

Wasatch Mental Health

Briefing Report

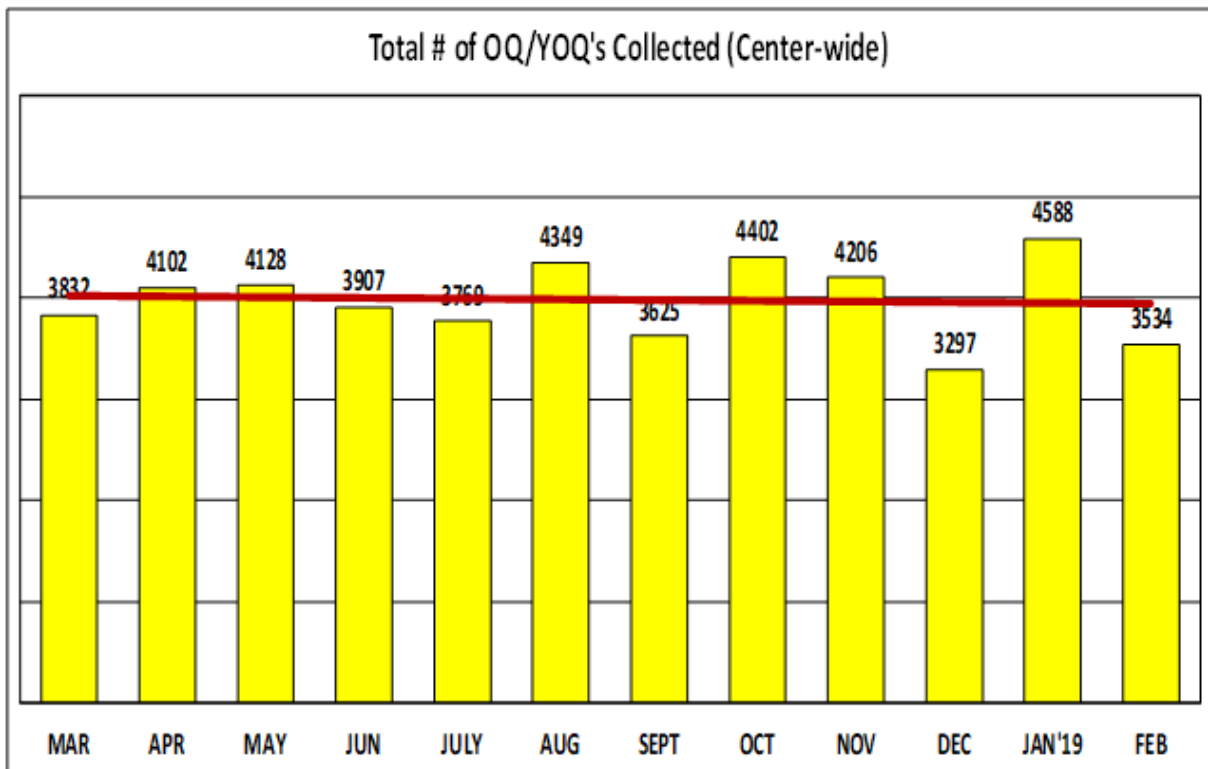
March 2019

The legislative session resulted in the Utah Behavioral Healthcare system taking a \$2.7M cut this fiscal year (i.e. prior to June 30th, 2019), and a \$10M cut the next fiscal year. While the extent to which the Medicaid Expansion will offset these cuts is not yet known, the cuts necessitated some structural adjustments in our service delivery. Most impactful thus far has been the immediate cut of our funds for the unfunded. As there is not sufficient funding available to support the infrastructure of a separate clinic and cost center, we will close the Wellness Recovery Clinic (WRC). Existing staff will be moved into our Medicaid operations to address the anticipated increase in service demand due to the Expansion. The next couple months will allow us to better estimate to what extent the cuts will be offset by the Medicaid expansion population. We will continue to carefully monitor our staffing pattern and make adjustments as necessary.

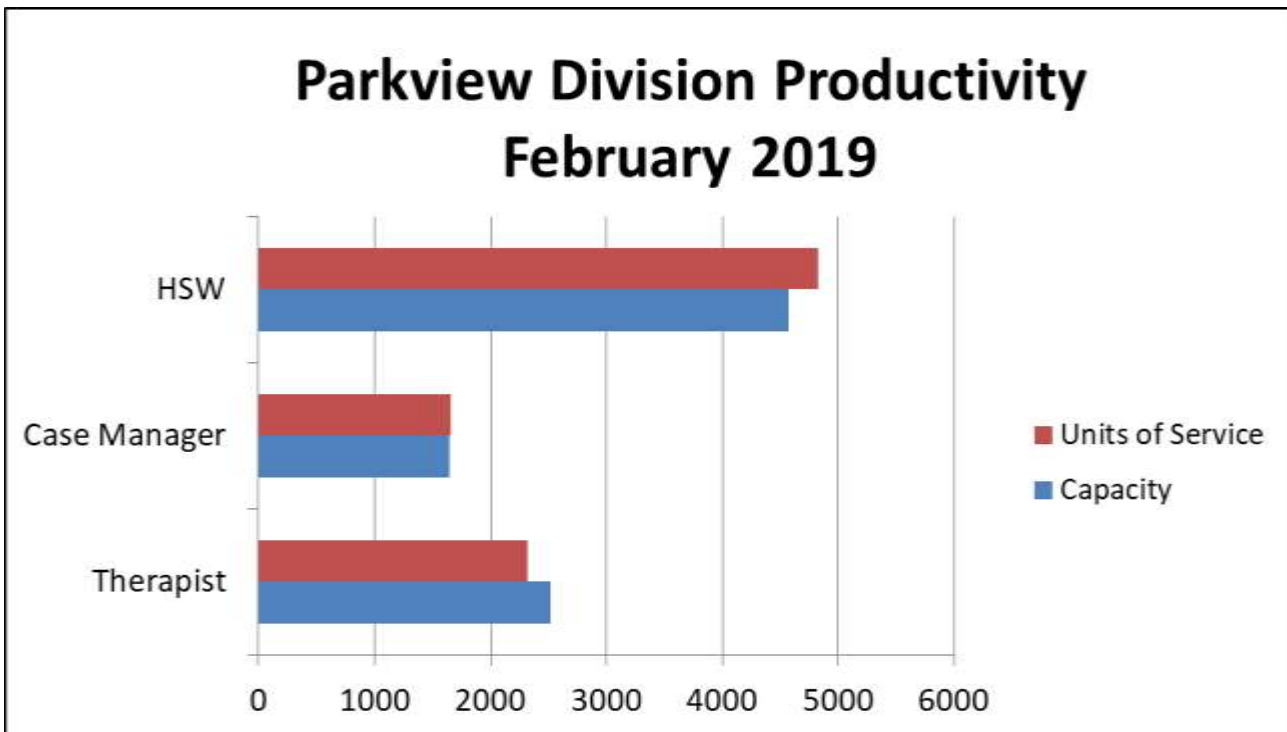
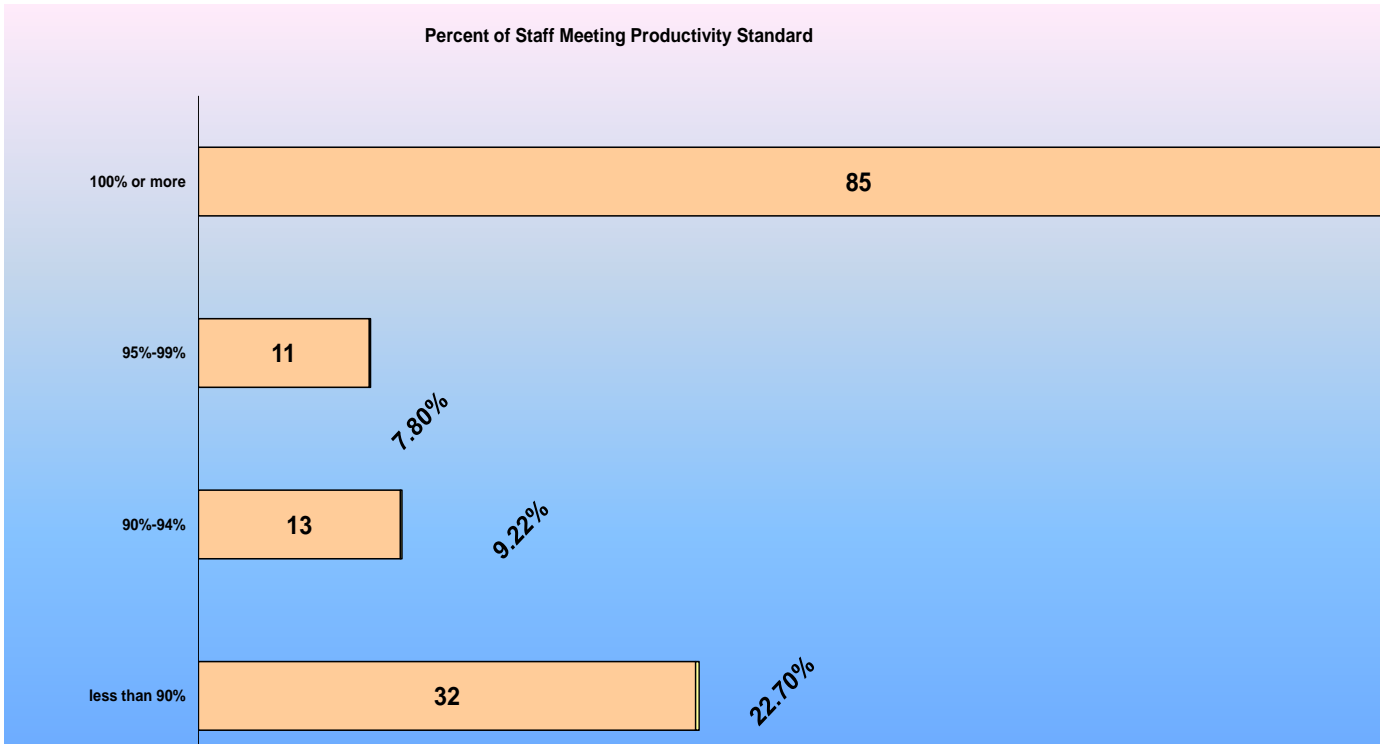
You will also notice a change in the order/ format of the Briefing Report. As previously announced we realigned our managerial assignments and our assignments of the Division Directors. These changes are now starting to be reflected in the monthly briefing report.

This last month we started with our budget process. As in previous years, Medicaid has not submitted PMPM rates at this point which challenges us to develop our budget initially without a clear depiction of our revenue. Our UBHC group is working with Medicaid to inquire when we may be able to expect FY 2020 Medicaid rates.

Following a graph depicting the total number of Y/OQ protocols collected in the agency.



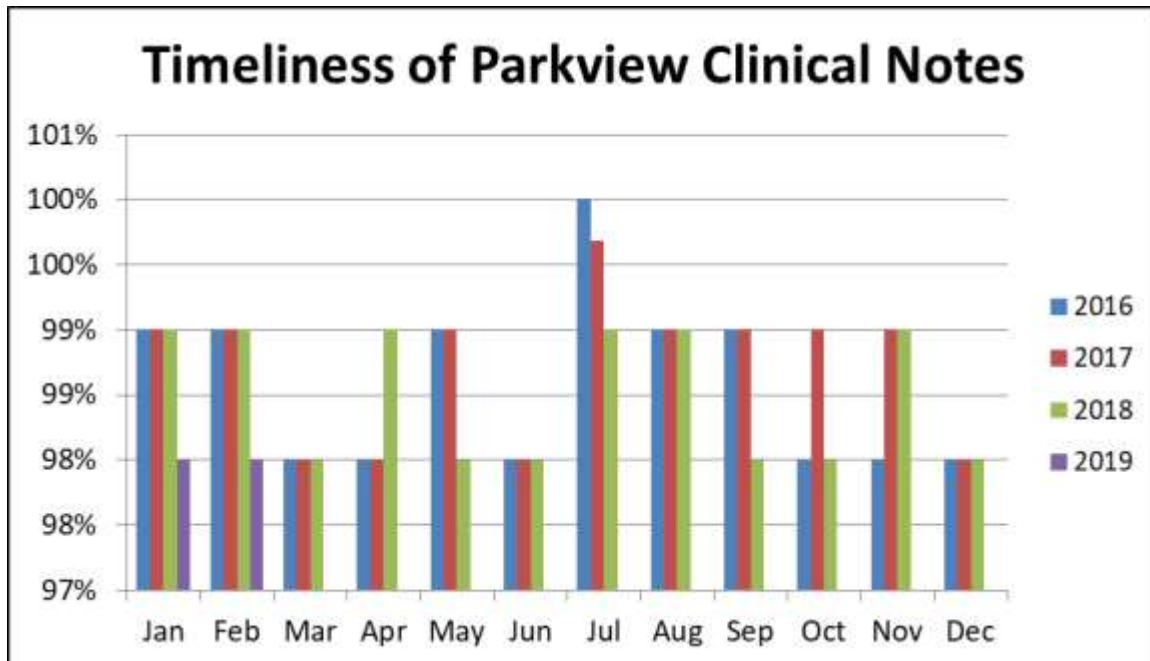
Crisis & Intensive Services Division



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 February, total therapist time is at 92% capacity. Case manager time is at 100% capacity. Human Service Worker/Autism Aide time is at 105%.

