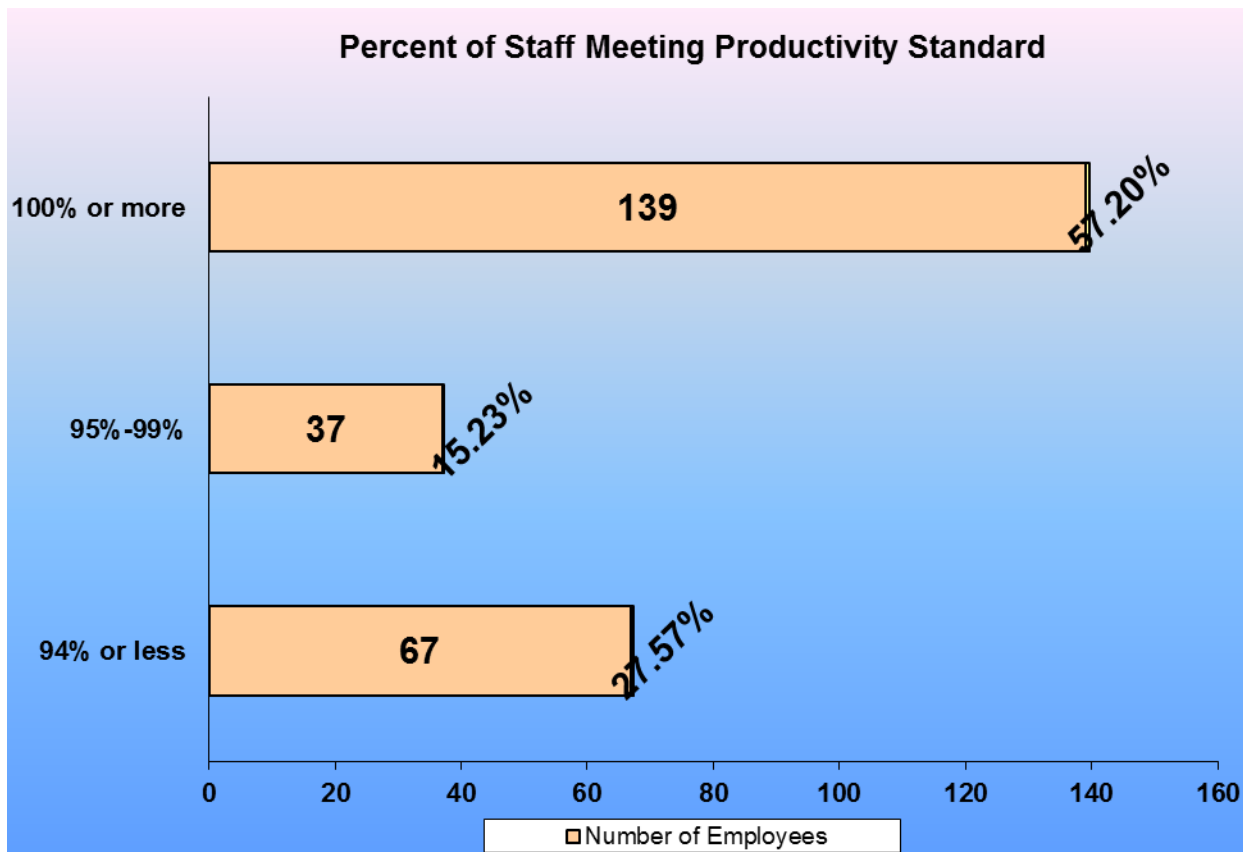


# Wasatch Mental Health Briefing Report May 2016

Our Annual Area plan required by the DSAMH was due early May and was submitted on time. Our Payson construction plans are being worked on by the engineers. We are awaiting the completion of the plans, so we can obtain bids for the project. Another building project, adding an elevator to our Provo South building, is also being worked on.

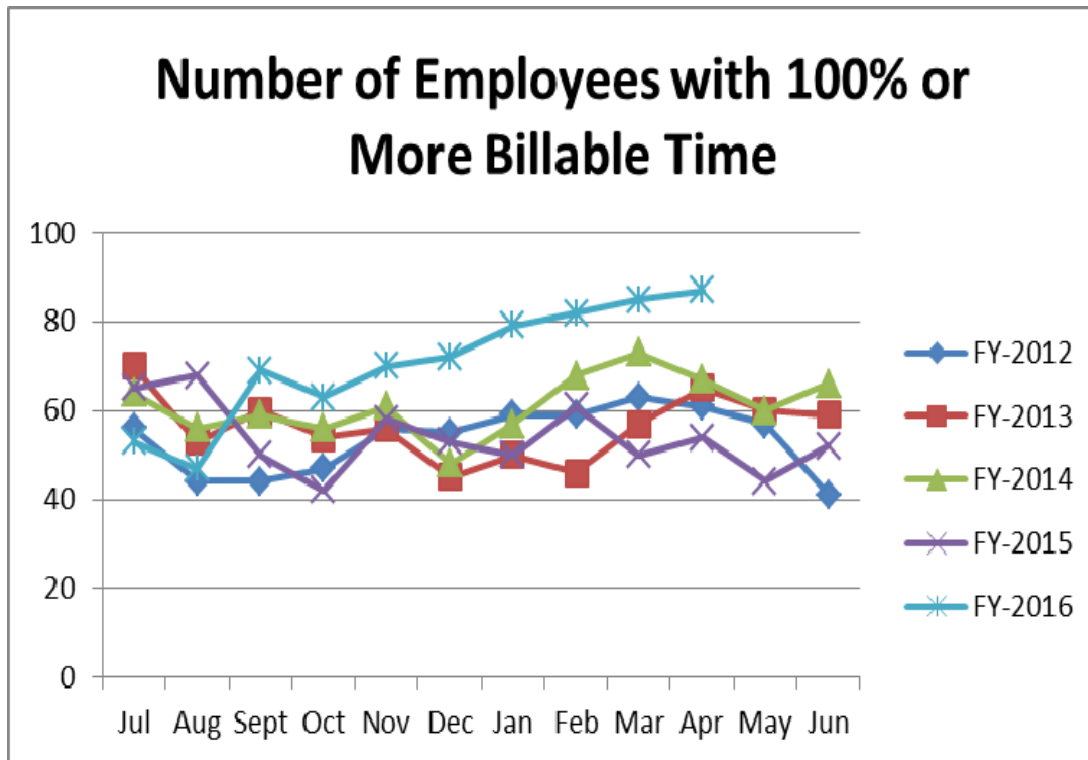
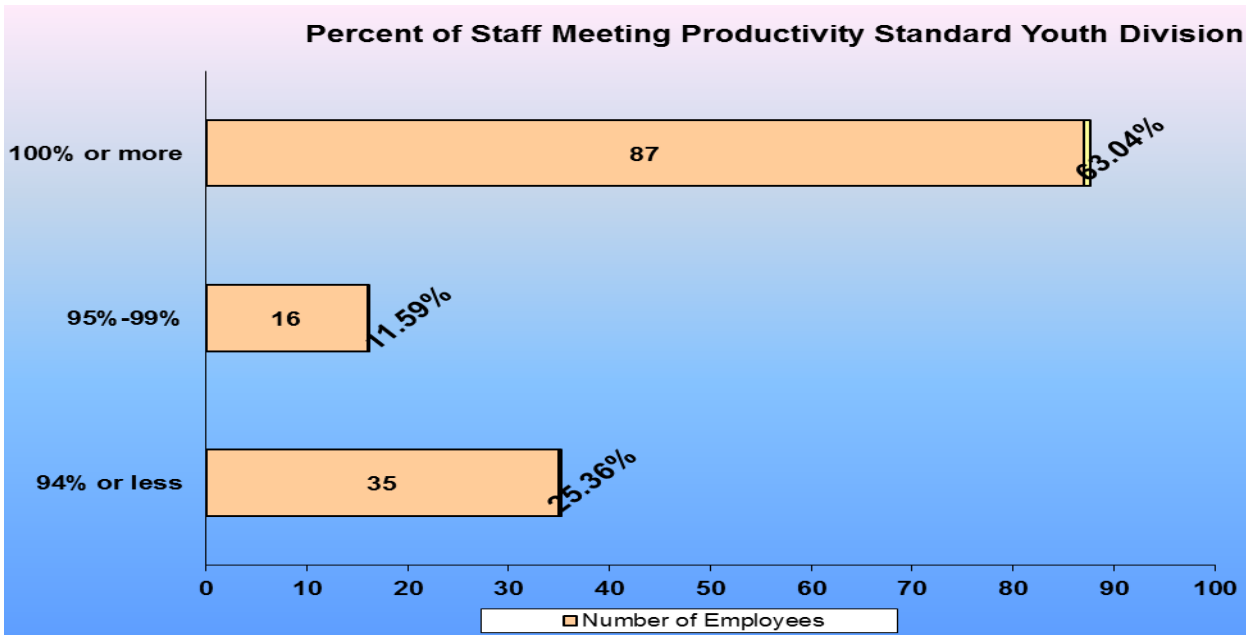
Middle of May we held our Annual WMH Spring Conference at the Utah County Convention Center. This year, we established tracks of sessions geared towards specific roles and credentials in the morning and offered a broader range of educational topics in the afternoon. We also focused the offered sessions on goals we have as an agency for the upcoming year. Preliminary feedback about the event has been very positive.

Below, a graph depicting the levels of billable time standards achieved by staff with billable time standards.



# Children and Family Services Division

## Performance Indicators

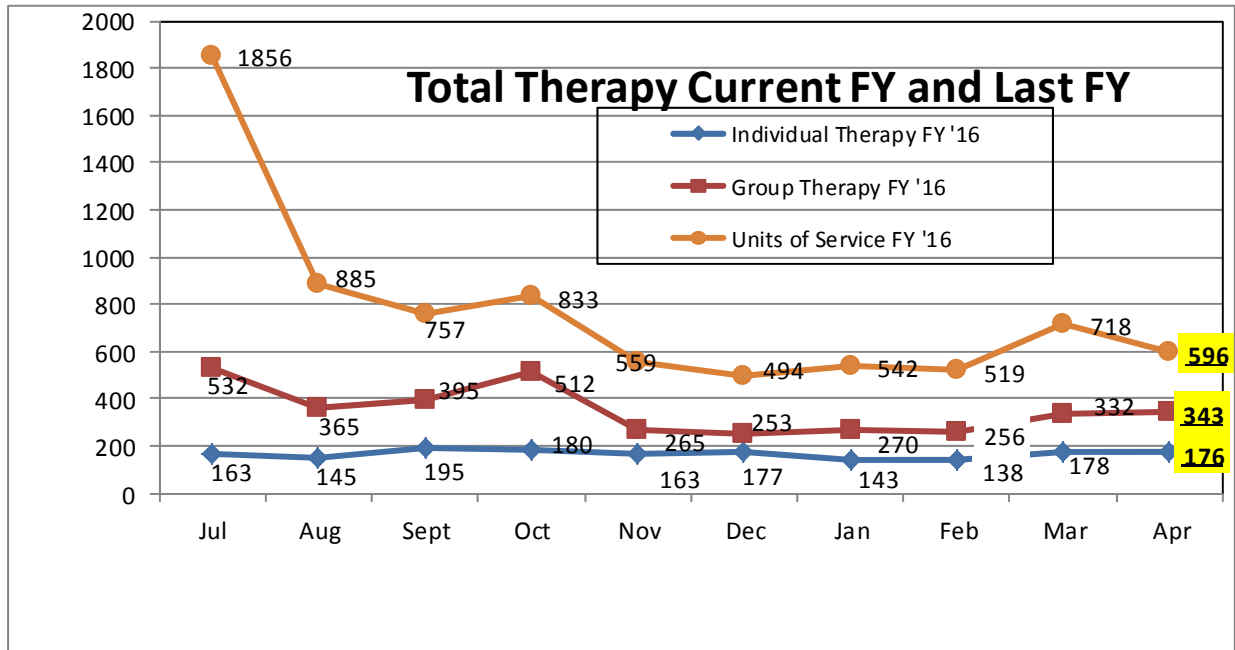


### Highlights:

- Two representatives from Wasatch Mental Health met with the Provo School District Suicide Prevention Task force and a group of educators and community members from Wyoming to discuss how to set up a HOPE Squad and to support suicide prevention in their schools.
- A representative from Wasatch County Family Clinic sits on the Community Benefit Board in Heber City to help implement prevention strategies to improve the health and mental health in the communities of Wasatch County.
- Colleen Harper is retiring from Wasatch Mental Health. Scott Taylor has been assigned to be the Program Manager for Provo Family Clinic. Janene Candalot was chosen out of a group of highly qualified candidates to be the Program Manager for Vantage Point and Youth Crisis.

