

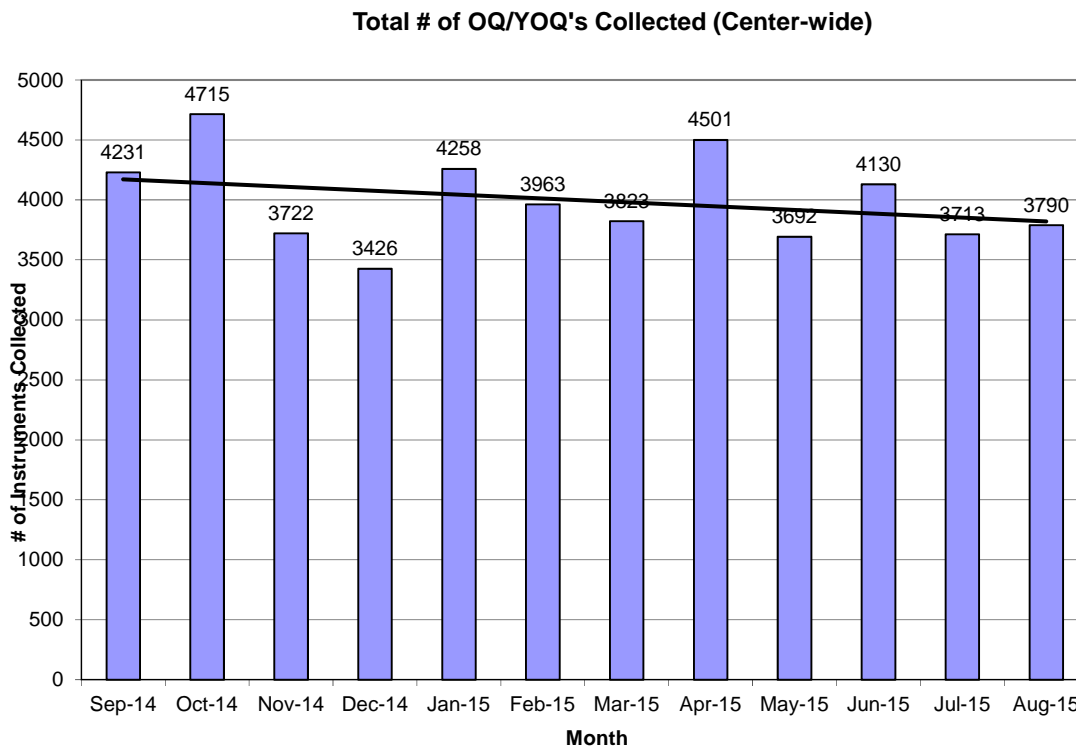
Wasatch Mental Health Briefing Report September 2015

Our planning with the Payson facility continues to progress. We continued to meet with the architects and are in the process of finalizing our MOU with allied agencies. We hope to break ground in early 2016 and have the building ready for occupancy in the Fall of 2016.

The Justice Reinvestment Initiative (JRI) continues to move forward at a state wide basis. However the interaction and coordination of multiple agencies (AP&P, Jail, Mental Health, Court's, Prosecutors and Defense Attorneys etc.), challenge us to develop a cohesive program assisting individuals to transition out of the criminal justice system. WMH has recruited a supervisor to manage our team, and we hope to build a team assisting individuals within the next couple of months.

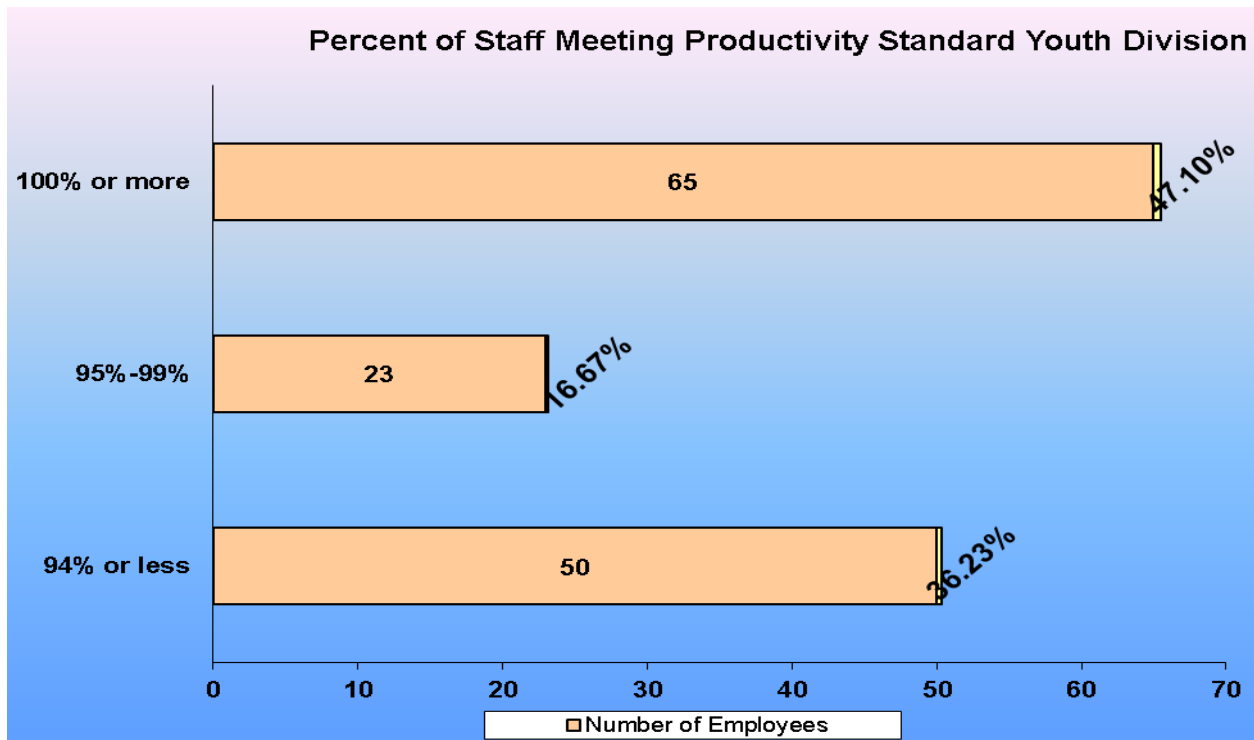
In the middle of September, we completed our 360 degree managerial survey and review. Conducted by Zenger & Folkman (a company with an international track record), we spent a day learning about and reviewing our individualized feedback reports. We plan to continue to utilize the feedback we received about us as leaders to further strengthen our management team.

Below is a graph depicting the overall Y/OQ collection for the entire agency.

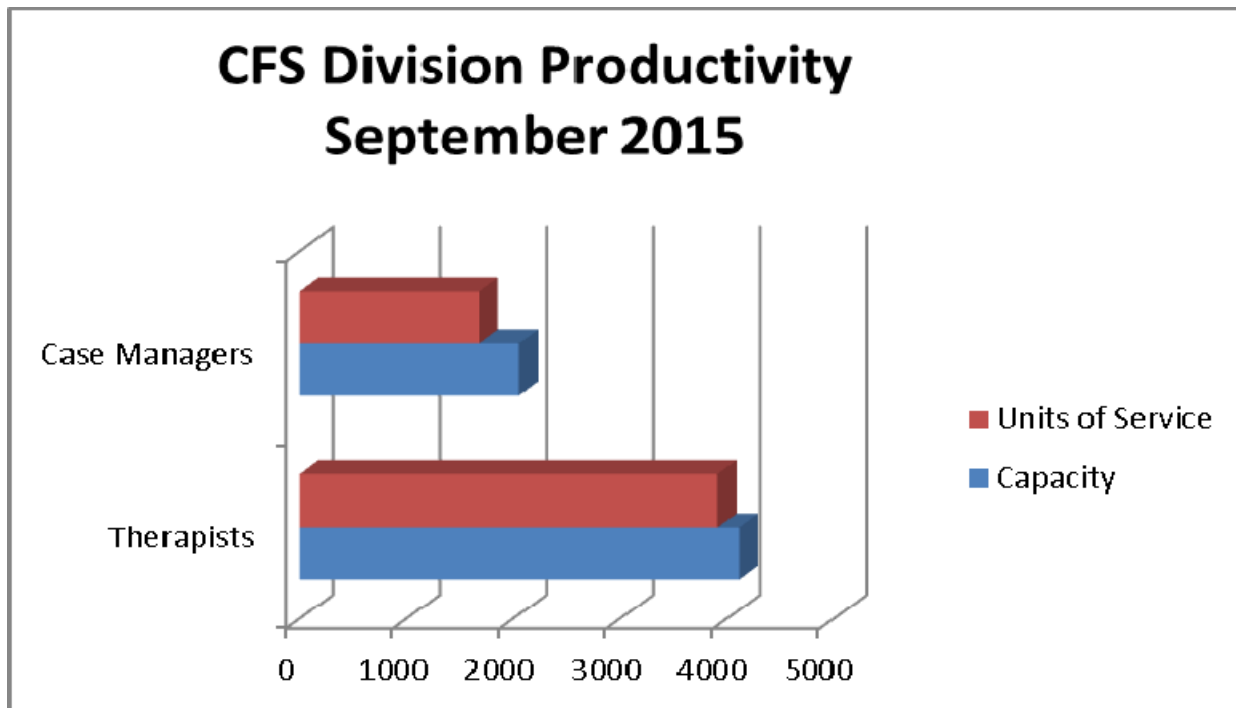


Children and Family Services Division

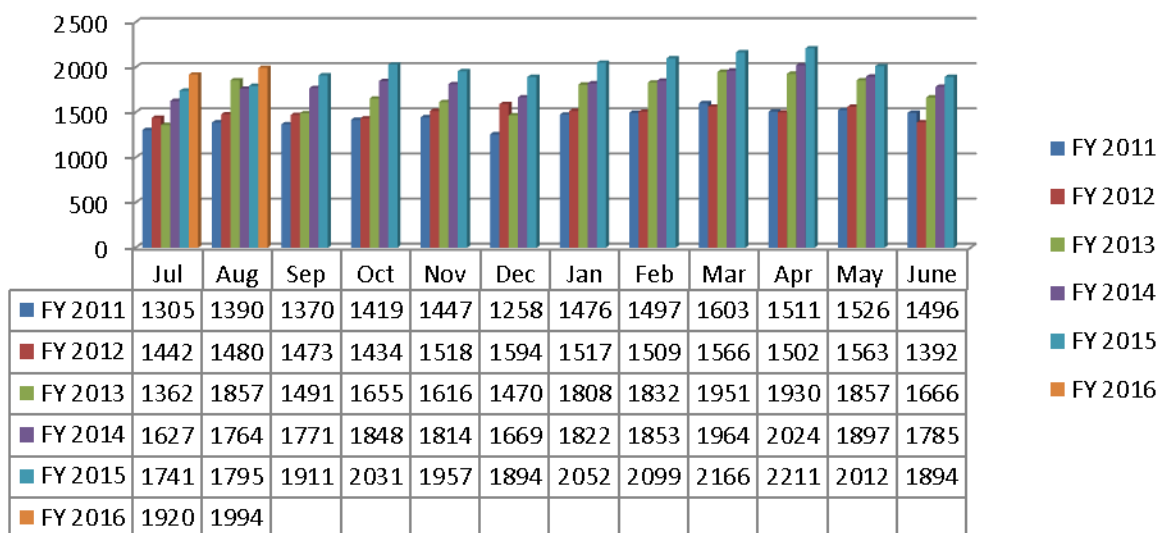
Performance Indicators



The average percent of individuals achieving 100% or more of the productivity for the Youth Division since January 2015 is 51.11%.



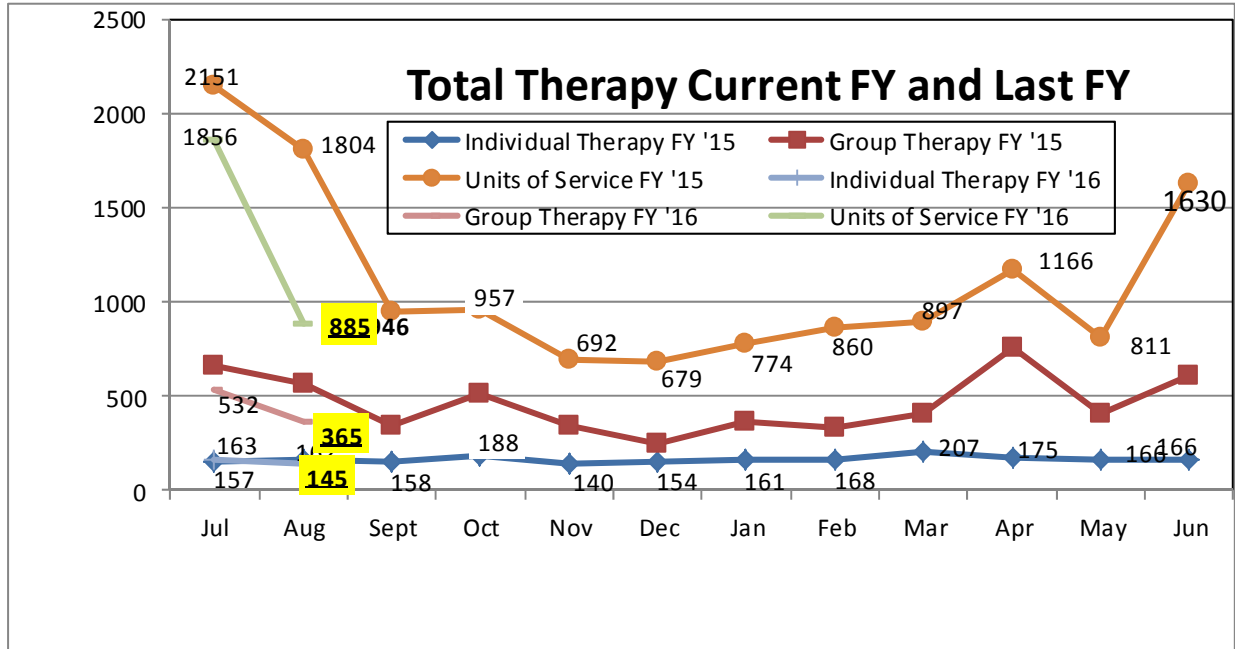
Total Number Unduplicated Clients Served CFS Division