Note Timeliness

For the month of February 2019 98% of the clinical notes were completed on time.



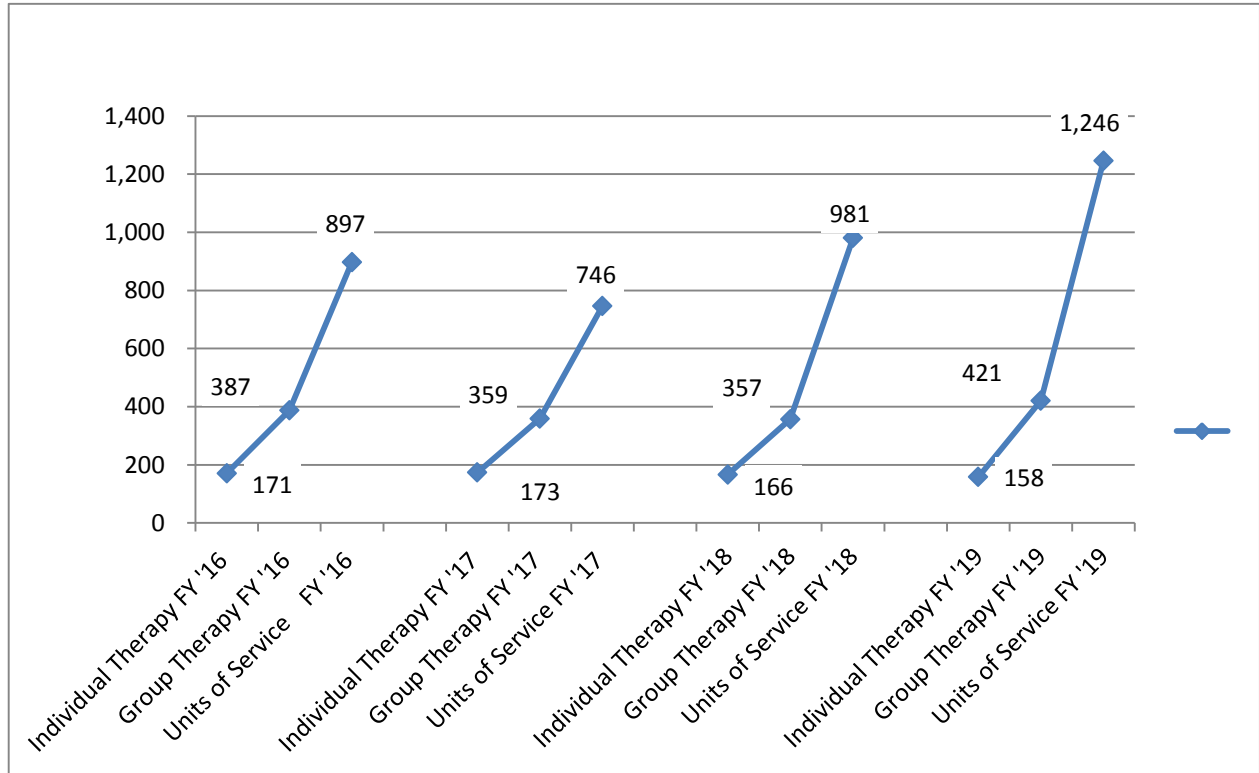
Highlights:

- Staff coordinated for one child from the Grandfamilies program to receive complimentary orthodontia services from Dr. Trapnell's office in Springville. The family has their initial appointment with the doctor on March 14. We hope this is the beginning of a long-standing partnership with this orthodontist and that several families will be able to receive complimentary orthodontia care in the future.
- Staff met with personnel from Suncrest Elementary School in Orem to present the Grandfamilies program. This presentation was in the presence of Tier III personnel, including the school principal, school social worker, behavioral specialist, and the like.
- Cosette Mills (State DCFS Federal Funding), Brent Platt (DHS Legislative Ombudsman) and Jean Marie Morris (State DCFS Kinship coordinator) met with the Grandfamilies staff to go over the Kinship Navigator program through the new federal Families First legislation. We were encouraged to write a proposal to enhance the Grandfamilies program with a Family Resource Facilitator who would then help the kinship families navigate the services they need.
- We received an annual review from Sharetix regarding Grandfamilies ticket usage in 2018. It should be noted that families participating in the Grandfamilies program received over \$9000.00 in complimentary tickets from Sharetix during 2018. Some of the events they were able to participate in were the Utah Symphony, Ballet West, Stars, Jazz and BYU basketball games, events at the Capitol Theater and the Utah Museum of Natural History.
- Carrie, Andrea and Karter wrote two grants for the Grandfamilies program for funding through Dominion Energy and the Sorenson Legacy Foundation. Staff requested \$15-25,000.00 from Dominion Energy and \$25,000.00 from the Sorenson Legacy Foundation.
- Catherine Johnson, LCSW presented on Everyday Strong to over 300 people in the Orem Park Stake. The focus was on suicide prevention and helping parents and teens improve communication and relationships.

- The MCOT team is off and running. Kip Landon, LCSW has been involved in planning the statewide training and is taking the lead on the WMH MCOT team to make sure we are trained and certified.

New Vista Youth Services

FEBRUARY REPORT: We just finished the most productive February since FY'12. All of our key indicators were at average with the previous 7 months.

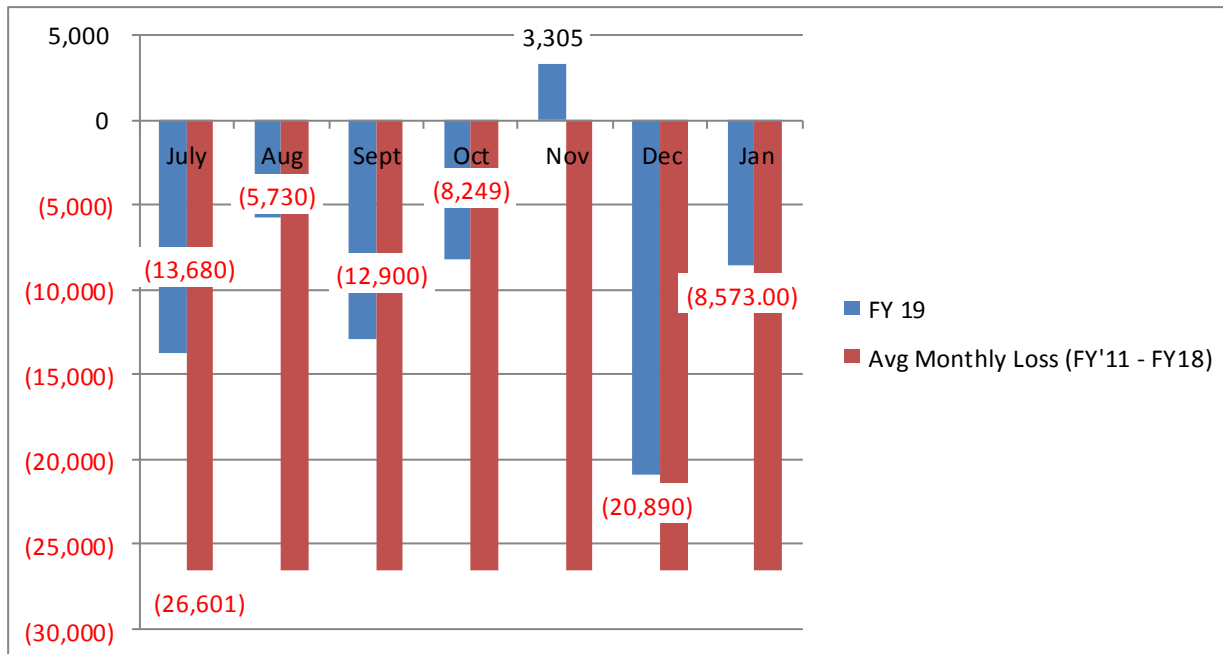


Leadership/Allied Agency Participation/Initiatives/Success

- We hired our MSW intern from UVU. She will start with us on May 13th, after she completes her master's degree in Social Work on May 1st and passes her LCSW test in April.

New Vista Financial Report

The graph below shows a good rebound from December, well below our 7 year average. This year we are averaging a loss of \$9,531 per month while last year at this time we were averaging a loss of \$17,530. Last year we had the best financial year ever, this year we are on par to do even better.

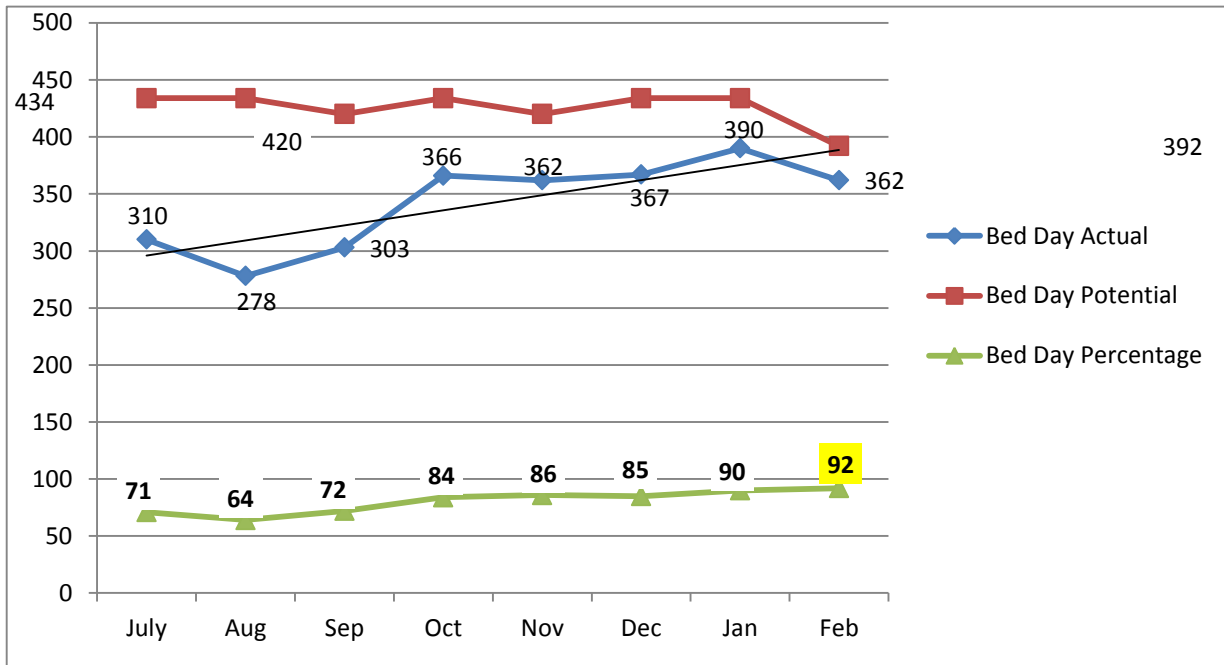


Highlights:

- New Vista has had an emotionally challenging month for youth as well as staff. It is difficult to have change occur in a program that affects everyone. Justin Fagnant LCSW long term staff was able to advance in his career goals as he was hired as the Stride/Excel supervisor. It was a valuable teaching tool for the youth at New Vista to witness that hard work, dedication and determination can assist you in achieving goals that you have set for yourself.
- New Vista had a completion ceremony for a youth that completed his NOJOS program. He was able to transition to main stream school and he will be successful if he chooses to use the tools that he learned while he was working and growing personally at New Vista.

Aspire Academy

We reached 92% occupancy for the month of February. The 90% in January was reflected in a good financial statement in January. We have been able to move more girls into the program and see some move out successfully.

