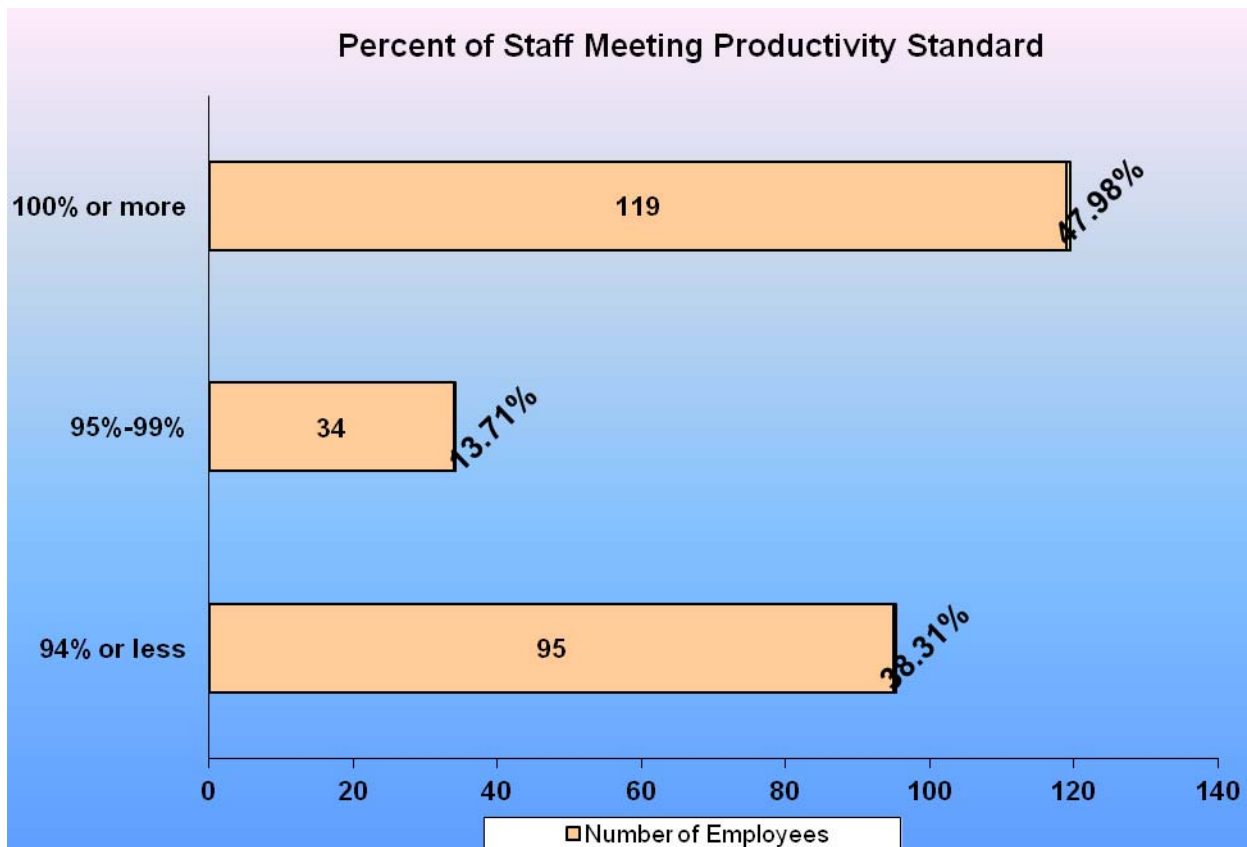


Wasatch Mental Health Briefing Report March 2015

The recently ending legislative session resulted in the Community Mental Health Center system receiving the much needed match funding for this next fiscal year. While it was hoped that this increase due to increased Medicaid rolls and inflationary increases be in the base budget and appropriated on an ongoing basis, the funds were appropriated again on a one time basis. This means that we will need to renew our efforts next year to seek ongoing appropriations.

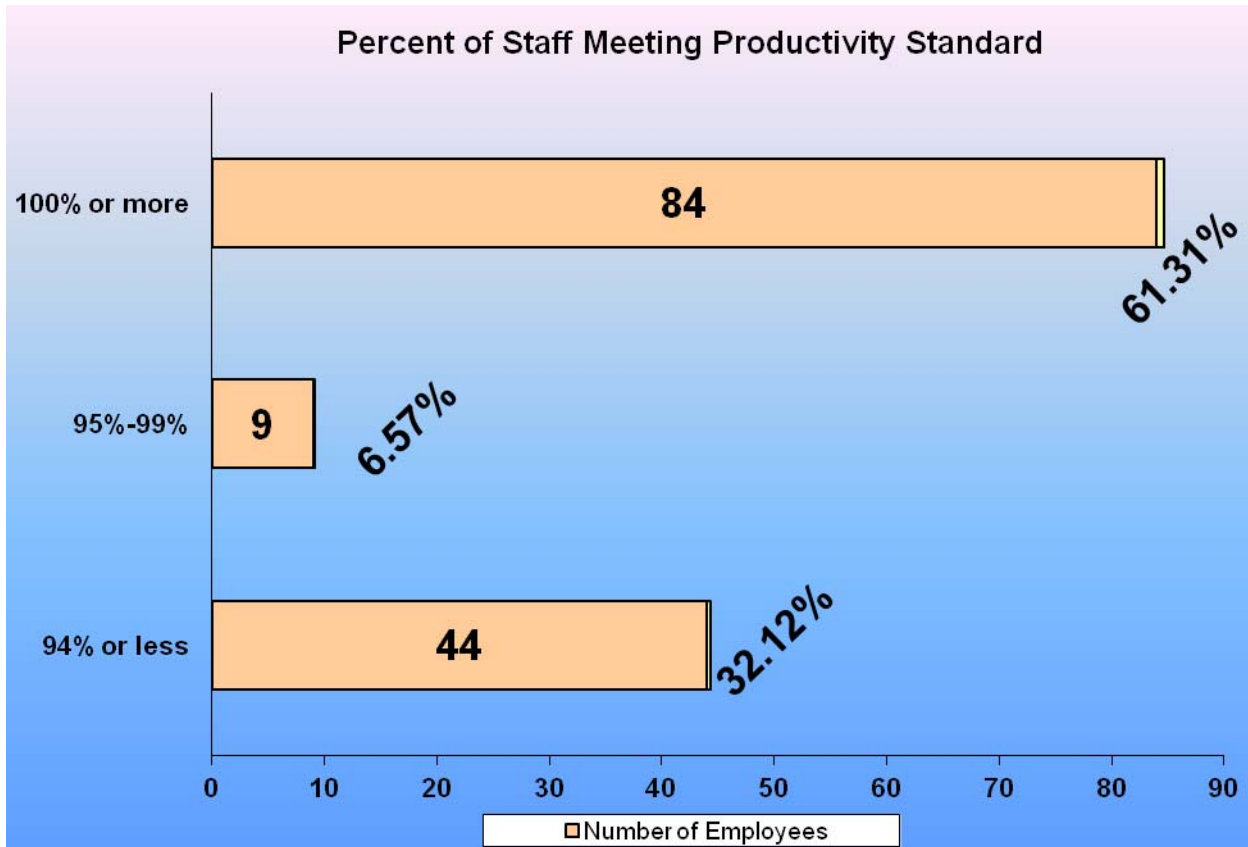
We recently received our audit report from the Division of Substance Abuse and Mental Health (DSAMH). Clinically, this is the most meaningful audit for our system, as the DSAMH evaluates the service delivery system, not just compliance related issues. Again, as in the previous 4 years, our audit did not show any findings. Achieving a five year consecutive “clean” audit has been unprecedented for the agency in at least the last 20 years and is currently unprecedented in the state!

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

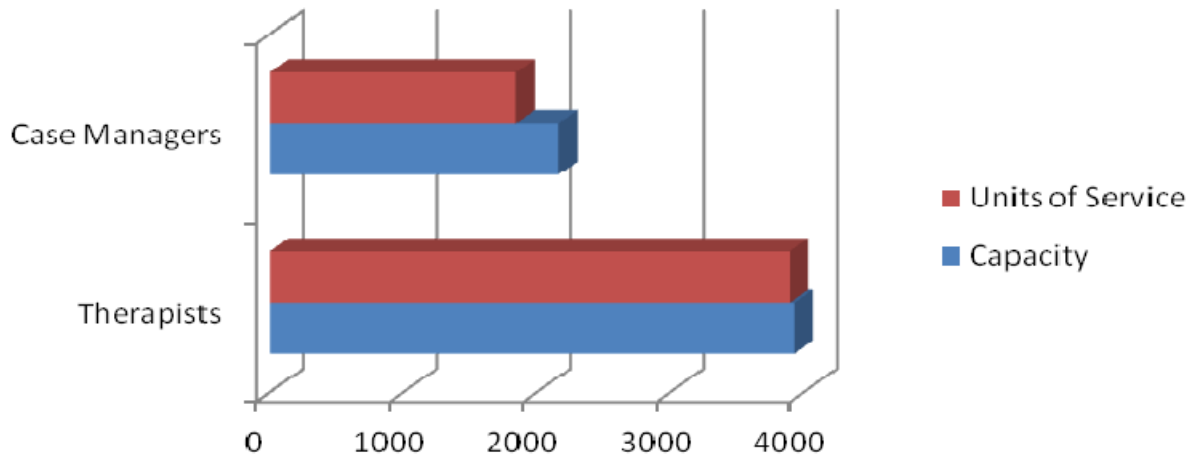


Children and Family Services Division

Performance Indicators

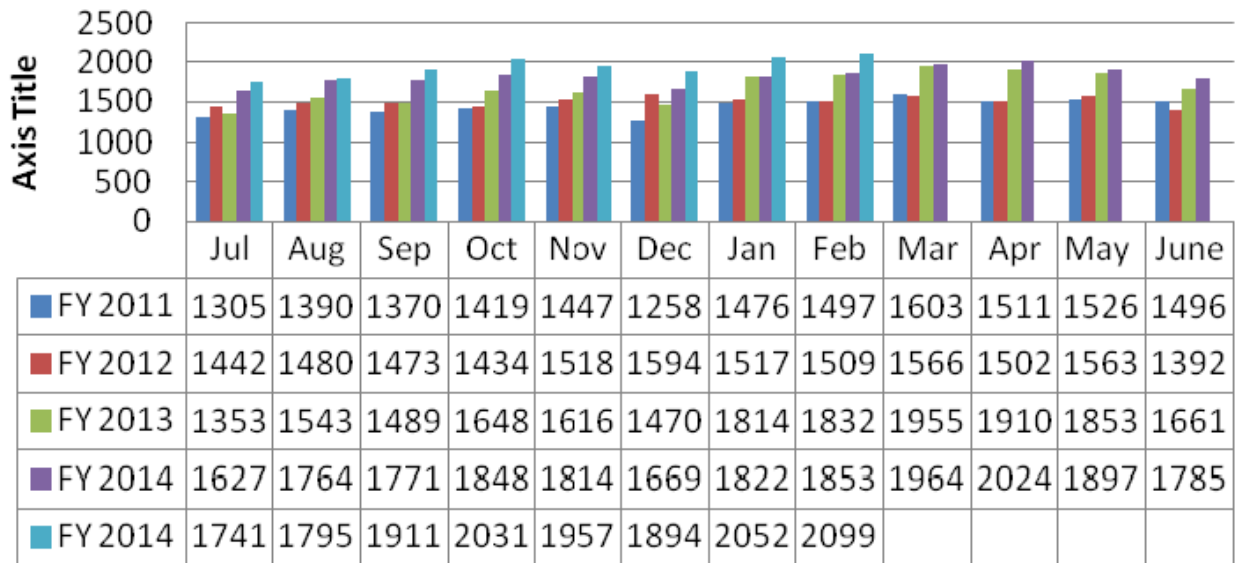


CFS Division Productivity February 2015



The above graphs indicate 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 February total therapist time is at 99% capacity. Case manager time is at 85% capacity.