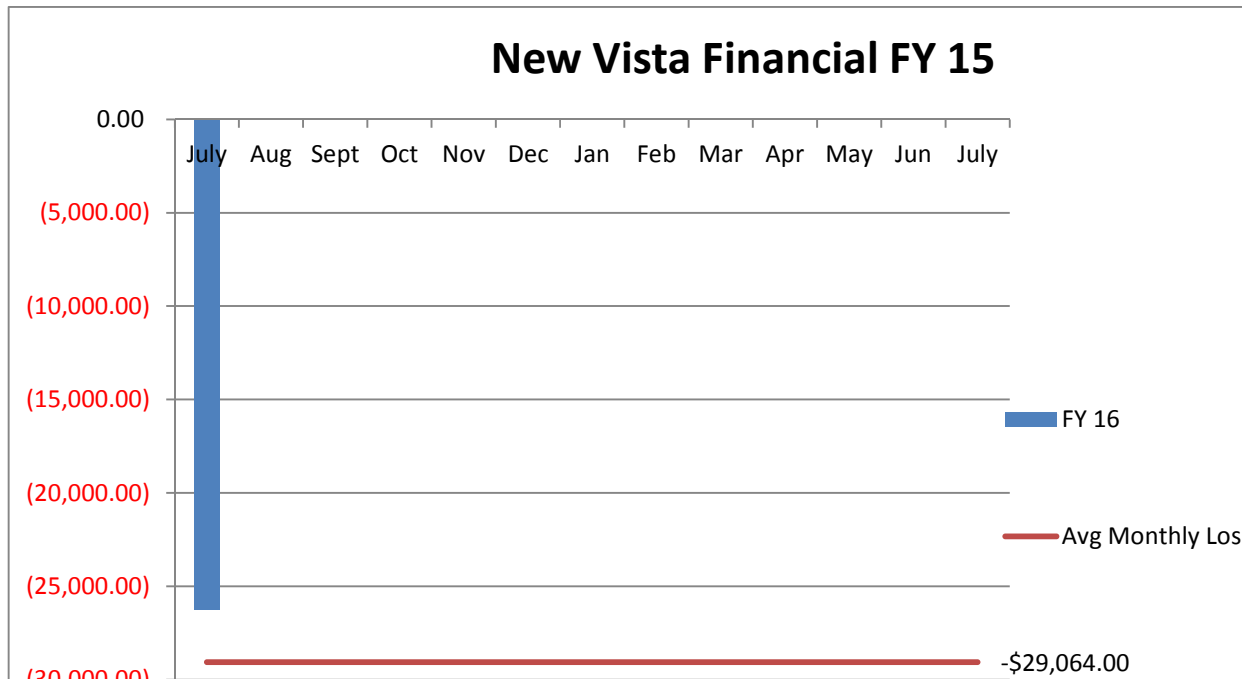
- Wasatch Mental Health was invited by the Utah County Health Department to participate in the Women’s Fair at UVU focusing on safety and treatment for children and families. Over 600 pieces of information about Wasatch Mental Health were distributed. There were many unsolicited positive comments about the help Wasatch Mental Health clinicians have provided for members of the community.
- After school began in the new GIANT Steps Provo classroom at Wasatch Elementary School, the principal commented, “Everything has run smoothly and efficiently, thanks to your great teachers. The students are darling, too!”
- Bryant Jenks, Colleen Harper, Josh Jenkins, Richard Hatch, David Oakey and Catherine Johnson participated in the School Based Services collaboration meeting with people from around the state using the Early Intervention Grant to help youth and children in schools with mental health needs.

New Vista Youth Services

AUGUST REPORT: School started on August 19th. We're back in the grind. We are looking into the reasons our overall units of service dropped so low. This was unexpected.

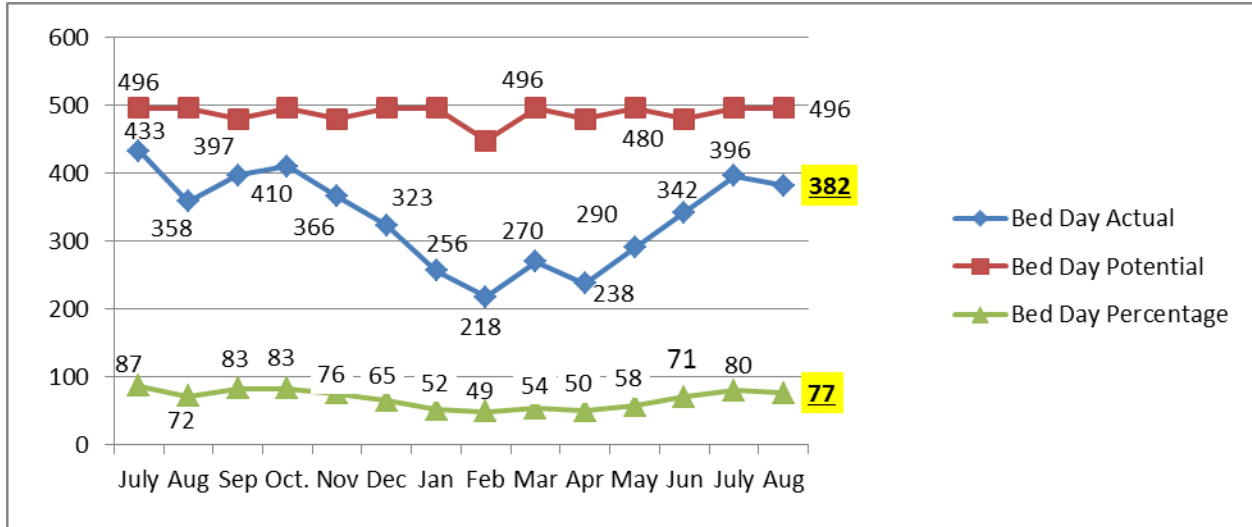


NEW VISTA FINANCIAL REPORT



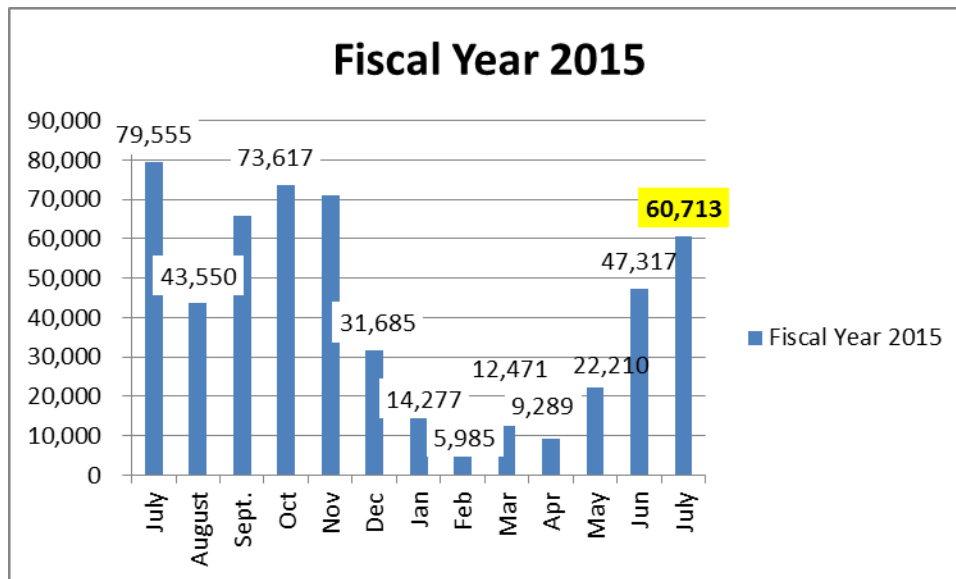
Aspire

AUGUST REPORT: Our referrals leveled off and our bed day percentage dropped slightly to 77%. This was 5 percentage points above our August level last year. School began on August 19 and we had three girls from Aspire start attending New Vista Day Treatment as helping them step down to a less restrictive setting. These girls continue to work on their trauma issues and attend school in Provo School District while attending New Vista.



ASPIRE FINANCIAL REPORT

Our July bed days were at 80 percent and that translated to healthy increase in our revenue for July.



We currently have 12 residents at Aspire and are getting another resident next week. We just had a resident graduate this past week and it was really exciting. This resident came into Aspire six months ago determined that she had nothing to work on as was totally fine. She struggled at first to engage and was in denial, but as she built her relationships with staff, therapists, and the residents she really began to open up and look at herself. Through therapy and feeling loved and cared for by her peers, staff and therapists she thrived. She jumped into

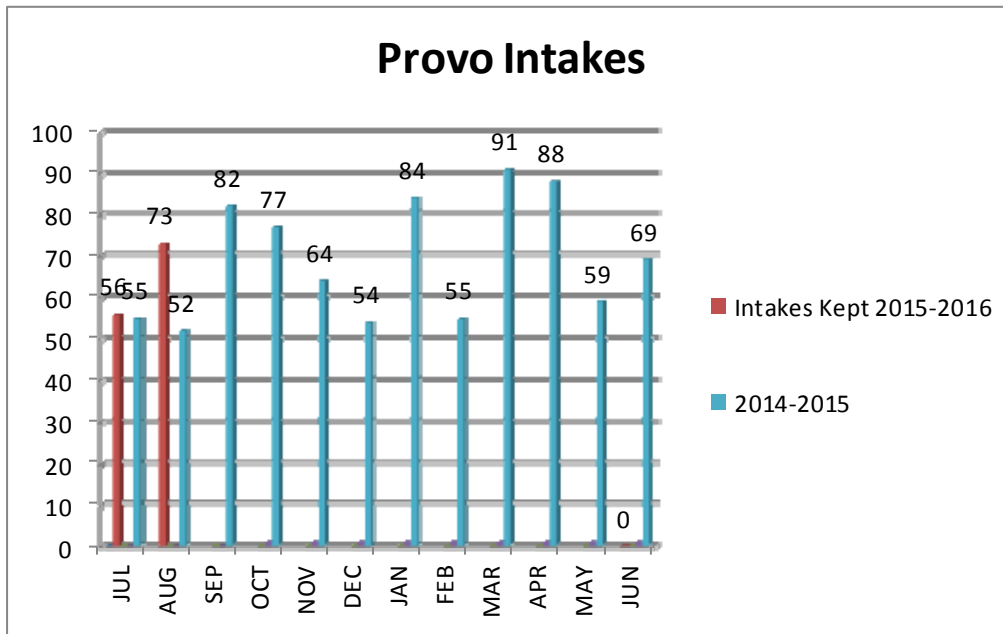
therapy allowing herself to heal and make amazing changes. She was an inspiration to the other residents and really inspired them to put more into their treatment. This was an amazing experience for all of us!

The residents and some staff also went up to Hannah, Utah and we had an amazing therapeutic experience. The girls participated in a ropes course and were able to get into the outdoors to really process and work through their issues. We had lunch and also bonded together through a rainstorm. Overall it was a great experience.

Therapy is going well for most of the girls and their families. Some of the girls are more engaged than others, but for the most part all of the girls are doing well in therapy.

Provo Family Clinic

Performance Indicators:



Adult OQs collected were 51 and YOQ children were 509 with a total of 560 for August.

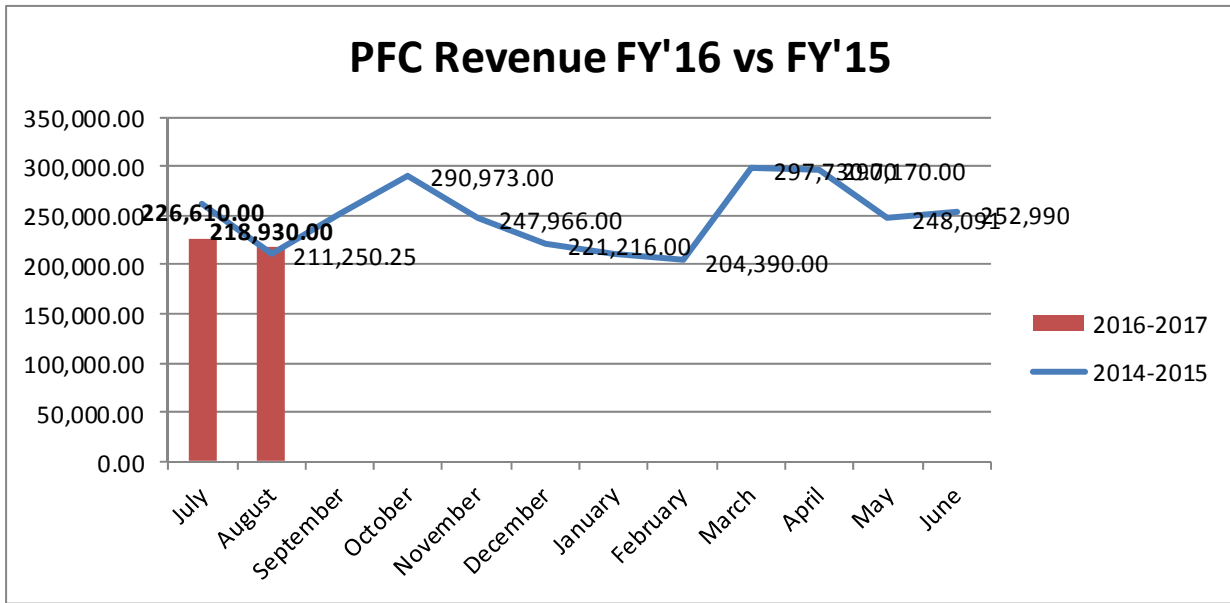
Groups currently running: Grand Families, Strengthening Families, and CPTR group. A DBT group is starting September 14.

