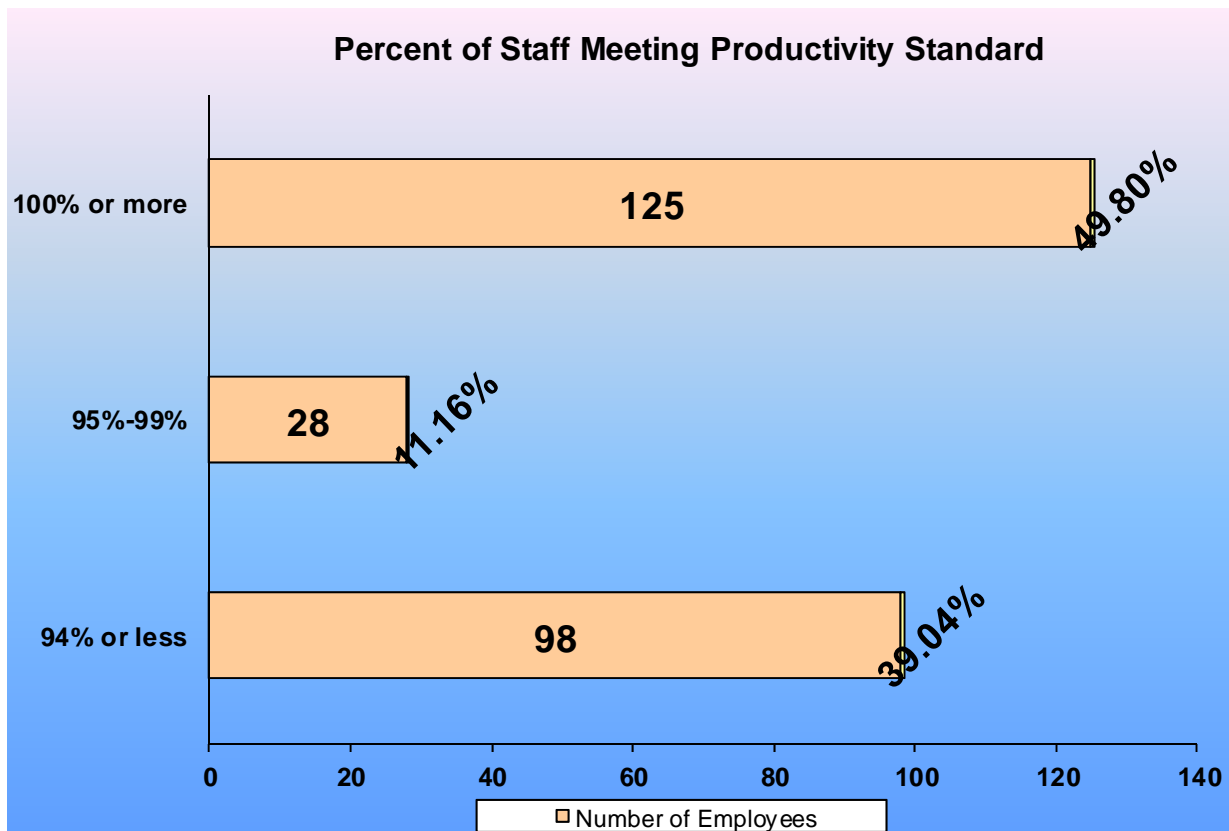


Wasatch Mental Health Monthly Briefing Report December 2016

At this time, the Utah Behavioral Healthcare Committee (UBHC) is getting prepared for the next legislative session. Over the interim period, much work has been done to inform legislators about the need for ongoing Medicaid funding and the maintenance of USH beds. As Utah has been involved in a lawsuit to address the issue of waiting lists for forensic patients, other states have elected to shift civil state hospital beds to forensic clients to address any legal repercussions. If Utah were to adopt a similar strategy, the financial burden for the community mental health centers in the state would be significant (to say the least). Similarly, client care would be impacted dramatically, as much needed longer care would be much delayed.

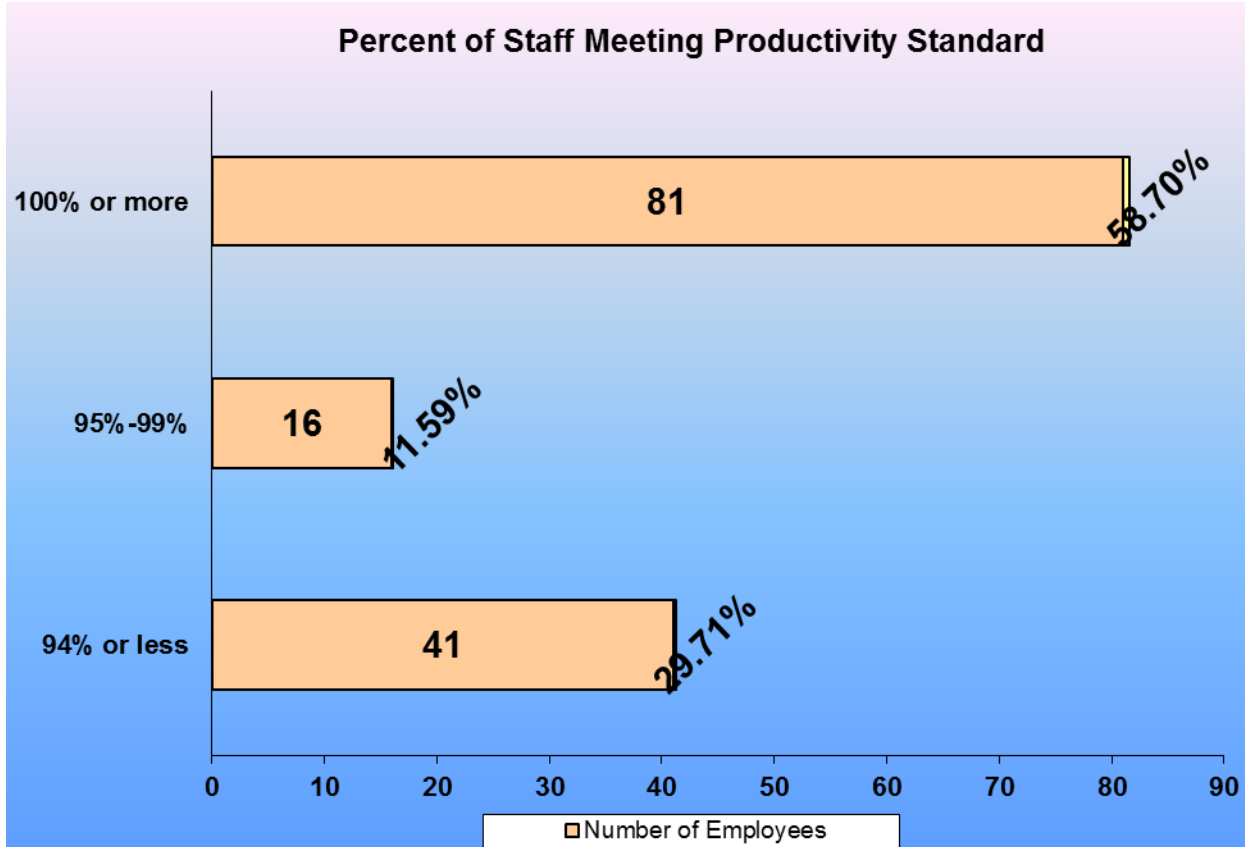
The Payson building project is progressing well. We still hope to be able to occupy the building in June/ July. In the interim, much speculation has circulated about federal decreases in spending on healthcare, especially Medicare and Medicaid. While it is anticipated that any administrative changes initially will focus on the Medicaid expansion population (which would have little impact on WMH operations), subsequent administrative action may impact current programs.

Following, a graph depicting the percent of employees meeting various levels of service delivery.

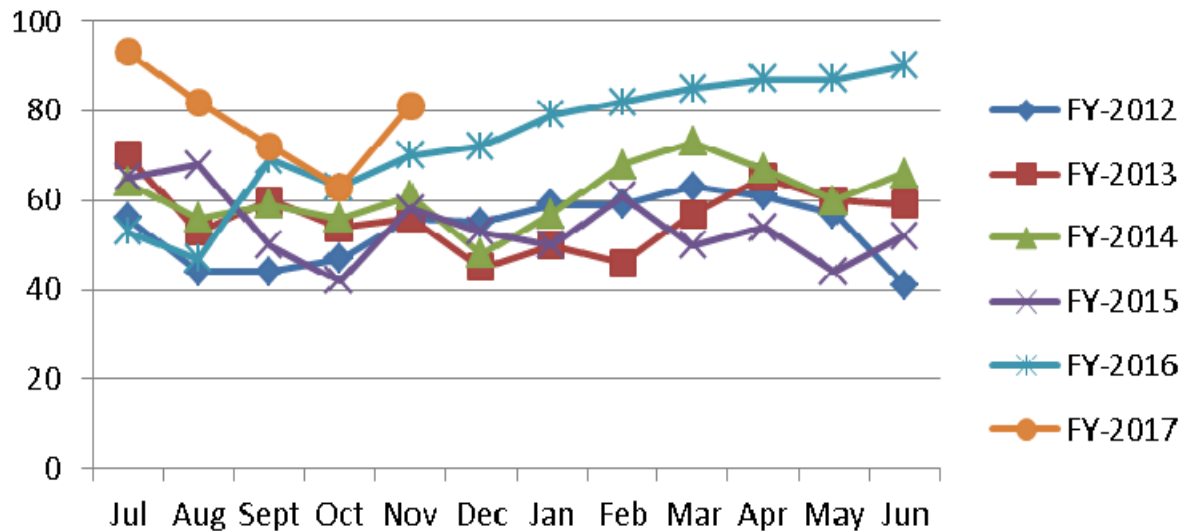


Children and Family Services Division

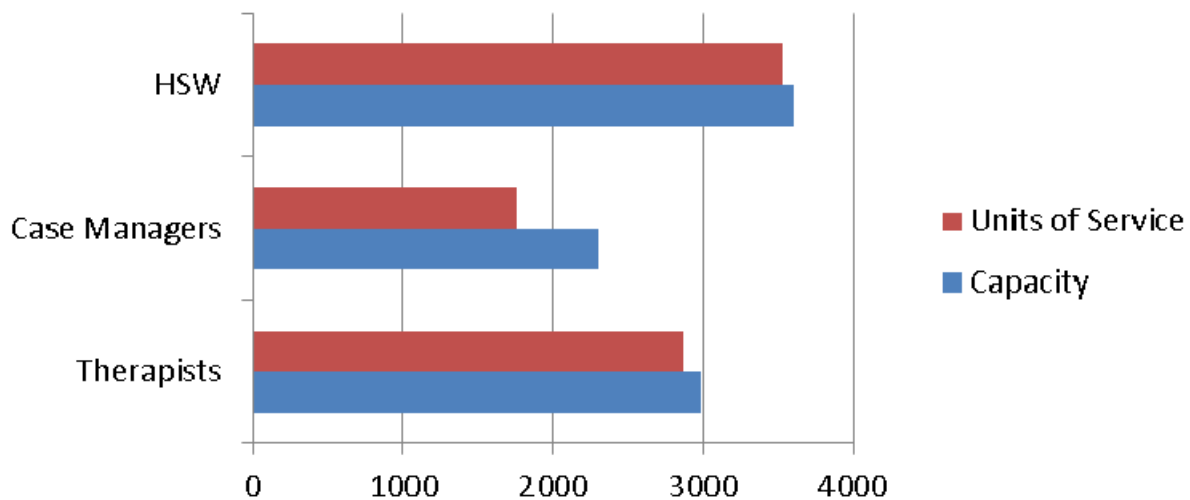
Performance Indicators



Percentage of Employees with 100% or More Billable Time



CYF Division Productivity November 2016



Highlights

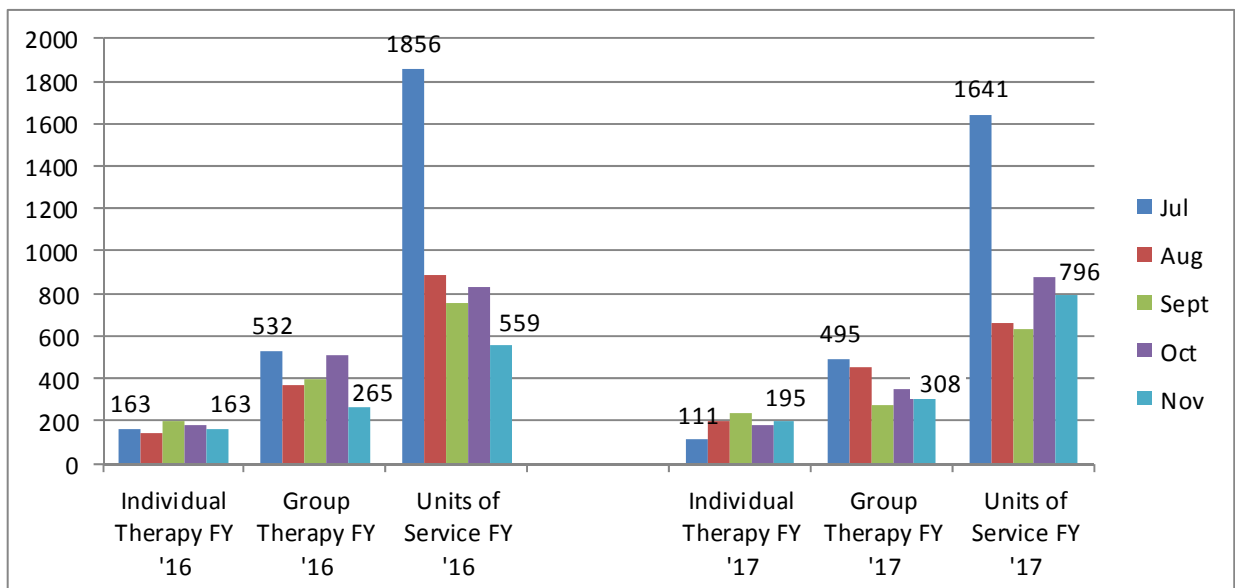
- Catherine Johnson, LCSW was given the opportunity to travel to New Jersey with a state team to be trained in how to fully implement Mobile Response Services. While there she was able to learn more about how New Jersey's systems of Care works and what we can do as the

community mental health center and as the state to support and implement those two concepts. She learned that we at Wasatch Mental Health are already implementing many of the strategies and are much farther ahead of the service implementation than we had realized.

