

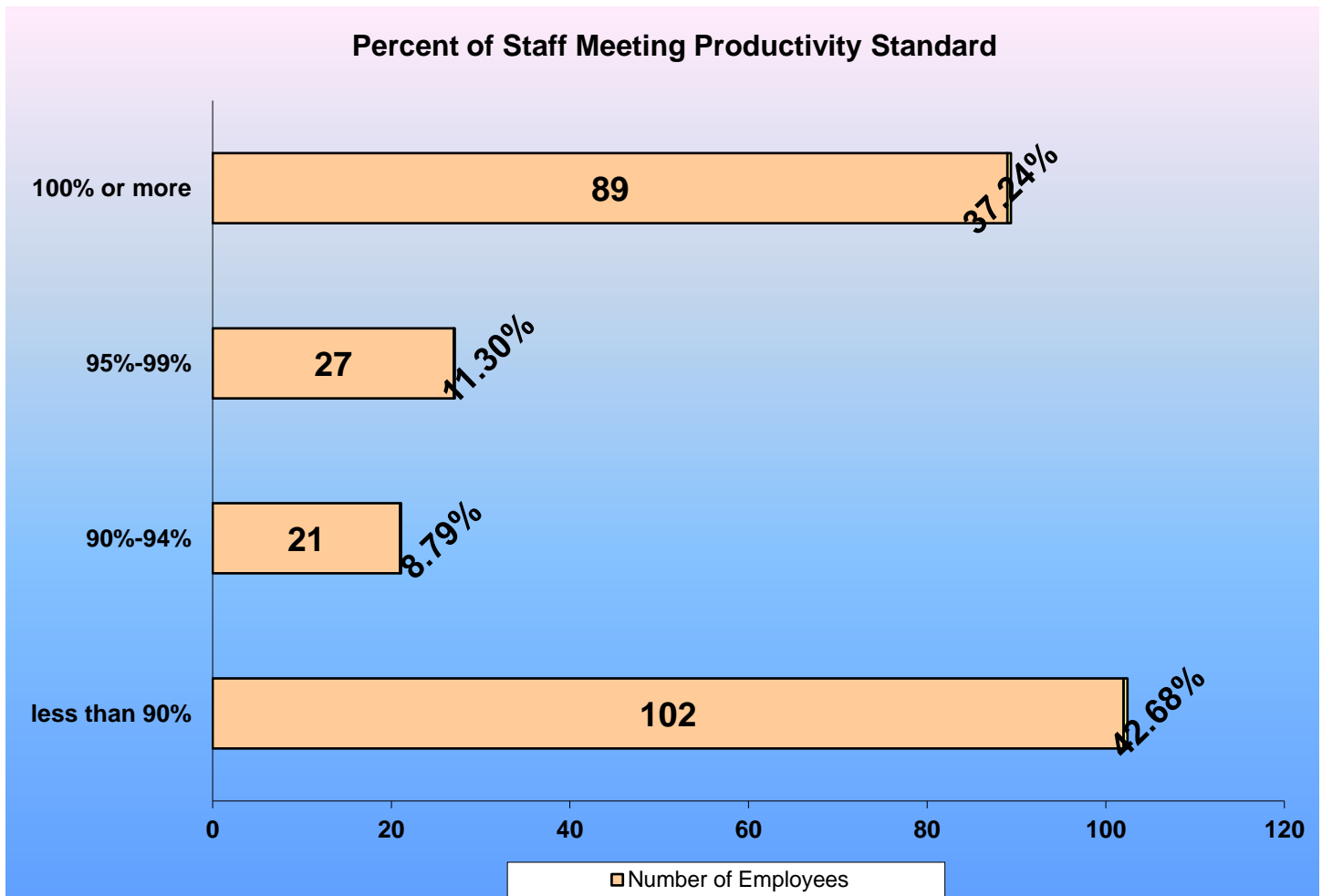
Wasatch Behavioral Health Monthly Briefing Report October 2020

Over this last month, we completed our due diligence work on the new site for our Intensive Residential Treatment facility. We are set to close in early November. This move will accelerate our ability to bring our Receiving Center on line.

