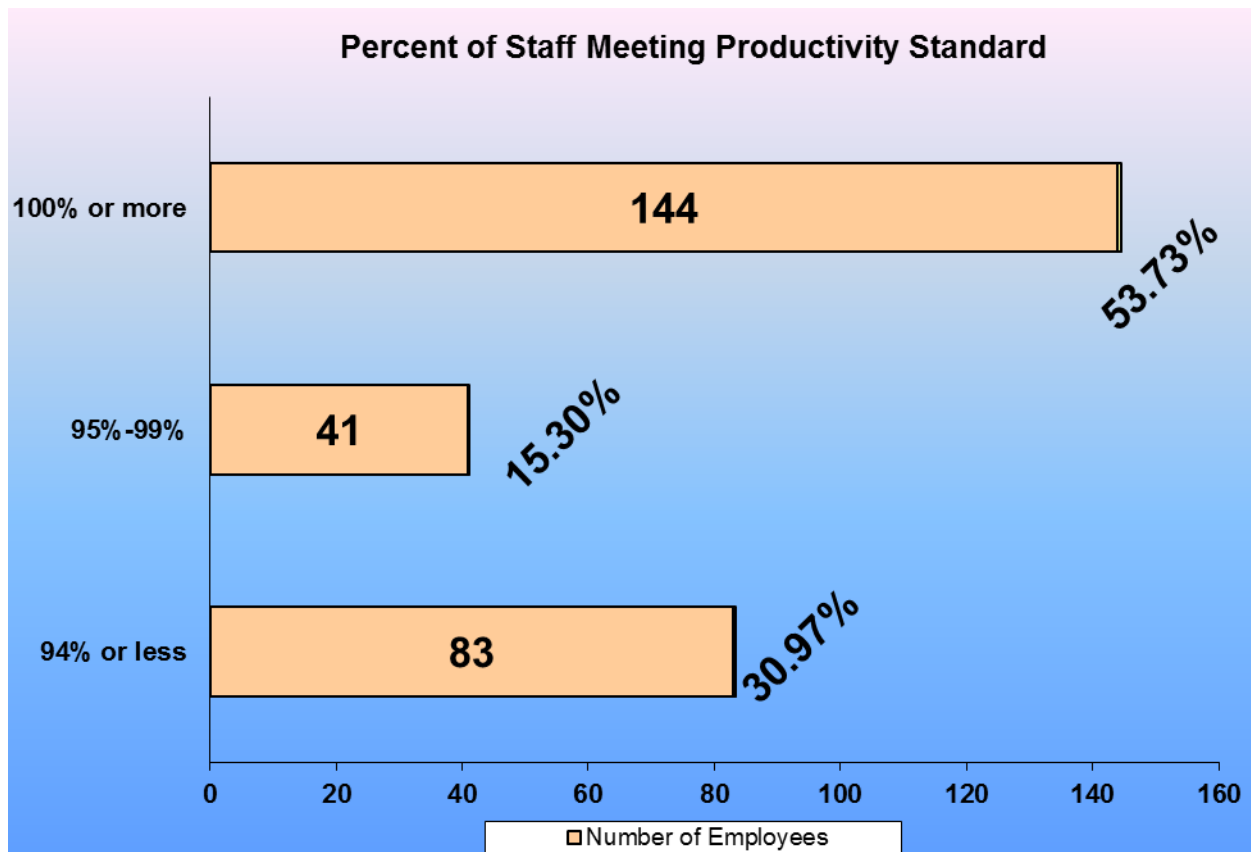


# Wasatch Mental Health Monthly Briefing Report July 2016

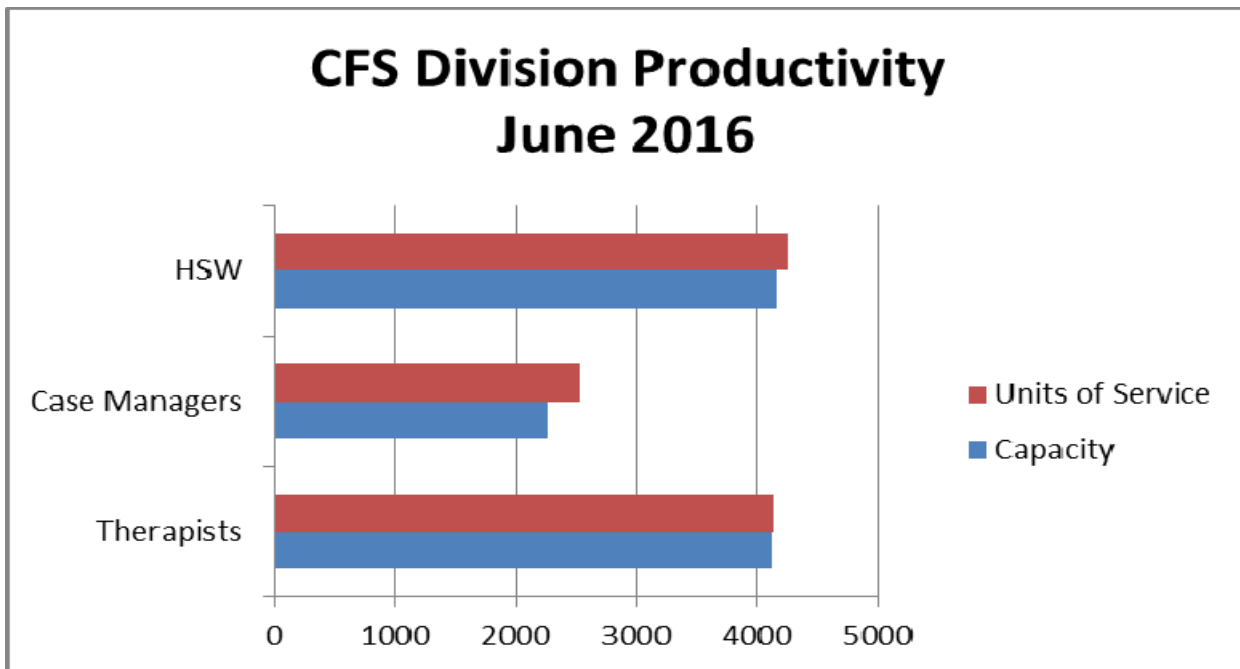
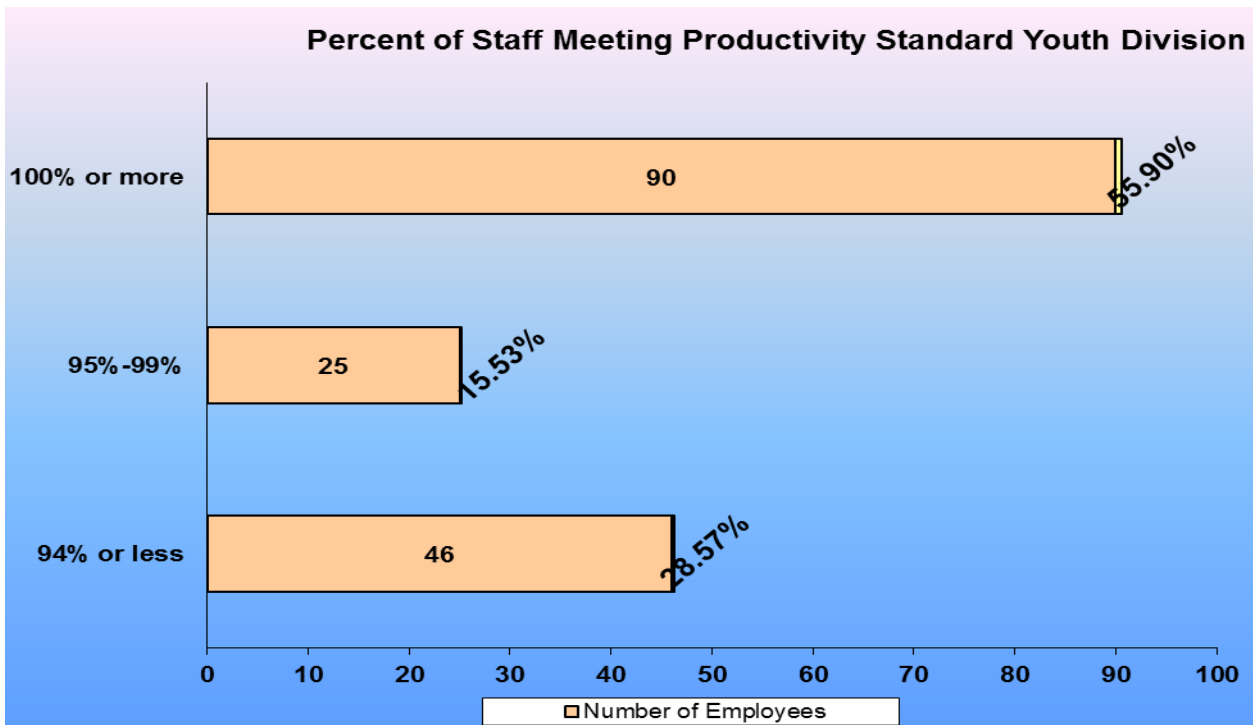
The plans for the Payson building have been completed and a pre-bid meeting has taken place. We hope to break ground in late August. Similarly, the project adding the elevator to our South Provo building has been bid out. Due to the time constraints on this project, none of the contractors initially interested submitted a bid; however, after talking to several vendors we learned that we will receive bids, if we offer a little more flexibility with the timeline. Another pre-bid meeting took place. Another project that is moving along relates to selling the other, unused, half of our Orem property. The final subdivision documents have been submitted to the city, and we are scheduled to close on July 27<sup>th</sup>. Our salary survey is also progressing well. All of our job descriptions have been revised and submitted and are currently under review. We anticipate that the salary survey will be completed in August, and recommendations submitted to our Executive Team shortly thereafter. Once this has been internally reviewed, we anticipate making recommendations to the Authority Board in September or October.

Below a graph depicting the percentage of staff meeting various levels of their productivity standard.

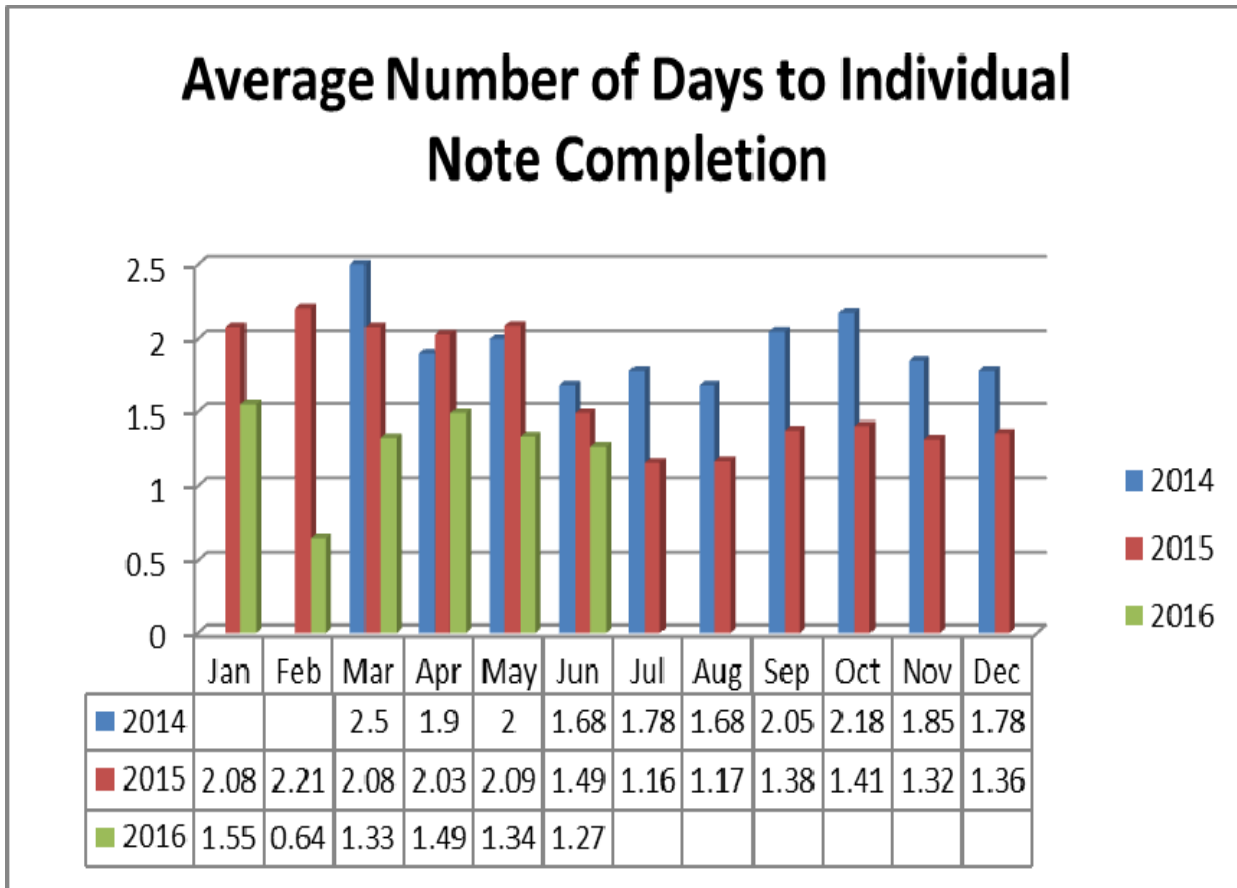


# Children and Family Services Division

## 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 June total therapist time is at 100% capacity. Case manager time is at 112% capacity. Human Service Worker/Autism Aide time is at 102%