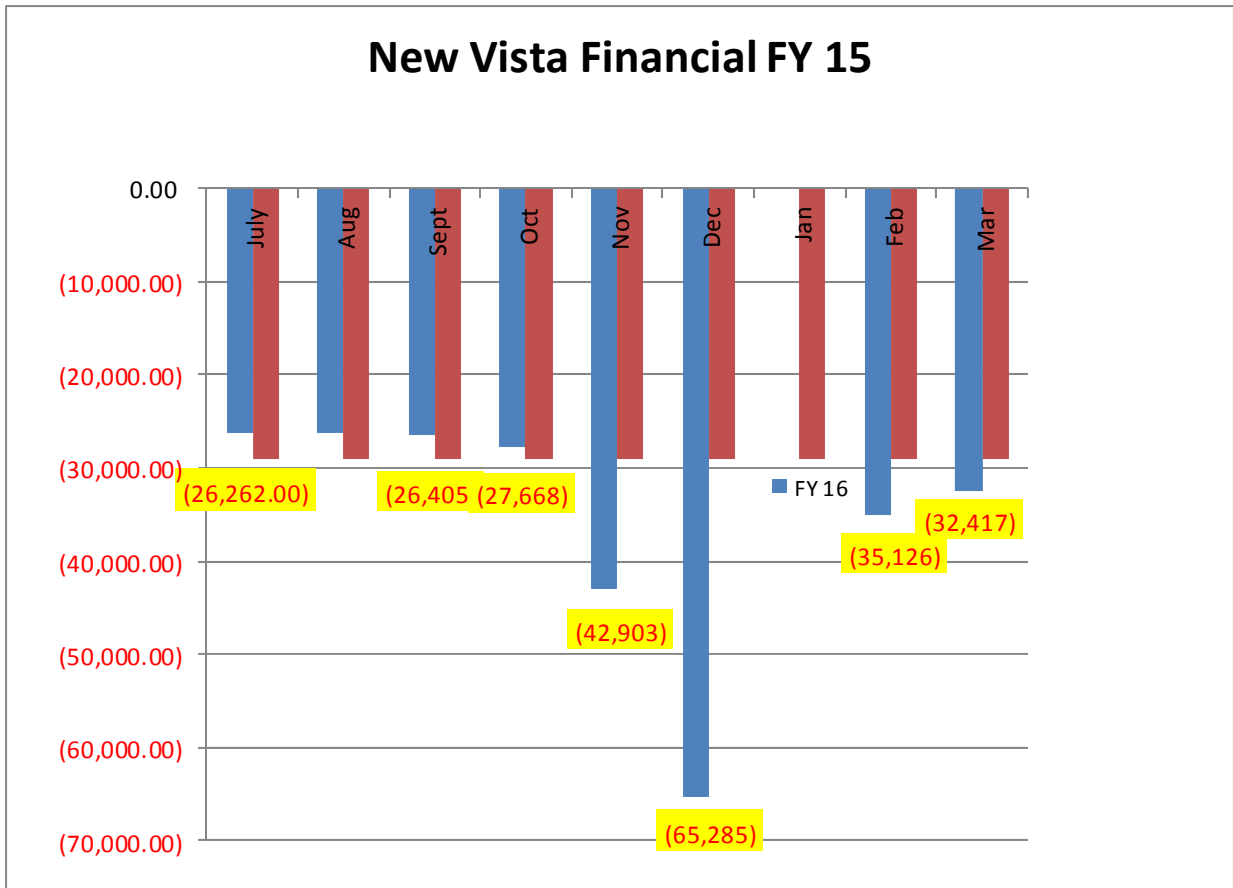
## New Vista Youth Services

**MAY REPORT:** There were several factors that influenced our numbers in April. This was the month of Spring break and we missed two full days with no clients at New Vista. This influenced the DGS and Respite times. We had fewer YSD groups in April and more group therapy. Each month if we have more YSD then we have less therapist based treatment and vice versa in other months. This definitely impacts the amount of services and the value of those services we have from month to month.



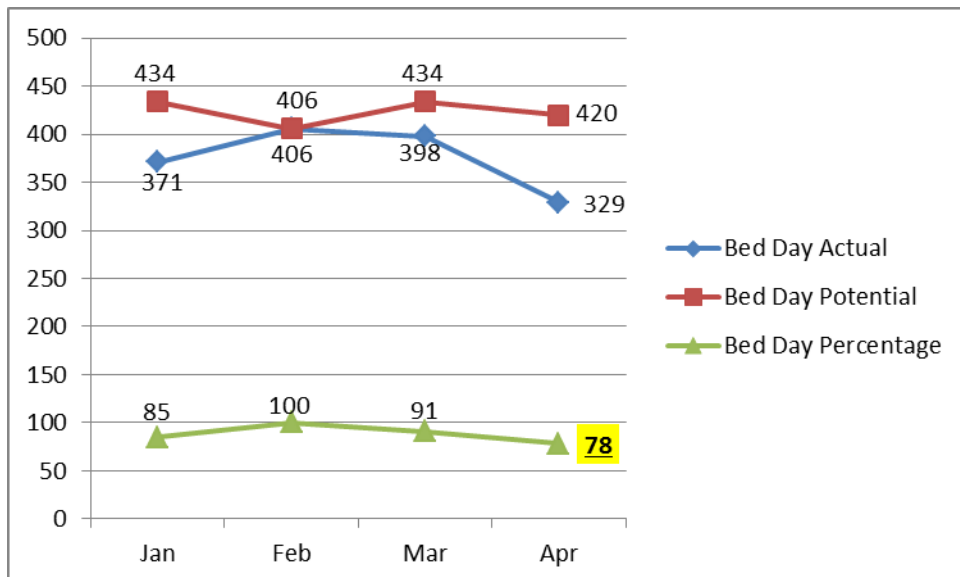
## NEW VISTA FINANCIAL REPORT

## New Vista Financial FY 15



## Aspire Youth Services

**APRIL REPORT:** During April we had several girls leave, two graduated and one moved on after being with us for over 11 months. We received two new girls who have been adjusting well. We had one girl spend about 8 days in the hospital after making her third serious suicide attempt in four months. The other girls are working hard and making progress in their program. We have received several referrals that were also turned down due to their age and behavioral (not necessary Mental Health) characteristics.



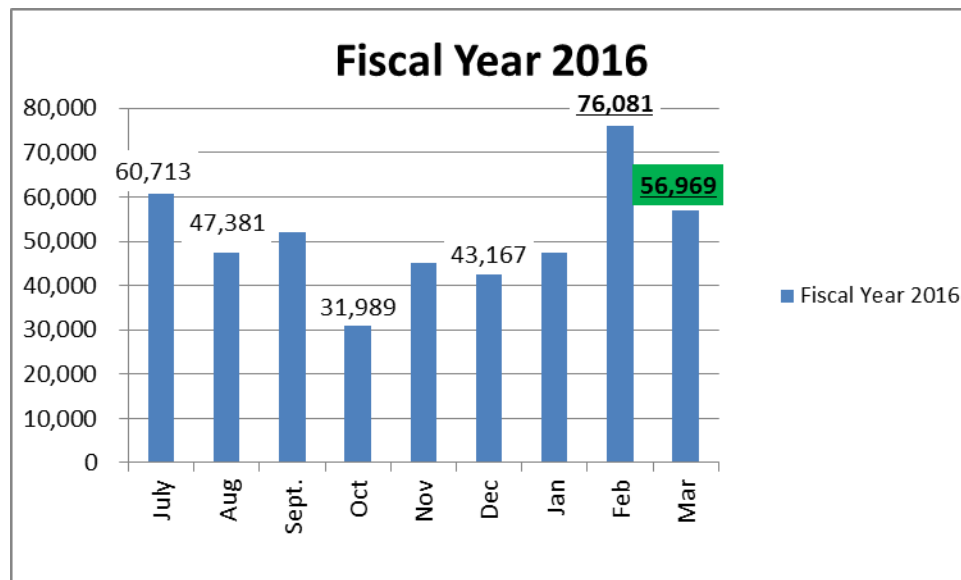
## Leadership/Allied Agency Participation/Initiatives/Success

On April 7<sup>th</sup> 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 repeated this same training on May 5<sup>th</sup> and the feedback was all positive. We were teaching the ARC model of treating trauma, which is a preferred practice in Utah.* We trained over 30 staff during these 2 days.

**Sample feedback from staff who attended this training:** “I really enjoyed the trauma training last week. I felt like it was more applicable then 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

As we slipped down to 91% occupancy for March our financial report also slipped a little.

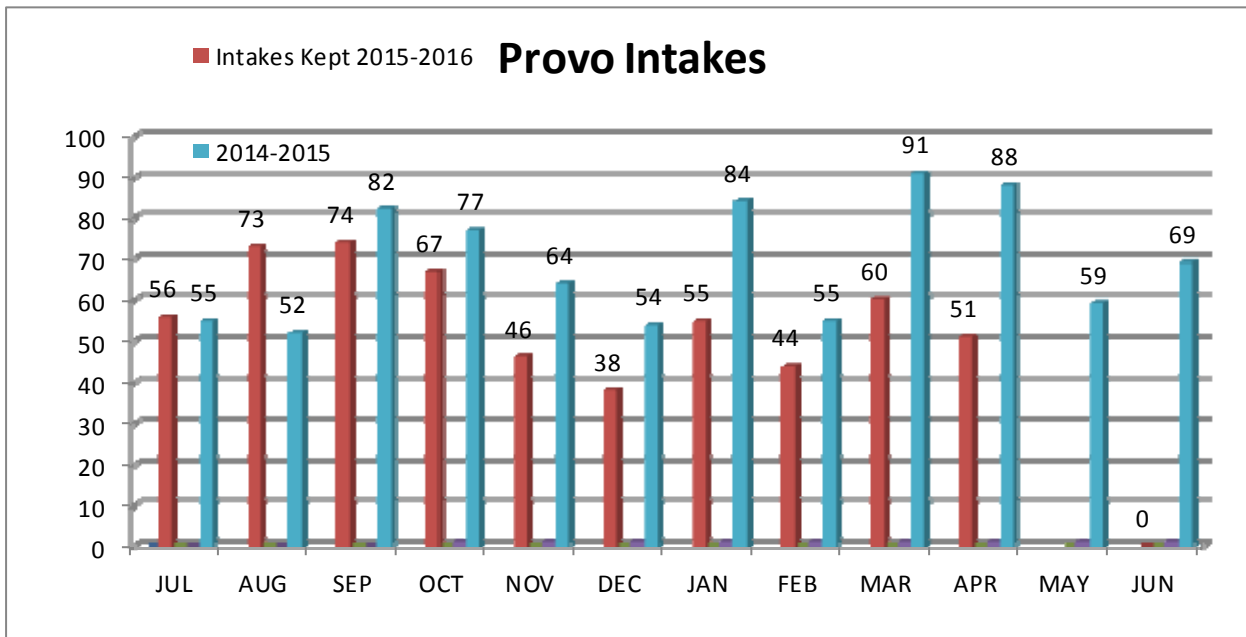


## Aspire Monthly Report March 2016

We currently have 12 residents at Aspire. We have had 2 new admissions this month; in addition we also have some new referrals that we are reviewing for admission.

The girls are doing well in Therapy. They are working on their DBT skills, socialization, community skills, trauma, and developing healthy relationships outside of Aspire. In addition, our staff here at Aspire are planning are teaching groups that include social skills, music, exercise, healthy living, hygiene, and DBT skills. The girls benefit from both behavioral and therapeutic groups.

## Provo Family Clinic



Groups: Grand Families, Strengthening Families, and a child parent training group.

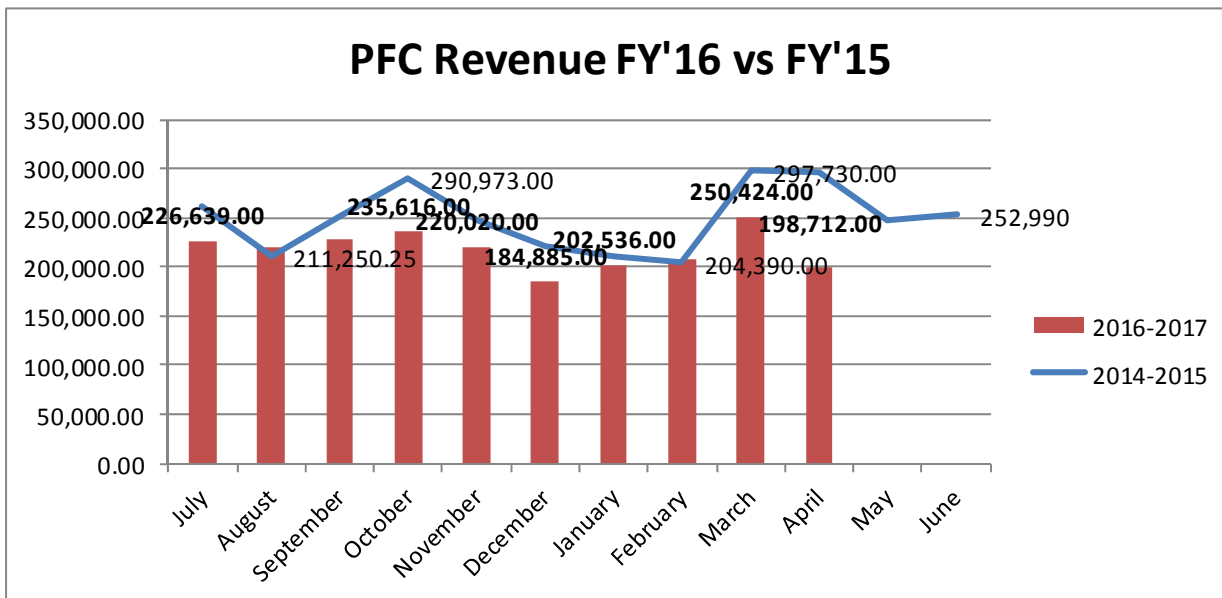
### Leadership/Allied Agency Participation/Initiatives/Success

-Early Psychosis Team---(Research Grant funded.) They are going to be the first line of working with 16-26 year olds who have their first psychotic break.

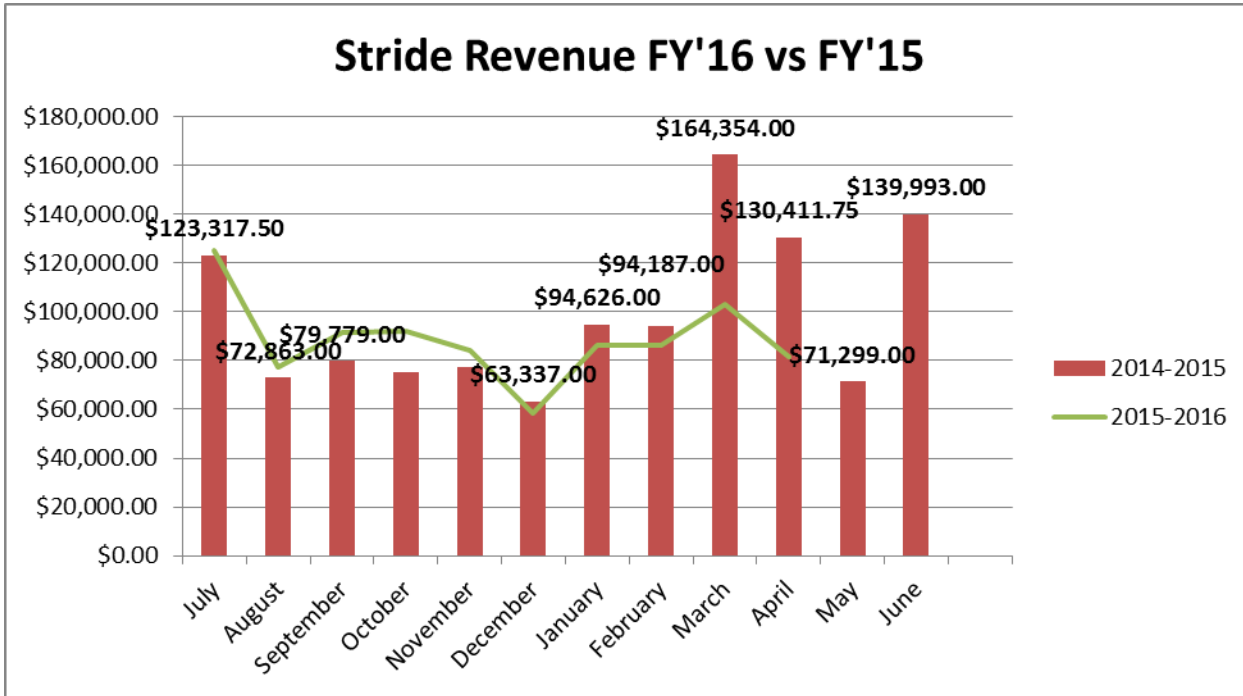
-Marnie Maxwell presented to staff on what qualifies as child abuse and when we should report. She works for DCFS out of Salt Lake City.