With the increasing number of COVID case across the Nation and in the state, we also started to encourage ore staff to work from home and rely on telehealth modality. Further, as we are a health care facility and want to comply with applicable CDC and state guidelines, we continue to ask all clients' health related screening questions, take temperatures and mandate masks when entering the building. Luckily, very few individuals entering our building are non-compliant.

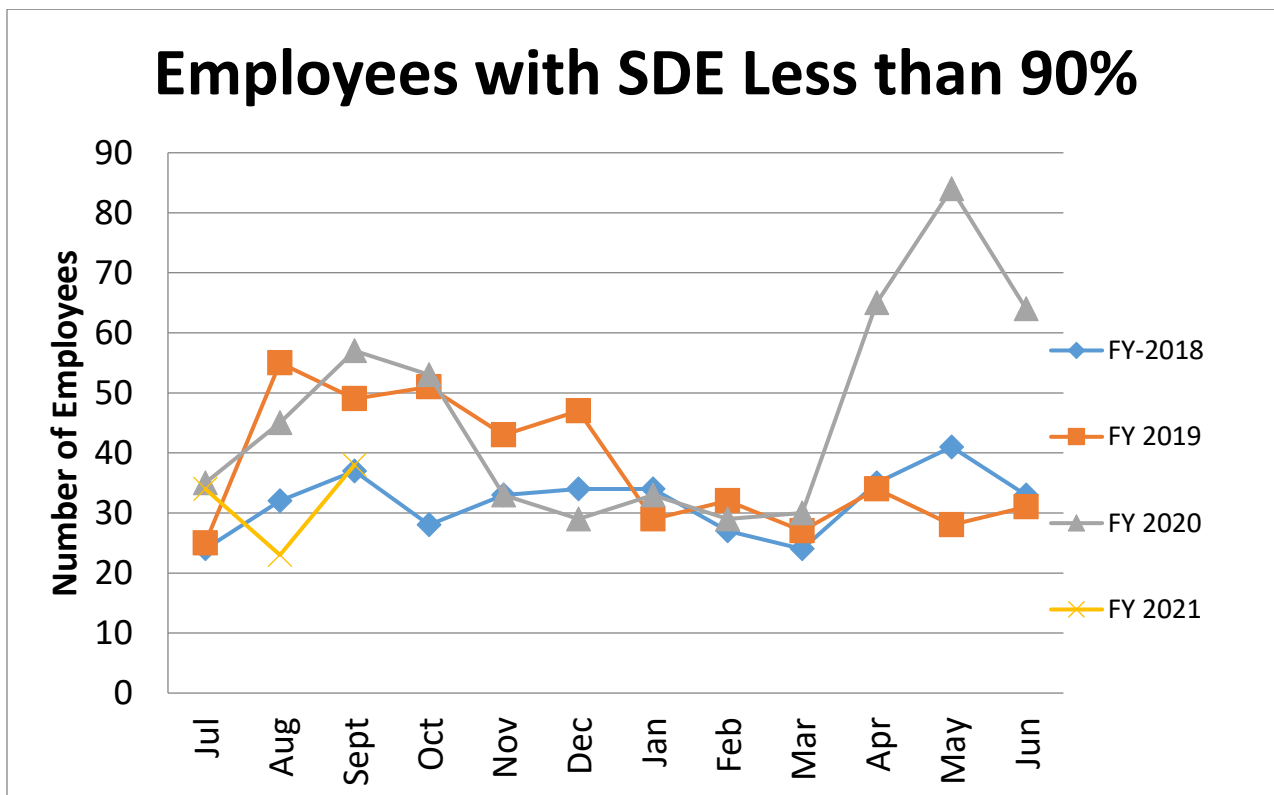
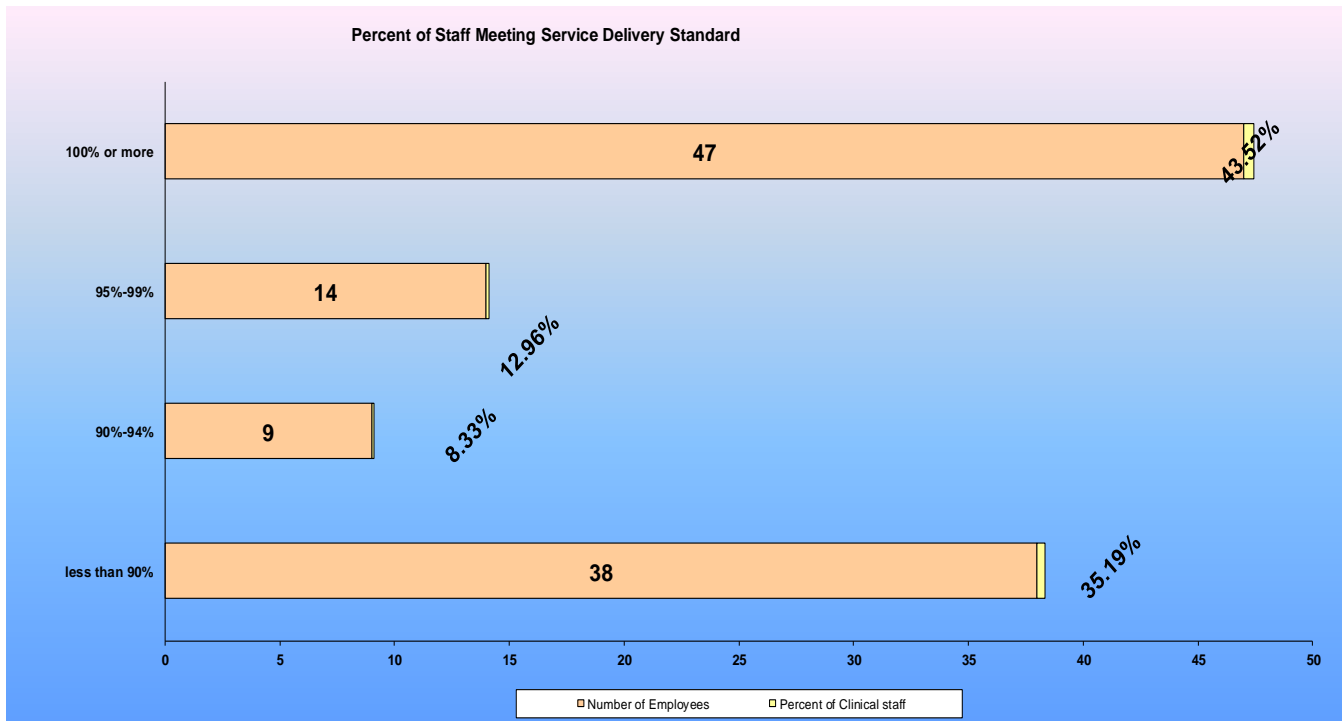
We are also working on a revision of our service Delivery Expectation process. While we are not changing the underlying requirements, we will move from a percentage to an hour based expectation. This will make self-monitoring for employees easier and will also track the service delivery over the year rather than just the last quarter.

