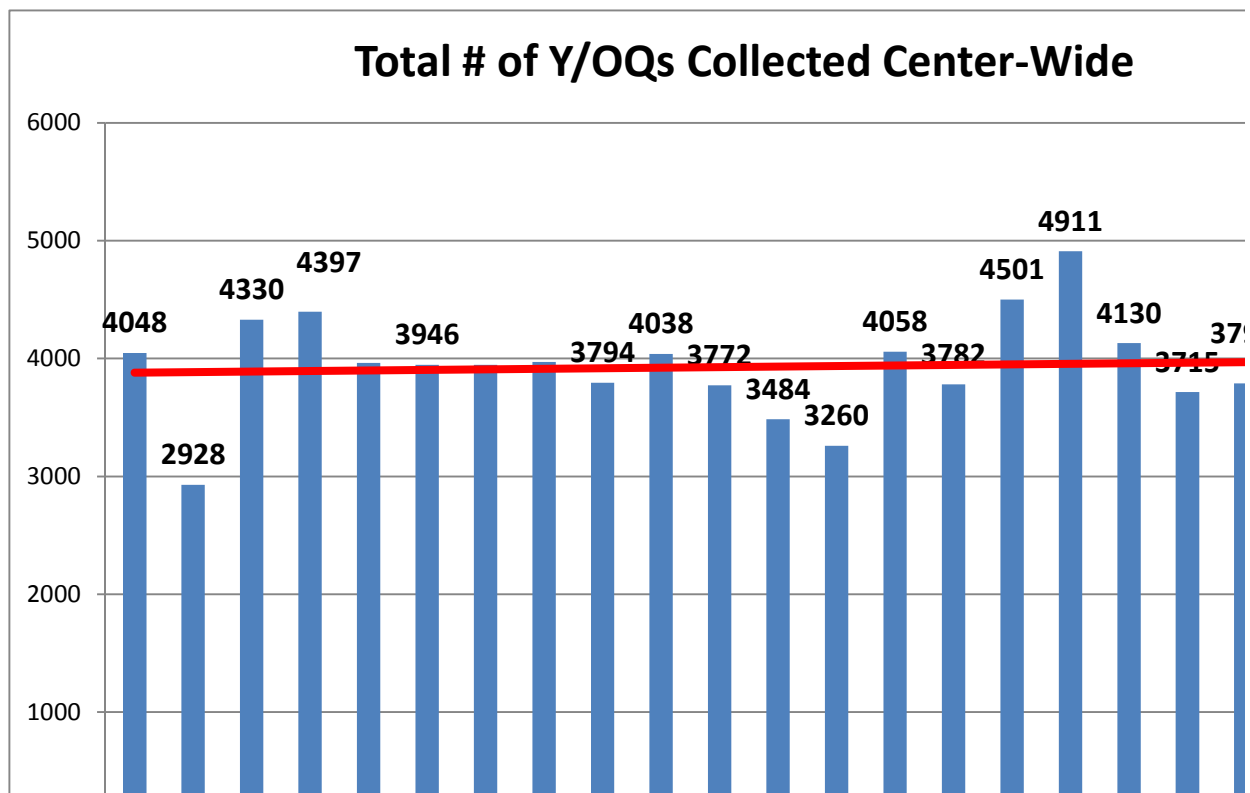


# Wasatch Mental Health Briefing Report December 2015

The Payson Building project is moving forward. We recently met with Scott Phillips, the landowner adjacent to our property. As we will need to build a lift station for the sewer line we need his permission to run the line through his land. This meeting went favorably, and he agreed to our proposal and some possible cost sharing. We are in the process to draft an agreement and work out the details. We are also in the process of finalizing the MOU with the County Health Department and Utah County Substance Abuse.

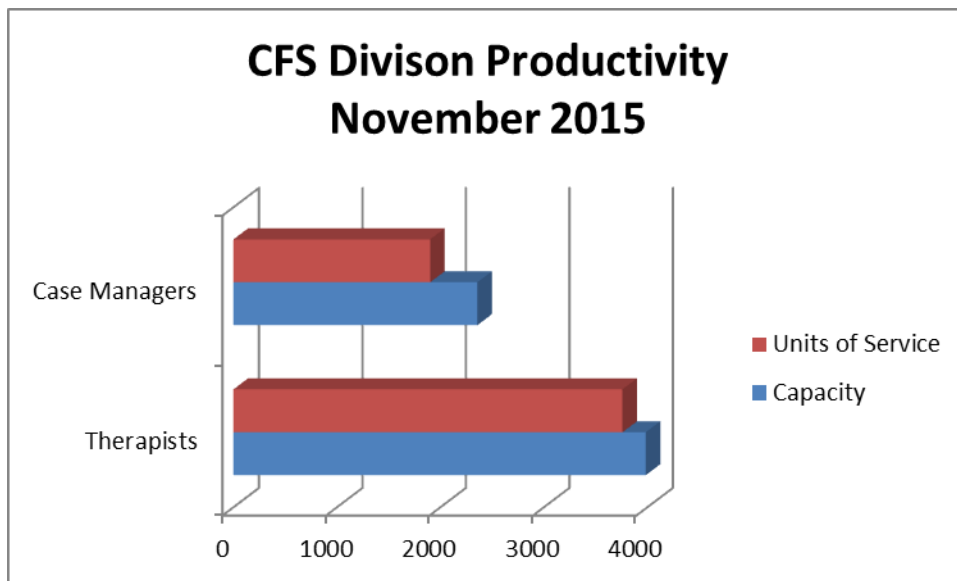
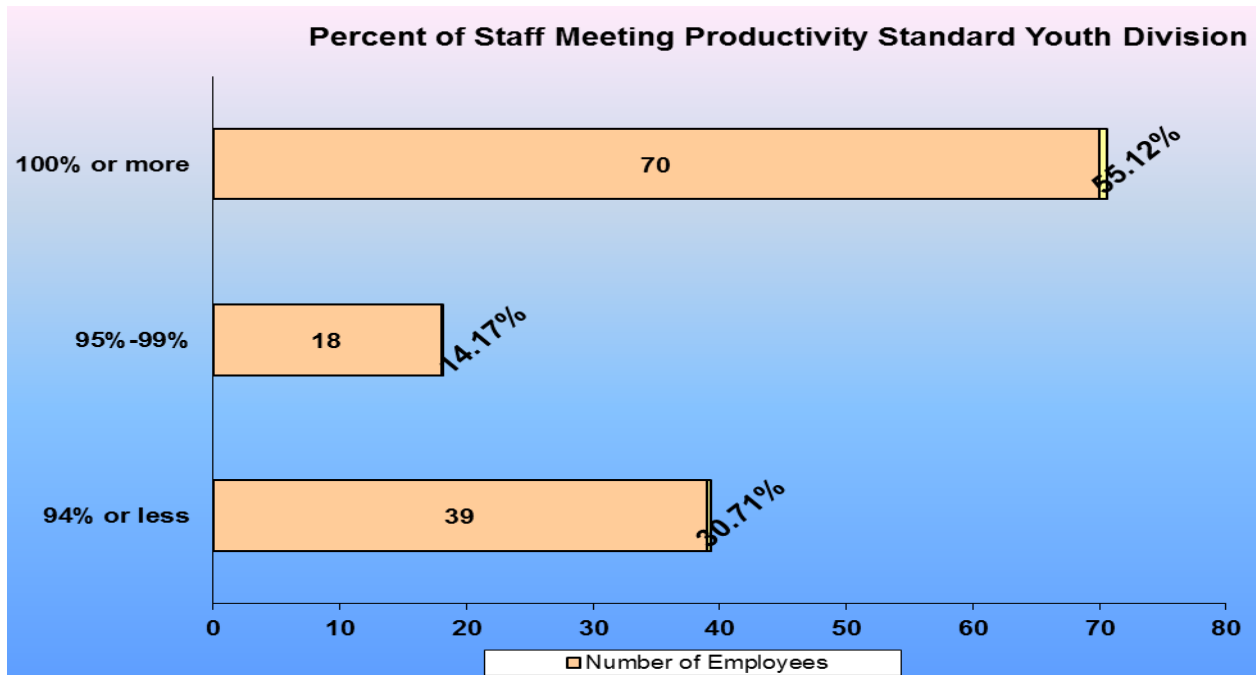
On December 4<sup>th</sup> we held our annual employee recognition and awards Holiday lunch. It was very well attended, and we appreciated commissioners Ellertson and Graves joining us. Commissioner Ellertson briefly addressed the employees expressing his appreciation for the services provided. Employees commented positively on his heartfelt comments. As anticipated, the announcement of the 1.5% COLA was much appreciated by staff. Numerous staff expressed their appreciation for the Authority Board's support of this COLA. Administratively, we plan to complete a comprehensive salary survey in early 2016 to make sure our compensation stays within market range. The last salary survey for WMH was done over 9 years ago. Our goal is to adjust our compensation to market on a regular basis to avoid having to make large adjustments. The latter would significantly impact our Medicaid funding stream which lags actual expenditures by about 18 months to two years.

Following a graph depicting the combined overall Y/OQ data collection.

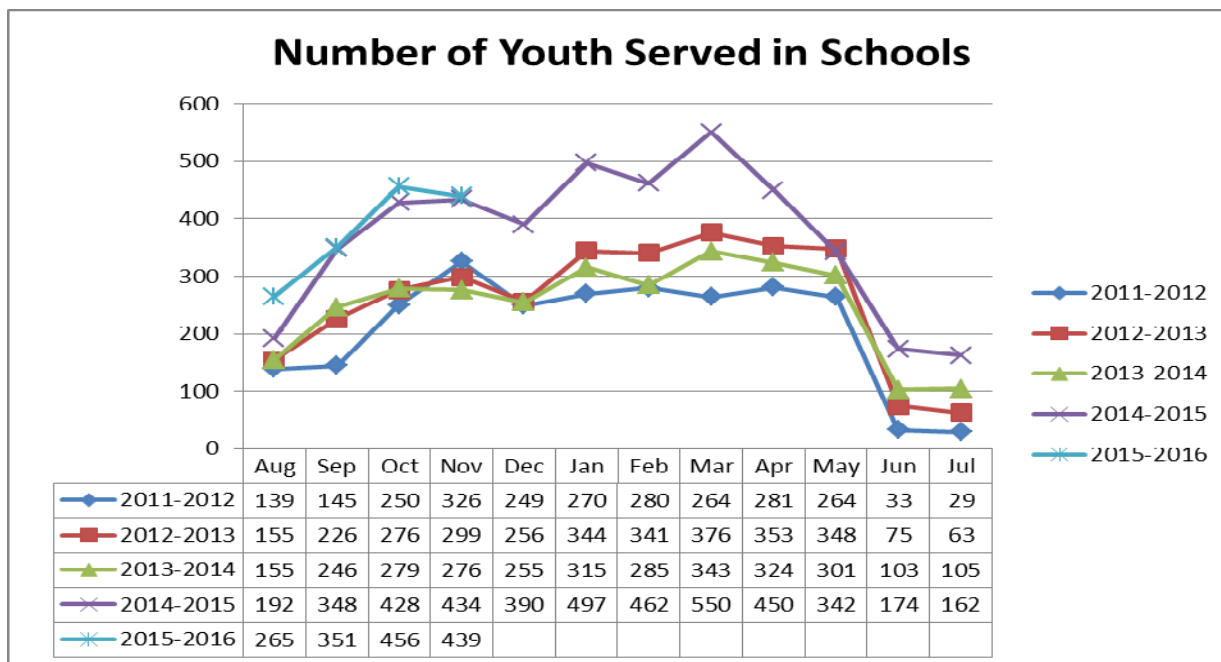


# Children and Family Services Division

## Performance Indicators



The above graphs indicate the total capacity of possible units of service based on productivity standards in comparison with the actual units of service provided. For the month of November total therapist time is at 94% capacity. Case manager time is at 78% capacity. HSW/Aide time is at 100%.



Michael King, Bryant Jenks, and Catherine Johnson met with Director of Special Education, Ryan Burke, and the Early Childhood Coordinator, Tim Zito, of the Alpine School District. We reviewed the progress we have made with the partnership that has existed with the school district and discussed future collaborative efforts. Both Ryan Burke and Tim Zito expressed appreciation of and value in the partnership we enjoy.

We held a Focus group with DCFS to highlight our successes of what is going right and to problem solve any challenges between us. As a whole, both DCFS and WMH felt we are working well together. WMH shared that we are currently training all employees about Trauma so we can be a Trauma Informed Care facility. DCFS shared they are no longer doing the traditional Family Preservation program, but are switching to a program called Homeworks to work with families. They invited any Wasatch Mental Health staff who were interested in being trained in the Homeworks program to attend their training. Also from the meeting, we coordinated to have some training from DCFS about PSAs and MSAs so we can understand the difference, and what to ask for when we need one.

Scott Taylor, Doran Williams and Catherine Johnson met with both local and state DCFS representatives to go over the DHS contract.

