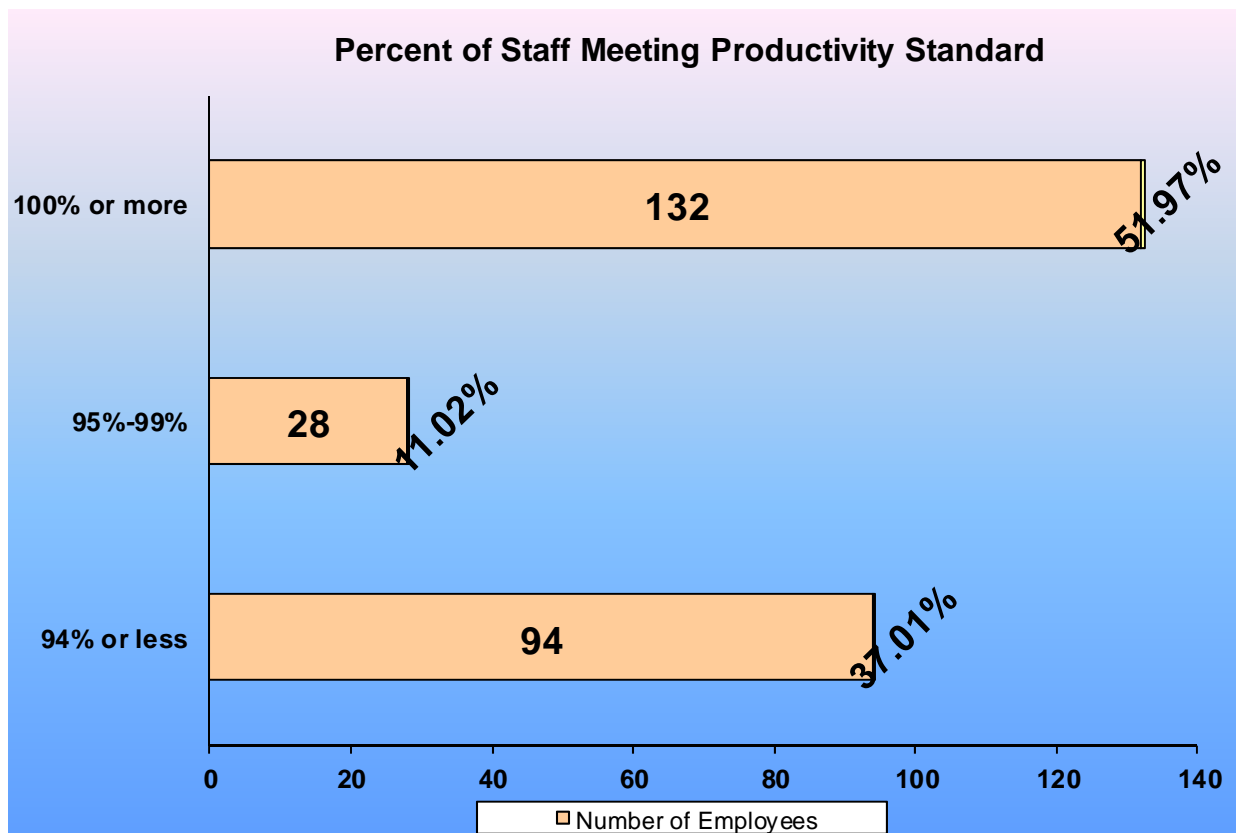


Wasatch Mental Health Monthly Briefing Report September 2016

On September 8th, we had the ground breaking ceremony for our Payson facility. The event was very well attended with more than 80 employees, community leaders and allied agency representatives attending. We are particularly appreciative of Commissioners Ellertson and Lee attending (Commissioner Graves sent his regrets for not being able to attend). Mayor Moore of Payson City attended as well. Subsequently, the ground breaking was featured in a lead article of the Payson Chronicle on September 14th. The ceremony took place under a beautiful blue sky in pleasant 80 degree weather. The contractor, Ascent Construction, had one of its subcontractors in attendance giving the attendees a chance to operate some of the heavy earth moving machinery!

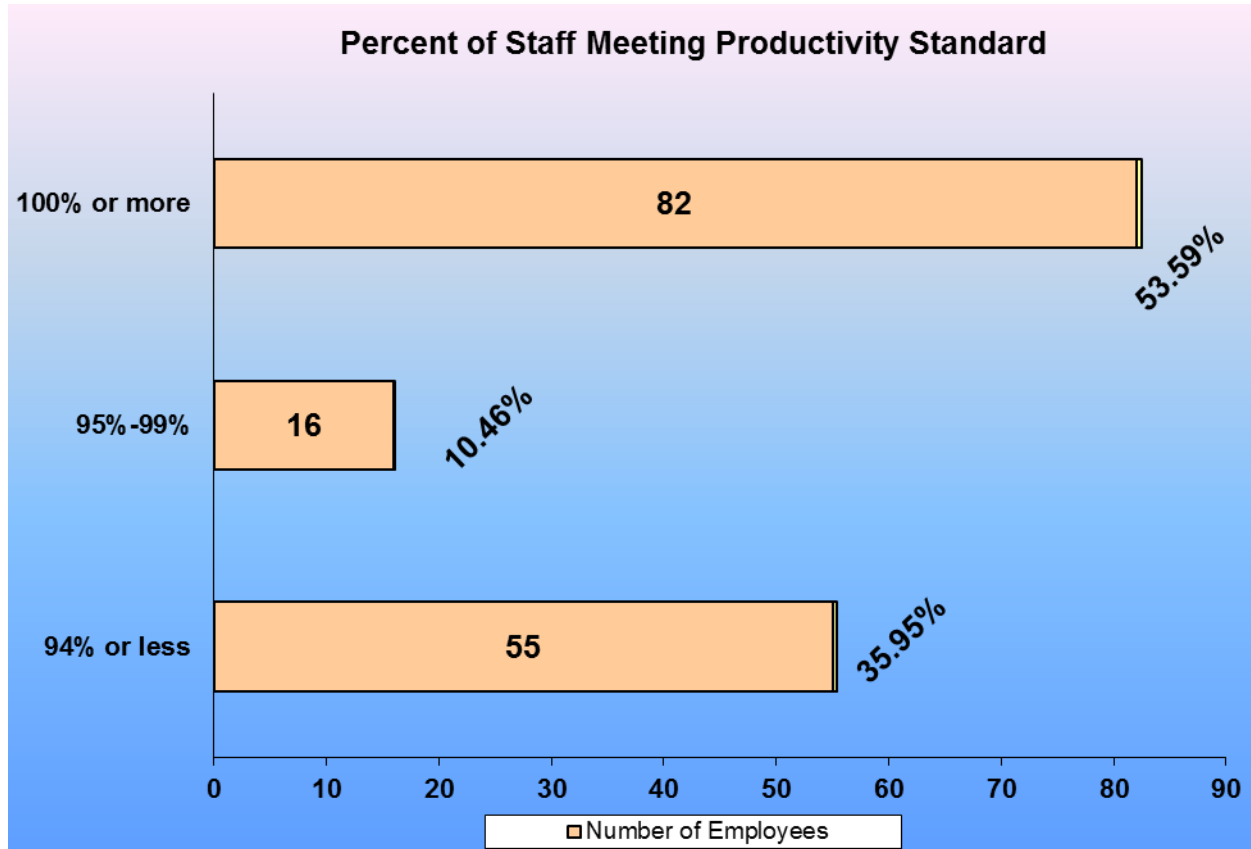
Our salary survey continues to progress. We are now reviewing in more detail the preliminary recommendations made and work towards an actionable proposal that we anticipate to present to the board in October or November. In line with our strategic plan laid out during the last Moab working days, we also plan to incentivize employees to save more towards their retirement in a 401K or similar plan.

Below, a graph depicting the [percent of staff meeting their respective productivity level.



Children and Family Services Division

Performance Indicators



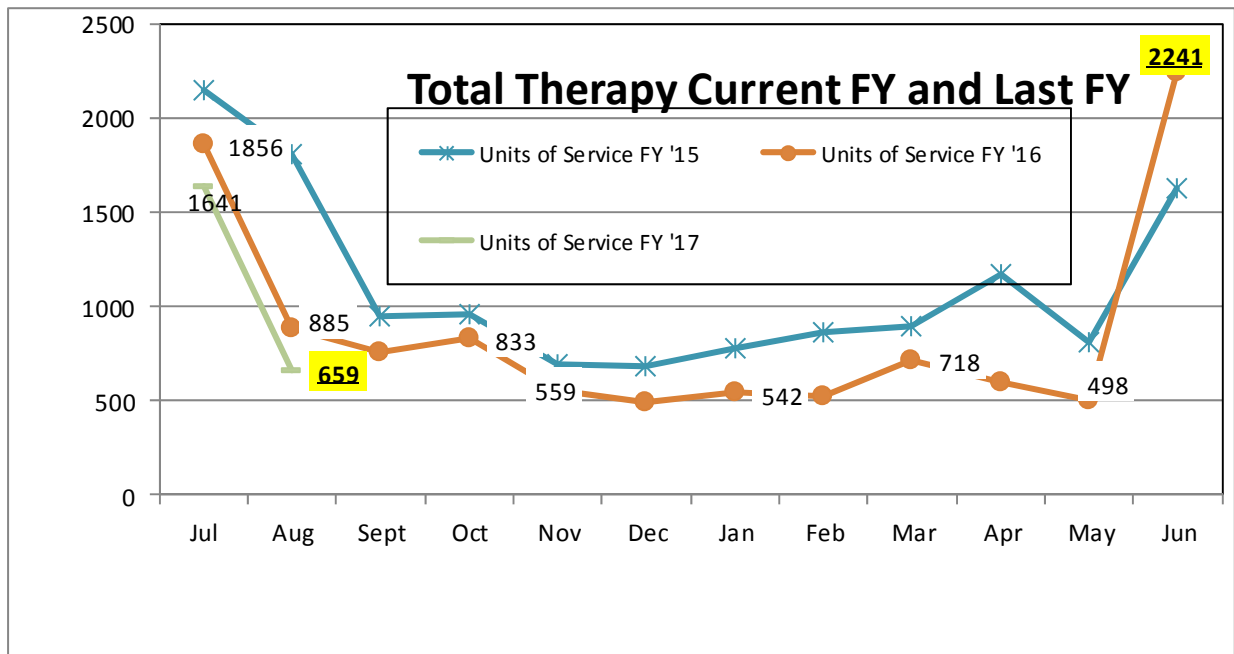
Highlights:

- New Vista held their annual Talent show August 9 in the Parkview gym. Each of the youth participated. They received positive encouragement from their peers and the sense of accomplishment.
- Janene Candalot and Craig Limb traveled to Oregon to look at the EASA early psychosis program. They were able to learn many valuable lessons and are excited about the implementation of the PREP (Prevention and Recovery for Early Psychosis) program here at Wasatch Mental Health.
- Vantage Point hosted Steve Ice for the federal Runaway and Homeless Youth site visit and audit. Steve was very complimentary about the program during the exit interview. He was especially impressed with the great relationships Vantage Point Staff and Wasatch Mental Health have with other agencies. He was impressed with the kinds of therapy the youth receive while at Vantage Point. He stated that the skill building groups were very comprehensive and used excellent curricula. Family reunification is remarkable, especially the short amount of time it takes to get a youth back into their home. He reported that the young people spoke highly of the agency, that

being at Vantage Point was a safe place and that this is reflective of the positive staff culture. He encouraged us to use our data to show the good work that is being done on a National level.

New Vista Youth Services

AUGUST REPORT: August is following the same pattern as it has in years past. This year is a little lower because our census was a little lower. School began about August 17 and that is the time when our kids aren't as available for services as they were in June and July.