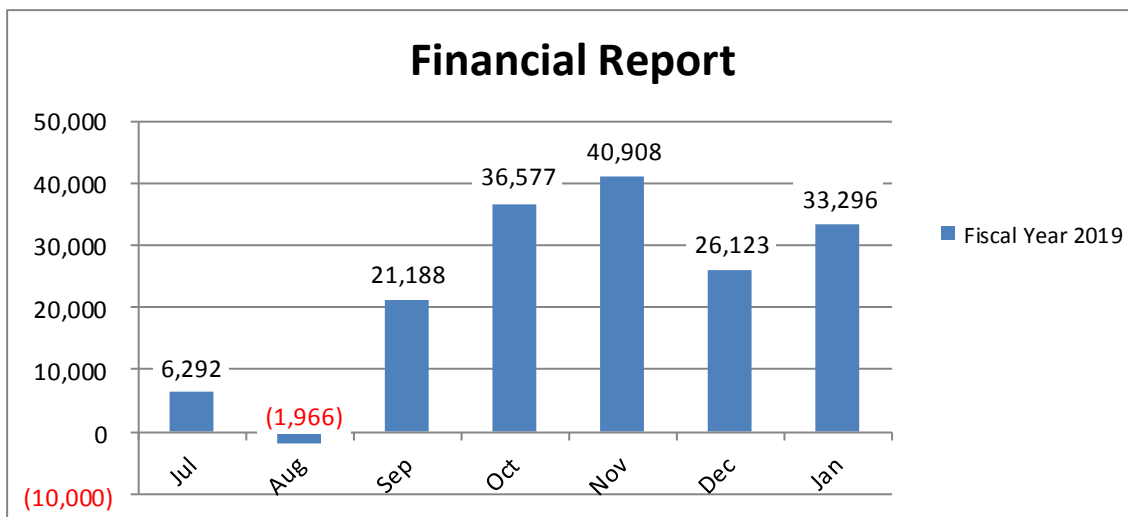


Leadership/Allied Agency Participation/Initiatives/Success

We are in the middle of trying to prepare for our accreditation visit in July or August. In preparation Greg Robinson, LCSW attended a training by CARF (our accrediting agency) geared to help those of us new to the accreditation process become familiar with it. It was good information. Becoming accredited will help us increase our service excellence by improving service quality and holding us accountable to our stakeholders, including clients and their families as well as administration, DCFS and our employees.

Aspire Academy Financial Report

We've had another good financial month in January. Our bed days were up and that was reflected in our financial report.



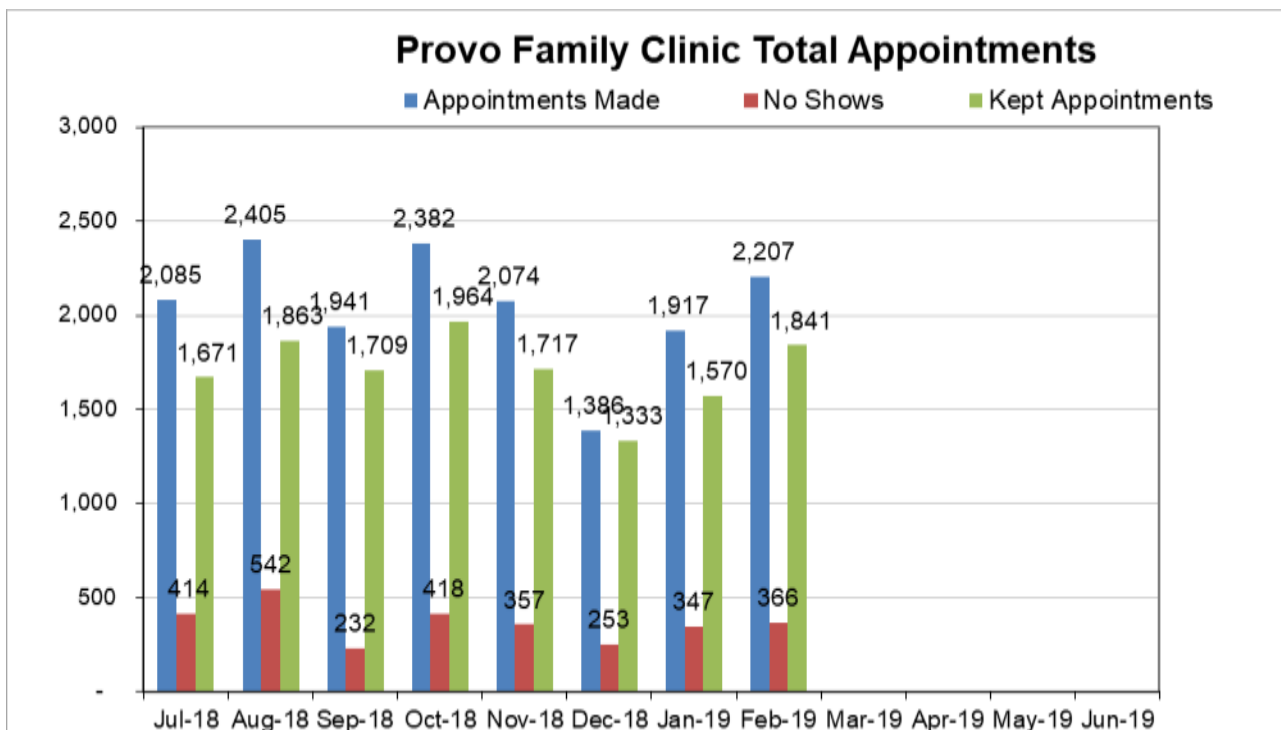
Highlights:

- In the Month of February we had 1 admissions and 2 discharge. The 2 resident's who were discharged

stepped down into foster care placements, and into our New Vista day treatment program. They both are reported to be doing very well in their community placements.

- In addition, during the month of February our girls have been busy with individual therapy and group therapy. The therapist and staff have been continuing to focus on the following programs: survivors group, DBT groups, experiential groups, and self-esteem groups. The Case manager has continued with the group Seeking Safety on Tuesday.
- Aspire has had the opportunity to participate in an onsite early morning Yoga class. The girls are receiving school credit for participation. The girls are enjoying the class very much and we have received a lot of positive feedback.
- We are working closely with Alpine School District and the Summit Program. Our girls’ recently completed a mini term. Our average GPA was a 3.4. We had 6 girls with a 3.6 GPA. The summit program has given the girls who attend a chance to be successful in school, get caught up in on missing credits, and work 1:1 with teachers/aids that they may not get in a get in a regular classroom setting.

Provo Family Clinic

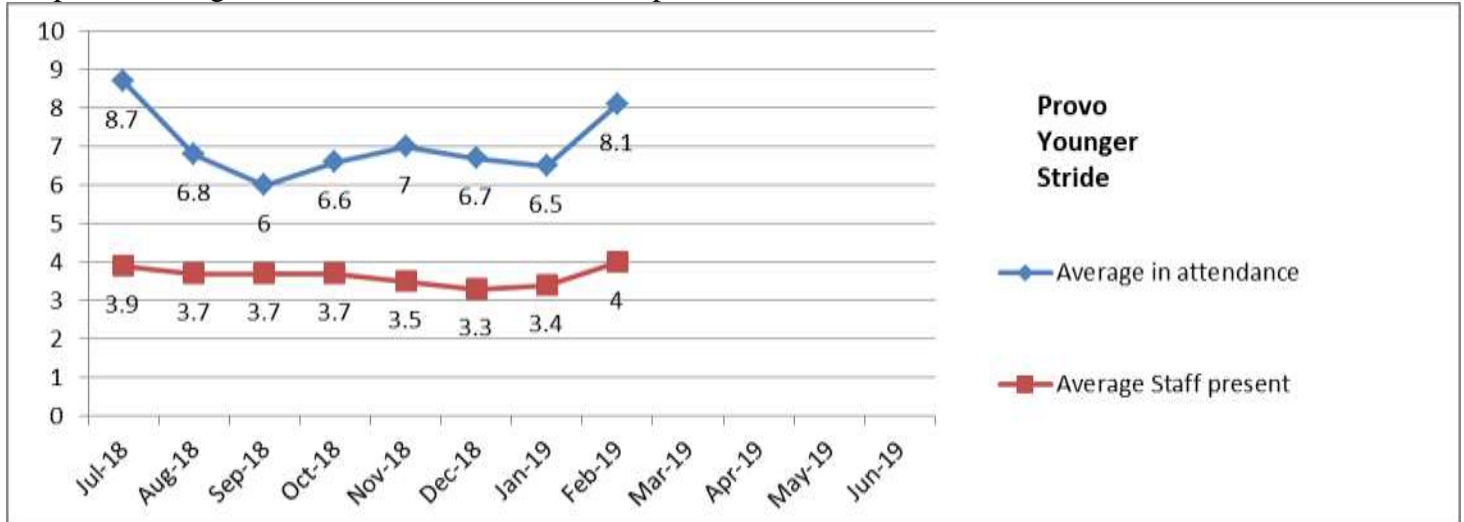


Financial Status:

Through **January 31, 2019** PFC’s budget shows a profit of: \$36,951

Stride - XCEL

Graphs of average attendance and number of staff present FY 18-19



Stride Program Discharges:

North County Stride: 2 graduations
 Provo Older Stride: 6 graduations
 Provo Younger Stride: 2 graduations
 Payson Stride: 1 graduation

XCEL discharges: 3 (partial completions)

Financial Status

Through **January 31, 2018**, Stride's budget shows a profit of: \$24,605
 Through **January 31, 2018**, XCEL's budget shows a loss of: (\$16,826)

GIANT Steps

Highlights & Program Updates

- Giant Steps held its first Transition Luncheon for the Nebo School District. This collaboration with the district personnel helps families move on to school services next year.
- The Giant Steps waiting list currently includes 172 children, 38 of which have Medicaid insurance.

Community Involvement

- Participated with parents in the Friends of Giant Steps auction preparation meetings
- Attended a UVU Community Partner session
- Participated in a UVU Autism Conference planning meeting
- Represented WMH at the UVU Social Work Internship Recruitment Fair
- Attended Youth Advisory Board (monthly)
- Represented Giant Steps and WMH at the BYU Volunteer & Internship Fair
- Attended WMH Youth Advisory Board meeting (monthly)
- Attended DCFS Focus Group
- Participated in Autism Resources of Utah County Council (monthly planning meeting)
- Attended Critical Issues Conference planning meetings

Positive Comment from Employee at Giant Steps

- An employee sent this, “I've been feeling extra grateful the last little while to be working at Giant Steps! I am so lucky to have a job that is rewarding and continues to push me and teach me every day. Thank you so much for letting me be part of this community and for everything you do! Have a great day!”

Upcoming Dates / Events

- Giant Steps Graduation – Friday June 28th, 2019 at 11:00 am (Foothill Elementary School.)

Billable Units of Service

Current Month – 25,662 units of service were provided to Giant Steps clients/families.

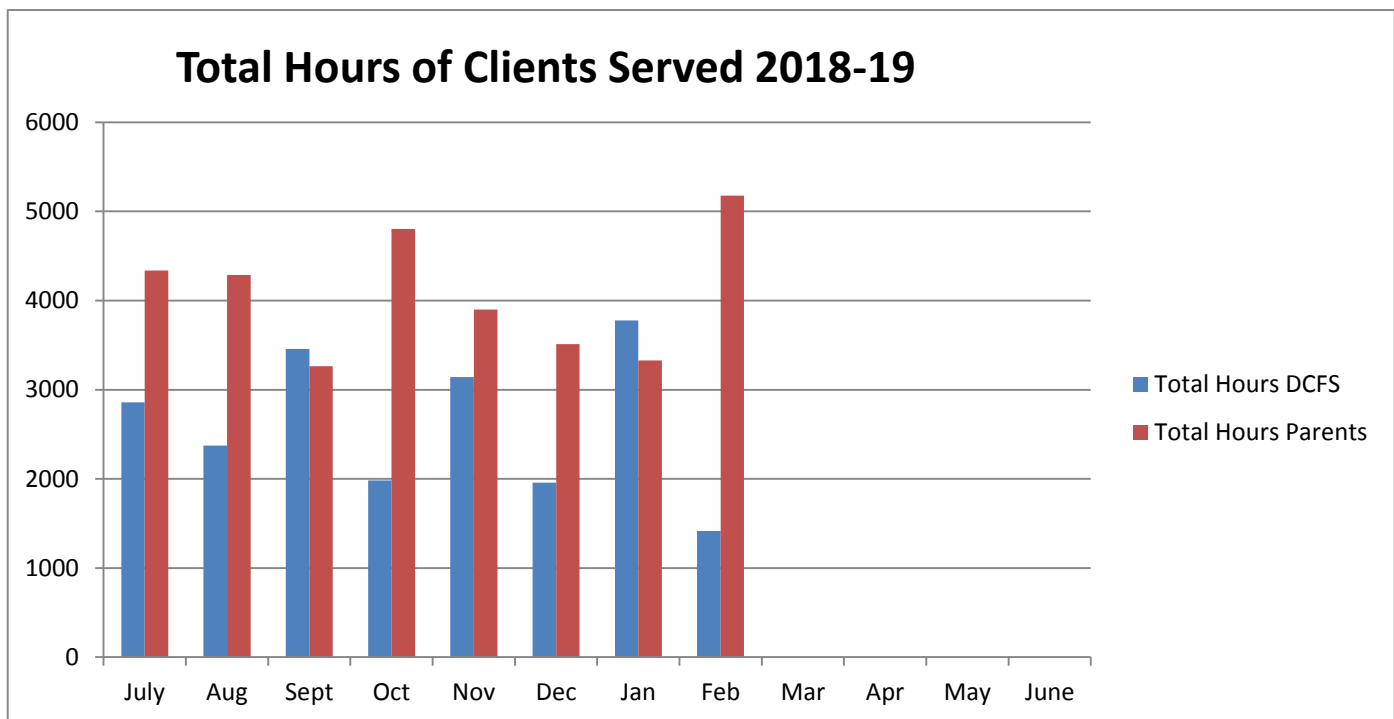
Last Year Comparison – 21,757 units of service were provided in the same month last year.