Leadership/Allied Agency Participation/Initiatives/Successes

Recognition was given to the secretaries at the Provo Family Clinic , Katherine Hardy, Janae Hopoate, and the two part time secretaries Michelle Asvitt and Kauai Laulea for handling the difficult task of telling parents and guardians that their youths prescriber had left and getting them scheduled with a new prescriber.

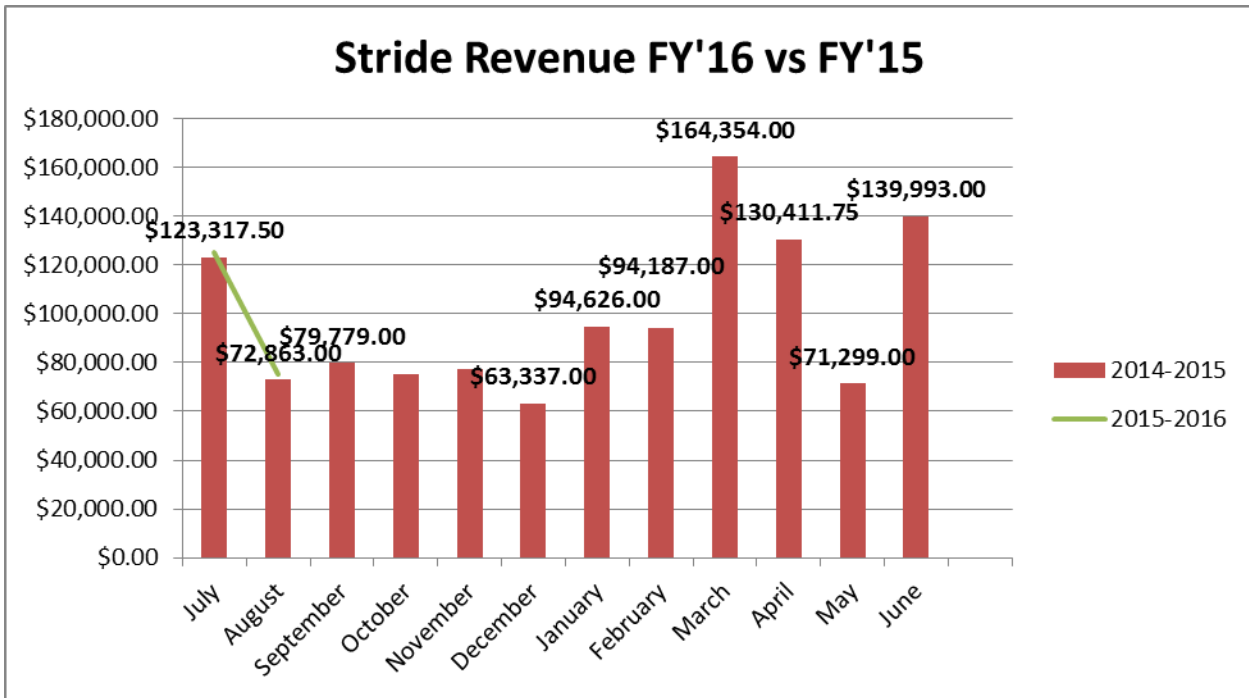
Special recognition needs to also be given to nurses Starr Moran and Elaine Losee as well as Dr. Anderson, Dr. Crist, and Marsha Medford for helping parents get their children prescription refills and future appointments rescheduled.

PFC Revenue FY'16 vs FY'15



Stride Partial Day Treatment Program

Stride Revenue FY'16 vs FY'15



Leadership/Allied Agency Participation/Initiatives/Success

A mother wrote the following about her child who finished the Stride program.

"Stride has been especially helpful in helping my daughter learn to understand herself and better control her behavior. I feel that we have more direction and understanding since coming to Wasatch Mental Health.

Letter from parent: "Prior to being referred to WMH on the SBS grant we felt lost not knowing how to help or having the resources needed. Coming to WMH gave us answers to questions no one else had answered before. Prior to coming we felt we were going in circles running from one place to another without clear direction.

The opportunities to have [my child] attend Stride on the SBS grant is one of the biggest blessing we've received. Things learned through Stride by both my daughter and I have not only positively affected her, but our whole family. She has learned how to better control her own behavior and how she reacts to the behavior of others. She has shared what she's learned with her family.

The services offered to us through the SBS Grant have given us insight, help and direction. We went from feeling lost and confused to feeling more hopeful and having more clarity. Thanks so much!"

GIANT Steps

Highlights

- The Giant Steps program has significantly expanded the amount of individual skills development services we are providing for the children in the program. This allowed our department to have more favorable financials this year compared to last August. August is a month that traditionally has less productivity compared to more robust months when school is in session.
- All the full time staff at Giant Steps attended the Utah Autism Early Response Workshop on 8/14/2015. We learned about early identification for autism, effective screening practices, how to better talk to parents about autism, and resources for follow-up and treatment.
- Our program supervisor, Janeen McFadden, was voted in as a Co-Chair for the Autism Resources of Utah County Council. She brings great experience and insight to the position and this news was well received by many directors of other autism service providers in the community.
- We recently welcomed back Holland Rinehart as the department case manager. She has helped out a great deal with the updating of our Giant Steps eating program. Our eating program is designed to help expand the number of foods the children will tolerate.
- The Giant Steps waiting list currently includes 111 non-Medicaid children.

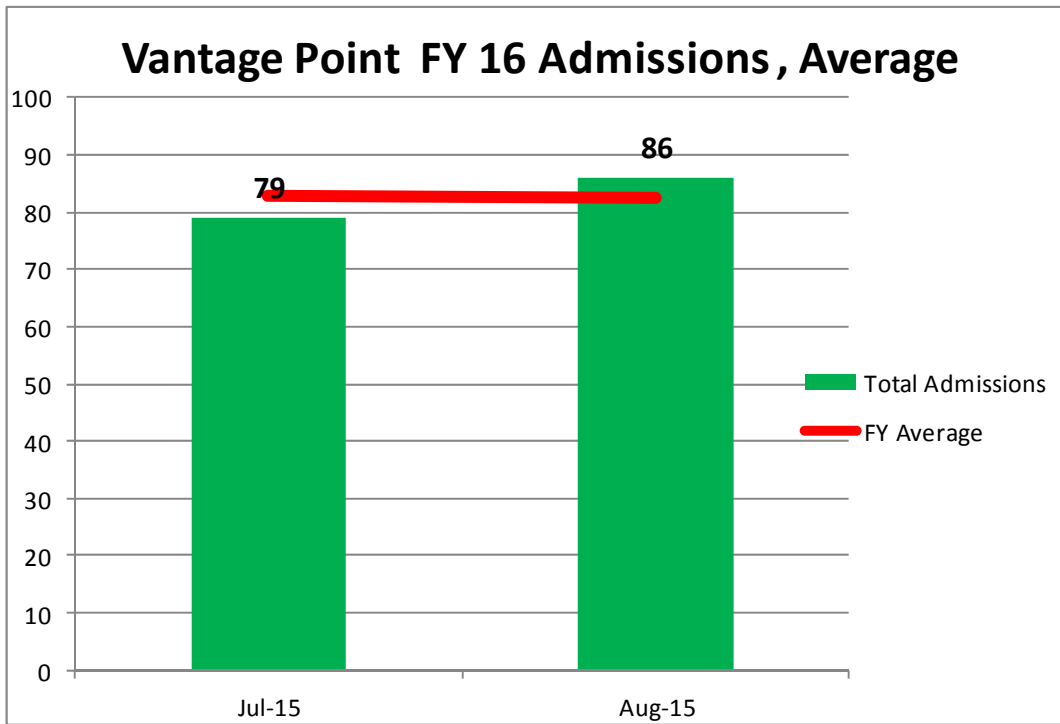
Average Group Ratios During Summer Program

| Group | Children | Staff | Service Capacity August | Service Capacity July | Service Capacity June |
|----------------|----------|-------|----------------------------|--------------------------|--------------------------|
| Amber Hopkins | 6.29 | 4.57 | 7 children | 12 children | 12 children |
| Amber Johnson | 6.43 | 6.29 | 6 children | 11 children | 11 children |
| Anne Hayes | 7.43 | 6 | 8 children | 13 children | 13 children |
| Katie Beck | 6.71 | 5.57 | 7 children | 11 children | 11 children |
| Tiffany Garner | 6.86 | 4.57 | 7 children | | 12 children |
| | | | 96% | 89% | 80% |

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

Vantage Point/CY FAST

We had **86 admissions** this month, **85** were unduplicated.

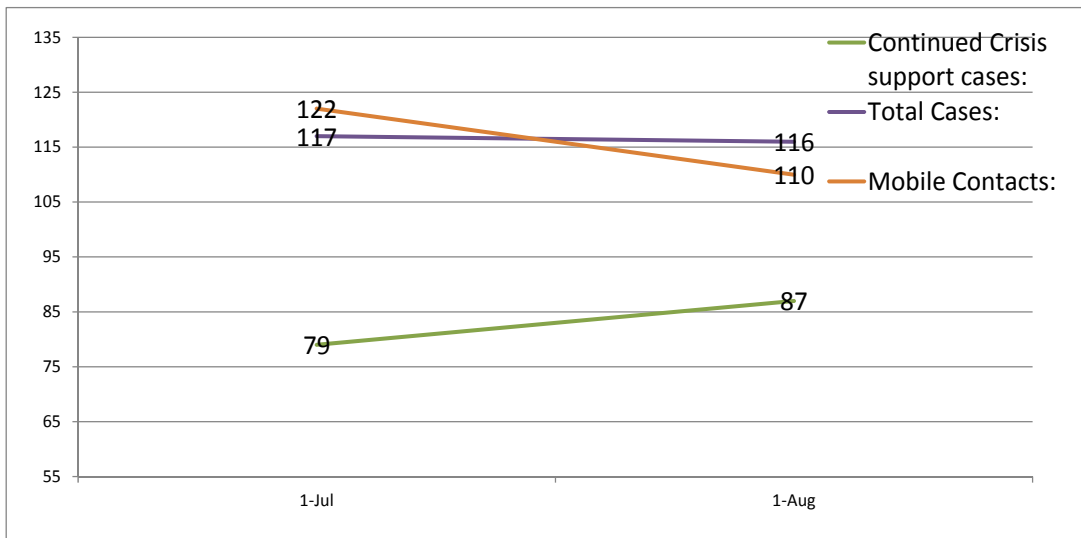


Safe Exit

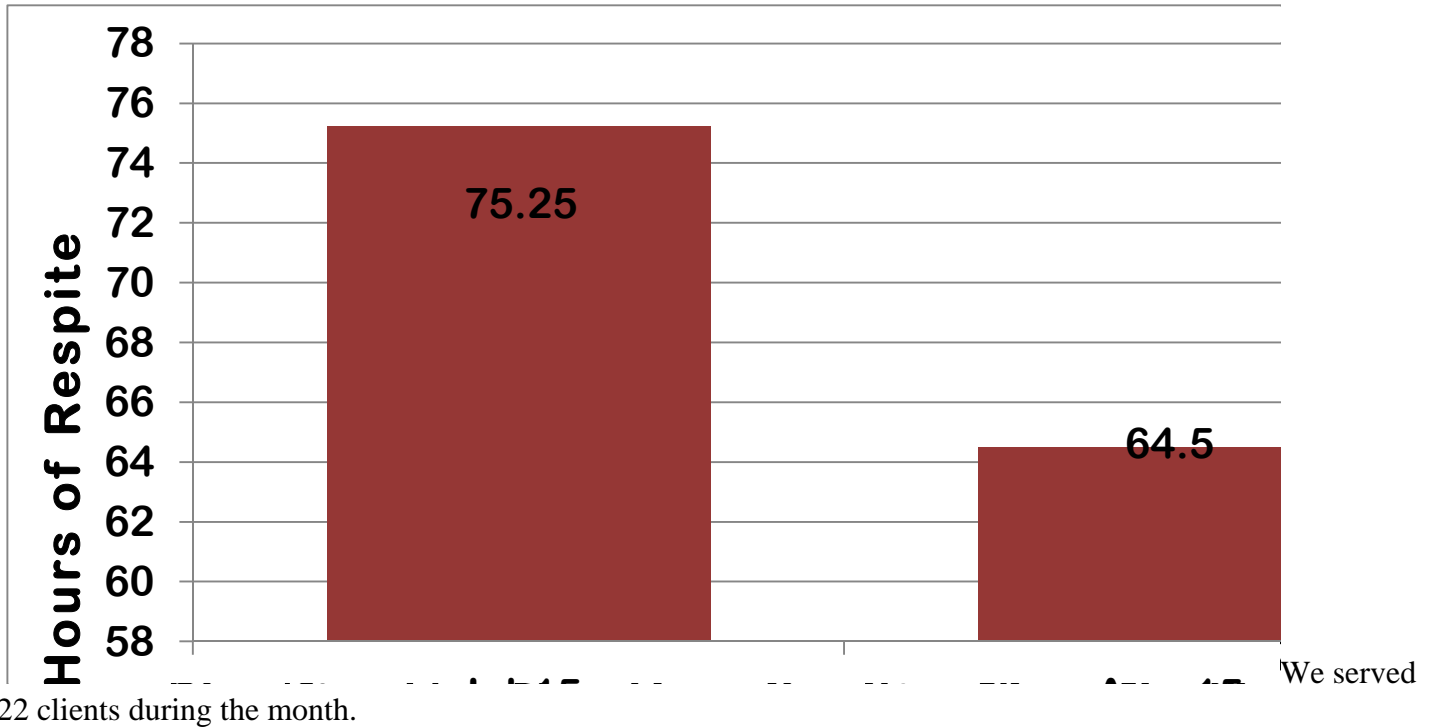
Crisis Residential: 100 %

Juvenile Receiving: 100%

CY FAST (mobile crisis)



CY-FAST Respite Care



Volunteer Hours

There were 4 volunteers at Vantage Point who provided 26.25 hours of service.