- Giant Steps Christmas Program: Friday December 16th at **9:30 am** (Foothill Elementary)
Giant Steps Charity Auction: Thursday March 23rd (Provo Library Ballroom)
- Eight clinicians from Wasatch Mental Health participated in the week-long Trauma Academy sponsored by the Division of Substance Abuse and Mental Health. Participants were able to make a plan on how to incorporate trauma informed care into their own practice and to share the information with the rest of the staff.
- On November 5th Cari Gilbert represented Grandfamilies of Utah County at the All Things Kids Expo. This event was free to all participants and was a fantastic experience for the hundreds of families who came.
- Grandfamilies biggest event of the year will be in December. We anticipate over 100 people will attend from our Grandfamilies Christmas party which will include a delicious dinner provided by a local church group, and visits with the big man himself. Because of generous donations from Toys R Us and My Sister’s Closet we are able to give needed gifts to all the children and teens in our program.
- Bryant Jenks and Richard Hatch, with Orem PD, had the opportunity in November to co-ordinate another Crisis Intervention Training (CIT) for law enforcement in Utah County.

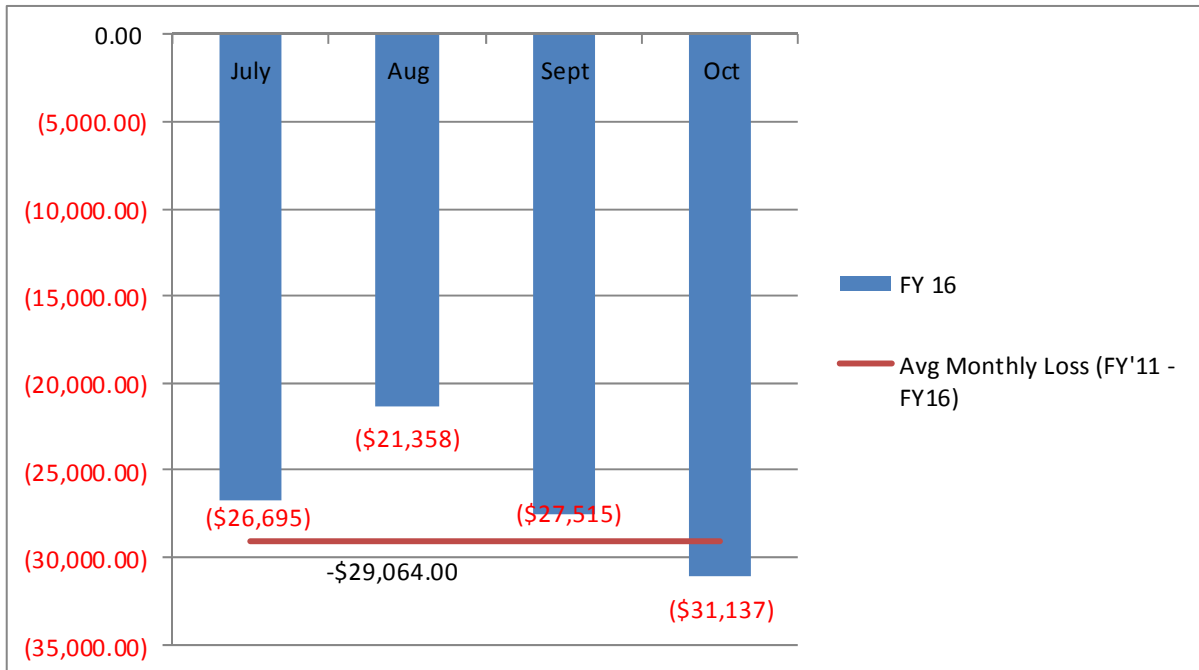
New Vista Youth Services

NOVEMBER REPORT: We have been seeing a slight increase in referrals from outside resources (DCFS, Courts, Private). Our service delivery, while lower this month than in October, has shown an increase from the same month last year.



NEW VISTA FINANCIAL REPORT

We continue the same trend as in years past; we begin the year on a more positive note, but took a hit in October.



Number of OQ/ YOQs administered: 118

Number of unduplicated clients who completed an OQ/YOQ: 37

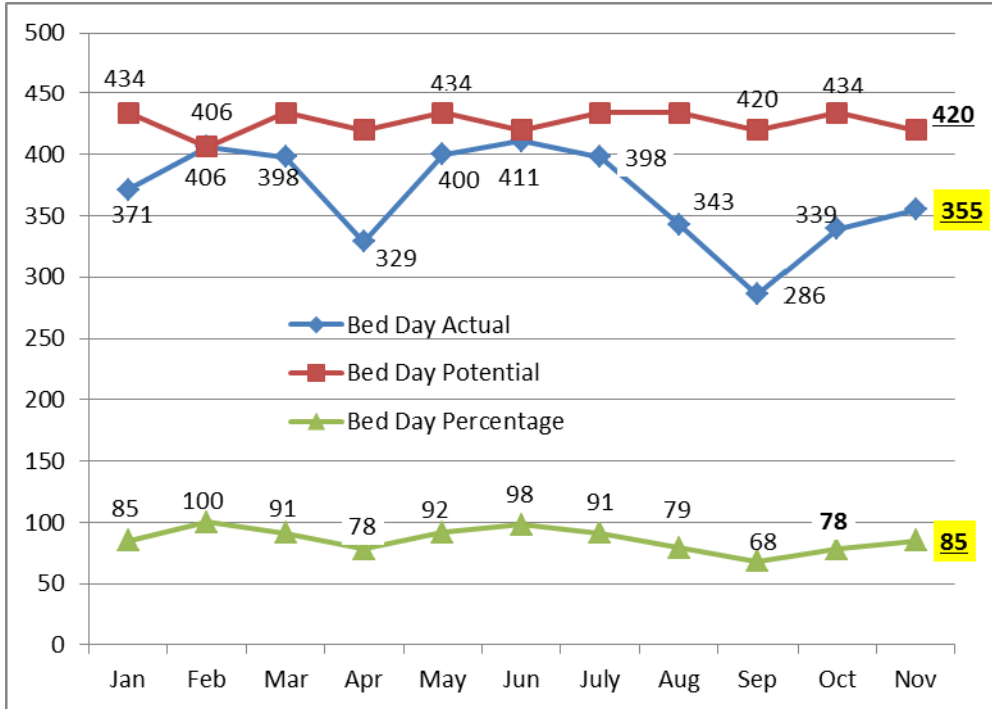
November 2016 New Vista Monthly Report

New Vista continues to develop and teach the youth skills and 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. In skills group the youth learned about appropriate communication. They learned about communication shut downs and how this is an ineffective way of communication. They also continued their pass off groups and passing off their assignments for level advancements.

We have continued to grow the New Vista program with adding a Trauma track to the already successful NOJOS (Network of Juveniles Offending Sexually) track. We have had 4 admissions with youth that are currently struggling with trauma issues. These youth are not in the same groups that the NOJOS track youth pass off NOJOS related assignments. All youth continue to enhance their coping skills by working on DBT related copings

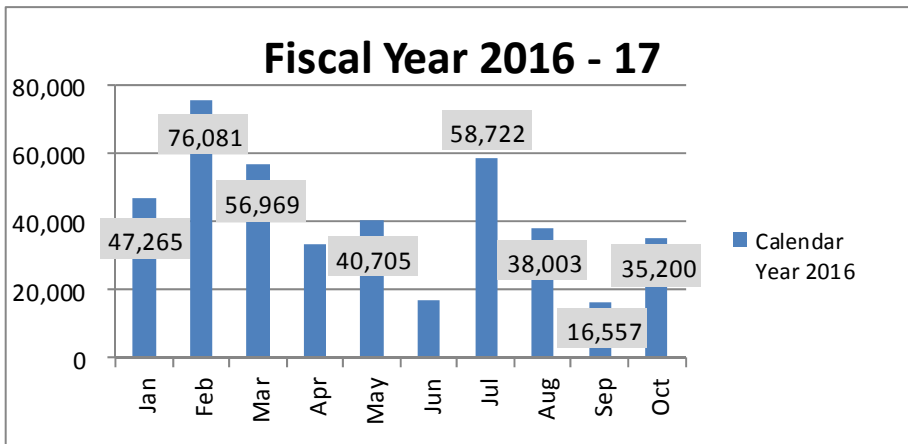
Aspire Youth Services

OCTOBER REPORT: In September we hit a year low mark for residents after a couple of months without a referral. In October we saw several referrals come in and we increased our population from 9 to 13 girls. We are waiting for two girls to move out as they have been with us for over a year but seem to be difficult to place. We have a couple of other referrals we'll be considering in the next week or two.



ASPIRE ACADEMY FINANCIAL REPORT

We have been down in client population and that is reflected in our financial statement.



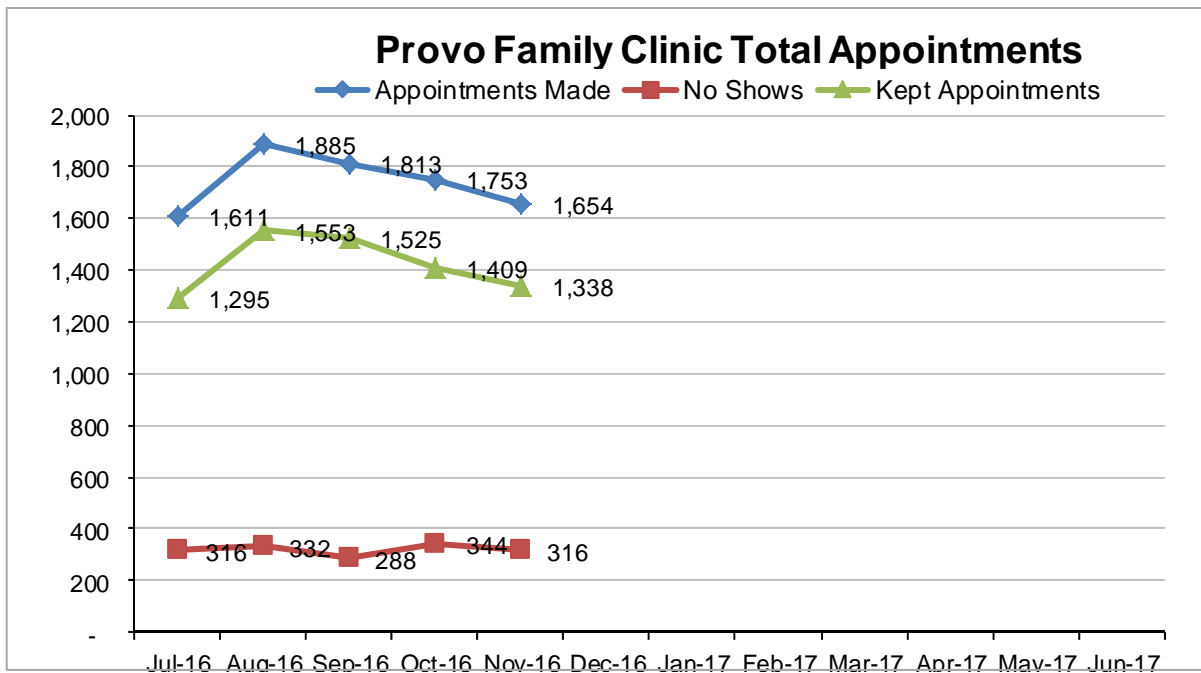
Aspire Monthly Report November 2016

All of our residences attend school on campus. Educational services are provided through Alpine School District. Our residences have been successful in school. They complete “mini terms” and are given a ¼ of a credit when they complete a mini term. By completing mini terms the residents minimize loss of credits when they move from our program to other programs or step down placements. At the end of our last mini term most of our residence received A’s and B’s. All residence were able to get ¼ of a credit in all of their scheduled classes.

At Aspire we continue to focus on Trauma Informed Care and building a healthy life style outside of a residential setting. They continue to learn new DBT skills that can assist them in dealing with them in healthy ways. The residence focused on mindfulness and expressed how they could use those skills. In addition, we have been focused on service and giving back to the community. Recently, our residence completed craft kits for Primary Children’s Hospital. We are planning on having our residence delivery them this month.

We recently had 2 girls graduate from Aspire. Their caseworkers have reported back to us that they are doing well and have been successful in their stepdown placements and in school.

Provo Family Clinic



Total OQ and YOQ: 77 adult 621 children total: 698

Financial Status Through **October 2016 PFC’s** budget a profit of: \$16,809

Stride and XCEL-partial day treatment

XCEL Younger Class

Total Present:	Avg. Clients	=	5.07
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Total Present:	Avg. Staff	=	3.79
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XCEL Older Class

Total Present:	Avg. Clients	=	5.92
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Total Present:	Avg. Staff	=	4.25
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Initiative

Both XCEL and Stride are exploring how to measure our success as programs, and how to keep our classroom census closer to full capacity. While the logistics of transportation can be one barrier, we feel there are other ways to increase the number of clients served. More to come regarding this next month.

Financial Status

Through **October 2016**, Stride's budget shows a profit of: \$37,472

Through **October 2016**, XCEL's budget shows a loss of: (\$18,536)

GIANT Steps

Highlights

- We received preliminary research results from Nick Top regarding our eating program effectiveness. Specific information will follow, hopefully next month, but it was promising to see that a number of children were on a good treatment track with their sensory issues and other barriers to eating.
- Michael King and Janeen McFadden attended the Autism Pre-Conference for Critical Issues and learned a new and possibly more efficient method of conducting functional analyses. We hope to integrate this into the program—especially for some of the families who are struggling with behavior that is less amenable to typical treatment protocols.
- Giant Steps children had their field trip at the Festival of Trees.
- Parent training for this month included information for families about helping to improve compliance and reduce the frequency of severe tantrums.

Positive Reports from Families or the Community:

- A parent remarked, "Katie [Beck] is awesome! She came to our house to help with potty training and now [our daughter] is going to the bathroom by herself with no accidents!"
- From the Foothill Elementary School principal, "We love having Giant Steps in our school. And we love keeping the kids who graduate and go to kindergarten here because I know they are well prepared."
- From the Horizon School principal, "[Giant Steps] staff and our staff work very well together."
- A parent reported she was very excited that her daughter (previously non-verbal) is now signing and actually saying "thank you."