Unduplicated Count CFS Clients Served



Leadership/ Allied Agencies

From a teacher at Timpanogos Elementary School:

Joshua Jenkins has been working with some of my 4th grade students. He has been able to create many improvements in all of these students including positive attitudes in the classroom and completed classroom and homework assignments on a regular basis. I hope he is able to continue these services for each student since they have improved dramatically since the beginning of the school year. ~Rodney Price

John Curtis, mayor of Provo, included some positive information about Giant Steps and the charity auction on his Provo Insider website: <http://provomayor.com/2015/02/16/giant-steps-autistic-preschool/>

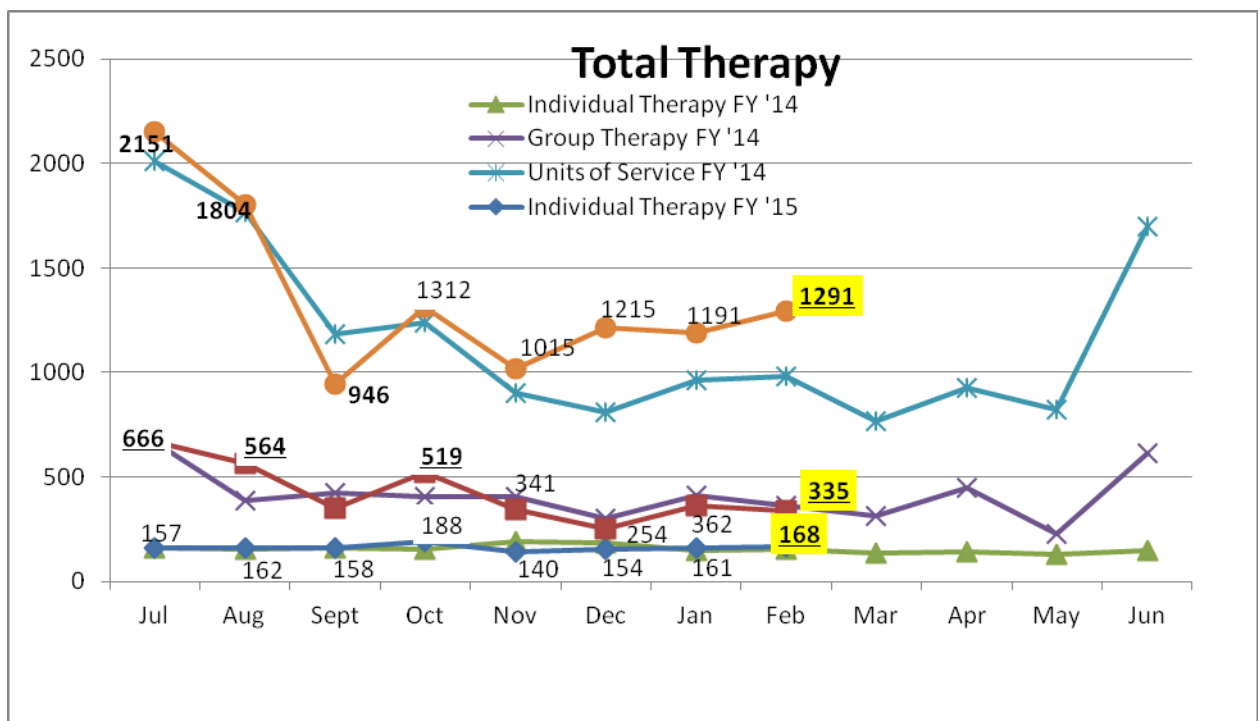
Positive Feedback about Aspire Youth Services:

I have seen promising results from clients placed with Aspire. And there are not many other options for clients with high mental health needs.

I was the therapist of a client and the staff and Heidi did a wonderful job communicating and coordinated regarding her care. She also learned a lot and felt that this experience was life changing and helpful in her progress.

New Vista Youth Services

FEBRUARY REPORT: February productivity and services rendered remained above last year's pace for the fourth month in a row and for six of the past seven months. Our therapists and staff are working very hard to remain a viable service program at Wasatch Mental Health.



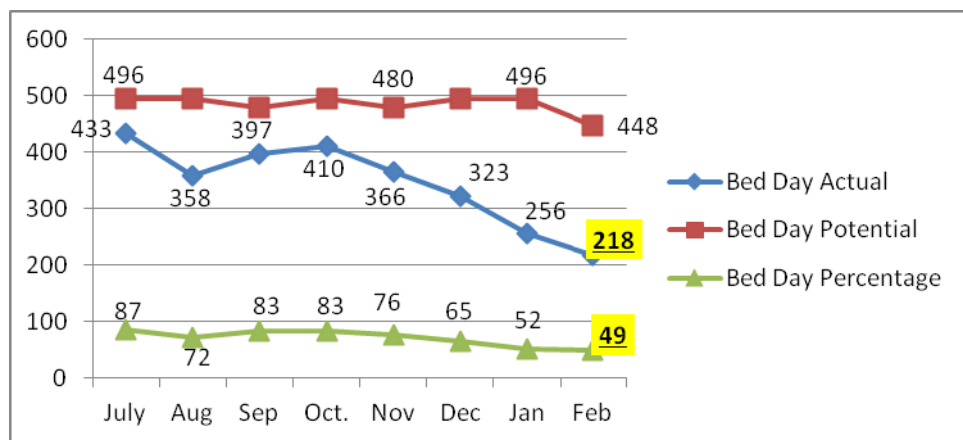
February '15 New Vista Monthly Report

The youth at New Vista continue to focus working on their trauma that has led them to make the choices that they have made. The youth continue to be transported from school to attend individual therapy sessions with their therapist on a weekly basis. They also attend therapist groups daily that help them learn and grow to overcome the past experiences that they have had. The New Vista staff continues to teach YSD groups that focus on relationship building and healthy living skills. The youth have attended groups that help them build on their skills and process feelings that they may have with one another. The youth continue with a pass off group for the boys and a pass of group for the girls. The youth are encouraged to pass off at least 1 assignment on a weekly basis. During these groups they enhance each others knowledge of what they are studying and how it can be applied in their life. New Vista has a Public Health intern from BYU that teaches healthy living skills to the youth. The youth can take the skills that they are learning in the YSD groups that are provided and learn to adapt them to their lives so they can lead a healthy productive life.

We continue to have youth in the Grade school, Jr High and High School where staff attend with them for safety and supervision. We currently have 20 Full Time Day Tx 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

FEBRUARY REPORT: February continued to see a lack of appropriate referrals. Catherine and Greg Robinson met with Del Bircher at the State Office to discuss the issue. It was a very good discussion, and we received some good feedback. Del indicated that one reason we might not be receiving the needed referrals was due to a reputation we might have in the state of not taking and/or keeping difficult youth. As a result of this and other feedback we sent out a MonkeySurvey to 80 principal users of our services during the past year. More discussion comes later in this report. The results were moderately encouraging.

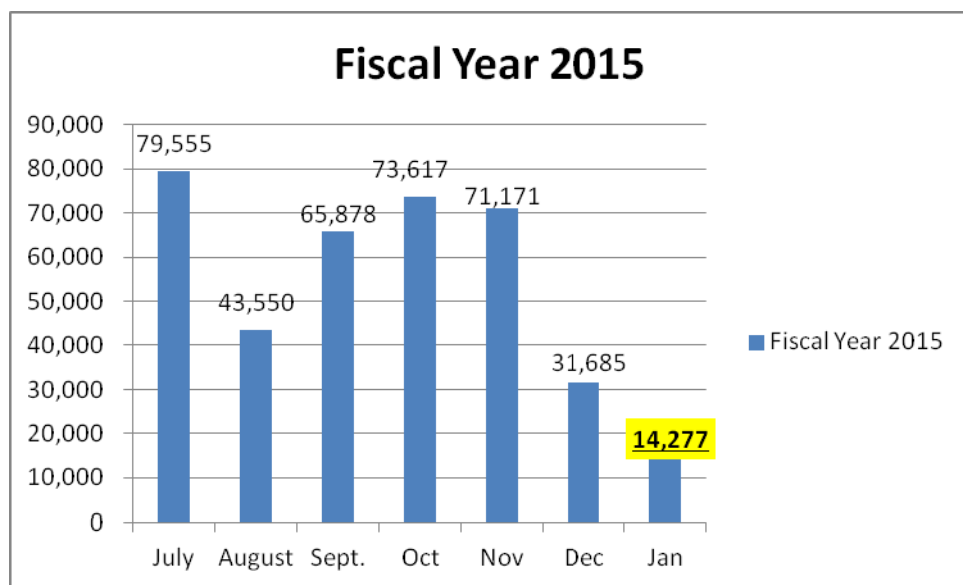


Leadership/Allied Agency Participation/Initiatives/Success

Because we have seen a slip in appropriate referrals (those referrals we believe we can impact in a positive way, who are not overly assaultive) we deemed it necessary to get some feedback from the people who would support us or not, the case managers, their supervisors, contract monitors, parents or family members of clients, etc. We sent a MonkeySurvey to 80 individuals and asked them several questions: Question #1: How likely will you recommend Aspire Youth Services to a colleague or friend? About 57% of the respondents answered they would likely or highly likely (30%) refer a friend or colleague to Aspire. Question #2: asked if they would refer one of their own clients to Aspire. 54% responded they would. Some respondents such as family members, clinical consultants and Guardian Ad'Litem might refer a friend or colleague but doesn't have clients themselves that they could refer.

Aspire Youth Services Financial Report

Because of our continued down turn in referrals we have seen our financial status decline in like manner. While still in the black the trend is troubling. We believe we will see it reverse itself when the referrals also reverse.



February 2015 Monthly Report

In February we had 8 residents at Aspire Youth Services. For the month of February the girls were engaged in Therapy and they were working on building and maintaining better relationships with staff, residents and themselves. The girls were also engaged in learning and implementing DBT and other coping skills to manage emotions, thoughts, and behaviors better. One of the residents talked about using her DBT Cards as a distraction when she was upset. She reported that by reading the DBT Cards she was able to get more familiar with the DBT skills and figure out which ones would best help her during the various times she was upset. Another resident talked about using wise-mind to help her get through her suicidal issues. The residents continue to learn and practice DBT and other coping skills to use at Aspire and take with them when they go on home visits, activities out in the community and when they transition out of Aspire.

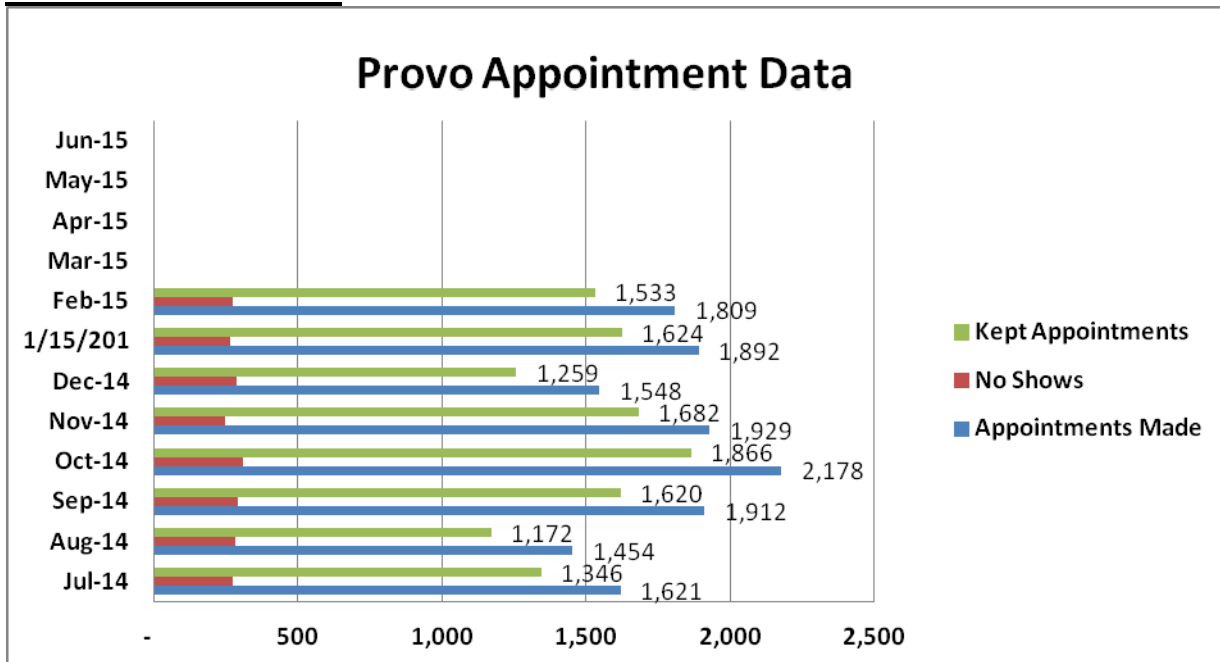
The residents at Aspire were able to participate in some fun activities out in the community during the month of February. They went to a Women's BYU Basketball game, visited Our House Rest home, and attended a JAZZ Game.

Group therapy that was memorable for the residents included Impact Group where the residents participated in an activity that explored a relationship that was difficult for them and then they were able to work through it and get to healing, growth, and peace. Another memorable group was Digging for dinosaur bones, which required digging into themselves and bringing out their emotions then figuring out how they pull others into their stuff based on their emotions.

The residents continue to move forward and make progress. Sometimes they get sidetracked, but they do continue moving forward.

Provo Family Clinic

Performance Indicators:



Satisfaction surveys collected- latest count was 190.