Financial Report – Fiscal Year through June 2015

Youth Crisis (250): profit of \$137,543

Vantage Point (350): profit of \$66,918

DHS Case Management

Case Load:

| | |
|----------------|----|
| Katy Gibson: | 20 |
| Suzanne Jasper | 14 |
| Aaron Hayes | 2 |

All DCFS case reviews and court reports are completed and current. Aaron Has now completed his 3 week DCFS practice model training.

DCFS data base task items are completed or scheduled.

Leadership/Allied Agency Participation/Initiatives/Successes

Eric Jenkins from DCFS was just selected to replace the DCFS supervisor (Trish Coburn) as their manager over DHS worker from WMH.

Financial Report

Through June DHS (FY 15) case management is showing a loss of \$95,772.

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

of total clients served last month: 599 Adult: 181 Youth: 418

Number of YOQs/OQs administered: YOQs: 419 OQs: 282

Unduplicated number of YOQs/OQs: YOQs: 249 OQs: 164

Groups in AFFC

Child/Parent Relational Training
The Strengthening Families Program

Leadership/Allied Agency Participation/Initiatives/Successes

Bryant Jenks participated in the School Based Services collaboration meeting with people from around the state using the Early Intervention Grant to help youth and children in schools with mental health needs.

Sheri Rowley, LCSW has been hired and placed at Mountain View High School in our partnership with the Alpine School District to expand social work services in their schools. She will be overseeing other MSW interns to help provide crisis and mental health treatment for her assigned cluster of schools.

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

of total clients served last month: 361 Adult: 126 Youth: 235

Number of YOQs/OQs administered: YOQs: 307 OQs: 190

Unduplicated number of YOQs/OQs: YOQs: 195 OQs: 108

Groups in SFFC

CPRT parenting group
DBT
The Strengthening Families Program

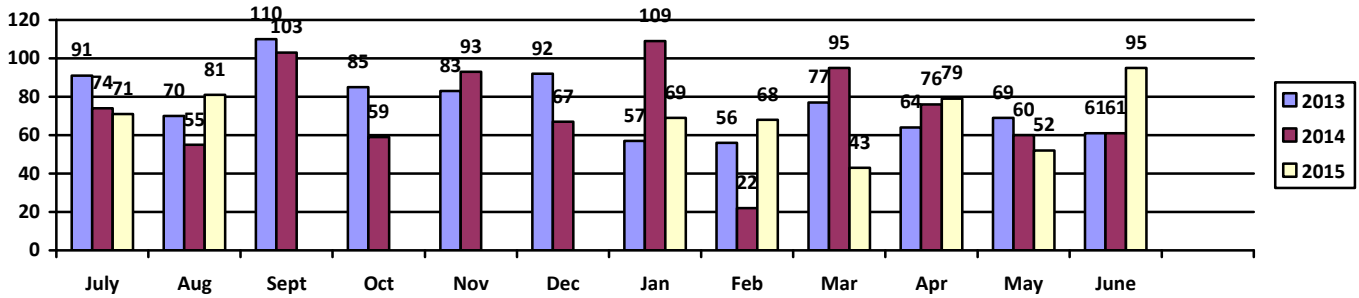
Leadership/Allied Agency Participation/Initiatives/Successes

SFFC has been able to get 10+ referrals for The Strengthening Families Program which started in the first week of September. We are having a wonderful response to the expansion of the program in the south part of the county.

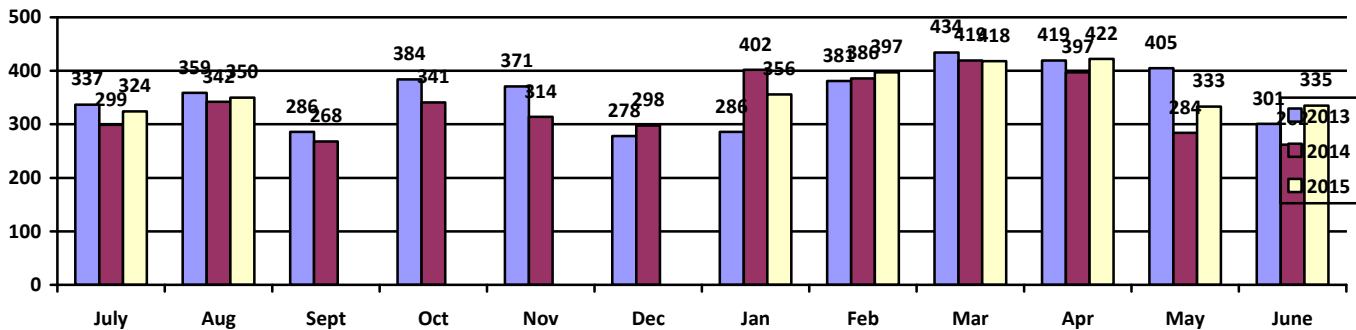
Wasatch County Family Clinic

Total Unduplicated Clients Served in July: 234

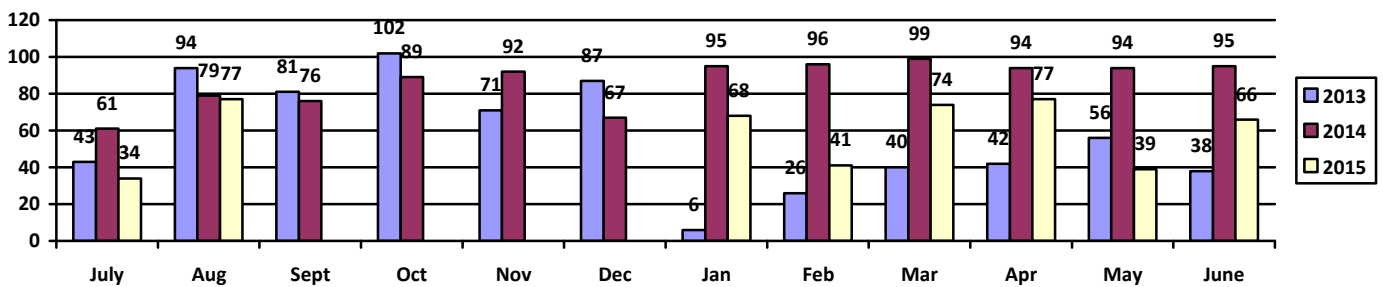
August Med Appointments with MD: 81



August Therapist Appointments: 350



August Case Management Appointments: 77



Number of YOQs/OQs administered: YOQs: 80 OQs: 146

Unduplicated number of YOQs/OQs: YOQs: 35 OQs: 76

Groups at WCFC

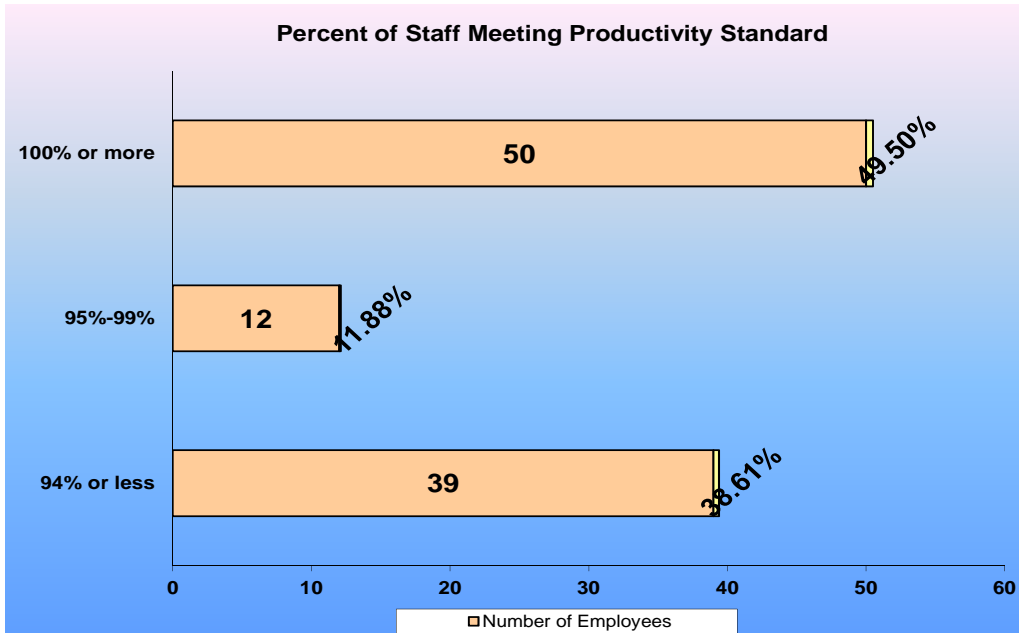
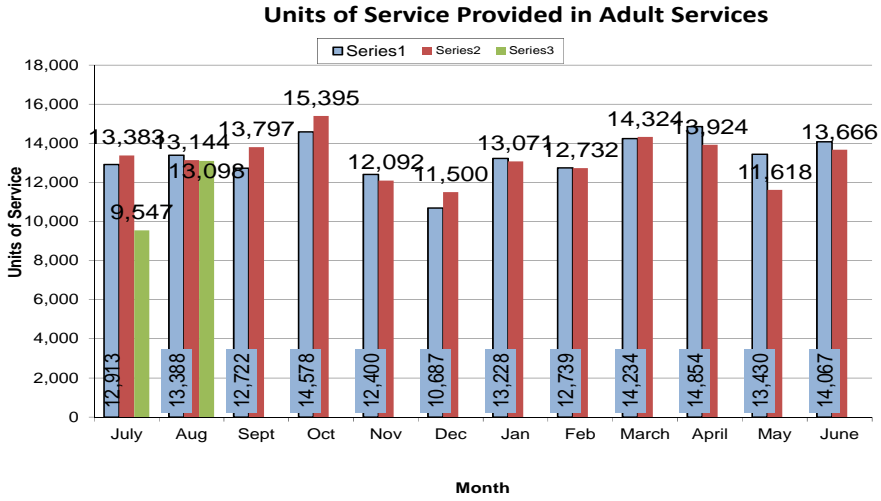
- Recovery Day Tx
- Summer School Program
- Drug Court Group
- Gender Specific Male and Female SA groups
- Relapse Prevention
- Thinking Errors

- Anger Management
- MRT
- Prime For Life
- Teen Prevention
- Alumni Group
- Strengthening Families

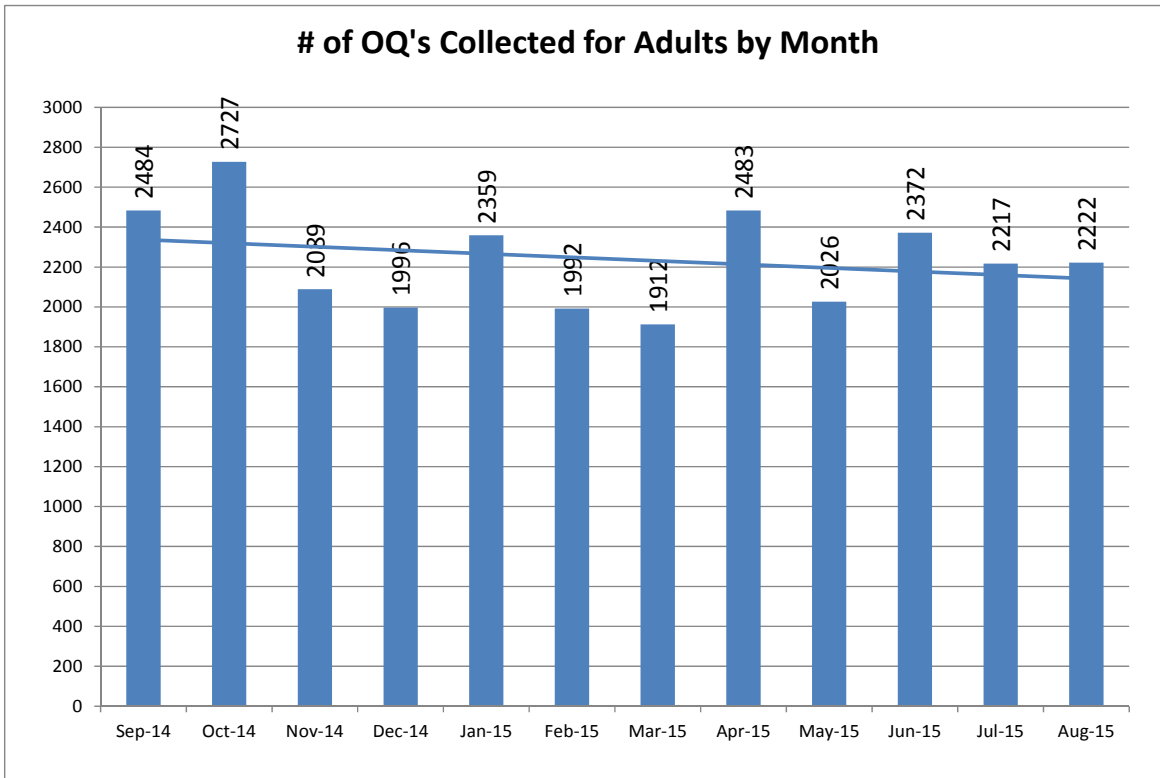
Leadership/Allied Agency Participation/Initiatives/Success

Preliminary meetings have also been held with Mark Kraatz from Adult Probation and Parole regarding the Justice Reinvestment Initiative. Continued meetings were also held with the Caring Community Coalition and the Wasatch County Suicide Prevention Coalition. During the month we along with the Caring Community Coalition sponsored a Concert in the Park. Information regarding underage drinking, strengthening families and information regarding services were provided.

