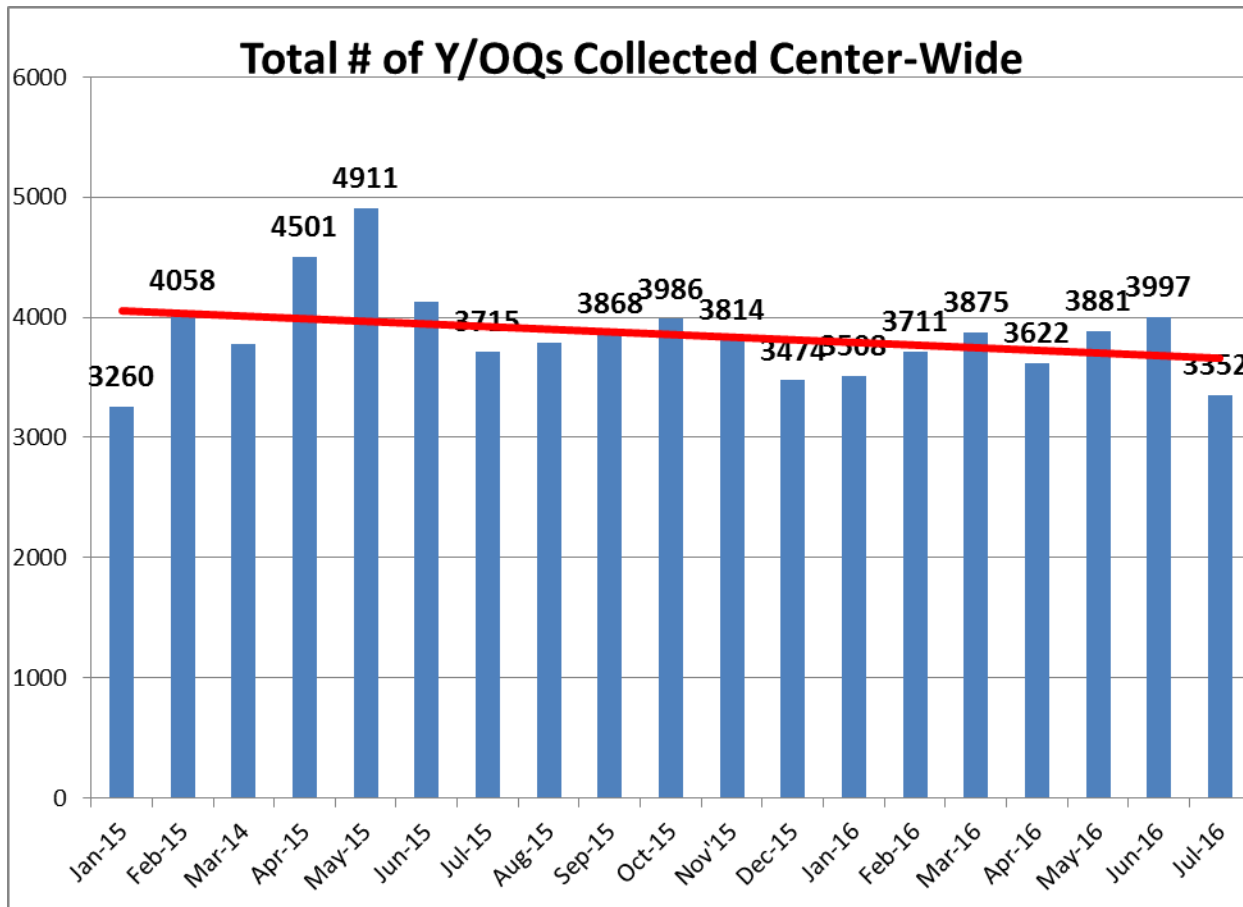


Wasatch Mental Health Monthly Briefing Report August 2016

We received the bids for our Payson building. Opening the bids gave us mild case of “sticker shock” as the current boom in the construction industry has a correlated increase in costs associated. At this point, it appears that the structure is closer to \$4.75M - \$5M rather than the anticipated \$4M - \$4.25M. Subsequently, we are meeting with our partners (county and aDDAPT) to address the increase in costs and to reaffirm each parties commitment to the project and collaboration.

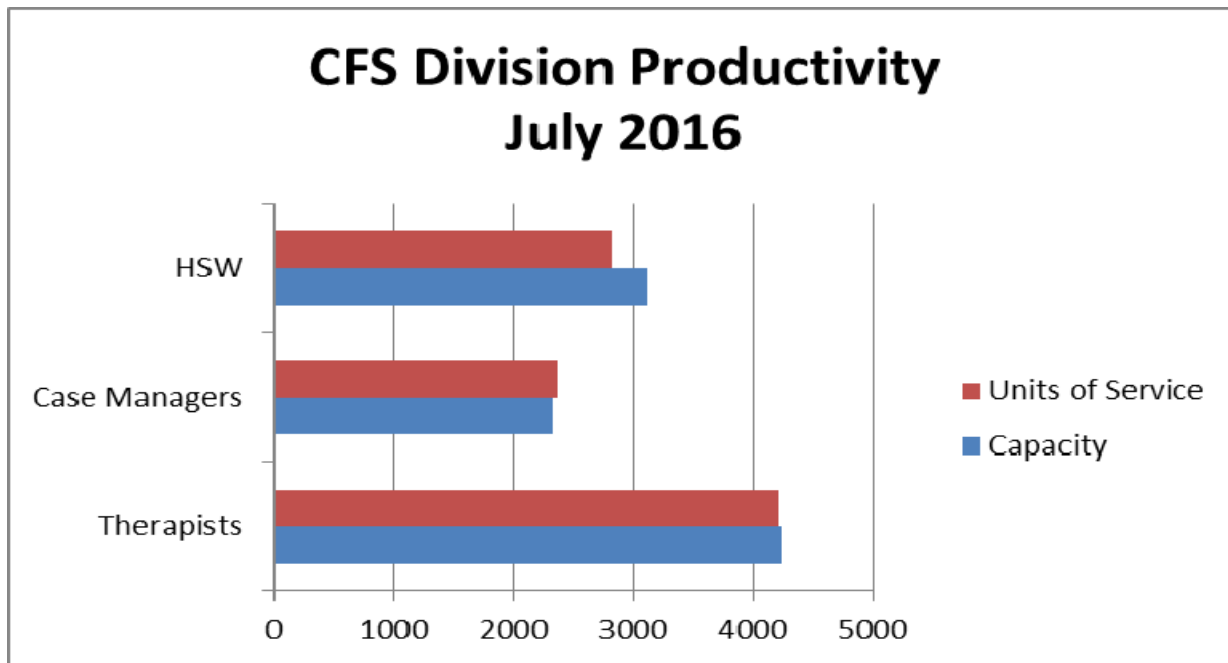
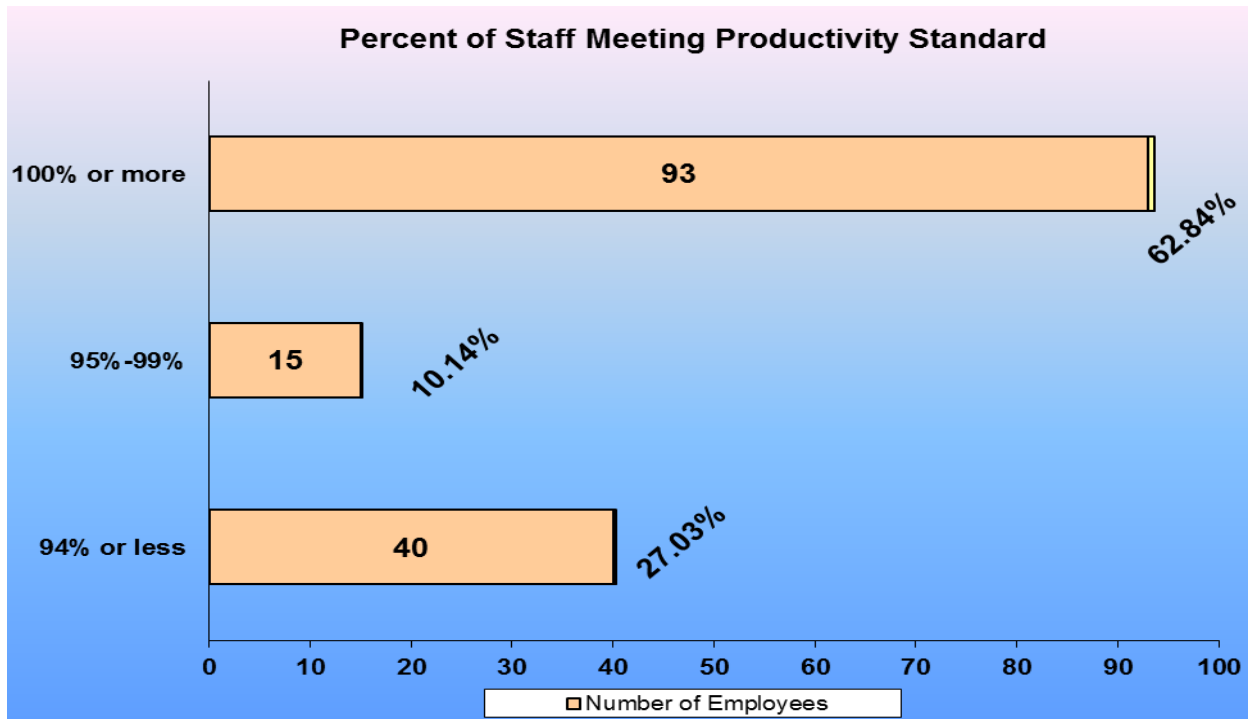
We are also getting closer to obtaining results from our comprehensive salary survey. While we want to internally explore how the initial results fit with our current salary structure, it appears that several of our lower paid positions will need to be raised. Similarly, our higher level administrators (whose salary recommendations have not been fully implemented after the last comprehensive salary survey 10 years ago) will also need to be looked at. Overall, we believe that any salary adjustments can me made within our current funding streams. In fact, implementing possible salary adjustments in FY '17 will assist us to bring our Medicaid cost closer in line with our Medicaid revenue. We are hoping to develop specific recommendations within the next 6 – 8 weeks.

Below a graph of the Y/OQ protocols collected center wide.



Children and Family Services Division

Performance Indicators

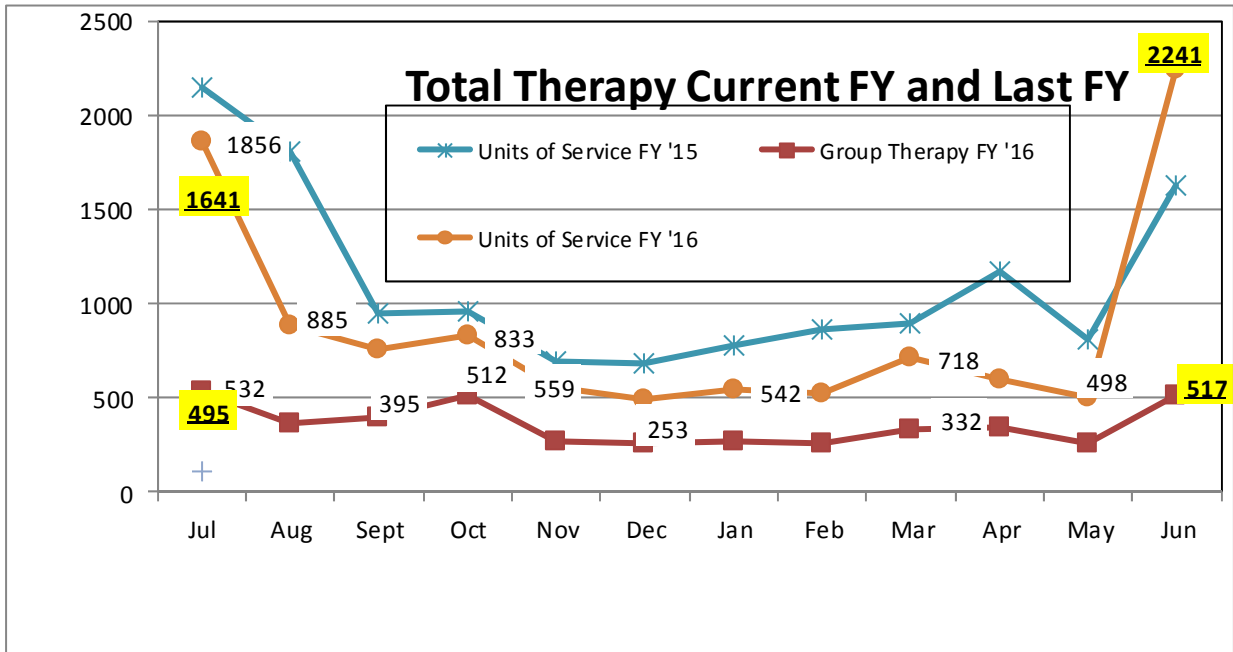


Highlights:

