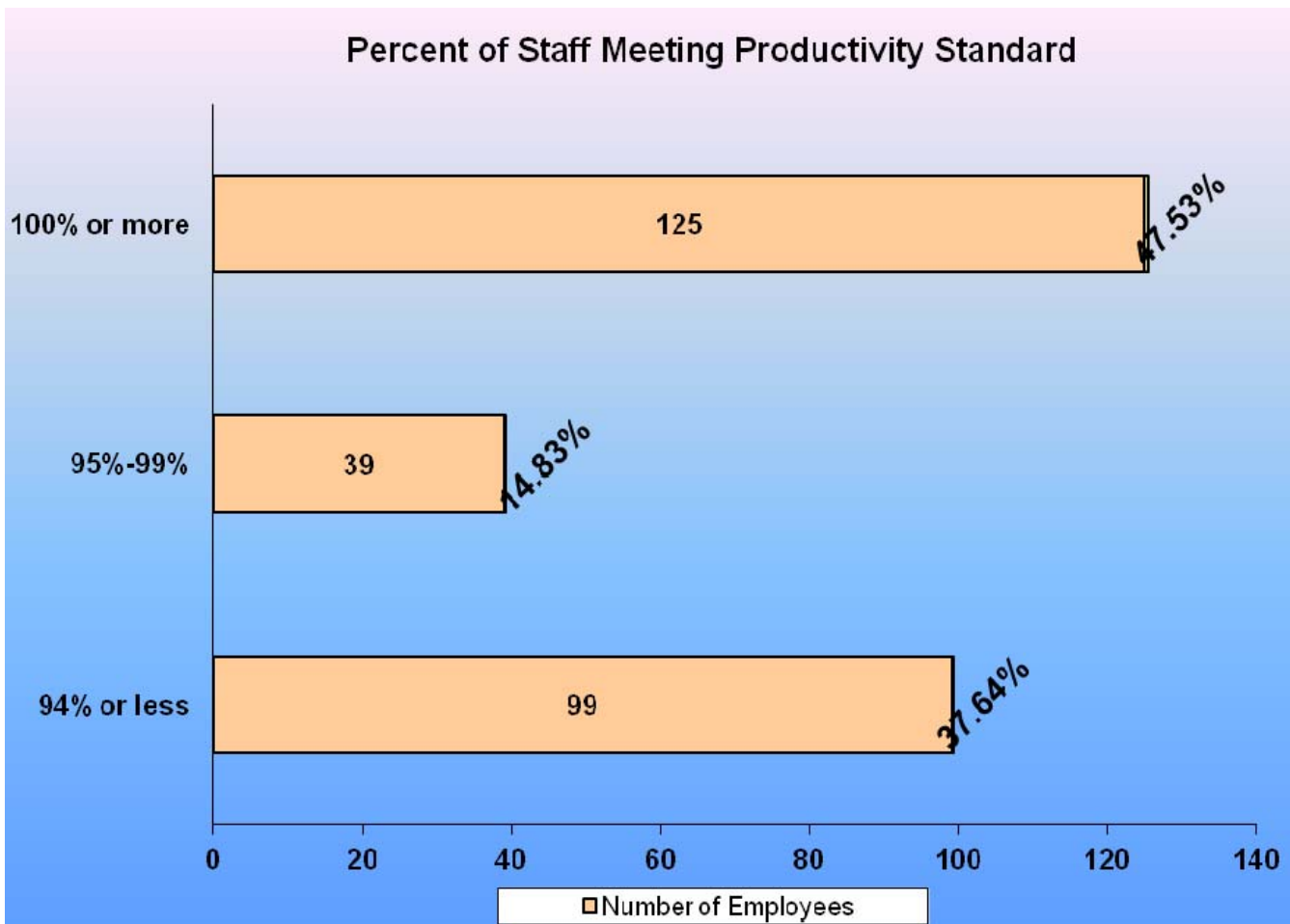


Wasatch Mental Health Briefing Report February 2015

With the legislative session starting in January, J. Korbanka, Ph.D. spent time on the hill to attend meetings and communicate with legislators about the mental health related bills and issues as they relate to community mental health. Especially the need for ongoing match funding to permit the local mental health authorities to draw down the match funding has been discussed. Similarly, funding to avoid closure of Utah State Hospital beds has been a concern, as any closure of USH beds would result in a cost increase for us due to the need to place individuals in acute care beds at local hospitals (at a higher per day cost). Another topic that receives much attention is the Governor's Healthy Utah plan (Utah's version of Medicaid expansion). While initially it appeared that Health Utah is off the table, more recently it appears that this plan has a reasonable chance of being adopted. This would likely result in an increase of service demands for our services.

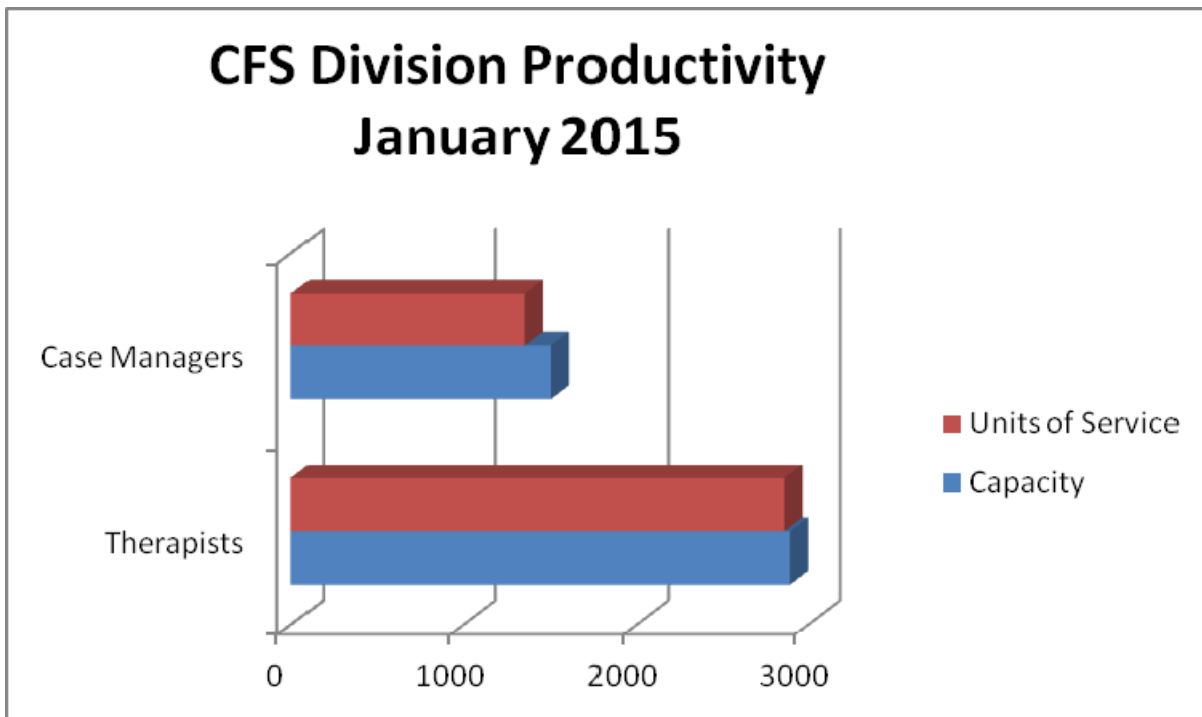
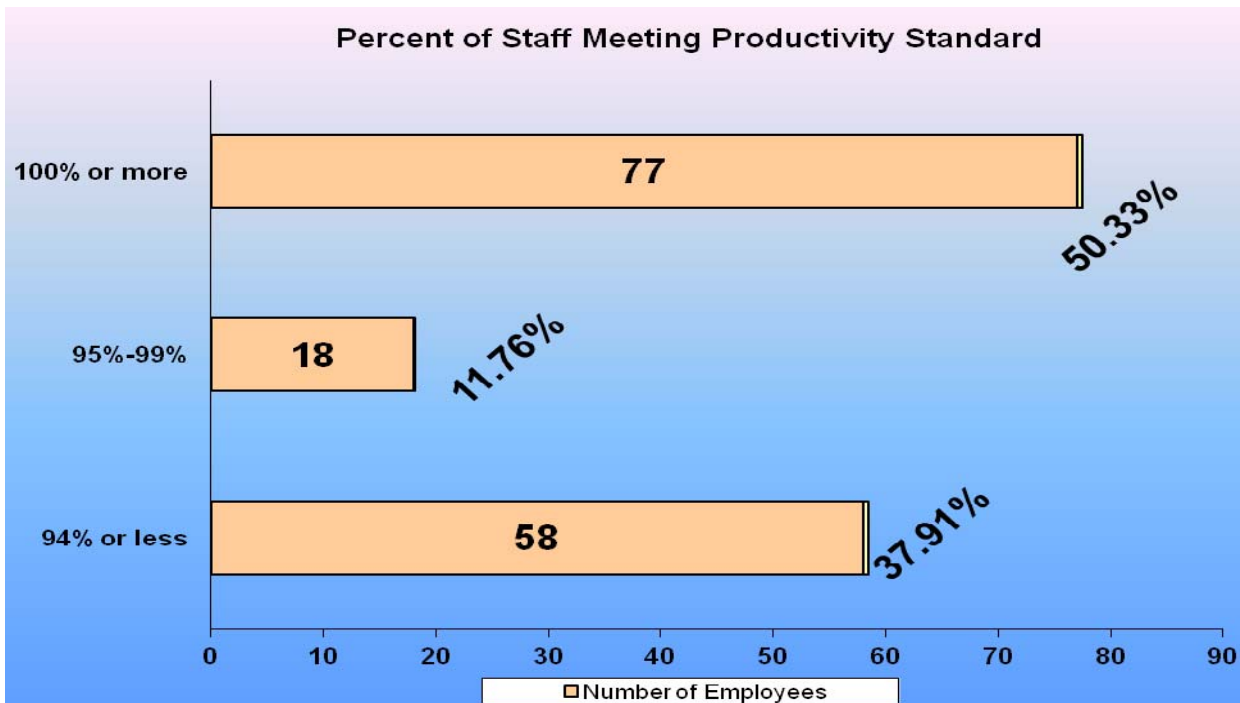
The annexation of our Payson property is progressing. We hope that this is completed in early to mid March. Once the annexation is approved, we are able to start planning the building of a Payson facility.

Below, a graph depicting the percent of clinicians reaching various levels of the productivity standard.



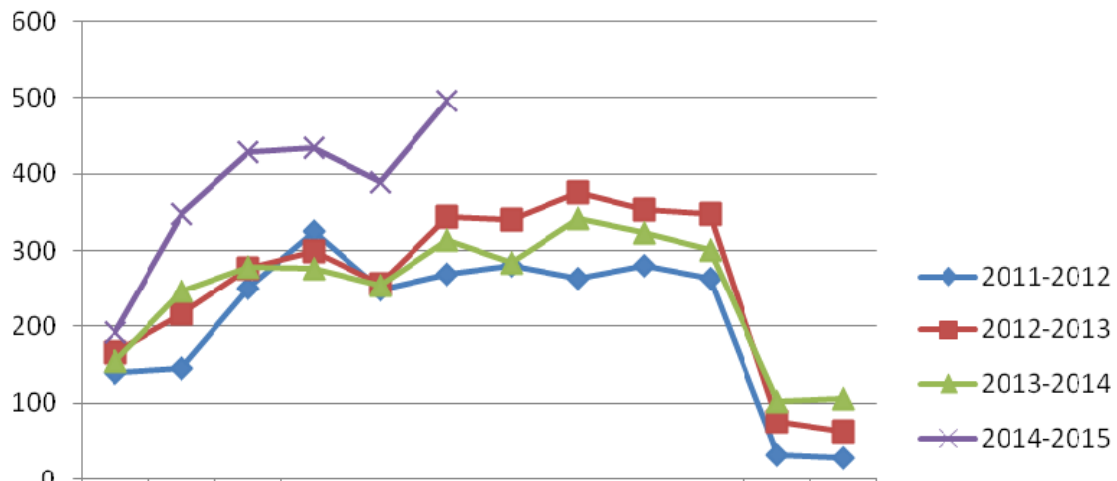
Children and Family Services Division

Performance Indicators



The above graph indicates the total capacity of possible units of service based on productivity standards in comparison with the actual units of service provided. For the month of January total therapist time is at 99% capacity. Case manager time is at 90% capacity.

Number of Youth Served in Schools



	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	July
2011-2012	139	145	250	326	249	270	280	264	281	264	33	29
2012-2013	166	217	276	299	256	344	341	376	353	348	75	63
2013-2014	155	246	279	276	255	315	285	343	324	301	103	105
2014-2015	192	348	428	434	390	496						

From the Principal at Riverview Elementary:

“I am writing this letter in regards to the grant given for supporting students via Wasatch Mental Health who do not have Medicaid. At Riverview Elementary, we have established an Emotional Disabled program that allows students to express themselves in ways the curriculum does not generally do. We have had the opportunity to witness what a great impact this has had on our students. We are grateful for the dedication that Wasatch Mental Health and a number of other people, including our teacher, have given to build this program from the ground up.