Financial Information

Fiscal Year-to-Date Income Gain (Loss)* – (\$82,620.13)

*As of January 31, 2018

Vantage Point



Turn Away Stats

Accept:	55
Reasons for Turn Away	
Full:	17
Full on Boys:	15
Full on Girls:	2
Decided not to come:	21
Too Young:	1
Conflict with other current client:	1

Highlights:

- This past month during a DCFS High Cost Placement meeting, a case worker staffed her 12 year old client. He is currently mainstreaming his classes and is getting ready to be adopted by a family, who has been visiting him for several months and love him, in Idaho. She then said that he has been open in therapy and has been processing the extensive trauma that has happened to him when he was younger. He has been feeling successful, loved, and most importantly, confidence in himself. And she said that it was “because of Vantage Point”. This kid stayed with us for almost 3 months. He spent the majority of it on a 1-on-1, but not the entire time. About 2 months in, he started making progress. Eventually, he reached “Vantage Point” and was on the highest level until he left. The staff became connected with him, not just creative in his behavior plan. It was such a proud moment to hear that case worker say those things about Vantage Point. And we were elated to hear that this kiddo was finally out of a behavior unit, going to all main stream classes, and have found a loving family!

CY FAST- Respite

CY FAST currently is serving **80** ongoing cases. 10 Respite families

Total Cases:	236
FRF Involved:	16
Out of Home Placement:	31
Avoided Legal Involvement:	176
Danger to Self or Others:	48
Police Calls Avoided:	150

Referrals:

Self/fam:	57
Other:	14
Child Welfare:	12
School:	1
Law Enforcement:	19

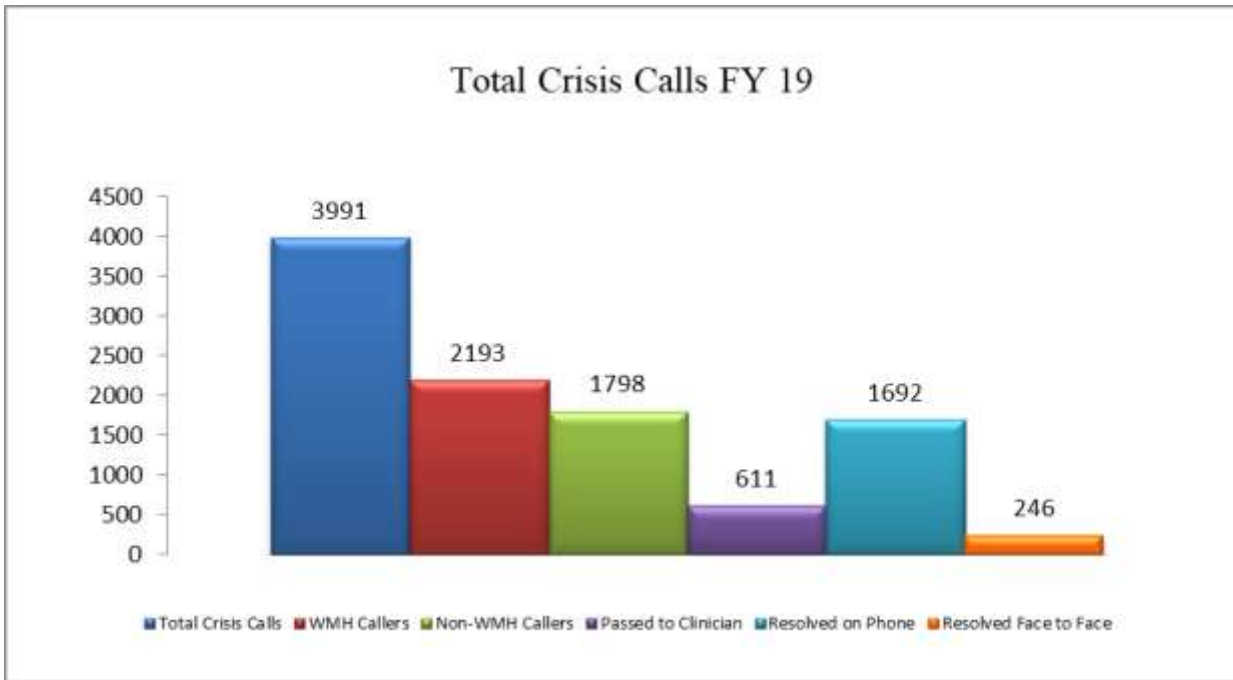
PREP

- The success story is from a client, who was released from a lengthy stay in Jail with a history of substance abuse and addiction, who began engaging in consistent therapy approximately six weeks ago. J had maintained a goal of acquiring a job where he could hopefully work full time, and set the goal that he would have a job within three months from the first of February. J got a job in carpentry within two weeks of setting this goal, and has been working between 30-40 hours a week ever since. J was hired on as a temporary position, but is hopeful that it is looking as though he will be hired on full time. J has said that the transition was extremely difficult, but it has been rewarding knowing that he can pay his fines, and repay family members who have supported him since his release from Jail in December. J remains optimistic and hopeful about his future, and feels he is on track to live a satisfying life with new friendships, and a way to support himself on his own.

Number of total unduplicated clients served last month:	54
Number of OQ/ YOQs administered:	59
Number of unduplicated clients who completed an OQ/YOQ:	41

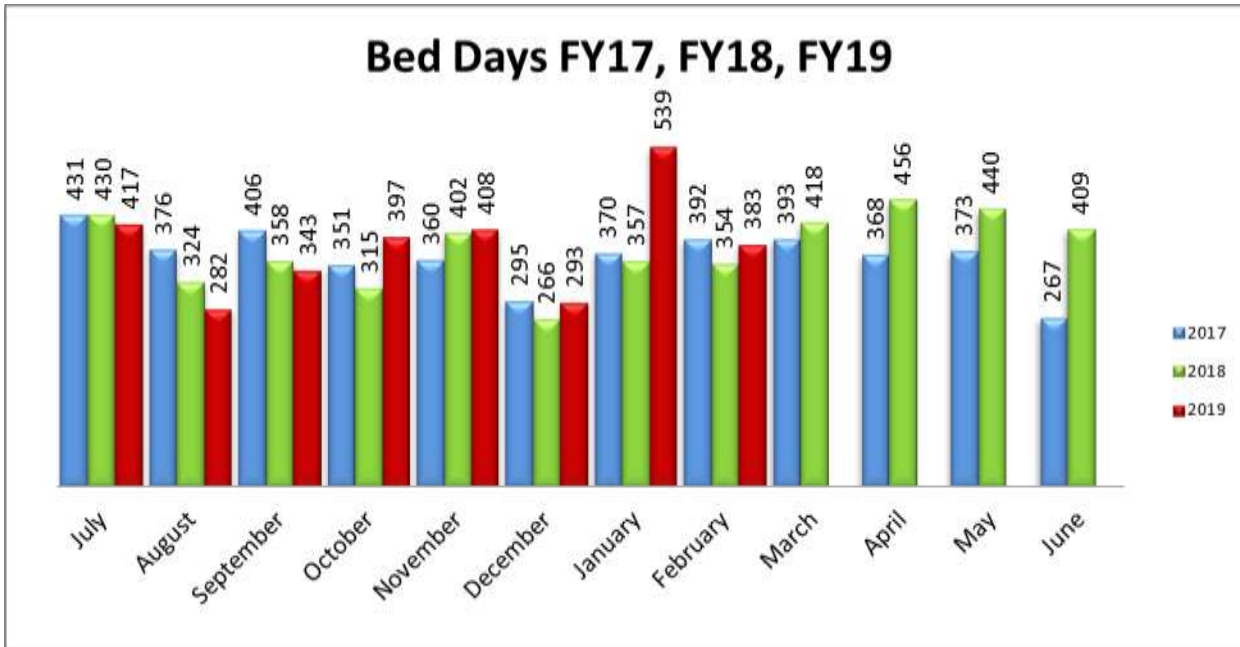
CRISIS SERVICES

The following graph represents the total break-down of Crisis calls received thus far for fiscal year 2019 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.

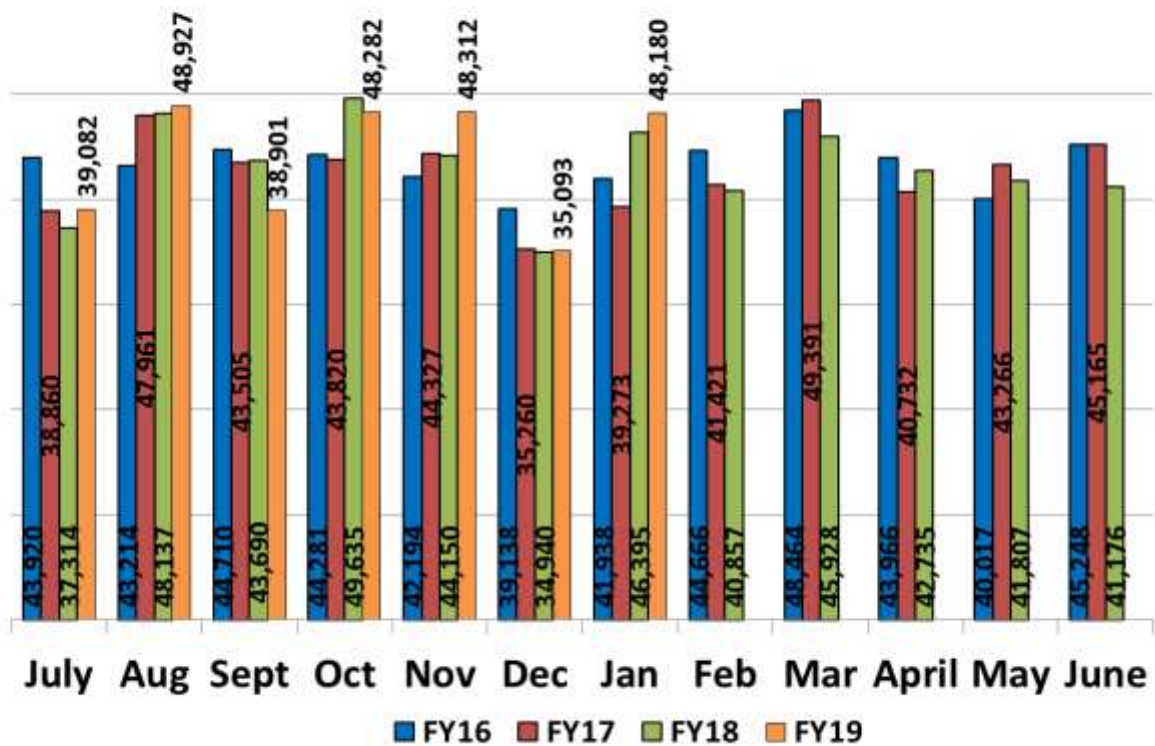


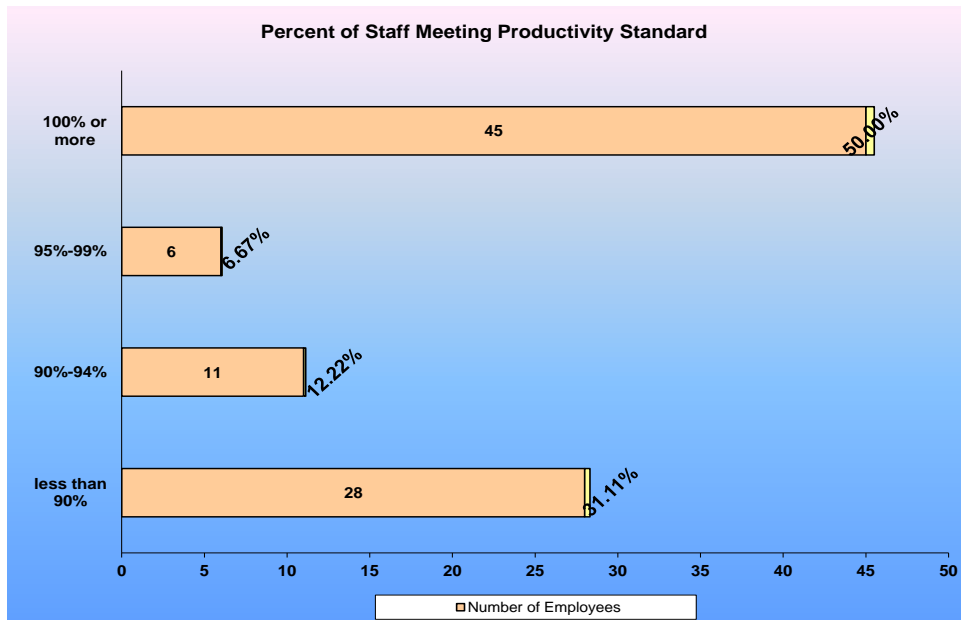
Civil Commitment

- We had a client placed under Civil Commitment after working with another program for over a year. He continued to struggle despite significant efforts from the outpatient treatment team. He struggles with Schizophrenia and is a young man who served a full time LDS mission. When initially talking about this he could not make eye contact or even communicate with complete sentences. He really required a higher level of care and was brought to IRT and placed on the BRIDGE team. He kept trying to leave for California, at one point we almost had a bed to place him in the USH. But with persistence, he was able to stay med compliant and work towards living in his own apartment in the community with a roommate he met at IRT. They both are doing very well with daily medication drops. He has started playing guitar and engaging in activities that he use to enjoy before becoming so unstable. Both these young men are very tormented by psychosis, but they are staying away from substances and using a community resource that keeps them in the community with support from the BRIDGE team.