- The following was posted on Facebook this week, “Our child went out of control a few months ago and we finally checked him into Vantage Point. It is free for the first 2 nights and then \$40 per night after that. We left him there for several days. We met with our therapist before he came home. Our lives have changed completely in the last two months. It is still hard, but he is beginning to move in the right direction. Best \$120 we ever spent!”
- On July 12 Wasatch County Family Clinic in conjunction with Parents Empowered, Wasatch County Prevention Coalition and Latinos in Action under the direction of Colleen Oshier, prevention specialist, held a kick-off event making available to the community Parents Empowered literature culturally translated into Spanish. Grocery bags, aprons, posters, coasters and salon capes were distributed to the Latino businesses in Wasatch County.
- The PFC Care Team Assistant office space had the sliding windows removed and nice wood trim put up on the edges of the now always open windows. This has made for a more collaborative, open, and trauma informed interaction between clients and our “Care Bears.”
- PFC staff meetings changed from weekly to monthly (followed by a staff pot luck)

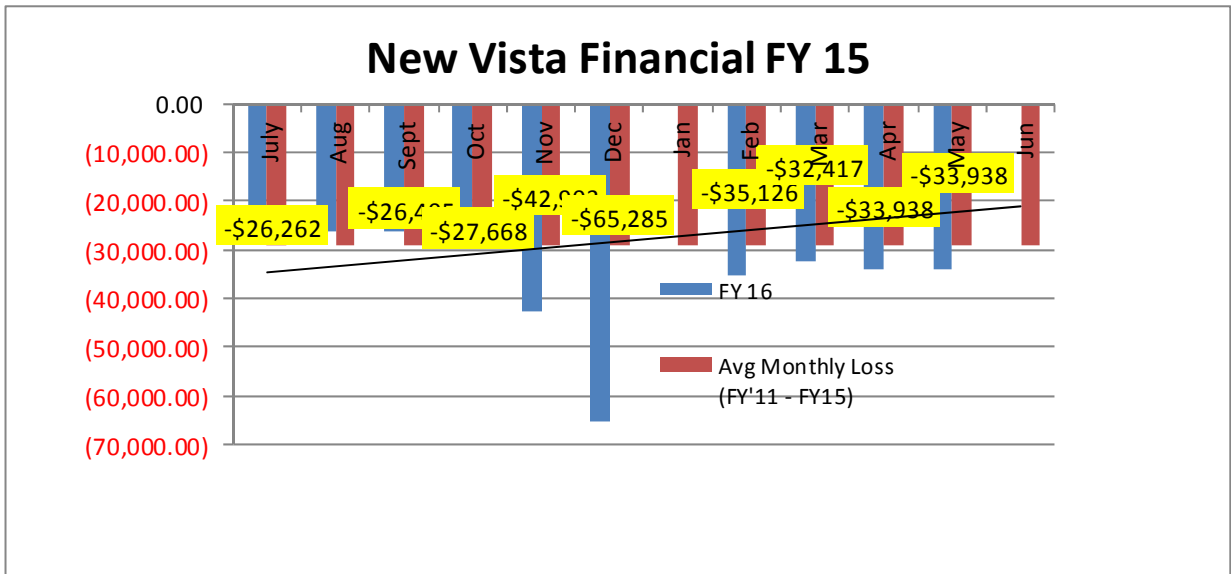
New Vista Youth Services

JULY REPORT: July was the beginning of a new fiscal year and of the summer program for New Vista. As stated in our report last month we provided a lot of services in June. This was reflected positively in our financial report (see financial report below) being very positive.



NEW VISTA FINANCIAL REPORT

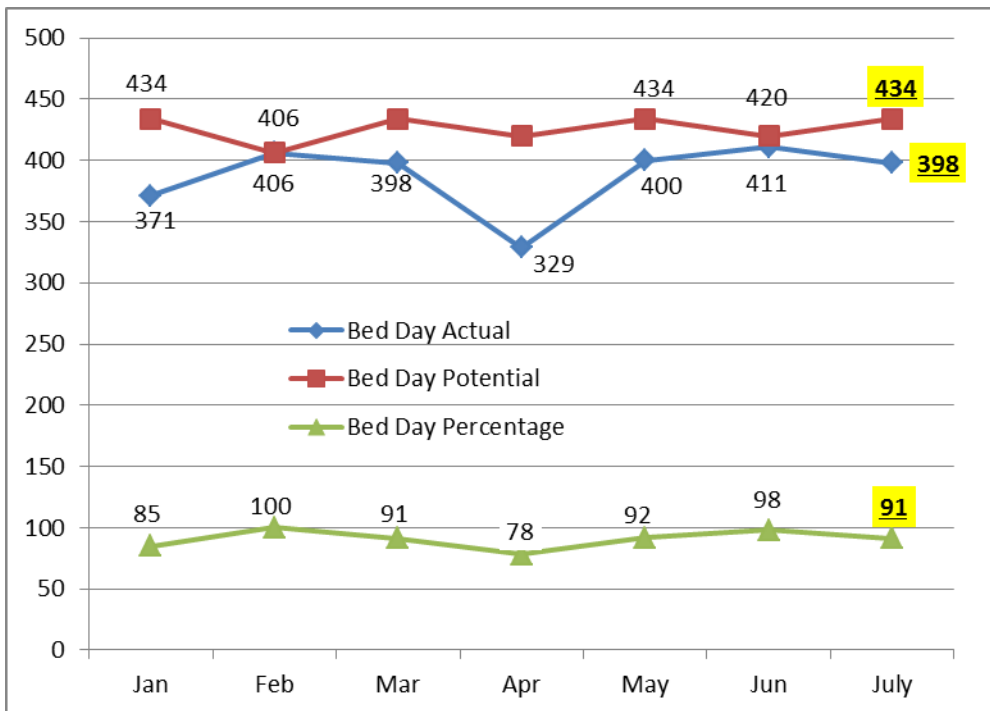
For the past fiscal year we had two month where we were in the black, January (\$4,155) and June (\$10,528). As you will notice our trend line for the year moved in the positive direction.



Aspire Youth Services

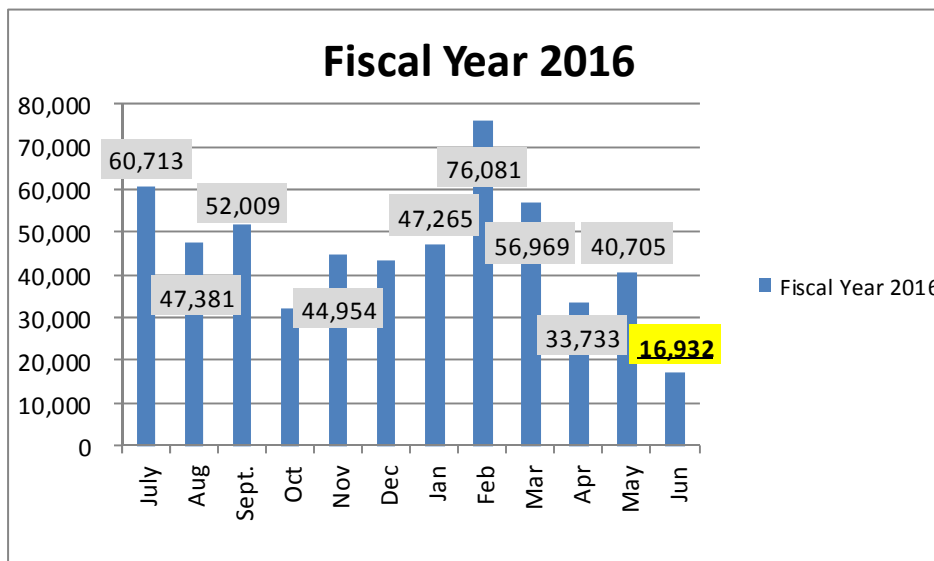
JULY REPORT: We maintained our bed day occupancy over 90% for the month. We do have several girls who will be leaving during the month of August, just prior to the start of school. Some of these girls have been at Aspire well over the 4 month average. Our therapists are doing excellent work with the girls, helping them

deal with their traumas and learn appropriate coping skills.



ASPIRE ACADEMY FINANCIAL REPORT

Fiscal Year 2016 to date profit: \$555,521 Average FY '16 monthly profit: \$45,992 June we were at 98% occupancy and we had second best month for revenue all year. We did have two circumstances which did cut into our profit margin.



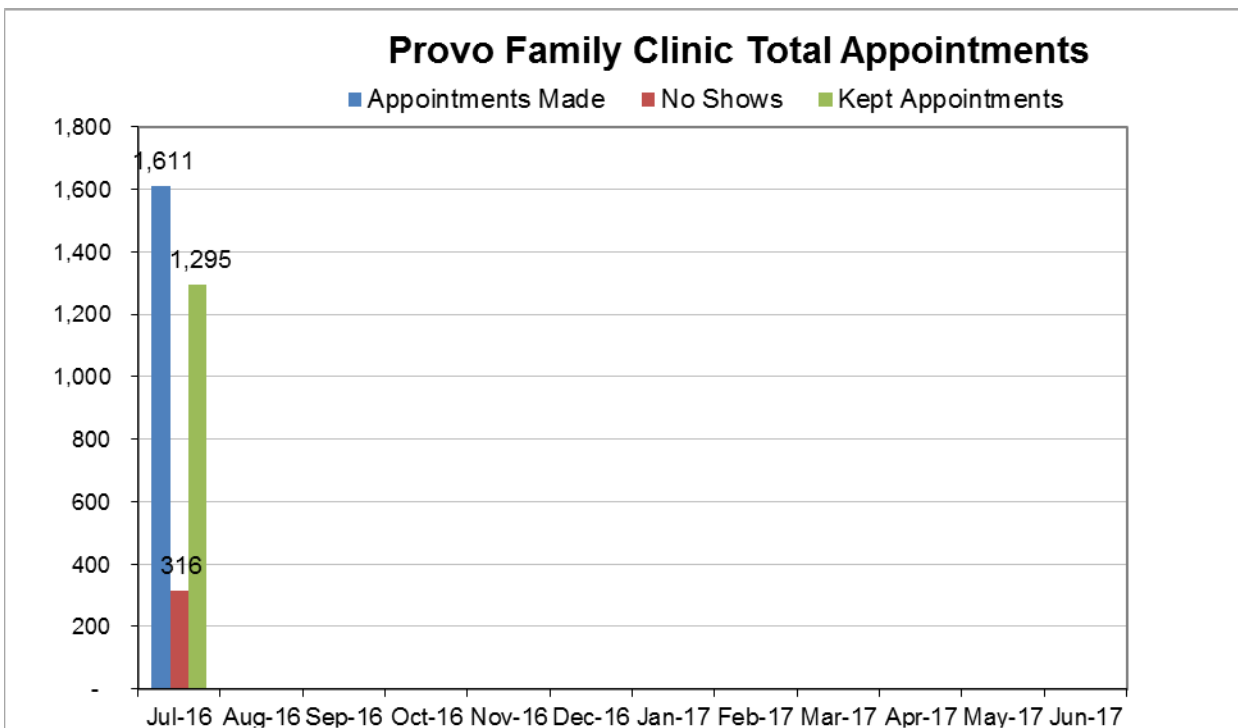
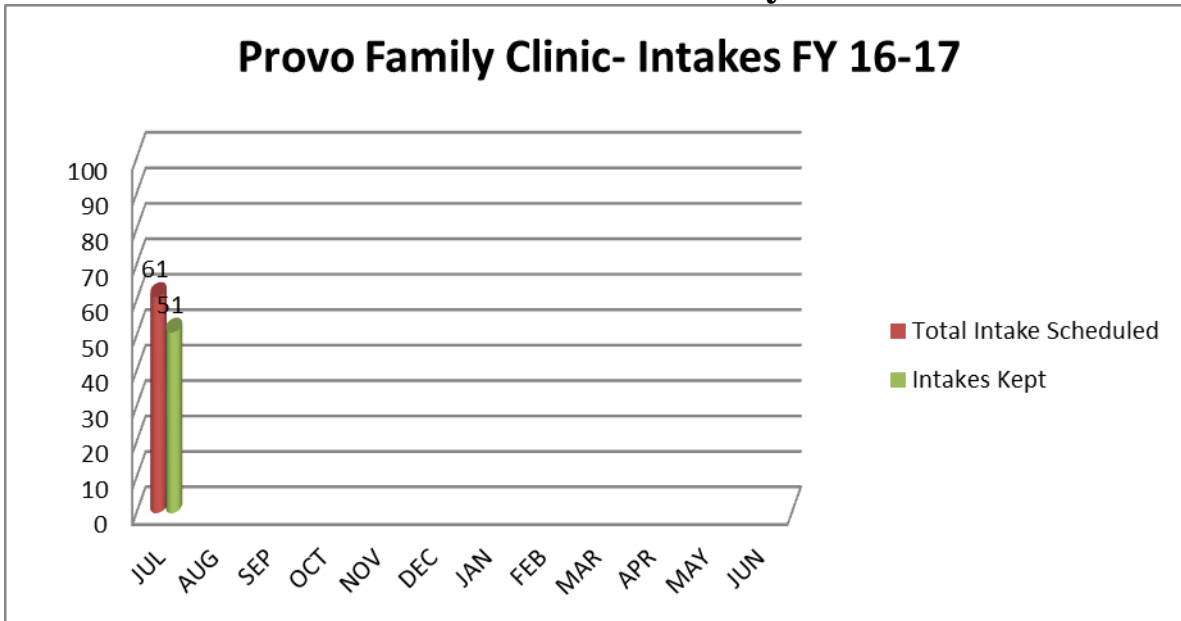
We currently have 11 residents at Aspire. All of our residences have been enjoying the warmer weather and summer. Summer is a great time for us and we have a lot of fun with outdoor activities. Some of the activities the girls enjoyed were a hike to Timp Cave, a couple of movies at the MegaPlex at Geneva, outdoor water games and of course several soccer games.