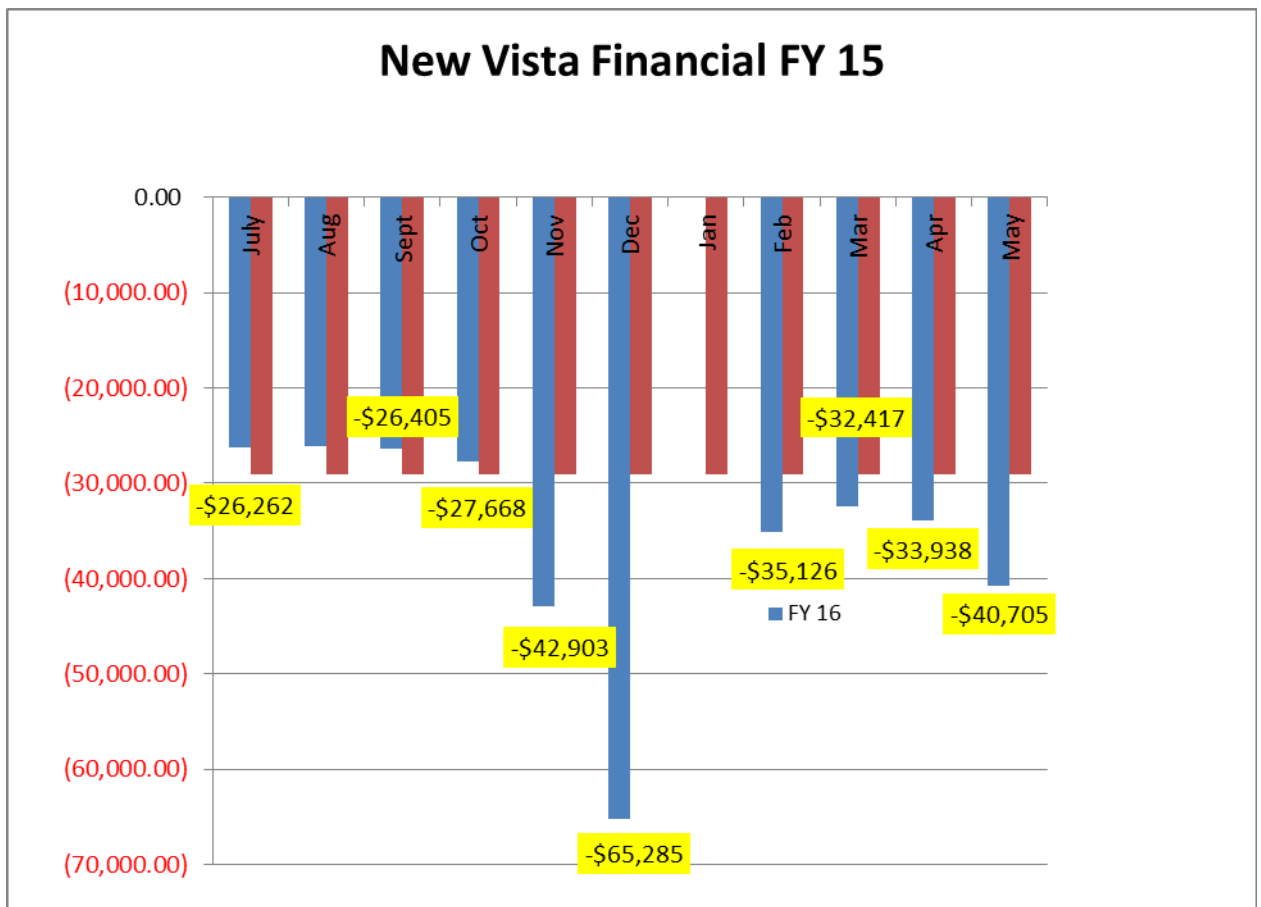
- We are excited to start the First Episode Psychosis program which we are calling STAR 4 Early Psychosis. STAR is an acronym for Support, Treatment and Recovery. The program manager assigned is Janene Candalot, while the supervisor is Craig Limb.
- The Friends of GIANT Steps held their annual autism specialist appreciation luncheon Friday June 3.
- Colleen Oshier, prevention coordinator held a very successful community Suicide Postvention training in the conference room of the new Police building in Heber City June 14. The training was very well attended and feedback was positive. Both Catherine Johnson and Juergen Korbanka attended. Wasatch County has a very active Prevention Coalition.
- GIANT Steps held their annual Daddy’s Day June 17. The dads and kids had a great time participating in activities together.

- GIANT Steps graduation was held June 24. After graduation GIANT Steps hosted a luncheon in the park across the street. As an added bonus snow cones were served to everyone there.

## New Vista Youth Services

**JUNE REPORT:** June was the beginning of the summer program for New Vista. Our numbers for services provided were significantly higher than previous months and for the same month a year ago.

### NEW VISTA FINANCIAL REPORT



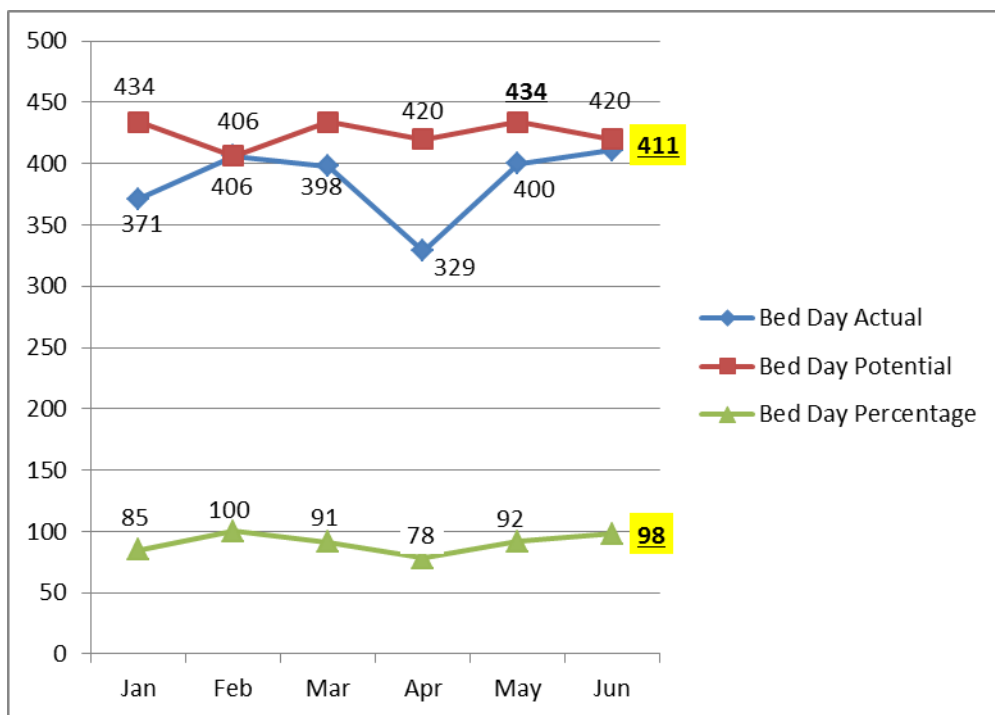
### June '16 New Vista Monthly Report

The New Vista summer program is being held Mon-Friday and it is focusing on enhancing the skills that the youth already have to develop healthy relationships so they decrease their maladaptive behaviors. New Vista is also learning the DBT skills necessary to assist the youth in coping with everyday life situations. New Vista staff continues to pick up the youth in the AM to transport the youth to Tx. New Vista takes advantage of the Summer Lunch Program that the school district provides.

In the New Vista YSD group’s we focus on building and maintaining healthy relationships. The youth are focusing on developing Emotional regulation skills that they can use. The youth are learning to give back to the community where they live by doing service for others. We have done service this past month with Provo City, we work with the parks department every Tuesday morning. They have provided service to the city by cleaning parks and helping lay mulch at different parks. The youth provide service to the Provo School District by doing service every Monday at Independence High School. We have cleaned lockers and worked on the grounds for the school. The youth provide as needed service around the Parkview building as well. The youth continue to have Pass Off groups. During these groups they enhance each others knowledge of what they are studying and how it can be applied in their life.

### Aspire Youth Services

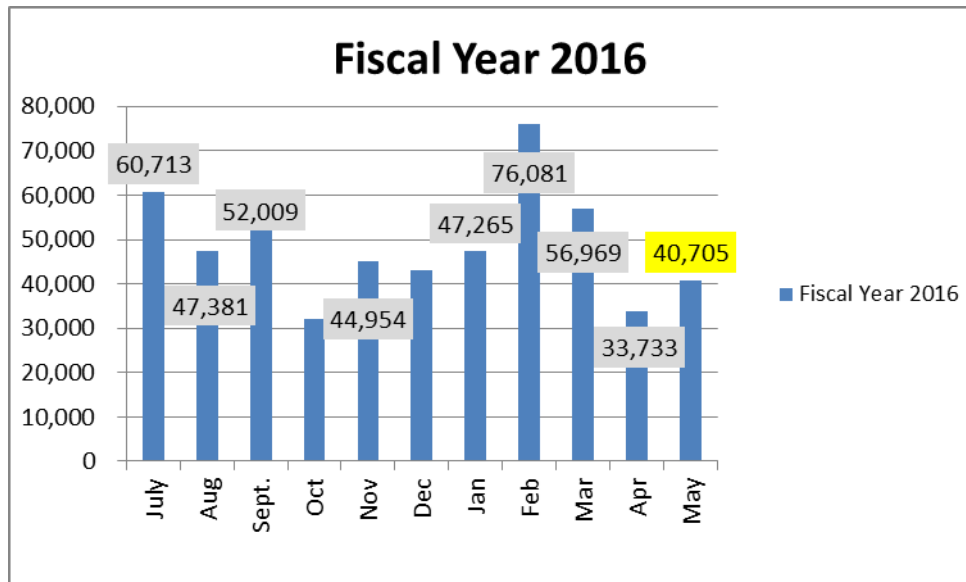
**JUNE REPORT:** In June we reached 98% capacity. We have not had a major critical incident for several weeks. The girls seem to be working with the therapists and staff and actually report that Aspire is a place they feel “safe and cared for” (actual quote) by the staff.



### LEADERSHIP/ALLIED AGENCY PARTICIPATION/INITIATIVES/SUCCESS

Janiece Buyers and Greg Robinson attended a training in June for treating dual diagnosis clients (Substance Abuse and Mental Health) using a program called Seeking Safety, an evidence based practice in Utah. We have implemented this group on the weekends using our part-time case manager.

## ASPIRE FINANCIAL REPORT



### Aspire Monthly Report March 2016

We currently have 13 residents at Aspire. We are almost full and we currently have one admission pending.

All of our residences have been enjoying the warmer weather and summer. Summer is a great time for us and we have a lot of fun with outdoor activities. Such as, hiking, water games, roasting hot dogs, making s'mores and playing a lot of outdoor sports, such as flag football, soccer, kick ball, and volleyball.

The girls are continuing to do well in therapy. The staff and therapists at Aspire are amazing and have been able to help the girls use their coping skills. The staff and therapists have been able to successfully deescalate girls when they are upset before it becomes a crisis situation. As a result, we have had significant decrease in crisis situations over the past few months. This month we have had two difficult admissions with girls who have been physically aggressive at their previous placements. However, we have had ZERO incidents with these girls all month. In fact, one of these girls reported that she felt safe and cared about at Aspire in her Child and Family Team Meeting. We continue to work with the girls on their DBT skills, socialization, community skills, trauma, and developing healthy relationships outside of Aspire.

