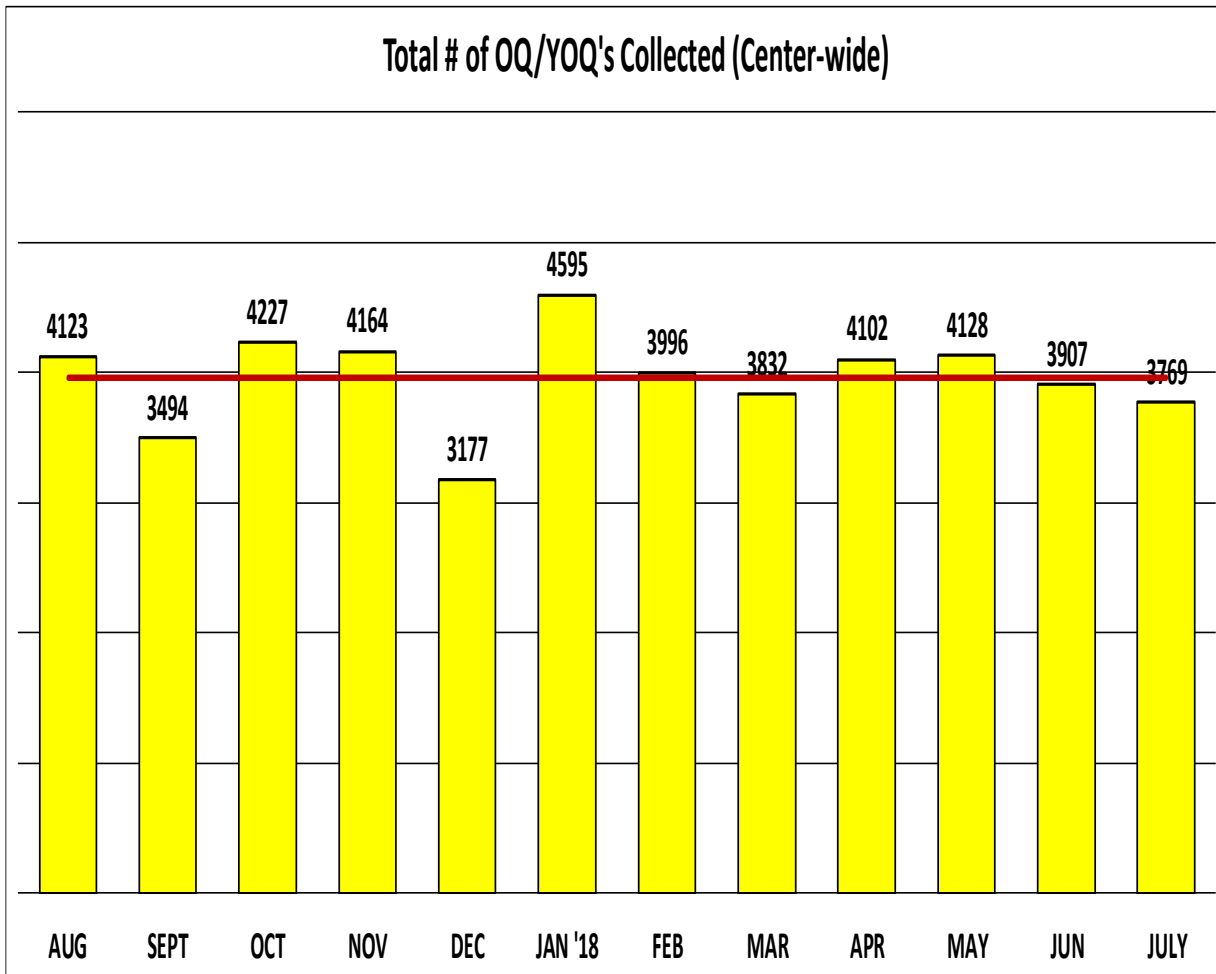


Wasatch Mental Health Briefing Report August 2018

Recently, we received our revised Medicaid rates. The currently proposed rates are much closer to our budget expectations. However, as the state is using different estimates for the eligibles that we have internally, we continue to negotiate the rates.

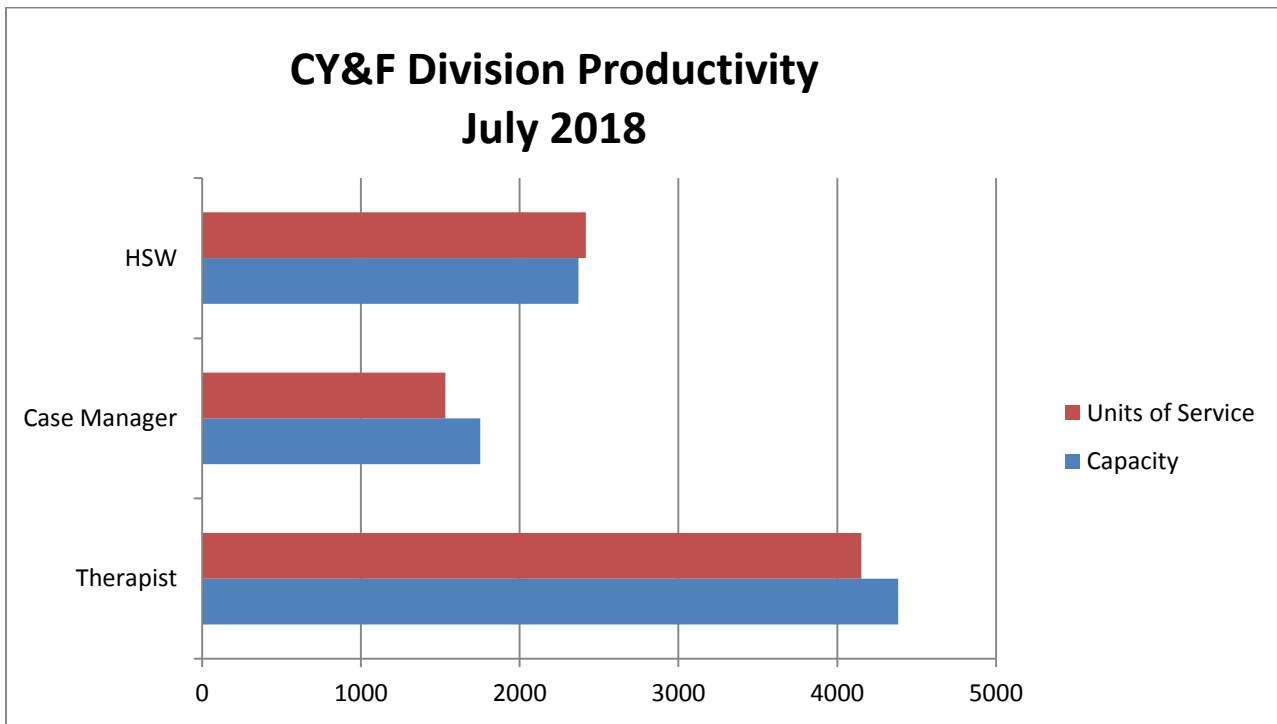
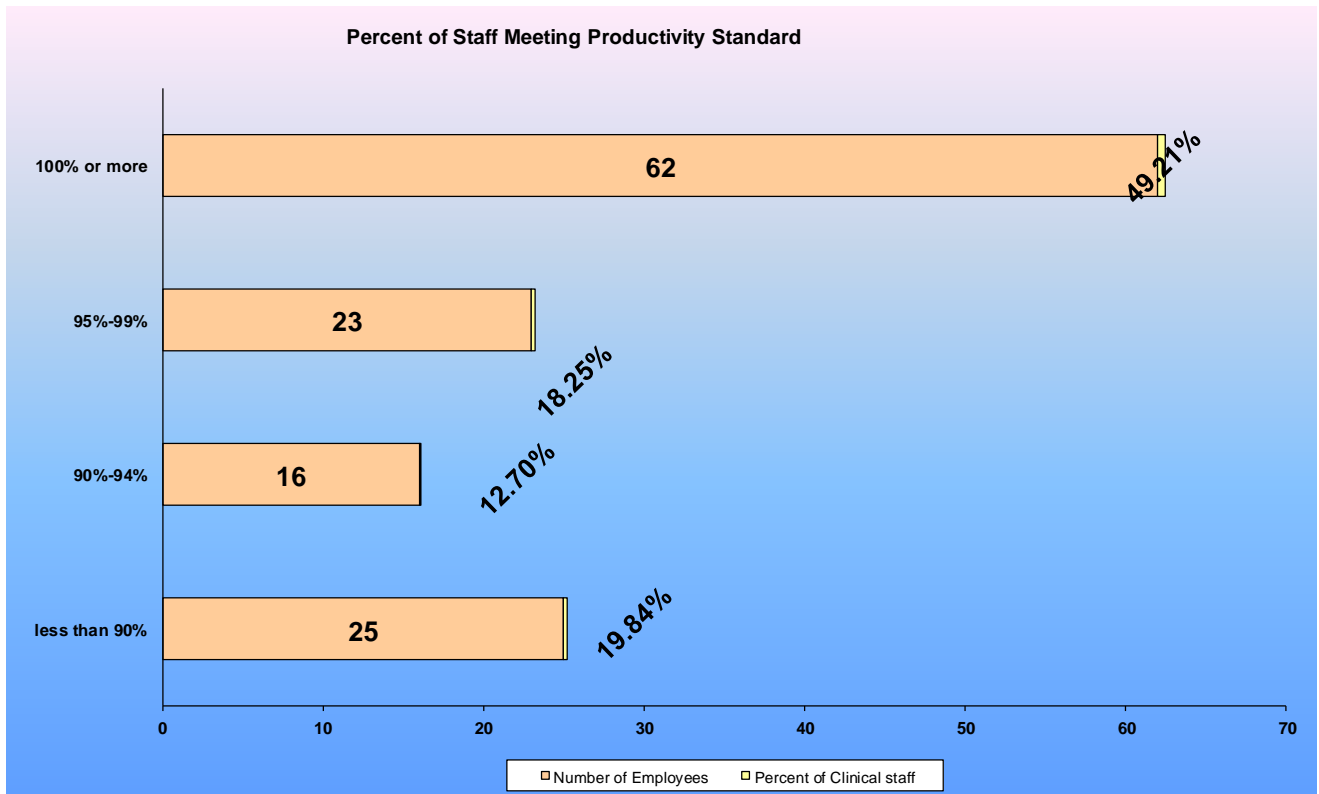
After some challenges to pin down a start date, our clinician working with Revere Health is transitioning to their clinic. We see this contract as an exciting collaboration with a strong possibility of increased partnership and expansion of the contractual relationship.

Below a graph depicting the center-wide Y/OQ data collection.



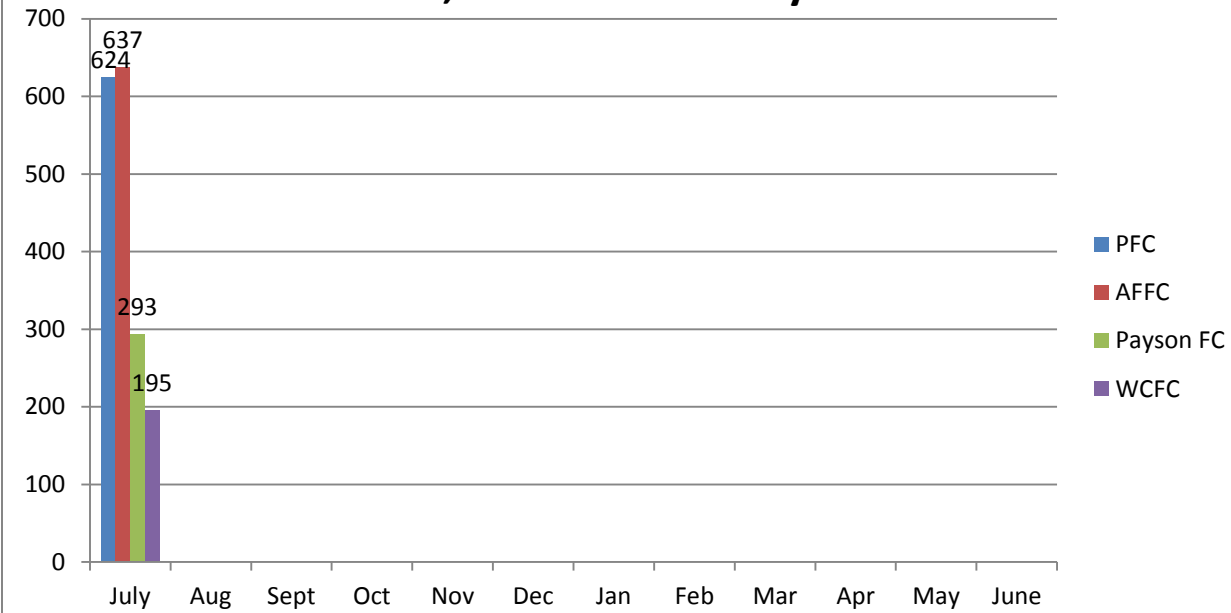
Children and Family Services Division

Performance Indicators

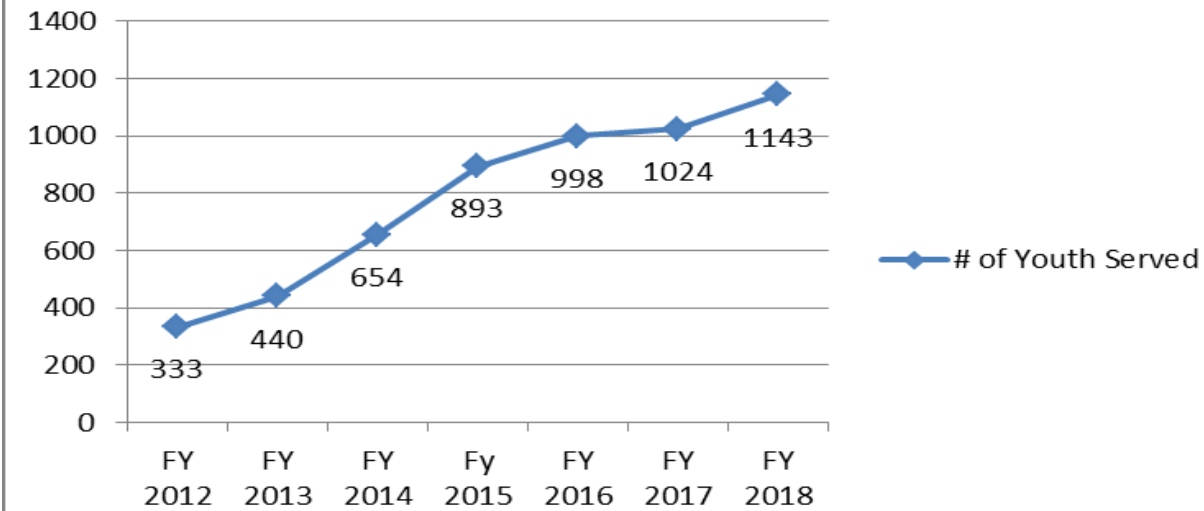


The above graph indicates the total capacity of possible units of service based on productivity standards in comparison with the actual units of service provided. For the month of July, total therapist time is at 94% capacity. Case manager time is at 87% capacity. Human Service Worker/Autism Aide time is at 101%.

