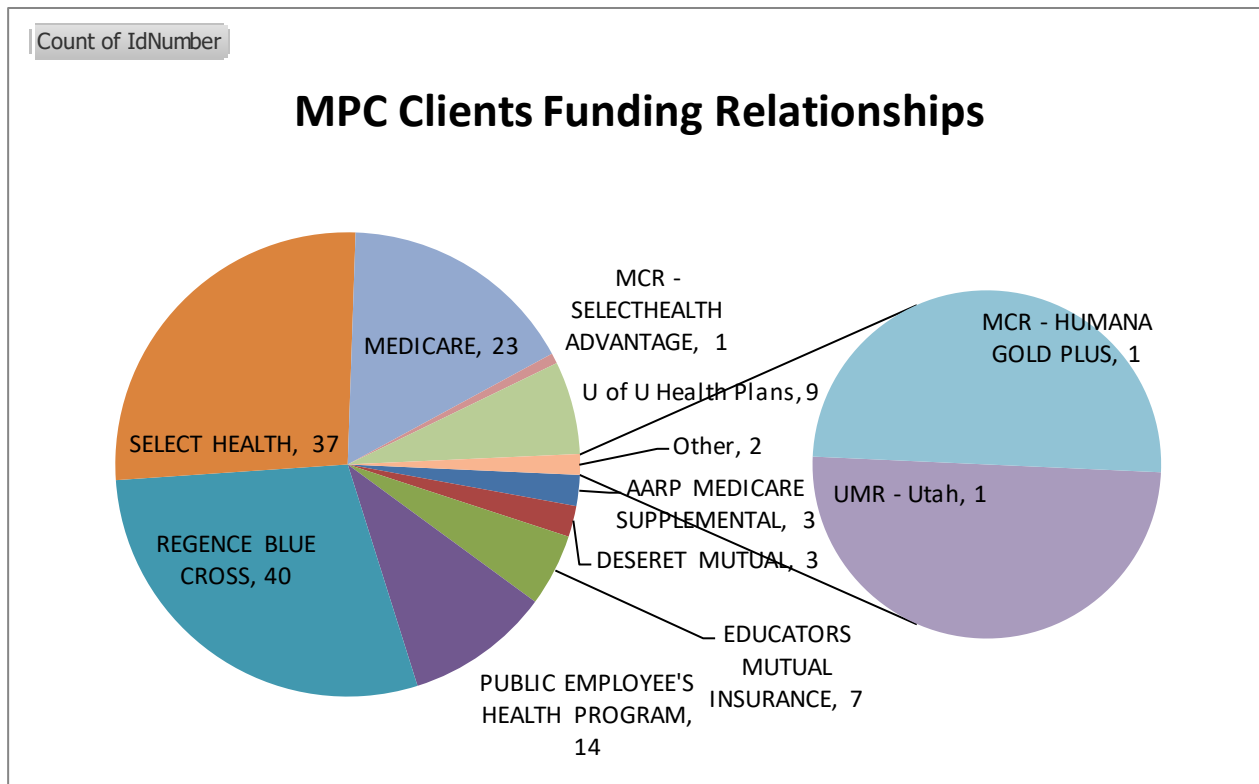
Adult & Family Services Division	1728
Youth & Family Services Division	2496

Unduplicated Count of All clients Served at WMH 4024

% of Unduplicated Clients Completing an OQ/YOQ 59%

Mountain Peaks Counseling

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”.



Leadership/Allied Agency Participation/Initiatives/Successes

We were given approvals to move forward on finalizing the process with Aetna ins. and they have merged with Coventry Health Care who owns Altius Health. Jennifer has been gracious to move forward and complete this process so all the MPC clinicians will be credentialed soon.

Our total billed therapy services went up from 134 to 146, almost a 10% increase in therapy services alone. Our intakes went up from 20 -23 which is about 14% increase and the prescriber visits went from 13 – 19 visits for 32% increase.

Number of OQ/YOQs administered:

127

Number of unduplicated clients who completed an OQ/YOQ:

67

Number of unduplicated clients served :

89 (10 were youth)

Westpark Family Clinic

- In August, PASRR staff completed 96 PASRRs for a generated revenue of \$35,239.00.
- The number of OQ/YOQ questionnaires collected in WFC increased significantly this month. WFC collected 793 OQ/YOQ questionnaires during the month of August. This is up by 152 questionnaires from 641 administered in July. Of the OQs collected this month, 443 were unduplicated, which is up from 401 unduplicated questionnaires last month. The number of daily administrations this month increased to 34.48 per working day, which is up by 2.43 questionnaires per day compared to July.
- In addition to focusing on the collection of outcome questionnaires, we are also working to maintain a high utilization of the information obtained from the OQs to enhance our clinical practice. This month's random sample of two therapy notes from each clinician that sees clients in WFC revealed that an outcome questionnaire was administered in 15 out of 16 cases for a sample administration rate of 93.8%. Of the cases in which an OQ was administered, the clinician performing the therapy session referenced the OQ score in his or her note in 15 out of 15 cases or 100% of the time.
- During the last quarter (beginning with the pay period starting on 5/27/2018 and ending with the pay period ending 8/18/2018), WFC staff with productivity standards achieved a total of 4,531.33 productive hours, which equates to 104% of the department's cumulative productivity standard. This is a 1.5% increase compared to last month.
- During the same period of time, RPS staff with productivity standards achieved a total of 964.28 productive hours, which equates to 117.4% of the department's cumulative productivity standard. This is a 2.6% 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

