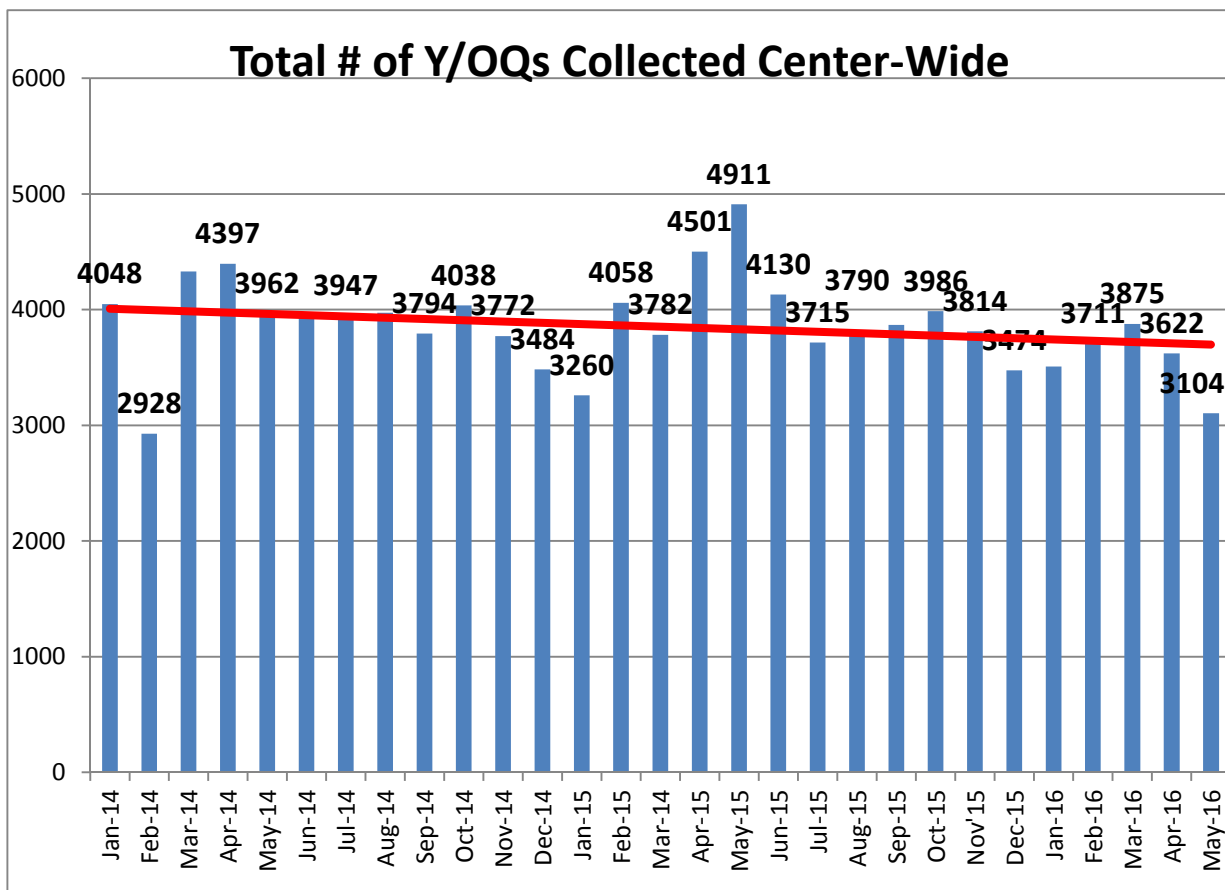


Wasatch Mental Health Monthly Briefing Report June 2016

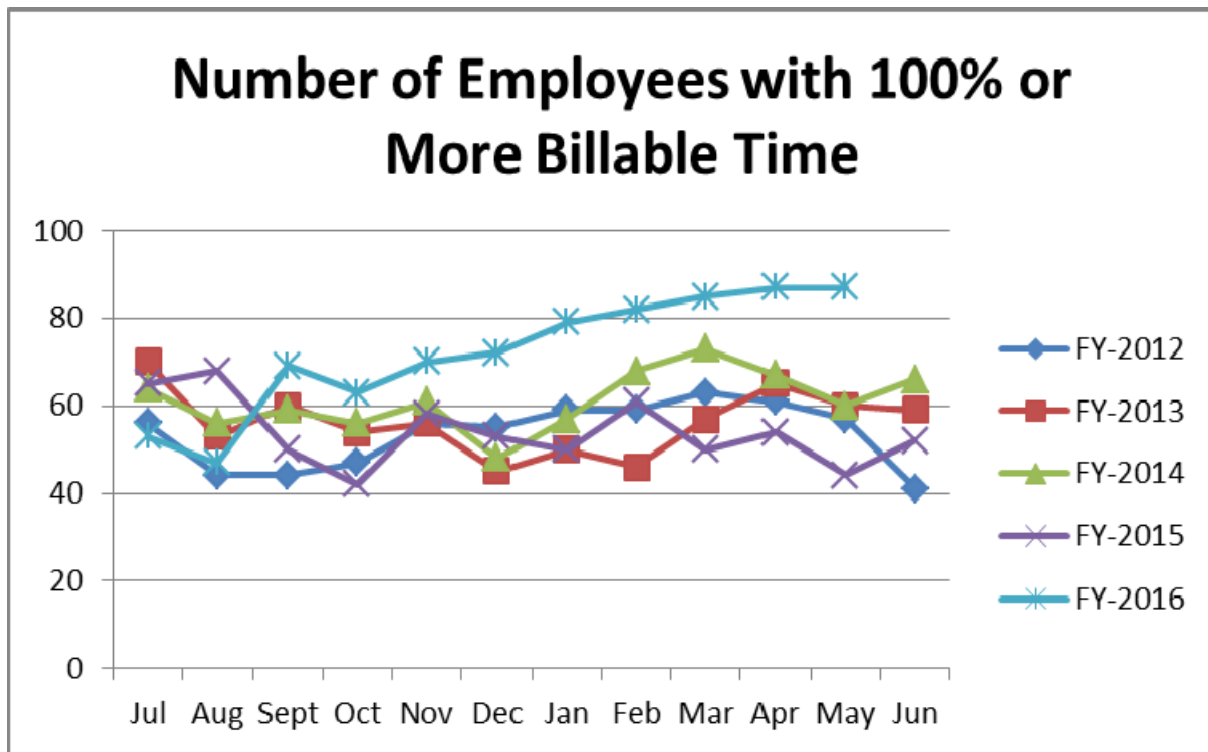
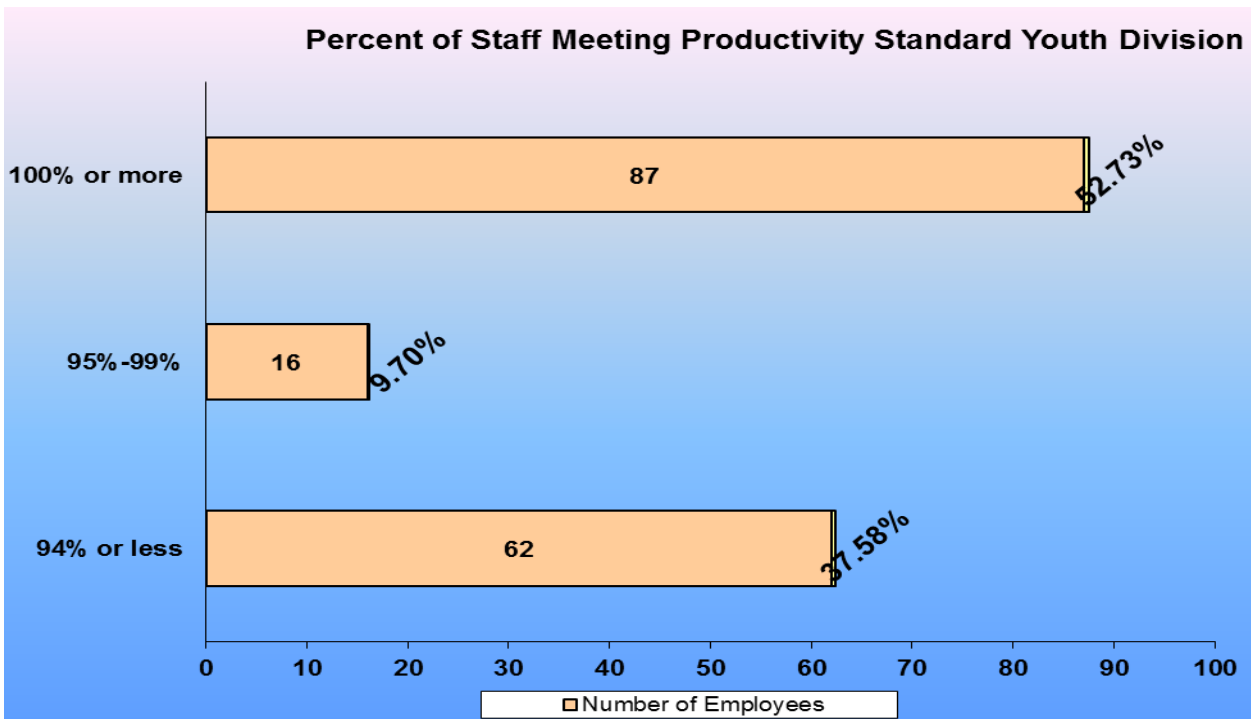
The last two years, WMH has requested (and received) a reduction in Medicaid funding in order to bring our revenues in line with service demands. We subsequently adjusted out budget projections resulting in an about \$500,000 deficit for FY 2017. Given that the agency historically runs about 2-3% under budget, we still feel that this is a prudent projection for the next fiscal year. As mentioned, reducing our Medicaid revenue (resulting also in a slight reduction in (County Match), will bring our revenues in line with service demands and reduce our amount of unearned Medicaid revenue.

Below, a graph depicting the total number of Y/OQ protocols collected by the agency.