We had one girl transfer to another level 6 program. She had been at Aspire for about 8 months and had been in an out of the hospital about 3 times. She had reached her max benefit at Aspire.

We are anticipating still more discharges soon and are excited with the success we have seen with these girls who will be leaving the program and are hoping for their success in the community.

Things here at Aspire are going well and we are enjoying the opportunity to build relationships with the girls and contribute to their growth and learning process! Our therapist and staff here at Aspire are amazing and dedicated to the girls here. They provide them with a safe and nurturing environment.

Provo Family Clinic



Total OQ and YOQ: Surveys given out- 88 adult, 542 children, total: 630,

Leadership/Allied Agency Participation/Initiatives/Success

Success Stories

Rosy did an intake for a 13 year old girl who had recently disclosed some sexual abuse that had occurred when she was 5 or 6. Rosy knew the family and asked if I could see the client. Her YOQ score has dropped significantly. She has been able to tell her story, process her feelings about the perpetrator, talk to her mom about some difficult topics, and is working on identifying and expressing her feelings. A few weeks ago she said that she wanted to come 2 more times and then "take a break" but today she asked if she could come "every other week" for a little while because she has recognized that she still tenses up and reacts if someone mentions anything related to sexual abuse (even if in jest). She is "owning" and directing her therapy.

Initiatives

- Care Team Assistants schedules re-arranged to be more efficient
- Care Team Assistant office space had the sliding windows removed and nice wood trim put up on the edges of the now always open windows.
- PFC staff meetings changed from weekly to monthly
- A monthly meeting with just PFC case managers has started.

Financial Status

Through **June 2016** PFC's budget is in the black \$164,223.76

Stride and XCEL-partial day treatment

July, 2016

XCEL-Older Class

Total Present:	Avg. Clients	=	6.25
Total Present:	Avg. Staff	=	3.50

XCEL-Younger Class

Total Present:	Avg. Clients	=	4.87
Total Present:	Avg. Staff	=	2.73

Success Story!

Alexis was one of our hardest kids when she first started Stride. She would tantrum, power struggle, kick tables, scream and hide daily. Even a therapist who visited our classroom in the beginning said "nothing in his bag of tricks" worked with her. After a few weeks of Stride (no medication), she made a 180 at home and at Stride and is now one of our most well behaved. She loves Stride and her family loves Stride even more ;). She has grown so much and the changes in her behavior and self esteem have been dramatic. She went from being a seemingly miserable little girl to a basically happy and well adjusted little girl. It seems once she started to feel safe and successful in Stride she blossomed.

Financial Status

Through **June 2016**, **Stride's** budget is in the black \$63,469.38

Through **June 2016**, **XCEL's** budget is in the black \$6,299.48

GIANT Steps

Highlights

- Giant Steps completed its year end testing to determine the progress the children made in the program from the beginning of the academic year until graduation. Results are shown at end of the monthly report.
- The Giant Steps Summer program served 48 children at Greenwood Elementary for the month of July. We provide the Summer Program to help new children get a start on the program and also help returning children have an opportunity to continue practicing their social skills and avoid losing what they have learned throughout the year.
- The Giant Steps waiting list currently includes 125 children, 18 of which have Medicaid insurance.

Positive Reports from Families or the Community:

- One of our new children in summer program had a lot of difficulty following directions, sitting when needed, and had a lot of tantrums. By the end of the summer program, he was able to sit without prompts through the entire duration of music.
- Another child refused to sit during calendar and at first she had lots of tantrums, but then she started sitting nicely in a chair for calendar with the use of primary reinforcers. At the end of July, she was sitting in her chair for calendar without needing any primary reinforcers given to her to stay in her seat.
- One of the new students that came to summer program would cry for hours the first couple times his mom dropped him off. He would also carry around his bottle all day long. Mom mentioned her desire to start getting rid of bottles. After the child had been coming for a couple weeks he was able to come in happily or only cry for about 5 minutes when he first got dropped off. We started fading out his bottle and only letting him have it during appropriate times like lunch or snack and relaxation. He did really well with this. Mom was also given suggestions to help get rid of the bottle at home. Mom was really receptive to this. She said she is so happy with the progress she has already seen this summer!

Giant Steps Outcomes 2015-2016

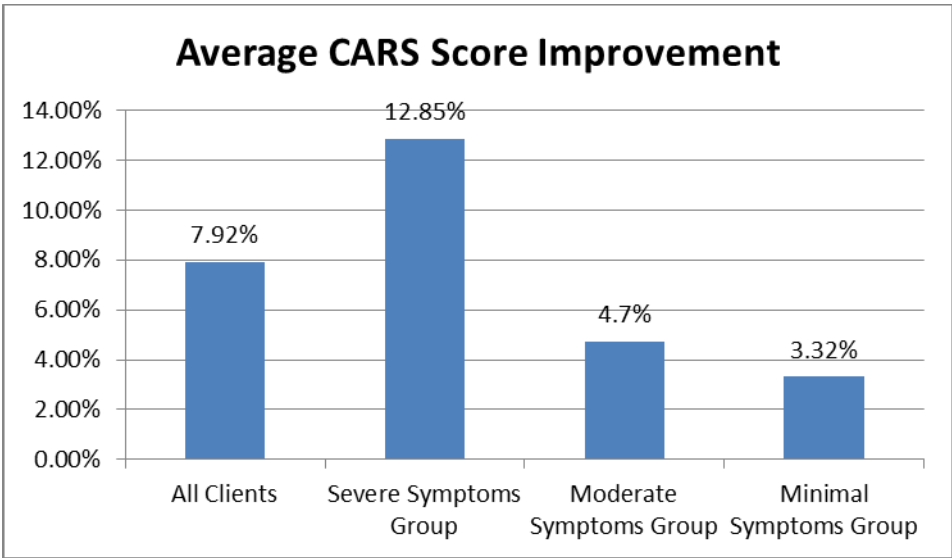
In the 2015-2016 treatment year pre and post outcomes were analyzed using the Psychoeducational Profile, 3rd edition (PEP-3) and the Childhood Autism Rating Scale, 2nd edition (CARS-2).

CARS-2 Outcomes

Functioning levels were classified using the CARS-2 at the time of assessment and at the end of the treatment year and are reflected as followed:

<u>Pre Measures</u>	<u>Post Measures</u>
Severe: 41.67%	Severe: 25.00%
Moderate: 45.00%	Moderate 45.00%
Minimal: 13.33%	Minimal 30.00%

The following graph reflects the average percentage improvement per treatment year (11 months) for CARS-2 scores. Progress was found most prominent among children with severe symptoms. Averages are reflected as followed:



Vantage Point

Leadership/Allied Agency Participation/Initiatives/Success

And we were able to pass our JJS audit and put it behind us. Coming in August, we are hosting an audit from the US Department of Health and Human Services for our FYSB grant. Those dates are August 30 & 31st.

On the days of the FSBY audit, the first day will be a site visit and will begin and end at Parkview. On day two, it will begin and end at Westpark to review HR files and management debrief.

CY FAST

Amanda has been doing well with taking care of client load even with us being down and therapist. We have some new ideas about how we can provide Respite in our area. We are currently exploring the idea of offering child care hours in the afternoon for Provo Family Clinic to assist in family support. So many times our families need to talk to a therapist, or have therapy and they don't have or have access to adequate child care. This can be a barrier to treatment. We would like to use our Respite workers to be available in the afternoon during the busiest time of the clinic and see if this will support our clients better. We will be working with PFC and Parkview to start.

First Episode Psychosis

So what's in a name? We have had suggestions and critiques about the various names/acronyms to help identify our program. The one that we would like to use is "PREP" (Prevention & Recovery in Early Psychosis).

We have been to Oregon to do site visits and have obtained a lot of information and guidance on how to get started and beyond. We are excited to get going and are doing more out reach and education.

American Fork Family Clinic (AFFC)

&

School Based Services

of total clients served last month: Total: 560 Adult: 223 Youth: 337

Number of YOQs/OQs administered: YOQs: 383 OQs: 264

Unduplicated number of YOQs/OQs: YOQs: 225 OQs: 158

Groups in AFFC

School Based Summer Program

Youth Art Group

DBT Skills Group

Child/Parent Relational Training

Leadership/Allied Agency Participation/Initiatives/Successes

Lanice Hollingsworth, LCSW, has met the requirements and is now certified as an Approved Consultant in EMDR. We are excited she is able to provide WMH employees with their own certification as a therapist in EMDR.

Principal Matt Killpack of Greenwood Elementary in American Fork reported the following successes with the SBS grant: “Many students were positively impacted by the services provided by Wasatch Mental Health as a result of the School-Based Grant funds. A few examples are listed below:

- A 6th grade girl experiencing challenges in the social world of school gained skills in interacting with peers through a group led by Wasatch Mental Health counselors.
- A 4th grade girl with severe anxiety struggled to attend school. Her single mother felt powerless to work through her daughter’s difficulties. Wasatch Mental Health counselors reached out to the family through individual counseling as well as home visits and developed a plan to help the girl attend school successfully. This student began to attend school and is continuing to receive supports throughout the summer.
- In 1st grade, a boy with a family history of abuse and violence began to act out in school towards his peers and teachers. Group counseling taught him a variety of alternate strategies to deal with his emotions.
- The parents of a 3rd grade boy with severe attachment and emotional issues reached out to the school for support. They were connected with Wasatch Mental Health counselors and the student began receiving group counseling at school. The family was provided additional opportunities to access support through parenting classes offered by Wasatch Mental Health personnel. The student began to show improvement in his school and home behavior.
- A boy in 6th grade experienced the death of his father during the school year. His behavior deteriorated at home and at school as he dealt with the difficulties associated with the death of a loved one. Wasatch Mental Health counselors provided him with individual counseling that granted him the emotional support needed to be successful at school. This student went from multiple office referrals a week to only one or two a month after accessing the Wasatch Mental Health supports.”

Here is feedback from the Summer Program Parenting group:

1. What was the best part- most helpful- about the group?

- “That we took it slowly in steps. It wasn’t too overwhelming. It also helped to have other parents sharing their successes and challenges with others”

- “Support from other families”
- “That I’m not alone!”
- “Other parents in similar situations with difficult kids”
- “Collaboration with other parents, introduction to “nurtured heart” approach”
- “Knowing there’s others who have struggling kids like [us] and there are good techniques to help my child.”
- “Meeting with others with similar challenges with children. Also having an introduction to nurtured heart and having hope for improvement in the future.”

2. What did you learn from the parenting group?

- “There is a way to work with my kids that is doable, not overwhelming.”
- “My life is easy, I use this with my husband and it is getting better at home.”
- “I need to give more positive recognition to my children”
- “New technique to deal with difficult child”
- “Nurtured heart techniques, verbalize positivity throughout day”
- “Focus on the positive!”
- “A change in perspective in how to parent in a more effective way. A weekly reset for myself to help me recommit.”