GIANT Steps Volunteer Hours

Community Volunteer Hours: **63.5 hours**
GIANT Steps Parent Volunteer Hours: **242 hours**
Parent Volunteer Hours (FYTD): **693.25 hours**

Performance Indicators

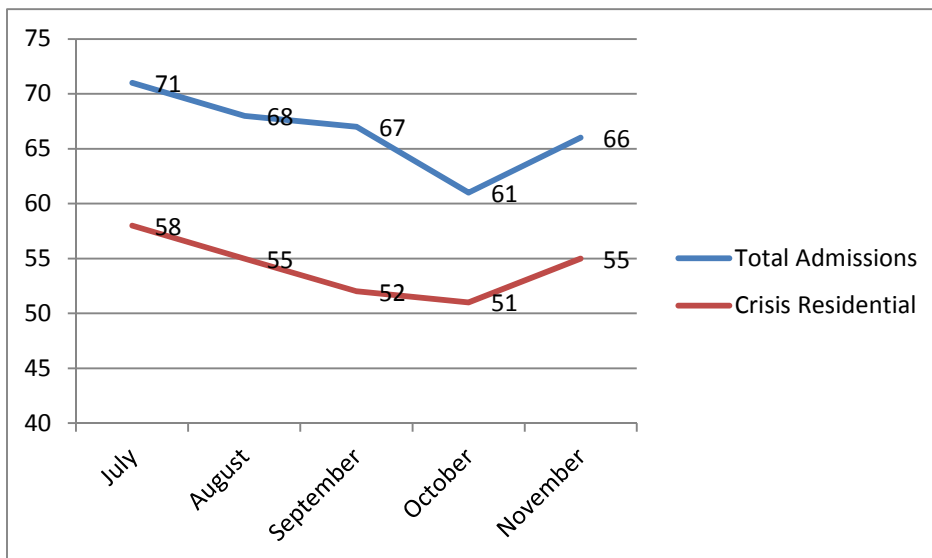
Billable Units of Service

Current Month – 4920.50 units of service were provided to Giant Steps clients/families.
Last Year Comparison – 4275.00 units of service were provided in the same month last year.

Financial

Year-to-Date Income Gain (Loss): (\$849.24)

Vantage Point



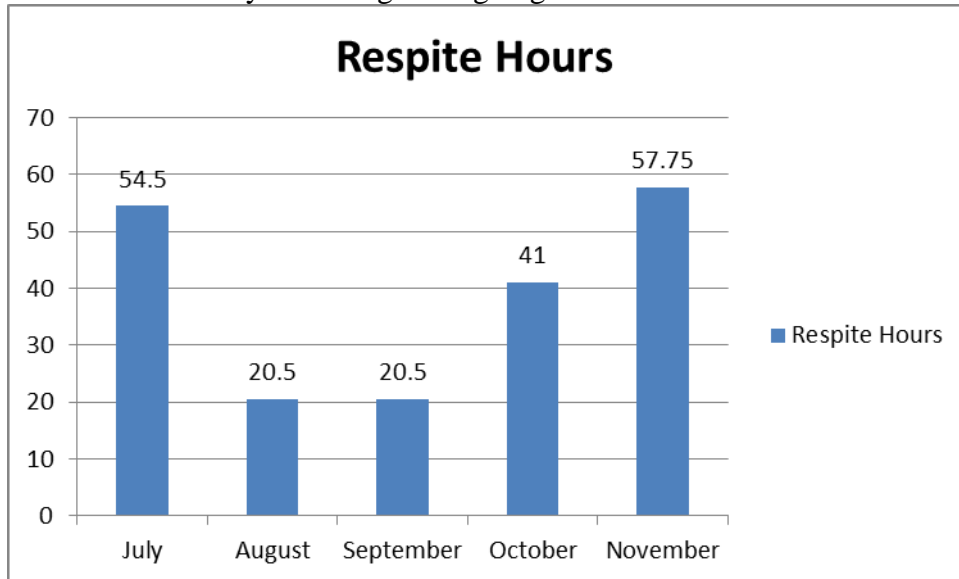
Leadership/Allied Agency Participation/Initiatives/Success

On November 15th-17th was the annual Runaway Homeless Youth Conference. This year, it was held in St. Petersburg Florida and the theme was “Changing Tides: Navigating the Needs of RHY”. The Federal government, through the U.S. Interagency Council on Homelessness (USICH), released “Opening Doors: A Federal Strategic Plan to Prevent and End Homelessness”. “Opening Doors” is the first comprehensive strategic plan to prevent and end homelessness including youth homelessness.

This year's conference focused on a common goal amongst agencies towards ending youth homelessness. Trauma informed care was present at this conference which was great to see. This was also adequately addressed with the opening key note speaker.

CY FAST- Respite

CY FAST currently is serving 49 ongoing cases. 17 FRF cases. 66 new clients total for the month.



Total Cases:	105
FRF Involved:	17
Out Of Home Placement:	24
Avoided Legal Involvement:	54
Danger To Self Or Others:	41
Police Calls Avoided:	52

PREP (Prevention and Recovery for Early Psychosis)

We currently have 13 clients on our active list. We have screened a few out and have transitioned them back to outpatient services. Each week during our staffing meetings, we staff each client on the active and screening list to make sure that services are being met and that communication between service providers are connected. This is to prevent clients from falling through the treatment cracks.

We have started to do med drops at home with a few clients. We will see if that continues to help and support our clients. We also met with our billing and QR department to make sure that we are doing things correctly. It was very informative and helpful to learn about how our contract billing process affects the Medicaid cost report.

Number of total unduplicated clients served last month: 78

Number of OQ/ YOQs administered: 64

American Fork Family Clinic (AFFC) & School Based Services

Excellence in Mental Health Care

A parent wrote:

Dear Wasatch Mental Health,

“My wife and I recently attended the Child Parent Relationship Training class. Vanessa was our group leader and she did a wonderful job including everyone in conversations, taking the time to answer questions, to explain things and even to reschedule the times so that more people could attend.

My wife and I were somewhat hesitant when we started the classes because it is geared mainly toward younger children. Despite that, there were some very good principles that we learned that we were able to use with our older children. One of the most interesting success stories was something that I didn't think would have much affect at all. In fact, it seemed pretty cheesy. What Vanessa asked us to do was to write a statement that said,

“Dear (child's name), I was thinking about you, and was thinking that you are _____.

Love, Dad.”

I thought that such a simple, inane statement wouldn't do much of anything at all. Normally it is part of the training that you are supposed to go home and write this note and send it to your child in the mail. However, she gave us 3x5 cards right then which was a very good idea because knowing me I wouldn't have ever gotten it done.

She had my wife and I write one of these notes for each of our four children while we were here at Wasatch Mental Health. We wrote them and we went home. It took me a few weeks before I could find the right opportunity. I put one in my second daughter's room in a bottle she had been asking me if she could have. The effect it had was astounding to me. This little note made a huge difference in her attitude and actions for days afterwards. I thought maybe it was a fluke. Over time I started to leave other notes underneath their pillows or on their work desk days apart and there was a positive effect on every child.”

of total clients served last month: Total: 643 Adult: 248 Youth: 395

of YOQs/OQs administered: YOQs: 421 OQs: 264

Unduplicated number of YOQs/OQs: YOQs: 240 OQs: 154

Groups in AFFC

DBT Skills Group
Child/Parent Relational Training
Stress Management
Strengthening Families

Providing Excellent Customer Service

Bryant Jenks and Richard Hatch, with Orem PD, had the opportunity in November to co-coordinate another Crisis Intervention Training (CIT) for law enforcement in Utah County. There were officers from Lehi, Saratoga Springs, American Fork, Orem, Provo, Spanish Fork, Payson, Utah County Jail, and Utah Valley University.

This round we were able to hold CIT at a training room in Nu Skin downtown Provo. The accommodations were amazing and the set up was perfect for good teaching and learning. Also as a first, we had the presentation materials made available online through the Wasatch Mental Health website. There were no known glitches with this and all the officers did quite well on the test.

Spanish Fork Family Clinic (SFFC) & School Based Services

Excellence in Mental Health Care

A mother's report on her daughter in School Based Services:

“Over the past year, [the client] has developed in many ways. She has learned how to communicate better, including advocating for herself to adults. She is still struggling to self advocate with peers but is learning how to do it with her siblings. She has started to use her coping skills when she begins to feel out of control. She has learned how to be more respectful of boundaries and is learning how to establish healthy boundaries for herself. She has become less defiant with her parents. She is learning to more readily identify when she requires help from a parent or trusted adult. She has discovered creative outlets as a way of coping with stress, such as adult coloring books, sketching or crafts that use her hands. She has started to develop empathy for others. Although she still has difficult days and sometimes weeks, I am pleased with the growth that has happened.”

of total clients served last month: Total: 326 Adult: 92 Youth: 234

Number of YOQs/OQs administered: YOQs: 271 OQs: 134

Unduplicated number of YOQs/OQs: YOQs: 173 OQs: 79

Groups in SFFC

DBT

School Skills groups

Why Try.