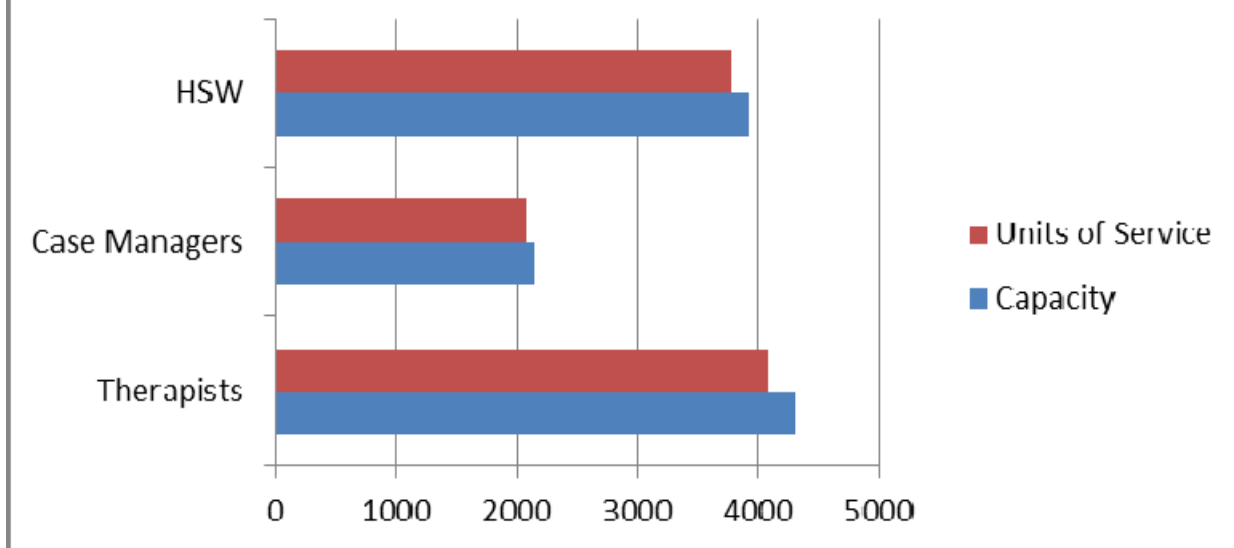


Children and Family Services Division

Performance Indicators



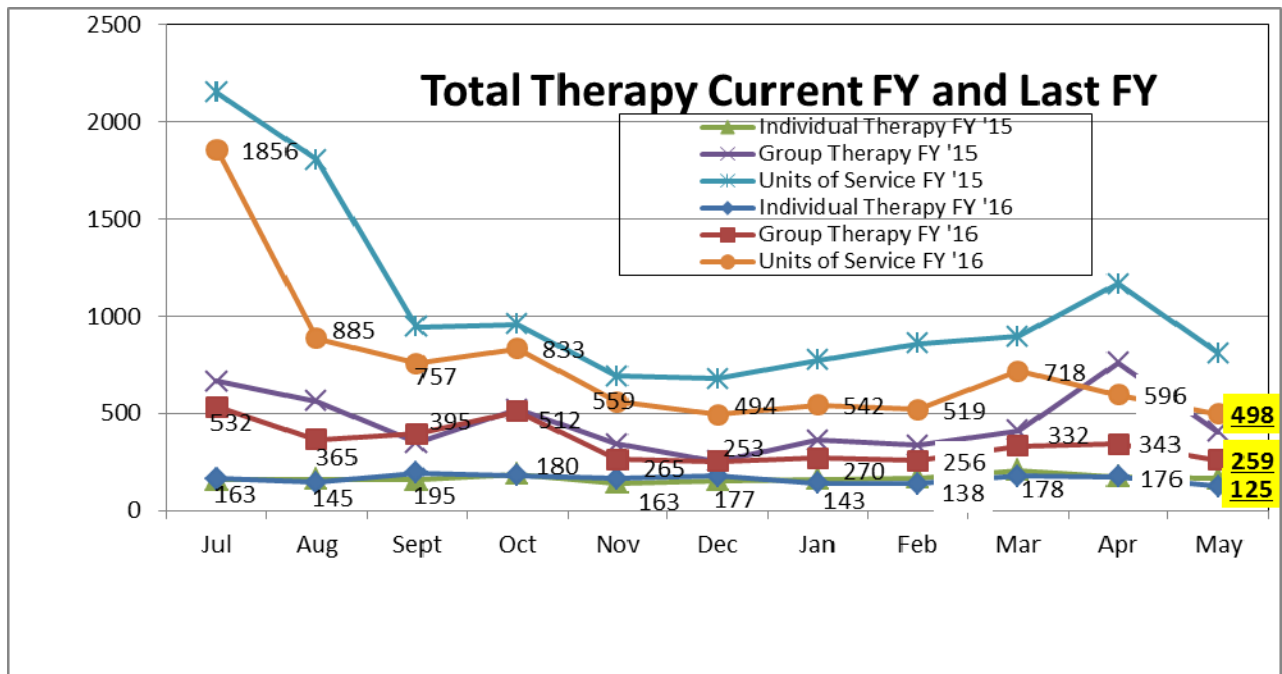
CFS Division Productivity May 2016



- The Child, Youth and Family Youth Services Division bid a fond farewell to Colleen Harper who retired after working with us for over 15 years.
- The Child, Youth and Family Youth Services Division were well represented at the Troubled Youth Conference. This conference offers comprehensive training on many issues youth are facing in collaboration with Mental Health, Schools and Juvenile Justice. This year Dinah Weldon was presented with The Youth Advocate of the Year award.
- There have been some changes made to the Child, Youth and Family Youth Services Division. Scott Taylor has been assigned to be the Program Manager for Provo Family Clinic, Stride and XCEL. Janene Candalot has been assigned to be the Program Manager for Vantage Point, Youth Crisis, and First Episode Psychosis Team. Craig Limb was chosen to be the supervisor for the First Episode Psychosis team with Aaron Hates as the Case Manager. Elizabeth Feil was chosen to be a supervisor with Provo Family Clinic while Katy Gibson has been re-assigned to Provo Family Clinic as a Case Manager.
- Ben Weinheimer and Mike Wilkins from the Child, Youth and Family Youth Services Division gave great presentations on Autism and Grief at the annual Wasatch Mental Health Spring Conference.

New Vista Youth Services

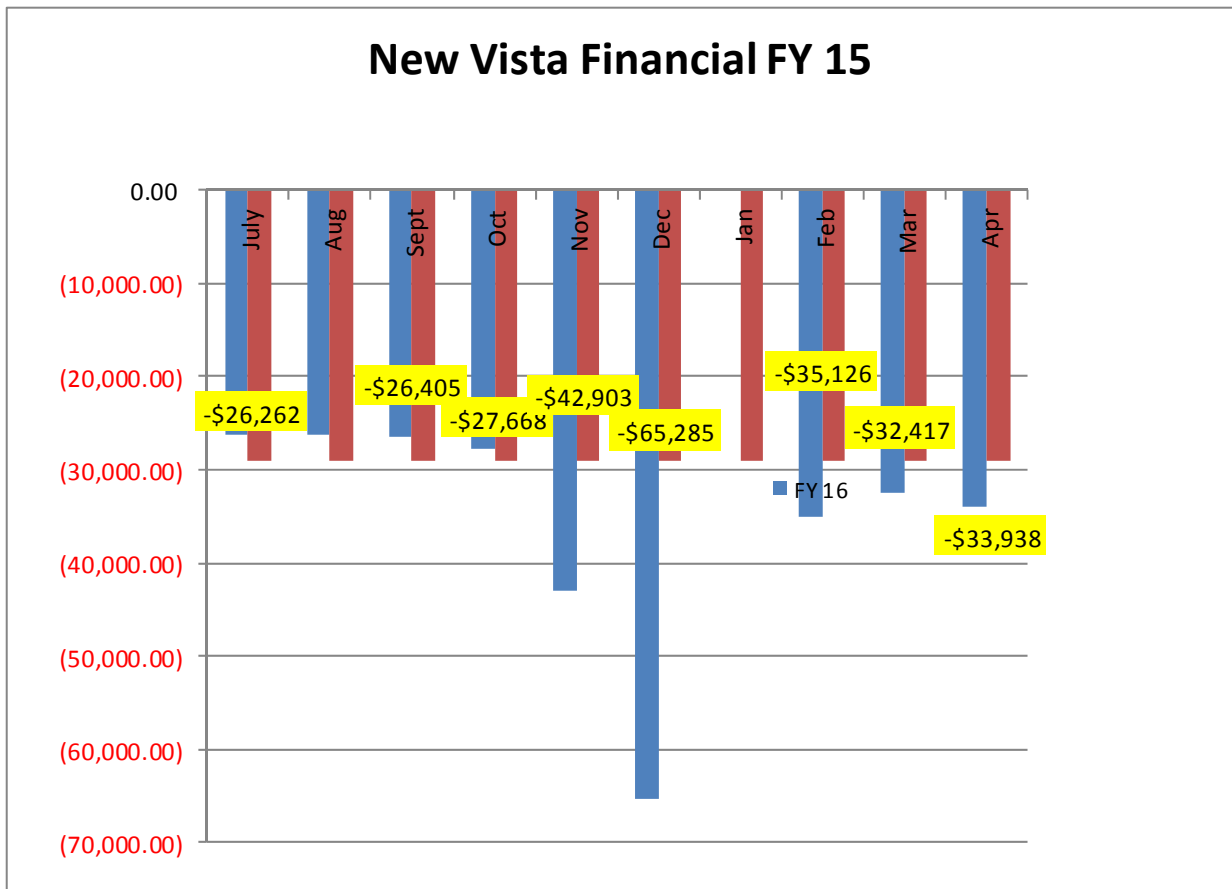
JUNE REPORT: May was a month with almost a full week of outside training for our therapists. They attended the NOJOS and Troubled Youth Conference to keep up with the latest information in treating our clients. We have also had several youth either complete treatment or move on to a higher level of care. There have not been the replacement referrals to keep our therapists' case loads up to a respectable level, so we also have lower productivity for two of our three therapists.



Leadership/Allied Agency Participation/Initiatives/Success

Our May 5th training for the HSWs at Aspire was great. We had learned from our mistakes on April 7th with New Vista staff. We have made a renewed commitment to the YOQ. This is reflected in practically doubling the number of YOQs we administered in previous months. Justin Fagnant is on the YOQ training program and this has helped with the renewed commitment.

NEW VISTA FINANCIAL REPORT



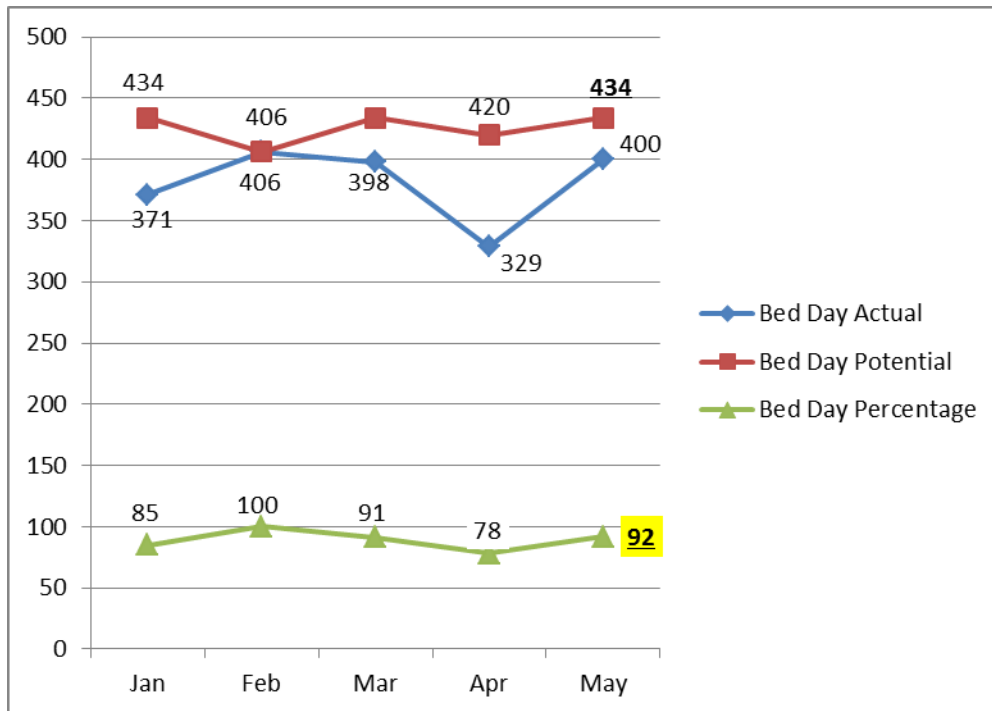
May '16 New Vista Monthly Report

New Vista continues to attend Dixon Jr. High and IHS for their education. We currently have 3 youth that attend Dixon Jr. High with staff and 10 youth attending IHS with staff. Thus to sum it up we have 13 current FT Day Tx youth. We have 2 youth that attend daily after school and 1 youth that is currently on step down and comes in for the groups that best suite his current treatment plan. The staff continues to transport youth to and from the program on a daily basis. New Vista started the summer day treatment program on Monday May 23rd. New Vista has an additional 4 youth that will attend full time during the summer.

In the New Vista YSD group's we focus on building and maintaining healthy relationships. The staff continues to develop and enhance their knowledge of trauma care. The staff works with youth on a daily basis with the focus of youth that have had severe trauma issues in their lives. Why Try focused on decision making and the different paths that could happen with one decision in your life. The youth continue to have Pass Off groups. The youth are encouraged to pass off at least 1 assignment on a weekly basis. During these groups they enhance each others knowledge of what they are studying and how it can be applied in their life. The youth continue to build on their skills in their DBT skills group. Currently they are working on emotions and will begin a project with the emotions group. We will be doing a planned community service project on Tuesday mornings and the full time staff are responsible to set a service project up in the community to help the youth build healthy relationships in the community. We will also be doing a service project for Independence High School on Monday mornings and will be working on building a relationship with them and Provo School District. We helped clean the lockers at IHS for this past week's service project. The service projects in the community will also help the youth complete any community service hours that they may have that are court ordered. The youth are getting excited about the end of school and summer beginning. New Vista did not have any youth graduate from High School this year.

Aspire Youth Services

MAY REPORT: During May we have been able to return to over 90% occupancy after losing several girls in April to transitioning. The lack of girls (78% occupancy) in April was reflected in the income statement for April. We returned to 92% for May and that should be reflected in our May financials next month.



