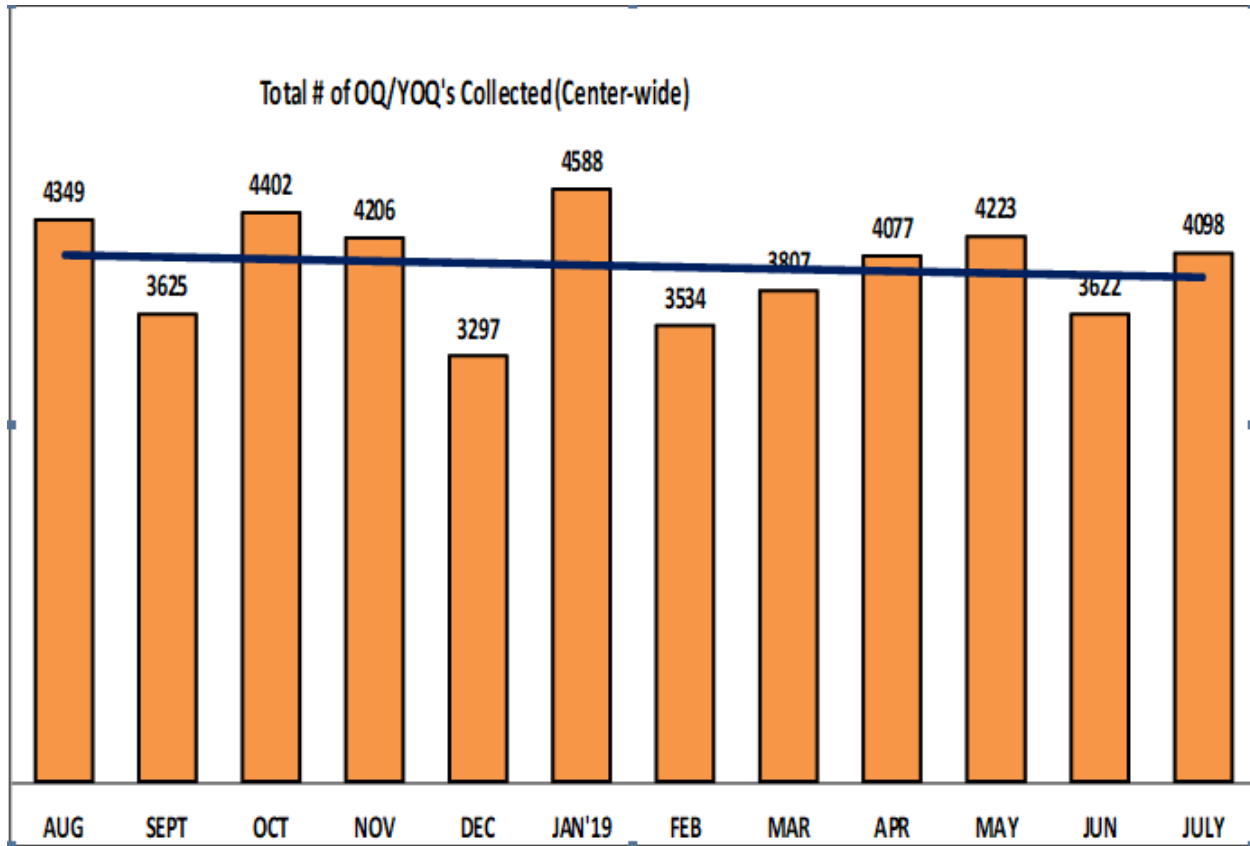


Wasatch Mental Health Monthly Briefing Report August 2019

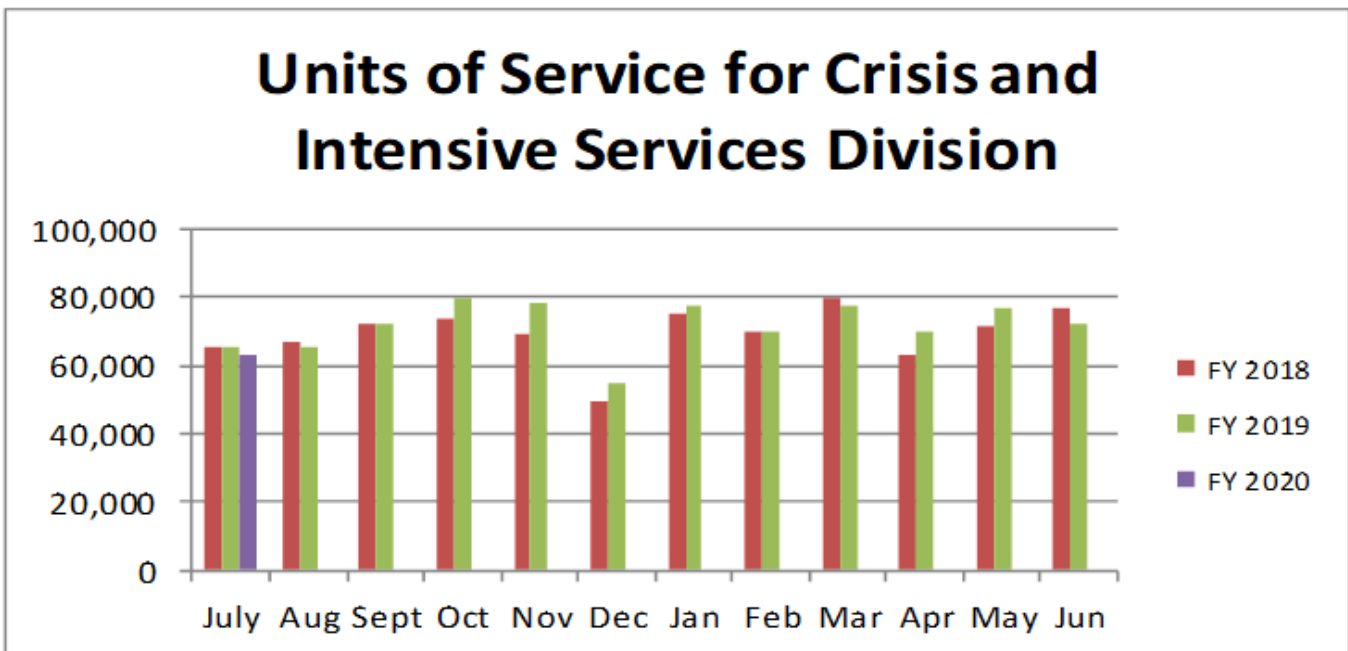
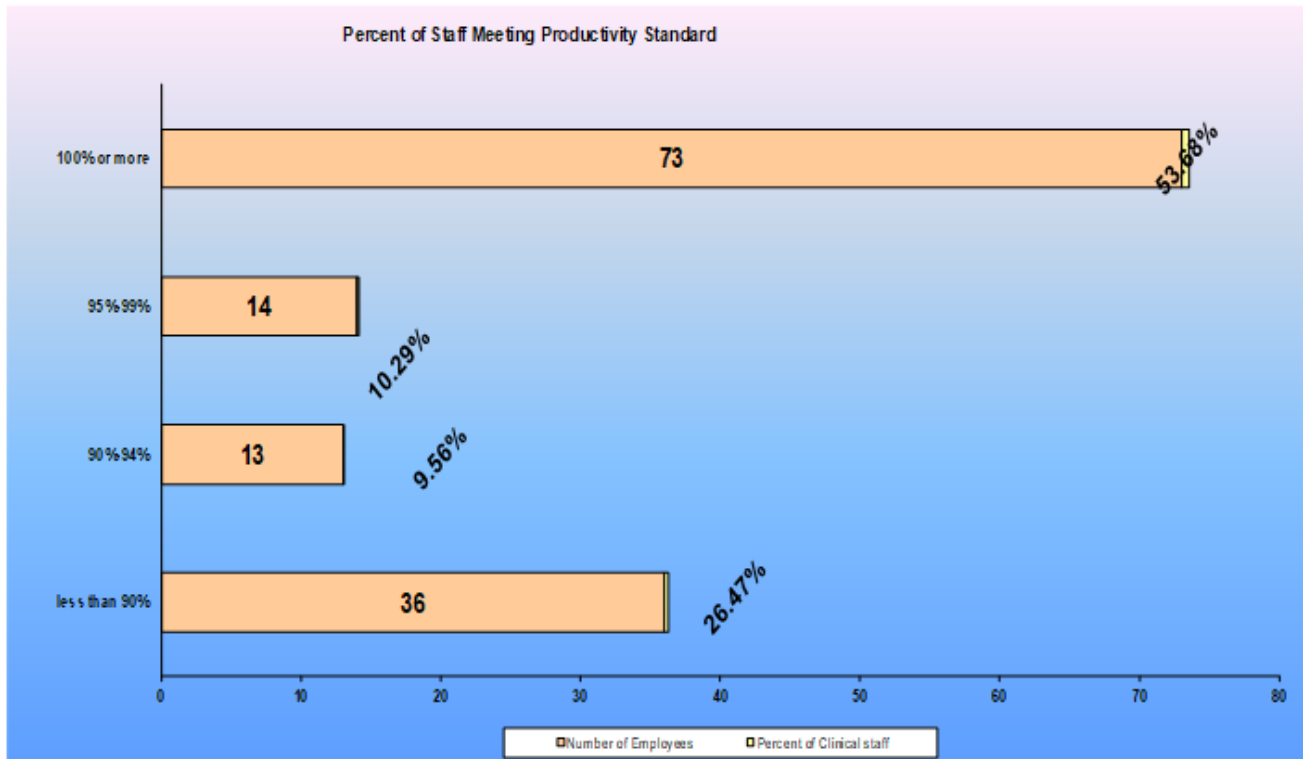
Recently, we held our Authority Board Working Days. We appreciated the Authority Board dedicating time to learn more about the unique services and challenges WMH faces. We discussed a wide range of topics including applicable laws related to mental health civil commitment, the newly formed Mobile Crisis Outreach Team, Employee Engagement, the history of the mental health system in Utah, and strategic planning. We also provided an experiential training component conducting the “voices” training with the Authority Board members.

As the end of the calendar year nears, the Medicaid Expansion population is slated to move to a capitated service model under the ACOs. This has kept us busy with reviewing and negotiating contracts. Most recently some uniformity in the credentialing process with the ACOs is emerging. It looks like at least the credentialing process can be successfully completed by the December 31st deadline.

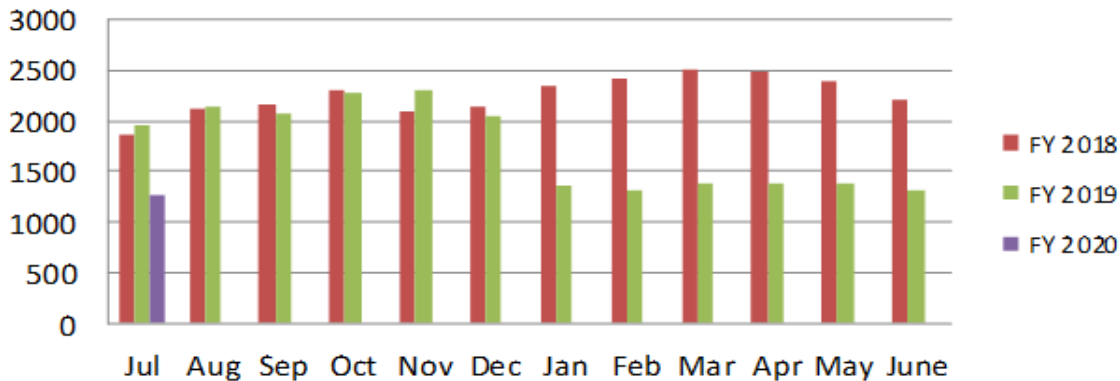
Following is a graph of the YOQ data collection throughout the agency:



Crisis and Intensive Services Division



Unduplicated Count Clients Served Crisis & Intensive Services Division



Please note: In January 2019, we re-aligned our services division resulting in a redistribution of client case loads.

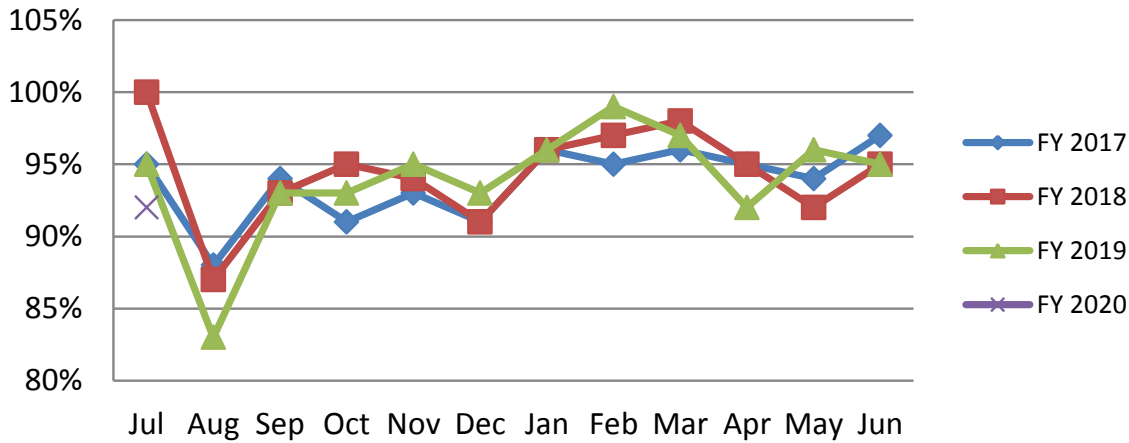
Highlights

- Staff was busy with multiple intakes for the Grandfamilies session that started July 11. This session consists of eight families; 14 adults, 5 teens and 5 children. We have a family traveling in from Holden (near Delta) and a 24 year old female caring for her 16 year old sister (and petitioning for guardianship of her).
- We received clothing donations from OshKosh B’gosh and Carter’s and book bags from a grandmother of the Grandfamilies program.
- We have completed three Youth Mental Health First Aid trainings which included staff from Aspire, XCEL, Stride, CY FAST and the CTA pool.
- Catherine Johnson was video interviewed by United Way for the Everyday Strong initiative.

