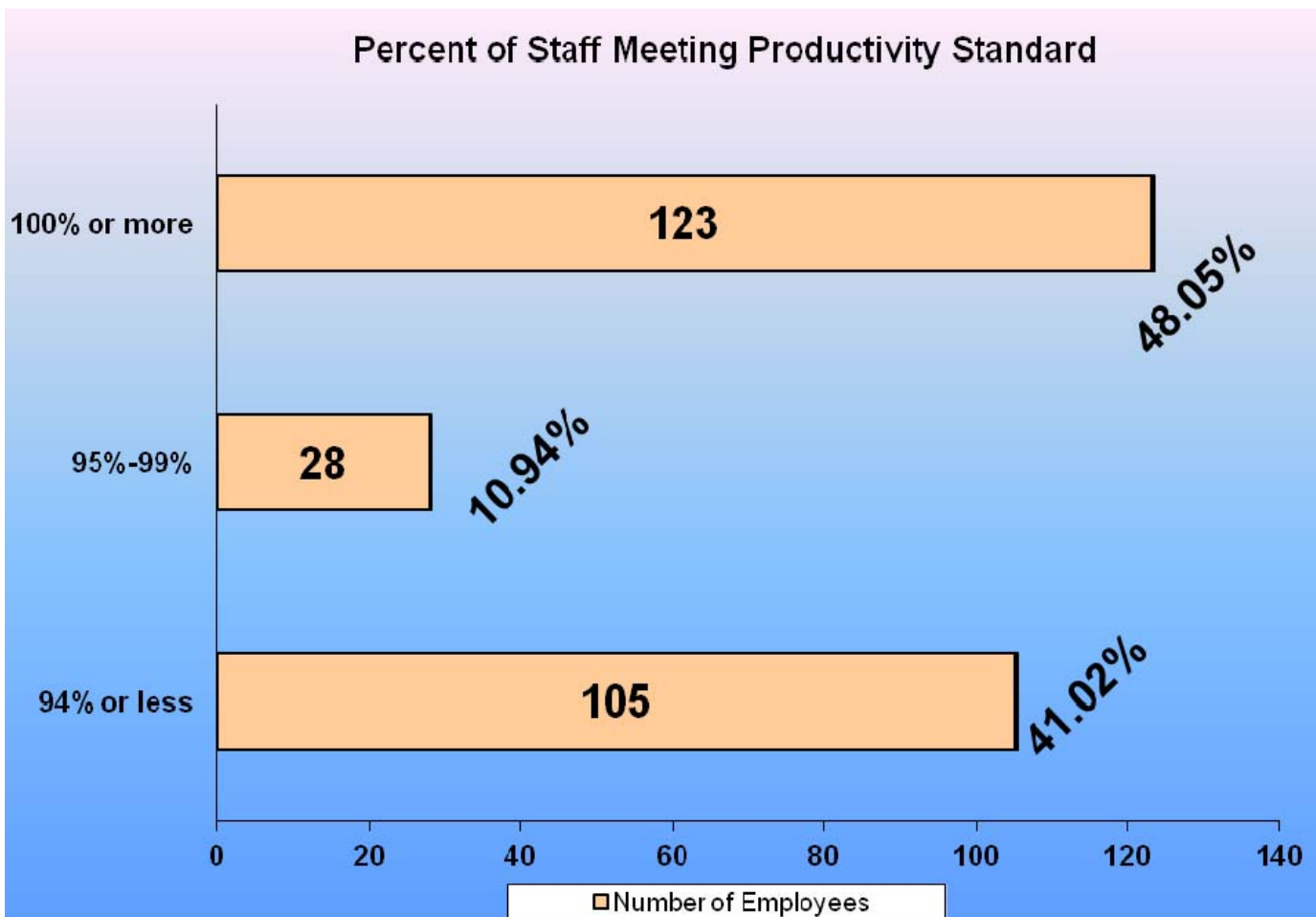


Wasatch Mental Health Briefing Report January 2015

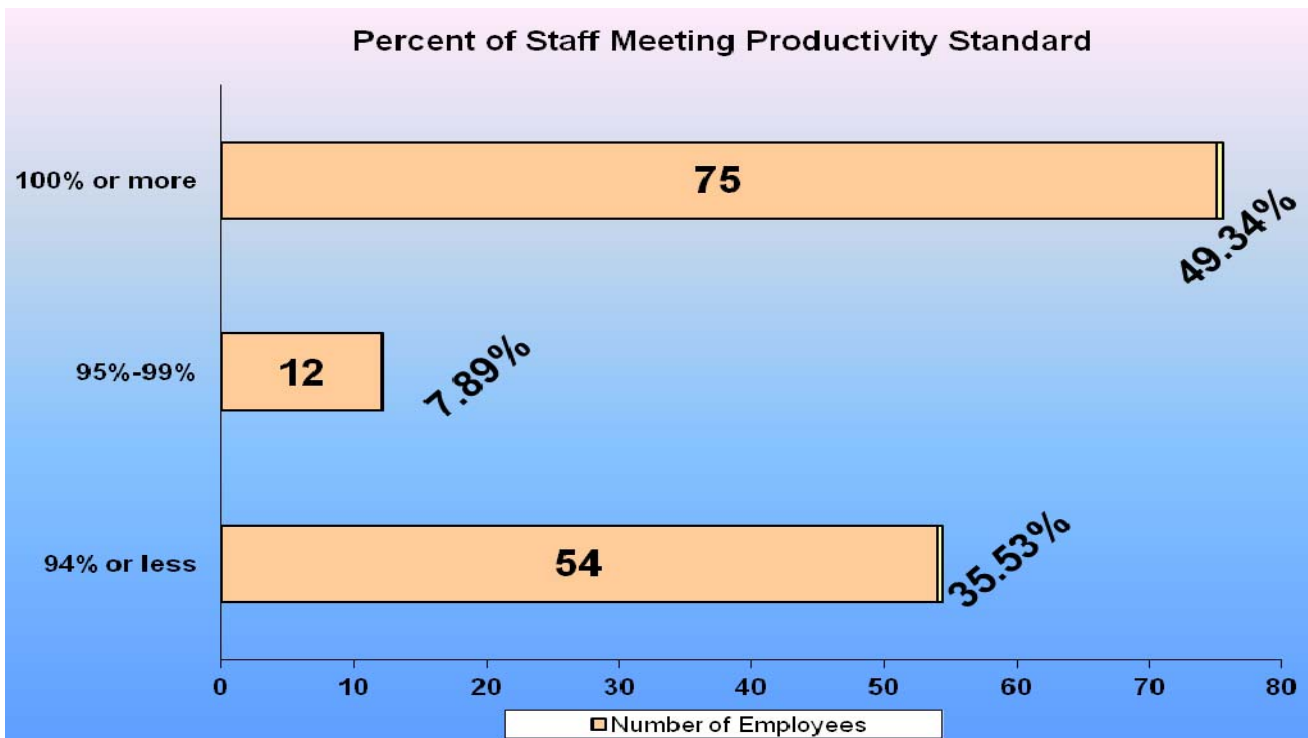
In December, Wasatch Mental Health (WMH) held its annual Holiday Luncheon at the Utah County Convention Center. The event was well attended and well received. Staff commented positively on the quality of the food and service. During this luncheon, we also recognized employees of the year and employees receiving length of service awards.

The executive team announced the revised pay-scale during the holiday luncheon. The implementation of the pay scale revision will commence over the calendar year 2015 and spreads out merit increases more evenly (while being budget neutral in the longer term). Overall, the workforce responded positively to this change.

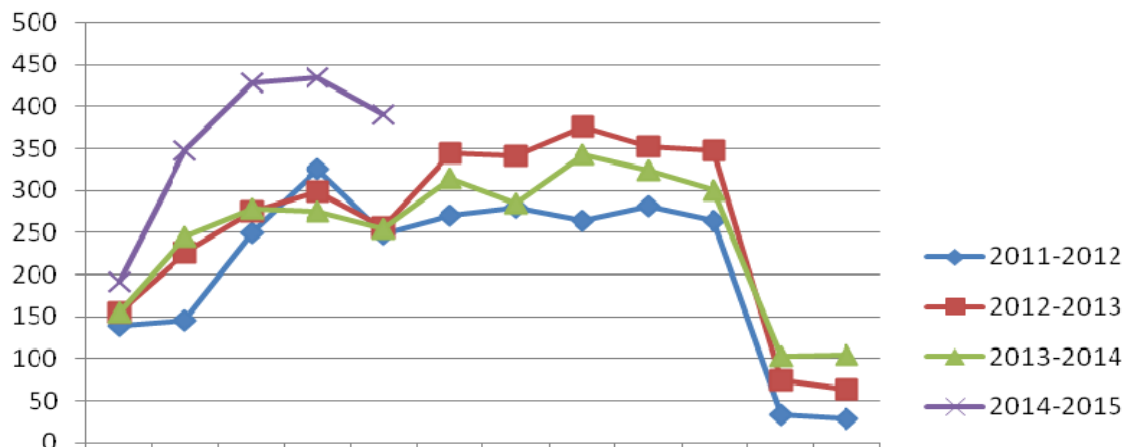
Below, a graph depicting the percent of staff meeting productivity standards (for those staff who have a clinical productivity standard).



Children and Family Services Division

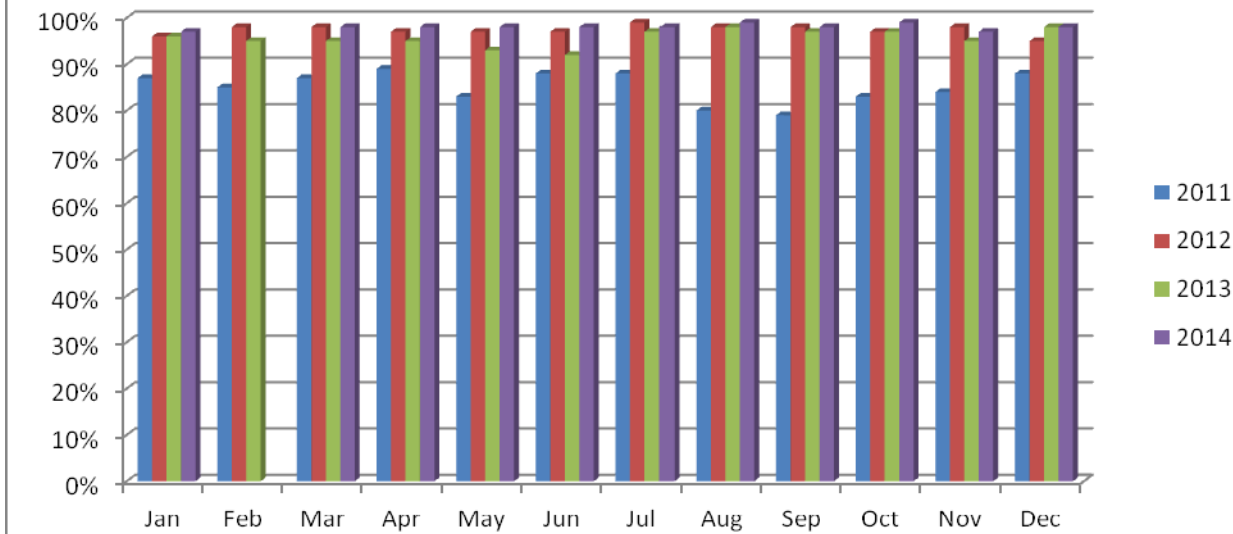


Number of Youth Served in Schools



| | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul |
|-----------|-----|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 2011-2012 | 139 | 145 | 250 | 326 | 249 | 270 | 280 | 264 | 281 | 264 | 33 | 29 |
| 2012-2013 | 155 | 226 | 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 | | | | | | | |

Timeliness of Clinical Notes CFS Division



The above chart indicates notes written within the 10 day time frame. There is no report for February due to the change in the electronic note. For the month of December 98% of the clinical notes were completed on time.