Groups currently running: Child Parent Relationship group (CPRT) for parents and a concurrent children’s group, Grand Families, Strengthening Families, There is a Parenting SIB group for parents of children who do self harm. There is a DBT group running for teens and their parents.

Leadership/Allied Agency Participation/Initiatives/Success

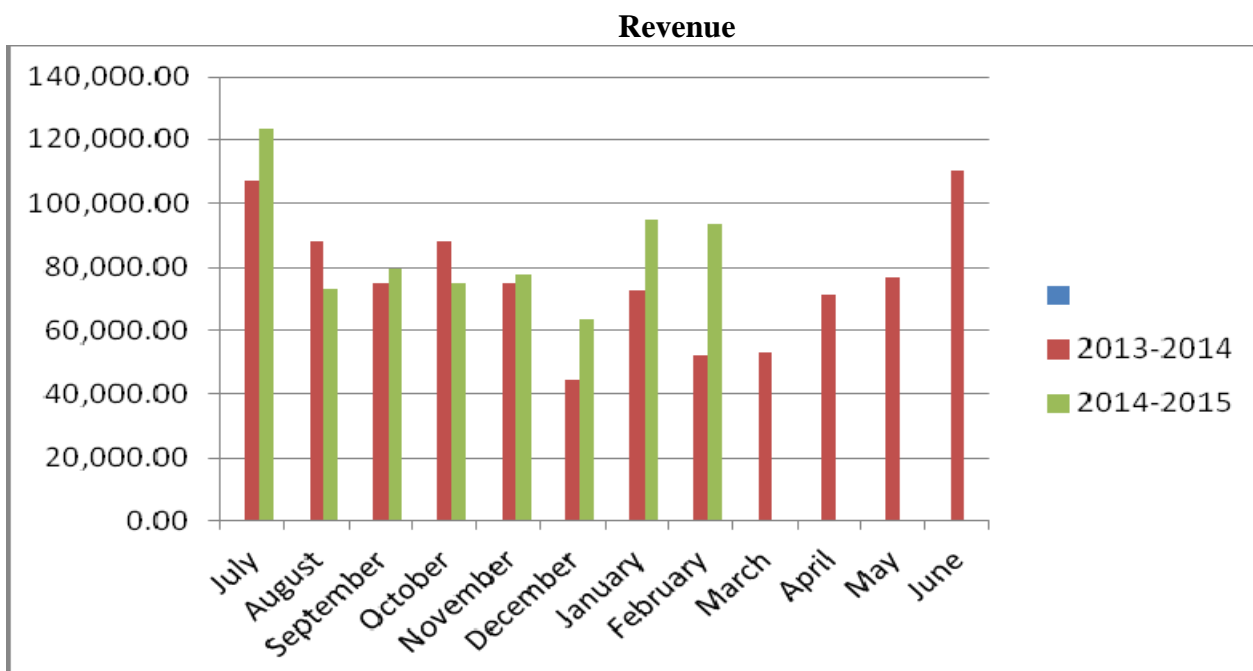
Therapist Vantage Point, Elizabeth Feil states: *I know you just had staff meeting today, but I need to give a shout out to Ben Weinheimer for an extra 2%. Two of his clients are at Vantage Point today. One is either in or going into DCFS custody (not sure which) and the other is in what sounds like a complicated family situation. He took time in his schedule today to meet with BOTH of these clients. I appreciate this for several reasons. 1. it shows the clients he cares, 2. It takes a load of us VP therapists. This is especially helpful because VP has been full to overflowing for about 6 months and February was*

particularly busy so we've been feeling swamped. 3. I know he hooked at least one of his clients up with Matt at the ROC for some additional support and it sounds like that has helped the situation get going in the right direction.

Dixon Middle School, Carlie Adams reports: *We serve a lower socioeconomic community. Students and parents are very grateful for the support and partnership with Wasatch Mental Health because it gives them access to mental health resources that they would otherwise not have. As a school counselor, we have been appreciative and have loved the support/partnership from Wasatch Mental Health. There are students that need services outside of our skill set. Having the partnership has allowed us to provide the right services for our student population.*

Carrie Eichelberger, special education, Dixon Middle School states: *I believe that the services provided by the grant to Wasatch Mental health are extremely important. Josh and the other therapists at Wasatch provide an important service to the children at Dixon. Dixon is what we call a highly impacted school. Over 60% of our student population qualifies for free or reduced lunch, meaning that these families are living below the poverty line. We also have a large transient population--with students constantly moving in and out of schools. Moreover, many of our students learn English as a second language. Our school is not unique in our needs and like any school with similar demographics we rely heavily on grants to keep important programs and services running. As a special education teacher I work closely with Josh and other mental health professionals from Wasatch. I have seen firsthand how the counseling services have helped our students become better communicators and identify and cope with the barriers affecting their mental health. It is extremely important that these services continue to aid the students and families at Dixon.*

Stride Partial Day Treatment Program



GIANT Steps

Highlights:

- In February, we continued increasing the number of assessments for potential new clients who would attend next year in Giant Steps.
- Along with the Friends of Giant Steps, we have continued preparations for the Annual Charity Dinner and Auction to be held on March 28th from 6pm – 8pm at Cougar Room of Lavell Edwards Stadium in Provo.
- On 2/3 and 2/17, we held trainings for parents of children in the program as well as parents on the Giant Steps waiting list. Topics discussed included sibling and marital issues that attend the raising of a child with autism as well as issues related to relationship development and the PLAY Project. Catherine Johnson led the group about the PLAY Project and several parents expressed interest in topic following the session.
- On 2/5, Michael and 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.
- On 2/26, Giant Steps held an advisory board meeting that included school officials to discuss upcoming transition issues for children who are graduating Giant Steps and moving on to school district kindergartens next year.
- 100% of GIANT steps staff were able to meet or exceed productivity expectations
- Currently, the number of children on our waiting list is 147.

Positive Reports from Families or the Community:

- A parent expressed that she feels like her child is a new person in some ways. “[Client] is able to express more to me is even spelling words with blocks to tell me what he wants sometimes. It’s so much better than the screaming I was getting before.”
- Another parent reported expressed gratitude that we helped with potty training in the home.

GIANT Steps Volunteer Hours:

Community Volunteer Hours: 43.75

GIANT Steps: 58 volunteers with **300.25** hours

Parent Volunteer Hours (FYTD): 1535.25

Average Monthly Group Ratios

Group	Clients	Staff	Service Capacity February	Service Capacity January	Service Capacity December
Amber H.’s Group	11	6.2	12 clients	12 clients	11 clients
Amber J.’s Group	11.6	6.6	12 clients	12 clients	12 clients
Tiffany’s Group	12.4	5.4	13 clients	13 clients	13 clients
Kristyn’s Group	11.25	7.6	12 clients	12 clients	12 clients
Katie’s Group	11.3	6.9	12 clients	12 clients	12 clients
			94% Capacity	85% Capacity	91% Capacity

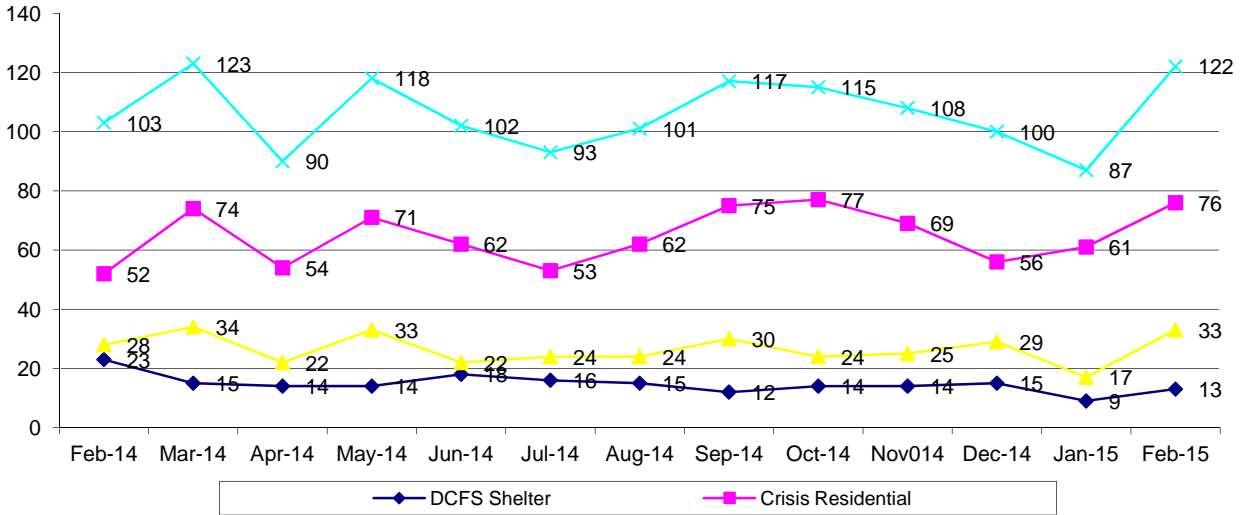
90% and above capacity is the target goal since this takes into consideration clients being absent from group.

Vantage Point and CYFAST

Program Indicators

We had **122 admissions** this month, **114** were unduplicated.

Vantage Point Recent Admissions



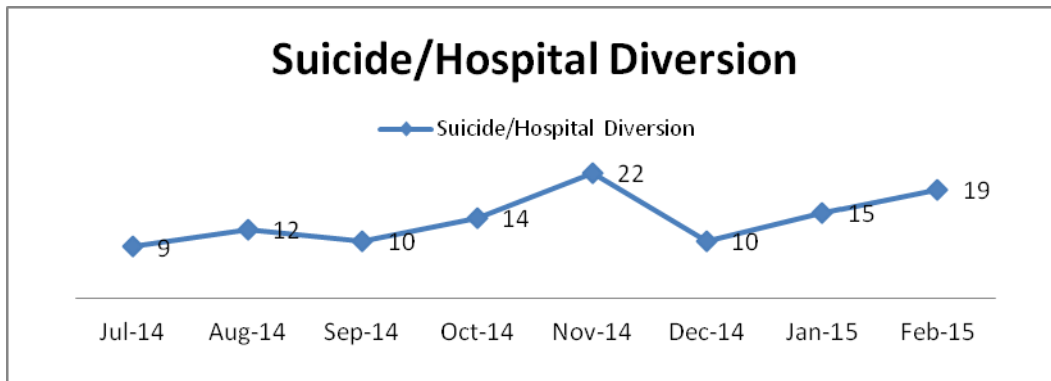
Turn Away List

Due to a large increase in demand for admissions to Vantage Point we recently re-started tracking the number of admissions we “turn away” each month. In this report, we will just report the number of admissions we could not accept at the time of the request. We also track the reason, what assistance was offered instead, and if the youth was able to check in to VP at a later time. Almost always, the reason for not accepting an admission request is being at full capacity.

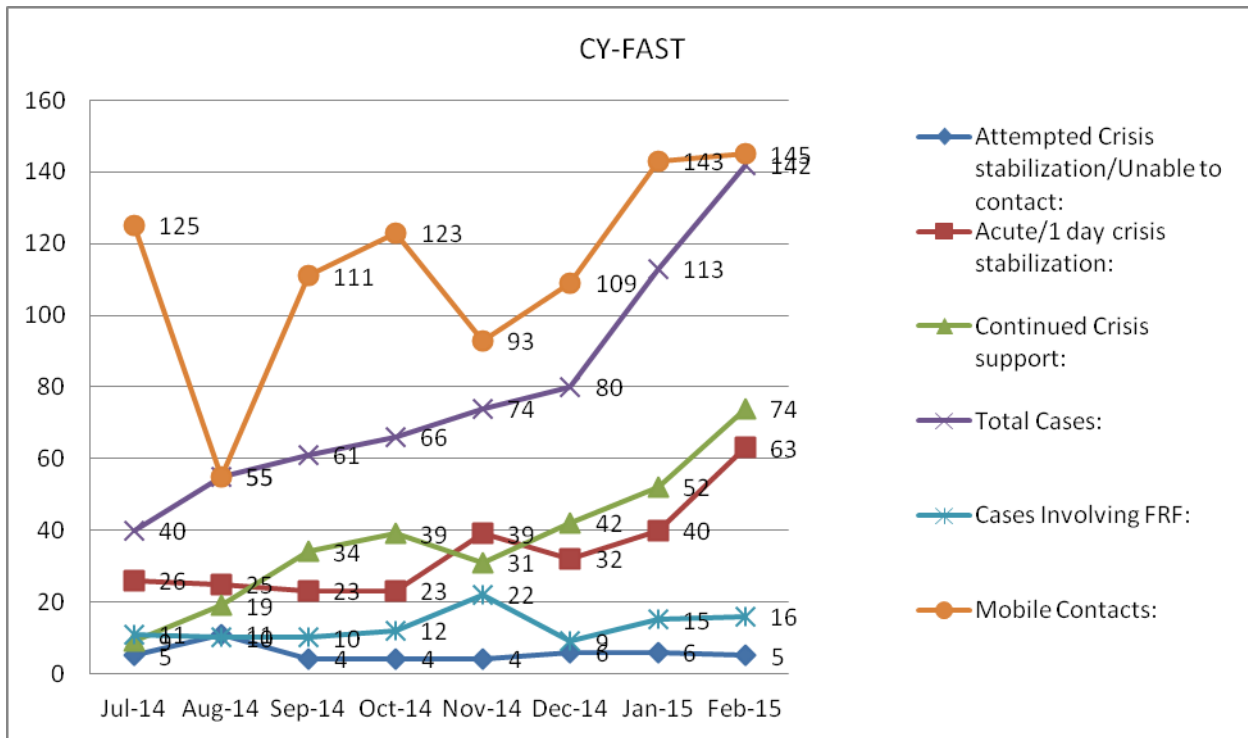
- September: 2
- October: 7
- November: 5
- December: 2
- January: 3
- February: 42 (Yes, 42, that is correct. Wild month.)