Child Abuse Hotline #-1-855-323-3237

-Janene Candalot presented on trauma informed care this month and gave ideas for helping traumatized children learn how to do deep breathing and stress management.



## Stride-Partial Day Treatment



## GIANT Steps

### Highlights

- Janeen McFadden was featured in a Daily Herald article. The paper published a special autism feature related to April autism awareness and treatment.
- As a member of the Autism Resources of Utah County, we took part in holding the annual Autism Awareness Balloon Launch on April 16<sup>th</sup>. Despite some wind, hundreds of people came and enjoyed live music, free food, games, and the launch of hundreds of balloons into the air at UVU.
- Full time staff attended the UVU Autism Conference on April 8<sup>th</sup> and received a day’s worth of training on a number of autism-specific topics.
- Giant Steps had community skills development field trips on April 15<sup>th</sup> and the 22<sup>nd</sup>. This month the children were able see the exhibits at the Living Planet Aquarium.
- We provided parent trainings nights on April 12<sup>th</sup> and the 26<sup>rd</sup>. Topics included information about using social stories in the home as well as ways to prepare for unique family challenges associated with growth and development of an individual with autism.

### Positive Reports from Families or the Community:

- A parent of a child in our Orem classroom stated, “We really appreciate what Giant Steps has done for [our son.] It has really been a miracle. Thanks again for the powerful influence you have had for good in [his] life.”
- A child in our Provo classroom has begun to talk. Another child has shown himself to be able to be a lot calmer throughout the day, and the child who has had the most behavior issues in the class has begun to tolerate the “attending” program which her mom said she is very happy about.

### Upcoming Events

- Giant Steps Graduation – Friday June 24<sup>th</sup>, 2016

## GIANT Steps Volunteer Hours

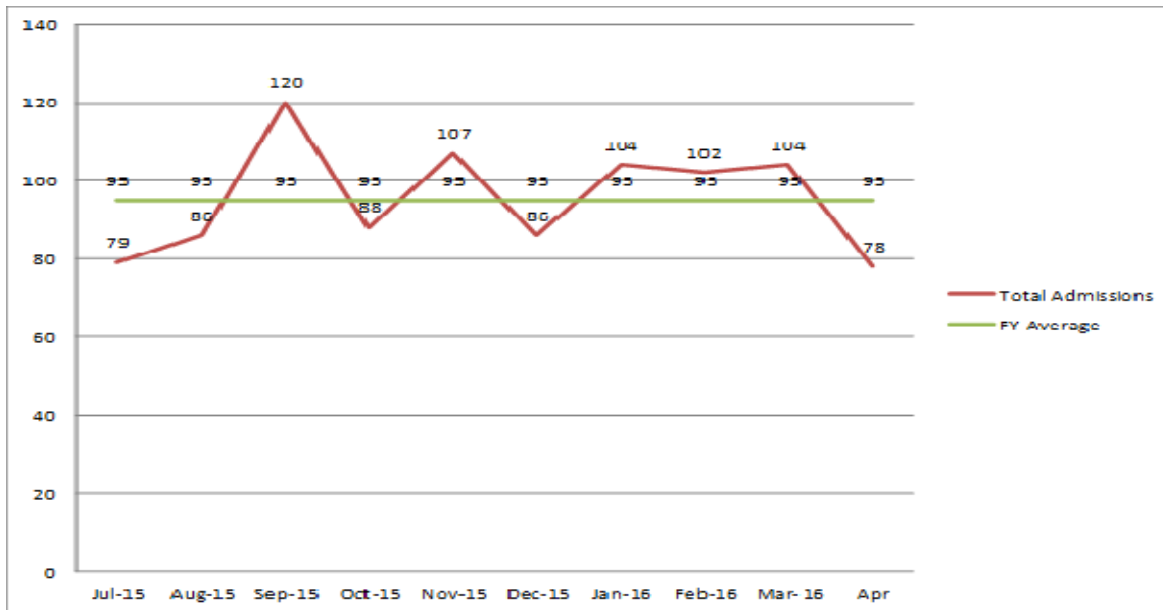
Community Volunteer Hours: **24 hours**

GIANT Steps Volunteer Hours: **250.25 hours**

Parent Volunteer Hours (FYTD): **1500.75 hours**

## Vantage Point and CYFAST

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

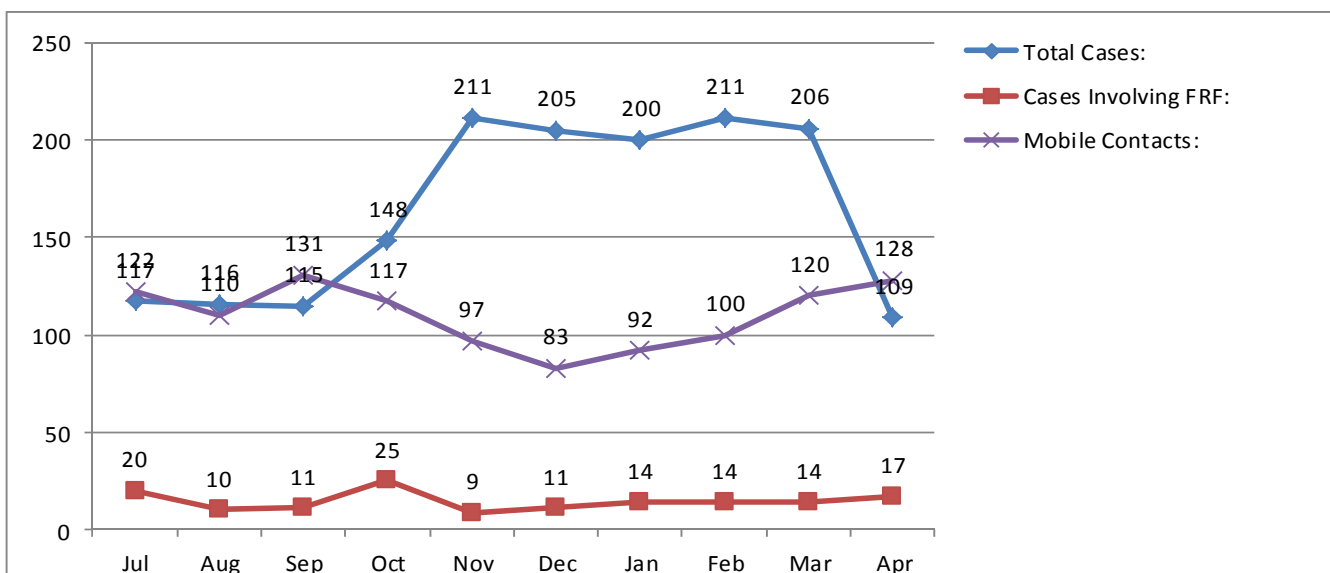


### Safe Exit

Crisis Residential: 100 %

Juvenile Receiving: 94%

## CY FAST (mobile crisis)





## **Leadership/Allied Agency Participation**

Starting May 16 Janene Candalot will be the new program manager over Vantage Point and CYFAST. We are working hard to let community partners, and staff know about this change.

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

Youth Crisis (250): \$82,143 (profit)

Vantage Point (350): \$7,650 (profit)

## **DHS Case Management**

### **Performance Indicators**

Due to the lack of funding and WMH losing a significant amount of funds on this contract, the contract has been terminated as of June 30<sup>th</sup>, 2016. It should also be noted that the contract originally was developed to provide CM services for youth who are in DCFS custody. However, increasingly, there was less overlap between our and the DCFS case load. Staff working under this contract will be re-assigned to other vacant positions).

DHS case management: (loss) \$110,998

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

**# of clients served last month:** Total: 750 Adult: 284 Youth: 473

**Number of YOQs/OQs administered:** YOQs: 481 OQs: 284

**Unduplicated number of YOQs/OQs:** YOQs: 287 OQs: 166

### **Groups in AFFC**

School Based Social Skills

DBT Skills Group

Child/Parent Relational Training

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

Tino Hopoate, LCSW, reported the following success at Polaris High School: One of our Polaris High School staff brought in a female student as she was concerned for her. The student came in and we started building a therapeutic rapport. She then committed to be open for services. She shared a big trauma that happened earlier in her life. We formulated a treatment plan and decided to do EMDR (Eye-Movement Desensitization – Reprocessing) therapy. This client went through and completed eight phases of EMDR. She described her experience from therapy as: "Made me focus on the here and now, [and] helped me let go of negative feelings I had from the incident... I'm no longer depressed or suicidal. I'm more open and willing to talk to people in everyday life. I have the motivation to get out and get a job now. I don't believe I'm that bad of a person anymore. Therapy made me feel better as a whole and more complete. I'm happier and a better person." She admitted she was glad for agreeing on coming in the first day we met although she did not want to. She also stated, "I wish more students would come in."

**In April, we finished another round of The Strengthening Families Program. Here are a couple of the family's feedback responses to the class:**

1. At the beginning of SFP, this mother reported that she wanted to strengthen her relationships and communication with her daughter. By the end of SFP, she said, "Using the strategies learned in group has helped our communication. We learned about ourselves and realized we really do know how to raise a child that was under a lot of trauma. When things start to go wrong, by utilizing the strategies, they have helped me stay in control and not become dysregulated like before." She noted that the best part about SFP was, "Working with other parents struggling just like me. It helped me realize I'm not in this alone."
2. Another mother said that her goal for SPF was: "To learn to work things out without escalation. Give my children a safe place to talk." By the end of SFP, she reported, "My daughter has been much more responsive to the adults and no longer destroys anyone's property. We've also learned to talk to each other better and problem solve." She said, "It was great that my daughter wanted to show up, learn, and use what she learns. Everyone made it easier to want to come and we took home a lot of useful information and advice."