Following a graph depicting the percentage of the Service Delivery expectation met by staff.

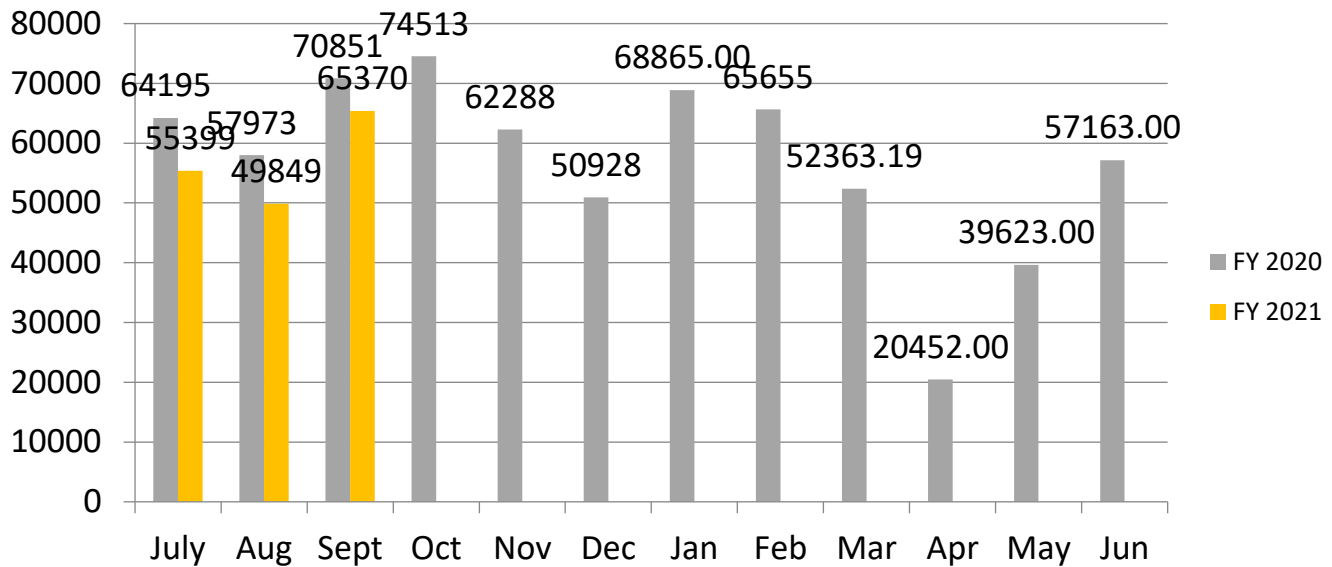


Crisis and Intensive Services Division

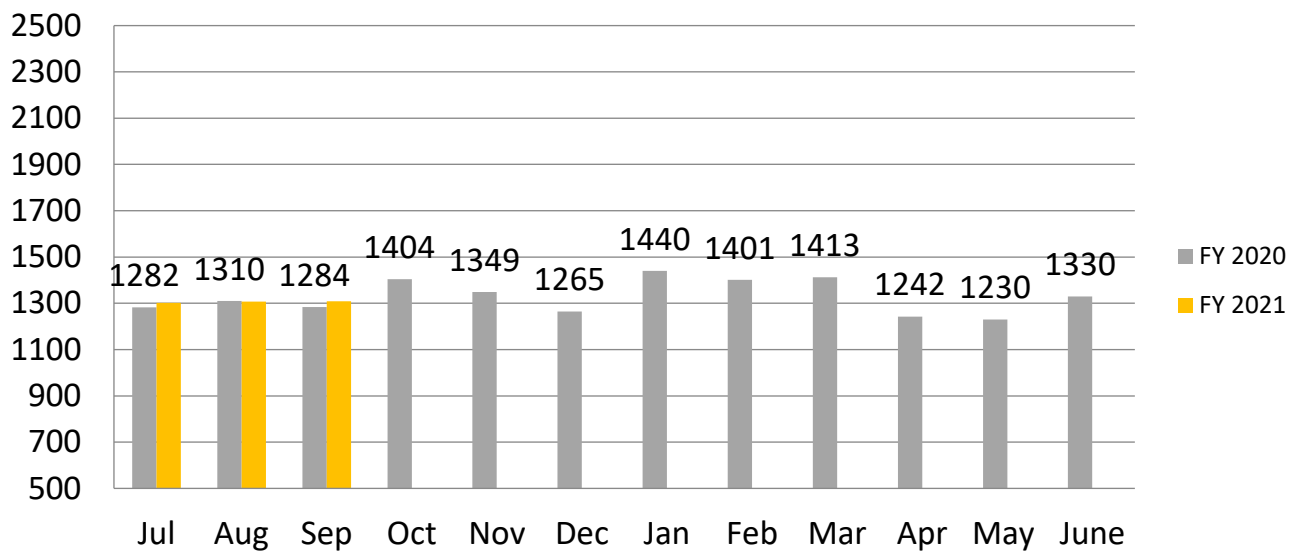
The graph below still includes service delivery expectation (SDE) results that include the Provo Family Clinic. Starting next month, they will not be included here but will be reported in the Clinical and Community Services Division report due to new Division program assignments.