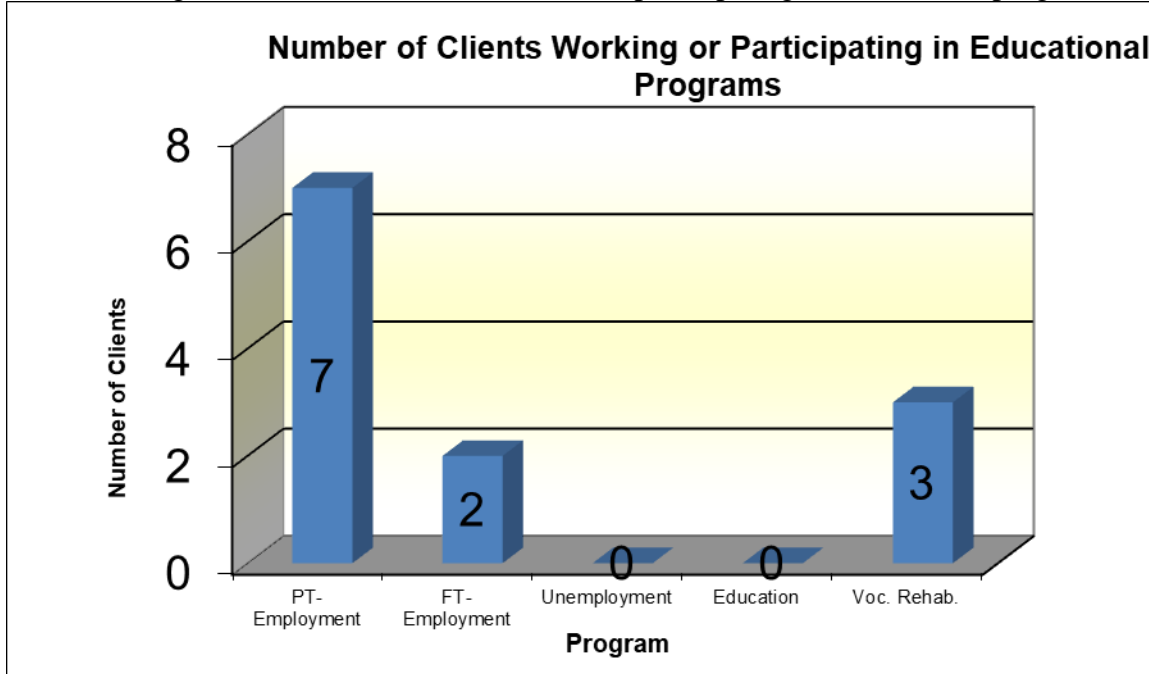
Leadership/Allied Agency Participation/Initiatives/Success:

Our success story for this month comes from the CTA supervisor. She sent an email to a therapist. She took a call from a client and wanted to report to the therapist what the client had said. Her email to the therapist is quoted here. "I just want to let you know that I took a call from Jane Doe. She wanted me to pass on to you a big thank you for all the help you have given her in therapy and to let you know that she is doing well and things are going good for her largely due to the skills you have taught her in therapy."

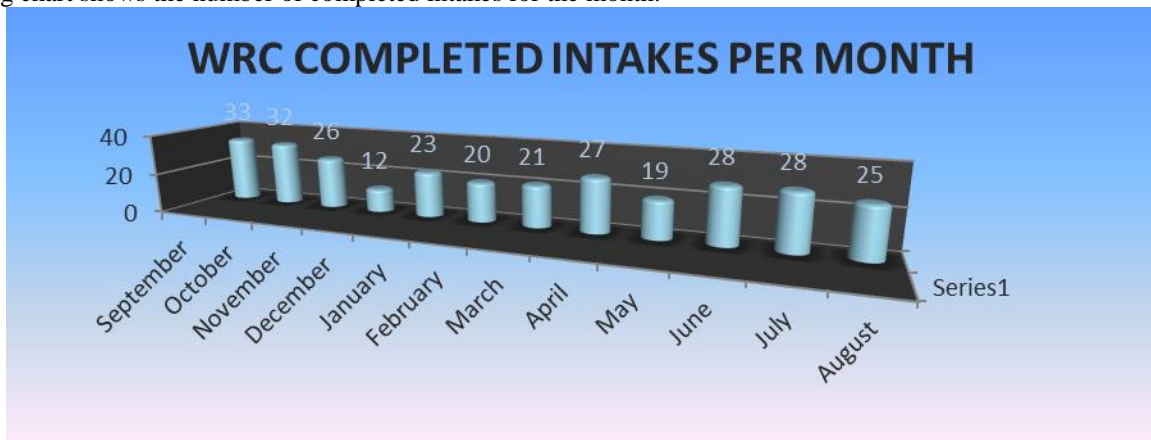
- Walk-in intake volume decreased slightly while utilization increased during the month of August. During the last month, a total of 45 walk-in intakes were performed, filling most of the 59 available slots, for a total utilization rate for the month of 76.3 percent. This is up 3.6 percent from the utilization rate observed in July, and remained well above the point where performing intakes was beneficial to clinician productivity on average. The number of clients who could not be accommodated for an intake on the day of their first contact with WMH increased to 7 in August.

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.



Leadership/Allied Agency Participation/Initiatives/Success

A success story from Hannah Heiner:

We have a client who has been working with the WRC for several months now. He has been living in a trailer that has no electricity or running water and no transportation to move the trailer. He was donating plasma twice a week to pay for meals. We were able to get him food stamps, obtain a bicycle through the bicycle collective, get him approved for Medicaid disability and help him with the costs of his medications. During his time here, he has also been able to participate in weekly depression group and individual therapy sessions which have helped improve his ability to interact with other and cope with his mental illness. We have seen significant progress since he entered services and are grateful that he is able to now go to a clinic that is closer to him and can continue to meet his needs.

<u>Number of total unduplicated clients served last month:</u>	128
<u>Number of OQ/ YOQs administered:</u>	289
<u>Number of unduplicated OQ/YOQ:</u>	107

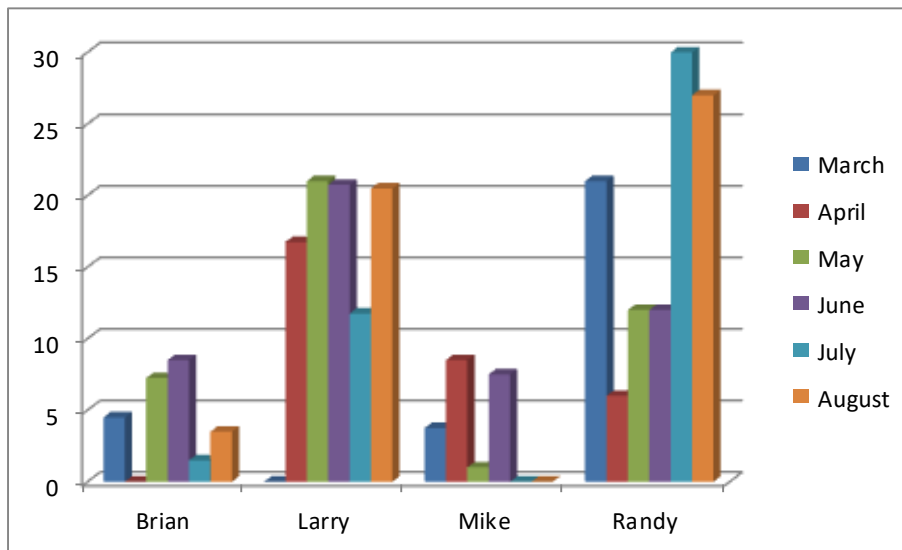
Medical Department

- Medical services is fully staffed and performing well. Dr. McGaughy and Tom Parkinson will have two week vacations in September, off to have some fun before winter sets in.
- DCFS is hosting a one-day conference in September for doctors who prescribe to children in DCFS custody, and several of our practitioners will be in attendance. They have a somewhat new review program, with psychiatrists reviewing medication lists for children in DCFS custody and seeking contact directly with providers to ensure their needs are addressed and met smoothly even as they may transition between placements and guardians.