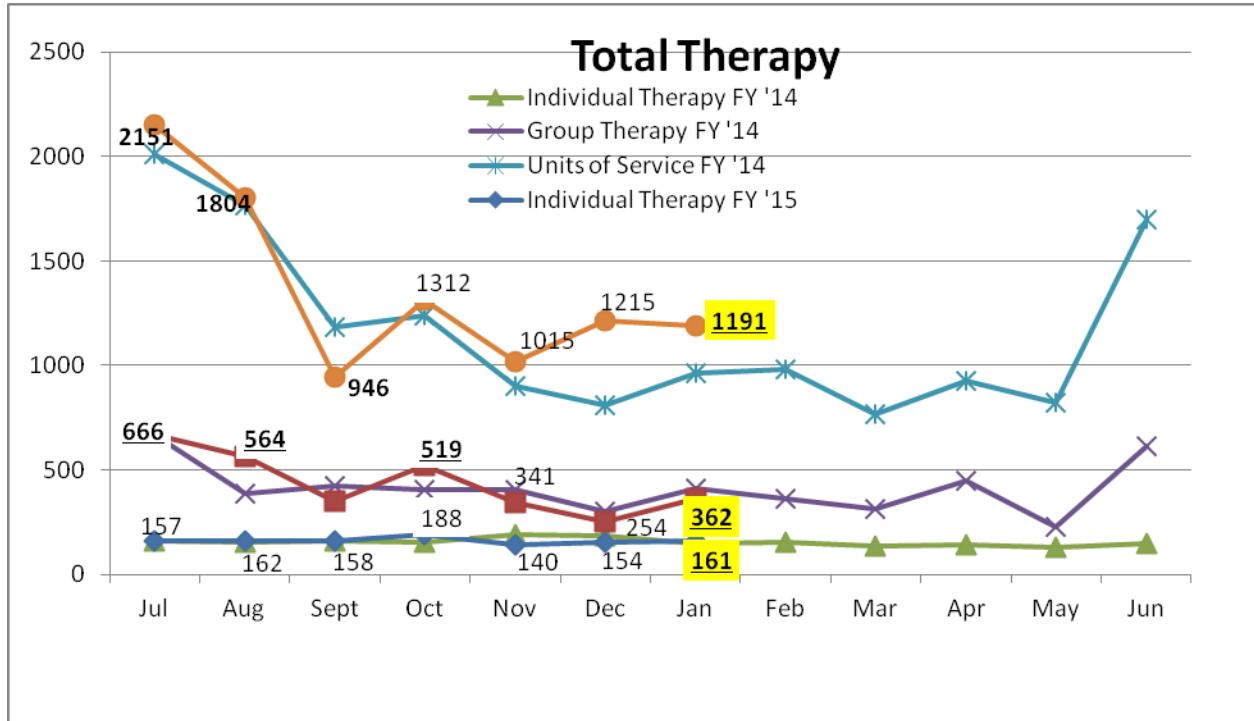
As a school we are supportive of the goal to maintain this program and appreciate the contributions of this grant in doing so. We are making huge strides in helping some very hard students achieve the goals they have even though they may not qualify in the traditional sense of these services. As a school and community, we thank you for your contributions.”

Thank you,

*Matthew Dias
Principal, Riverview Elementary*

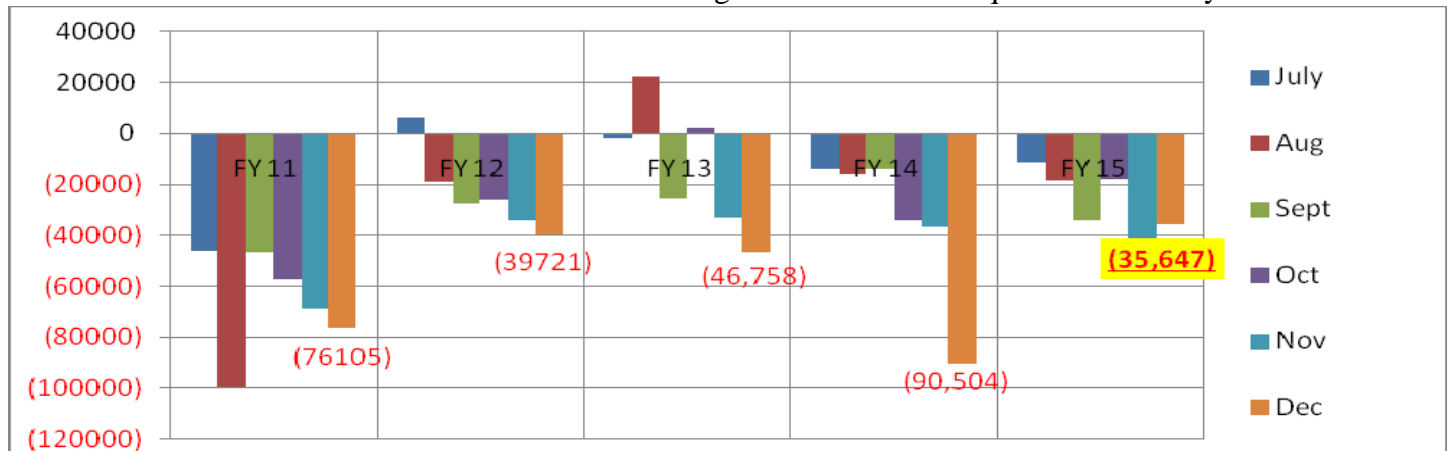
New Vista Youth Services

JANUARY REPORT: January numbers look pretty good. We were able to maintain most of the good numbers we saw in December. We are serving more outpatient youth with Sexual Behavioral Problems than we ever have. Even our day treatment numbers are fairly stable, although they aren't quite where we'd like them to be to be profitable.



New Vista Financial Report

We just completed the BEST financial December we've had in over 5 years. This could even date back 15 years. As always we are grateful to our executive committee for believing in New Vista's vital role in the community. We struggle to have a good number of clients in our day-treatment program. This, in part, accounts for our low financial numbers. We are staffing at the contracted required rate for day treatment of 4:1.



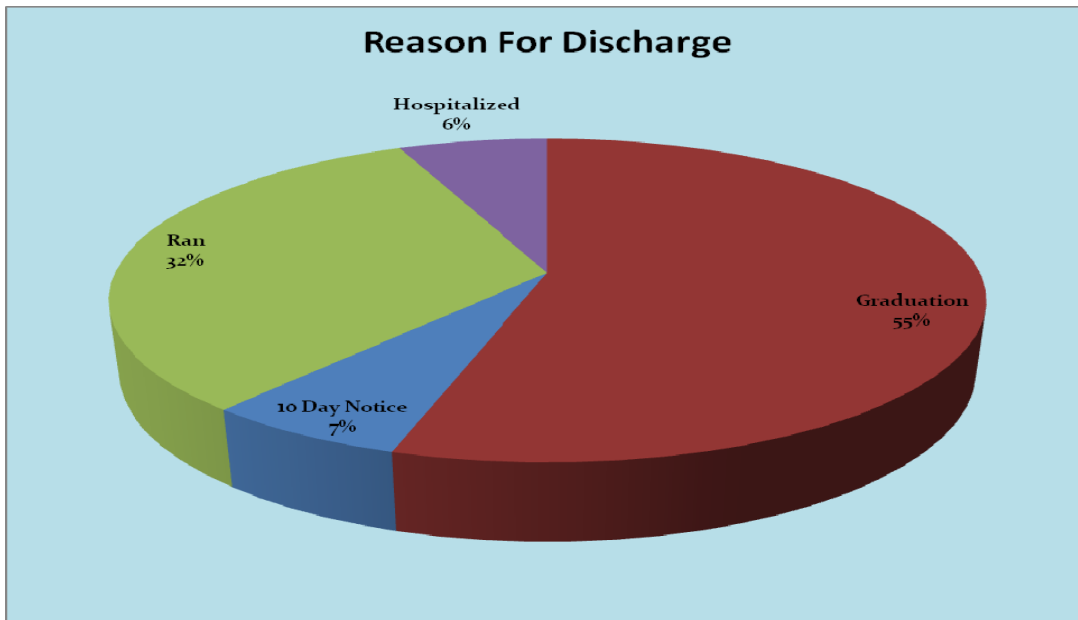
January '15 New Vista Monthly Report

In the New Vista group “Why Try” the youth focused on Team work and how working together as a team helps build relationships. They were able to do many team building groups and processed how that relates to relationships. During healthy relationship group they are working on building healthy relationships with one another including with staff. The youth were able to finish up the Biggest Loser Group and see the accomplishments that all the contestants have made for themselves both inside and out. The youth processed the accomplishments that they have made in treatment to this point. The youth are encouraged to pass off at least 1 assignment weekly. During these groups they enhance each others knowledge of what they are studying and how it can be applied in their life.

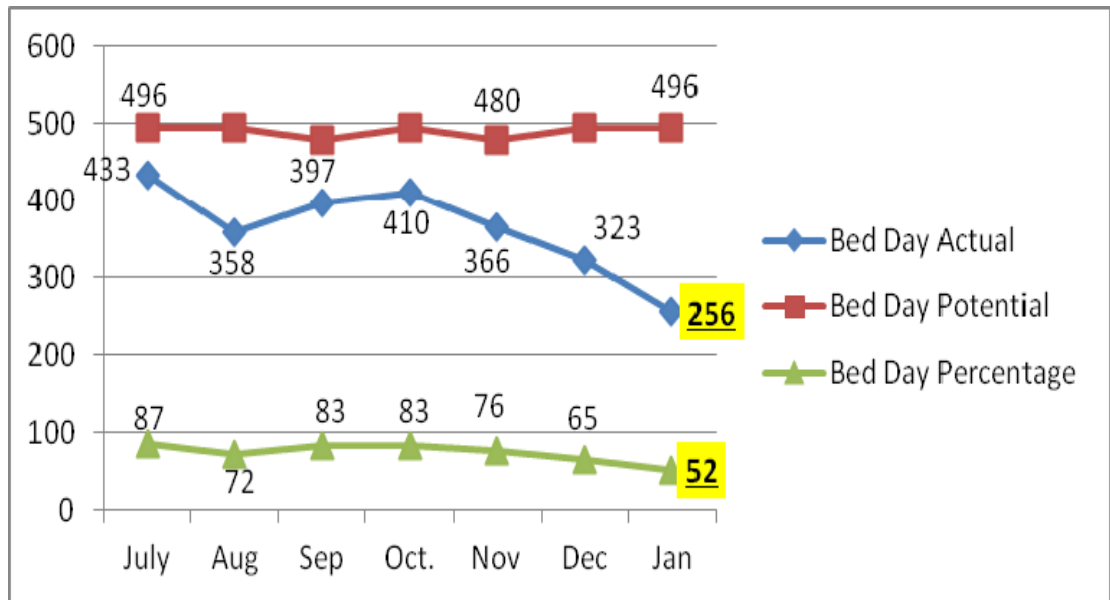
We continue to have youth in the Grade school, Jr High and High School where staff attend with them for safety and supervision.

Aspire Youth Services

JANUARY REPORT: January marks our 1st year anniversary. We opened our doors on January 21, 2014. Since that time we have served 40 girls from DCFS. These girls come from as far away as Ogden to the North to St. George to the South and Vernal on the East. Of our 40 girls served 55% or 17 graduated or otherwise completed the program (their Average Length of Stay = 4.9 months). Eleven (33%) girls ran often enough that either their DCFS case manager or we requested they not return (their ALOS = 34 days). We were issued a license as an Intermediate Secure Care Program in December and we now have locked doors, which will decrease the number of girls who have or will run away. Our average length of stay of all girls is 106 days or about 3.5 months.

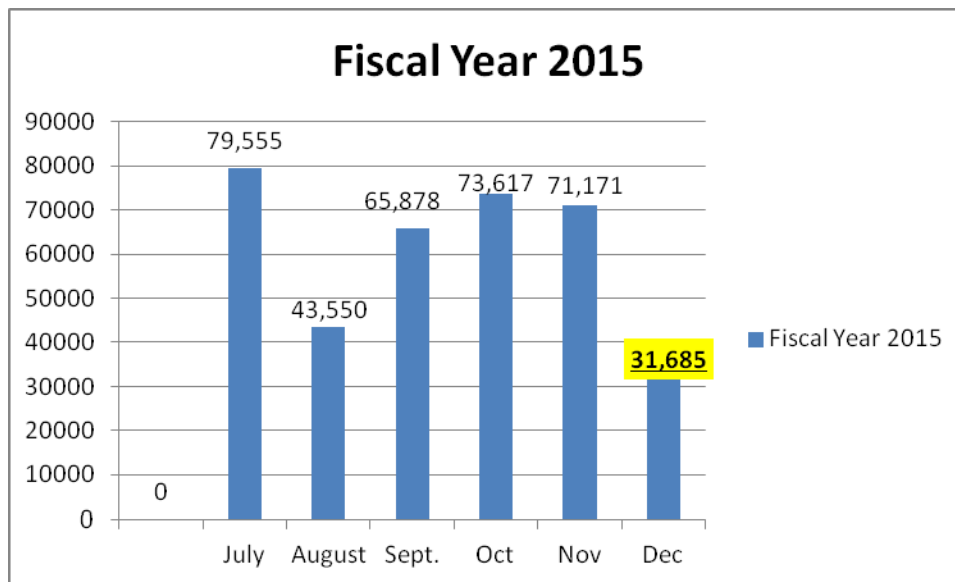


Our bed day count has been declining since October. The reason for this seems to be a lack of referrals from DCFS. At least two case managers have reported that DCFS is in a financial hole and so they are trying to restrict placements in higher levels of care. Aspire is a Level 6, the highest level for treatment of girls in the state. J. Korbanka, Ph.D. will meet with DCFS leadership later in February to discuss the referral stream for our program.