Clinical & Community Services Division

Units of Service in Adult Services





OQ/YOQ Administration

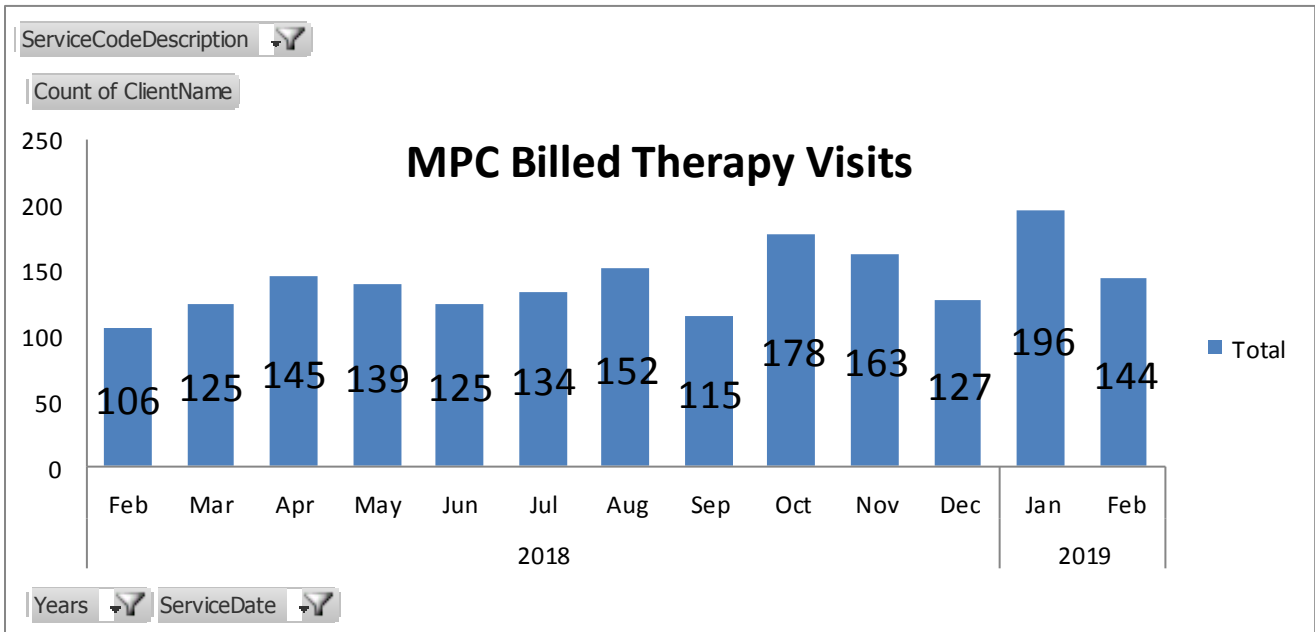
Number of total unduplicated clients served last month: 4099
 Adult Clients Served 2489
 Child/Youth Clients Served 1610

Number of OQ/ YOQs administered: 3498
 Adult & Family Services Division 2623
 Youth & Family Services Division 875

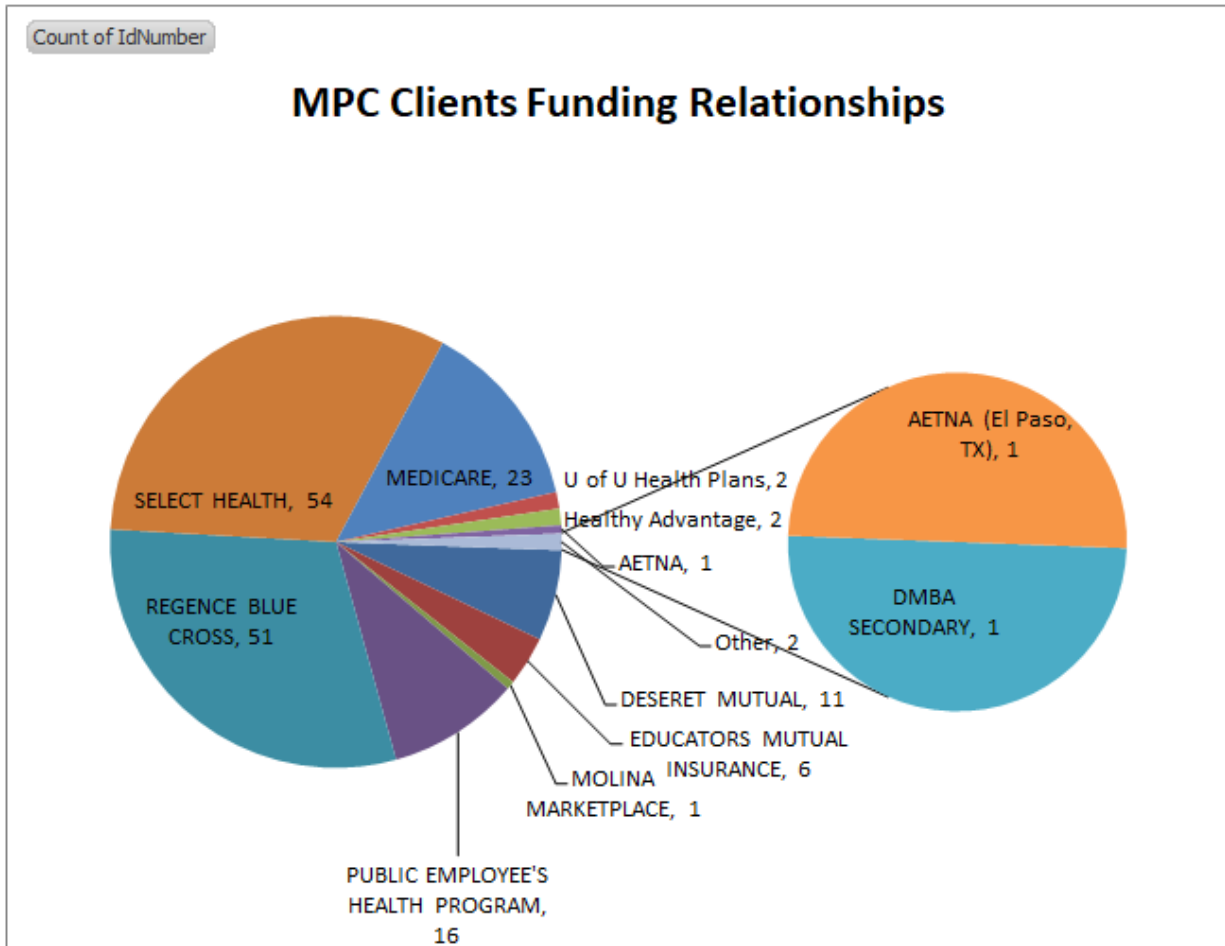
Unduplicated Count of All clients Served at WMH 4099
% of Unduplicated Clients Completing an OQ/YOQ 56%

Mountain Peaks Counseling

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



Below is a graph of the insurances that we take and the number of clients with insurance. The “Other” section is broken out to show the specifics of “other”. For the purposes of this report, we did not include miscellaneous insurances or payer sources that only have 1-2 clients, making the chart clearer.



Leadership/Allied Agency Participation/Initiatives/Successes

- We had a significant drop in February for our full time employee, Phil, as he was out on vacation for a week, had a holiday and a shorter month. There are no unlocked notes so the numbers are accurate. We will track March closely and see if this is not a trend starting as the last 4 months have seen growth near 100% productivity for the full time therapist.

<u>The number of notes that were more than two weeks late last month is:</u>	9
<u>Number of OQ/YOQs administered:</u>	132
<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	70
<u>Number of unduplicated clients served:</u>	117 (17 were youth)

Westpark Family Clinic

- In February, PASRR staff completed 85 PASRRs for a generated revenue of \$31,055
- WMH PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In February 2019, PASRR staff completed 10 IDRC PASRRs for generated revenue of \$2,308.25.
- The number of OQ/YOQ questionnaires collected in WFC decreased significantly this month after a marked increase last month. WFC collected 575 OQ/YOQ questionnaires during the month of February. This is down by 173 questionnaires from 748 administered in January. Of the OQs collected this month, 403 were unduplicated, which is down from 432 unduplicated questionnaires last month. The number of daily administrations this month decreased to 28.75 per working day, which is down by 8.48 questionnaires per day compared to January.
- 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 13 out of 14 cases for a sample administration rate of 92.86%. 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 out of 13 cases or 100% of the time.
- Those clients taking the YOQ-2 in the WFC this month had average initial scores of 70.47 and current scores of 58.2, showing mean improvement of 12.27 points. Of these clients, 33% currently show improvement on the YOQ-2 with 33% and 13% showing no reliable change and deterioration respectively.
- On average, those clients who took the YOQ-SR in the WFC this month had initial scores of 55 and current scores of 34 showing mean improvement of 20.1 points. Of these clients, 53% currently show improvement on the YOQ-SR with 41% and 6% showing no reliable change and deterioration respectively.
- During the last quarter (beginning with the pay period starting on 11/25/2018 and ending with the pay period ending 2/16/2019), WFC staff with productivity standards achieved a total of 4051.59 productive hours, which equates to 103% of the department's cumulative productivity standard. This represents a 1.7% increase compared to last month.

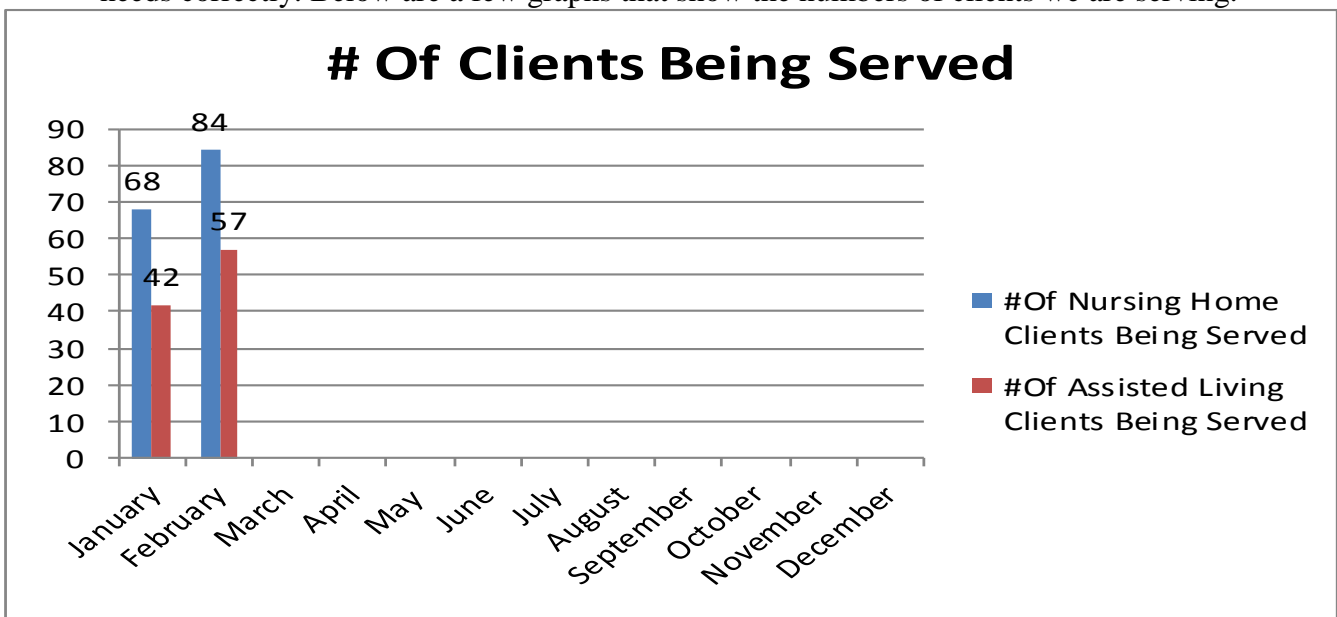
- During the same period of time, RPS staff with productivity standards achieved a total of 872.98 productive hours, which equates to 113.4% of the department’s cumulative productivity standard. This is a 1.1% increase compared to last month. During the last quarter, all RPS employees met or exceeded their productivity standards.