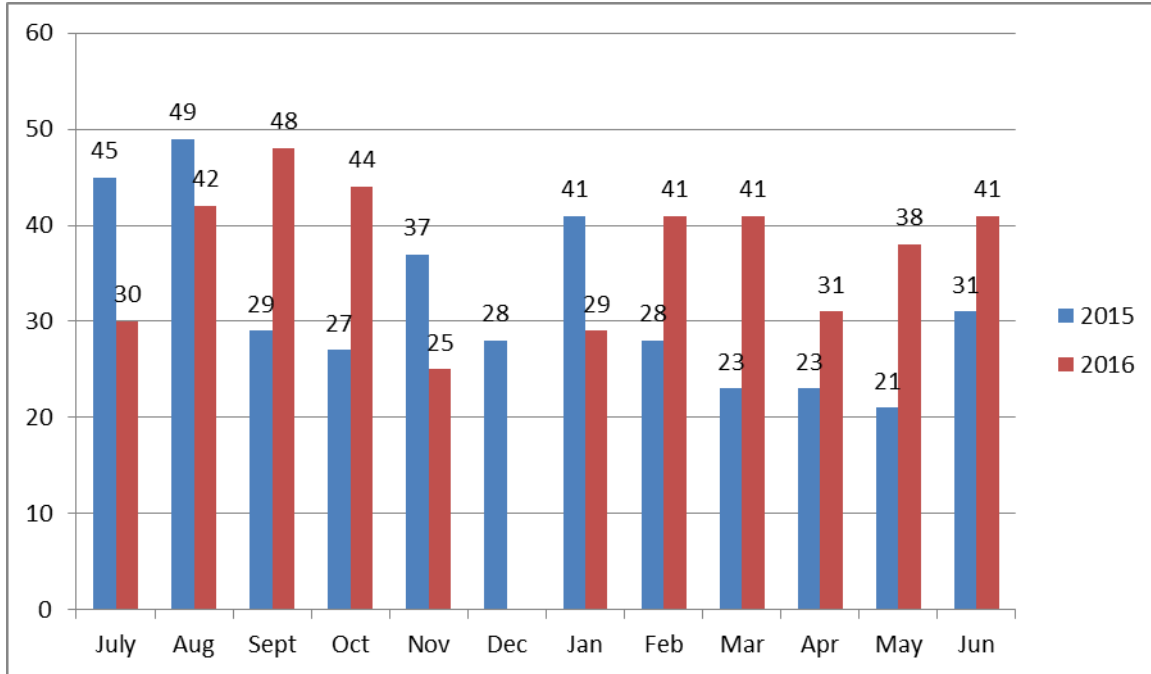
CPRT

Strengthening Families Program

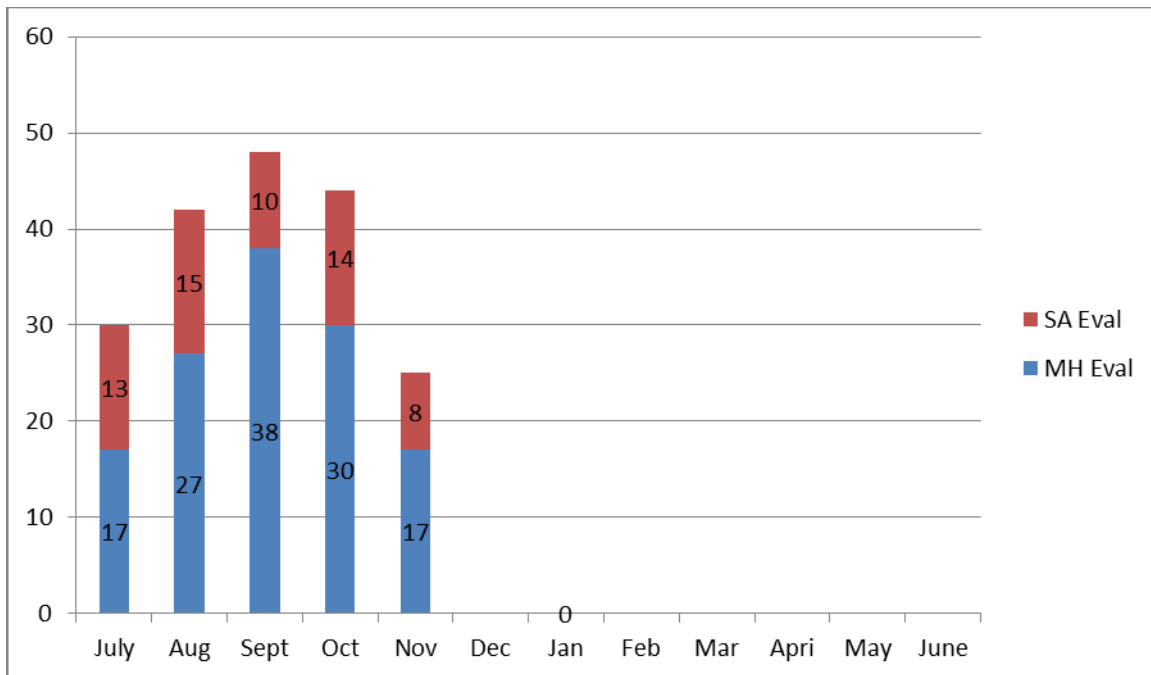
Wasatch County Family Clinic

Total Unduplicated Clients Served in November: 241

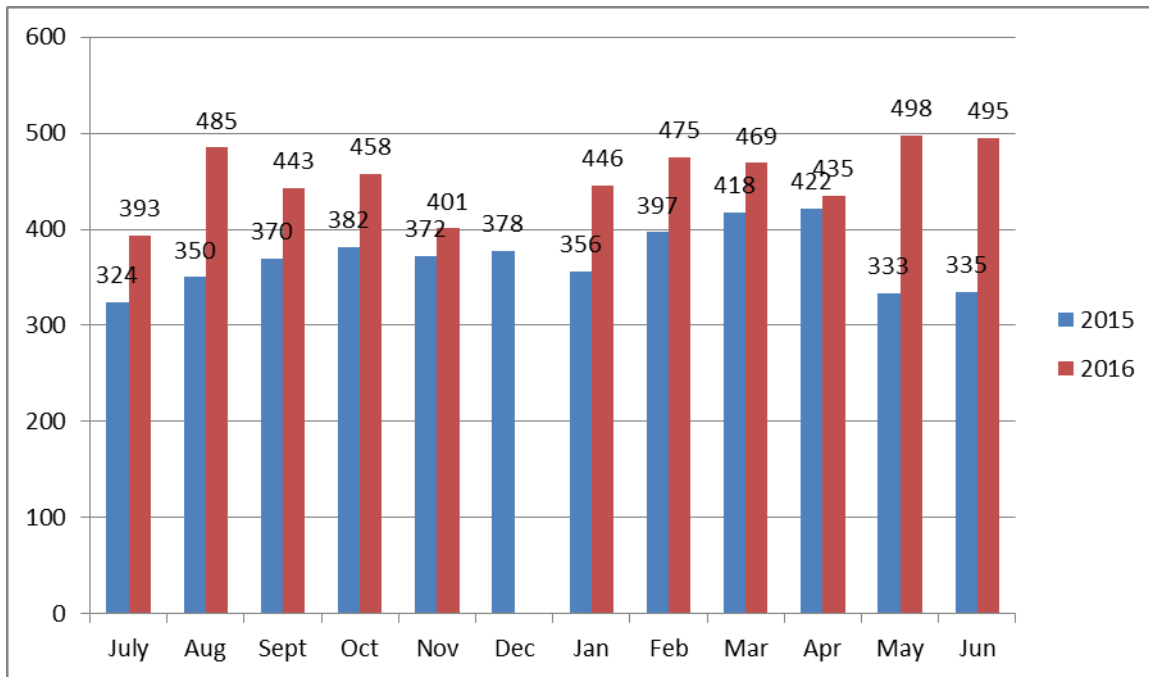
November Total Monthly Intakes: 25



Evaluation Type



November Therapist Appointments: 401



Number of YOQs/OQs administered: YOQs: 69 OQs: 148

Unduplicated number of YOQs/OQs: YOQs: 47 OQs: 91

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

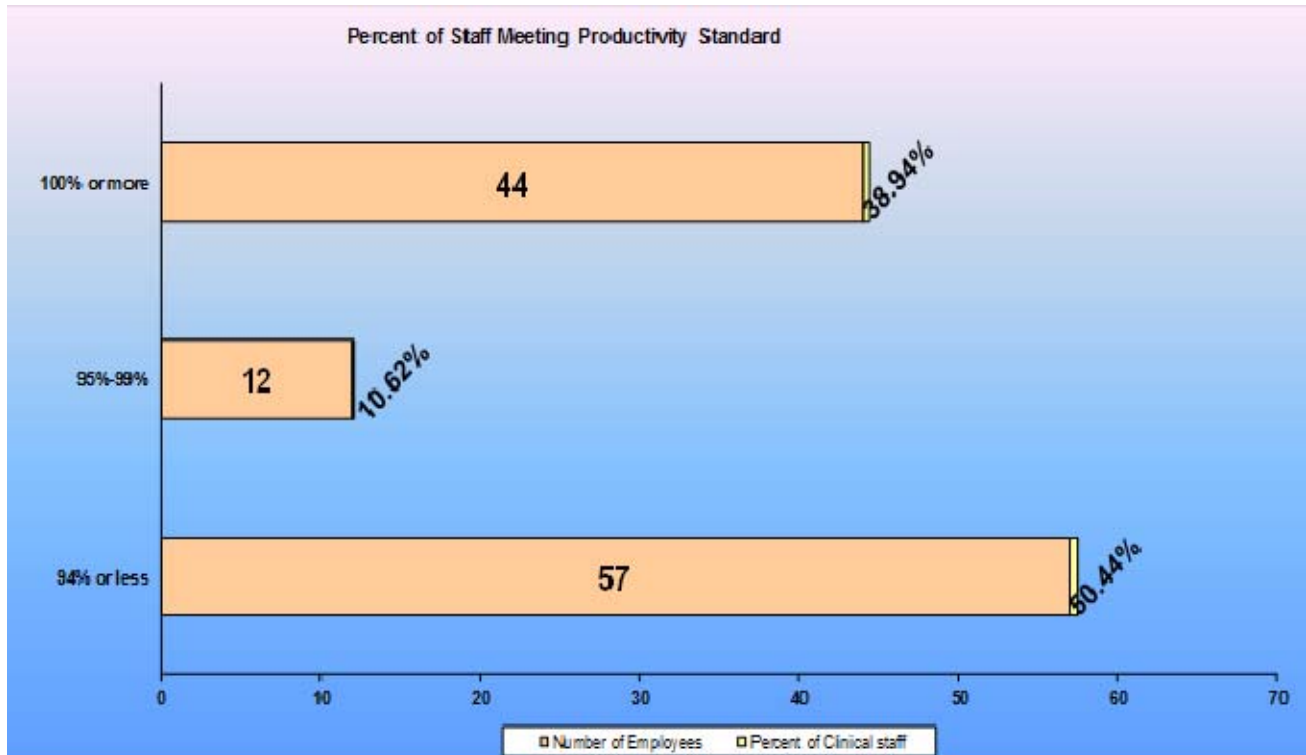
Leadership/Allied Agency Participation/Initiatives/Success

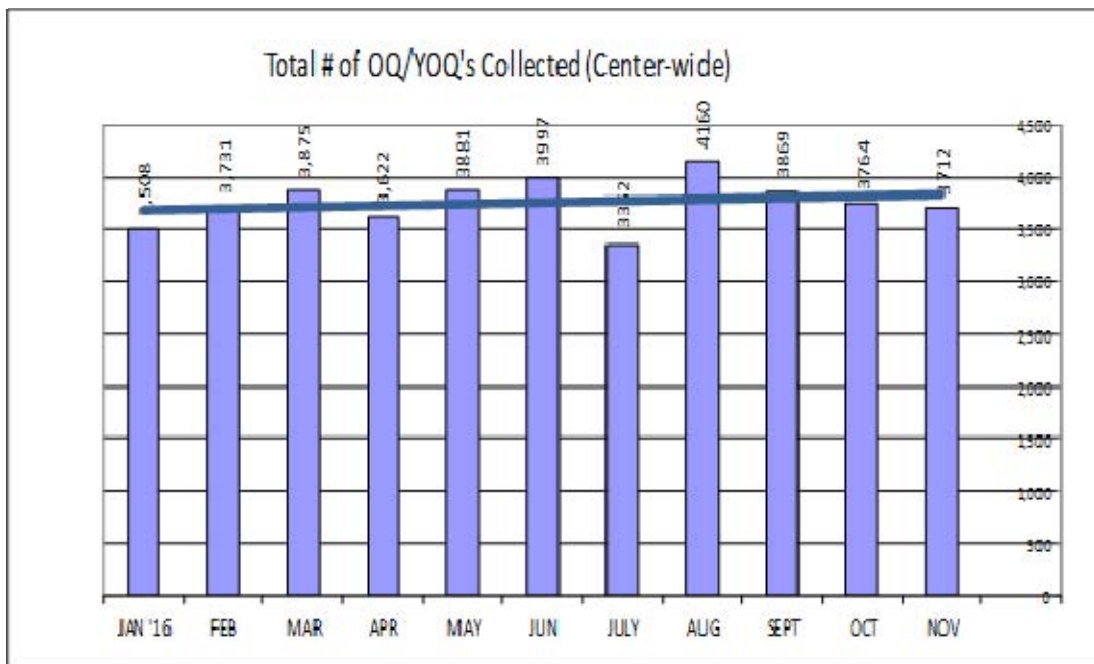
- Dave Ockey from our office was asked and was able to present the Mental Health First Aid Training to Mountainlands Association of Governments to their staff serving elderly adults. They were very appreciative of this training.
- One client success shared by staff this month was of a gentleman with a long history of schizophrenia and services with Wasatch Mental Health. He moved to Heber to be with his family and has become much more engaged with them. He is having a positive response to his

medications and is no longer mainly isolative. His family reports that he initiated a service project with a neighbor and is doing the best they have seen him do in years.

- WCFC continues to foster relationships with the County Sheriff's office. Meetings have been held this month to coordinate JRI clients. This month we were also able to respond to inmates in the jail who were experiencing a crisis to help resolve the situation. WCFC staff were also asked to participate in the hiring process for new Correctional officers.

Adult & Family Services Division





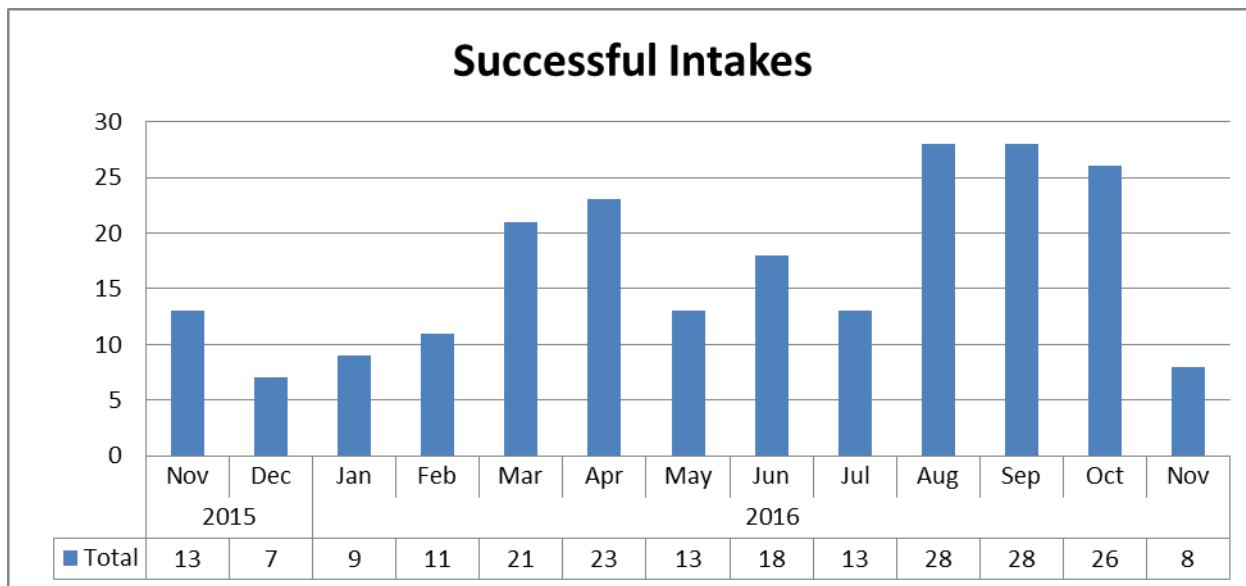
Number of total unduplicated clients served last month:

Adult Clients Served 2331
 Child/Youth Clients Served 1503

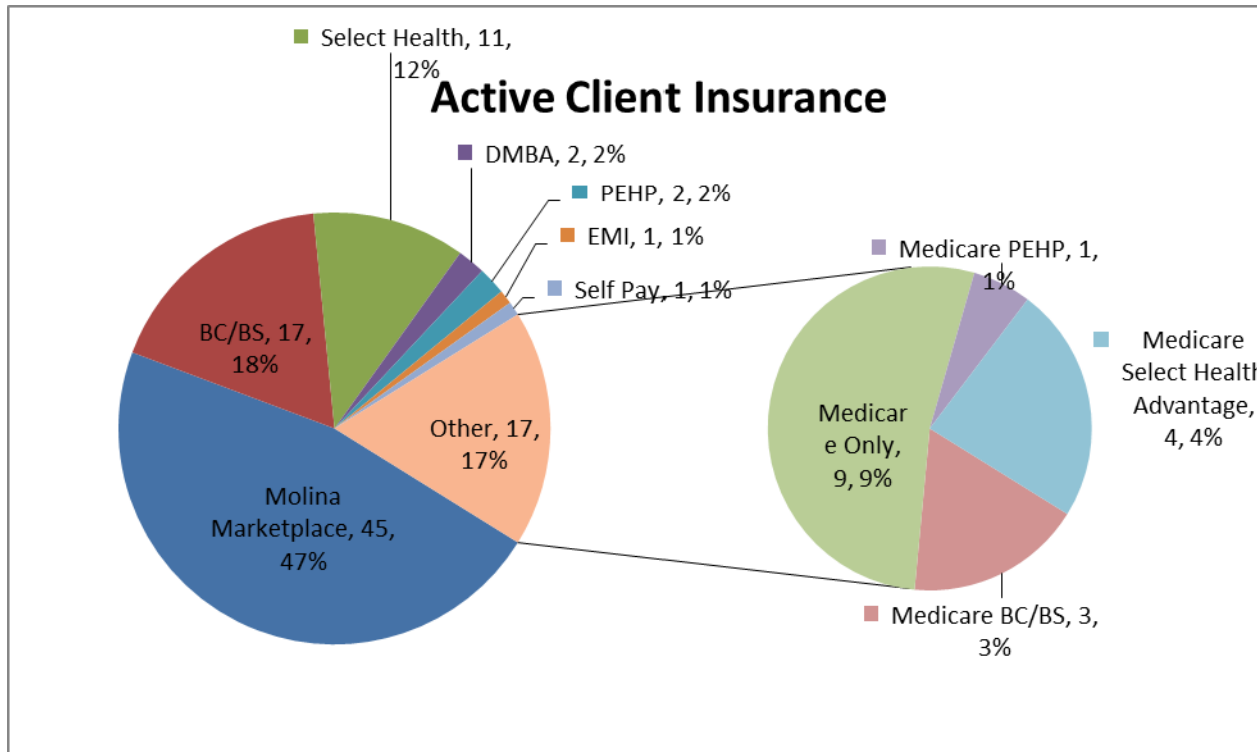
% of Clients Completing an OQ/YOQ: 57%

Mountain Peaks Counseling

Below is a graph of the number of intakes by month.