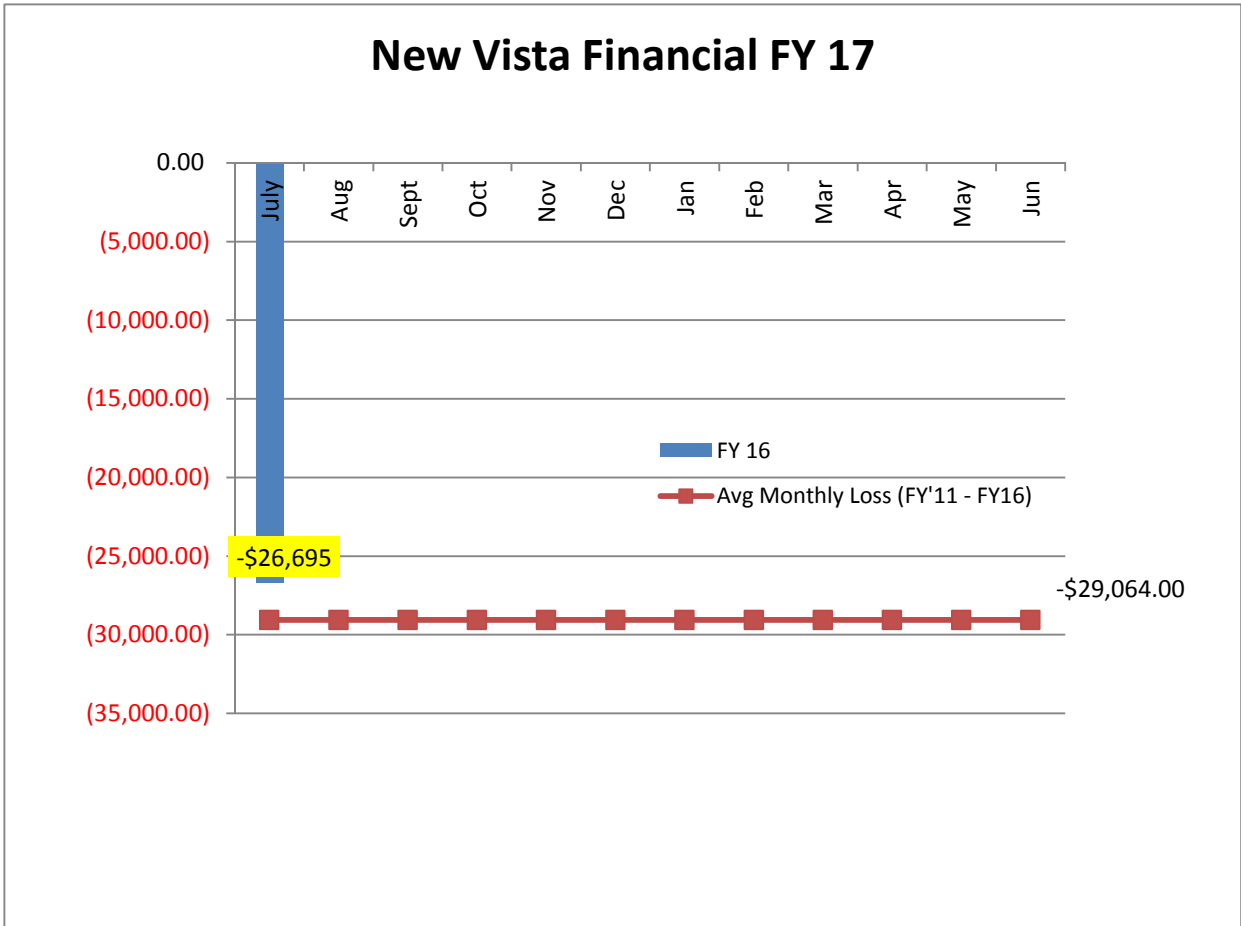


LEADERSHIP/ALLIED AGENCY

In August we had an end of summer activity which involved our kids from New Vista and our girls from Aspire in an “Olympic” type of activity. We also had a lot of staff organize various groups and activities during August which shows their great leadership and involvement. These are described in more detail below.

NEW VISTA FINANCIAL REPORT

We began the new fiscal year under the five year average.



Number of OQ/ YOQs administered: 100

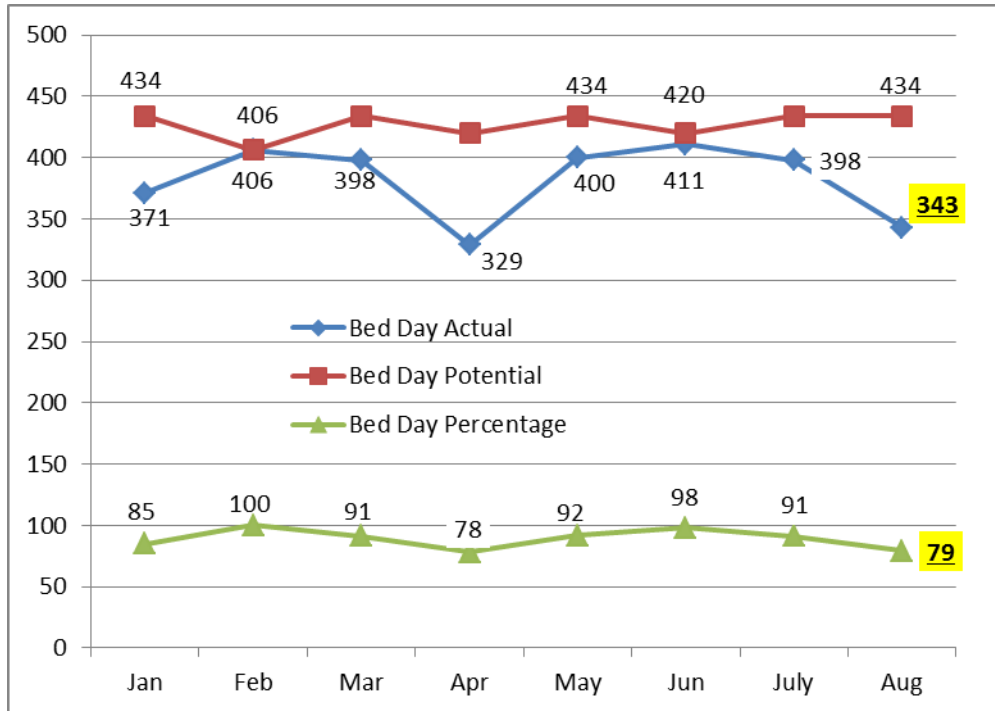
Number of unduplicated clients who completed an OQ/YOQ: 34

New Vista continues to hold their summer program Mon-Friday and it focuses on enhancing the skills that the youth have to develop their ability to build healthy relationships so they decrease their maladaptive behaviors. New Vista staff continues to pick up the youth in the AM to transport the youth to Tx and then transport home after treatment. New Vista continues to use the summer lunch program to provide breakfast and lunch for the youth.

In the New Vista YSD group's we focus on building and maintaining healthy relationships. New Vista held a talent show on August 9th. The youth got excited to showcase these talents for each other. It was great seeing the boys and girls put themselves out there with their talents. They all had a good time. The boys group focused on friendship and the importance of friends and how to build healthy friendships. They focused on social cues and what and how to deal with them in appropriate ways. Healthy Relationship group focused on building healthy relationships and not giving up when you get frustrated with something someone has done. They also worked on team communications and being able to share their thoughts openly. In the DBT skills group the youth also focused on distress tolerance and how we can cope with stress in our lives.

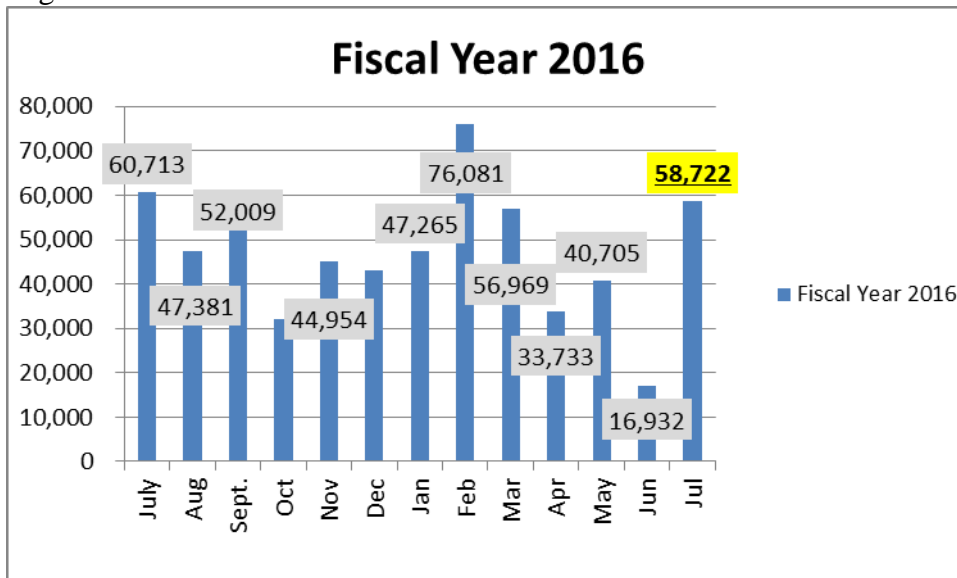
Aspire Youth Services

AUGUST REPORT: Over the past month we have had several girls discharge and we have not had any referrals. In speaking with our counterpart from the UNI Girls Transitional home in Salt Lake she reports that they are experiencing the same low census.



ASPIRE ACADEMY FINANCIAL REPORT

We had a good rebound from June.



Aspire Monthly Report August 2016

We currently have 10 residents at Aspire. All of our residences have been enrolled in school and have been excited to get back into school. School began on August 22.

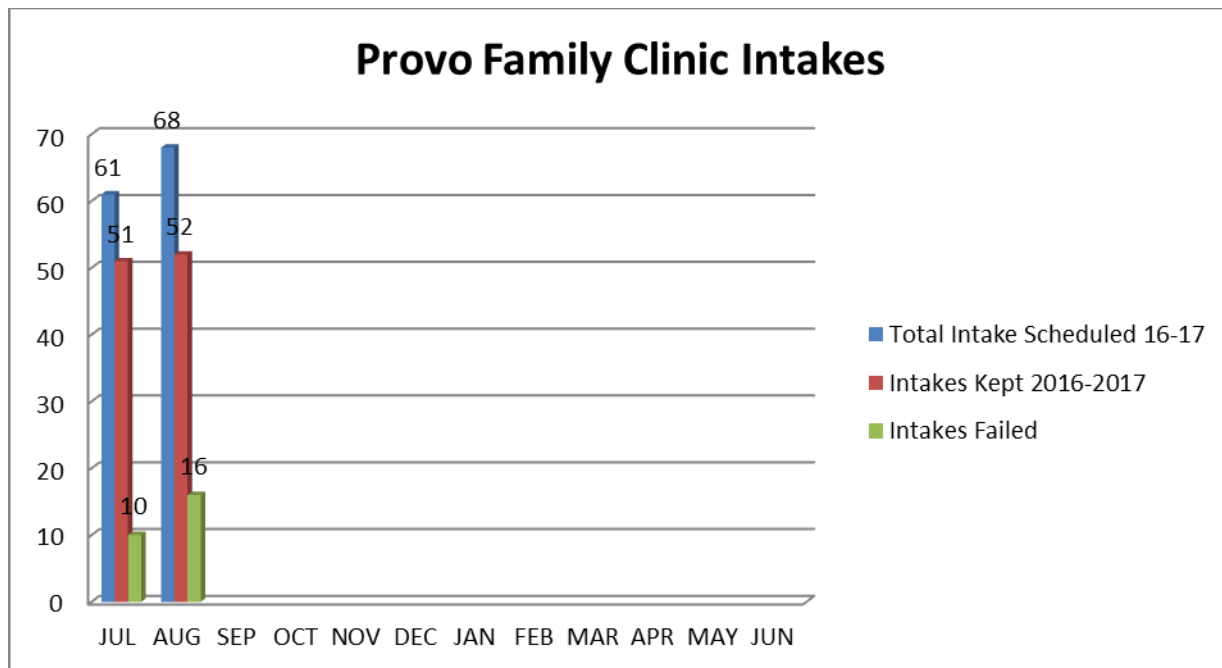
The girls are continuing to do well in Therapy. We are continuing to work with the girls on their DBT skills, socialization, community skills, trauma, and developing healthy relationships outside of Aspire.

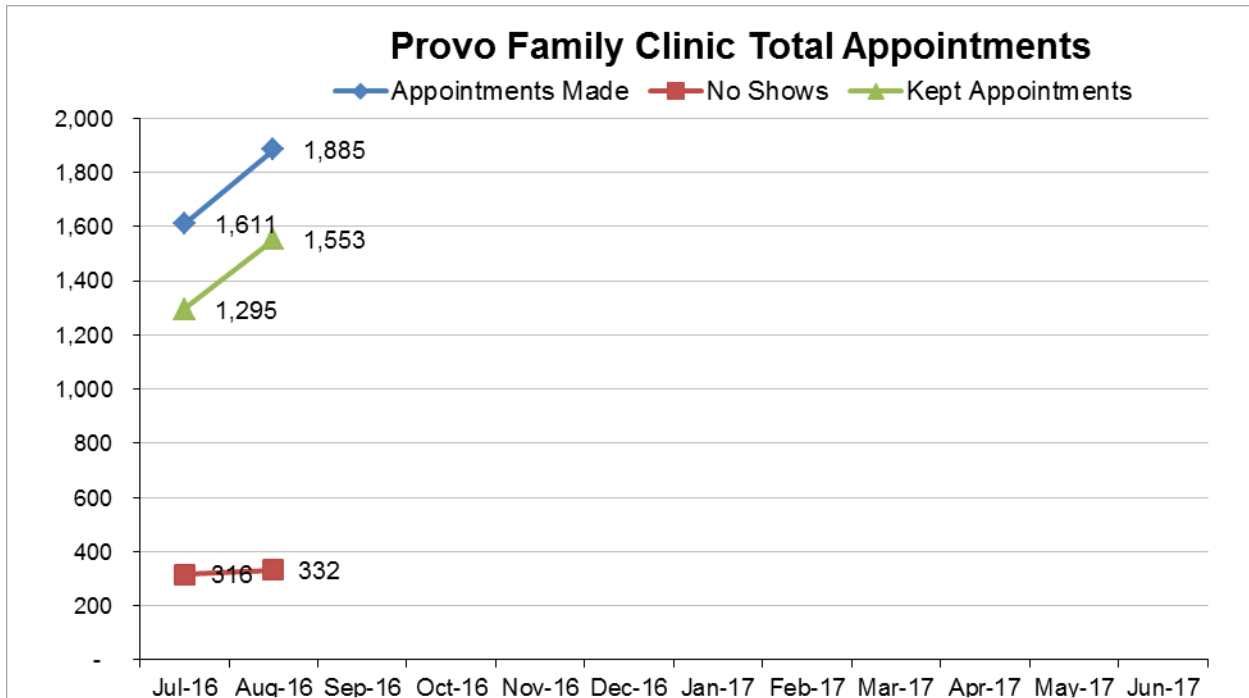
The therapists and staff at Aspire are skilled and have been able to help the girls use, understand, and develop their coping skills. Both the therapists and the staff have been able to successfully de-escalate girls when they are upset before it becomes a crisis situation. As a result, we have had significant decrease in crisis situations over the past several months. We will continue to work with the girls on their DBT skills, socialization, community skills, trauma, and developing healthy relationships outside of Aspire.