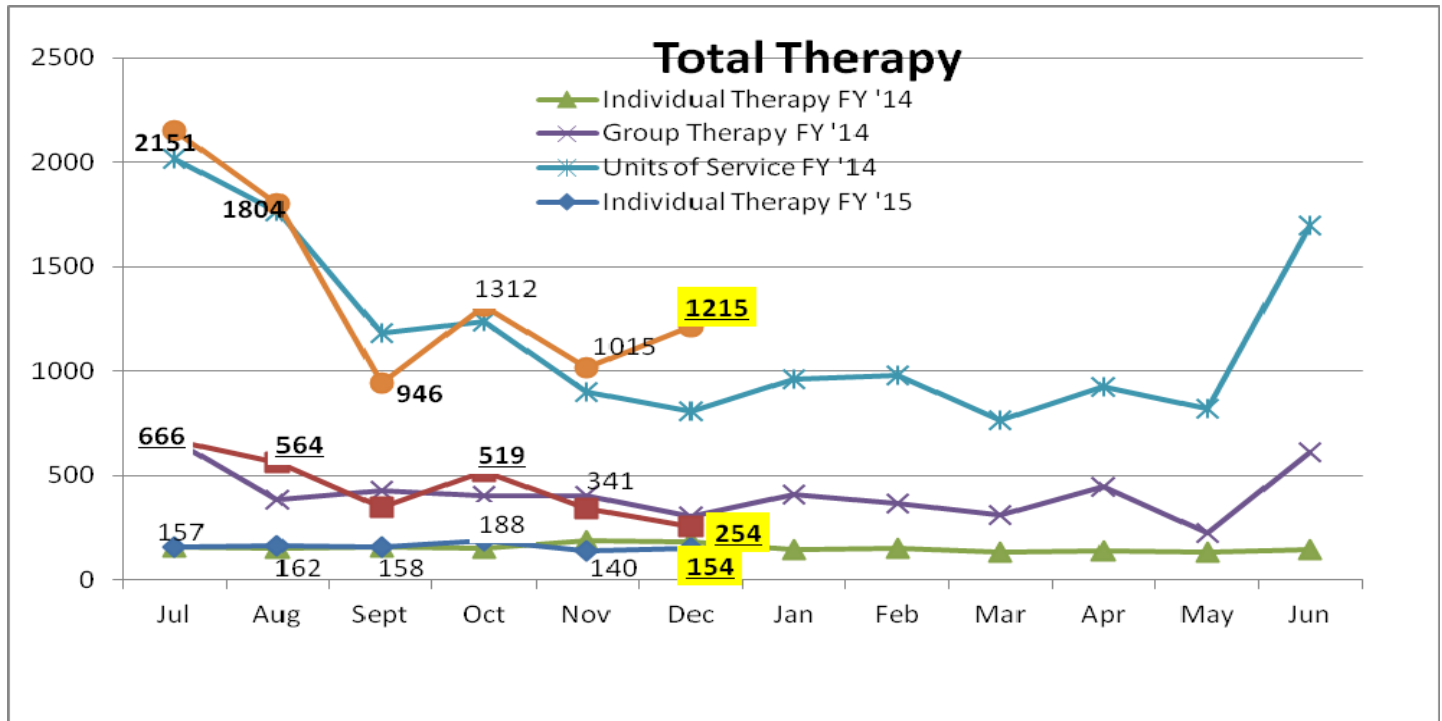
Sachi Jones, Catherine Johnson and Doran Williams attended the Suicide Postvention meeting at Sunset View Elementary School in response to the untimely death of a fifth grade student. Dr. Greg Hudnall from Hope for Utah gave a riveting presentation on youth suicide and then encouraged audience members to seek help from the experts at Wasatch Mental Health. There were about 15 parents and 10 school staff in attendance. After the formal presentation Sachi, Catherine and Doran met with each of the participants to answer questions. Sachi, the Provo Family Clinic therapist who provides services to students at Sunset View had opened one student with their parents for services earlier that day and had several referrals that evening.

The Wasatch County Family Clinic hosted their second site visit from the Division of Substance Abuse and Mental Health. The preliminary results were favorable and the Division Staff gave positive comments on the improvements in the clinic since Wasatch Mental Health took over.

The annual GIANT Steps Christmas Program was held December 19, 2014. We were pleased to have Commissioners Ellertson, Anderson and Witney attend. At the end of the program they presented the GIANT Steps program with a check for \$10,000 which was raised through the County Commissioner's Golf Tournament. We are very humbled and deeply appreciative to be the recipient of the proceeds of this golf tournament!

New Vista Youth Services

DECEMBER REPORT: In December we had a good showing for our overall units of service. We are providing more services than we did a year ago, many of them are through our Human Service Workers and not our therapists therefore our revenue will be limited. Our group numbers have been lower the past couple of months but our individual therapy has been right about average.



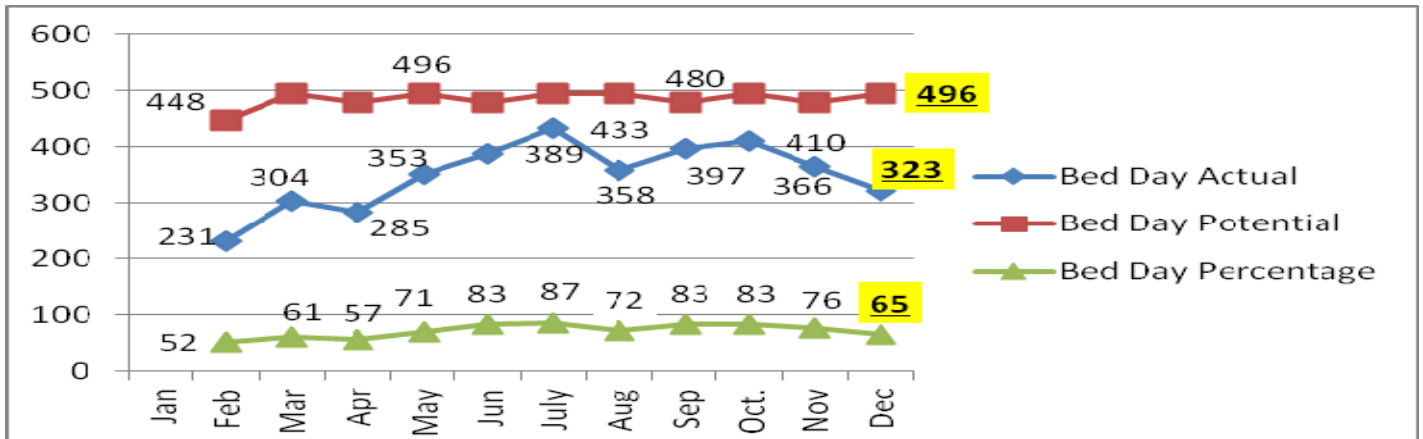
DECEMBER '14 New Vista Monthly Report

New Vista had a shortened month with the Christmas break. New Vista was in Treatment from December 1st to December 23rd. The youth were encouraged to make a gift they could exchange with a peer at the youths Christmas party. They were encouraged to use their different talents to make the gift; it had to be a home made gift that they were to give. The youth continued with Youth Skills Development (YSD) groups that focused on giving, communication and empathy for others. They also continue to have their pass off groups to help them learn and keep them focused on passing off assignments so they can progress through treatment. We continue to have guest presenters, Centro Hispano that come in on Tuesdays and present on communication and healthy relationships with others. We had 1 young lady that choose to walk away from New Vista Day treatment on 2 occasions and was placed in detention after the 2nd time she walked away. It was determined that she was a high risk to keep going AWOL from the program and she will be placed in a group home for safety.

We continue to have youth in the Grade school, Junior High and High School where staff attend with them for safety and supervision. We currently have 19 Full Time Day treatment youth and 5 Step down youth whom attend school in the community and then come to New Vista after school for treatment.

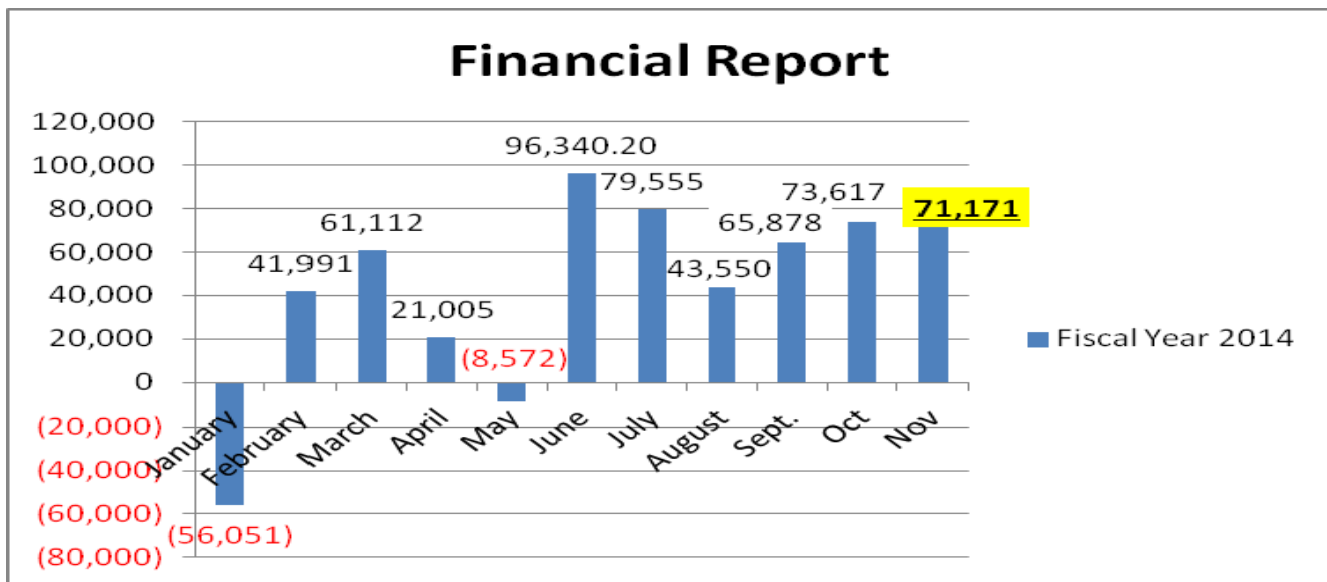
Aspire Youth Services

DECEMBER REPORT: Due to a slowing of referrals over the holidays, our occupancy rate dropped slightly to 65% for the month. However, our financials continue to look good for the fifth straight month.



Financial Report

Our October total income was over \$73,500, this brought calendar year to date total to \$489,596. If this trend continues our total revenue for our first year of operation will be well over \$500,000.



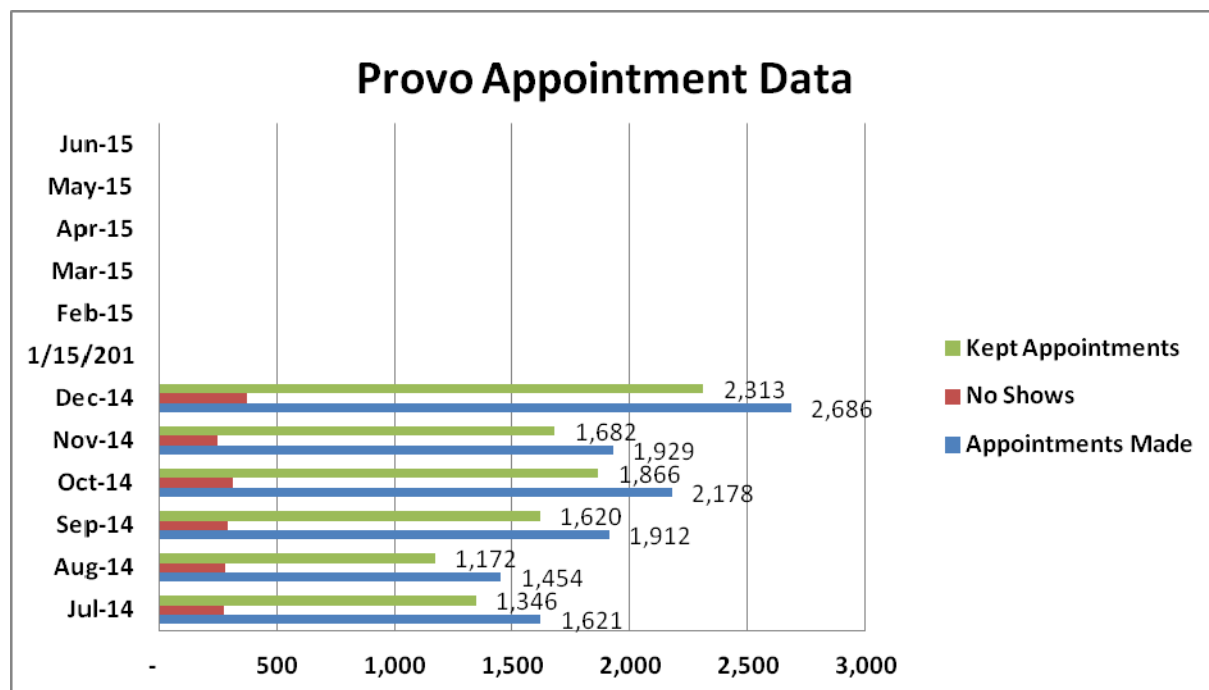
We currently have 10 residents at Aspire Youth Services. For the month of December the girls experienced some good group therapy and YSD groups. The residents reported that they like groups where they can give and receive feedback and share feelings and emotions freely. This happens when their trust level with each other is up. There are days when the girls struggle with trust and do not trust anyone due to hurt feelings and honesty issues. Overall the girls do try to get along and not hurt each others' feelings; if this happens then they do try to make amends. The staff are very good supports for the girls in teaching them about appropriate healthy relationships. The girls are learning and working hard to develop healthy relationships with each other, staff and teachers.

The residents at Aspire enjoyed fun Christmas activities that were planned by Stacie Mitani. They all participated in a Christmas party with an amazing dinner and then fun activities after. The girls colored paper

Christmas Tree Decorations, made cards for a child suffering from illness and decorated Gingerbread men and Snowmen. A lot of the girls got to go home for the holidays and they were excited, but the ones that stayed at Aspire also reported a fun Christmas with Christmas presents and a good Christmas dinner.

We had 1 resident graduate and move forward. She has made good progress and we are excited for her. We will be taking in more residents and are currently locked down, so the running away should slow down.