July Unduplicated Clients served in Family and Specialty clinics:

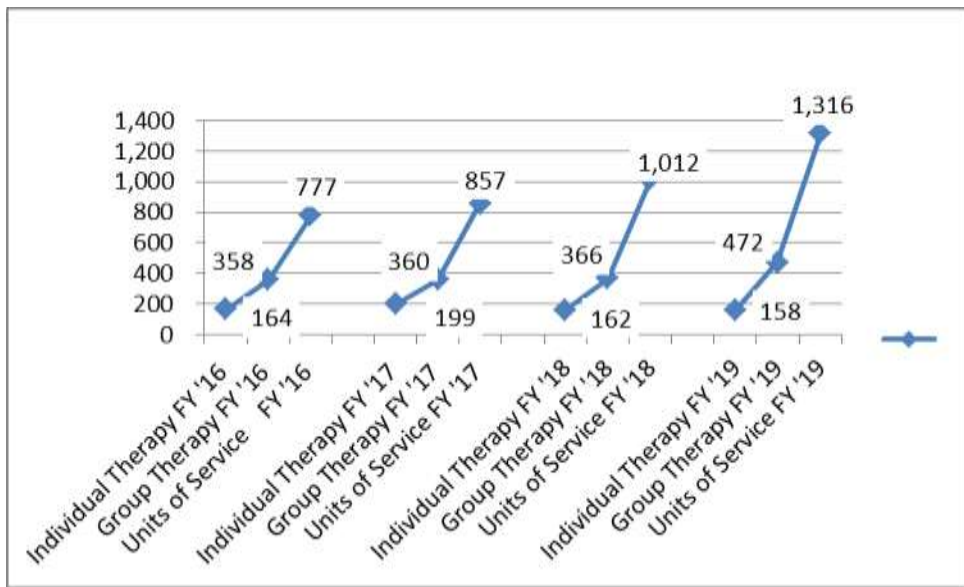
Clinic	Adults	Youth	Total
PFC	130	523	653
Payson	238	178	416
AFFC	364	434	798
WCFC	138	38	176
WFC	754	40	794
Med Services	1151	236	1387
Psych Services	54	73	127
Crisis	99	10	109

Total Capacity Use Crisis & Intensive Services Division

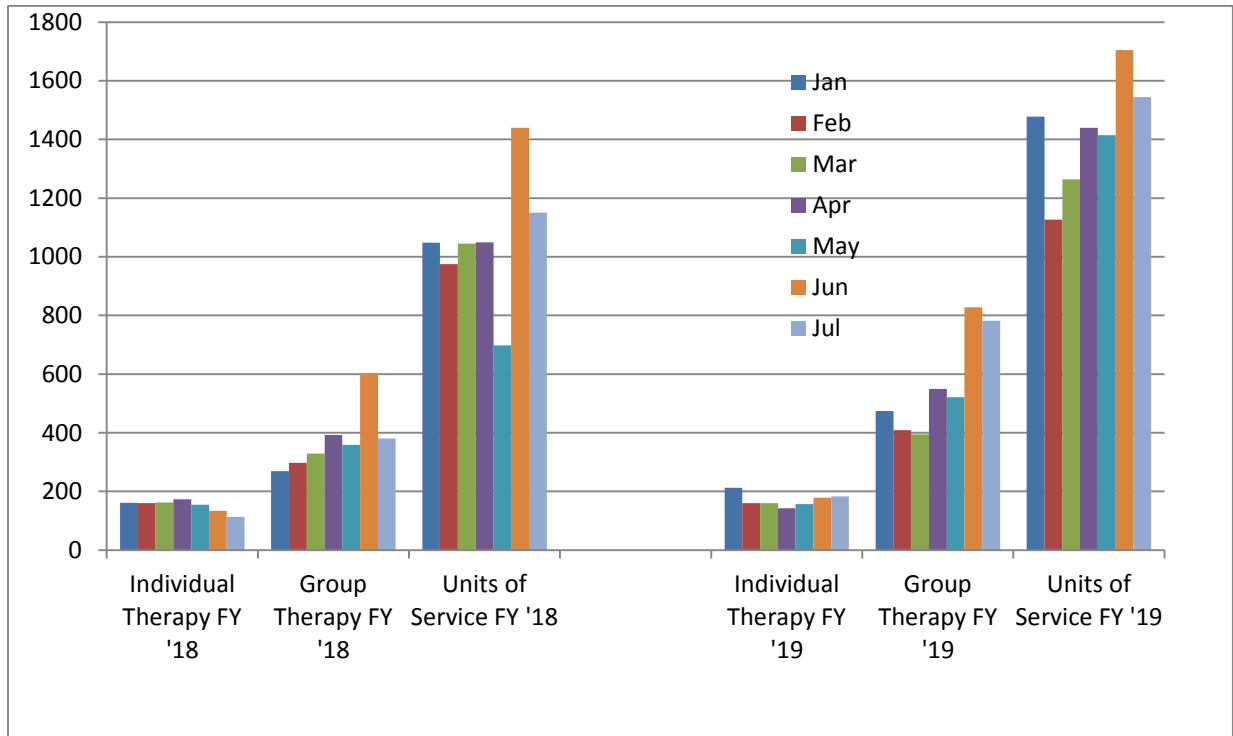


New Vista Youth Services

JULY REPORT: June was the last month of the fiscal year. As you can see in the graphs below FY'19 was the best year for services provided since we have kept records. Our therapists have been working at 119% productivity in the month of July up from 114% in June.

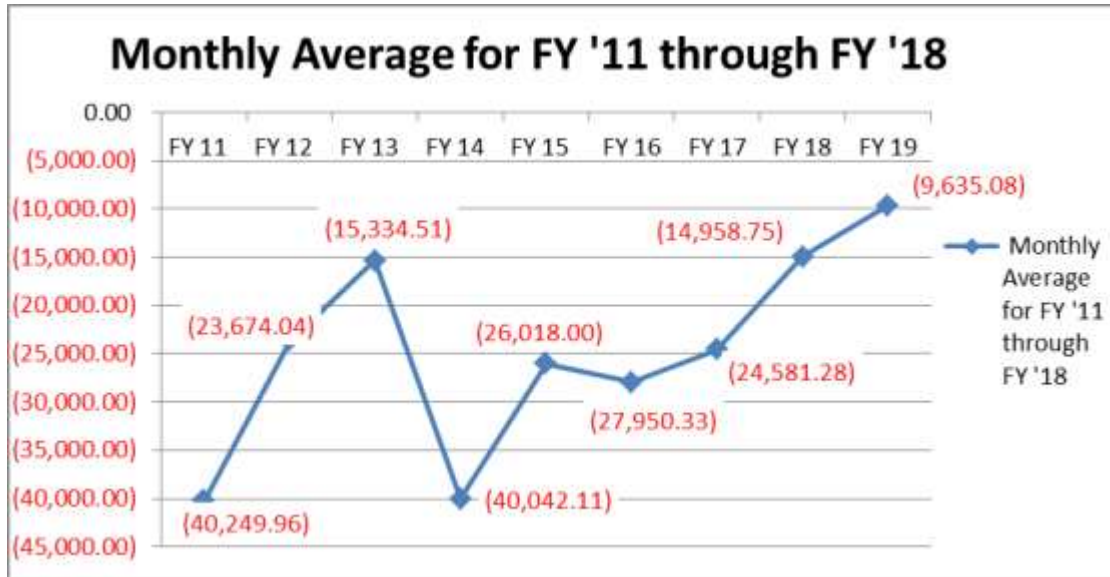


Last year we had the best financial year up to that point. FY'19 ended as the best financial year we at New Vista has ever had. This is reflected in services provided each month and each year. This is a result for the hard work of the clinical team.

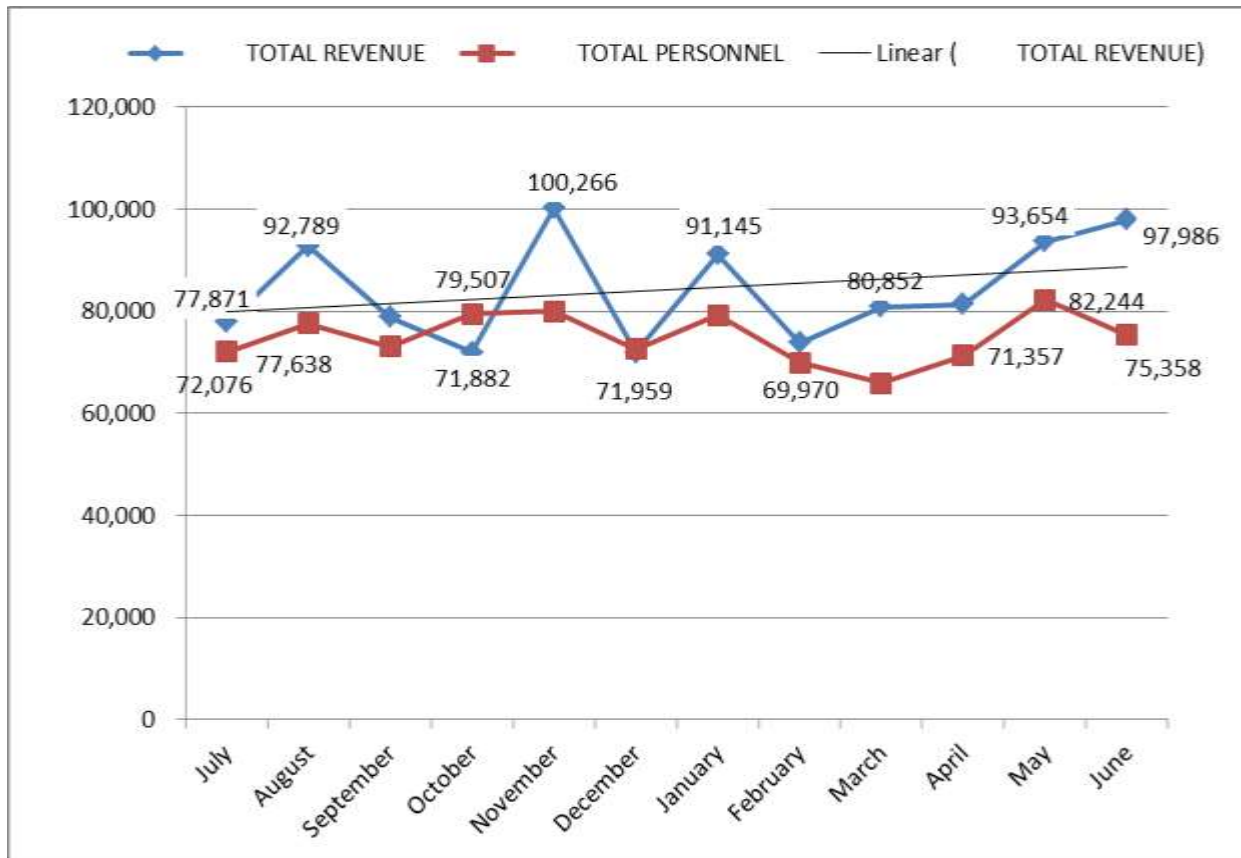


New Vista Financial Report

Our year end financial report is looking good. Last year we were \$10,000+ better than the previous year. Since FY'14 we have shown steady improvement.



This chart is included because it shows that we generate enough revenue to pay for our personnel costs. We were able to decrease our personnel costs for June. The farther apart these two numbers get the better the financial picture for that month, if the personnel costs are below the total revenue. This is seen as a positive indicator.