Vantage Point Safe Exit Rate

Crisis Residential – 96% 3 awol
 Juvenile Receiving – 100%



CY FAST (youth mobile crisis)



Leadership/Allied Agency Participation

Volunteer Hours

There were 16.5 volunteer hours from 3 volunteers recorded in February.

Success with the schools!

Here is description of a case from CYFAST this month give to me from Zach Goulding, one of our therapists. It demonstrates a typical case from our team:

Recently, a Provo school district social worker called the CY-FAST team about an elementary student she was concerned about. This student had written some suicidal thoughts on a note and that note was found by the principal. After the social worker met with this student, she felt it would be appropriate for

him to have a crisis evaluation done and called WMH crisis. The case was given to the CYFAST team. The student then came to the ROC, was assessed by, and made a safety plan with, the CY-FAST therapist. The client was able to return home safely with the agreement that the therapist would visit him in his home the following day. At the mobile outreach appointment the next day, the therapist was able to link this student with additional services to help with his situation, as well as monitor the ongoing crisis level and follow through with the safety plan put in place.

Financial Report – through January 2015

Youth Crisis (250): profit of \$4,539

Vantage Point (350): profit of \$39,842

Medicaid vs Non-Medicaid admissions for November (JRC not included)

Medicaid: 51 (58%)

Non-Medicaid: 38 (42%)

DHS Case Management

Performance Indicators

Case Load:

Katy Gibson: 17

Derrick White: 15

Suzanne Jasper 5

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

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

of total clients served last month: Total: 741 (Adult: 226 Youth: 515)

Number of YOQs/OQs administered: YOQs: 268 OQs: 142

Our OQ numbers are lower this month because of the focus on getting out the Satisfaction Survey. AFFC has given out 398+ surveys.

Unduplicated number of YOQs/OQs: YOQs: 198 OQs: 99

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

DBT

Leadership/Allied Agency Participation/Initiatives/Successes

We invited a presenter from People Helping People, an employment program targeting women who need employment or want to improve their employment situation. This is a program done through the Department of Workforce Services using a TANF grant to help fund services for the next 3 years.

We are excited to welcome Dixie Escalante, a Family Resource Facilitator, who is now going to work out of the American Fork office.

Spanish Fork Family Clinic (SFFC)

of total clients served last month: Total: 348 (Adult: 107 Youth: 241)

Number of YOQs/OQs administered: YOQs: 160 OQs: 106

Unduplicated number of YOQs/OQs: YOQs: 129 OQs: 69

Groups in SFFC

Strengthening Families Program

CPRT parenting group

DBT

Group Behavior Management in Schools

Leadership/Allied Agency Participation/Initiatives/Successes

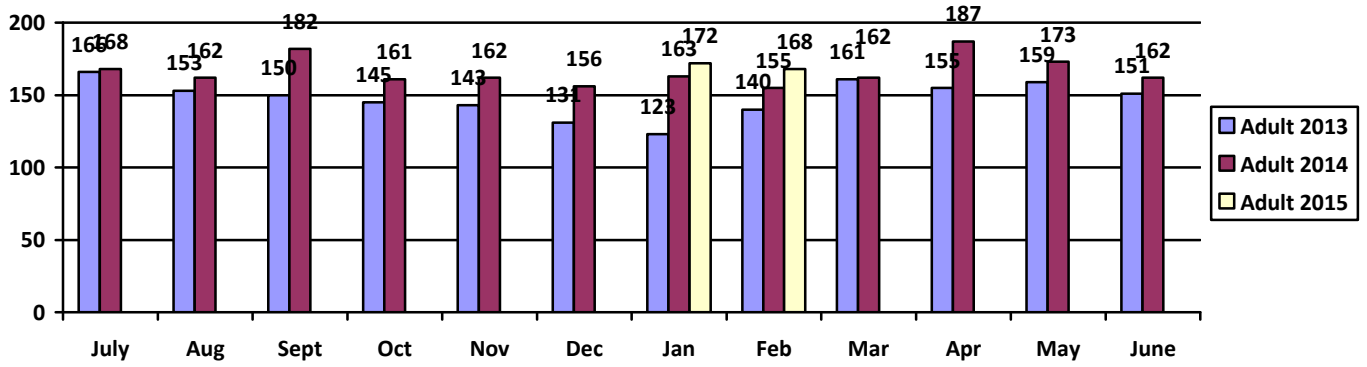
SFFC received training on how to use the Stanley Brown safety planning tool for clients with suicidality and other safety needs. The training was provided by Kip Landon and Sandra Wilkes.

As a result of the Measuring Stick survey, the SFFC team decided they want to get to know other programs and staff better throughout this next year. They also want to reach out to other departments and express appreciation for the work being done in our center. They already started by creating a “thank you” card for the Crisis Department.

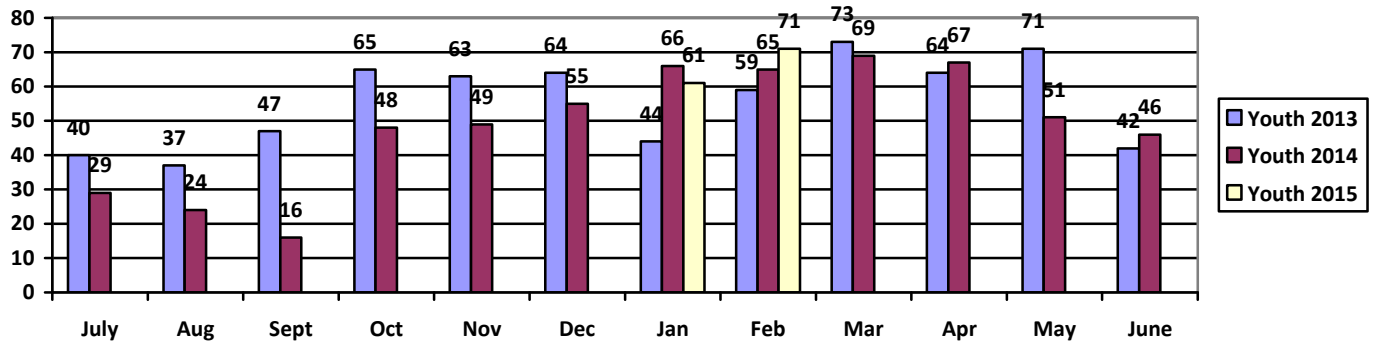
Wasatch County Family Clinic

Total Unduplicated Clients Served in February: 239

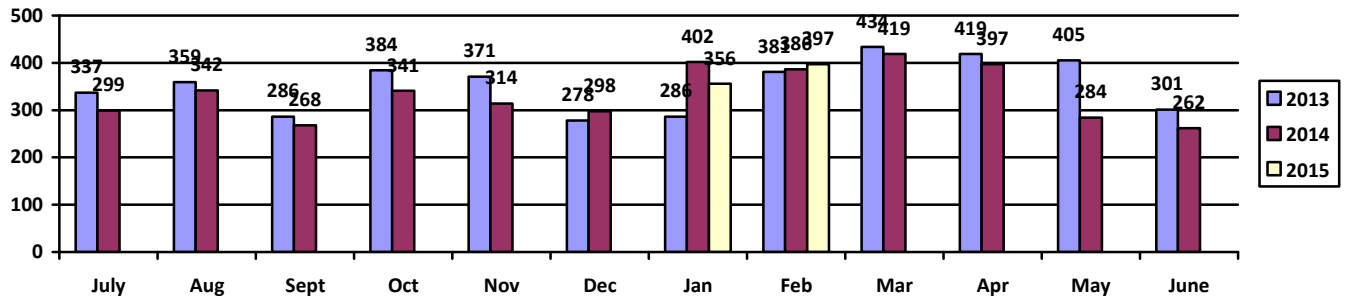
Adults: 168



Youth: 71



February Therapist Appointments: 397



Number of YOQs/OQs administered: 239 (YOQs: 62 OQs: 177)

Unduplicated number of YOQs/OQs: 134 (YOQs: 43 OQs: 91)

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

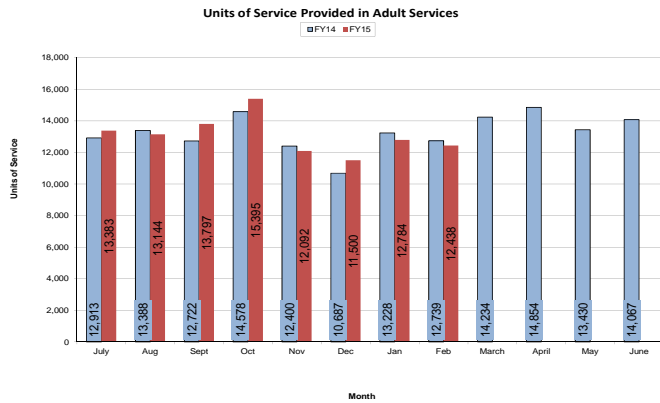
WCFC continues to participate with the Systems of Care implementation. We also continue to be actively involved with the Suicide Prevention Coalition and the Caring Community Coalition in Wasatch County. We also hosted the Statewide Prevention Coordinator meeting at Heber in February. In February we had one member of our Drug Court Graduate. They spoke very highly of their experience with the Drug Court and attribute the fact they are alive today as a result of their participation.

Richard Hatch and Juergen Korbanka presented to the County Council on services provided and the recently completed DSAMH audit.

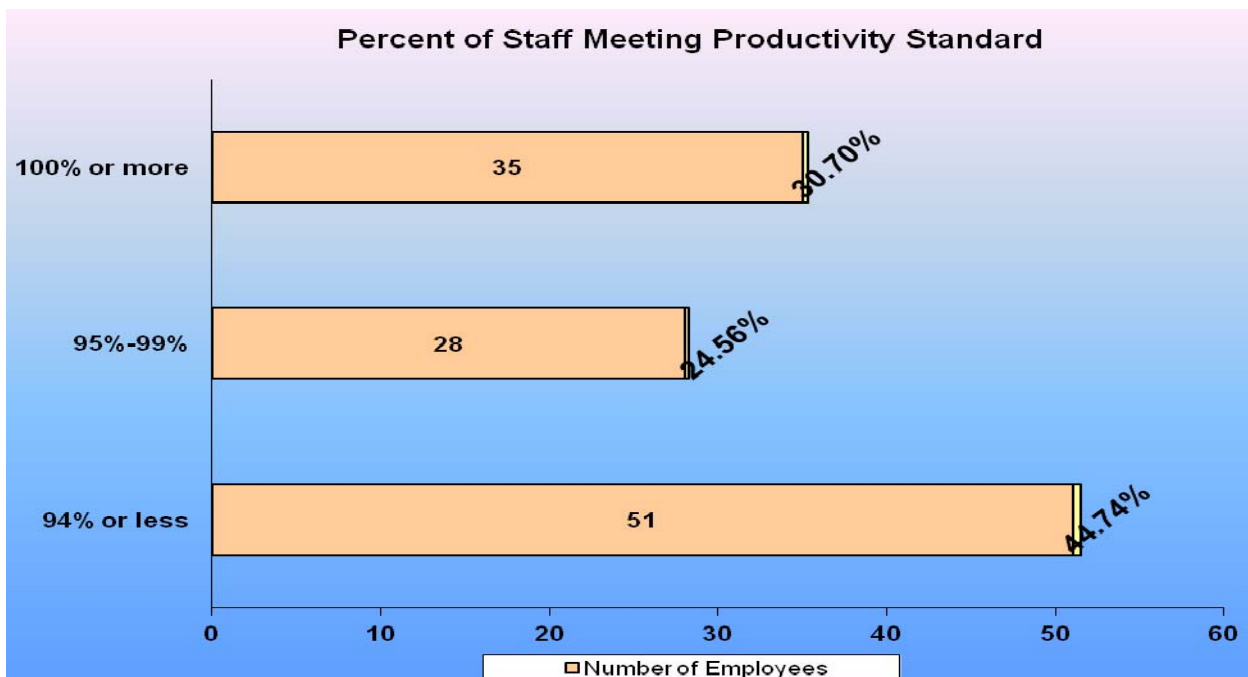
- 10 hospital crisis evaluations were completed
- 4 of the 10 were admitted to inpatient
 - 3 were admitted to Provo Canyon Behavioral Hospital
 - 2 were United Health
 - One was Self- Pay
- 1 was admitted to Highland Ridge with BCBS due to lack of beds at other hospitals.

