

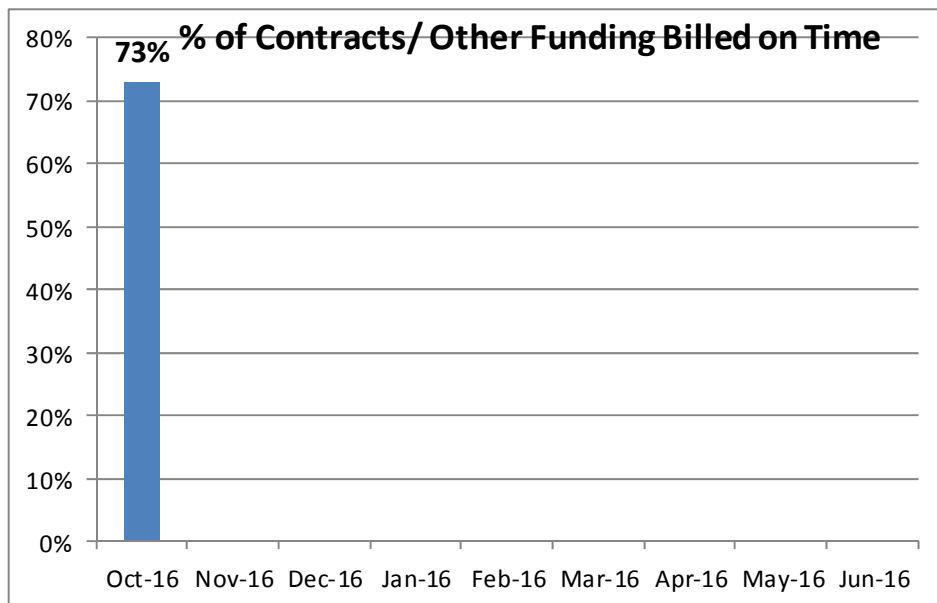
# Wasatch Mental Health Monthly Briefing Report November 2016

Over this last month, the Executive Committee has worked on rolling out the recommendations of the recent comprehensive salary survey. We presented the recommendation to the Authority Board during the October Meeting, and we are very appreciative of the support from the Authority Board. About 60% of our employees will be affected by the survey, and implementing and communicating the results to all employees is a logistic challenge. Our plan is to distribute personalized letters to all staff notifying them about the process of the salary survey, whether they are affected and how. We also made a change to our 401K/457 contributions which will also be communicated to all staff eligible for benefits.

With the mild weather, our Payson building process is progressing well and on schedule (at this time!).

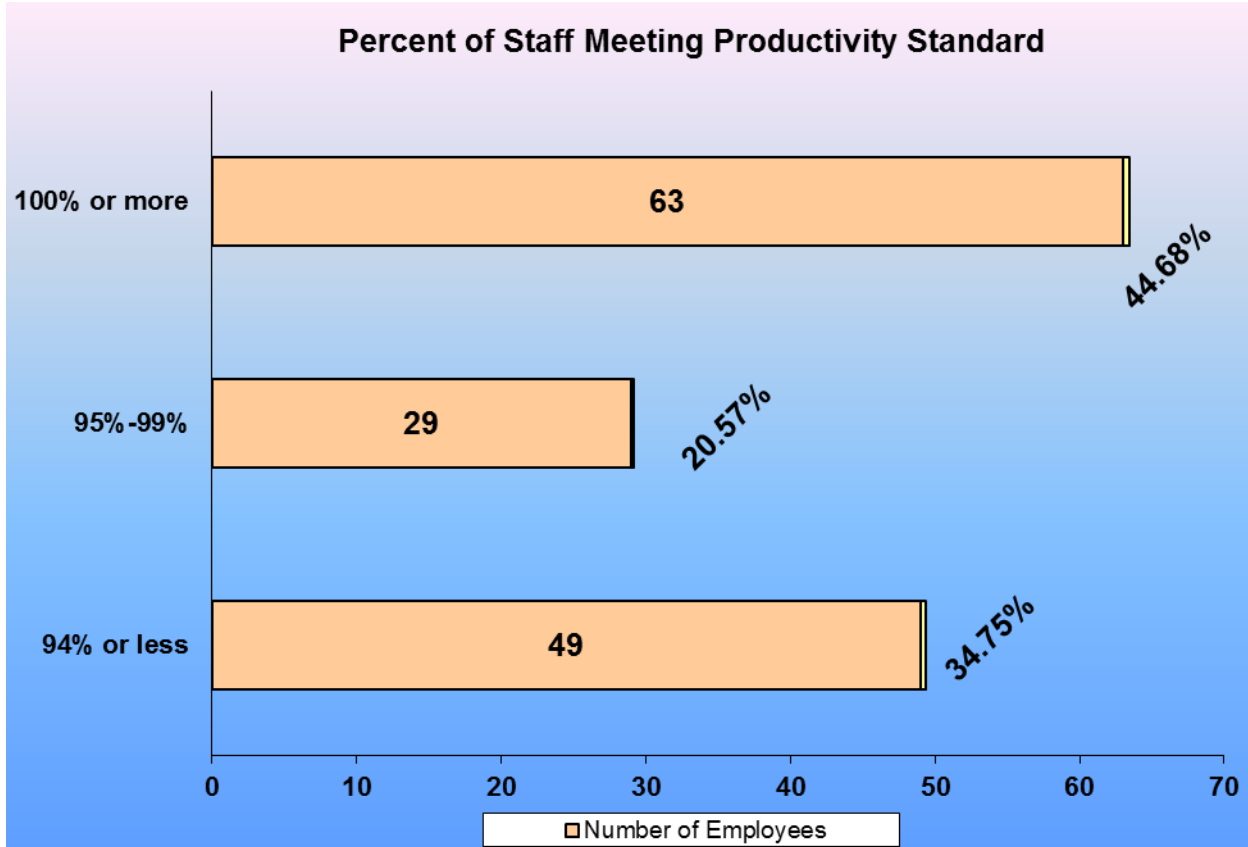
As a new performance indicator we started to track more closely the timeliness of our billings to various contracts. This will be rotated into the reporting structure on a quarterly basis (nut tracked monthly).

The following graph depicts the timeliness of contract billings as of October 31<sup>st</sup>, 2016.

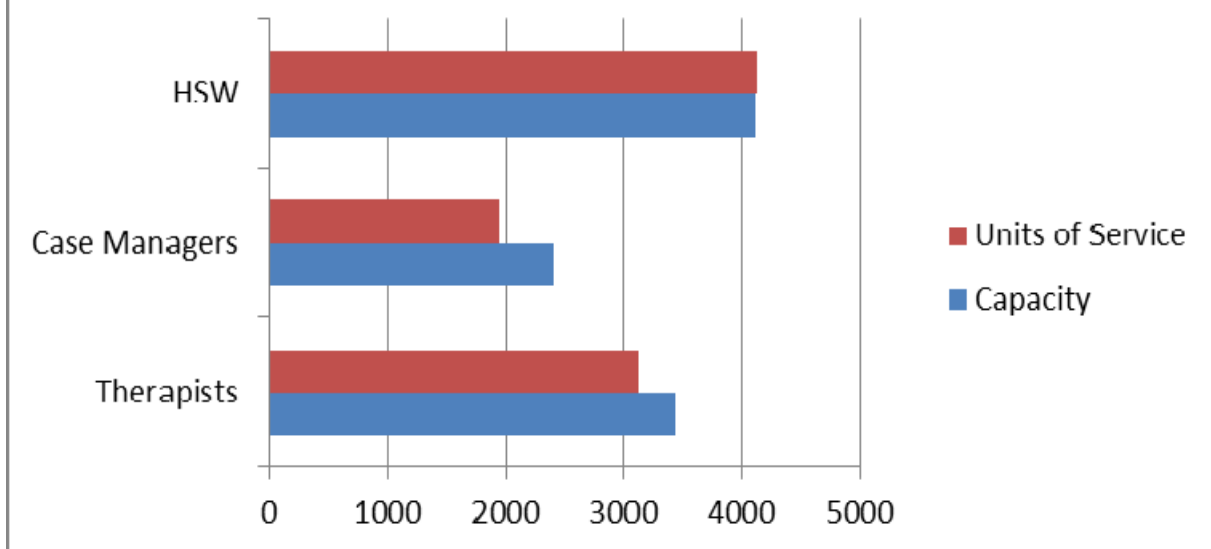


# Children and Family Services Division

## Performance Indicators



## CYF Division Productivity October 2016



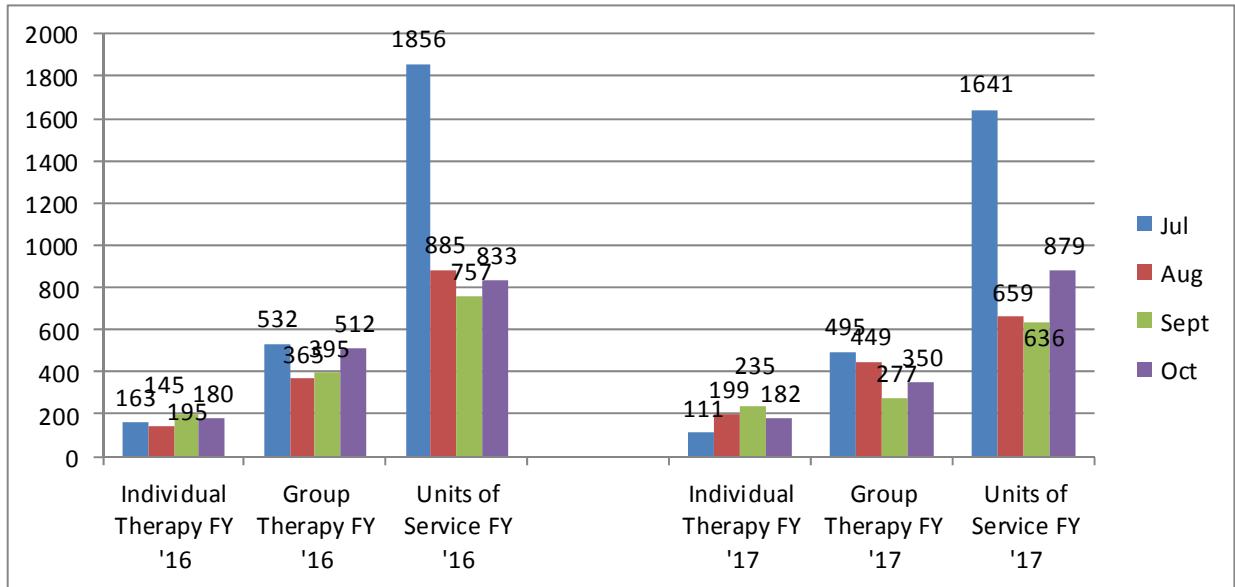
### **Highlights**

- The month of October was a busy one for Grandfamilies. Maddy Talbert, Cari Gilbert, and Catherine Johnson attended a reception sponsored by the Salt Lake Children’s Service Society where they met and listened to Senator Orin Hatch speak about the Family First Initiative
- That same week the Provo Herald wrote an article featuring a family who are graduates of Grandfamilies of Utah County. This busy grandmother and grandfather are raising two twin two year olds and a four year old (all boys). The article was very complimentary of our program and gave us some great publicity.
- Giant Steps Christmas Program: Friday December 16<sup>th</sup> at **9:30 am** (Foothill Elementary)
- New Vista successfully works with the Provo School District ensuring that the youth are receiving an appropriate education. 2 Youth that attend Dixon Jr High with staff. 11 youth attend Independence High School.
- The final write up of the FYSB audit for Vantage Point has been received with one finding related to background checks for volunteers. We will submit a corrective action plan that outlines the steps our agency will take to bring the identified areas into conformity by the end of this month.
- PREP currently has 18 clients on our active list clients, those who are now in the program and we have approximately 21 who are getting screened.

### **New Vista Youth Services**

**OCTOBER REPORT:** In October we rebounded a little from September. Our total units of service  
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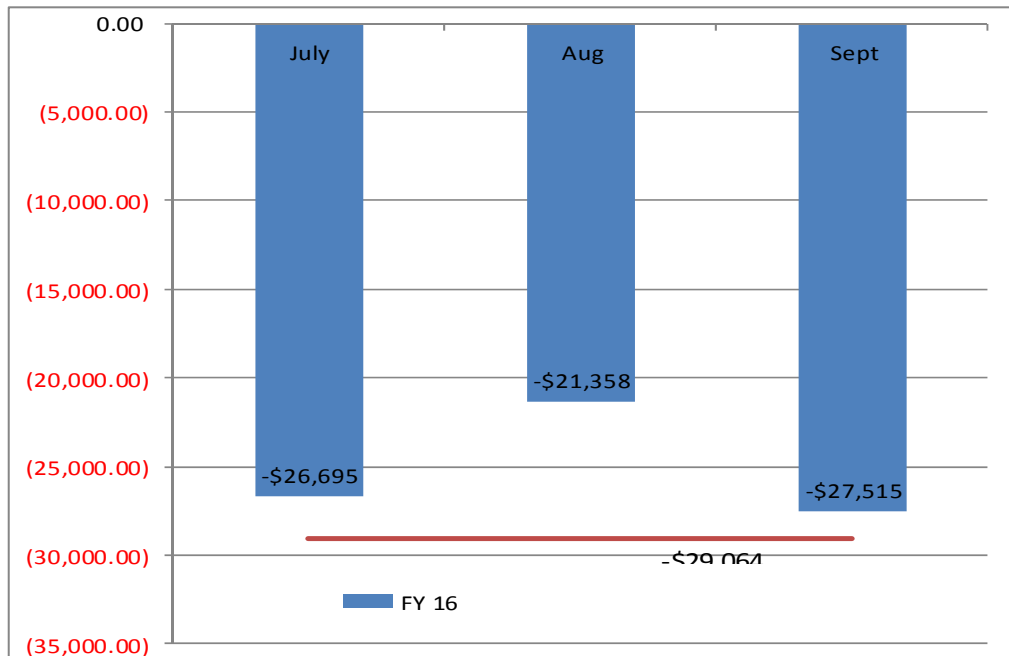
were up along with our group time. The total hours are reflective of YSD being up for this month.