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

**# of clients served last month:** Total: 349 Adult: 121 Youth: 232

**Number of YOQs/OQs administered:** YOQs: 286 OQs: 178

**Unduplicated number of YOQs/OQs:** YOQs: 193 OQs: 103

### **Groups in SFFC**

DBT

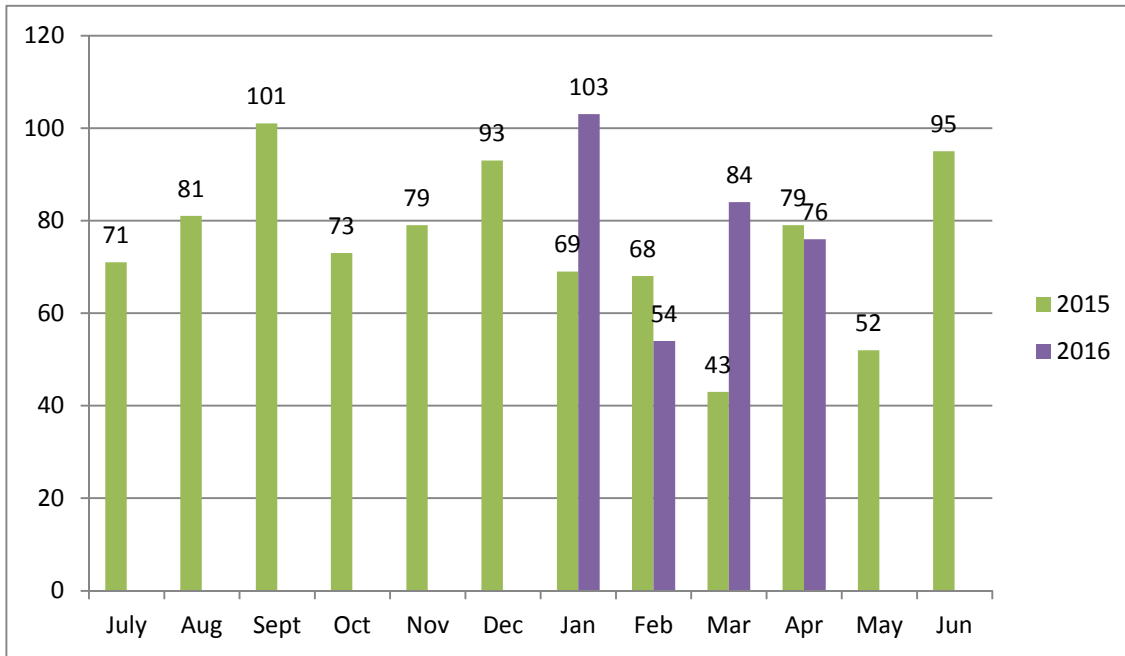
Skills groups in the schools

# Wasatch County Family Clinic

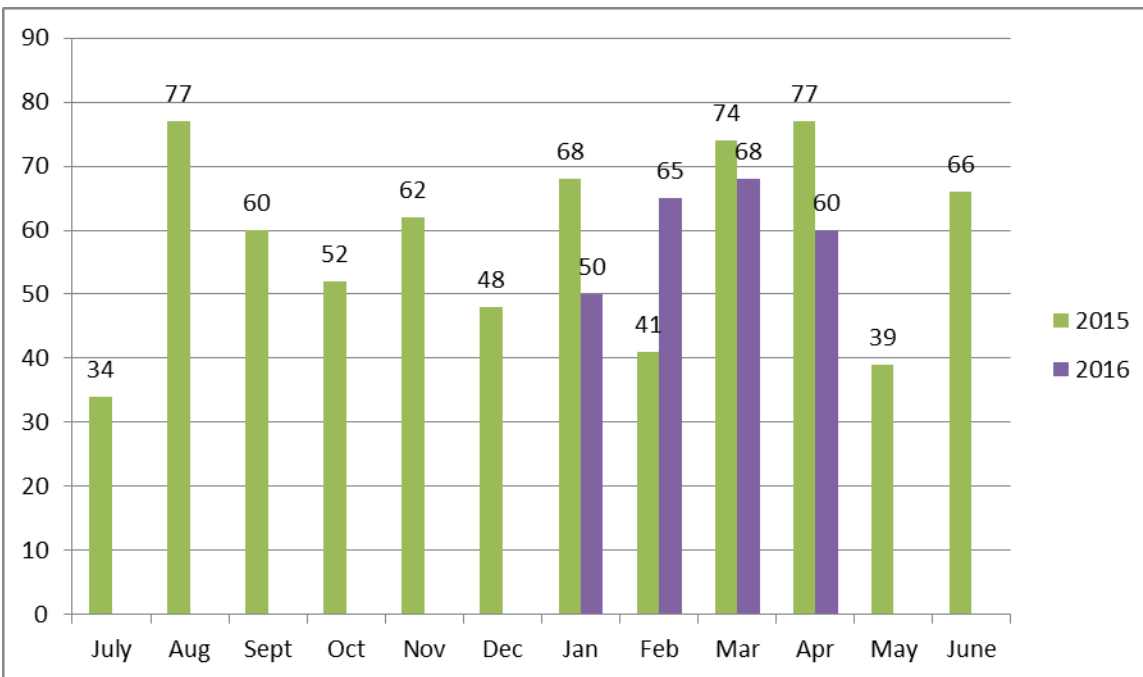
**Total Unduplicated Clients Served in April: 278**

(adults: 185 Youth: 82)

**April Med Appointments with MD: 76**



**April Case Management Appointments: 60**



**Number of YOQs/OQs administered:**

YOQs: 85 OQs: 172

**Unduplicated number of YOQs/OQs:**

YOQs: 50 OQs: 84

**Groups at WCFC**

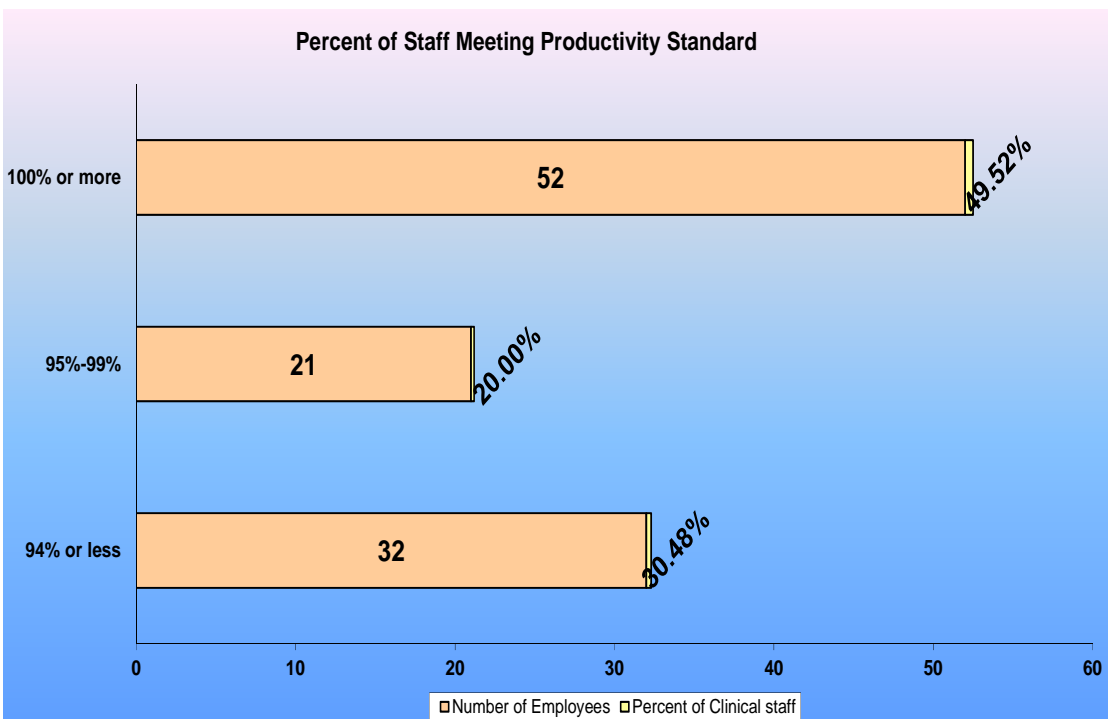
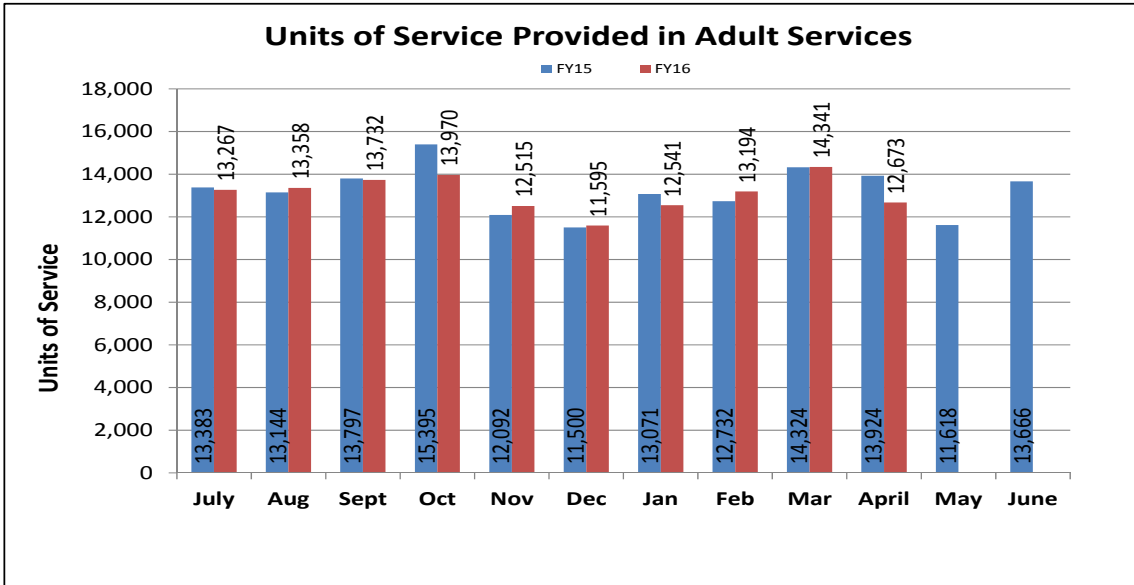
- Recovery Day Tx
- Summer School Program
- Drug Court Group
- Gender Specific Male and Female SA groups
- Relapse Prevention
- Thinking Errors
- Anger Management
- MRT
- Prime For Life
- Teen Prevention
- Alumni Group
- Strengthening Families

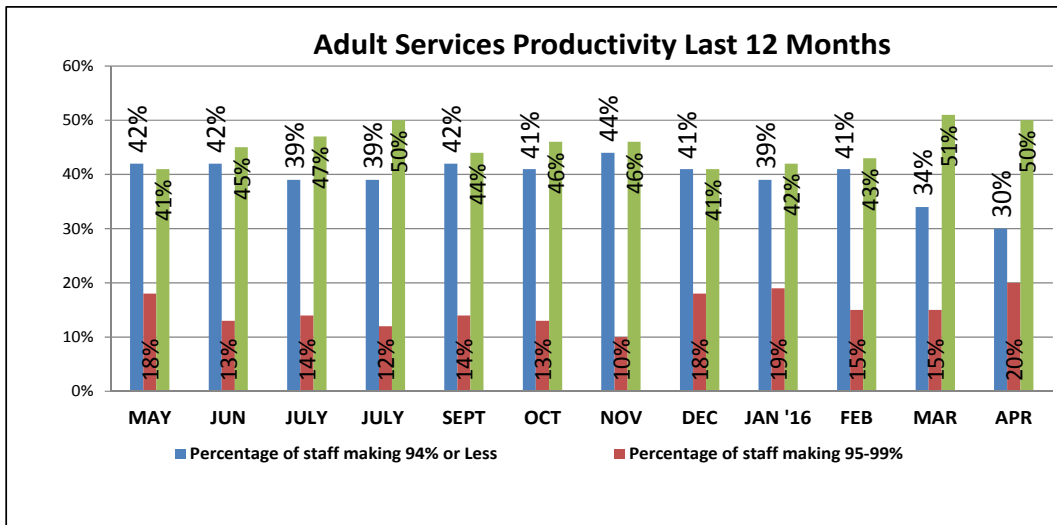
**Leadership/Allied Agency Participation/Initiatives/Success**

The Strengthening Families Program graduated six families. Some comments include: “Thanks so much for this program. My children and I have really enjoyed spending more time together and I have learned the importance of individual time. The teachers were great.” “Thanks for the program we are getting along better now.”

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 on June 23rd and the Heber City Police Department will also be involved with us on this project.

# Adult Services Division





**OQ/YOQ Administration**

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

Adult Clients Served 2505  
 Child/Youth Clients Served 1565

**Number of OQ/ YOQs administered:**

Adult Services Division 1969  
 Children & Youth Services Division 1653

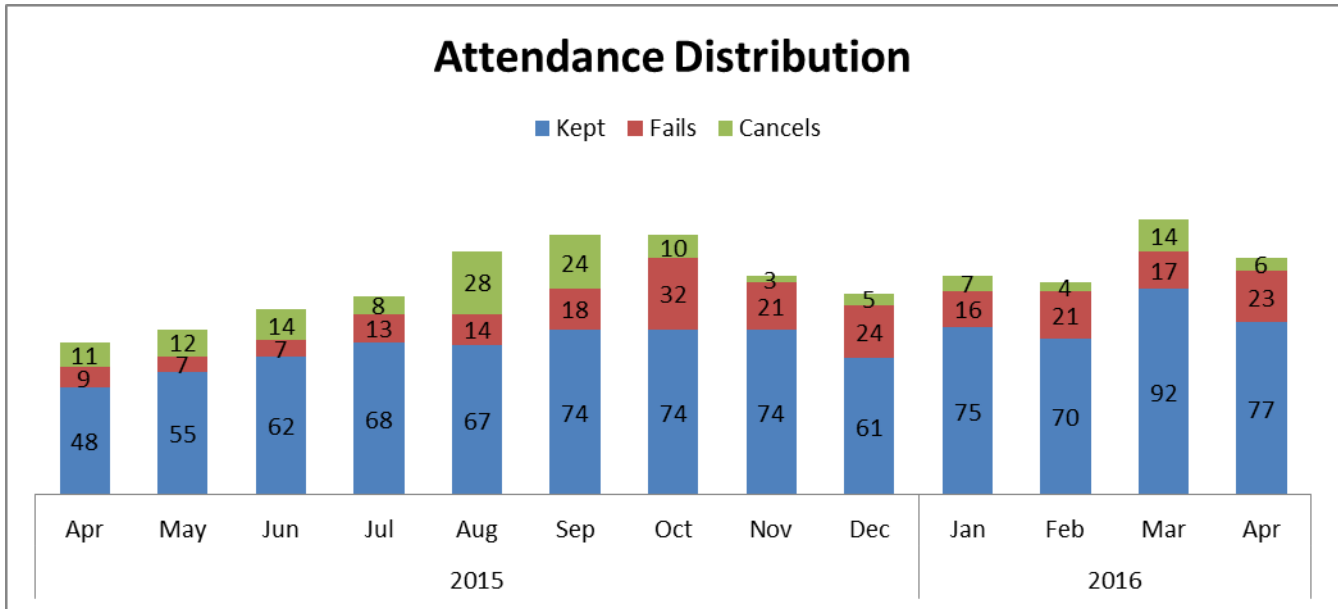
**Number of MHSIPS + Satisfaction Surveys 1505**

**Unduplicated Count of All clients Served at WMH 4070**

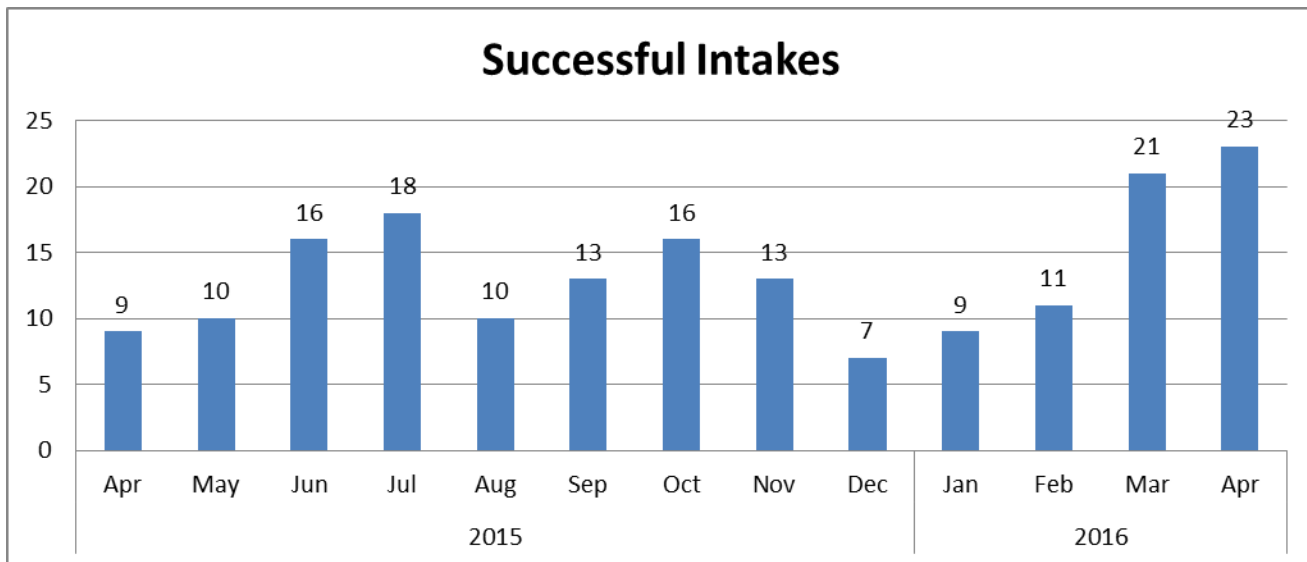
**% of Unduplicated Clients Completing an OQ/YOQ 56%**