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

### Provo Family Clinic

#### Performance Indicators:

Total OQ and YOQ collected: 91 adult, 542 children, total: 633,

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

We have started using Kindle tablets for doing Y/OQ's to try and get information to the providers quicker.

**Financial Status**

Through **May 2016 PFC's** budget is in the black \$125,403

**Stride and XCEL - partial day treatment**

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

XCEL Highlights for June 2016:

- The XCEL team has experienced a very successful summer thus far. The clients have demonstrated a healthy initiative to socialize without prompting from staff. For this group of kids, this is a tremendous accomplishment.
- One child in particular has really stood out. In the past this child has ended up in Vantage Point due to his behavioral struggles. More recently, however, this child has not had to utilize Vantage Point's services, there have been no major incidents at home, the child has been helpful in group, and to top it all off the child has been appropriate with the others in the group.
- The team was also excited to note that two specific clients in the program have done an incredible job at being inclusive of others in the group. The team noted that these two boys seem to include everyone regardless of the level of functioning. This is very likely not only an excellent opportunity for these two boys, but provides a very useful clinical tool for the others in the group to experience a real sense of social belonging and practice healthy social behaviors.

XCEL- Class attendance

Total Present:	Avg. Clients	=	6.36
Total Present:	Avg. Staff	=	4.29

XCEL-Younger Class

Total Present:	Avg. Clients	=	5.39
Total Present:	Avg. Staff	=	3.89

**Financial Status**

Through **May 2016, Stride's** budget is in the black \$40,998

Through **May 2016, XCEL's** budget is in the black \$30.06

# GIANT Steps

## Highlights

- The Friends of Giant Steps parents organized a staff appreciation week during the first week of June. Parents decorated the doors of the classrooms, brought snacks and gifts throughout the week, and treated all the teachers and aides to a nice lunch. We have great parent support!
- Janeen McFadden and Michael King met with the UVU Service council on June 9<sup>th</sup> to strengthen our relationship with the school and help continue to facilitate the process of recruiting the volunteers we need throughout the year.
- Giant Steps had a community skills development field trip on June 10<sup>th</sup>. This month, the children and their families were able to go to the Tracy Aviary to explore, learn, and showcase the social skills they have learned. All classrooms were able to participate.
- On June 11<sup>th</sup>, Giant Steps co-hosted a Summer Carnival that we helped organize with the Autism Resources of Utah County Council. Despite a rainy start, we had a great turnout. Families enjoyed music, food, and activities. At the event, Northstar Alarm had a giveaway for a three alarm systems to families in Utah County who are affected by autism. The giveaway was based on essays the families submitted in advance. All three families who won are involved in services with Wasatch Mental Health.
- On June 13<sup>th</sup>, the Commissioner's Cup was held to benefit the Giant Steps program. We are so grateful for our County Commission and the event that raised money and awareness for Giant Steps.
- On June 14<sup>th</sup>, Michael King ran a Sibling Day Camp for the siblings of children in the program. The day camp is designed to help educate, validate, and support non-ASD siblings of children in the Giant Steps program. Eleven children were able to spend the day engaged in various activities.
- Giant Steps held its Daddy's Day on June 17<sup>th</sup>. We hold this event to help give fathers some extra time in the program, enjoy the progress their children have made, and answer any lingering questions they have about their children or the program.
- A new In-Home Program was approved by the Foundation to begin. We are excited to provide services to additional children on our waiting list who would otherwise not have a chance to benefit from Giant Steps.
- On June 24<sup>th</sup>, we held our Giant Steps Graduation. It was well attended. We were honored to have Commissioners Ellertson and Graves attend as well as leadership from Wasatch Mental Health and the Alpine School District. Families of 42 graduates attended—some from as far as the east coast. We are extremely grateful for a \$10,000 donation presented to us from the Utah County Commission!
- The Giant Steps waiting list currently includes 140 children, 35 of which have Medicaid insurance.

## Positive Reports from Families or the Community:

- At the Summer Carnival, several parents stated they were grateful for how involved we are in the community and with other agencies to work together and make nice events for them. The families who won the alarm systems said they were thankful and glad for opportunity to be notified of community events like the summer carnival.
- At Daddy's Day, a father said he was very thankful for our case manager, Holland Rinehart, who helped him work through the paperwork required for a number of community services for which his child is eligible because of severe autism. He said that even though he has a degree in engineering, he found the system difficult to navigate and was grateful for the help. Another father stated he was



glad to have a chance to have a day special for him and that he feels like he is enjoying a father-son relationship closer to what he has always hoped for since the initial diagnosis of his son.

- At graduation, many relatives thanked our teachers and said that they had noticed a huge difference with the children enrolled in Giant Steps. One remarked that she noticed an “increase in communication and how we can have a conversation and relate to [the child].” Another stated that he was “amazed and know that Giant Steps made an incredible difference.”
- Several parents at graduation stated they were amazed their child was able to sit still and do the songs for that long when compared to how they started the school year.

**GIANT Steps Volunteer Hours**

GIANT Steps Volunteer Hours: **130.5 hours**  
 Parent Volunteer Hours (FYTD): **1883.5 hours**

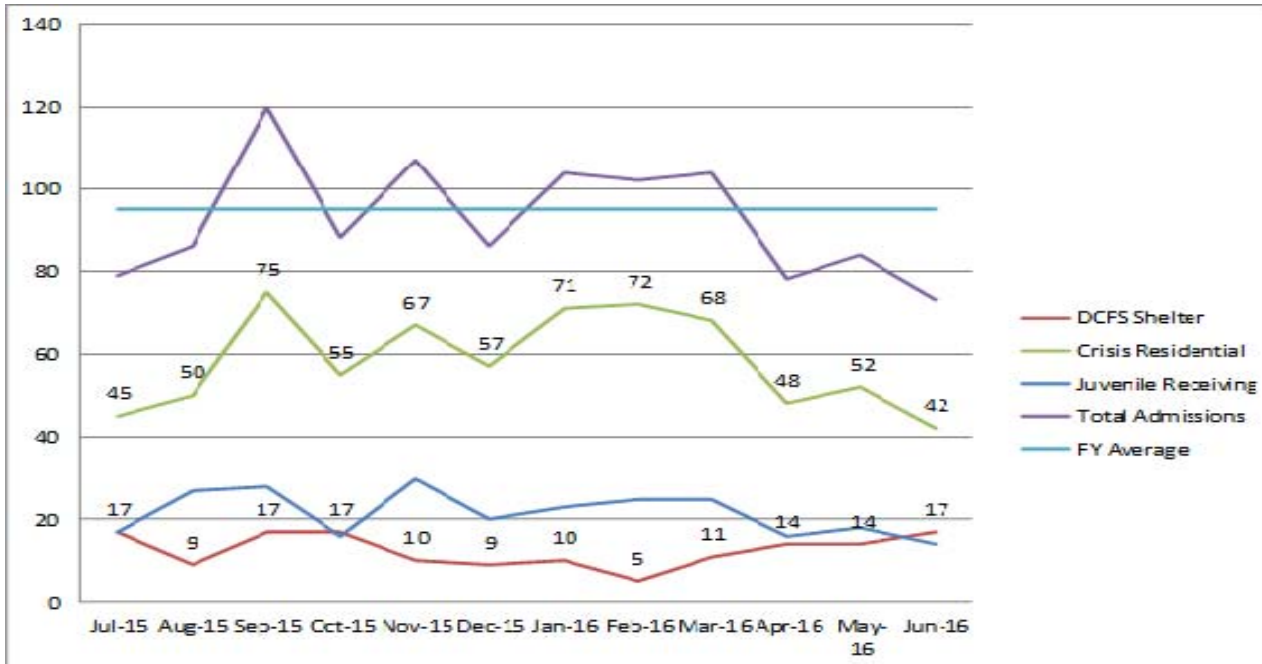
**Performance Indicators**

**Productivity:**

Department Billable Time requirement: **113%**  
 Number of Employees with Productivity Expectations: **41**

**Vantage Point and CYFAST**

We had 73 total admissions and 56 were unduplicated.



## CY-FAST Respite Care

### ***Leadership/Allied Agency Participation***

Since July 1<sup>st</sup>, the First Episode Psychosis (STAR) team has officially started running, with about 4 referrals in line to do screenings. We, as a team, have come up with admit criteria and a screening system to implement with the PQ-B and SIPS (screening tools).

Craig Limb has come up with a training curriculum and power point that he will be using to go around to the various departments and family clinics. Our goal is to train the staff who see the clients so that they will be able to make appropriate referrals to our program.

### Volunteer Hours

There were 4 volunteers at Vantage Point who provided 11 hours of service.

This past month, we had an incident at Vantage Point where a youth had barricaded himself in his room and Crisis services had to be used. Our on call crisis worker did her best to get the youth to comply, but he would not. The HSW (Matthew Jonassaint) who knew the client, was able to talk the client down, and the client ended up taking down his barricade, the HSW was able to assess for safety with the crisis worker there, and diverted further escalation or police intervention.

This particular client has been to the Utah State Hospital before, has a long history of mental health services and prior hospitalizations. I have seen many workers over the years use their relationship skills to help de-escalate clients and this was an impressive one that is worth mentioning.

### **Financial Report – FY 2016 through March 2016**

Youth Crisis (250): \$88,540 (black)

Vantage Point (350): \$18,089 (black)

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

Medicaid: 41 (62%)

Non-Medicaid: 25 (38%)

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

**# of total clients served last month:** Total: 613 Adult: 244 Youth: 369

**Number of YOQs/OQs administered:** YOQs: 498 OQs: 341

**Unduplicated number of YOQs/OQs:** YOQs: 257 OQs: 179

### **Groups in AFFC**

School Based Summer Program

Youth Art Group  
DBT Skills Group  
Child/Parent Relational Training

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

A client told our Care Team Assistant the following summarized report about success in therapy:  
“She said that because of some traumatic things that happened to her when she was younger she has been to a lot of therapy. She said that she had some really good therapists and some really not so good ones but nobody has helped her the way that Sarah [Hunter] has. She said... coming to Sarah has been the most beneficial thing that she has ever done before and...she has made more progress than [with anyone] else.”

**Acuity Based Care Implementation**

We are discussing how to impact the 75% of clients who only stay 6 sessions or less. We have talked in staff meetings about how to improve the client’s experience at intake. An example of an idea that was shared is to just cover the asterisked areas of the assessment and focus doing more treatment from the start. Then the therapist as add the other assessment information in subsequent sessions.

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

<b><u># of total clients served last month:</u></b>	Total: 302	Adult: 102	Youth: 201
<b><u>Number of YOQs/OQs administered:</u></b>	YOQs: 297	OQs: 144	
<b><u>Unduplicated number of YOQs/OQs:</u></b>	YOQs: 182	OQs: 82	

**Groups in SFFC**

DBT  
Summer Skills groups  
CPRT

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

Mike Wilkins, PHD, presented about “Children’s Issues” in our June CIT academy. He is moving into the role of doing regular presentations.

A parent wrote the following about her experience with the Care Team Assistant, Kris Sheriff:

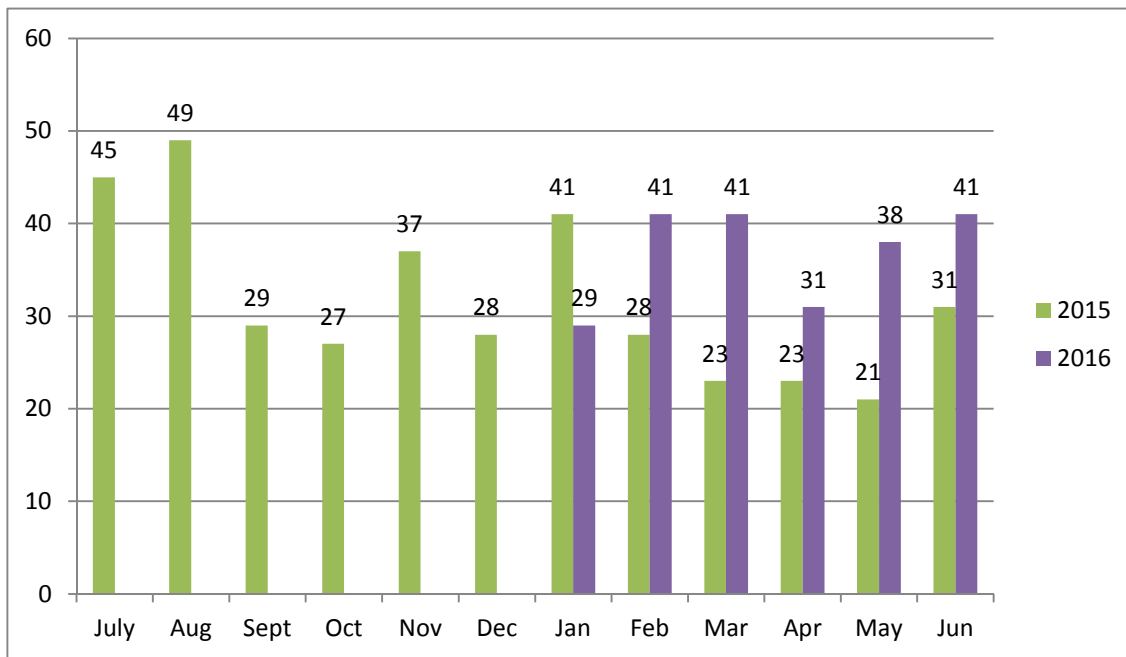
“We had an issue when we first [came] in. My little 9 year old wanted to play with my phone. I kept saying no and when I went to explain, he got mad and...dumped over the Lego bin. Then when I told him to clean it up, he started throwing them in as hard as he could. He was throwing harder & harder until Kris came out and took over [and] kept trying to get the attention away from his problem. He finally got them cleaned up and she showed him pictures he could color after she took the full [Lego] bin into the other room. She was

amazing. She got him calm and kept him calm. Then when he went back to see his therapist, I broke down and cried. I really appreciate everybody here for what they do and have done for us and I really appreciate Kris with her patience and abilities.”