Unduplicated Count Clients Served Children, Youth and Family Division

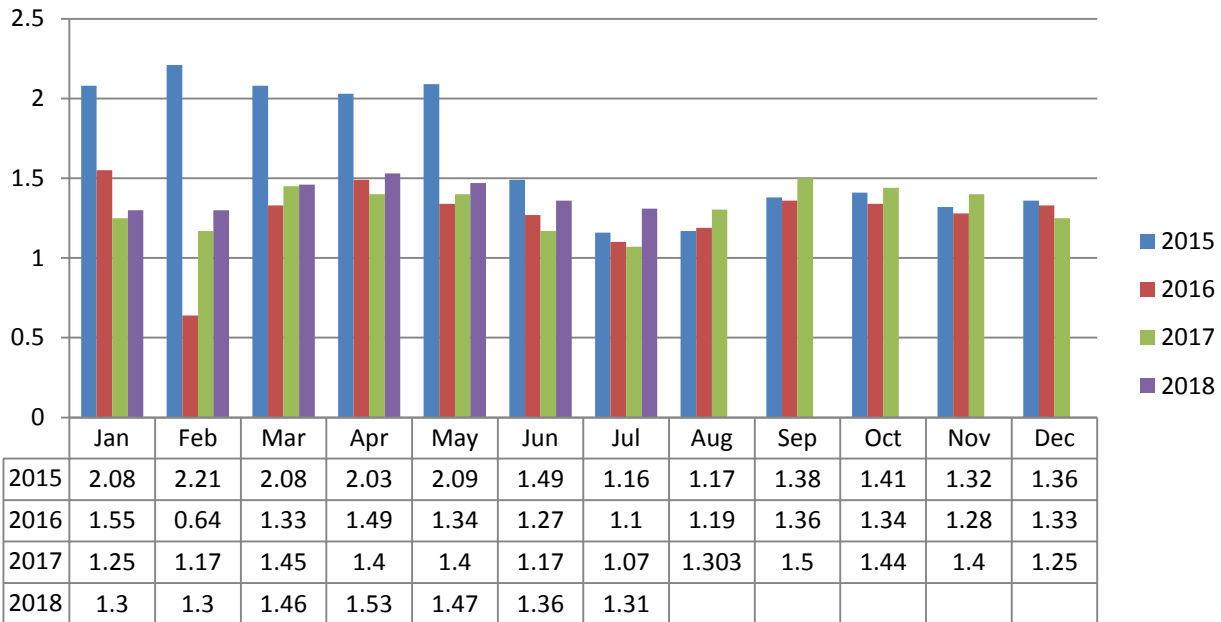


Number of Youth Served in Schools



The following chart show the average number of days to notes completion. We are tracking this to encourage collaborative documentation.

Average Number of Days to Individual Note Completion



Highlights:

- Grandfamilies started another session on July 12. This group includes six families; 9 adults, 3 teens and 5 kids. The teens in the session have experienced a great deal of trauma in their lives already so GF staff assisted with getting them set up with therapists at WMH. We have 2 interns helping with this session along with two volunteers. The group will graduate on September 13.
- Grandfamilies received notice on July 27 that we were awarded a \$500 grant from UCCU for the Back-To-School activity. Also on this date, the Sorenson Legacy Foundation informed Grandfamilies that we received a \$25,000 grant from their foundation.

July Unduplicated Clients served in Family and Specialty clinics:

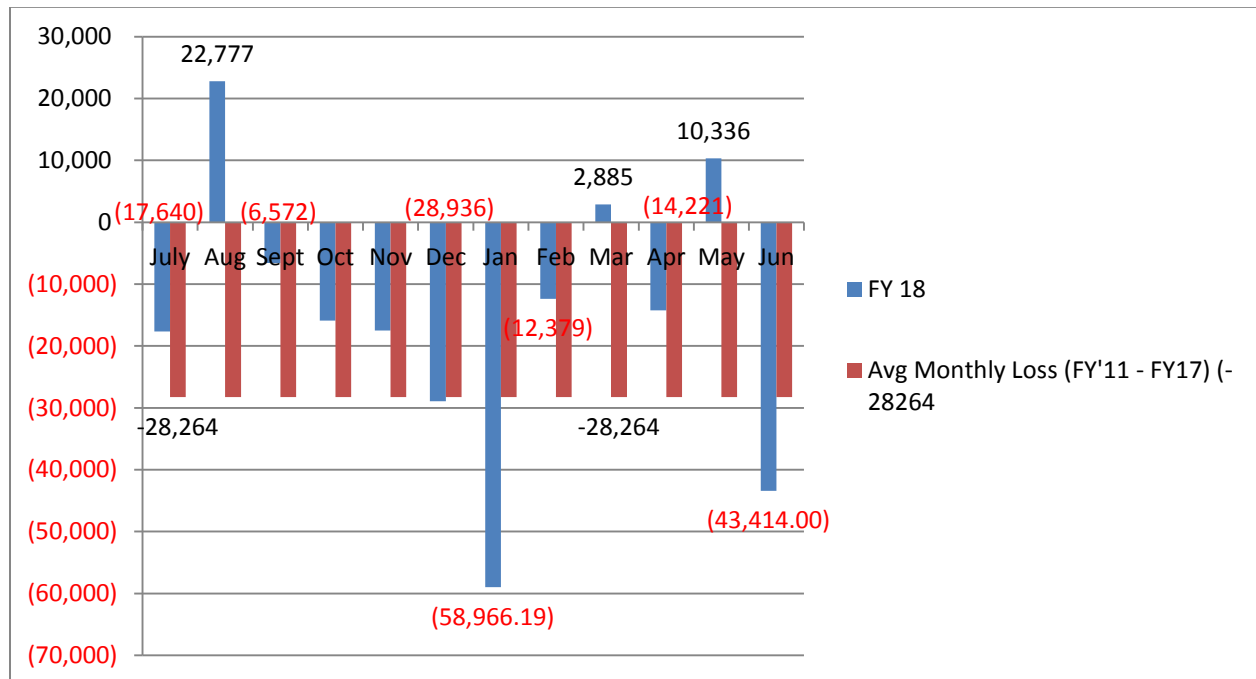
| Clinic | Adults | Youth | Total |
|----------------|--------|-------|-------|
| PFC | 104 | 529 | 633 |
| Payson | 126 | 167 | 293 |
| AFFC | 258 | 387 | 645 |
| WCFC | 160 | 38 | 198 |
| WFC | 636 | 33 | 669 |
| Med Services | 1034 | 165 | 1199 |
| Psych Services | 65 | 70 | 135 |

New Vista Day Treatment

JULY REPORT: July was a busy month but we were down a therapist for ¾ of the month. This was reflected in fewer individual sessions and fewer groups than what might be expected. We are functioning at capacity with a small wait list on occasion. We are waiting to hear from licensing to increase capacity by 5 clients.

NEW VISTA FINANCIAL REPORT

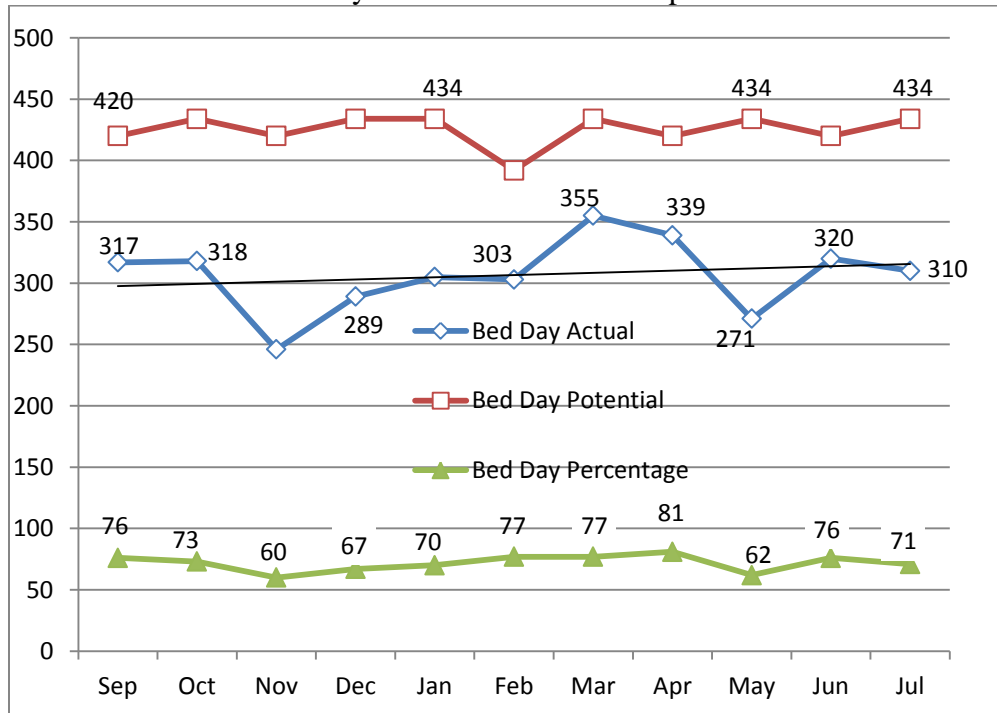
The June financials were dismal as we saw some year end cost adjustments taking their toll. One bright note was that we finished the fiscal year (FY'18) at 125% of our expected revenue or \$182,795 more that was budgeted at the beginning of the year.



- In the New Vista YSD group's we focus on building and maintaining healthy relationships. The youth have focused this past month on personal talents. New Vista has a summer end talent show that all youth look forward to all year long. They present personal talents as well as work in a team with peers to do talents that enhance each others strengths or interests.
- The youth has continued to work on their own personal trauma narrative plays with the therapists at New Vista. The youth present these narratives to the parents during parent group and Impact group. These narratives are about their own personal past and trauma that they have experienced in their young lives. It gives the youth an opportunity to gain empathy for one another, build trust with each other and work through their trauma in a productive manner.

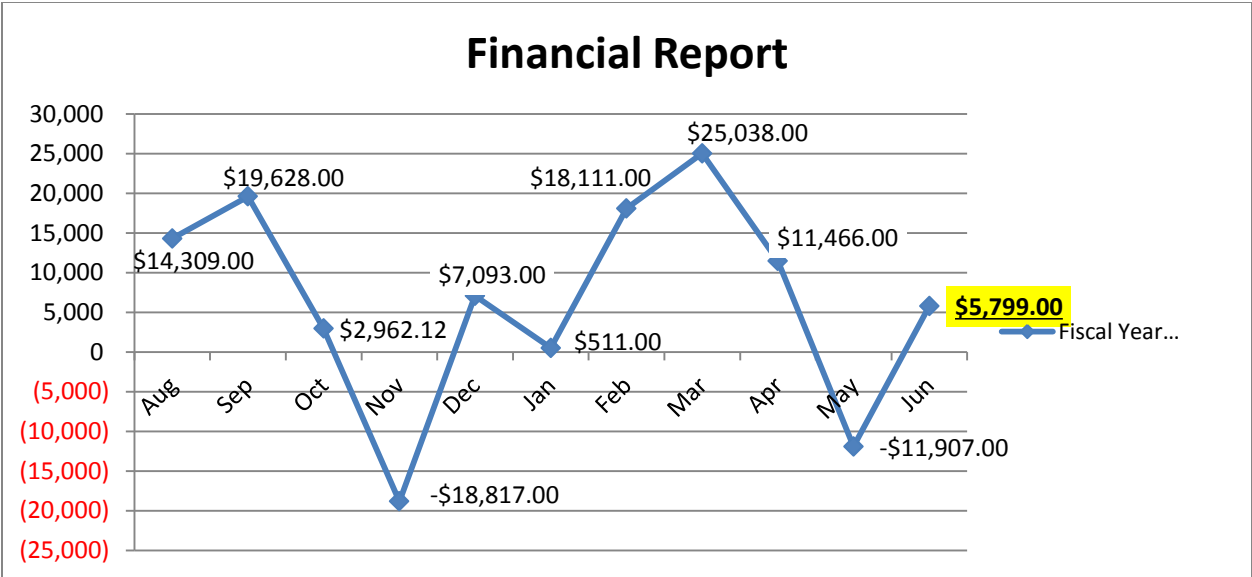
Aspire Youth Services

JULY REPORT: After discharging three girls in July we have been able to maintain our occupancy rate at about 71% We have not had any viable referrals for the past month.