Greg Robinson attended the first Utah Trauma Academy the first week of November. It was a week filling with information on various trauma issues and treatments and seemed to also focus on how we can become a more trauma informed agency/organization. It was excellent training and we are looking forward to implement some of the things we learned.

### NEW VISTA FINANCIAL REPORT

We continue the same trend in years past, we begin the year on a more positive note.



Number of OQ/ YOQs administered:

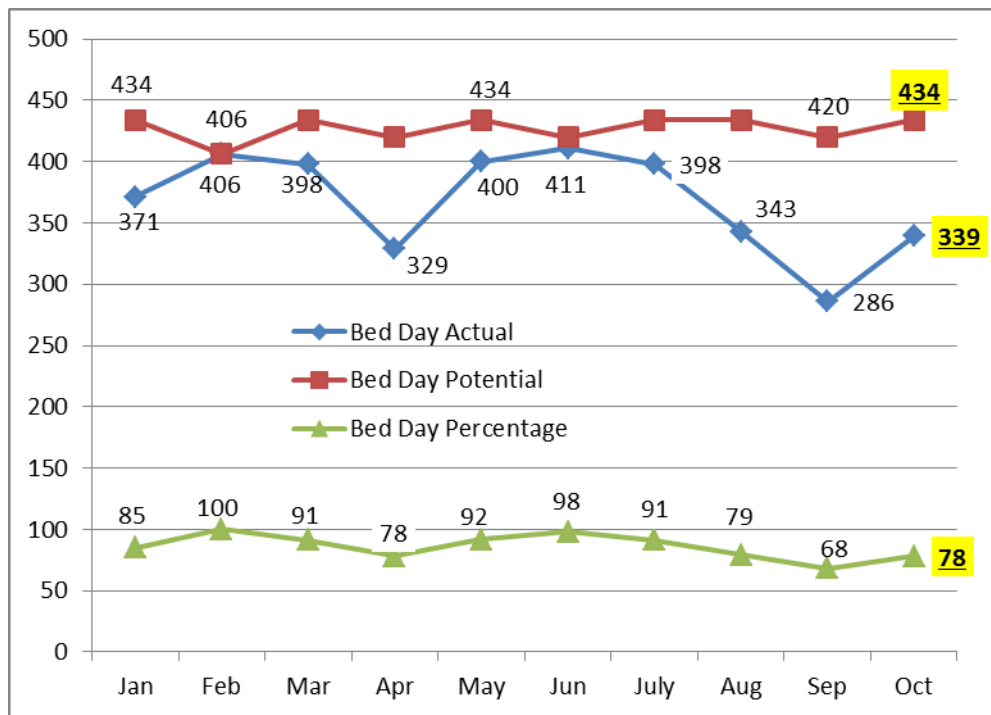
108

Number of unduplicated clients who completed an OQ/YOQ: 35

New Vista continues with YSD groups that focus on building healthy lifestyles for youth. The youth work on building relationships with each other that include problem solving and conflict resolution. Some of the YSD groups that New Vista is currently focusing on are: Assignment pass off group, Why Try group, Healthy Lifestyles group and a social skills group. The youth focused on learning about feelings, setting boundaries and cooperative game playing skills. They learned that it is healthy to have feelings and emotions. They learned that it is healthy as long as they express their feelings and emotions in appropriate ways. They continue to learn new DBT skills that can assist them in dealing with them in healthy ways. The youth focused on mindfulness and expressed how they could use those skills.

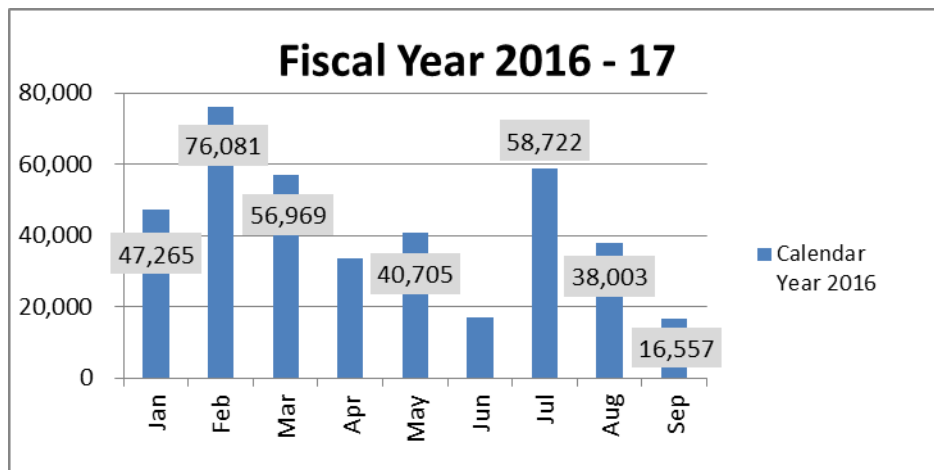
### Aspire Youth Services

**OCTOBER REPORT:** In September we hit a year low mark for residents after a couple of months without a referral. In October we saw several referrals come in and we increased our population from 9 to 13 girls. We are waiting for two girls to move out as they have been with us for over a year but seem to be difficult to place. We have a couple of other referrals we'll be considering in the next week or two. We have a new shed installed to help with our storage problem and will eventually free up one of our bedrooms, which we have been using for storage, which we can then use for a 15<sup>th</sup> girl as needed.



### ASPIRE ACADEMY FINANCIAL REPORT

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



We currently have 13 residents at Aspire and 2 new referrals for possible admission.

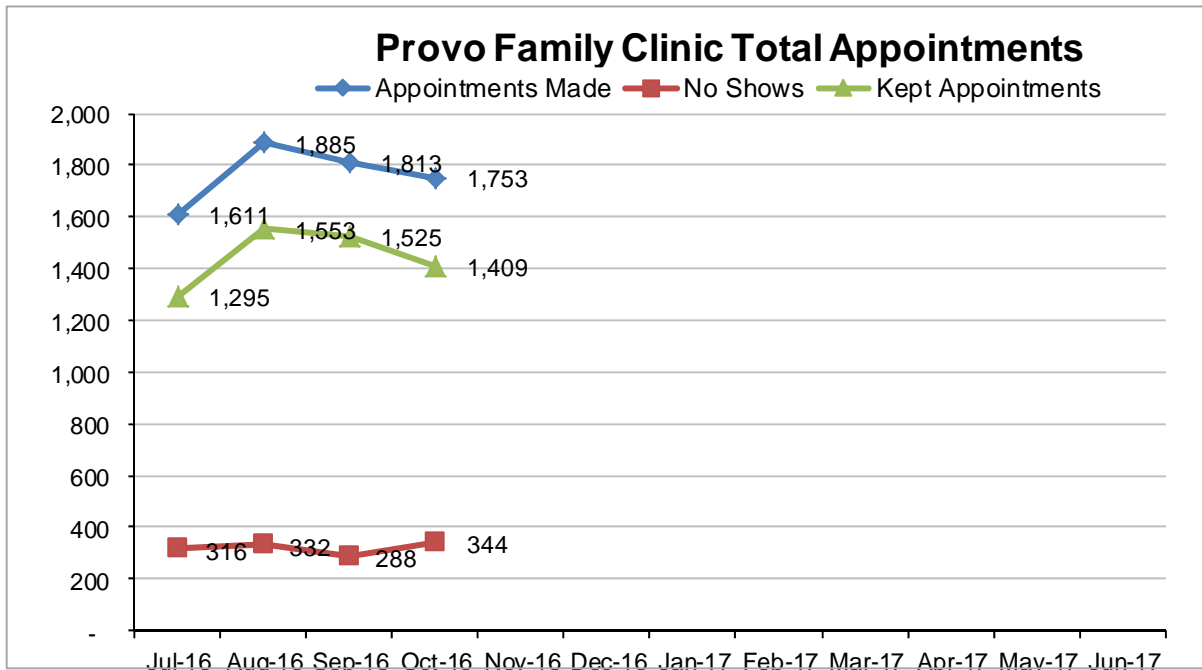
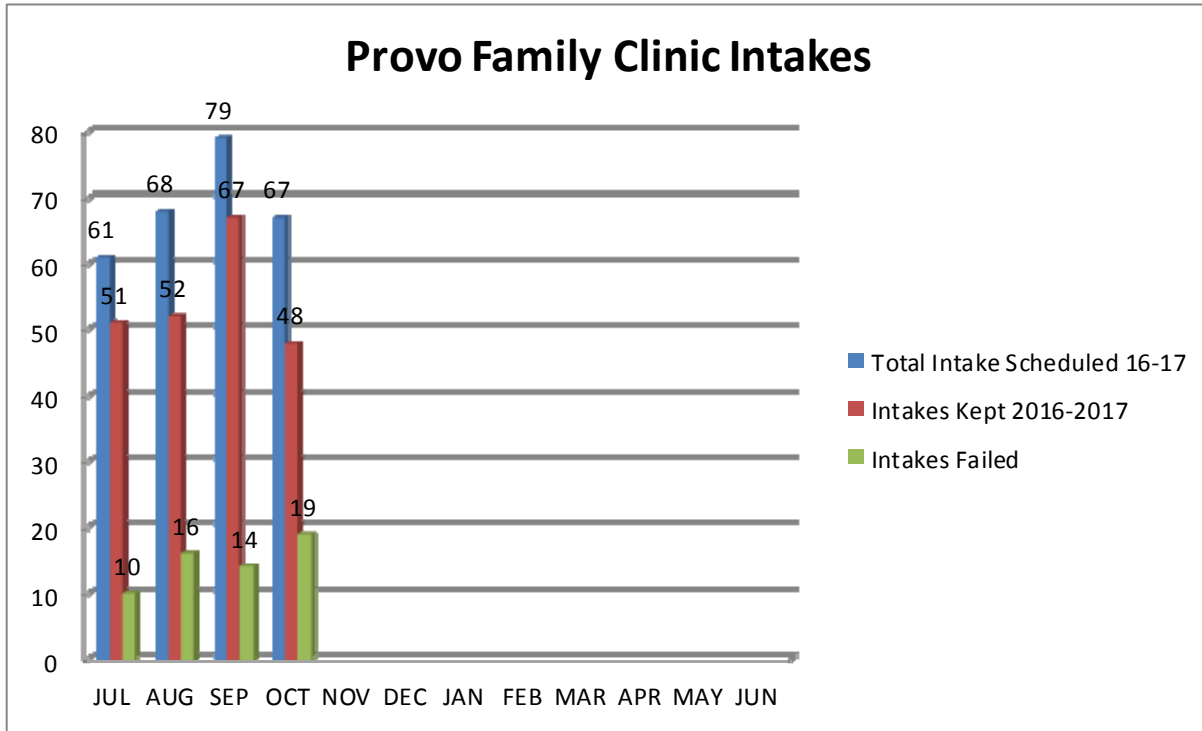
This past month, we have a lot of fun with off campus activities with the residents, such as hiking, a visit to This Is The Place State Park, and a Ropes Course.

This month we will be starting a variety of service projects in the community. For example, the residents will be making surgical dolls and assembling arts and craft kits for Primary Children’s Hospital, volunteering and visiting with residents at retirement/nursing homes, and cleaning up community parks. We want to teach the residents the value of service. “The best way to find yourself is to lose yourself in the service of others.” Mahatma Gandhi, 1869

The residents are continuing to progress in Therapy. We are working with the girls on their DBT skills, socialization, community skills, trauma, and developing healthy relationships outside of Aspire. Their schedule is pretty full with a therapy group each day, five days a week and Youth Skill development (YSD) groups every day of the week. We have been to providing a Seeking Safety group on the weekends. Seeking Safety is an evidence based program to help develop appropriate coping skills to replace the girls previous maladaptive copings which are unsafe and might include cutting, arguing, suicidal behaviors, fighting, or running away, to name a few. The girls seem to like this group.

Aspire has continued able to provide them with trauma focused care in a safe and nurturing environment.

# Provo Family Clinic



Total OQ and YOQ: 77 adult, 558 children, total: 635,

## Leadership/Allied Agency Participation/Initiatives/Success

Success Stories (from the PFC comment box)

9-23-16

“Ben is such a life saver! I don’t know what we would do without him helping our son and us learn and cope with our son’s autism. We had been through many therapists before and B. (our son) really never wanted to go to the appointments, but with Ben he looks forward to it every time!!”