After presenting the financial needs to make this contract feasible for WMH the following contract changes were proposed and agreed upon by the entire group:

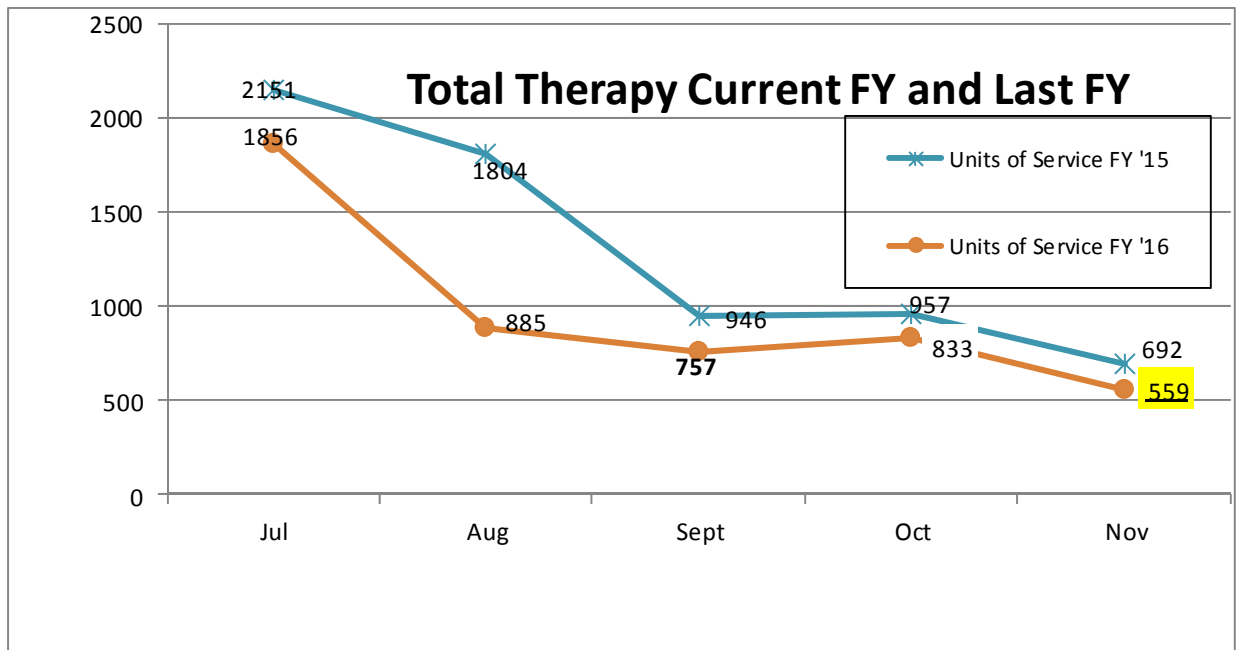
1. The requirement for 2.5 FTE case managers was reduced to 2.0 FTE's. This change alone will reduce current costs by over \$40,000 a year.
2. The contract amount will increase by \$5,000 annually.
3. Changes in requirement for training by the manager or supervisor from WMH will be adjusted for existing manager (Scott) due to history and experience with DCFS. If a new person becomes the manager/supervisor for this contract service they will be required to complete the full "practice model" training.
4. Contract will be adjusted to indicate that DCFS will provide the cell phones for the

workers.

These proposed changes will still need to be ratified by the state contract staff and an official amendment will need to be drafted and signed by all involved parties.

## New Vista Youth Services

**NOVEMBER REPORT:** The monthly financial report has not yet been downloaded but should be available next week (due to reports being due a week earlier). In comparing the timeliness of our note writing from November 2014 and November 2015 we've improved from 1.17 days last year to 1.05 days this year per clinical note. This indicates that we use concurrent documentation.

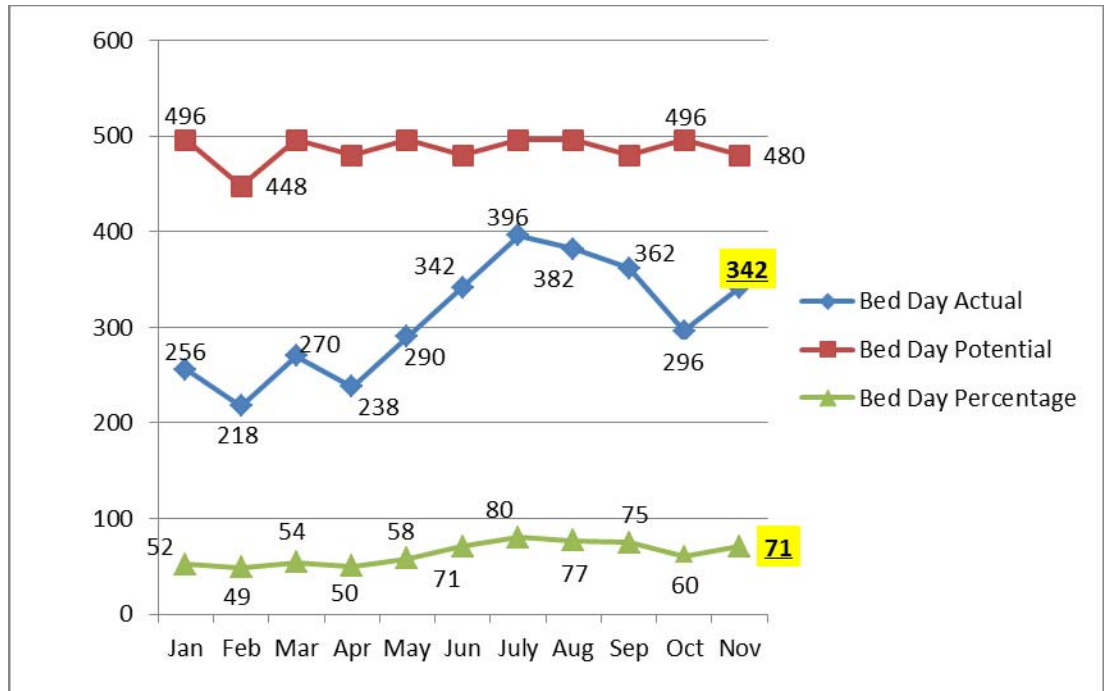


New Vista continues to develop and teach the youth skills that they can use to have a healthy lifestyle. They learn how to interact with peers in a healthy productive manner. The staff teaches relationship skills that if they choose to use them will help them develop healthy relationships with peers, foster families and their own families. They learn that they are not alone in dealing with difficult issues; they learn that others have used unhealthy copings in their lives and have needed to make the changes to have a healthy productive life. They are able to process that with hard work and determination they can make changes for themselves. New Vista youth participated in a service project this past month. 8 youth spent 4 hours assisting the maintenance department at WMH and helped clean up leaves and trash on the Parkview grounds. We had 3 youth complete the New Vista program this past month. All 3 are excited and encouraged about the changes that they have made in their lives.

We currently have 16 Full Time Day Tx youth and 3 Step down youth who attend school in the community and then come to New Vista after school for treatment.

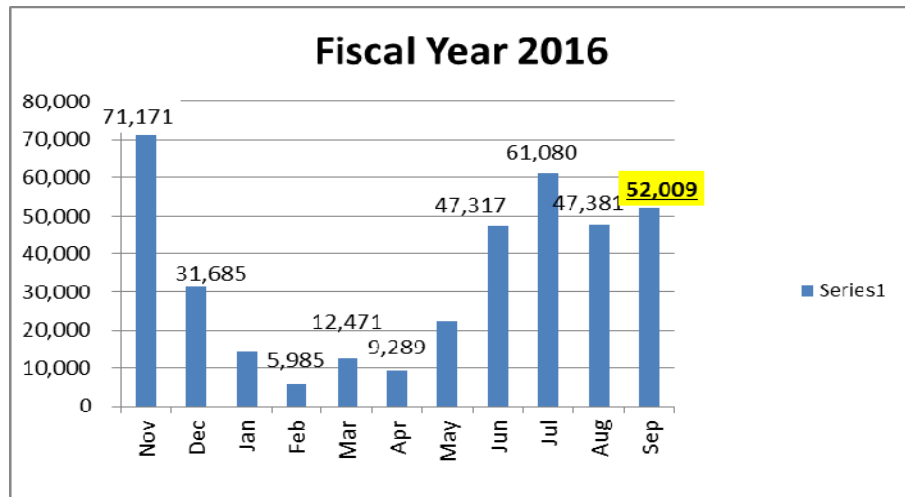
## Aspire Youth Services

**NOVEMBER REPORT:** We had a significant increase in the number of referrals/admissions. Our current census is 14 with the 15<sup>th</sup> girl coming on Monday December 7. In November we averaged 71% of our max bed capacity. The timeliness of our notes improved from 1.85 in Nov. 2014 to 1.33 in November of this year.



## ASPIRE ACADEMY FINANCIAL REPORT

October's financial report is not available this week due to this report being due a week early.



## Aspire Monthly Report November 2015

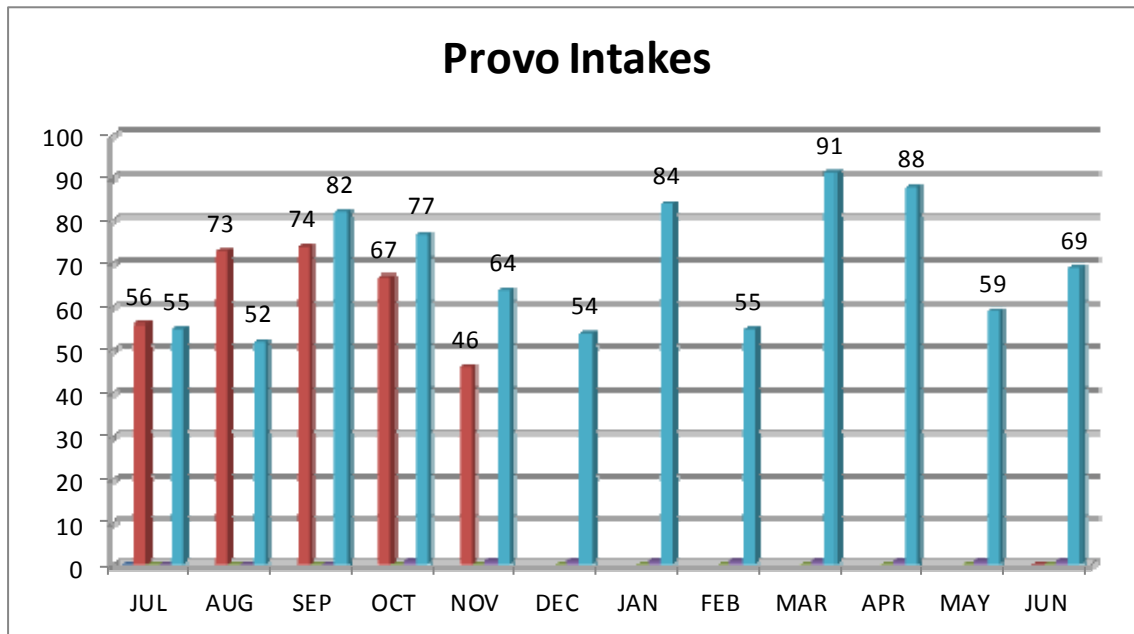
We currently have 14 girls at Aspire, however we will be adding one more next week putting our numbers up to 15 and giving us a full house. We had a great Thanksgiving Holiday with the girls and ate a lot of yummy food. Stu is a great cook! Everyone at Aspire appreciates and is thankful for Stu and his cooking abilities!

We are excited about our new clinical program and have introduced it to the girls and the staff. We started implementing the program this week and everyone is on board. We feel that it will help the girls be more engaged in their treatment, understand their diagnosis, triggers, and to learn and apply their coping skills.

On November 25<sup>th</sup>, one of our girls was featured on Wednesday's Child on KSL Channel 5. If by chance you missed the news segment, you can find it here:

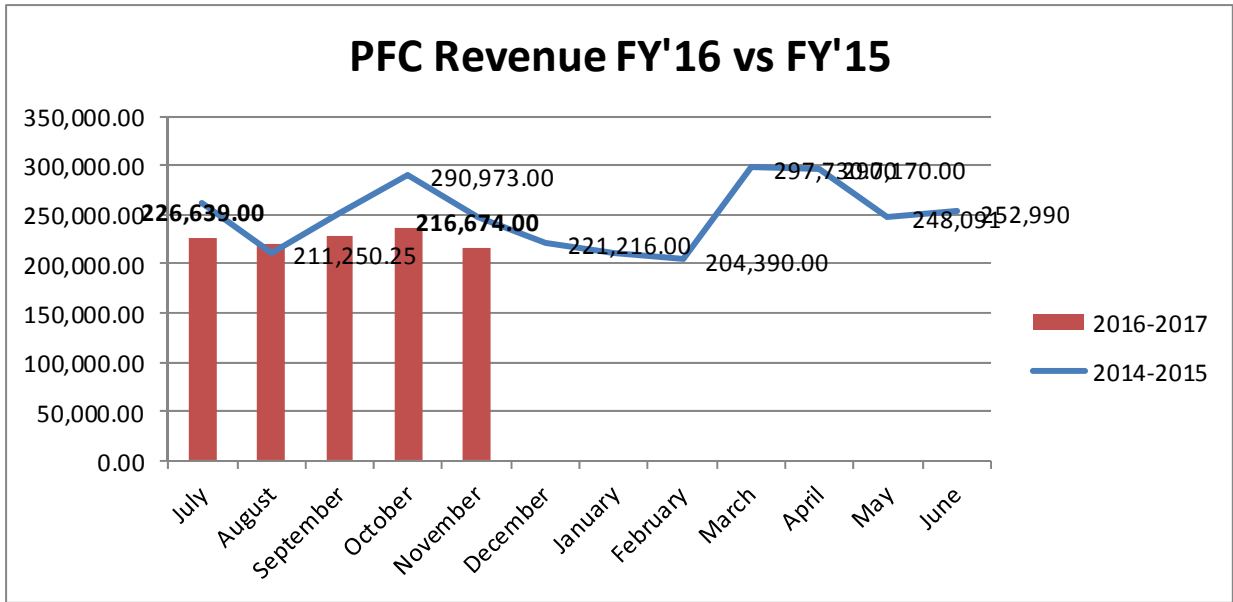
<http://www.ksl.com/?sid=&nid=1291&title=wednesdays-child> We hope that she is able to find a permanent home with a family who can care for her and meet her needs.