Psychological Testing/Interns/Form 20m

- August in PAS was about change. Adam Garland saw his last clients here, although was technically employed by WMH until mid-September, and Lorraine continues to look forward to her retirement, currently scheduled for November 16th.

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



Below are the 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
\$783.75								\$300.00				\$1,233.75	7.28
\$450.00	\$0.00					\$0.00		\$525.00				\$975.00	6.5
\$825.00	\$0.00	\$0.00	\$0.00			\$750.00		\$600.00				\$2,175.00	14
\$19,511.25		\$2,210.00						\$47,212.50				\$5,255.00	32.47
												\$9,638.75	60.25

Outside Providers/Mountainlands

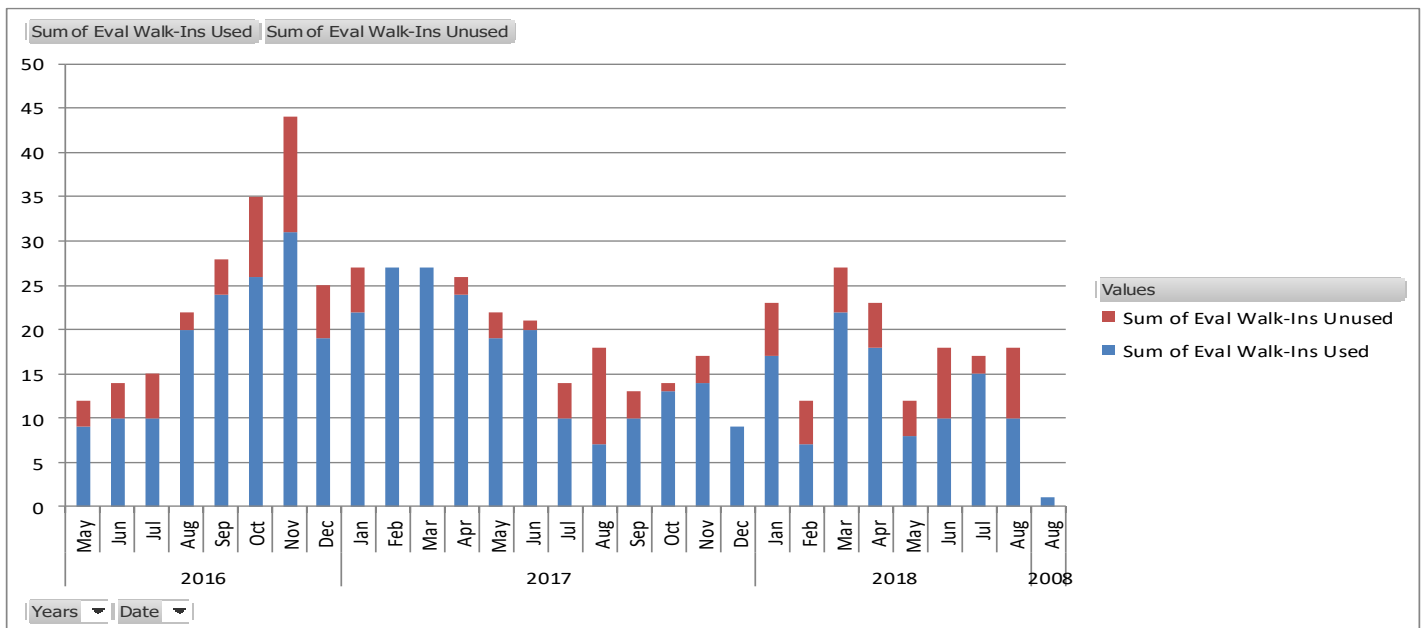
- % Appointments Kept---68%
- % Appointments Canceled---10%
- % Appointments Failed---22%
- % Appointments Kept Follow-up's---85%
- % Appointments Kept New Clients----15%

Summary:

- There was a slight increase in the number of clients scheduling per day in August, however the number of kept appointments per day stayed the same. This is reflected in the higher percentage of failed appointments at 22% compared to 11% in July. It is interesting to note that we also had an increase in failed appointments last August and September, with failed rates of 20% and 26% respectively. We did see more kept new client appointments at 11. There was an increase in level 1 **and 2 clients scheduling as only 58% of scheduled appointments were for clients that had case managers** compared to 76% in July. However, clients with case managers kept their appointments 74% of the time, canceled 7%, and failed 19% of the time. Those without case managers only kept their appointments 60% of the time, canceled 16%, and failed 24% of the time.

Care Team Services

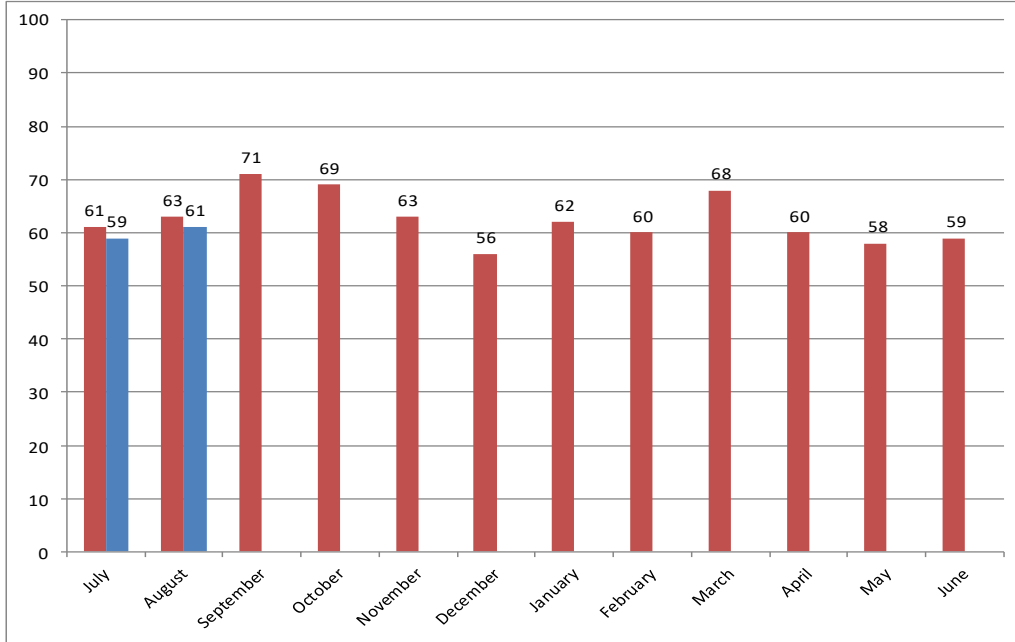
- Our staff has been making a consistent effort to ask clients if they are able to make some sort a payment on their account if the client has a balance; August has been our highest collection of the year so far, we collected \$5,569.60 from clients.