Provo Family Clinic



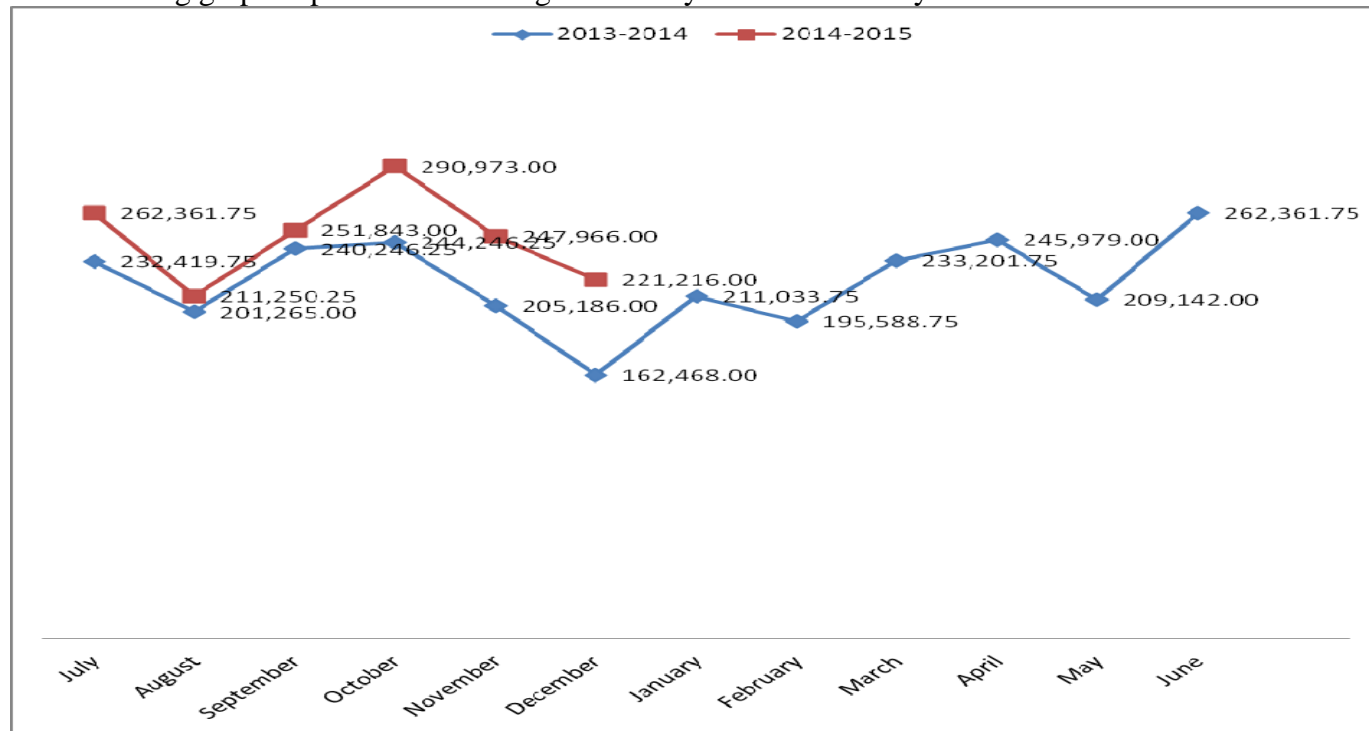
Late notes: There were no notes 15 days late at the Provo Family Clinic.

Groups currently running: Child Parent Relationship Treatment 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 group for parents of children who do self harm.

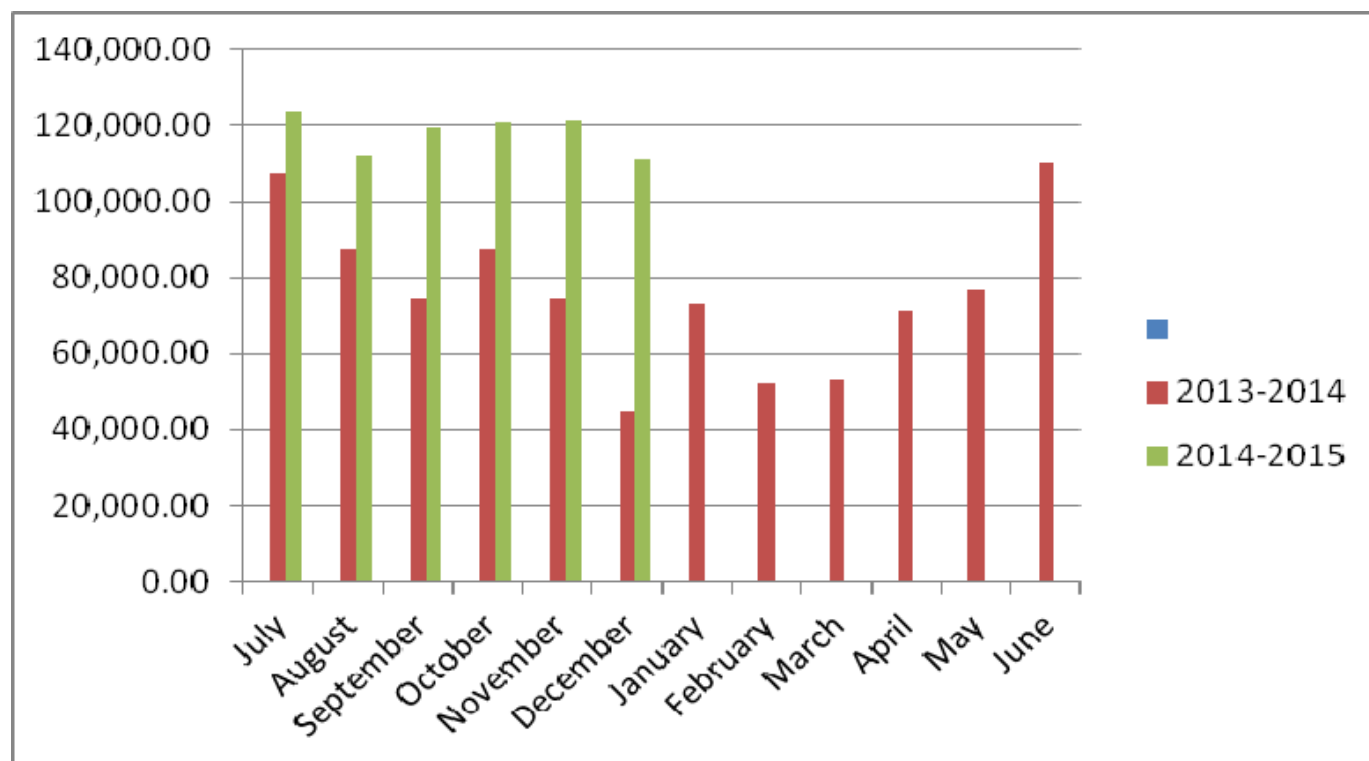
Leadership/Allied Agency Participation/Initiatives/Successes

- Gordon Wright reported the progress a client has made in making a new life for herself. She has been able to heal and support their family. Their family was recently featured in one of the Utah news papers.
- Michael King presented on Giant Steps and taught staff how to do referrals for children to have services.
- United Way came and presented at a staff meeting.
- Several therapists attended the first intensive training for EMDR (Eye Movement Desensitization & Reprocessing), adaptive reprocessing and have started using EMDR.

The following graph depicts the revenue generated by the Provo Family Clinic



Stride Partial Day Treatment Program



GIANT Steps

Highlights:

- On December 2nd, Janeen McFadden and Michael King met with the Brigham Young University (BYU) undergraduate internship coordinator to work on collaborative efforts for increasing the number of quality interns we receive from the university and have a mutually beneficial relationship.
- On December 2nd, we held a parent training and support group. We provided more education about shaping desired behaviors and spent time answering parent questions about behavioral issues and appropriate responses.
- On December 5th, the Giant Steps clients had the opportunity to practice their social skills development and coping skills for sensory stimulation at the Festival of Trees field visit.
- On December 18th, Michael King and Janeen McFadden attended the quarterly Autism Discussion Group and discussed public policies throughout the nation. Following the discussion group, we met with the managers of other autism treatment centers to discuss possible legislation that might be promoted which would benefit individuals on the autism spectrum throughout more of their lifespan.
- On December 19th, Giant Steps held their annual Christmas Program. The children were able to practice their coping skills and relational skills.
- **At the conclusion of our Christmas Program, our County Commissioners presented a check to Giant Steps for \$10,000. Thank you!!!**
- GIANT Steps has had NO LATE NOTES for four consecutive months.
- 95% of GIANT steps staff were able to meet or exceed productivity expectations
- Currently, the number of children on our waiting list is 132.

Positive Reports from Families or the Community:

- At an IEP (individual education plan) for a child in Foothill Elementary, a parent stated that, “I am really happy with how much my child has improved. When she started with you, she couldn’t say anything. But now she is speaking in full sentences. A friend asked me what program I had her in because she noticed how much my daughter had improved.”

GIANT Steps Volunteer Hours:

Community Volunteer Hours: 14.5

GIANT Steps: **59** volunteers with **340** hours

Parent Volunteer Hours (Fiscal Year To Date): 946

Productivity:

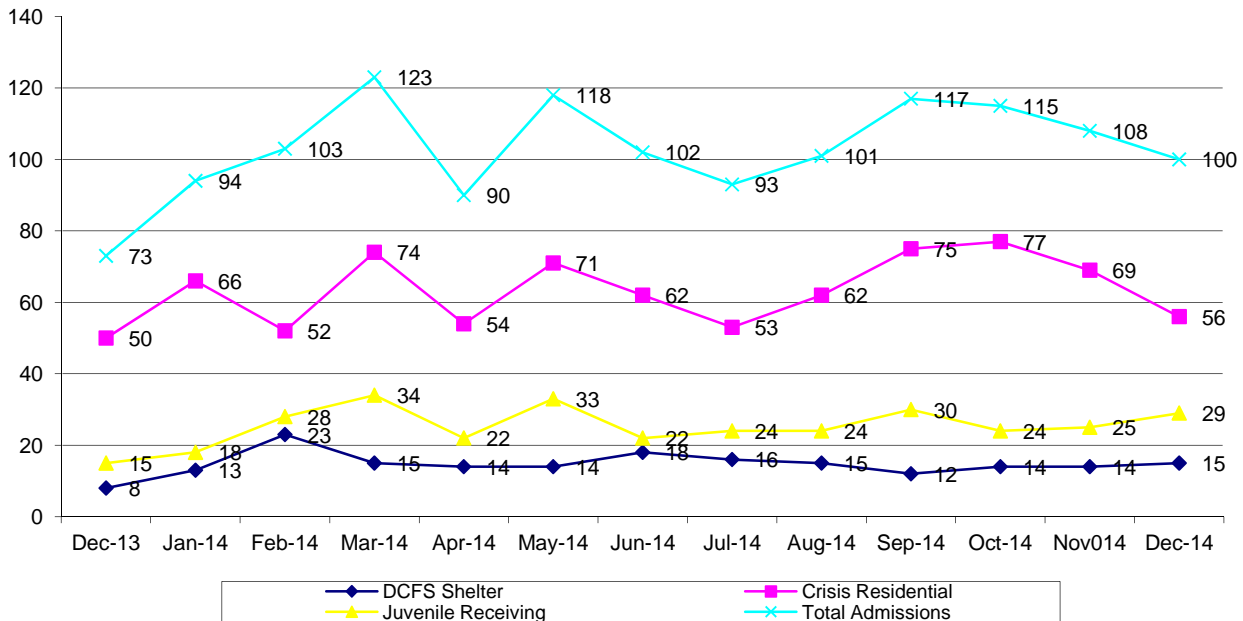
Department Productivity: **103%**

Number of Employees with Productivity Expectations: **39**

Vantage Point

We had **100 admissions** this month, **95** were unduplicated. We had 27 more admissions this December as compared to last year.