### Provo Family Clinic

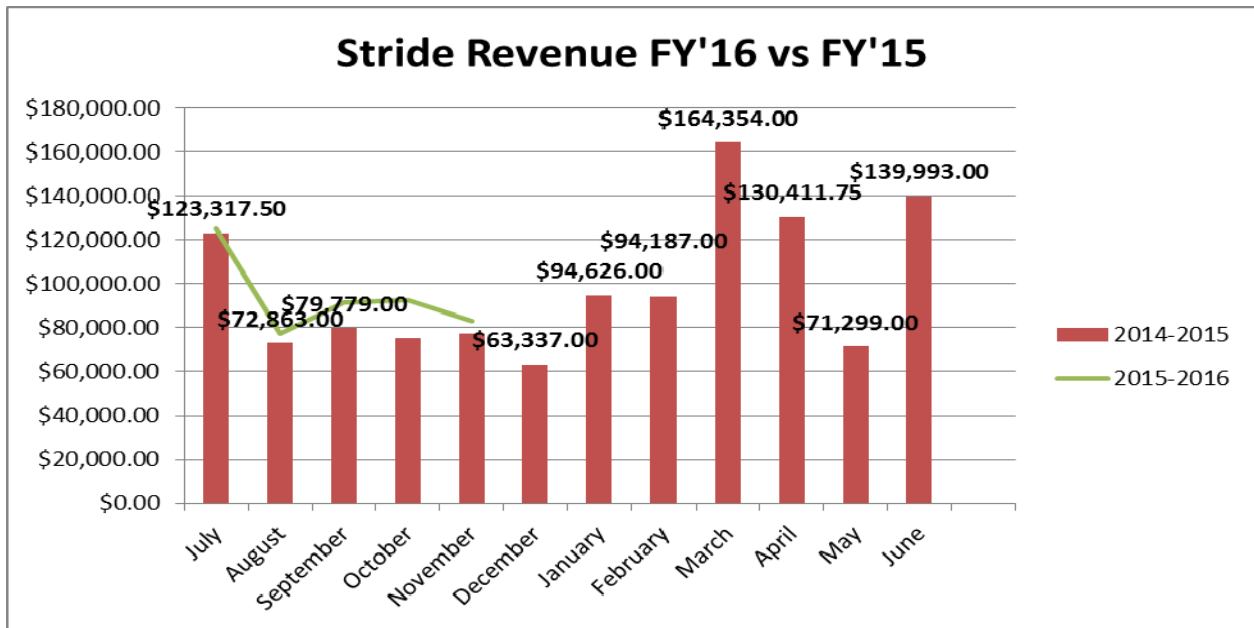


Groups currently running: Grand Families, Strengthening Families, CPTR group and a DBT group are going on in December, and a monthly EMDR lunch group for clinicians. OQ and YOQ for November were 664. \*\*

Ben Weinheimer taught a class during lunch for therapists on how to work with and treat children who have autism.



## STRIDE



### Leadership/Allied Agency Participation/Initiatives/Success

Starting in about September, the older Stride classroom had a few kids that worked together to try and vandalize the classroom. They often refused to participate, ran out of the classroom, and threw things across the room. They were mostly on level 1. One of the boys started making some significant changes a few weeks ago which resulted in better changes for all of the kids. I got a text from his mom a couple weeks ago.

The mother said, *“I said something to my son that he didn't like & he took it wrong, he got frustrated but didn't yell or talk rude to me, he patiently told me he was frustrated, I took time to*

*sit down & talk to him so we both understood where each other was coming from, we gave each other hugs & said I love you & both walked away happy. Then later I was moving the living room around and doing some deep cleaning and he came out grabbed some paper towels & cleaning stuff and sat down and started dusting & cleaning without even being asked and he stayed helping me until the project was done. I almost cried, I was so proud of him. Thank you to you & all your staff. This program & all your help & patience has begun to make a huge difference in our house.”*

This was huge and significant for this boy. He started getting higher levels and was a level four or five daily. Last Wednesday, the whole class was a level 5!

## **GIANT Steps**

### **Highlights**

- On 11/10/15, Giant Steps had a parent training night. We provided childcare for the parents and discussed ways in which various parenting styles can help or hinder efforts to improve behaviors and reduce tantrums with their children. Parent support was offered following the training by the Friends of Giant Steps.
- Amber Hopkins, Evan Jenny, and Courtney Smith were recognized with thank you cards and gift cards. There are two children in their class who have extreme symptoms of autism—one of the children hit and bit employees regularly—and these staff members put in a great deal of extra work and focus to help create an environment that was safer and have helped the children improve their behaviors and communication skills.
- At a focus group with DCFS administration on 11/18, staff was able to share more about Giant Steps. Plans were made to have Giant Steps attend some of the neighborhood DCFS staff meetings to educate their new staff about the program.
- The Giant Steps waiting list currently includes 123 non-Medicaid children.

### **Positive Reports from Families or the Community:**

- One of the 4-year-old children in an Orem classroom began walking for the first time in his life. He has had extreme motor skills impairment but was able to overcome that and walk without assistance and even turn left and right. His parents are ecstatic.
- Another child in Orem was able to improve by having the average length of his severe tantrums reduce to almost half as long.
- A child in the Saratoga Springs classroom was able to show some significant improvement in his ability to tolerate more foods. He has serious sensory issues and typically won't eat much of anything but has been willing to try several new and different foods.
- Several parents of the Provo classroom children expressed that their families' Thanksgiving holiday weekend went well “especially in large family crowds that don't normally go well due to being overwhelmed or overstimulated.”

### **GIANT Steps Volunteer Hours**

Community Volunteer Hours: **39.25**

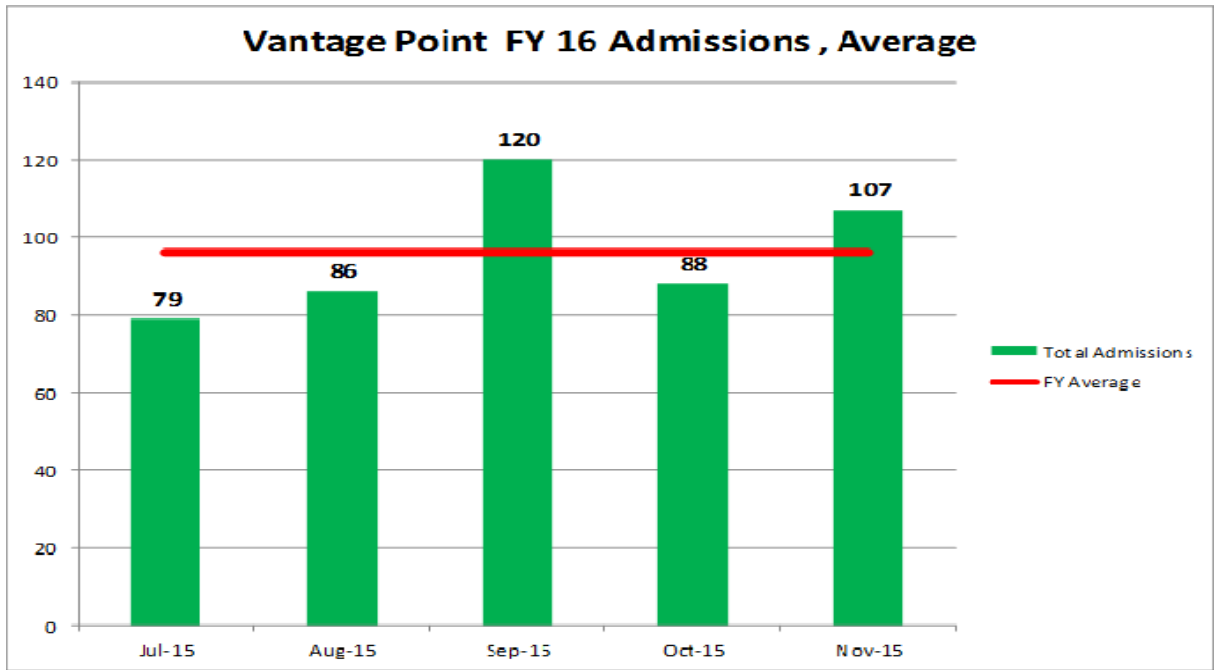
GIANT Steps Volunteer Hours: **143.25** hours

Parent Volunteer Hours (FYTD): **544.25** hours



## Vantage Point and CYFAST

We had **107 admissions** this month, **99** were unduplicated.

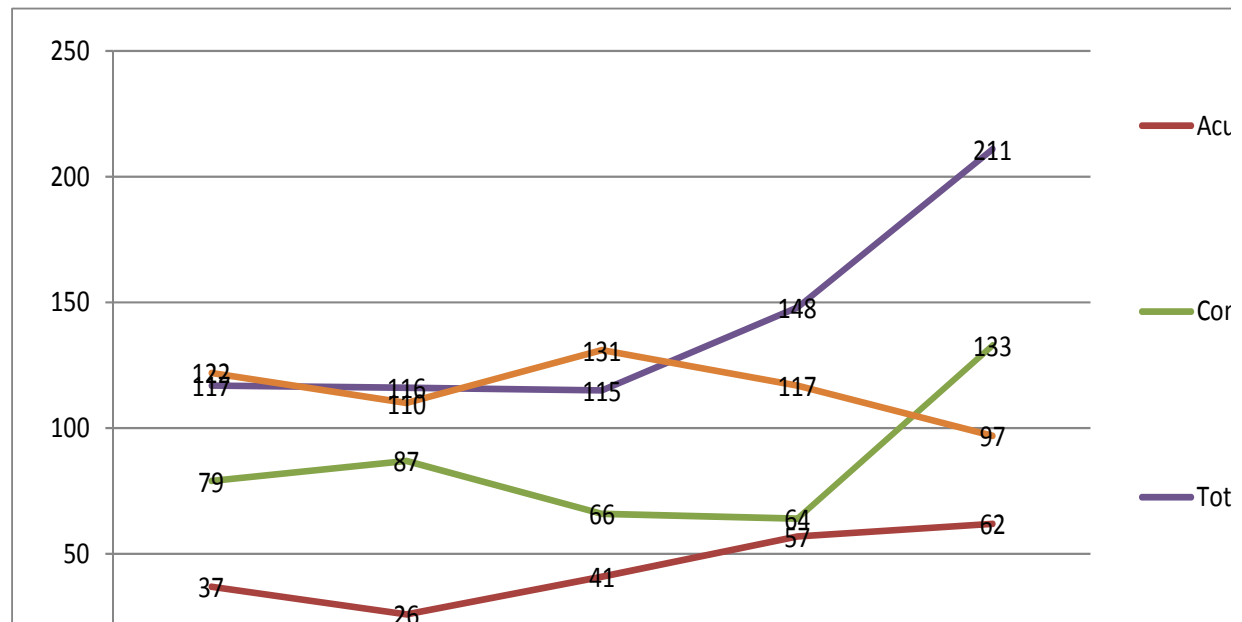


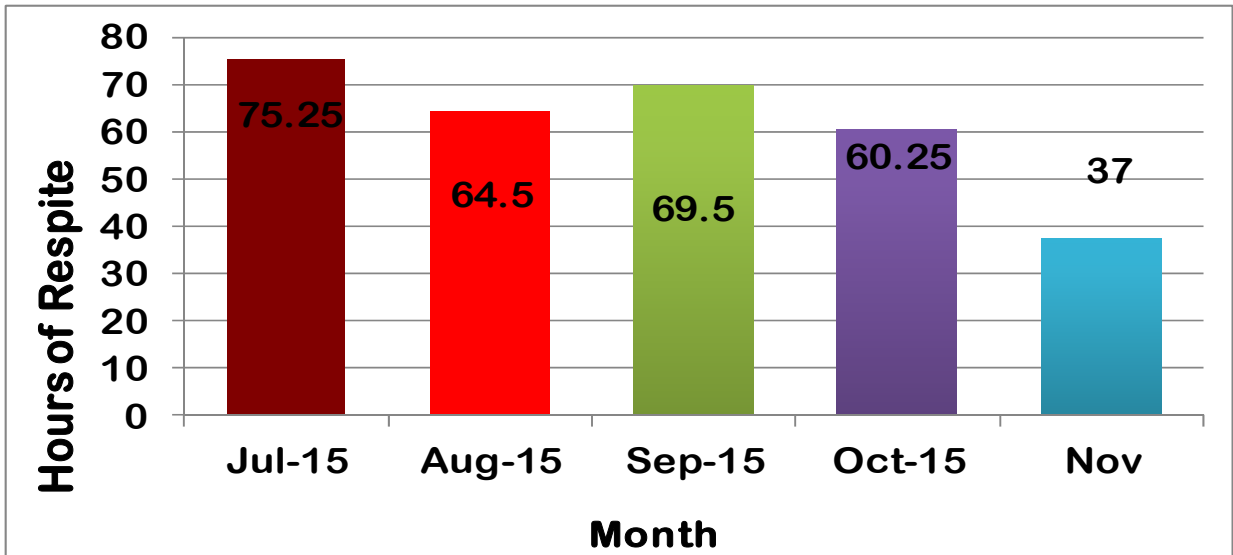
Safe Exit

Crisis Residential: 97 %

Juvenile Receiving: 97%

## CY FAST (mobile crisis)





Respite hours are reduced as the result of two respite workers leaving last month. We have replaced one, but she is still waiting for her background clearance and cannot do one on one work yet.

**Volunteer Hours**

There were 4 volunteers at Vantage Point who provided 16 hours of service.

**This month's Medicaid vs Non-Medicaid admissions**

Medicaid: 48 (62.4%)  
 Non-Medicaid: 29 (37.6%)

**DHS Case Management**

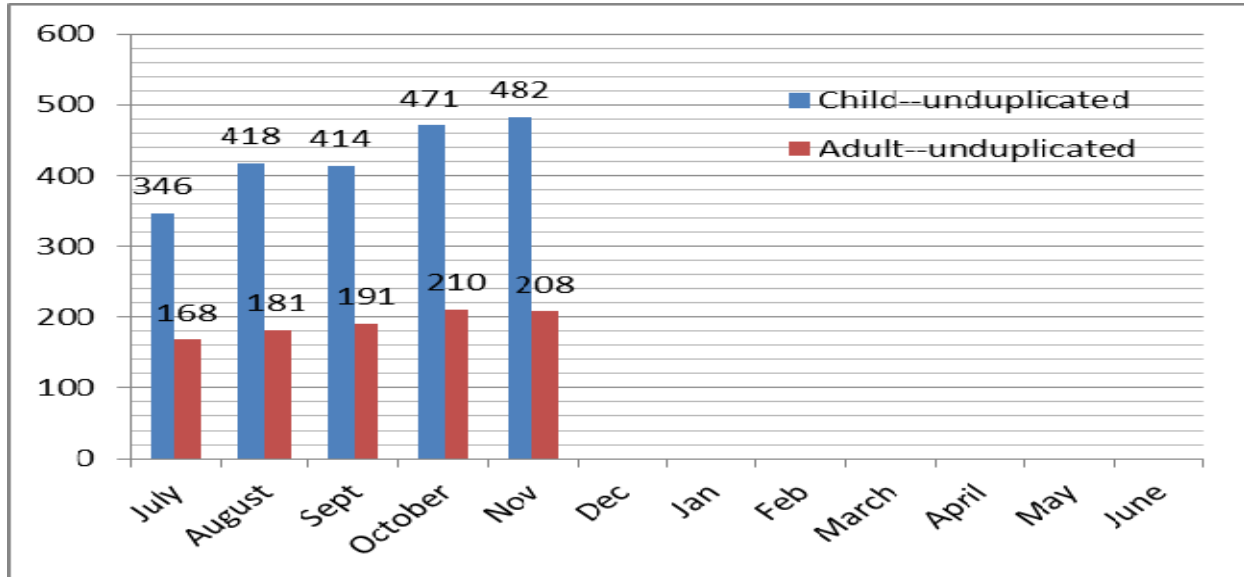
All DCFS case reviews and court reports are completed and current.  
 DCFS data base task items are completed or scheduled.