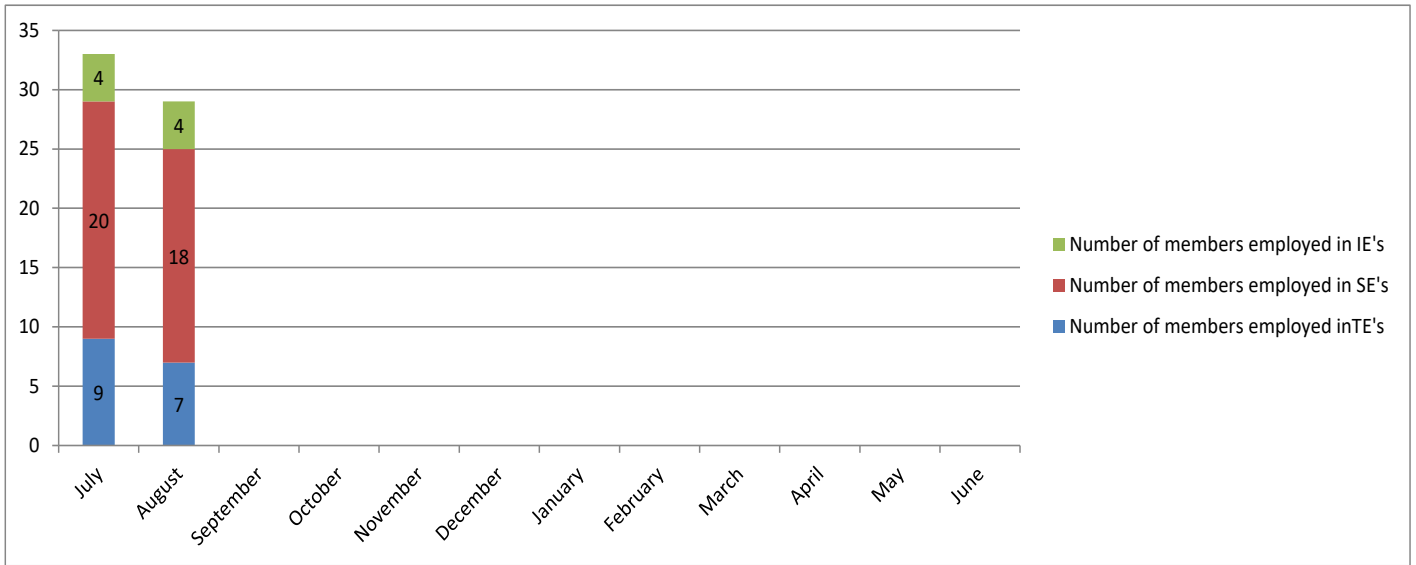
The graph above depicts the utilized and unutilized initial walk-in evaluation slots at the West Park medication management clinics.

Wasatch House

FY19 Average Daily Attendance (compared to FY18)



FY18 EMPLOYMENT



Leadership/Allied Agency Participation/Initiatives/Success

- The Clubhouse Director and a member were invited to fly to Denver this month to visit two other Clubhouses in Colorado. The purpose of the trip was to see how these Clubhouses have integrated the Individual Placement and Support model into their services. For two days we held consultation groups with these Clubhouses and learned several things including the costs and benefits of working with Vocational Rehabilitation to obtain reimbursement for supportive employment and providing IPS without jeopardizing Clubhouse accreditation standards. The member was very engaged in the discussions and made several points including a gap in coordination between his VR worker and the Clubhouse that we will need to remedy.

- Orem PD was gracious enough to put on a BBQ for the Clubhouse this past month. All reports indicate it was a great event for our staff and members. We appreciate our partnership with Officer Jamison and Orem PD and their wonderful support of Wasatch House!

Financial Report

We were notified that the Ray and Tye Noorda Foundation will begin reducing the amount given to “Legacy” recipients such as Friends of Wasatch Mental Health in the coming years. This money is typically what we use to fund Clubhouse activities and conferences. One possible way to begin to replace this funding is through billing Vocational Rehabilitation for job development. However, the process is somewhat onerous for our staff.

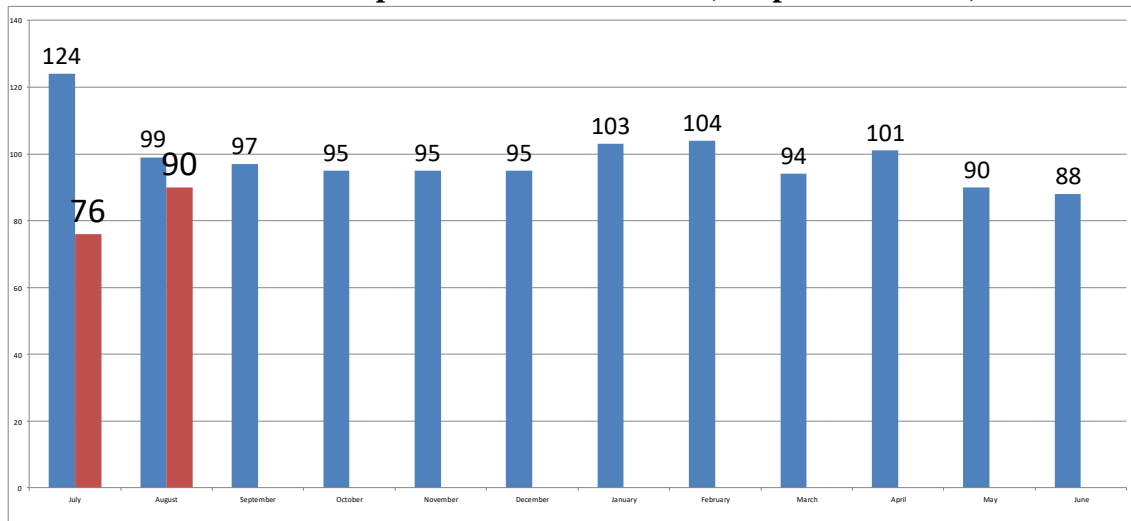
<u>Number of total unduplicated clients served last month:</u>	134
<u>Number of OO/ YOQs administered:</u>	31
<u>Number of unduplicated clients who completed an OO/YOQ:</u>	26