We are anticipating some discharges soon, and are excited with the success we have seen with other girls who have previously been discharged from the program. The treatment team has received updates from their caseworkers who have reported on their success after their discharges. We are happy to hear about their success and are hoping for their continued success in their placements, schools, and communities.

Things here at Aspire are going well and we are enjoying the opportunity to build relationships with the girls and contribute to their growth and learning process! Our therapists and staff here at Aspire are skilled and dedicated to the girls. Aspire has been able to provide them with trauma focused care in a safe and nurturing environment.

Provo Family Clinic





Total OQ and YOQ: Surveys given out- 103 adult, 614 children, total: 717,

Leadership/Allied Agency Participation/Initiatives/Success

- In September PFC will expand clinic hours to increase available therapy slots for after school. The clinic will stay open until 7pm on both Wednesdays and Thursdays throughout the school year.
- In the August staff meeting therapists were asked to identify a therapy group to begin. The goal is for every therapist to be involved with providing group therapy by the end of September or early October.

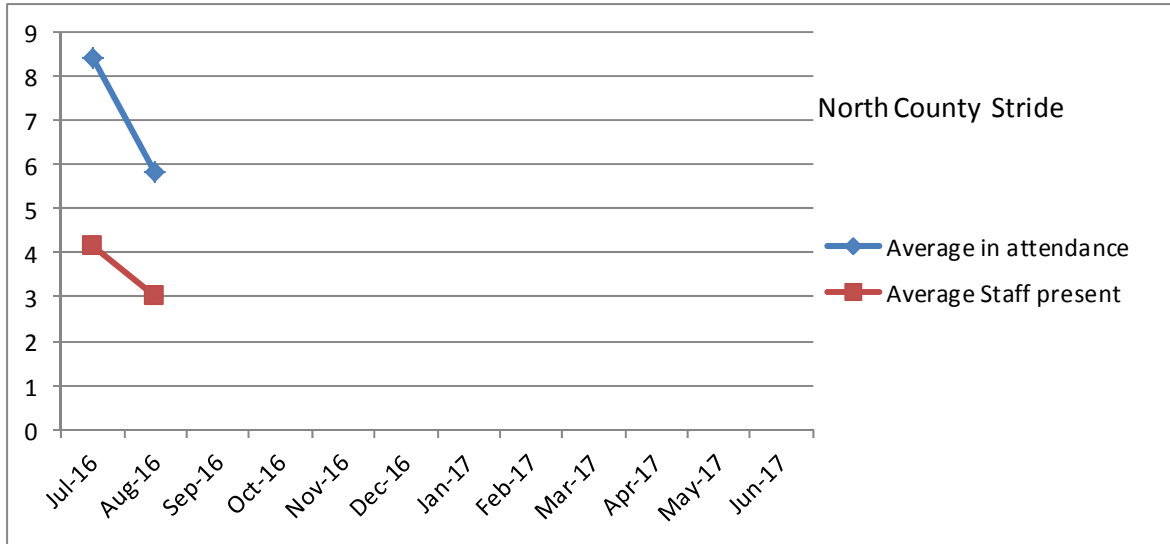
Financial Status

Through **July 2016** PFC’s budget is in the red \$31,974

Stride and XCEL-partial day treatment

Leadership/Allied Agency Participation/Initiatives/Successes

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



Financial Status

Through **July 2016**, **Stride’s** budget is in the black \$13,981
 Through **July 2016**, **XCEL’s** budget is in the red \$3,139

GIANT Steps

Highlights

- Giant Steps began its new school year on August 23rd.
- The Giant Steps waiting list currently includes 129 children, 38 of which have Medicaid insurance.

Positive Reports from Families or the Community:

- A parent reported being happy their child has started to use gestures to point to something he wants which he wasn’t able to do that in the past. This has helped their communication at home. (Provo)
- A new student that started the program crying and needing some physical prompts during most activities that involved sitting in a chair is now sitting during a 15 minute calendar activity without crying and with minimal prompting. (Provo)
- A new student that started the eating program crying and laying on the floor when taken into the lunch room can now sit on the bench with prompting and is interacting with the food by rolling the apple and touching some foods. (Saratoga Springs)

Upcoming Dates / Events

- Giant Steps Christmas Program: Friday December 16th at 9:30 am (Foothill Elementary)

Billable Units of Service

Current Month – 1599.25 units of service were provided to Giant Steps clients and their families.
Last Year Comparison – 1675.25 units of service were provided in the same month last year.

Financials

Year-to-Date Income (Loss) – (\$17,254.02)

Vantage Point

Grant - FYSB Audit:

On August 30th and 31st, we had our RHY Grant Audit. The Runaway Homeless Youth grant covers approximately \$148,000 of our funding. This grant covers some of our programming and personnel costs. The auditor took 2 days to visit our site and he was able to interview staff, clients and was even able to sit in on a group. Here are some of the high lights and comments that were made by the auditor, Steve Ice.

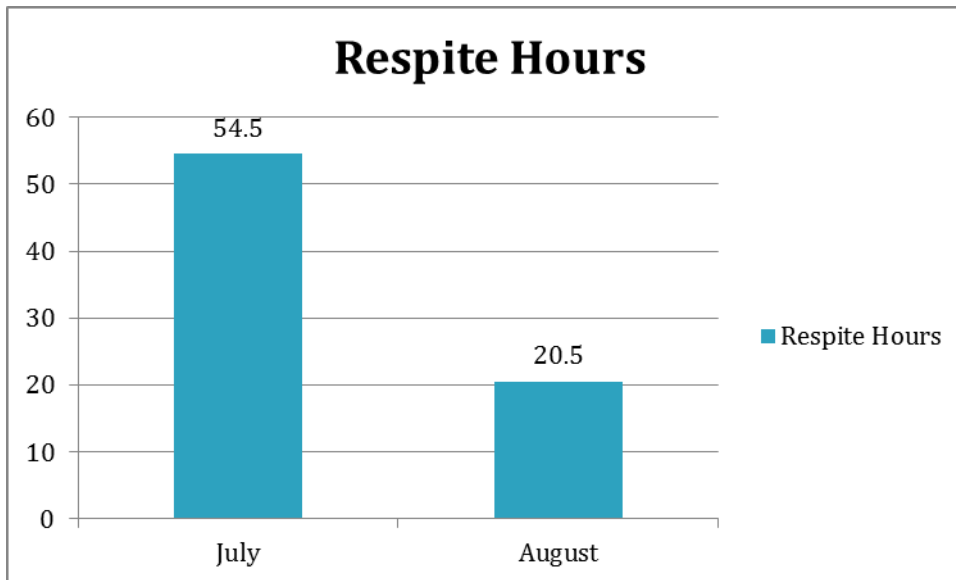
- He stated that he was impressed with our agency in retaining staff.
- Great relationships with agencies
- Skill building is very comprehensive and excellent curricula
- Family reunification is remarkable
- Client files and employee files are electronic and comprehensive
- The young people spoke highly of the agency. They felt trusting, immediately put at ease. This is a place they feel safe. That this was reflective of the positive staff culture.
- Human resources reflected a low rate of staff turnover and that we grow staff.
- Data management systems helpful
- Wrap around services
- Seamless integration

Mr. Ice's best piece of feedback was when he told us that if we could back up our data of a 95% safe exit rate with a 2.2 average length of stay which was due to our programming and support, we would be considered a "Gold standard" program that others could pattern themselves after. He stated that we would just need to prove to our peers that we were not being selective with our population.

So, one of our staff, Linsay Howard who is studying for her MSW at BYU has graciously offered to do her graduate project to help us with this research. She has the support of 2 of her professors and will be submitting for her IRB. We are so grateful and excited for this! It may even get published!! If all goes well, we will continue to help our clients in better and more innovative ways is my hope.

One last quote from Mr. Ice: "Thanks for making the Provo review a highlight of my travel this year. I really appreciate your dedication to the project."

CY FAST



Total Cases: 91
FRF Involved: 15
Mobile Contacts: 68

This past month, we are embarking on a new project with the Provo Family Clinic. It was brought up that a barrier to treatment to some of our clients is access to child care. With the start of school, many of our clients, who are single parent households, oftentimes do not have access or cannot afford child care. This can make coming to therapy difficult. So we decided to try and offer Respite services a couple of afternoons a week, just for a start, to see if it can eliminate this barrier.

Early Psychosis Intervention Team (PREP)

PREP stands for Prevention and Recovery in Early Psychosis. We currently have 34 clients on our tracking list awaiting further assessment. We have 2 active clients. Hopefully the list will build as we get staff trained and more SIPS (assessment tool) completed. We are looking for clients between the ages of 12-26 who have had their first psychotic symptoms in the last 2 years.

American Fork Family Clinic (AFFC) & School Based Services

Excellence in Mental Health Care:

Successes:

These are from parents of children we see in therapy:

“We love, love, love Vanessa Storey! She has been our therapist now for over a year (for one of my daughters), and about 5-6 months for my other daughter. She also schedules with me individually for CPRT training, because I can’t make it to the group meetings. She is so amazing. She has helped to

refer my youngest for therapies such as speech and OT and to Giant Steps (which she will be attending in Sept). She is SO great at connecting with both of my children. They look forward to their time with her every single time. She always greets them with a smile. She communicates with me very well so I know what to work on with my kids, and what to work on as a parent (CPRT). She is one of the most kind and cheerful people. She is calm and helps both my kids feel comfortable, understood, and listened to. My oldest loves to report to me on what they worked on; not just talked about, but personal journals , books, stories, calming agents (calming glitter jar), ways to recognize her behavior, and ways to cope and deal with her issues to be in control of herself. She has helped our family through divorce transition, new school, new friends, 2 new homes, anxiety, ADHD, autism, Learning to deal with a family member who has recently come out as transgender and more. I really just can't say enough good about her. She is wonderful and I hope she never leaves us!!"

"Susan Stroud is a fantastic therapist for my daughter. It makes it so nice to have my daughter wanting to come to therapy. She feels supported, loved, cared about, and it really helps her open up about all of the challenges she has in life. Susan is cheerful with me, even when we have to talk about difficult things. She is always happy to help me work through the different ways we can handle extremely hard situations that we need help figuring out. She is invaluable to our family and I'm very thankful for the support we got."

Number of YOQs/OQs administered: YOQs: 489 OQs: 351

Unduplicated number of YOQs/OQs: YOQs: 265 OQs: 178

Acuity Based Care Implementation

We are discussing 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.

Providing Excellent Customer Service

The following was provided by one of our client's parents:

"The office staff have been so amazing at making sure that we get our appointments scheduled every Tuesday at a routine time, as this is the only day I have permission from work to take off. They have been exceptional at reminding me of my upcoming appointments because let's be honest, without these calls, I would forget a lot."

Economic Stability

Therapist and Therapist intern productivity from 7/24—8/20: 101%

Number of total clients served last month: Total: 606 Adult: 245 Youth: 361

Employee Growth and Development

School Based Services staff were trained on billing procedures as they meet with clients in the schools. They were also taught about the privacy laws called FERPA. The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education.

Spanish Fork Family Clinic (SFFC) & School Based Services

Excellence in Mental Health Care:

Successes:

Chelsea Seegmiller, LCSW, worked with 17 high school seniors last school year. Of those 17 she worked with 12 are currently enrolled in college. Our relationship with the Nebo School District and have the School Based grant funding has helped add to our ability to reach out and help these students succeed.

Number of YOQs/OQs administered: YOQs: 301 OQs: 190

Unduplicated number of YOQs/OQs: YOQs: 185 OQs: 103

Providing Excellent Customer Service

Kayelyn Robinson, LCSW, provided training to our community partner DCFS and their foster parents. The topic was How to Prevent Burnout. It was broken into what burnout looks and feels like, and then what to do about it. She also promoted services WMH can provide to help in this area. A foster parent gave the following feedback about her experience with the class: "You have validated my feelings and experiences and given me options to keep me from getting burned out as I help these children who have been through traumatic events."

Economic Stability

Therapist and Therapist interns productivity average from 7/24—8/20: 103%

Number of total clients served last month: Total: 319 Adult: 113 Youth: 207

Employee Growth and Development

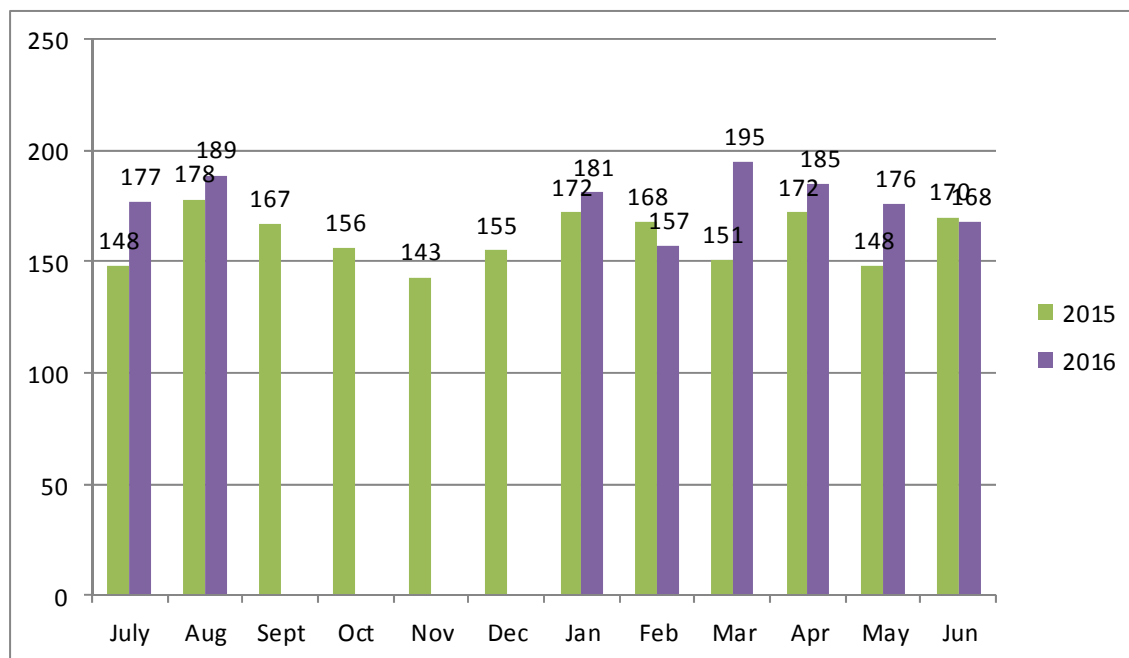
Chelsea Seegmiller, Alex Gray, Lynette Beard, and Natasha Jones attended the Level 1 Why Try training in early August. They are now going to run Why Try in SFFC and in the Nebo School District using the training they received.