The meeting about our contract with DCFS regarding the DHS contract issues did take place. It was well attended by DCFS and the Western Region director, a State level contract person, and several other Western Region contract folks were there with Catherine, Scott, and Doran. (See highlights for the Youth Division for details).

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

# of total clients served last month: Total: 690 Adult: 208 Youth: 482

**AFFC Unduplicated clients seen 2015-2016**



**Number of YOQs/OQs administered:** YOQs: 475 OQs: 291

**Unduplicated number of YOQs/OQs:** YOQs: 289 OQs: 174

### **Groups in AFFC**

Child/Parent Relational Training  
The Strengthening Families Program  
School Based Social Skills  
DBT Skills Group

### **Leadership/Allied Agency Participation/Initiatives/Successes**

We received the follow compliment for coordinating services immediately for a child coming from residential care: “I wanted to take a minute and thank you for the time and effort you put into getting [client] in so quickly. Her case was one where I was really concerned about sending her out with no supports. Based on how things go on our unit, I know it can be quite difficult to get a kiddo in that quickly so thank you so much for making it happen. She’s a great kiddo with a great family that just has a really difficult situation. I feel that with your help we were able to get her into the best scenario and services possible. I wanted you to know that I, as well as our team here, truly appreciate it. I also met with her mother on Friday and she expressed her gratitude as well. So thank you again for your time and efforts.”

Sincerely, Trina, [Child and Family Therapist, Primary Children’s Behavior Health](#)

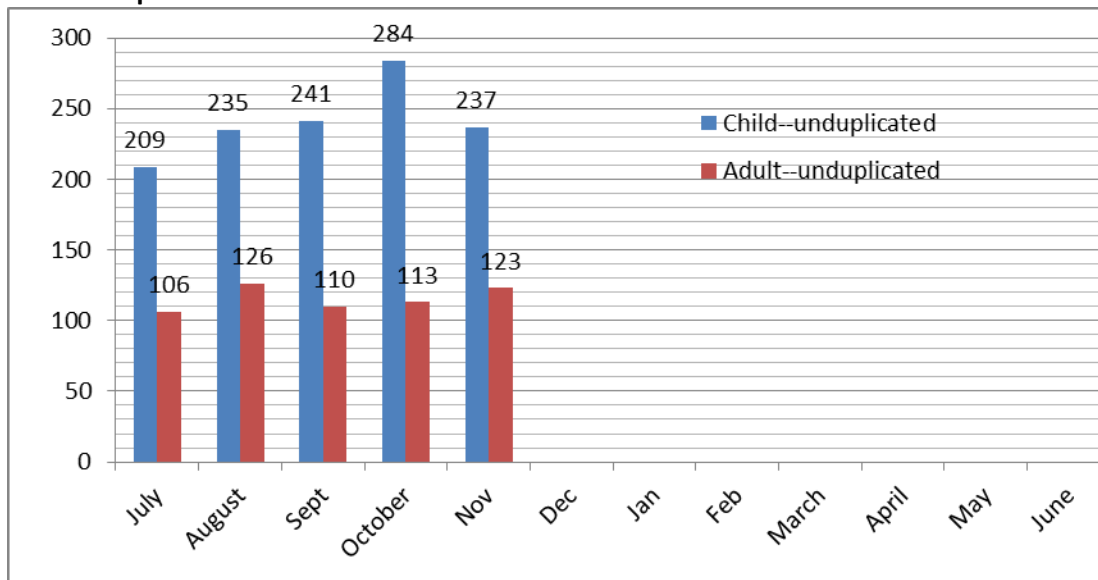
- Family Connections completed their family support class that they were holding on Wednesday evenings in AFFC. One attendee expressed: “We really appreciate your kindness & willingness in letting us use your facilities for our classes.”
- The Orem City Chief of Police has authorized for one Mental Health CIT Regional Coordinator to use local CIT monies (up to \$1700) to attend the International Conference in Chicago this April 2016. The State CIT organization is also going to sponsor one of our staff. This means Geri Alldredge and Bryant Jenks both will be able to attend.

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

# of total clients served last month: Total: 360 Adult: 123 Youth: 237

### Fiscal year 2015-2016

#### SFFC Unduplicated clients seen 2015-2016



**Number of YOQs/OQs administered:** YOQs: 284 OQs: 169

**Unduplicated number of YOQs/OQs:** YOQs: 183 OQs: 102

### **Groups in SFFC**

CPRT parenting group

DBT

The Strengthening Families Program

Our Nebo School District School Based staff have kept busy with attending many collaborative meetings. Chelsea Seegmiller reported attending the following:

- **Monday, November 2: Nebo School District's Parent Night, for Mental Health Awareness, 6:30 - 8 pm**

A free seminar at Spanish Fork High School that provided parents and community leaders with information on how to get help for substance abuse, mental health issues, and suicide prevention. Greg Hudnall from Hope for Utah presented. I attended with Doran. Other agencies there were the Family Support and Treatment Center, Utah Department of Health, CASA, and the Strengthening Families Program.

- **Tuesday, November 17: Nebo School District's MDT meeting 9:45-11:30**

A meeting to staff and coordinate resources for Nebo school districts youth in custody kids, or students that have recently had incidents at school. Present at the meeting was the 2 school social workers, DCFS representative, PO representative, School psychologist, and administrators from Landmark High school.

- **Tuesday, November 17th: Cops meeting 11:30-1:30**

A meeting to staff students who are on parole, or pending intake with parole. Or have had behavioral issues which have involved the SROs on school campus. Mike Wilkins also attended this meeting. Present at the meeting was JJS Supervisor, PO supervisor, DCFS representative, Truancy PO officer, Felony Intake Parole officer, Nebo's prevention social worker, Nebo's truancy social worker, All SRO's from Nebo school district (special resource officers), school psychologists, campus supervisor for Landmark High School, and administrators from Springville High School.

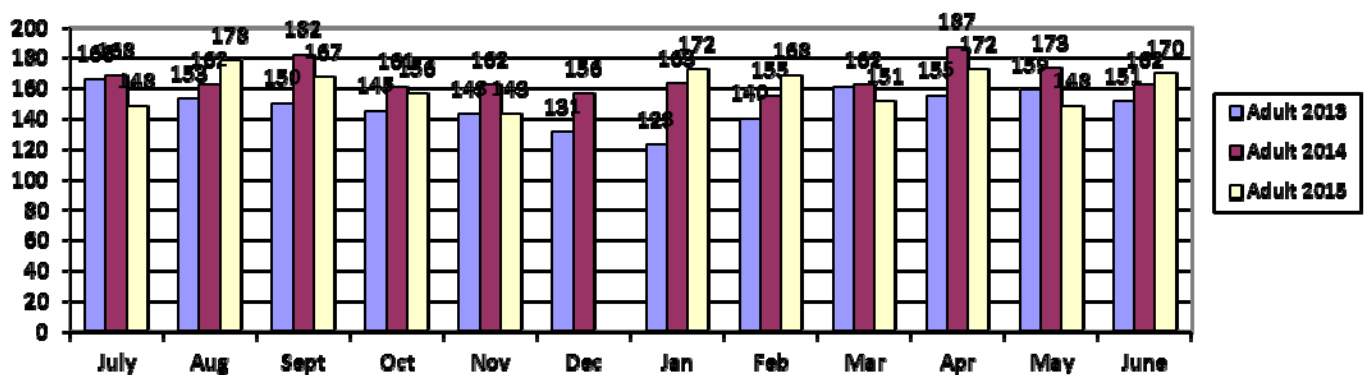
- **Wednesday November 18th: LIC/YIC meeting 12-1:00**

A bi-annual meeting to review services and intake process for youth in custody that are enrolled in Nebo School district. Present at the meeting was the Cornerstone Dean of Students, Landmark Principal, Nebo school district Dean of student Services, 2 school social workers, Supervisor for JJS, Provo Slate Canyon Principal, School Psychologist for Corner stone, The journey Mona, Primary Children's, State department of education, Observation and assessment, and Lightning Peak.

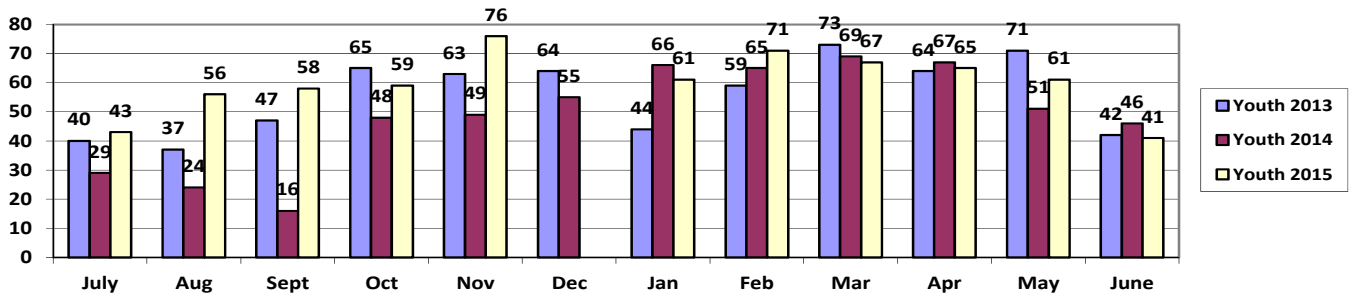
## Wasatch County Family Clinic

**Total Unduplicated Clients Served in November: 219**

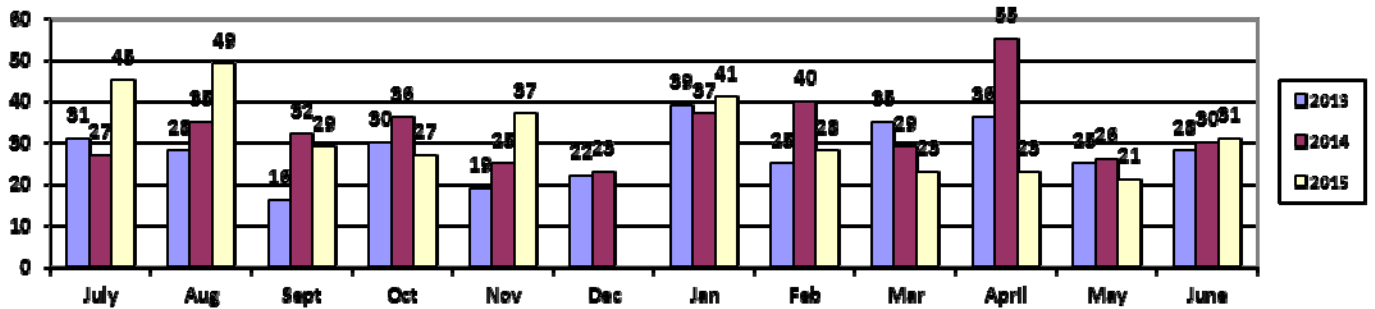
Adults: 143



**Youth: 76**



**November Monthly Intakes: 37**



**November Med Appointments with MD:** 79

**November Therapist Appointments:** 372

**November Case Management Appointments:** 62

**Number of YOQs/OQs administered:** YOQs: 84 OQs: 152

**Unduplicated number of YOQs/OQs:** YOQs: 48 OQs: 88

**Groups at WCFC**

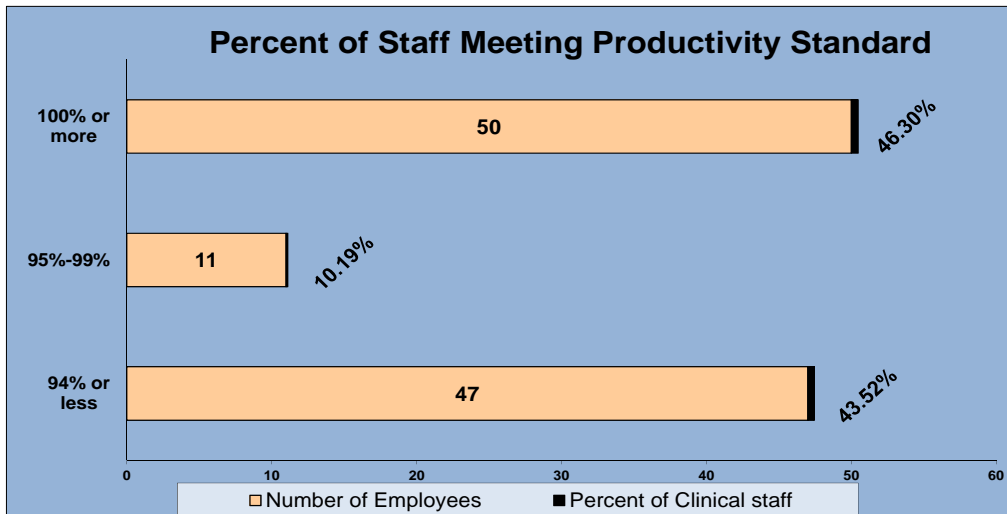
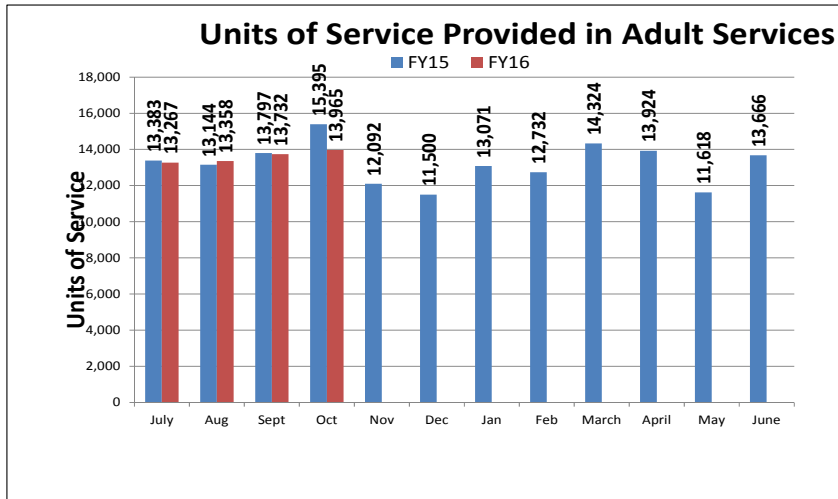
- Recovery Day Tx
- Summer School Program
- Drug Court Group
- Gender Specific Male and Female SA groups
- Relapse Prevention
- Thinking Errors
- Anger Management
- MRT
- Prime For Life
- Teen Prevention
- Alumni Group
- Strengthening Families