ASPIRE ACADEMY FINANCIAL REPORT

June was a better month from the financial point of view.



- We currently have 9 residents at Aspire. We are staffed with 15 HSWS, 2 full time therapists. Our full time case manager was moved over to New Vista where she has met her productivity standards for three pay periods in a row. Something she was not able to do at Aspire.
- We had no admissions in July and 3 discharges. We have one girl who transitioned out of the Utah State Hospital and is now transitioning to New Vista and a step down Foster home. This is a great achievement for her.
- The girls completed the summer term of school and they are currently on break. Our summer break calendar is full of activities and service projects. We have scheduled hiking, painting groups, fishing, bowling, movies, ropes courses, crafts, community service, and other summer activities.

Provo Family Clinic

- PFC therapists continue to do a “monthly challenge” selected and rewarded by Janet Welling. She selected a particularly outstanding challenge for us to work on this coming month.
- Through **June 2018 PFC’s** budget shows a profit of: \$57,629.08

Stride and XCEL - Partial Day Treatment Programs

- July was in full swing for summer programming! We kept classes pretty full and provided a lot of good treatment. Coordination between year round Stride staff and summer folks has gone well thanks to good attitudes and hard work.

Stride Program Discharges:

| | |
|-----------------------|--------------------|
| North County Stride: | 0 graduations |
| Provo Older Stride: | 4 graduations |
| Provo Younger Stride: | 1 early withdrawal |
| Payson Stride: | 2 graduations |

Financial Status

Through **June 2018**, Stride’s budget shows a profit of: \$51,028.43
 Through **June 2018**, XCEL’s budget shows a (loss) of: (\$16,335.17)

GIANT Steps

- Giant Steps is on track for opening the Spanish Fork classroom at Canyon Elementary in August. With this expansion, Giant Steps will increase the numbers of families we are serving to 72.
- Giant Steps completed the summer program. For July we didn’t have a many parents bringing children in consistently due to family vacations and things. We also noticed some parents bringing children in later than normal and then picking them up early. This had a poor effect on our numbers and we will address this in the future.
- Department productivity has averaged over 100% for nine months.

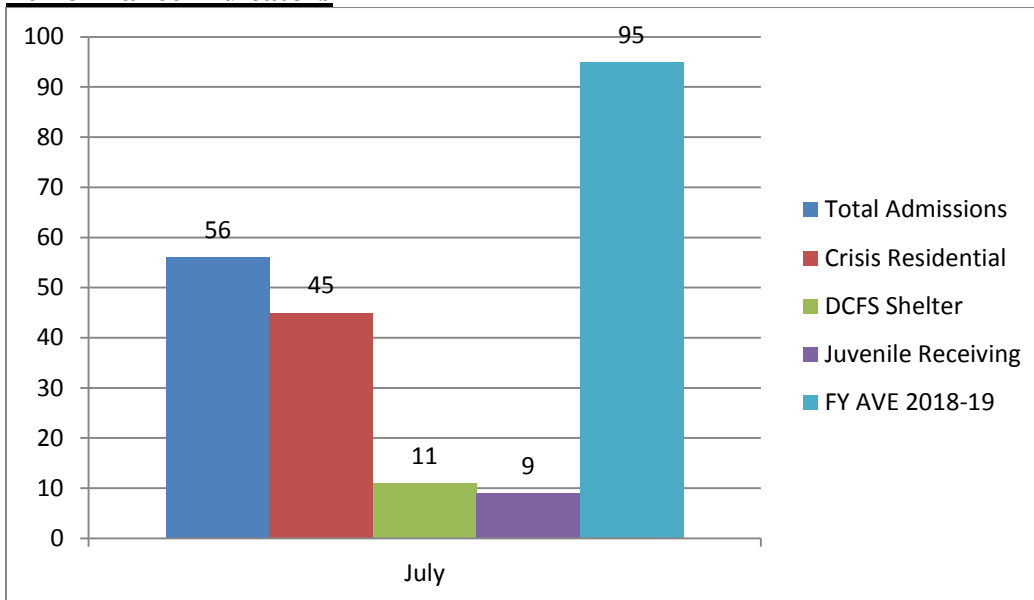
Average Child Attendance Rate

| Group | Children | Staff | Service Capacity July | Service Capacity June | Service Capacity May |
|----------------|----------|-------|--------------------------|--------------------------|-------------------------|
| Provo 1 (M/W) | 6 | 4.5 | 9 children | 11 children | 12 children |
| Provo 1 (T/Th) | 6.57 | 5 | 8 children | 11 children | 12 children |
| Provo 2 (M/W) | 5.62 | 5.38 | 6 children | 10 children | 11 children |
| Provo 2 (T/Th) | 7 | 5.42 | 8 children | 12 children | 13 children |
| SS (T/Th) | 5.86 | 4 | 7 children | 13 children | 13 children |
| SS (W/F) | 6.24 | 4.29 | 7 children | | |
| | | | 83 % | 82 % | 91 % |

90% and above capacity is the target goal since this takes into consideration children being absent from group. The average Staff to Student ratio this month was 1 to 1.30, with most staff writing individual progress notes and doing fewer groups because of the ration that was closer to 1:1.

Vantage Point / CY FAST / PREP (FEP)

Performance Indicators



Stats for July

| | |
|----------------------------|----|
| Accept: | 53 |
| Turnaway Reasons: | |
| Full on Boys: | 6 |
| Full on Girls: | 1 |
| Cannot accept another 1-1: | 5 |
| Decided not to come: | 4 |
| Refer to Crisis: | 3 |

Vantage Point

- A DCFS case manager reported that her 11 year old client who had significant trauma and attachment issues who came to Vantage Point and stayed for almost 3 months waiting placement, made progress while he was with us. She stated that when she went to drop him off at his program, he gave her a picture of himself and told her to keep it on her desk so that “he would never ever forget about him”. The case worker was quite moved by this because she had thought that he was so damaged by his situation that making a good attachment to a care giver was impossible. Even though we are a crisis shelter, we try to help these youth with their mental health needs. Once staff could see that he was doing better with his behavior, this boy no longer was considered “difficult”.

Letter To: Vantage Point Staff,

Thank you for everything. All of you, each and every one, changed my life. The first time I came here I was terrified but after a few times coming here, I found out I had a family here. You have seriously changed me so much. You have taught me that even strangers care about me and my welfare. I don't at all feel like I have given any of you much in return, so I hope this letter can give you guys at least an idea. (Letter from a youth before leaving)

CY-FAST

CY FAST currently is serving **65** ongoing cases.

Total Cases: 203

FRF Involved: 17

Out Of Home Placement: 26

Avoided Legal Involvement: 137

Danger To Self Or Others: 46

Police Calls Avoided: 131

PREP

The PREP Team has been having some successes with clients in seeking and maintaining employment.

- We have one client that thought he was being discriminated against at his job because he was open about his diagnosis. He had thoughts of quitting and then taking legal action. He was encouraged to talk with his Manager and she didn't realize that he wanted more assignments and agreed to have him doing more at work, which helped to calm his fears and paranoia about others at work.
- We have another client that has struggled to be motivated to do much for the past several months. Besides actively using substances, he has blamed physical pain for his inability to do daily tasks and looking for employment. Recently, with some additional encouragement from a case manager, he was

able to get to the DMV to complete this Driver's Test. This has helped him have some increased motivation to seek employment and even started filling out employment applications.

Number of total unduplicated clients served last month: 50

Number of OQ/ YOQs administered: 68

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

American Fork Family Clinic (AFFC) & School Based Services

of total clients served last month: Total: 635 Adult: 258 Youth: 385

Number of YOQs/OQs administered: YOQs: 325 OQs: 265

Unduplicated number of YOQs/OQs: YOQs: 232 OQs: 163

Groups in AFFC

Child/Parent Relational Training and Kids group
Nurtured Heart Parenting
Mindful Solutions group
DBT group

CIT Academy

The next CIT Academy is planned for November 2018. Before then, Richard Hatch and Bryant Jenks will be attending the International CIT Conference with Orem PD.

Payson Family Clinic & School Based Services

Successes

Kayelyn Robinson, LCSW, reported the following success:

“I had a 16 year old client (just closed her today) that was sexually abused by her step-dad. She was able to work through her abuse and stand up and talk to the court giving her victim impact statement and feel empowered. She no longer panics or cries when something reminds her about the abuse and she no longer has the physiological triggers that used to cause her panic attacks. I am amazed at her strength and the good support she had. It was my pleasure to work with her.”

of total clients served last month: Total: 293 Adult: 126 Youth: 167

Number of YOQs/OQs administered: YOQs: 269 OQs: 161

Unduplicated number of YOQs/OQs: YOQs: 161 OQs: 104

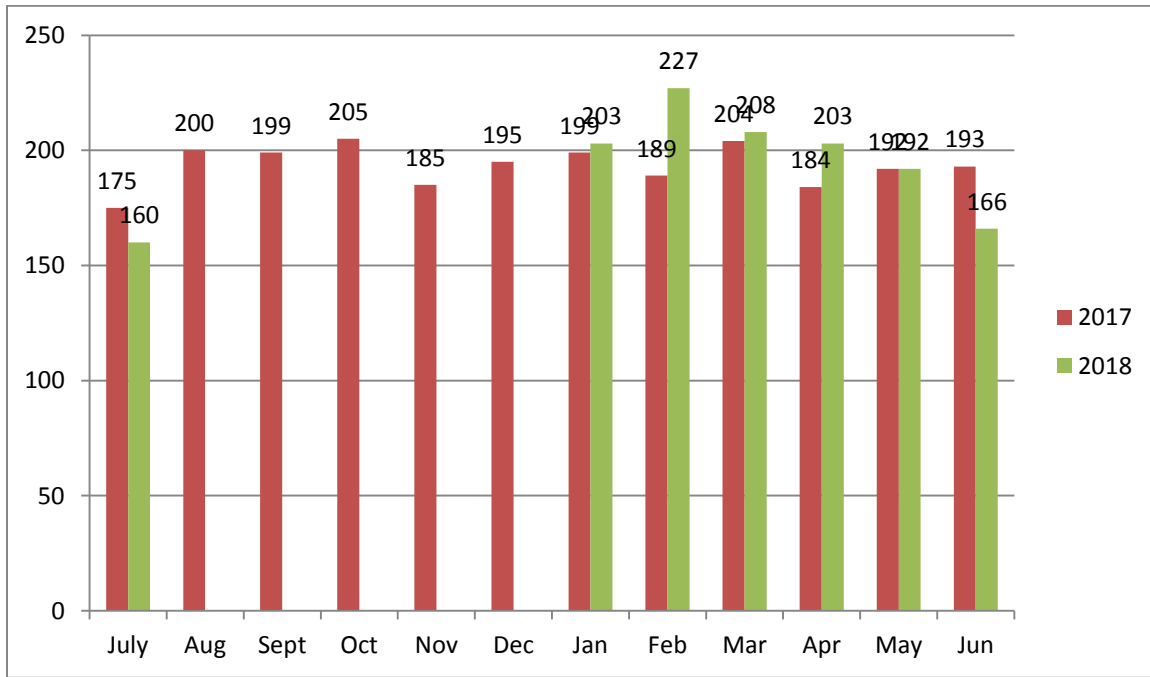
Groups in Payson

DBT
Foster Parenting Children with Trauma
CPRT
Strengthening Families
Boys Anger Management