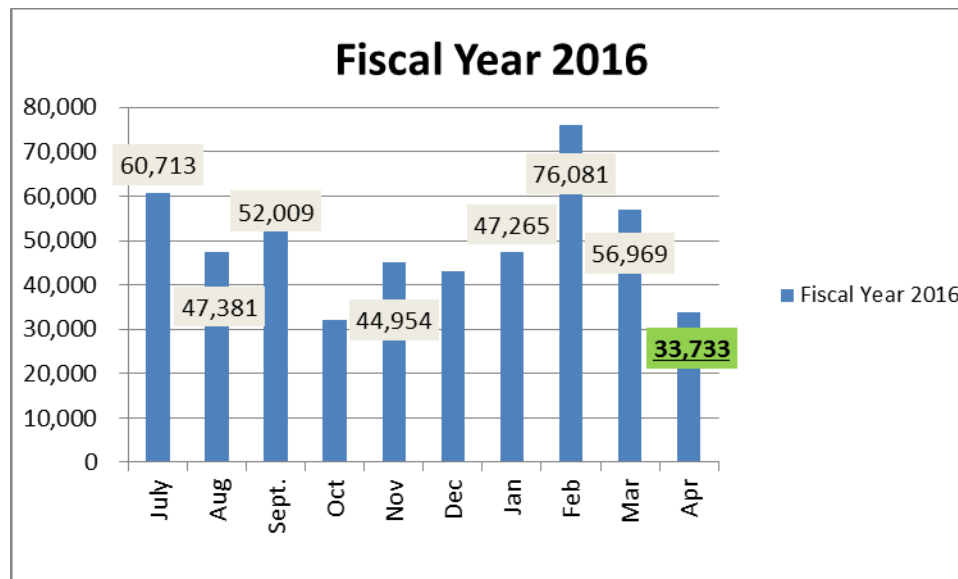
Leadership/Allied Agency Participation/Initiatives/Success

On May 5th we held an all day training for our Human service workers taught by our therapists in both Aspire and New Vista. The focus was on treating the trauma exposed youth both programs work with. The feedback on the training day was generally positive. *We were teaching the ARC model of treating trauma, which is a preferred practice in Utah.* We trained over 15 staff during this training day.

Sample feedback from staff who attended this training: "I really enjoyed the trauma training last week. I felt like it was more applicable than most trainings we do. I liked that our people-you and our therapists-did the training and that they were able to speak specifically about the clients that we have in our program. I liked that when we would talk about certain things they would reference a specific client. The material was presented in a way that was engaging and interesting to learn about. The videos made me cry but were a really good intro to the training and really helped put me in a mindset for what we would be talking about."

Aspire Academy Financial Report

Fiscal Year 2016 to date income: 494,627.61 Average FY '16 monthly income: \$49,463



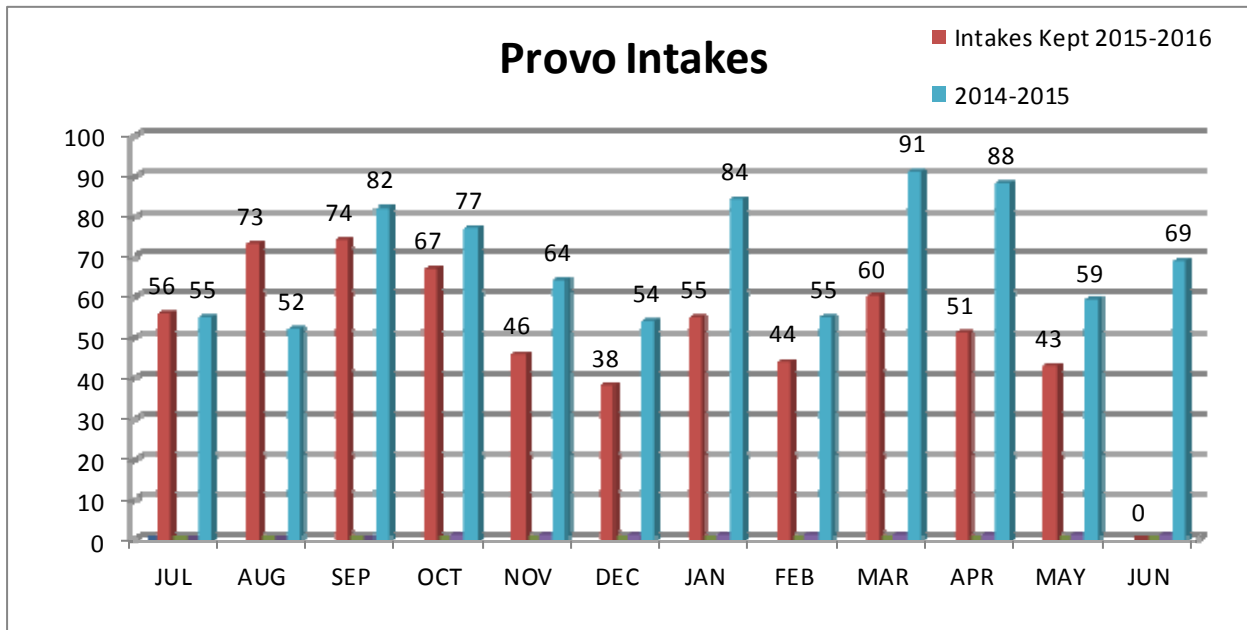
Aspire Monthly Report May 2016

School ended on May 26th. We had one girl graduate high school and she was able to walk with her class. We had three other girls recognized at graduation with the Presidential Award for having excellent grades. We had a very good school year and the girls will continue in Summer School through Summit High until the beginning of August.

The girls are excited about the warmer weather and summer. At the end of May we were able to plan some fun activities, such as hiking to Stewart Falls, and Scout Falls on Mount Timpanogos. On the latter hike we were hiking in the snow and throwing snowballs in June. The girls also enjoyed a picnic, and making s'mores up Provo Canyon in the Big Springs area. During this picnic we did some relationship building activities.

The girls are continuing to do well in Therapy. 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. We are continuing to work with the girls on their DBT skills, socialization, community skills, trauma, and developing healthy relationships outside of Aspire.

Provo Family Clinic



Total OQ and YOQ: Surveys given out- 64 adult, 535 children, total: 599,

Leadership/Allied Agency Participation/Initiatives/Success

In mid May Scott Taylor took over program management of Provo Family Clinic. A couple weeks later Elizabeth Feil was selected as the new Supervisor to replace Janene who left to take over for Scott's previous duties.

Through April 2016 **PFC's** budget is in the black \$107,759

Stride and XCEL-partial day treatment

Leadership/Allied Agency Participation/Initiatives/Successes

For both the XCEL and STRIDE programs we are excited to announce a successful transition to the summer program. We have now moved to providing 2.5 hours of group behavior management per day to 5 hours a day 4 days a week.

We are also very excited to announce the launch of FOCUS. Focus is a second generation computer program built on top of a previous note program and works in harmony with Junction. The program design is stream lined as a Behavioral Note program and allows staff members to track client behavioral data during clinical time using a simple short hand. The program facilitates more accurate data, longer notes to rationalize treatment time, and cuts note writing time by approximately 90 to 95%. The name "FOCUS" is intended to emphasize the key priority of this program which is to free up staff energy so that they can better "FOCUS" their energies on the clients and providing high quality clinical services. Additionally, the program produces a note that meets rigorous standards imposed by auditors. We are very excited to have this program up and running!

Financial Status

Through April 2016, **Stride's** budget is in the black \$57,232

Through April 2016, **XCEL's** budget is in the black \$7,335

GIANT Steps

Highlights

- Michael King and Janeen McFadden attended the quarterly Autism Discussion Group in Salt Lake City to talk about emerging trends and challenges in legislation, policy, and autism treatment.
- Giant Steps had a community skills development field trip on May 13th. This month, the children and their families were able to go to the Natural Curiosity Museum to explore, learn, and showcase the social skills they have learned.
- The Giant Steps waiting list currently includes 167 children, 32 of which have Medicaid insurance.

Positive Reports from Families or the Community:

- We have a non-verbal child at Saratoga Springs learn to wave; she has also been able to perform more behaviors with less reinforcement. Another non-verbal child in the same classroom has increased his signing vocabulary and is now able to express “please” and “thank you.” His parents stated, “We didn’t know if we’d ever be able to connect with our own son, but now that he’s signing, it’s like we’re talking and having a real relationship.”
- In our Provo classroom, one of the children has improved his motor skills and acts of daily living by learning to button his pants with complete independence. Another child in the same class has been doing much better with her toileting. All the children are talking more and becoming more social.

Upcoming Events

- Giant Steps Graduation – Friday June 24th, 2016

GIANT Steps Volunteer Hours

Community Volunteer Hours: **8 hours**

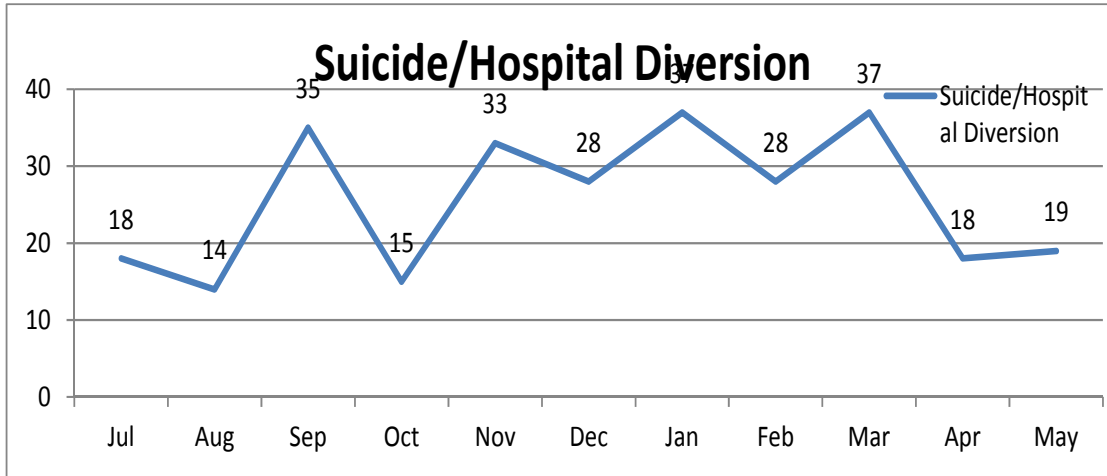
GIANT Steps Volunteer Hours: **252.25 hours**

Parent Volunteer Hours (FYTD): **1753 hours**

Vantage Point and CYFAST

Program Indicators

We had **78 admissions** this month, **74** were unduplicated.

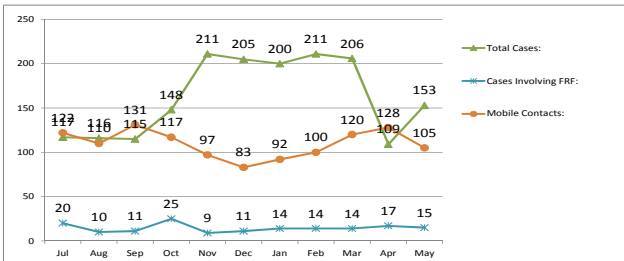


Safe Exit

Crisis Residential: 100 %

Juvenile Receiving: 94%

CY FAST (mobile crisis)



Leadership/Allied Agency Participation

Craig Limb is our new supervisor and Aaron Hayes is the Case Manager. No FRF yet or therapist, but coming shortly. It's going to be a great team!

DHS Case Management

Performance Indicators

Katy: 12 cases
Aaron: 9 cases

Leadership/Allied Agency Participation/Initiatives/Successes

This contract will be discontinued as of June 30th, 2016.

American Fork Family Clinic (AFFC) & School Based Services

of total unduplicated clients served last month: 694 Adult: 255 Youth: 444

Number of YOQs/OQs administered: YOQs: 510 OQs: 306

Unduplicated number of YOQs/OQs: YOQs: 284 OQs: 168

Groups in AFFC

School Based Summer Program
DBT Skills Group
Child/Parent Relational Training

Leadership/Allied Agency Participation/Initiatives/Successes

Bryant Jenks participated in the May CIT academy. Law Enforcement from all over the county was represented in this week long training.