Wasatch County Family Clinic

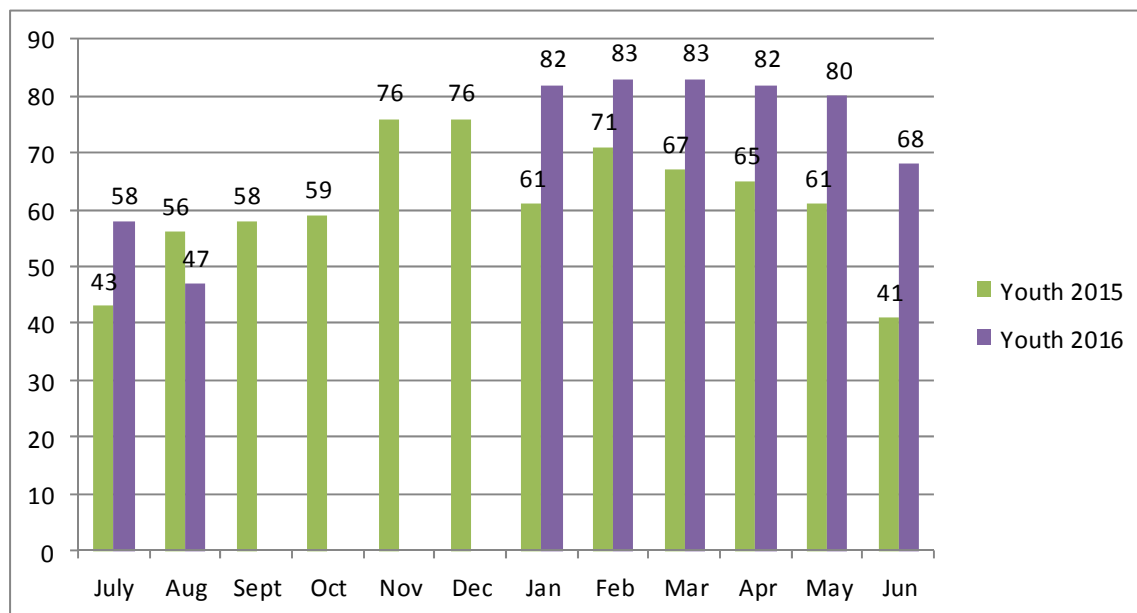
Performance Indicators

Total Unduplicated Clients Served in August: 236

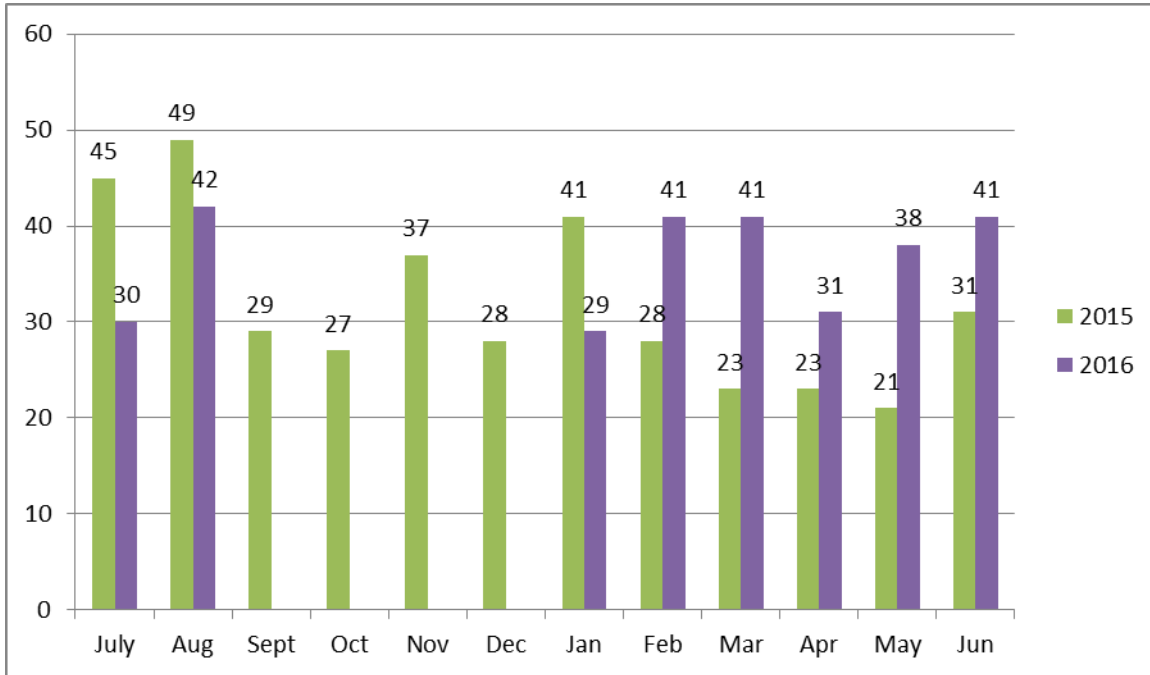
Adults: 189



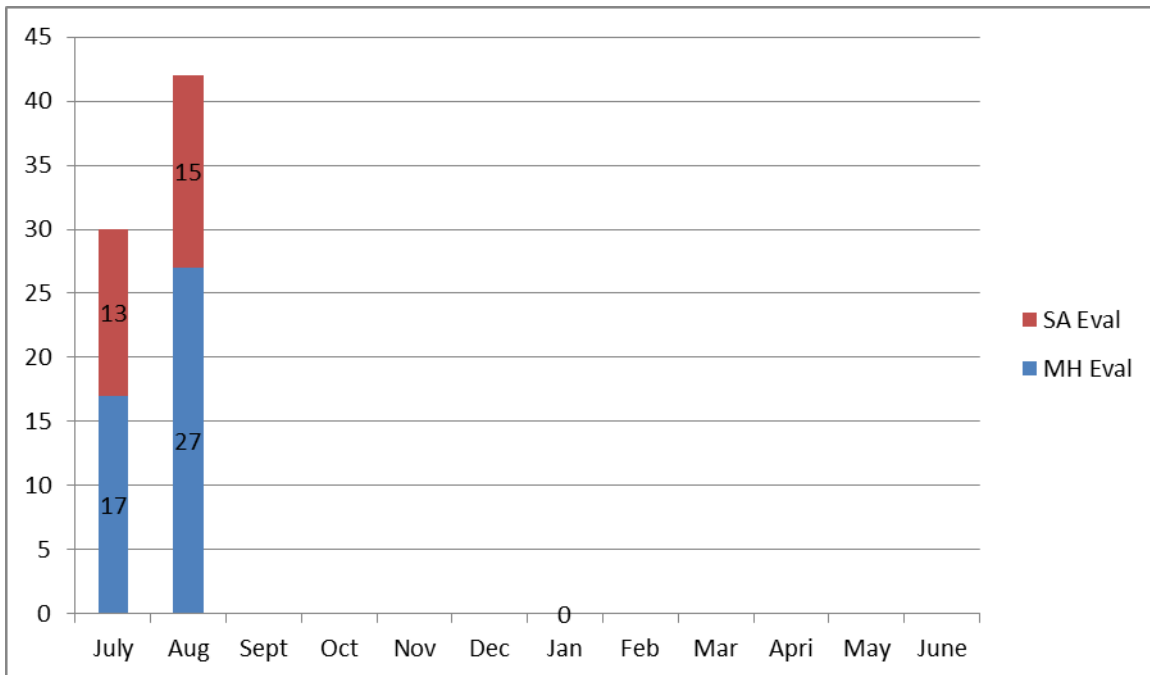
Youth: 47



August Total Monthly Intakes: 42



August Evaluation Type



Number of YOQs/OQs administered: YOQs: 76 OQs: 216

Unduplicated number of YOQs/OQs: YOQs: 40 OQs: 116

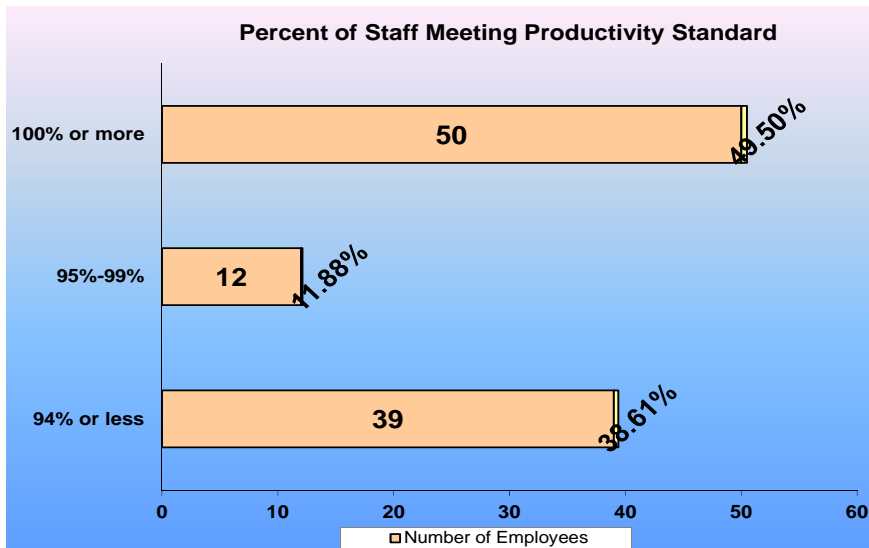
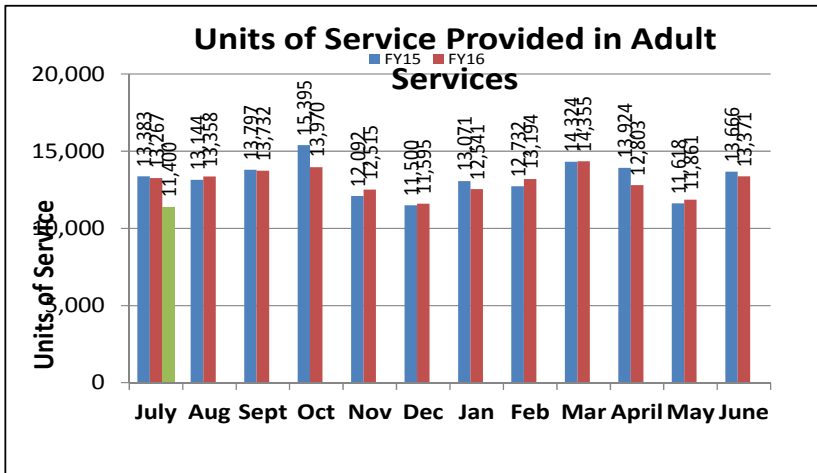
Groups at WCFC

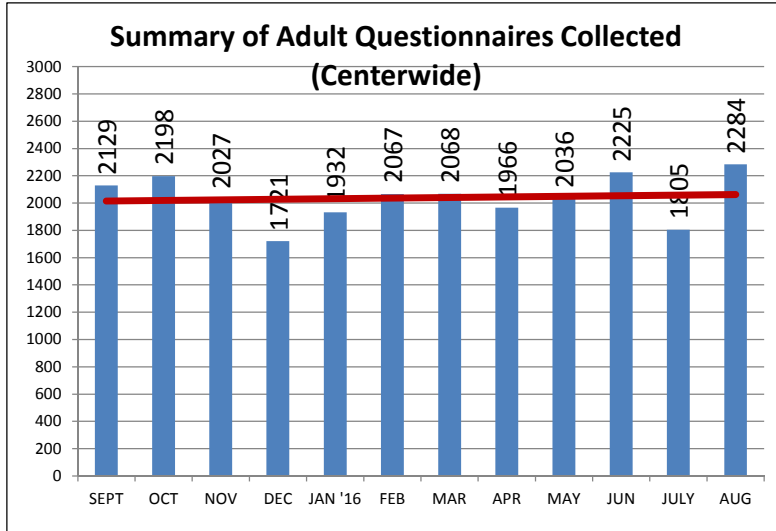
- Recovery Day Tx
- Summer School Program
- Drug Court Group
- Gender Specific Male and Female SA groups
- Relapse Prevention
- Thinking Errors
- Anger Management
- MRT
- Prime For Life
- Teen Prevention
- Alumni Group
- Strengthening Families

Leadership/Allied Agency Participation/Initiatives/Success

- The Wasatch County School District has expressed appreciation for our School Based Services. They have agreed to contribute \$9500 again this year to help with cost of services and as a demonstration of their appreciation.
- This past month we had some initial meetings with DSAMH, Bach Harrison and The National Ability center for the program review for the Equine Facilitated Learning Program. We have also discussed this project with Jaime Housekeeper to potentially identify any of the Psychology Interns that may want to become involved in this project and potentially publish the results.
- In August WCFC had a review of JRI programming completed by the Utah Criminal Justice Center as part of the DSAMH initiative. We are still awaiting a preliminary draft report from this audit.