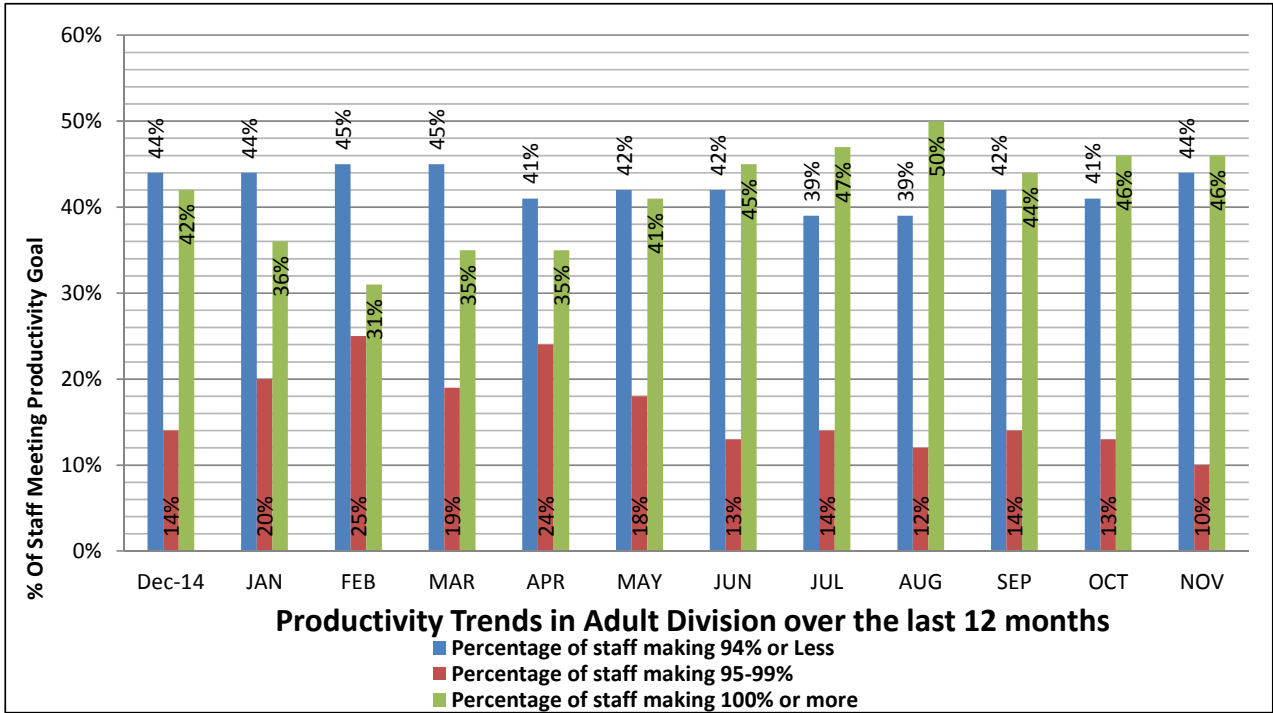
**Leadership/Allied Agency Participation/Initiatives/Success**

In November our DSAM Monitoring visit was completed.

**We received positive feedback from DSAM regarding our services and as per the verbal report in the Exit Conference we are anticipating no findings on the finalized report!!!**

**Adult Services Division**





**Q/YOQ Administration**

**Number of total unduplicated clients served last month:**

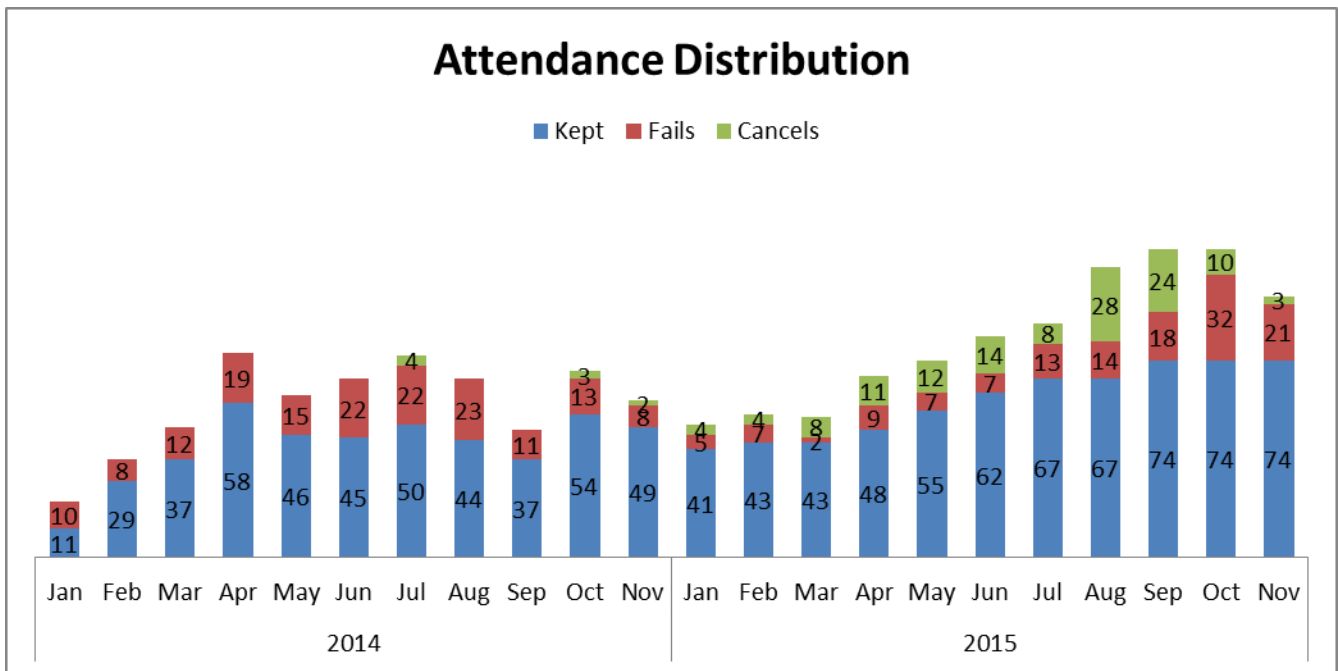
Adult Clients Served	2239
Child/Youth Clients Served	1575
<b>Total</b>	<b>3814</b>

**% of Unduplicated Clients Completing an OQ/YOQ    61%**



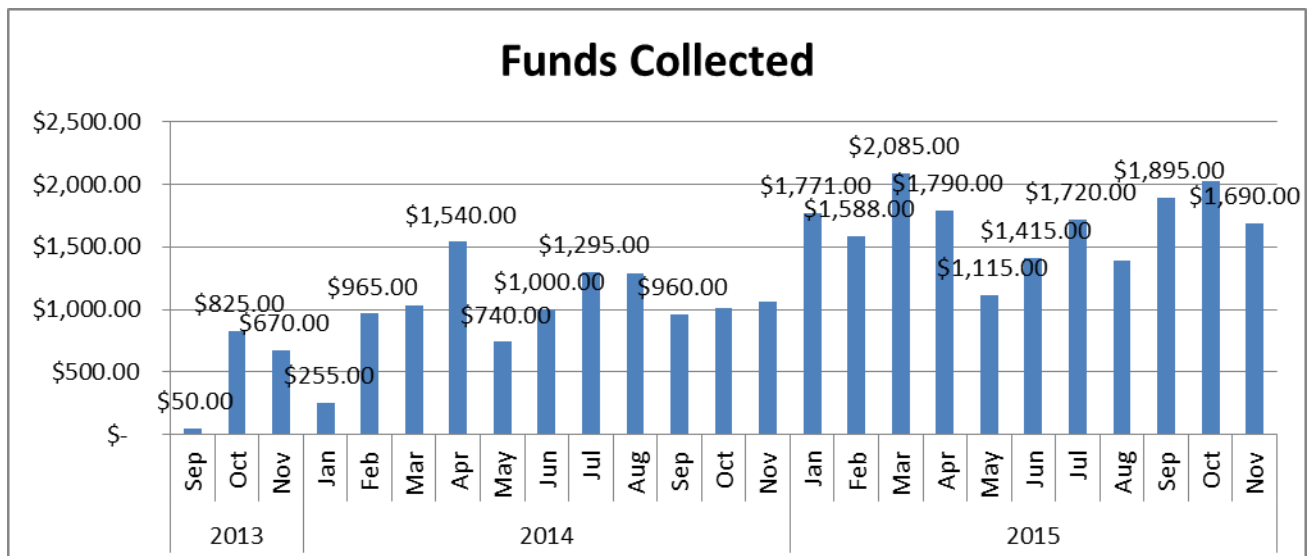
## Mountain Peaks Counseling

The graph below indicates the number of clients who kept their scheduled appointments, who failed and were charged vs who canceled and were not charged.



## Financial Report

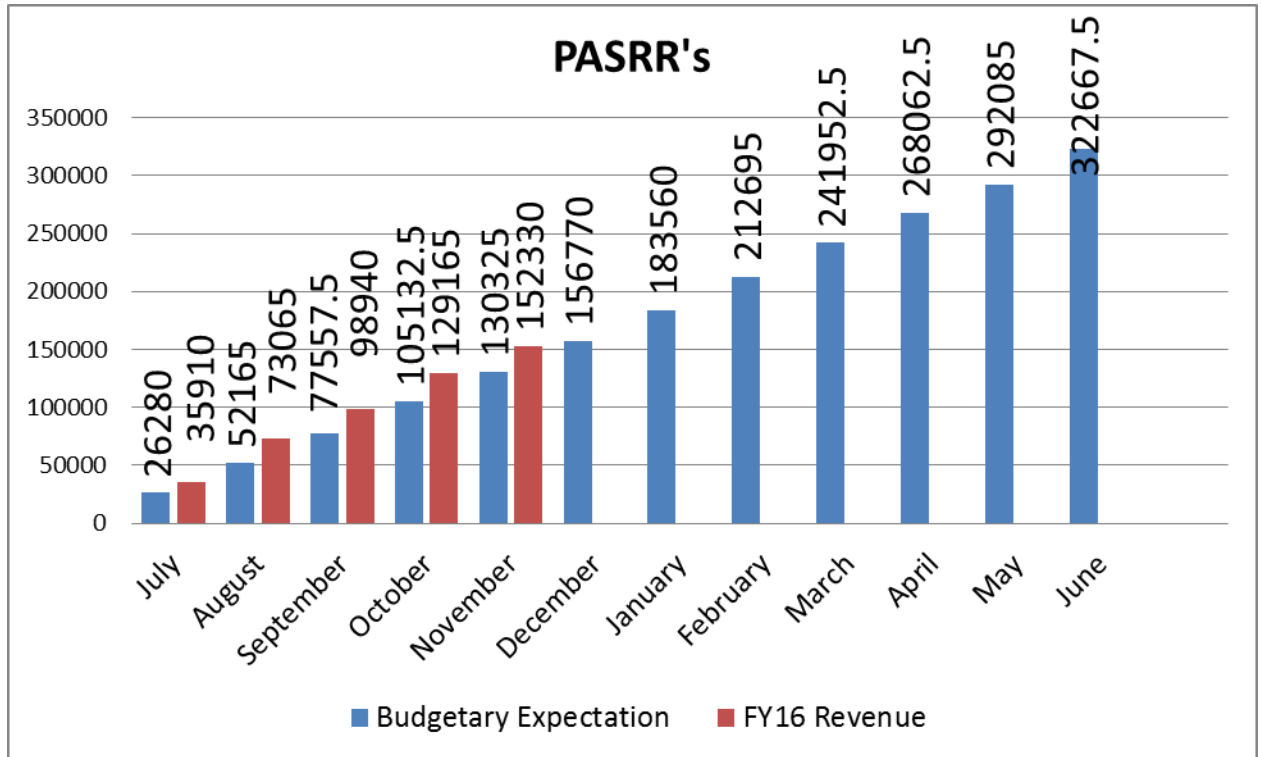
Below is a graph showing the amount of money collected each month.



# Westpark Family Clinic

## Representative Payee Services

The following chart matches YTD PASRR revenue against budgetary expectations. The budgetary expectation is determined by taking the monthly average of revenue from FY 14 and FY 15. In as much as this Program Manager is new to tracking PASRR information, it would be interesting to see how the PASRR revenue has grown in recent years. In next month's report we will work to put that information together into a summarizing graph.



The number of OQ-45 questionnaires collected in WFC decreased slightly in November, mostly due to the Thanksgiving holiday. WFC collected 651 OQ questionnaires during the month of November. This is down from 694 questionnaires administered in October, and up from 576 questionnaires administered during November of last year. Of the OQs collected this November, 410 were unduplicated, which was a decrease from the 440 unduplicated questionnaires collected during the previous month, and an increase from the 363 unduplicated questionnaires collected during November of last year. The number of daily administrations this November increased by 2.8 questionnaires per day compared to last month, and increased by 2.3 questionnaires per day compared to November of last year.