Spanish Fork Family Clinic (SFFC)

of total unduplicated clients served last month: 353 Adult: 112 Youth: 246

Number of YOQs/OQs administered: YOQs: 346 OQs: 174

Unduplicated number of YOQs/OQs: YOQs: 228 OQs: 104

Leadership/Allied Agency Participation/Initiatives/Successes

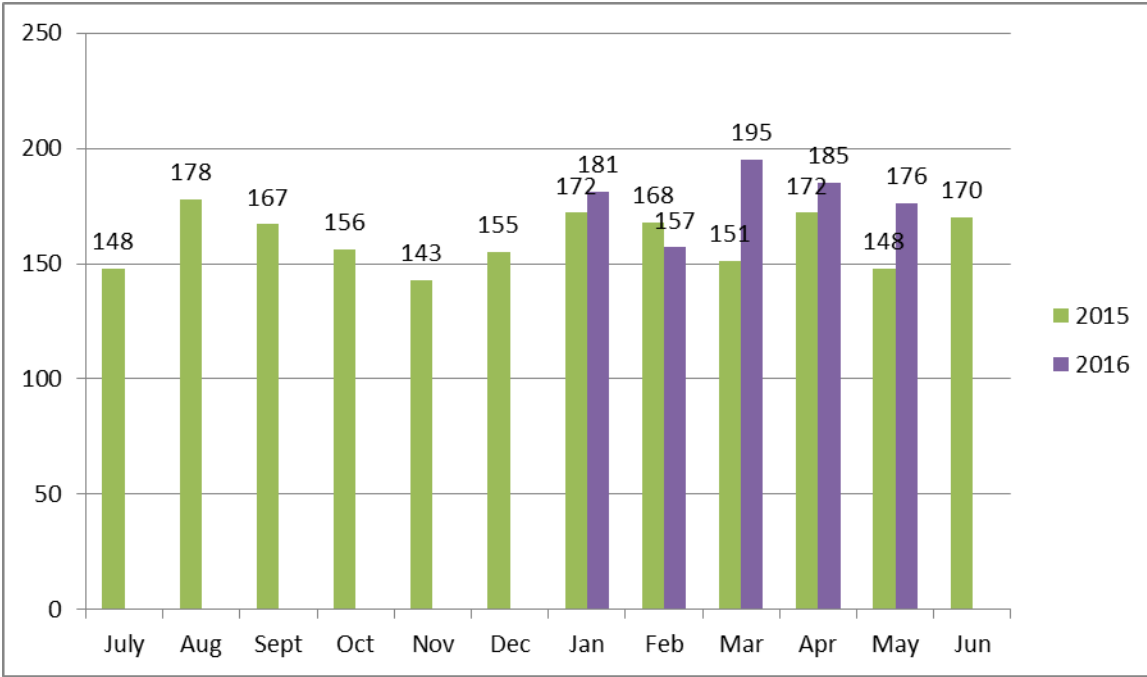
Chelsea Seegmiller, CSW received the “Manager’s Choice Award” in the youth division for her “extra mile” work with School Based Services and her SFFC team. She has spent many an evening this past year to represent WMH at school booths for suicide prevention and to promote our services.

Mike Wilkins, PHD, participated in his first CIT Academy as an instructor. He taught about “Children’s Issues” and did a great job with engaging the officers through instruction and experiential activities.

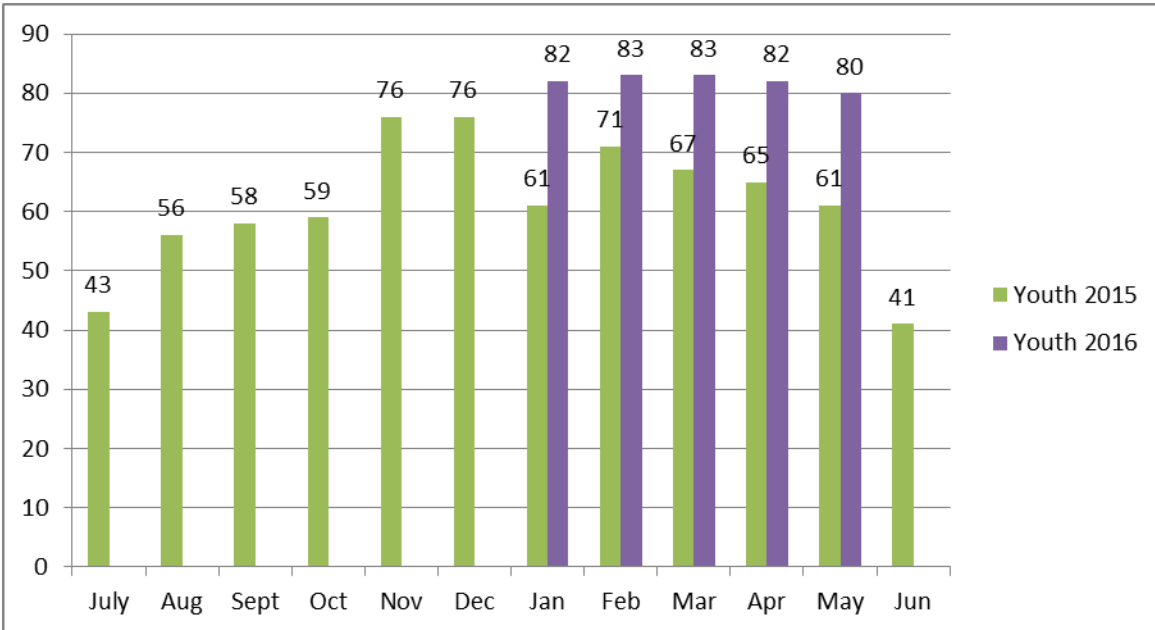
Wasatch County Family Clinic

Total Unduplicated Clients Served in May: 255

Adults: 176



Youth: 80



Number of YOQs/OQs administered:

YOQs: 99 OQs: 196

Unduplicated number of YOQs/OQs:

YOQs: 53 OQs: 103

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

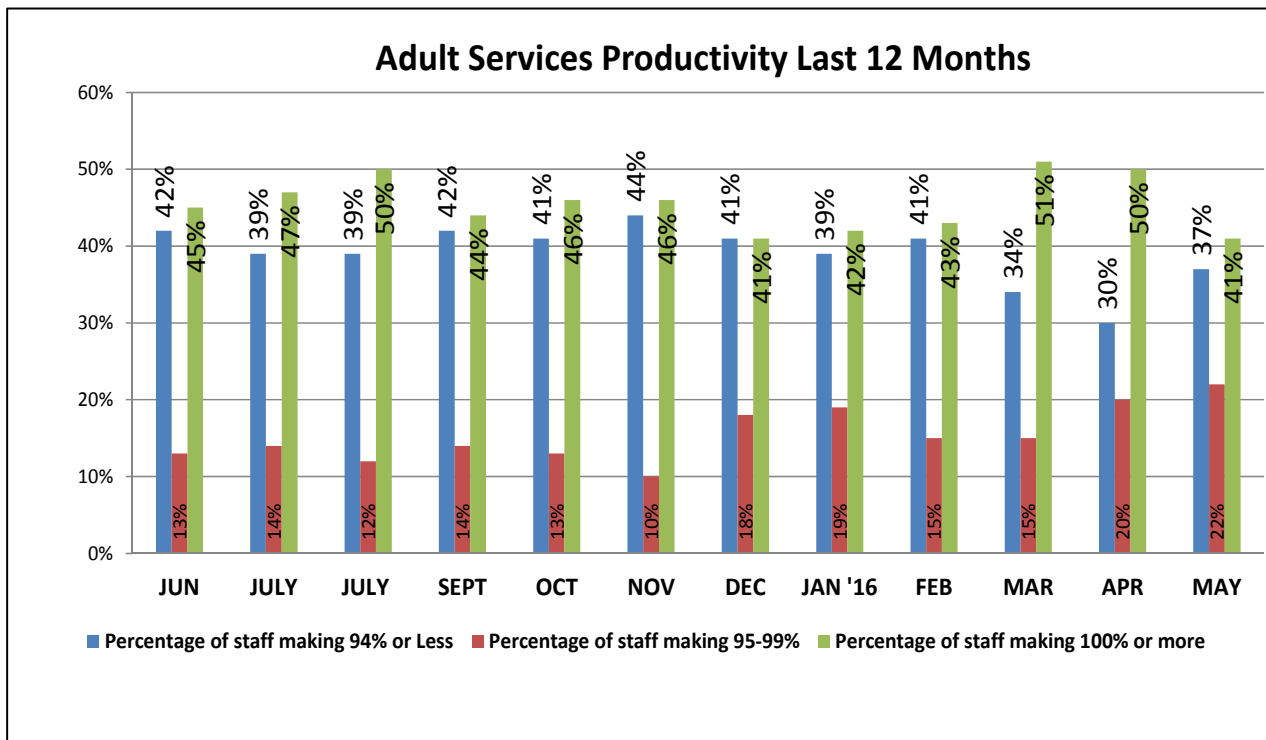
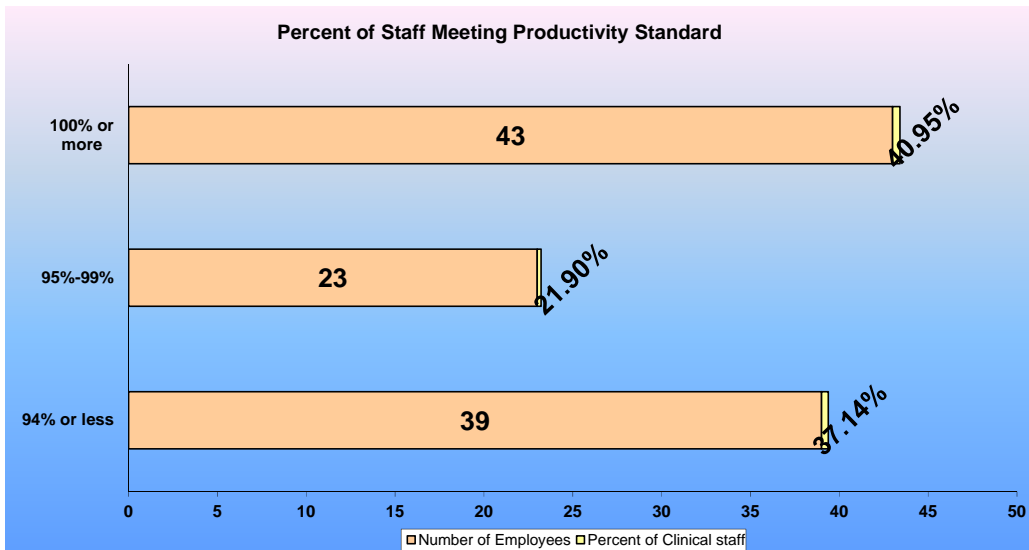
Leadership/Allied Agency Participation/Initiatives/Success

We have had continued meetings with members of the Hispanic community. With our grant from Parent's Empowered we will be having a media campaign in the community related to underage drinking. At this point there are 11 businesses involved which include Mexican restaurants, markets, hair salons and an insurance company. This media campaign will kick off date was changed to July 12th.

Personnel Changes:

WCFC-WMH has added a 2nd Year MSW intern. She also speaks Spanish which will be very helpful.

Adult & Family Services Division



OQ/YOQ

Administration

Number of total unduplicated clients served last month: 3939

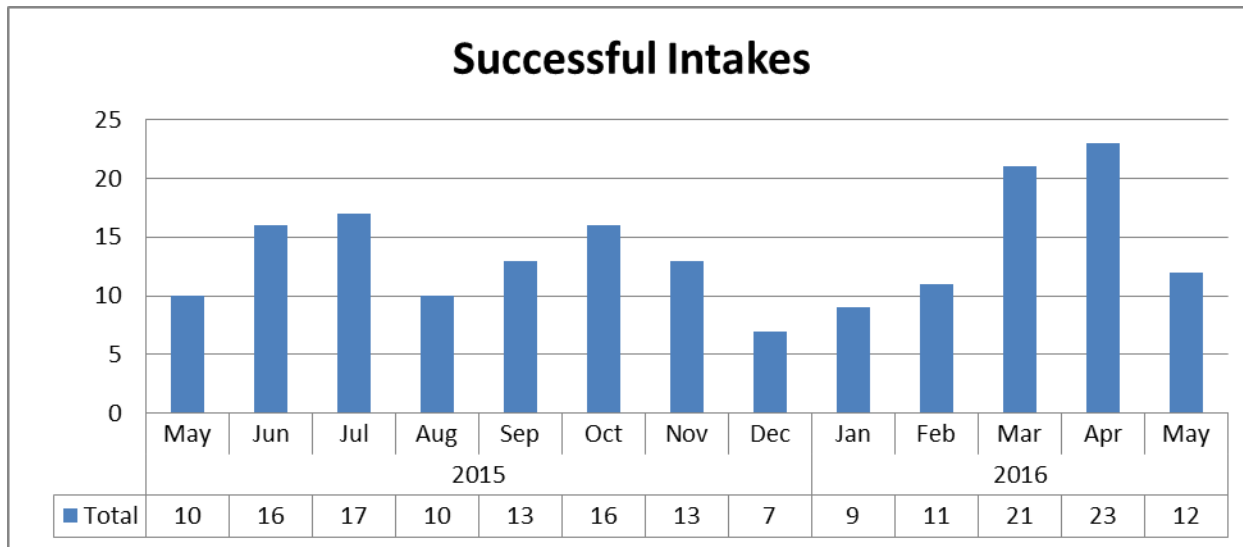
Adult Clients Served 2390
 Child/Youth Clients Served 1549