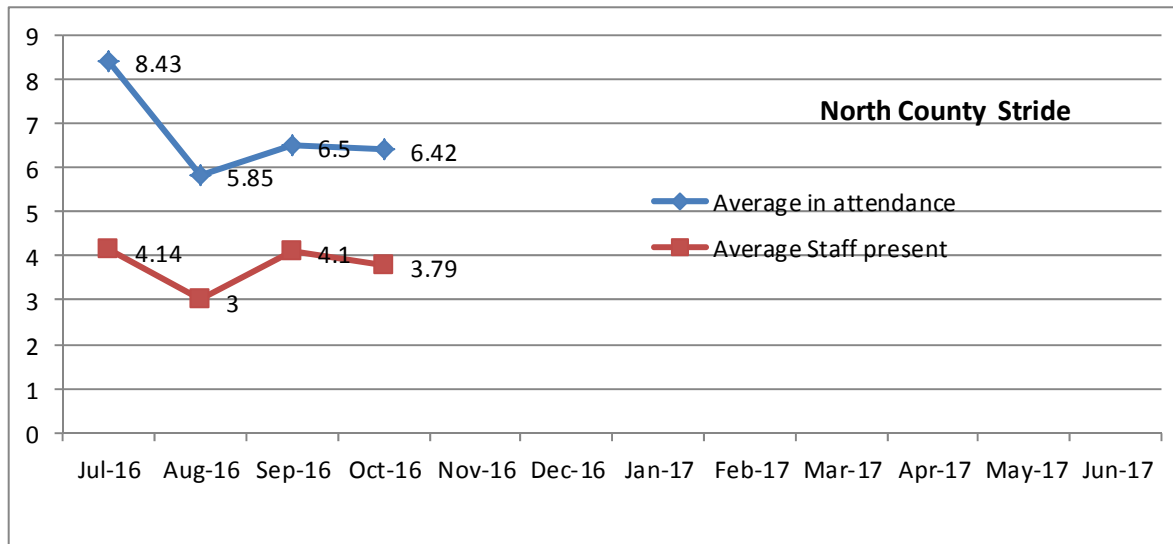
Initiatives

We have begun the BYU Y/OQ and clinical support tool study at PFC. It seems to be going well so far. It does take more time than we wish for new clients who must do all normal intake paperwork, plus a Y/OQ, plus a clinical support tool. But the Care Team Assistants have done a great job helping folks be positive about it. They are also doing a great job with communicating to the BYU students as to when they need to be at our clinic for a new intake.

**Financial Status:** Through September 2016 PFC’s budget a profit of: \$8,826

### Stride and XCEL-partial day treatment

Graphs of average attendance and number of staff present FY 16-17



**XCEL Younger Class**

Total Present:	Avg. Clients	=	7.16
Total Present:	Avg. Staff	=	4.42

**XCEL Older Class**

Total Present:	Avg. Clients	=	5.4
Total Present:	Avg. Staff	=	3.2

**Initiative**

North County Stride classroom did re-locate to Forbes Elementary in October as reported last month was the plan. It has been a very good success so far. Our new host (Principal Kim Jones) has expressed appreciation for our professional approach and clear communication. Our case manager in that class, Laurel Smith, was recognized specifically for her good work interacting with the school personnel.



### **XCEL highlights:**

- XCEL has seen an incredible change in one of its teenage female clients while participating in the program. The entire XCEL team deserves credit on her progress, because everyone has been involved with her offering constructive feedback, deescalating situations, having various breakthroughs, etc. Early on some of her behaviors included marked defensiveness, threatening others, verbal attacks, physical aggression, non-compliance, etc.
- We highlight yesterday's Group Therapy as an example of her gains. We paired off group members and had them create an original handshake. This client does not feel comfortable with physical contact, however, she effectively communicated her needs to her partner. With prompting from the XCEL staff this client and her partner proceeded to problem solve, find a solution, make a plan, and carry out that plan in a way to participate without having to make physical contact. She then requested to demonstrate their handshake which they performed masterfully. It was seemingly a small thing, but this speaks volumes to her progress, the effectiveness of the XCEL Program, and the great efforts from her and our staff to help modify behavior and produce the best possible outcome.
- The XCEL team has seen very few crisis situations recently. This seems to be attributed to the expertise developed by this team to redirect clients when there are in potential escalating situations. It happens on a daily basis and is such a regular intervention. Very recently one of our incredible staff members was able to step in between two clients to deescalate a situation and was successful.

### **Stride success**

- Today J. H.'s mom said "My child is a different kid! Stride has been really, really great for him" She said he loves the social interaction at Stride and has been doing great with managing his anger.
- "We recently had a child graduate from Stride and his family reported that they had seen a big change in him. He has started to express himself appropriately when upset where before he would just resort to hitting and/or crying/tantruming. They also reported that he has started playing with other kids and no longer stays on the sidelines as he used to. He will even initiate interactions with his peers which was something he rarely did before coming to Stride."

### **Financial Status**

Through **September 2016**, **Stride's** budget shows a profit of: \$36,402

Through **September 2016**, **XCEL's** budget shows a loss of: (\$7,645)

# GIANT Steps

## Highlights

- We held our annual Family Day in which extended family members of children in the Giant Steps program attended a training about autism and how to help their loved ones. Family members toured the classrooms and the event was very well attended.
- We held Parent Training nights on 10/25 and discussed techniques for effective toilet training.
- IEP meetings for all the children in the program finished. These meetings set behavioral, speech, and occupational therapy goals for the child and involve the families, school district special education staff, and our employees.
- Children and family members attended our October community development field trip to the Jaker's Pumpkin Patch in Springville.
- The Giant Steps waiting list currently includes 137 children, 42 of which have Medicaid insurance.

## Positive Reports from Families or the Community:

- A parent thanked us since she noticed that her child making transitions to different activities without tantrums.
- Another parent stated that her child is signing simple requests.
- A child who eats very few different foods is responding well to our eating program and has begun eating new fruits.

## Upcoming Dates / Events

- Giant Steps Christmas Program: Friday December 16<sup>th</sup> at **9:30 am** (Foothill Elementary)

**Note:** The Christmas Program time has changed again.

## GIANT Steps Volunteer Hours

Community Volunteer Hours: **156 hours**

GIANT Steps Parent Volunteer Hours: **338.75 hours**

Parent Volunteer Hours (FYTD): **451.25 hours**

**Service delivery Expectation:** 109%

**Current Month** – 5017.25 units of service were provided to Giant Steps clients/families.

**Financial:** Year-to-Date Income Gain (Loss) – (\$19,774.09)

## Vantage Point

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

The final write up of the FYSB audit has been received with one finding. “Human Resources – with background checks for volunteers”. We had discussed this with the auditor prior to his leaving and we are hoping that the back ground checks that the students get from their university will be sufficient.

We need to submit a corrective action plan that outlines the steps our agency will take to bring the identified areas into conformity and the dates by which the corrections will take place within the 30 days of receiving the finding which was **10-28-16**.

### **CY FAST- Respite**

CY FAST is continuing their efforts with a drop-in Respite time at PFC. We have had some successes, and will continue to offer the service. We received some feedback from the clinic that we should advertise more so we will continue to do that. We are hoping that as we become more consistent with advertising and offering the service, that it will be used more.

CY FAST currently is serving 65 ongoing cases. 23 FRF cases. 53 new clients total for the month.

### **PREP (Prevention and Recovery for Early Psychosis)**

We now have 18 on our active list clients, those who are now in the program and we have approximately 21 who are getting screened. The entire team and Catherine Johnson participated in On-Track Training on October 26<sup>th</sup> and 27<sup>th</sup>. We participated with the other FEP/ PREP teams from Weber Human Services and Davis County.

It was very useful and clarified things for us particularly who to accept into the program and to have a clear age range for treatment. Right now we are sticking with 16-24 year olds. We learned about team member roles and reporting data. On a weekly basis, we use our staff meetings to track each individual active list client as well as the clients on the tracking list. This we patterned after the group in Oregon. It is consistent with what we learned from the On-Track team as well.

We have been working on being diligent in not letting client “slip through the cracks” and trying to ensure continuity of care. We make sure that we address the issues that come up and learn from them. The idea is to have a smooth transition in and out so the client needs are and feels supported the entire time whether they are accepted into the program or not. If they are opened into services, they will participate for 24 months where we will track and provide ongoing services through PREP.

**Number of total unduplicated clients served last month: 55**

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

### **Excellence in Mental Health Care:**

**A parent reported:**

*“Back on April 1, 2016 my son got into trouble at Lehi Jr High and I was referred by Alpine school district to get counseling for my son to get help and make better choices in life and make better friends.*

*We have been in counseling ever since and my son is progressing and doing better at making right choices and doing better in school. I'm very thankful for the grant that the district offered me to help with my son.*

*Wasatch Mental Health has been very helpful and considerate for my son's needs as well as mine. I want to thank you for all your help and continuing doing counseling for my son and getting him all the help he needs."*

**Another parent wrote regarding the therapist, Kellie Byars:**

*"It is my pleasure to write and tell you of the excellence in service and instruction we have received from AF Clinic counselor Kellie on your staff. She has made all the different in my son's progress and kept us coming back to Wasatch Mental Health.*

*Her positive and upbeat personality put my son (now age 13) at ease from the first appointment. Her vast knowledge and training has been vital to my son's progress these past 10 months and he has made significant progress under her supervision and guidance. Kellie has a new technique and idea for homework each time we go—we come away with something tangible to work on.*

*She has a very special gift in being able to relate to others and put another at ease. But most admirable is her unique ability to validate, encourage, and keep a neutral stance. It is incredible. I have never in all my own psychology classes and financial counseling experience ever seen anyone reflect back and validate so beautifully and effortlessly as I have seen Kellie do session after session. She is also brilliant in the way she is able to keep a neutral stance in the session and articulate both sides of the issue to help my son and I see each other's point of view when negotiating. The result is a safe environment, peaceful outcome and more connection made between my son and I.*

*Every time we leave her sessions, I feel empowered to do better as a person and as a parent. My son, who often comes into the session sulky and moody, leaves happy as a little puppy. We feel encouraged and strengthened because of her kindness, empathy, cheer, and knowledge. She helps us apply those skills that she teaches us in a way that is not overwhelming, but very doable. Kellie helps us feel we CAN do it. Because of her—it is not just an appointment that must be kept—we truly look forward to coming each time. We know we will come away with better skills because of her positive, kind nature and her training/knowledge to help us.*

*One of the assignments my son was given was a gratitude journal—three things every day. On the days that he sees Kellie, her name is written in his gratitude journal. That is my feeling as well. We are so thankful for the services WMH provides and so grateful you choose to have Kellie as a counselor. She has made a significant difference in our lives due to her unique gifts as a person and her vast knowledge and experience.."*

**# of total clients served last month:** Total: 660 Adult: 249 Youth: 411

**Number of YOQs/OQs administered:** YOQs: 408 OQs: 296

**Unduplicated number of YOQs/OQs:** YOQs: 244 OQs: 159

## **Providing Excellent Customer Service**

Bryant Jenks, Program Manager, presented to Skyridge High School’s administrators and the school counselors on School Based Services and other Wasatch Mental Health services.

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

### **Excellence in Mental Health Care:**

#### **Words from our clients or the guardians of clients:**

“We met with Lynette Beard, she was courteous and very helpful. She was obviously concerned to help us with the issues with our son and was very good with him. She made some excellent suggestions and pointed us in some new directions.”

#### **Another said:**

“My experience has been wonderful. Staff are friendly and considerate. I love the DBT group, it has helped me learn many skills to make my life wonderful! My therapist is awesome!”

**# of total clients served last month:**      Total: 319      Adult: 107      Youth: 212

**Number of YOQs/OQs administered:**      YOQs: 271      OQs: 296

**Unduplicated number of YOQs/OQs:**      YOQs: 182      OQs: 159

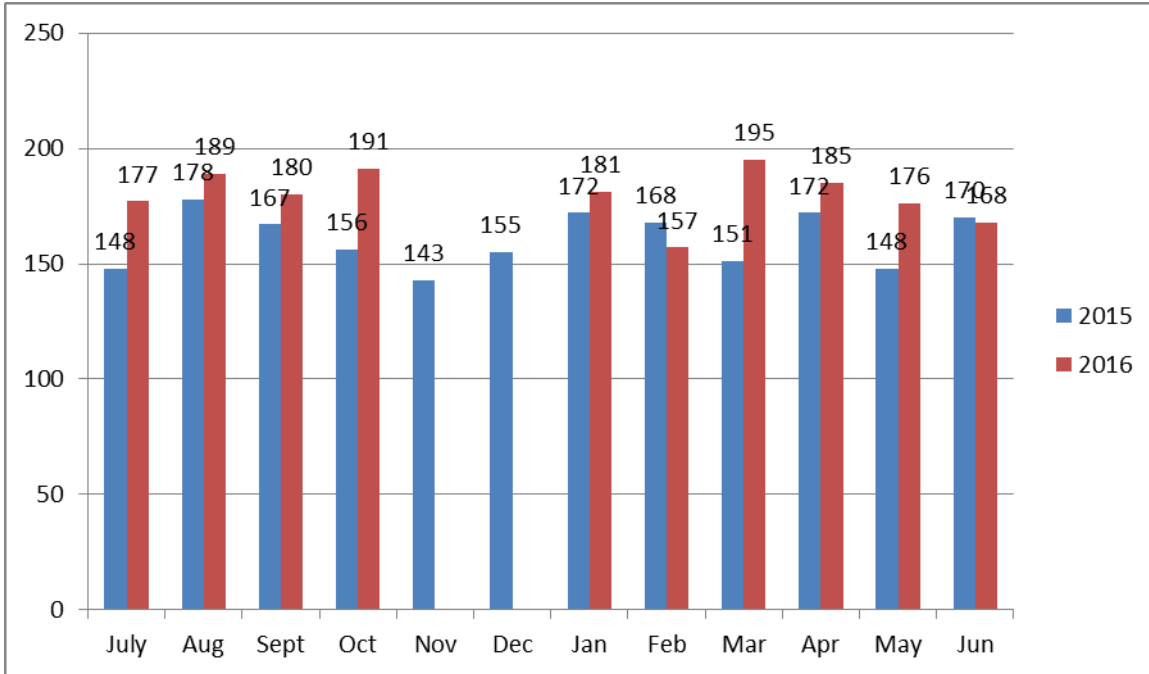
### **Acuity Based Care Implementation**

At one of our staff meetings, we discussed how to impact the 75% of clients who only stay 6 sessions or less. We reviewed how to look at the Client Utilization Profile of adult client charts. We talked about how to use the information to help how the therapists proceed with therapy.