During the last quarter (beginning with the pay period starting on 8/23/2015 and ending with the pay period ending 11/14/2015), WFC staff with productivity standards achieved a total of 2,173.83 billable hours, which equates to 91.5% of the department's cumulative productivity standard. This is down by 0.2% compared to last month.

During the same period of time, CSS staff with productivity standards achieved a total of 2,557.4 productive hours, which equates to 88.3% of the department's cumulative productivity standard. This is down 1.1% compared to last month.

RPS staff with productivity standards achieved a total of 1,315 billable hours, which equates to 91.1% of the department's cumulative productivity standard. This is down 2.5% compared to last month.

## **Mental Health Courts**

### **District Mental Health Court**

Number in the program: 30

Graduates: 2

Clients who dropped out or were removed from the program: 1

### **Provo Justice Mental Health Court**

Number in the program: 12

### **Orem Justice Mental Health Court**

Number in the program: 3

New clients accepted into the program: 1

## **Leadership/Allied Agency Participation/Initiatives/Success:**

Our success story for this month comes from our women's victim domestic violence group. "A graduating DV group member related how she grew up with abuse and became conditioned to being around abusive people. She chose to take WMH's DV group treatment because of this. She stated that she now recognizes that she had poor judgment about the people she would be around. She has learned to recognize her thinking errors and not to make assumptions, because when she does things go bad. She feels that she now knows other ways to handle situations and is able to conform to society better. Client thinks first about how her decisions impact her son before acting on her impulses. She is excited that she will be having overnight visitation with her son. "

We are excited to report that on November 1, 2015 AOP and CSS dissolved and Westpark Family Clinic (WFC) was born. We have now been licensed to see children and youth. We are working on training staff on children's issues including Trauma Informed Care for kids and youth. We are working with the Program Manager over Clerical Support Services to insure that our waiting room is child friendly. We may be doing some cross training with PFC to help them learn how to do CM with adults and they to train us on how to do CM with children.

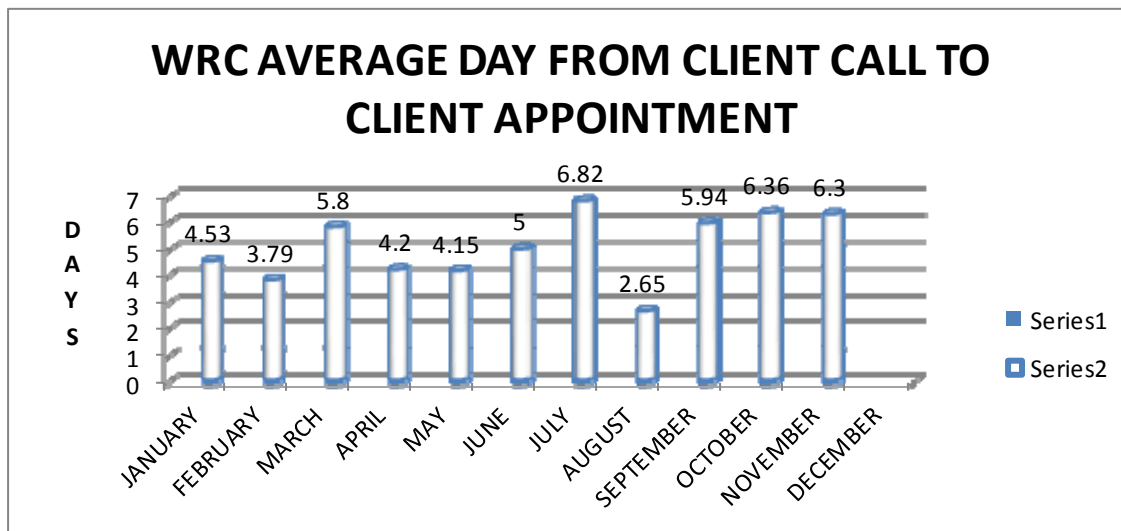
In October one of the RPS staff had to do a research project for one of his classes. He and the WFC program manager developed a questionnaire that was used to survey the clients receiving RPS services. A crew of volunteers were organized to administer the survey. The survey was given in the last week of October and the first week of November. Of the near 320 clients who receive RPS services 189 surveys were collected. The results were tallied and the results have been shared with staff.

Another survey is being developed to give to staff. This survey will try to answer two questions. One, to see how staff feel they are being served by RPS. Two, to see what training needs staff have to be better able to be in compliance with Social Security requirements. The survey will be given in mid-December. In January, a training will be organized for case managers and others across the Center. Since there is turn over in staff and other departments do not get to learn from the Social Security Audits, this training will be designed to not only provide information but to build relationships across departments.

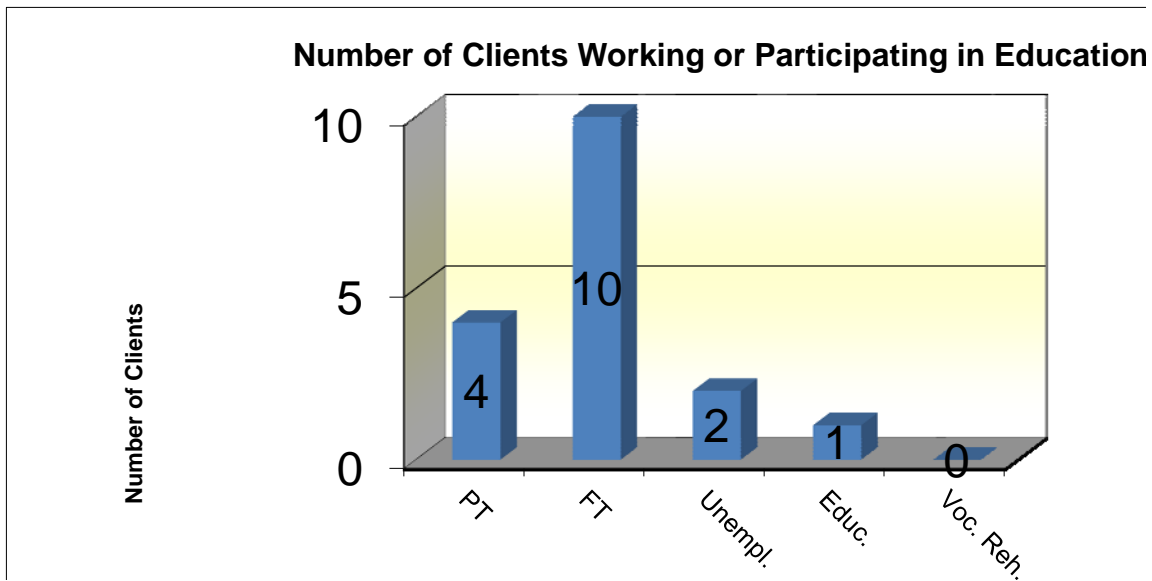
At the end of November, Utah County Substance Abuse staff invited our therapist who runs our Dual Diagnosis Program to go to their staff meeting and present on our WMH Program. In an effort to continue our relationship with the county, this staff person attended two of their meetings where a good discussion was had about our partnership with them. We continue to have a Utah County Substance Abuse staff member be a part of our Dual Diagnosis Program where our WMH employee and the UTSA employee co-lead one of our groups for individuals who have both mental illness and substance abuse challenges.

In an effort to see how many children are coming to WFC and how fast it is growing, we will start tracking the number of children served. We will soon be providing information on how many intakes per month are being performed and how many children 17 and under are being served each month.

### Wellness Recovery Clinic



**Below is a chart describing how many clients are either working or obtained educational benefits in FY 2016:**



**Leadership/Allied Agency Participation/Initiatives/Success**

Below is a therapist report of a recent reported success:

Client came to the WRC from Provo Canyon Behavioral Hospital after experiencing suicidal thoughts and intent. Her brother had recently completed suicide, and she did not feel she could keep herself safe. Client was not a resident of Utah County, but her small home town lacked mental health services, so she lived with her sister in Provo. Client has a difficult relationship with her sister, but she could not afford her own place to live, so she endured- hoping to rebuild their relationship. Client began attending groups at the WRC, as well as individual therapy. Client also worked with case manager to apply for available resources, including social security, Medicaid, and housing. Around Halloween, client had about had enough of her sister's poor attitude and behavior, so she asserted herself (as she had learned in group) and left her sister's home. Client reached out to case manager who provided her with a hotel voucher for her and her 24 year old son, who had recently moved to Provo. Client stayed at the hotel for a time until she found an apartment to rent. About this time, she was approved for Medicaid. When first discussing client's transfer to another Wasatch program, client was upset and felt she was not ready to transition from her safety net. She was frustrated that she had set boundaries as suggested, and they seemed to have put her in a worse situation than before. Her sister continued to treat her poorly, and she had reported her son to the police for a felony he had committed. She stated she felt she was back to where she started, and she did not feel comfortable transitioning to a new program during this tumultuous time. However, client stated she experienced a turning point on Thanksgiving, and, on her last day in group, she expressed deep gratitude and appreciation to the WRC and its staff for the support she received. She greatly enjoyed attending group therapy, and she thanked the group members for the role they played in her recovery. Client recognized how much the skills had helped, and, though it was difficult, the process of gaining self- respect through asserting herself and setting boundaries was worth it. She felt peace with herself and hope for the future.

We were able to complete 15 new intakes in the month of November. We are noticing a decrease in successful follow through from UVRMC clients. We have not had very many referrals from the inpatient unit and those that were scheduled, not one showed up for their

scheduled intake. We will be working closer with Ransom, our UVRMC representative, in helping to make the connection with these clients discharging from UVRMC.

<b><u># of total unduplicated clients served last month:</u></b>	<b>177</b>
<b><u>Number of OQ/ YOOs administered:</u></b>	<b>293</b>
<b><u>Number of unduplicated OQ/YOO:</u></b>	<b>126</b>

## **Medical Department**

### **Leadership/Allied Agency Participation/Initiatives/Successes**

West Park Family Clinic is now treating children for medication management appointments. Wellness coordinators and nurses are discovering the world of little people. We are considering making the lobby more child friendly as we adjust to the sights, sounds and movements of clients shorter than the counter tops.

In speaking of the new walk-in/refill clinic at West Park, Dr. Crist said; “The system is working well for me. I am busier, which is good”. He cited an example of needing to titrate medication on someone experiencing psychotic symptoms. He was able to see her weekly and get her cleared up quickly. With the old system this would have taken much longer but being able to see her weekly made a big difference in the delivery of her care.

Clint opened longer hours for the refill/walk-in clinics in his schedule. Things are going well but clients are a little hesitant to not schedule a regular follow up for fear that they won’t get in or will have to wait excessively at the walk-in clinic. Clint is committed to continuing through the transition period to see how it settles. We think the teleprompter idea of showing people where they are in line will help.

A report was generated to pull in nursing encounter data, including DOC notes across the center to baseline our current billing practices. Encounters/hour and percentage of TCM/CM were looked at. There are some interesting similarities across the center and interesting differences with in departments. It appears to me that the outpatient clinics may be able to have the same productivity standard across divisions. IRT’s full time nurse productivity is only slightly lower than the outpatient clinics so may work on the same productivity standard as well. The top billers are the nurse out in Heber and the 2 south campus nurses. We are exploring an encounter based productivity standard that would work across the center for nurses.

### **Employee recognition**

We learned from the nurse’s progress note report above just how hard working the south campus nurses are. We acknowledged this with \$5.00 gift cards and a personal thank you.

Tom Parkinson recently spent his day off building pill box storage bins for the med room. They are perfect for the purpose and the closet now smells of fresh pine. He was also acknowledged with a personal thank you and a \$5.00 gift card.

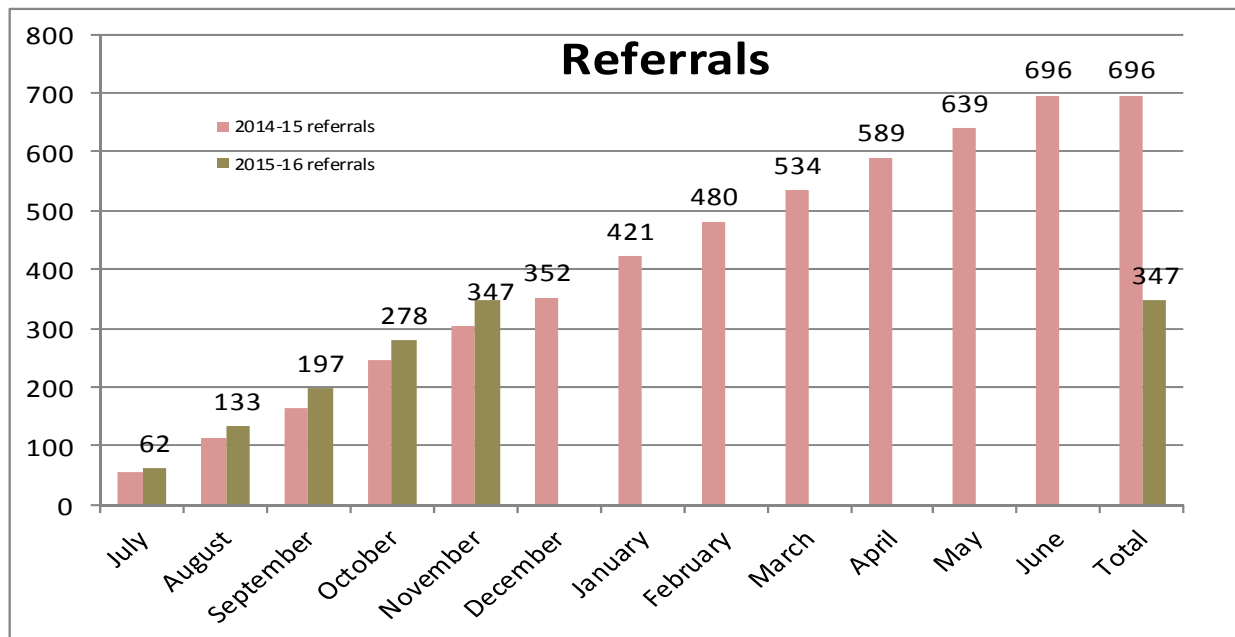
## Psych Testing/Interns/Form 20

### Leadership/Allied Agency Participation/Initiatives/Successes

Psychological evaluations in the scans section of the chart have come in handy while staffing clients in ASCM lately. We have been able to refer to the testing to answer some questions that have come up in the meetings.