## 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



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

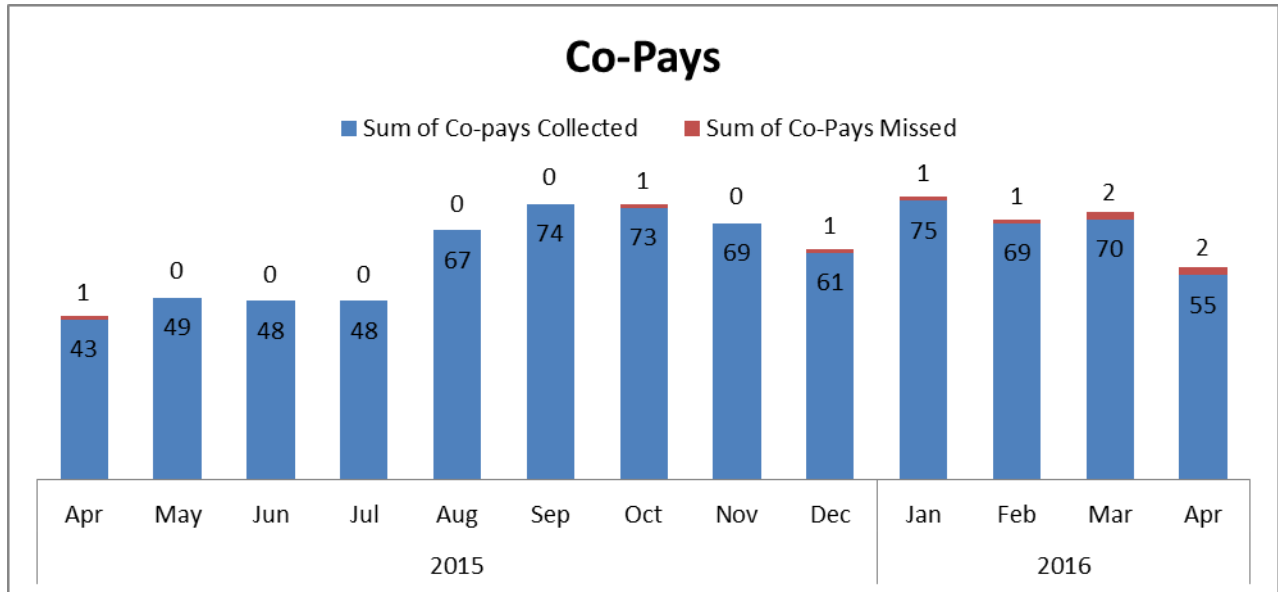
We continue to be busy receiving calls inquiring about our services as there are more insurance companies referring their client base to our services. It was helpful to have met this past month as administration and billing with Mt Peaks secretary, Alex, to talk details about how the program is going and what we need to identify as priorities going forward.

We are excited to have a full time position announced for the clinic and we are anticipating applications to be accepted and interviews for the position to be held in May. We will need to work out the logistics for the new

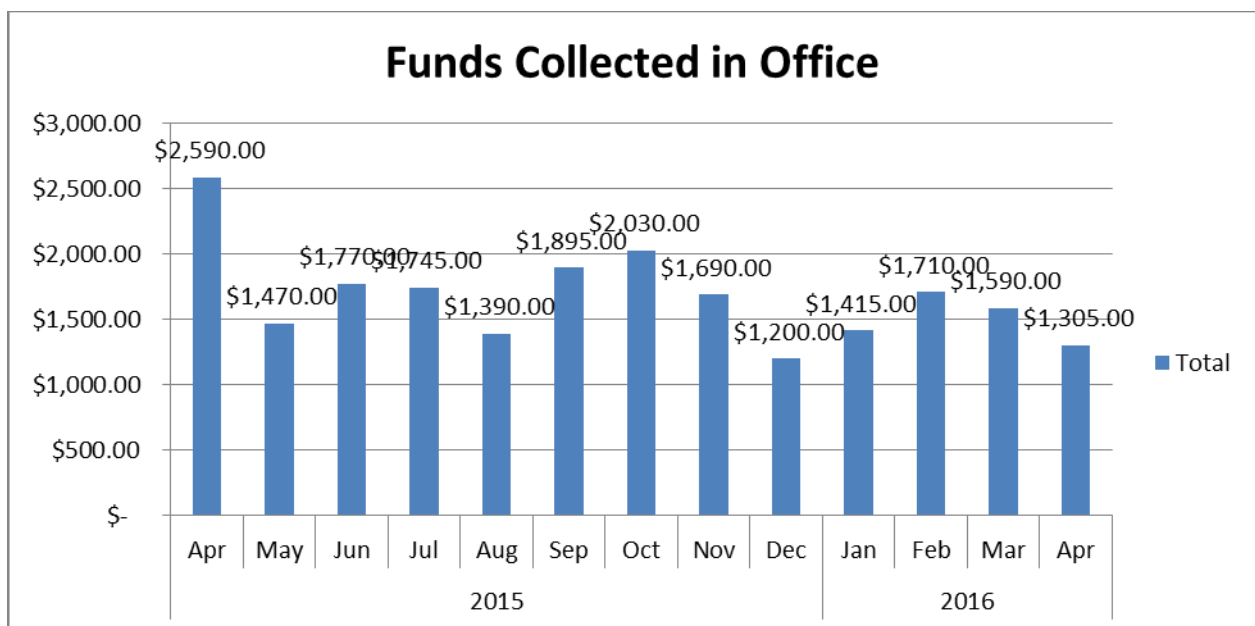
therapist as the clinic has only been open in the evening hours for the contracted workers. It is anticipated that the secretaries in Supported Housing will continue to be the support staff for this position.

**Financial Report**

Molina Market Place has gone from 8 clients up to 17 this month, more than doubling our clients with that insurance. Overall our total client count for attendance went down from 92 to 77. Some of this may have occurred as Julie Miller announced her resignation and cut back on the sessions as she works towards terminating her clients. She will refer some of her clients to other clinicians or out to the community and will close most of them.



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

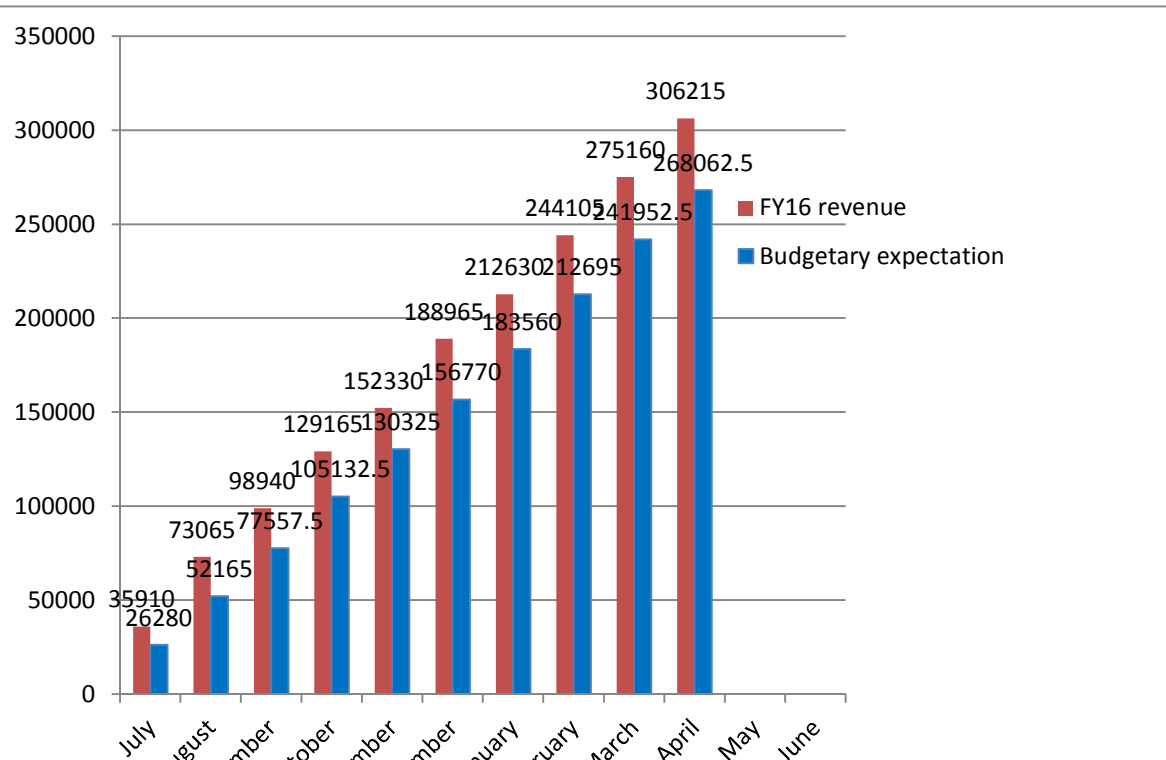




# Westpark Family Clinic

## Performance Indicators:

In April PASRR Staff completed 66 PASRRs for a generated revenue of \$255,955. 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 stable, continuing a slight upward trend. WFC collected 690 OQ questionnaires during the month of April. This is down from 696 in March. Of the OQs collected this month, 429 were unduplicated, which is up slightly from 417 unduplicated questionnaires last month. The number of daily administrations this April increased to 32.9 per day, which is up by 2.6 questionnaires per day compared to March.

During the last quarter (beginning with the pay period starting on 1/24/2016 and ending with the pay period ending 4/16/2016), WFC staff with productivity standards achieved a total of 4642.7 productive hours, which equates to 94.7% of the department's cumulative productivity standard. This is a 2.0% decrease compared to last month.

During the same period of time, RPS staff with productivity standards achieved a total of 1048.8 productive hours, which equates to 95.2% of the department's cumulative productivity standard. This is a 1.4% increase 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:	26	2	2	1
Provo Justice Court:	10	0	0	2
Orem Justice Court:	2	1	0	1

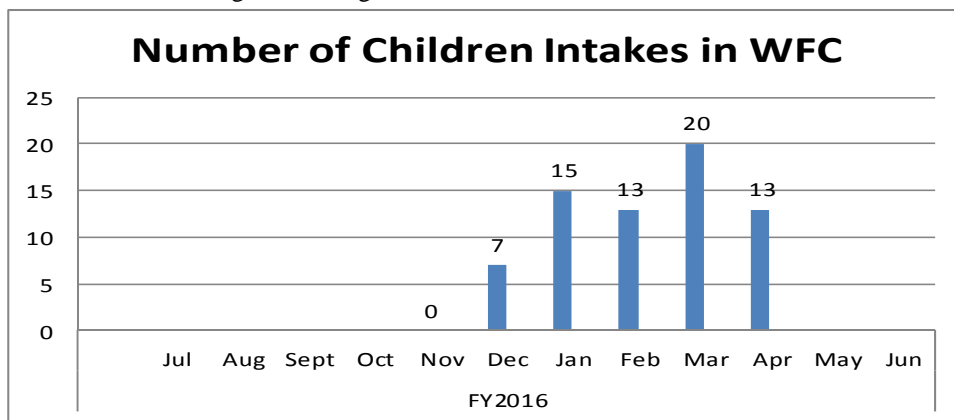
**Leadership/Allied Agency Participation/Initiatives/Success:**

Our success story for this month comes from our volunteers in WFC. The following comment came from a volunteer who works in the waiting rooms at WFC. He related “a client told him, ‘Thank you for coming in, you always make us happier and brighten our day’.”

As WFC is seeing more and more kids, we are working to get as much training as we can on critical issues for children and youth. We continue to have Janene Candalot come each month to train us on this topic. She started in December and we look forward to more training from her. In June she will move from Trauma Informed Care theory and will move more to hands on techniques that can be used with kids or adults.

In April we had Kayelyn Robinson and Tasha Jones come train our staff. They focused on play therapy for kids and case management in school for kids. We are doing all we can to get the training and support our staff as we take on more and more kids.

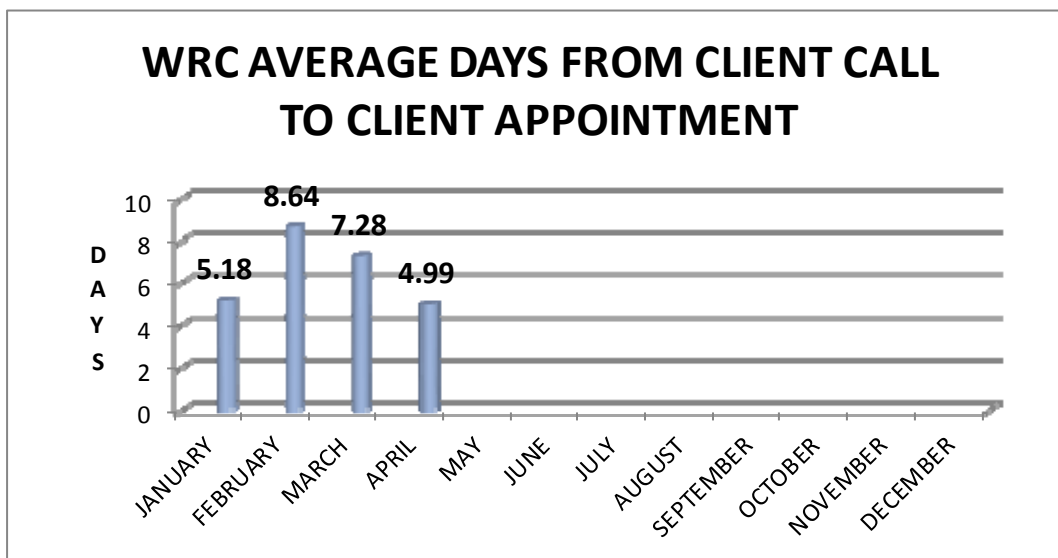
In order to see how many new children are coming to WFC, we are tracking the number of intakes performed for children and youth. The graph below will be shown for some months to reflect this growth. In addition to children and youth being seen by therapists in WFC, we now have case managers working with them as well.