Adult & Family Services Division





OQ/YOQ Administration

Number of total unduplicated clients served last month:

Adult Clients Served	2514
Child/Youth Clients Served	1418

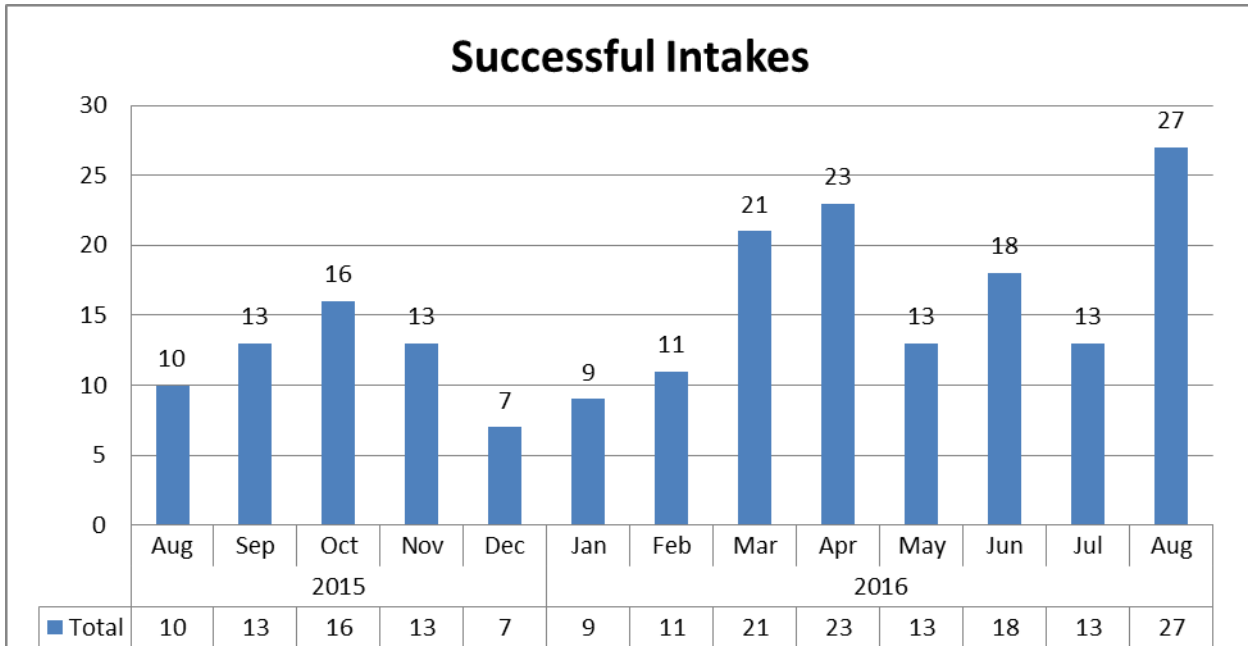
Number of OQ/ YOQs administered:

Adult & Family Services Division	1517
Youth & Family Services Division	2519

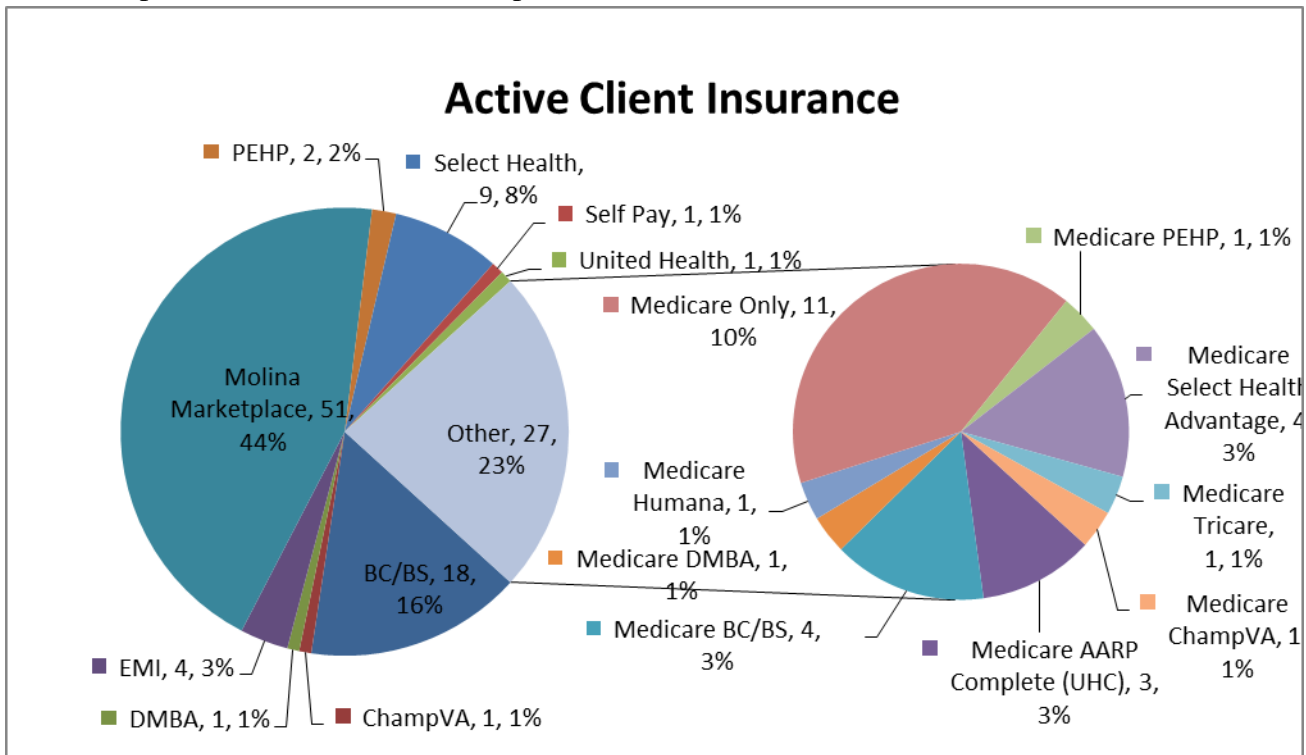
% of Unduplicated Clients Completing an OQ/YOQ 57%

Mountain Peaks Counseling

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



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



Leadership/Allied Agency Participation/Initiatives/Successes

- In the chart above, you can see how Molina Market Place is increasing in size as one of the major payers for our clinic, which is now at 44%.
- It is also noted that our intakes increased by more than double from 13 in July up to 27 in August. The total unduplicated count went from 56 in July to 86 in August due to bringing Corom on board.
- Some interesting information Alex has collected regarding the tracking of active clients in therapy as well as keeping track of clients seeing Clint for meds vs who is in active therapy:
 1. We have an average of 70% active clients in therapy, which means that 30% of those we've seen in the last 3 months don't have any appointments.
 2. Our med clients are decreasing while our therapy clients are increasing. Our effort to engage in therapy or close med-only clients seems to be working.
 3. Here's a good impressive metric: we have gained ~6.5 regularly-scheduling clients each month this year.

Number of OQ/YOQs administered: 65

Number of unduplicated clients who completed an OQ/YOQ: 40

Number of unduplicated clients served : 86

**Westpark Family Clinic
&
Representative Payee Services**

Performance Indicators:

In August PASRR Staff completed 75 PASRRs for a generated revenue of \$29,990.

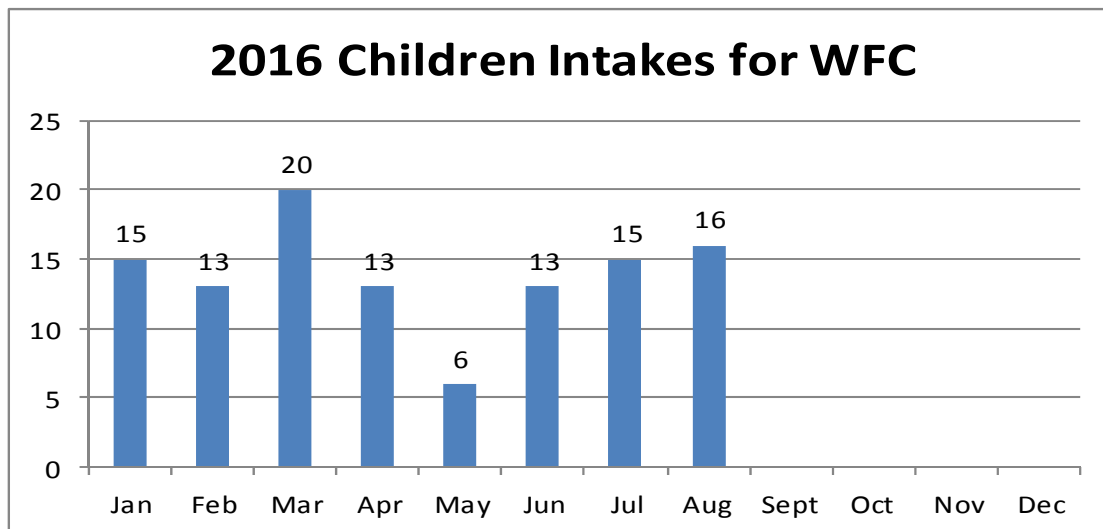
The number of OQ/YOQ questionnaires collected in WFC increased markedly this month. WFC collected 686 OQ questionnaires during the month of August. This is up by 102 questionnaires from 584 in July.

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 15 out of 16 cases for a sample administration rate of 93.8%. 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 15 out of 15 cases or 100% of the time.

During the last quarter (beginning with the pay period starting on 5/29/2016 and ending with the pay period ending 8/20/2016), WFC staff with productivity standards achieved a total of 4104.6 productive hours, which equates to 82.2% of the department's cumulative productivity standard.

During the same period of time, RPS staff with productivity standards achieved a total of 1123.4 productive hours, which equates to 112.6% of the department's cumulative productivity standard. This is a 20.6% increase compared to last month.

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. We were very excited to hire a second therapist who wants to specialize in seeing kids. She is a great addition to our Family Clinic team.

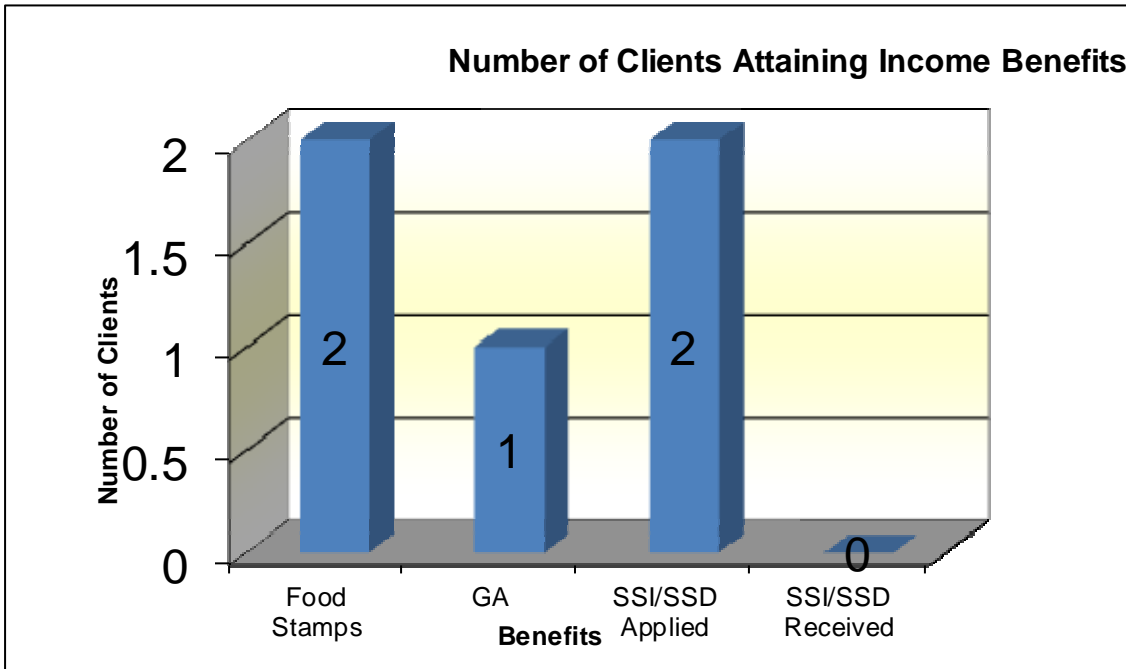


One of our therapists for children has spent the past year working on developing a DV treatment program for kids and adolescence. With the help of our two children's therapists, we will be starting the first domestic violence group for children in WMH history in September. We are now advertising and working to fill the group or groups depending on how many of each age we can get.