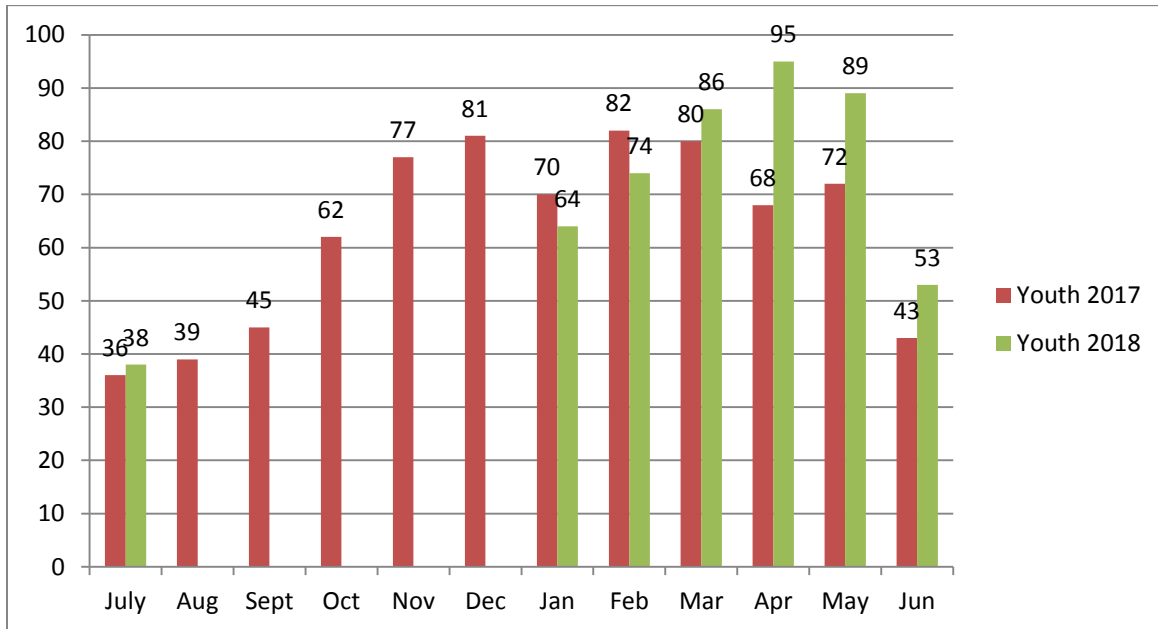
Wasatch County Family Clinic

Total Unduplicated Clients Served in July: 198

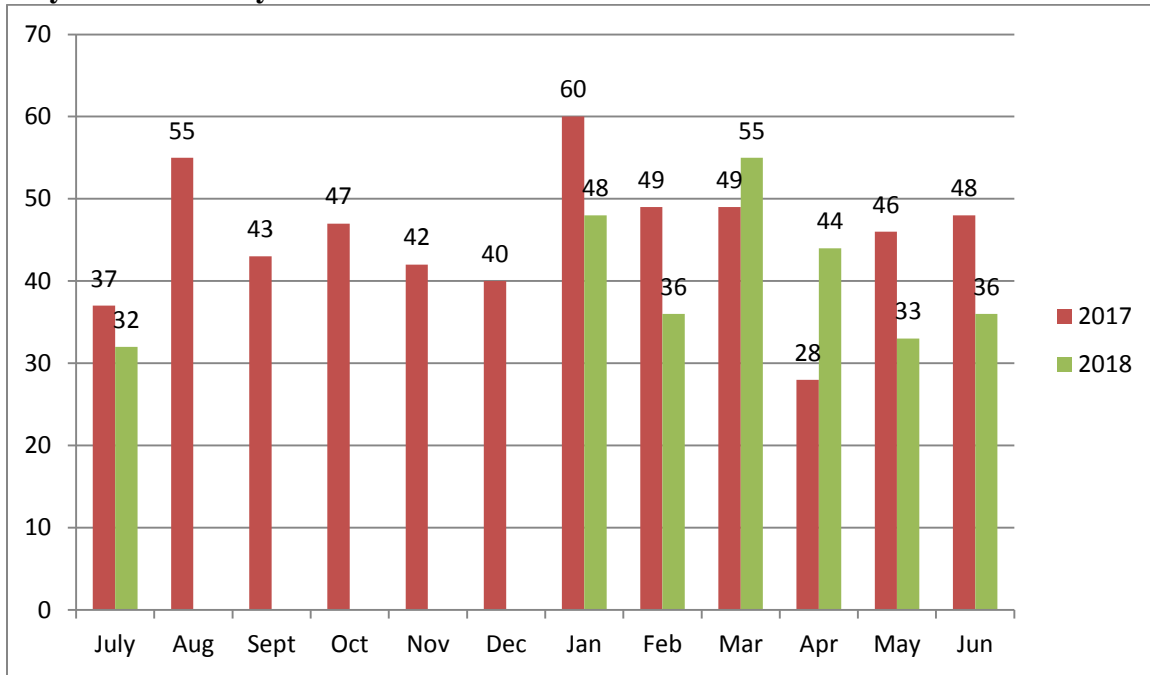
Adults: 160



Youth: 38



July Total Monthly Intakes: 32



Number of YOQs/OQs administered: YOQs: 57 OQs: 185

Unduplicated number of YOQs/OQs: YOQs: 26 OQs: 94

Groups at WCFC

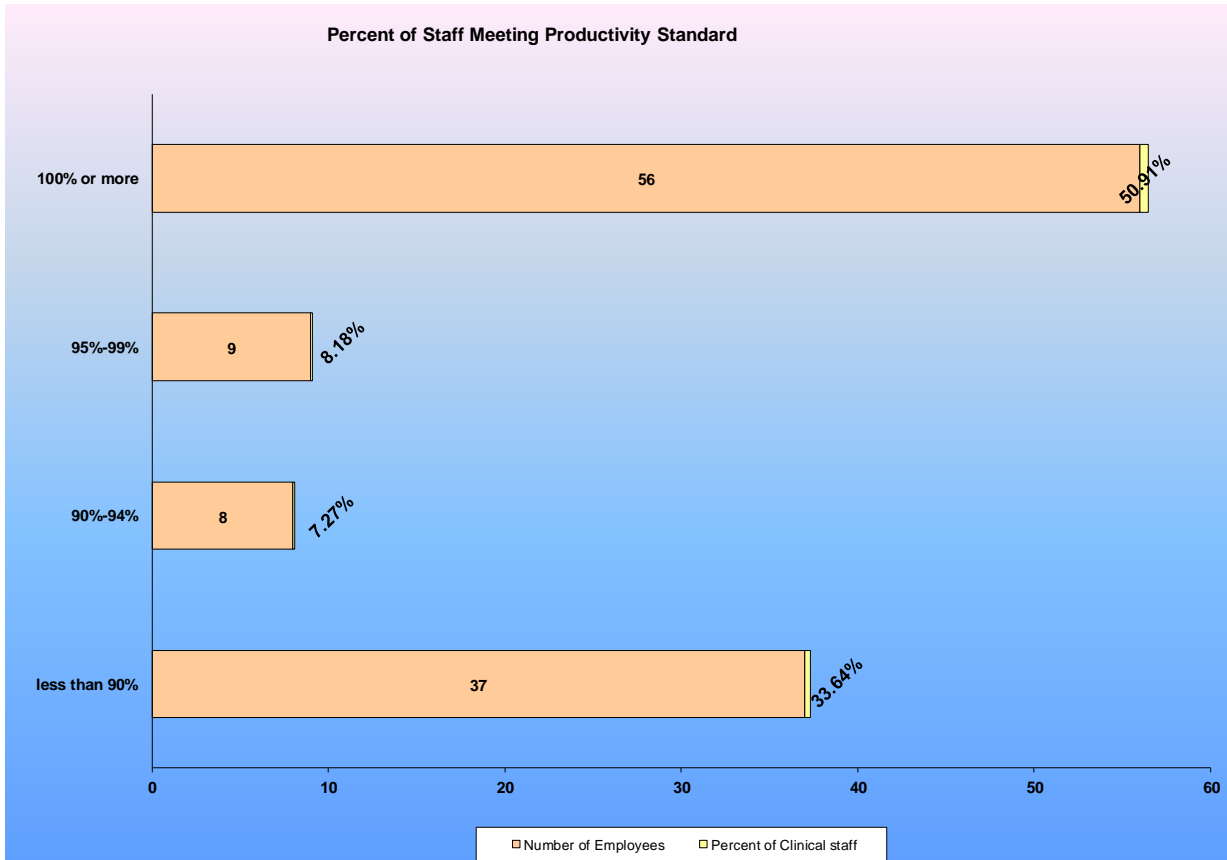
- Recovery Day Tx
- Summer School Program
- Drug Court Group
- Gender Specific Male and Female SA groups
- Relapse Prevention
- Thinking Errors
- Anger Management
- MRT
- Prime For Life
- Teen Prevention
- Alumni Group
- Strengthening Families
- Mind over Matter
- Alumni Group
- SMART Recovery

Leadership/Allied Agency Participation/Initiatives/Success

- In July there were two members of our drug court that successfully graduated. Both expressed gratitude to their therapists, Dave Ockey and Adriana Rosenblatt along with other staff for helping them make positive changes in their lives. Both have strengthened relationships with their families and both are working full time successfully.

- There still has not been a date established for the media event regarding the \$25,000 donation from Intermountain Healthcare but we have begun accepting referrals.
- WCFC was awarded \$50,000 from the Gatekeeper Grant made available through DSAMH.

Adult & Family Services Division



OQ/YOQ Administration

Number of total unduplicated clients served last month:

| | |
|----------------------------|------|
| Adult Clients Served | 2413 |
| Child/Youth Clients Served | 1365 |

Number of OQ/ YOQs administered:

| | |
|----------------------------------|------|
| Adult & Family Services Division | 1451 |
| Youth & Family Services Division | 2240 |

Number of unduplicated clients who completed an OQ/YOQ:

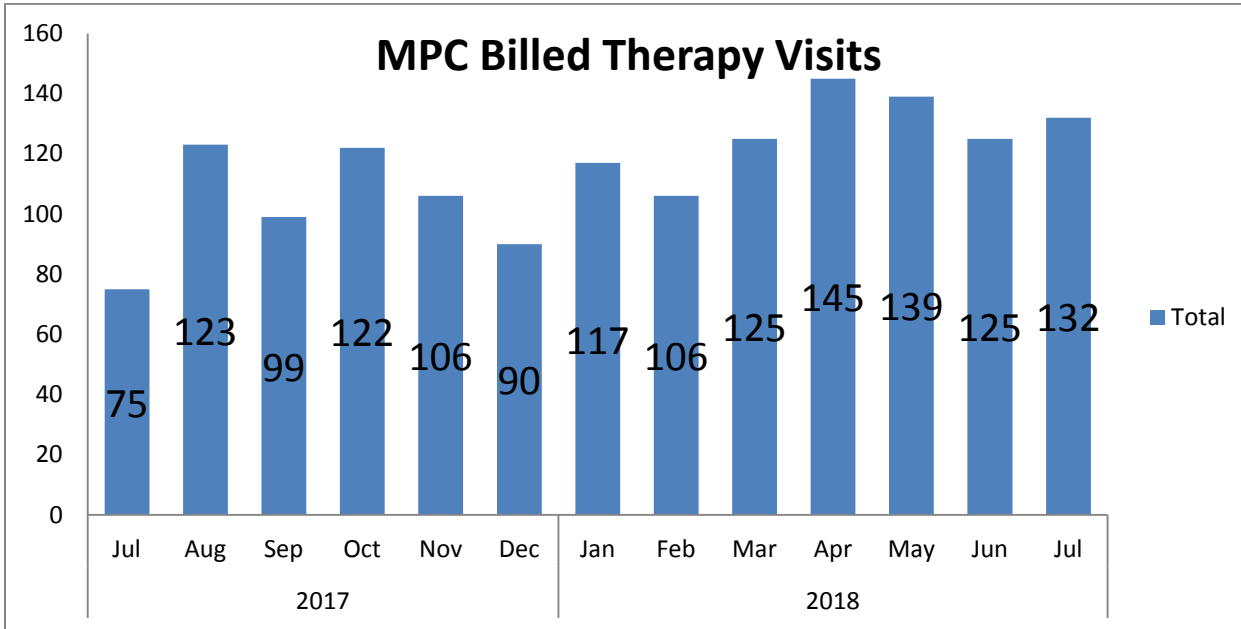
| | |
|-------------------------|-------------|
| Adult & Family Services | 919 |
| Youth & Family Services | 1280 |
| Total | 2199 |

| | |
|--|-------------|
| Unduplicated Count of All clients Served at WMH | 3778 |
| % of Unduplicated Clients Completing an OQ/YOQ | 58% |

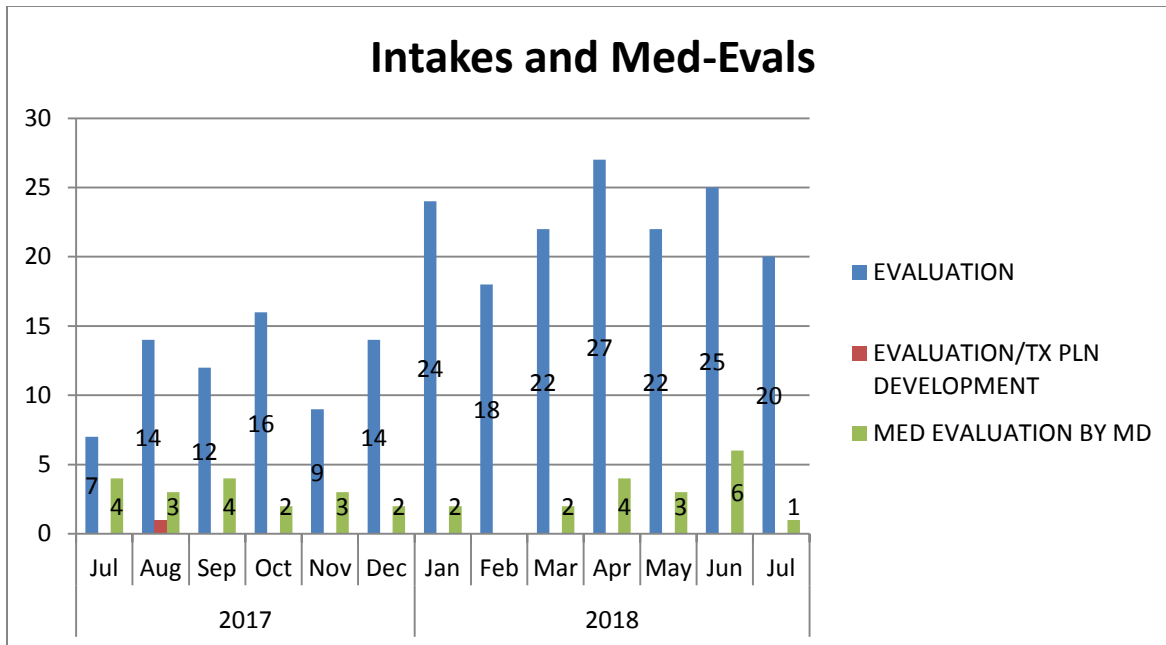
Mountain Peaks Counseling

Performance Indicators

The graph below indicates the number of clients who kept their scheduled appointments at MPC