WATCH/CABHI/JTP Program

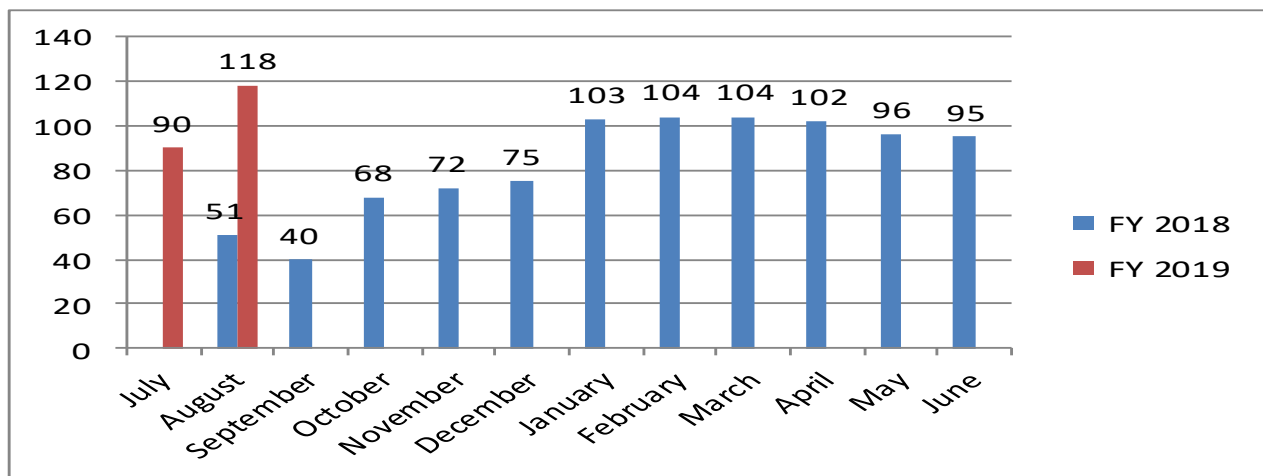
Unduplicated number of clients served in the WATCH Program

The WATCH program served 90 unduplicated individuals in July. JTP served 90 unduplicated individuals as well.

WATCH-unduplicated number served (compared to FY18)

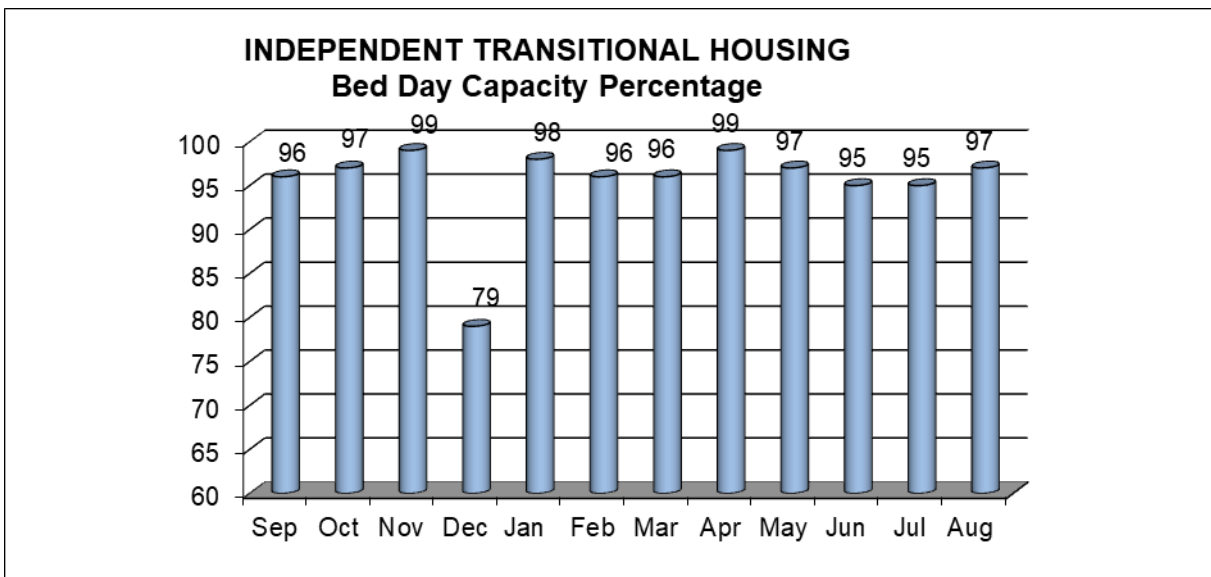
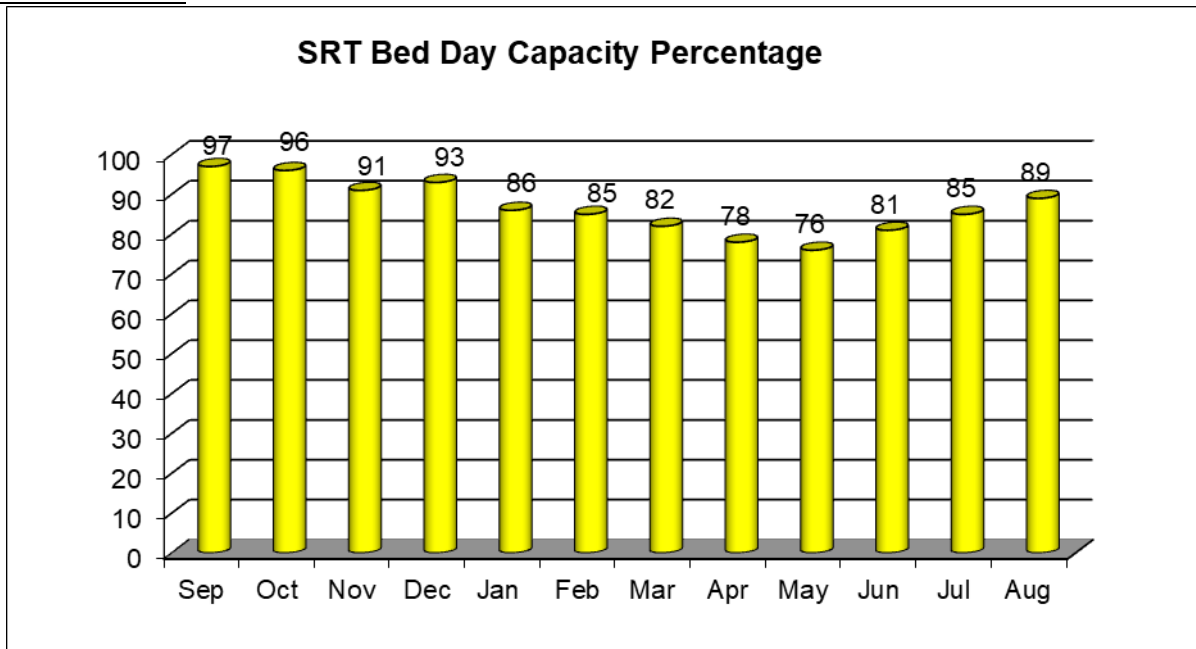


JTP- Unduplicated number served (compared to FY18)