Units of Service for Crisis and Intensive Services Division



Unduplicated Count Clients Served Crisis & Intensive Services Division

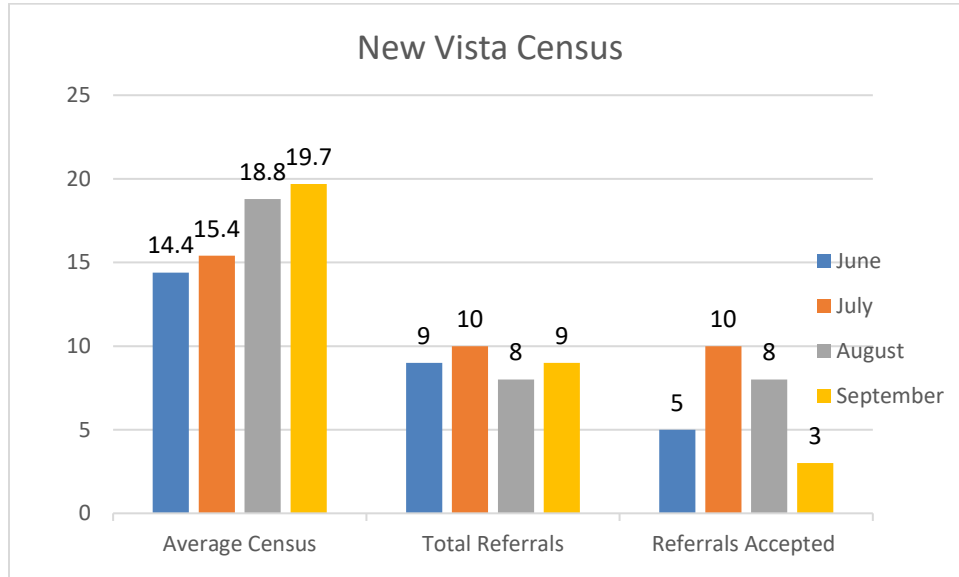


September Unduplicated Clients served in Family and Specialty clinics:

Clinic	Adults	Youth	Total
PFC	136	547	683
Payson	264	259	523
AFFC	399	407	806
WCFC	129	54	183
WFC	953	26	979
Med Services	1241	164	1405
Psych Services	81	76	157
Crisis	78	9	87