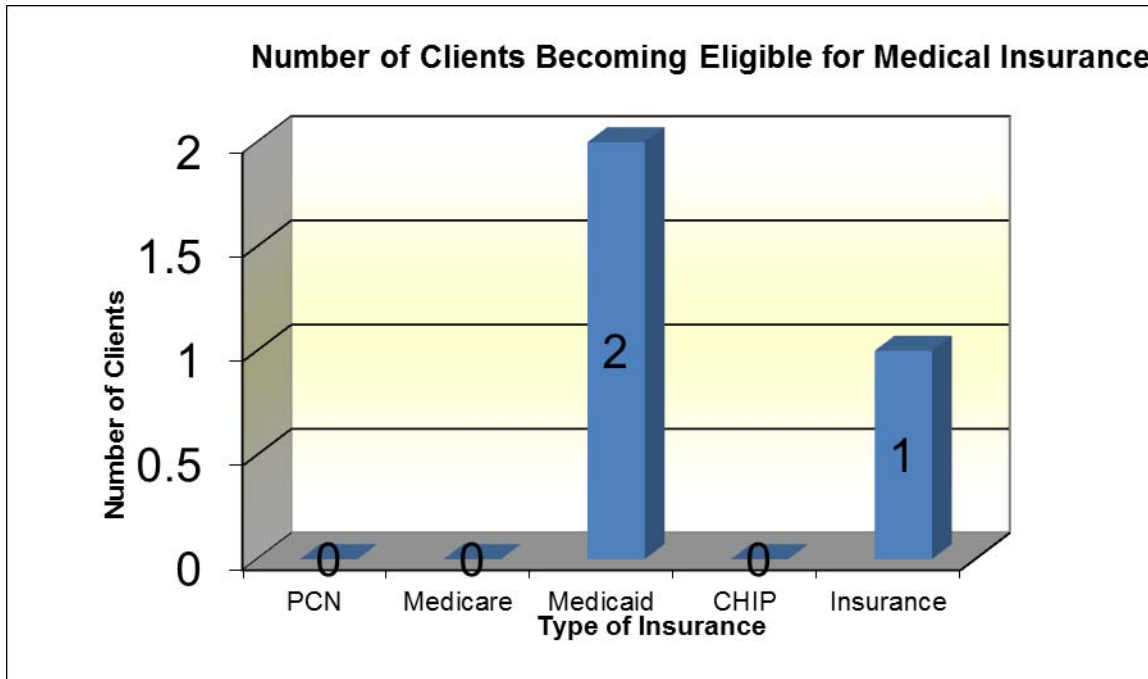
Walk-in intake utilization in WFC remained stable last month while walk-in intake volume increased. During August, a total of 56 walk-in intakes were performed, filling many of the 79 available slots, for an average utilization rate for the month of 70.9 percent. The number of clients who could not be accommodated for an intake on the day of their first contact with WMH increased slightly this month from 3 in July to 8 in August. All of these clients were scheduled for intake appointments in a timely fashion, and all but one of those potential clients attended the appointments that they set.

Wellness Recovery Clinic

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



Below is a chart indicating how many clients became eligible for medical insurance in FY 2017:



Leadership/Allied Agency Participation/Initiatives/Success

We have started 2 new MSW interns and 1 regular newly hired employee here in the WRC. There has been lots of juggling of caseloads as Heidi has moved to another department. There has also been a tremendous amount of training and supervision happening between ED Zunkowski, Jennifer Brown and the PM all supervising someone new. Amedee is also only 1 month new in our program and has caught on quick and is a great resource for consultation with his Psych training. This small program run by so few employees has done an excellent job serving the unfunded community on little resources. They are capable of doing big things quickly and effecting change in many people's lives. A comment was made that our little free clinic does more and faster than most of the insurance clinics in the community. This comment was meaningful to us, as free clinics are often perceived as poor, hard to get help from and not so good at effecting change with clients recovery.

We have a UofU student conducting a survey as a part of her Masters project to determine if clients feel their needs are met and if not, how we can make changes to help them towards recovery. We will work closely with this student to conduct the survey and then evaluate and make changes, add or discontinue groups as needed.

<u>Number of total unduplicated clients served last month:</u>	147
<u>Number of OQ/ YOQs administered:</u>	287
<u>Percent of clients taking the Y/OQ:</u>	77%

Medical Department

Leadership/Allied Agency Participation/Initiatives/Successes

Marcia Lidtke FNP (APRN once she gets to Utah) will be joining the medical staff as a prescriber some time in the late Fall. We are very excited to have her join us. She will be working with the adult population. She has a background in nursing homes, corrections and general population. When asked how she found us from California, she replied: "Through your Website".

A "Bridges" class was recently taught by Peer Support Specialist, Shiralee Barsdorf. The following comments came from the evaluation forms at the conclusion of the class.

"I absolutely loved the class and got so much out of it. It was by far the most beneficial class I have ever taken. The instructor was well prepared, on-topic, educational, and had heart behind the subject. She made me feel hopeful for the future."

"I have a better understanding of the symptoms of mine and others' mental illness. I also have a better understanding of the treatments for my and others mental illness."

"Excellent course. I learned so much useful information. I would recommend this to anyone or everyone who deal with mental health issues!! Thanks so much Shiralee."

These comments illustrate the power of peer support and NAMI classes in recovery. They are both great resources for WMH clients.

Psychological Testing/Interns/Form 20m

Leadership/Allied Agency Participation/Initiatives/Successes

Psychological Assessment Services has recently expanded physically and is going through a little make over. We look forward to having the new look completed.

Psych Services staff are making rounds through staff meetings in September to remind older staff and orient new staff to the Psychological Assessment Services Department. The referral process, appropriate conditions on which to make a referral, what to expect from Psych Services and how to contact will be among the topics covered.

We are moving forward on Measuring stick goals. Staff is invested in the chosen goals and are owning their completion. It is having a unifying and engaging effect on the staff. Fun to watch.

Interns have been asked to give feedback on the use of our intake tool and staying client focused. So far, there are some insights on how to make this successful but but we are going to have it marinate a bit longer before offering the feedback.

Our referrals are down slightly for the first time in 4 years. Maybe we are seeing the beginning of a plateau that we expected to see some time ago.

Below are the billable hours for interns thus far.

TOTALS	Total hours
\$11,773.00	76
\$11,941.25	91
\$14,938.00	98.75
\$14,509.50	93
\$9,814.25	62.5
\$11,465.25	73.75
\$62,976.00	421.25

There were a total of 66 referrals in August, down from 71 last year. (25 adults, 41 children, 9 Autism)

Outside Providers/Mountainlands

Mountainlands was open 22 days in August

#Appointments scheduled---96

#Appointments Kept---69

#Appointments Canceled----12

#Appointments Failed---15
Kept New Client Appointments----6
#Scheduled Appointments per day---4.4
#Kept Appointments per day---3.1

Summary--August showed a small increase in the number of clients scheduled per day, but a much more significant increase in the number of kept versus failed appointments. In July, less than 64% of appointments were kept, while in August this jumped up to appx. 72%. Failed appointments dropped from over 27% in July to about 15.5% in August. This may be reflective of Mountainlands change in scheduling where they reserve more time for same day appointments.

Care Team Services

Leadership/Allied Agency Participation/Initiatives/Successes

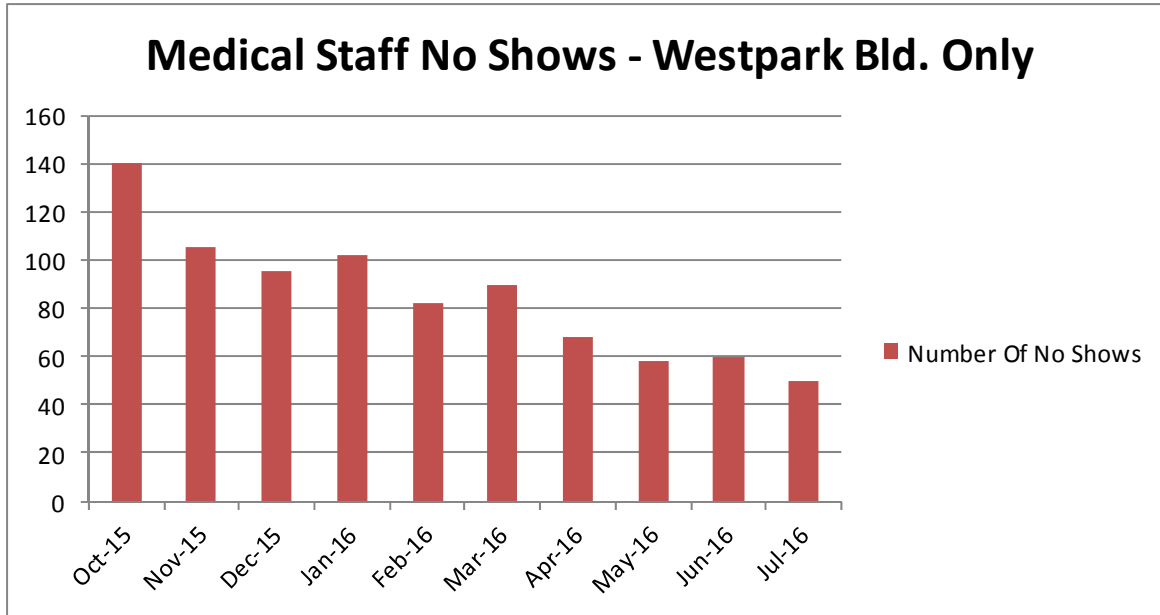
The story below was submitted by a Care Team Assistant who participated in the Wellness Race.

“This story comes from the results of the Wasatch Wellness Run. While I was walking the course, I came across a client that I have known for some time. We have been friendly with each other in the past so we struck up conversation as we walked.

At one point I decided that I wanted to jog a bit and told her I would see her later and started jogging. I didn't make it too far and before I knew it, she was right there at my side stating she enjoyed walking and talking with me and didn't want to do the 5k alone.

As we walked, we continued to talk and the course seemed to fly by. I was walking along at a pretty good pace and towards the end she told me that if she hadn't been walking with me, there was no way she would have been able to keep the pace going without me pushing her. As we neared the finish line I encouraged her to jog the last bit with me and we both crossed at a jog; arms raised in triumph.

I don't know about her, but for me, this year's race was one of the best!”



The graph above illustrates the number of no shows for prescriber appointments since the beginning of the walk-in clinics. We have gradually increased the time allotted for walk-in appointments.

Jail Contract

The prescriber coming on board has experience in correctional settings. I am not sure we want to make any changes right now but have an option if we need to make changes in the future.

EVAC

(Elder and Vulnerable Adult Coalition)

The purpose of this coalition: To identify gaps in service for later in life and vulnerable adult victims, to coordinate services for the best interest of the individual(s)/victim(s), to identify systemic problems that re-victimize victims, to conduct outreach to older and vulnerable adults, to inform them of services available, and to provide training and education to the community, service providers, law enforcement, prosecutors, and judges.

Meetings resumed in August. A case of a 95 year old woman with self and family neglect issues was presented. Pictures and lunch were not a good combination. There are definitely gaps in systems and Provo police are amazing.

NAMI

Shiralee and another member of NAMI manned a NAMI booth at the WMH race. NAMI also did a donation for the race.

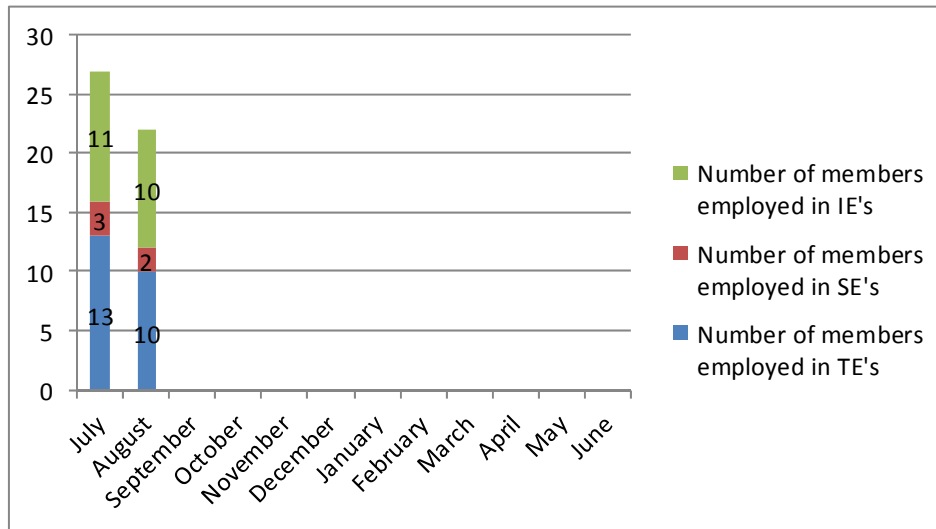
There is rumor that the State NAMI office is siding with the Division on supporting the State CIT program and will not support independent programs (so will not send NAMI speakers to the academies

CIT

The CIT manual is in the process of being loaded onto the website on line. We will experiment with this format in the November academy. Mark Crosby will run the dates by NuSkin and lock in their facility for all 3 academies. Matt said that the Chief issued an official letter to the Division stepping out of the State Wide program.

Wasatch House

EMPLOYMENT



Leadership/Allied Agency Participation/Initiatives/Success

The State Division of Substance Abuse and Mental Health invited all Clubhouse Directors in the State and one member from each Clubhouse to fly to St. Louis and visit Independence Center, the 2nd largest Clubhouse in the world. The purpose of this trip was to learn how Independence Center had adopted another evidenced based practice for employment called Individual Placement and Support or IPS. The IPS model was developed in the 1980's and over the course of more than 20 head to head trials, has produced the most robust data of any employment program when it comes to getting people with mental illness back to work in permanent jobs. While there are areas of contention between the Clubhouse model and IPS, Independence Center has shown that they can do both models to fidelity. Consequently, we invited Sharon Cook, the IPS program manager for the State to visit our Clubhouse and discuss IPS further with Juergen and our Clubhouse management. Wasatch House has designated a staff member to be trained in IPS with the aim of developing a robust supported employment program in addition to our transitional employment program. We are also in talks with the First Episode Psychosis and the CABHI Teams to see how we might collaborate with their programs to fulfill their requirements of providing IPS. In time, we plan to market Wasatch House to clients as the destination for clients/members throughout the Wasatch Mental Health system who are interested in gaining employment.