Dr. Jennifer Rogers passed the EEEP exam last month. This will make her a licensed Psychologist when it gets processed. Congrats to Dr. Rogers!

Psych Services is running about 2 months behind on internal referrals. We have hired Ashley Smid part time (previous intern/now resident) to help us keep our noses above the water line. We are wrestling with where to house her so she is not too far removed from the support of co-workers. She will start in December and is already scheduled into January.



The chart above shows the number of psychological testing referrals received year to date and compares it to the prior three years. We are still getting more referrals than previous years!

Below is the chart of completed testing by interns. We have never seen this kind of turn around before on reports! We have a couple of great Resident candidates in this group.

Psychology Intern	Totals
Jason McBride	7
Sione Tafunda	9
Brennan Atherton	7
Victoria Ryals	5
Ingrid Boveda	12
	40

## Clerical Support Services

### Leadership/Allied Agency Participation/Initiatives/Successes

Admin techs have done a beautiful job of supporting the new walk-in/refill clinics at West Park. Our adaptation of an urgent care/drop in medical clinic is going well and they are playing a crucial role in making it happen.

## Jail Contract

Clint and Travis continue to hold down the fort. Things are going well.

## Elder and Vulnerable Adult Coalition (EVAC)

This month's meeting was held as scheduled but it was during CIT so we were not represented.

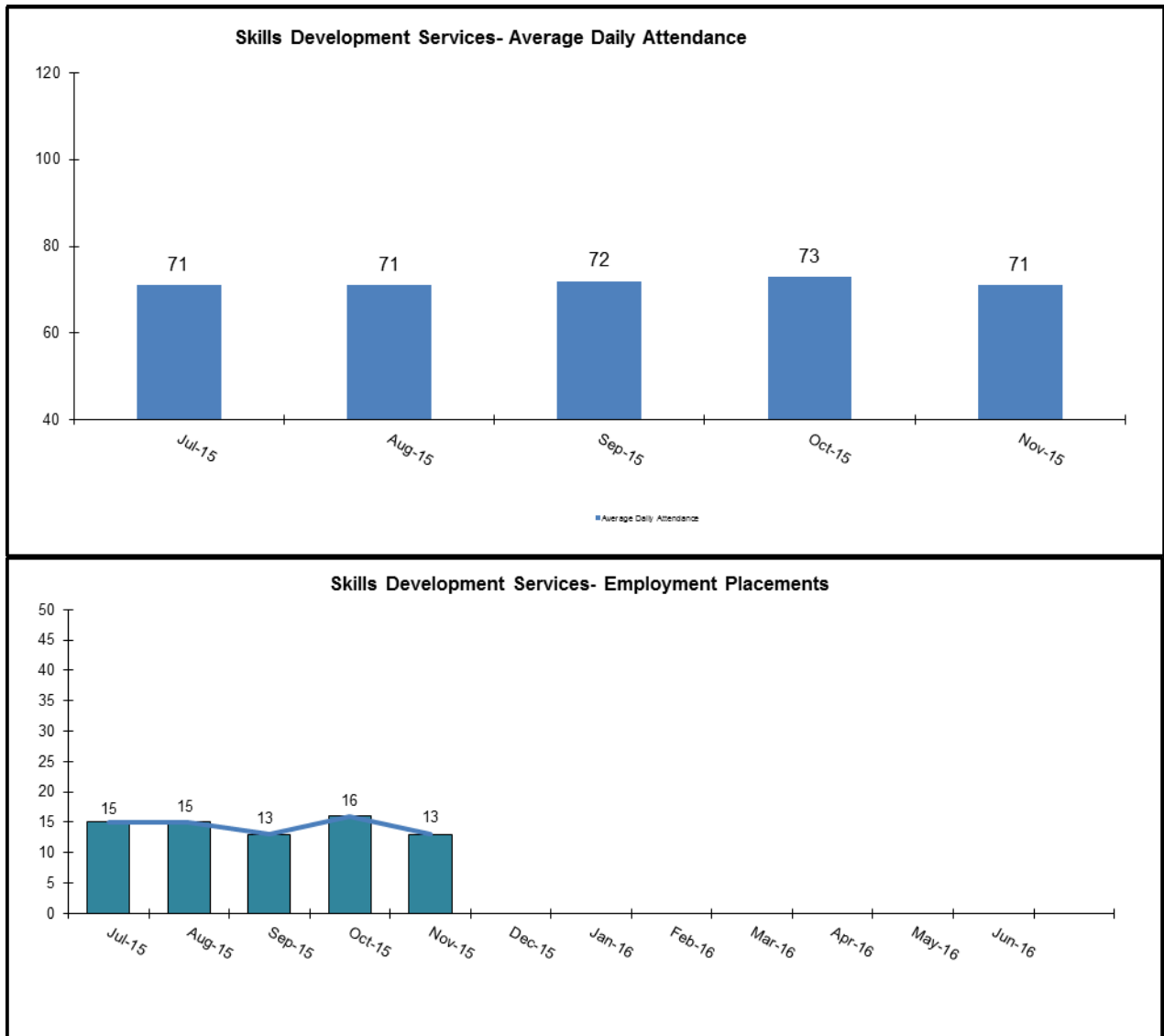
## Crisis Intervention Team (CIT)

The State CIT program paid for Dr. Alldredge's attendance at the State NAMI conference. There was a class on Medicaid expansion taught by Rylee Curtis ([rylee@healthpolicyproject.org](mailto:rylee@healthpolicyproject.org) 801-433-2299). She gave an informative overview of Medicaid, the gap, other insurance coverage options, and ACA. She also gave an overview of how these issues have played out across the country and where Utah is sitting right now.

The Fall CIT academy was held at UVU this year. We liked this venue, although, as with all new venues, we had some fine tuning to figure out. The academy was fully booked but we had several drop out. We have decided to over book it in the future so we end up with a full academy of 40. We made some modifications to some of the classes and the over all schedule that we liked and plan to keep. The State CIT coordinators are working closely with us and we appreciate the support and changes that they have brought over the past few years.



# Skills Development Services



## Leadership/Allied Agency Participation/Initiatives/Success

Our Annual Thanksgiving Dinner was a great success! Staff and a representative from the advisory board served approximately 90 members a wonderful meal followed by a program of music and expressions of thanks from the members. The previous Clubhouse Director (Maddy Talbert) was presented with a beautiful painting of the Wasatch House building commemorating her 12 years of service to the Clubhouse. We express thanks to all those who made this happen. We are looking forward to presenting our Christmas Dinner on December 22<sup>nd</sup>.

## Success stories

### **Hillary Ponko reports the following:**

KS is almost done with his first week working at Easter Seals and is doing excellent! When he first came to Clubhouse months ago, he would regularly leave for the whole day and when he was in the building, seemed a little lost and anxious. With the help of a couple of our awesome staff members, he started working on various tasks during the day and was also working towards getting a TE. Since being offered the Easter Seals TE, he has followed through with all of the things we have asked of him and yesterday he was able to do all the cleaning tasks at work on his own without a staff following/helping him.

I drove JC to his first job today! He did bell ringing at Sam's Club. When I picked him up two hours later, he reported that "everyone was really nice and he can't wait to do another shift." He was grinning from ear to ear and when I looked in the bucket to see how much he made, it was FULL and I spotted at least one \$10 bill! All after just two hours! It was really sweet and rewarding to see.

## Financial Report

We will be requesting a donation bin for the thrift store from the foundation. Up until now, donations have been left in garbage bags outside the door after hours, creating a rather unattractive sight for the Clubhouse. The cost of these bins is between 800 and 1000 dollars.

We will also be submitting requests for the foundation for activities for 2016. Beginning in January we are initiating Saturday activities once a month. We are requesting that the majority of these activities be financed by the foundation to allow members the opportunity to get together for fun activities on the weekends, where they otherwise might be isolating in their apartments. While this is a Clubhouse standard we are trying to meet, the greater purpose is to enhance the wellness of our members during a time when their mental health is at greater risk.

The Noorda foundation has donated \$15,000 to the Friends of Wasatch Mental Health Foundation! The Noorda's have been an ardent supporter of Clubhouse for many years and we are deeply grateful for their ongoing generosity and interest in the development and wellness of our members.

**Number of total unduplicated clients served last month:** 145

**Number of OQ/ YOQs administered:** 71

**Number of unduplicated clients who completed an OQ/YOQ:** 47

# WATCH Program

# of clients served in the WATCH Program:

69

## Leadership/Allied Agency Participation/Initiatives/Successes

The CABHI team met for a half-day training at the State this past month. The CABHI program continues to ramp up and we have several people waiting in the wings for housing to develop which will enable them to come into the program. Through our partnerships with Utah County and Provo City Housing, the Housing First model is quickly taking shape in Utah County enabling our most vulnerable individuals to get off the street and into permanent housing with wrap around supportive services.

The PATH annual report was completed and delivered to the State on time.

## Financial Report

In the month of November, \$4,205 was spent in EMERGENCY SHELTER. In FY16 we have spent a total of \$18,925 to house 45 unduplicated individuals for 354 nights of safe and secure shelter. The average length of stay is 7.86 nights per person. We have expended 57 percent of funds for 46 percent of the year. Although we are 11 percent over budget if the funds were allocated evenly throughout the year, usage of funds tends to taper off as we get past winter.

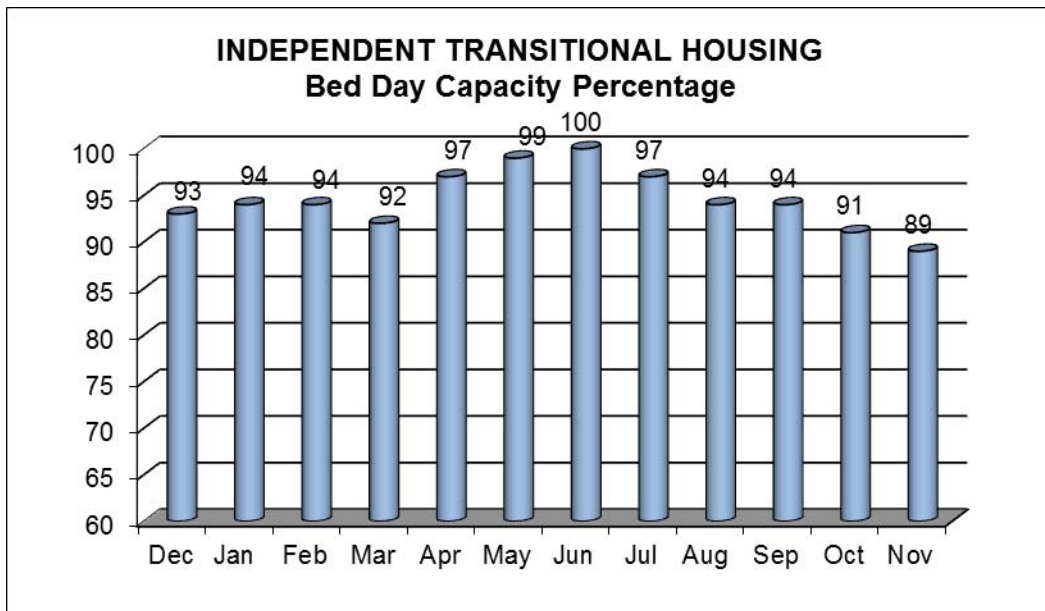
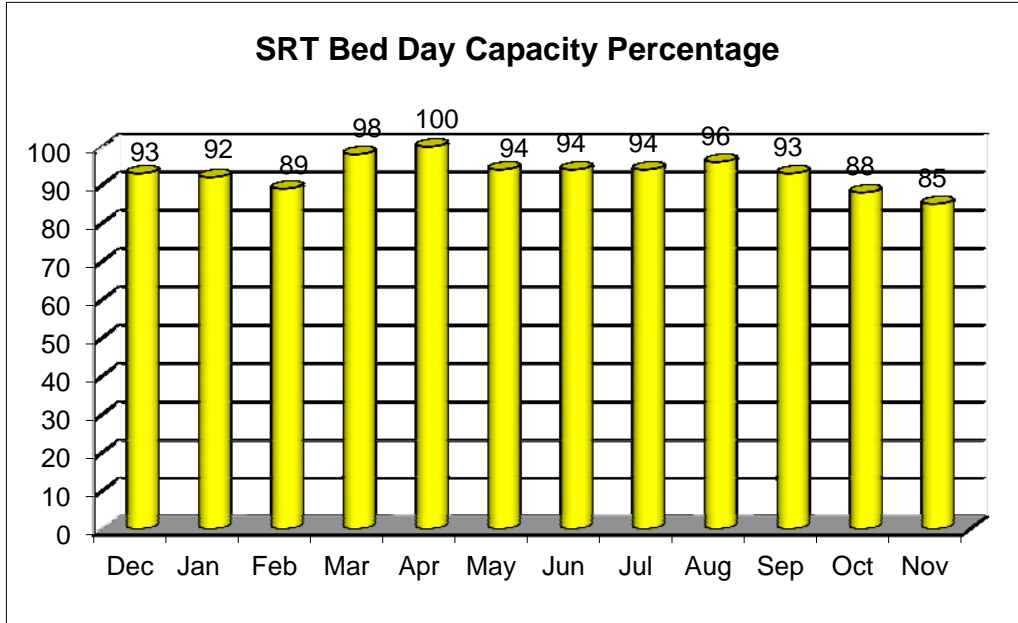
## Number of unduplicated clients who completed an OQ/YOQ:

24 of 69 clients served completed an OQ in November 34 percent of clients served completed an OQ with each client completing an average of 1.75 OQ's. We continue to work on having the OQ's distributed during case management appointments as well as doctor and therapy appointments to boost our collection rates.

## **Justice Reinvestment Initiative**

JRI is now up and running. We are completing our first intakes this week. The LSI should be arriving shortly and we will explore how we can best use this instrument to be in compliance with the program.