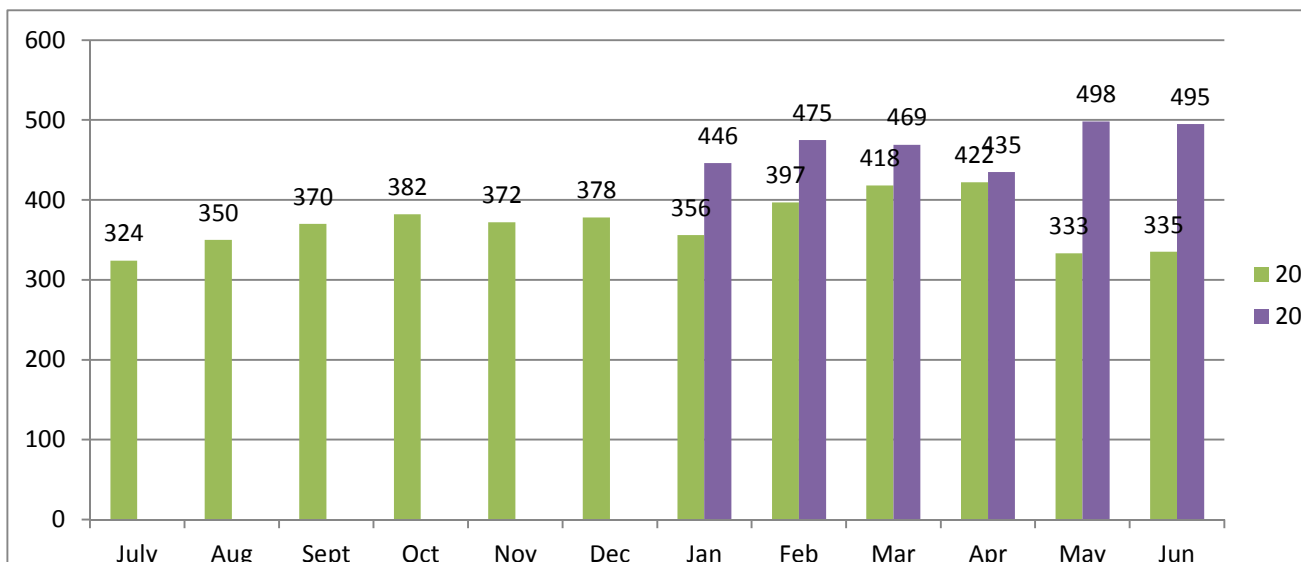
## Wasatch County Family Clinic

**Total Unduplicated Clients Served in June: 236**

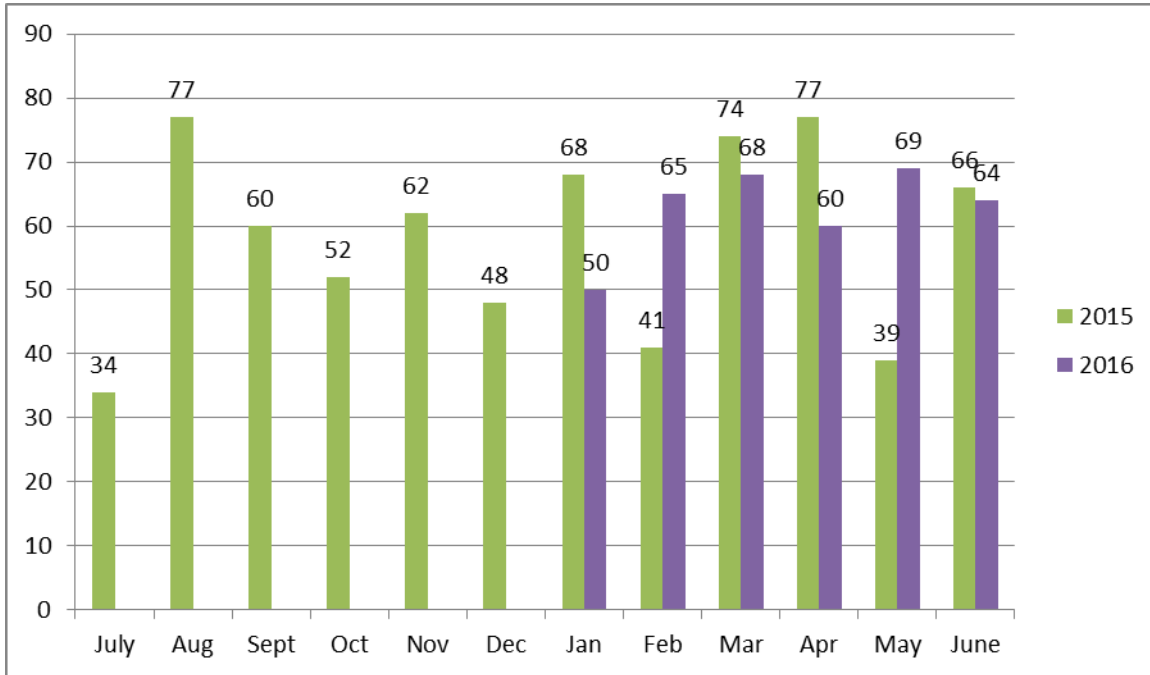
**June Monthly Intakes: 41**



**June Therapist Appointments: 495**



**June Case Management Appointments: 64**



**Number of YOQs/OQs administered:** YOQs: 101 OQs: 202

**Unduplicated number of YOQs/OQs:** YOQs: 56 OQs: 105

**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

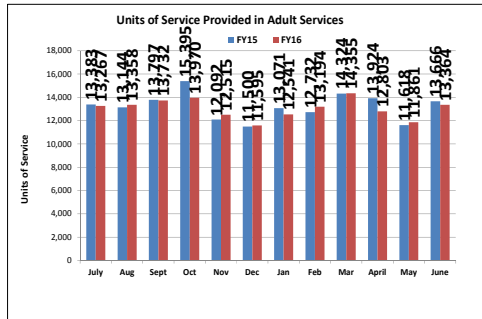
**Leadership/Allied Agency Participation/Initiatives/Success**

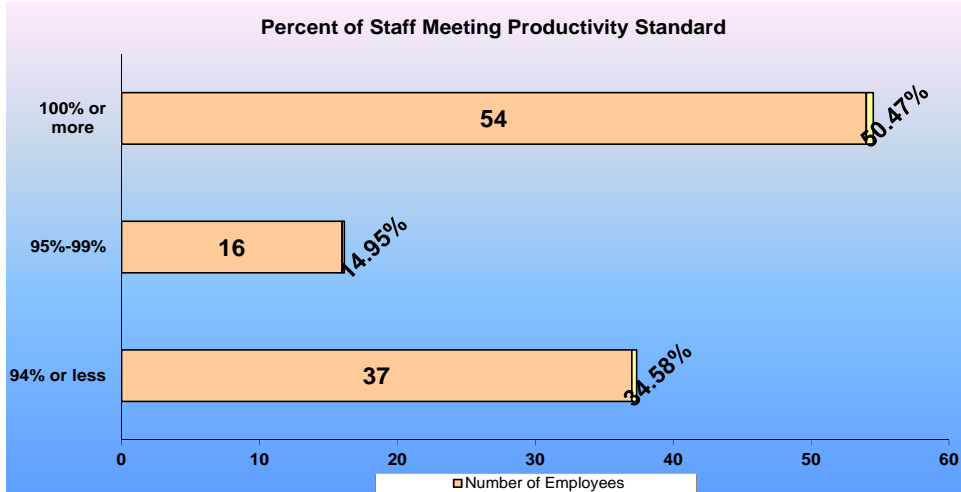
David Ockey was certified in Mental Health First Aid. He conducted his first 8 hour class this past month with a variety of community members present. In June WCFC also conducted a Postvention training intended to help community members deal with the aftermath of a completed suicide. Attendees included Wasatch School District representatives, Wasatch County Victim’s advocate, Wasatch County Health

Department, DCFS, Heber Valley Hospital staff, law enforcement representatives and Wasatch County EMS.

In July we had the media kick off event for the Parent’s Empowered campaign focusing on underage drinking in the local Hispanic community. There was a great turn out with representatives from local Hispanic community members and businesses local law enforcement and media representatives from Telemundo, Univision, KSL, Deseret News and the Wasatch Wave.

## Adult & Family Services Division





**OQ/YOQ Administration**

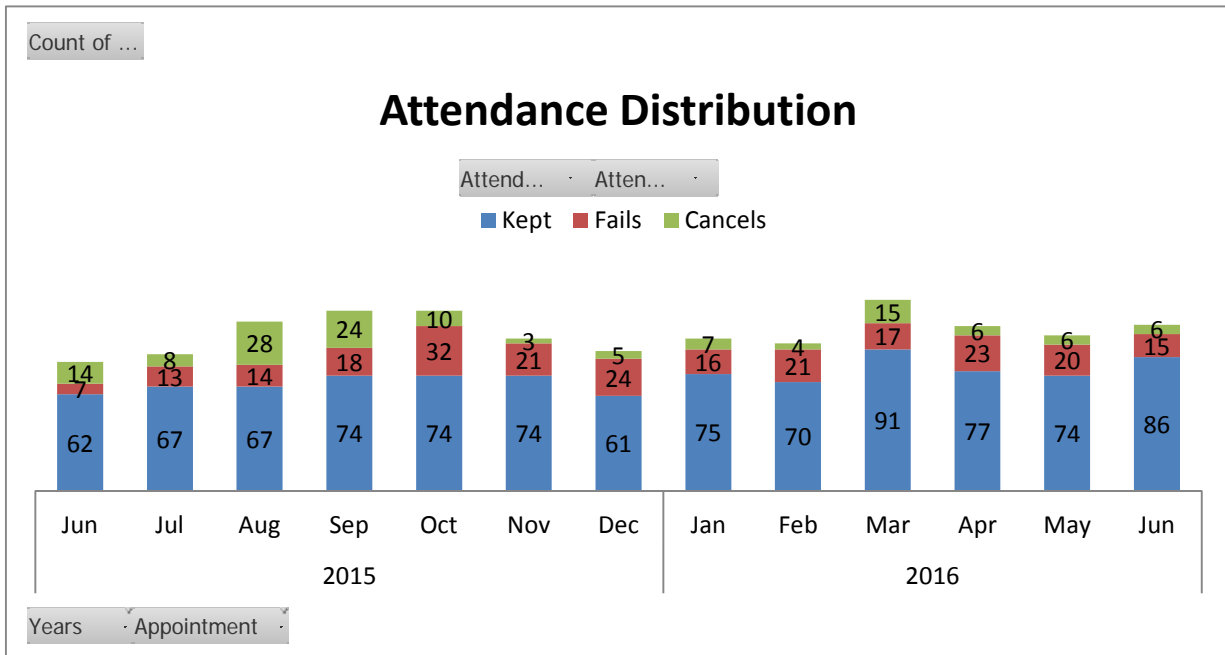
**Number of total unduplicated clients served last month: 3858**  
 Adult Clients Served 2443  
 Child/Youth Clients Served 1415

**Number of OQ/ YOQs administered: 3870**  
 Adult & Family Services Division 1498  
 Youth & Family Services Division 2372