Adult Services Division



+ The average percentage of staff reaching 100% of the productivity standard since January 2015 is 41%.



OQ/YOQ Administration

Number of total unduplicated clients served last month: 3948

| | |
|----------------------------|------|
| Adult Clients Served | 2451 |
| Child/Youth Clients Served | 1497 |

Number of unduplicated clients who completed an OQ/YOQ:

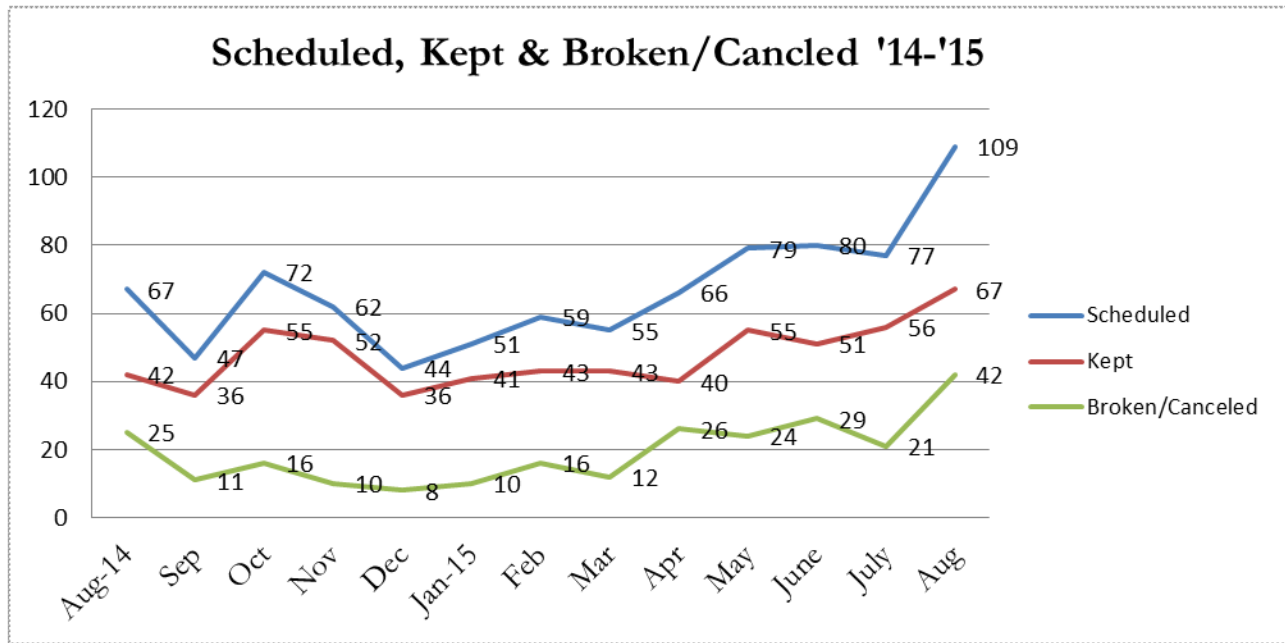
| | |
|----------------|------|
| Adult Services | 922 |
| Youth Services | 841 |
| Total | 1763 |

Unduplicated Count of All clients Served at WMH 3948

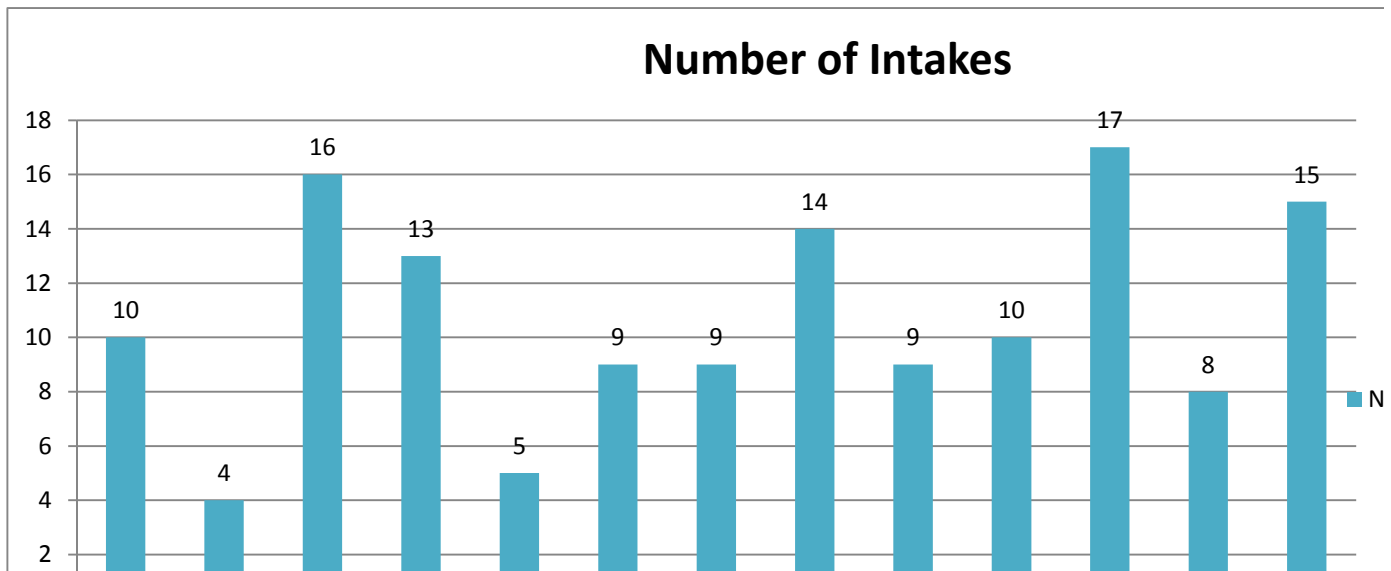
% of Unduplicated Clients Completing an OQ/YOQ 45%

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 of intakes by month



Leadership/Allied Agency Participation/Initiatives/Successes

Our intakes went up substantially this month from 8 in July to 15 in August. We also had a large increase of scheduled appointments up from 77 in July to 109 in August. The down side was our failed appointments also went up from 21 in July to 42 in August. This is a concern - that the failed rate was so high, despite reminder calls. Our kept appointments were up from 56 in July to 67 in August, or 17%

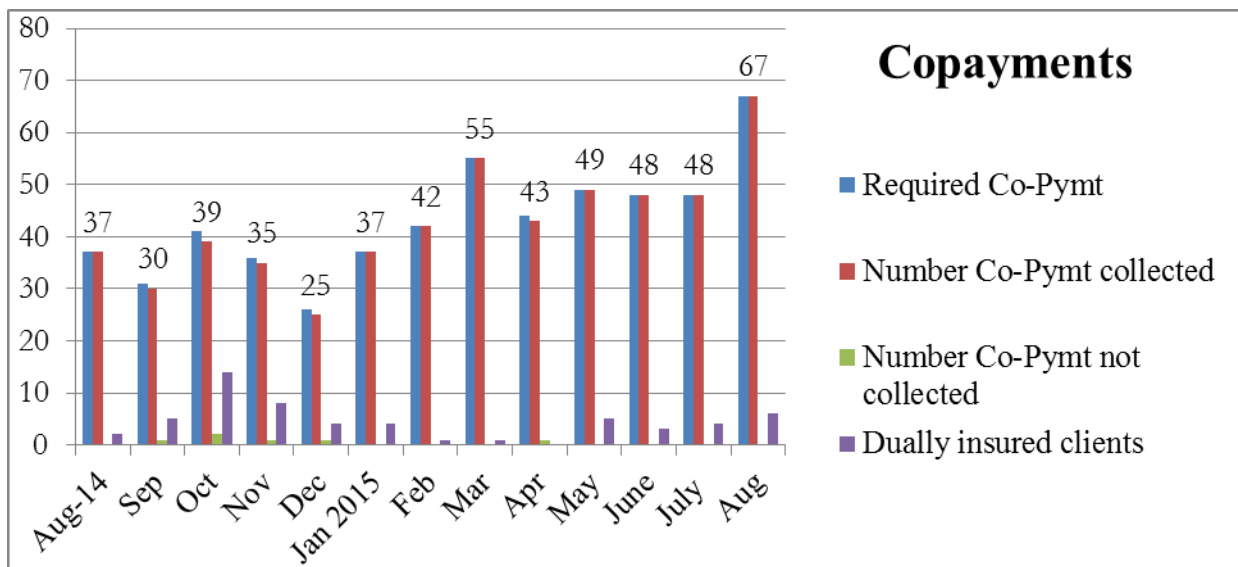
increase. Overall, we had an increase of co-pays collected as well as kept appointments for an increase of services from the previous months.

Clint (prescriber) has doubled his hours from 2 per week to 4 per week. The demand is growing and we were scheduling clients out 8-10 weeks for appointments. These increased hours will accommodate the follow up appointments as well as the growth the clinic is experiencing. We will be discussing the idea of having some clients come in for meds only as there are a few clients that are not good candidates for therapy as well as some clients who are doing well on maintenance doses of medications and not needing individual therapy weekly.

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.

Kimberlee Hughes continues to do an excellent job collecting co-pays from clients who come for sessions. You can see by the chart below that she collects nearly 100% of the copays required for the sessions attended.



Adult Outpatient

Performance Indicators

The number of OQ-45 questionnaires collected in AOP increased in August compared to the previous month. AOP collected 638 OQ questionnaires during the month of August. This is up from 569 questionnaires administered in July, and down from 671 questionnaires administered during August of last year. Of the OQs collected this August, 381 were unduplicated, which was an increase from the 352 unduplicated questionnaires collected during the previous month, and a decrease from the 390 unduplicated questionnaires collected during August of last year. The number of daily administrations during August also increased slightly by 3.3 questionnaires per day compared to last month, and decreased by 1.6 questionnaires per day compared to August of last year.

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 and CSS revealed that an outcome

questionnaire was administered in 13 out of 14 cases for a sample administration rate of 92.9%. Of the cases in which an OQ was administered, the clinician performing the therapy session referenced the OQ score in his or her note in 13 cases or 100% of the time.

During the last quarter (beginning with the pay period starting on 5/31/2015 and ending with the pay period ending 8/22/2015), AOP staff with productivity standards achieved a total of 1,979.7 productive hours, which equates to 96.3% of the department's cumulative productivity standard. This is up 0.9% compared to last month.

Leadership/Allied Agency Participation/Initiatives/Successes

Success Story: Our success story comes from an RSC (Recovery Service Coordination) visit with a Level 2 client. The therapist reports, "After meeting with the Program Manager, the client was very excited about his next step. He said that he felt the meeting helped him focus on what his next step needed to be. He also was impacted by the care and concern the agency has for his progress. As he left, he said that he would call Vocational Rehabilitation as soon as he got home as he was eager to start the next step of his recovery."

The number of walk-in intakes performed in AOP increased slightly this month as did the utilization rate. The number of intakes scheduled also increased due to an unusual distribution of those new clients attending intakes. During August, a total of 41 walk-in intakes were performed, filling about 2/3 of the 63 available slots, for an average utilization rate for the month of 65.1 percent. This is up 3.4% from the utilization rate observed in July, returning to the point where performing intakes would be beneficial to clinician productivity on average. There were ten potential clients who were not able to be seen at the time of their first contact with WMH due to limited capacity this month. Nine of those were because intakes were full and 1 was because there was not a Medicare provider available.

In the past few months we have been tracking the number of referrals we are sending to Mountainlands Health Center. It is very difficult to collect accurate data. Although several reminders were given to staff, only 3 therapists reported their data. The 3 of them reported that in August 11 clients were extended invitations to go to Mountainlands and 2 clients were assisted in setting up appointments.

Community Supportive Services Representative Payee Services

Performance Indicators:

In August PASRR(Pre-Assessment Screening and Resident Review) Staff completed 91 PASRRs for a generated revenue of \$37,159.94. The RFP for PASRRs for intellectually disabled individuals was sent in in August. This could increase the numbers of PASRRs we do as well. Should we be awarded this contract, we may need to add another staff member to the PASSR team. However, as the PASSR contracts are revenue generating, this may be advantageous for WMH financially.

MENTAL HEALTH COURT

Fourth District MHC

In August, 3 screenings were scheduled. 1 screening appointment was kept and 2 are still on hold. 1 individual was admitted to the program. 32 individuals are currently participating in the District MHC program. There were no 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 10 participants. In August, there were 4 screenings set, 4 screenings attended, with 4 individuals admitted. This month there was 1 termination and no graduations.

Orem City Justice MHC

Currently, there are 3 participants. In August, there were no screenings.

The number of OQ-45 questionnaires collected in CSS decreased slightly in August compared to the previous month, likely due to the turnover in clinicians working in this clinic. CSS collected 104 OQ questionnaires during the month of August. This is down from 116 questionnaires administered in July. Of the OQs collected this last month, 56 were unduplicated, which was decreased from the 70 unduplicated questionnaires collected during the previous month. The number of daily administrations during August decreased minimally to 4 questionnaires per day compared to 5.5 questionnaires per day last month.

During the last quarter (beginning with the pay period starting on 5/31/2015 and ending with the pay period ending 8/22/2015), CSS staff with productivity standards achieved a total of 2,650.5 productive hours, which equates to 97.1% of the department's cumulative productivity standard. This is up 2.4% compared to last month

RPS staff with productivity standards achieved a total of 1,088.9 productive hours, which equates to 96.1% of the department's cumulative productivity standard. This is up 2.2% compared to last month.