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 over the last 12 month. You will notice a downward trend with those who have 100% productivity. We are taking the following steps to address this issue: 1) We are addressing productivity standards with each employee, 2) We are not replacing both a one therapist and one case management positions at this time, 3) We are reviewing and training newer employees on what are billable activities.



OQ/YOQ Administration Report

Number of total unduplicated clients served last month: 4107

Adult Clients Served 2467

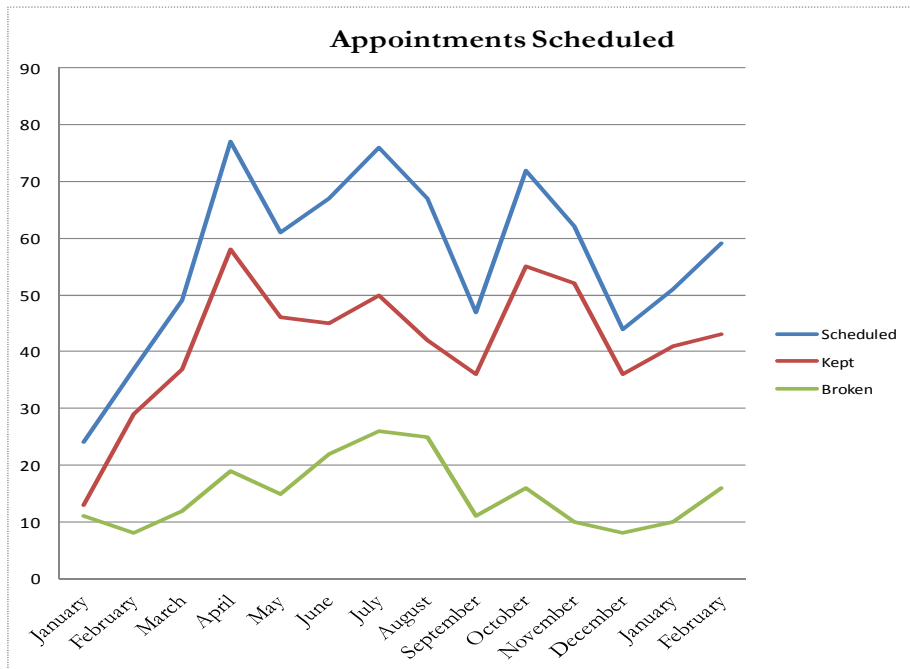
Child/Youth Clients Served 1640

Unduplicated Count of All clients Served at WMH 4107

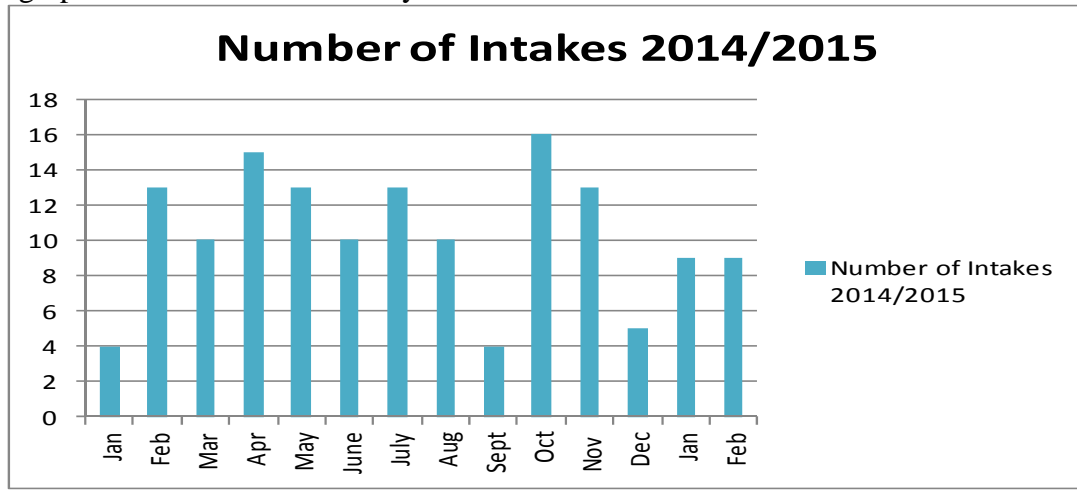
% of Unduplicated Clients Completing an OQ/YOQ 71%

Mountain Peaks Counseling

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 secretaries who schedule appointments for the clinic. It came to us in January. “I had a mother on the phone in happy tears the other day. She has apparently been calling all over Utah county looking for a therapist and a doctor to see her struggling twenty year old son but no one accepted their insurance or they were booked out through March. She was so relieved that I could schedule him with Chris this upcoming Tuesday. She told me, thanks!”

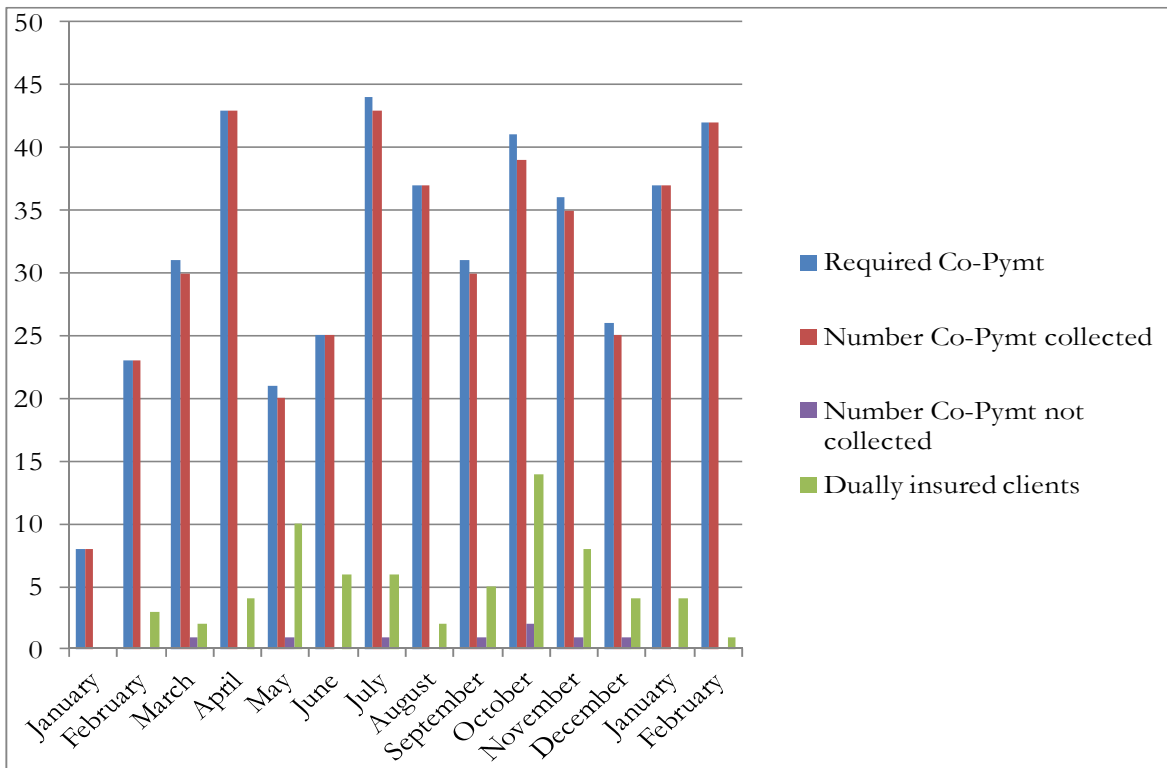
Growth to the clinic in the first quarter of 2015 does not appear to be as great as it was in the first quarter of 2014. So far the number of therapists and open times of the clinic appear to be handling the demands that are coming in.

We will be making a change in the prescriber at MPC. Dr. Hanson has worked in the clinic for the past year but is going to work in the AF clinic now. As a result we will be welcoming Clint Peterson to the clinic as our prescriber. The demand for prescribers is down some from last fall but we expect it will grow as Clint will be available for more hours per month in the coming year.

Our secretary Danielle Okelberry has resigned her position at the clinic. We will greatly miss her as she has done a great job of taking over for Mandy. Kimberlee Hughes will be the interim secretary who will be working in the clinic until a permanent replacement can be obtained.

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.



Adult Outpatient

Performance Indicators

The number of OQ-45 questionnaires collected in AOP decreased slightly in February compared to last month. As shown in the chart below, AOP collected 646 OQ questionnaires during the month of February. This is down from 719 questionnaires administered in January, and up from 335 questionnaires administered during February of last year. Of the OQs collected, 403 were unduplicated during February, which was a decrease from the 416 unduplicated questionnaires collected during the previous month, and a marked increase from the 207 unduplicated questionnaires collected during February of last year. The number of daily administrations during February also decreased slightly by 1.95 questionnaires per day compared to last month, and increased by 15.4 questionnaires per day compared to February of last year. The large increase in the volume of questionnaires administered this year compared to last year is likely an artifact of the shift in the timing of administration of the MHSIP (Mental Health Satisfaction Improvement Project – required by the DDSAMH) questionnaire.

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 AOP revealed that an outcome questionnaire was administered in 17 of 18 cases for a sample administration rate of 94%. 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 17 out of 17 instances or 100% of the time. In the one case where an OQ was not administered, the reason for this was given in the progress note.

During the last quarter (beginning with the pay period starting on 11/30/2014 and ending with the pay period ending 2/21/2015), AOP staff with productivity standards achieved a total of 2242.5 productive hours, which equates to 88.7% of the department's cumulative productivity standard. This is up 0.9% compared to last month. Productivity for full time employees during the last quarter increased slightly from 88.1% to 89.3%, while intern productivity decreased from 71.3% to 64.1%. The continued reduction in overall productivity compared to the department's historical performance continues to be related to several factors including: the addition of two new full time therapists and one intern (who have not been able to build full caseloads) to the department, the elimination of PASRR assessments from one clinician's job responsibilities, an increase in several clinicians' productivity standards, and a seasonal downturn in the number of intakes/therapy sessions performed.

AOP secretaries served 1,713 clients at the front desk during the month of February with a breakdown of 862 clients receiving therapy and 573 clients receiving medication management and 278 clients checking in for Mt Lands Health Clinic.

Leadership/Allied Agency Participation/Initiatives/Successes

Success Story: Our success story comes from a therapist who is really working for recovery with his clients. He reports, "I have been meeting with a client that has been in therapy for 50 years. She had been seen weekly and after some encouragement she agreed to be seen twice a month. Initially client was fearful of the change but agreed that in order to progress sometimes we have to do things that make us stretch. Client's OQ scores have typically been high 70's to low 80's on good days. However, at her last session, her OQ score had dropped significantly to 49. She stated that she is learning how to meet her needs outside of therapy, and is becoming involved in her community."

The number of walk-in intakes performed in AOP during the month of February remained slightly lower overall compared to the pre-holiday months, following the seasonal trend observed in previous years. During February, a total of 47 walk-in intakes were performed, filling most of the 71 available slots, for an average utilization rate for the month of 66.2 percent. This is exactly the same as the utilization rate observed in January (66.2%), reaching the point where intakes are not detrimental to clinician productivity on average. There were not any potential clients who were not able to be seen at the time of their first contacts with WMH due to limited capacity this month.

With Patty Ruvalcaba retiring our staff will be picking up the mail route and a couple of her other duties which our staff has already started training. We do hope employees will be understanding with us as we are in this transition period of making adjustments and having staff members out as well.

Danielle Okelberry our Mt Peaks secretary will be leaving March 13th which leaves an empty chair in that clinic. We have been creative/brainstorming in switching staff members around in order to cover each clinic and to make sure all responsibilities are being met. Kimberley Hughes was asked if she would be willing to learn this clinic and has graciously accepted. She is now covering the Mt Peaks clinic and seems to be doing a good job. The rest of our CSS staff is now rotating covering the evening clinic here at West Park. This position has been posted and will close next week.