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



Leadership/Allied Agency Participation/Initiatives/Successes

- We got word that our 6 therapists have been approved by Aetna insurance, but have not been paneled yet and a little more paperwork needs to be filed and our new eligibility specialist, Jennifer, is willing to help finalize the paneling of MPC clinicians.
- Our intakes dropped a little this month; however our total services provided rose from 125 to 132 for a 5.5% increase in services. We are noticing Phil; our fulltime therapist is scheduling 7 or so clients on a fairly regular basis. He reports he feels busier than he has ever been. If he can keep a full schedule for a few months and the pressure continues, we will look at adding another staff for the program.

| | |
|---|-------------------|
| <u>Number of OQ/YOQs administered:</u> | 98 |
| <u>Number of unduplicated clients who completed an OQ/YOQ:</u> | 60 |
| <u>Number of unduplicated clients served :</u> | 86 (9 were youth) |

Westpark Family Clinic

- In July, PASRR staff completed 71 PASRRs for a generated revenue of \$26,055.
- WMH PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In July, PASRR staff completed 11 IDRC PASRRs for a generated revenue of \$2,539.08.
- The number of OQ/YOQ questionnaires collected in WFC decreased slightly this month, representing a smaller decrease than would be expected on the basis of normal seasonal fluctuation. WFC collected 641 OQ/YOQ questionnaires during the month of July. This is down by 25 questionnaires from 666 administered in June. Of the OQs collected this month, 401 were unduplicated, which is down from 404 unduplicated questionnaires last month. The number of daily administrations this month increased slightly to 32.1 per working day, which is up by 0.4 questionnaires per day compared to June.
- In addition to focusing on the collection of outcome questionnaires, we are also working to maintain a high utilization of the information obtained from the OQs to enhance our clinical practice. This month's random sample of two therapy notes from each clinician that sees clients in WFC revealed that an outcome questionnaire was administered in 16 out of 19 cases for a sample administration rate of 84.2%. 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 16 out of 16 cases or 100% of the time.
- During the last quarter (beginning with the pay period starting on 4/29/2018 and ending with the pay period ending 7/21/2018), WFC staff with productivity standards achieved a total of 4730.86 productive hours, which equates to 102.5% of the department's cumulative productivity standard. This is a 2.4% decrease compared to last month. During the last quarter, eleven employees met or exceeded their productivity standards. Two employees met between 95 and 100% of their standard. Three employees met between 90 and 94% of their standards. Four employees met less than 90% of their productivity standards.
- During the same period of time, RPS staff with productivity standards achieved a total of 955.5 productive hours, which equates to 120% of the department's cumulative productivity standard. This is a 2.2% increase compared to last month. During the last quarter, all RPS employees met or exceeded their productivity standards.

The following are the numbers from our three Mental Health Courts in Utah County. Judge Brady has asked that we cap the numbers of participants in the District Court numbers and has set it at 40. In as much as we are now way under 40, we are encouraging more referrals to be screened for the program.

| Mental Health Courts in Utah County: | Number in the program: | Graduates: | New Clients Accepted: | Clients who dropped out or removed from program: |
|---|-------------------------------|-------------------|------------------------------|---|
| 4 th District Court: | 27 | 0 | 1 | 5 |
| Provo Justice Court: | 9 | 0 | 0 | 0 |
| Orem Justice Court: | 3 | 0 | 2 | 0 |

Leadership/Allied Agency Participation/Initiatives/Success:

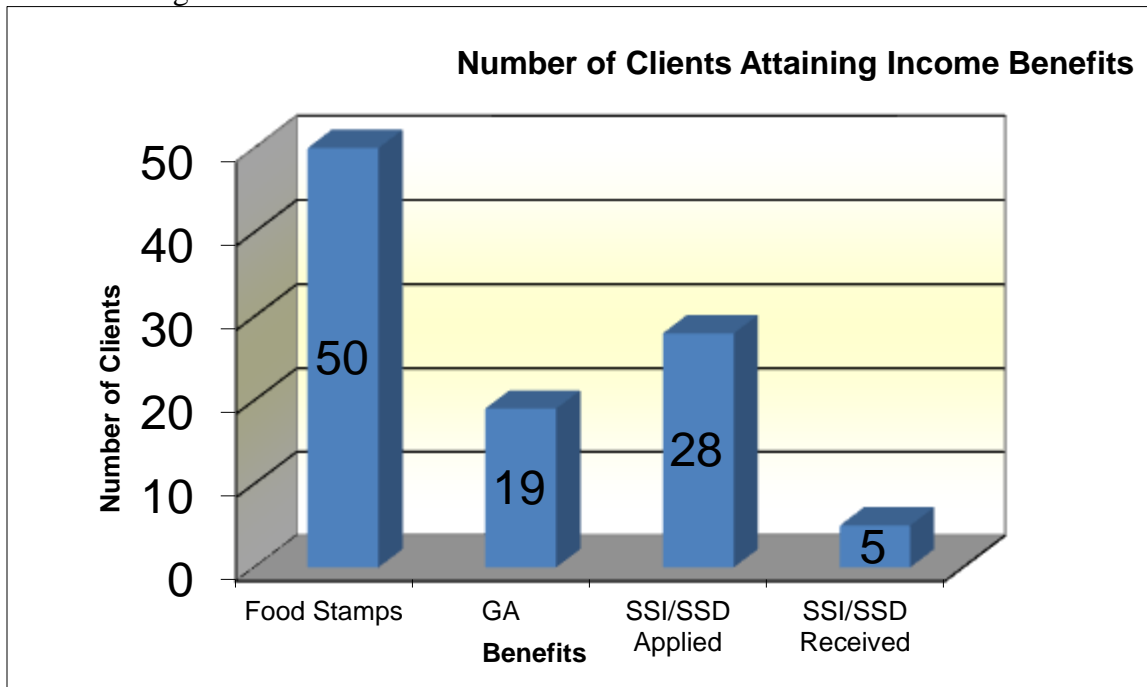
Our success story for this month comes from a therapist. She reported a client's expression of appreciation. The therapist said, "My client has been a client at WMH since 2015. She has been consistent in attending her medication management appointments and individual therapy. In the first part of 2017 she started to have

hospitalizations and in the fall of 2017 ECT treatments were started. Her case manager assisted her with case management to apply for disability. As we all know the process is slow and tedious for us and our clients. Her final hearing was on February 5, 2018. The case manager spent more than 8 hours in the week before the hearing filling out the final reports and gathering records. She really put her heart and soul into seeing that the report was well documented. At the hearing the Judge told the client that she is approved for disability. During our therapy session the client told me several times that she wanted the judge to know that she wants to get well and she needs the disability at this time to be able to access the services she needs. During the hearing the Judge asked her where she wanted to be in 2 years and she was able to tell him she wants to get well and how much she needs continues services. The day after the hearing the client and her mother attended a therapy session. They expressed gratitude for the help the case manager gave her and the extensive preparation work she did for the disability hearing.”

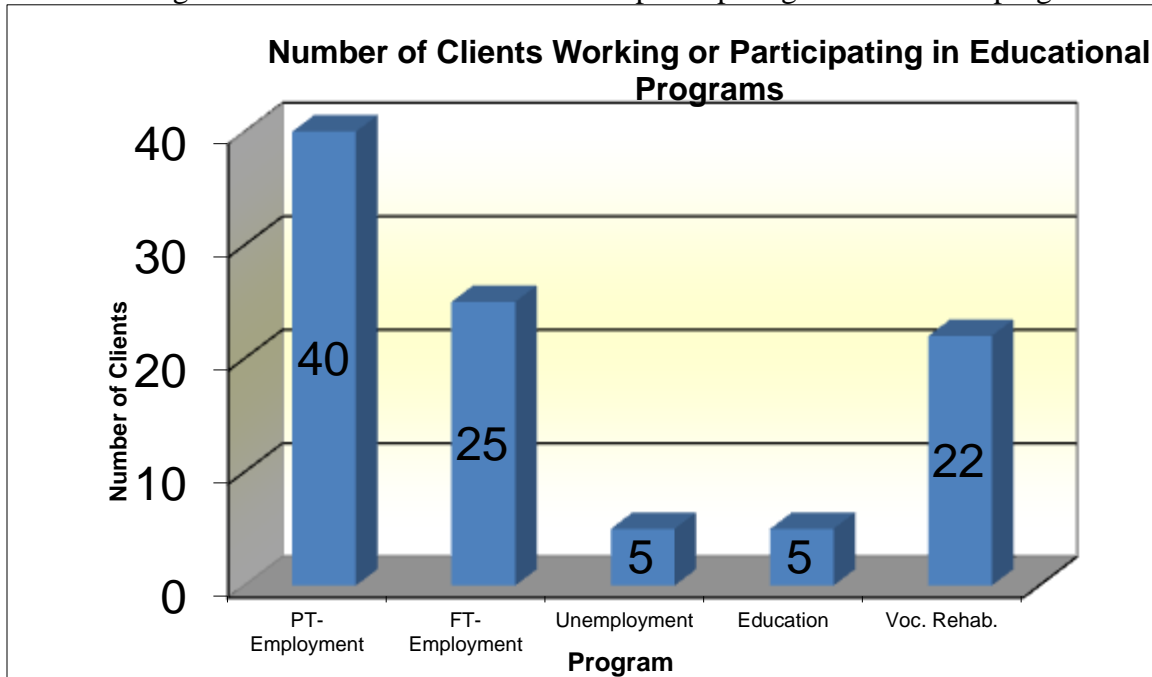
- Walk-in intake volume and utilization remained relatively flat during the month of July. During the last month, a total of 48 walk-in intakes were performed, filling most of the 66 available slots, for a total utilization rate for the month of 72.7 percent. This is down 0.2 percent from the utilization rate observed in June, and remained well above the point where performing intakes was beneficial to clinician productivity on average. The number of clients who could not be accommodated for an intake on the day of their first contact with WMH remained stable at 1 in July.

Wellness Recovery Clinic

The following chart shows the number of clients who attained some kind of income benefit for FY18



The following chart shows the number of clients participating in educational programs



Leadership/Allied Agency Participation/Initiatives/Success

A success story from Hannah Heiner:

- We have a client who has been struggling with severe PTSD due to past abusive relationships and other childhood trauma. She was unable to keep a job due to her high anxiety and flashbacks as well. She was able to attend our closed trauma group, where she was able to learn more about how PTSD works and coping skills to help her manage her anxiety and the effects of her PTSD. She is now in a serious relationship and just completed the training for a new job as a sexual abuse crisis worker. She is managing her anxiety and reports a significant change in her ability to communicate her needs and be in a serious relationship.

Number of total unduplicated clients served last month: 118

Number of OQ/ YOQs administered: 261

Number of unduplicated OQ/YOQ: 99

Medical Department

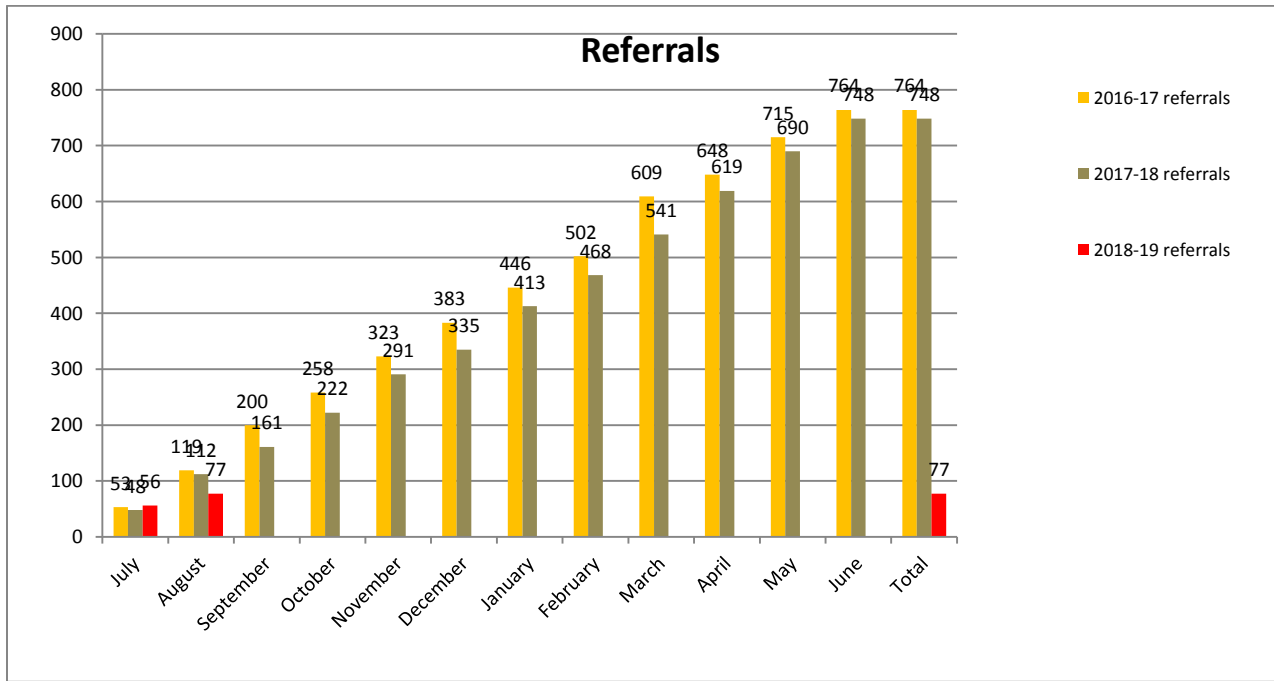
- Dr. McGaughy will be testing the AlphaStim, a transcranial magnetic stimulator to treat anxiety and depression. If this is tolerated well, it will provide another treatment avenue for our clients.
- Youn is getting settled in and starting to build a caseload. He’s now received his license and is working through the credentialing process. We’re excited to have him on board. He is a friendly, organized, and calm presence and I think his demeanor will work well with our clients.