Vantage Point Recent Admissions

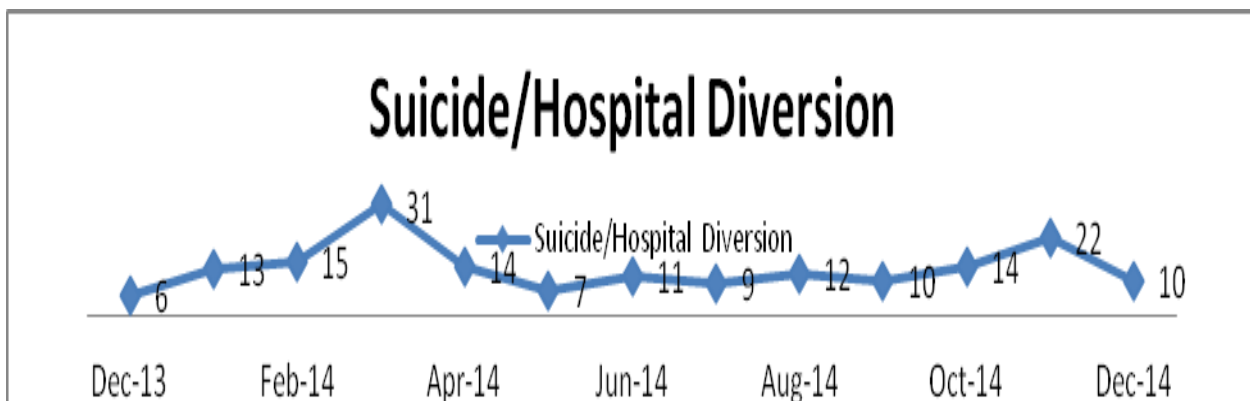


Safe

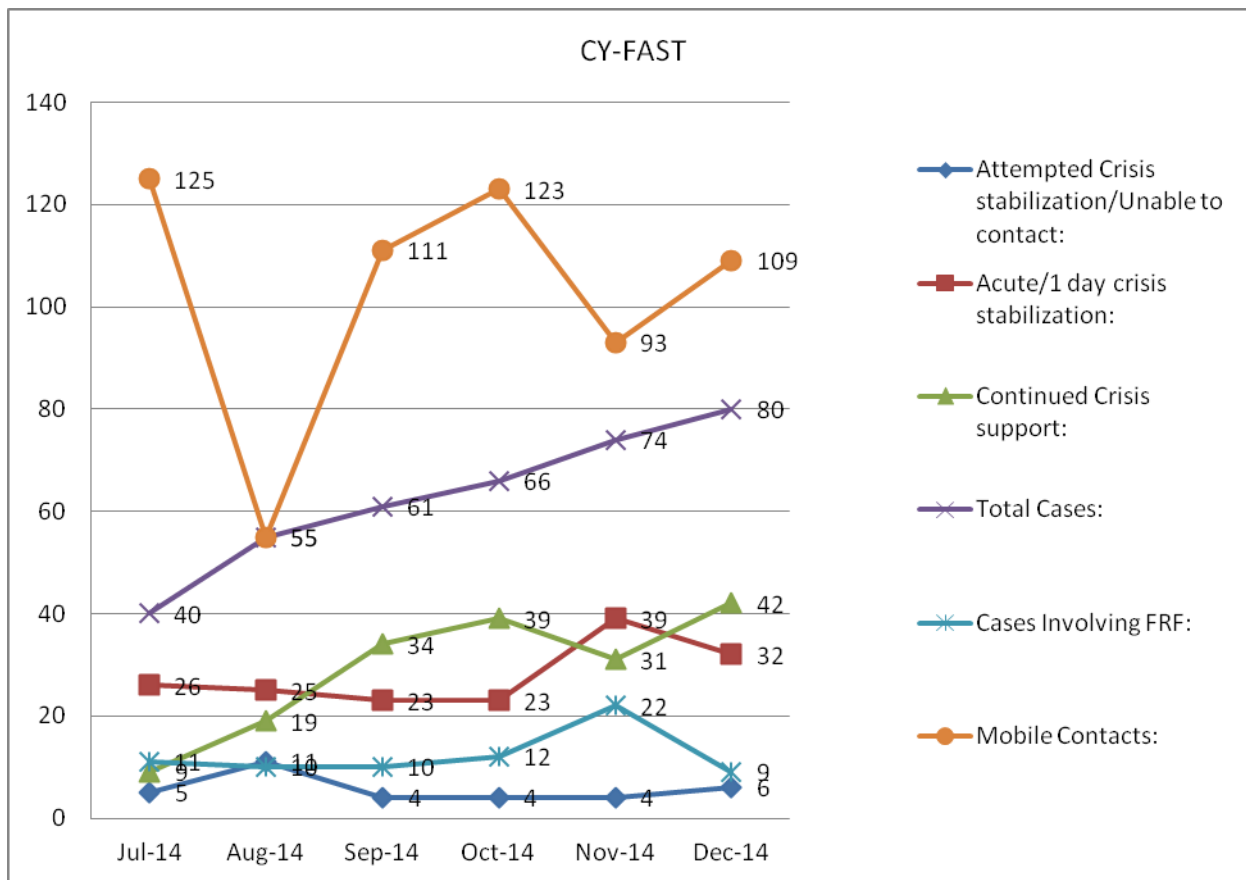
Vantage Point Safe Exit Rate

Crisis Residential – 98% 1 AWOL

Juvenile Receiving – 100%



CY FAST (Child and Youth Family Assessment Stabilization Team)



CY-FAST Respite Care

In December we provided **45 hours of individual or group crisis respite to a total of 18 clients.**

Financial Report

Youth Crisis (250): Through November showing profit of \$18,764

Vantage Point (350): Through November showing a profit of \$33,530

Medicaid vs Non-Medicaid admissions for November (Juvenile Receiving Center not included)

Medicaid: 44 (62%)

Non-Medicaid: 27 (38%)

American Fork Family Clinic (AFFC) & School Based Services

of total unduplicated clients served last month: 641 (Adult: 187 Youth: 454)

Number of YOQs/OQs administered: YOQs: 400 OQs: 266
(Youth Outcome Questionnaires/Outcome Questionnaires)

Unduplicated number of YOQs/OQs: YOQs: 251 OQs: 169

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 are starting another round of the Strengthening Families Program at Greenwood Elementary. We are excited to have peer parents assigned to us to aid in following up with the families during the week. We believe this will strengthen the buy in of those participating.

We are excited that American Fork has been chosen to add a Family Resource Facilitator (FRF) on site. Dixy Escalante has been selected as this person.

Staci Oakes coordinated with staff throughout the Youth Division to collect holiday cards for children and families staying at “The Children’s Inn at NIH” in Maryland. Here is part of the “thank you” she received from them:

“On behalf of all of the children and families of The Children’s Inn of NIH, I want to send my deepest appreciation and thanks to you for your thoughtful donation. The handmade holiday cards were very much enjoyed by our families! Thanks for helping bring much needed smiles to our Inn families faces – a gift that is truly priceless!”

Acuity Based Care Implementation

Recovery Services Coordination: We showed the video demonstration of a meeting for Recovery Services in action. We answered questions and talked about how this might look in our family clinic.

Spanish Fork Family Clinic (SFFC) & School Based Services

of total unduplicated clients served last month: 306 (Adult: 73 Youth: 233)

Number of YOQs/OQs administered: YOQs: 254 OQs: 128

Unduplicated number of YOQs/OQs: YOQs: 174 OQs: 85

Groups in SFFC

Strengthening Families Program
Child Parent Relationship Treatment group
Dialectic Behavior Therapy
Group Behavior Management in Schools

Leadership/Allied Agency Participation/Initiatives/Successes

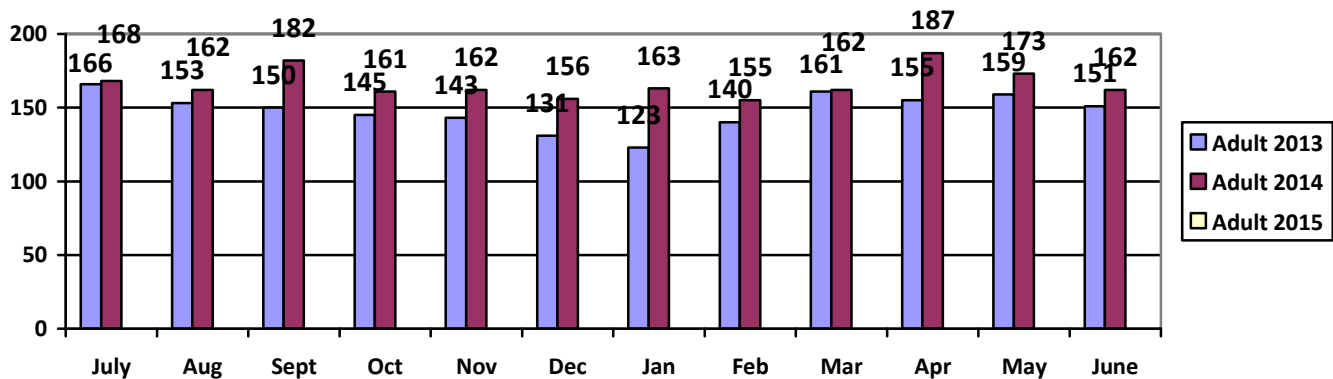
We are starting our first Strengthening Families Program in Spanish Fork this month. We have 12 families committed to attend. DCFS (Division of Child and Family Services) has agreed to let us use the training rooms in the Spanish Fork office for this class.

Bryant Jenks and Doran Williams attended the Suicide Prevention meeting at Spanish Fork High School and had a booth set up and answered questions. There were around 280 people in attendance.

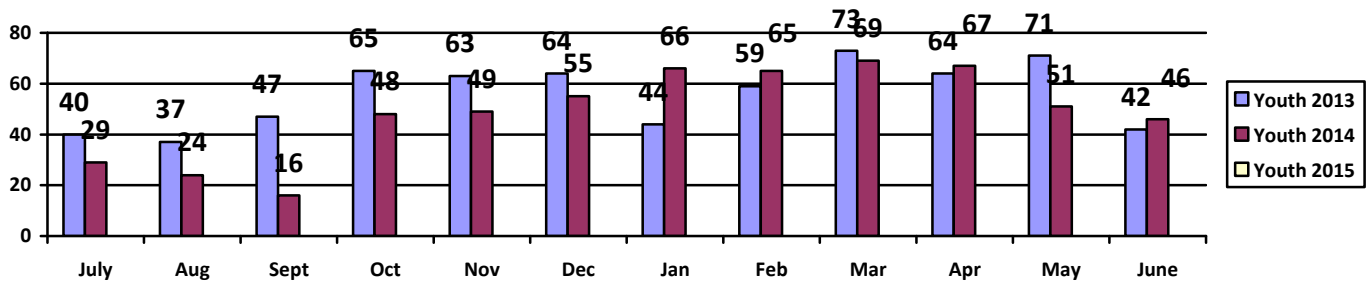
Wasatch County Family Clinic

Total Unduplicated Clients Served in December: 211

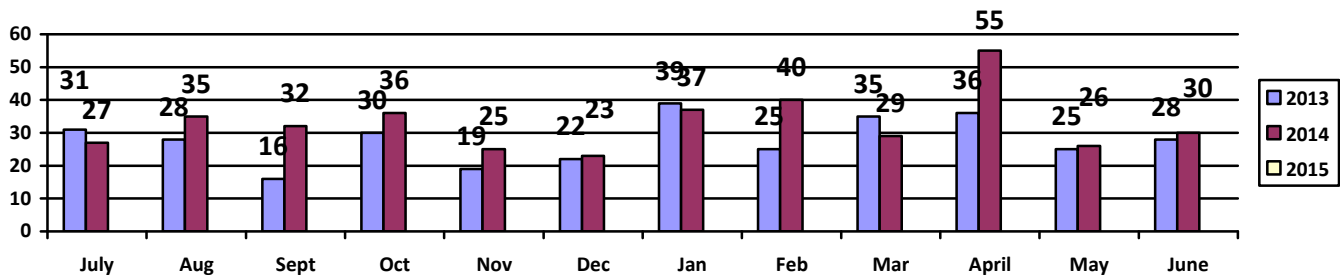
Adults: 156



Youth: 55



December Monthly Intakes: 23



Number of YOQs/OQs administered: 153 (YOQs: 26 OQs: 127)

Unduplicated number of YOQs/OQs: 99 (YOQs: 20 OQs: 79)

Groups at WCFC

- Recovery Day Tx
- Summer School Program
- Drug Court Group
- Gender Specific Male and Female Substance Abuse groups
- Relapse Prevention
- Thinking Errors
- Anger Management
- MRT (Magnetic Resonance Tomography)
- Prime For Life
- Teen Prevention

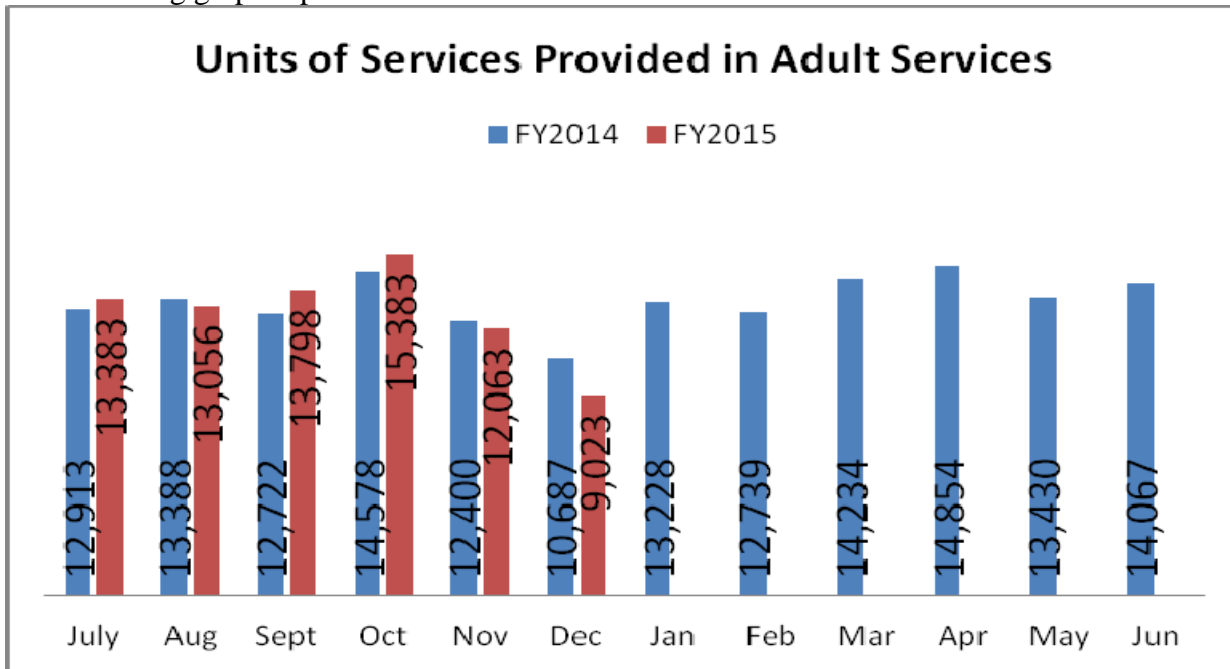
Leadership/Allied Agency Participation/Initiatives/Success

In December the DSAMH monitoring visit was conducted. As part of this review site visits were conducted with the Wasatch County Sheriff, Heber Valley Medical Center, and DCFS and with Juvenile Probation. Several families also provided feedback. Preliminary reports indicate that the community is pleased with our services. Meetings have also been held with the Heber Valley Medical Center, County Attorney, Sheriff, Heber City Police and County Manager regarding protocol for intoxicated individuals presenting in the Emergency Department with Suicidal ideation.