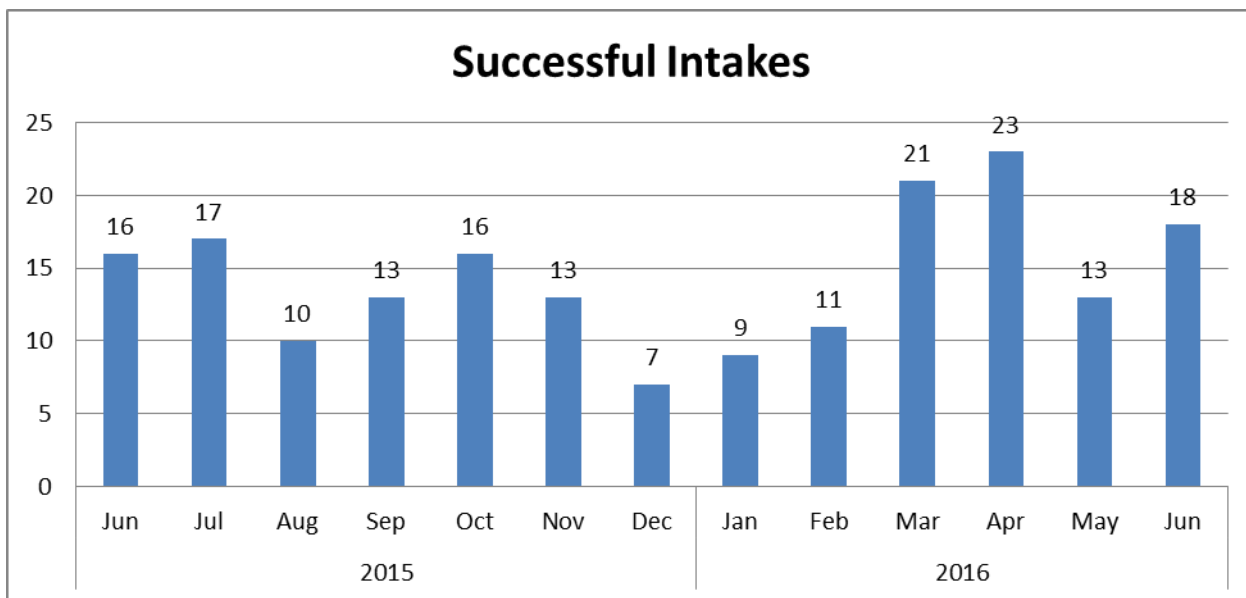
**Unduplicated Count of All clients Served at WMH 3858**  
**% of Unduplicated Clients Completing an OQ/YOQ 59%**

**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.



Below is a graph of the number of intakes by month

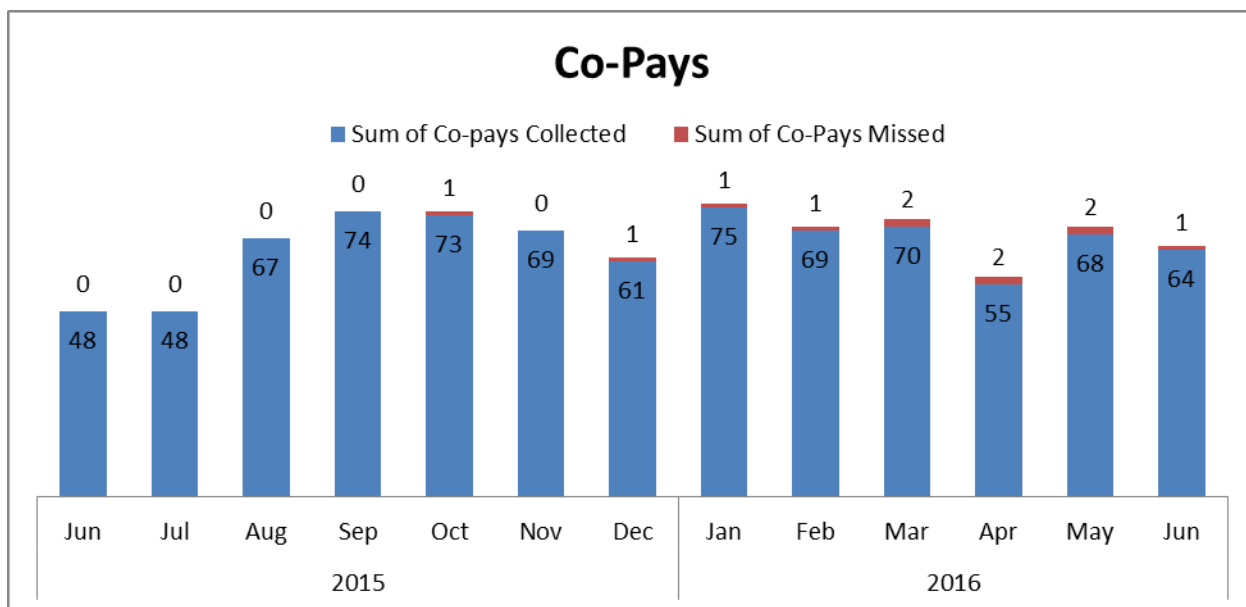


We were sorry to have lost Julie as a therapist in the WRC last May, as we are down to just one provider who can accept Medicare which is 26% of our services. Chris is doing a great job keeping up with these individuals. We were scheduling intake appointments up to 6-8 weeks out for Medicare clients and with the New employee Corom coming on board, we are already filling his schedule with intakes reducing that wait time in half. We anticipate making the wait time even shorter once Corom is actually on board. He begins work on July 26<sup>th</sup>.



Even though we lost Julie, we still had an increase of intakes from 13 in May to 18 in June. Our completed sessions rose from 74 – 86 in July. It will be very interesting to see how fast the service grows with adding a full time provider. Molina Market place is referring more and more clients to our services as we are the only providers paneled with them. They are now making up over 35% of our clientele. Blue Cross Blue Shield is also growing in referrals. Having just the 6 insurances that we will take has simplified the intake call process and hopefully has helped in the collections end as well. We are working on discontinuing any services we are providing to clients not on those 6 insurances.

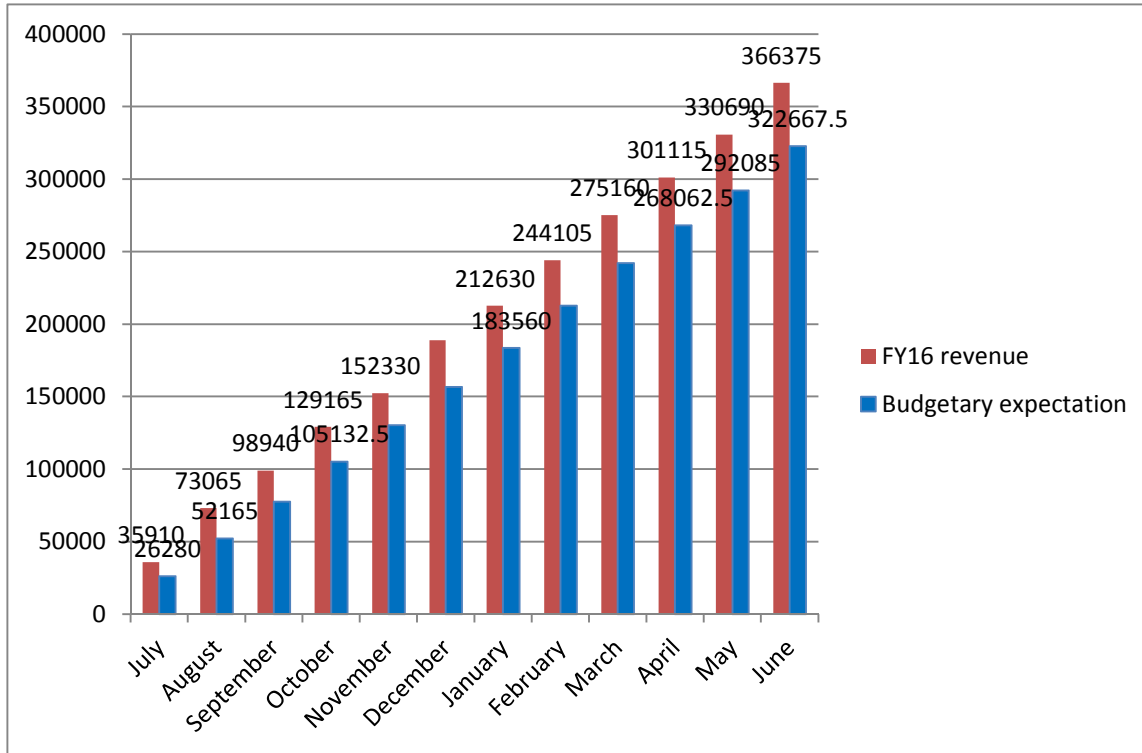
**Financial Report:**



**Westpark Family Clinic**

**Performance Indicators:**

In June PASRR Staff completed 88 PASRRs for a generated revenue of \$35,685.00 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.



The number of OQ/YOQ questionnaires collected in WFC remained mostly stable this month. WFC collected 702 OQ questionnaires during the month of June. This is up by 15 questionnaires from 687 in May. Of the OQs collected this this month, 397 were unduplicated, which is down slightly from 414 unduplicated questionnaires last month. The number of daily administrations this June decreased to 31.9 per working day, which is down by 2.45 questionnaires per day compared to May.

During the last quarter (beginning with the pay period starting on 4/3/2016 and ending with the pay period ending 6/25/2016), WFC staff with productivity standards achieved a total of 4,264.9 billable hours, which equates to 92.8% of the department’s cumulative productivity standard. This is a 1.8% increase compared to last month

During the same period of time, RPS staff with productivity standards achieved a total of 1192.1 productive hours, which equates to 89.4% of the department’s cumulative productivity standard. This is a 2.7% 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 <sup>th</sup> District Court:	25	2	2	0
Provo Justice Court:	8	0	0	1
Orem Justice Court:	2	0	1	1

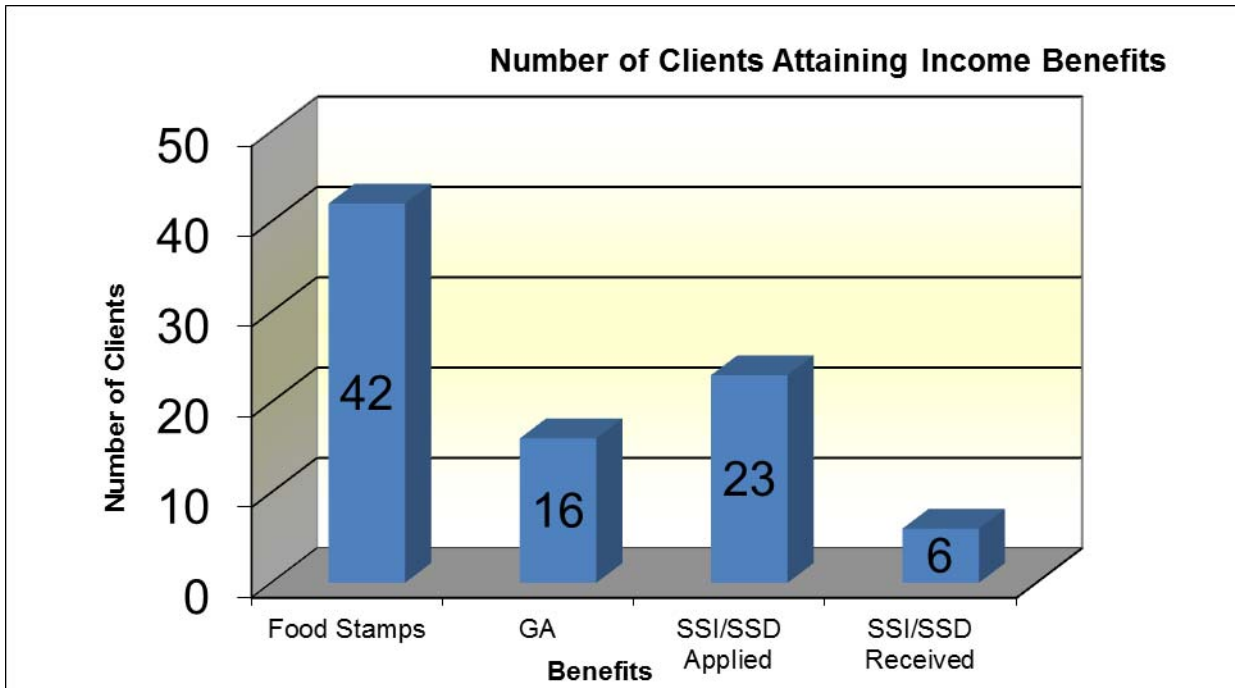
**Leadership/Allied Agency Participation/Initiatives/Success:**

Our success story for this month comes from one of our nursing home liaisons. She stated, “A client who was living in a nursing home was able to move out into assisted living on a New Choice Waiver. She had developed healthy, supportive relationships with others in the nursing home, and also recognized a desire to be more independent. In discussing her desires, we were able to come up with a plan where she will return to the nursing home on Wednesdays for 6 hours and volunteer with the Recreation Staff helping with crafts and other activities for the residents there. This way she is able to share her talents and skills and maintain important friendships, while still moving on and progressing in other ways in her life as she lives in assisted living.”