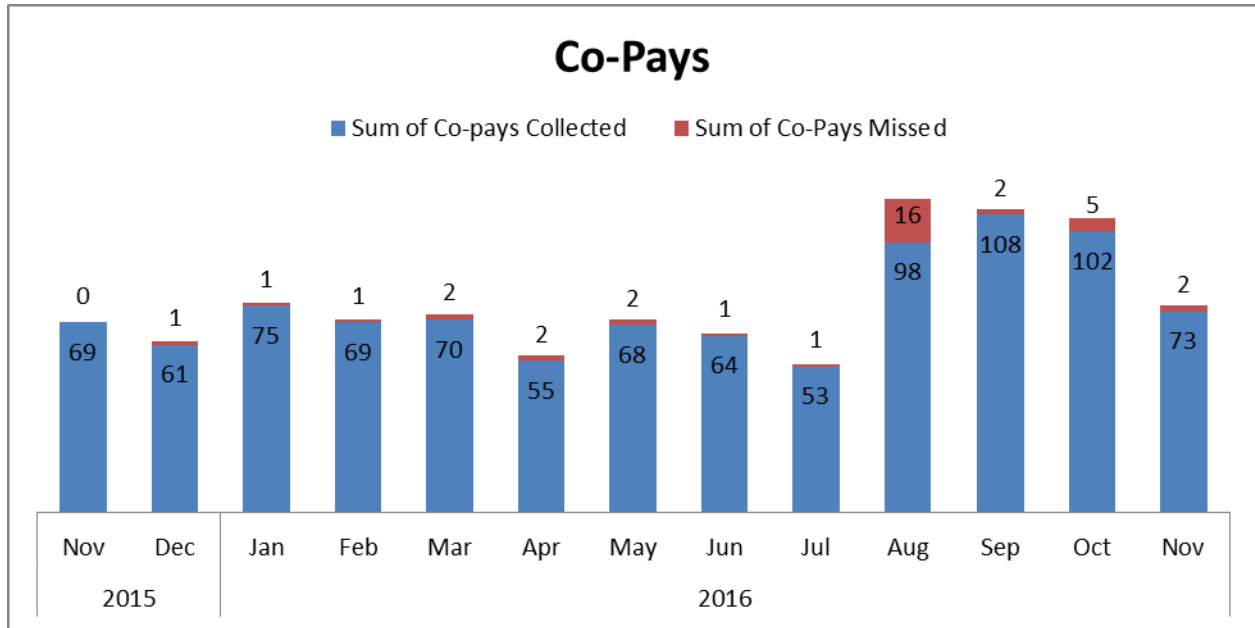
Below is a graph of the insurances that we take and the number of clients for that insurance as well as who is self pay and for ecclesiastical funding. The “Other” section is Medicare and is broken out to show the specifics of the Medicare components.



Leadership/Allied Agency Participation/Initiatives/Successes

We had a significant bump in our growth this past month. As soon as we reported that we were expanding to the AFFC office, we had our full time therapist resign in the Provo office. Corom Hughes left just after a little more than 3 months of full time work. We had his case load up to just over 90 clients and he was at just over 100% productivity the last month and a half. He gave approximately 3 weeks notice, so we worked hard to notify all 90 of his clients and we ended up closing about 40 or so who said they did not need to return and would call if they needed more therapy. We have posted the full time position and over the next 3 weeks; we have not received any LCSW or psychologist applicants. Knowing how difficult it is to recruit fully licensed therapists, we posted and hired 3 more part time LCSW clinicians from in-house for part time work (Tyler Jensen, Brian Butler and Vanessa Storey). We shifted the remaining 48 or so clients between these new clinicians as well as to Bryant Jenks for those who live North County, knowing that these 4 part time clinicians could not fill the work of a full time employee. We have informed the clients that there may be longer wait times for sessions, and most have been gracious and understanding. We dropped from 158 completed sessions to 118 completed sessions and expect to see a drop in the coming month until we can hire a replacement.

Financial Report:

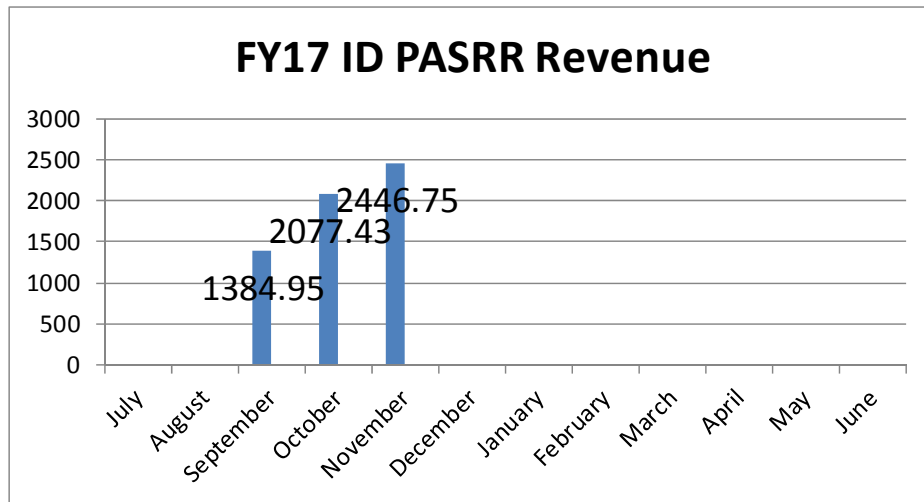
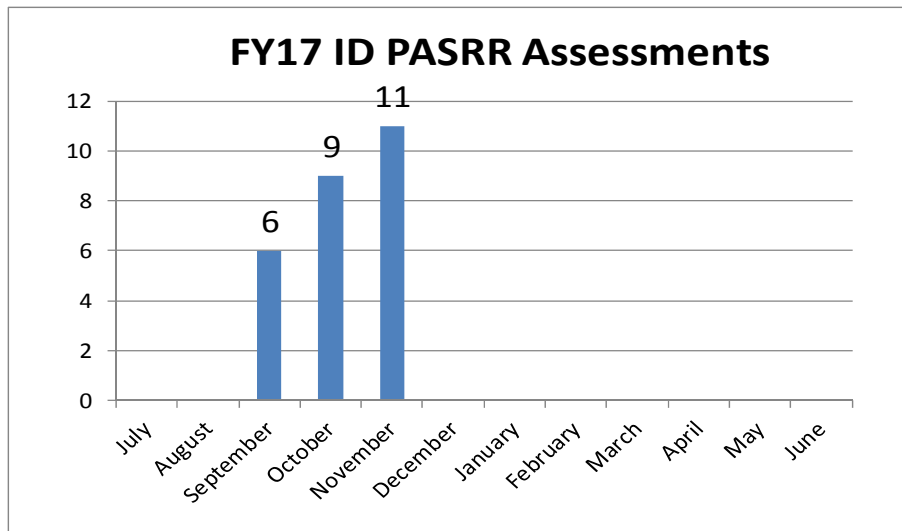


Number of OQ/YOQs administered: 40
Number of unduplicated clients who completed an OQ/YOQ: 28
Number of unduplicated clients served : 72

Westpark Family Clinic

In November PASRR (Pre-Admission Screening and Resident Review) staff completed 87 PASRRs for a generated revenue of \$34,010.00.

WMH has obtained a new contract to provide PASRR evaluations for individuals who have intellectual disabilities. In November PASRR staff completed 11 IDRC PASRRs for a generated revenue of \$2,446.75. Below are two graphs that are being added to this report to track and see how many of these PASRRs we are doing and what the revenue for it is.



The number of OQ/YOQ questionnaires collected in WFC increased slightly this month. WFC collected 648 OQ questionnaires during the month of November. This is up by 6 questionnaires from 642 in October. Of the OQs collected this this month, 397 were unduplicated, which is up from 382 unduplicated questionnaires last month. The number of daily administrations this November increased to 32.4 per working day, which is up by 1.8 questionnaires per day compared to October.

This month, we continued tracking client treatment progress as indicated by the Y/OQ within the clinic. On average, those clients who took the OQ-45 in the WFC this month had initial scores of 86.53 and current scores of 78.4, showing mean improvement of 8.1 points. Of these clients, 38.4% currently show improvement on the OQ-45 with 44.7% and 16.9% showing no reliable change and deterioration respectively.

During the last quarter (beginning with the pay period starting on 8/21/2016 and ending with the pay period ending 11/12/2016), WFC staff with service delivery standards achieved a total of 5011.73 billable hours, which equates to 91.0% of the department's cumulative standard. This is a 2.3% increase compared to last month.

During the same period of time, RPS staff with service delivery standards achieved a total of 1002.01 billable hours, which equates to 84.5% of the department’s cumulative productivity standard. This is an 11% decrease compared to last month.

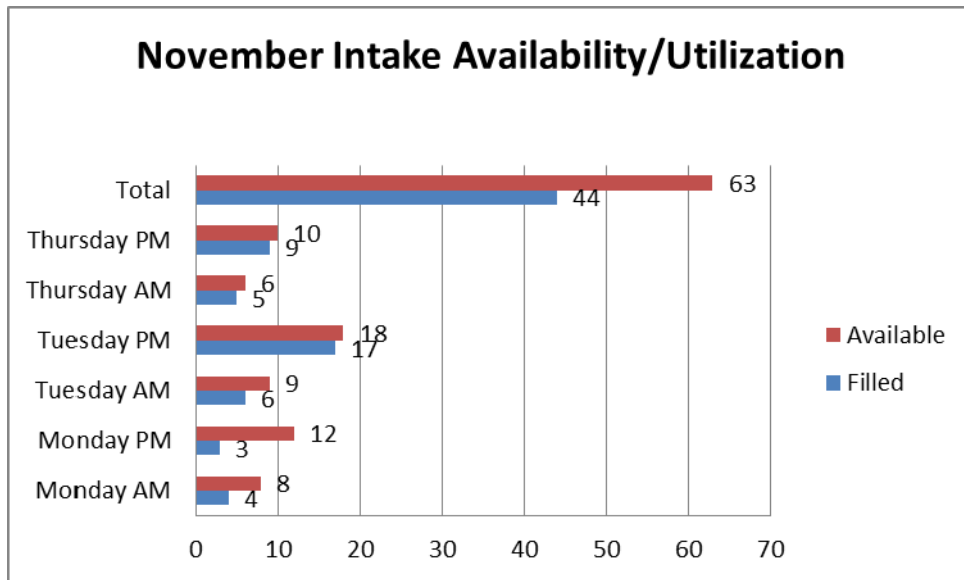
The following are the numbers from our three Mental Health Courts in Utah County:

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:	18	0	2	1
Provo Justice Court:	11	0	1	0
Orem Justice Court:	2	1	0	0

Leadership/Allied Agency Participation/Initiatives/Success:

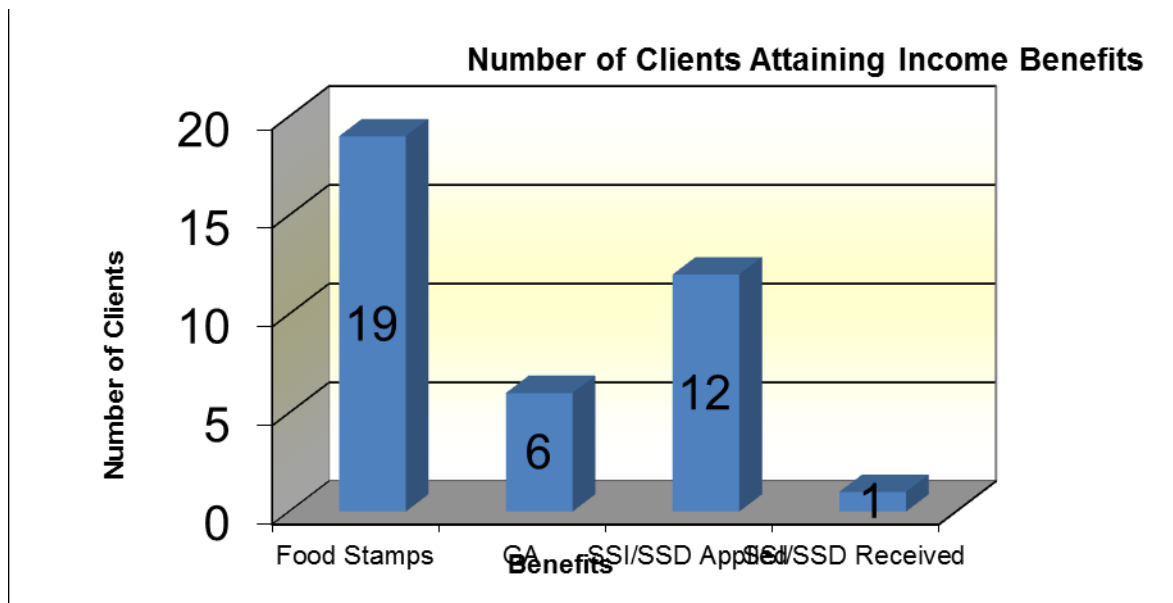
Our success story for this month comes from a case manager who has been working with a client to increase his level of independence and move to a lower level of care. She stated, “This client had expressed a lot of resistance to independently completing tasks, like phone calls. He moved forward in ability and confidence over the last 3 years and was able to gain in confidence and shared his feelings and expressed when he needed help. He has become able to find himself transportation and keep appointments independently. He is taking care of responsibilities and following up with what he needs to. He will soon be transferred to level 1.”

Walk-in intake volume and utilization in WFC both decreased very slightly during the last month. During November, a total of 44 walk-in intakes were performed, filling most of the 63 available slots, for an average utilization rate for the month of 69.8 percent. This is down 2.5 percent from the utilization rate observed in October, and remains above the point where performing intakes was beneficial to clinician productivity on average. The number of clients who could not be accommodated for an intake on the day of their first contact with WMH decreased slightly this month from 9 in October to 7 in November.



Wellness Recovery Clinic

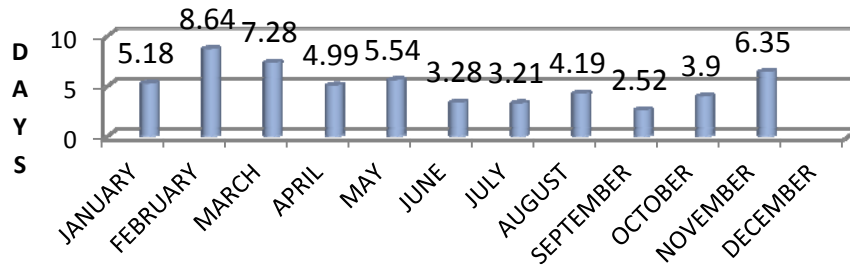
The following chart shows the number of individuals who were approved for some kind of benefit for FY 2017.



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

The average time between initial phone call and intake in the WRC is shown below. The exact number for the last month was 6.35 days from first phone or walk in contact to first appointment.