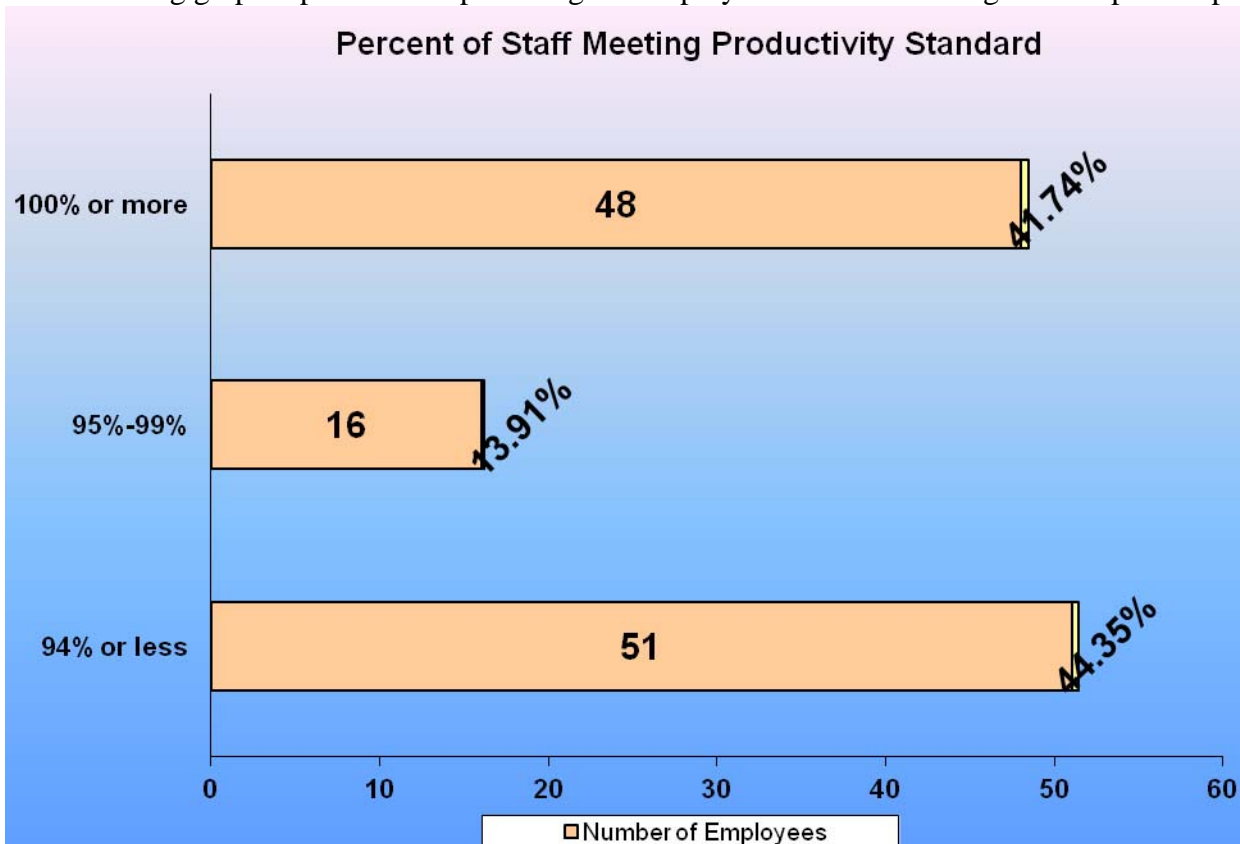
- 6 hospital crisis evaluations were completed
- 3 of the 6 were admitted to inpatient
 - 2 were admitted to Provo Canyon Behavioral Hospital
 - Both were Self-Pay
 - 1 was admitted to UNI (University Neuropsychiatric Institute –Client Choice
 - Humana

Adult Services Division

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



The following graph represents the percentage of employees that are reaching their respective productivity goals



OQ/YOQ Administration Report

Number of total unduplicated clients served last month: 3793

| | |
|----------------------------|------|
| Adult Clients Served | 2275 |
| Child/Youth Clients Served | 1518 |

Number of OQ/ YOQs administered: 3260

| | |
|------------------------------------|------|
| Adult Services Division | 1455 |
| Children & Youth Services Division | 1805 |

% of Unduplicated Clients Completing an OQ/YOQ 56%

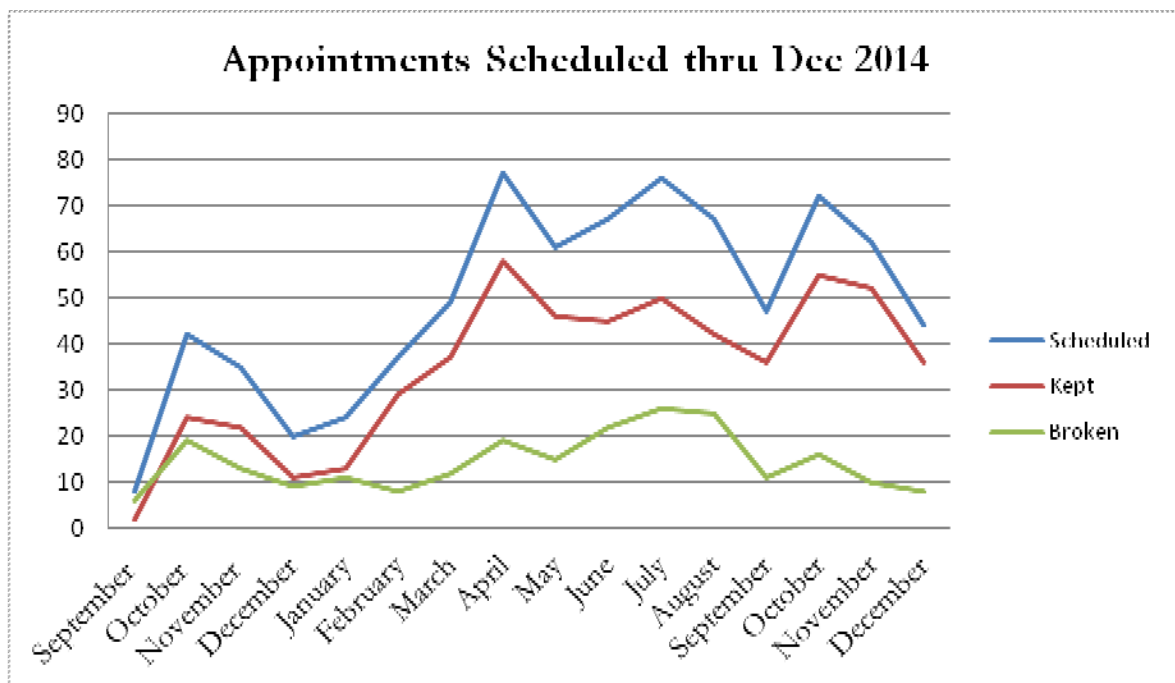
Leadership/Allied Agency Participation/Initiatives/Successes

- Geri Alldredge coordinated training with BYU PD (Police Department) on the use of pink slips and on suicide prevention, intervention, and postvention
- Geri Alldredge and Kip Landon presented to BYU PD and Counseling Center on Crisis Intervention- included discussion of having WMH staff located on campus
- Randy Huntington participated in the Zero Suicide Initiative with DSAMH (Division of Substance Abuse and Mental Health) and the National Council. Six States including Utah were selected

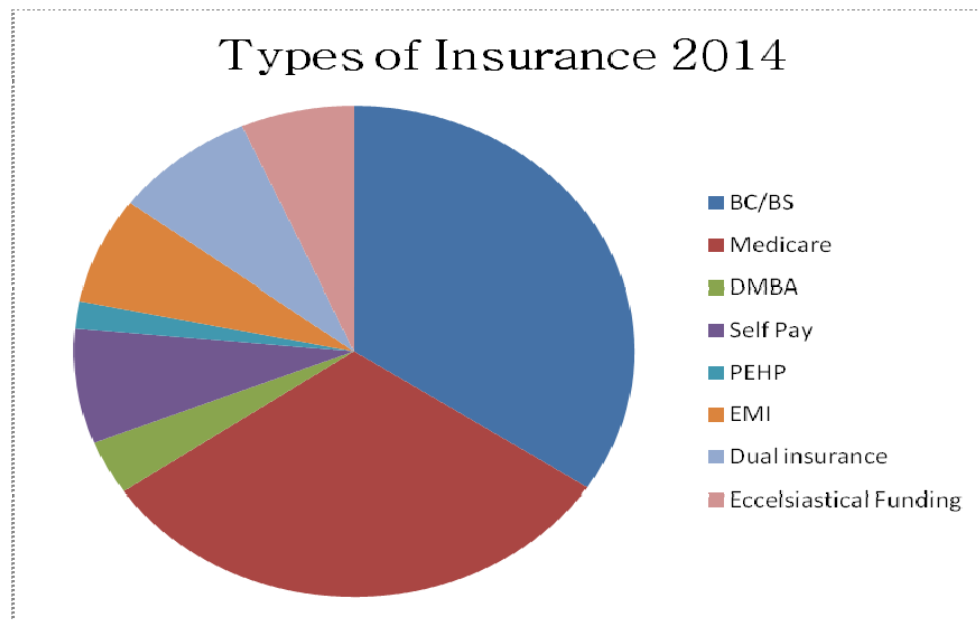
Mountain Peaks Counseling (MPC)

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 insurances that we take and the number of clients that have each insurance. One item on the graph is also for those who are paying cash and one for those who are dually insured and one for ecclesiastical funding.

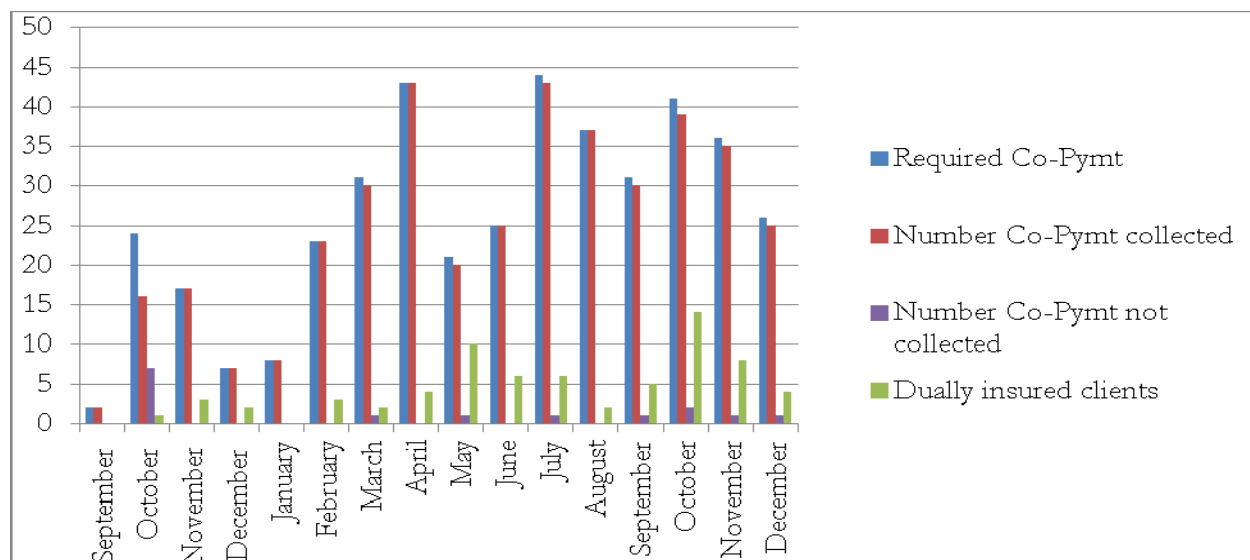


As was discussed in past reports, we were working on getting a second prescriber in MPC. Our efforts to do this recently met with some challenges. As a result, it will have to be postponed for a while.

Due to the growth the clinic experienced last year, we are expecting some increase in the number of clients requesting services from the clinic this January through April. We are monitoring the growth to see if we need to bring on another therapist to help carry the load.

Financial Report:

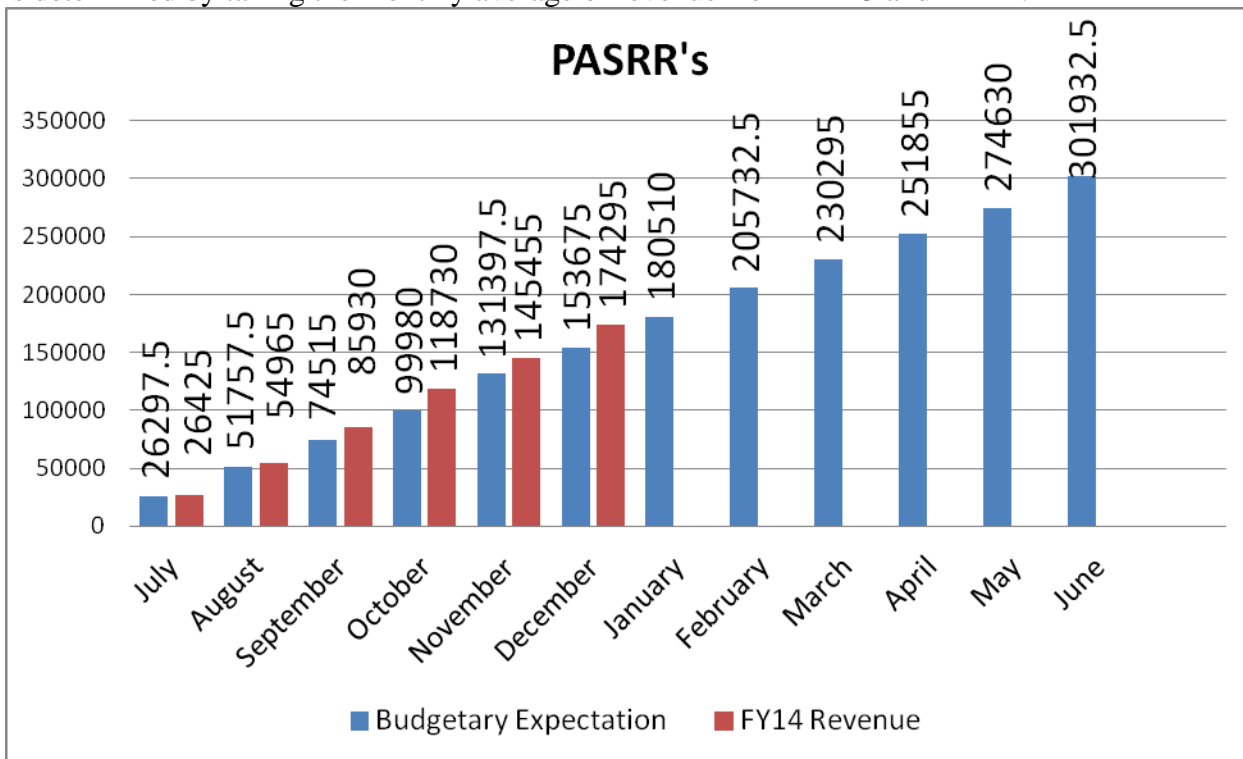
As it is essential that co-payments are collected at each appointment, the graph below depicts the number of co-payments that were required and how many of those were collected.