Supported Housing Services

Performance Indicators



Leadership/Allied Agency Participation/Initiatives/Success

- This success story is in regards to the amazing team work and care that our nurses give to our clients. A client who has been on pain medications for years and complains of immense pain every day and struggles with memory was struggling a few weeks ago and was in the hospital three times in three days. The nurses coordinated heavily with the client's sister and it was decided that the client's pain medication would be reduced. Client's symptoms improved immediately and after years of saying that the pain has subsided a lot and would like to eventually get off the pain medication. Because of the watchful care of this client's team and with the knee replacement surgery, she has improved greatly.
- The Case management team in SHS is working hard at their jobs and are preparing to hire an additional case manager. We have some good candidates who will be interviewed and hopefully we can hire soon

so we can start on expanding our services to include more skills development services to clients who need it. Currently the team is at 101% for combined productivity

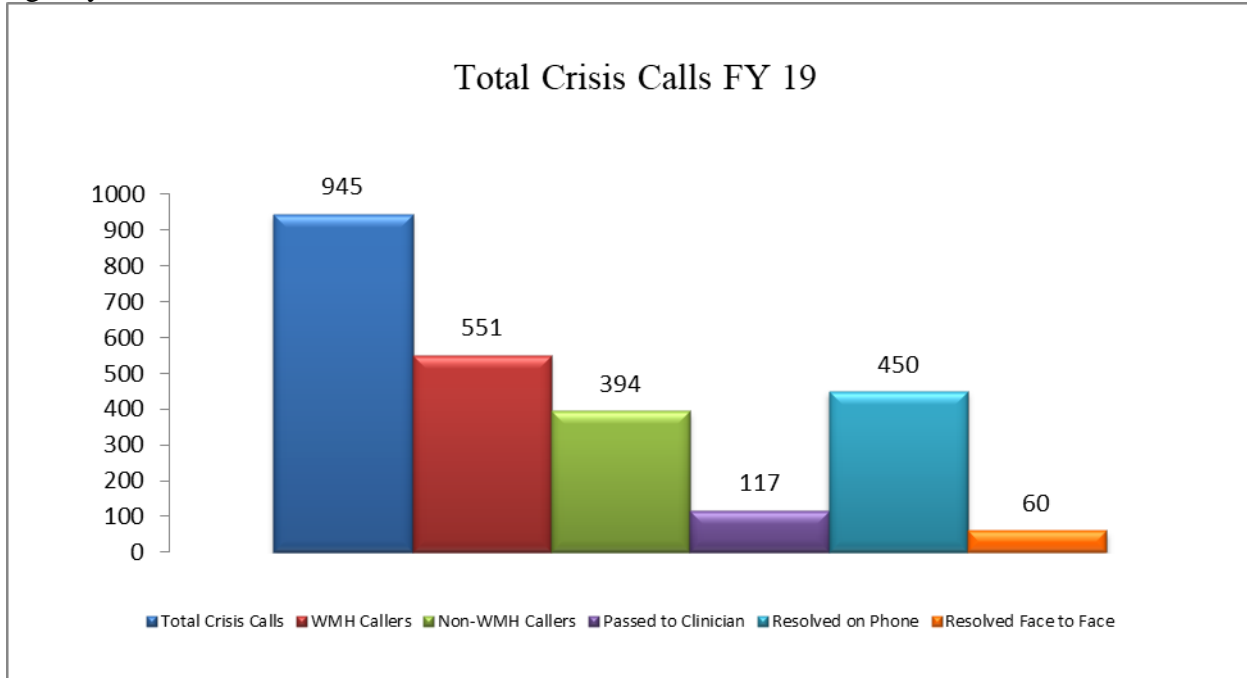
Number of OO/ YOQs administered: 98

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

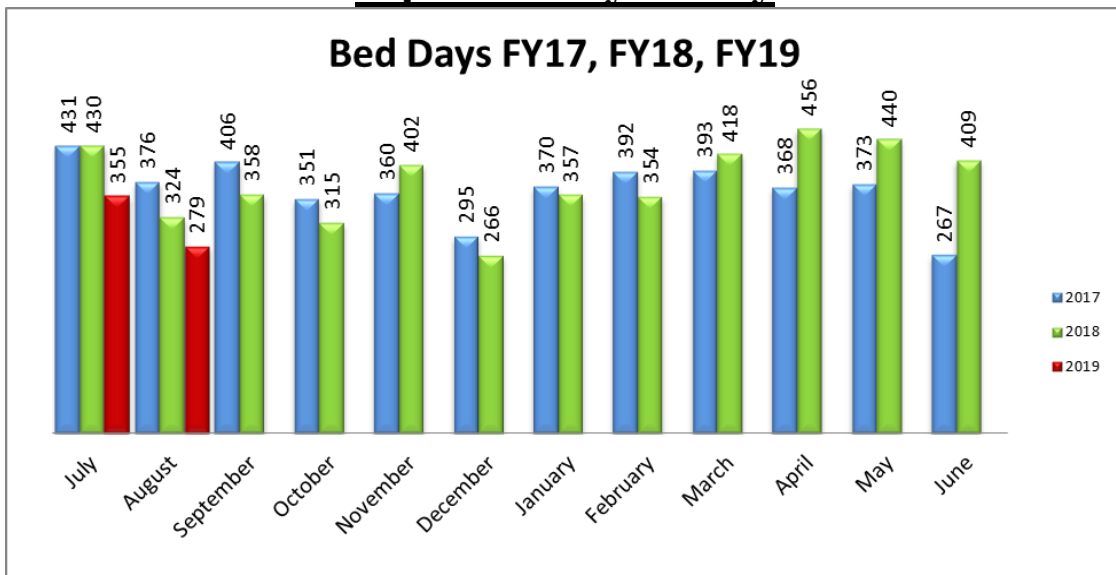
Number of total unduplicated clients served last month: 124