Number of OQ/ YOQs administered: 3104

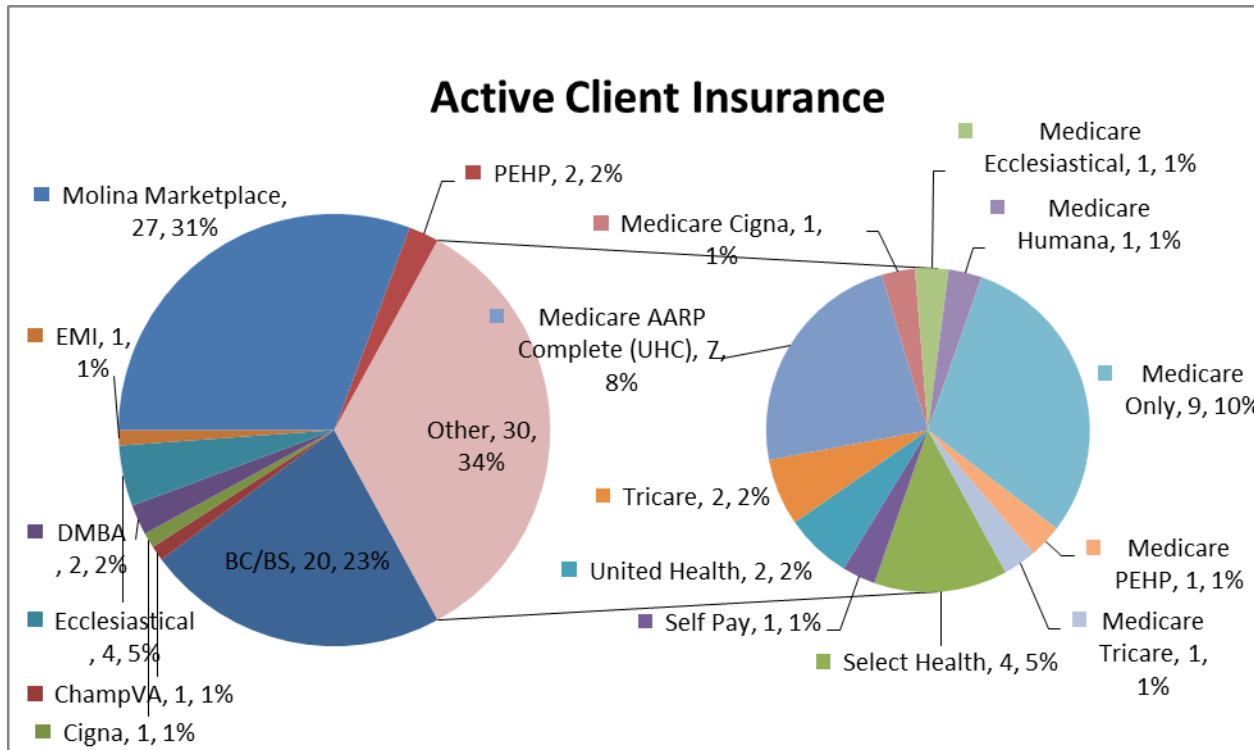
Adult Services Division 1369
 Children & Youth Services Division 1735

Mountain Peaks Counseling

Below is a graph of the number of intakes by month



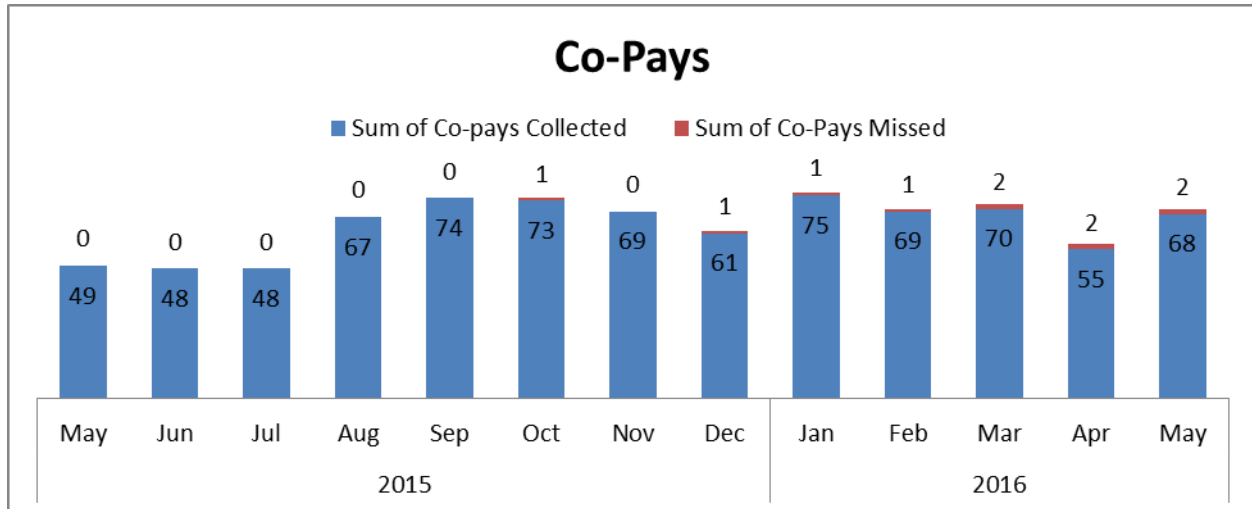
Below is a graph of the insurances that we take and the number of clients for that insurance as well as who is self pay and for ecclesiastical funding. The “Other” section is Medicare and is broken out to show the specifics of the Medicare components.



Leadership/Allied Agency Participation/Initiatives/Successes

Alex was able to look ahead at all the scheduled prescriber appointments and determine that he could move some appointments around and reduce the wait period for Clint Peterson, APRN, from 4 months down to 2 months wait for new intakes. Within a short 3 weeks the wait time is now back to 4 months. The short lived reduction in wait time was good, but quickly filled because the demand on the prescriber is high.

Financial Report:



Westpark Family Clinic

The number of OQ/YOQ questionnaires collected in WFC remained stable this month. WFC collected 687 OQ questionnaires during the month of May. This is down three questionnaires from 690 in April. Of the OQs collected this month, 414 were unduplicated, which is down slightly from 429 unduplicated questionnaires last month. The number of daily administrations this May increased to 34.35 per working day, which is up by 1.5 questionnaires per day compared to April.

In addition to focusing on the collection of outcome questionnaires, we are also working to maintain a high utilization of the information obtained from the OQs to enhance our clinical practice. This month's random sample of two therapy notes from each clinician that sees clients in WFC revealed that an outcome questionnaire was administered in 18 out of 18 cases for a sample administration rate of 100%. Of the cases in which an OQ was administered, the clinician performing the therapy session referenced the OQ score in his or her note in all 18 cases or 100% of the time.

During the last quarter (beginning with the pay period starting on 3/6/2016 and ending with the pay period ending 5/28/2016), WFC staff with productivity standards achieved a total of 4867.95 productive hours, which equates to 91% of the department's cumulative productivity standard. This is a 3.7% decrease compared to last month.

During the same period of time, RPS staff with productivity standards achieved a total of 1277.85 productive hours, which equates to 92.1% of the department's cumulative productivity standard. This is a 3.1% decrease compared to last month.

Leadership/Allied Agency Participation/Initiatives/Success:

Our success story for this month comes from one of our therapists. He reports, "I have a client that was a lifetime substance abuser, which substance abuse had contributed to emotional instability, relational problems and legal issues. She completed her 1 year of sobriety 2 weeks ago. Over the past year, she has also completed Mental Health Court successfully, as well as her dual diagnosis groups where she was considered a leader by other group members. She has maintained a stable living environment and has begun establishing healthier family relationships. Even since completing Dual Diagnosis and Mental Health Court, she has remained active in her AA recovery meetings and in tending to her physical and mental health. She recently gave up smoking

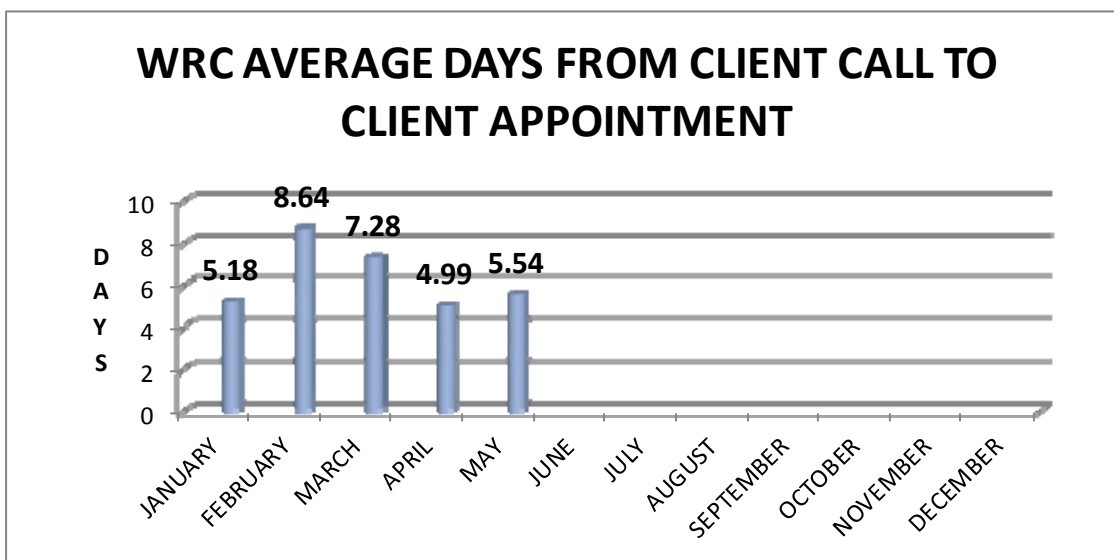
and has a month since her last cigarette.”

Walk-in intake utilization in WFC declined slightly last month after several months of extraordinarily high utilization. During May, a total of 38 walk-in intakes were performed, filling most of the 54 available slots, for an average utilization rate for the month of 70.4 percent. This is down 18.0 percent from the utilization rate observed in April, returning to near-normal levels. The number of clients who could not be accommodated for an intake on the day of their first contact with WMH decreased slightly month from 18 in April to 16 in May. All of these potential clients were scheduled for appointments at times that would fit into their schedules within two weeks after their first contact with WMH. One of the reasons for the increase in the number of clients who cannot be accommodated on their day of first contact with WMH is that parents are bringing in multiple children for intakes at the same time. We are working to better inform parents of how to get intakes for more than one child at the same time without overwhelming our intake system.

Wellness Recovery Clinic

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

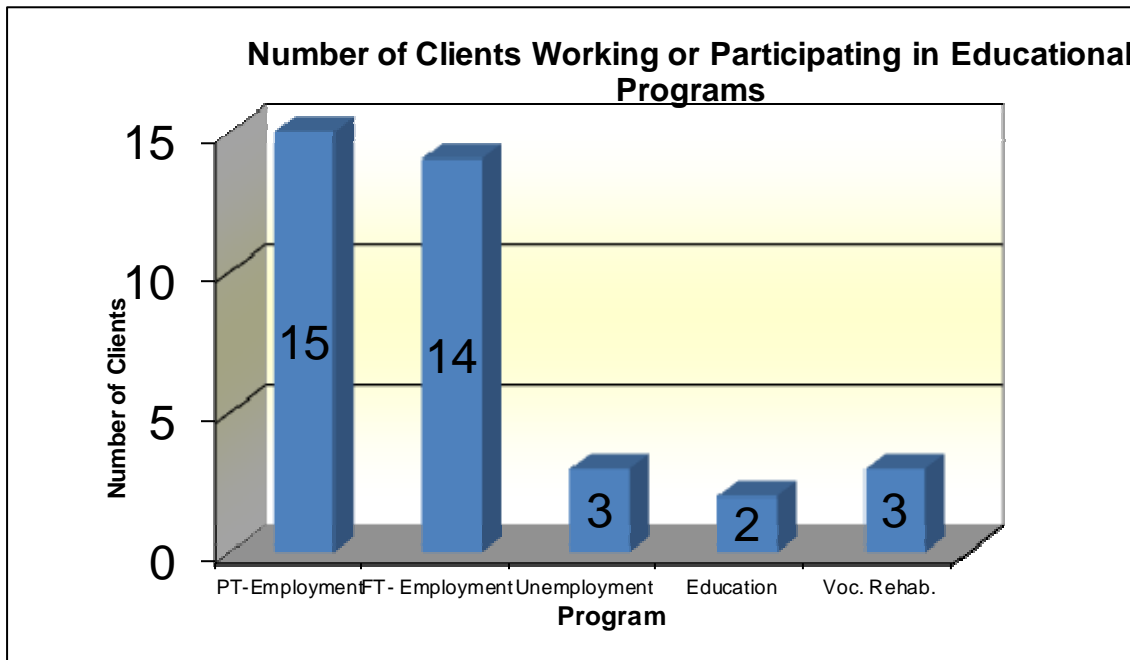
The average time between initial phone call and intake in the WRC is shown below. For the UVRMC referrals, we averaged 2.7 days from phone call to first visit.