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. In December, the monthly revenue for PASRR's totaled \$28,840 which brings revenue to 13.4 percent above budgetary expectation for the year.

MENTAL HEALTH COURT (MHC)

Fourth District MHC

In December, 2 screenings were scheduled. 2 screening appointments were kept and 1 failed. 1 individual was admitted to the program and 1 is on hold. 1 individual was terminated from the program. 32 individuals are currently participating in the District MHC program. There were 2 graduations this month.

Provo City Justice MHC

Currently, there are 5 participants. In December, there were 2 screenings set, 1 screening attended, with 1 individual admitted and 1 individual screened out. This month there was 1 graduation.

Orem City Justice MHC

Currently, there are 6 participants. This month there was 1 graduation. We have 1 prospective graduate for next month.

Leadership/Allied Agency Participation/Initiatives/Success

The treatment team and the Program Manager met with a Level 3 client who had been at this level for 18 months. The client indicated that he had been informed as to the purpose of the meeting by his case manager and was excited to report how much progress he had made. He explained how he was able to recognize the

auditory hallucinations for what they were and simply let them come and go. He is now living in his own apartment and attending the University of Utah where he says he only has 40 credits left to graduate with his Bachelors degree! As we reviewed his recovery goals with him, he expressed interest in taking the next step to become his own payee by paying a bill or two on his own with some extra budget money. His DLA (Daily Living Activity) and OQ (Outcome Questionnaire) scores were reviewed with him which both indicated that he was in recovery and would benefit from Level 2 care. He expressed excitement that this meant that he could progress to be more independent “because if I want to have a family someday, I need to learn to take care of myself.” Then it was explained that this transition would mean his treatment team would change. Almost apologetically, he replied, “Wow, I will really miss you guys, you have helped me so much, but I deal with change all the time with school and I can deal with this change too.” He then indicated that he had been preparing for this conversation and said tearfully, “Thank you, this has been an answer to my prayer (to become more independent)” The meeting ended with a transition plan in place, but more importantly, an awesome realization that this young man had taken a big step towards recovery. This is a great example of what Wasatch Mental Health is and can be all about!

Number of total unduplicated clients served last month: 348

Number of OQ/ YOQs administered: 80

Number of unduplicated clients who completed an OQ/YOQ: 48

WATCH Program (Wasatch Assistance Team Counseling the Homeless)

The WATCH program served 83 unduplicated individuals in December.

Leadership/Allied Agency Participation/Initiatives/Successes

After years of applying for Social Security Disability multiple times and always being rejected, one WATCH client was finally approved for benefits in the last month due to the support of her case manager and treatment team. This will open up more services to her and provide her with an income where she can better afford adequate housing and her basic needs.

Financial Report

Shelter dollars have been renewed through the Emergency Shelter Grant and Friends of Wasatch Mental Health for FY15. In the month of December, \$1,760 was spent in emergency shelter. In FY15 we have spent a total of \$16,235 to house 50 unduplicated individuals for 416 nights of safe and secure shelter. We have expended 49.1 percent of funds for 50 percent of the year.

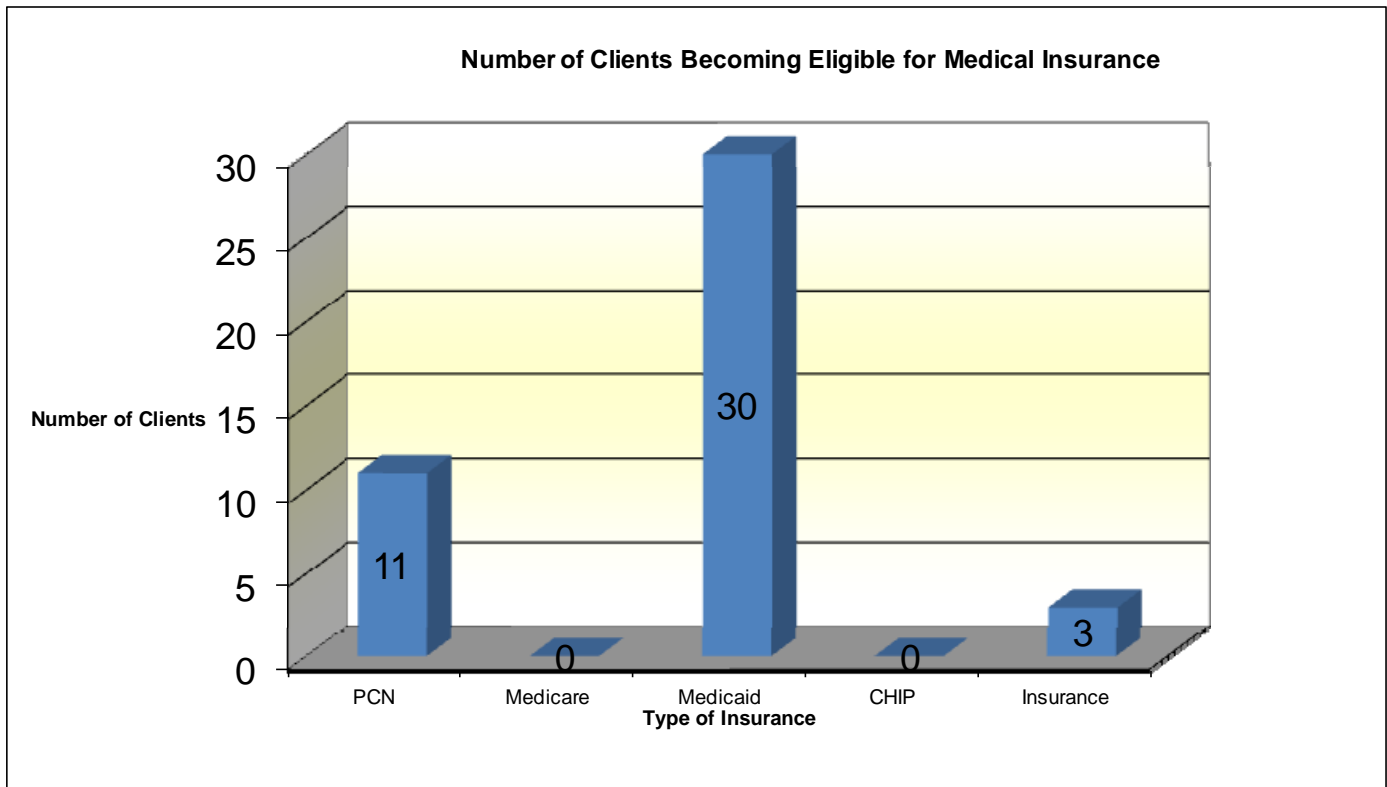
The WATCH team has identified 2 clients who are housed in the 5 Star program that we will be wrapping services around with grant funding. We are planning on inviting two other individuals who have been identified through street outreach to be housed in some of the vacant units there. The team will be meeting for the first time next week as an ACOT (Assertive Community Outreach Team) to strategize outreach in the units and introduce ourselves to the clients.

% of unduplicated clients who completed an OQ/YOQ: 31%

Number of OQ/ YOQs administered: 44

Wellness Recovery Clinic (WRC)

The following chart depicts the number of individuals obtaining various types of medical insurance during FY15.



Average length of stay (in days) between initial phone call and scheduled intake: 7.1

Leadership/Allied Agency Participation/Initiatives/Success

Recovery Services Coordination (RSC) Highlight:

A WRC client who had been in the program for a year came in with her PSC (Primary Service Coordinator) and the Program Manager for her RSC meeting. She indicated how far she had come in her recovery the past year and detailed the many efforts that she had put into challenging herself. She talked of the many different groups she had attended and how thankful she was for all of the things she learned that made a difference in her life. She is now able to function without substances and has learned how to manage her mental health symptoms. She was anxious about the impending death of her father, but at the same time felt that she would be able to work through it. When we discussed her future recovery needs, she indicated that she had been prepared by the staff to move to transition and was confident that she was ready to do this now even though she was offered more time to get through the death of her father. As she put it, "It's time for me to give up my seat for someone else." She was congratulated on her recovery and she assured us that all of her treatment was ready to transition, largely due to her own efforts.

Number of total unduplicated clients served last month:

157

Number of OQ/ YOQs administered:

257

% of unduplicated clients who completed an OQ/YOQ:

84%

Medical Department

Leadership/Allied Agency Participation/Initiatives/Successes

The new medication data base is operational and many of the adult clients have been loaded into it. This will be how we track shots, pill boxes etc. The intention is to have all nursing staff use it so that we have a universal tracking system rather than separate systems for each location.

The current encounter based productivity standard for nurses in med services was based on a previous job description (back when they were doing vitals). We are going to look at the last 6 months and see what the data says about our highs and lows with productivity to develop a recommendation for a revision of the current standard.

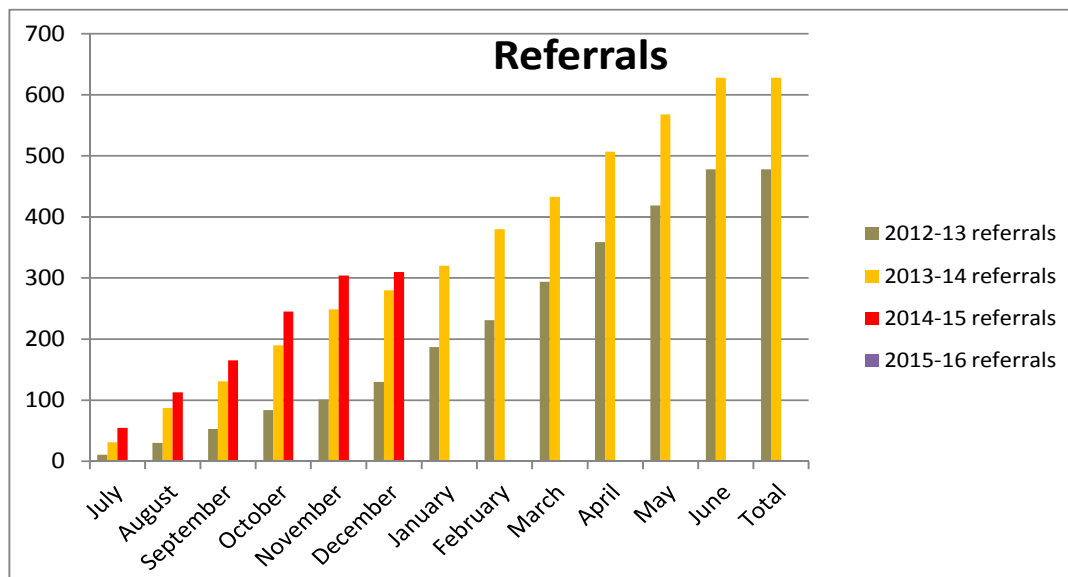
Psych Testing/Interns/Form 20

Leadership/Allied Agency Participation/Initiatives/Successes

Interviews for next year's psychology interns will take place in January.

With us now being fully staffed in Psych Services, we do not have the need for the contracted psychometricians at this point. We will adjust our staffing plan accordingly.

We had 48 referrals (13 were ADHD or ADHD plus additional) for December.



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 for FY 2015.

| | |
|---------------|--------------------|
| TOTALS | Total hours |
|---------------|--------------------|

| | |
|--------------|---------|
| \$49,876.25 | 327.5 |
| \$52,391.88 | 503.5 |
| \$55,884.38 | 368.5 |
| \$44,940.63 | 288.75 |
| \$59,286.88 | 429.5 |
| \$55,108.75 | 361 |
| \$317,488.75 | 2278.75 |

Outside Providers

Judy Love is assisting Stephanie with the credentialing project and so far things are going well.