WRC 2016 AVERAGE DAYS FROM CLIENT CALL TO CLIENT APPOINTMENT



Leadership/Allied Agency Participation/Initiatives/Success

We received a thank you note from a past client who was expressing her gratitude to the WRC. The client was difficult to treat at first and had to be court committed to make her follow through with treatment. -- *"I've just been thinking about how much life has changed for me over the past four-five years and I wanted to thank you for never giving up on me. I still have my emotional issues and I'm still in therapy but I have come so far from where I was. I have you to thank for that."*

This was from our comment box:

"I am in the communications group with Jen & Hannah. I just want to give these two ladies mad props! I am so super grateful for the skills they are teaching me. I feel like I am learning to deal with issues that have been very difficult for me in the past, with more confidence. Thanks Jen & Hanna! You Rock"

We have started a new focus at UVH to have Ransom Bigelow, our hospital liaison, meet with clients as he introduces patients to discharge options for treatment. We have noticed a trend that our biggest failure rate of intakes is for patients being referred from UVH or other inpatient facilities. It is common practice to have the discharge planner set up a follow up appt with WRC for unfunded clients, and up to 75% fail these appointments. Ransom has been asked to present the client with information regarding WRC and have them fill out some of the intake paperwork while on the unit. This seems to give some buy-in with the patients and we are seeing a greater success rate of completed intakes from UVH inpatient. In the past couple of weeks we have seen a rate of 50%

Number of OO/ YOQs administered: 241

Number of unduplicated OO/YOQ: 104

Medical Department

Leadership/Allied Agency Participation Initiatives/Successes

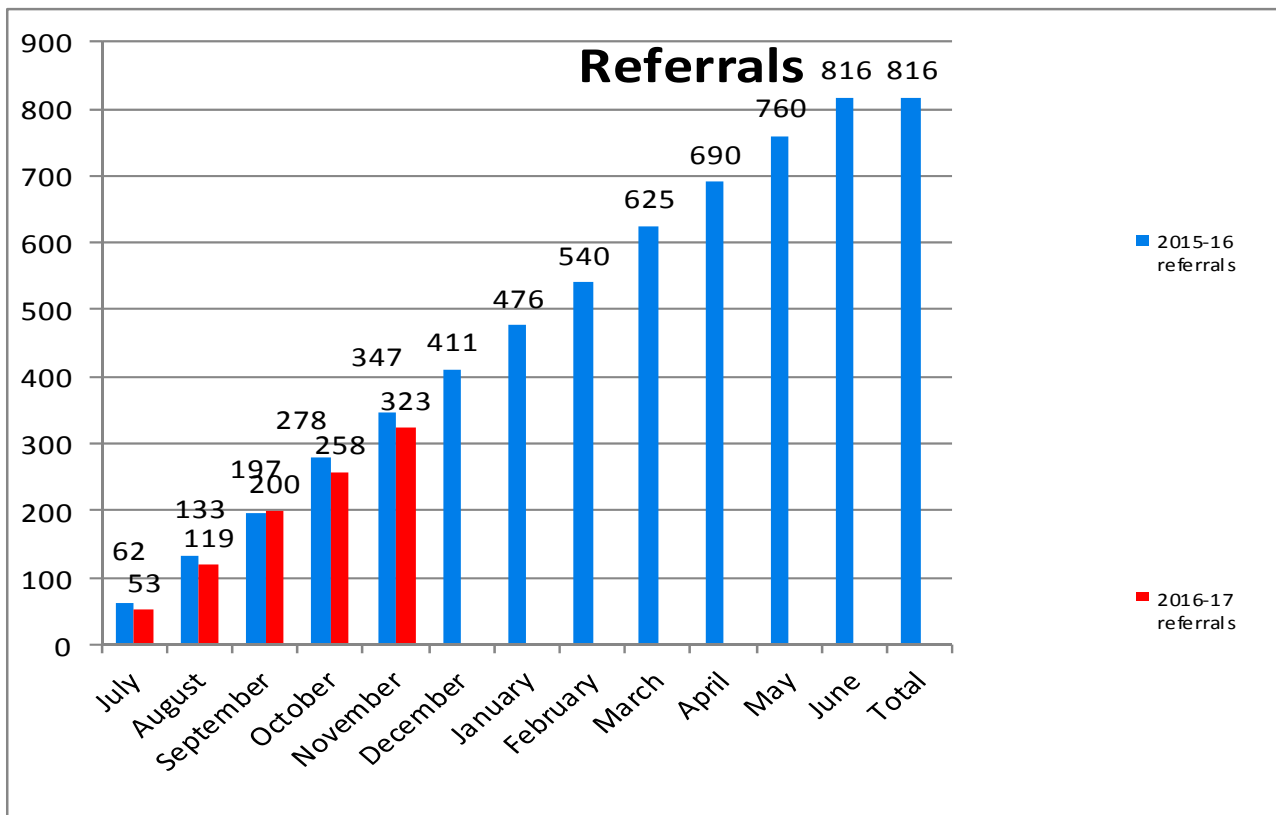
- We are gearing up for the Americare grant that will fund medical supplies and medications for qualified individuals.

- In a recent medical staff meeting, APRN's were certified as Mental Health Officers and can now officially fill out pink sheets.
- Division Audit questions this year regarding "holistic approach to wellness" and our auditing of charts leads to the conclusion that we have drifted a bit from the vision we had when wellness coordinator's were first created. We have had some discussions about putting more wellness coordinating in the check in visits.

Psychological Testing/Interns/Form 20m

Leadership/Allied Agency Participation Initiatives/Successes

- Jaime Houskeeper and psychology interns participated in another successful CIT academy in November.
- We extended the deadline for internship applications this year. We ended up with 70 total applicants. We invited 20 of the 70 to interview. 7 will interview via Skype and 13 will be in person at the open house format. All interviews will be completed in December.
- On average, clients next in line for scheduling have been on our wait-list for nearly 41 days, although this number reflects clients who are not returning calls. The wait time for clients not yet offered appointments is shorter. PAS has a report turn-around time standard expectation of 14 calendar days for licensed staff and 21 calendar days for unlicensed, supervised staff. All PAS staff and psychology interns are again meeting or exceeding this standard.



Above are the referrals year to date, compared with previous years. It appears that we may be plateauing in referrals, which is great because we will be in a better position to predict how to staff our needs.

Outside Providers/Mountainlands

Mountainlands was open 20 days in November
 #Appointments scheduled: 88
 #Appointments Kept: 62
 #Appointments Canceled: 9
 #Appointments Failed: 17
 # Kept New Client Appointments: 8
 #Scheduled Appointments per day: 4.4
 #Kept Appointments per day: 3.1

Summary---November's numbers are fairly consistent with the yearly averages. We continue to refer new clients to Mountainlands, generally accounting for between 10%-15% of Wasatch client appointments each month. The overall fail rate has dropped from the beginning of the year, when it was usually between 25%-35% of appointments, to 20% for November. However, this is a higher fail rate than we were seeing in August and September (15% and 18% respectively). Continuing to emphasize canceling appointments over failing would be beneficial.

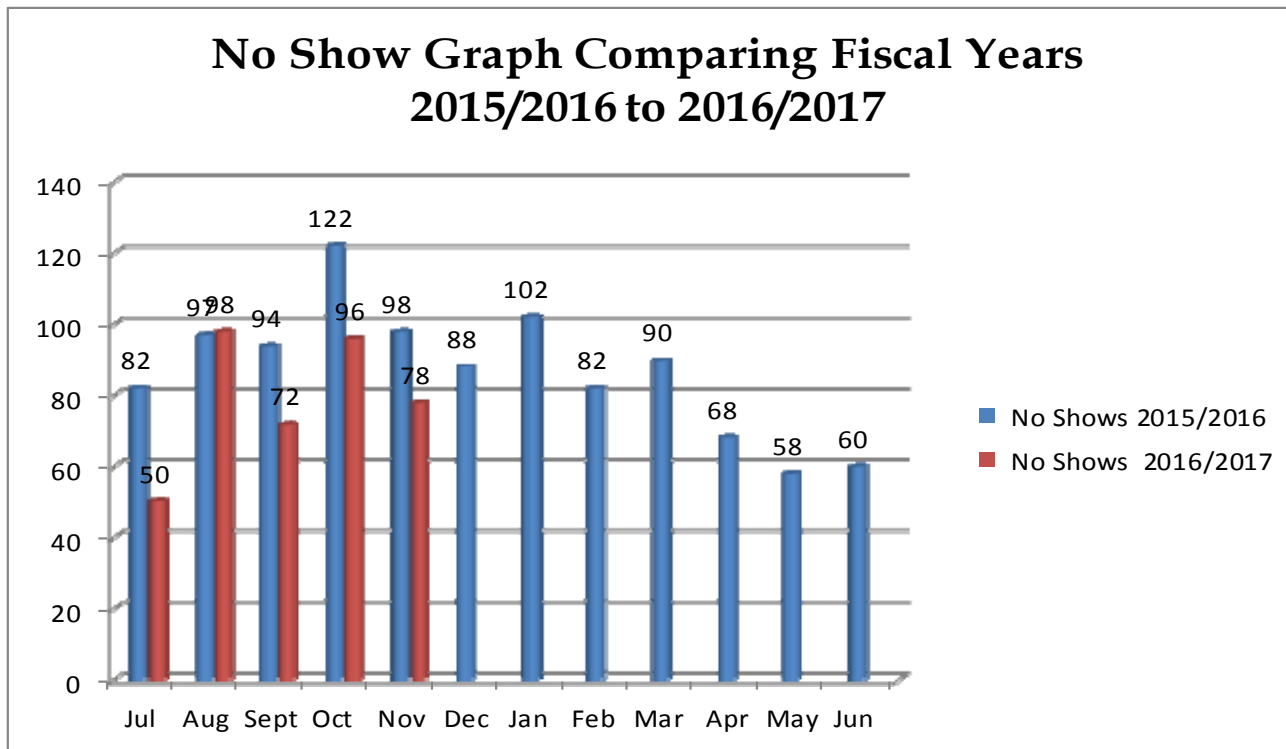
We did 3 audits in November of outside providers: UFI, Dr. Roby, and Susan Christensen.

Care Team Services

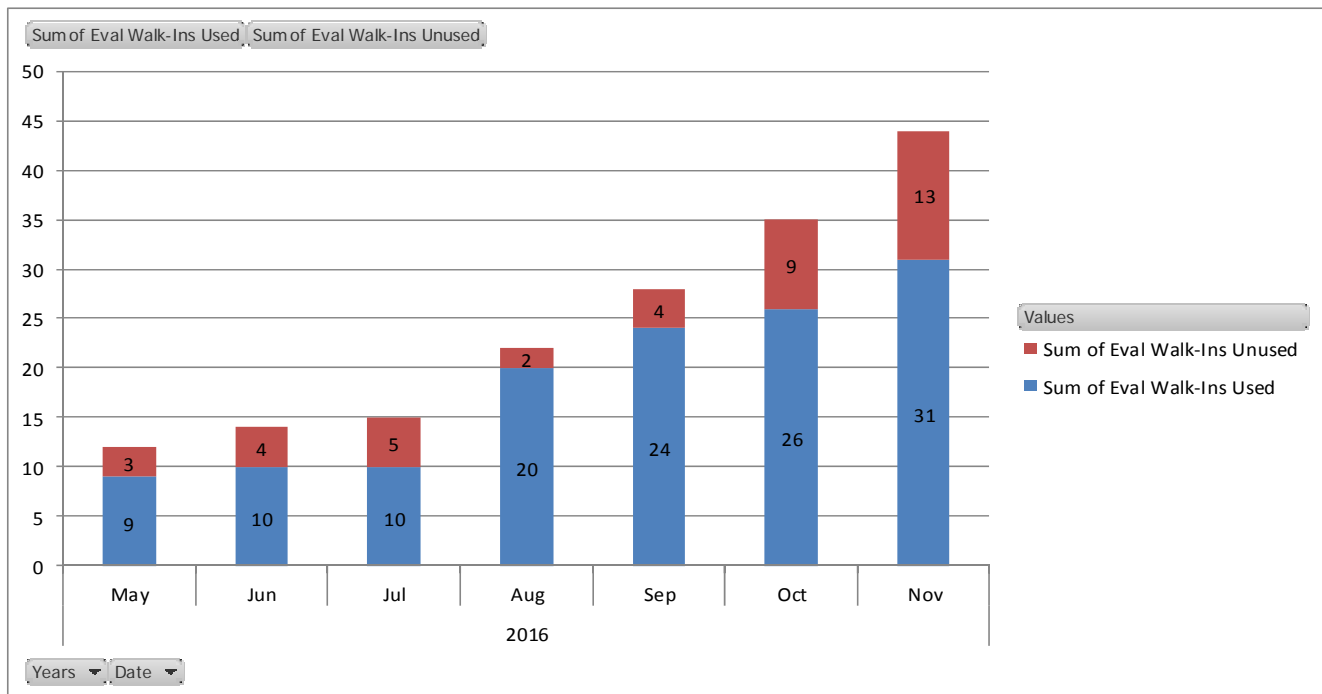
Leadership/Allied Agency Participation/Initiatives/Successes

WFC-CTA (Westpark family clinic care team assistants) supervisor took a call from a client who wanted to thank our CTA's. She wanted to thank all of us for the good we do and for being so kind and nice every time she comes into the office. The supervisor was taken back by the call because normally we don't get calls like these, what a surprise; it was nice to hear positive feedback.

Performance Indicators:



The graph above depicts no-show numbers at the West Park for prescribers who have walk-in clinics. The bar graphs compare last fiscal year with this fiscal year.



The graph above is one way we monitor utilization of the walk-in clinics to determine if the clinics should be expanded. We take a more granular look than this depicts so that we can see clinic by clinic what is happening.

EVAC

(Elder and Vulnerable Adult Coalition)

Gerri presented about Wasatch Mental Health and CIT to this community coalition. The WMH Website was used as the foundation for the presentation and worked out well. The presentation created discussion and comments that were surprising and illustrated to how mental health issues touch all of the other agencies represented at this coalition. Jeremy Jameson from Orem PD was at the meeting a strong advocate for WMH.