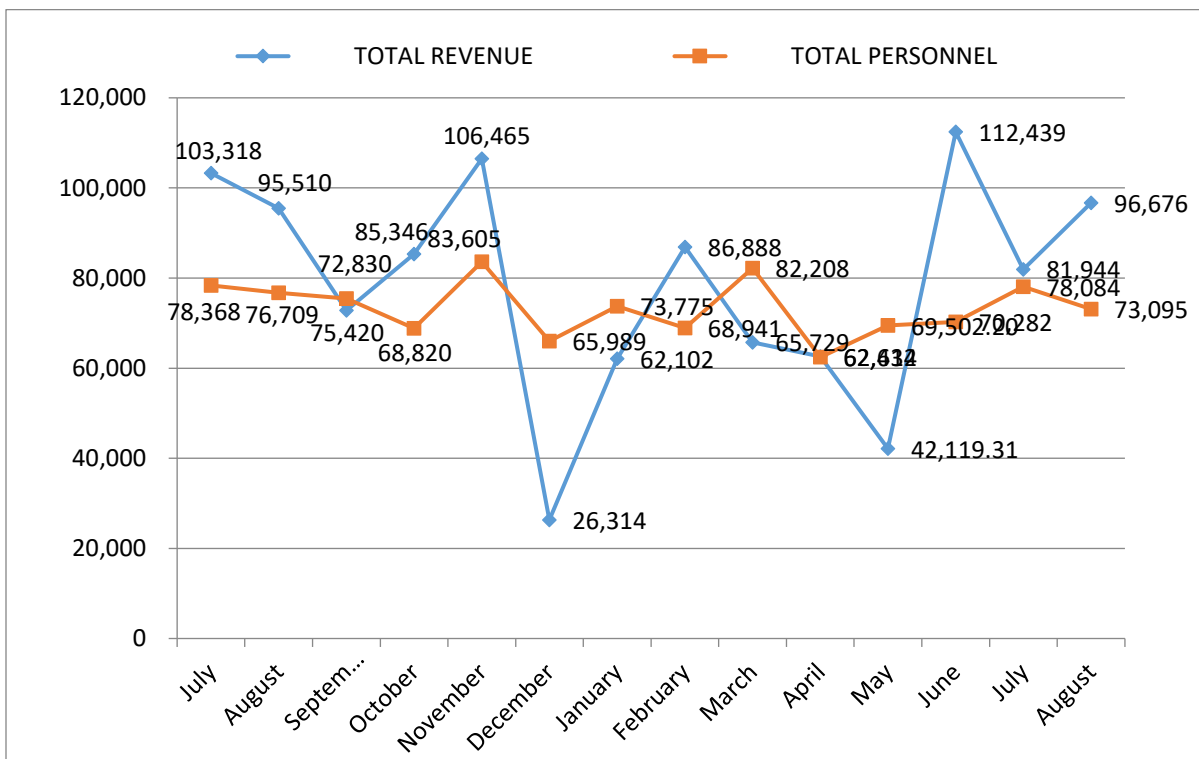
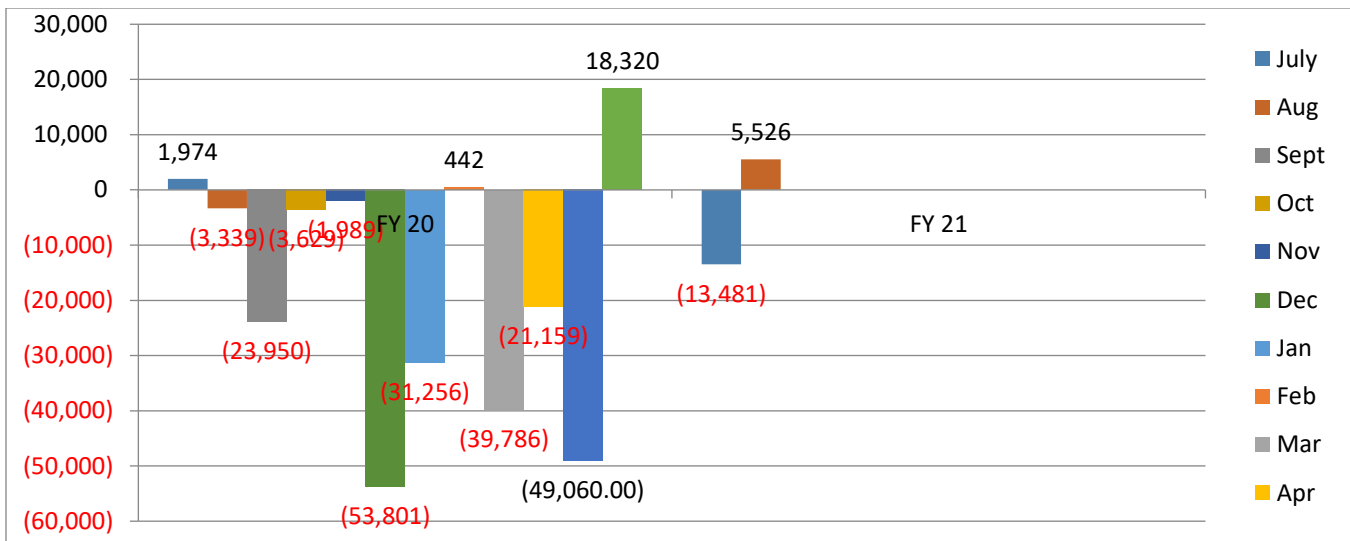
New Vista Youth Services