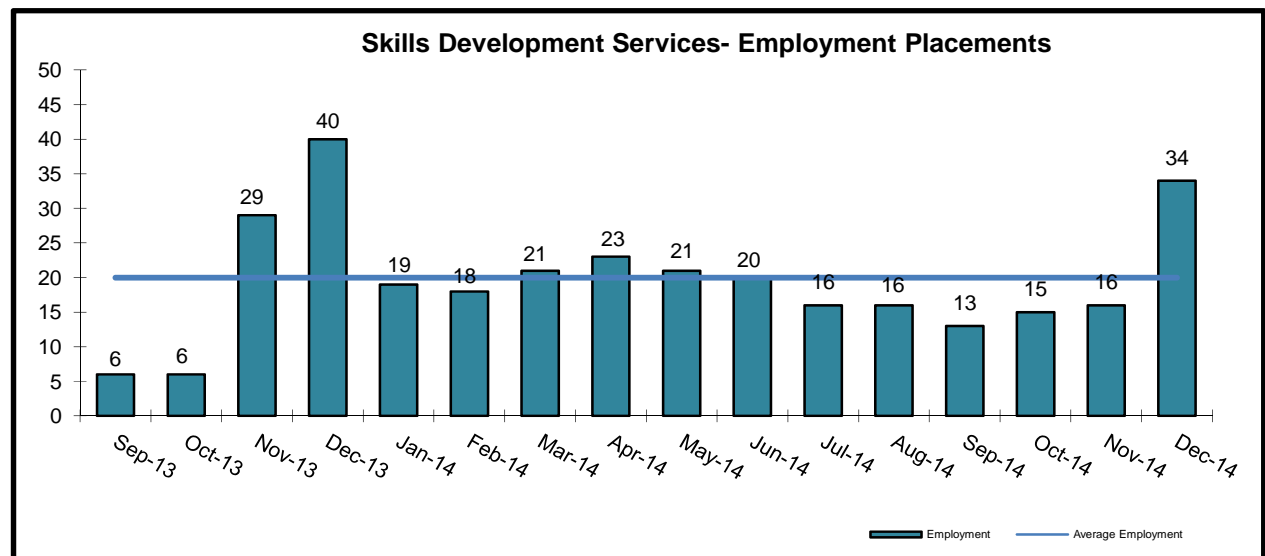
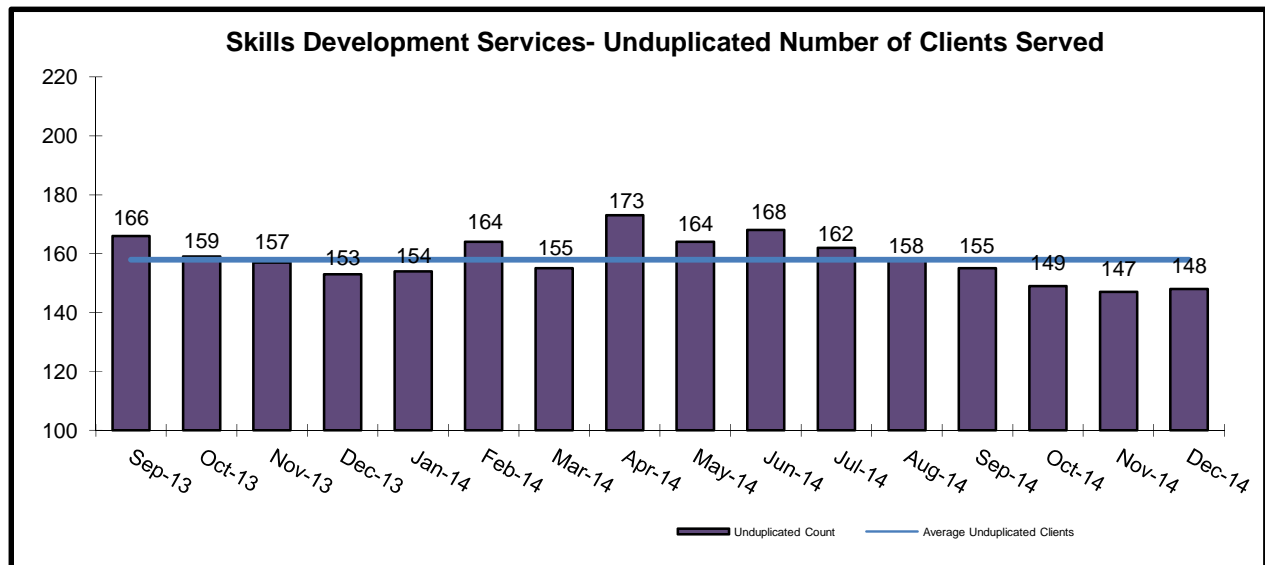
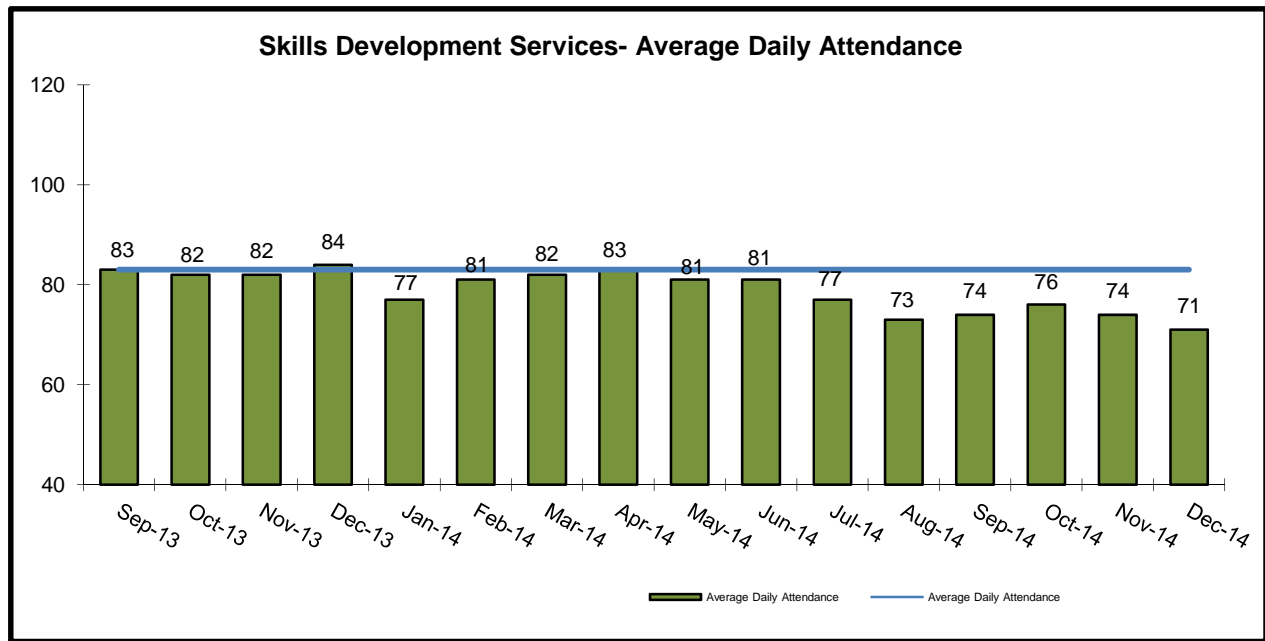
Jail Contract

The Division “monitors” visited the jail during the annual review. There was a very open and rich conversation with jail personnel that emphasized the positive relationship between WMH and the jail but also discussed the challenges and frustration they are experiencing with some of the acute clients that end up incarcerated for extended periods of time when what they need is treatment.

Crisis Intervention Team (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 $\frac{3}{4}$ full at this point!

Skills Development Services



Leadership/Allied Agency Participation/Initiatives/Success

Highlights of our Recovery Plus (smoking cessation) group at Clubhouse: We usually have no less than 6 members in the class and sometimes get up to 8. One client has quit completely since the class began this past March. She quit about 2 months ago. 4 other members have significantly cut back their usage by more than over 66% reduction in cigarettes. We had many other participants, with 31 unduplicated participants. Some of which have cut back and others have struggled with the addiction. The efforts continue as we try to teach how to cut back and quit as well as teaching the health benefits of quitting.

Our Transitional Employment was very successful this past December as we had our usual placements while we added Strategic Staffing with the bell ringing at local stores for Salvation Army. It was reported to us that our bell ringers specifically outperformed other bell ringers by as much as 200%. As a result they sponsored a paid breakfast for the workers at a nice restaurant for them to enjoy.

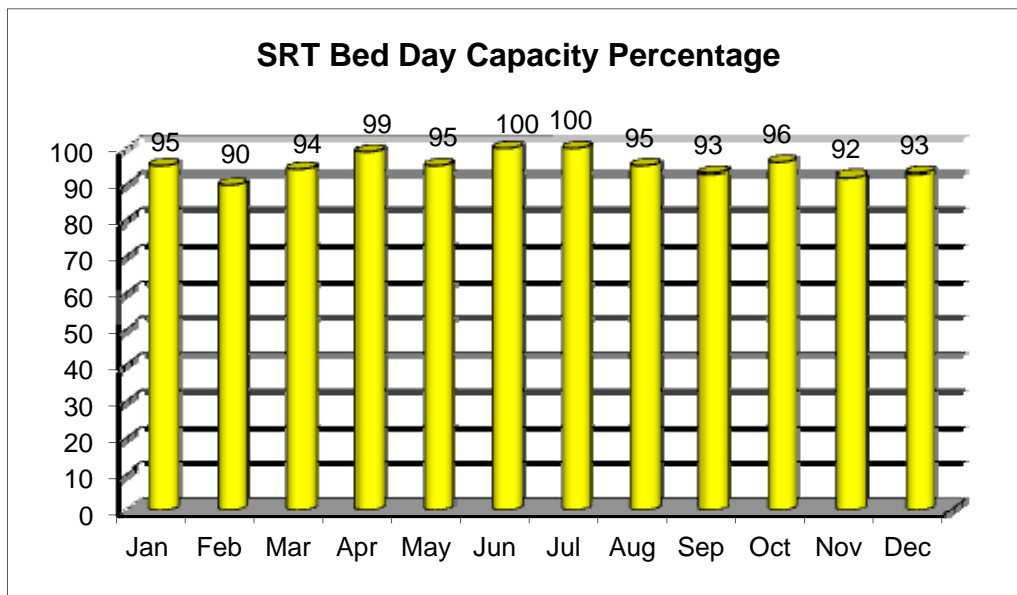
We had a very successful Christmas program where members enjoyed a very nice meal and a Christmas program where they were able to exchange an inexpensive gift in a fun game that they played. We served over 100 meals and had great support from our advisory board and other volunteers. We had one advisory board member, Mark Crosby from Provo Police volunteer and stay late to even mop up the building. He reported that he was so touched and had such a great experience that he wanted to participate even more in our programming as a volunteer. He has asked if he can participate in Tuesday evening activities and try to learn our program as well as develop positive relationships with our members and the Provo Police dept.

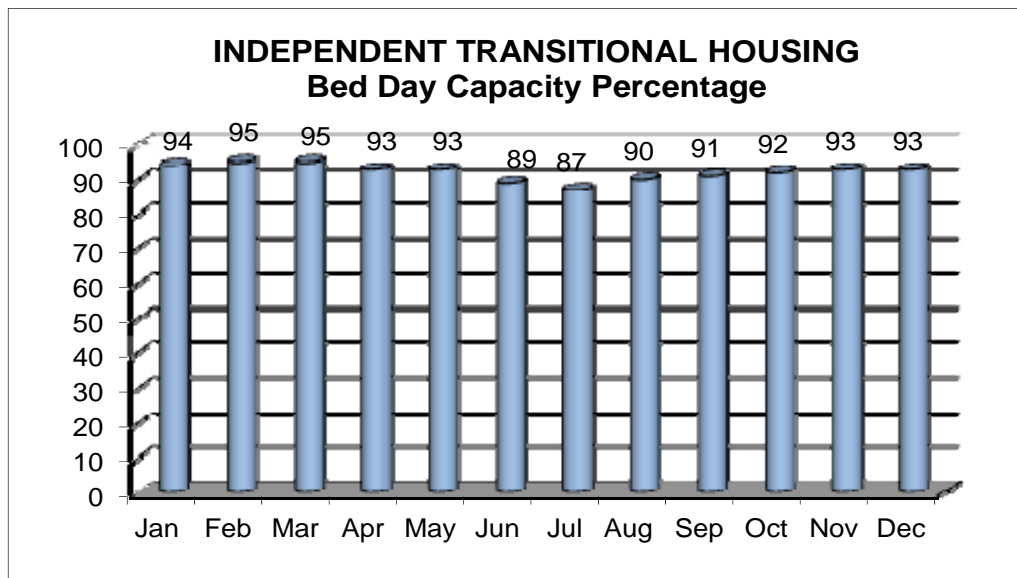
Number of total unduplicated clients served last month: 148

Number of OQ/ YOQs administered: 72

Number of unduplicated clients who completed an OQ/YOQ: 50

Supported Housing Services





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

Leadership/Allied Agency Participation/Initiatives/Success

We had a very successful Sub for Santa program this year. Thanks to the exceptional work of Jennie Reese, under her leadership, she and many volunteers were able to pull off a very successful program. Below is a note written by Jennie that describes this year's success:

I wanted to take a minute and thank all the wonderful staff of WMH for their generosity during this holiday season. Our Sub for Santa program was another huge success and it was all because of you! I would like to share a few of the stats with you:

Total number of adult clients sponsored - 191
 Number of kits distributed - 55 Hygiene, 42 Kitchen, 46 Bedding
 Total monetary donations - \$3,523.51

Through our partnership with United Way 106 of our clients were sponsored by community members. 62 of those were selected to be sponsored by Ancestry.com. We also had an LDS ward from Spanish Fork that donated over 60 kits and \$1,590 in cash and gift cards. I can't adequately express my gratitude to them for supporting our clients in need.

There is one story I would like you to know about. The day I went around finding sponsors I stopped in an employee's office to see if they could sponsor a client. He hesitantly said "I can't right now" and I went on my way. The next morning this employee stopped by my office to tell me that he had gone home and talked to his wife about the possibility of taking a name. As they were discussing it their teenage daughter came in and said she would like them to take the money they would spend on her for Christmas and help one of our clients. As he was telling me about his daughter you could see the pride in his eyes! This young girl may never know the full extent of her sacrifice this Christmas, but I know she touched me, her parents, and the lady that she purchased gifts for.

There were so many wonderful stories I was able to be a part of. I wish I could tell you all of them because they made my heart swell! There were many days my co-workers and family would think I was overwhelmed with work, when it was really that I was overwhelmed with the good that I was able to witness going on around me!

Staff will report that the best part of the Sub for Santa program is offering donations, support, volunteering in the shopping, organization of the presents and then finally going out to the client's homes and delivering the gifts and getting the heart felt thanks and appreciation from the recipients.