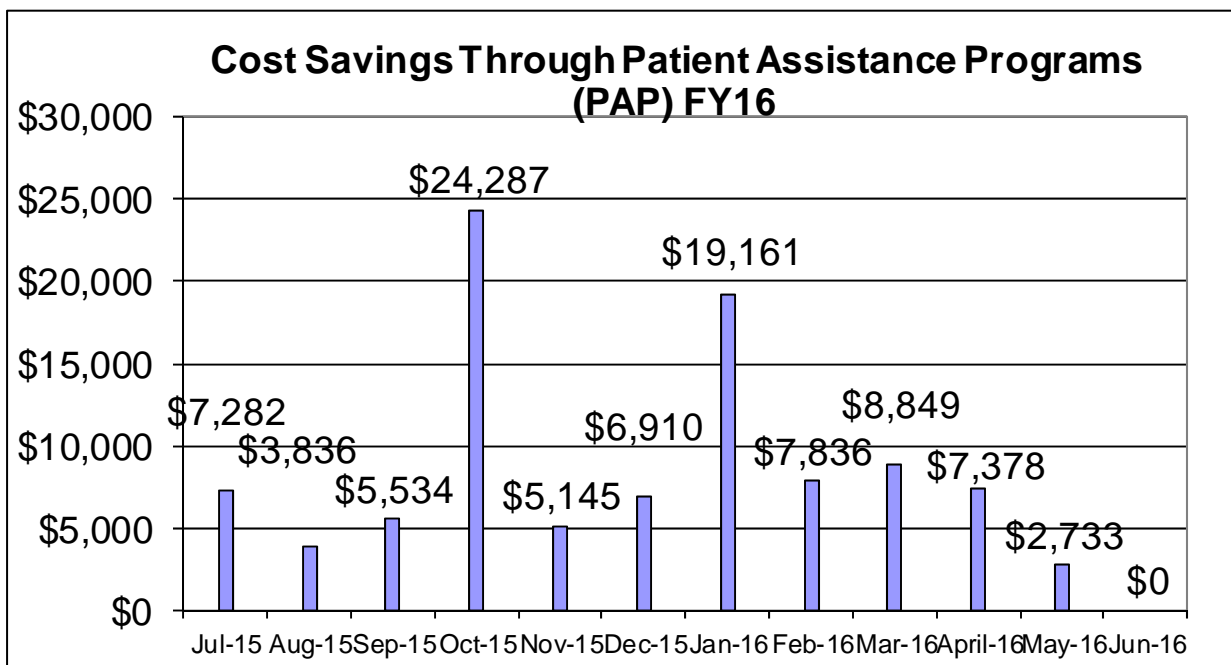
Leadership/Allied Agency Participation/Initiatives/Success

We had a client come into services; he was aggressive and very psychotic. He was not appropriate in groups or in any appointments and failed a Clubhouse trial due to aggressive/inappropriate behavior. Through working with the treatment team at the WRC, this client was able to get stabilized on medication via injection. His behaviors became manageable and appropriate. He has been able to actively participate in groups and individual therapy. Before he was stabilized on his medication, he was couch surfing and sleeping on the streets or in motels. Now, he is in transitional housing and is working on obtaining permanent stable housing. He has been approved for Medicaid and will be able to return to services at Clubhouse. By his report, he indicates he has never felt better, more in control and looking forward to opportunities. He also reports he has quit smoking and is 13 days smoke free.

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



Below is a chart indicating the cost savings from patients assistants programs



Number of total unduplicated clients served last month: 151

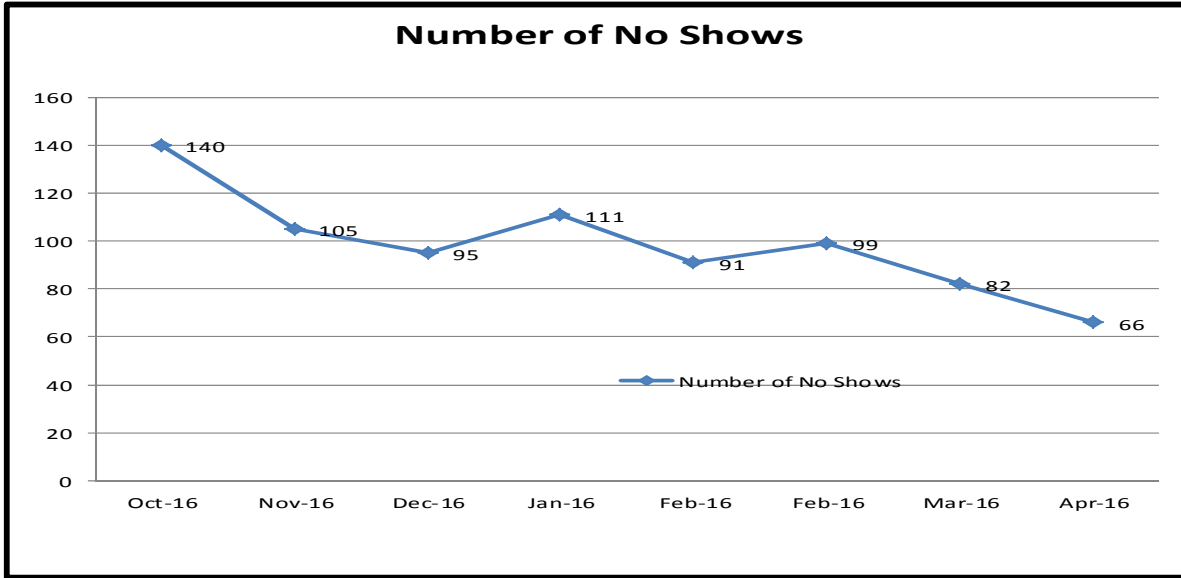
Number of OQ/ YOQs administered: 287

Number of unduplicated OQ/YOQ: 119

Medical Department

Leadership/Allied Agency Participation Initiatives/Successes

Below is a graph of the West Park prescriber no show rate since we started doing walk-in clinics. May numbers are not in yet but anticipate the downward trend to continue. This is really exciting data! Next month we will pull a set of data from a time previous to walk-in clinics to see how they compare.



Executive Director Brief

Tom Parkinson, our Nursing Supervisor, sent the following email out to nurses.

"Hi all,

I believe we have all become somewhat complacent regarding keeping a close watch on the controlled med count. It speaks well of all of us that we have not had any problems, but we should not rest on our laurels.

I would like each of the clinics to count the controlled meds, including Ward Stock, **at least** once per week. Daily would be even better, but... baby steps. This can easily be done in the afternoon when it is generally quieter. **This will not replace counting with the pharmacist**, but will be in addition."

We pulled 2 sets of data on nurse's productivity for me to look at: One from a year ago when we first looked at data, and a more recent one to compare to. This information will be shared with other program manager's who have nurses prior to our meeting on June 27th to discuss Nurses Productivity.

Psych Testing/Interns/Form 20

Leadership/Allied Agency Participation Initiatives/Successes

During the final week of May, PAS received three urgent testing referrals from various sources, including a WMH outpatient clinic, IRT, and Provo Canyon School. Staff members were able to flex sufficiently to address all three urgent cases without rescheduling any other clients.

Our new full time resident and part-time externs have started their positions. Our resident, having worked part-time for us for several months prior to moving to a full time position, has hit the ground running. Our externs are completing training to help them address common referral questions and have started taking on their own

caseloads under supervision. Our goal for the near future is to relocate these externs to facilitate access to ongoing supervision and support.

On average, clients next in line for scheduling have been on our wait-list for 21.5 days. PAS has a report turn-around time standard expectation of 14 calendar days for licensed staff and 21 calendar days for unlicensed, supervised staff. Last month the average of staff performance over the 2015-2016 fiscal year was reported to provide a baseline. All reports have been received through February, 2016, so the current numbers reflect the October, 2015-February 2016 time span. Psychological Assessment Services has an average report turn-around time of 16.9 days overall. One of three licensed staff met or improved upon the 14 day standard with an average turn-around time of 15.7 days. 3 of 6 unlicensed staff (interns and the resident) met or improved upon their 21 day standard with an average turn-around time of 25.5 days. Overall, PAS was several days behind its goal of producing timely testing results for referents and clients during the time period reported.

Our department continues to grow, with more referrals each year! In May, 2016 we received a total of 69 referrals. This brings our total referrals for the current fiscal year up to 759; last year we received 696 referrals for the entire fiscal year, so we passed this number with more than one month remaining in the fiscal year. Lorraine notes “We are currently running an average of 23.5% inactive rate. These are clients that never got funding, failed testing, after research the referral was not appropriate, etc. So of the 759 referrals to date, 179 are inactive. If this stays consistent, I believe that we will end up with around 835 referrals this year and probably around 225 inactives. That will mean 600 plus testing clients which is AMAZING. (An average of about 12 reports a week).”

Of our 69 total referrals for the month, 42 were children. We are specifically attending to our autism referrals with the new Medicaid carve-out, and we had 12 such referrals this month.

Psychology Internship Program

We are gearing up for orientation and matching interns with placements for the year. We have taken feedback about last year’s orientation and will be doing things differently this year. We will have one full time intern at the WRC instead of two part-time. And, hope to have one intern in the testing part of the department.

Outside Providers/Mountainlands

We are gearing up for new fiscal year contracts, pre-authorizations, gathering of treatment plans etc.

Mountainlands was open 20 days in May
#Appointments scheduled---76
#Appointments Kept---60
#Appointments Canceled----5
#Appointments Failed---11
Kept New Client Appointments----16
#Scheduled Appointments per day---3.8
#Kept Appointments per day---3

Summary---The number of clients scheduled per day has continued to drop from our high of 5.4 in December to 3.8 in May---an approximate 30% drop in the last 6 months. This may be due to the warmer weather and fewer winter colds. However, we are doing better with keeping scheduled appointments, and this has gone up to 79% in May as compared to 67.5% in December. We continue to regularly refer new clients, having 16 kept new

client appointments this month, representing 27% of all kept client appointments in May. Failed appointments went up slightly from 13% in April to 14% in May while canceled appointments dropped from 12% to 7%.

Clerical Support Services

Performance Indicators:

CSS admin tech served roughly 1,657 clients at the front desk during the month of May; we are not counting those who check in for case management services. We are down from the previous month do to a few medical providers being out for more than a week at a time plus WFC staff vacations.

Our walk in clinic continues to be successful and a work in progress. This last month took a little dip in numbers do to staff vacations; however we anticipate seeing numbers up this next month. The program continues to be successful especially the refill walk in.

As a team, each month we discuss the flow of the system, we discuss any feedback we may have gotten from clients, and how we can make the system even better. We are committed to making this walk in one of the best in the state!!