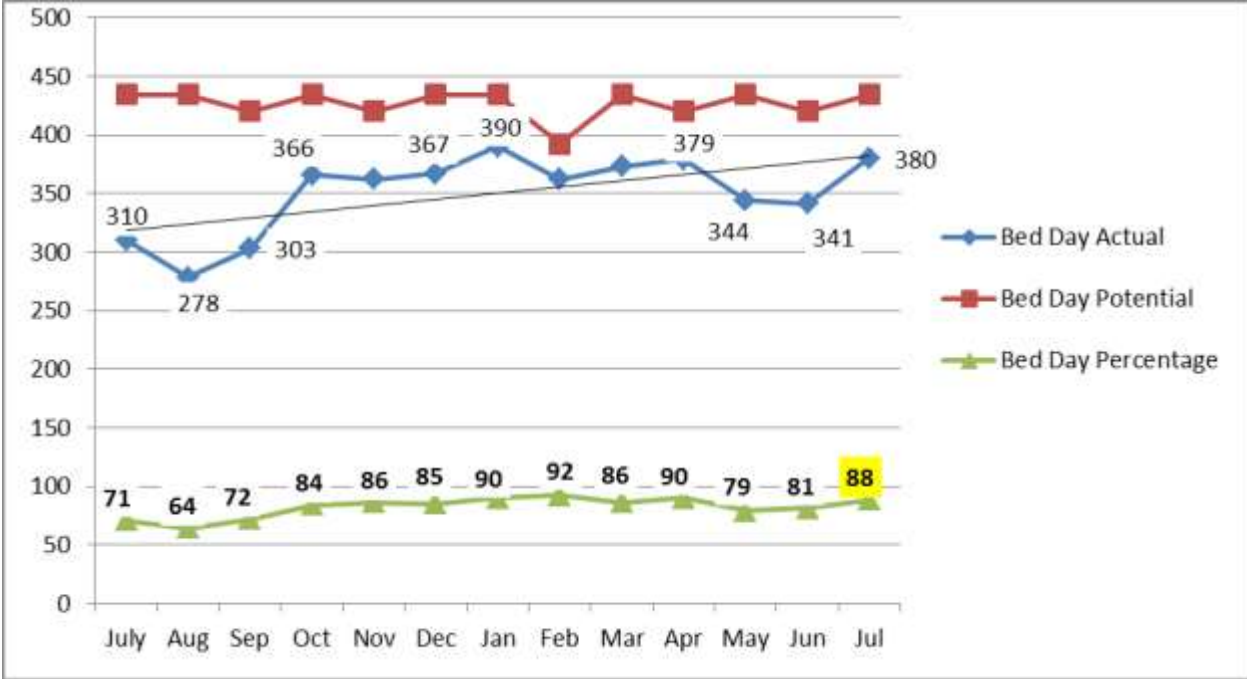


Highlights:

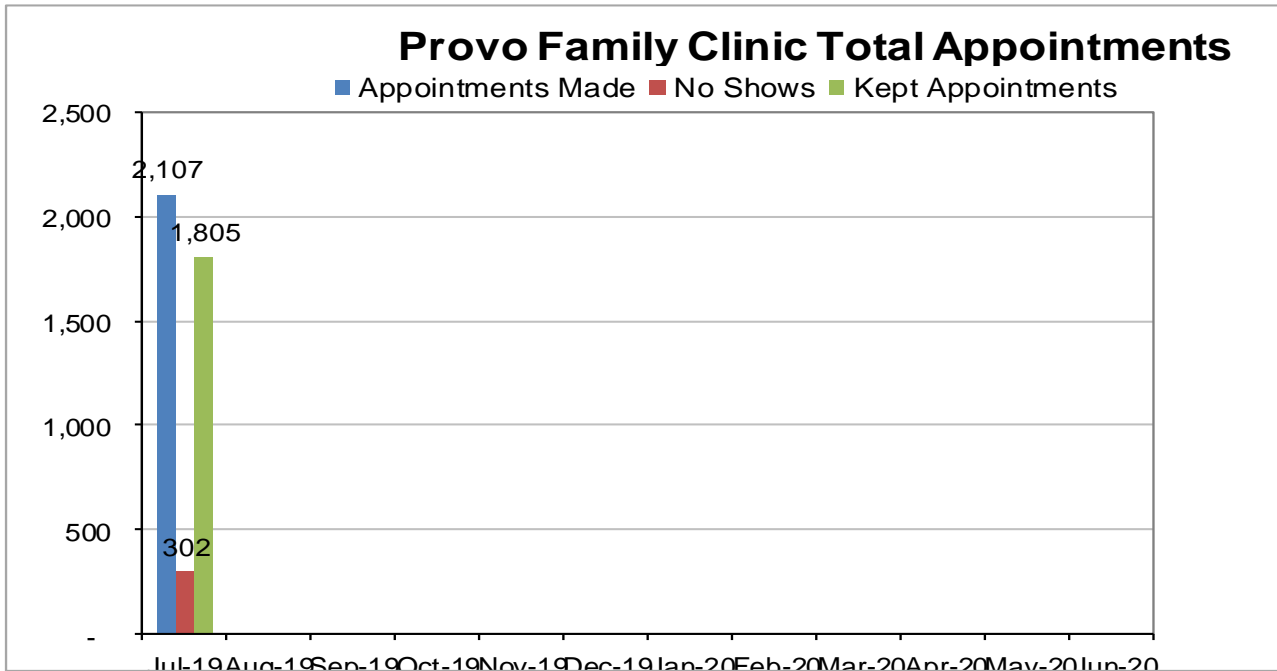
- In the New Vista YSD group’s we focus on building and maintaining healthy relationships. The youth have focused this past month on personal talents. New Vista has a summer end talent show that all youth look forward to all year long. They present personal talents as well as work in a team with peers to do talents that enhance each others strengths or interests. This is a self esteem building group that they walk away from feeling proud of themselves as well as their peers for the hard work they have achieved. This group also develops positive healthy relationships among peers
- The youth has continued to work on their own personal trauma narrative plays with the therapists at New Vista. The youth present these narratives to the parents during parent group and Impact group. These narratives are about their own personal past and trauma that they have experienced in their young lives. It gives the youth an opportunity to gain empathy for one another, build trust with each other and work through their trauma in a productive manner

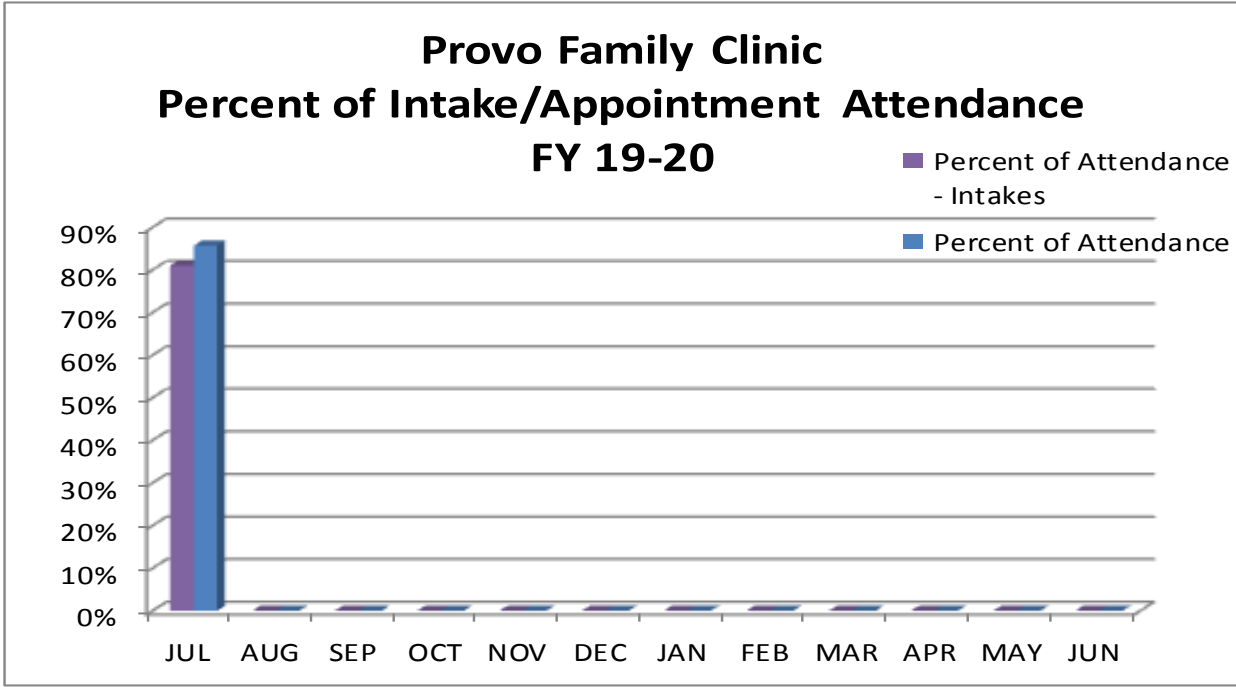
Aspire Academy

JULY REPORT: Our bed occupancy for June was at 88%. We had three admissions and one discharge. Our discharged young woman had been with us for 13 months. Our financial picture was slightly down in April but our year to date occupancy percentage is about 82% which is on course for the best year long average we've ever had. It was up a couple of percentage points from last month. We have been given our accreditation dates from CARF. We will have one surveyor come from August 21 through August 23.



Provo Family Clinic





Outside Meetings and Presentation Times

Elizabeth Feil:

TBRI staff training 8.0 hours

Scott

DCFS placement meetings 4.0 hours

CJC Advisory Board 1.5 hours

Walden School Contract Meeting 1.0 hours

Financial Status/Executive Director Information

Through **June 30, 2019** PFC’s budget shows a loss of: (\$21,791.36)

Stride and XCEL - Partial Day Treatment Programs

Total Stride unduplicated clients served this month: 64

Stride Program Discharges:

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

*Stride and Xcel completed 86% of group notes within 24 hours.

Total Xcel unduplicated clients served this month: 51

Financial Status

Through **June 30, 2019**, Stride’s budget shows a profit of: \$42,974

Through **June 30, 2019**, XCEL’s budget shows a loss of: (\$30,265)

GIANT Steps

Highlights & Program Updates

- Giant Steps ran 4 summer program classrooms. (One more than last year, in order to increase services during the summer months.)
- The Giant Steps waiting list currently includes 172 children, 39 of which have Medicaid insurance.

Community Involvement

- Attended the Mountainland Headstart Advisory Board Meeting
- Attended WMH Youth Advisory Board meeting (monthly)
- Participated in the Family Fun Fair and Wellness Race

Billable Units of Service

Current Month – 12,762 units of service were provided to Giant Steps clients/families.

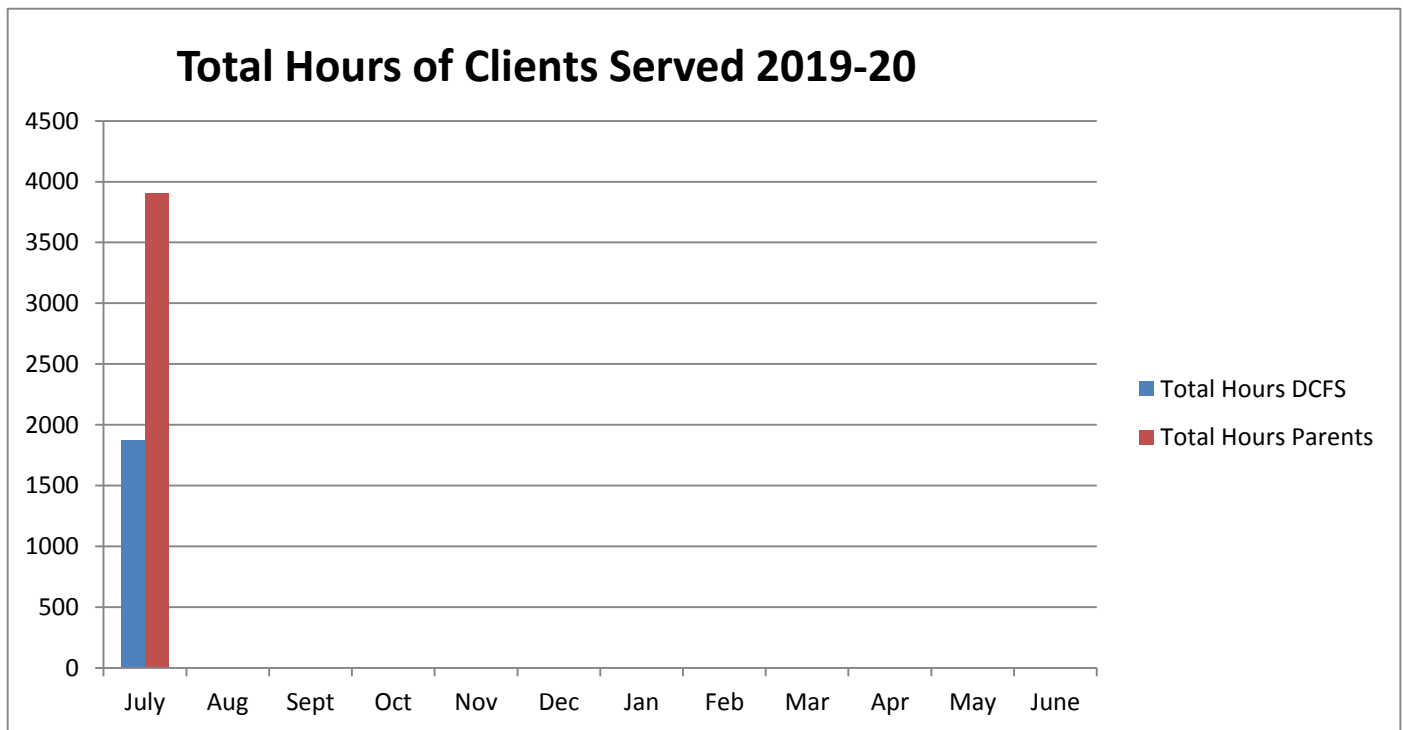
Last Year Comparison – 6,693 units of service were provided in the same month last year.

Financial Information

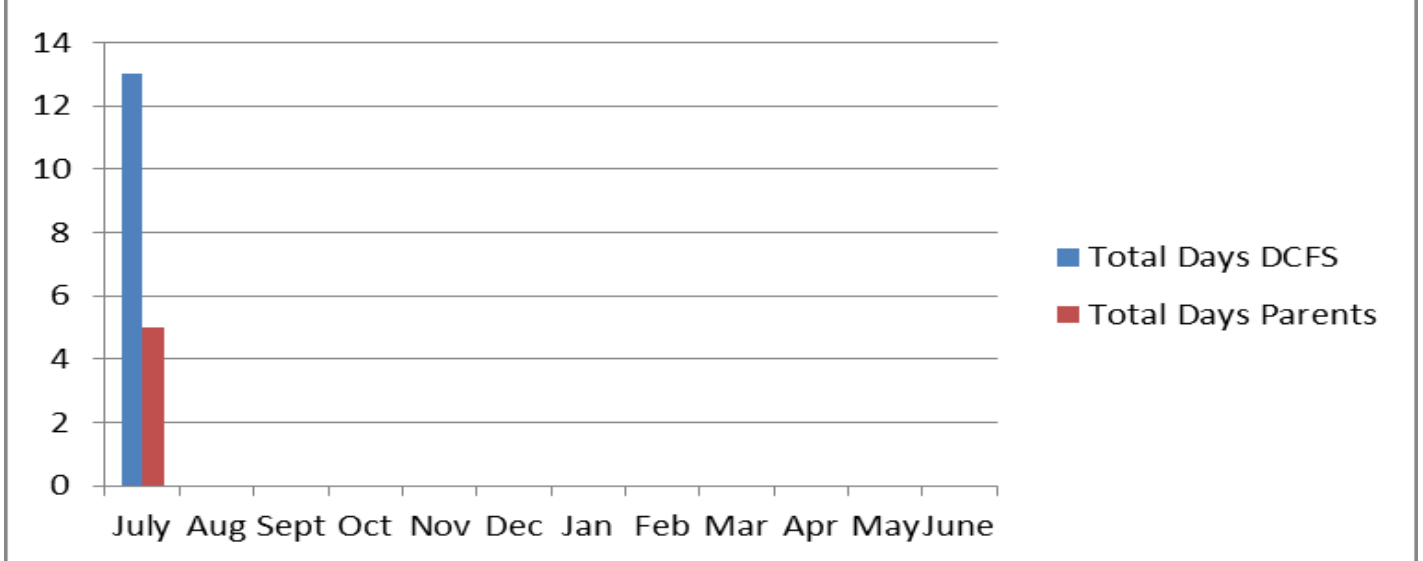
Fiscal Year-to-Date Income Gain (Loss)* – (\$155,639.30)

*As of 6/30/2019

Vantage Point



Average Length of Stay 2019-20



Remodel Update:

This past month we finally started construction on our building. Things have not gone smooth, but the staff, as well as, our supports on the campus has been doing their best to help our kids remain stable and feel safe. Any disruption can cause distress to traumatized people. The staff has been working so hard to adjust to not having a building to go back to. Playing checkers on a campus of limited work space has been a challenge at times as well as not having a home base.