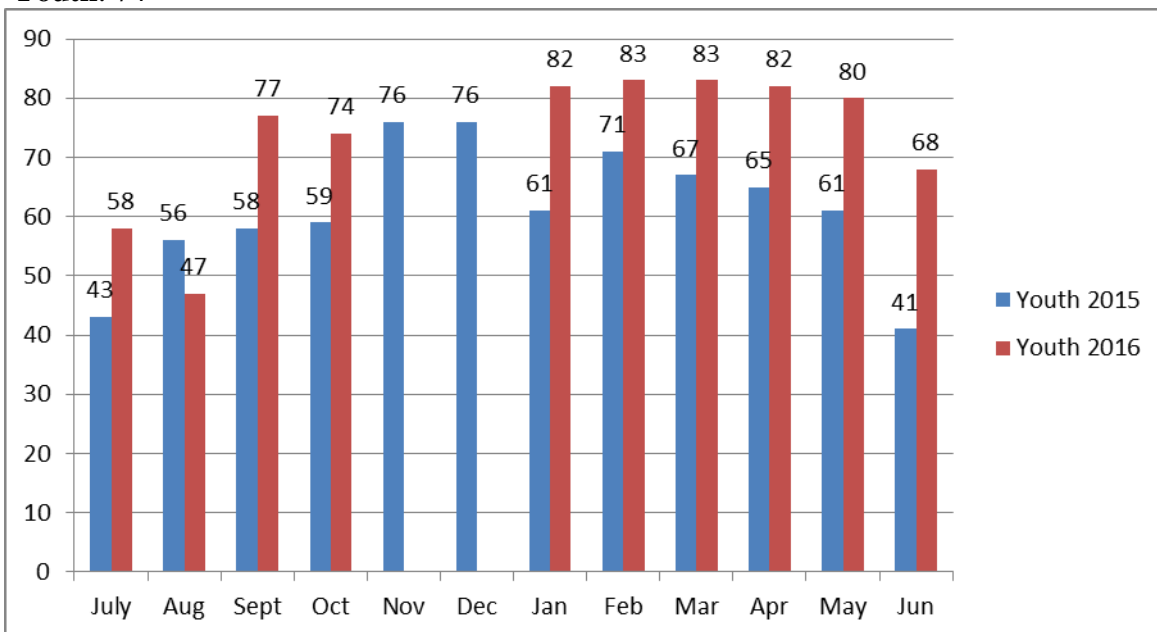
# Wasatch County Family Clinic

**Total Unduplicated Clients Served in October: 265**

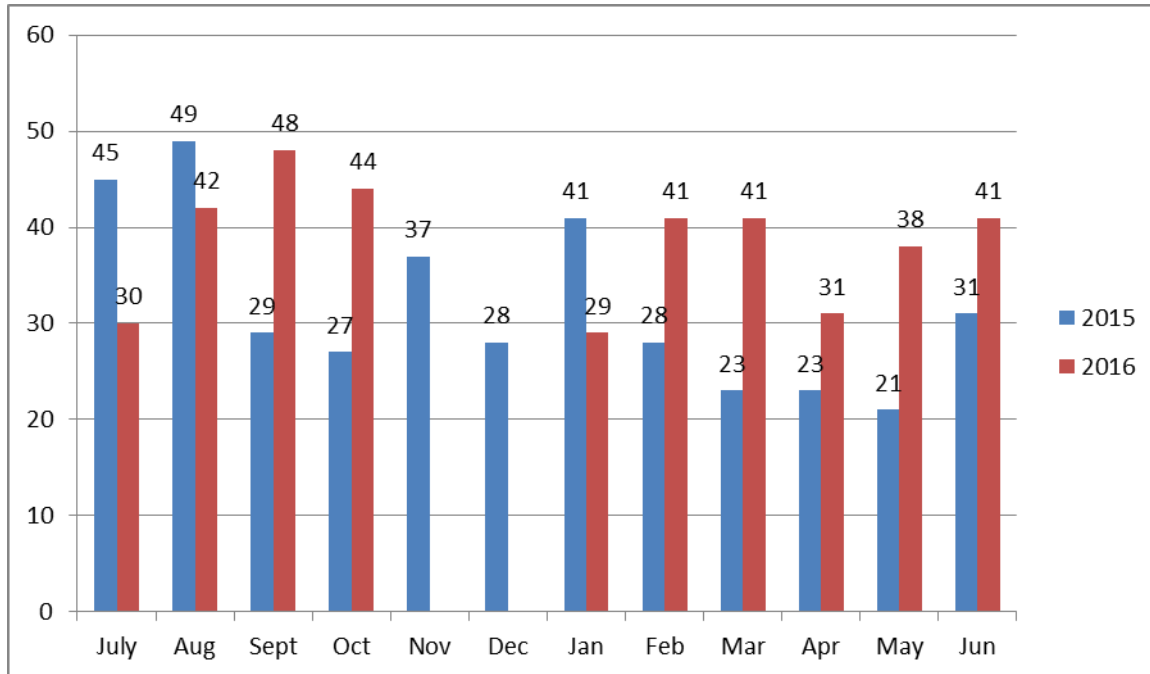
**Adults: 191**



**Youth: 74**



**October Total Monthly Intakes: 44**



**Number of YOQs/OQs administered:** YOQs: 79 OQs: 216

**Unduplicated number of YOQs/OQs:** YOQs: 53 OQs: 116

**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**

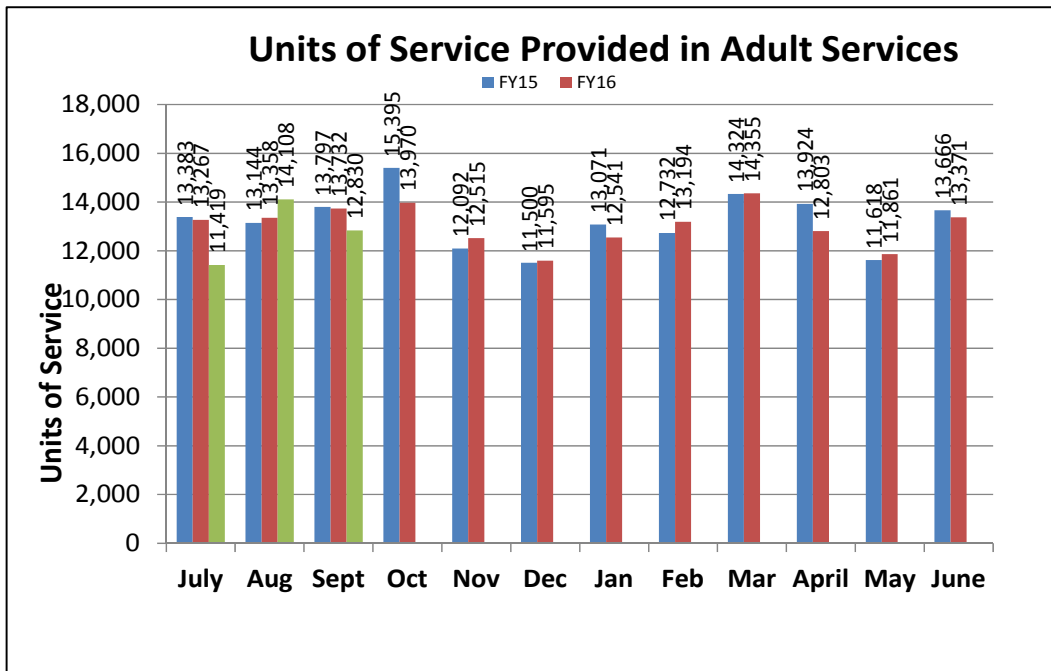
Training on suicide prevention and response was provided to a group of ecclesiastical leaders by our Prevention Specialist. Chief Booth reported that this was very well received and helpful information for them.

WCFC continues to participate with the development of a peer youth court targeting youth with charges such as truancy, tobacco and misconduct charges while at school. The intent is to divert appropriate youth to the peer court from Juvenile Court. The Heber City Police Department have been

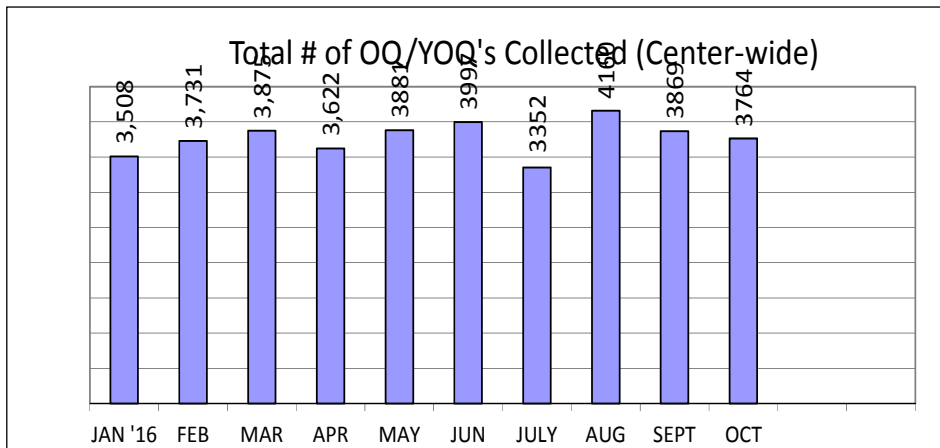
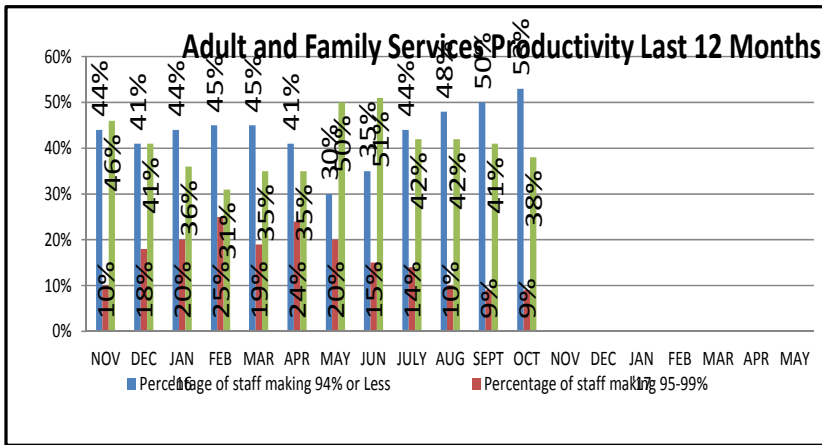
the head agency to pull this together. In addition to serving on the planning and advisory committee WCFC will be providing services to referred youth from this program. The target date for this will be February 2017.

One client success shared by staff this month was of a woman who began services here under a order of civil commitment. She also experienced multiple legal charges related to her mental illness and damaged her family relationships. She also necessitated rep payee services to help manage her money. She is now off civil commitment and is working full time. She has also now resumed responsibility for her own finances.

## Adult & Family Services Division







**OO/YOO Administration**

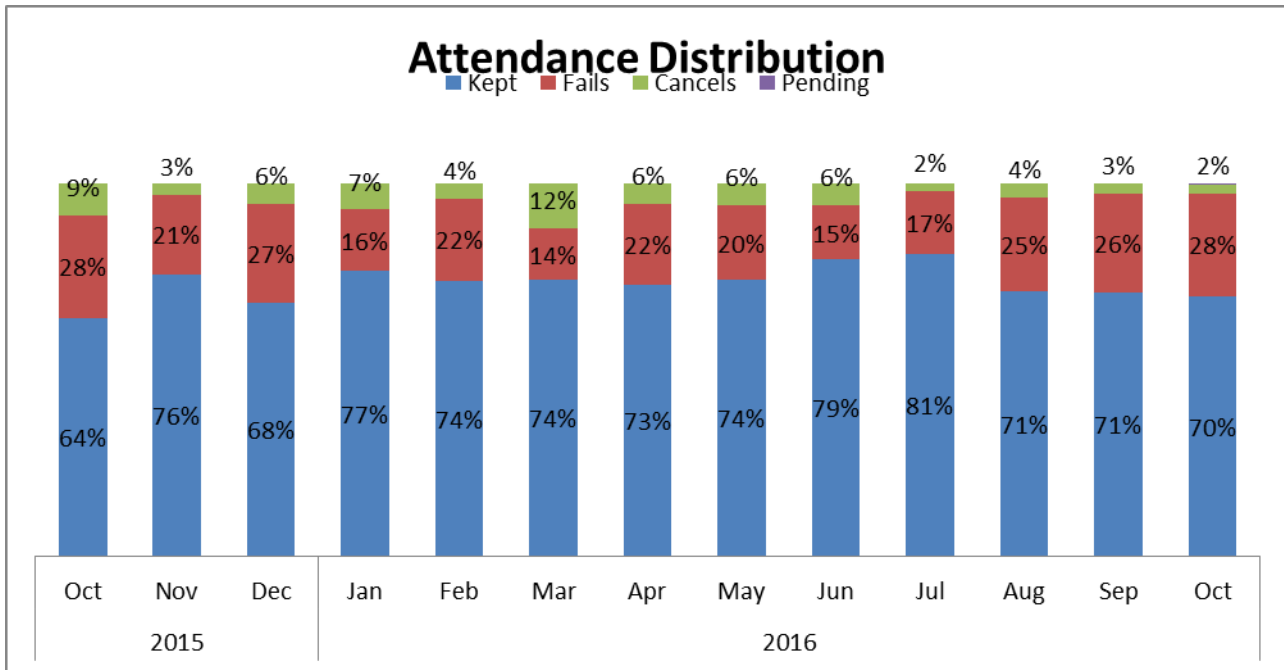
**Number of total unduplicated clients served last month:**