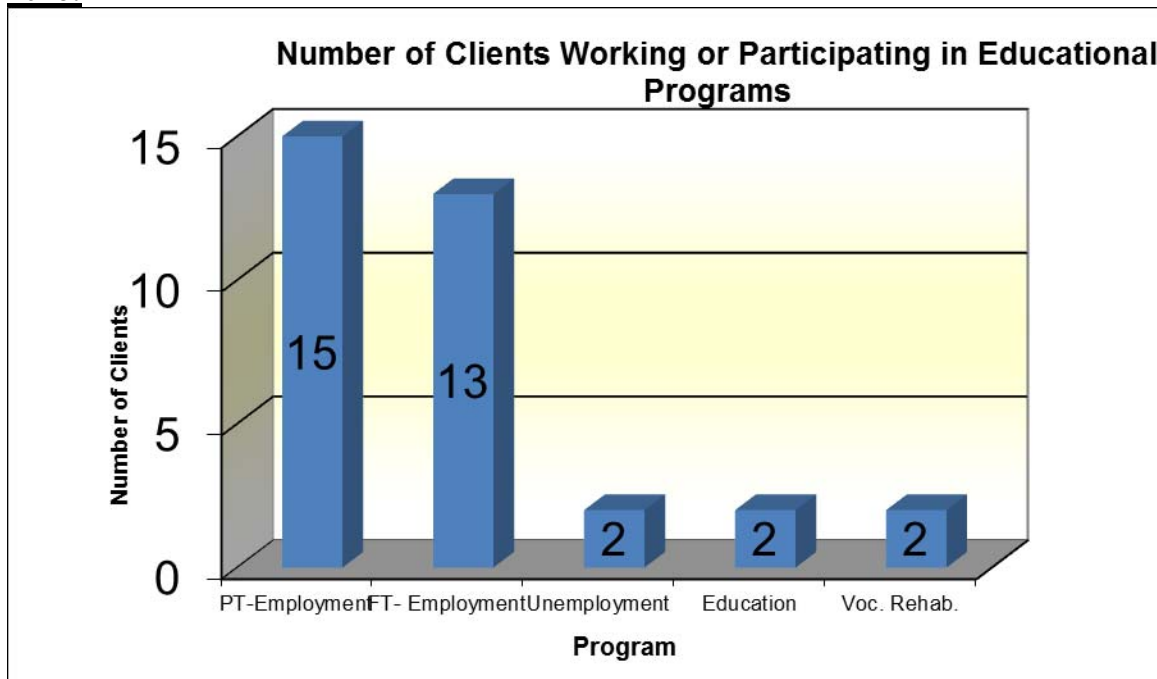
**Wellness Recovery Clinic**

**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.



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



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

We have a client that has now been working part-time for one year at Ability First. She has been able to manage her money well and live independently. She has had difficulties getting along with others and seeing other's perspectives along with having empathy. She did well in the Communications group and is better able to be empathetic and not as impulsive with her communication. She is having fewer arguments with others.

We had client come in with a dx of untreated Bipolar and ADHD. He was having psychotic episodes that were affecting his ability to work and was a strain on his relationships. He is now stable, working full-time, engaged to be married and will finish his Associates degree beginning this summer at UVU. He has plans to use his degree to manufacture outdoors equipment with his own designs.

We are implementing a simple survey for our clients as a result of requirements for the Primary Care Grant. 2 of the questions were:

- 1- Were your expectations met, 36 said yes, 6 said neutral and 0 said no.
- 2- Would you recommend the WRC to others and 100% (38) said yes.

This was a very favorable response for such a small survey. We plan on administering the survey at the first of every quarter for a 2 week period of time. We may adjust the question based on what information we want to gather.

**Number of OQ/ YOQs administered:** 284

**Number of unduplicated OQ/YOQ:** 131

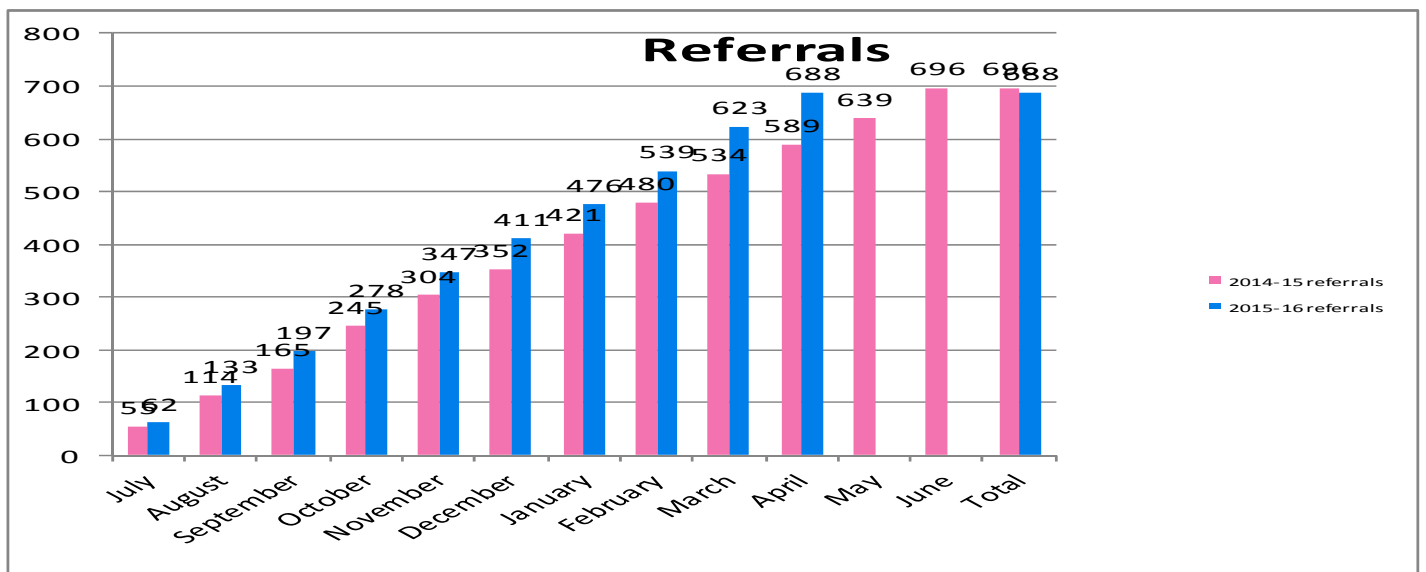
# Psych Testing/Interns/Form 20

## Leadership/Allied Agency Participation Initiatives/Successes

Our department experienced a recent success in its ability to **rapidly respond to staff needs**. Upon receiving feedback from pre-doctoral psychology interns that there were too few psychological testing supplies being provided to the American Fork Family Clinic, and upon that report being confirmed by observation of the very high number of psychological testing referrals from that clinic, the situation was addressed. The pre-doctoral psychology interns and the psychologist in that building now have access to a locking cabinet in that clinic which has been supplied with additional testing materials. New tests to that clinic include the Test of Everyday Attention (supplied by the Westpark materials), the Test of Everyday Attention for Children (supplied by the Westpark materials), and the NEPSY (purchased new). Interns were excited and grateful for the increased support, and PAS staff was grateful for the immediate support of Bryant Jenks in helping us locate space for these materials.

Our part-time psychology resident, Ashley Schmid, has accepted an offer for a full-time 2 year contracted residency. We are delighted to have her on board as of May 16<sup>th</sup>. She sat for the EPPP on April 25<sup>th</sup> and passed, so we may have **another licensed psychologist in our department** shortly. We also have two part-time pre-doctoral psychology externs beginning this month, for a total of approximately 26 employee hours.

With a **growing wait-list**, we are excited to have a new full-time resident on board. PAS will begin reporting information about our wait-list times and our report turn-around times in addition to productivity, as we believe this provides a great deal of information about our performance and needs overall. On average, clients next in line for scheduling have been on our wait-list for 38 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. As this is new information being reported for the department, our initial number reflects an average of staff performance over the 2015-2016 fiscal year thus far. Psychological Assessment Services has an average report turn-around time of 16.9 days overall. Licensed staff all meet or exceed the 14 day standard with an average turn-around time of 12.3 days. 4 of 6 unlicensed staff (interns and the resident) meet or exceed their 21 day standard with an average turn-around time of 19.2 days. Overall, PAS is meeting its goal of producing timely testing results for referents and clients.



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

Of our 63 total referrals for the month, 37 were children. We are specifically attending to our autism referrals with the new Medicaid carve-out, and we had 11 such referrals this month.

## Outside Providers/Mountainlands

Overall, the notes look much better than last year. 4 of the 5 charts contained lab results, which was some of the feedback from last year. One chart had a discrepancy with the claim date and the note date, which was off by 1 day. This was noted and sent to Dr. Yau. Additionally, there was one chart for which we could not find a current Consent to Treat----it is probably in an old brown chart somewhere. A new form was faxed to the facility and I will make sure it is completed and added to the Junction chart. All notes contained dx and noted prescribed medications.

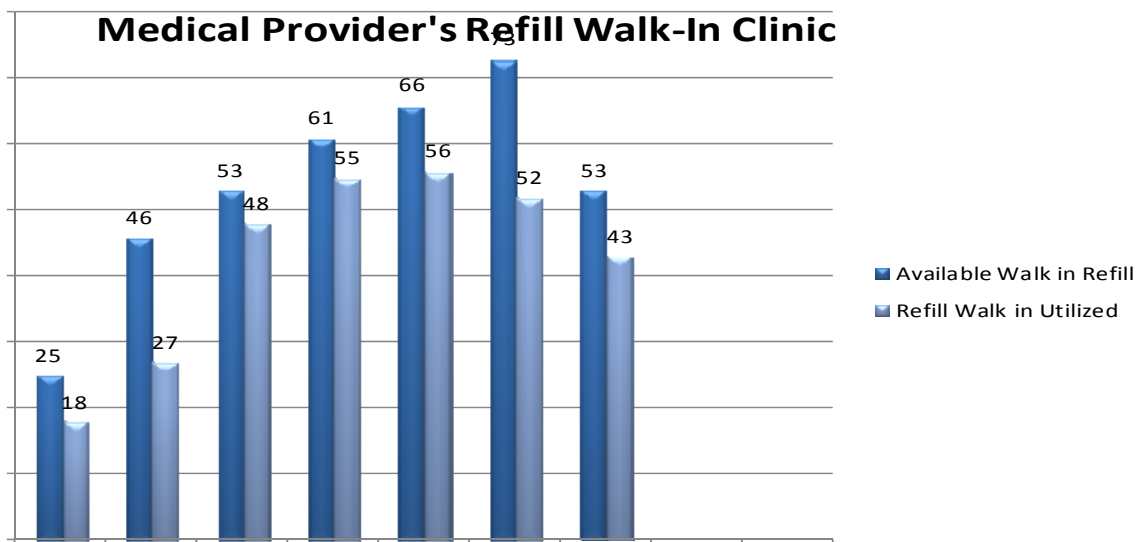
Mountainlands:

Summary---In April the number of clients scheduled per day dropped from 4.9 in March to 4.4. Kept appointments per day dropped from 3.6 to 3.3. Given the increase in provider hours (there were appx. 5 days with two providers in the clinic) we would have hoped the numbers would have increased, not decreased. However, our percentage of appointments kept increased slightly from 74% to 75%, and of those un-kept appointments only 13% were failed appointments while 12% were canceled. Since this is the first month we have tracked that, further data will need to be gathered to determine any trends. Of the kept appointments, 15% were for new patients. Hopefully this demonstrates that we continue to refer new clients to the clinic.

## Clerical Support Services

### Performance Indicators:

WFC secretaries served 1,516 clients at the front desk during the month of April; we are not counting those who check in for case management services. This is a decrease from last month for various reasons ie: vacations, & Generation's conferences.



We did 79 intakes during the month of April which was 23 more than last month and we served thirteen children/youth intakes.

## **Jail Contract**

There was a **quarterly coordination meeting** in early May. Medical staff at the jail are happy with our providers, inmates are satisfied with the services, and the medical director is happy with how things are going. The adjustment to Clint's clinic times to offset Monday holidays and Clint's vacation is working out (no make up clinics needed). Dale is going to pursue a "sole source contract" with us to eliminate the need for future RFP's. When Derrick retires he would like us to fill those hours too (including coverage on Saturday). They are very happy with Brandon and like the overlap with him being in Mental Health Court too.

## **NAMI**

Shiralee Barsdorf made connection with Brenda Chabot this month. They were able to talk about youth NAMI resources. The Board is looking forward to Juergen's presentation in July. The date for the NAMI walk has been changed. I have asked Shiralee to keep Lisa in the loop so we can make people aware through our social media. There is a Veterans program with NAMI called "Home Front" that any veterans receiving treatment at WMH could also benefit from.