Aspire Youth Services Financial Report

Our December total income was \$31,685. Our year to date Total Income is \$365,455 with a year to date Budgeted Income is \$352,786 putting us a little over budget \$12,669 as of December 31, 2014.



The residents at Aspire enjoyed going to a play “The Alabama Story,” at Pioneer Theater at the University of Utah with the school. They girls enjoyed getting out and experiencing some culture. Another school fieldtrip that they went on was to watch and learn about glassblowing. The girls continue to go the “Our House Assisted Living home” and really enjoy meeting, learning and socializing with the older population. The girls are also going to the New Provo Recreation Center to work out once a week and this has been fun. They are all getting into better physical shape.

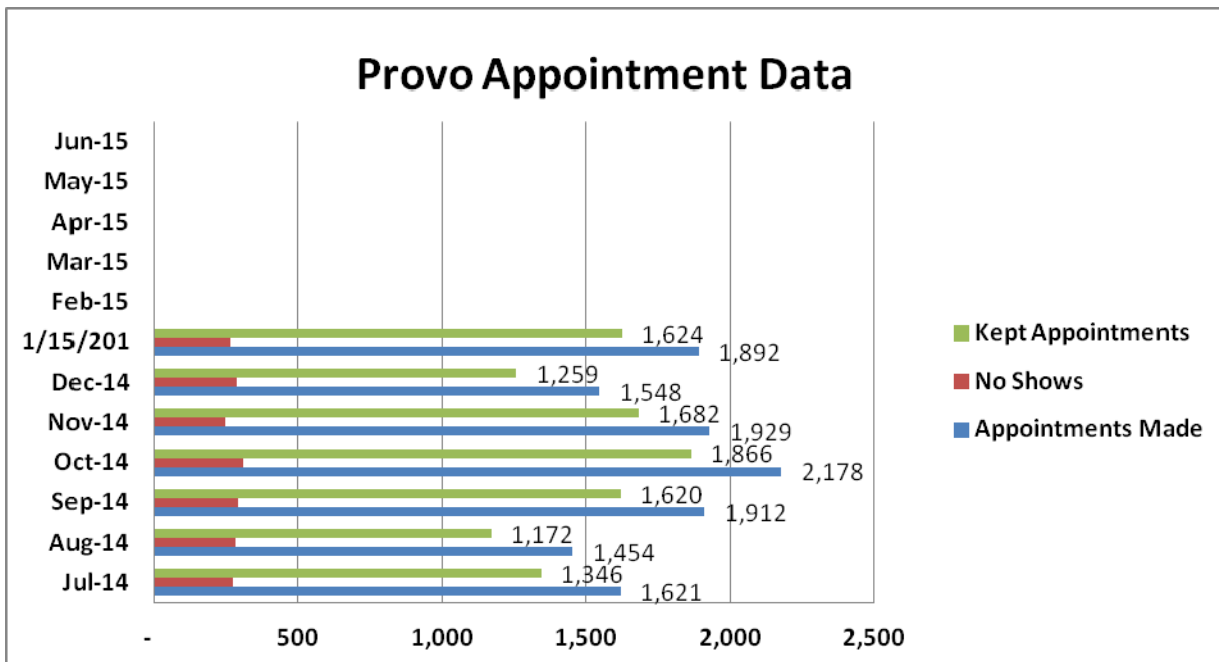
We had 1 resident transition home and we enjoyed getting to know her and wish her the best of luck with her future goals and success.

Therapy is going well and the girls are making progress. Some of the progress is slow, but we are happy that the residents are moving forward and making progress processing trauma, relationships and learning and practicing DBT and other coping skills to build and maintain healthy relationships and manage their moods more appropriately.

January has been a slower month in regards to referrals and the current residents are looking forward to admitting more residents hopefully soon. Things are going well here at Aspire and we look forward to our future.

Provo Family Clinic

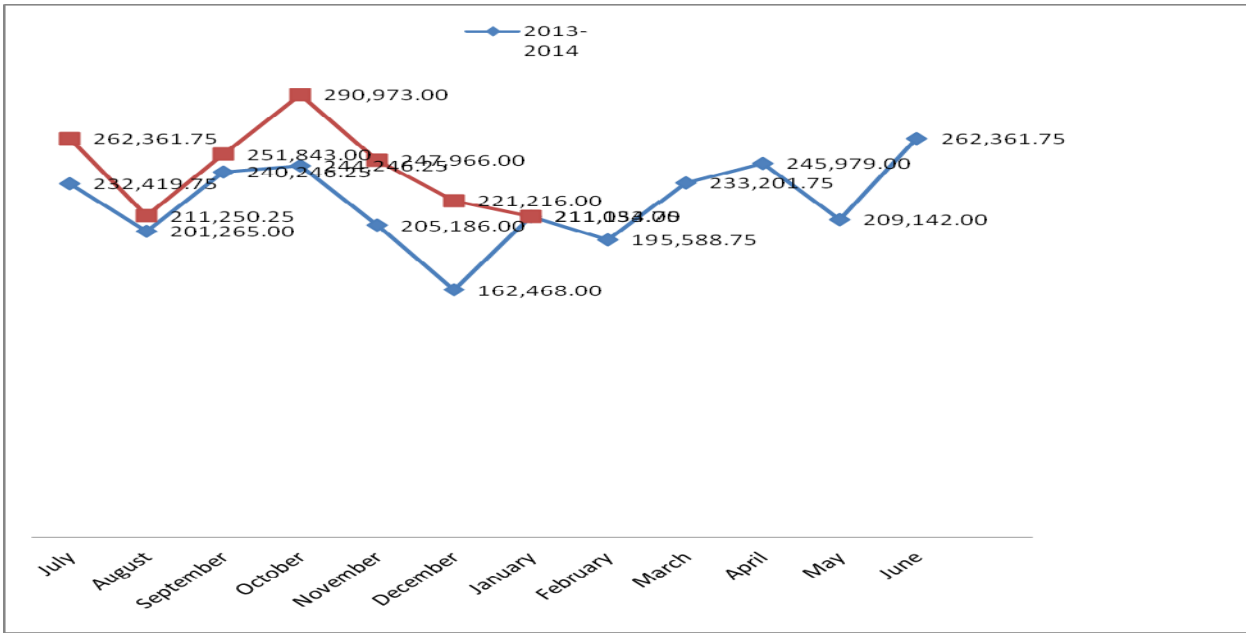
Performance Indicators:



Late notes: There were **no** notes fifteen days late, Provo Family Clinic.
Adult OQ- there was 45. YOQ- there was 578 children and youth.

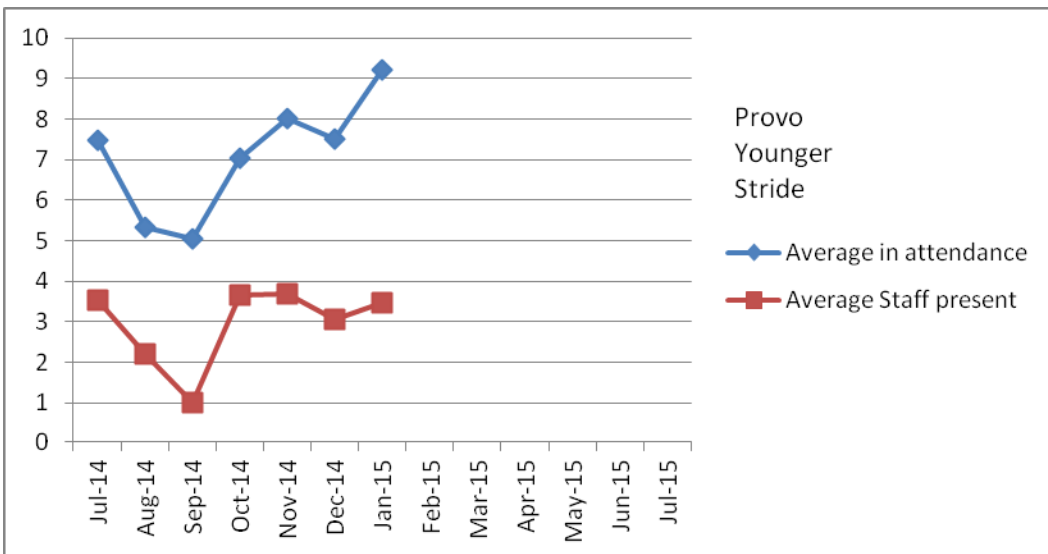
Groups currently running: Child Parent Relationship group (CPRT) for parents and a concurrent children’s group, Grand Families, Strengthening Families, Anger Group, and an after care group for children who have been through the Stride program. There is a Parenting SIB group for parents of children who do self harm.

The following graph depicts the revenue YTD:



Stride Partial Day Treatment Program

The following is a graph of average attendance and number of staff present: Please note that in some classes we have high acuity children who are on a 1 to 1 with staff. This changes the staffing patterns.



Leadership/Allied Agency Participation/Initiatives/Success

Chelsie Rios shared the following: “we have a girl in Stride who struggled with accepting "No" and communicating her feelings appropriately. She often threw major tantrums at home, and sometimes Stride. Her mother only speaks Spanish, and she only speaks English, so this was especially difficult for the family. Today, her mother wrote the following on her home note, "Muchas gracias por ayudar me con [client] se comporta mejor y ya no ase tantos berrinches." (Thank you very much for helping with [client]. She behaves better and is no longer throwing as many tantrums.) Stride continues to see progress in children that go through the program.

GIANT Steps

Highlights:

- In January, we increased the number of assessments for potential new clients who would attend next year in Giant Steps.
- On 1/6 and 1/20, we held trainings for parents of children in the program as well as parents on the Giant Steps waiting list. Topics discussed included ways parents can respond to unsafe behaviors as well as how to implement token economies for their children.
- On 1/8, Janeen attended the meeting for the Autism Resources of Utah County Council and helped other treatment providers plan this year’s autism awareness Balloon Launch, Summer Carnival, and UVU Autism Conference.
- Michael attended a BYU employment and internship fair on 1/22 and was able to recruit two new hires.
- **On 1/28, KUTV aired a feature story about the Giant Steps program and the progress it has helped children make.**
- GIANT Steps has had NO LATE NOTES for five consecutive months.
- 100% of GIANT steps staff were able to meet or exceed productivity expectations
- Currently, the number of children on our waiting list is 137.

Positive Reports from Families or the Community:

- Eric Tadeharra with DSAMH reported that the families who attended the Family Feedback Group of the audit site visit gave glowing remarks about the quality of the Giant Steps program and stated their children had responded very well.
- Kim Kawkins with Franklin Elementary in Provo gave very positive feedback to DSAMH on 1/7 during the audit site visit to that school. She stated that having school based services and Giant Steps in her school has been very beneficial to her students.
- Nine of the twelve kids in our Provo classroom are now toilet trained. Only three more to go! A number of parents have expressed gratitude for the help in this area.

GIANT Steps Volunteer Hours:

Community Volunteer Hours: 30.25

GIANT Steps: 58 volunteers with **289** hours

Parent Volunteer Hours (FYTD): 1235

Performance Indicators

Productivity:

Department Productivity: **107%**

Number of Employees with Productivity Expectations: **41**

Below 95% of the productivity standard: **0** employee (**0.00%** of staff)

Between 95-99% of the productivity standard: **4** employees (**9.76%** of staff)

Above 100% of the productivity standard: **37** employees (**90.24%** of staff)

Average Monthly Group Ratios

Group	Clients	Staff	Service Capacity January	Service Capacity December	Service Capacity November
Amber H.'s Group	10.19	6.63	12 clients	11 clients	11 clients
Amber J.'s Group	10.06	6	12 clients	12 clients	12 clients
Tiffany's Group	11.94	5	13 clients	13 clients	13 clients
Kristyn's Group	9.81	6.5	12 clients	12 clients	12 clients
Katie's Group	10.06	6.81	12 clients	12 clients	12 clients
			85% Capacity	91% Capacity	92% Capacity
<p>90% and above capacity is the target goal since this takes into consideration clients being absent from group. During this month, there were extra sicknesses among the children in the classrooms which lowered our capacity.</p>					

XCEL Day Treatment

Dynamic Level-4 Wrap Around Model

The XCEL program is now designed to provide level-4 treatment to adolescent clients with any Axis I diagnosis who require more intensive treatment than general outpatient services can provide. In this spirit, XCEL is more than just group treatment, but is designed to provide intensive and focused wrap around services for its clientele. Recently, we have successfully integrated females into the program providing a much needed service.

The program provides in-home therapy services as well as intensive in-school case management / behavior management services. These services are available as necessary to clients who are attending the day treatment groups as well as for clients where group may be contraindicated or where the client is unable to attend group.