The sewer lines are replaced but it is taking quite some time for the concrete to cure and be ok and cleared with moisture testing. Much of the rest of the kitchen is still not complete or started.

We have asked for a variance with Licensing as well as another extension.

CY-FAST / Respite

A youth had been struggling to be stable at home despite visits to the home from WMH workers multiple times per week. The youth continued to disclose self-harm ideation and with cooperation of parent the youth was admitted inpatient. DCFS had been involved with the family, but the youth had not been placed into custody. The inpatient hospital recommended residential care due to her acuity, which made the parents anxious. Through support and collaboration, the youth was able to avoid going into DCFS custody and was admitted to the Utah State Hospital. The parents have been supportive of this placement and the youth is making progress.

A youth came to the Recovery Outreach Center as a referral from his school in May '19. The youth has been participating in in-home family therapy. The parent was so pleased with her son's results that she requested the sibling be opened to services as well. Both are making progress and parent is feeling more hopeful about managing behaviors and anxiety in the home.

Early Psychosis (PREP)

Program Overview		
	PREP	CHR
Total # of clients:	43	12
Adults (over 18)	38	9
Adolescent clients (16-18 yo)	4	3
Youth Clients (under 16)	1	5
Funding sources:		
PCN/None	4	3
Medicaid	5	7
Medicare	1	0
Expanded Medicaid	13	1
Private Insurance	19	6
Private Pay	1	0
Involved in work	21	
% involved at work	49%	
Involved at school		
% involved at school		

Success Story:

We have been making an increased effort to coordinate with crisis services and inpatient hospitals to coordinate care for individuals needing a higher level of care. Our team has been actively involved with all of the inpatient units in the County this month working with several clients; some who are currently clients of ours and others that are potential clients.

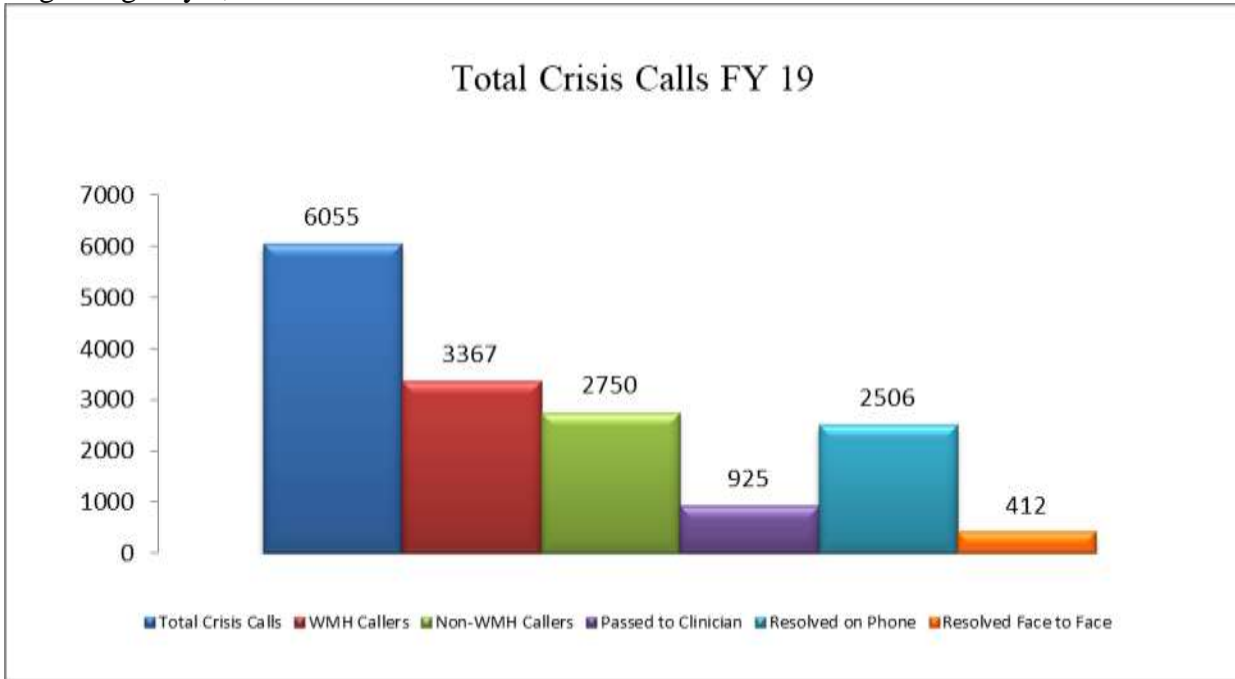
In addition, several efforts have been made this month to increase public awareness and provide information about resources for treatment for individuals experiencing their first episode of psychosis (or those at high risk of developing psychosis). One of these efforts included an interview with Maria Schilaos at KSL for the *Healthy Mind Matters* segment (and subsequent podcast). The interview was conducted in partnership with the other PREP Teams in the State (Davis Behavioral Health and Weber Human Services). It addressed aspects of early psychosis including the need for early intervention, treatment options, and ways to reach out for support. Our interview on Healthy Mind Matters aired on 07/21/19 and is now available for download via their podcast.

The PREP Team has been working with an adult client for a while now who has been unable to get on Medicaid. His parents had helped him apply three times in the past. The case manager helped him apply for the Medicaid expansion and the SNAPS program. He was recently approved for both programs! His parents are thrilled because he will be able to receive better treatment and hopefully learn some skills to become more independent.

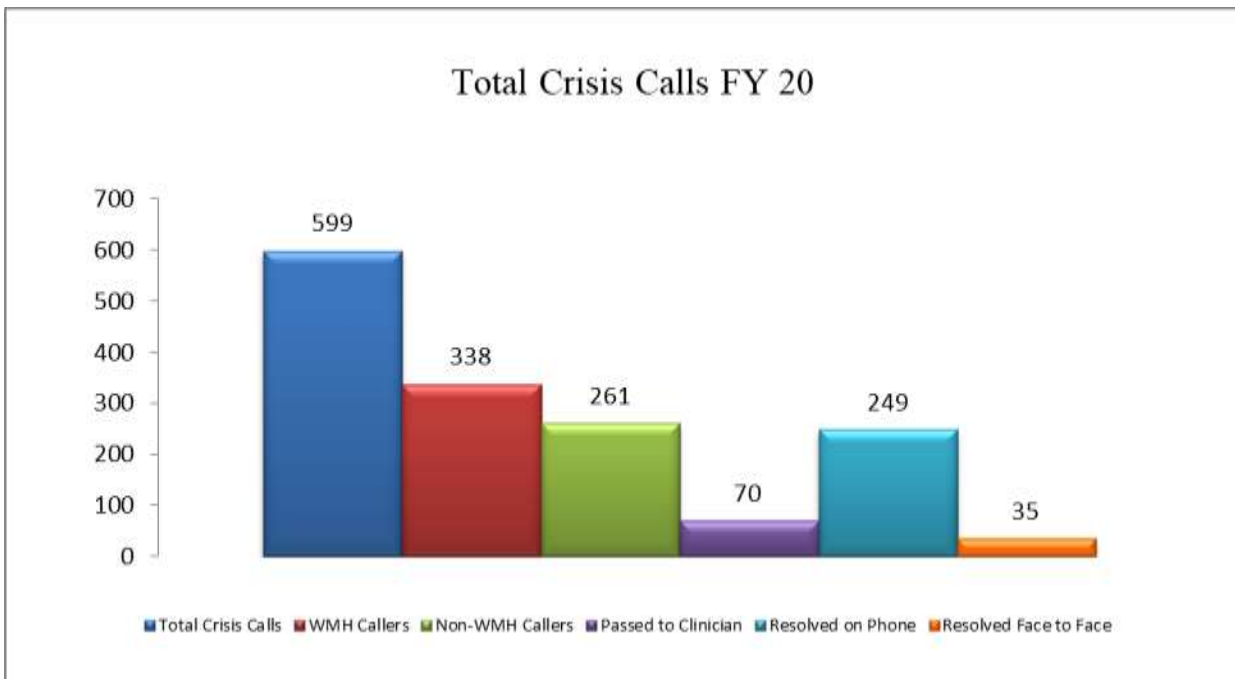
The PREP Team has been working with an adult client for a few months and has felt like this client hasn't made any progress. Therapy doesn't seem to help at all and his mother is often frustrated with his behavior. The case manager and therapist have sat down with the client multiple times to help him work on how he treats his family. Recently, when out in the community looking for housing options away from home, Mom told the team that her son had been angry with her as usual when she had dropped him off at work the day before. When she got home she had a text from him saying that he's sorry about how he treated her and thanked her for helping him get to work. She told us that he had never done something like that and it really meant a lot to her. We couldn't see progress at the time, but progress is being made.

CRISIS SERVICES

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

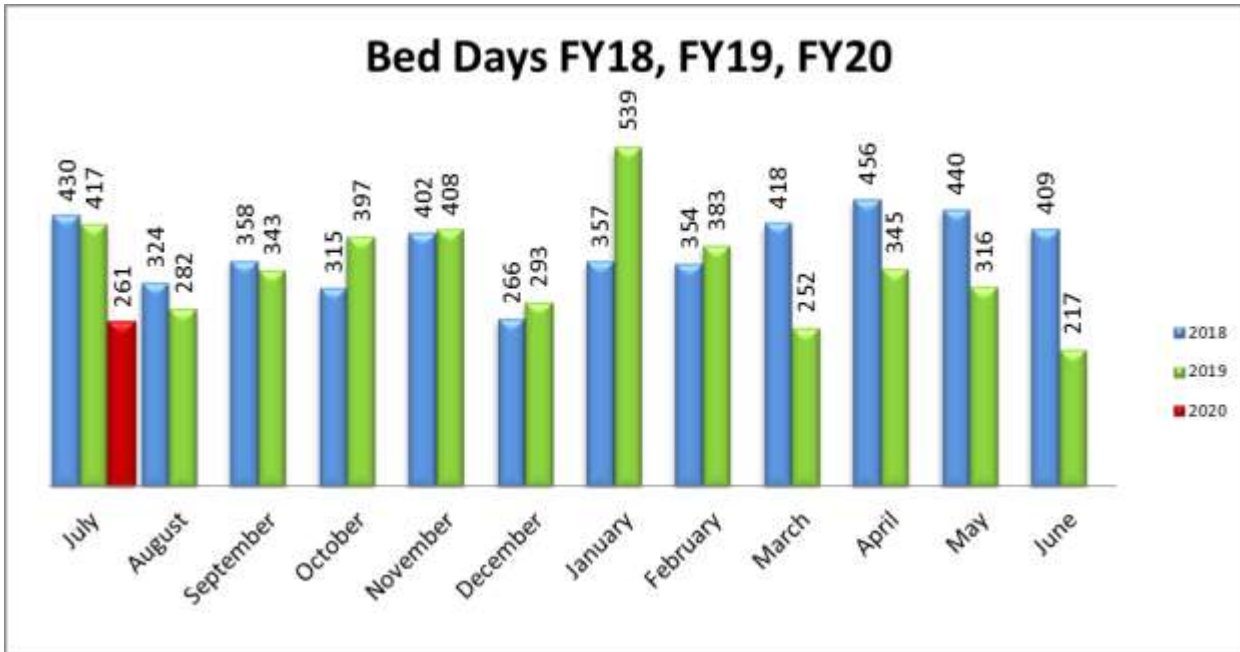


The following graph represents the total break down of Crisis calls received thus far for fiscal year 2020 Beginning July 1, 2019 to Present.