**Spanish Fork Family Clinic (SFFC)
&
School Based Services**

of total clients served last month: Total: 282 Adult: 105 Youth: 178

Number of YOQs/OQs administered: YOQs: 252 OQs: 144

Unduplicated number of YOQs/OQs: YOQs: 170 OQs: 90

Groups in SFFC

DBT
Summer Skills groups
CPRT

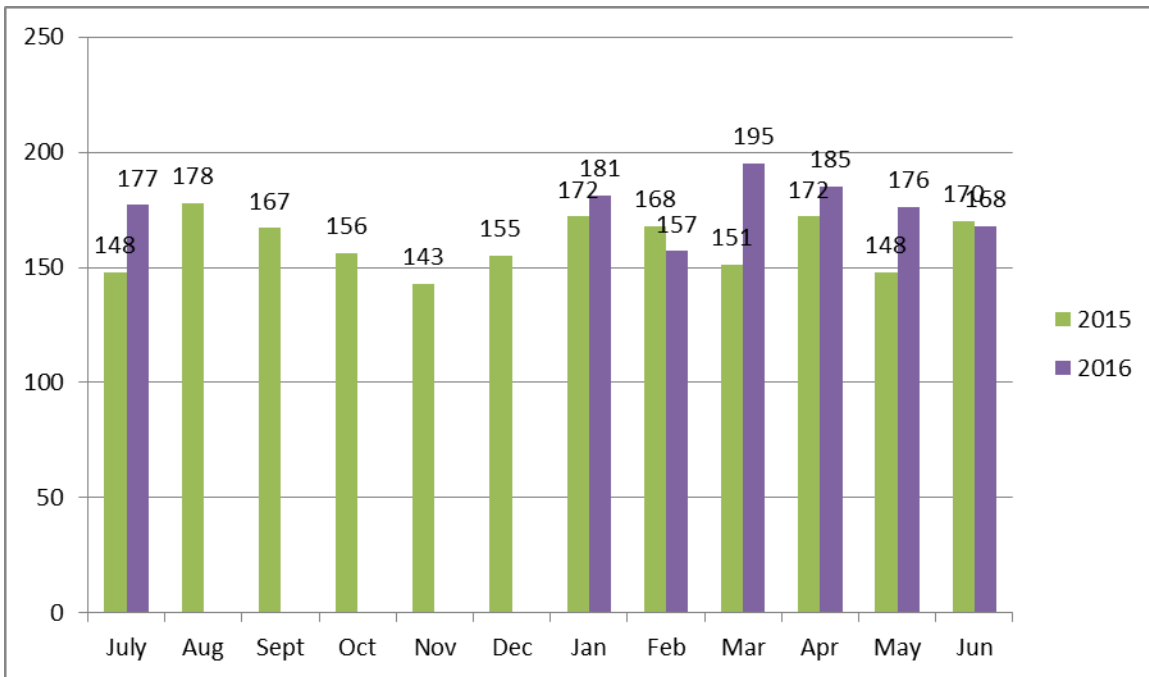
Leadership/Allied Agency Participation/Initiatives/Successes

School Based Services was able to finish up the summer program which was held at Spanish Fork Jr High. We appreciate the partnership with the Nebo School District to be able to hold the program there. This helps hold the program nearer to those clients being served.

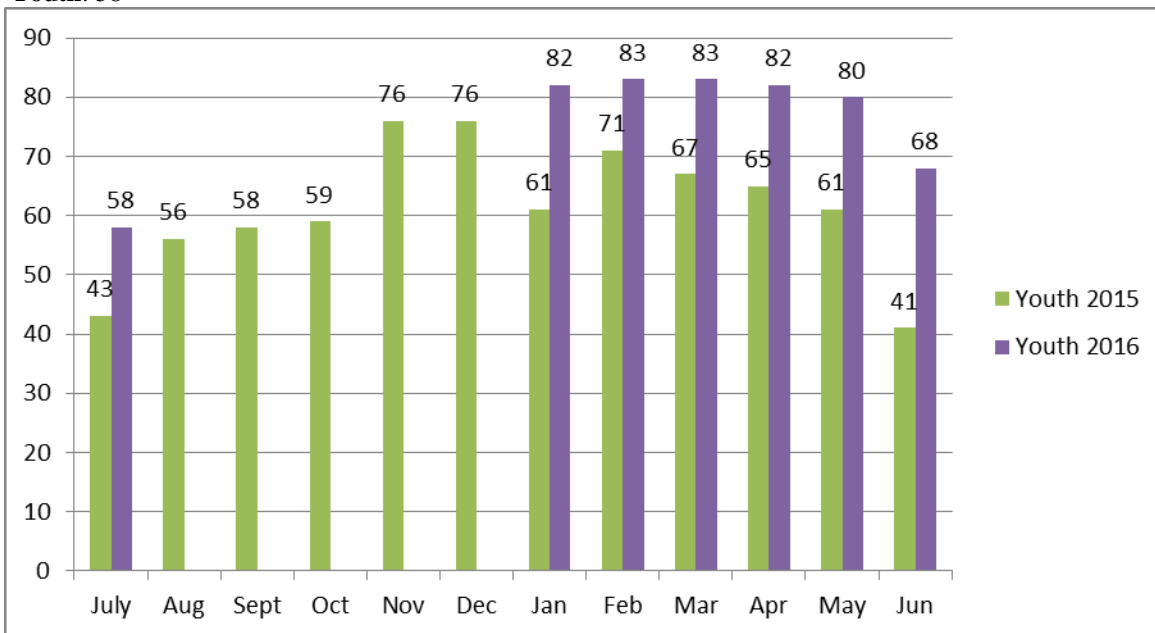
Wasatch County Family Clinic

Total Unduplicated Clients Served in July: 235

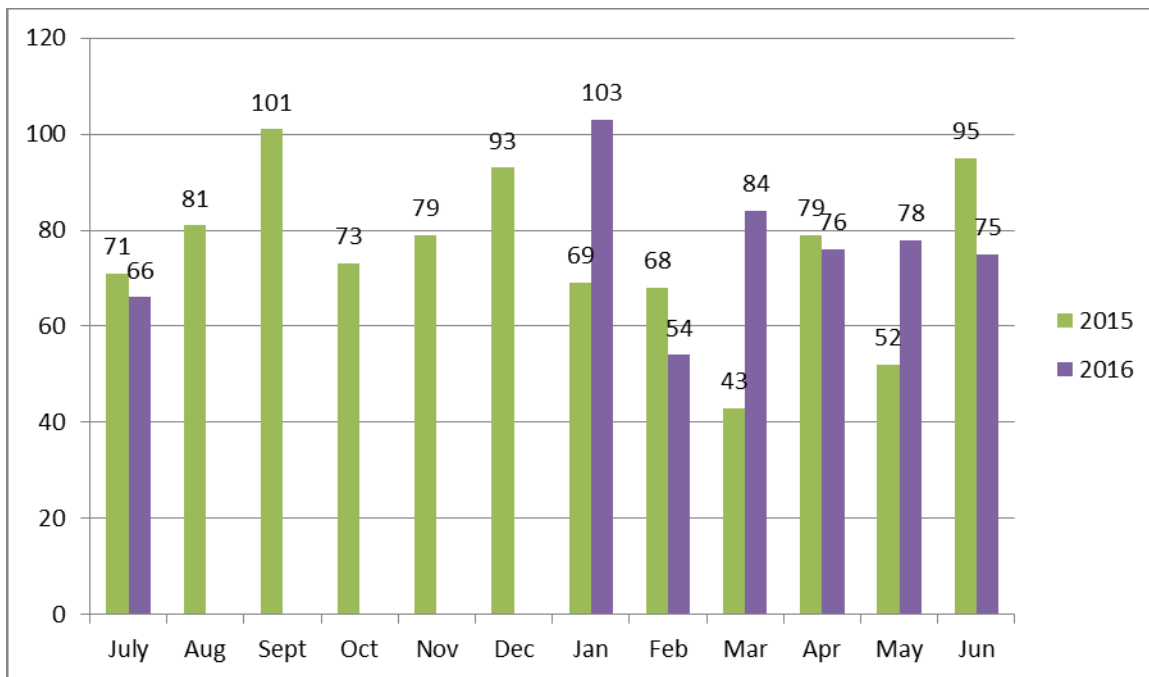
Adults: 177



Youth: 58



July Med Appointments with MD: 66



Number of YOQs/OQs administered: YOQs: 56 OQs: 185

Unduplicated number of YOQs/OQs: YOQs: 37 OQs: 102

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

Leadership/Allied Agency Participation/Initiatives/Success

In July we had the media kick off event for the Parent’s Empowered campaign focusing on underage drinking in the local Hispanic community. There was a great turn out with representatives from local Hispanic community members and businesses local law enforcement and media representatives from Telemundo, Univision, KSL, Deseret News and the Wasatch Wave. We received a follow up letter from Heber City Police Chief Dave Booth I have included his comments:

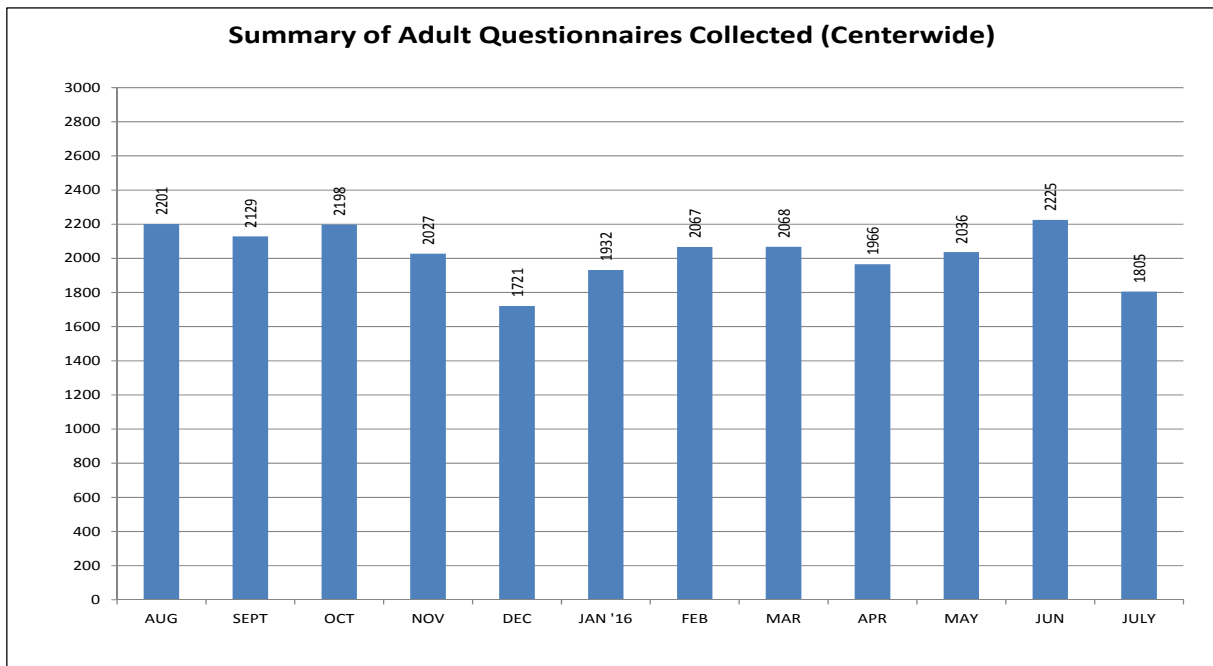
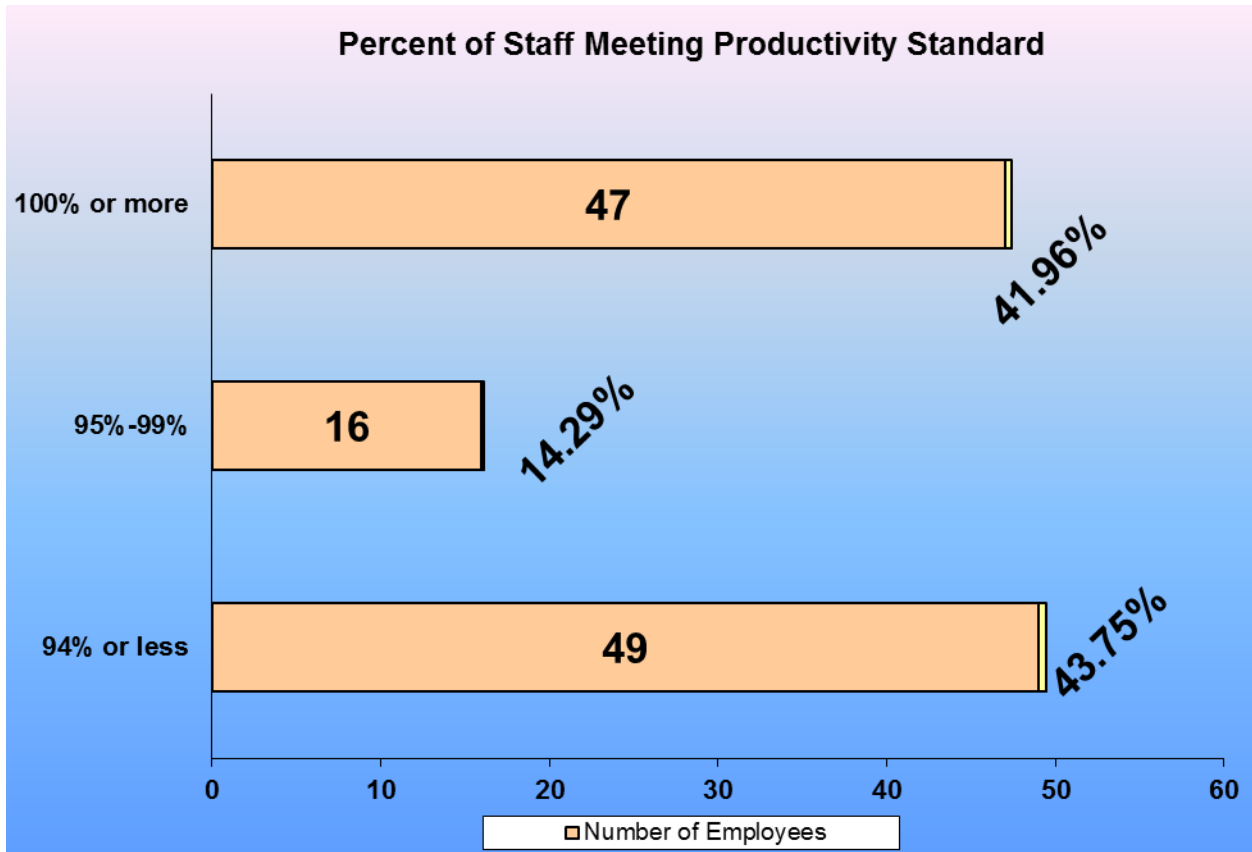
“Many of you are aware of the wonderful local coalition known as Latinos in Action (LIA). LIA is an organization dedicated to the notion that community service is a personal commitment and fundamental tenet of citizenship. You are no doubt aware of the July 12th event where LIA members placed alcohol-prevention displays and other materials at Latino businesses throughout Heber City. The intent of the initiative is simple:

Discourage underage drinking in Heber City. The Heber City Police Department (HCPD) passionately endorses this program, and we have taken steps to ensure that events like the aforesaid occur more often here.