Adult Clients Served 2347  
 Child/Youth Clients Served 1452

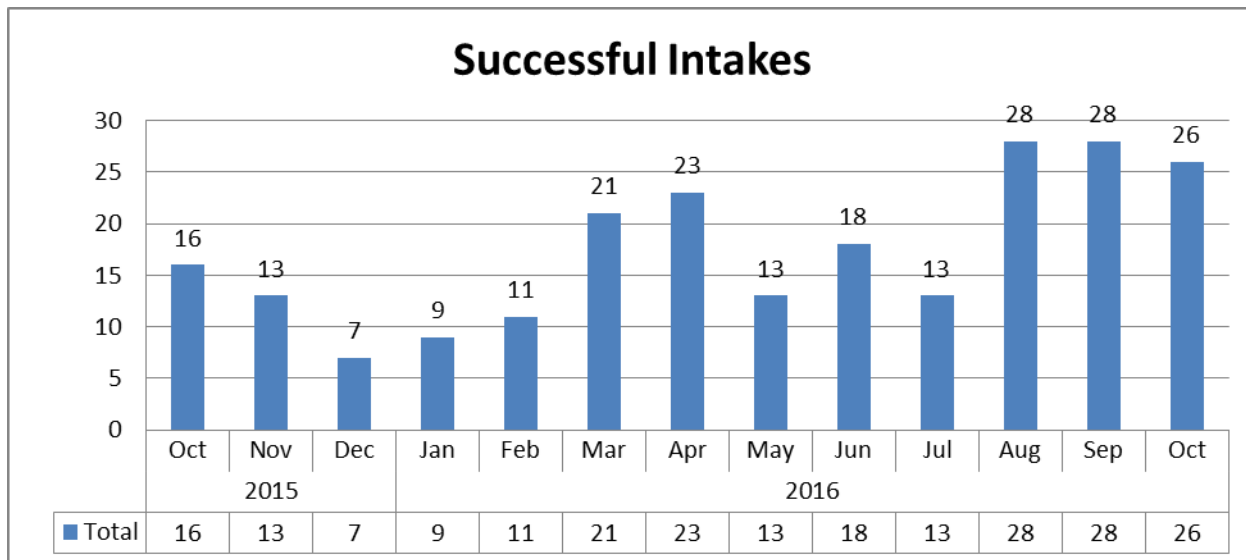
**Unduplicated Count of All clients Served at WMH 3799**

## 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

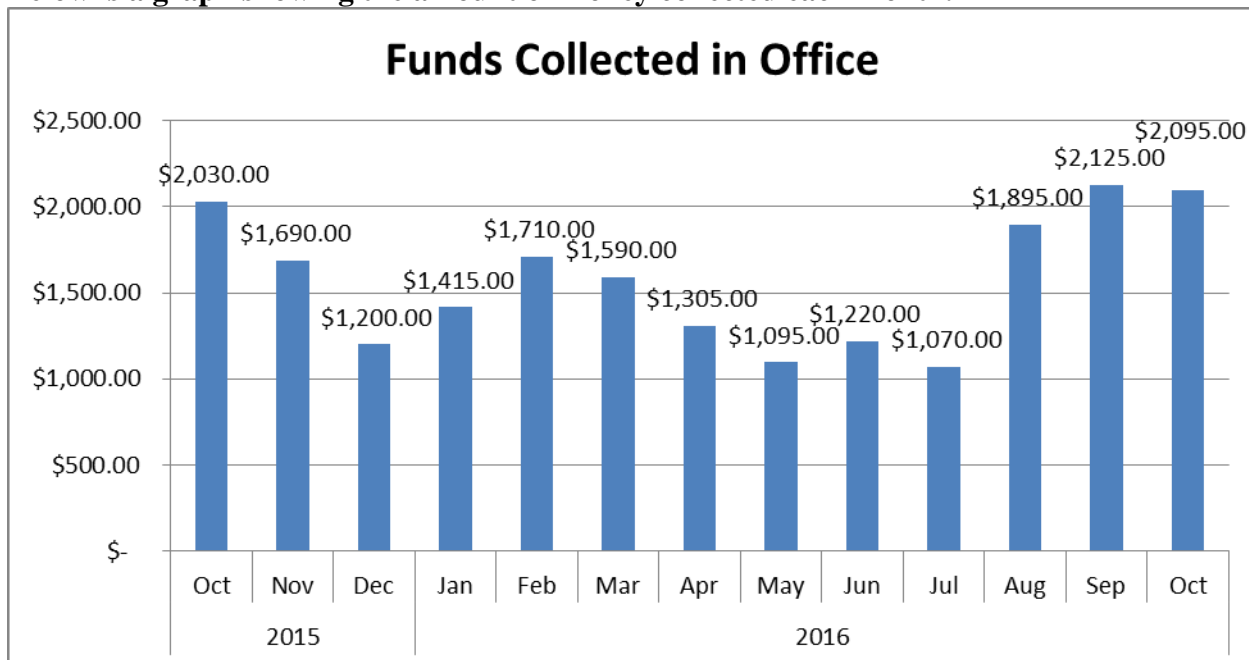
We are excited to report that we have successfully expanded our Mt Peaks clinic to the AFFC office. We have hired Bryant Jenks to work in that office 2 evenings per week. As of writing this report his

schedule is booked with new intakes through mid November and follow up appointments are being scheduled for existing clients who are being seen in Provo, but live in North county and would rather be seen in AFFC. As we see good follow through and success with Bryant, we will consider expanding with more providers as needed.

We have had some significant success with Molina Market place as they are advocating with their insured clients. They often call our clinic to schedule appointments for clients transitioning out of inpatient settings or others who are seeking counseling or psychiatric services. We have also noticed other sister agencies such as LSD family services or UVH calling to refer clients. We even have a specialty medical clinic who is calling to set appointments with clients.

**Financial Report:**

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

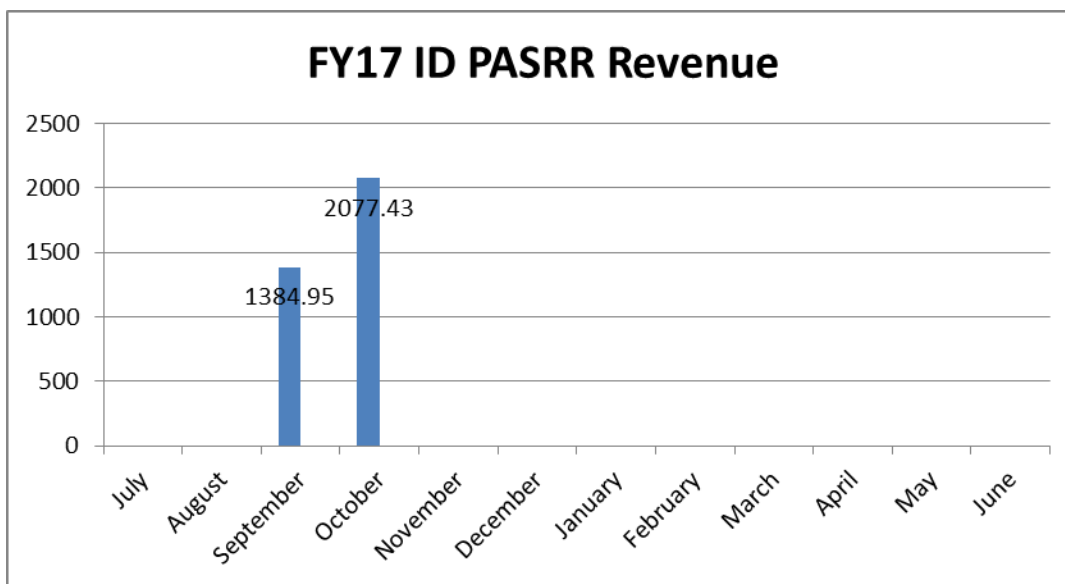
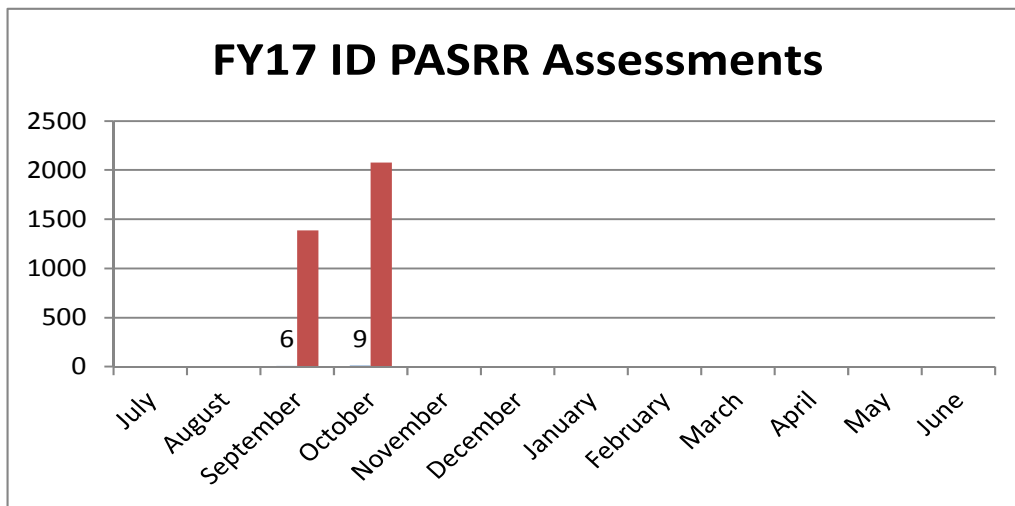


<b><u>Number of OQ/YOQs administered:</u></b>	51
<b><u>Number of unduplicated clients who completed an OQ/YOQ:</u></b>	32
<b><u>Number of unduplicated clients served:</u></b>	86

## Westpark Family Clinic Representative Payee Services

In October PASRR staff completed 68 PASRRs for a generated revenue of \$27,100.

WMH has obtained a new contract to provide PASRR Evaluations for individuals who have intellectual disabilities. In October PASRR Staff completed 9 IDRC PASRRs for a generated revenue of \$2,077.43. Below are two graphs that are being added to this report to track and see how many of these PASRRs we are doing and what the revenue for it is. WMH PASRR staff attended training in mid-October where they learned more about these evaluations and how to do them successfully and appropriately.



The number of OQ/YOQ questionnaires collected in WFC decreased slightly this month. WFC collected 642 OQ questionnaires during the month of October. This is down by 31 questionnaires from 673 in September. Of the OQs collected this this month, 382 were unduplicated, which is down from 411 unduplicated questionnaires last month. The number of daily administrations this October decreased to 30.57 per working day, which is down by 1.48 questionnaires per day compared to September.

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 16 out of 18 cases for a sample administration rate of 88.9%. 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 16 out of 16 cases or 100% of the time.

During the last quarter (beginning with the pay period starting on 7/24/2016 and ending with the pay period ending 10/15/2016), WFC staff with productivity standards achieved a total of 4,259.67 productive hours, which equates to 88.7% of the department’s cumulative productivity standard.

During the same period of time, RPS staff with productivity standards achieved a total of 1,018.37 productive hours, which equates to 95.5% of the department’s cumulative productivity standard.

The following are the numbers from our three Mental Health Courts

<b>Mental Health Courts in Utah County:</b>	<b>Number in the program:</b>	<b>Graduates:</b>	<b>New Clients Accepted:</b>	<b>Clients who dropped out or removed from program:</b>
4 <sup>th</sup> District Court:	18	0	3	2
Provo Justice Court:	11	0	0	0
Orem Justice Court:	2	0	0	0

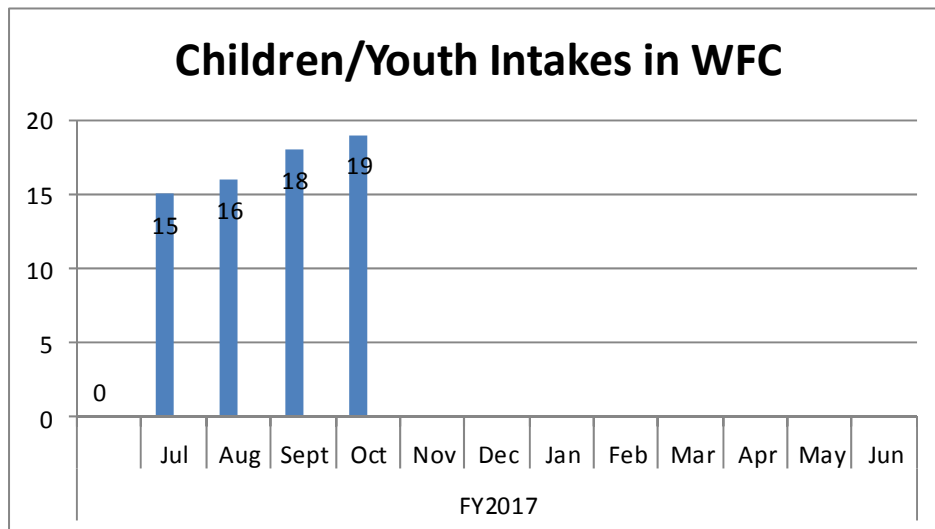
**Leadership/Allied Agency Participation/Initiatives/Success:**

Our success story for this month comes from one of our community partners. In September, Rebecca Cain requested that we have one of our DV staff participate with the UVU Clothesline Project in October. She asked that we have one of our Domestic Violence therapists participate on a panel discussion. We selected Sandra Wilkes to fill that request. Rebecca emailed the WFC Program Manager stating:

*“The project is going fantastically. We have already had 700 attendees and we still have a few hours left. The panel discussion was more than I could have hoped for. Our division's Vice President was very impressed with the topics that were discussed. Sandra was such an amazing addition to the panel. She brought such great insight and directions for the students, and faculty. We are very appreciative of your partnership with this event. I hope we can continue to partner in the future to help with domestic violence awareness. Thank you for everything, Rebecca Cain”*

Walk-in intake volume and utilization in WFC both decreased during the last month. During October, a total of 47 walk-in intakes were performed, filling most of the 65 available slots, for an average utilization rate for the month of 72.3 percent.

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. It is interesting to note that on November 1, 2016, WFC celebrated its first birthday. As of October 31, 2016 WFC completed 155 intakes for children and youth.