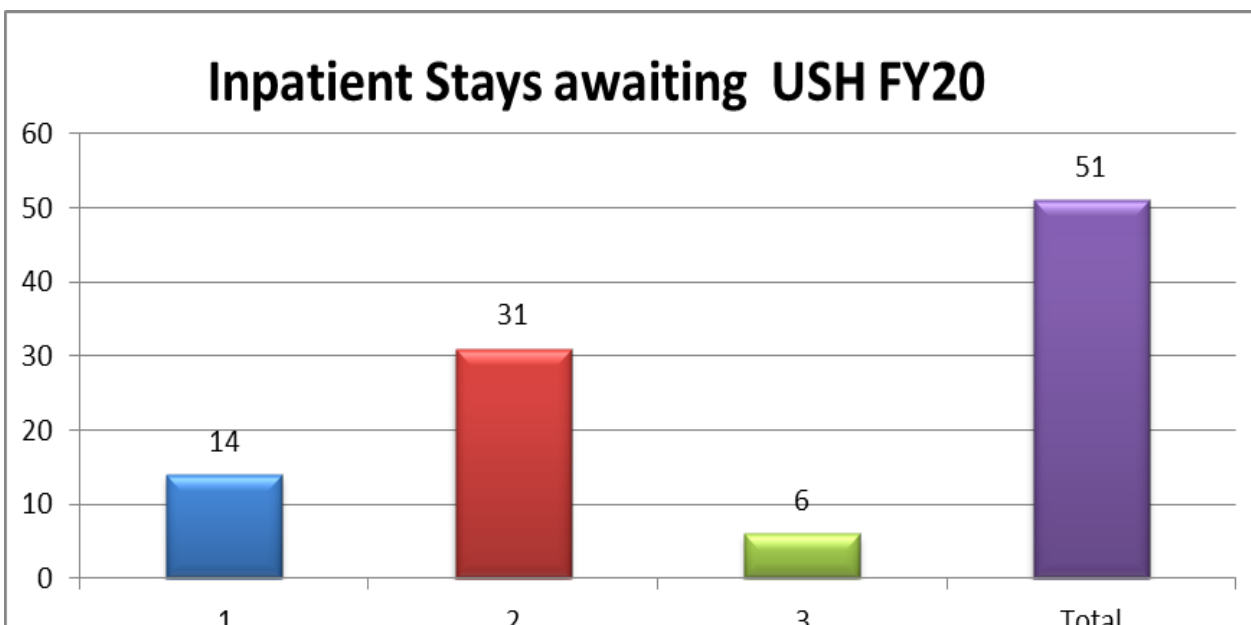
Inpatient Psychiatry

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 2020. 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.



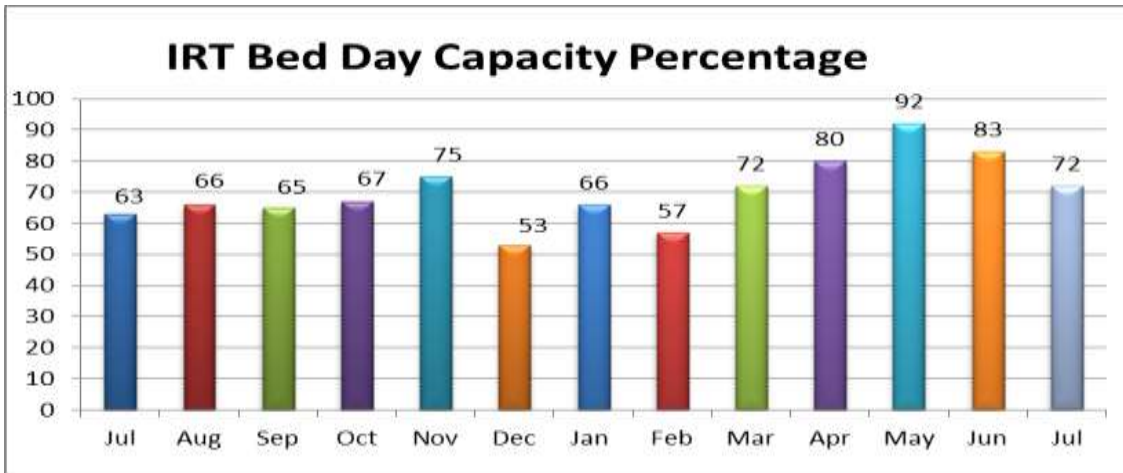
Inpatient stays waiting for USH Hospital bed placement

The following graphs represent 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 \$5,122,919. Total cost for FY 20 thus far is \$56,100.**



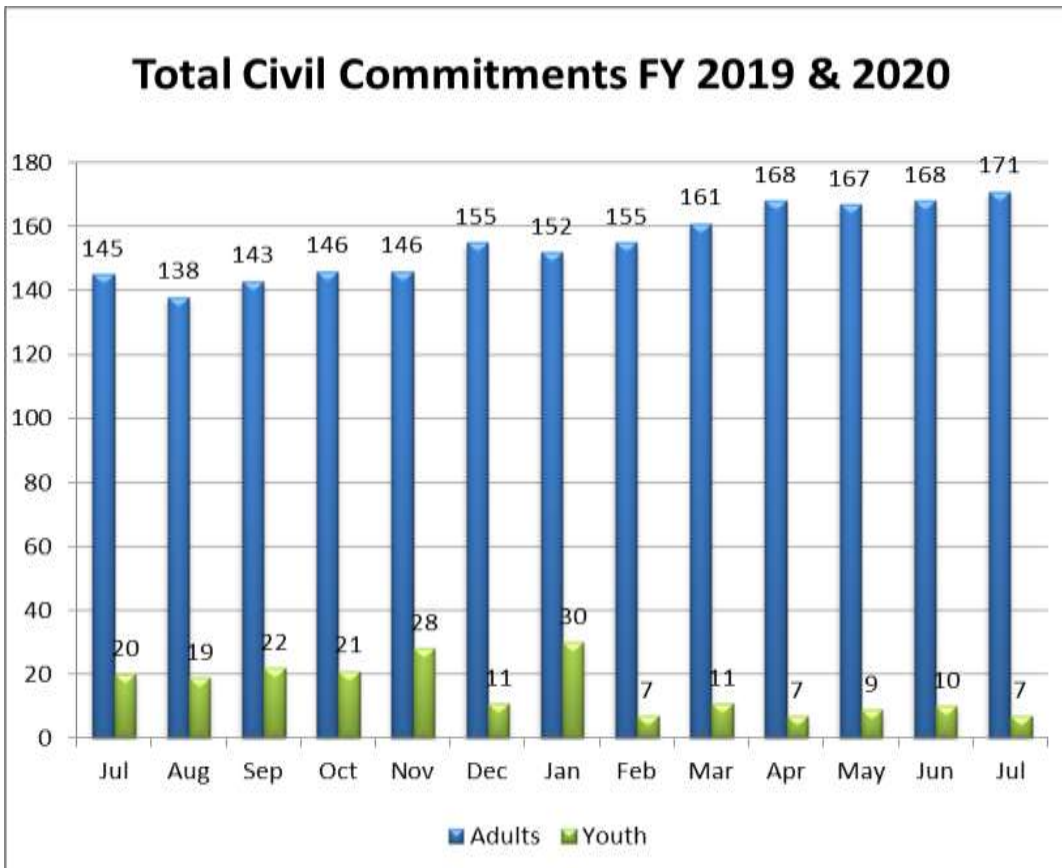
Intensive Residential Treatment

IRT - The following graph illustrates the bed day capacity percentages from FY19 to FY20 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 FY19 & FY20.

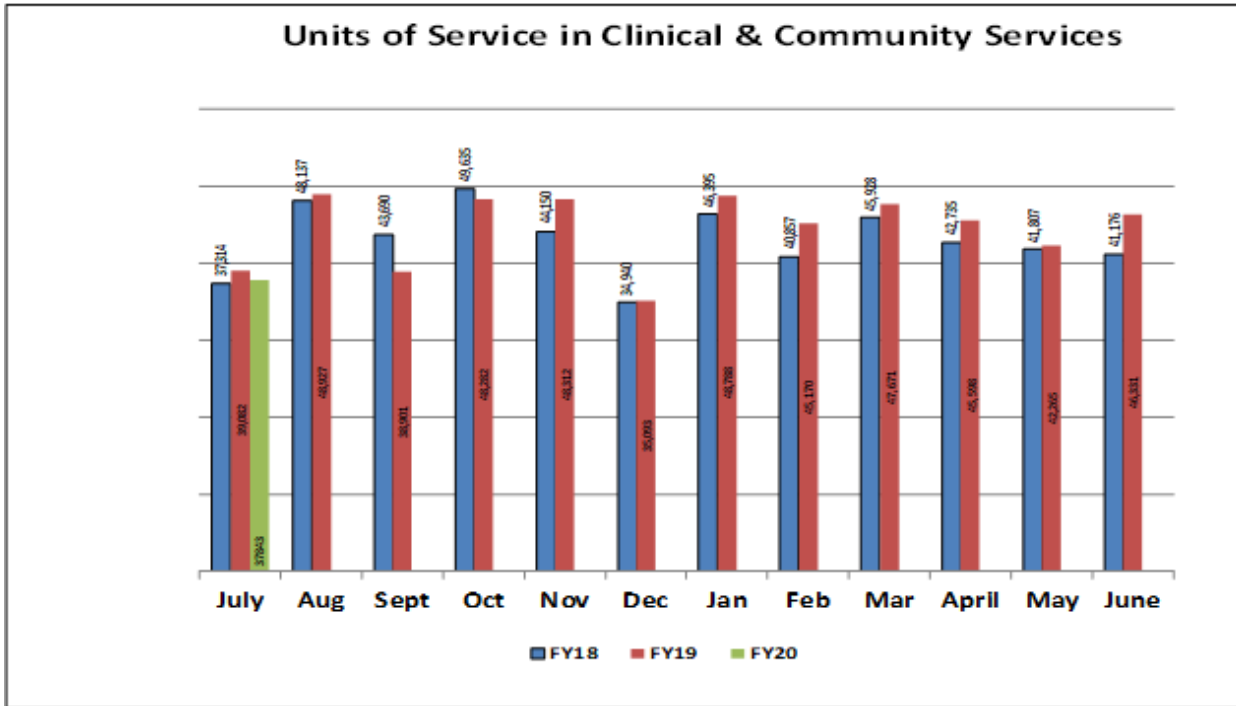


Leadership/Allied Agency Participation/Initiatives/Success

Success Story

Laura Oaks, Tia White and Kip Landon were able to attend every change of shift meeting in a 24 hour period of time, for both Orem and Provo Police Departments. We estimated that we spoke to almost 200 police officers between the hours of 6am and 9pm. While at these meetings, we discussed how to better integrate Mobile Crisis Outreach Team (MCOT) and how to work better together in the field when officers respond to mental health calls. Information was well received and collaboration of several cases has been effective. Relations and attitudes from police towards mental health and WMH as an agency with Orem and Provo appear to be strong and collaborative! We have had several MCOT calls of service during regular business hours and also evenings and weekends that are going well.

Clinical & Community Services Division



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

OQ/YOQ Administration

Number of total unduplicated clients served last month: 3957

Adult Clients Served 2556

Child/Youth Clients Served 1401

Number of OQ/ YOQs administered:

Clinical & Community Services Division 3021

Crisis & Intensive Services Division 994

Number of unduplicated clients who completed an OQ/YOQ:

Clinical & Community Services 1828

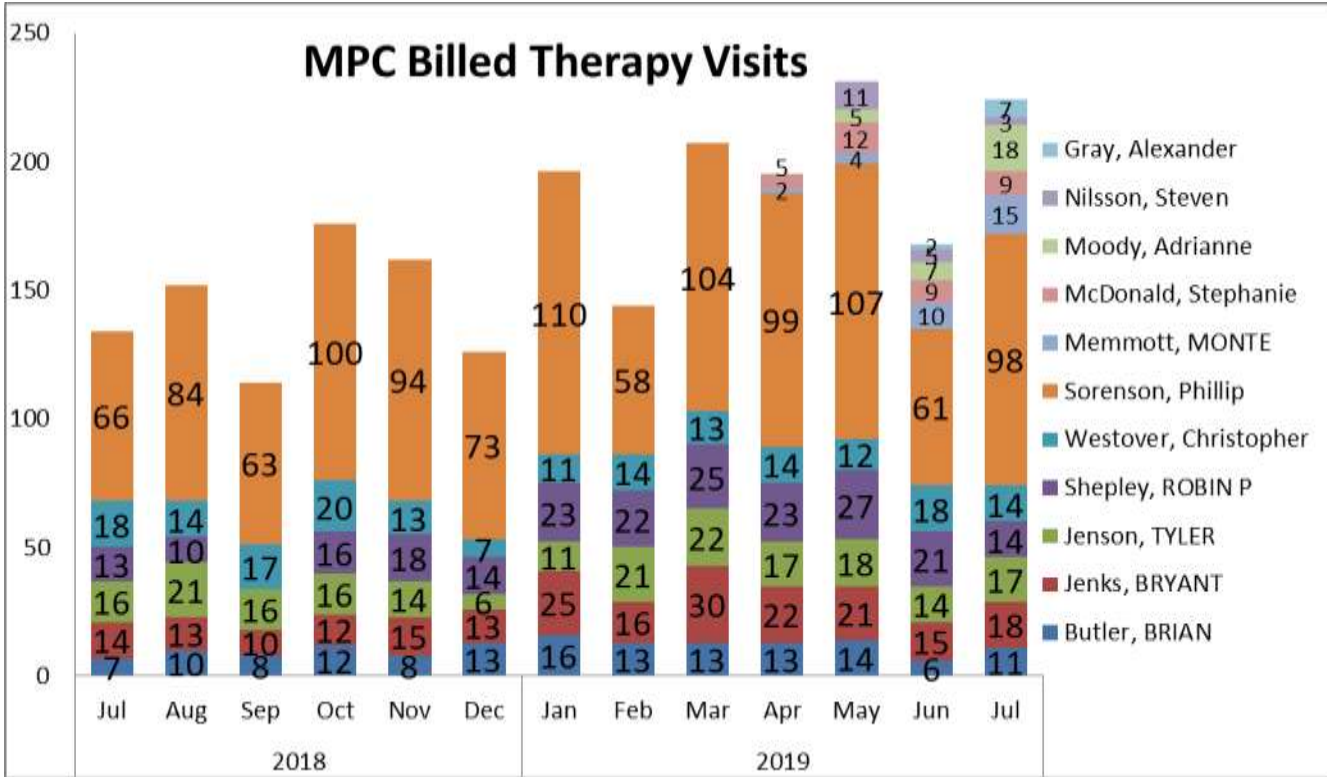
Crisis & Intensive Services 557

Total 2385

% of Unduplicated Clients Completing an OQ/YOQ 60 %

Mountain Peaks Counseling

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



Leadership/Allied Agency Participation/Initiatives/Successes

We have had a continued growth in therapy sessions offered from 168 in June to 224 in July for a 33% increase. Compared to July of last year, we went from 134 to 244 therapy sessions for a 67% increase. Our Prescriber visits have not grown at the same rate as we only have 1 prescriber and his hours have stayed the same a 4 hours a week for a few years. We have added 5 new therapists who have come in after their work hours and have gotten up to full speed rather quickly in just a few months. Brian Butler has recently doubled his availability and has filled almost immediately.