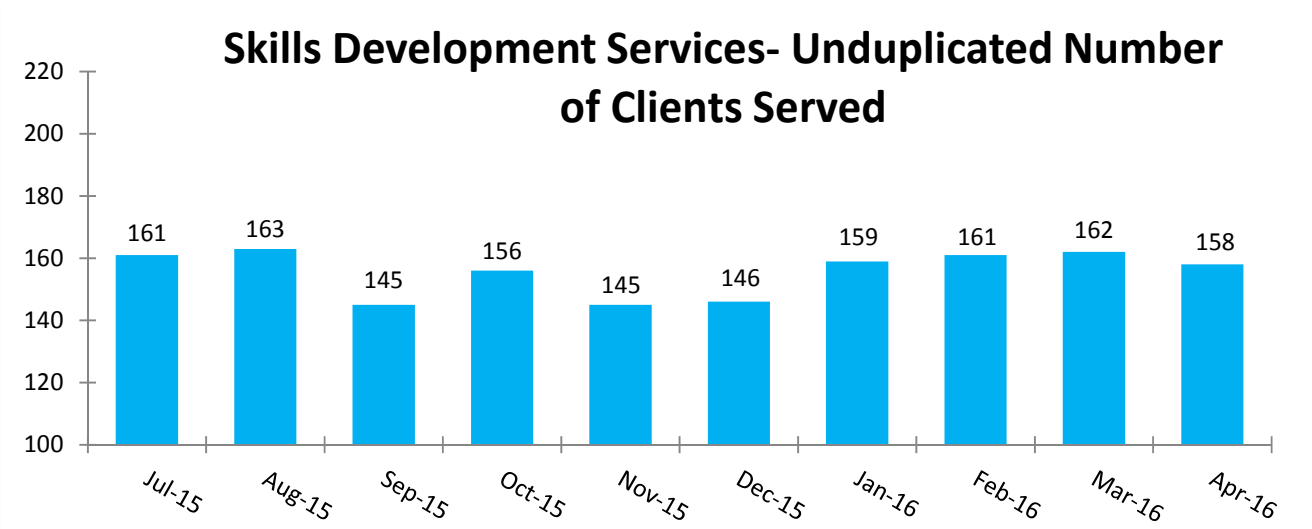
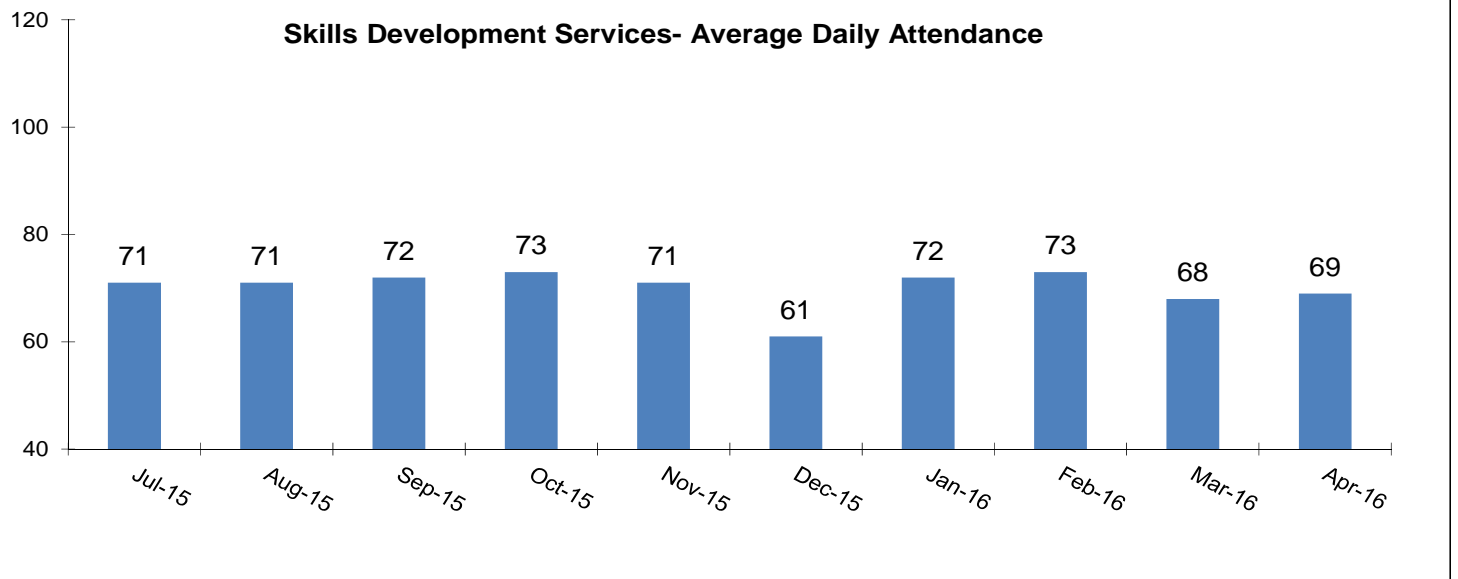
## **CIT**

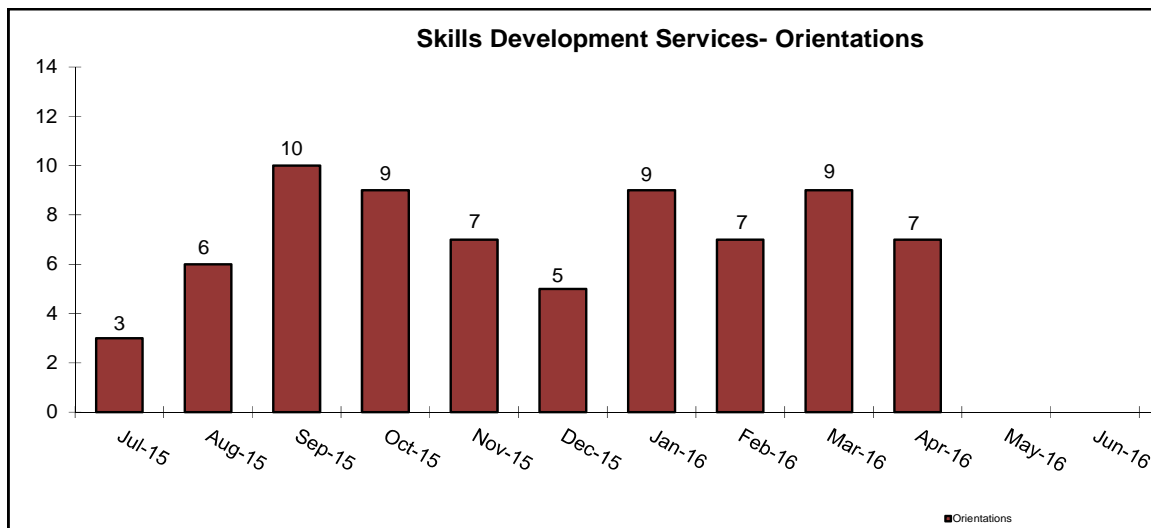
Lot of news in this area! There was a large Utah contingency at the International Conference, including individuals from the Division, 4 Orem officers, representatives from every region in Utah that currently does CIT and Ron Bruno, who announced that he had been awarded the State Division's contract. It gave the Utah partners a chance to process where they stand in regards to the State wide program now that we know who will be running it. The terms of the contract are restrictive and will impose challenges that have not existed before. The restrictions were well intended but are the basis for many to withdraw from the State wide program. By the end of the week, it appeared that all of Salt Lake County (SLCPD, SL Co Sheriff, SL Unified), Utah County, and Price will leave. Wasatch County would like to leave but are waiting for a final word from the Sheriff. Those staying are St. George, Davis, and Weber. The current contract does not expire until June so what really happens will happen later this summer.

There were some interesting classes at the conference, one on Private/Public partnership as a funding option. Phoenix PD created a 5013C and asked for funds from foundations to help fund CIT. Orem suggested that Utah County try this out with local businesses like NuSkin and Doterra, both of whom have asked if their security guards can be trained with CIT.

Overall, our local Utah County CIT program is fairly mature, well established and could probably be doing presentations at this conference. It is interesting to see what is going on in other parts of the country. It will be interesting to see what happens in Utah in the upcoming year.

# Wasatch House





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

This has been a very busy month for Wasatch House. We had a very successful accreditation visit over 4 days from Clubhouse International that was the culmination of a year of preparation to improve our accreditation status. In the preliminary findings report the following strengths were noted:

- A strong caring community with a long history of Clubhouse operations
- Many members who daily contribute to the success of the Clubhouse, some in exceptional leadership roles
- A strong staff team with a smart and energetic new director (B. Butler)
- A prestigious parent agency in Wasatch Mental Health that has long worked collaboratively to develop the Clubhouse
- A relatively new grand home which is both beautiful and functional
- An Advisory Board that, although new in its mission, has many members with a history of significant support for the Clubhouse
- Strong ties to the local community, including the Police
- Important contributions to the success of the Utah Clubhouse Coalition and its annual conference
- Host to a stunning photographic display, featuring beautiful portraits of members, alongside moving depictions of how they describe their experience of mental illness

During last year's accreditation, there were 14 standards based recommendations and a 1 year certification, which prompted a restructuring of the Wasatch House leadership structure as well as Clubhouse programming. This year, there were only 4 recommendations, which we feel can largely be rectified in a matter of months. While we don't have the final results until the end of the month, we are assured that we will be accredited, most likely with a 3 year certification (the highest certification) conditional on addressing the 4 areas of concern to some degree.

Additionally, Wasatch House was a major contributor to the Utah Clubhouse Network Conference held in St. George May 4-6<sup>th</sup>. Thanks to funding through our Foundation, 27 members and 4 staff were able to participate with 8 of our members and staff presenting at the conference. We received very positive feedback from our members, many of whom had never to been to places like St. George or Kolob Canyon.



# WATCH/CABHI/JRI Program

# number of clients served in the WATCH Program: 104

## Leadership/Allied Agency Participation/Initiatives/Successes

The CABHI team participated in an audit by independent evaluators responsible for auditing CABHI programs according to their fidelity to the Assertive Community Outreach Treatment standards as required by the CABHI grant. The results were then reported to the State of Utah. We are pleased to report that this was a clean audit without any findings. Congratulations to the CABHI team for their excellent work!

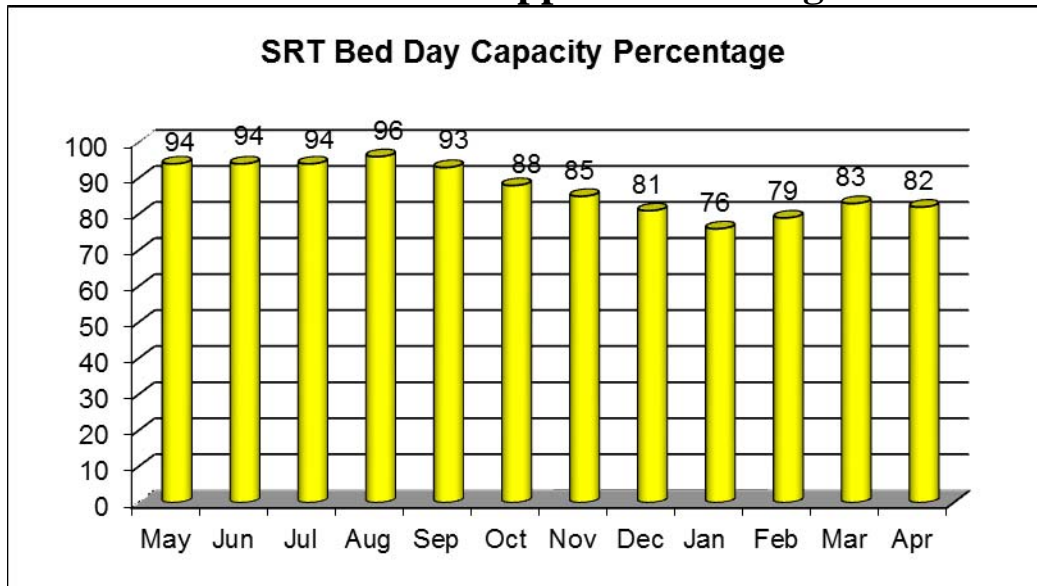
## Financial Report

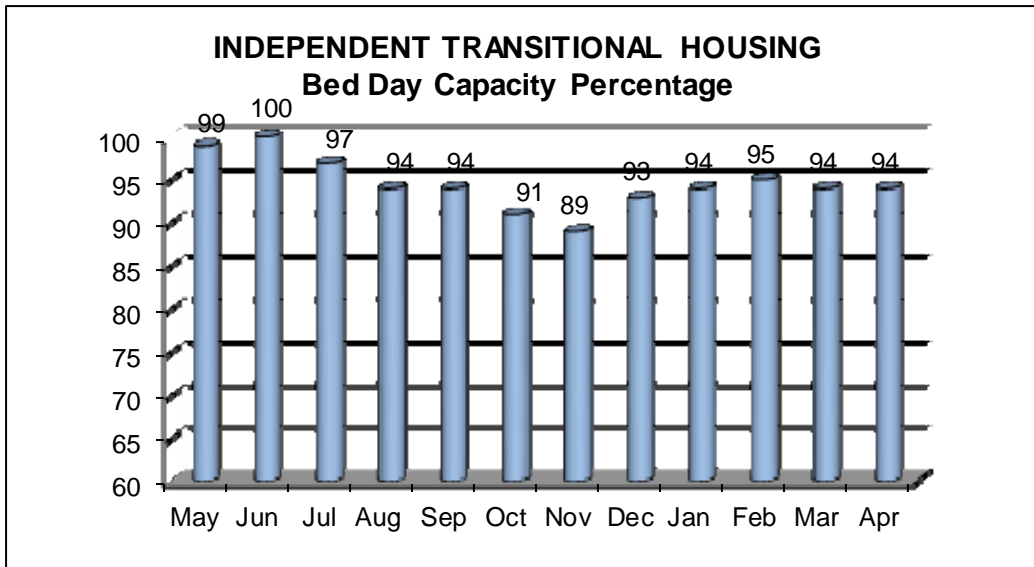
In the month of April, \$1250 was spent in EMERGENCY SHELTER. In FY16, we have spent a total of \$32,325 to house 96 unduplicated individuals for 755 nights of safe and secure shelter. The average length of stay is 7.86 nights per person. We have expended 97.9 percent of funds for 83 percent of the year. 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.

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

28 of 104 clients served completed an OQ in March. 27 percent of clients served completed an OQ with each client completing an average of 1.64 OQ's. We also completed MSHIP surveys this month although most of them were done with paper and pencil and were not entered in at the time of the data collection. They will be entered in by the deadline set by the State.