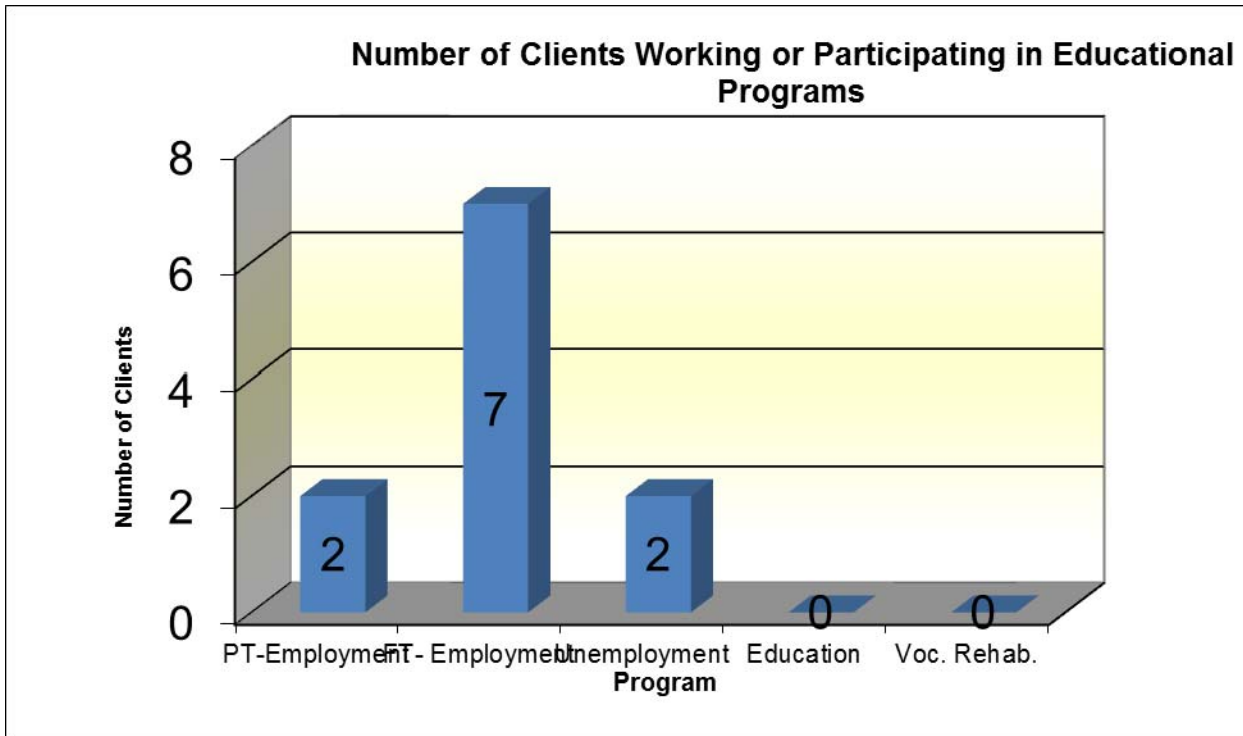
Leadership/Allied Agency Participation/Initiatives/Success:

In the past few months we have been tracking the number of referrals we are sending to Mountainlands Health Center. It is very difficult to collect accurate data. Although several reminders were given to staff, only 2 case managers reported their data. The 2 of them reported that in August 8 clients were extended invitations to go to Mountainlands and 3 clients were assisted in setting up appointments. 5 clients who had appointments came to those appointments.

of Clients Served last month: 374

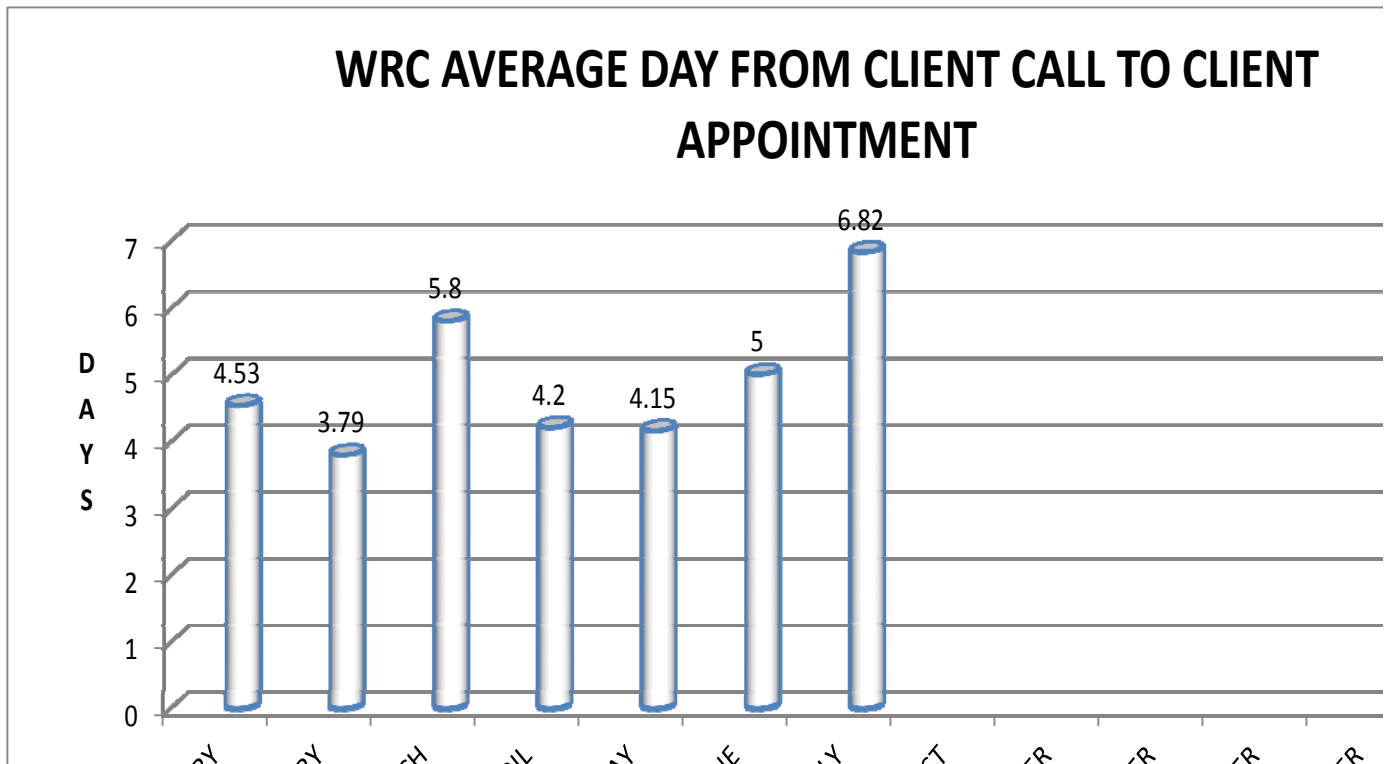
Wellness Recovery Clinic

The following chart shows the number of individuals working or who are in an education program for FY 2015.



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 6.82 days for the last month



Leadership/Allied Agency Participation/Initiatives/Success

We have begun to take a look at tracking referrals made to Mountainland Medical group in Westpark. We get a few phone calls asking for information for a low income medical clinic and referrals are made to the Clinic specifically at Westpark. This past month we have made some referrals:

From individuals not open in services: 3

Referrals from WRC clients: 2

A success story of a current client:

"When I got here [to WRC] I just wanted to die. I applied for Social Security and now I don't want to because I know I can do more." She has been coming to the WRC for about six months she said "it has changed my life with therapy with Jen and group. I didn't know there were other people that felt the same way I did. I just felt that so much bad things had happened to me that it would never be better. I never wanted to smile. Now I do my chart and keep a gratitude journal because positive thoughts are better." She has been attending groups, IT, med management and case management. From the therapy Raelyn has been motivated to exercise more, set boundaries with her children and ask for respect from them, drop her SSI case, look for a FT job and make plans to move into her own apartment. She said "my sons don't even know who I am anymore."

Number of total unduplicated clients served last month: 182

Number of OQ/ YOOs administered: 308

% of unduplicated OQ/YOO: 73%

Medical Department

Leadership/Allied Agency Participation/Initiatives/Successes

The concept of "Same day services" (or Just in Time scheduling) was discussed with prescribers and other medical staff. There seems to be support for the concept and willingness to move forward with it by expanding walk-in clinics (after we have a minute to stabilize from losing Dr Page and 1/3 of Clint). It was also discussed with support staff who had a favorable response to the concept.

Lisa Olsen uses "Dragon speaks" in her private practice to dictate notes. She asked if she could try it out here. Carson was skeptical but agreed. As it turns out, it is working well, even though it has to interface with Citrix (something we had heard earlier was a problem). She is now using it here at WMH to dictate her own notes right into the chart. She is pulling her last note forward, changing the dates and then dictating any changes right into the chart and then signing the notes. Tom Yee said that this is the system that VMH prescribers use as well. This was of interest to some of our other prescribers (and some of our psychologists who are on the verge of carpal tunnel from all the typing they do).

While discussing needs of the medical department, particularly with nursing services, "getting on the same page" seems to be a consistent topic. One solution that was proposed was for all of the outpatient nurses to roll into the medical department rather than being fragmented among clinics. As we look at how to cover all of the clinics, it may create more options to work with and would provide one administrative voice instead of multiple or no voice when things like documentation and productivity are concerned.

We are working on standardizing billing practices for nursing staff across the center. A set of guiding principles from the Medicaid contract will be developed as a next step.

Medical staff peer review with prescribers is underway this month.

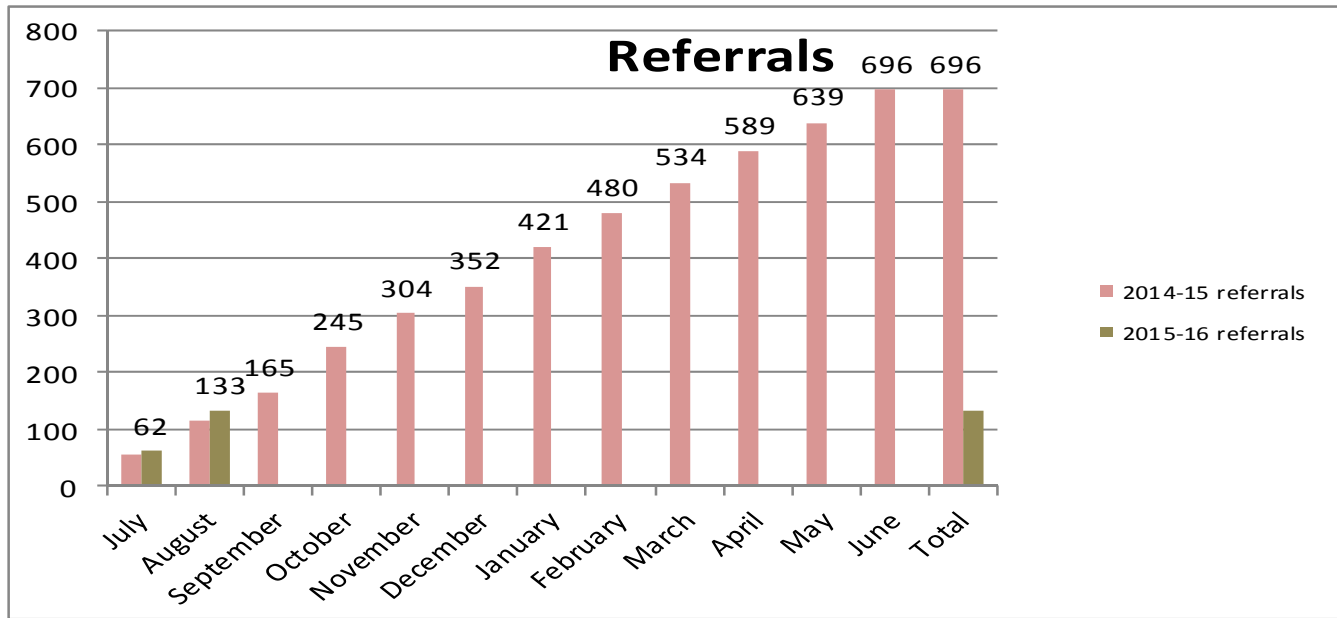
Mountainlands referrals report from Wellness Coordinators

Level 1 referred 13 individuals to Mountainlands for PCP follow up issues and has scheduled 5 appointments.

Psych Testing/Interns/Form 20

Leadership/Allied Agency Participation/Initiatives/Successes

We are pleased to announce that Dr. Joseph Fair has joined the Psychological Services staff as a full time psychologist resident. Dr. Fair is a graduate of BYU’s Clinical Psychology Program. He recently completed an internship at Utah State Hospital.



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

Billing totals are below

| TOTALS | Total hours |
|-------------|-------------|
| \$13,790.00 | 89.25 |
| \$10,068.75 | 63.25 |
| \$9,208.00 | 59 |
| \$10,371.50 | 80.5 |
| \$16,269.75 | 104.25 |
| \$59,708.00 | 396.25 |

Outside Providers

Audit report

One private provider (Rick Biesinger) was audited in August.” There were a few things on his Tx Plan that he needed to change (there was not a review of the goals, he did not list a Tx modality, and there was no future review date). But his notes were all good.”

Clerical Support Services

Leadership/Allied Agency Participation/Initiatives/Successes

We are pleased to have hired 2 new admin techs for the front desk at WestPark. We will have one start on Sept 8th and the other start on the 21st.

Mountainlands is moving to a different electronic chart that is cloud based. Some of the admin techs are going through the on-line training modules in preparation for the new program.

We are starting over with the reading of “If Disney Ran Your Hospital”.

We have hired some front desk staff with customer service in mind and hope to see a difference in how we are receiving and managing clients. We have many tasks that we manage behind the scenes and are moving some of our more task oriented employees to the back where their skill sets would be better utilized.