Financial Report:

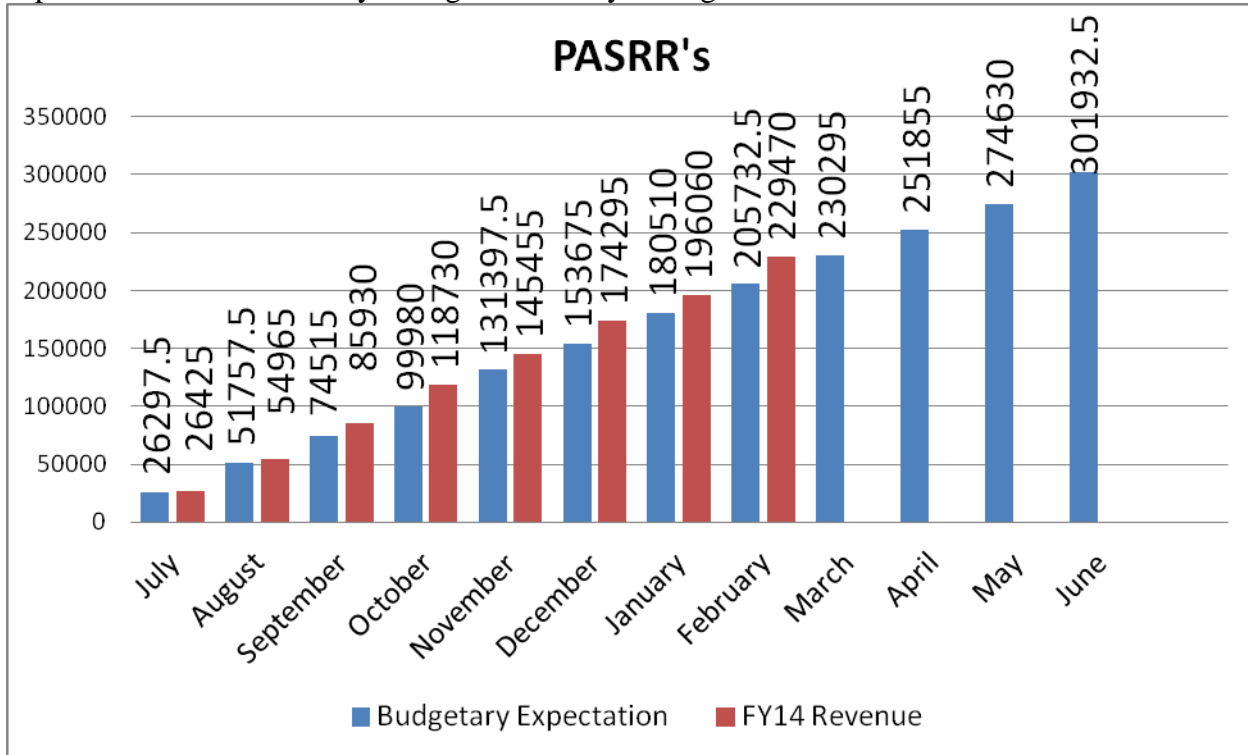
Three contracts are monitored indicating the contracts that AOP is responsible for and how much has been spent thus far in the fiscal year. The goal is to use the money evenly so the funds run out in

late June. The first is for the Domestic Violence Contract and what percentage of the money has been used. For the past several months, we have been over spent on this budget. We have been working to get the budget back in line. Due to our efforts and changes we have made and due to DCFS adding to our budget, we are now back in the black.

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. February monthly revenue for PASRR's totaled \$33,410 **A NEW MONTHLY RECORD** which brings revenue to 11.5 percent above budgetary expectation for the year at \$229,470 for FY15 to date.

MENTAL HEALTH COURT (MHC)

Fourth District MHC

In February, 1 screening was scheduled. 1 screening appointment was kept and none failed. 1 individual was admitted to the program. 34 individuals are currently participating in the District MHC program. There were 3 graduations this month and 2 prospective graduates for next month with 2 screening appts set up for next month.

Provo City Justice MHC

Currently, there are 5 participants. In February, there were 4 screenings set, 3 screenings attended, with 1 individuals admitted, 1 individual on hold and 1 individual screened out. 3 screening appointments were set for next month with 0 prospective graduates for next month.

Orem City Justice MHC

Currently, there are 5 participants. This month there was 1 termination with 1 prospective graduate for next month.

Leadership/Allied Agency Participation/Initiatives/Success

All case managers attended SPDAT training, an evaluation tool similar to the DLA, but with its focus on Homelessness issues that the State is using to place people on housing lists to prioritize the most vulnerable to receive assistance. Brian Butler, Program Manager was trained as a SPDAT trainer for the Mountainland region to provide ongoing training to use this instrument.

The jail internship program received some media attention through the Daily Herald this past month in the form of a front page article detailing the success of the program this past year. The interns are receiving a lot of positive feedback from the inmates themselves on the services they are providing that were not available previously.

Number of total unduplicated clients served last month: 398

Number of OQ/ YOQs administered: 80

WATCH Program

Unduplicated number of clients served: 83

Leadership/Allied Agency Participation/Initiatives/Successes

The CABHI grant team continues to receive numerous training opportunities offered by the State. The team is still learning the infrastructure with the HMIS database and the various requirements that seem to continually come down from the State. Our 2 clients are quite receptive to the visits by the team and seem to be progressing in their desire to apply for benefits and engage in treatment.

Financial Report

In the month of February, \$5,540 was spent in emergency shelter. In FY15 we have spent a total of \$24,175 to house 73 unduplicated individuals for 630 nights of safe and secure shelter. The average length of stay is 8.63 nights per person. We have expended 73 percent of funds for 66 percent of the year.

% of unduplicated clients who completed an OQ/YOQ: 24%

Wellness Recovery Clinic

The following is a survey that was distributed to WRC clients as part of a Graduate project facilitated by Scott Innes, MSWI. The results were presented in WRC staff meeting and an action plan was created to address some of the feedback we received.

GROUP SATISFACTION SURVEY RESULTS 45 clients filled out the survey

What Clients Would Change About Group Therapy:

- 10 people reported that the one thing that they would change about group therapy would be having smaller groups. They reported that there were too many people in the groups.
- 7 people reported that they would like groups to be longer. The group most typically brought up for this was emotional regulation group.
- Another common response was that people would like there to be early morning groups and groups for later in the evening.

What Clients Reported Was Satisfying About Group Therapy:

- About 50% of the clients reported that the most satisfying thing about group was the interaction and support of other group members. They wrote about a feeling of acceptance and being able to relate with other group members.

What Clients Reported Was Not Satisfying About Group Therapy:

- The most common response was that the group size was too large. Some reported feeling claustrophobic due to the large amount of people in the room. Others reported that having large groups made it so that not everybody had the time to express themselves.
- Another common response was that some clients talk too much and that some clients are focused on too much.

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

<u>Number of total unduplicated clients served last month:</u>	165
<u>Number of OQ/ YOQs administered:</u>	365
<u>% of unduplicated clients who completed an OQ/YOQ:</u>	83%

Medical Department

Leadership/Allied Agency Participation/Initiatives/Successes

We have heard that not everyone knows about the new medication management services that are available at the south campus. WMH remodeled a wing of the white south campus building so that it now has a nursing station and four offices. Most of the adults receiving medication management services from Level 4 now are able to attend prescriber appointments, and pick up pill boxes and prescriptions all at that new location.

Productivity is up a little. It will not show in the monthly report as such because the quarterly report is not sensitive to immediate changes.

Psych Testing/Interns/Form 20

Leadership/Allied Agency Participation/Initiatives/Successes

One of our psychology interns received the following comment from a co-worker.

“I really mean it... Your documentation is AWESOME and you really do some pretty stellar work with some very sick people.”

We do have great interns who do great work!

We matched with 5 of our interviewees for the Psych Internship program for next year. We have 3 male interns for next year so our run of all females has ended.

We were invited to join USH for a didactic presented by Aaron Bigler of BYU. Maybe this will be the start of a good thing.

Productivity is looking better the last 2 pay periods. This will not reflect in the monthly report for several months because the quarterly numbers are not sensitive to immediate changes.

We had 63 referrals (not bad for a short month with a holiday) for a total of 480. There were 19 ADHD referrals.

Jail Contract

Tyler Jensen was selected to take a second mental health position at the jail along side Monte Memmott. This expansion to mental health services at the jail is exciting and greatly needed.

Elder and Vulnerable Adult Coalition (EVAC)

June 18th - the Third Annual Elder Abuse Conference will be held in West Jordan. It will be free of charge this year and will offer CEU's. In the past, we have had a booth and been presenters at the conference. With the venue in West Jordan, we will need to decide on the level of presence we would like to have.

Adult Protective Services presented at the last EVAC meeting. They mentioned that they had a good partnership with Wasatch Mental Health in working on cases and that they appreciate the support they receive from the partnership.

Crisis Intervention Training (CIT)

An extra CIT academy was held in February. The academy was filled to capacity. The next academy in June is already filled and has a waiting list.

Skills Development Services

Leadership/Allied Agency Participation/Initiatives/Success

Clubhouse has been highly involved in staffing cases regularly that are difficult or need special attention. When a member comes to Clubhouse they attend on average for 4-5 hours a day and we work hard as a team to see that they are involved actively during their work ordered day. Many of the psychiatric and personality needs are high as the acuity of the members is fairly high for those who attend each day. It is a difficult task to find meaningful work for each member. Staff does a great job in keeping the majority engaged in meaningful work. As we staff these difficult or challenging or difficult cases, we try to celebrate the success, even the small daily achievements.