Ned Campbell is doing a great job representing the agency in our local NAMI chapter. He goes to the monthly meetings and informs management of upcoming events and projects NAMI is involved with. He recently set up a table with information and answered question during a Veterans suicide prevention fair held in conjunction with the Veterans affairs, Elks Lodge, NAMI (National Alliance for Mentally Ill), WMH and other local agencies. He is a great representative with a vast experience in our mental health center and the clients we serve.

Number of OQ/ YOQs administered: 122

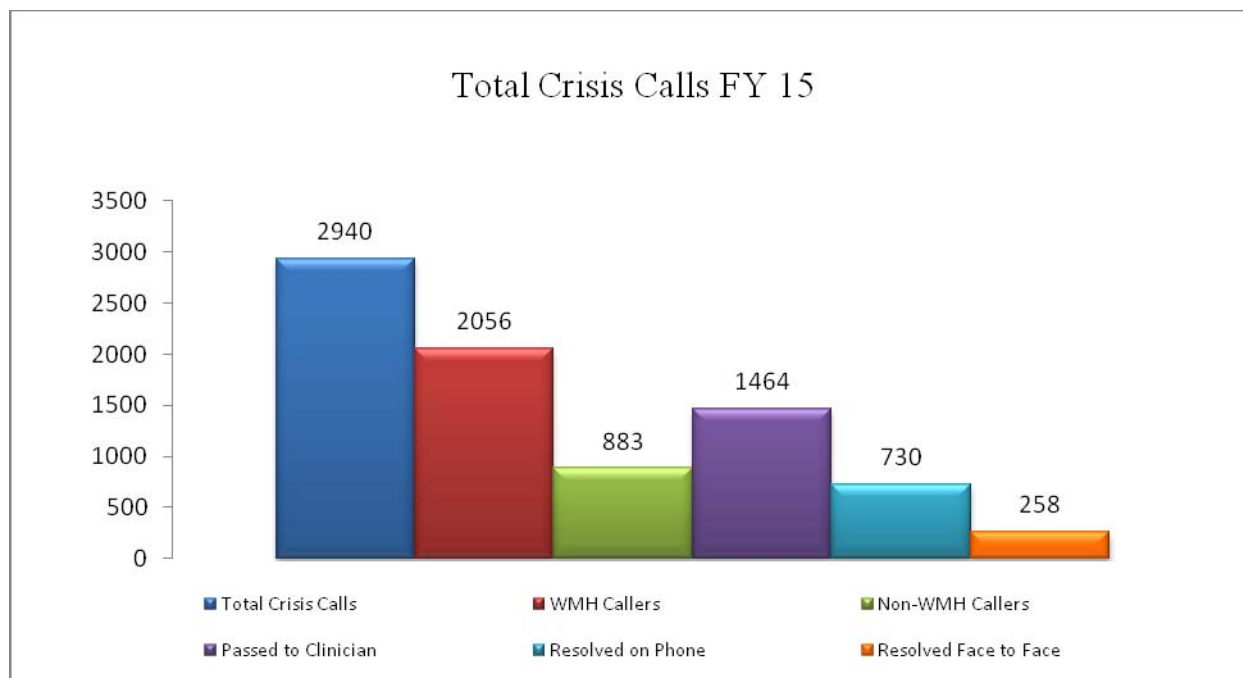
Number of unduplicated clients who completed an OQ/YOQ: 60

The support we have received from the entire maintenance team with our SRT (Supported Residential Treatment) complex has been phenomenal over the last couple of months. With the change of house parents at SRT, there has been an increased attention to the needs of the property. As a result there has been many work orders and projects fixed, repaired, replaced and upgraded. Their response time and attitude has been awesome to work with. We appreciate the attention they give and the quality of work performed.

CRISIS SERVICES

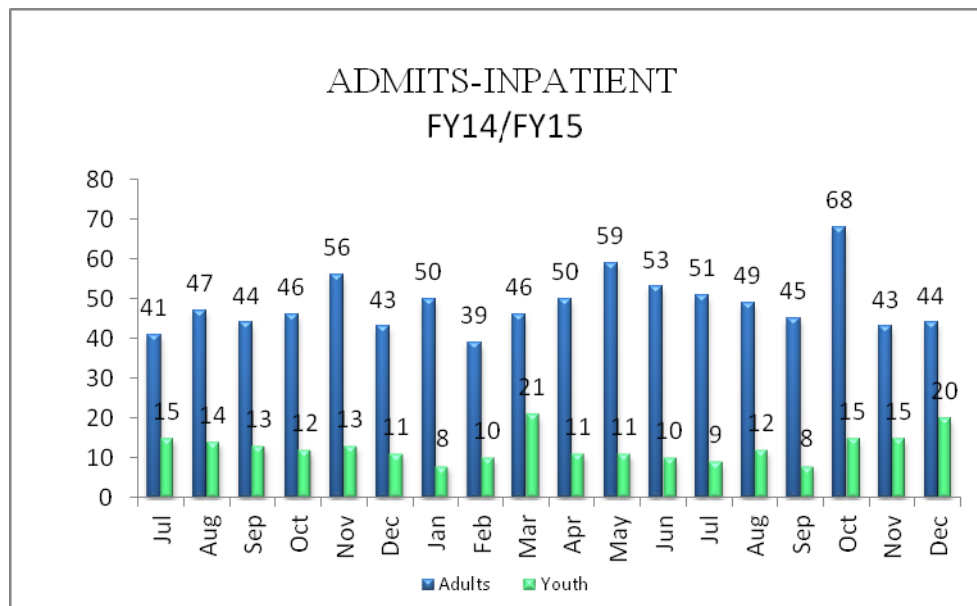
Crisis Calls

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

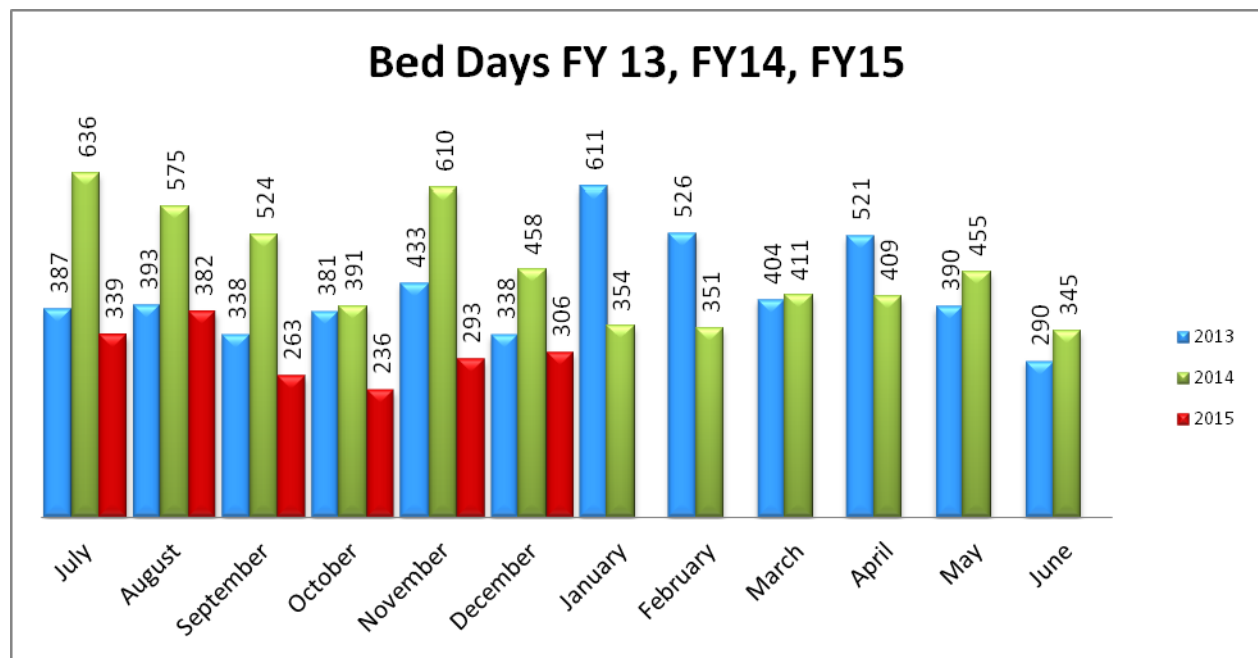


Inpatient Psychiatry

Following graph represents Adult and Youth clients admitted to inpatient psychiatric units for the last 18 months. (FY2014 to current FY2015)



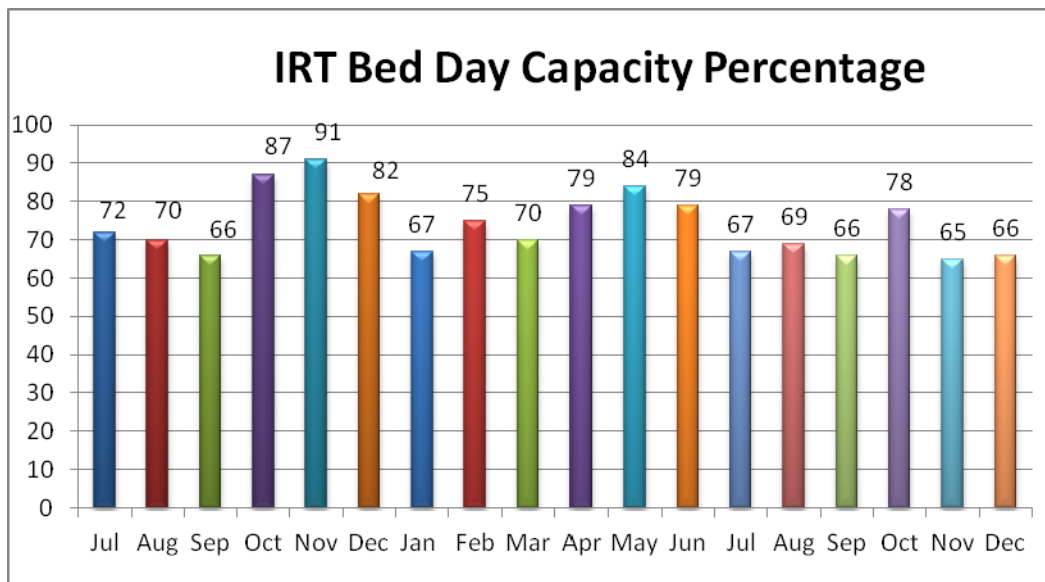
The following graph illustrates the total number of inpatient psychiatric bed days used for WMH clients during each month of the last two fiscal years and FY 2015. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however we are accruing the worst case scenario.



Intensive Residential Treatment (IRT)

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

Intensive



Leadership/Allied Agency Participation/Initiatives/Success

Recently the BRIDGE team was able to drop the civil commitment for a client who was first introduced to WMH when she was taking satellite dishes off her neighbor's homes. Her paranoia and delusional symptoms alienated her from family and friends. She has significantly more insight to her mental health needs and we hope will continue to be compliant with treatment. She trusts her treatment team and has some relationships now that she appreciates. We are a bit apprehensive as a team, but excited to see the progress.

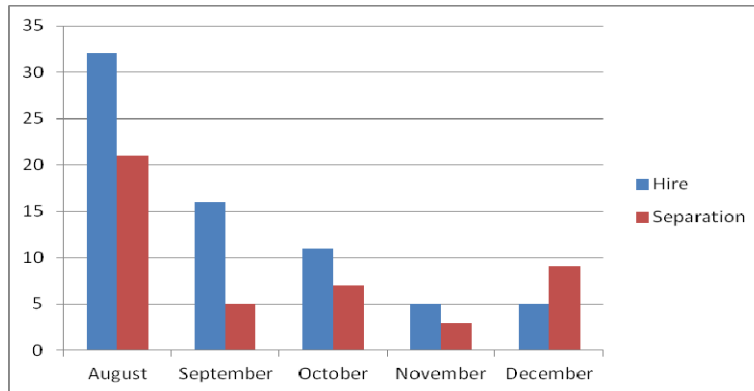
IRT nurses have undergone significant changes to their schedules since the majority of the medications previously stored and filled at IRT, have moved to the South Campus med clinic. Many of us miss the relationships with the clients that no longer come to IRT to fill their pill boxes. And we also miss Kari Sparks our nurse who moved to the South Campus.

Crisis Services and CY FAST have been fielding a larger volume of calls from public school districts as WMH strengthens our relationship with the various school districts in Utah County. It is impressive the interventions our team has been able to come up with to keep kids safe and in the least restrictive settings possible. The day time crisis therapists will be providing training to WMH clinical staff on how to complete the Stanley Brown Safety Plan, which is now part of the Junction Clinical Web Chart.

Human Resources

Staffing

The turnover rate for 2014 ended at 23%. During 2015 we will be analyzing reasons for employee departure and developing an action plan to reduce employee turnover. Interns are not counted in the turnover rate.



Comp & Benefits

A new pay structure was announced and implemented. In an effort to maintain a compensation structure that continues to reward employees for their service and performance, we have restructured our pay schedule to provide more equitable annual increases for all merited employees without affecting the personnel budget in the longer term. HR staff has been trained in application of new structure and the conversion process.

We are creating a database of benefitted employees to use for our annual ACA (Affordable Care Act) reporting requirements. PEHP (Public Employee Health Plan) will administer reporting once we have the data available.

Policy

Fifteen job descriptions have been updated. Pay, promotional, and separation policies are currently being updated. Job reclassification process to be updated and implemented in 2015

Credentialing

Credentialing process is gaining momentum and we are seeing positive results. With much work still to do, we have credentialed many providers and our process is working.

Employee Relations & Performance

Human Resource Director is developing corrective and disciplinary action templates that will be available for managers to ensure consistency in application. Training will be provided.