Jail Contract

We had a quarterly meeting last month (the first in a long time) where we discussed the formulary. Dr. Tubbs, medical director, was willing to have our providers give input and make decisions. Clint is settling in really well at the jail so that change has gone smoothly.

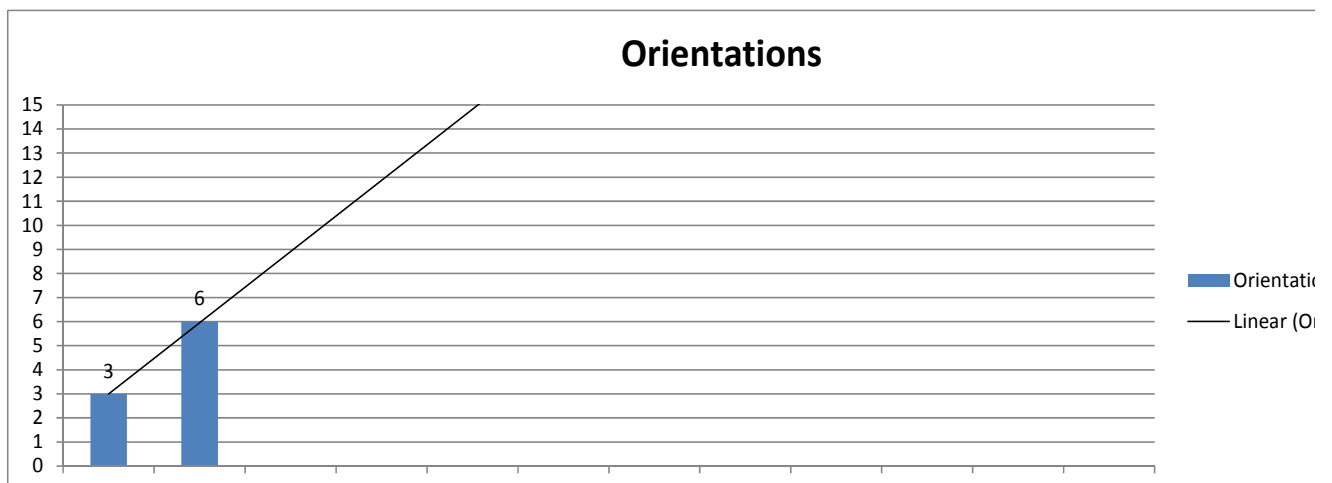
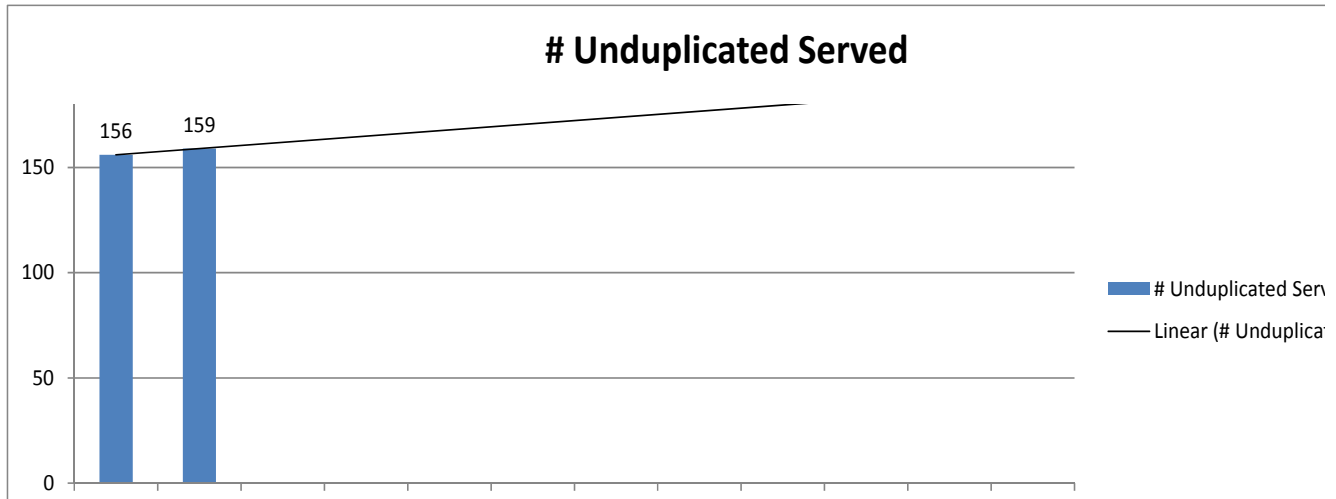
Elder and Vulnerable Adult Coalition (EVAC)

This meeting started up again after a summer recess. There was a video and big discussion about individuals struggling with hoarding. Since hoarding is a DSM-V Diagnosis and it is being recognized as an illness, there was some suggestion about citing these folks and sending to Mental Health Court where they could get some treatment. We may want to discuss this at our end.

CIT

State wide coordinating meeting to update curriculum etc. was attended by Bryant and Geri. It appears that the Division is taking a more hands on approach to overseeing the State wide program. They are asking for more fidelity to the Memphis Model of CIT training. There is also a civil law suit in motion right now where training records, curriculum etc. are being subpoenaed into court so there is more scrutiny regarding those items. Geri will be sending out class objectives and related test questions prior to the next academy to make sure instructors have appropriate information about the content they should be covering. We also are in the process of re-writing some of the test questions. The leadership coming out of SLCPD right now is excellent and they are working hard to make it a functional State wide program.

Skills Development Services



Leadership/Allied Agency Participation/Initiatives/Success

E.B. came to Wasatch House 3 months ago from Level 4. She had many years of experience working as an administrative assistant in a Law Firm before her mental illness caused her to exit the workforce. In speaking with the Director at the time about how she could best utilize Clubhouse, she indicated that she wasn't really interested in going back to work, but was excited at the prospect of using some of her skills to teach other members. With the help of staff, this member began teaching a computer skills class to a few other members. This was helpful to the members who were in need of basic computer skills and also to build E.B's confidence. In spite of her previous comments, today she announced that she had accepted a Supported Employment opportunity with one of our Partner Companies as an office manager! Her comment today was "I figured, I have a degree in accounting, I might as well use it!"

During Clubhouse Rocks, the Action Plan created during our 2 week intensive training and submitted to the ICCD has been presented to the Clubhouse and appears to be supported. As part of that plan, we are standardizing our outreach efforts, reorganizing our orientations to have trained members be a part of it and have approached the Advisory Board about becoming specifically focused on Clubhouse. This proposal was also received favorably by the Advisory Board.

Mark Lanier, Board President of ICCD paid Wasatch House a visit this past month from Boston. He was given a tour by one of our members and then sat down with Juergen Korbanka, WMH CEO, Randy Huntington, Adult

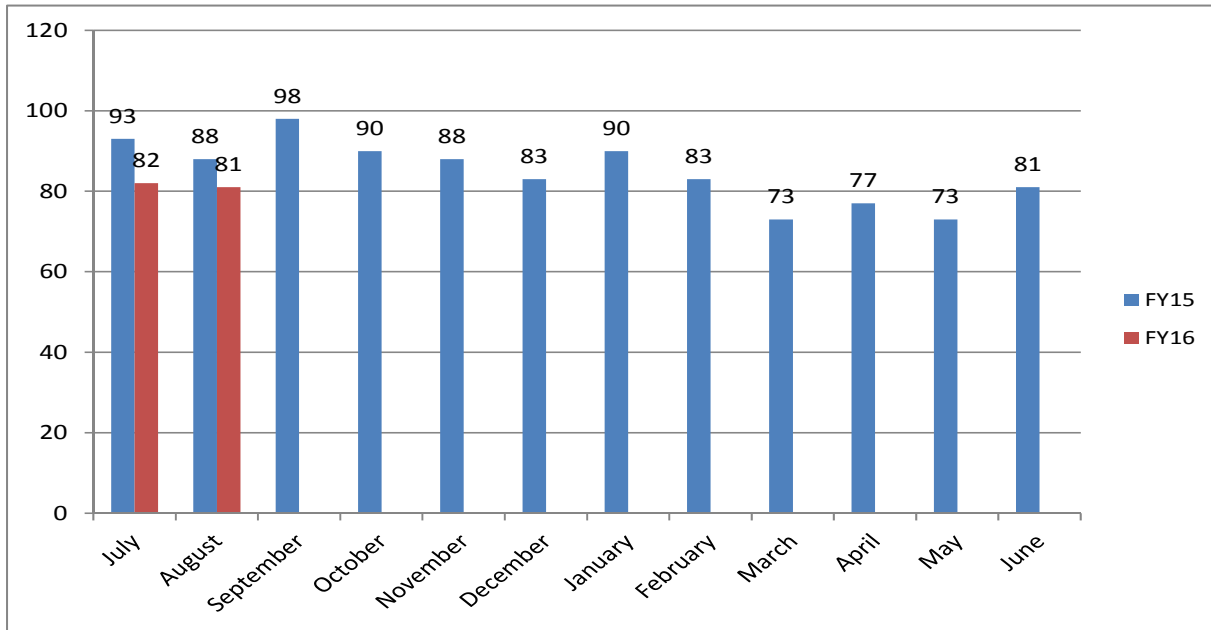
Services Division Director, and Brian Butler, Wasatch House Director to discuss, among other things, our efforts and concerns as we move towards accreditation this next year. He was quite understanding of our situation and supportive of our efforts.

Number of total unduplicated clients served last month: 159

Number of OQ/ YOQs administered: 97

of unduplicated clients who completed an OQ/YOQ: 32%

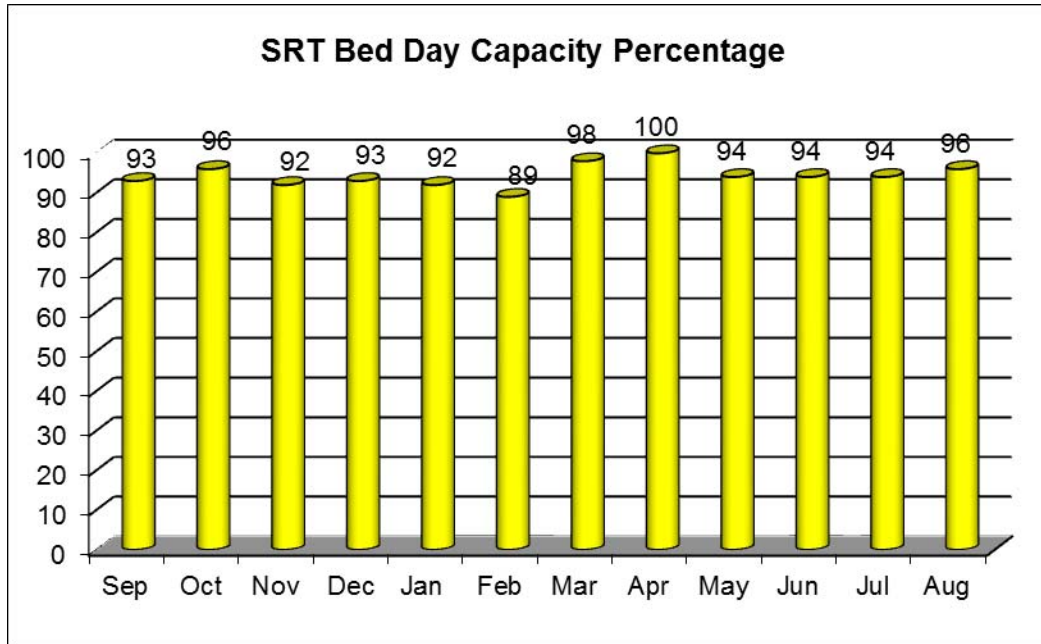
WATCH Program



Financial Report

In the month of August, \$4,150 was spent in emergency shelter. In FY16, we have spent a total of \$7,170 to house 24 unduplicated individuals for 177 nights of safe and secure shelter. The average length of stay is 7.37 nights per person. We have expended 22 percent of funds for 16.7 percent of the year.

Supported Housing Services



Leadership/Allied Agency Participation/Initiatives/Success

We are continuing to report on our referrals to Mountainlands clinic at Westpark. We have approached close to 100 clients and many have refused to attend due to seeing other providers, but we continue encourage. We now have close to 50 attending the Provo clinic.