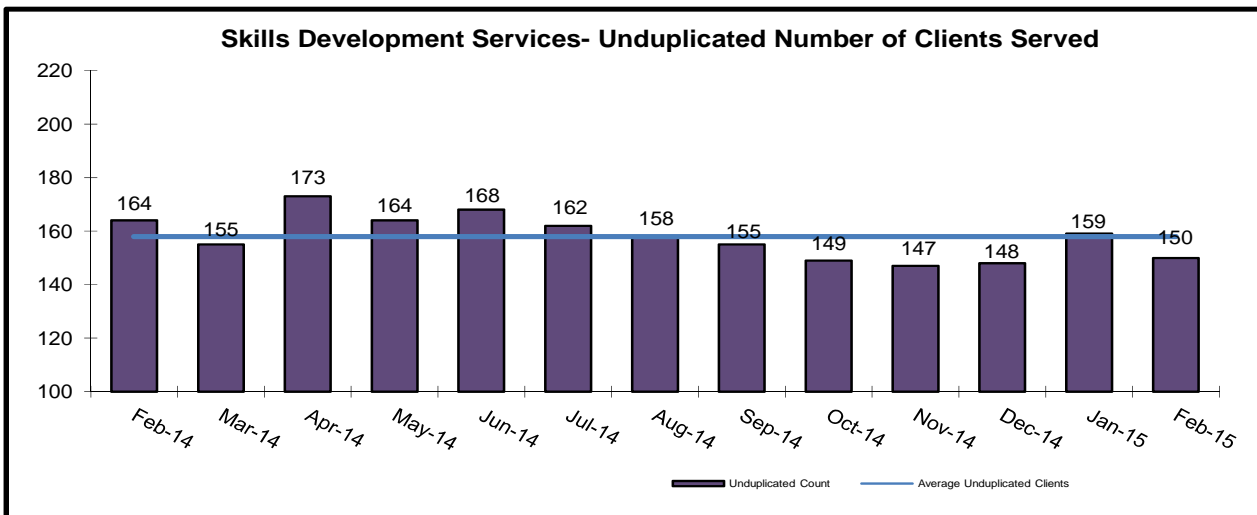
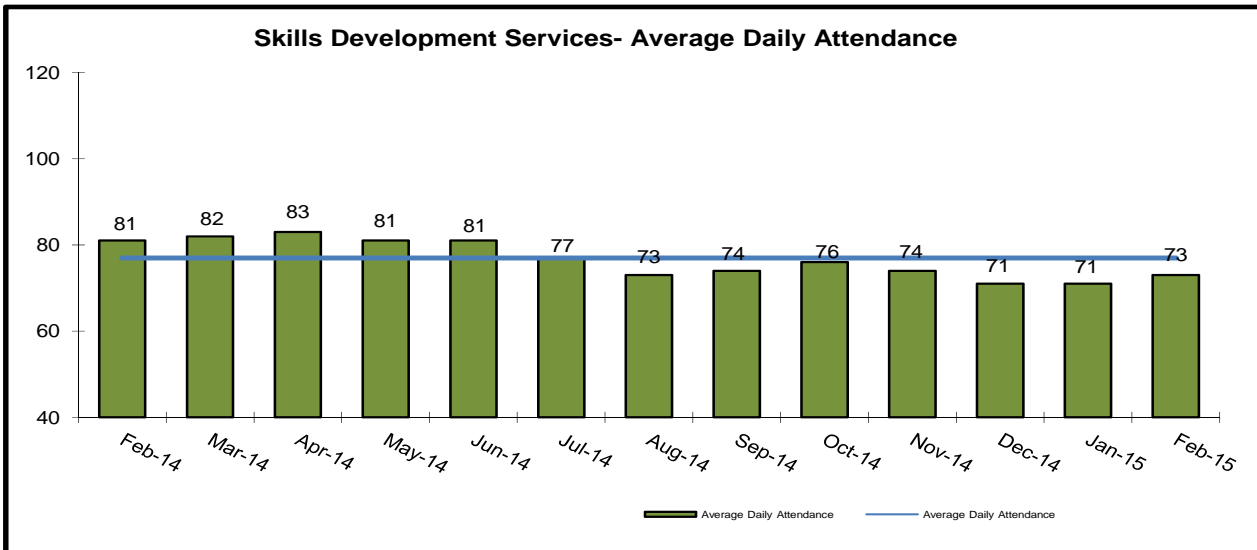
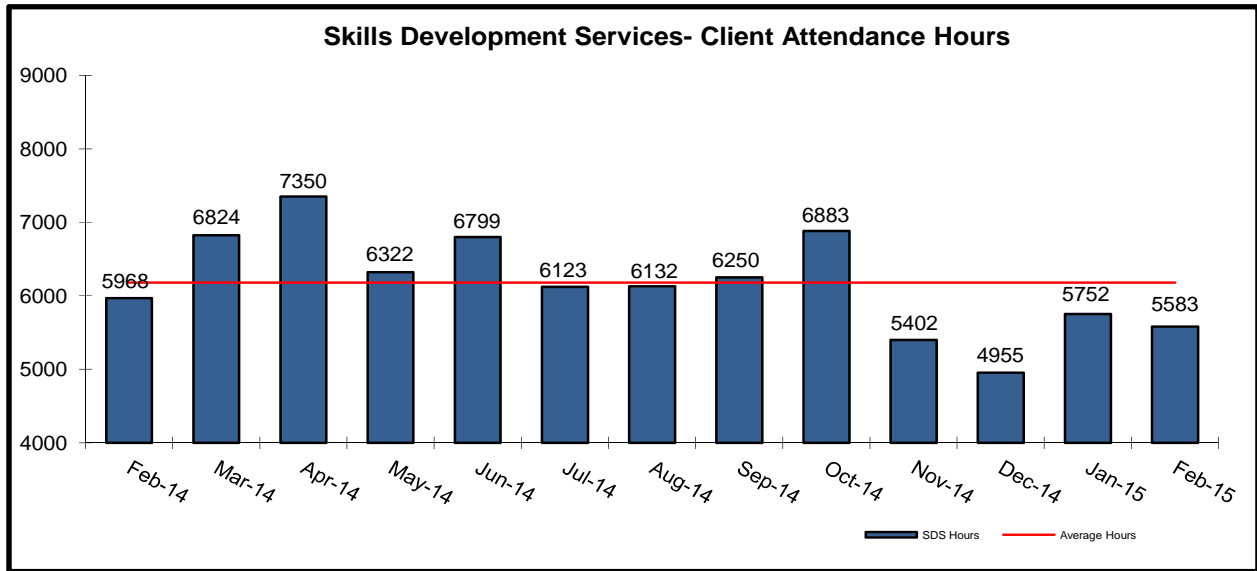
We review the specific names of over 20 clients each week who are in the process of Recovery Service coordination. The therapists are working weekly with their caseload to help clients find appropriate interactions and opportunities in the community. We have significant challenges as the community has limited options available. Recently the adult management team visited the Franklin Community near the Boulders Apartment complex. It was a good opportunity to tour and see the classes offered as well as basic learning opportunities available. It was encouraging to see a class starting up and to also see members of our Clubhouse participating in the program there.

Melinda Chamberlain has been doing a great job with creating opportunities with local businesses in the way of transitional employment. She is currently working with Provo City (with the help of Mark Crosby of Provo PD), Waffle Love and Burlington Coat factory. We hope to also have another opportunity to have the grounds TE at WMH available to us this year. Having work opportunities for our members is a great way to build self esteem and give them meaningful work to develop their skills that they may be able to take to further heights!

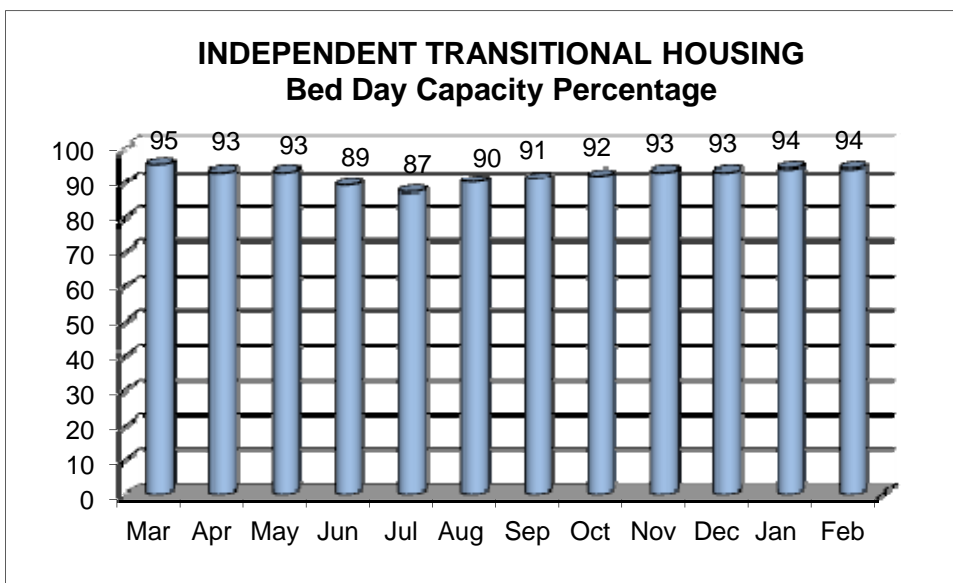
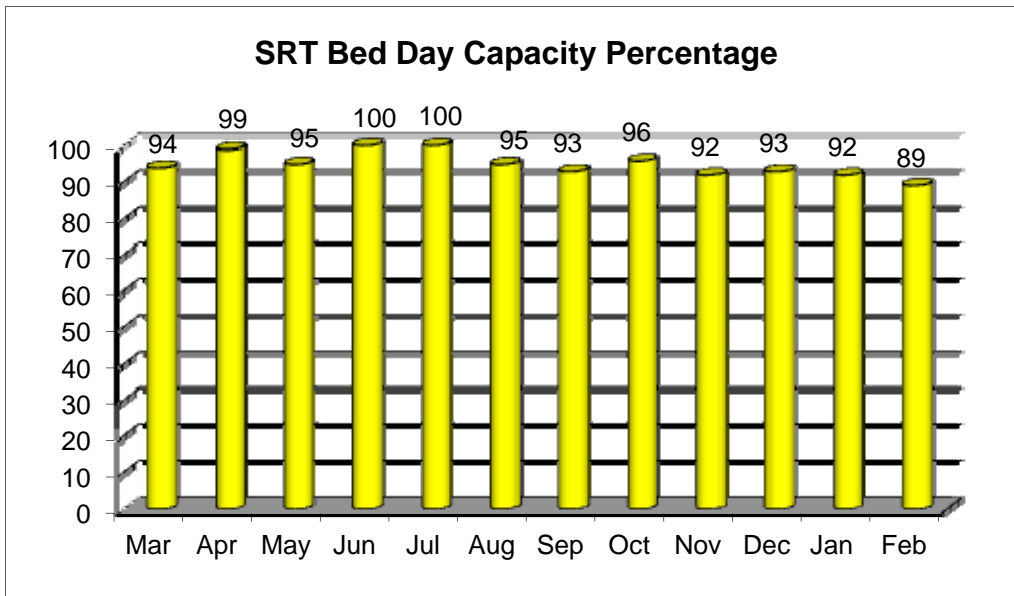
Number of total unduplicated clients served last month: 160

Number of OQ/ YOQs administered: 114

Number of unduplicated clients who completed an OQ/YOQ: 73



Supported Housing Services



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

Leadership/Allied Agency Participation/Initiatives/Success

We have had some great success with a client who moved into SRT some months ago. He was struggling with his mental illness and anxiety so bad, that attending Clubhouse was too difficult at first. He was living at home with his mother as an adult and there were significant strains on their relationship. The mother called the Housing dept every day and some times 2-3 times per day. She was very worried and protective about her son. This client had called emergency services many times in an attempt to get some help for his anxiety and depression. After he moved into SRT and started regular therapy, received his medications on a schedule and attended day treatment regularly, he started to stabilize. Mom called less and less and now only comes by once every few weeks to just drop things off

for him and not to inquire of his well being. He is doing so well, that he is working successfully at being his own payee and is considering moving out to his own apartment when he can find one that would work for him. The consistency of medications, good case management and regular attendance at day treatment as well as his determination to do well has really helped in his recovery.

Number of OQ/ YOQs administered: 131

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

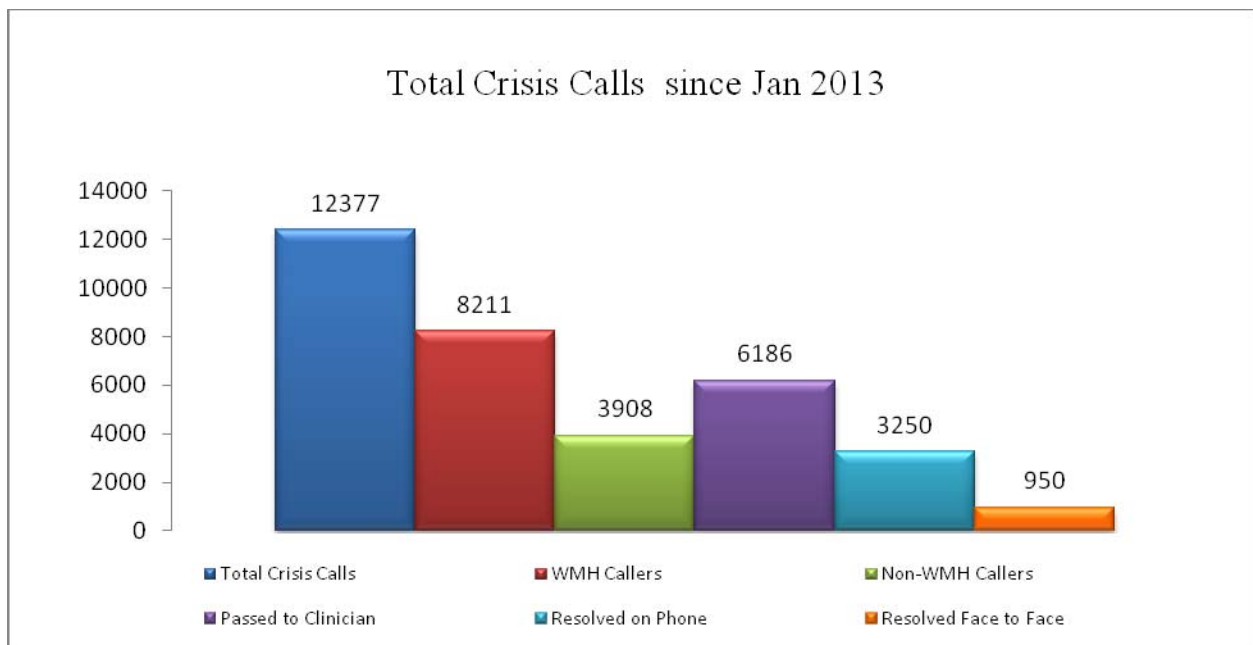
Number of total unduplicated clients served last month: 158

The occupancy at Alpine House is quite low with only 33% occupancy, which translates to about 5 residents monthly. We have several conversations with the employees at Alpine House regarding their low census as they rely almost solely on WMH for referrals. We have very few case managers present individuals for screenings to live there. Many referrals do not want to live there and would rather turn to run down motels converted to makeshift apartments to live. This may be due to the cost of \$500 per month to live at Alpine House (it does include room and board) and the shared bathroom and what we have been told that the rooms are shared and very small and not as desirable conditions.