As was stated last month WFC staff are participating in the Evidence Based Clinical Consultation program WMH started a few months ago. As part of this model, clients are asked to not only take the OQ45 but at times to use the support tools offered with the OQ45. One of the five WFC participating therapists stated recently that scores from these tools from clients are giving her information that is causing her to think about her presentation and how she is coming across to clients. It is believed that this type of information can not only be helpful in influencing client outcomes but can also influence staff productivity.

In an effort to use these tools in October, we continued tracking client treatment progress as indicated by the Y/OQ within the clinic. On average, those clients who took the OQ-45 in the WFC this month had initial scores of 83.8 and current scores of 77.7, showing mean improvement of 6.1 points. Of these clients, 31% currently show improvement on the OQ-45 with 52% and 17% showing no reliable change and deterioration respectively.

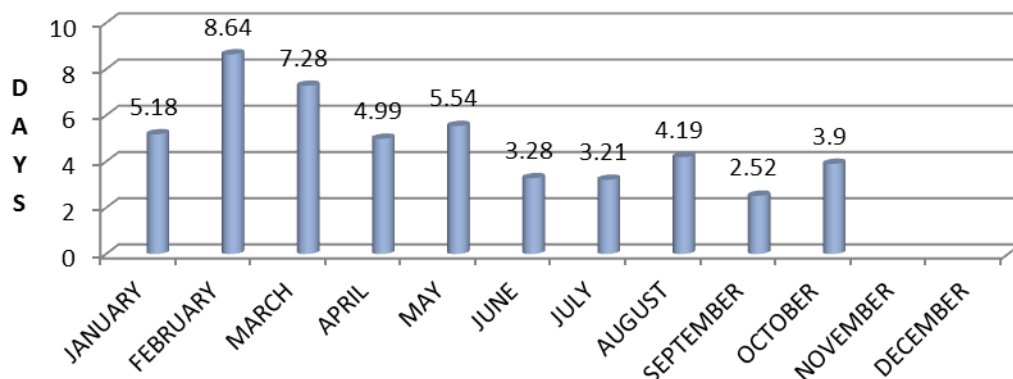
Those clients taking the YOQ-2 in the WFC this month had average initial scores of 67.5 and current scores of 50.7, showing mean improvement of 16.8 points.

## Wellness Recovery Clinic

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

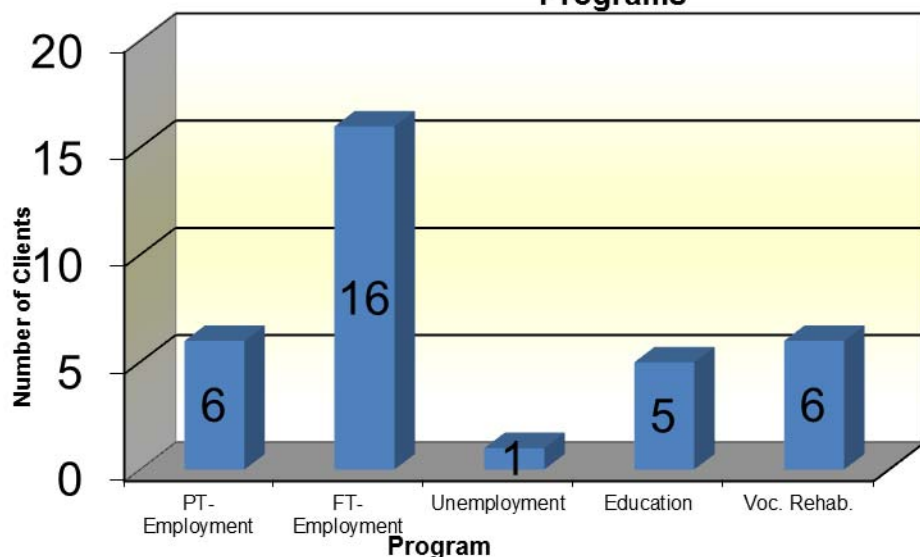
The average time between initial phone call and intake in the WRC is shown below. The exact number for the last month was 3.9 days from first phone or walk in contact to first appointment.

## WRC 2016 AVERAGE DAYS FROM CLIENT CALL TO CLIENT APPOINTMENT



**Below is a chart describing how many clients are either working or obtained educational benefits in FY 2017:**

### Number of Clients Working or Participating in Educational Programs



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

We continue to offer an excellent return on how quickly we are able to get clients into see a therapist for an intake. We have done some analysis on intakes scheduled from the UVH inpatient. We had 35 appointments scheduled in October and 22 failed. We make reminder calls but they are not responded to and those who did either made it or indicated that the time was not convenient or transportation was a problem. We are scheduling them within 3 days, usually for UVH, well within the agreed time of 7 days. We are working with our liaison to see if there are ways we can close that gap. We have started to offer the initial intake paperwork to be filled out while at the IP unit in hopes they may feel

connected and “in the door” for their follow up. We will continue to work with our liaison from UVH and our own WMH liaison for crisis to help with better follow through with the unfunded clients.

Below is a success story reported by a client and is therapist at the WRC. As a result of his treatment in WRC he has made these improvements:

We had a client begin therapy believing he could not work based on his history of getting fired due to having emotional break downs and anxiety attacks. He also felt he was not socially accepted and struggled with forcing friendships that would not work out in turn reinforce his beliefs about himself having negative effects on his self-esteem. He has now been working for 6 months and has gone from having emotional breakdowns at work to making friends with his co-workers and enjoying working over-time as his job is fun and he feels comfortable expressing himself openly. Socially he has made progress by not forcing relationships and being more open to socializing with group of people that have similar interests and beliefs verses trying to impose his on others. By observation, he has a lighter affect, smiles often and enjoys making jokes. He is happier and has hope for his future.

<b><u>Number of total unduplicated clients served last month:</u></b>	132
<b><u>Number of OO/ YOQs administered:</u></b>	261
<b><u>% of clients taking the OO/YOQ:</u></b>	81.8%

## Medical Department

Scott Taylor and Geri Alldredge brought their staffs together (care team assistants and nurses) to talk about starting a walk-in clinic at PFC. Scott then visited the Level 1 staff meeting to hear a discussion on walk-in clinics. He has gathered some good information from the discussions to get something launched at PFC. We are strongly supporting this in our individual and group discussions on the medical staff side.

Nurses are concerned that they still bill and chart differently across the center. We orchestrated another nurse note audit where they had a chance to look at a nurse outside their own area and then did a follow up discussion in a “Nurses only” staff meeting.

## Psychological Testing/Interns/Form 20m

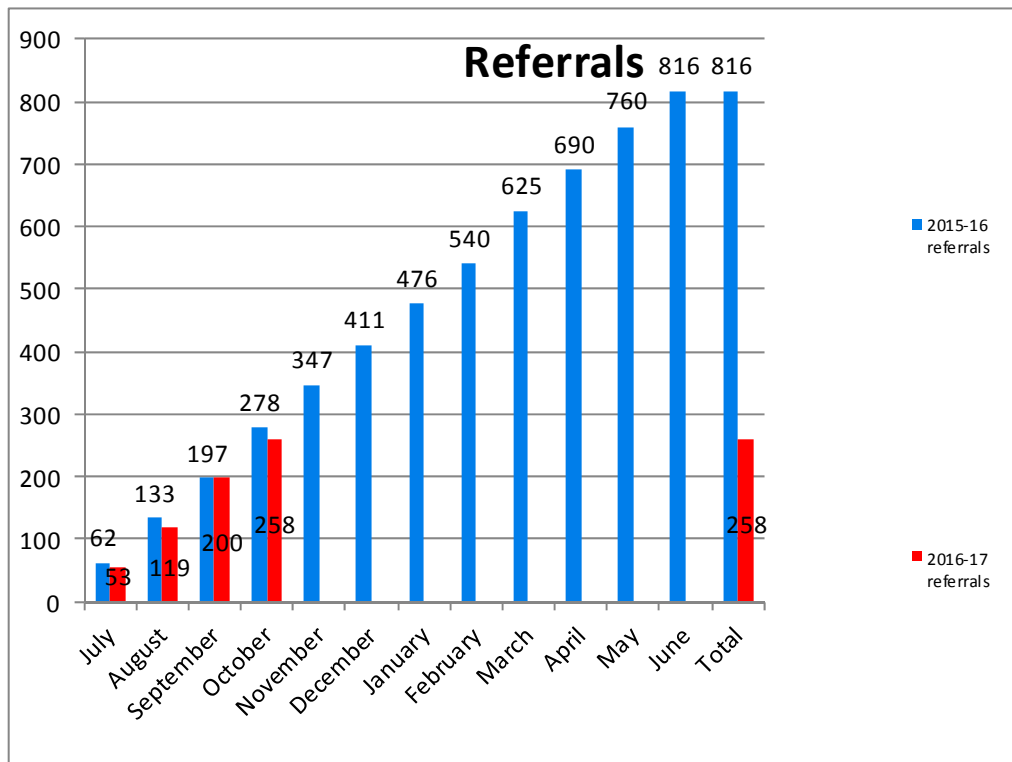
The psychologist internship application portal closes on November 7<sup>th</sup>. We have to screen applicants by the 14<sup>th</sup> to decide who we are inviting to interview. As of November 1 we only have 28 applicants. Luckily, many of them look like strong candidates. We are Skype interviewing December 2 and in person interviewing on the 9<sup>th</sup>. Match day is late February.

Lorraine was waiting for one last report to be completed from last fiscal year to finalize last year’s numbers. That report finally came in so below is last fiscal year’s numbers for the department.

We had a total of **816 referrals**,  
**229 referrals-referrals with conclusions other than testing**  
Total tested **547 referrals**



On average, clients next in line for scheduling have been on our wait-list for nearly 28 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. Report turn-around time for all reports received thus far for the fiscal year is broken down by licensure. For unlicensed clinicians, there is an average report turn-around time of 12.5 days, with all of the six unlicensed clinicians meeting the 21 day standard on average over the course of the current training and fiscal year. For licensed clinicians, there is an average report turn-around time of 9 with all four licensed clinicians meeting the 14 day standard on average over the course of the fiscal year.



EVL	EVLD	FT	FTC	Group	IT	PT	TOTALS
\$11,715.00	\$371.25	\$0.00	\$0.00	\$0.00	\$9,555.00	\$3,262.50	\$35,168.00
\$9,487.50	\$1,980.00	\$2,502.50	\$0.00	\$2,721.25	\$16,050.00	\$10,200.00	\$32,966.25
\$4,908.75	\$0.00	\$2,535.00	\$0.00	\$210.00	\$2,250.00	\$30,637.50	\$40,541.25
\$11,261.25	\$0.00	\$0.00	\$0.00	\$3,137.50	\$11,780.00	\$6,787.50	\$42,941.25
\$9,363.75	\$2,021.25	\$0.00	\$0.00	\$0.00	\$10,944.00	\$12,839.00	\$24,903.75
\$8,291.25	\$2,887.50	\$2,665.00	\$260.00	\$0.00	\$11,778.00	\$4,500.00	\$30,381.75
							\$176,520.50

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

## Outside Providers/Mountainlands

Summary---October's numbers are not accurate as we do not have the data for those 2 weeks as to how many scheduled appointments were canceled or failed. There was a definite decrease in the number of clients seen per day, dropping from 4 in September to 3 per day in October. We also had significantly fewer kept new client appointments, dropping from 18 to 6---22% of the kept appointments in

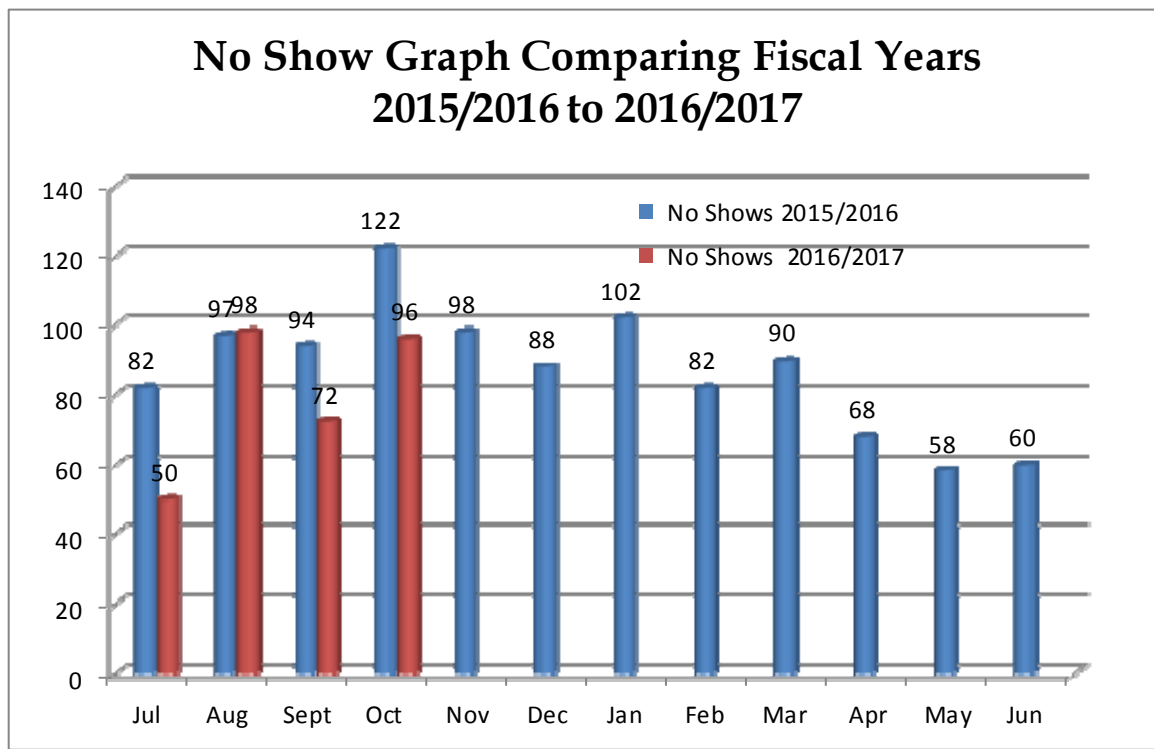
September as compared to only 10% of the kept appointments in October. If we look just at the percentages for the weeks in October that I do have accurate data on, 69% of appointments were kept (75% in September), 10% were canceled (7% in September) and 21% were failed (18% in September). This is more in line with the percentages in the months previous to September. November will represent a full year of collecting data, so I will work on a year's summary in addition to a monthly breakdown.