Crisis Services

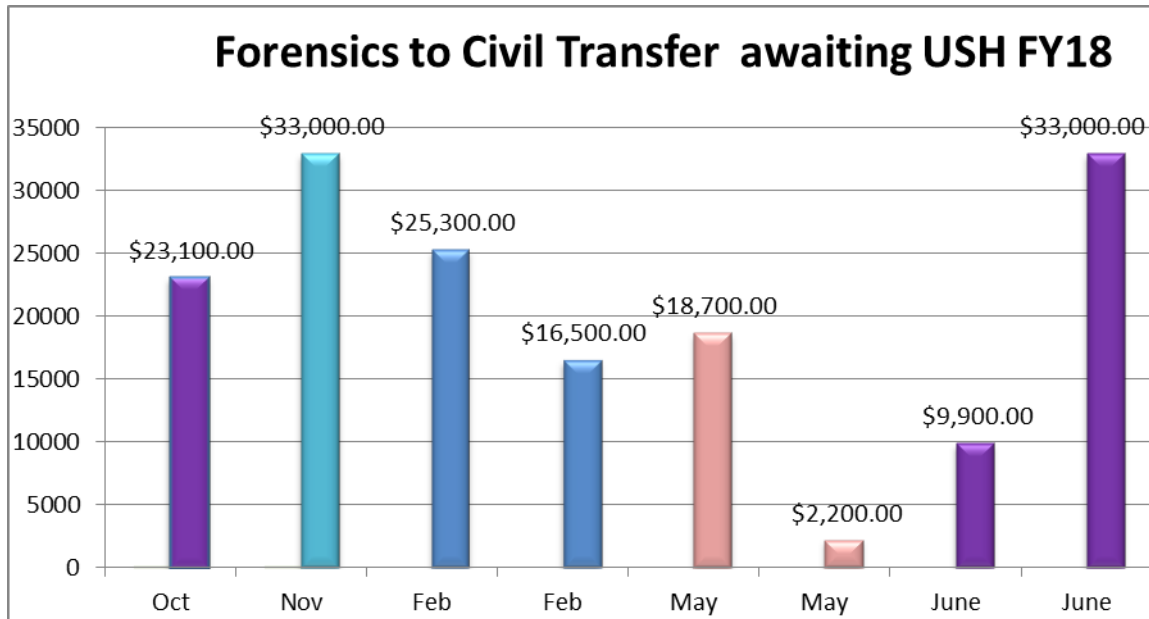
The following graph represents the total break down of Crisis calls received thus far for fiscal year 2018 Beginning July 1, 2018 to Present.



Inpatient Psychiatry

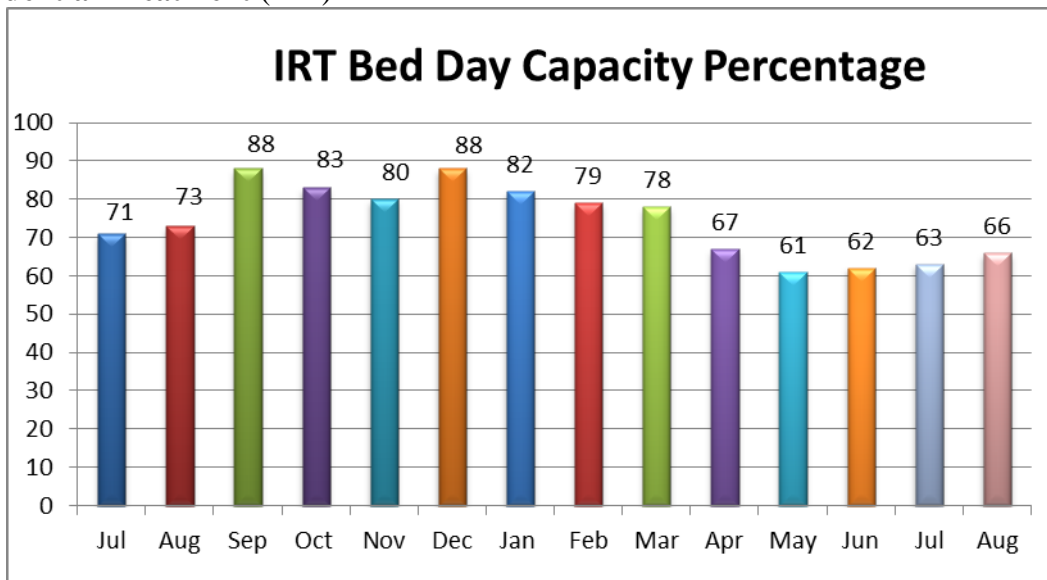


- Starting in FY18, the USH prioritized the transfer and use of USH civil beds to accommodate Forensic Unit patients first and foremost. Before this decision, admissions to the USH Civil Unit would alternate between community needs and forensic needs. The Following graph represents the number of patients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



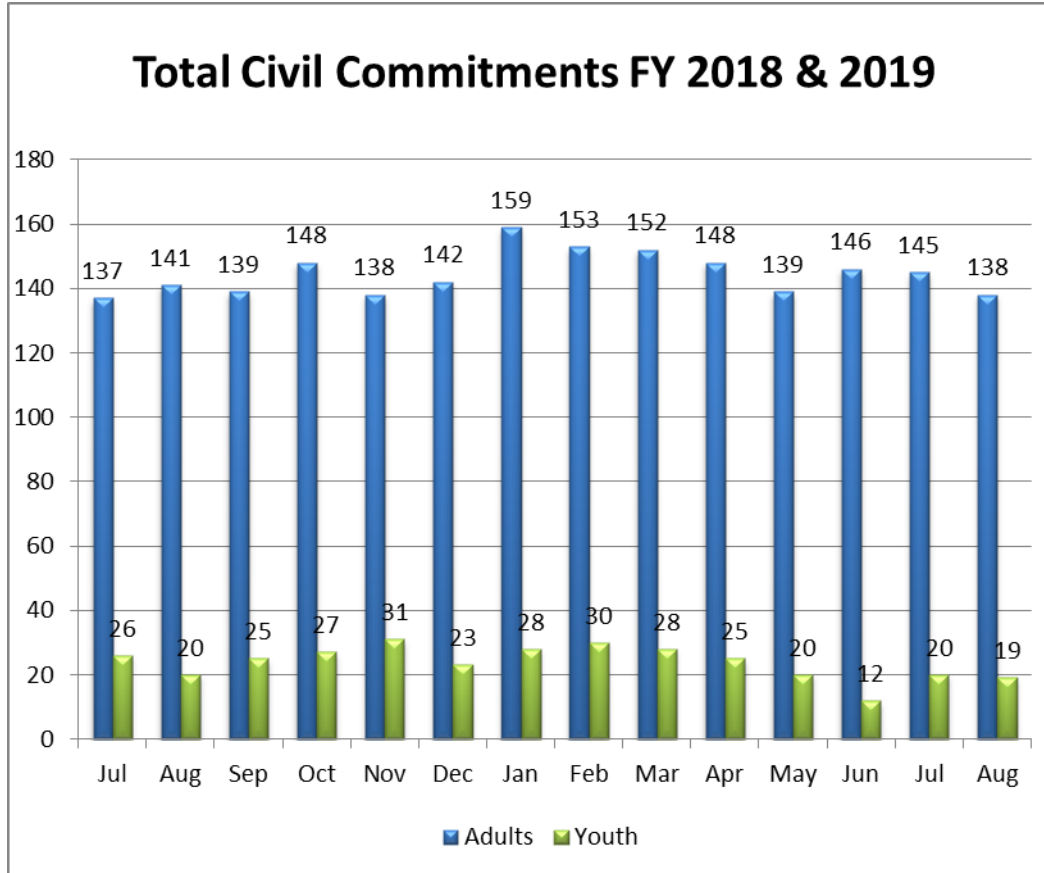
Intensive Residential Treatment

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. 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 Success Story

- The BRIDGE team has been working for several years with a young man who is severely mentally ill and has a diagnosis of Schizoaffective disorder. He has disputed and argued for years that he does not have a mental illness and is not sick. He has required several hospitalizations, IRT admissions and forced medications. At times he has been very rude and condescending to staff, even our beloved Dr. McGaughy. This past week we were able to sit with him and his entire BRIDGE treatment team and discuss how his diagnosis does not brand him in a negative way but rather how WMH is using his various symptoms to make a treatment plan to keep him functional and provide the best quality of life possible. To the team's surprise, he accepted the feedback and thanked the team for helping him realize that he is ill and needs assistance from WMH's BRIDGE team. We identified some modifications to his treatment plan that were reasonable and he sincerely thanked his treatment team providers for the ongoing assistance. The relationship developed with him over the years had resulted in an open and trusting dialog with one of Utah County's most psychotic individuals we have worked with.