Psychological Testing/Interns/Form 20m

- Adam Garland has announced his intention to leave us after the birth of his next child, which will occur sometime between.....today and early September, so a bit of a range. We’ve posted his position but not yet received any applications.

- Looking forward at trends in the department and in psychology through the center, we already know we will be losing Adam and Lorraine, and we also anticipate additional retirements of two psychologists in the family clinics. We do have three residents who will eagerly pursue some of these opportunities, particularly in the family clinics. However, this will possibly create a vacuum in PAS.

Below are the tables related to the number of referrals PAS has been receiving.



Below are the billable total hours for interns along with a break-down of services provided by intern (these numbers reflect our graduated cohort):

| EVL | EVLD | FT | FTC | GBM | Group | IT | IBM | PT | | TCM | | TOTALS | Total hours |
|-------------|-------------|-------------|------------|-----|-------|-------------|-----|-------------|------|--------|--|--------------|-------------|
| \$18,975.00 | | | | | | | | \$93,675.00 | | | | \$138,205.00 | 897.04 |
| \$22,233.75 | \$10,477.50 | | | | | \$73,605.00 | | \$16,725.00 | | | | \$124,958.75 | 808.33 |
| \$20,625.00 | \$3,217.50 | \$5,102.50 | \$4,225.00 | | | \$83,775.00 | | \$26,925.00 | | | | \$149,225.50 | 1350.84 |
| \$19,511.25 | | \$2,210.00 | | | | | | \$47,212.50 | | | | \$118,746.75 | 812.92 |
| \$18,026.25 | \$6,393.75 | \$29,087.50 | | | | \$64,210.00 | | \$20,700.00 | | | | \$142,642.50 | 948.07 |
| \$23,265.00 | \$5,733.75 | \$19,597.50 | \$5,733.75 | | | \$26,915.00 | | \$40,387.50 | 5.43 | 654.50 | | \$139,042.00 | 1140.98 |
| | | | | | | | | | | | | \$812,820.50 | 5958.18 |

Outside Providers/Mountainlands

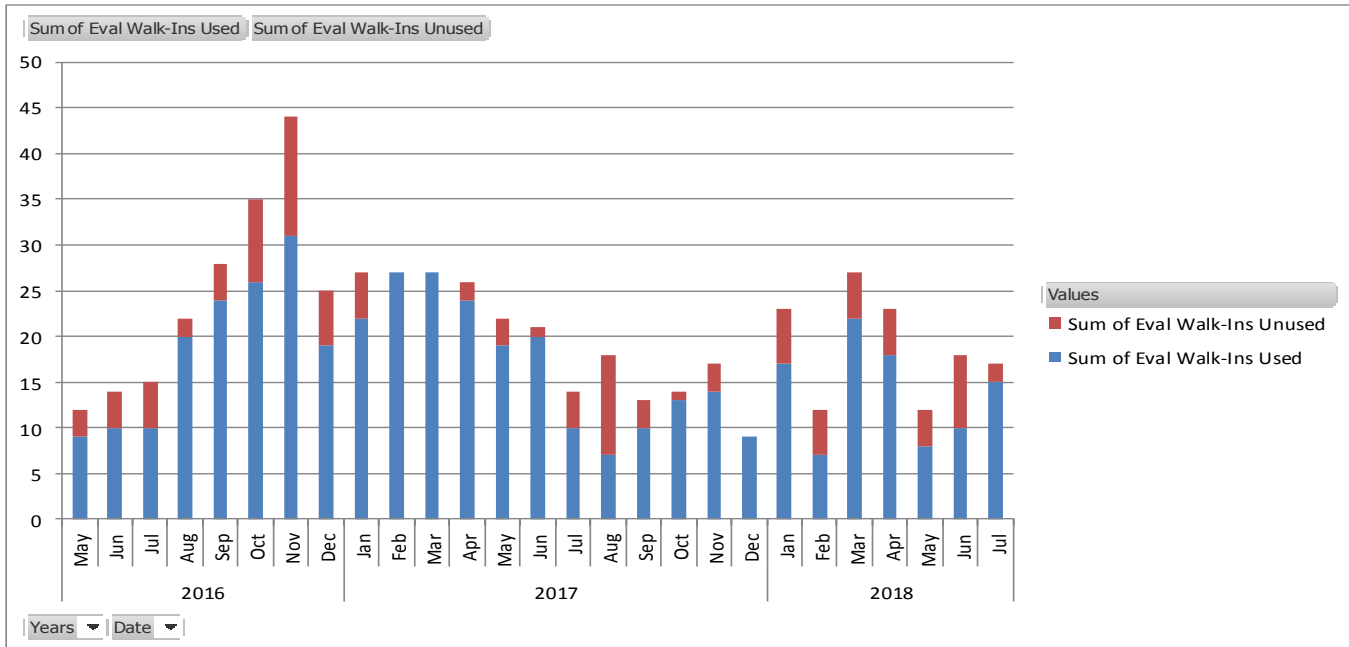
- % Appointments Kept---74%
- % Appointments Canceled---15%
- % Appointments Failed---11%
- % Appointments Kept Follow-up's---90%
- % Appointments Kept New Clients----10%

Summary:

- There was a small decrease in the number of appointments scheduled and kept this month. However, it should be noted that Verdon Walker, who sees the vast majority of our clients, was on vacation for a week, resulting in only 5 scheduled and 3 kept appointments for that entire week. Otherwise, the numbers remained pretty stable from June to July. Failed appointments were down a little bit, which is always encouraging. After a push to get more lower level clients going to Mountainlands over the winter, we seem to have returned to usually having 70%+ of clients scheduling at Mountainlands being those with case managers. Prescriber schedules are filling up more quickly, and same day appointments are not always available.

Care Team Services

- We are happy to announce that as of the end of July Westpark CTA's are fully staffed. We would like to welcome our newest staff member *Mariela Macias* to our team, she is a full time employee, and has much to offer, one of her greatest strengths is that she is fluent with the Spanish language.
- Our staff has been working on getting to know and build a better relationship with the new Mountainlands MA's. We are hoping to have some training together in the near future to help better understand each departments roles and responsibilities.

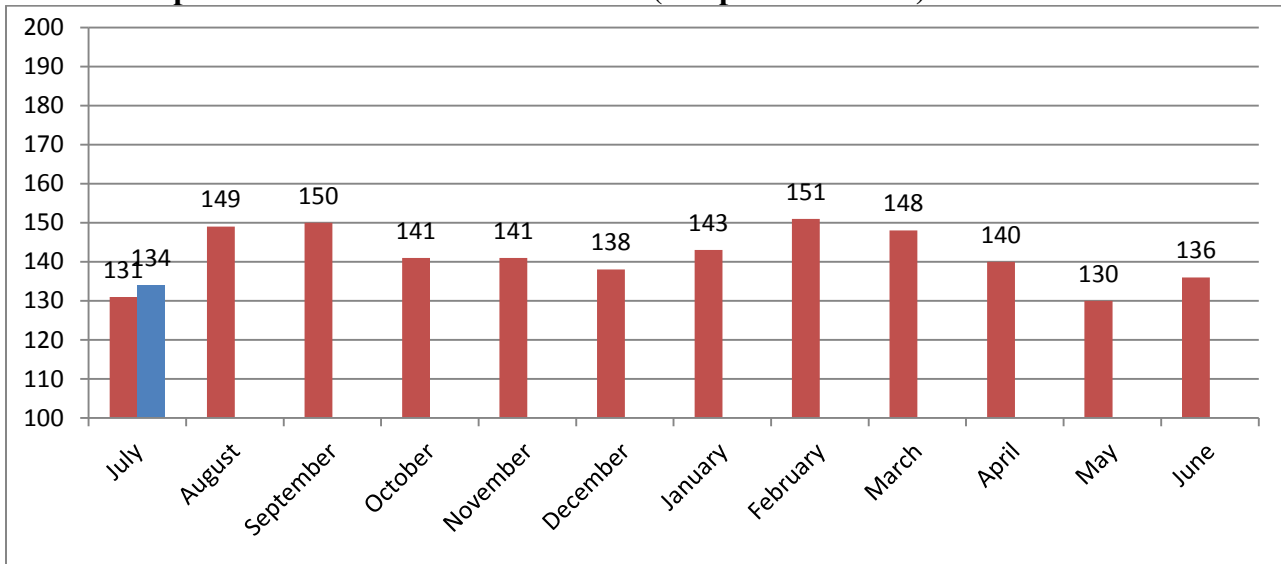


The graph above depicts the utilized and unutilized initial walk-in evaluation slots at the West Park medication management clinics.

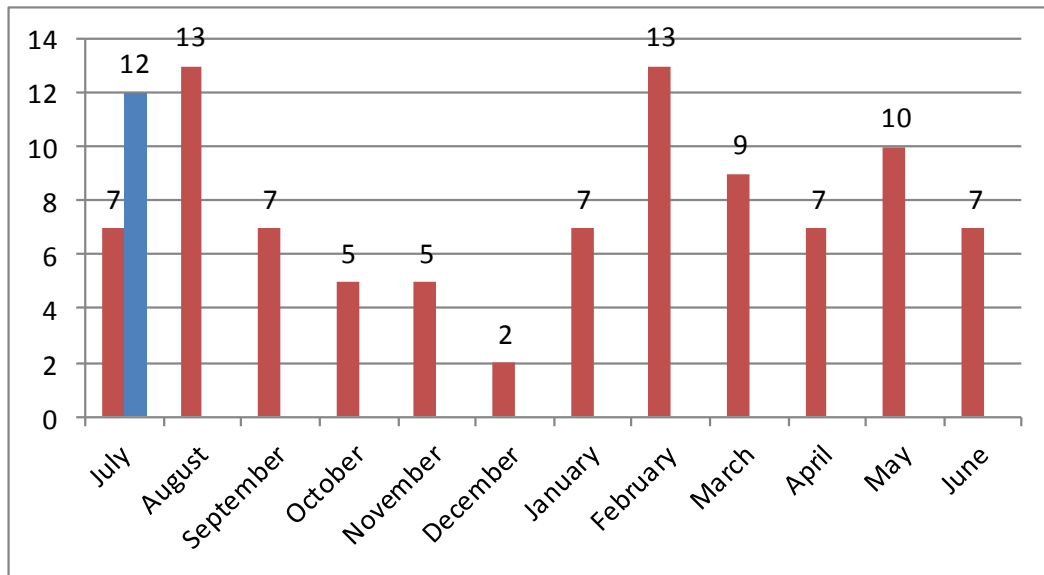
Wasatch House

Performance Indicators

FY 19 Unduplicated Number of Clients Served (compared to FY18)



FY19 Orientations (compared to FY18)



Leadership/Allied Agency Participation/Initiatives/Success

- As the last fiscal year is analyzed, it is remarkable to look at the number of members being placed in supportive employment positions through Wasatch House. In July of 2017, we had 2 placements. Since the implementation of IPS and hiring our employment specialists, that number has grown to 20 individuals in just a year!
- This month, the following was sent from a staff member in Administration about one of our TE employees doing the mail run. It states:
“I just wanted to let you know how grateful I am for R. She does a wonderful job with running the mail everyday. When she is unsure where some mails go, she takes the time to ask me for help to ensure that the mail is properly sent to the right department/employee.”
- Congratulations to the Kitchen Unit on passing our Heath Department Inspection with flying colors!
- Finally thanks goes to all of those at Clubhouse and others who contributed to making the 14th annual Wasatch Wellness Run a success. We are awaiting final numbers and will report those next week.

| | |
|---|-----|
| <u>Number of total unduplicated clients served last month:</u> | 134 |
| <u>Number of OQ/ YOQs administered:</u> | 27 |
| <u>Number of unduplicated clients who completed an OQ/YOQ:</u> | 23 |

WATCH/CABHI/JTP Program

Unduplicated number of clients served in the WATCH Program:

The WATCH program served 76 unduplicated individuals in July. JTP served 90 unduplicated individuals as well.