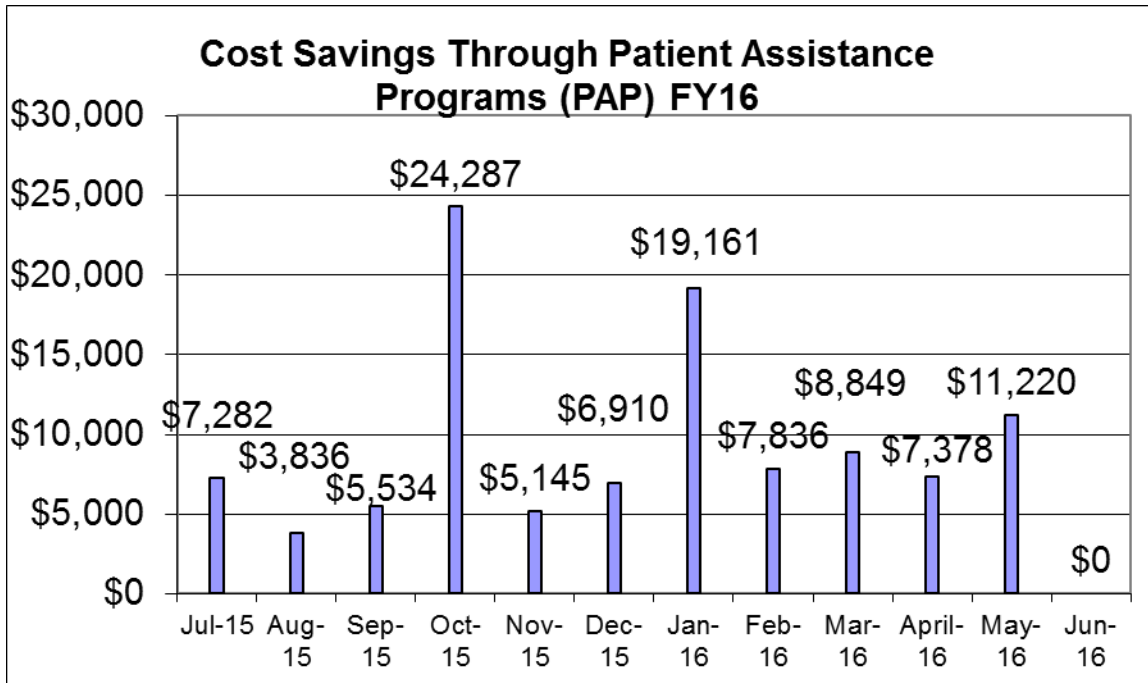
Walk-in intake utilization in WFC declined again last month after several months of extraordinarily high utilization. During June, a total of 38 walk-in intakes were performed, filling most of the 69 available slots, for an average utilization rate for the month of 55.1 percent. This is down 15 percent from the utilization rate observed in May, going below normal levels, and dipping slightly below the point where performing intakes was detrimental 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 markedly this month from 16 in May to 1 in June. That client scheduled and attended an intake appointment the next day.

**Wellness Recovery Clinic**

The following chart shows the number of individuals who were approved for some kind of benefit for FY 2016.



Below is a chart indicating the cost savings from patients assistants programs for help with the costs of medications.



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

This client began services in Wasatch Mental Health in 2005. She lost her Medicaid and SSI in 2014, and thus began services at the WRC. She attended groups regularly. She was a "frequent flyer" on the crisis line, calling a couple times a week at all hours of the day and night due to feeling stressed about finances, relationships, and employment. She would talk for an extended amount of time and would become frustrated when the crisis worker would attempt to end the call. Crisis services talked to her about decreasing her frequent calls, and she became very upset. They asked her therapist to discuss it with her, and she continued to be very defensive and agitated, stating no one cared about her. Other staff had difficulty communicating with her because she would be easily agitated and react inappropriately. Through attending DBT group and individual therapy, she improved in her ability to recognize and express her emotions. Her calls to crisis decreased significantly. She did not call crisis for several months prior to discharge. When discussing a long-term plan for her treatment, she was understanding and respectful. She was disappointed to leave services at the WRC but made sure her DBT binder was well-organized so she could continue to study the skills. Staff noticed a tremendous difference in her affect and presentation. She was softer and kinder in her approach and would respond to feedback or disappointment appropriately. She was cooperative and pleasant to work with and appreciative of the services she received at WRC.

**Financial Report**

We just completed our 2 year contract for the Primary Care Grant where we served 172 new clients with a total of 1,232 services. These services included group therapy, case management, prescriber visits as well as some individual therapy.

We are happy to have been approved for the Primary Care Grant for FY 2017. The amount awarded is \$99,897 for just the 1 year. This is roughly twice as much as we were awarded for the previous 2 year contract. (This is making up for the loss in our state allocation this year).

<b><u># of total clients served last month:</u></b>	154
<b><u>Number of OQ/ YOQs administered:</u></b>	264
<b><u>% of unduplicated OQ/YOQ:</u></b>	74%

## **Medical Department**

Transcribers and Prescribers really showed some awesome team work in getting notes done by the end of the fiscal year (and/or were responsive to their program manager orchestrating things). Several worked on their day off, came in after hours, logged in from other sites etc. to pull this off. It was impressive to see the willingness to do whatever it took to sign them by July 1.

### **Psychological Testing/Interns/Form 20m**

During June, Psychological Assessment Services staff looked forward to the transition between our graduating psychology interns and the upcoming beginning of a new internship training year. All staff psychologists have volunteered to participate in the orientation and training process for our incoming intern group. Each year, we modify what this orientation process will look like with a goal of constantly improving and responding to individual differences and needs. This year, we have decided to start with a somewhat abbreviated training program when compared to previous years, with the intention of providing foundational knowledge and allowing for ongoing individualized training where it is needed.

We are excited about having all of our staff on the same floor. We think this will give our trainees better access to our regular staff for consultation and will encourage them to seek consultation. We plan to arrange offices so we have full time and trainees side by side or in each other's traffic patterns.

The renaming of admin techs was announced and celebrated with donuts at the monthly staff meeting. Judy and Lorraine (and rest of the staff) practiced saying Care Team Assistant.

Now that our resident and two externs are 'settled in,' Psychological Assessment Services is working with outgoing pre-doctoral psychology interns and preparing training of incoming pre-doctoral psychology interns to create the smoothest possible transition between these two groups. The upcoming training year begins on July 11<sup>th</sup> and marks the first year a pre-doctoral psychology intern will be placed full-time within our department. PAS is excited to meet this new challenge and to work with neighboring departments to provide a generalist training experience to the intern while maximizing psychological testing training.

Below are the billable total hours for interns thus far along with a break-down of services provided:

EVL	EVL D	FT	FTC	Group	IT	PT	TOTALS	Total hours
\$15,097.50	\$1,980.00	\$7,020.00	\$1,040.00	\$3,800.00	\$46,687.50	\$74,400.00	\$150,025.00	1072.75
\$38,857.50	\$2,227.50	\$2,860.00	\$455.00	\$23,337.50	\$32,962.50	\$29,400.00	\$130,100.00	1157
\$34,155.00	\$2,227.50	\$16,640.00	\$2,080.00	\$760.00	\$33,583.50	\$38,137.50	\$127,583.50	858.25
\$22,398.75	\$10,312.50	\$4,680.00	\$1,202.50	\$31,450.00	\$39,262.50	\$21,150.00	\$130,456.25	1275.25
\$27,307.50	\$7,301.25	\$11,667.50	\$1,235.00	\$1,950.00	\$59,898.00	\$31,103.75	\$140,463.00	945.75
							\$678,627.75	5309

## Outside Providers/Mountainlands

Mountainlands was open 20 days in June

#Appointments scheduled---95

#Appointments Kept---68

#Appointments Canceled----10

#Appointments Failed---17

# Kept New Client Appointments----9

Summary---June showed a significant increase in the number of clients scheduled per day as it went up from 3.8 per day in May to 4.8 per day in June, reflecting about a 20% increase. However, the percentage of appointments kept dropped from 79% to 71.5%, resulting in an increase in both canceled and failed appointments. The number of new clients seen also dropped from 27% of the kept appointments in May to 13% in June. It is interesting to note that new clients failed at a much higher rate (36%) than follow up appointments (15%).

## Care Team Services

A new name ceremony, complete with Day Light Donuts and a Star Wars light saber, was conducted on July 1 during the monthly staff meeting. We are now officially Care Team Assistants in the Care Team Services Department. We had fun with it.

Becky Kidd was a nominee for the Manager’s award at the Center Wide Conference. She was acknowledged in an email and a request was made that her supervisor give her an SIR in her PEP. This was well received and appreciated.

## CIT

The June academy had 38 officers representing 14 agencies (Orem, Payson, Highway Patrol Juab County, Utah County Sheriff’s Department, Nephi, Pleasant Grove, Springville, Wildlife Management, Lehi, Lone Peak, Spanish Fork, Mapleton, Transit Police, Payson, Salem, Utah Highway Patrol-Utah County, American Fork). The academy was held at Utah State Hospital for the first time. This was Mark Crosby’s idea and worked out well.

We are working on digitizing the manual and experimenting with this format on a web site. We have a few things up on the WMH website to see how it works. We hope to pilot with the November academy on accessing the manual electronically. It also needs to be available electronically after the academy so that officers can refer back to it as a resource when they are out and about.

Dispatch CIT is a special course designed for dispatchers. We have had dispatchers go through the regular academy. A team from Dade County in Florida and a team from Virginia presented at the Chicago

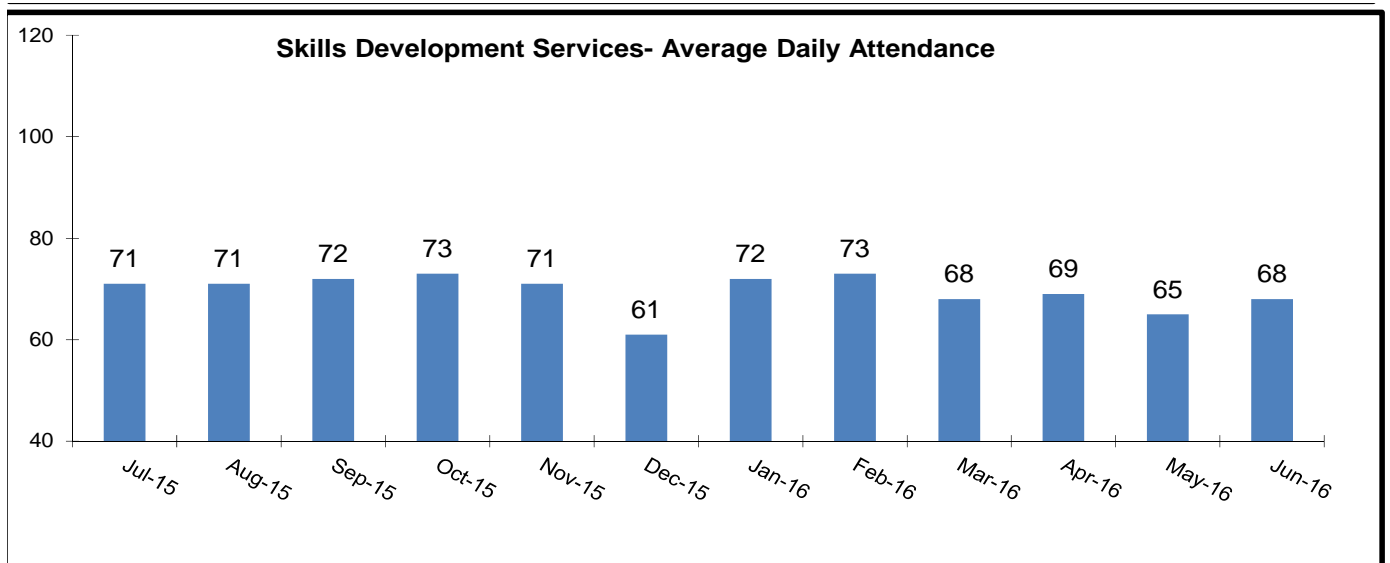
conference on a CIT course specifically for dispatchers. Utah County CIT gathered power points and curriculum from these agencies. The objectives for dispatchers are below.