With this growth we are also experiencing a delay in getting new clients in to see Clint (our prescriber). He is able to keep up with follow ups, but intakes are scheduled out 8 weeks and the failure rate is steep that far out. We have started the conversations with Young Lee, and he will start mid September for 2 hours a week, a 50% increase in prescriber time.

These new hires and growth is exciting and a little nervous as we continue to grow without advertising. Most all we serve come straight from insurance listings, hospital referrals and word of mouth. Phil, our full time therapist has been averaging 93% for the last 6 months.

<u>Number of OQ/YOQs administered:</u>	174
<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	98
<u>Number of unduplicated clients served :</u>	119 (17 were youth)

Westpark Family Clinic

- In July, PASRR staff completed 78 PASRRs for generated revenue of \$28,321.
- WMH PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In July 2019, PASRR staff completed 10 IDRC PASRRs for generated revenue of \$2,077.43
- The number of OQ/YOQ questionnaires collected in WFC collected 855 OQ/YOQ questionnaires during the month of July. This is up by 155 questionnaires from the 700 administered in June. Of the OQs collected this month, 530 were unduplicated, which is up from 448 unduplicated questionnaires last month. As predicted with the increased in staff, the number of daily administrations this month increased to 37.17 per working day, which is up by 2.17 questionnaires per day compared to June.
- The per day questionnaire statistic is expected to continue to rise as more staff are available to see clients over the next month.
- On average, those clients who took the YOQ-SR in the WFC this month had initial scores of 67.36 and current scores of 47.31 showing mean improvement of 20.05 points. Of these clients, 59% currently show improvement on the YOQ-SR with 26% and 15% showing no reliable change and deterioration respectively.
- During the last quarter (beginning with the pay period starting on 4/28/2019 and ending with the pay period ending 7/20/2019), WFC staff (420) with productivity standards achieved a total of 4,989.37 productivity hours, which equates to 100.2% of the department's cumulative productivity standard.
- During the same period of time, RPS staff with productivity standards achieved a total of 800.03334 productive hours, which equates to 103.3% of the department's cumulative productivity standard.

The following are the numbers from our three Mental Health Courts in Utah

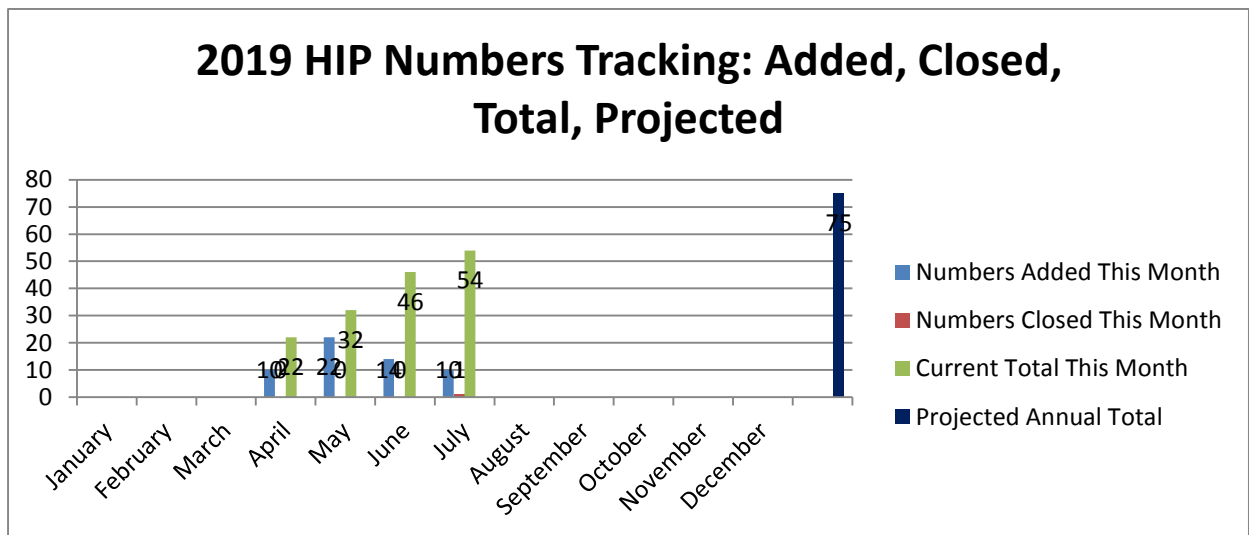
Mental Health Courts in Utah County:	Number in the program:	Graduates:	New Clients Accepted:	Clients who dropped out or removed from program:
4 th District Court:	20	0	2	2
Provo Justice Court:	8	0	0	0
Orem Justice Court:	5	0	0	0

Leadership/Allied Agency Participation/Initiatives/Success:

Our success story for this month is about a client who has severe schizophrenia. He has been treated by WMH for many many years. He has lots of psychosis and very poor insight and judgement. He has been living in very substandard housing in a place where many say should be condemned. WMH staff noticed a wound on his neck that was not healing. He did not want to cooperate with getting medical treatment but was taken to Mountainlands for an exam. It was determined that the wound was coming from bed bugs that were continually eating his skin and the wound was getting larger. The man did not want to follow through with medical care. He did not change the bandages or do anything to change his living conditions. One Friday afternoon two WFC case managers took action and took him to the

Emergency Department. While in the ED this man was taken into the shower and scrubbed down. All his hair was shaved from head to toe. He was found to be infested with bed bugs, lice, and fleas. He was a very sick man. While he was in the ED, he Coded and had to have emergency treatment to revive him. After he was medically and psychiatrically stabilized, he was admitted to a nursing home. At first he did not want to stay there but after some time he developed enough insight that said maybe it was better there than in his apartment and he would stay. It was clear that had staff not acted when they did, this man would have coded that Friday night and died in his apartment. This is another example of WMH and WFC staff working to improve the quality of the lives of our clients and extend their lives beyond what research suggests is typical for SPMI clients.

Wasatch Mental Health and the Provo Mountainlands health Center have been selected by the Division of Substance Abuse and Mental Health to receive a Federal Integrated Health Grant. This Grant is designed to insure that clients with severe mental health and medical health challenges get the care they need. It is also the goal that WMH and Mountainlands Health Center work seamlessly to provide this care. In as much as the grant requires that certain number of clients be seen each year, a graph will be added to this report for the next five years to track the growth. It is expected that in the first year 75 clients are to be assessed and services provided where appropriate.



Due to the increased intake volume since the Medicaid Expansion, WFC therapists continued to complete 1 intake per hour as needed in order to accommodate for the increased intake volume.

During the last month, a total of 88 walk-in intakes were performed, 3 nursing home intakes, and no DV/MHC intake assessments were scheduled/completed for a total of 91 new intakes. Intake volume increased by 14.28% compared to June. Of the 88 walk-ins, 32 or 36.36% had Medicaid Expansion as their primary insurance. Medicaid Expansion continues to account for 35-40% of new walk-in intakes.

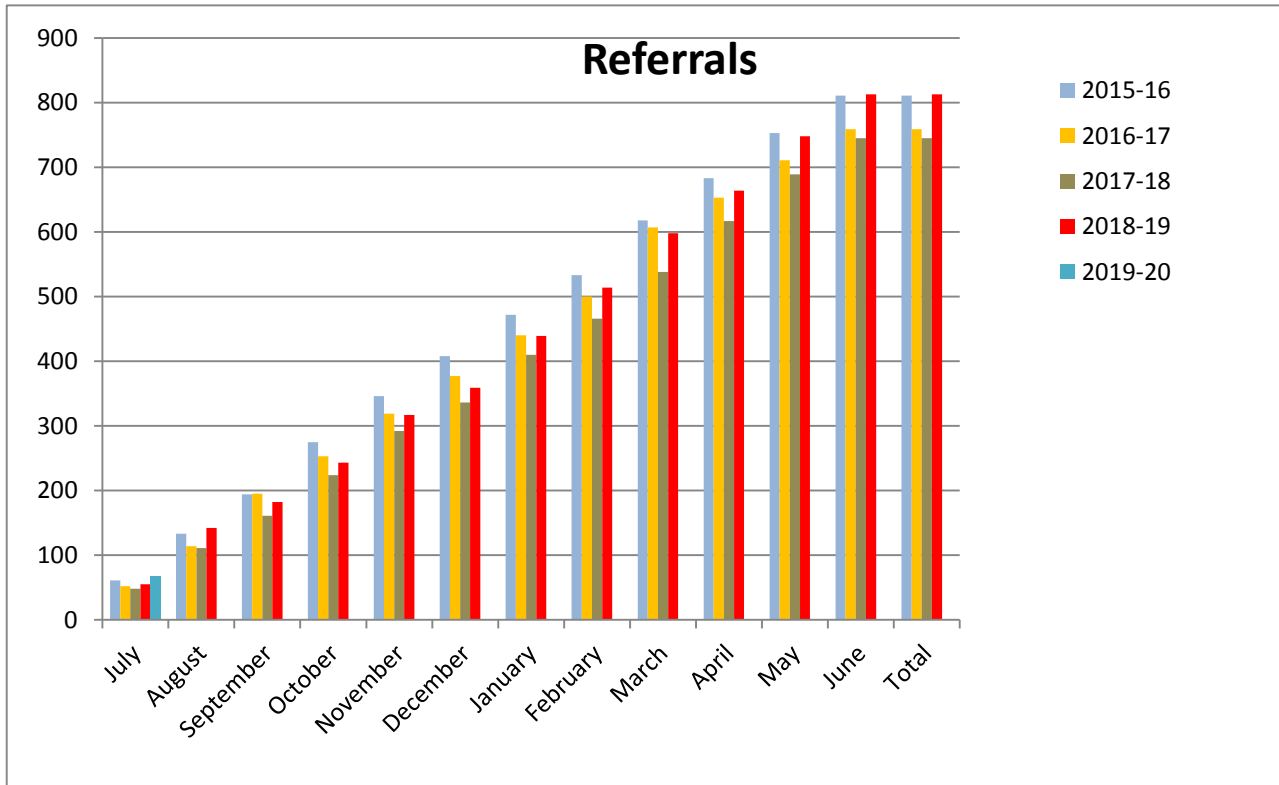
Medical Department

Medical services has expanded the check-in process completed by Wellness coordinators to ensure medical concerns are adequately addressed. Wellness coordinators will be expanding their focus on clients' waistlines, oxygen saturation, sexual functioning, and smoking habits (along with whether they have any motivation towards smoking cessation). These screening questions might add an additional 30-60 seconds to the average check-in process but will help address several areas of general wellness that we believe are important to monitor.

Psychological Testing/Interns/Form 20m

PAS will be welcoming a new psychologist in December, Dr. Spendlove. He started his career at WMH as a case manager a number of years ago before going on to get his doctorate. He is currently in private practice in Texas where he works in a mixture of testing and therapy with primarily Medicaid enrollees in a catchment area considerably larger and more rural than ours. He completes autism evaluations regularly and performs all services in Spanish and in English as needed. His skill set appears to be an excellent fit for the needs within our department and we look forward to welcoming him on board. We're also preparing for Shannon Cayer's return, as she'll resume her work here in early September.

Below are the tables related to the number of referrals PAS has been receiving. We set a record for the most referrals received to date within the department (a record by one!).



In July, 2019 we received a total of 68 referrals, for the busiest July since we began tracking this statistic in 2015. Of the 68 total referrals for the month, 45 were children. We had 21 autism referrals this month.