The following are the numbers from our three Mental Health Courts in Utah

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:	20	0	1	0
Provo Justice Court:	6	1	1	0
Orem Justice Court:	3	0	0	0

Leadership/Allied Agency Participation/Initiatives/Success:

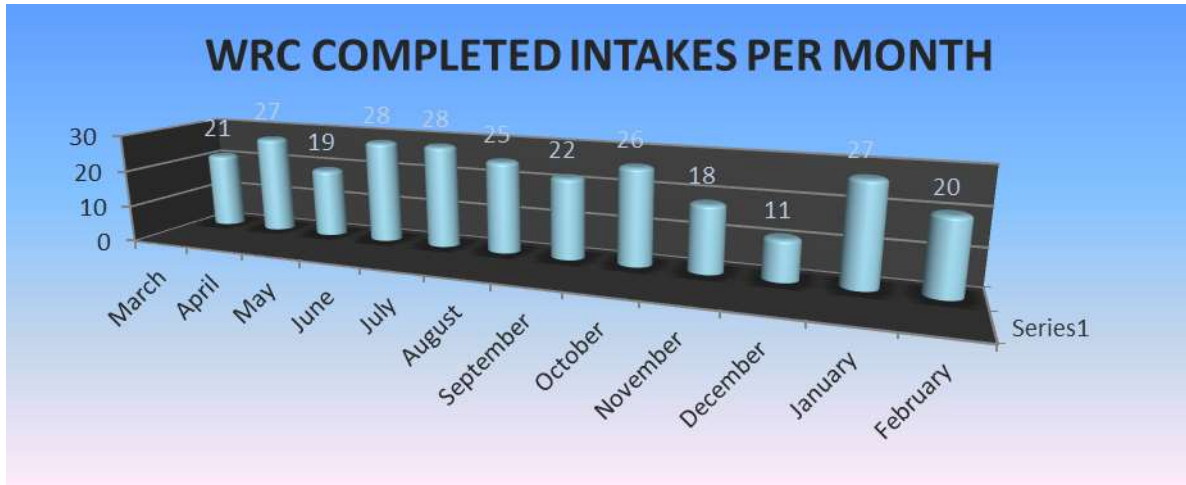
- Our success story for this month comes from a therapist who worked with a client in the Women’s Domestic violence group. She reported that the client was homeless and living in her car. Her therapist referred her to a case manager to get her signed up for housing and bumped to the top of the list. "What a blessing." In doing her problem solving homework in the DV victim group on being homeless, she wrote, "Going through Wasatch Mental Health, they are a God send."
- Wasatch Mental Health and the Provo Mountainlands Health Center have recently been selected by the Division of Substance Abuse and Mental Health to receive a Federal Integrated Health Grant. This Grant is designed to insure that clients with severe mental health and medical health challenges get the care they need. It is also the goal that WMH and Mountainlands Health Center work seamlessly to provide this care. In as much as the grant requires that certain number of clients be seen each year, a graph will be added to this report to track the growth.
- We are keeping track of our clients served in nursing homes and assisted living to insure we staff the needs correctly. Below are a few graphs that show the numbers of clients we are serving.



- Walk-in intake volume remained stable while utilization increased slightly during the month of February. During the last month, a total of 41 walk-in intakes were performed, filling most of the 56 available slots, for a total utilization rate for the month of 73.2 percent. This is up 2 percent from the utilization rate observed in January and rose 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 0 in February.

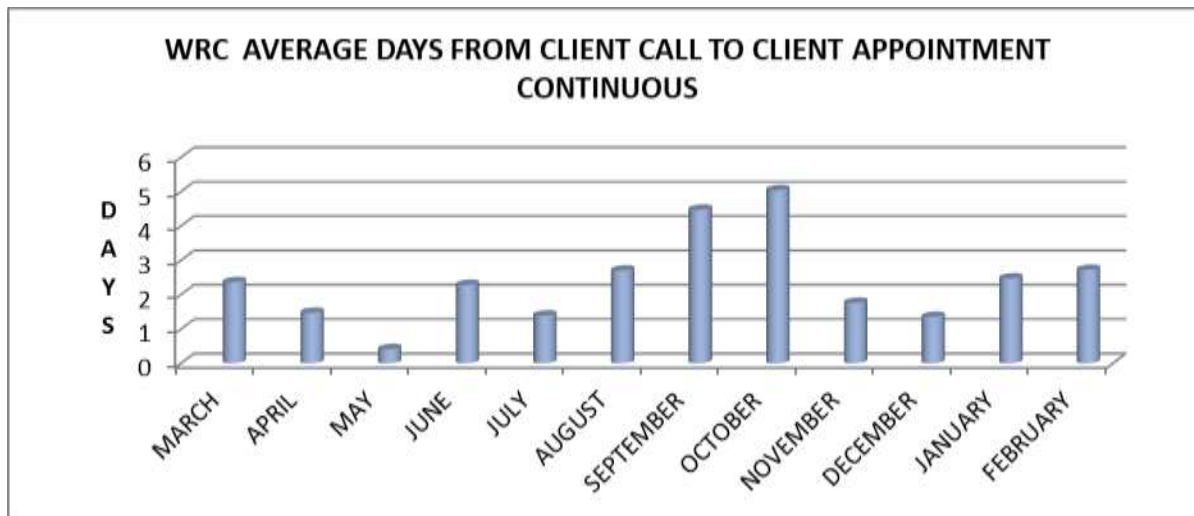
Wellness Recovery Clinic

The following chart shows the number of completed intakes for the month.



Average length of time (in days) between initial phone call and scheduled intake

The number for the last month was 2.72 days from first phone or walk in contact to first appointment.



Leadership/Allied Agency Participation/Initiatives/Success

- A client recently lost his Medicaid, and happened, coincidentally, to be 4 days late for his antipsychotic injection when he walked into WRC. His referring treatment team indicated the client did not want the shot as it is expensive and he lost his Medicaid and wanted to switch to pills instead. His new case manager, Tom R, linked the client to a free sample of the expensive medication and arranged for a nurse to help with that. He said his Mom was worried about him not getting his injection, as he would likely

need hospitalization without it. Arrangements will be made to get the mediation through a patient assistance program. It is not often we can prevent a hospitalization on a client's first day in our clinic

<u>Number of total unduplicated clients served last month:</u>	98
<u>Number of OQ/ YOQs administered:</u>	144
<u>Number of unduplicated OQ/YOQ:</u>	74

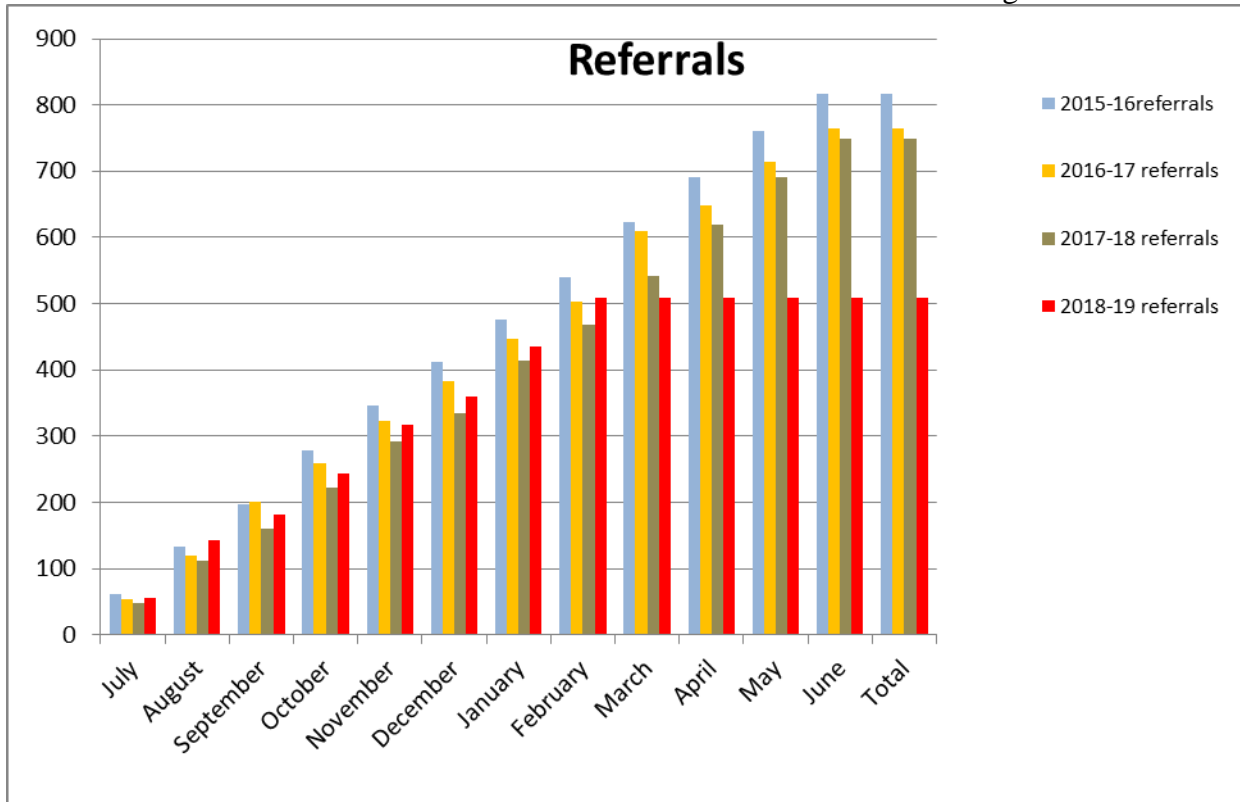
Medical Department

- Medical services continue to operate well with no significant overall issues noted. The department is currently preparing to begin working closely with Mountainlands in order to more effectively coordinate physical and psychiatric care as part of the recently received grant money to do just that. Overall, staff appear to have addressed issues related to completing overdue and upcoming Relias tasks, as no significant issues related to Relias compliance were reported in February. Several prescribers within the department continue to struggle with large numbers of unsigned notes, an issue that has been addressed with these individuals by Dr. Houskeeper prior to her leaving for FMLA. The Wellness Coordinators continue to be busy, with all of their productivity levels well above the 100%.

Psychological Testing/Interns/Form 20m

- February saw the completion of the Match process for psychology interns. We were able to successfully match with six interns in Phase I of the match process. We will not be required to go to Phase II of the match process, a significant improvement from our success rate last year. Additionally, Dr. Pennington noted that several of those interns matched with were amongst our top choices from the interview process.
- Dr. St. Pierre continued to meet regularly with Dr. Houskeeper throughout February in order to learn the essential jobs duties that he will be required to fulfill as interim supervisor during Dr. Houskeeper's 13 week absence. As of February 28th, most major job duties have been covered.
- There was a notable increase in the length of time for our wait-list for testing being scheduled. Our psychology interns have been asked to take on a larger burden of testing as they move into the final quarter of their internship in order to help with this waiting list in addition to ensuring they meet the required number of testing batteries to complete their internship.
- In February 2019 we received a total of 73 referrals for testing, with 25 of those being adult referrals and 48 of them being Child/Adolescent referrals for testing. Twenty-five of the received referrals were for Autism, which is 34.25% of total referrals received in February 2019.

Below is a table related to the total number of referrals PAS has been receiving:



Care Team Services

- Our staff decided to start to notice others around that seem to go above and beyond the call of duty for whatever reason. We are working on sending out thank you notes letting them know we recognize the good work they do. This last month one of our CTA’s nominated a mother who is so diligent in working with her son who is a client here. This mother tries hard to help make her son’s case manager’s job just a little easier by getting any paperwork that may need to be collected in advance if reviews are due, making sure he gets to his appointments on time, this mother is always pleasant to visit with over the phone, and is thankful WMH is here for her son and recognizes this. We as front end staff recognize that it isn’t always easy for caregivers to take care of loved ones with mental illnesses and felt she was a perfect one to give our gratitude to this month. Our CTA staff has also started distributing the MISHIP Survey.