Accounting Department

- We closed the month of July without any delay.
- We are still waiting for some contracts to be in place to be able to start billing.
- Litz & Co. started their audit work in the month of August. We are expecting to have them coming in September to continue their field work.

Billing Department

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 are currently brainstorming what business process we want to use going forward and have notified the programmers of the problem.

Electronic Billing and Payments

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

Accounts Receivable Management

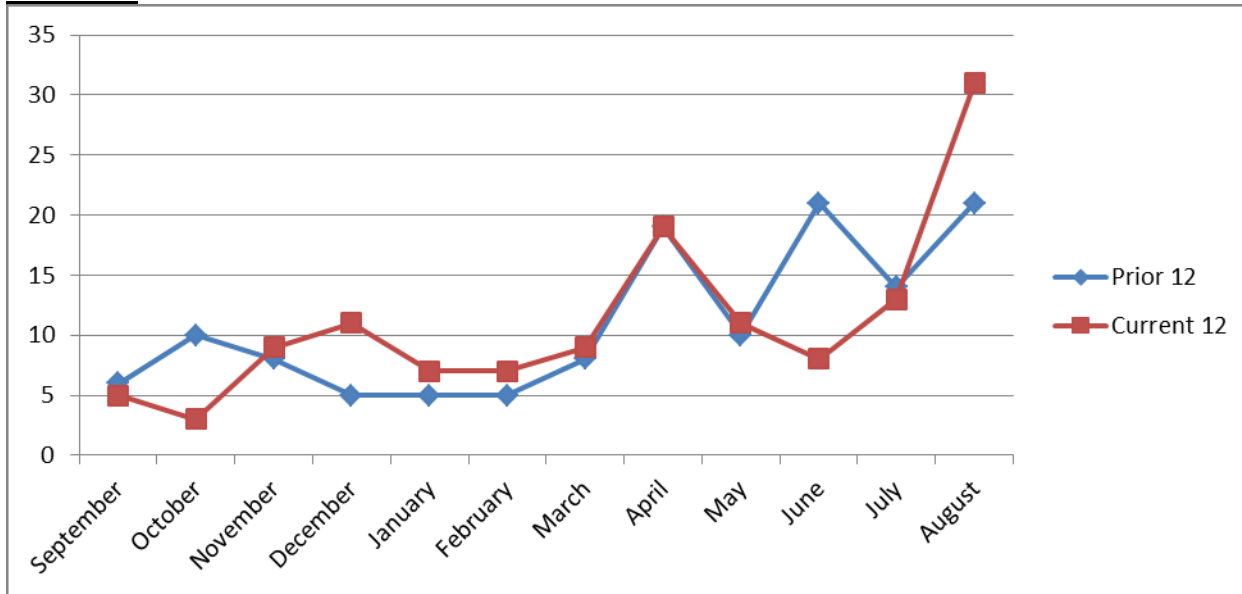
- The billing department continues to work outstanding claims and eliminating outstanding balances.
- We have received a record number of credit card payments for the 4th month in a row. Credit card payments for treatment services topped \$17,000 in the month of August.
- For the first time in many years, all of the previous fiscal year billings for DCFS have been paid before the end of the first quarter of the new fiscal year. We have implemented a new business process to submit DCFS One Time Payment bills electronically. Previously bills were mailed through the US Postal Service or hand delivered.
- All outstanding Medicare claims have been resolved. We have maintained a 90 day or less claim turn around time on all Medicare claims.

IT Department

- Converted data from Informix server (aka Phoenix) into SQL Server format. Julie and Jeremiah reviewed data to ensure the conversion was accurate. Will keep server for a month before discarding as surplus equipment.
- Preparing to replace blade servers as Citrix and VMWare software upgrades are installed. Newer versions of the software will not run on the current blades. Expect to purchase 4 new blades for WestPark. One new blade will replace 3 old ones and run cooler and more efficiently.
- August data for DSAMH was submitted in a timely manner.

Human Resources

Turnover



Our turnover was higher this August as compared to the prior August, but this is probably due to a higher number of terminations in June last year. Overall our turnover is tracking relatively consistent with prior years.

Recruitment

The average rank will be a number greater than 1 with the understanding that as the number is larger than 1, we are not actually onboarding our top candidate. The average step is of interest to me as it points out the prior experience of the starting employee. 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. In June we were able to hire almost all of our top candidates.

	Positions Filled	Average Selection Ranking	Average Step	Average Days Posted	Average Days From Posting to Selection	Average Days from Posting to Start Date
October	12	1.25	3.55			
September	17	1.47	1.53			
November	13	1.54	4.88			
December	13	1.69	2.01			
January	10	1.00	4.66	41.4	46.7	61.6
February	4	1	1.66	75.25	80.25	92.75
March	6	1.4	5.00	13.2	20.6	46
April	13	1.54	2	19.6	32.2	45.7
May	11	1.2	3.66	9.71	14	24.86
June	22	1.09	2.9	8.4	15	29.77
July	13	1.09	3.36	14.54	20.67	67.92
August	21	1.11	3.5	20.6	37.1	65.8
Average	12.92	1.28	3.23	25.34	33.32	54.30

This chart shows how our applicants heard about our jobs. Our employees are our greatest source of referrals and the best promoters of WMH.

PCN	WMH Employee	Indeed	Jobs.Utah.Gov	UVU	BYU	Other	Notes
RN04		3					
AA40	2	1	1			4	Other: Email, Online, Website
AT05	4	1		1		1	
PSYR01	5		1				
CM29	2		1				
AA03	2					3	Other: Email, Website, Handshake
MT21	2					3	Other: Website, Employee
CM49	4	3	1	1		1	
AA05	1					1	Other: Email
HSW	17		3		1	8	Other: Employee, Handshake, Website, Mom
AA	5	1				3	Other: Email
Total	44	9	7	2	1	24	87
	51%	10%	8%	2%	1%	28%	