The partnership between HCPD, Wasatch Mental Health, LIA, Parents Empowered, the Utah Department of Alcoholic Beverage Control, the Wasatch County Health Department, and a host of other entities, is greatly influencing the community for the better. Since the event concluded, we have seen a dramatic increase in the number of Latinos willing to report criminal activity in their community. We have long understood that crime in the Latino community has gone underreported. This is a tragedy, because criminality of any flavor cannot be addressed if it is not reported to proper authorities.

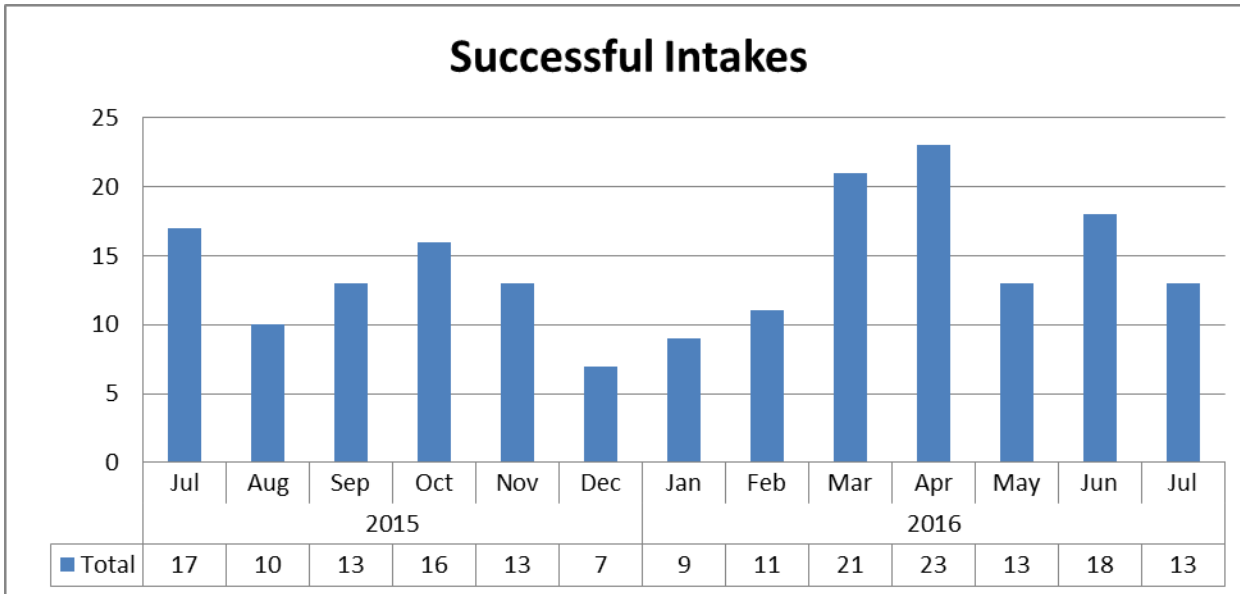
Additionally, there has been a noticeable difference in the level of trust exhibited by Latinos towards law enforcement. That is something we have been striving for, and it is exceptionally gratifying to see that trust is being established. We still have work to do, but I feel like there has been a dramatic thawing of skepticism and mistrust. Law enforcement operations are predicated upon community trust—and we understand that. It will be incumbent upon the HCPD to continue to foster trust in the Latino community. I believe we are equal to the challenge. I cannot thank you enough for your support. This initiative would not have been as successful as it was without your significant contributions.”

Adult & Family Services



Mountain Peaks Counseling

Below is a graph of the number of intakes by month



Leadership/Allied Agency Participation/Initiatives/Successes

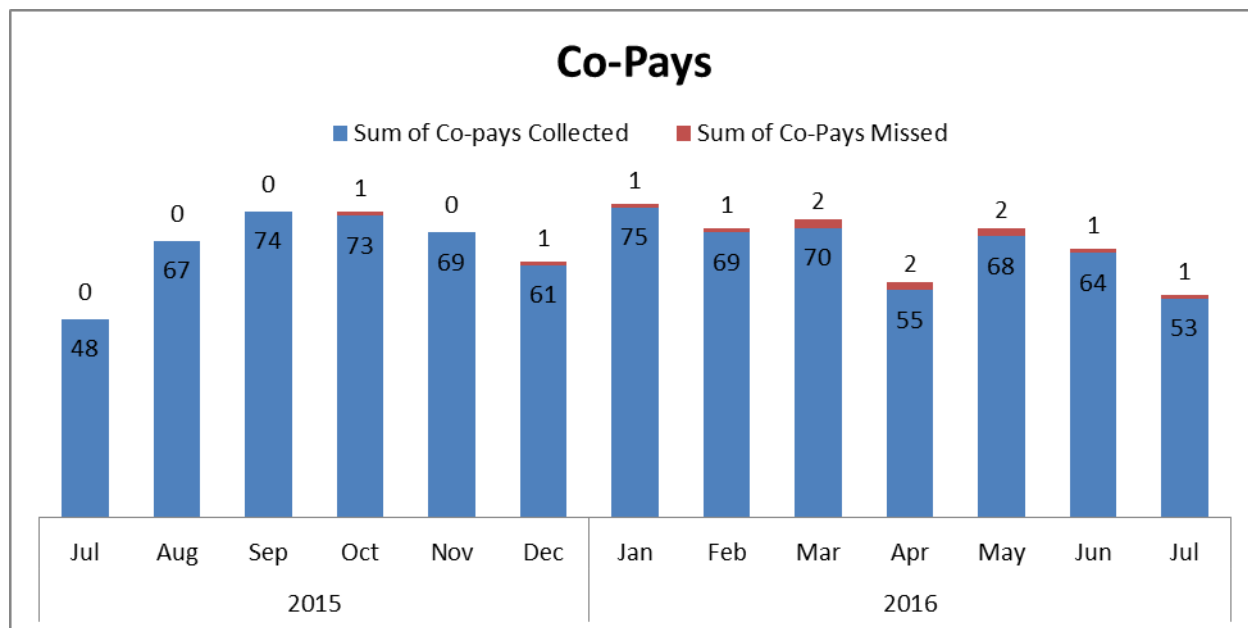
Molina Market Place is increasing in size as one of the major payers for our clinic. We have increased from 34% to 43% in our total count.

With Corom here during the day, we have a lot of happy customers who are glad to have a therapist to meet with them in the daytime. He has some skills and desire to work with children and in the first week, he saw a 13 yr old as well as a 7 year old, families are happy to have access to this help. He also speaks Spanish, which takes a load off Chris Westover as we now have two Spanish speakers in the clinic.

Financial Report:

Realizing that our new therapist is not fully credentialed with some of the insurances due to the process taking weeks at times, we have gone ahead and scheduled him anyway to see all clients. We wanted to keep him busy, knowing we may not get reimbursement for a while, but we have a better chance of collecting something rather than having him waiting around to be credentialed with everyone. Emily and Stephanie have been great to work with on his credentialing. Everything has been filed out, we are just waiting.

One thing of note is to observe that the co-pays amount has dropped a little and is not in line with our total number of successful sessions. The main reason is that Molina Market place has significantly lower co-pay than other insurances. They will either have a \$10, \$5 or \$0 co-pay, which lower amount collected while attendance stays up. It is our hope that billing is successful in collecting payment fro sessions completed.



Westpark Family Clinic

Performance Indicators:

In July PASRR Staff completed 73 PASRRs for a generated revenue of \$29,105. As June closed out another fiscal year, we are evaluating how this information will be presented in the future.

The number of OQ/YOQ questionnaires collected in WFC decreased this month. WFC collected 584 OQ questionnaires during the month of July. This is down by 116 questionnaires from 702 in June. Of the OQs collected this month, 368 were unduplicated, which is down from 397 unduplicated questionnaires last month. The number of daily administrations this July decreased to 30.7 per working day, which is down by 1.2 questionnaires per day compared to June.

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 5/1/2016 and ending with the pay period ending 7/23/2016), WFC staff with productivity standards achieved a total of 4297.63 productive hours, which equates to 91.4% of the department's cumulative productivity standard. This is a 1.4% decrease compared to last month.

During the same period of time, RPS staff with productivity standards achieved a total of 1014.9 productive hours, which equates to 92% of the department's cumulative productivity standard. This is a 2.6% increase compared to last month.

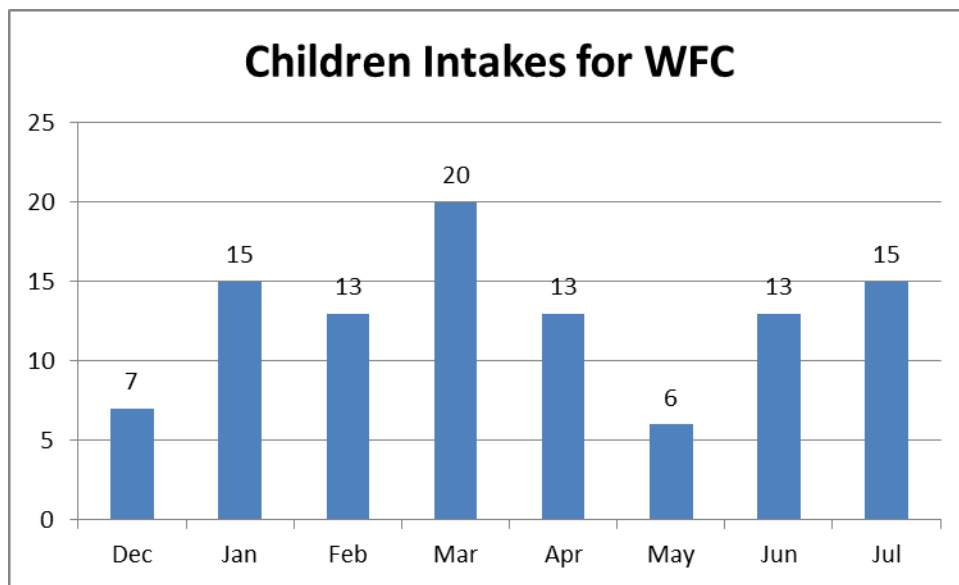
Leadership/Allied Agency Participation/Initiatives/Success:

Our success story for this month comes from our therapist who runs our Dual Diagnosis Program in conjunction with the therapist from Utah County Substance Abuse. He states, "I have a client that was a

lifetime substance abuser, whose substance abuse had contributed to emotional instability, relational problems and legal issues. She completed her 1 year of sobriety 2 weeks ago. Over the past year, she has also completed mental health court successfully, as well as her dual diagnosis groups where she was considered a leader by other group members. She has maintained a stable living environment, and has begun establishing healthier family relationships. Even since completing dual diagnosis and mental health court, she has remained active in her AA recovery meetings and in tending to her physical and mental health. She recently gave up smoking and has a month since her last cigarette.”

Walk-in intake utilization in WFC stabilized and increased last month after two months of decline. During July, a total of 37 walk-in intakes were performed, filling most of the 52 available slots, for an average utilization rate for the month of 71.2 percent. This is up 16.1 percent from the utilization rate observed in June, once again rising above the point where performing intakes would be 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 slightly this month from 1 in June to 3 in July. All three of these clients scheduled and attended intake appointments at times that were convenient for them.

In order to see how many new children are coming to WFC, we are tracking the number of intakes performed for children and youth. The graph below will be shown for some months to reflect this growth. In addition to children and youth being seen by therapists in WFC, we now have case managers working with them as well.