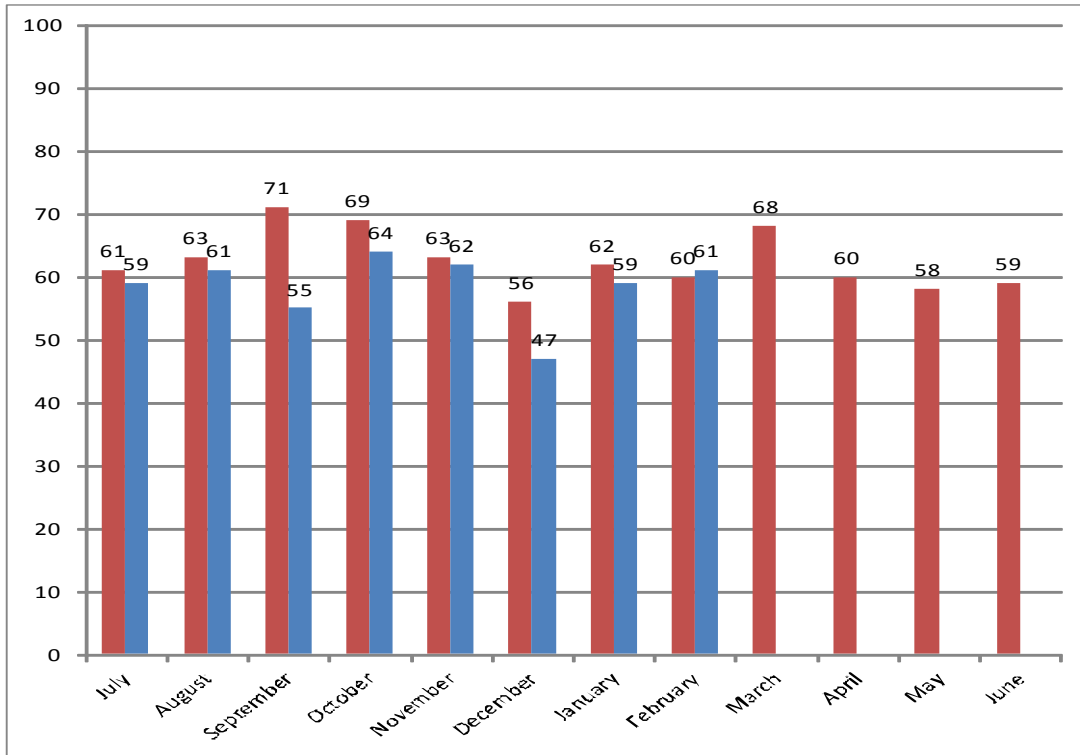
Outside Providers/Mountainlands

% Appointments Kept--- 72%
 % Appointments Canceled--- 15%
 % Appointments Failed--- 13%
 % Appointments Kept Follow-up's--- 91%
 % Appointments Kept New Clients--- 9%

Summary:

February saw an increase in the number of appointments scheduled and kept per day. However, the percentage of appointments kept dropped some due to an increase in canceled appointments (but a decrease in failed appointments). The percentage of new clients versus follow-up clients remained about the same. There was a 13% increase in the number of appointments scheduled over February 2018 and a 16% increase in the number of appointments kept.

Wasatch House
FY19 Average Daily Attendance (compared to FY18)



Number of total unduplicated clients served last month: 131

Number of OQ/ YOQs administered: 8

Number of unduplicated clients who completed an OQ/YOQ: 4

WATCH/ JTP Program

Highlights:

- The WATCH program served 80 unduplicated individuals in February. JTP served 124 unduplicated individuals as well.
- Shelly Bingham, CMHC received the following message from a client about her Seeking Safety Group:

“Thank goodness for PTSD class as i don't honestly know how i would have processed it without what i learned from it and the shift of my brain to realizing i know longer needed to carry the shame and the burden of it! Thank you again so much for helping me get to this point!”
- Brian Butler, LCSW received a letter from a past WATCH client who moved to Washington in order to take advantage of Medicaid expansion there. She was suffering from an unknown illness and was unable to see a specialist as an un-insured individual in Utah. Some excerpts are below which illustrates the importance of Medicaid expansion in the lives of our clients as well as the importance of the services WMH offers.

“First of all, I’m doing well. I’m actually doing really well. . . I have medical insurance, so I’ve been able to see a bunch of specialists. They figured out that I have Sjogren’s Syndrome. It’s an autoimmune disease that attacks the moisture in my body. It explains so much! . . . I am rarely nauseous. I don’t feel like I have the flu every day. I have more energy. I’m not to the point where I can work yet, but this is the best I’ve felt in almost five years. . . “

“The main reason I wanted to write is to thank you. I wouldn’t have gotten this far or have the life I do without you. Not only did you, literally, save my life, which I am beginning to see how much of a blessing that is, but you constantly called me on my crap even when I hated you for it. You never gave up on me, and for that, I’ll always be eternally grateful. I really miss all of you guys at WATCH and Clubhouse!!! I think about you guys all the time and you’re often in my prayers.”

- We are in process of responding to the Homeless and Community Development RFP for motel vouchers and street outreach. We plan to request more money this year for motel vouchers to better cover the funding gap for Emergency shelter at Skyline North.

Number of unduplicated clients who completed an OQ/YOQ:

35 of 80 clients served completed an OQ in WATCH. 39 of 124 JTP clients completed a survey.

Number of OQ/ YOQs administered:

61OQ’s were completed this month in WATCH. 62 OQ’s were completed in JTP. Our new CTA has brought new energy to collecting these and our numbers have increased significantly.

American Fork Family Clinic (AFFC) & School Based Services

Successes:

Paul Dymock, therapist in Lone Peak High School, received the following feedback:

“I have been seeing great changes in [my son] lately - the best advice you gave me through all of this is to give him some "autonomy". I have learned to back away and let him figure things out, and just show him love. Thank you for being someone he felt comfortable talking to. You have given him great coping skills that will serve him well throughout his life.
Thank you, Thank you”

of total unduplicated clients served last month: Total: 747 Adult: 294 Youth: 453

Number of YOQs/OQs administered: YOQs: 308 OQs: 218

Unduplicated number of YOQs/OQs: YOQs: 223 OQs: 138

Groups in AFFC

Child/Parent Relational Training and Kids group
Parenting the Traumatized Child
DBT group
Mindfulness

CIT Academy

We are looking at April 29-May 2, 2019 for our next CIT Academy.

Payson Family Clinic & School Based Services

of total unduplicated clients served last month: Total: 416 Adult: 150 Youth: 266

Number of YOQs/OQs administered: YOQs: 265 OQs: 145

Unduplicated number of YOQs/OQs: YOQs: 179 OQs: 91

Groups in Payson

DBT

Parenting the Traumatized Child

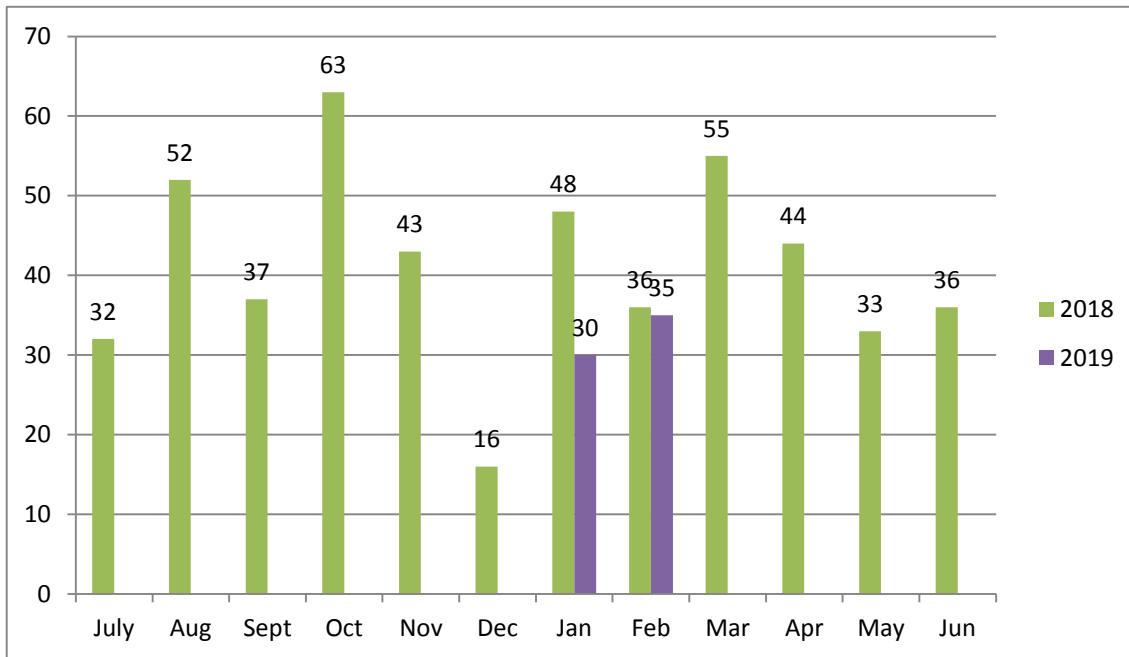
Strengthening Families

School Based Skills groups

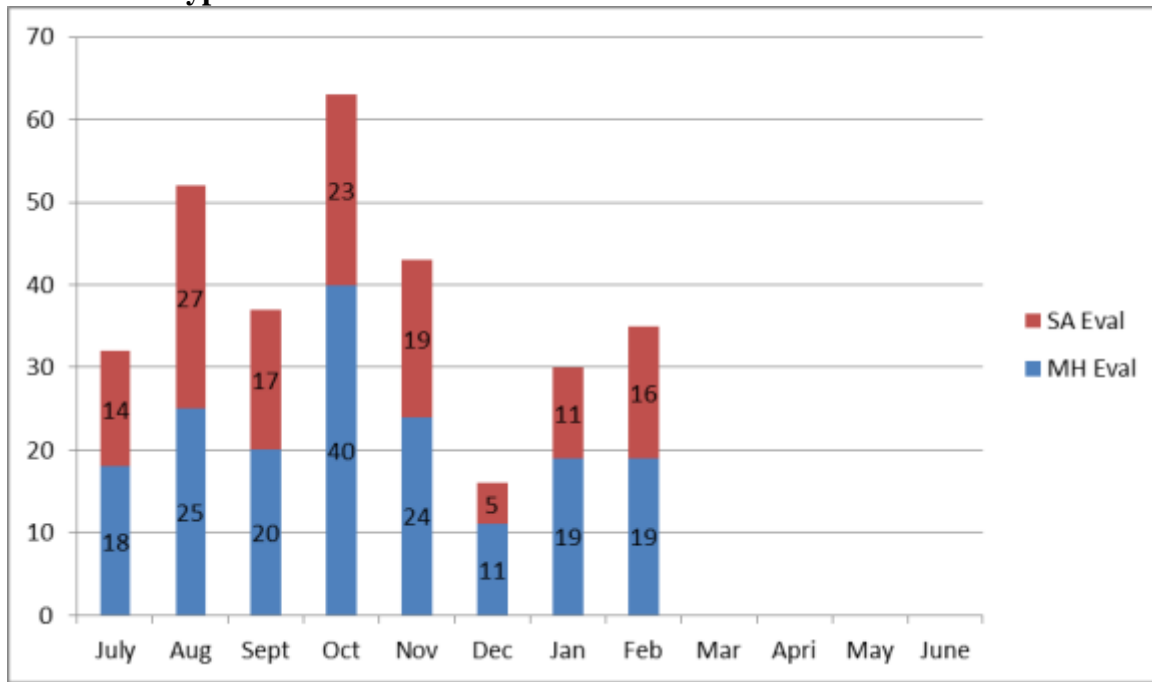
Wasatch County Family Clinic

Total Unduplicated Clients Served in February: 165

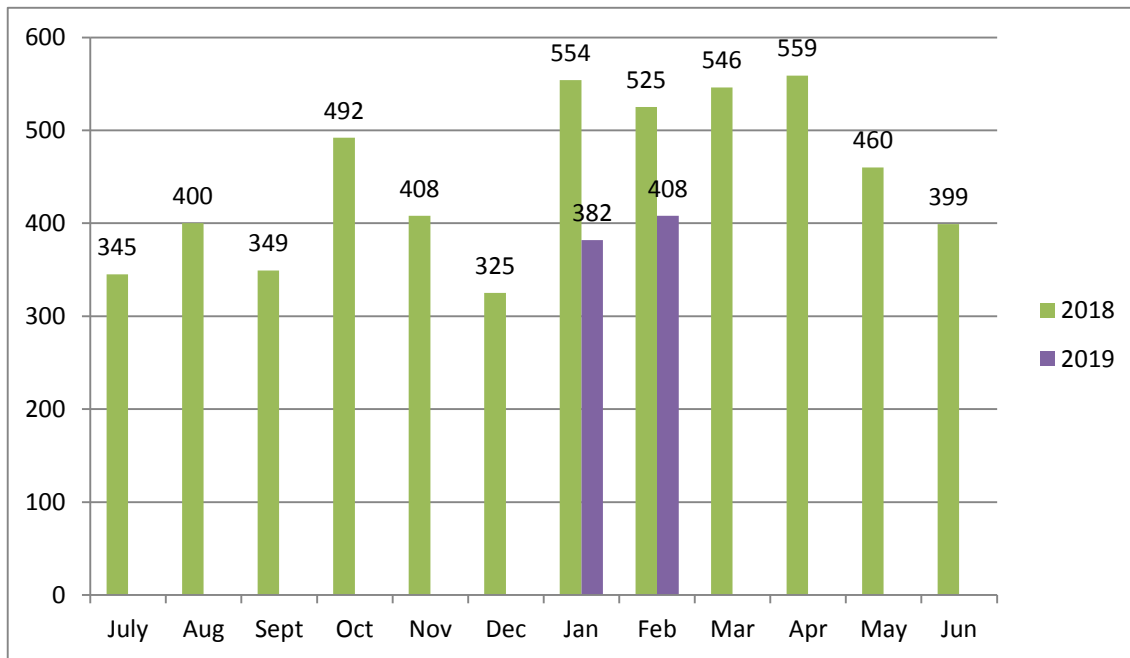
February Total Monthly Intakes: 35 (EVL & SEVL)