## Care Team Services

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

WFC care team assistants served roughly served 1,558 clients at the front desk during the month of October; we are not counting those who check in for case management services.

No show rate before and after implementation of walk-in clinics



**The following came from a co-worker in another department.**

“I had an appointment this afternoon with a client who is in a wheel chair. We weren't able to use the elevator to go to my office on the 2nd floor. The client needed to sign some releases of information so I asked Lori if I could go upstairs and start the releases and have Lori, or any care team assistant, help her sign it. She was so sweet and offered to help look up the information for the release herself and compose it with us right there. But, when we finished I said I would get my tablet from my office to try working with my client in the lobby. She suggested using an empty office in the back and helped us locate one. It was probably just a small suggestion to her, but a HUGE help to us. I was able to do SO

much with my client and got all that we needed to do accomplished. It was so, so helpful, and was a good example on how looking for little ways to help can be a big life saver to someone else.  
Brittany Manning, SSW “

## EVAC

Brent Crane, Director of the Food and Care Coalition, presented in October. He had good things to say about the partnership with Wasatch Mental Health. The passion he has for what he does is still shining bright after all of the years he has worked there. I was asked to present about CIT and/or Wasatch Mental Health in January.

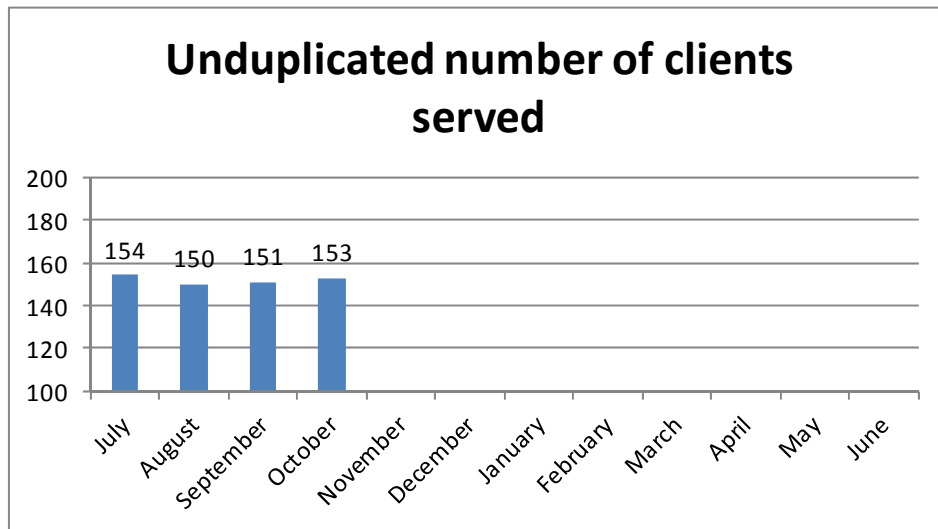
## NAMI

Craig Limb reported on the Frist Episode Psychosis program to the NAMI Board and Connections group. The program was well received by the NAMI crowd.

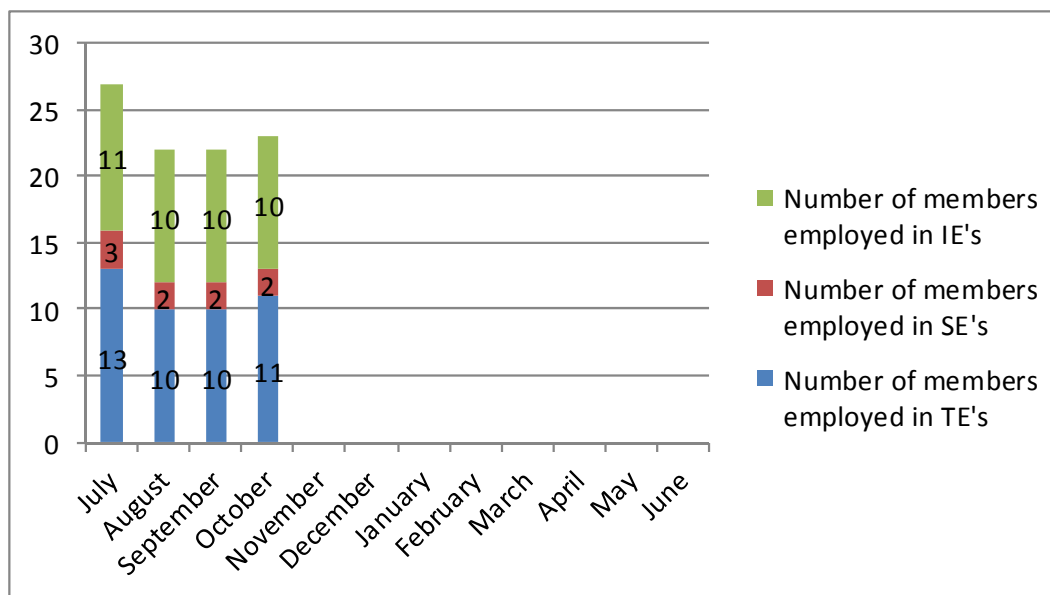
## CIT

The first independent/non-State sponsored academy will occur in November and will be hosted at NuSkin.

## Wasatch House



## EMPLOYMENT



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

Staff are challenged to make at least one referral for a TE presentation by the end of November and referrals are beginning to trickle in. The Advisory Board has also been challenged to bring in referrals. In October we were able to create 1 new TE and we have several promising opportunities at Dollar Tree. Other referrals continue to come in for staff to do presentations on the benefits of Transitional Employment.

2 Program Managers from DSAMH trained the Director and 1 staff on Individual Placement and Support, a Supported Employment model we are implementing at Wasatch House. They returned later to present the program to the entire Clubhouse at Clubhouse Rocks.

During our Clubhouse Advisory Board Meeting, Dean Barley, Ph.D. who is a member of the Board commented on how his neighborhood mobilized around a neighbor of his who was struggling with mental health issues. They did as much as they could think of to do, but the results were less than desirable for the neighbor as well as the neighborhood. He commented that they needed the professional services of Wasatch Mental Health and referred the neighbor there where they were able to improve in a way that was out of reach in spite of the many efforts the neighborhood made on this individual's behalf. This story highlighted for the rest of the Board the unique ability that we have as mental health professionals to be a force for change within the community at large.

**Number of total unduplicated clients served last month:** 153

**Number of OQ/ YOQs administered:** 42

# WATCH/CABHI/JRI Program

**Number of clients served in the WATCH Program: 123**

## Leadership/Allied Agency Participation/Initiatives/Successes

Brian Butler, LCSW , Program Manager was invited to attend a tour of all of the low income motels in the area with the County Commissioners, the Provo City Fire Chief, representatives of the Health Department and various officers of the City. The purpose was to survey the condition of the motels that serve as emergency shelter for individuals experiencing homelessness and interview some of the tenants there. It was a unique opportunity to discuss with a number of stakeholders the nature of homelessness in Utah County, the underlying causes of homelessness, and evidence based practices for addressing homelessness issues in communities including our CABHI program.#

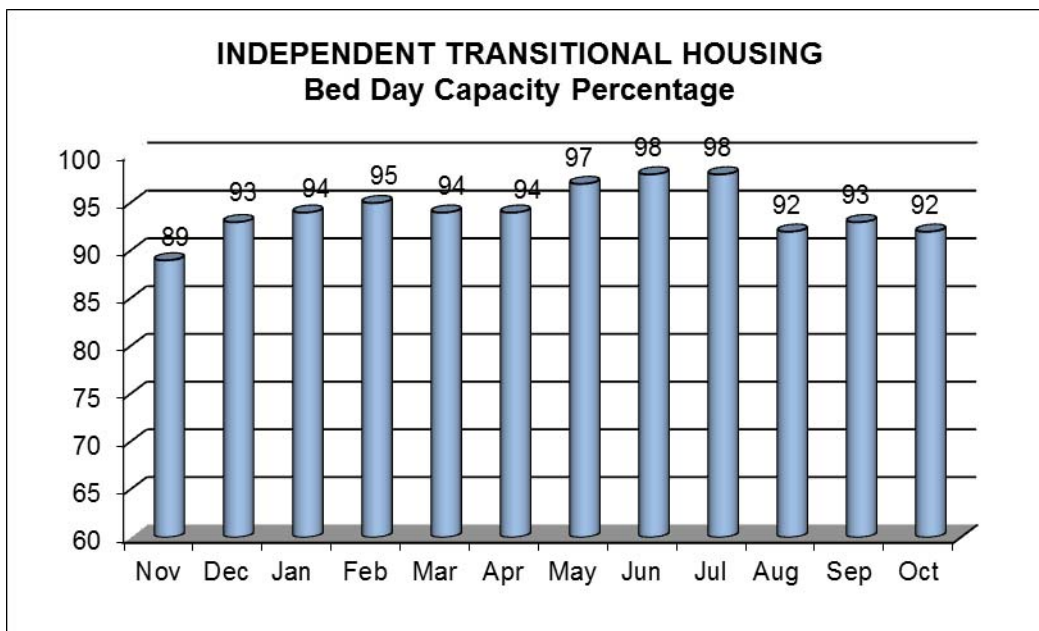
## Financial Report

In the month of October, \$1,935 was spent in EMERGENCY SHELTER. In FY17, we have spent a total of \$9,351 to house 22 unduplicated individuals for 193 nights of safe and secure shelter. The average length of stay is 8.77 nights per person. We have expended 28 percent of funds for 33 percent of the year.

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

41 of 123 clients served completed an OQ in October. 33 percent of clients served completed an OQ with each client completing an average of 1.53 OQ's.

## Supported Housing Services



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

We recently implemented Representative Payee Services \*(RPS) at South Campus for Alpine House and Supported Housing treatment (SRT). We are doing a test run where RPS comes to the South Campus bldg. and dispenses weekly budget money to the clients. There was some apprehension as to whether or not this would work as we talked about the logistics. We decided to try a small group which totals about 42 clients or so and it seems to be highly favorable for the clients. In this effort to make treatment and access easier for the clients, it seems to be working fairly well. We are appreciative of RPS for arranging the money and coming over to SHS to dispense it. We are hopeful that the clients will enjoy the service as well as the West Park Family Clinic will appreciate the reduced pressure on the RPS office as we disperse the service a little.

Sub for Santa is well under way as Jennie Reese is coordinating efforts with United Way. Alex Crist developed an online form that helped streamline the application process. We now have 255 applications available for filling. Jennie is assigning 102 clients to be sponsored directly through WMH, friends or community partners this year, the remaining 153 will be sponsored through the United Way efforts of Sub for Santa. It is an exciting project as we see so much generosity in our community, from inside our agency, church groups, community partners and corporate sponsors. As we come together under Jennie's leadership, we see heartwarming support and great things are accomplished. The end results are clients being supported in a very special way at the Christmas season.

Jennie Reese, Care Team Assistant, from Supported Housing wrote a nice success story on one of our clients:

“A client is sitting here talking to me. I have never had the chance to get to know his story. He's a pretty nice guy!

He said he grew up in Colorado and worked as a cook at a private cabin, but then he had his first psychotic episode. He ended up coming to Utah and was homeless for 2 years before moving to Alpine House. His family moved away from Colorado while he was going through all this. He said they weren't good people, but they were his only support system. He praised WMH for becoming that support system and is so happy to be living at Alpine House. He says he can't cook anymore because of the Schizophrenia, so Alpine House is the best place for him.

He has always been elusive to treatment and still doesn't attend Clubhouse very often, but a few weeks ago he came to me and asked to see a therapist. I was actually quite shocked and scheduled him to see Erin thinking he would never follow through. Since then he has been early to appointments every week. Today he initiated conversation with me and said that he really enjoys seeing Erin in therapy. I complimented him on his haircut and shave and he said he feels so much better because it was getting difficult for him to wash it appropriately.

It was really exciting to see him and have a conversation with him today! Sometimes our clients come across as scary and unapproachable, but he was really just waiting for me to show some interest in him. It was rewarding! I love my job!”