NAMI

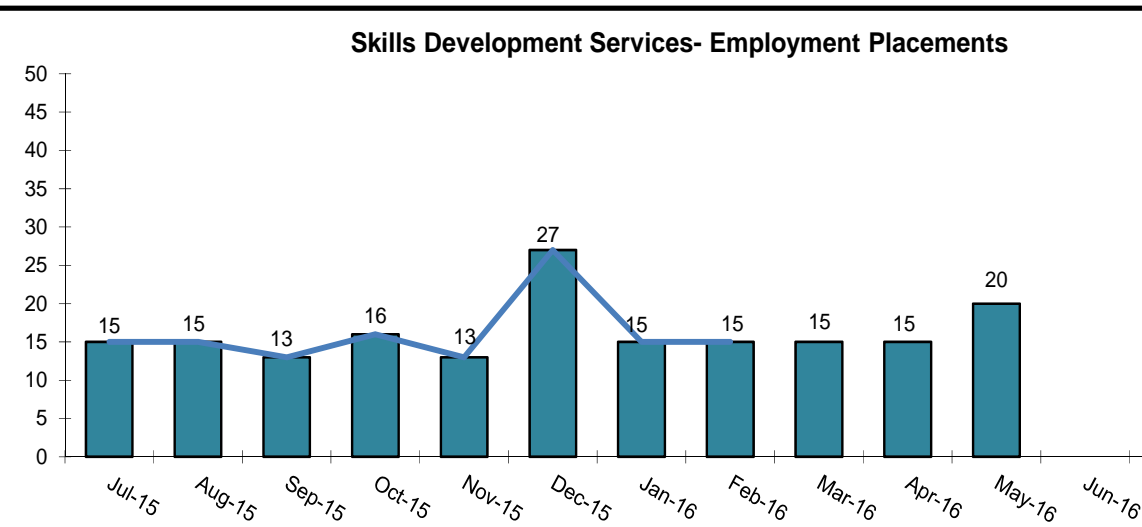
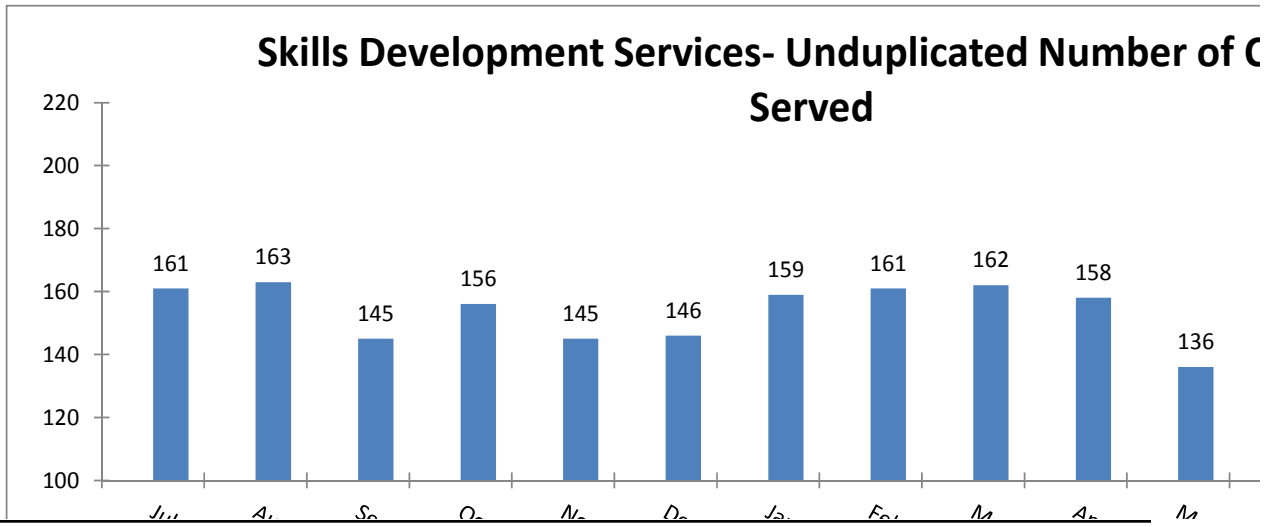
Shiralee met with Sgt Lisonbee at the jail to talk about having a Bridges class there. She did not do this as part of WMH but as part of her interest in NAMI in her free time. She has a teacher set up to go to the jail and teach. She will start doing the NAMI presentation for CIT in June as part of her WMH responsibilities. She is working to promote the Family to Family and Bridges classes that are currently available to client's and family members. She started a Bridges class for Mental Health Court clients.

CIT

The May academy had 36 officer's attend from the following agencies: Orem, Spanish Fork, Springville, Utah County, Salem, Mapleton, Payson, Provo (3), POST (director), Nephi, Santaquin, Pleasant Grove, Lone Peak (Highland/Alpine), American Fork, UTA and Park City. There were 10 officers pulled from the academy the week before the academy so officers were taken from a waiting list to fill the academy back up. There were several officers present for a small portion of the academy to re-certify as a CIT officer.

The June CIT academy will be held at the State Hospital. This should be an interesting back drop for the academy. Having the academies back to back has been challenging.

Wasatch House



Leadership/Allied Agency Participation/Initiatives/Success

CIT visited Wasatch House for the 2nd month in a row. All accounts indicate that it was a successful visit.

We began a group Transitional Employment opportunity this month which has challenged the members. Where we initially had 6 sign up, we are down to 3 individuals who are committed to work for Freddy’s Lawn Thumb doing landscaping work.

Wasatch House has re-dedicated itself to being an integral part of the Wasatch Wellness Race. From the Director down to the staff and members, we are well represented in the various committees dedicated to planning and carrying out this awareness/fundraising activity.

Based on the expected recommendation from our accreditation report that Clubhouse be open 5 full days a week and on major holidays, we have discontinued our ½ Fridays to address paperwork issues and will begin writing notes during the work ordered day the week after they are posted. This has caused some concern with accounting as notes are being input later than previous, but we are discussing the issue with them to determine the most appropriate solution. Our first major activity will be the 4th of July where members will enjoy the Provo parade. This is to provide members with holiday activities and socialization that most people enjoy.

Number of total unduplicated clients served last month: 136

Number of OO/ YOQs administered: 37

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

WATCH/CABHI/JRI Program

Unduplicated # of clients served in the WATCH Program: 91

Leadership/Allied Agency Participation/Initiatives/Successes

Ryan Perkins, SSW was nominated by a member of the community to be featured in the Daily Herald as an “Everyday Hero” for his work with homeless individuals on the streets and in the CABHI program. A reporter interviewed him recently and the feature will be published likely in the near future. Congratulations to Ryan Perkins for this well deserved honor!

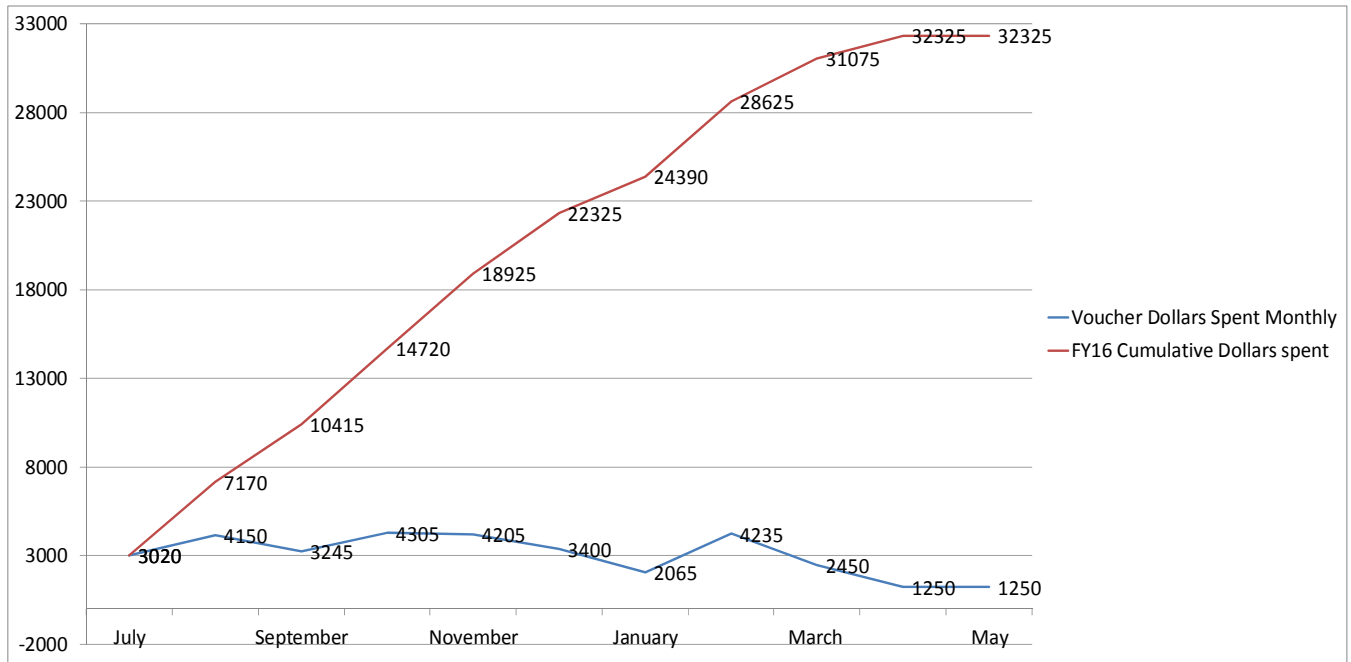
Ryan Perkins, SSW also reports the following:



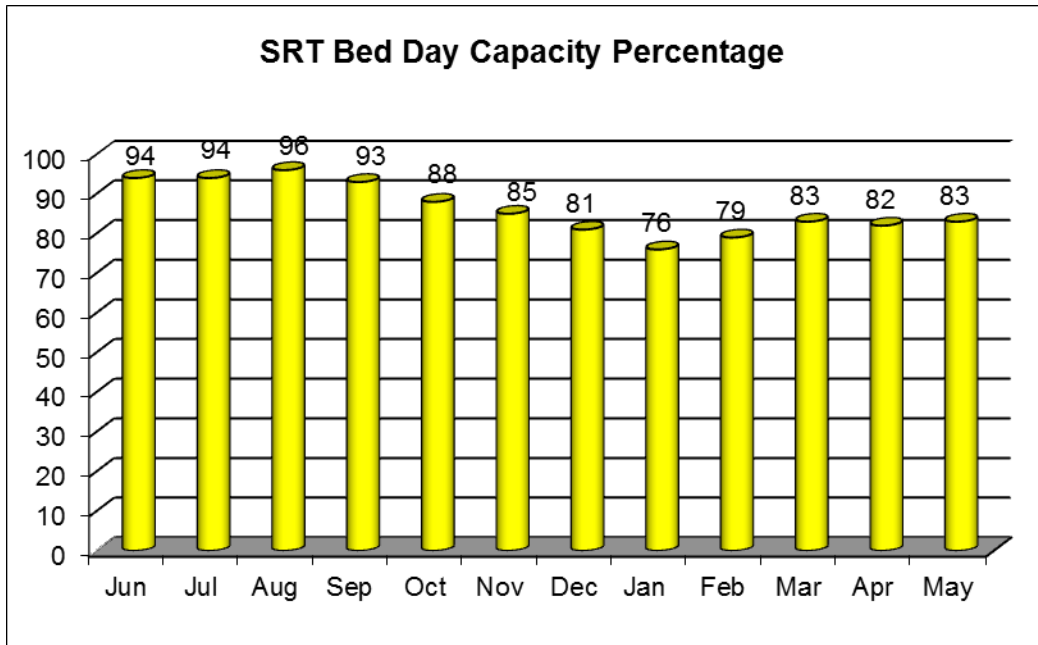
One of the struggles we have encountered in the CABHI program has been finding opportunities to establish some purpose and meaning in the daily life of our clientele. After years of surviving day to day through life threatening struggles, our clients find themselves safely living in their units. However, in many cases, they are facing the fallout from the years of addictions, legal battles, and often untreated mental illness. They are left dealing with their challenging thoughts throughout the day with nothing to provide a diversion from the ongoing thoughts. In an effort to address this struggle, we have created the Bridge Builders service club. It is a weekly service club that is an invite only group with our CABHI clients. We do ongoing projects to give back to the community that has blessed their lives in so many ways. We first raised some books through a book drive, and labeled the books for a senior living apartment in Springville owned by the Housing Authority of Utah County. We helped completing their library for residents and had a great deal of fun through our service. We have lined up another service project to help cut squares out of jeans for quilts that will be given to recent survivors of trauma. We also recently were approached by the Housing Authority of Utah County to plant a vegetable garden for the Cedar View Senior Apartment and keep it cared for throughout the year. We will be starting this project over the next two weeks. We will also be helping pick up trash around the building each month. We have approached Provo City Housing Authority about providing service to their agency as well and are excited to get started finding ways we can serve them. We will be meeting each Tuesday at 130 at the Coalition and will discuss the service project each week when we complete it.

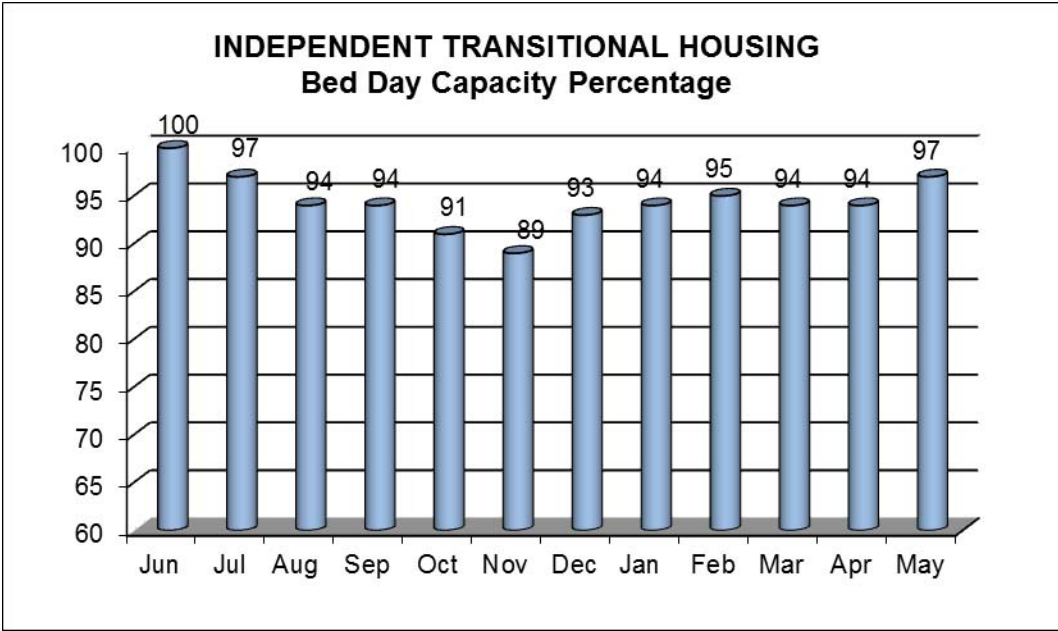
Financial Report

In the month of May, \$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 have expended 97.9 percent of funds for 91 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 have enough funds for approximately 14 more days of shelter for the year which we are holding for an emergency.