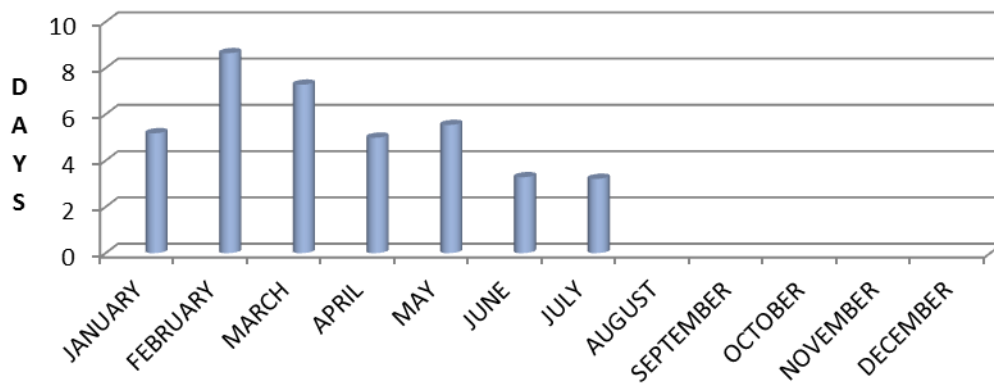


Wellness Recovery Clinic

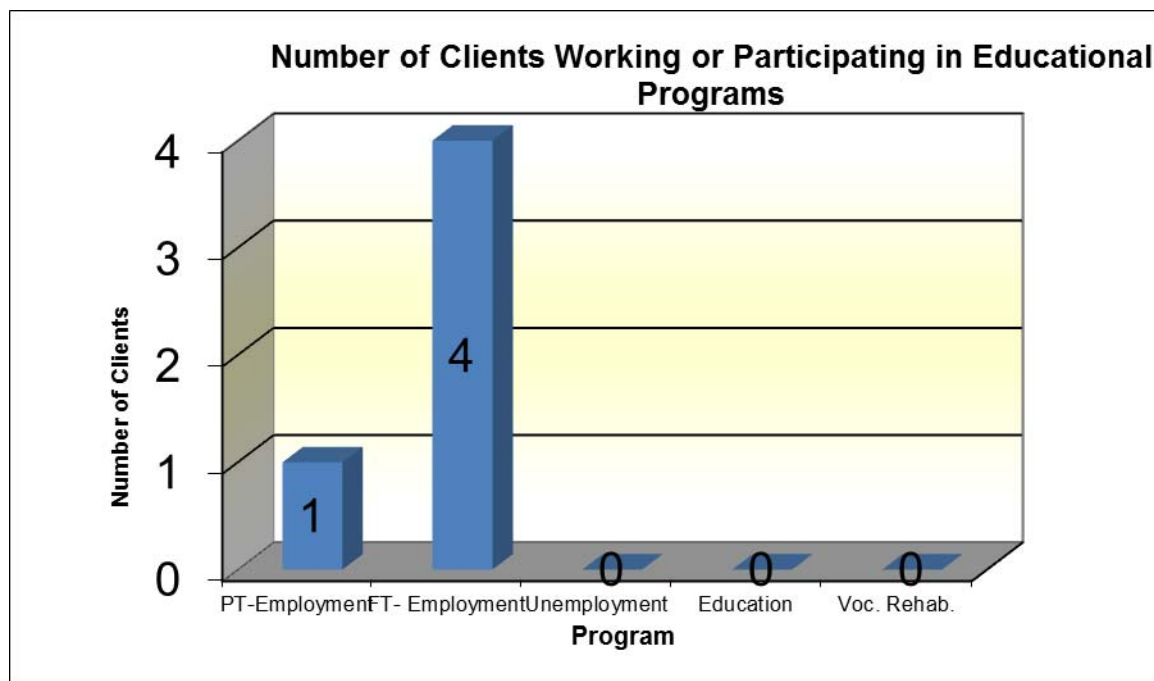
Average length of time (in days) between initial phone call and scheduled intake

The average time between initial phone call and intake in the WRC is shown below. The exact number for July was 3.21 days from first phone or walk in contact to first appointment.

WRC AVERAGE DAYS FROM CLIENT CALL TO CLIENT APPOINTMENT



Below is a chart describing how many clients are either working or obtained educational benefits in FY 2017:



Leadership/Allied Agency Participation/Initiatives/Success

This client, age 34 and unkempt originally began attending groups with his head lowered and only using his hands to motion he did not want to share in group. Within a couple of months, client began holding his head up and began to share about his children and their disabilities and his struggles with feeling lack of any worth. He spoke of not ever planning to get into a relationship again due to being betrayed and not wanting to experience that again. After some time, client began expressing more feelings and allowed himself to feel vulnerable. At the end of his time in the WRC, he had been working full-time for several months delivering pizza's and was in the process of looking for his own apartment to be fully independent again. He shared his sincere appreciation for the treatment he received and the unconditional love he felt. He showed great progress from the completely hopeless person to a person with not only hope but a drive to strive forward.

<u>Number of total unduplicated clients served last month:</u>	139
<u>Number of OQ/ YOOs administered:</u>	240
<u>%umber of unduplicated OQ/YOO:</u>	73%

Medical Department

Leadership/Allied Agency Participation/Initiatives/Successes

- Nurses center wide now have an encounter based billable standard similar to that of prescribers.
- There is an APRN (NP in Calf) from the Bay Area who has applied for our open position. She currently works in the correctional setting with adult mentally ill. She has talked to Ralf about salary and benefits and has found what we would offer acceptable. She will be traveling our here later this month to interview with us and look at the housing situation in Utah.
- With 2 doctors gone on vacation, it has really messed with everyone else’s productivity. It would be interesting to see if we could develop a “substitute” for when prescribers are gone to keep the clinics busy.

Psychological Testing/Interns/Form 20m

Leadership/Allied Agency Participation/Initiatives/Successes

The following are comments given by the exiting Psychology Interns. It is a credit to WMH staff center wide who assist in mentoring and supporting young professionals as they progress in their careers.

“I had a wonderful experience. The internship has great and caring staff. They are very professional, helpful and open.”

“You guys have been awesome, and I feel prepared to start my career. I’ll really miss being here, and I’d love the opportunity to come back someday.”

“Wasatch Mental Health was so professional and organized. Constructive feedback and praise for good work were always given! Wasatch Mental Health was so professional.”

“Timely and clear communication, didactics with practical application.”

“I had a wonderful experience. The internship has great and caring staff. They are very professional, helpful and open.”

- Psych Services had the reception window removed in their suite and are enjoying a more open atmosphere. This was initiated by a care team assistant who wanted a more inviting presentation for clients who enter the suite. We have gotten the following feedback on this from clients: "It looks so big, It seems so much more inviting.”

- It is so incredible to have most of Psych Services in the same location! (We did some minor construction to open the suite up) There is already a different, more cohesive feeling in the department. It is great to see Ashley and the externs when we walk through the suite. The interns are starting to home base in the suite which is also nice. Maintenance was unbelievably helpful in assisting us in dealing with the chaos and stress of the move. Our last big decision is what to put on that big blank wall that everyone sees when they first walk in.
- Jaime took the lead on discussing the Measuring Stick results and developing department goals. At the heart of Psych Services is a small core group of highly motivated, self directed, high achievers and high performers who really don't need to be managed because they manage themselves.
- July was a busy month at Psychological Assessment Services, with two weeks of orientation and testing training with our incoming intern group. This incoming group demonstrated a strong work ethic and good foundational understanding of test administration, and were able to learn several full test batteries utilized in youth neuropsychological evaluations, adult and youth ADHD evaluations, and additional measures during orientation. All full time psychologists in our department devoted extensive time and energy to this training process. During this same span of time, PAS experienced an expansion in the clinic, complete with construction and with most staff members moving into new spaces. We requested this move hoping that keeping our staff in close proximity would promote ease of access to materials, to supervision, and to consultation. Already, we have observed an increase in contact with the current intern group on a daily basis, as it is perceived as less burdensome to seek consultation and supervision from supervisors and psychologists who are only a few feet away. Our psychology resident and externs are now more incorporated into our department culture and group. This has also made it easier for staff to fill in for one another when someone is out due to vacation or illness, and we are excited to observe longer-term benefits to this transition.

As the dust settles both literally and figuratively from our department's recent expansion and from our recent transition between intern groups, we are preparing to look forward to our goals for the next fiscal and academic years, which overlap closely. We have reviewed the results of the WMH measuring stick and have identified the following goals to address in the upcoming year. We will maintain a standing agenda item for our staff meeting to ensure we continue attending to the goals:

1. Continue demonstrating excellence in evidence-based assessment practice by remaining current with relevant research. We will meet on a monthly basis to review journal articles applicable to our test batteries, assessment methods, and cases. As a bonus, we will be able to utilize these meetings to gain CEUs for licensure.
2. Improve communication with referents by consistently communicating with referents prior to and immediately following psychological evaluations with the intention of keeping them informed. Attend department staff meetings in the fall to introduce new staff center-wide to our department and clinical services.

Outside Providers/Mountainlands

Mountainlands was open 19 days in July
 #Appointments scheduled---80
 #Appointments Kept---51

#Appointments Canceled----7

#Appointments Failed---22

Kept New Client Appointments----9

#Scheduled Appointments per day---4.2

#Kept Appointments per day---2.7

Summary---July showed a distinct increase in the number of failed appointments (27.5% in July as compared to 18% in June or 14% in May) as well as a decrease in the number of appointments scheduled and kept per day. This could be directly related to the summer season as more people travel and engage in other activities with family and friends. Additionally, as staff go on vacations they are less likely to schedule appointments for their clients or assist them in attending. The number of appointments that were for follow-up visits versus for a new patient stayed relatively steady.

Care Team Services

Care Team Assistant name plates have been ordered for care team assistants. Clients will now have a staff name and the new title as they interact with front line staff.

Mitzi retired/resigned and is now gone. We are not going to replace her at this point in time. We are distributing her assigned tasks to other care team assistants to see how that goes for now.

We discussed the Measuring Stick results in staff meeting. It is challenging to have this kind of global feedback and have it translate to a specific department but the message that the feedback is heard was conveyed. This was followed by a fun discussion of department strengths, needs and goals. We came up with some goals that seemed to have some great buy in and enthusiasm to complete. It was fun to watch this creative process with a team.

Jail Contract

At the jail's request, we are moving Travis from a 3 hour to a 4 hour weekly clinic to compensate for vacation and holiday time that is missed during the year. We did this we Clint a while back and it has worked out well. This is much easier than trying to orchestrate "make up" clinics.

NAMI

Juergen Korbanka, Ph.D. presented to the NAMI Board in July.

Shiralee was trained in Peer to Peer class and is a certified mentor who can now teach this curriculum. She is putting together a Peer to Peer group here at WMH with Level 4 clients..

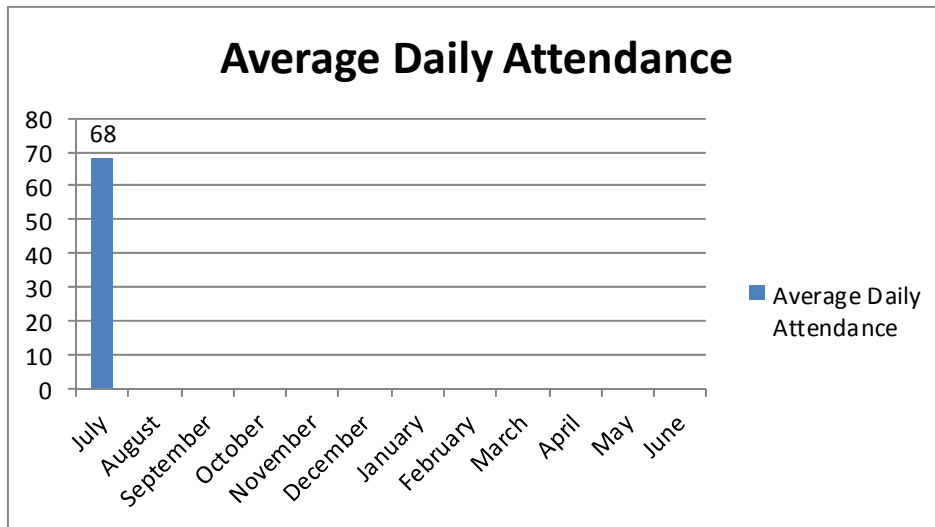
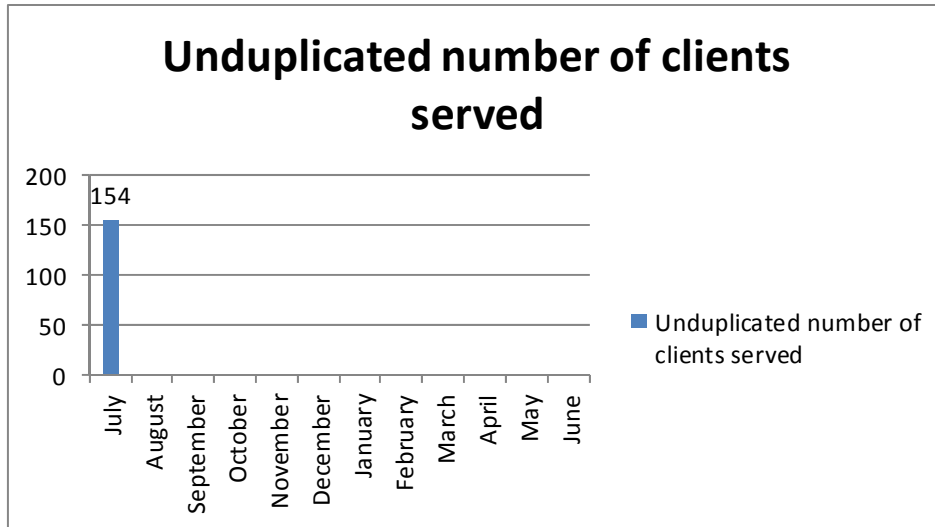
Family Connections group will be taught by a NAMI member at AFFC starting on Aug 24th.