Below are the preliminary billable total hours for interns along with a break-down of services provided by intern (this data reflects the new cohort, who started work on 7/8):

EVL	EVLD	FT	FTC	GBM	Group	IT	IBM	PT		TCM		TOTALS	Total hours
\$1,125.00								\$450.00				\$2,062.50	13.57
\$0.00	\$0.00					\$0.00		\$900.00				\$900.00	6
\$487.50	\$0.00	\$97.50	\$0.00			\$380.00		\$450.00				\$1,415.00	10.27
\$19,511.25		\$2,210.00						\$47,212.50				\$3,682.00	25.3
\$0.00	\$0.00	\$0.00				\$540.00		\$2,100.00				\$2,640.00	18.17
\$487.50	\$37.50	\$0.00	\$0.00			\$1,080.00		\$2,400.00	0.00	0.00		\$4,005.00	26.5
												\$14,704.50	99.81

Outside Providers/Mountainlands

Mountainlands was open 20 days in July 2019

% Appointments Kept---70%

% Appointments Canceled---11%

% Appointments Failed---19%

% Appointments Kept Follow-up's---89%

% Appointments Kept New Clients----11%

Summary:

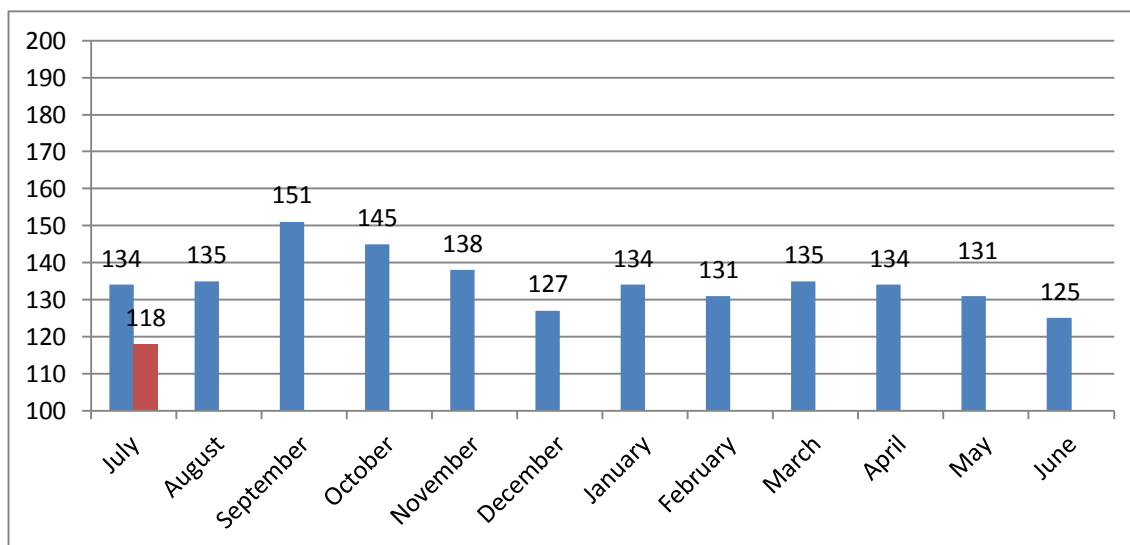
July continued to have an above average number of clients scheduling per day as compared to last year, but the number of kept appointments dropped 13% in July, down to 4.7 per day from 5.4 in June. Failed appointments increased from 13% in June to 19% in July. New referrals continue to be fairly stable. We did see more level 1 and 2 clients in July as compared to June, but the majority of the Mountainlands patients continue to be from levels 3-5.

Care Team Services

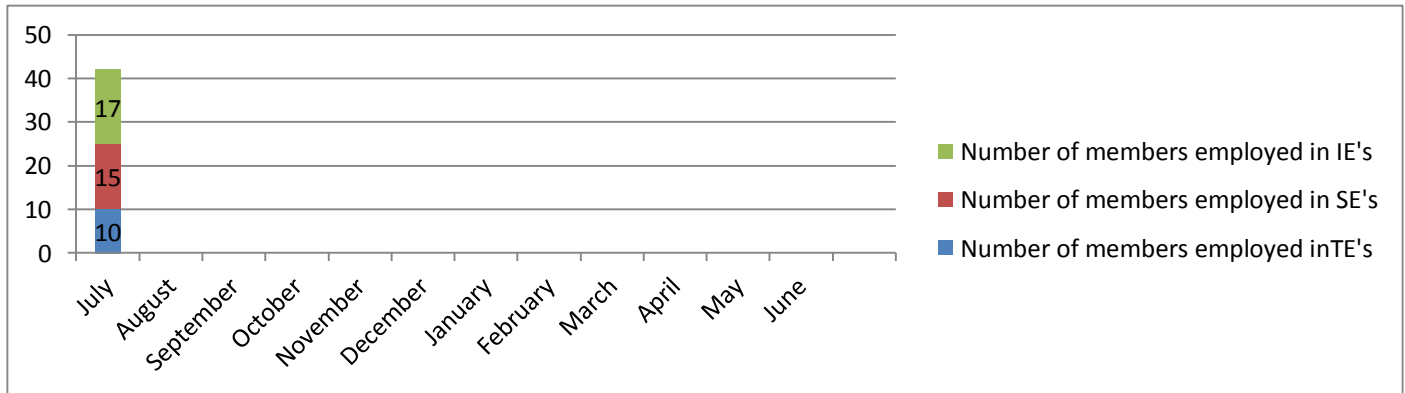
Care Team Services has again been running smoothly. We have enjoyed having Rachelle along for training from time to time. Rebecca has been out for a couple months for an educational opportunity, and is expected to resume her part-time shifts in the next several weeks. We look forward to having her back. Johnny James has been our amazing CTA/transcriber for about two years now. He has graduated now with his master's degree and will almost certainly be wrapping up his employment here. However, we have had several conversations about working as a contracted employee doing dictations from home, as this could be a nice side-job for him and would allow us to continue working with the best transcriber we have had in this department. Dr. McGaughy will be very unhappy when he moves on with his career.

Wasatch House

FY 20 Unduplicated Number of Clients Served (compared to FY19)



FY20 EMPLOYMENT



Leadership/Allied Agency Participation/Initiatives/Success

Our employment numbers this month are the highest they have ever been at 42 members employed! This is 72 percent of our Average Daily attendance of 58!

The Wasatch Wellness Run and Family Fun Fair was held on August 3rd, 2019 in beautiful Provo Canyon. This race benefits those who do not qualify for Traditional Medicaid but who are seeking to re-enter the workforce through Wasatch House. Michelle Asvitt was this year’s Race Director and did an excellent job organizing and carrying out this annual event. Around 180 racers participated in either the 10 k, 5k or 1 mile walk. There were plenty of prizes and a delicious breakfast provided by Magelby’s. Thanks to our presenting sponsor, Provo Canyon Behavioral Hospital, our corporate sponsors, the Clubhouse Advisory Board, Clubhouse staff and members and WMH for helping to make this event as successful as it was.

Number of total unduplicated clients served last month: 118

Number of OQ/ YOQs administered: 56

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

WATCH/ /JTP Program

Unduplicated number of clients served in the WATCH Program: 108

Leadership/Allied Agency Participation/Initiatives/Successes

Jarom Williams, Peer Support Specialist, received the following note from one of his clients:

“Thank you for always being there for me. I could never have made it without the support you have given me. I have had the most wonderful people encouraging me and you have stood out as one of the biggest supporter(s) I could ever imagine to have had you in my life. I know I forget a lot of things but you have stood out in such a way I could never forget. Thank you again for that.”

- WATCH and JTP increased our intakes from 29 in March to 37 in April and **46 in May**. We went back to baseline in June at 28 and in July stayed relatively the same at 30.

- Since April 2019, Case Managers have helped 70 individuals apply for Medicaid expansion. Many if not most have been approved.

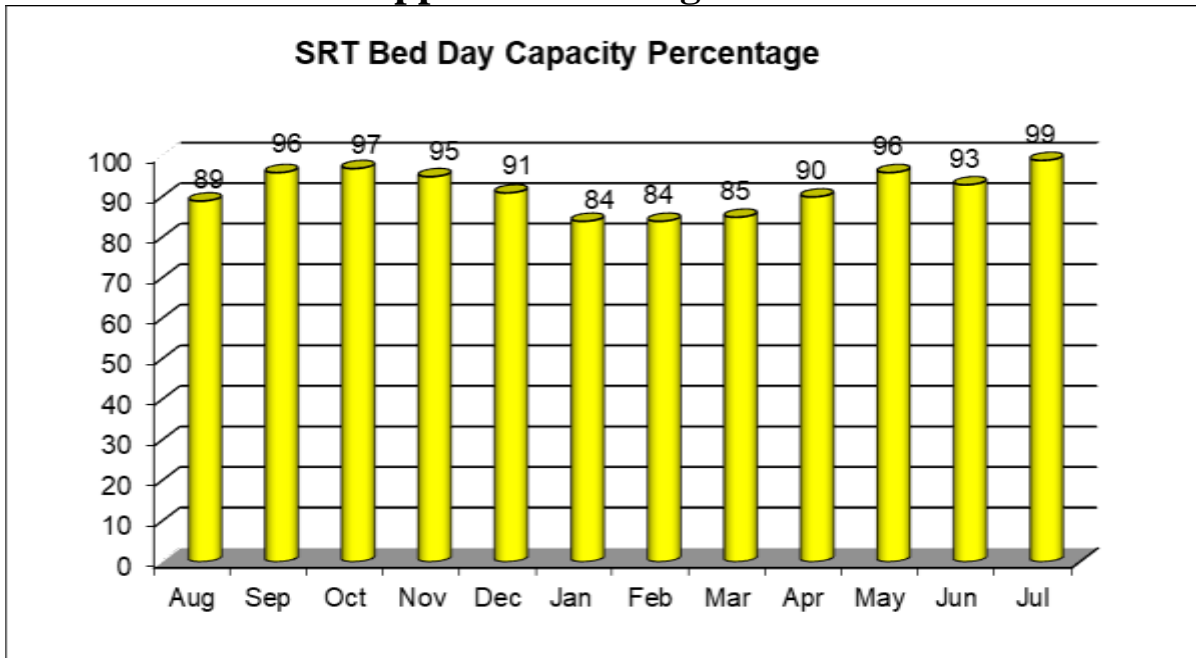
Number of unduplicated clients who completed an OQ/YOQ:

41 of 108 clients served completed an OQ in WATCH. 42 of 107 JTP clients completed a survey.

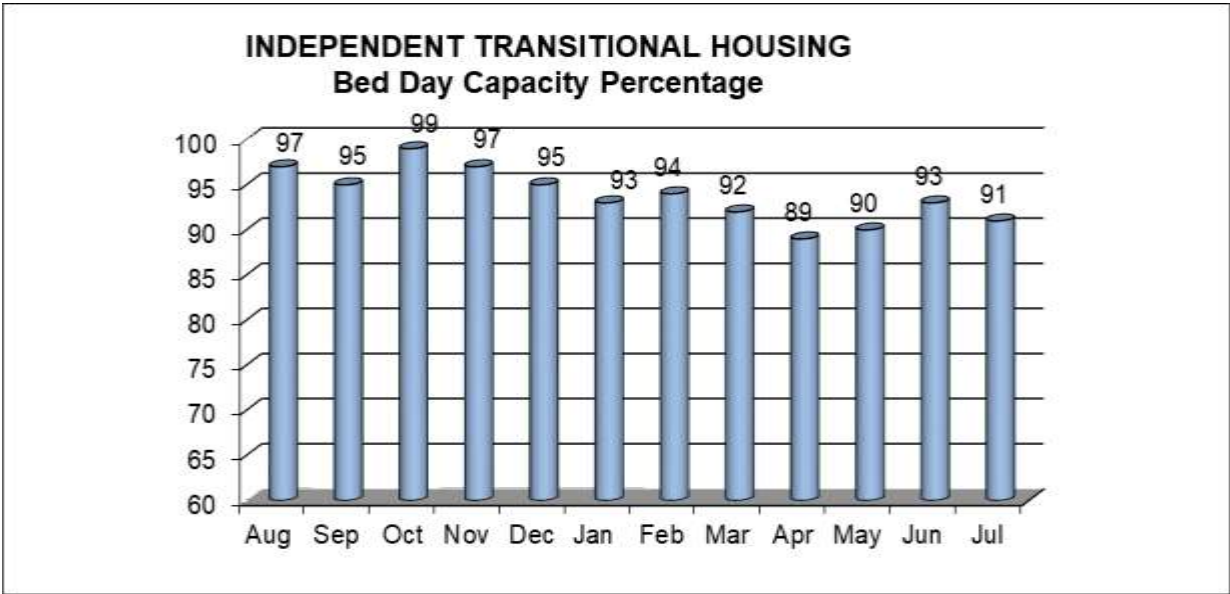
Number of OQ/ YOQs administered:

82 OQ's were completed this month in WATCH. 72 OQ's were completed in JTP.

Supported Housing Services



Note: this is all of housing; including; The Duplex, Yarrow, Mapleview and Payson independent. The major drop was due to a client death and others moving out to more independent housing. These beds should be filled next month.



Leadership/Allied Agency Participation/Initiatives/Success

Payson/SRT celebrated their annual 4th of July party for over 40 clients. The Bernards (house parents) put on a BBQ and used their personal smoker to smoke a pulled pork dinner with all the trimmings for the residents there. Jenelise went over the top for the clients and even made red, white and blue popcorn and other side dishes to make it fun. Daniel purchased some fireworks of his own with a few that WMH supplied and lit fireworks for the clients to enjoy as they cannot get out that late to see a firework show on their own.

A Client success reported by Andrea Blackham, case manager:

When interacting with a client, a conversation came up about his dad. He opened up his feelings about his dad, which then opened him up to acknowledging more traumatic experiences from his past. He thanked me for creating a safe place for him to share these things and that he felt relieved to get them off his chest. As a result he is attending therapy more regularly to work through these things, which is a big success for him because before now he's only gone to therapy every once in a while. He had even told me he was never going to therapy again because his therapist had started filming the sessions, but on his own he has decided that hard, uncomfortable things are good for him and it's worth going in order for him to get better.

Number of OQ/ YOQs administered: 94

Number of unduplicated clients who completed an OQ/YOQ: 63

Number of total unduplicated clients served last month: 133

American Fork Family Clinic (AFFC) & School Based Services

Successes:

A parent reported:

“I am very pleased with the open flexibility of the schedule, the pleasant communication skills from the front staff. We have had lots of success since starting treatment 4 years ago! We love it here!”

Number of total unduplicated clients served last month: Total: 798 Adult: 364 Youth: 434

Number of YOQs/OQs administered: YOQs: 378 OQs: 318

Unduplicated number of YOQs/OQs: YOQs: 239 OQs: 186

Groups in AFFC

Child/Parent Relational Training and Kids group

Parenting the Traumatized Child

DBT group

Mindfulness

CIT Academy

We are planning to do our next CIT Academy in November 4-7, 2019. The Autism Center on the campus of UVU has agreed to host us again.

Payson Family Clinic & School Based Services

Successes

“My experience has been amazing. They were able to get all of my girls in with therapists that are perfect fits for each of my girls. They worked with my tight schedule and specific needs. The stress I have felt in getting good therapists is no more thank to the amazing staff here.

Dalton is filling in for Justin while he’s out and I really like him! He is very professional and super nice! ☺ You have such wonderful individuals working here!”