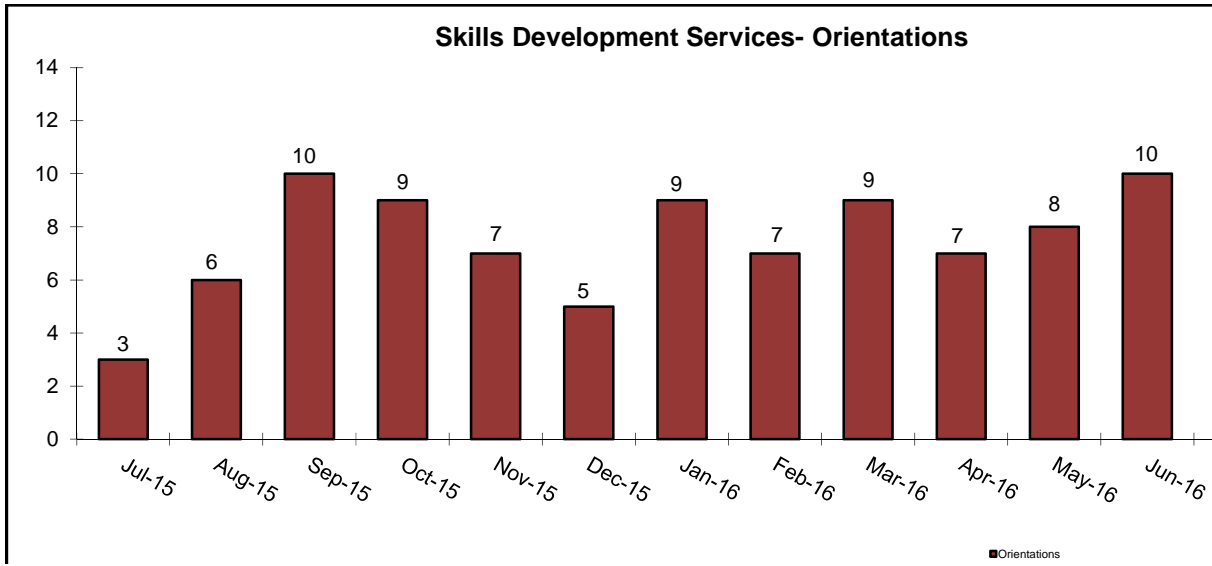
Designed to educate and prepare communications personnel to:

- Identify mental health calls.
- Recognize characteristics of mental illness/crisis.
- Become familiar with de-escalation techniques.
- Gather critical information to assist CIT officer in responding more safely and effectively.
- Link and connect to behavioral health resources.
- Gain knowledge and CONFIDENCE.

Mark Crosby has contacted NuSkin about sponsoring the next academy (letting us use their training room and facilities) and they are open to the idea. If the date of our next academy does not work then we will ask when the facility is open and move our academy to that date. Having a community sponsor would be very exciting community collaboration.

## Wasatch House





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

We received our final accreditation report with a 3 year conditional accreditation. While this was the expected outcome and most of the conditions were also to be expected, there was an unexpected condition regarding making the Director a full time position, which was not as flexible as we were initially led to believe during the accreditation visit. While this condition put the feasibility of our continued accreditation with Clubhouse International into dispute, the decision was eventually made by the Director and auspice agency to move forward with resolving the 4 major recommendations (some of which are partially or already resolved) and achieving a full 3 year accreditation without conditions. We have until June 30<sup>th</sup>, 2017 to satisfy these requirements although we anticipate that we will resolve these conditions well before the deadline.

June also provided Clubhouse with a 2<sup>nd</sup> opportunity in as many months to host a CIT visit which by all accounts went smoothly.

Following the recommendation of Clubhouse International, we are now open a full 5 days a week and are completing our notes during the work ordered day rather than during a half-day Friday.

A Wasatch House member, “Carl” is in the midst of applying for disability and is currently receiving General Assistance. While he has a serious mental illness that resulted in past hospitalizations, he has done very well at Wasatch House. When a Transitional Employment opportunity presented itself at Easter Seals, Carl decided to apply and see if he would be able to work. He has done very well so far. Staff worked with Utah County Housing to ensure that his income would not increase his rent or unnecessarily affect his disability, however it became clear that he would lose his General Assistance. As staff met with Carl to explain this reality, he took a deep breath and expressed his desire to continue working saying “This is really a test for me to see if I am able to work. I would actually prefer to work rather than be on disability my whole life.” It was heartwarming to see this young man commit himself to a challenging process with



the hopes of realizing his recovery goal. He has agreed to speak with other members in our Clubhouse meetings about the reasons he is choosing work in the hopes of inspiring others to follow his example.

Another client who recently began working at a Transitional Employment, came into the Director’s office after he was paid and excitedly asked, “Do you want to see my pay check? He said that it made him feel so confident to be able to work and earn a paycheck. He later decided on his own to go out and find a full time job temporarily to get closer to his goal of buying his own car. Of this experience he stated “Working helps me cope with my mental illness better.”

<b><u>Number of total unduplicated clients served last month:</u></b>	161
<b><u>Number of OQ/ YOQs administered:</u></b>	48
<b><u>Number of unduplicated clients who completed an OQ/YOQ:</u></b>	44

### WATCH/CABHI/JRI Program

**# of clients served in the WATCH Program: 107**

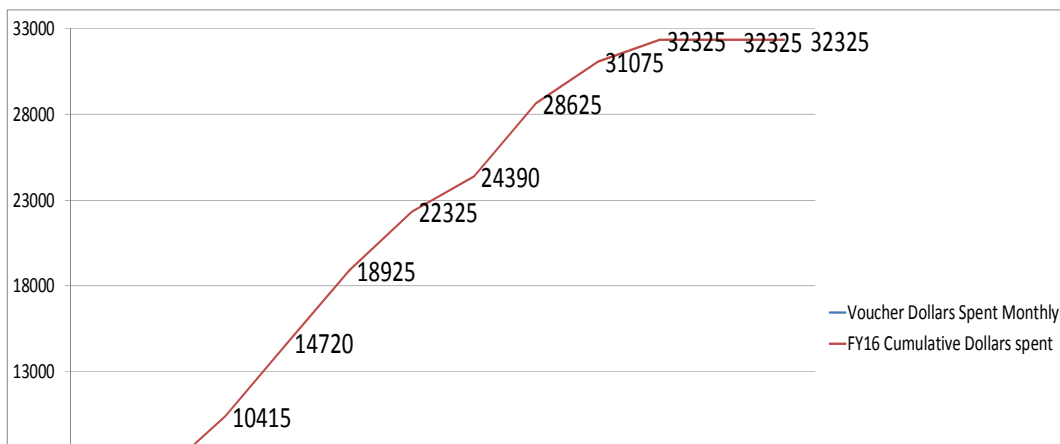
#### **Leadership/Allied Agency Participation/Initiatives/Successes**

Monte Memmott, CMHC reports the following JRI statistics:

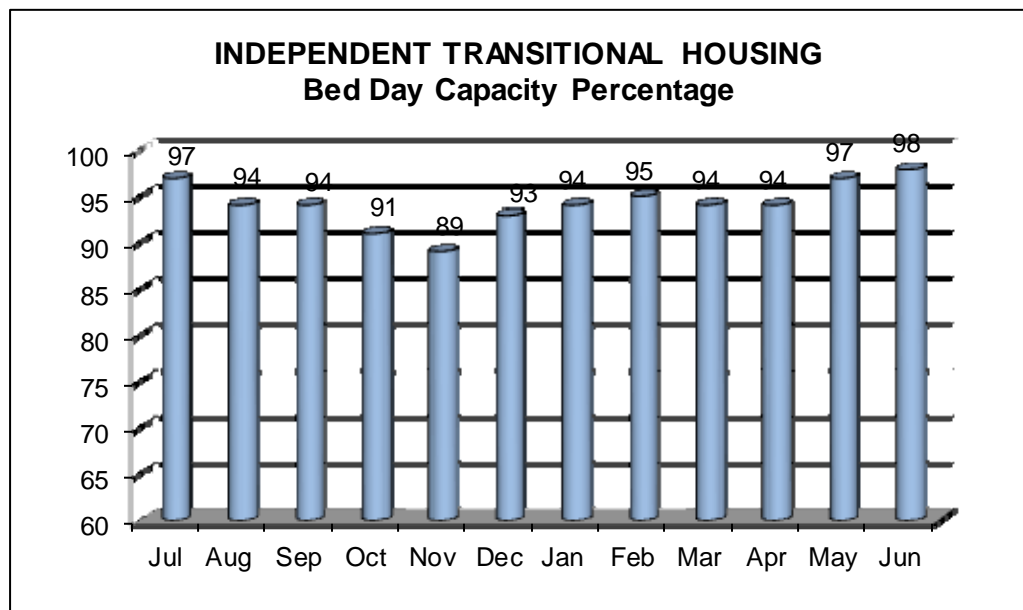
- 42 clients currently opened to services in JRI
- 9 of the 42 have returned to jail while clients (79% have not returned to jail during treatment)
- 725 services or encounters provided to these 42 clients, averaging 17 services per client.
- 10 helped with State IDs.
- 5 accepted on PCN, 3 accepted on Medicaid
- 9 have been attending weekly group therapy sessions regularly
- 12 are currently working

#### **Financial Report**

In the month of June, \$0 was spent in EMERGENCY SHELTER. In FY16, we have spent a total of \$32,325 to house 96 unduplicated individuals for 755 nights of safe and secure shelter. The average length of stay is 7.86 nights per person. We expended 97.9 percent of funds for 100 percent of the year. The costs of shelter are increasing, emptying our coffers more quickly. 7 nights in a 1-2 star motel is now costing an average of \$315, an increase of \$75, or 31%, from previous years. We were awarded the same amount through State Unified Funding for motel vouchers in FY17.



## Supported Housing Services



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

Today this client went to her dentist appointment to have a filling done. The client's dentist has been having difficulty with the insurance company and so after the appointment the client was made aware that she would need to pay \$125 for the appointment. I asked that her payee be billed. We got out to the car and the client told me that two months ago she had received a reimbursement for an overpayment on a doctor bill she had paid off before we became her payee. She had coordinated with her budget specialist and was told that was her money to use for what she wanted as this money was used before we became her payee. The client said she would like to use the \$100 she had received from that reimbursement towards her dental bill. We walked back into the dentist office and she paid her bill. This has shown such growth in this client to not only save money from two months (a lot of money), but to use her money towards what she needs instead of what she wants).

On another note with the same client the case manager wrote:

I met a client's parents, over at Clubhouse, recently. As I was meeting with them, the client's parents were very gracious and very curious about the work that goes on with their daughter. The dad particularly has never been to Utah before and has never seen where his daughter is getting care. The mom and dad both expressed great appreciation for the success of their daughter in our services and said that they were "very pleased with Wasatch Mental Health and Clubhouse." The mom became tearful and said that she would never be able to repay for the services that her daughter has received. They expressed their love for the SRT facilities and the wonderful place it has been for their daughter to live. They stated that although they know their daughter has significant disabilities that can make things difficult, they are very grateful for the treatment team and services offered with WMH.