## Supported Housing Services





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

We had a very successful training here in Supported Housing and we were joined by the case managers from Wellness Recovery, Level 5 and Bridge teams. Doran Williams attended for support and clarification, which was very helpful, given his experience in helping to develop the Medicaid handbook. We trained the case managers on the Handbooks provided by the office of Utah State Medicaid and clarified what is acceptable billing for Case Management, Individual Skills Development as well as Personal Services. It was well received training and new insights were gained as well as some clarifications of the rules and how they apply to their role as case managers. We also talked about quantity of care and quality of care as we discussed how they can assist their clients in their recovery while billing for their time appropriately.

We have a client who came to us in crisis and moved into IRT for a few months and as he was awarded benefits of Social Security and Medicaid, he was transferred to live in Mapleview apts. He was very unstable and needed lots of follow through for his stability and he developed a good relationship with his treatment team in the process. He is working on his recovery and has been seeing his therapist and case manager regularly and recently reported that he is getting an “A” in a math class he enrolled in at UVU. He reports he never could have gotten into school, let alone this grade with out the aid of his treatment team and the relationship he has formed with them.

We have a client who lives in Mapleview who has historically not received much help from case management and has been quite reclusive while she has lived there. We assigned a new case manager (Marlene Sisson) to Mapleview and Marlene formed a relationship with this client and a relationship of trust began to be formed. It was discovered that this client had several medical issues that were not being addressed as they should be. Marlene was able to convince this client, even though she resisted severely, to seek medical attention. After multiple visits to medical clinica, emergency departments and home health visits, this client is receiving the medical attention she needs and is making progress medically. It is due to the tireless work form Marlene that this client was able to have life saving medical attention that otherwise may have gone untreated until it was too late.

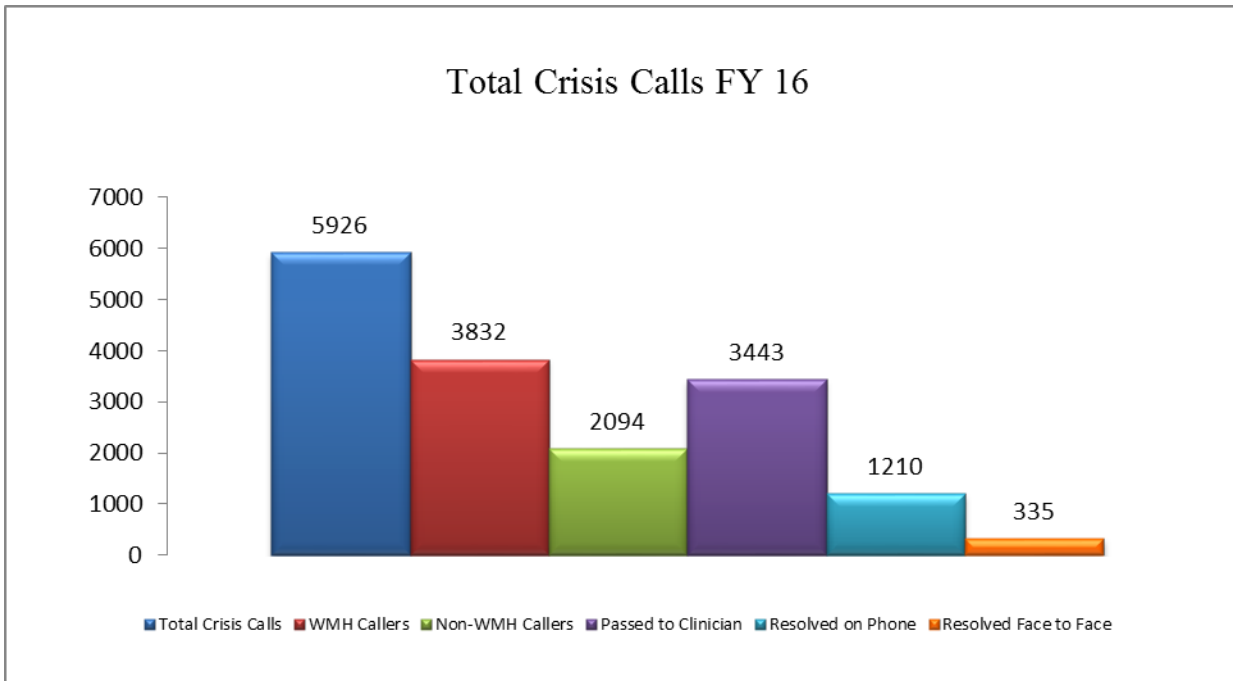
**Number of OQ/ YOQs administered:** 110

**Number of unduplicated clients who completed an OQ/YOQ:** 64

**Number of total unduplicated clients served last month:** 158

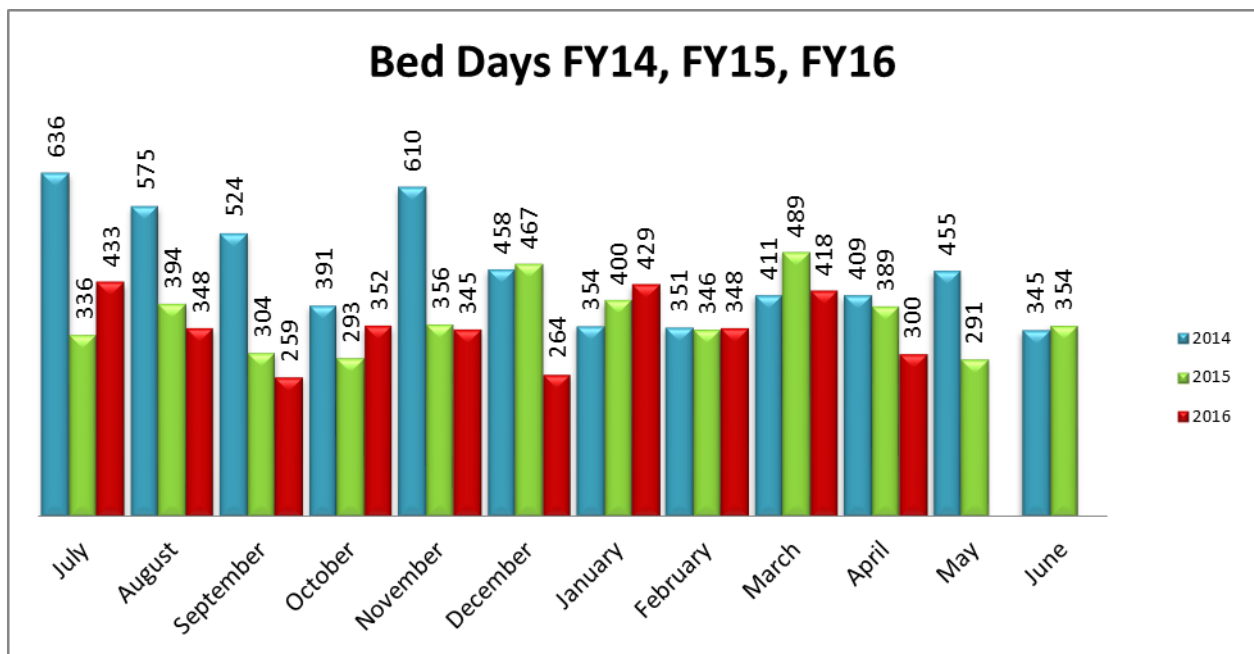
## CRISIS SERVICES

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



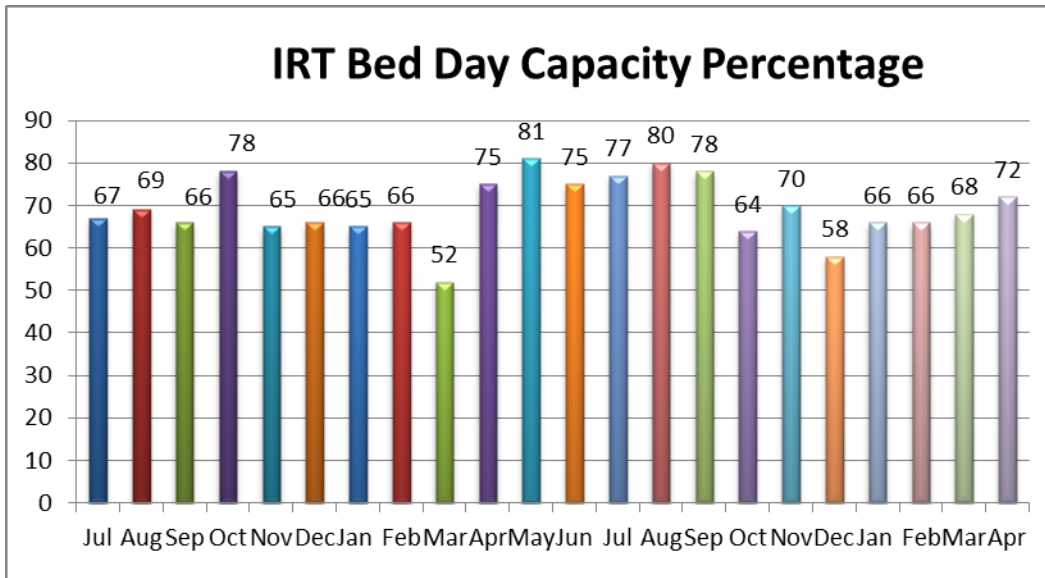
## Inpatient Psychiatry

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)**

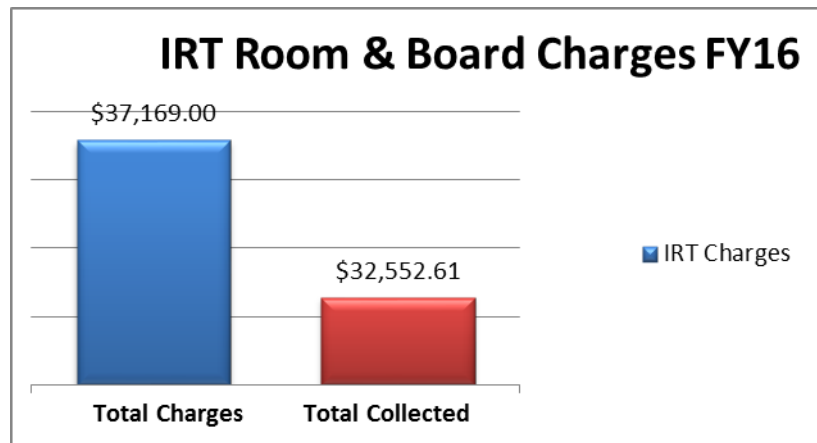


### Leadership/Allied Agency Participation/Initiatives/Success

With continued efforts to build relationships with local apartment owners and property managers, we continue to find suitable housing for many of our BRIDGE clients. We have been able to extend some of these options to Level 4 clients as these property owners begin to trust that WMH treatment teams will respond with clinical interventions when clients need specific treatment interventions. We are careful to not overextend or over promise our abilities. Some of our clients have not worked out in some of these placements; however the owners of these properties understand this is a possibility. As the reputation of our responsiveness expands, we are noticing that property owners are working with clients who may not have perfect criminal or credit histories. Several of the chronic and “frequent fliers” in crisis and inpatient when I first started at WMH 8 years ago are now in stable housing and being maintained outside of institutional settings. This has been in large part due to the valiant efforts of the case managers in Level 5 to teach skills and respond to mental health needs as they arise in the home.

### Financial Report

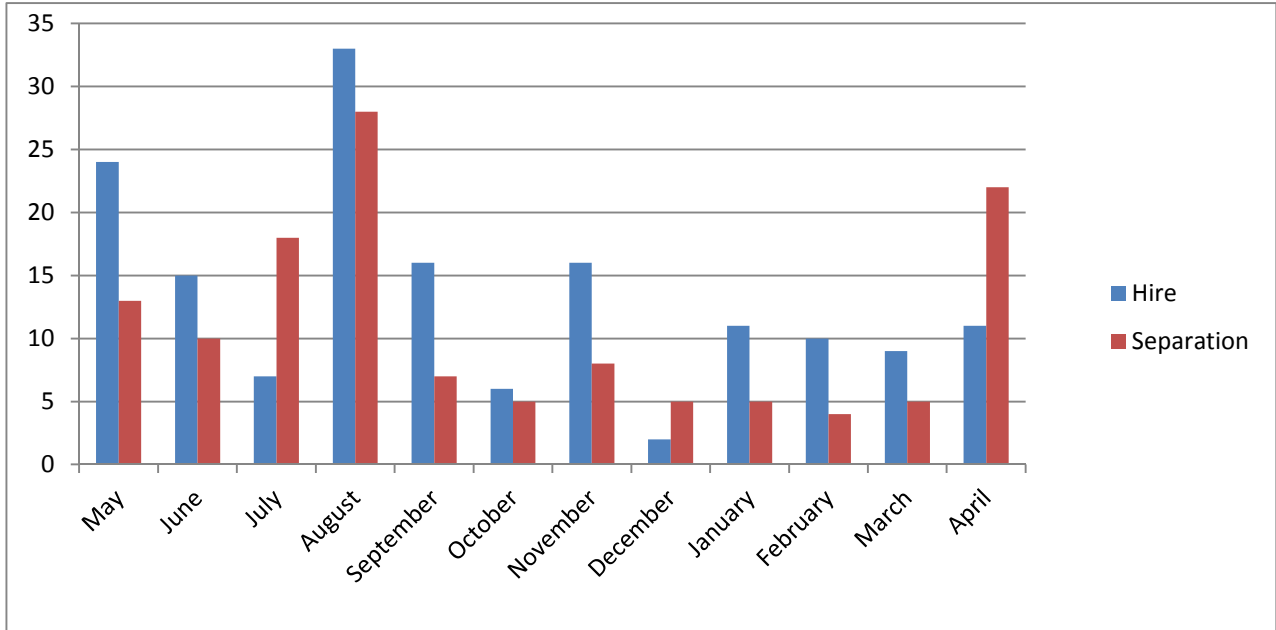
This table represents the total number of IRT Room and Board dollars collected compared to the total number of dollars charged.



# Human Resources

## Staffing

The total turnover rate for April was 5.9%, and annualized WMH is running at 30% overall.



April turnover rate for full-time benefited employees = 1.7%  
turnover rate for part-time employees = 9.5%  
Overall, part-time employees represent 70% of separations  
153 hires and 130 separations over the past 12 months  
Current average time to hire = 42 days