Shiralee and another member of NAMI manned a NAMI booth at the WMH race. NAMI also did a donation for the race

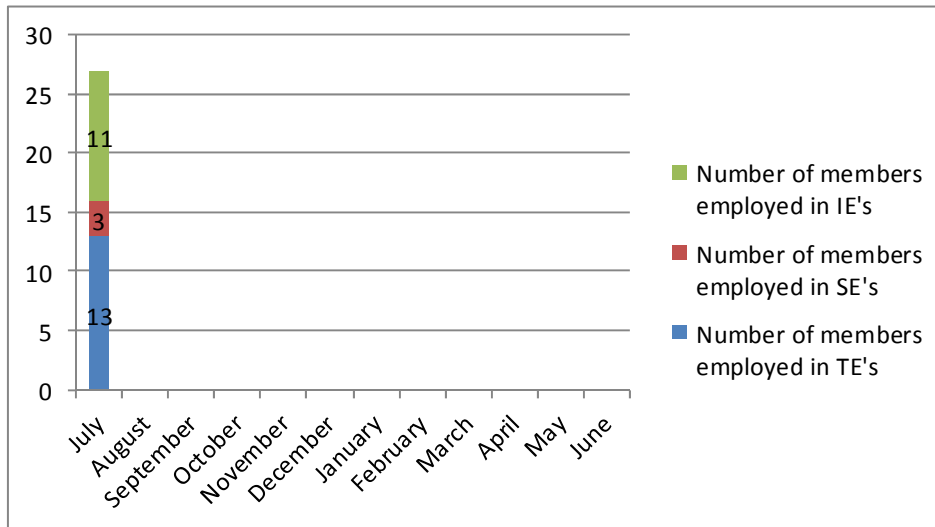
CIT

NuSkin has offered one of their training rooms for the November academy. This is exciting and would be a great "home base" for the academy. It would also be great to have this type of community partner for the program.

Wasatch House



EMPLOYMENT



Leadership/Allied Agency Participation/Initiatives/Success

The 2016 Wellness Race was held August 6, and by all accounts was a wonderful success. \$15,000 was raised through sponsorships and over 300 participants registered, which is more than the event has had in a number of years. A huge expression of thanks goes to Sue Leavitt, Lisa Schumacher and the many volunteers who helped make the race such a success.

A mother of one of our members who is on the Autism spectrum came in to express her appreciation for the difference Wasatch House has made in her son's life. When he first came to Wasatch House, he was very isolated and barely spoke a word or interacted with others. Over the course of several months that he has been a member, the mother indicated that he has improved in his social interaction and even tries to tell some jokes once in a while. This member has found a niche making and editing movies that are shown at our weekly House meeting.

Number of total unduplicated clients served last month: 154

Number of OQ/ YOQs administered: 34

Number of unduplicated clients who completed an OQ/YOQ: 28

WATCH/CABHI/JRI Program

Unduplicated number of clients served in the WATCH Program

The WATCH program served 107 unduplicated individuals in July. This statistic includes all CABHI and JRI clients.

Leadership/Allied Agency Participation/Initiatives/Successes

4 members of the CABHI team attended the National Conference to End Homelessness in Washington DC. The conference provided an opportunity to hear from various advocates and service providers on strategies and programmatic successes as well as national policymakers such as Sylvia Burwell and Shaun Donovan from the Obama Administration. One of the highlights was the Capitol Hill day where we were able to visit Congressman Chaffetz office and spend 20 minutes with a staffer advocating for bills related to homelessness and mental health as well as share success stories from the CABHI program and the Housing First initiative. It was gratifying to see the 'A-Ha' moment from the staffer as we educated her about the outcomes of the Housing First model. A staffer from Chaffetz office attended a site visit of several Housing First operations in SLC recently, possibly as a result of our visit.

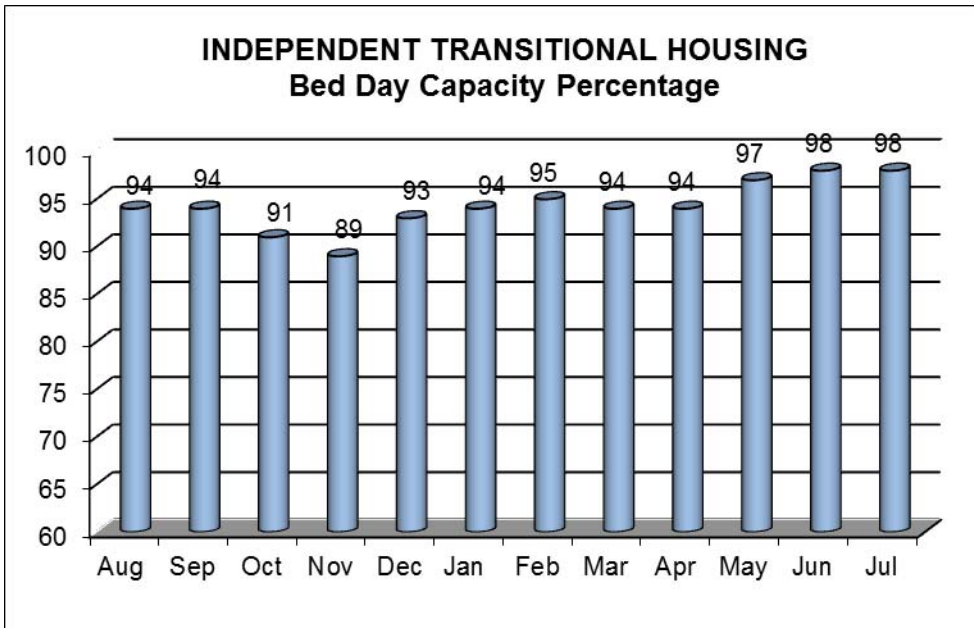
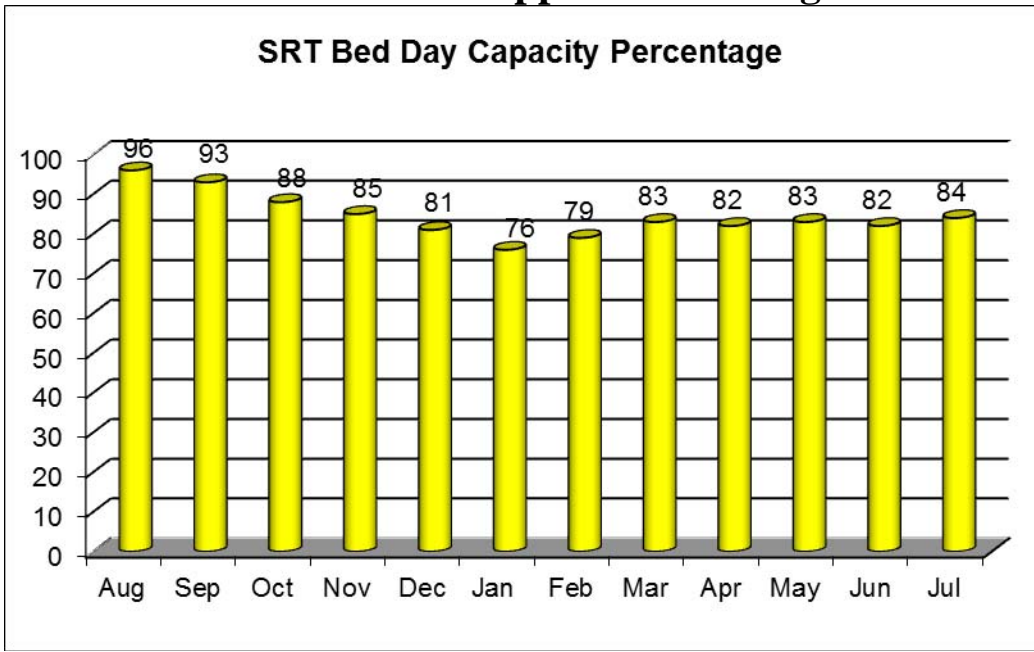
Financial Report

In the month of July, \$1948 was spent in EMERGENCY SHELTER. In FY17, we have spent a total of \$1948 to house 5 unduplicated individuals for 40 nights of safe and secure shelter. The average length of stay is 8 nights per person. We have expended 5.9 percent of funds for 8.3 percent of the year.

Number of unduplicated clients who completed an OQ/YOQ:

34 of 107 clients served completed an OQ in July. 31 percent of clients served completed an OQ with each client completing an average of 1.4 OQ's.

Supported Housing Services



Note: this is all of housing; including duplex, Yarrow, Mapleview and Payson independent.

Leadership/Allied Agency Participation/Initiatives/Success

We have worked with a client in Supported Housing who lives in the community and has been very difficult to work with. He has a serious psychotic disorder and has had many calls to crisis and nonsensical calls to local police. He would also tax his local LDS ward for social support or transportation or other odd support. He was very paranoid and psychotic and was not medication compliant. He would often call to report his medication was stolen. We tried a weekly pillbox to no avail. The treatment team suggested a daily medication drop to his home. The nurses got on board and pack daily medications and Ned, the case manager delivers daily medications to him. This client has done much better and the calls to neighbors, police and crisis have all but stopped. He is more reasonable and easier to work with. The quality of his life has improved as his illness is much more under control.

We have a lot of success in the community in working with a dental office called “Half Price Dental”. They have been able to get clients in on short notice and have done some excellent work for clients at a cheaper rate than most dental offices. They have also been gracious in working out payment plans for clients who can’t pay all up front. An interesting note is that this office has offered to have approximately 30 volunteers come to the Wellness Race in August. It is great to have a good relationship with a community partner.

Number of OQ/ YOQs administered: 92

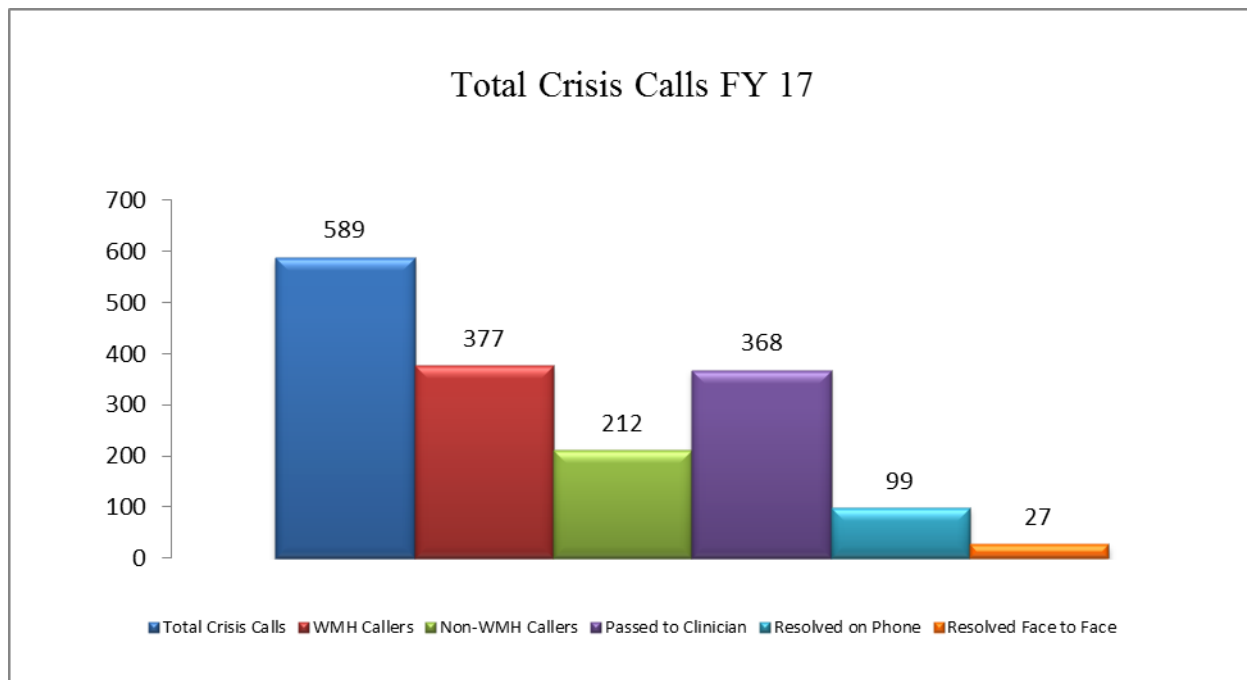
Number of unduplicated clients who completed an OQ/YOQ: 50