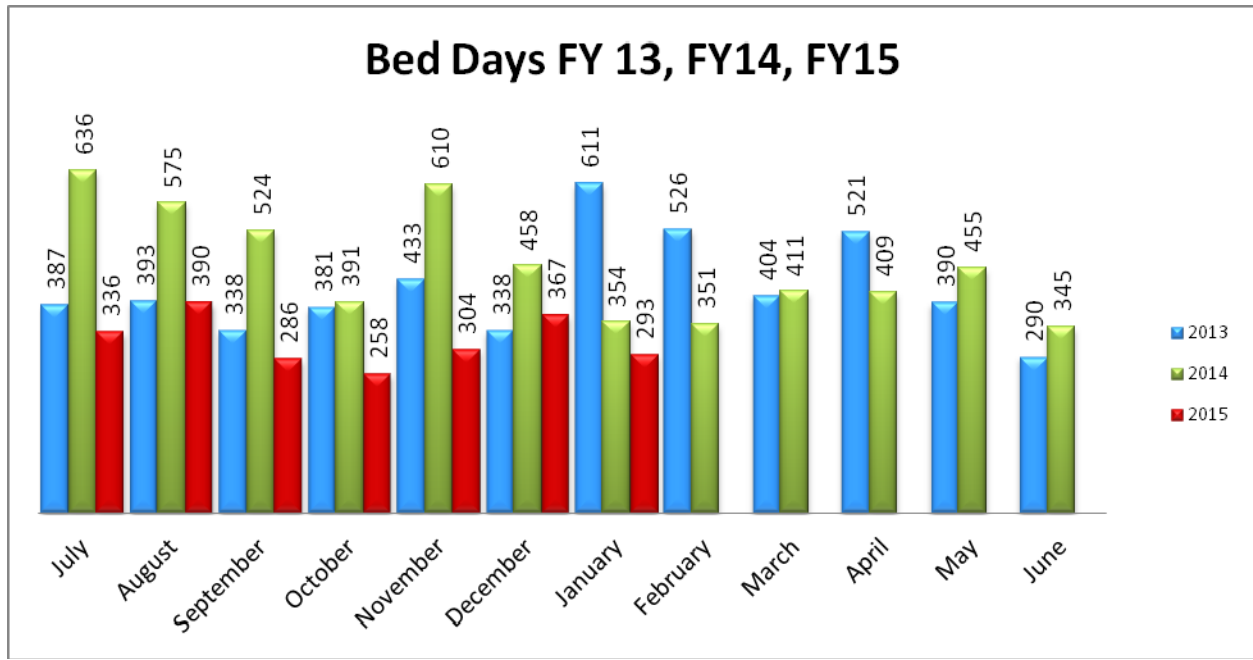
CRISIS SERVICES

Crisis Calls

The following graph represents breakdown of total cumulative crisis calls received since January 2013, when the new crisis tracking database was established.



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.

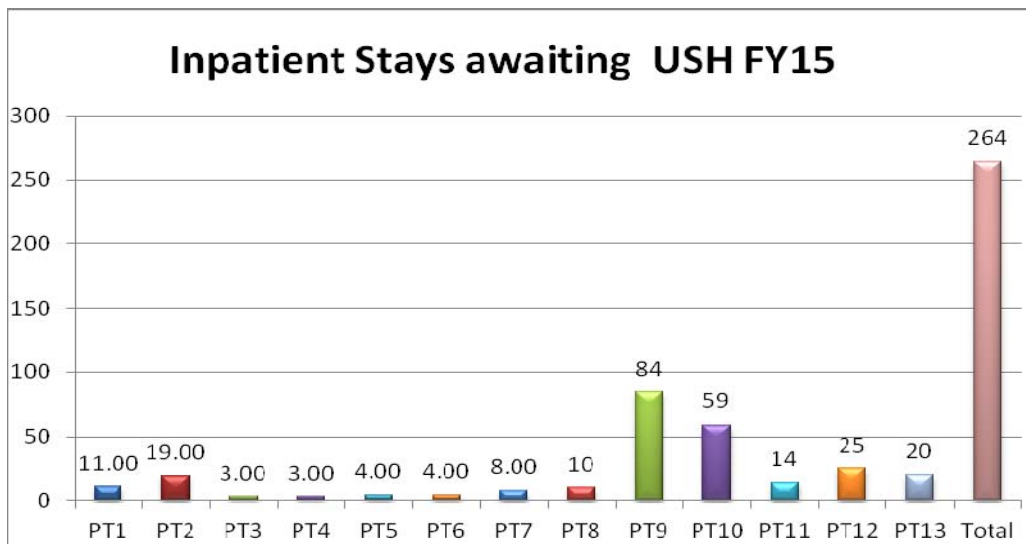


Inpatient stays waiting for USH Hospital bed placement

The following graph represent those waiting for admission to the Utah State Hospital. The numbers on the bottom of the graphs represent each individual who waited for USH placement. In 2012, WMH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total cumulative cost to WMH since 2012 is approximately \$1,974,500.** Total cost for FY 15 thus far is \$290,400. 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.

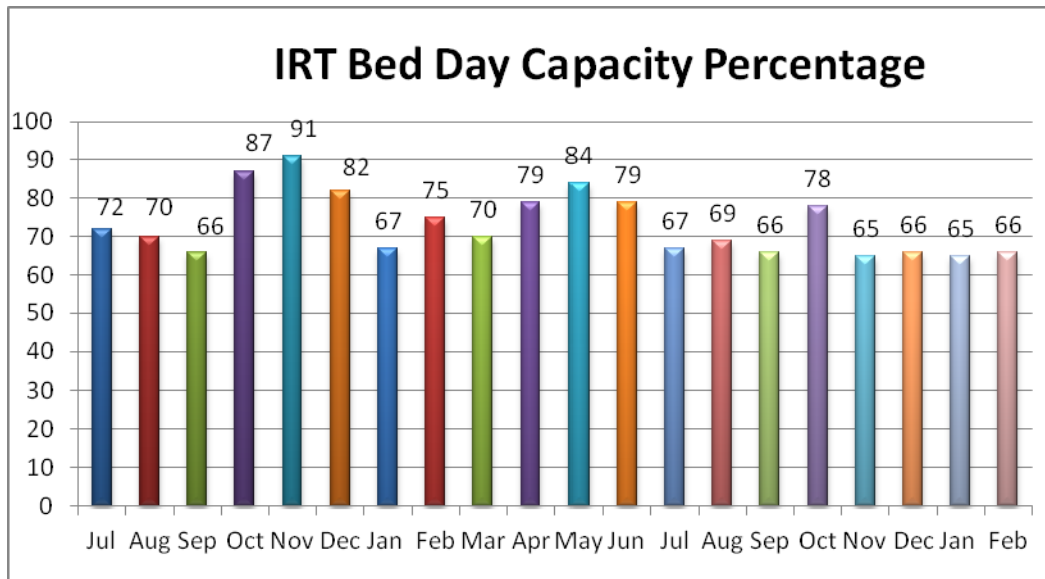
USH accomplishments for January:

- 2 Successful discharges from USH to community, 1 trial discharge that was readmitted
- Another Discharge was arranged but the receiving mental health authority backed out, after a significant amount of planning on WMH's part which is disappointing.
- 2 admissions to the USH



Intensive Residential Treatment

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



Leadership/Allied Agency Participation/Initiatives/Success

Success Story

Client we will call DB was opened for services with WMH in July of 2005. He was hospitalized in August of 2007 and subsequently put in the USH until November 2009 (total of **476 bed days**) and again—less than 60 days later—hospitalized and placed in the USH from January 2010 to November 2012 (**a total of 1028 bed days**). At the time of his last USH discharge on 11/7/12, he was brought onto the Bridge Team and since that time he has had **only 1 inpatient stay** for a total of **4 bed days**. There was very little expectation that DB would progress past Alpine House and live independently. DB is

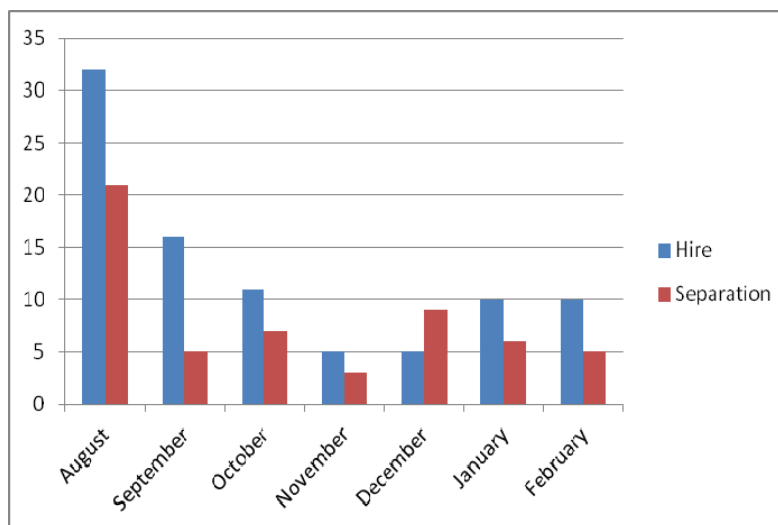
now living in an apartment in the community and being closely monitored by the BRIDGE team for ADL's and med compliance. He has increased his willingness and ability to perform his own hygiene and care for his own cleaning in his home. He has even asked for help learning various cleaning skills.

Another client wrote to their treatment team a nice letter, "My name is TM. I have been in Wasatch Mental Health services for twenty years. Over the past twenty years I've been in and out of hospitals and have had 13 inpatient stays at the Utah State Hospital. I was resistant to treatment and felt that Wasatch Mental Health made several mistakes. The longest that I had been out of the hospital in those twenty years was maybe 6 months. I am proud to say that with the help of the BRIDGE team I have my own apartment that I was able to get through a shelter plus voucher, I see my doctor monthly, I take my medications regularly, I see my Therapist monthly, and I talk to my case manager almost daily. My treatment team has been a great help. For many years I did not trust Wasatch and felt that any mistake I made would land me back in the hospital. I now feel very comfortable with the BRIDGE team and I know I can trust them. Not to mention that I was not forgotten at Christmas time and was able to enjoy several gifts that I received through the "Brighten a Client's Christmas." I am happy to say that I feel very confident that I am recovering daily and I don't feel that I will end up back in the hospital."

Human Resources

Staffing

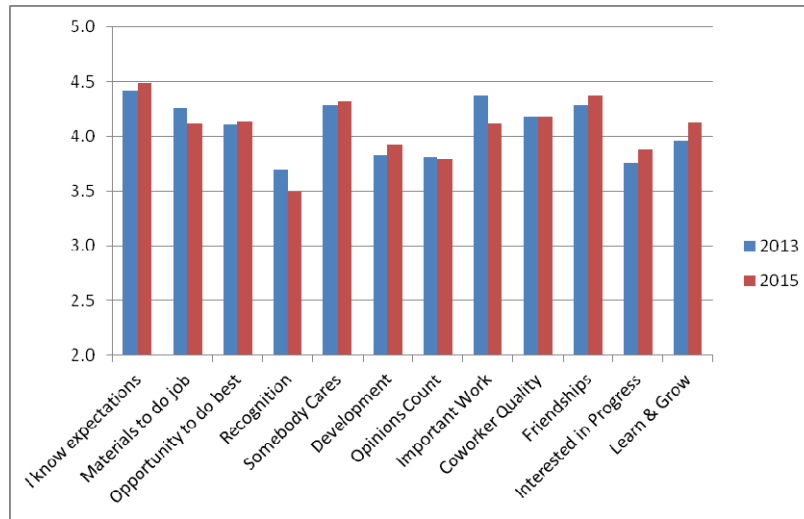
The turnover rate for January 2015 was 1.2%. The natural turnover rate at WMH is driven by a high percentage of students and interns. We are focusing on separations due to employees being lured to other employers, comp and benefit issues and employee engagement. Currently the primary reasons for separation are employees moving for school or other reasons, and family issues.



Employee Engagement & Performance

Results of our employee engagement survey are being shared with departments throughout WMH. Overall engagement scores indicate high levels of employee engagement with all categories scoring above neutral. Focus items include employee recognition and opportunities for professional development. Many managers have initiated departmental action plans based upon survey results. During the second quarter of 2015 we plan to initiate an organizational survey action team. This team

will be comprised of a diverse cross section of employees who will be focusing on survey items to develop an action plan at the organizational level with the goal of strengthening engagement levels in 2016.



Human Resource Information System

Recent meetings with Squire, our reseller for Microsoft Great Plains (GP), have initiated planning for full implementation of the HR module. Our plan is to start by correcting the organizational structure in GP and implementing the org chart and position control features. Next will be the utilization of GP for all electronic employee records, eliminating the use of spreadsheets. This will include tracking of employee discipline and licensure requirements data. Activating the applicant tracking feature will enable us to import applicant data into GP allowing us to automate EEO reporting and many other HR metrics. Hiring from applicant data will reduce redundant data entry and improve accuracy. The next phase is to evaluate employee self service option available form within GP and utilize those that make sense. And finally and most challenging would be full utilization of the time and attendance features of GP. The estimated time frame for full utilization is late 2015.