## Supported Housing Services



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

### **Leadership/Allied Agency Participation/Initiatives/Success**

Our Sub for Santa program is well on its way to another successful year. Jennie Reese has done a great job with her department reps in promoting the program and we are filling requests for the clients who have had names submitted. We have been sorting through dozens of boxes of hygiene kits donated by the LDS church and redistributing them to Sub for Santa recipients. We kept back 60 individual names from the total batch submitted to United Way so we could have them filled by WMH employees, our sub advisory board committee or other partners we work closely with. Each of these 60 individuals will also receive a hygiene kit filled with the basics.

Partnering with United Way has been highly successful and having Jennie Reese heading our efforts makes this even more successful!

**Number of OO/ YOQs administered:** 94

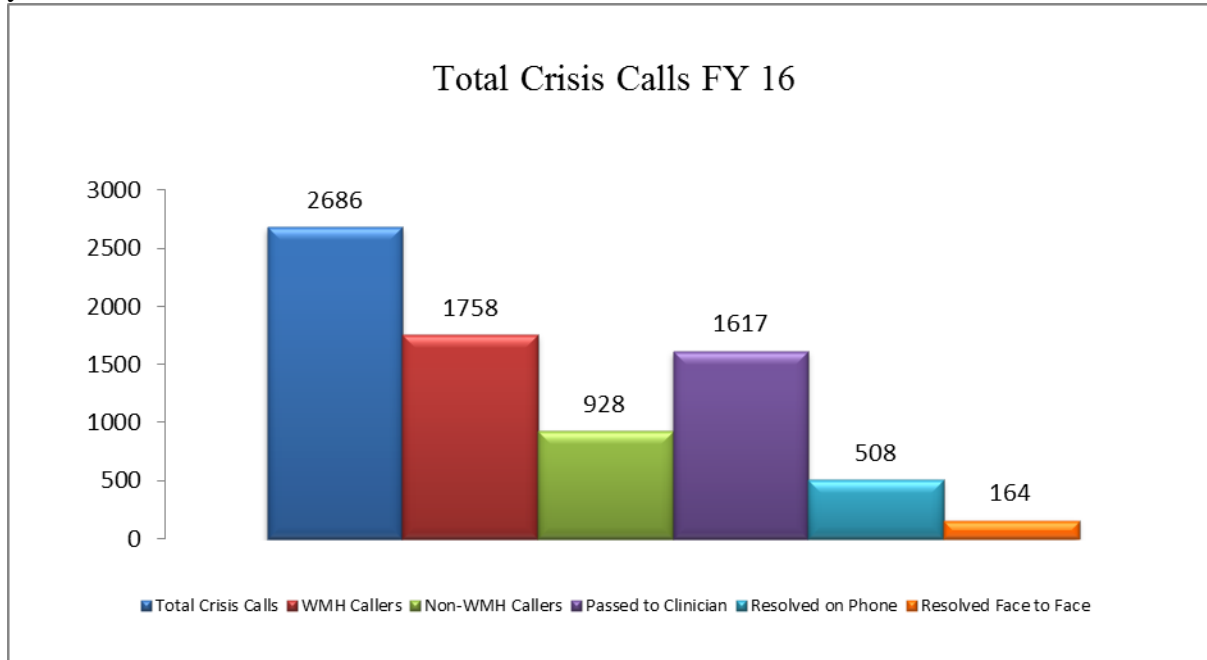
**Number of unduplicated clients who completed an OO/YOQ:** 44

Daniel Bernards, a house parent, at SRT was awarded a \$5 gift certificate to Great Harvest for his personal touch at adding some Christmas cheer to the SRT residents and the property. He has put up dozens of strings of Christmas lights and decorations on the property and the clients are loving it. He has done this at his own expense and effort. Daniel is a great employee putting his heart and soul into his job.

## **CRISIS SERVICES**

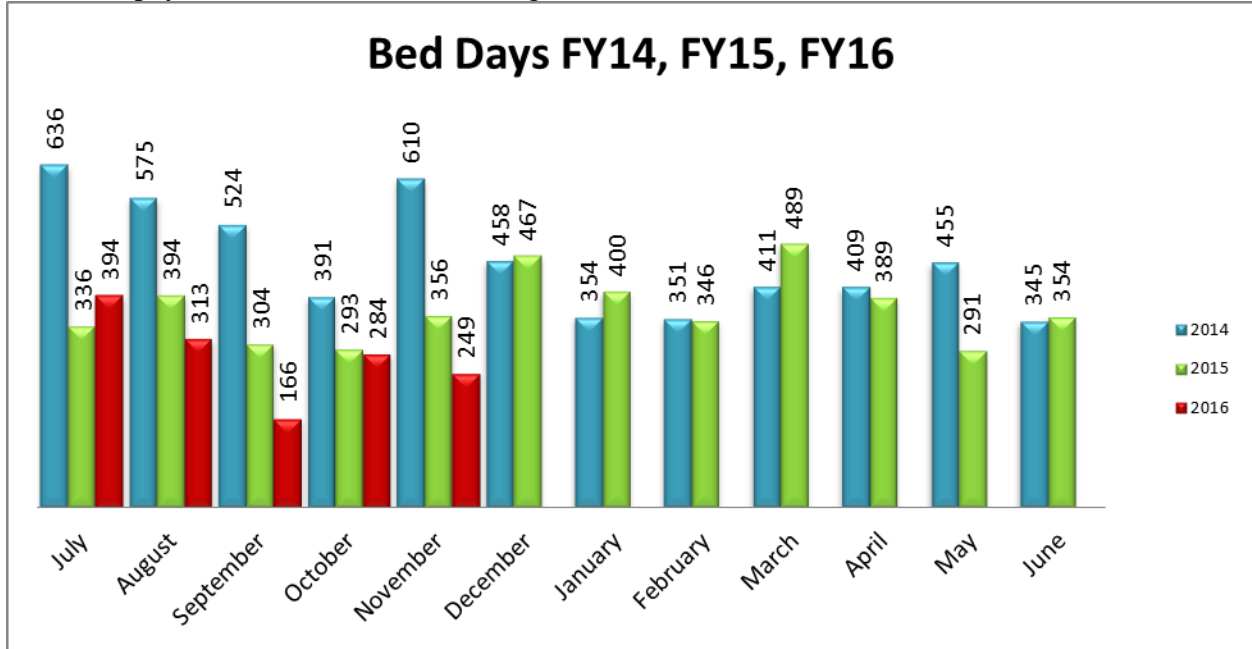
### **Crisis Calls**

The following graph represents the total break down of Crisis calls received thus far for fiscal year 2016



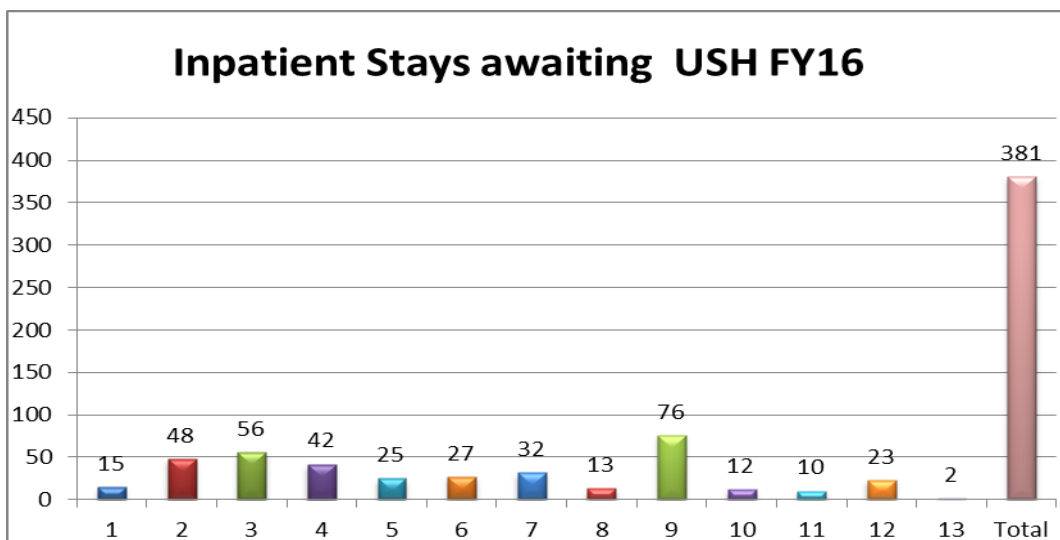
## Inpatient Psychiatry

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 2016. 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.

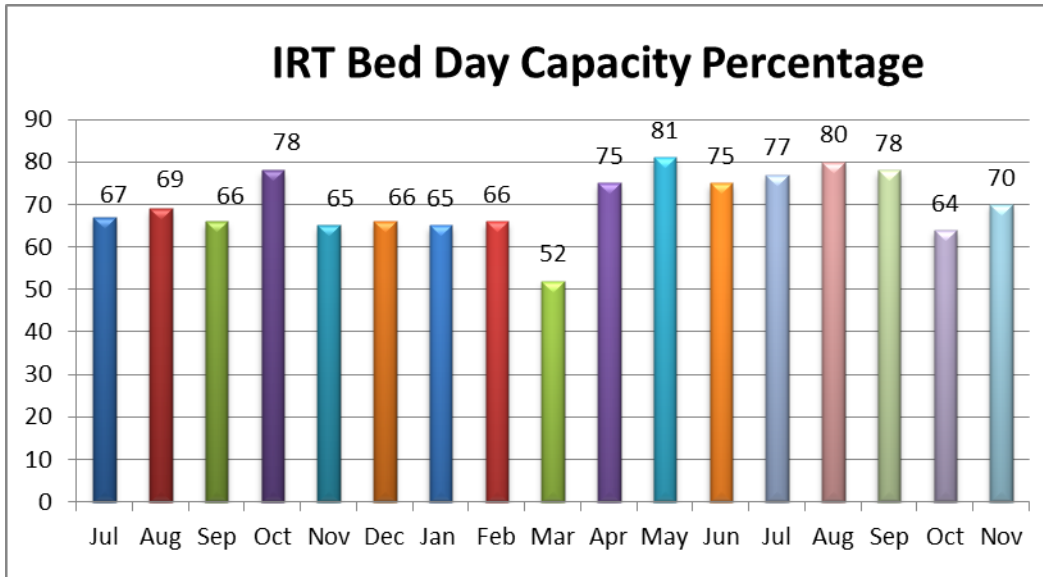


### Inpatient stays waiting for USH Hospital bed placement

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 \$2,825,900.** Total cost for FY 16 thus far is \$419,100.



## Intensive Residential Treatment (IRT)



### Leadership/Allied Agency Participation/Initiatives/Success

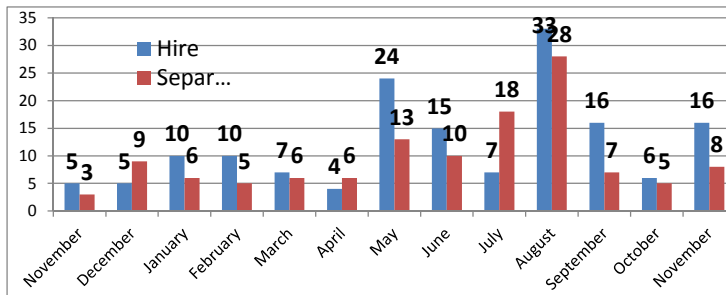
#### Success Story

Our BRIDGE Team has been able to transition a client from the Utah State Hospital into a community apartment. The owner of this apartment is a new partner with WMH and has been great to work with in accommodating individuals with mental illness. This client is now involved in part time volunteer work at a local elementary school. Even though she has a severe psychotic disorder at times, she has maintained stability in her recovery enough to work very well with children and teachers at this school. Her insight regarding what she needs to do in order to maintain stability and how treatment helps her with recovery has improved greatly. Her treatment team report that her independence grows each month and it is encouraging to witness.

# Human Resources

## Staffing

The total turnover rate for November was 1.9%, and annualized WMH is running at 28% overall. Year over year November showed a significant increase in hiring. For calendar year 2016 we have finalized our training and orientation schedule to more accurately match demand.



November turnover rate for full-time benefited employees = 0.3%

November turnover rate for part-time employees = 5%

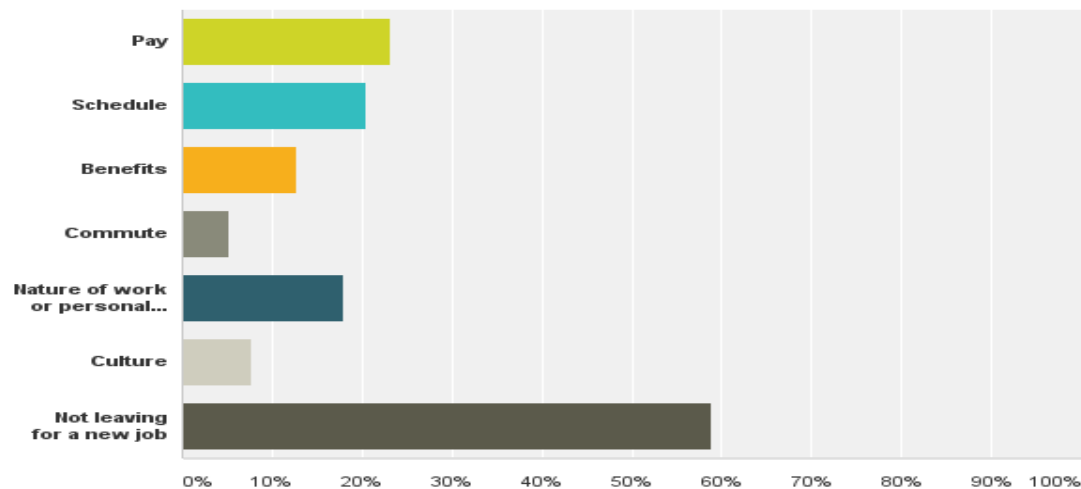
Overall, part-time employees represent 62% of separations

## Exit Interview Data

This data continues to support high employee engagement and positive employee experience at WMH. 95% of employees leaving are in the 0 – 5 year range, 56% are from the youth division and 59% are not leaving for a new job.

### Q5 If you are leaving for a new job, what were the factors in your decision to take the new job? (choose all that apply)

Answered: 39 Skipped: 2





### Q4 What is your reason for leaving Wasatch Mental Health?

Answered: 40 Skipped: 1