Referrals made past month: 5

Actual appointments kept: 7 (2 were scheduled in July)

New Appointments in the future: 6

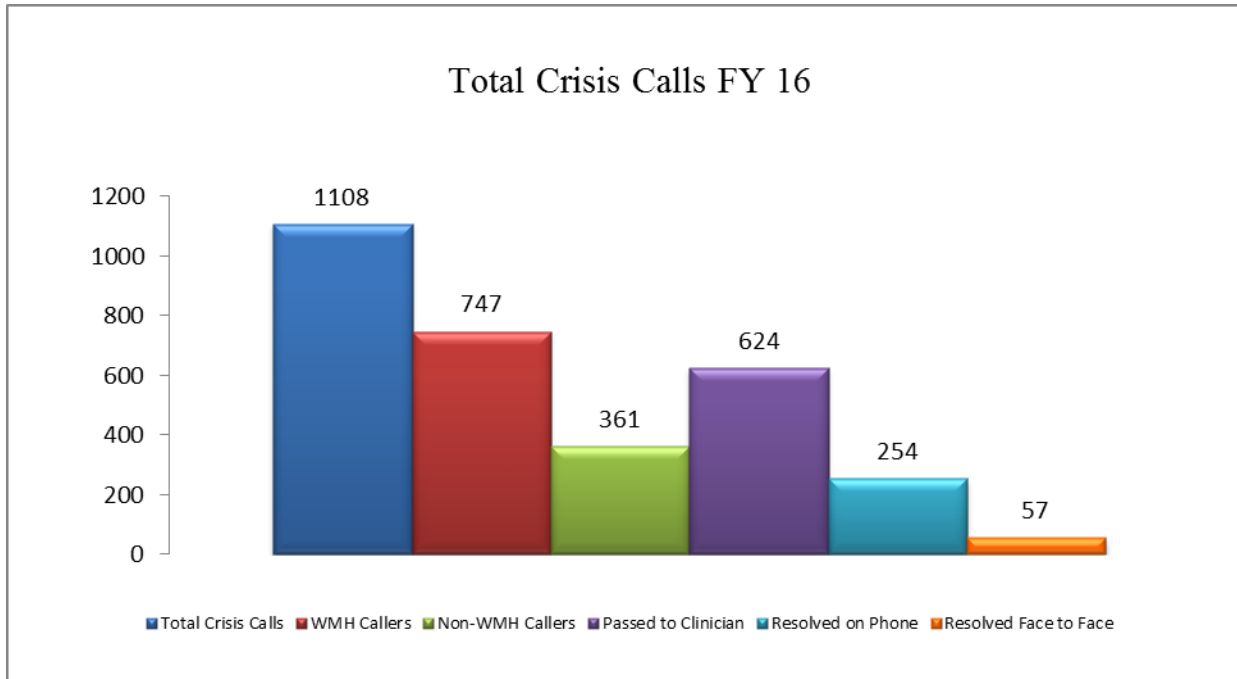
We had hoped to have a significant movement in our housing make up with the new Startup apartments coming open mid September, however, there are many who were approved to move in and maintain their housing voucher but the apartments did not pass housing inspection. The 1 bedroom apartments do not have a window in the bedroom, thus not passing the inspection process. Startup s working with Provo housing, but the guidelines are federal. This will significantly decrease the movement we were expecting within our own housing, opening up opportunities for other waiting for long term housing options.

We have a client who has been living in Alpine House for over a year now and has been participating on the Bridge team for his follow up care. He has stabilized significantly and has transferred to level 4 care. He is on the list to move to SRT as soon as there is an opening and is showing great progress in his independent living skills. He has also been working with Vocational Rehabilitation to take some educational classes and is looking for part time work to use his master's level math skills.

CRISIS SERVICES

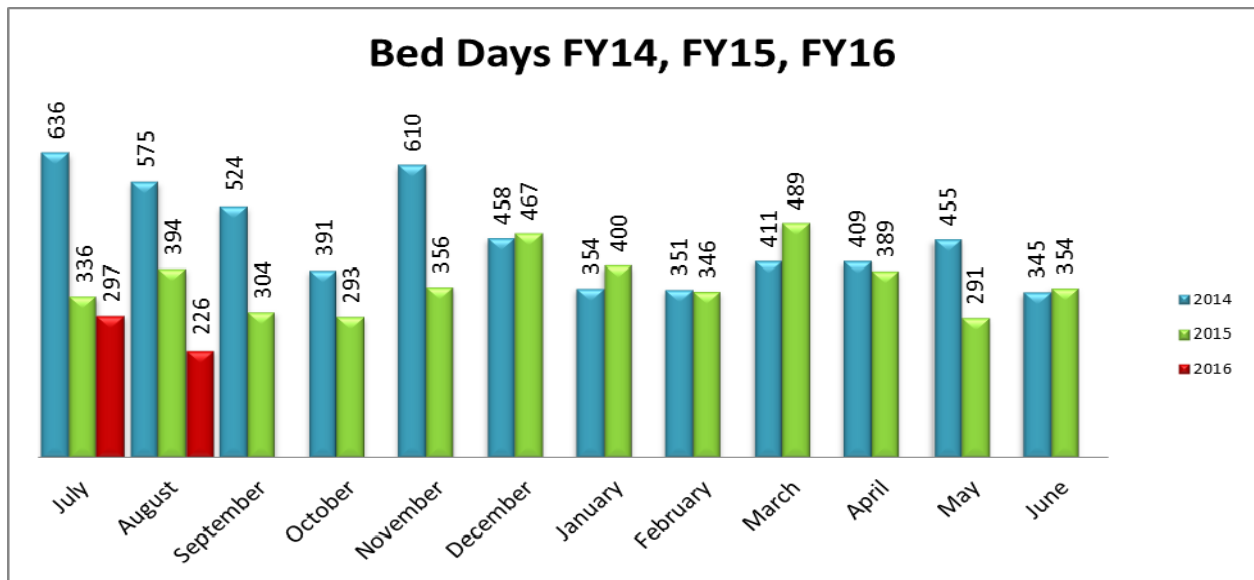
Crisis Calls

The following graph represents the total breakdown of Crisis calls received thus far for fiscal year 2016



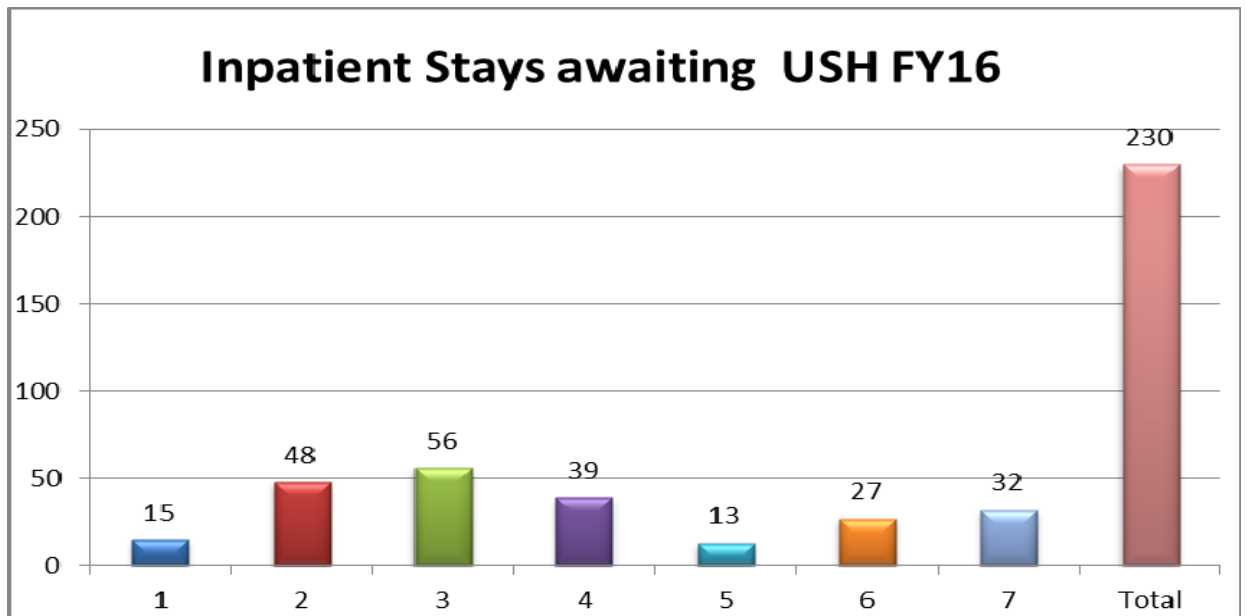
Inpatient Psychiatry

The following graph illustrates the total number of inpatient psychiatric bed days used for WMH clients during each month of the last two fiscal years and FY 2016. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however we are accruing the worst case scenario.



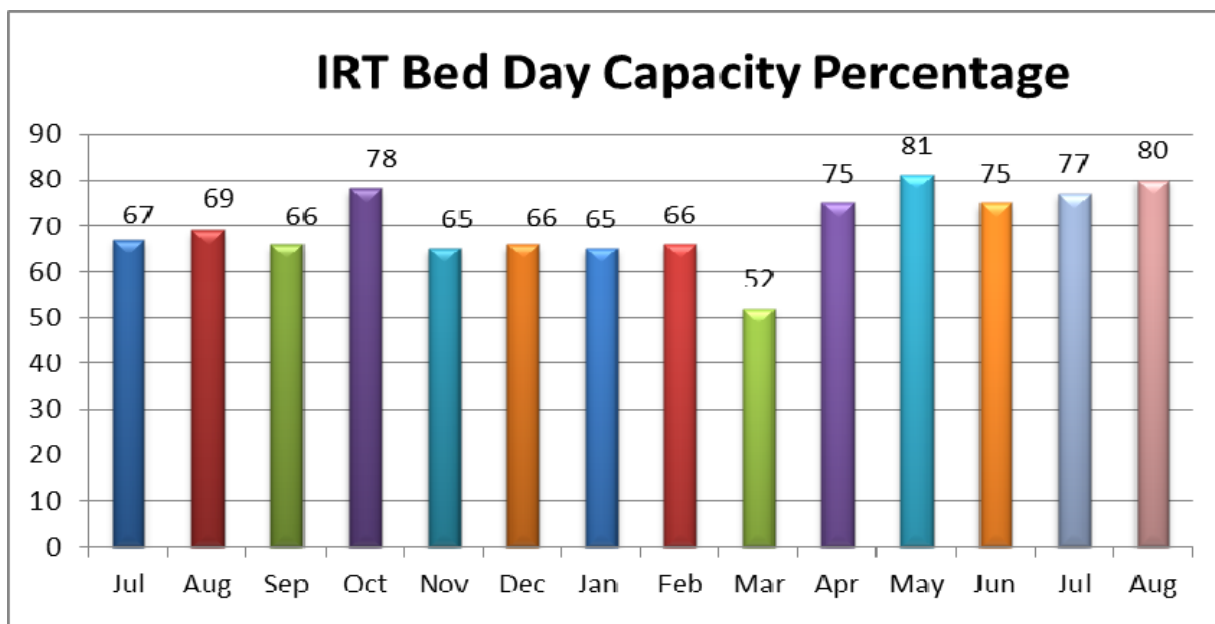
Inpatient stays waiting for USH Hospital bed placement

The following graphs represent those waiting for admission to the Utah State Hospital. The numbers on the bottom of the graphs represent each individual who waited for USH placement. In 2012, WMH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total cumulative cost to WMH since 2012 is approximately \$2,659,800.** Total cost for FY 16 thus far is \$253,000.



Intensive Residential Treatment (IRT)

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



Number of total unduplicated clients served for IRT FY16: = 23

Leadership/Allied Agency Participation/Initiatives/Success

Success Story

The FAST case managers Diane Dopp and Nicole Bastidas have been working diligently with a young man who recently aged out of services with DCFS. He hit the adult world without anyone having helped him apply for housing assistance, Traditional Medicaid or SSI/Disability. Most children in state's custody lose Medicaid funding shortly after exiting DCFS custody. It was nothing short of a miracle that all of the stars aligned and the FAST case management team was successful in getting this young man connected to resources while he was at IRT. He will be moving out into a more independent setting soon and he has gained important skills while at IRT. This client seems oblivious to the efforts made on his behalf, but the team is celebrating this young man's steps towards independence and recovery.

5 new referrals sent to Mtn Lands Health Clinic
2 kept appointments

Human Resources

Staffing

The total turnover rate for August was 5%, and annualized WMH is running at 26% overall. Historically August has the highest rate of turnover driven by student employees.

August turnover rate for full-time benefited employees = 1.7%
August turnover rate for part-time employees = 10.6%

As evidenced by exit interview data, Wasatch Mental Health's reputation for strong leadership, opportunity and great total compensation provides for healthy applicant pools for most positions. This enables us to hire the best continuing the cycle of great employees providing excellence in mental health and client service. Sourcing data shows that referrals are the strongest source of new employees followed by internal applicants. Our recruiting partnership with UVU has also resulted in some great new hires.

| | | |
|--------------------|----|--------|
| Employee Referrals | 34 | 28.81% |
| WMH Employee | 35 | 29.66% |
| UVU | 13 | 11.02% |
| Other | 14 | 11.86% |
| Unknown | 16 | 13.56% |
| DWS | 2 | 1.69% |
| BYU | 4 | 3.39% |

Exit Survey

Exit survey data shows that 79% of former employees answered in the affirmative that their total compensation (pay and benefits) were a good value.

I was paid fairly for the type of work I did at WMH.

| Answer Choices | Responses |
|------------------------|--------------|
| – Strongly Agree | 27.27% 9 |
| – Agree | 51.52% 17 |
| – Neutral | 18.18% 6 |
| – Disagree | 0.00% 0 |
| – Strongly Disagree | 3.03% 1 |
| Total | 33 |

My benefits met my needs and were a good value.

| Answer Choices | Responses |
|------------------------|--------------|
| – Strongly Agree | 39.39% 13 |
| – Agree | 39.39% 13 |
| – Neutral | 12.12% 4 |
| – Disagree | 9.09% 3 |
| – Strongly Disagree | 0.00% 0 |
| Total | 33 |

Manager Leadership Training

During August extraordinary leadership training was rolled out to managers and executives at Wasatch in the form of a 360 degree survey leadership assessment. The response rate was excellent and initial reports regarding the process and outcomes was very positive. Managers report that the experience was very useful and insightful. Reporting on the workshop held in September will be provided in the next monthly report.

New Hire Fingerprinting

Recent changes to the fingerprinting requirements for new employee DHS background screening will increase our annual fingerprint processing from approx 30 to over 200. HR has been adjusting our orientation process in preparation of this change in September. We looking into the cost effectiveness of digital fingerprint scanning technology.

ACA Reporting

We are working with our medical carrier PEHP to provide the required year end ACA reporting. WMH is required to report employee data to both the IRS and each employee regarding their medical benefits eligibility for 2015. This is a significant process but with help from PEHP it should be manageable.

National Health Service Corp

The NHSC is a government sponsored program that provides a student loan repayment program to providers who qualify. This is a great recruiting tool for Wasatch and helps to increase employee longevity and commitment, especially for hard to fill positions. All seven locations were up for recertification and all have now been completed. We expect a continuing relationship with the NHSC program.