**Number of OO/ YOQs administered:**

96

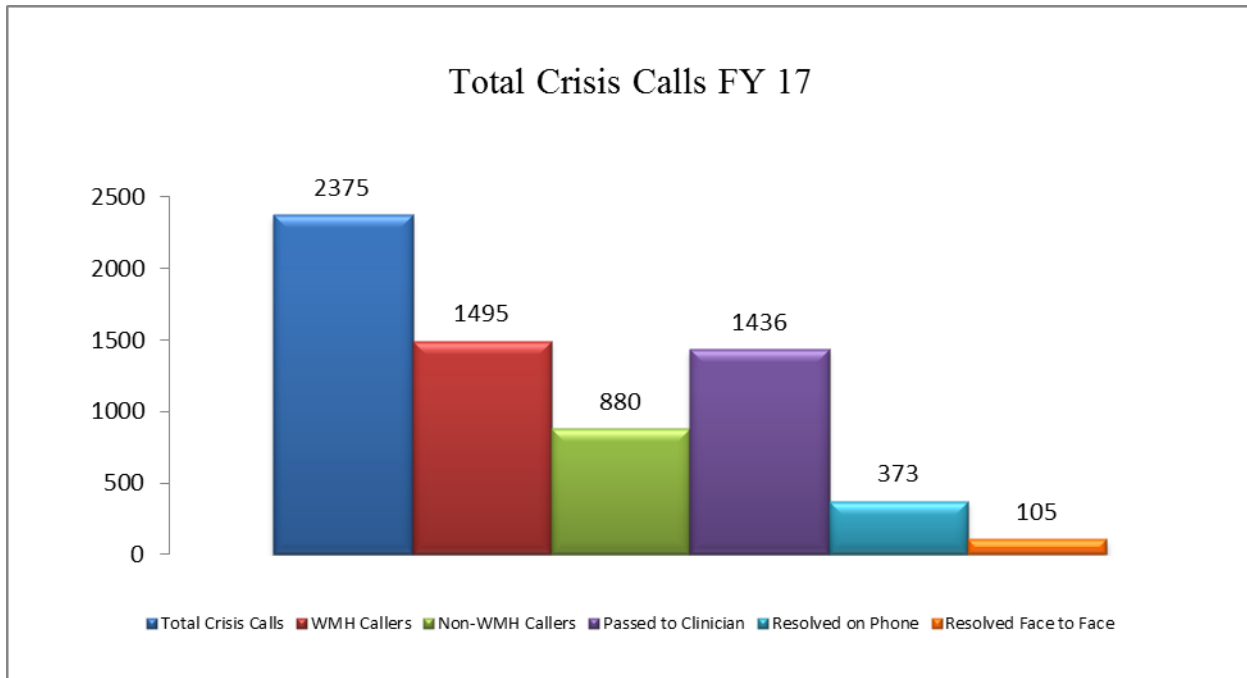
**Number of unduplicated clients who completed an OQ/YOQ:** 46

**Number of total unduplicated clients served last month:** 153

## **CRISIS SERVICES**

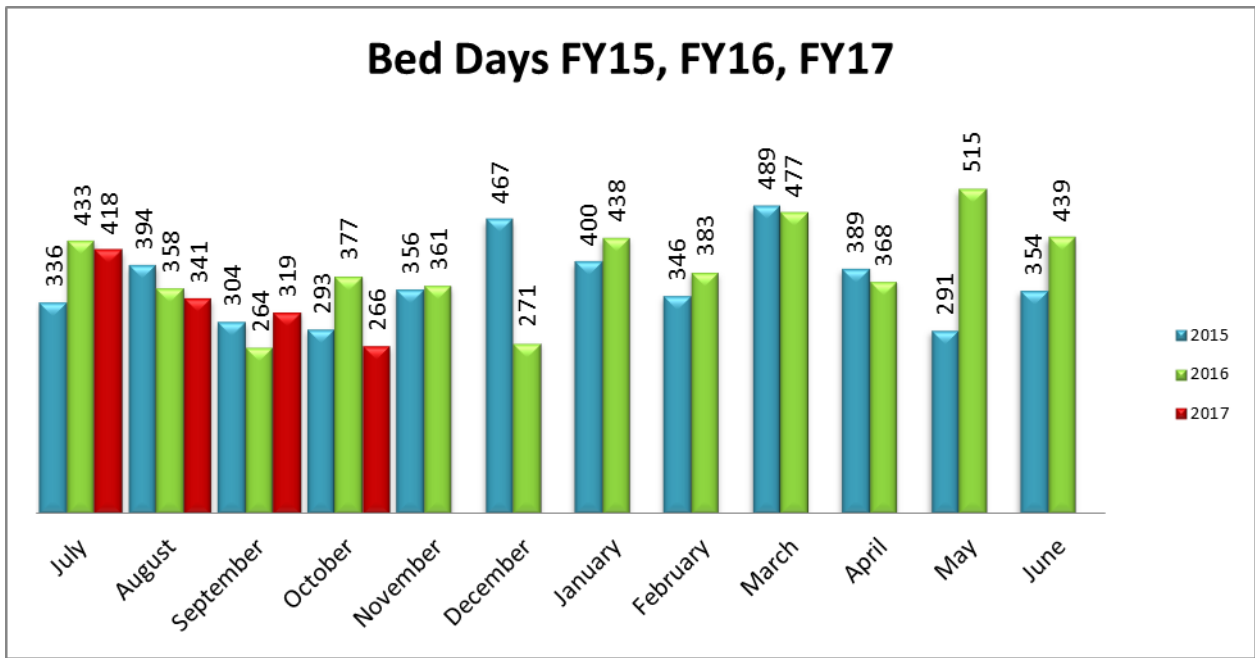
### **Crisis Calls**

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



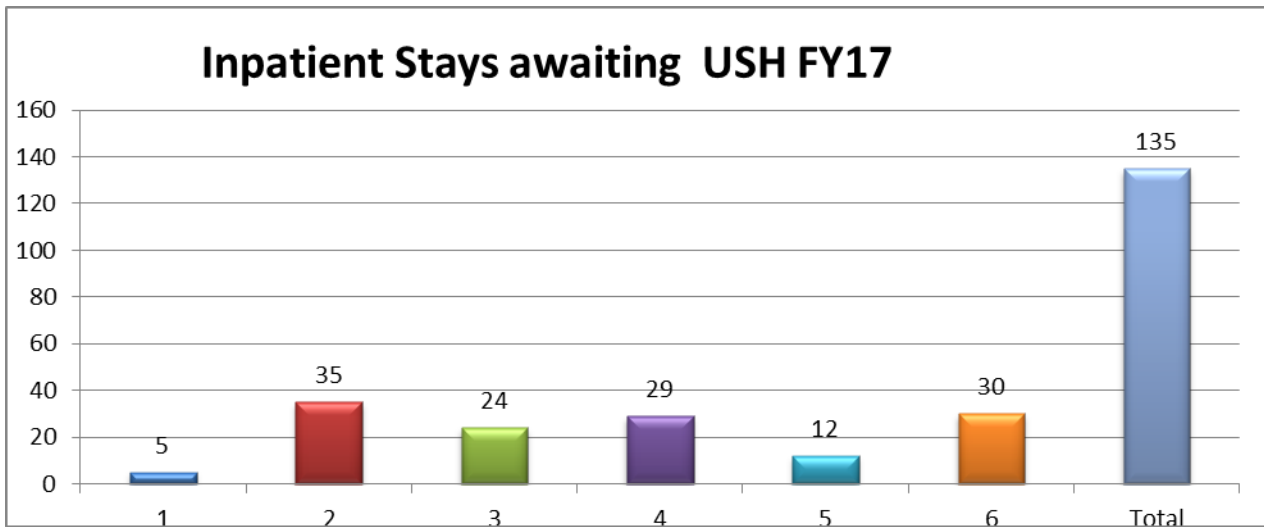
## **Inpatient Psychiatry**

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 2017. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however we are accruing the worst case scenario.



### Inpatient stays waiting for USH Hospital bed placement

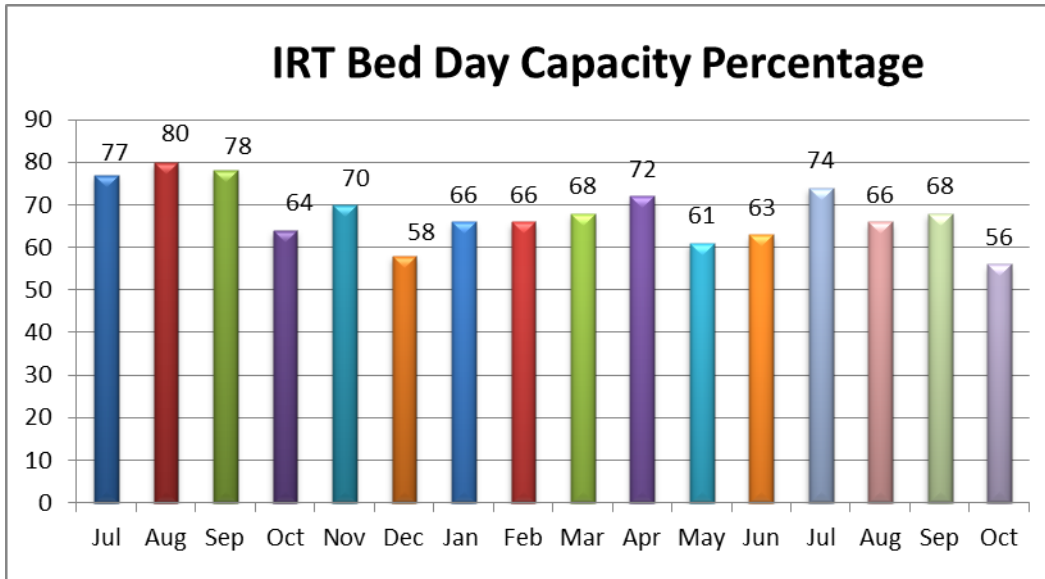
The following graphs represent those waiting for admission to the Utah State Hospital. The numbers on the bottom of the graphs represent each individual who waited for USH placement. In 2012, WMH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total cumulative cost to WMH since 2012 is approximately \$3,498,135. Total cost for FY 17 thus far is \$148,500.**





# Intensive Residential Treatment

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



**Number of total unduplicated clients served for IRT FY16: = 15**

## Leadership/Allied Agency Participation/Initiatives/Success

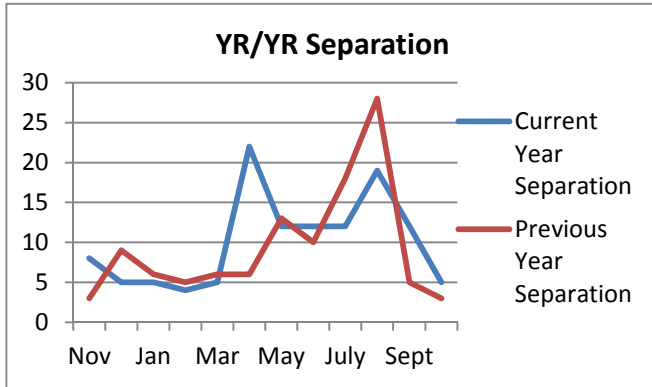
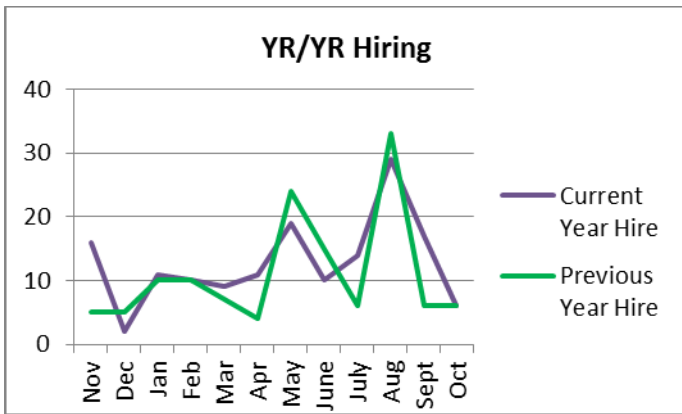
### **Success Story**

For the last several years the Provo Police have been working with a lady who has severe delusional systems and has taken a significant amount of time from local EMS services due to her paranoia. The FAST team has been able to slowly engage with her and build trust to where she is now eligible for Medicaid and other benefits. She has even started attending physical health care providers and taking medications. She will be moved to our BRIDGE Team and hopefully Dr. McGaughy will be able to instigate an even better medication strategy. We are really excited about the progress in the relationship with this lady since she has not frequented the ER or EMS nearly as much as she used to!

## **Human Resources Briefing Report**

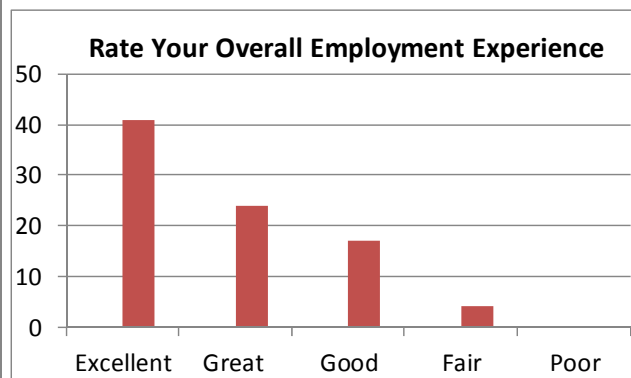
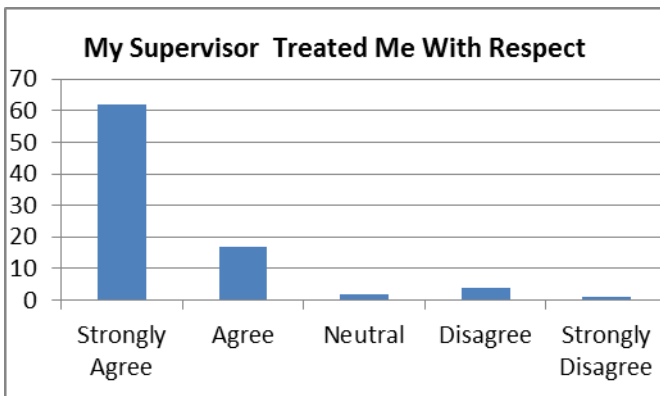
### **Staffing Metrics**

Monthly turnover rate for full-time benefited employees = 0.3%, for part-time employees = 1.4%. Part time employees represent 70% of total separations. Annual turnover total rate is 27.7% and 11% for full time employees. Average time to hire is 48 days. Trends are tracking year over year.



### Exit Survey Data

Leadership effectiveness and employee engagement are shown to be very strong as evidenced by exit survey data. 92% of separating employees answered positively to “My supervisor treated me with respect” and 95% positively rated their employment experience at WMH. These results are outstanding!



### Wellness Initiatives

The HR staff along with the wellness committee has been working hard to improve wellness participation. For our latest wellness challenge member of the wellness committee visited individual program meetings to educate employees on different WMH & PEHP wellness programs. As a result participation increased for PEHP Healthy Utah by 30% and the WMH wellness challenge participation doubled.