“I would like to say that I’m so impressed with your staff! Justin is my therapist and he has been very helpful & understanding in my recovery. I have felt much more hopeful about my future. Gary & Mindy have also been so great. Mindy is such a sweetheart! Your secretaries are on the ball & so nice! They have been very helpful.”

“I’ve learned a lot in therapy. I am able to pay attention to my feelings and the causes of why I’m feeling them. I breathe more. I used to freak out. I was also able to get over my trauma and coming to term with what happened. I am graduating which is a miracle thanks to my therapist’s support and helping me find the resources I needed. I beat the odds and I didn’t have to go to any alternative high school. Thank you so much!”

Number of total unduplicated clients served last month: Total: 417 Adult: 239 Youth: 178

Number of YOQs/OQs administered: YOQs: 286 OQs: 222

Unduplicated number of YOQs/OQs: YOQs: 168 OQs: 124

Groups in Payson

DBT

Parenting the Traumatized Child

Strengthening Families

School Based Skills groups

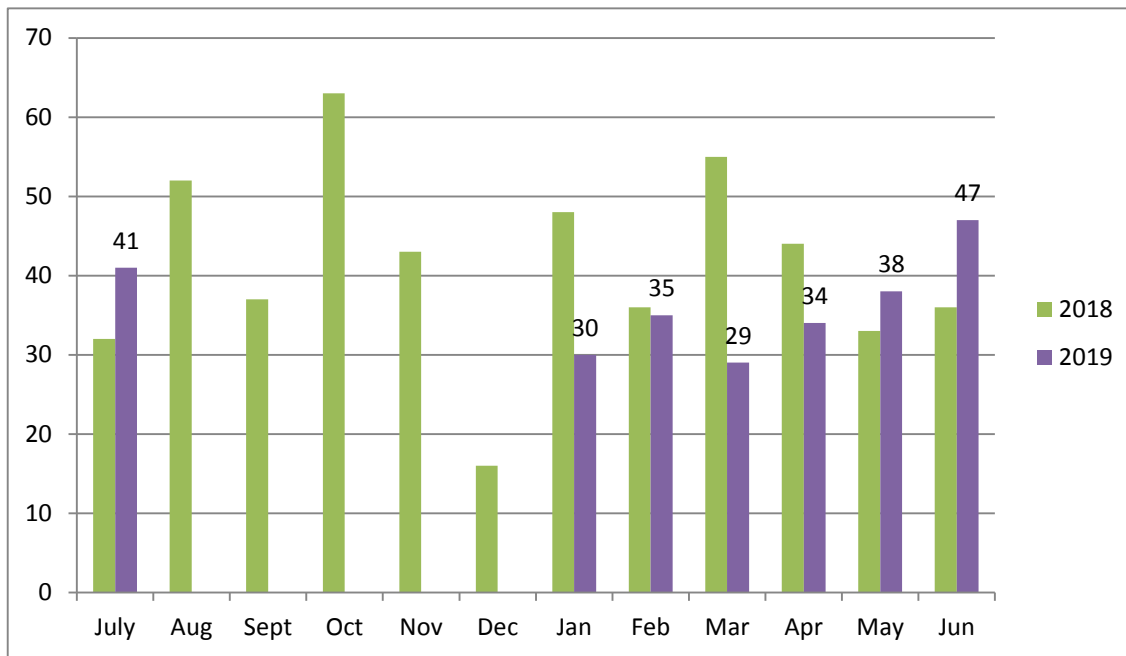
Economic Stability

	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
Appointments Made	872											
No Shows	171											
Kept Appointments	701											
Percent of Attendance	80%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
2018/19 kept appts.	606											

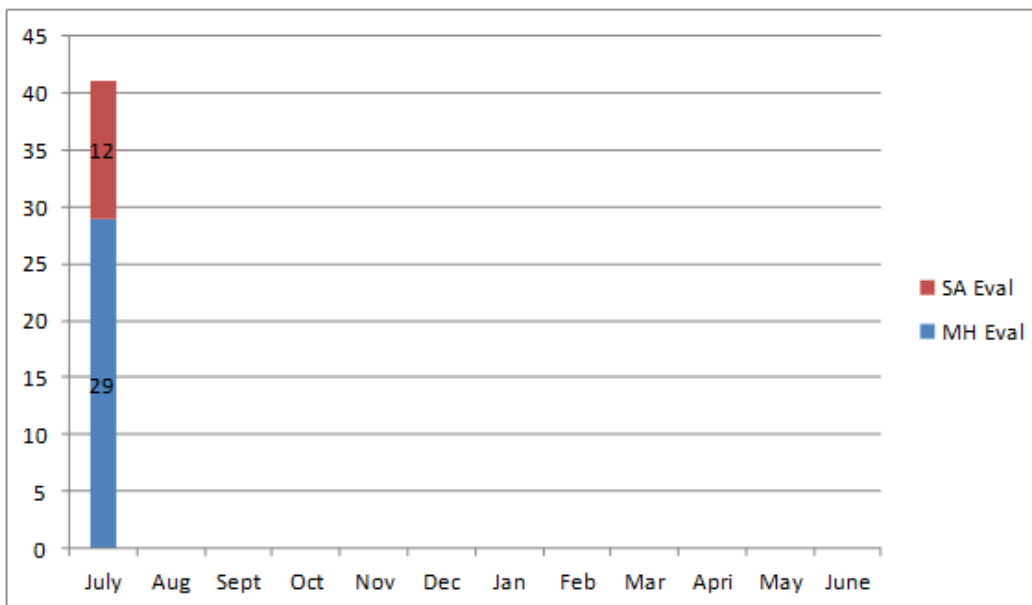
Wasatch County Family Clinic

Total Unduplicated Clients Served in July: 213

July Total Monthly Intakes: (EVL & SEVL)



Evaluation Type:



Number of YOQs/OQs administered:

YOQs: 198 OQs: 870

Groups at WCFC:

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

Leadership/Allied Agency Participation/Initiatives/Success:

Chad Shubin, MFT, attended the Community Health Needs Assessment meeting at Heber Valley Hospital. Through that meeting he was able to connect with Amy Tuddenham who manages Public Relations for LDS Hospital, Park City Hospital, and Heber Valley Hospital. He will be coordinating a meeting with Amy to explore possible further IHC monies that can be utilized to extend the number of unfunded clients we can serve. Additionally, connection was made with Karyn Gingras, the IHC Community Health Specialist.

Financial Report:

Financial data for June or July 2019 was not available as of August 16, 2019. The below numbers reflect the financial indicators of the WCFC through May 31.

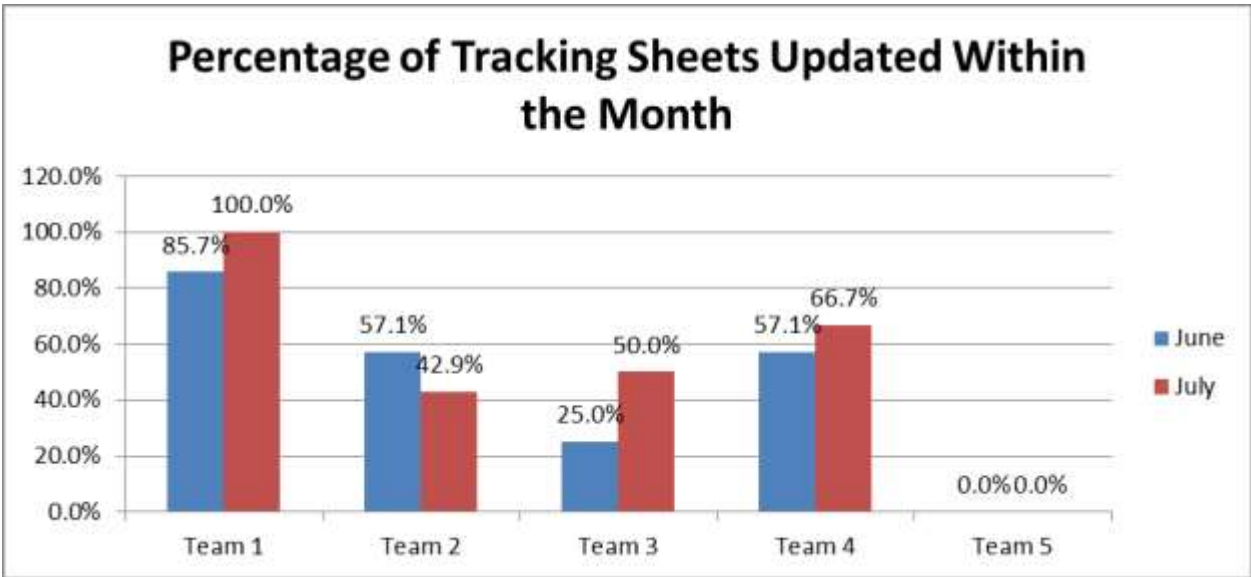
- May 31, 2019 Financials show a negative \$8,614.24 for the month.
- May 31, 2019 Financials show a positive \$174,005.93 Year to Date

Clinical Performance and Compliance

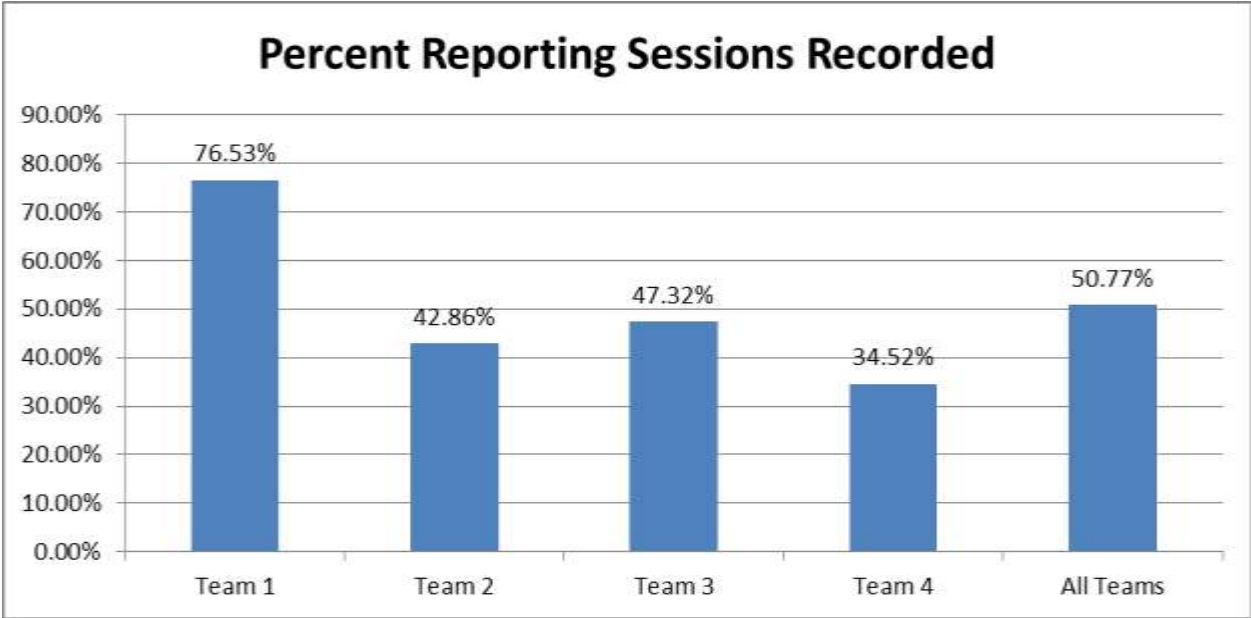
Clinical Consultation Group Tracking

In order to determine whether the clinical consultation groups are effective at improving client outcomes, it is first necessary to determine whether or not clinicians are participating in the groups as designed. To this end, several pieces of data are being tracked on an ongoing basis so as to be able to determine the extent to which the WMH clinical consultation model is being implemented faithfully in the consultation groups. Those factors being monitored include: Tracking sheet updates, group attendance, and individual therapy session recording.

The tracking sheet designed to assist clinicians participating in consultation groups in maintaining their focus on deteriorated clients and on remembering to record their sessions has now been introduced to all of the clinical consultation groups. The fifth group (comprised of psychology interns) was oriented to the tracking sheet on the last day of July and will begin using it in August. The chart below shows the percentage of members from each clinical consultation group that have updated their tracking sheets within the last 30 days. It indicates good early compliance, with three of the four groups showing improvement compared to the first month of implementation.



During the last two months, consultation group leaders have been encouraging their groups to report on how many of their individual therapy sessions they have been recording each week. At this point, 57% of consultation group participants have responded in terms of reporting any data (participants were counted in this number if they submitted data for even one of the last fourteen weeks), though not all of these participants submitted data for every week. The graph below shows total data submission for session recording, broken down by team and aggregated into an “All Teams” average. If all team members had reported data for every week of participation, the “All Teams” number would be 100%.



Accounting Department

We have completed our FY 2019 Financial - Soft Close.

Contract billing payment collection for FY2019 is almost complete. We are following up with the contract billing offices to inquire about the remaining payments. The remaining outstanding bills equal to \$3,830.50

Billing Department Report

- \$88,010.29 in FFS services provided in July for Expansion clients
- All contract billings for FY19 generated out of the billing department were done in conjunction with the state billing deadlines.

IT Department

- Refinement of the new SDS module continues to take place with a Aug 16 deadline for feedback. Working with data entry staff for Clubhouse since she will be the primary person entering attendance into the module for Clubhouse staff. Junction programmers will roll out live copy of the SDS module on Aug 27.
- All data for FY 19 has been submitted to DSAMH. Awaiting for division staff to send preliminary scorecards so data can be reviewed for accuracy. Aug 16 deadline has been set to have corrected data sent to the division for final FY 19 scorecards.
- Continue to submit Medicaid encounter data in a timely manner.