NAMI

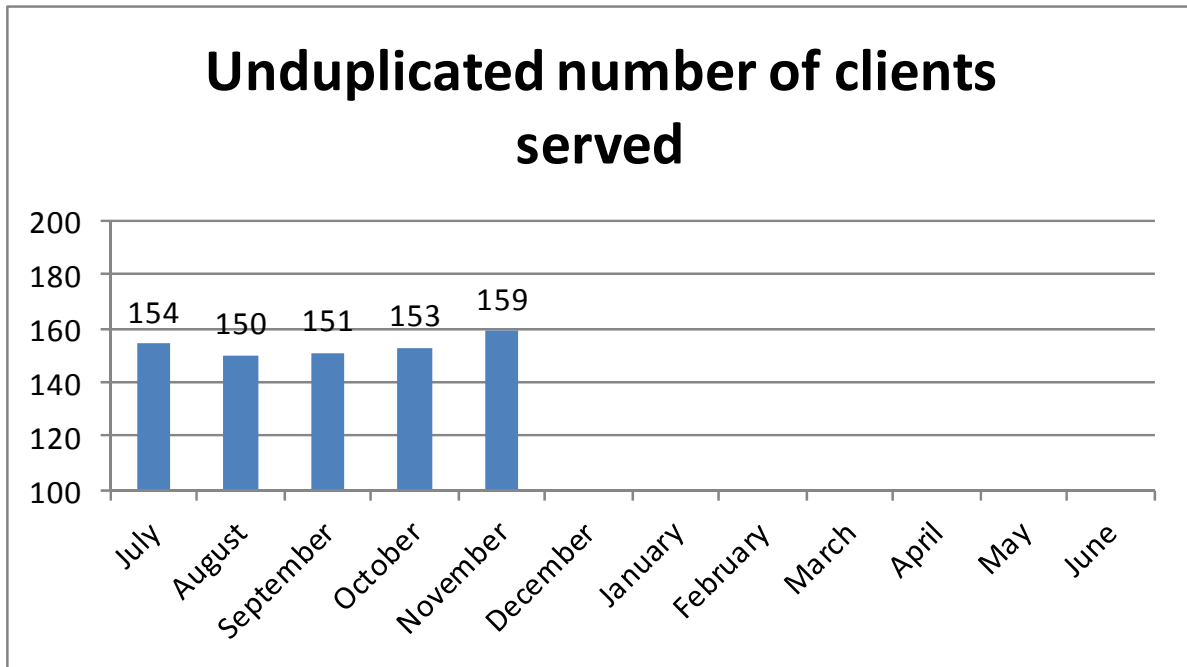
It was brought to Shiralee's attention that mental health patients discharge from the Emergency Department with few mental health resources. She is going to look into having NAMI brochures available in the ED. She continues to attend the monthly board meeting and in teaching NAMI classes here at WMH.

CIT

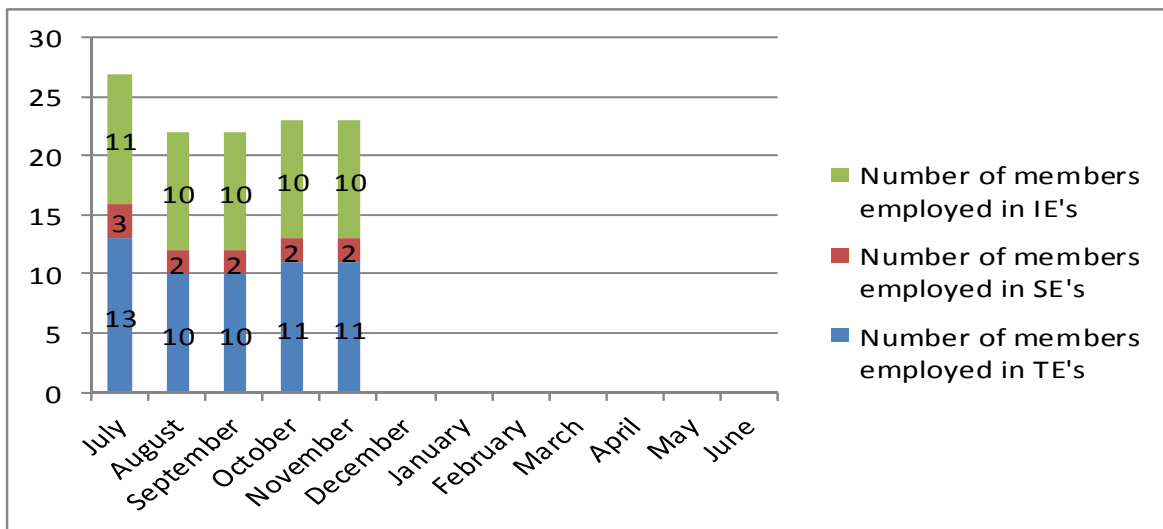
Matt (Orem PD CIT liaison) shared some interesting information about what is happening in SLC. They have decided not to certify officers as CIT officers until they have successfully demonstrated CIT skills for one year following the completion of the academy. The whole topic of certification is interesting since there is no official certification process other than what is self-proclaimed. We have

the Division with one self-proclaimed certification process and now SLCPD with another self-proclaimed certification process. International CIT does not have a certifying process.

Wasatch House



EMPLOYMENT



Leadership/Allied Agency Participation/Initiatives/Success

Brian Butler, LCSW, Wasatch House Director, along with other Clubhouse Directors in the State, met with Dr. Joseph Miner, Director of the Dept of Health, Ann Williamson, Director of Human Services at the request of Governor Herbert to be educated about the benefits of the Clubhouse model. We advocated for a specific Clubhouse code to bill Medicaid as well as additional funding for the unfunded. The 2 hour meeting was productive and we received valuable feedback on how to further proceed including strengthening our data collection methodology and focusing on employment outcomes.

I am pleased to report that almost all of the staff submitted referrals for TE presentations and many of them translated into new employment opportunities for our members which will show up in next month's statistics.

Ricky Sauque, SSW has accepted the assignment as Race Director for the 2017 Wellness Run. He is getting an early start with organizing and plans to solicit sponsors early in the year to ensure that donors are approached before they have committed their discretionary funds to other purposes.

Wasatch Mental Health has created a TE position and one of our members is now working daily doing the mail run to the various departments.

Number of total unduplicated clients served last month: 159

Number of OQ/ YOQs administered: 42

WATCH/CABHI/JRI Program

Unduplicated number of clients served in the WATCH Program: 131

Leadership/Allied Agency Participation/Initiatives/Successes

Monte Memmott, CMHC WATCH Supervisor reports the following stats on JRI:

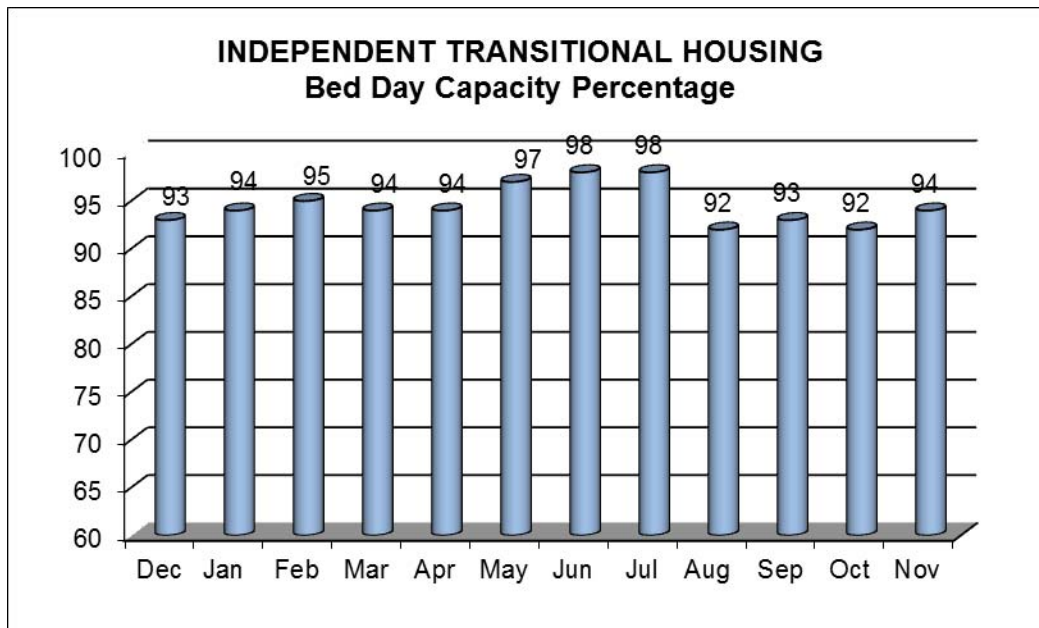
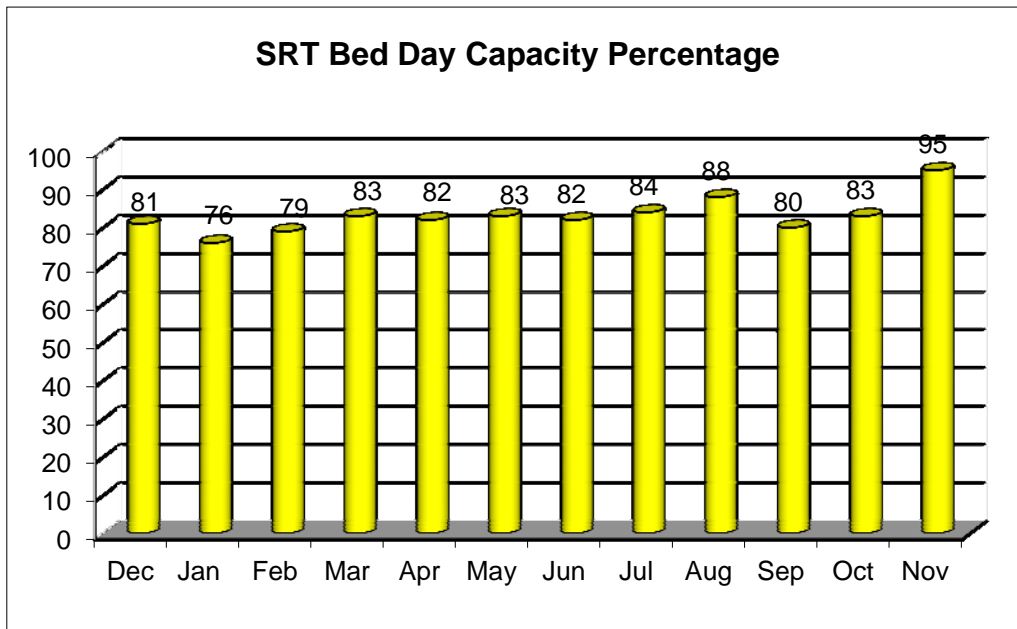
- Currently 59 clients in services.
- 16 of 59 have returned to jail (27% which is actually quite low compared to people released from jail who are not in a program like our JRI).
- 13 have seen our psychiatrist and are medicated.
- 17 have seen medical doctor at Mountainlands, with JRI case manager assistance.
- 8 applied for Medicaid, 3 accepted.
- 25 applied for food stamps, 21 accepted.
- 19 have been assisted with obtaining State I.D.s.
- 18 referred to Voc Rehab.
- 26 assisted with employment help (DWS, resumes, etc.) and 18 are now employed.
- 10 have got temporary housing at the Food & Care Coalition. 8 have received permanent housing.

- 1 recently successfully completed probation.
- 1126 total services provided to these 59 clients (averaging about 20 services per client, which is great.)

Financial Report

In the month of November, \$3054.14 was spent in EMERGENCY SHELTER. In FY17, we have spent a total of \$12405.58 to house 22 unduplicated individuals for 260 nights of safe and secure shelter. The average length of stay is 8.77 nights per person. We have expended 37.5 percent of funds for 46.6 percent of the year.

Supported Housing Services



Leadership/Allied Agency Participation/Initiatives/Success

- Representative Payee Services (RPS) at South Campus continues to go very smoothly. We have a RPS worker come to South Campus on Friday's and dispense budget money to SRT and Alpine House. It takes about 45 min to 1 hour to dispense and the clients are very happy to have the service here close to where they are at in treatment at the Clubhouse. RPS reports it also has alleviated some stress on the lobby at Westpark as we serve about 40 clients off site.
- The Sub for Santa program is in full swing with lots of support throughout the community and especially within the community. We have received lots of donations for the hygiene kits and an assembly party was held to assemble kits for over 200 recipients. The donations are pouring in for the individual clients and United Way has indicated that every client has been spoken for that was placed in the community Angel Trees. Jennie Reese has done a tremendous job coordinating the program.
- We have been very pleased with the coordination of services that have taken place with level 5 and especially IRT working with some of our residential clients who have needed a little more supervision in recent weeks. We have had to place several clients at IRT on short notice and they have been very welcoming and have helped stabilize some difficult clients going through some difficult times. We have been able to utilize their services for usually just a few short days until the client feels stable enough to go back to their apartment. It has shown a high level of teamwork between 2 levels that is greatly appreciated.