Group Census

The XCEL Day Treatment Programs (i.e. XCEL Older & XCEL Younger) have been working to grow their census to a level that will draw closer to the standard of 15 kids per day set by our current grant with DWS. To this point the program has struggled to draw in sufficient daily clientele to meet this standard. There is question regarding how realistic this high standard is as it is designed for non-clinical after school programs.

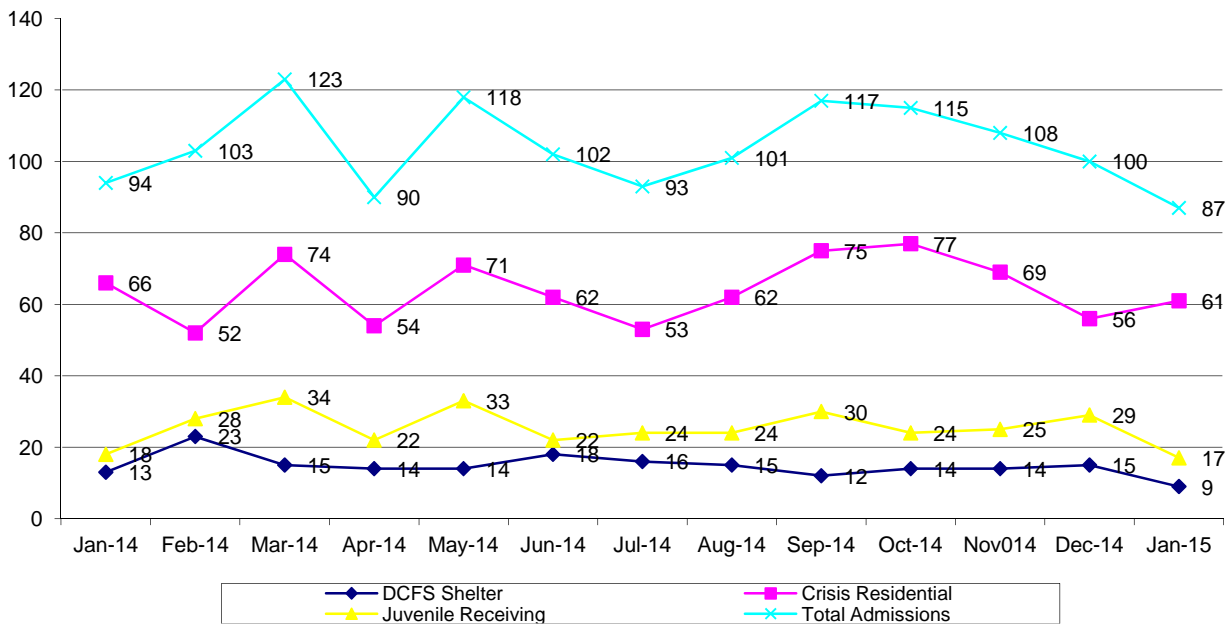
An additional concern related to a higher census is the logistical capability of the program to transport 25 to 30 clients who are spotted throughout the expanse of Utah County. Current census levels have already proved to be a strain as relates to transportation and lost productivity when clients are not present in vehicles.

Vantage Point

Program Indicators

We had **87 admissions** this month, **83** were unduplicated. While our total number of intakes were less, our length of stay was increased this moth. We average 1.9 days annually for non custody kids, but this month was 2.7 days. We average 7.5 days for kids in custody, but this month we were at 9.8. Said another way, last month we provided 213 bed days and this month we provided 257 bed days. So, 13 fewer admissions than last month but about 44 more bed days.

Vantage Point Recent Admissions

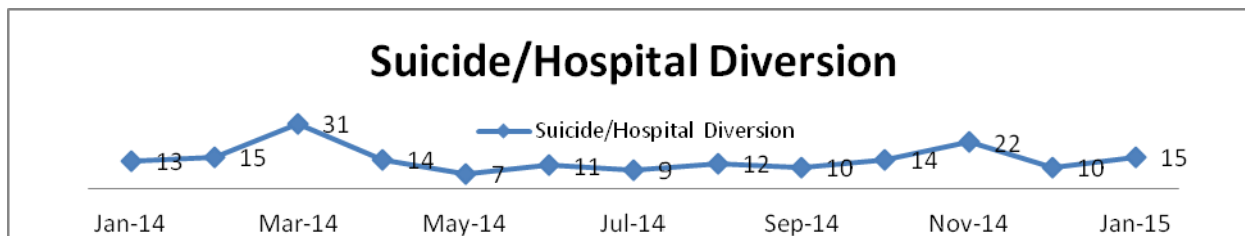


Safe

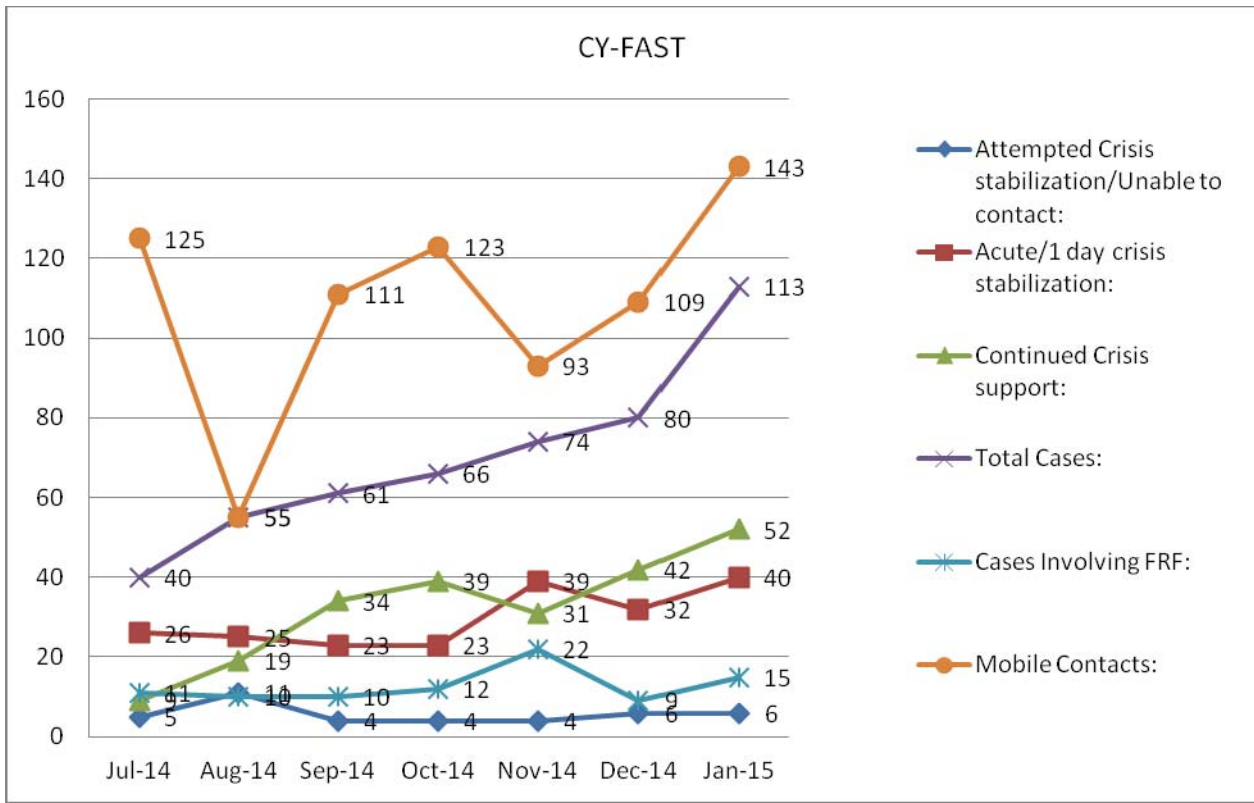
Vantage Point Safe Exit Rate

Crisis Residential – 98% 1 awol

Juvenile Receiving – 100%



CY FAST (mobile crisis)



DHS Case Management

Performance Indicators

Case Load:

Katy Gibson:	17
Derrick White:	15
Suzanne Jasper	8

All DCFS case reviews and court reports are completed and current.

American Fork Family Clinic (AFFC)

of total unduplicated clients served last month: 673 (Adult: 211 Youth: 462)

Number of YOQs/OQs administered: YOQs: 522 OQs: 296

Unduplicated number of YOQs/OQs: YOQs: 314 OQs: 171

Groups in AFFC

Child/Parent Relational Training
Art Therapy for Elementary age in the school
Strengthening Families Program
Social Skills Groups—Several in the schools

Leadership/Allied Agency Participation/Initiatives/Successes

We reached another milestone in School Based Services this past quarter by providing services in 62 different schools in all of Utah County. The school based team has worked extremely hard in fostering good relationships with school administrators and families. Below, an example of this impact.

From a parent: “I am so thrilled to have my son in this group. He has shown signs of improvement in his behaviour which is a huge help at school and home. I look forward to him continuing to grow. He needs more of this support and this is possible for him because of qualifying for the grant. Not only does this help him but he looks forward to each class. Thank you for making this possible for us!”

Spanish Fork Family Clinic (SFFC) & School Based Services

of total unduplicated clients served last month: 373 (Adult: 123 Youth: 250)

Number of YOQs/OQs administered: YOQs: 344 OQs: 158

Unduplicated number of YOQs/OQs: YOQs: 237 OQs: 107

Groups in SFFC

Strengthening Families Program
CPRT parenting group
DBT
Group Behavior Management in Schools

Leadership/Allied Agency Participation/Initiatives/Successes

SFFC continues to nurture their great relationship with Wasatch Mental Health in the southern part of the county. Some of the therapists received the following email of appreciation. The family’s name has been left out. Read below.

Hello [client] Team,

Some of you are already aware, but the judge granted permanent custody and guardianship to [parents of clients] at court this afternoon. We all know how complicated this case has been, but my burden has been significantly decreased because of all of you. I feel grateful to have been able to work with such a dedicated, competent team of professionals. You have supported the family, and the objectives of DCFS since the beginning of the case, and I sincerely appreciate your efforts and support. I think we've all earned a nap!

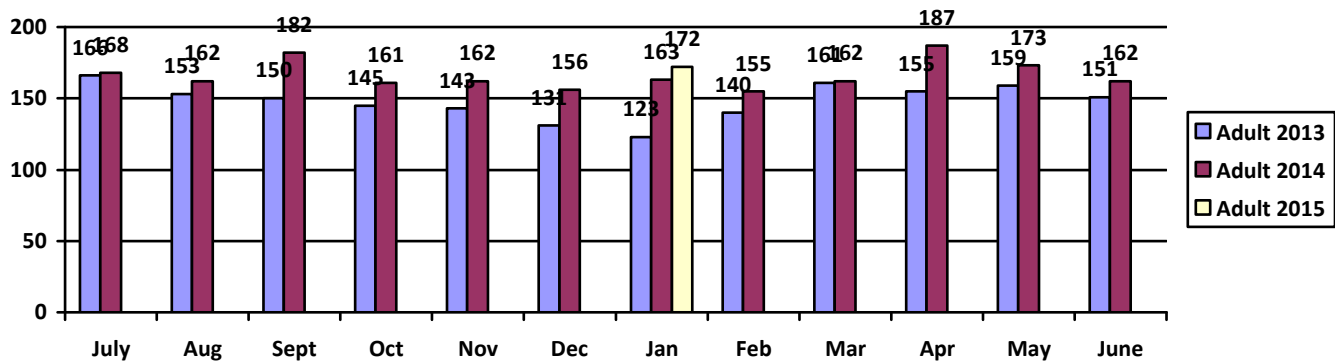
Jonathan Marshall, CSW
TAL Program Manager
Division of Child and Family Services

SFFC saw a large spike in adult clients being served in large part because we started our first Strengthening Families Program in Spanish Fork.