Agency Participation/Initiatives/Successes

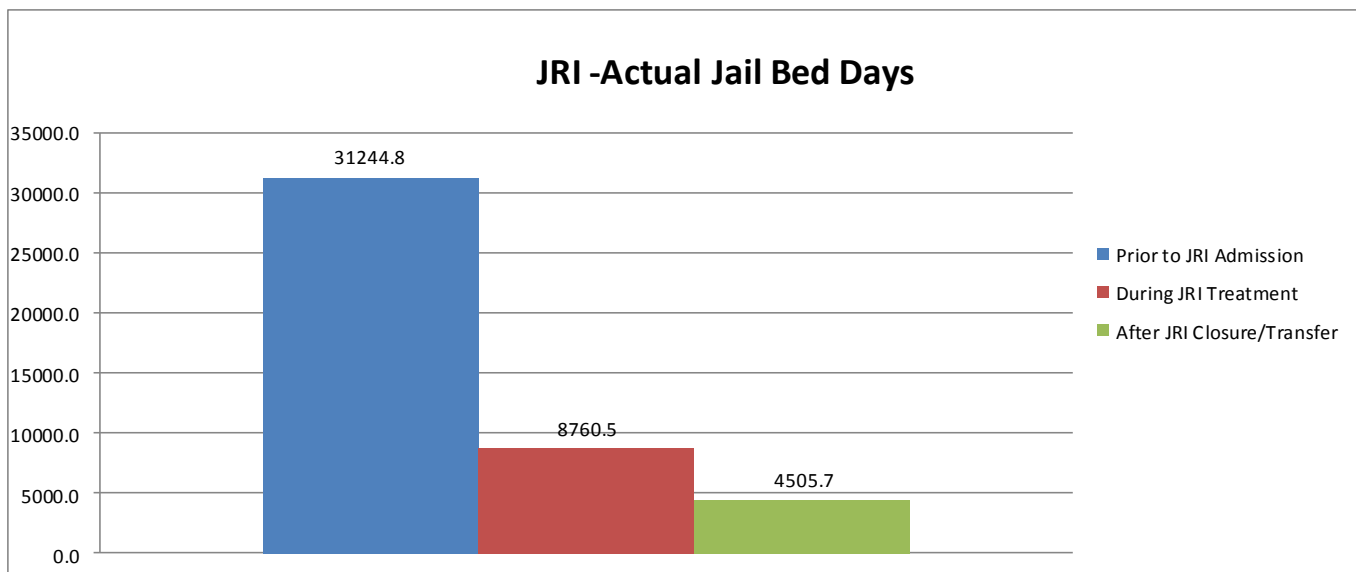
Below are several success stories from our Jail Transition Program this month.

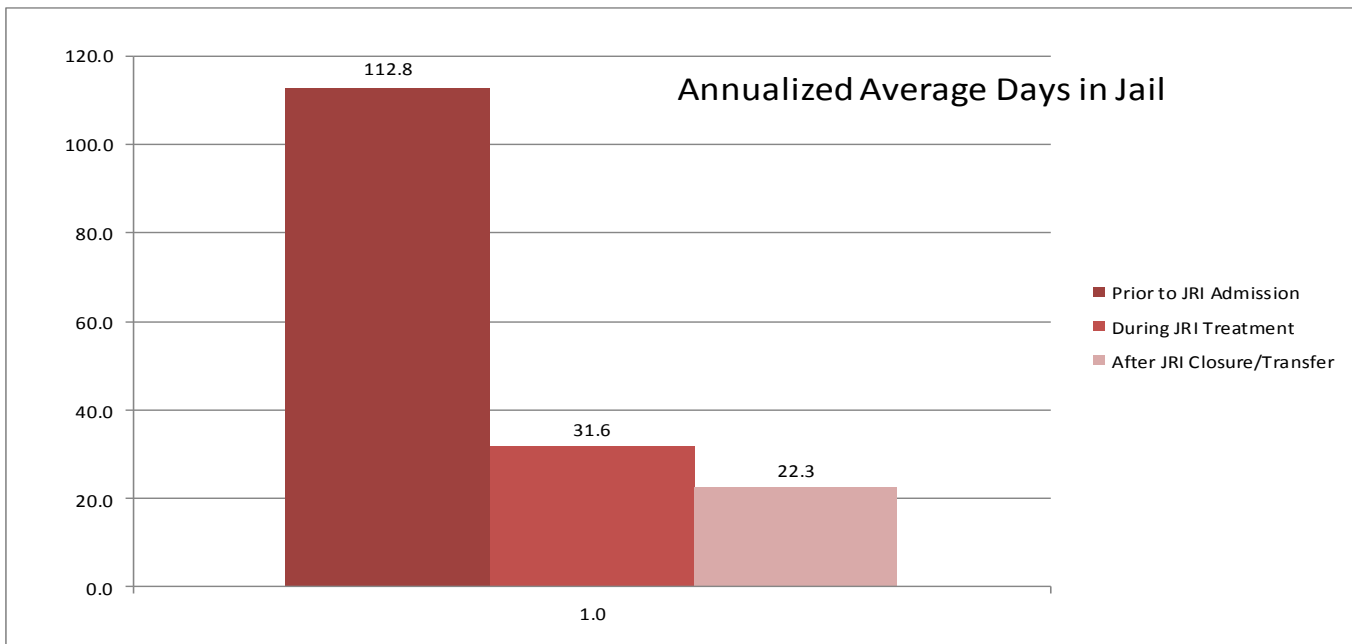
- Prior to being connected with the JTP Program, A. never received any kind of substance abuse treatment and was not aware of resources in the community that could assist her in recovery. Following meeting

with a therapist and case manager through the JTP program, A. was admitted to Foothill and is currently in House of Hope receiving treatment and working on her recovery goals.

- S. had a lengthy history of homelessness prior to being incarcerated and would bounce in and out of the Road Home rarely following through with resources. Once she was released, we were link her with a motel voucher through us and then later with the Transient Bishop's office. She was then able to get into FACC housing with some great advocating by Jarom (JTP Peer Specialist). She's had some hiccups while there, but she's been able to hold down a job and now we're working on more stable housing. Stephanie (JTP therapist) and I have also been able to work together to try and ease her trepidation and fear about engaging in therapy. Still a work in progress but she's opening up to it
- We've been working with a client who has a TBI on top of mental health issues. He's been linked to Voc Rehab and they are helping him with bus passes, etc. but want him to follow through with mental health before they send him to school. He's been doing a lot better with following through with mental health and has even worked with me to secure a housing voucher. His name has also been put forward for the Amenity Inn room. Staff indicate that this is the best he has ever done.

Below are the Jail Transition Program Outcomes including actual bed days as well as annualized bed days going back 3 years prior to program entry. This data is cumulative from the beginning of JTP in late 2015. Data shows a significant reduction in both measures post program entry.

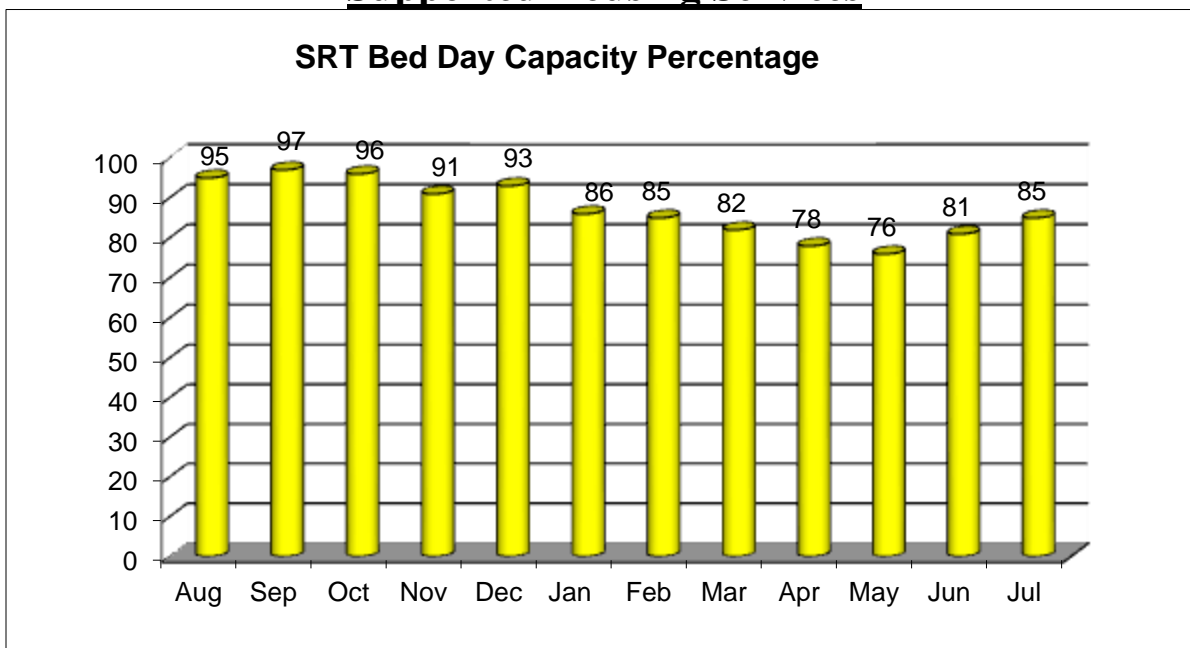




Number of unduplicated clients who completed an OQ/YOQ:

46 of 166 clients served completed an OQ in July. These are generally WATCH/JTP clients coming in for a doctors appointment or therapy. 28 percent of clients served completed an OQ with each client completing an average of 1.76 OQ's.

Supported Housing Services



Leadership/Allied Agency Participation/Initiatives/Success

- We had a very successful 4th of July celebration at the SRT apartments. Thanks to Daniel and Jenelise Bernards, they provided a wonderful picnic of home smoked pork roasts and all the fixings for a great meal. They then stayed up late with the clients to put on a fireworks display for the clients to enjoy. The following morning when the clients came in to fill pill boxes, they all talked and talked about the good food and fun times they had for the 4th. What a great place SRT is where the clients are cared for, even in a family like close setting of support and care.

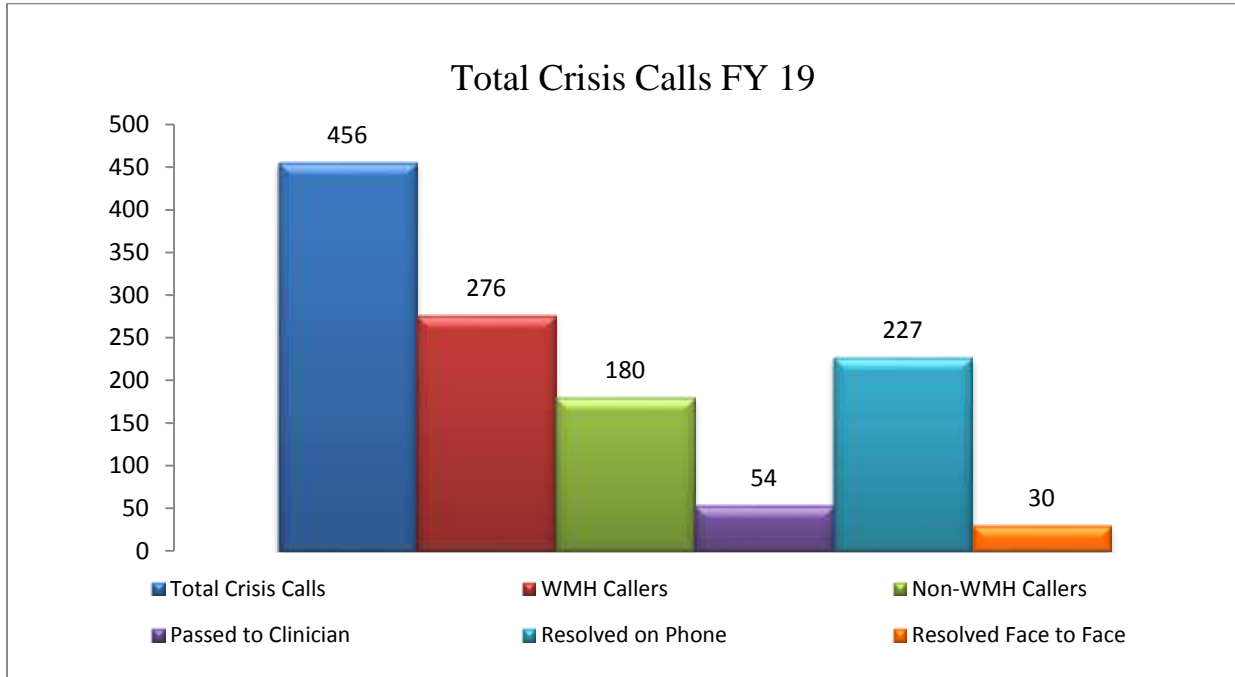
Number of OQ/ YOQs administered: 73

Number of unduplicated clients who completed an OQ/YOQ: 44

Number of total unduplicated clients served last month: 141

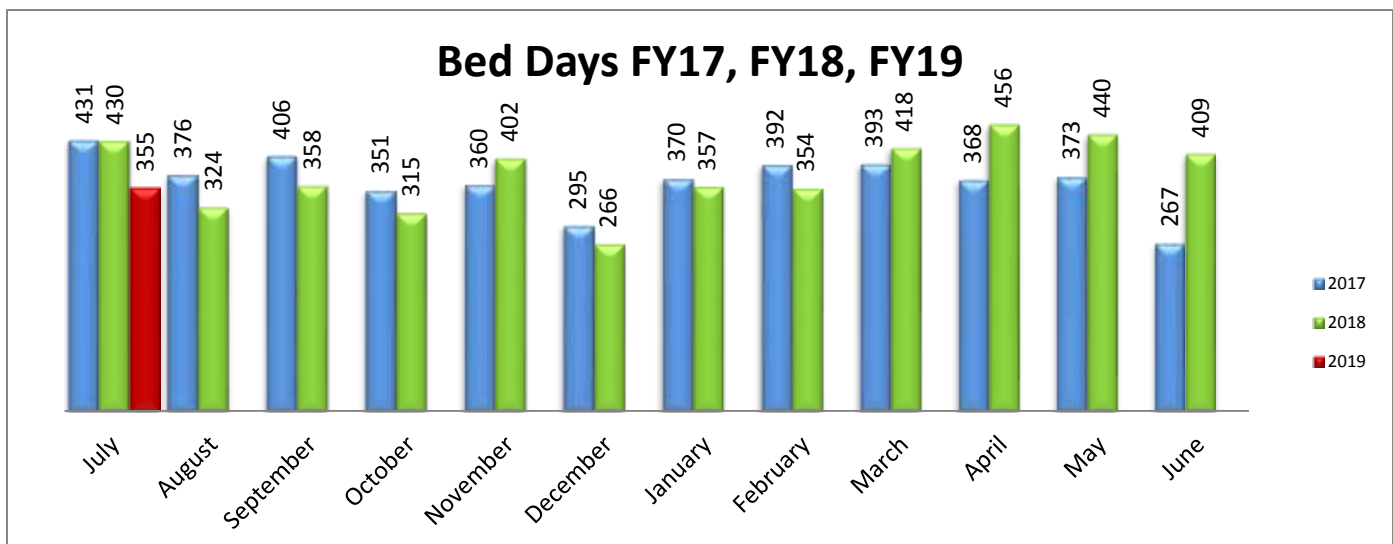
Crisis Services

The following graph represents the total breakdown of Crisis calls received thus far for fiscal year 2018 Beginning July 1, 2018 to Present.