Number of OQ/ YOQs administered: 106

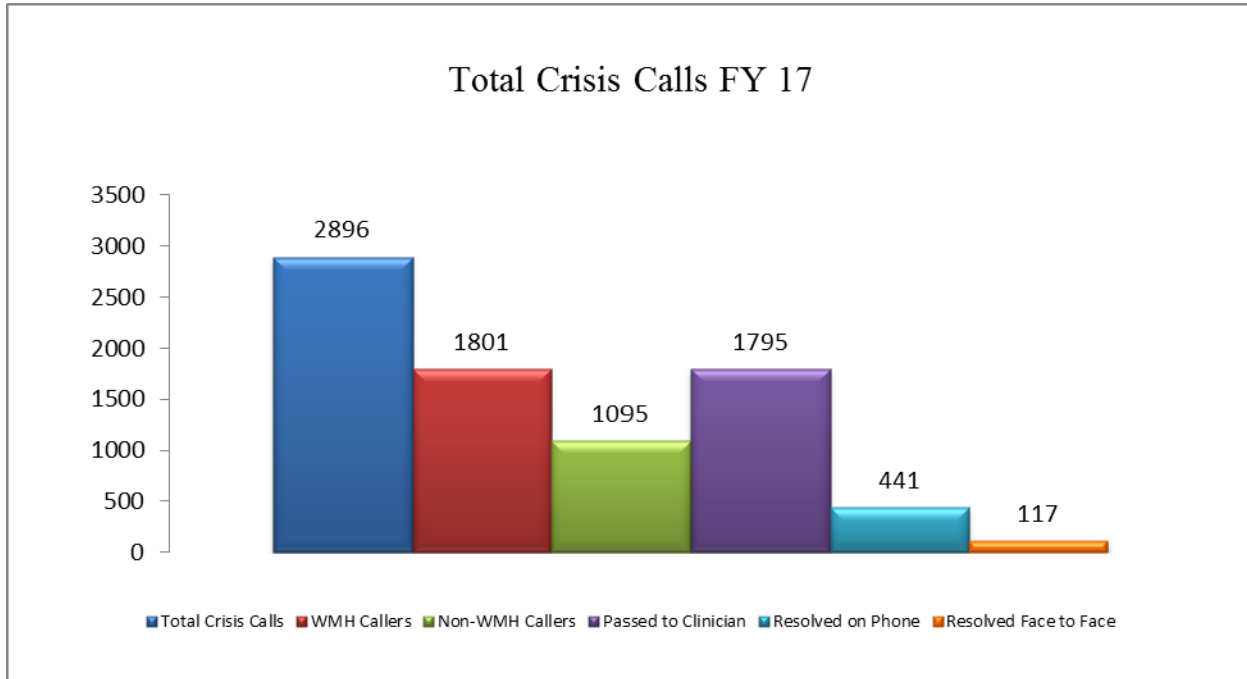
Number of unduplicated clients who completed an OQ/YOQ: 54

Number of total unduplicated clients served last month: 135

CRISIS SERVICES

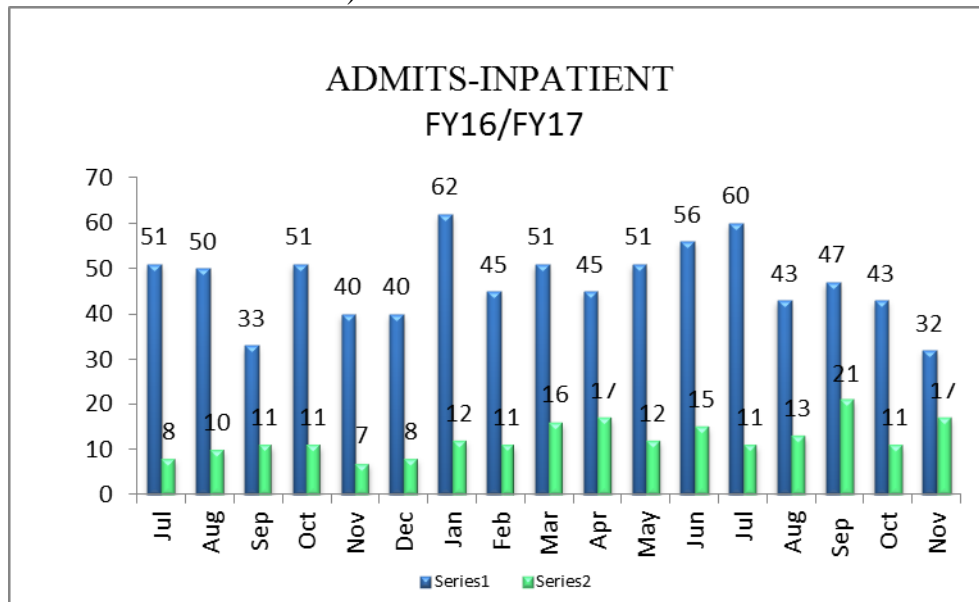
Crisis Calls

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

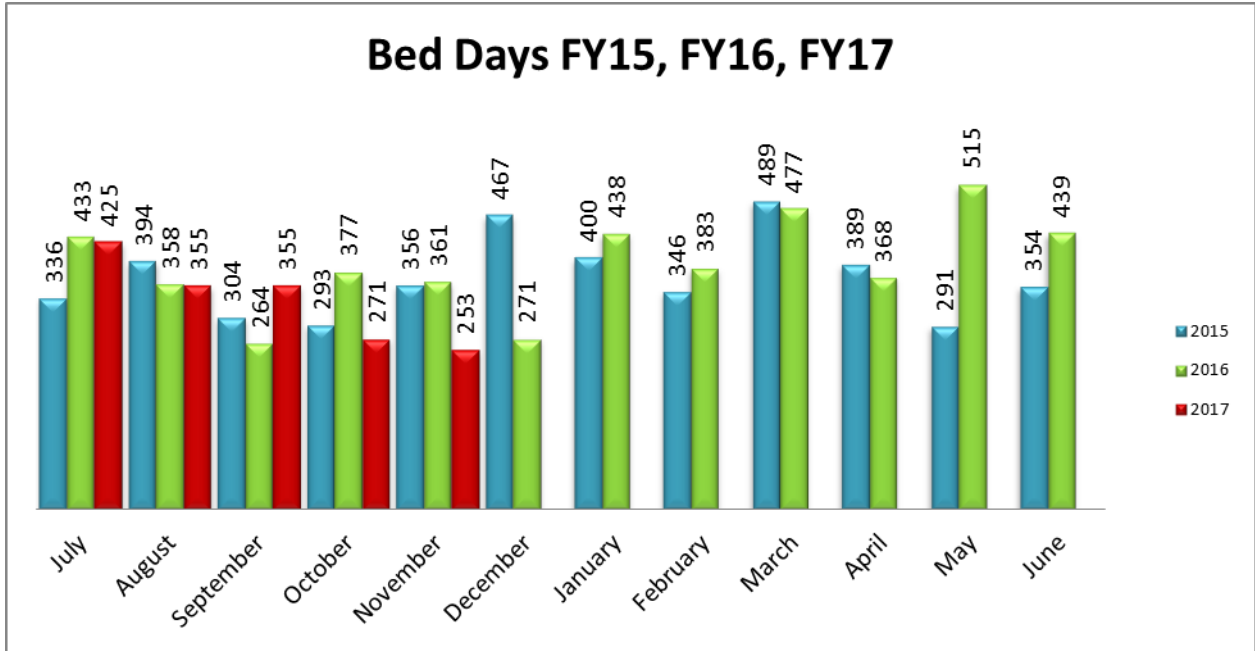


Inpatient Psychiatry

Following graph represents Adult and Youth clients admitted to inpatient psychiatric units for the last 15 months. (FY2016 to current FY2017)

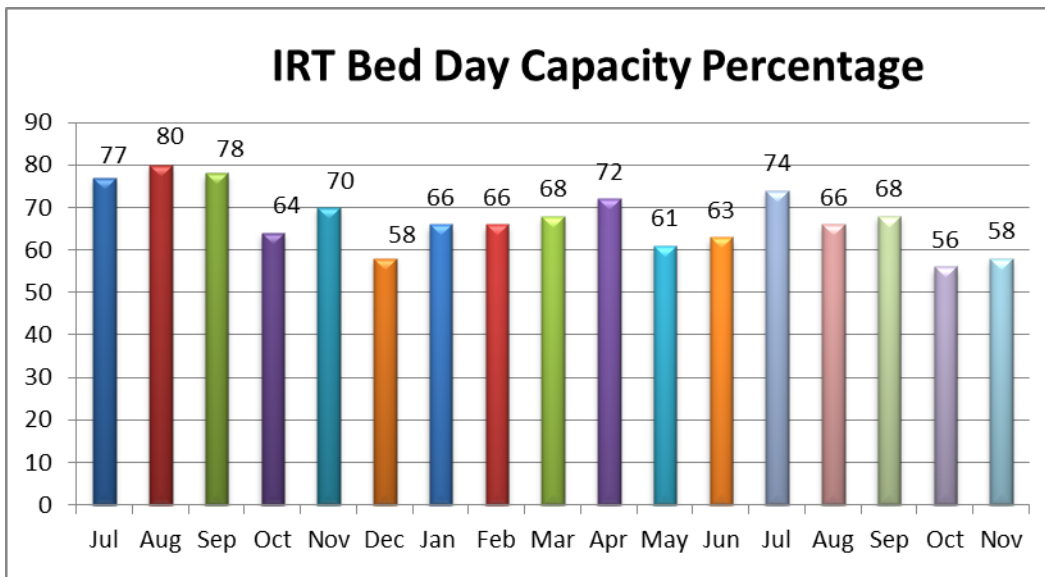


The following graph illustrates the total number of inpatient psychiatric bed days used for WMH clients during each month of the last two fiscal years and FY 2017. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however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



Intensive Residential Treatment

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



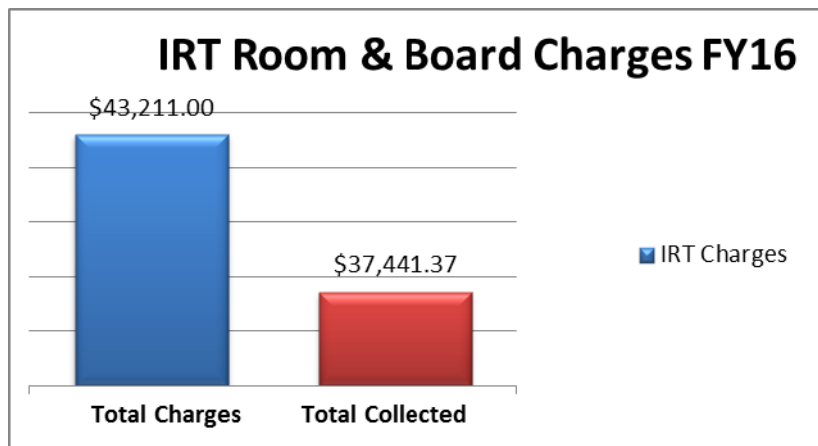
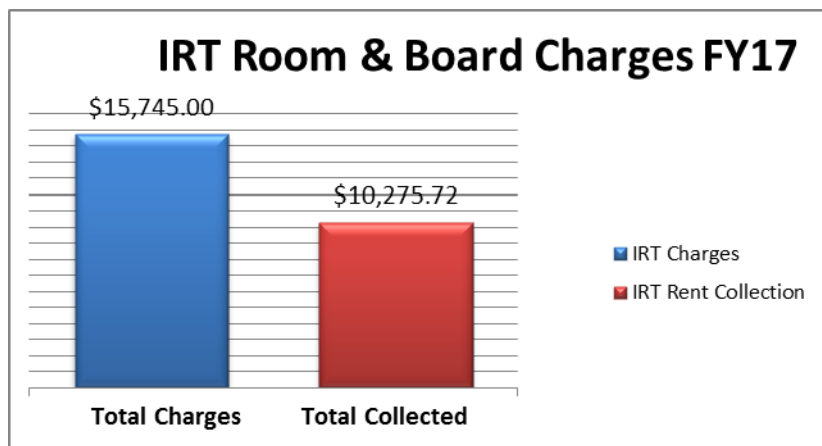
Leadership/Allied Agency Participation/Initiatives/Success

Success Story

Laura Oaks has been able to navigate several difficult discharges from the USH. We have been able to negotiate and work with the USH staff on complicated matters to free up additional beds needed for patients who are in need of this level of care from the community. IRT has shouldered a significant amount of this work load in transitioning patients to the community all while our former nursing supervisor retired and our new nursing supervisor got started.

Financial Report

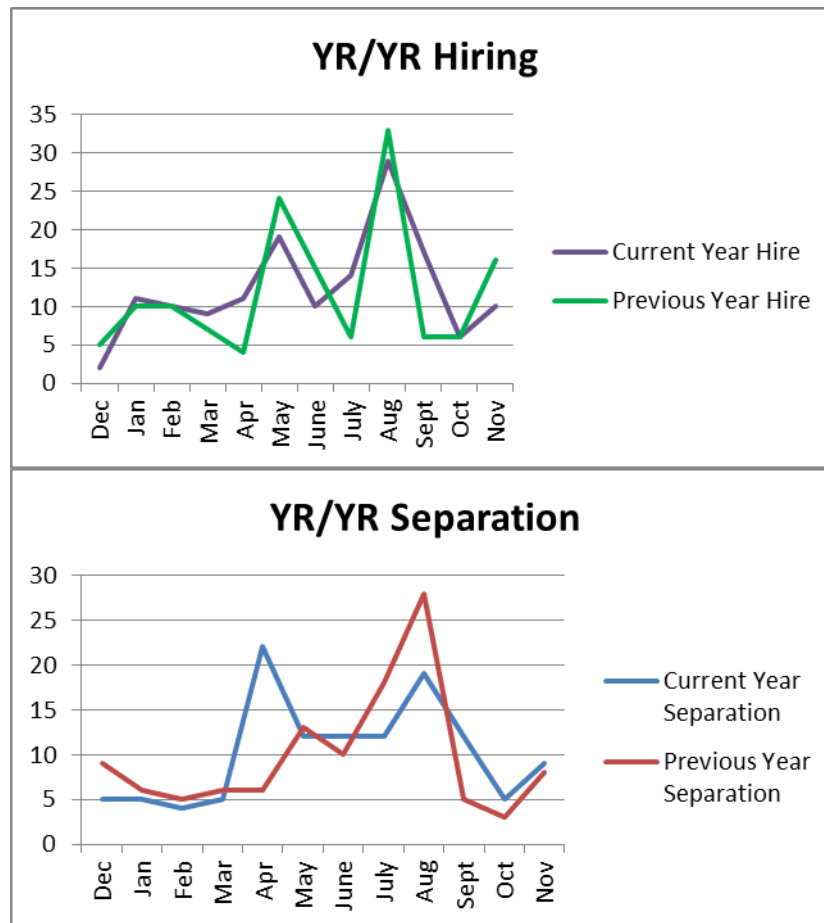
This table represents the total number of IRT Room and Board dollars collected compared to the total number of dollars charged.



Human Resources Briefing Report

Staffing Metrics

Monthly turnover rate for full-time benefited employees = 0.7%, for part-time employees =5.8%. Part time employees continue to represent 70% of total separations. Annual turnover total rate is 27.7% and 11% for full time employees. Average time to hire is 44 days. Trends are tracking year over year with the pattern matching school semester timing.



Comprehensive Salary Study

Results were finalized and communicated to all employees. With the help of our compensation consultant, an extensive evaluation of each position was conducted. Over 135 employees were interviewed and all job descriptions were updated. A job value survey was sent out to all employees and the compensable factors were established. Consisting of job knowledge, responsibility, difficulty and work environment, each job was evaluated using these factors to establish a unique job value. Then each position was ranked by job value and compared to the same job in similar organizations to establish relative competitiveness in the labor market. The recommended pay changes were mapped back into our existing pay grade plan, maintaining our pay structure integrity and providing clarity for employees.

The compensation philosophy of Wasatch mental Health is to remain competitive using cost of living increases and regular annual pay raises. Subsequently, the compensation study found that 40% of our positions are paid at the prevailing market rate and required no adjustment. Due to labor market forces or internal job changes the salaries for the positions of the other 60% of our workforce will be adjusted as recommended starting the pay period of December 25th. We believe our investment in this study represents our commitment to our employees and a valued total compensation philosophy.