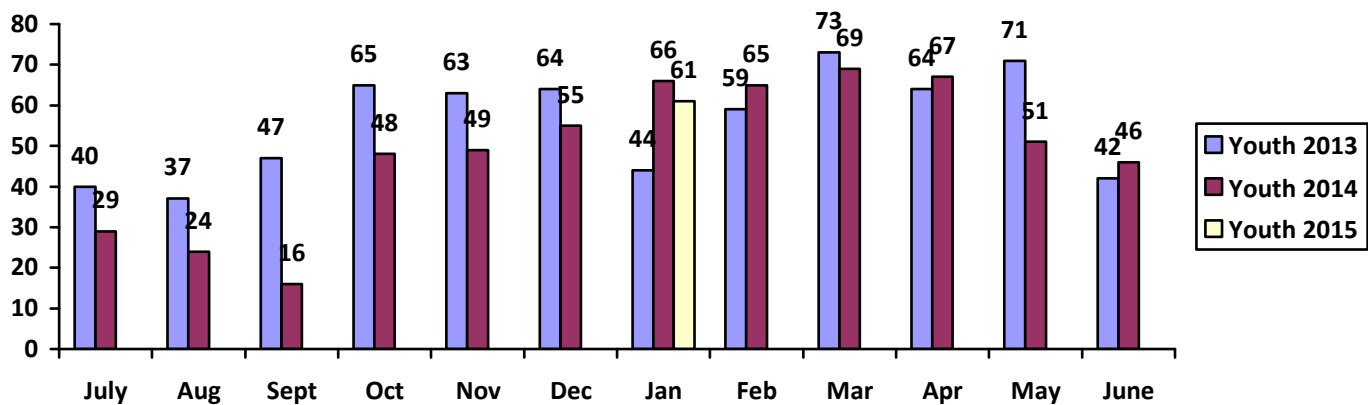
Wasatch County Family Clinic

Total Unduplicated Clients Served in January: 233

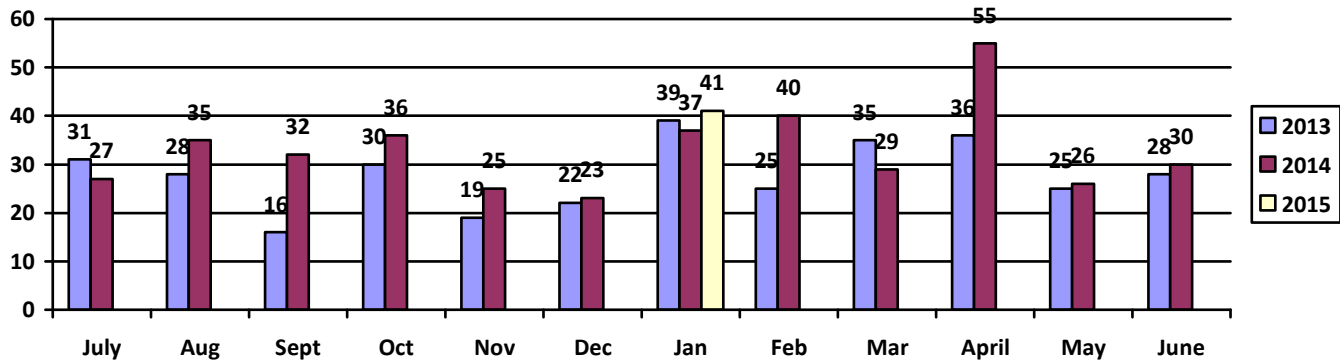
Adults: 172



Youth: 61



January Monthly Intakes: 41



Number of YOQs/OQs administered: 261 (YOQs: 71 OQs: 190)

Unduplicated number of YOQs/OQs: 135 (YOQs: 35 OQs: 100)

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

Leadership/Allied Agency Participation/Initiatives/Success

Our Region has been selected to pilot the SOC (System of Care) implementation. Richard Hatch, program manager, has begun participating in the monthly SOC meetings and we will be working to have a summit in Wasatch County later this Spring to kick off to our local partners.

He was also interviewed by a local organization called Sophie’s Planner regarding services available through our clinic and this will be also posted on their community blog.

He met with Judge Noonan who is appreciative of our services and coordination with her court. She is interested in looking at the possibilities of developing a Family Dependency Drug Court. This was also shared in our monthly meeting with the Wasatch County Manager.

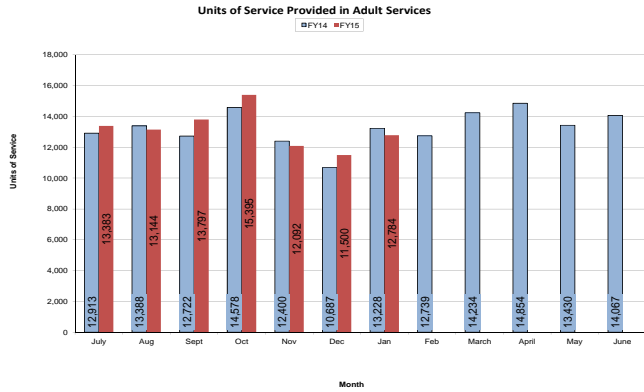
In January we had 2 members of our Drug Court graduate.

- 10 hospital crisis evaluations were completed
- 2 of the 10 were admitted to inpatient
 - 2 were admitted to Provo Canyon Behavioral Hospital
 - One was Self-Pay and One had PEHP

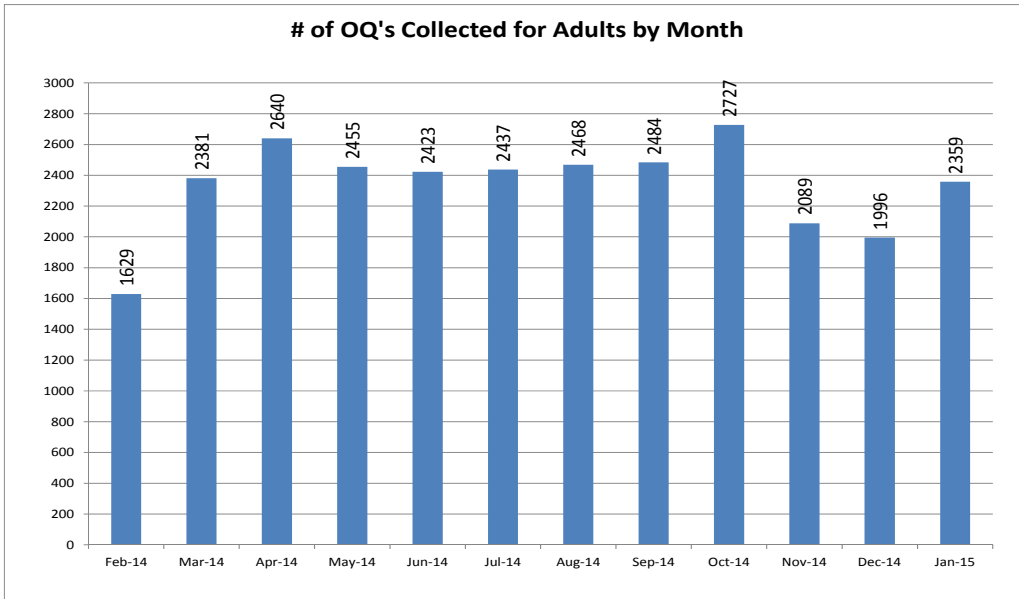
Adult Services Division

Performance

The following graph represents the total units of service for the Adult Division.



YOQ/OQ Analyst Questionnaire Report



OQ/YOQ Administration Report

Number of total unduplicated clients served last month: 3793

Adult Clients Served	2529
Child/Youth Clients Served	1556

Number of OQ/ YOQs administered:

Adult Services Division	1689
Children & Youth Services Division	2369

Number of unduplicated clients who completed an OQ/YOQ:

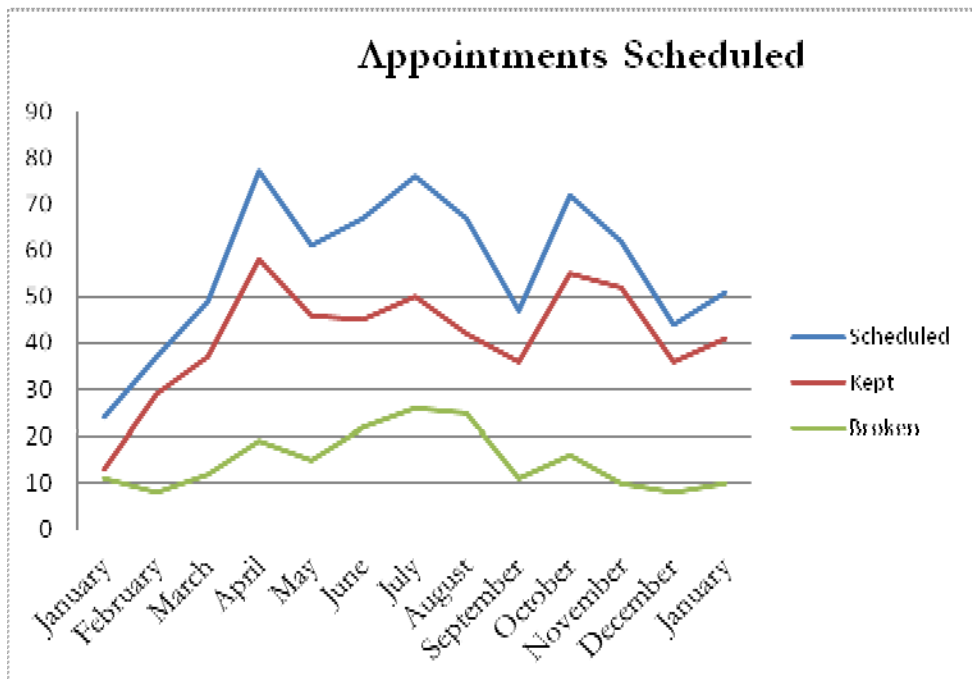
Adult	981
Youth	1445
Total	2426

% of Unduplicated Clients Completing an OQ/YOQ 63%

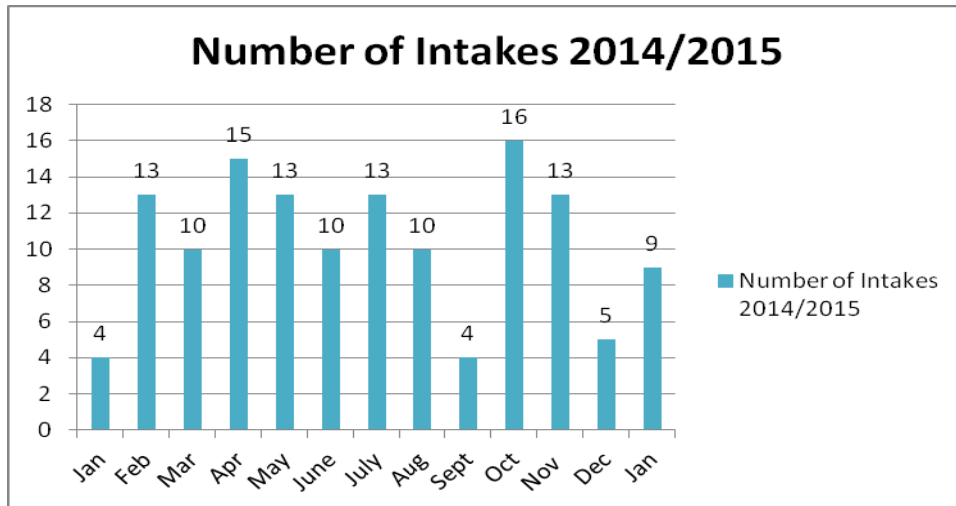
Mountain Peaks Counseling

Performance Indicators

The graph below indicates the number of clients who were scheduled, the number of them who showed up to their appointment, and the number that did not.



Below is a graph of the number intakes by month.

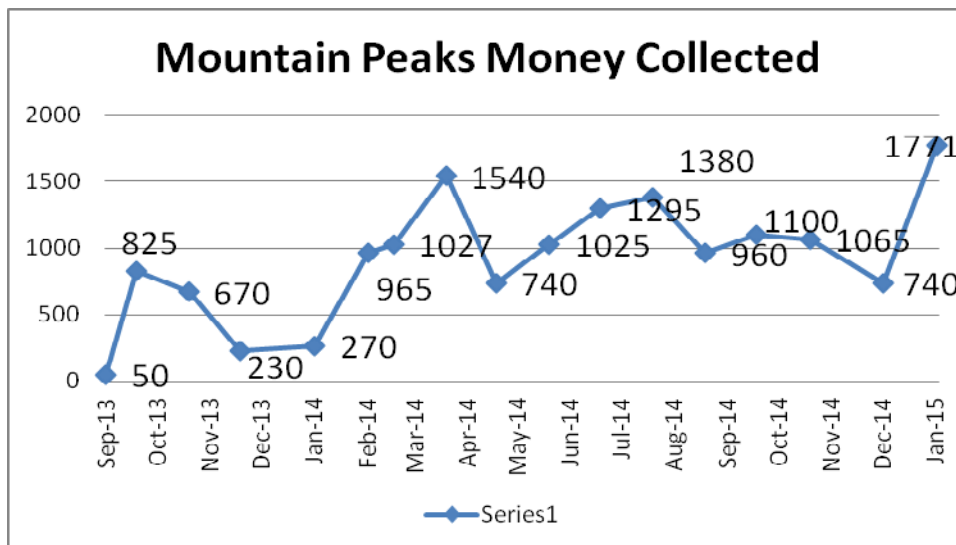


Leadership/Allied Agency Participation/Initiatives/Successes

Our success story this month comes from one of our therapists. He reported that, “We have been working with a 70 year old man, recently retired, experiencing severe anxiety and depression. He had just been discharged after a week stay at Provo Canyon Behavioral Hospital at the time of intake. He was overwhelmed by changes associated with retirement, financial worries, etc. He was no longer driving due to his severe anxiety and agitation, and had to be brought to sessions by family. During the first several sessions, he was so anxious he could hardly talk or sit still, extremely uncomfortable, wanting sessions to end. Over time, with therapy and meds from Dr. Hanson, he stabilized. Whereas previously, he would experience severe anxiety leading up to and during sessions, he was able to begin engaging comfortably. He has resumed driving, has become more active and social, faced and successfully worked through anxieties related to his financial situation, has gotten a dog which he enjoys taking care of, and is now doing very well, with much improved symptoms of anxiety and depression.”