Supported Housing Services





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

Leadership/Allied Agency Participation/Initiatives/Success

Ned Campbell and Dave Blume were able to tour the new Provo City Housing complex called Cascade Gardens in down town Provo. It was a beautiful apartment complex for seniors aged 55 and older. We appreciate to opportunity to be partners with Provo City Housing. We have some clients who are eligible for this project and as we meet weekly, they let us know of possible openings. It is good to have such a good working relationship with this agency.

We also had the opportunity to sit down with Amber and Pricilla from Utah County Housing Authority (UCHA) and discuss our roles together, especially in regards to the Yarrow complex in Springville. They are very happy with the support we offer the residents at Yarrow and how we have kept the occupancy at 100% for most of the year. We are also very appreciative of how Pricilla has worked with us on informing us of shared housing vouchers. We now have almost every resident in SRT on shared housing, helping reduce their rent. Those who are not yet on the voucher, will soon be as the process has been fairly quick to roll forward for their behalf. In this meeting, we were also told the UCHA has acquired some property in American Fork in which they are planning to build a 42 single apartment complex for low income residents. We are excited about this prospect as some of our clients will be able to take advantage of this project.

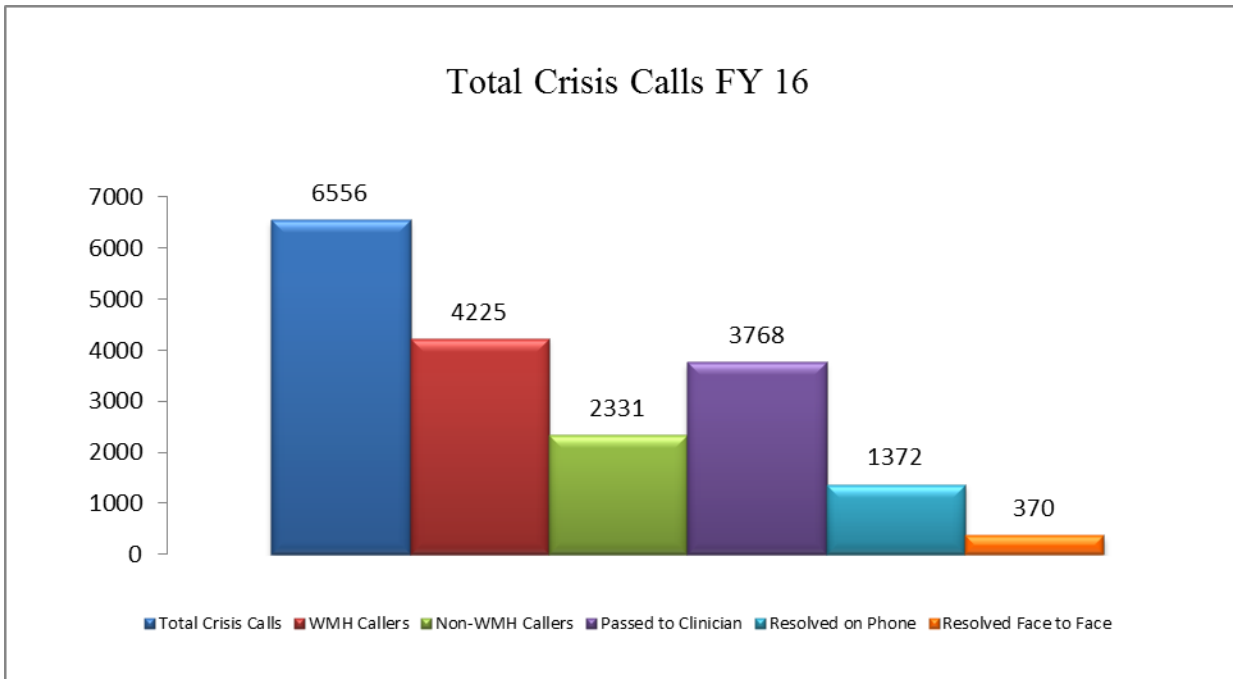
Number of OQ/ YOQs administered: 103

Number of unduplicated clients who completed an OQ/YOQ: 55

Number of total unduplicated clients served last month: 151

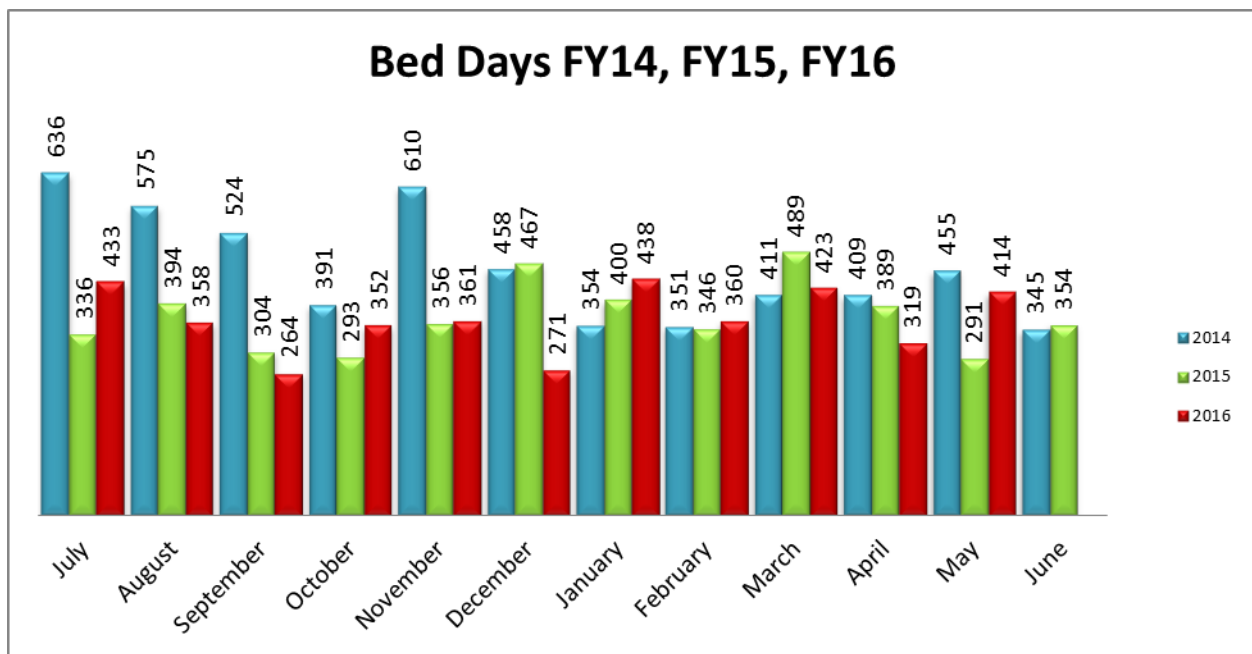
CRISIS SERVICES

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



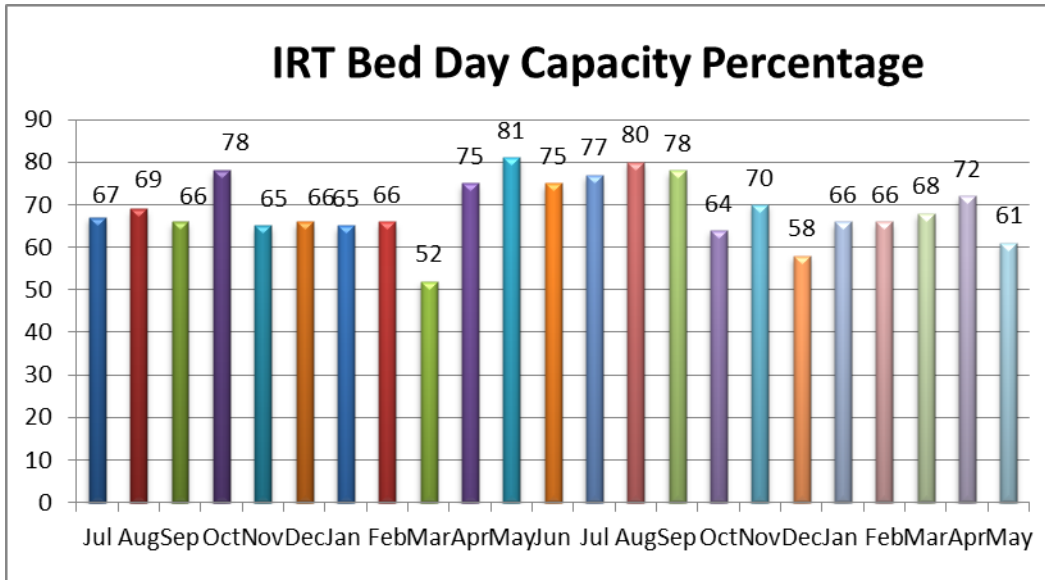
Inpatient Psychiatry

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.



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

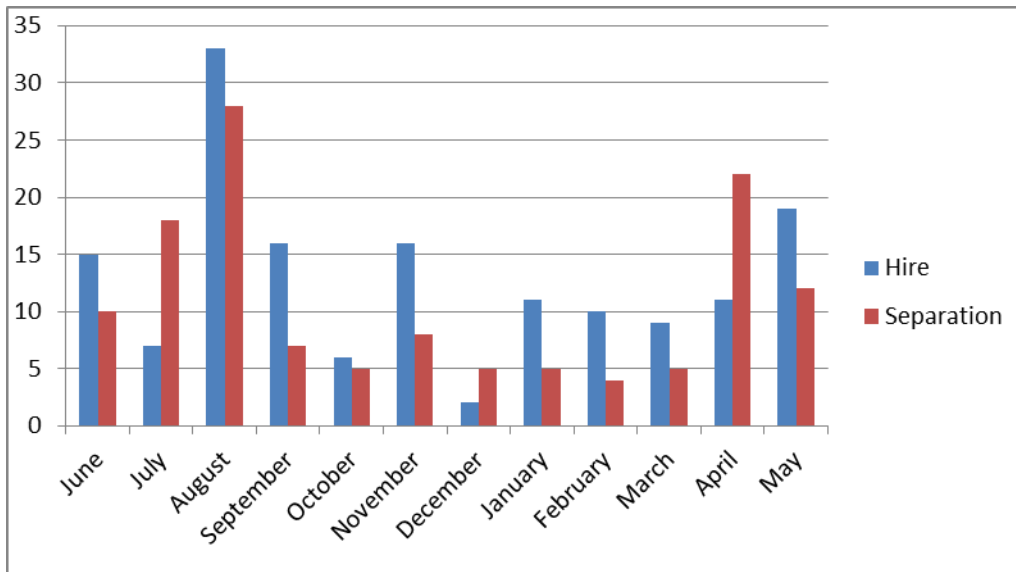
Success Story

We have moved several people from the USH and IRT into community placements this last month, most of which are private rental contracts outside of WMH housing units. The case management staff with BRIDGE and FAST teams have done marvelous work to continue creating relationships with some very ill clients. They also know the clients and their strengths and have done a marvelous job engaging clients with treatment compliance so that community placements (a less restrictive setting) can be used so that hospital beds are not as necessary. Some of these clients have struggled at first, but the wrap around services out of IRT and the ROC have created some individualized plans that I believe no other LMHA is able to duplicate.

Human Resources Briefing Report

Staffing

The total turnover rate for May was 2.8%, and annualized WMH is running at 30% overall. April and May have been busy months for staffing and we are expecting and prepared for August to be our peak hiring as usual.



May turnover rate for full-time benefited employees = 1.2%

Turnover rate for part-time employees = 4.7%

Overall, part-time employees represent 71% of separations

Current average time to hire = 40 days

2016 Measuring Stick

2016 results were presented to the management team. Some interesting employee engagement trends with some improvement in our 2015 focus item “Recognition”. Managers will be using results as a discussion point for identifying what they can improve in their programs and developing action plans.