Evaluation Type



February Therapist Appointments: 408 (includes, individual, family, collateral & groups)



Number of YOQs/OQs administered: YOQs: 49 OQs: 531

Groups at WCFC

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

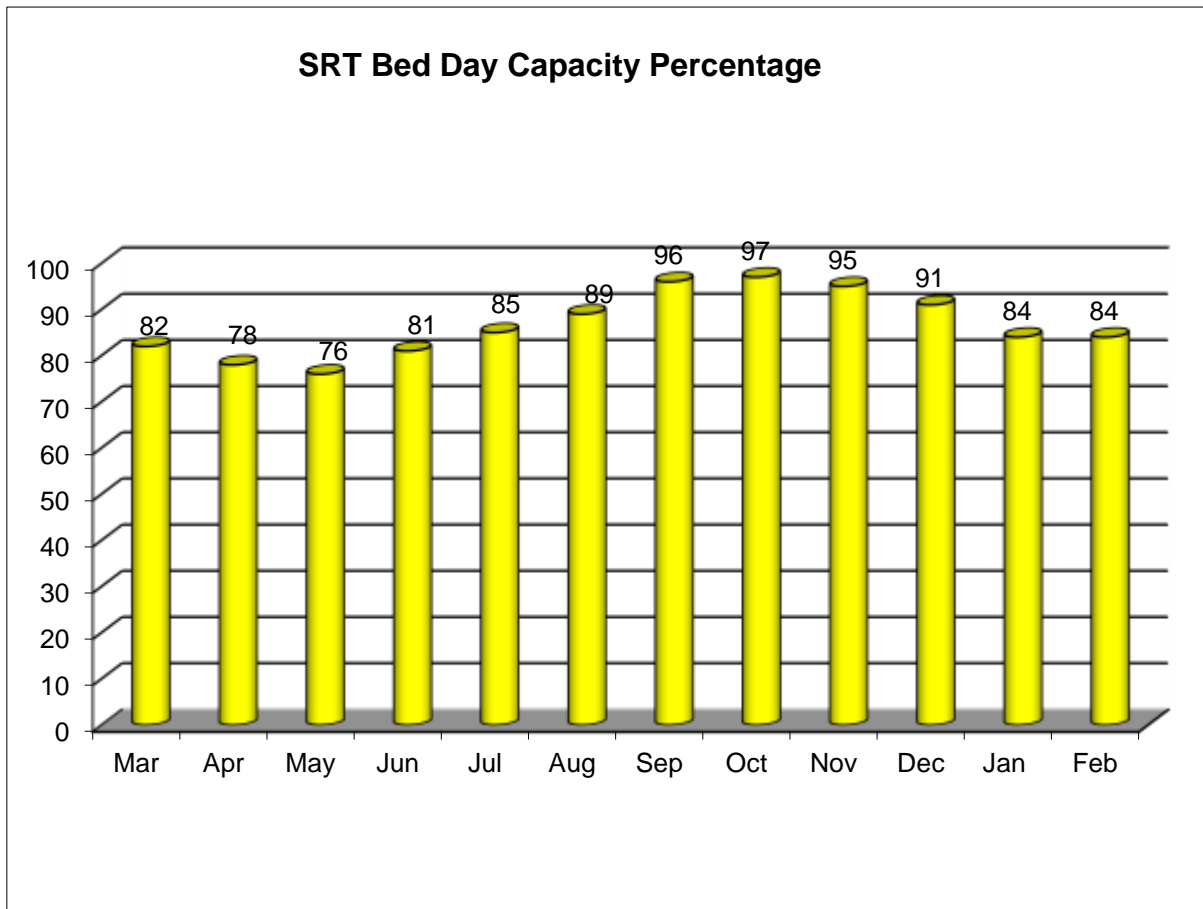
- Thinking Errors
- Anger Management
- MRT
- Prime For Life
- Teen Prevention
- Strengthening Families
- SMART Recovery

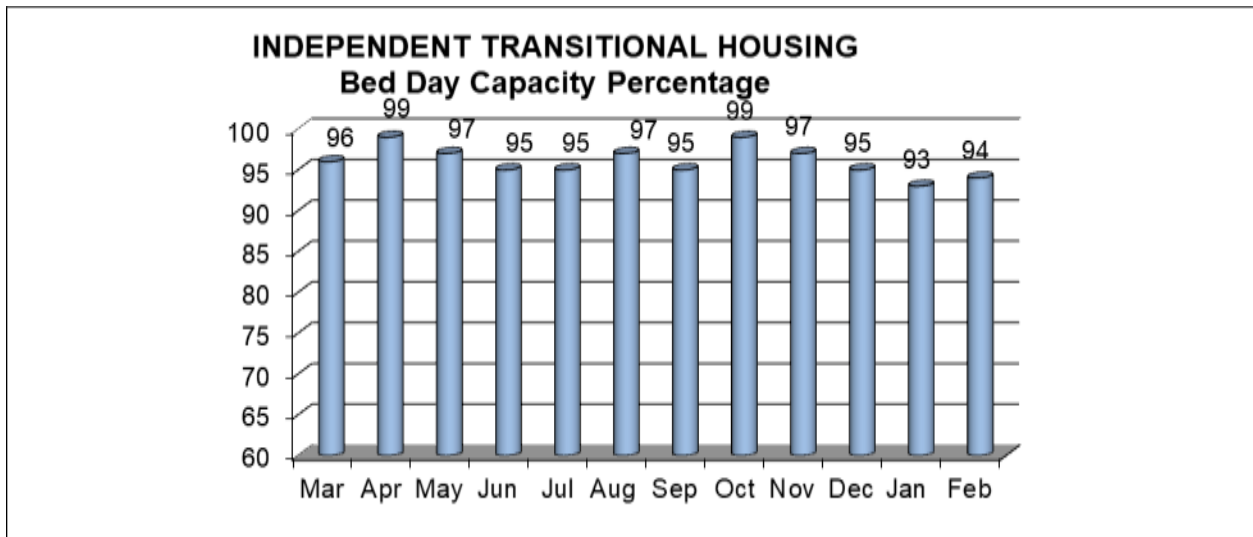
Leadership/Allied Agency Participation/Initiatives/Success

- This month Chad Shubin met with Sheriff Rigby, the Jail commander, Jail Physician, and Jail Nurse. They value our collaboration with them and specifically expressed a need for consultation at times with our prescriber. Their physician is a family practice based professional and does not feel comfortable managing forced injection. Initial contact was made with Ben Springer, the school district Psychologist. Plans to meet and discuss further collaboration are in process.
- We received \$50,000 for our Gatekeeper Grant which must be spent by the end of June 2019. Efforts are in action to effectively use these prevention dollars to benefit Wasatch County by the deadline.

Supported Housing Services

Performance Indicators





Note: this is all of housing; including; The Duplex, Yarrow, Mapleview and Payson independent. The major drop was due to a client death and others moving out to more independent housing. These beds should be filled next month.

Leadership/Allied Agency Participation/Initiatives/Success

A success story for a housing client.

- We had a client come to us from crisis as she had recently been divorced and her ex-husband was caring for her along with his new wife. There was a language barrier as she was recently living in Taiwan. After much work getting her eligiblized for SSI and Medicaid, she transitioned from IRT to SRT in Payson. She was very shy and nervous; however, with consistent wrap around services in level 4, she thrived at SRT and the Clubhouse. Her ex-husband was thrilled to not be the care giver anymore and he was able to move on with his new wife and the client has done so well, she has recently moved to Mapleview where she is more independent with continued wrap around services with less intensity. It's been fun to see her progress with treatment and support.

Number of OQ/ YOQs administered: 101

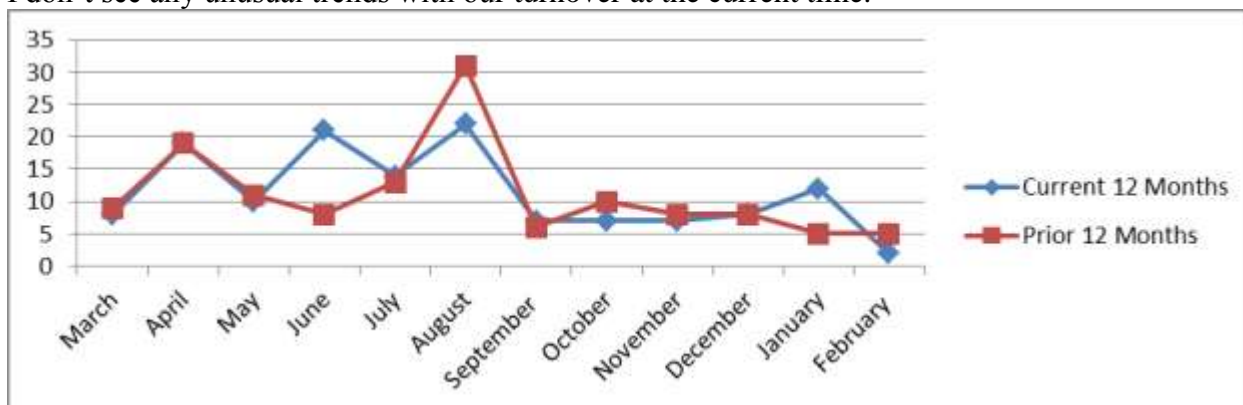
Number of unduplicated clients who completed an OQ/YOQ: 66

Number of total unduplicated clients served last month: 132

Human Resources

Employee Turnover

I don't see any unusual trends with our turnover at the current time.



Credentialing

This is a new section that might be of interest. It shows the work that our credentialing expert manages, and how many of our providers are credentialed with the various carriers.

Credentialing								
	Medicaid	Molina	Regence	PEHP	EMI	Aetna	U of U	Select Health
New Providers Approved	7	4	7	2	3	1	0	3
Renewals	0	0	4	0	0	0	0	0
Pending	19	5	2	0	5	11	17	9
Total	361	71	98	103	54	12	75	67

Retirement

		Percentage of employees
Employees in URS	305	100%
Employees contributing to 401k	213	69.8%
Employees contributing to 457b	24	7.87%
Employees contributing to Roth	45	14.75%
Employees not contributing	73	23.93%

Contribution Rates	0-5%	>5-10%	>10-15%	>15-20%	>20-25%	>25%
401k	166	35	5	2	2	3
457b	18	4	0	1	0	1
Roth IRA	31	13	1	0	0	0
Totals	215	52	6	3	2	4
Percentage	76%	18%	2%	1%	1%	1%

Accounting Department

Contracts:

MCOT - We met with Catherine, Kip, Juergen, and Doran to plan. We will keep this program in the Crisis Department (450) and Bridge (452). Doran indicated that we have to bill employee time. A contract code and timesheet code was created to distinguish what services will be used to calculate the percentage of non-Medicaid time to be billed for employees time

Other Items:

We received a draft report from the auditors on the cost study. They initially included a finding and recommendation regarding the accuracy of both the inpatient and outpatient encounter data. We took exception to the comment and worked with them to answer their concerns and have them agree to remove the finding from their published report.

Billing Department Report

Work continues on making corrections identified on the Provider Overlap report. The Junction programmers had made changes in the reports and resulted in a very large number of exceptions being reported. (40,000+ pages). This didn't seem to be the desired result. A meeting was held with division directors, accounting, billing, and IT personnel to make decisions about exactly which services we want to check with the overlap validation. The specific services desired were identified and this information will be passed along to the programmers to make the changes.

IT Department

Working on identifying old equipment, updating patches on servers and checking for OS vulnerabilities. Because many of the servers are using Win 2008 and that OS is reaching end of life and the end of 2019, will up updating the OS on servers to Win 2016.

Programmers are now working on developing validation for group notes. Currently, if a clinical note is written and signed and saved, the provider is alerted to provider overlaps. Since that has been completed, programmers are now completing development so the same thing takes place when providers sign and save group notes.