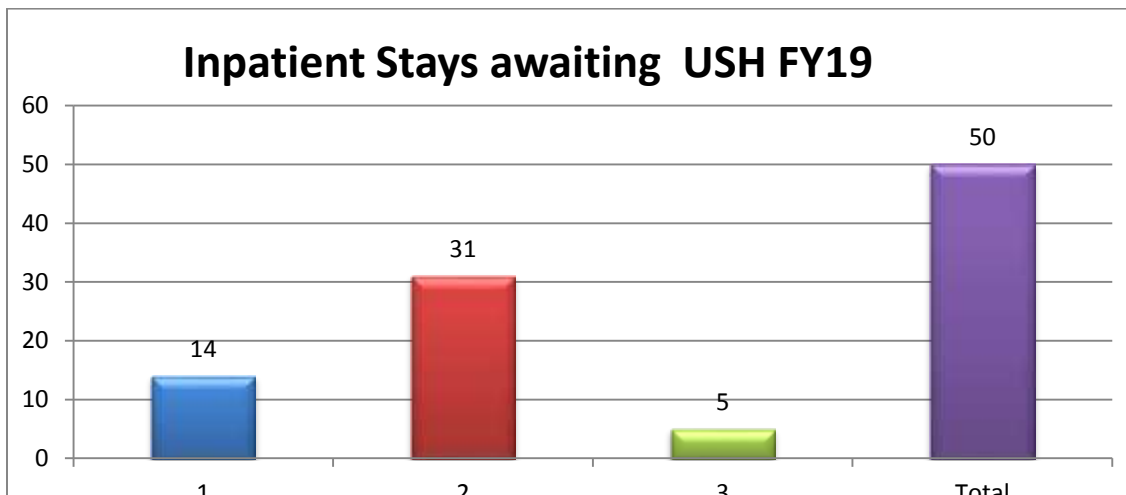
Inpatient Psychiatry

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 2019. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however we are accruing the worst case scenario.



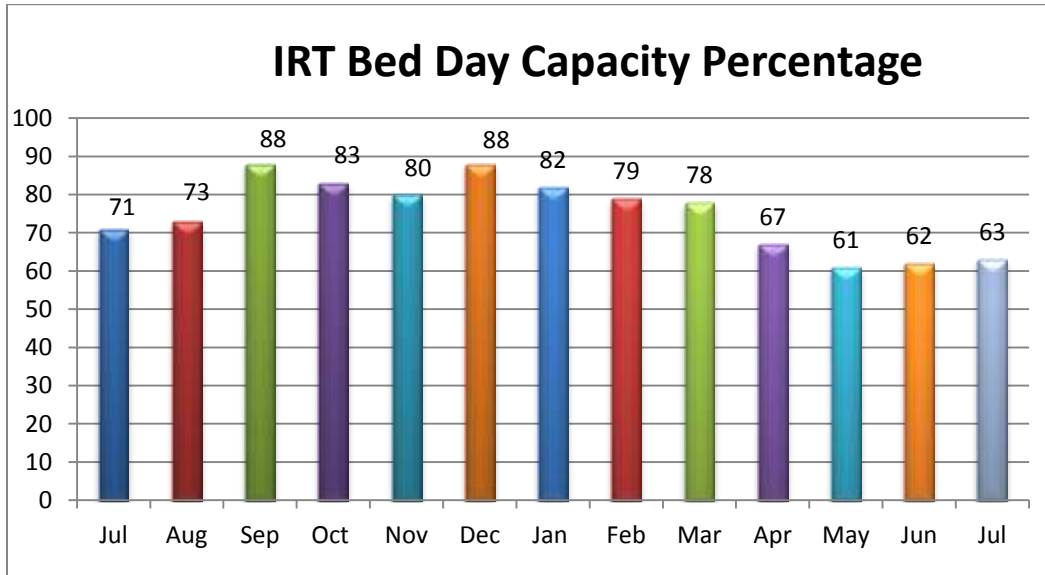
Inpatient stays waiting for USH Hospital bed placement

The following graph represents those waiting for admission to the Utah State Hospital. The numbers on the bottom of the graphs represent each individual who waited for USH placement. In 2012, WMH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total cumulative cost to WMH since 2012 is approximately \$4,670,819. Total cost for FY 19 thus far is \$55,000.**



Intensive Residential Treatment

IRT - The following graph illustrates the bed day capacity percentages from FY18 to FY19 at **Intensive Residential Treatment (IRT)**



Number of total unduplicated clients served for IRT FY18: = 16

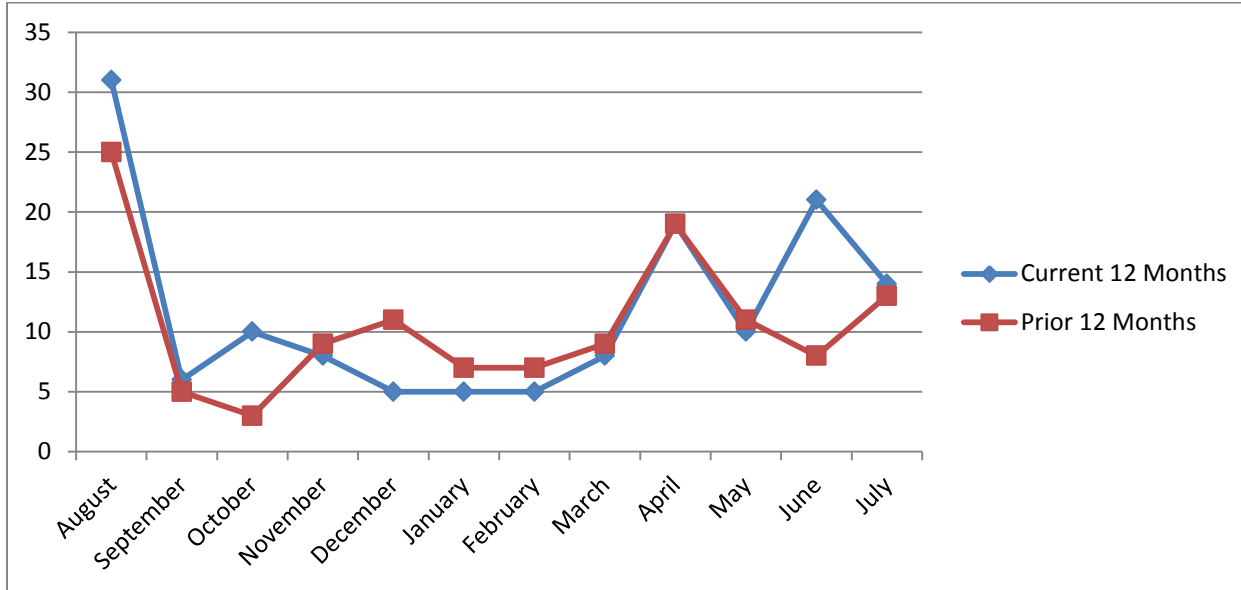
Success Story

- Our crisis team has been trying to engage a woman in the Orem and Provo area in mental health services for almost 5 years. She continually comes on the police radar and has been evaluated for civil commitment at least 4 times. She continued to just ride under the threshold for involuntary commitment and ultimately has refused services until about 4 months ago. She was placed under civil commitment and has been on the BRIDGE team for about 3 months. She has stable housing and has been medication compliant for two of those 4 months. Already she has gained significantly more insight into her mental

illness, no longer combative with mental health staff, and actually appreciative of her BRIDGE treatment team. She still has a ways to go, but her negative interactions with police and EMS have drastically reduced and she is actually having meaningful interactions with her family who still cares about her, but had distanced themselves from her unhealthy choices. Our team is starting to see the human and personality emerge with this female client!

Human Resources

Turnover



We had an unusual spike in terminations in June with most of the terminations coming from the Giant Steps program.

Recruitment

The average rank will be a number greater than 1 with the understanding that as the number is larger than 1, we are not actually onboarding our top candidate. The average step is of interest to me as it points out the prior experience of the starting employee. I would expect the average step to jump around from month to month depending on if we are hiring more entry level positions vs management. In June we were able to hire almost all of our top candidates.

| | Positions Filled | Average Selection Ranking | Average Step | Average Days Posted | Average Days From Posting to Selection | Average Days from Posting to Start Date |
|----------------|------------------|---------------------------|--------------|---------------------|--|---|
| October | 12 | 1.25 | 3.55 | | | |
| September | 17 | 1.47 | 1.53 | | | |
| November | 13 | 1.54 | 4.88 | | | |
| December | 13 | 1.69 | 2.01 | | | |
| January | 10 | 1.00 | 4.66 | 41.4 | 46.7 | 61.6 |
| February | 4 | 1 | 1.66 | 75.25 | 80.25 | 92.75 |
| March | 6 | 1.4 | 5.00 | 13.2 | 20.6 | 46 |
| April | 13 | 1.54 | 2 | 19.6 | 32.2 | 45.7 |
| May | 11 | 1.2 | 3.66 | 9.71 | 14 | 24.86 |
| June | 22 | 1.09 | 2.9 | 8.4 | 15 | 29.77 |
| July | 13 | 1.09 | 3.36 | 14.54 | 20.67 | 67.92 |
| Average | 12.18 | 1.30 | 3.20 | 26.01 | 32.77 | 52.66 |

Retirement

These numbers are as of June 30th, 2018. The numbers have changed slightly in each category since last reported in January. The most notable change is that the number of employees not contributing to any form of retirement, at least through payroll deductions, has increased from 22.7% to 24.3%. In the same time period we have increased the number of employees contributing more than 5% into their retirement account(s) by 7.

| | | Percentage of employees |
|-----------------------------------|-----------|-------------------------|
| Employees in URS | 304 | 100% |
| Employees contributing to 401k | 209 | 68.8% |
| Employees contributing to 457b | 26 | 8.6% |
| Employees contributing to Roth | 48 | 15.8% |
| Employees not contributing | 74 | 24.3% |

| Contribution Rates | 0-5% | >5-10% | >10-15% | >15-20% | >20-25% | >25% |
|--------------------|------|--------|---------|---------|---------|------|
| 401k | 158 | 38 | 7 | 2 | 1 | 3 |
| 457b | 20 | 4 | 0 | 1 | 0 | 1 |
| Roth IRA | 33 | 13 | 1 | 1 | 0 | 0 |
| Totals | 211 | 55 | 8 | 7 | 1 | 4 |
| Percentage | 74% | 19% | 3% | 2% | 1% | 1% |

Accounting Department

In July, we had the soft close books for the month of June and the fiscal year. We will keep the books open for at least another month to capture any additional expenses that we have not received and to make any reclassification entries needed. The close process went well due to planning. We were able to bill all our contracts within their deadlines. The clinician's effort to have all documentation entered has helped us to meet those deadlines. Also, the addition of the two positions made a great difference in the workload for our year end close.

We have continued to work with the billing department to improve the timeliness of information available in Junction related to client payments. We have reduced the number of days that it takes to update the system. We have received positive comments from CTAs that indicate that this changes has made a difference.

Our independent auditors, Litz & Company, have been in our office to begin the audit. They have done some transaction testing and work related to the federal single audit.

We are a second round of FY2019 proposed rates from Medicaid. This version of rates yields an amount closer to what we had requested. We have responded with additional information regarding eligibility estimates.

Billing Department

Junction Programming Changes/Updates

- Co-pay update has been released in Junction. We are currently beta-testing and are hopeful this will eliminate the need to manually transfer copays each month (ex: DV copayments). There is one snag we have run into when a client also has an insurance policy as well as the DV contract. We are currently brainstorming what business process we want to use going forward.

- Programming continues on the Credentialing Application, PSA Tracking, and First Party Auto-Payment Application posting.

Electronic Billing and Payments

- We are in the process of setting up an additional 2 payers to claim electronically. 99% of our monthly claims are now being submitted and paid electronically.

Accounts Receivable Management

- The billing department continues to work outstanding claims and eliminating outstanding balances.
- We are exploring options for an online bill pay option for our clients.

IT Department

The primary 5 ton air conditioning unit was installed in the server room. We are happy to report that the new equipment can maintain the room temperature at 64 degrees. This is a great improvement . While waiting for the main unit to arrive we learned the new smaller backup unit is able to hold the temperature at 67 degrees, the previous equipment could only hold at 72 degrees.