Financial Report:

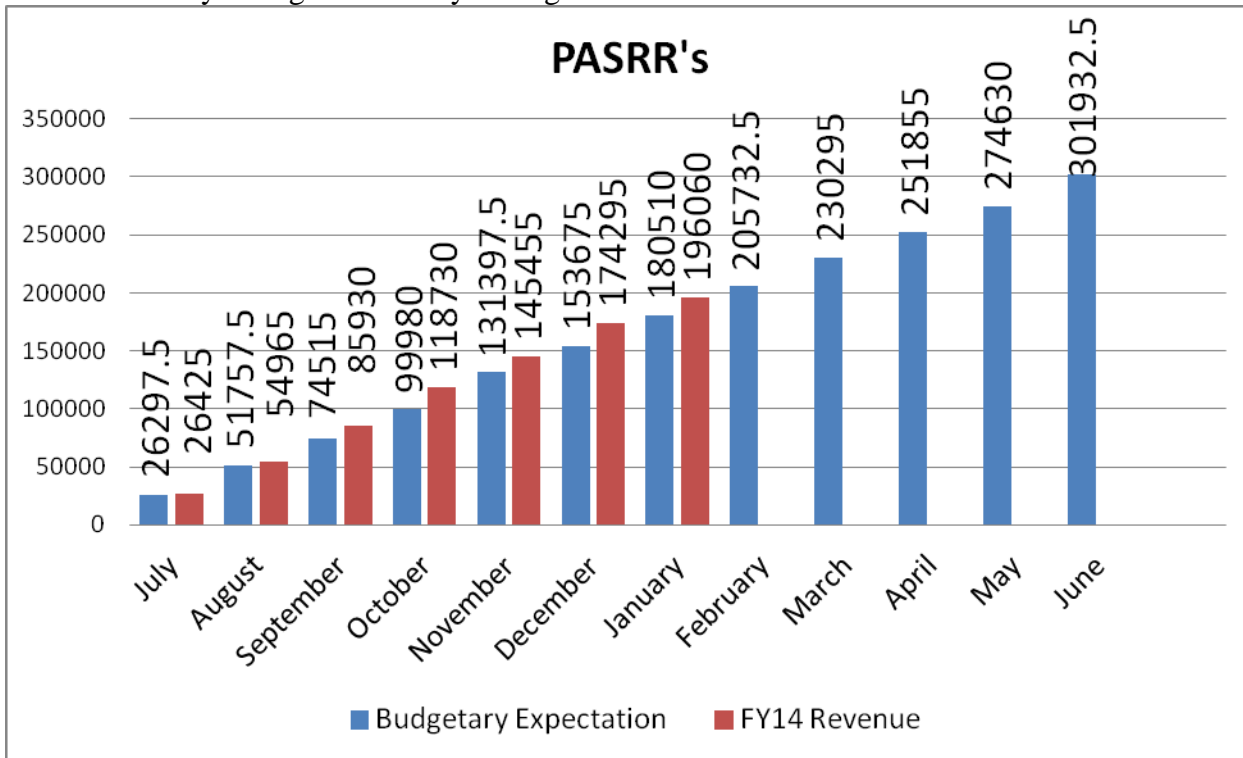
The number of co-payments and amount of money collected from co-payments in the clinic is imperative to its survival. Below is a graph showing the amount of money collected each month.



Community Supportive Services

Pre-Assessment Screening and Resident Review (PASRR)

The following chart matches YTD PASRR revenue against budgetary expectations. The budgetary expectation is determined by taking the monthly average of revenue from FY 13 and FY 14.



For the past 7 years, PASRR revenue has consistently broken records set by the previous year, thus raising the budgetary expectation for the next year. January, monthly revenue for PASRR's totaled \$21765 which brings revenue to 8.6 percent above budgetary expectation for the year at \$196060 for FY15 to date.

MENTAL HEALTH COURT

Fourth District MHC

In January, 4 screenings were scheduled. 4 screening appointments were kept 4 individuals were admitted to the program. 1 individual was terminated from the program. 34 individuals are currently participating in the District MHC program. There was 1 graduation this month and 3 prospective graduates for next month.

Provo City Justice MHC

Currently, there are 4 participants. In January, there was 1 screening set 3 screening appointments were set for next month with 0 prospective graduates for next month.

Orem City Justice MHC

Currently, there are 5 participants. In January, there were 0 screenings with 0 individuals admitted. 0 individuals failed their screening appointment. This month there was 1 termination. No screening appointments are set for next month with 1 prospective graduate for next month.

Leadership/Allied Agency Participation/Initiatives/Success

Recovery Services Coordination Highlight:

A long term client met with the CSS Program Manager and his treatment team in an RSC (Recovery Service Coordination) to discuss his recovery. His OQ score had dropped significantly and he presented with a bright affect. He says he feels happy and when asked if he is ready to become more independent, he states "I think I could really do it." His DLA was rated at 51 indicating Level 2 and the possibility of progressing through the levels was discussed with him. He had been taking care of most case management needs on his own according to his CM who is present and instead of taking time to make the transition, he said he was ready to do it right then. His case manager was able to make an appointment with a Level 2 therapist who happened to be available that morning and the transition was completed at the end of the day!

Number of total unduplicated clients served last month: 343

Number of OQ/ YOQs administered: 91

Number of unduplicated clients who completed an OQ/YOQ: 52

WATCH Program

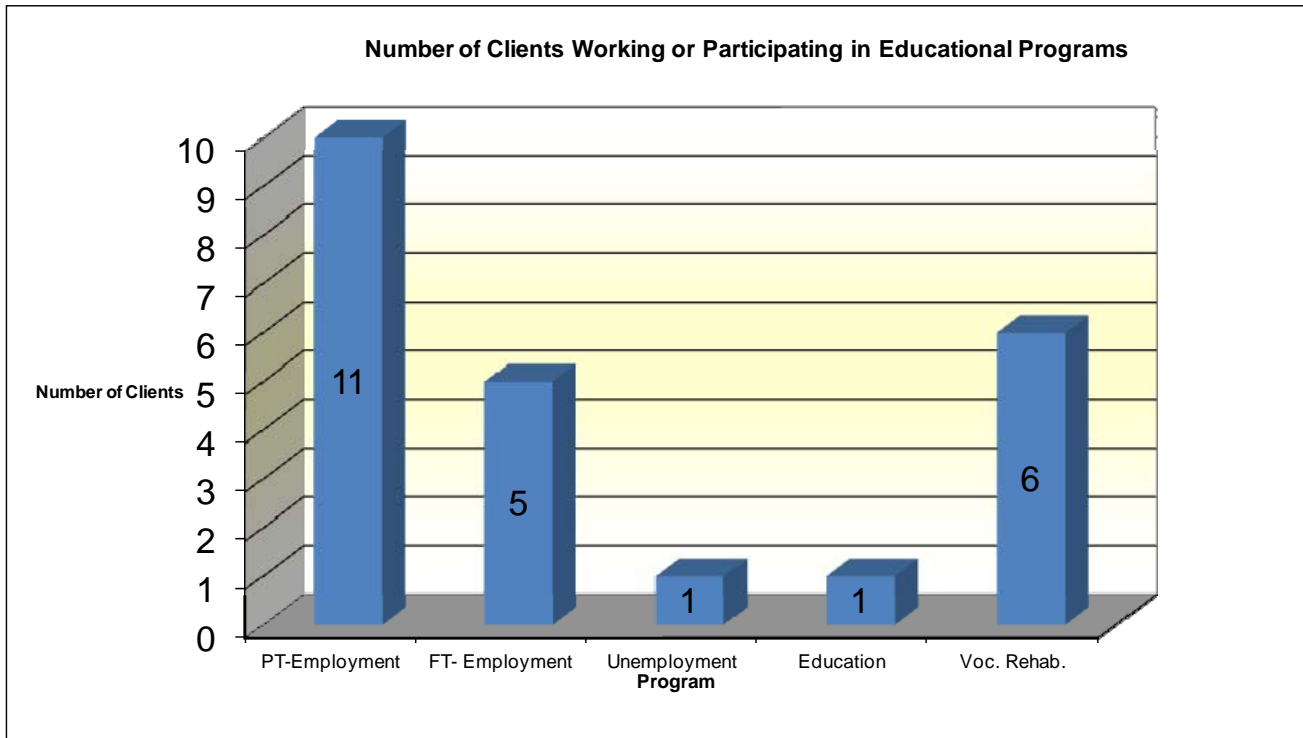
Unduplicated # of clients served in the WATCH Program: 90

Leadership/Allied Agency Participation/Initiatives/Successes

In January, the CABHI (Cooperative Agreement to Benefit Homeless Individuals) team officially began its work with formerly homeless individuals. Using CABHI funding from the State, chronically homeless individuals are identified through street outreach and placed into permanent supportive housing with the understanding that they will receive visits from the CABHI team several times a week to offer them needed services. This is a true Housing First model where individuals are not required to access mainstream services in order to be in housing, but support is brought to them in their home. Individuals are then able to move at their own pace with the eventual goal to qualify them for needed services and resources to keep them stably housed in the community. We currently are serving 2 individuals who are receiving rental subsidies through the 5-Star Program offered through the Food and Care Coalition. We are able to use up to 5 apartments with this funding and have potential through Continuum of Care funds to open up at least 5 more apartments for these neediest of citizens. We anticipate serving 10 unduplicated individuals this fiscal year and then 15 for each of the next two years of funding by the grant. While we have sufficient in funding for services this year, the dearth of affordable housing in our community remains a barrier to mental and physical wellbeing for this extremely vulnerable population.

Wellness Recovery Clinic

The following chart depicts the number of clients working or participating in Educational programs this month.



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 was 4.3 days for the month of January. This has decreased dramatically since we implemented a walk-in intake to supplement scheduled intake appointments.

Number of total unduplicated clients served last month: 163

Number of OQ/ YOQs administered: 305

Percent of unduplicated clients who completed an OQ/YOQ: 76%

Medical Department

Leadership/Allied Agency Participation/Initiatives/Successes

The new Medication Administration Record “MAR” (previously referred to as “the database”) is getting great reviews by nurses. “It saves a ton of time.” “It is easy to use.” “I really like it.” Our appreciation goes out to Jeremiah for creating it and helping to perfect it.

Dr. Anthony Villani is starting as a contract prescriber, covering for Dr. Lazar in Heber. We are excited to have him join our medical staff.

Dallas moved to our internal transcribers with his dictations. He is very happy and very appreciative to have this option. He said that it has cut down his dictation time considerably because he does not have to re-dictate redundant items.

We have 3 part time transcribers that are at capacity and keeping up with the demand.

We are looking at walk-in clinics for first appt doctor clinics again to see if we can cut down the wait time for first appointments and decrease the no-show rate.

Psych Testing/Interns/Form 20

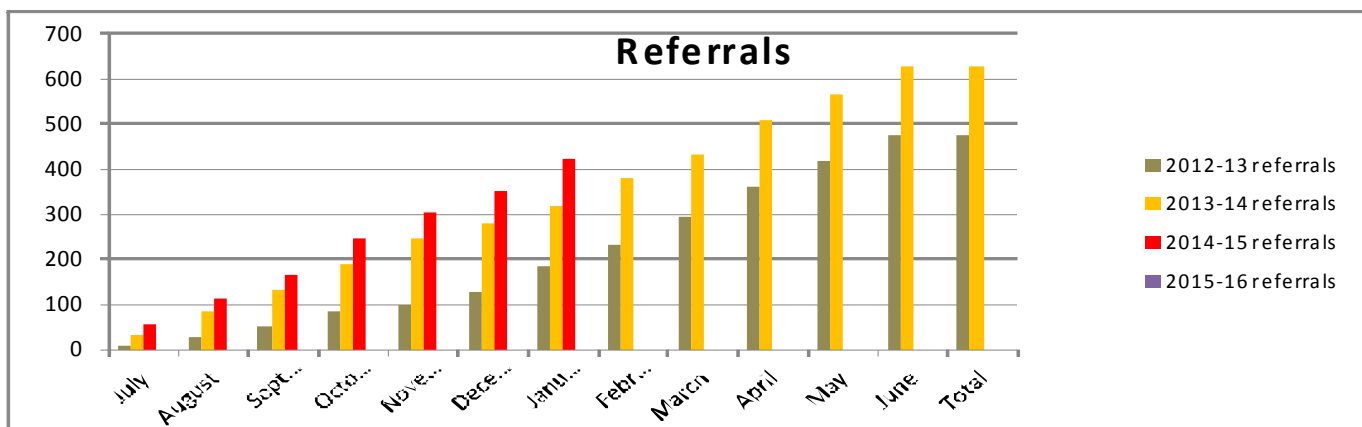
Leadership/Allied Agency Participation/Initiatives/Successes

Dr. Houskeeper accompanied Bryant Jenks to a meeting with DCFS supervisors to explain the psychological evaluation services that we offer and answer questions about the process of referring. The information was well received and has resulted in referrals that very same day.

We had about 120 applicants for our 6 internship slots for next year. We narrowed it down to 24 that we invited to interview. We will know later in February how the match process turned out and who will be joining us for FY16.

Quote of the month from a client: “This place (psych services) is an oasis of calm in a sea of chaos”. We are not sure that we concur with this comment but were pleased to hear it.

We had a really good month, even though it slowed during the middle of the month.



The chart above shows the number of psychological testing referrals received year to date and compares it to the prior two year's numbers. We are still getting more referrals than previous years.

Below is the billable totals and related revenue with interns so far.

TOTALS	Total hours
\$61,326.50	404.5
\$60,070.38	638.25
\$65,759.38	433
\$53,077.50	349.25
\$68,108.13	487
\$68,730.63	450.75
\$377,072.50	2762.75

Jail Contract

Expanding the jail contract would be an exciting venture and seems to have some traction.