Number of OQ/ YOQs administered:

119

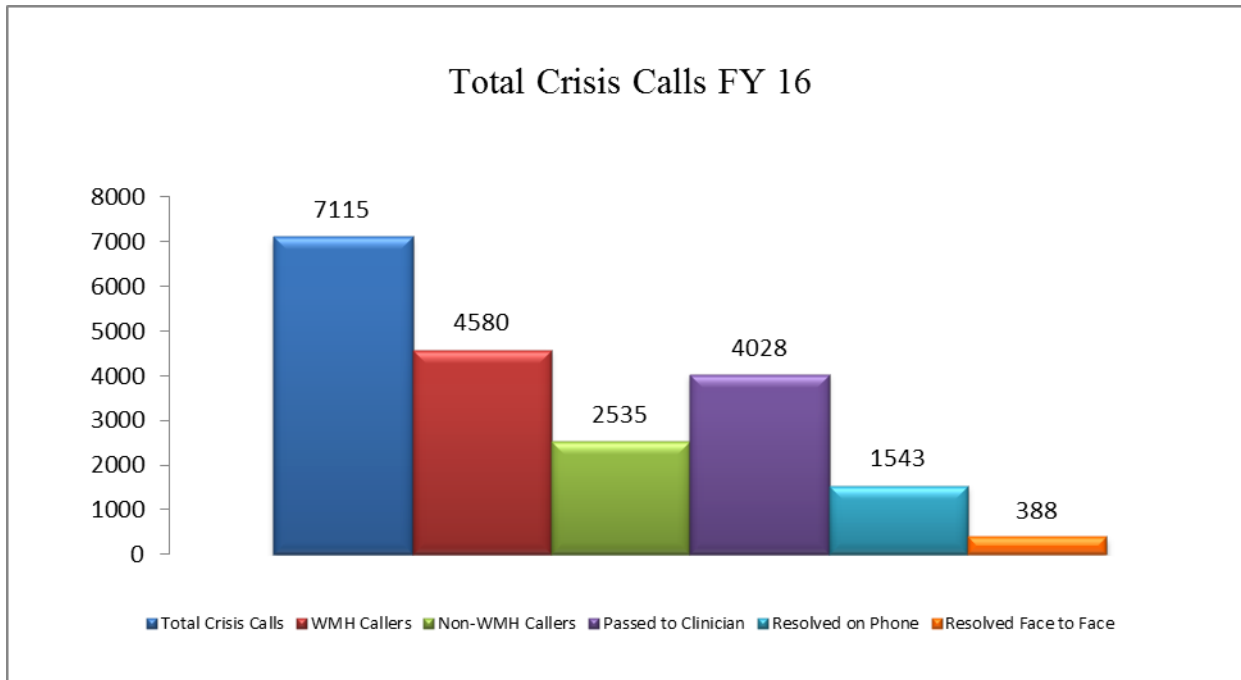
**Number of unduplicated clients who completed an OQ/YOQ:** 63

**Number of total unduplicated clients served last month:** 149

## **CRISIS SERVICES**

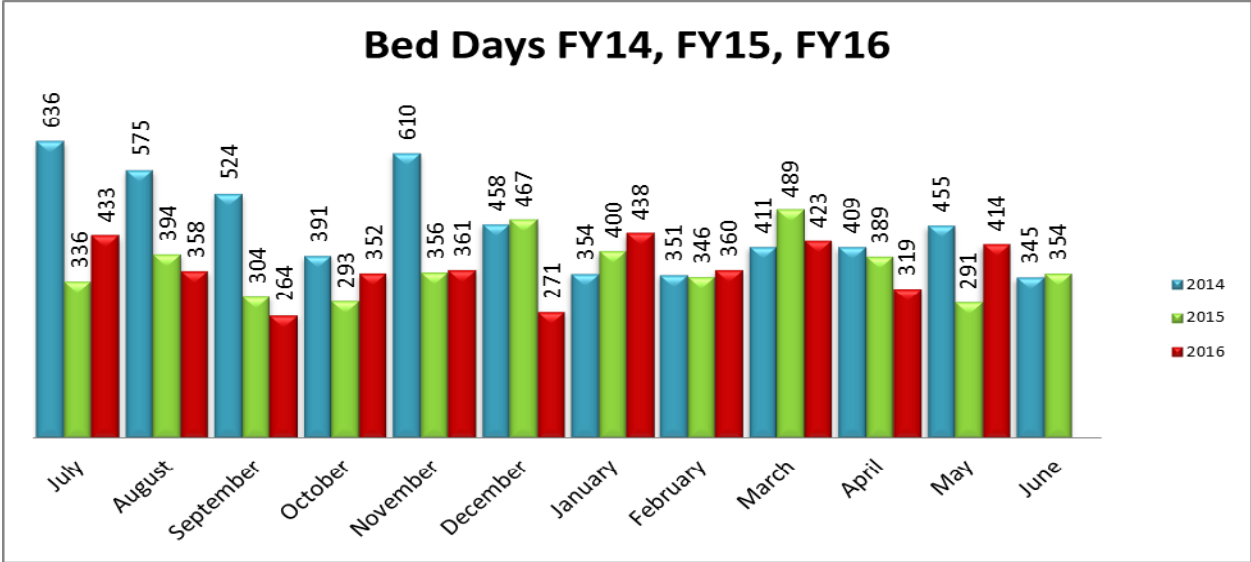
### **Crisis Calls**

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



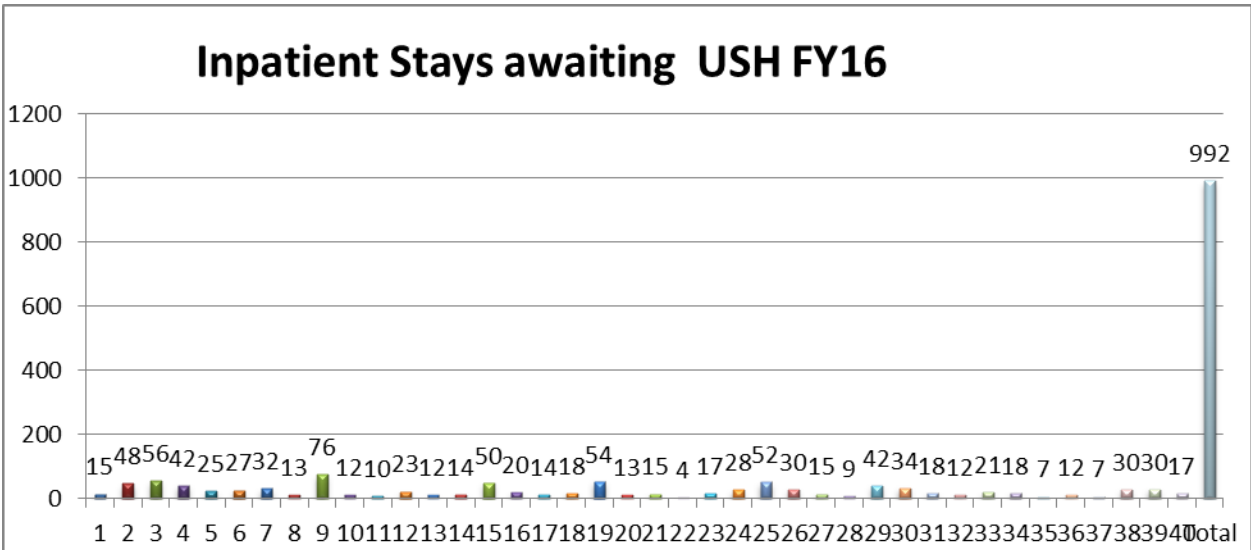
### **Inpatient Psychiatry**

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.



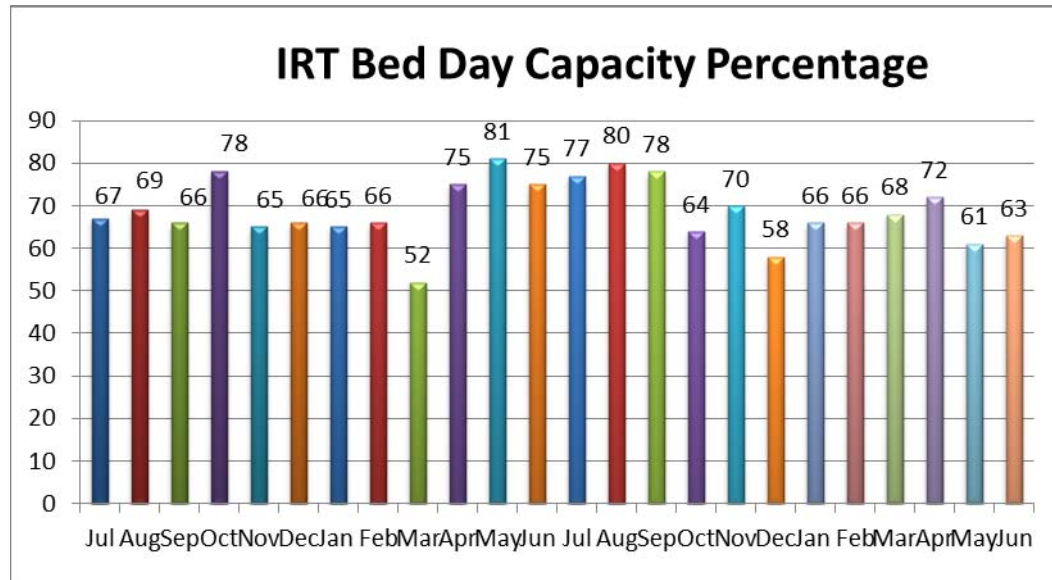
**Inpatient stays waiting for USH Hospital bed placement**

The following graph represent those waiting for admission to the Utah State Hospital. The numbers on the bottom of the graphs represent each individual who waited for USH placement. In 2012, WMH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total cumulative cost to WMH since 2012 is approximately \$3,498,000. Total cost for FY 16 thus far is \$1,091,200 which appears to be up from the last two fiscal years relatively and we are experiencing a greater need for USH placements despite strong efforts to discharge existing USH patients back to the community.**



## 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

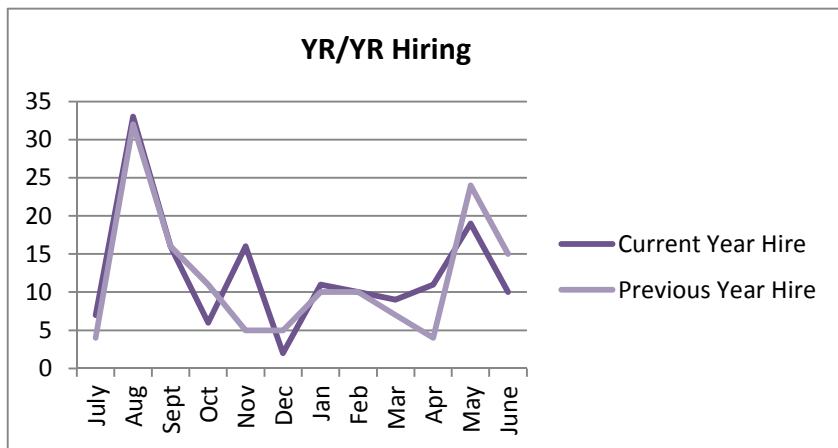
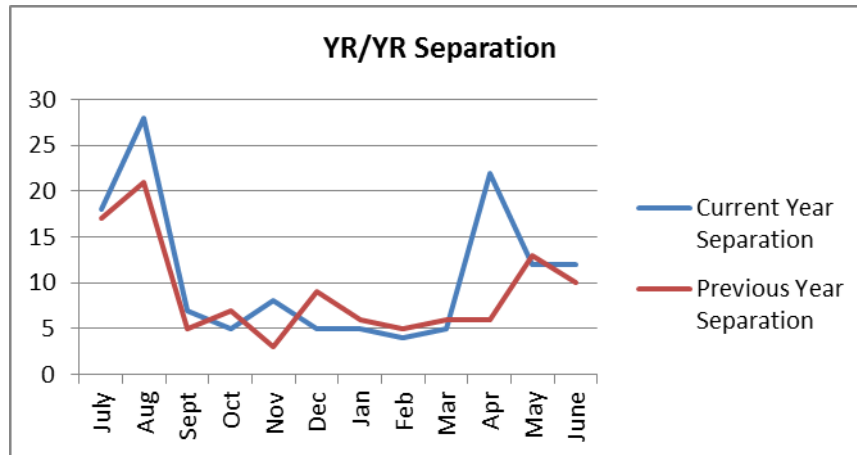
#### **Success Story**

IRT has increased its ability to admit patients as a diversion to inpatient psychiatric hospital admissions. Friday nights are particularly busy with crises for both WMH and emergency rooms. One particular Friday night a couple weeks ago, our staff were able to admit four patients to IRT on late Friday afternoon/evening. This is not typical for Friday nights, but we were glad to see the staff pull together to find a way to make it happen, rather than complain and make barriers for these admissions and new clients coming to IRT. Typically admissions on late Friday or weekends can pose significant challenges for nursing staff to gather necessary medications with pharmacies and doctor offices closed to coordinate medications issues. Each of these four patients would have ended up on an inpatient unit otherwise. Our crisis workers and nurses have become quite resourceful and willing to think outside the box to accommodate new admissions when possible. Each of these four patients have by now discharged from IRT and worked out safety plans to address their initial concerns. The crisis workers and IRT nurses continue to work hard to meet the needs of our clients in the least restrictive settings possible. Avoiding unnecessary inpatient admissions continues to be a primary focus and topic of conversation during our staff meetings.

# Human Resources

## Staffing

The total turnover rate was 2.8%, and annualized WMH is running at 30% overall. April was unusually active for separations and we are expecting and prepared for our busiest hiring in August. Avg time to hire = 43 days.



## Turnover Metrics

Turnover rate for full-time benefited employees = 1.7%, for part-time employees = 4.2% (71% of separations) and is driven by newer part time employees who are early in their professional or educational career.