Hillary Ponko, SSW, Emily Leger and one of our members attended a 2 week training at Alliance House in SLC, which is a Training Base for Clubhouse International. During the training, an Action Plan was created to address all 4 recommendations from our recent accreditation report. We have also set up a

phone call with WMH leadership and Clubhouse International next month to discuss some confusion about one of our recommendations and hopefully receive some clarification on what direction we are to take. We are currently accredited for 3 years on the condition of addressing these 4 recommendations sufficiently by June 30th, 2017.

Number of total unduplicated clients served last month: 150

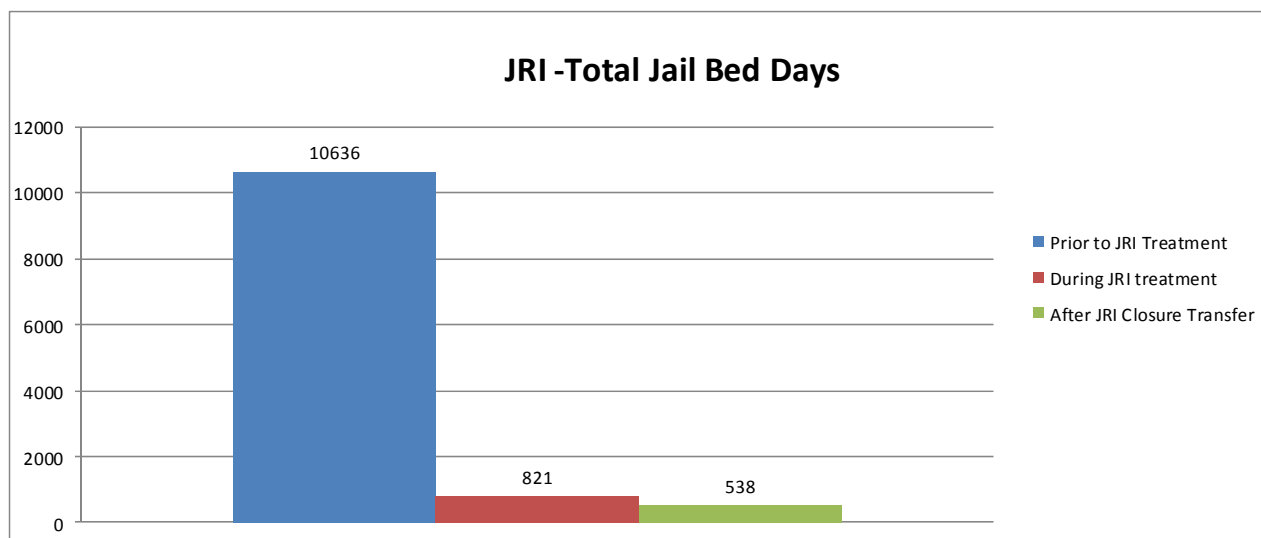
Number of OQ/ YOQs administered: 38

Number of unduplicated clients who completed an OQ/YOQ: 33

WATCH/CABHI/JRI Program

Unduplicated number of clients served in the WATCH Program

The WATCH program served 127 unduplicated individuals in August. This statistic includes all CABHI and JRI clients.



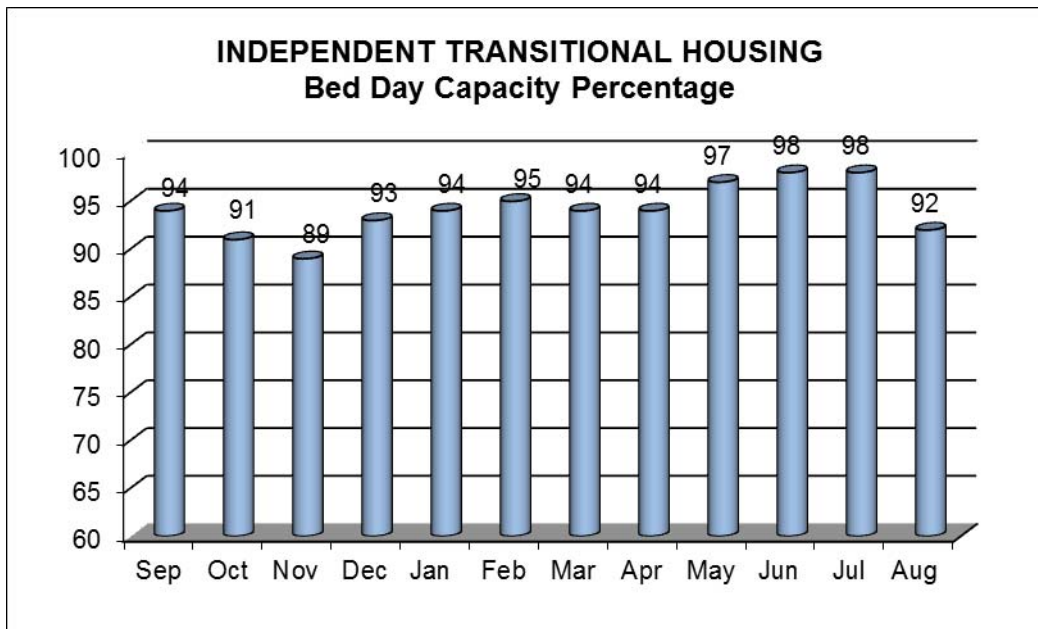
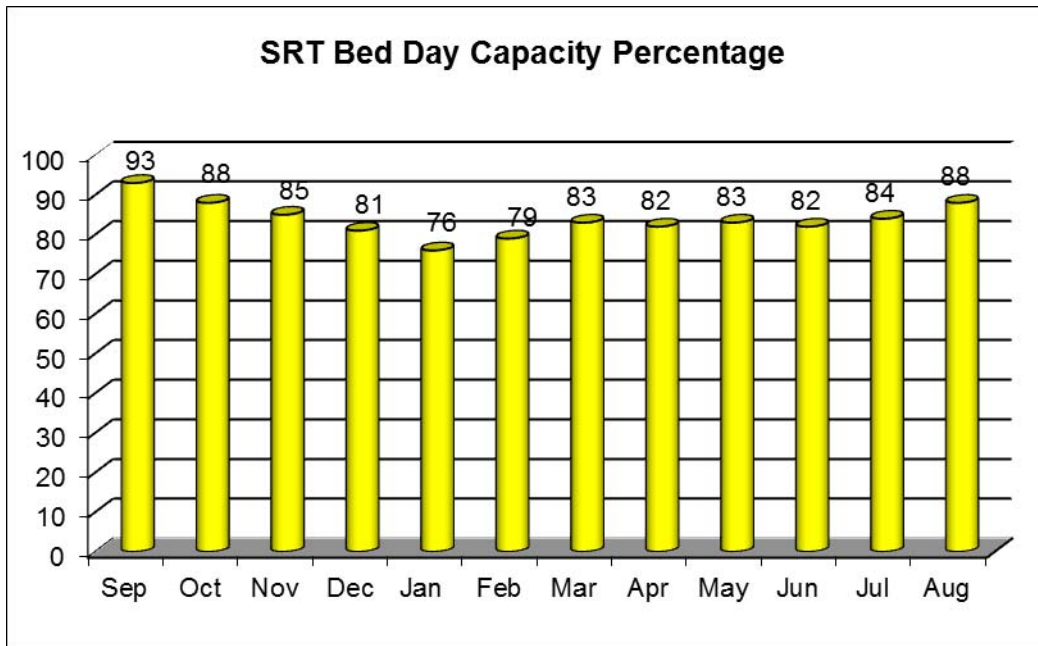
Leadership/Allied Agency Participation/Initiatives/Successes

Pursuant to the CABHI grant, the CABHI team continues to be extensively trained in Trauma Informed Care and Motivational Interviewing and had several trainings the past month.

We currently have 13 individuals, who were chronically homeless, housed successfully. Throughout the program 13 of the 16 served have remained housed to this point.

JRI continues to expand as we are now filling our 6 intake slots on a regular basis. As expected with this program, there is a significant amount of throughput. Interns from UVU began at the jail as part of the JRI team specifically focused on discharge planning in the jail and coordinating a soft handoff to the JRI case managers in the community.

Supported Housing Services



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

Leadership/Allied Agency Participation/Initiatives/Success

We have modeled the services after the system developed years ago when the program was housed at IRT and Lakeview buildings, where the case managers provided intensive outreach to

individuals who lived in supported housing, such as Alpine House, SRT and Mapleview. The added service of TCM attending not only the client's community medical appointments, they also attended every psychiatry appointment with the client. We have expanded the services with acuity based care and combining Supported Housing Services to all of level 4 services, which includes individuals living in the community.

This wrap around type of services, where the case manager is in the home of the client more often than other case managers in different levels, has provided invaluable information regarding abilities of the clients to perform activities of daily living. We not only provide it for clients in supportive housing, but also to clients who live individually in the community. Case managers attend most every doctor appointment in the community, including the appointments within Wasatch Mental Health. It provides excellent reporting to the prescribers for accurate treatment and excellent follow up care to the clients. Health care providers and our own psychiatry staff have continually expressed appreciation for the excellent care our case managers provide.

The addition of the nurses station here at SHS has offered even more wrap around services as we can closely monitor and assist clients in their psychiatric medications as well as the many medical medications that are needed for the client to stay healthy. The nurses are even able to access IHC data bases to track the physical care of clients as they move through medical admissions in that system and the case managers are able to offer services to the client as their needs arise.

Although these services are not new here in level 4 and Supported Housing Services, we have continued to refine them to offer excellent care for the clients we serve. This additional support offered in Supported Housing Services has helped improve the quality of life, helped clients remain stable in their setting and has reduce hospitalizations, both to local inpatients as well as to USH. The services are not only provided by case managers, but also therapist, care team assistants and with doctors and nurses.

We have enjoyed a very close working relationship with Housing Authority of Utah County (HAUC). Recently we have had an issue with bed bugs infesting the Yarrow apartments in Springville. HAUC acted quickly and has had a local pest control company; Buffo's, come in and aggressively spray. HAUC has communicated well and worked well with our case manager assigned there, Ned Campbell and we are working to eradicate the bed bugs. Buffo's has been extremely generous and has come out when clients have seen additional bugs and has not even charged the client for the additional calls out. It is impressive to see the level of care given from this agency /landlord.

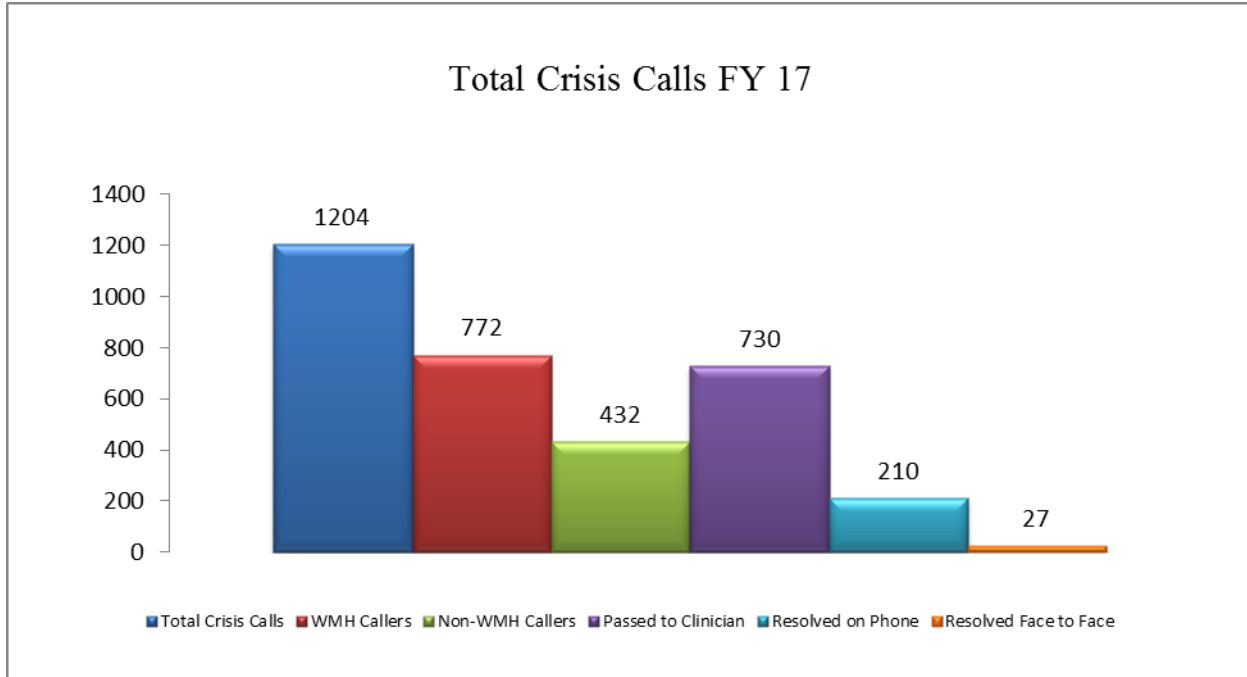
We have learned that HAUC is moving forward on a housing project in the American Fork area, near the Hobby Lobby intersection. It is slated to be a 48 single unit complex, specifically for seniors and some set aside for homeless needs. They are in the beginning stages of developing the land and working with American Fork City to make improvements to be ready for construction. It is likely to be built in 2 stages of 24 units each.