Number of total unduplicated clients served last month: 136

CRISIS SERVICES

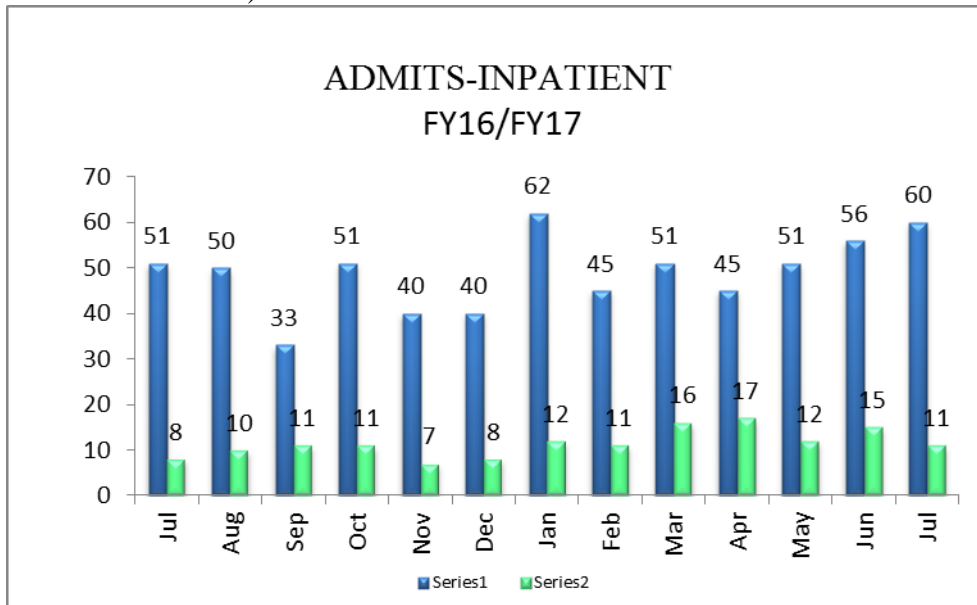
Crisis Calls

The following graph represents the total break down of Crisis calls received thus far for fiscal year 2017

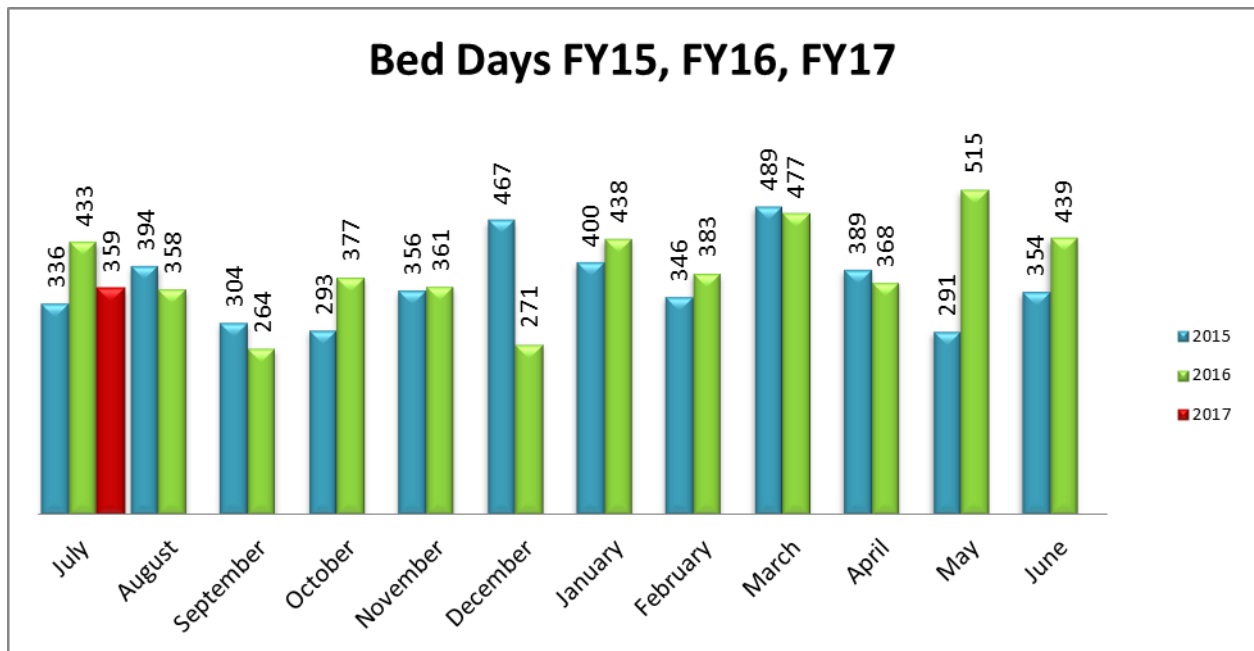


Inpatient Psychiatry

Following graph represents Adult and Youth clients admitted to inpatient psychiatric units for the last 24 months. (FY2016 to current FY2017)



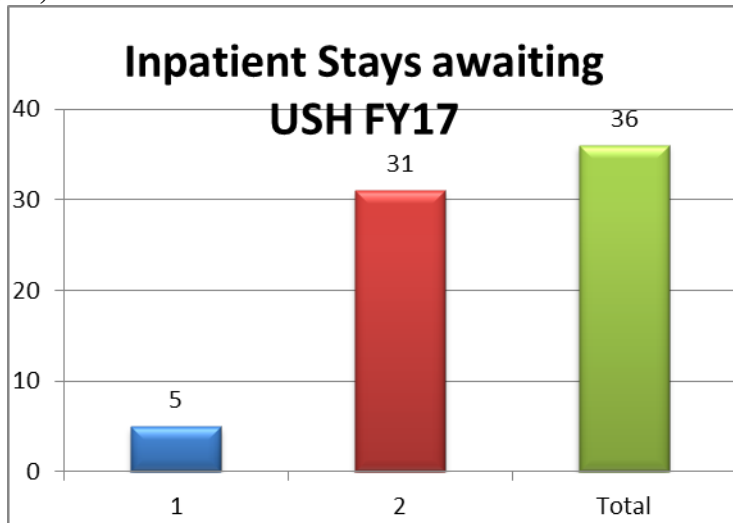
The following graph illustrates the total number of inpatient psychiatric bed days used for WMH clients during each month of the last two fiscal years and FY 2017. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however we are accruing the worst case scenario.



Inpatient stays waiting for USH Hospital bed placement

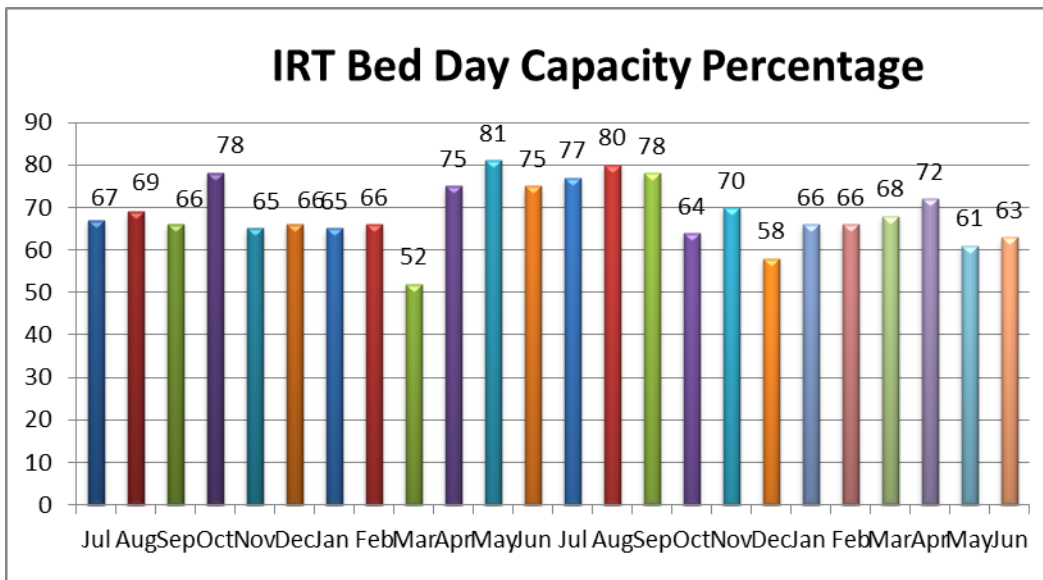
The following graph represents those waiting for admission to the Utah State Hospital. The numbers on the bottom of the graphs represent each individual who waited for USH placement. In 2012, WMH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total**

cumulative cost to WMH since 2012 is approximately \$3,498,036. Total cost for FY 17 thus far is \$39,600.



Intensive Residential Treatment

IRT - The following graph illustrates the bed day capacity percentages from FY15 to FY16 at Intensive Residential Treatment (IRT)



Number of total unduplicated clients served for IRT FY16: = 17

Leadership/Allied Agency Participation/Initiatives/Success

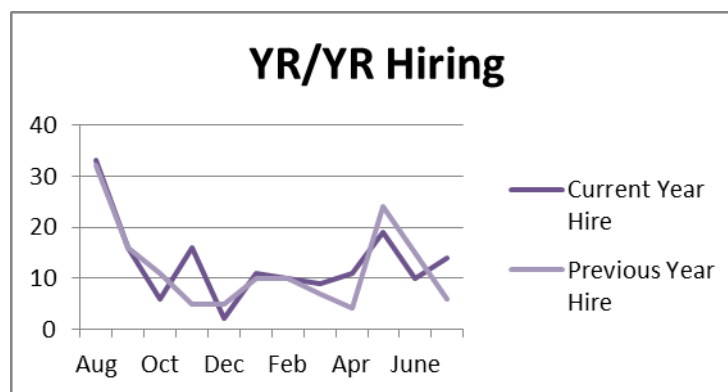
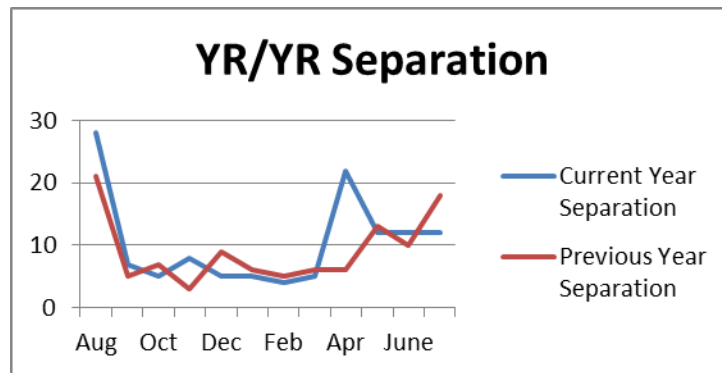
There is a lady that WMH and Provo PD have been working with on and off for a few years. She is a lady where the Provo Police department asked us to get involved with a couple of years ago. We have had periodic contact with her based on what she would allow us to do for her. Her needs have varied greatly as have her

calls to crisis services. Our initial goal was to alleviate the unnecessary delusional calls to 911. Initially it felt like all we were doing was building rapport with her and we were not sure where we stood with her since she would not engage in services at WMH. In June she called asking for crisis services to assist her in going to her doctor because someone had "implanted a meth tank" in her abdomen. We took her to the ER and discovered that she had a lot of physical health problems. After being in the hospital for a week we assisted in her discharge and return to her apartment to make sure she had everything she needed. For the past couple of months we have continued to track her weekly. We assisted her with getting her meds set-up in a pillbox and giving her support in her apartment with grocery shopping and some basic assistance with keeping her apartment clean. We have also followed up with getting her verifications for Medicaid which the hospital assisted her in applying for. She has some active delusions about the government and interactions with internal stimuli. She finally seems to trust us and now that she has Medicaid we can hopefully get her in to see one of our doctors and get her on some psych meds to help her manage her mental health. She is quite delusional still, but the FAST team has been able to build trust with her in a way no other health care provider has been able to do. In the process she has not been exhausting the local police and EMS resources with unnecessary calls.

Human Resources Briefing Report

Staffing

The total turnover rate was 2.8%, and annualized WMH is running at 29% overall. As expected, July and August are very busy for hiring and separation activity. Avg time to hire = 42 days.



Turnover Metrics

Monthly turnover rate for full-time benefited employees = 3.4%, for part-time employees = 2% (70% of total separations) and is typically driven by newer part time employees who are early in their professional or educational career. The spike in July FT separations was driven by 5 psych interns ending their internship.