Elder and Vulnerable Adult Coalition (EVAC)

Michelle McPherson is the new Elder Abuse grant coordinator for Provo Police Department. When the federal grant money is approved and arrives in Utah County, there will be emergency housing money available that we may want to train our case managers and crisis workers about.

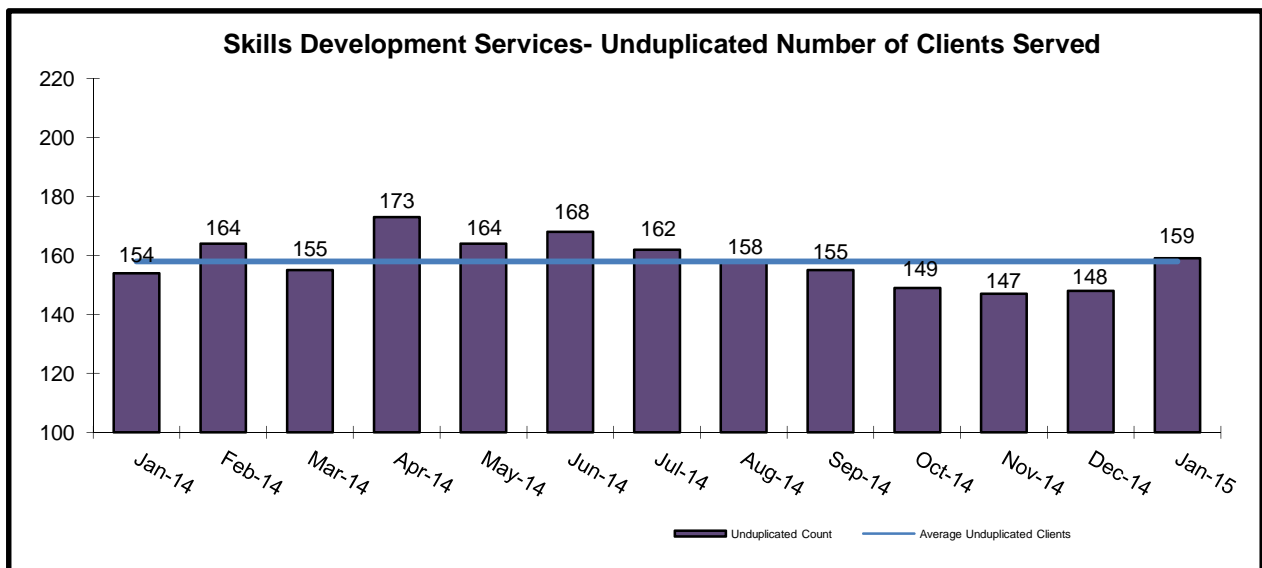
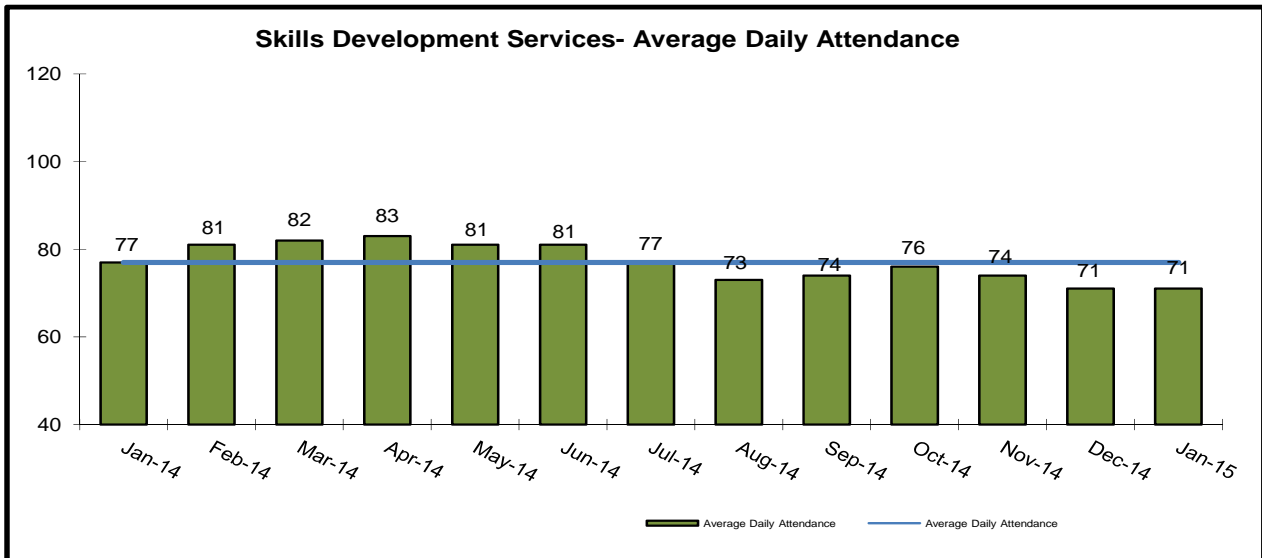
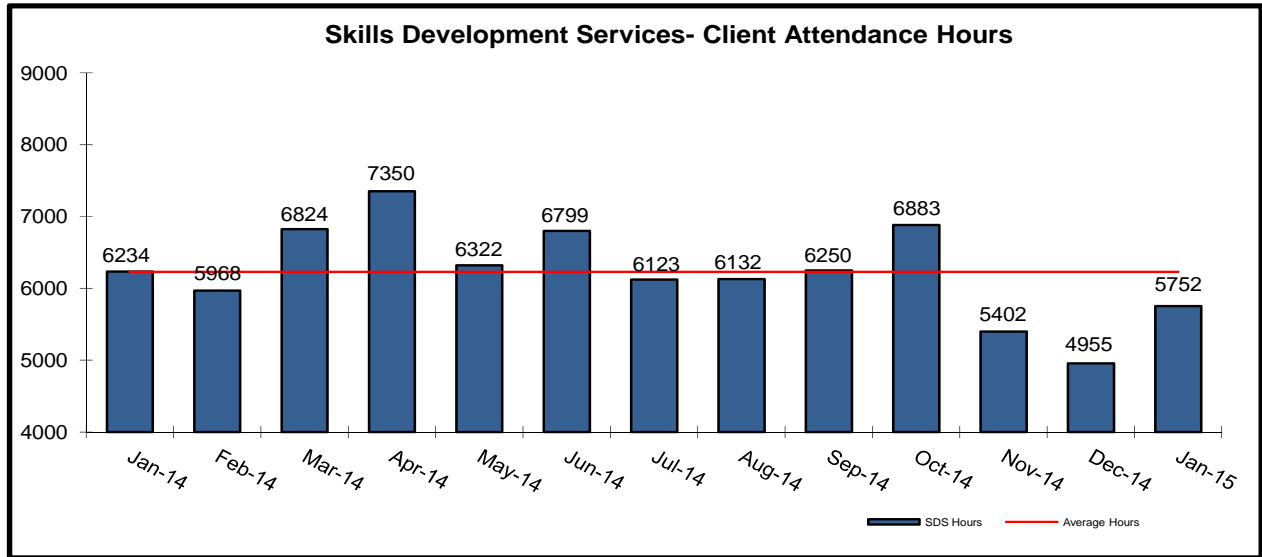
The grant coordinator may also be a good resource for a class at our center wide conference. Elder issues and resources are areas that will become more prevalent as time goes on.

February 27th-Provo Rec Center is sponsoring a Disability Fair from 6-10 pm. They are looking for community partners who would like to have booths at the fair.

Crisis Intervention Training (CIT)

An additional academy for 2015 was requested by local law enforcement. The academy has been scheduled for February 16-20. The academy is officially full and the June academy is ¾ full at this point!

Skills Development Services



Leadership/Allied Agency Participation/Initiatives/Success

We received a call from a member's mother; she wanted to give some feedback about his experience with Wasatch House and his mental health status. She reports that he is "like night and day." She states she hasn't seen him this happy in years. He feels like he is "the popular kid" for the first time. He "loves Clubhouse." She requested that Kip and Royce at UVRMC be informed. "You wouldn't believe he's the same kid." She expressed her sincere appreciation. This was a client that had just spent nearly 4 months in UVRMC inpatient as an unfunded client. We were able to bring him to the Clubhouse on the appropriations funding. He has worked closely with the Crisis/team as well as regular attendance at the clubhouse via the shuttle picking him up in Lehi daily.

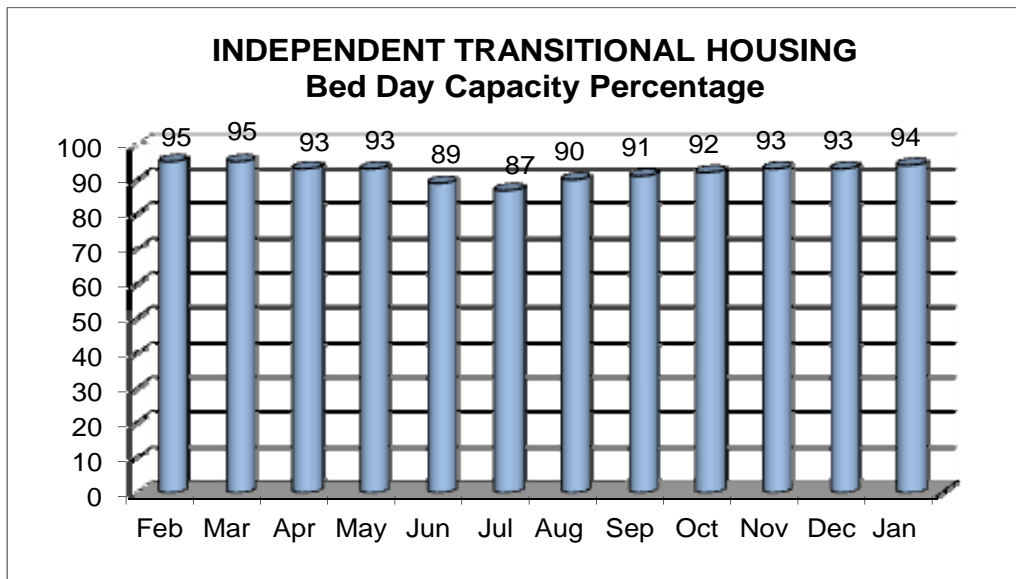
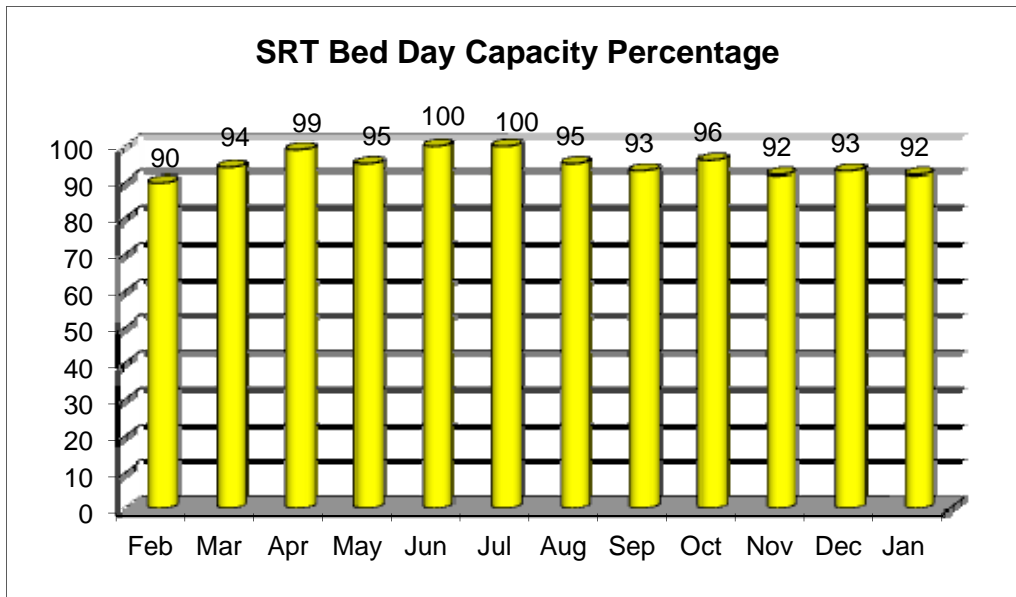
We had a significant donation given to the Clubhouse. It was several hundred hygiene kits that consists of: A towel, Socks, Body soap, Shampoo, Deodorant, comb, Small First Aid kit, A tooth brush & Tooth paste, as well as a Pad of paper and a pen. Clubhouse has reached out to basically the entire center inviting those who have the need to come pick one up for their clients in need. We have been able to give them to clients who need them, especially those just coming out of USH or moving into a new apt or just about any need that arises. We have many left over that others are welcome to inquire for one if needed.

We had a client who was at IRT for over 5 months who was attending Clubhouse while he lived there. When he moved out into his own apartment, he did not have much. The thrift store had received a donation right as he was moving and it included a bed, frames, bedding, microwave and some other basic essentials. Kyle was able to help him get the items to his apartment and helped him set it up; we also provided him with a move in basket with essentials from an eagle scout project given to Clubhouse some months ago and hygiene kit. He seems excited for his new adventure!