<u>Number of OQ/ YOOs administered:</u>	89
<u>Number of unduplicated clients who completed an OQ/YOO:</u>	52
<u>Number of total unduplicated clients served last month:</u>	151

CRISIS SERVICES

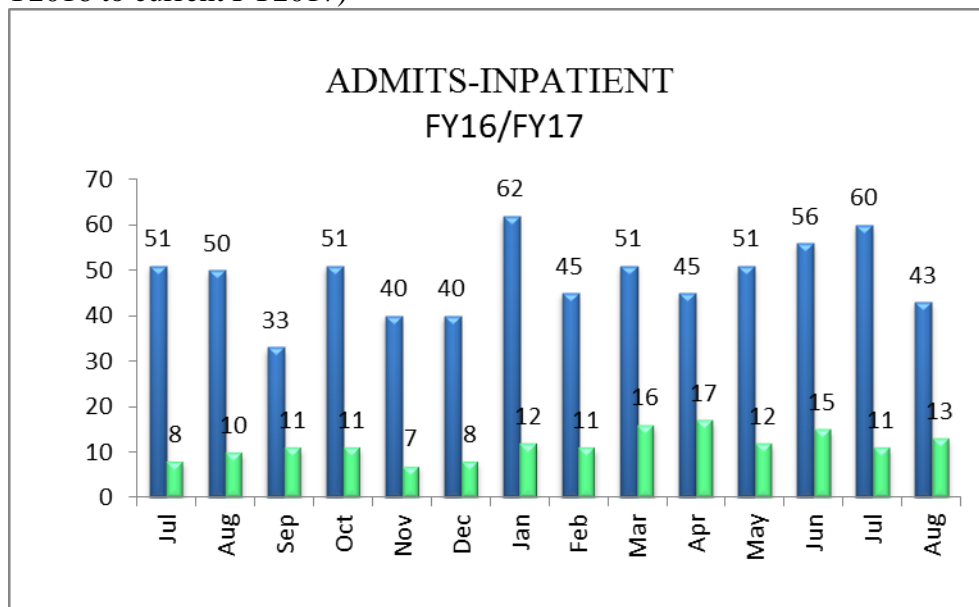
Crisis Calls

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

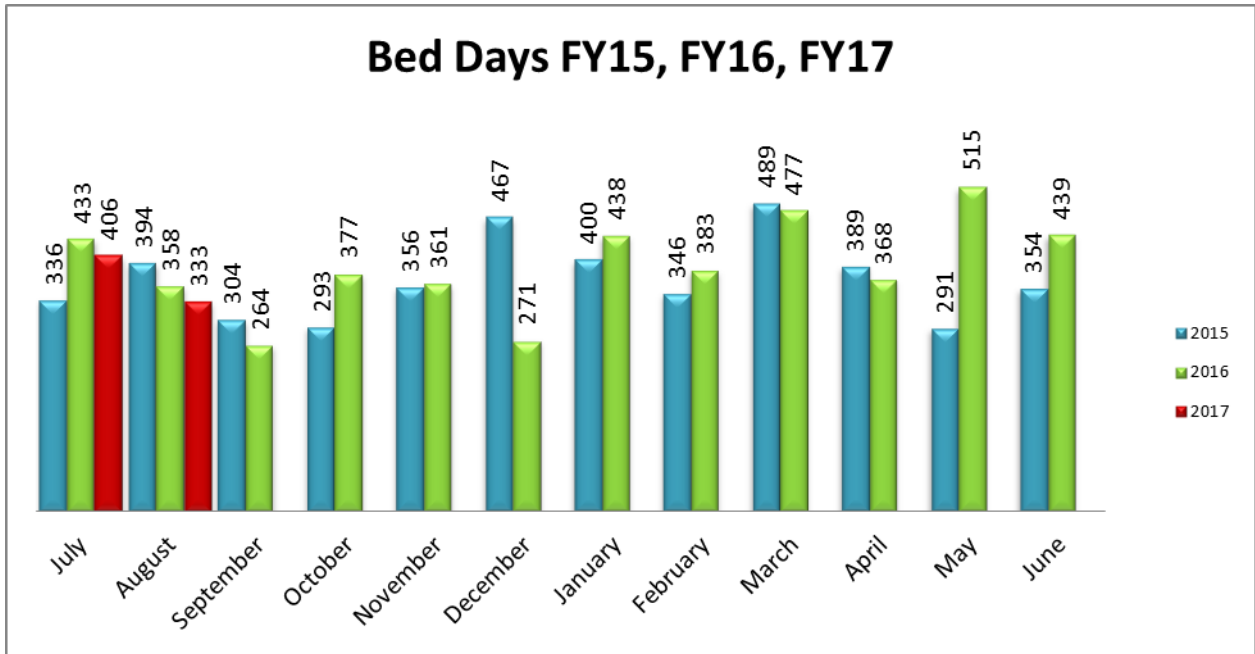


Inpatient Psychiatry

Following graph represents Adult and Youth clients admitted to inpatient psychiatric units for the last 24 months. (FY2016 to current FY2017)

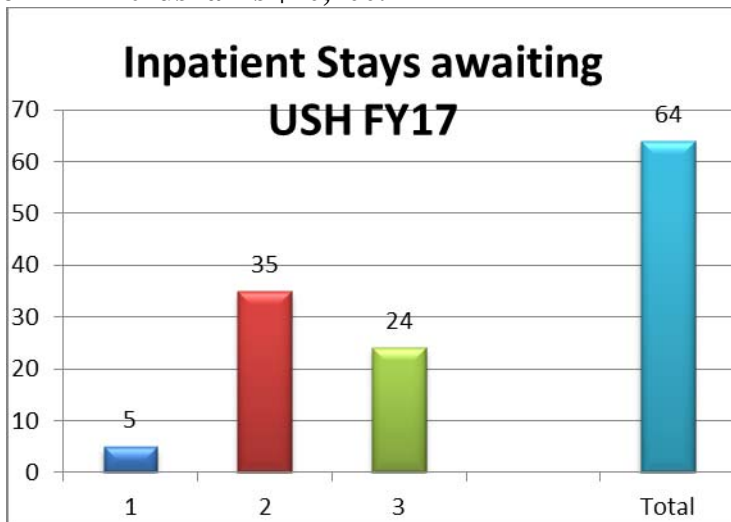


The following graph illustrates the total number of inpatient psychiatric bed days used for WMH clients during each month of the last two fiscal years and FY 2017. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however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



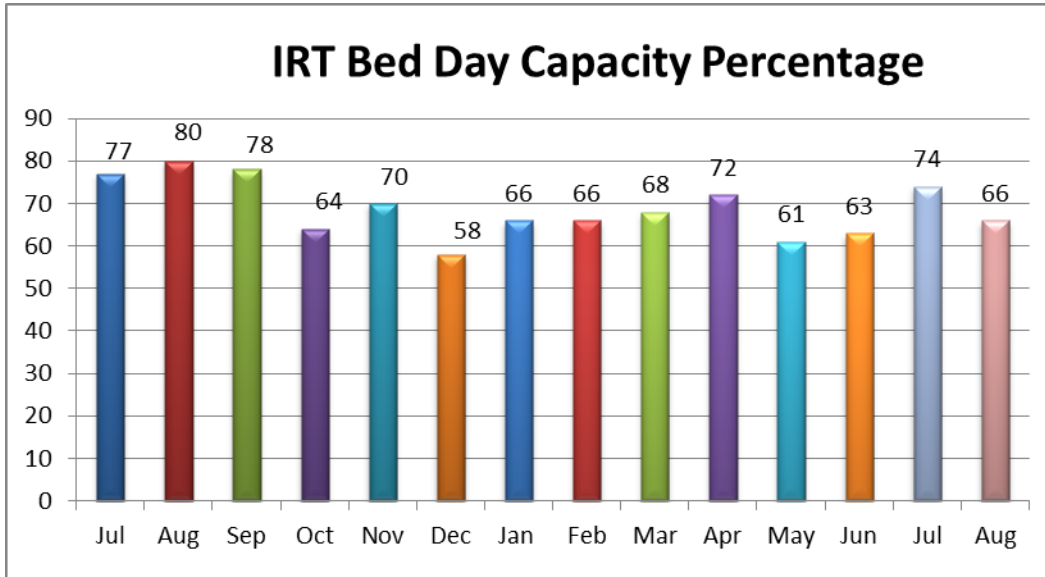
Inpatient stays waiting for USH Hospital bed placement

The following graph represents 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 \$3,498,064. Total cost for FY 17 thus far is \$70,400.**



Intensive Residential Treatment (IRT)

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



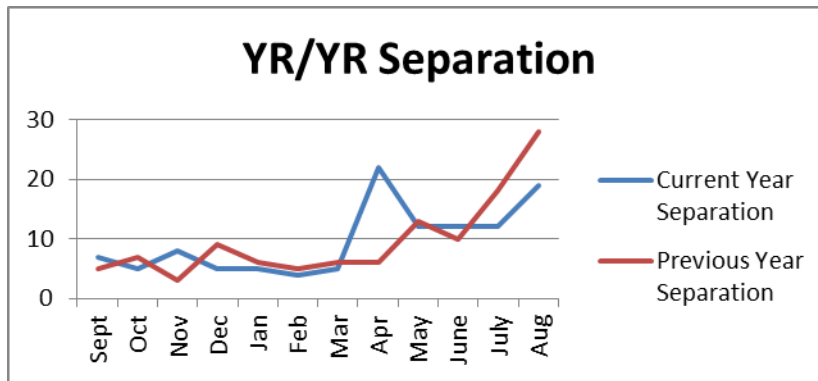
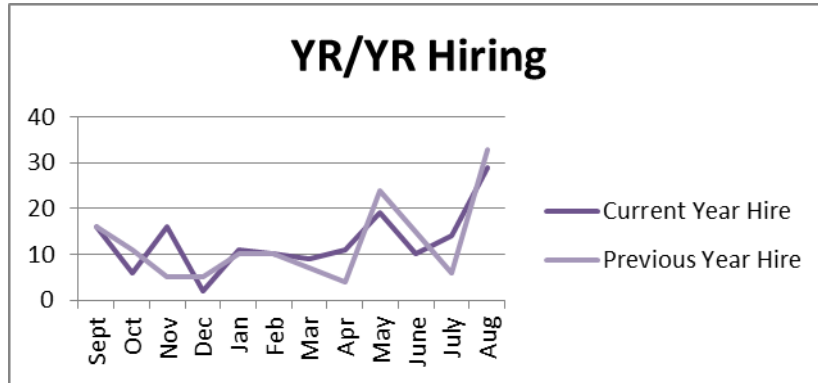
Leadership/Allied Agency Participation/Initiatives/Success

A man named John (not his real name) is a man who has been diagnosed with Schizophrenia, Paranoid Type. He has been homeless much of his adult life. Recently, his brother paid for him to stay at the Traveler's Inn downtown Provo UT. When his brother came to visit, he found him psychotic, emaciated, with bed sores and unable to toilet himself. He was unable to wear clothes, because he was in so much pain. Wasatch Mental Health Crisis Worker went to the Traveler's Inn to evaluate him. She determined he met criteria for admission to the inpatient psychiatric unit. WMH Crisis Workers coordinated closely with Provo Canyon Behavioral Hospital. He was prescribed antipsychotic medication and his wounds were treated. After valiant efforts in coordinating, he discharged to Spanish Fork Nursing and Rehabilitation. It was a difficult transition at first but the crisis and nursing home liaison have worked hard to track him after discharge. He loves it at the nursing home, and for the first time in decades this man is receiving the care he requires!

Human Resources Briefing Report

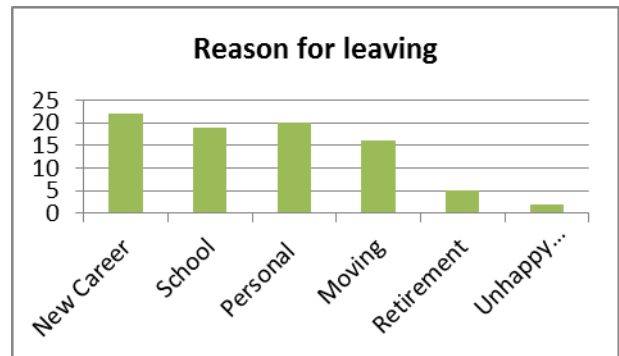
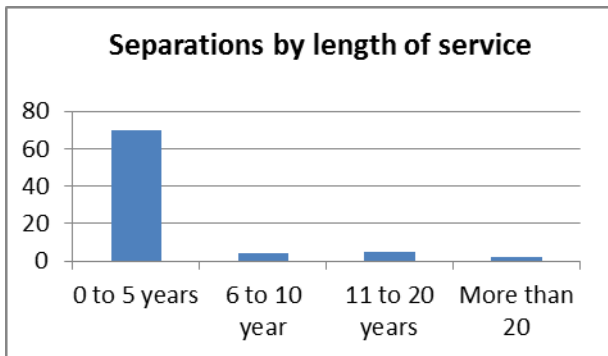
Staffing

The total monthly turnover rate was 4.4%, and annualized WMH is running at 29% overall. As expected, August was very busy for hiring and separation activity. Avg time to hire = 44 days.



Turnover Metrics

Monthly turnover rate for full-time benefited employees = 2%, for part-time employees = 7.2% (70% of total separations). The August separations were driven by students returning to school.



HR Projects Review

All new employees have complete electronic files and employees hired before 2016 are being converted with an estimated completion of December 2016. All job descriptions have been updated and have been placed in employees' electronic file. Our BCI process is working well with no audit findings. The HR team is supporting wellness by visiting program meetings to communicate upcoming wellness initiatives.