It is nice to see that the new orientations are up for January by double from 6 last month to 12 this month. This has also contributed in a 7% increase in unduplicated attendance. We also had a 16% increase in total number of SDS hours provided, up from December. We are tracking clients that do not attend in the last 30 days and contacting the treatment team as well as the client to see what, if anything needs to be done regarding recovery and their attendance. Our goal is to provide the right amount of treatment, not necessarily increase numbers.

<u>Number of total unduplicated clients served last month:</u>	159
<u>Number of OQ/ YOQs administered:</u>	110
<u>Percent of unduplicated clients who completed an OQ/YOQ:</u>	38%

Supported Housing Services



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

Leadership/Allied Agency Participation/Initiatives/Success

A new group was created by Brelynn, a UofU student assigned to Supported Housing and Skills Development, called meal planning. She has met with clients and worked with them on how to plan menus, shopping lists and budgeting techniques. Clients are learning how to plan better and focus on better nutrition as well as better shopping skills. After the group is held, Brelynn and several case managers actually go out shopping with the clients on their regular shopping day and help them follow through with their plans and menus. It has been a great experience for the clients and Brelynn as she learns some great social work skills as a student.

We have had some significant movement of residents moving out of SRT this past month. Some have had to move out for medical reasons, into long term care and on client in particular has done so well in her recovery, that she was ready for more independence and moved into Mapleview apartments. The trickle down effect is that there are several apartments available for new SRT and Payson independent residents. We have had a

waiting list for these apartments and maintenance has been great in helping get them ready for new residents. It is great that we have these available; however, the need for single apartments in the Provo area is very high.

It is great to have a full staff now at Supported Housing with Kayla Shepherd and Lindsey Bingham on board. They have been a great fit to our team and have hit the ground running as they are both assigned to SRT in Payson. They have already been instrumental as we are going through some big turn over there.

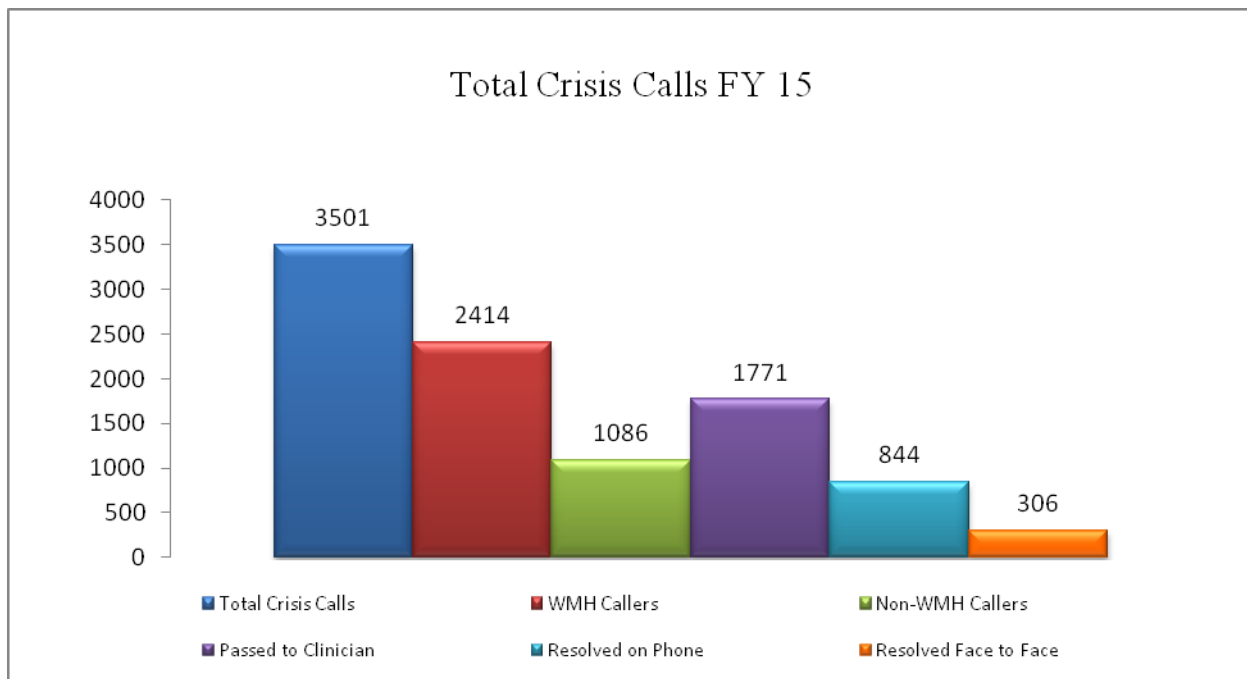
Number of OQ/ YOQs administered: 133

Number of unduplicated clients who completed an OQ/YOQ: 66

CRISIS SERVICES

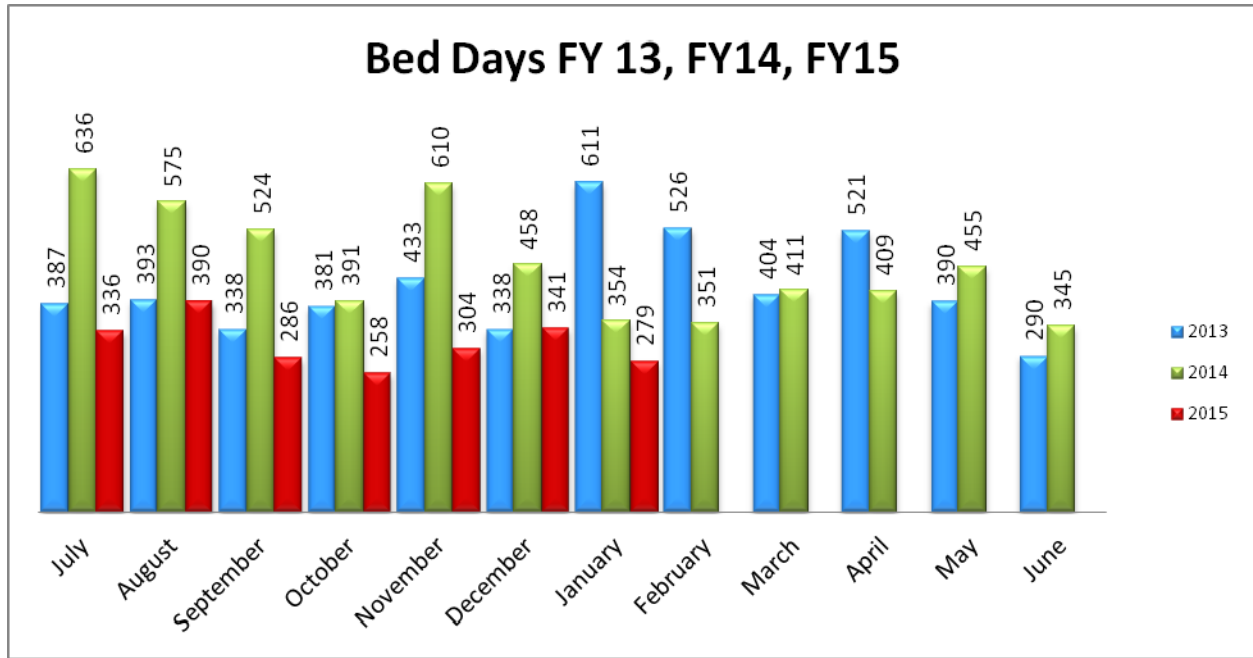
Crisis Calls

The following graph represents the total break down of Crisis calls received thus far for fiscal year 2015



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 2015. 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

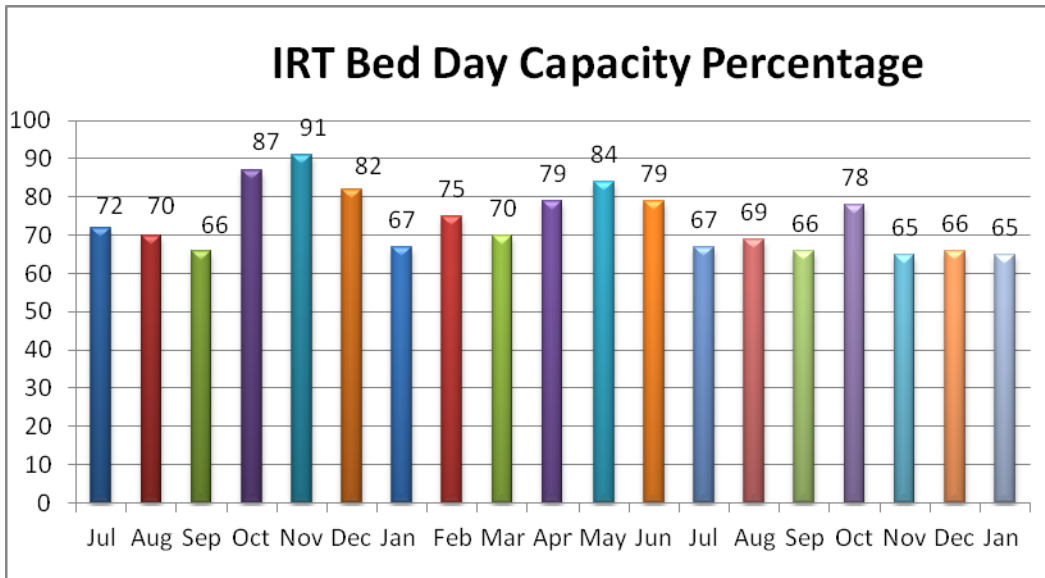
In 2012, WMH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total cumulative cost to WMH since 2012 is approximately \$1,846,900.** Total cost for FY 15 thus far is \$162,800. Compared to years past, we are down significantly the number of acute psych hospital bed days used while waiting for patients to be admitted to USH.

USH accomplishments for January:

- 3 Trial placements into the community for potential discharges
- 2 admissions to the USH
 - 1 admit from another catchment area (policy 12)
 - 1 admit was counted as a WMH patient in collaboration with another LMHA coordinating discharge planning
 - 1 admit held back because he was admitted to IRT while waiting for another USH bed

Intensive Residential Treatment

IRT - The following graph illustrates the bed day capacity percentages from FY14 to FY15 at **Intensive Residential Treatment (IRT)**



Number of total unduplicated clients served for IRT FY15: = 20

Leadership/Allied Agency Participation/Initiatives/Success

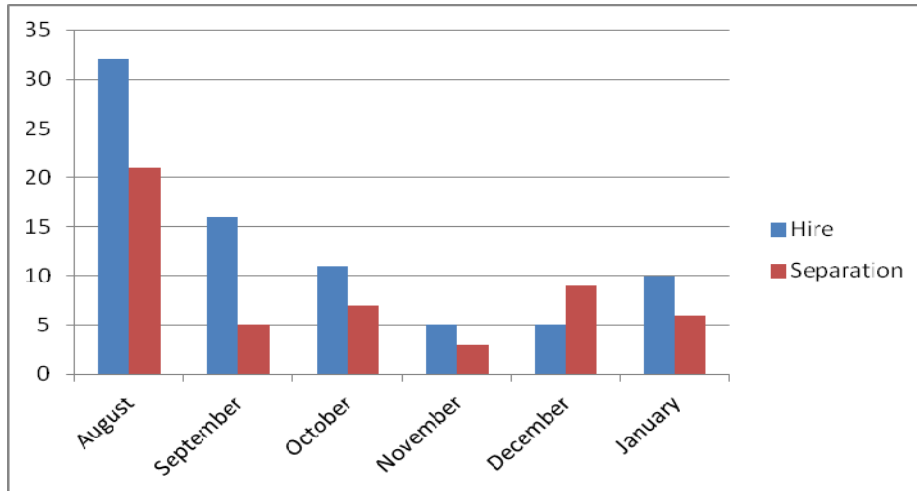
Success Story

We recently transitioned an adult male from an adult inpatient psychiatric unit to IRT. While he was only at IRT a short time, he used this opportunity to find an apartment in the community and improved his skills enough to live independently. His previous home environment was unhealthy and he recognized he needed to set some boundaries with his siblings and move out of this home. He is an example of a client where IRT took a “chance” admitting him to IRT. WMH staff did not really know this client very well prior to admission to IRT, however appropriately transitioned from level 5 acuity of care to more independence. It was refreshing to see a client take some increased accountability for his treatment and recovery. We are used to treating some very chronic clients who at times don’t seem all that accountable for their actions. This reminded our staff and I that treatment does work and the efforts we take to intervene can make an impact.

Human Resources

Staffing

The turnover rate for January 2015 was 2.3% we are tracking reasons for separation and are developing action plans to address any controllable issues. The natural turnover rate at WMH is driven by a high percentage of students and interns. We are focusing on separations due to employees being lured to other employers, comp and benefit issues and employee engagement.



The HR team along with 2 program managers attended the January employment fair at UVU. We are continuing to build our relationships with local Universities to ensure a steady supply of qualified applicants.

Employee Relations & Performance

During January we administered the annual employee engagement survey and had a great response. Overall the survey indicates a high level of employment engagement in many areas. There are some areas to improve upon and we are excited to be involved with helping managers develop departmental action plans to address potential engagement issues. The HR Director will own this process and will be supporting and encouraging participation each month. The goal is to maintain or improve our overall engagement score in 2016.