SEPTEMBER REPORT: New Vista saw another increase in overall census from August to September. Less referrals were accepted simply due to the fact that NV reached capacity and had no additional room to accept more clients. Some of the referrals have been placed on a waiting list and will be further staffed when more spots open up. NV staff are looking forward to a much-needed break during Fall Break. They have worked extremely hard to navigate all of the challenges that come with serving more clients.



New Vista Financial Report

New Vista posted a financial gain of \$5,526 for the month of August. I believe that increasing census, providing services, and billing those services is the reason for this increase. It is my hope that economic stability will continue to follow an increased census.



Financial Summary: New Vista continued to widen the gap between total revenue and total personnel. We increased our total Medicaid revenue by \$20,000 while decreasing total personnel by \$5,000 from July to August. This appears to be the result of a renewed focus on increasing census, providing therapeutic services, and billing those services.

Number of total unduplicated clients served:
Average service delivery expectation: 118.4%

78

Highlights:

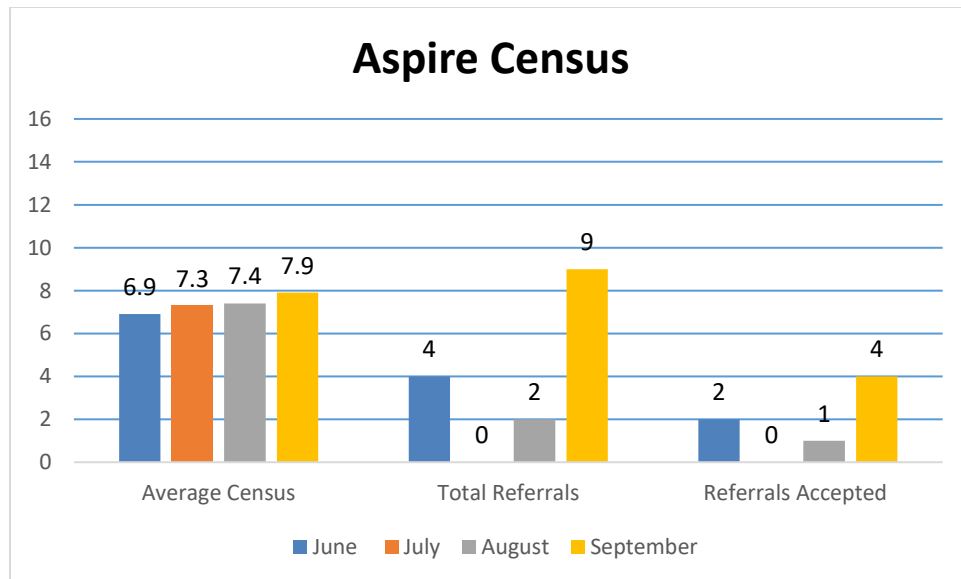
- The youth at New Vista continue to attend classes physically on Monday and Wednesday and they are required to do virtual classroom work on Tuesday and Thursday. Provo School District provides

Chrome books for virtual learning. New Vista has the youth work at desks on Tuesday and Thursday where the staff can see what is on the computer screen for safety reasons. New Vista currently has 7 youth at Dixon Jr High and 14 youth at Independence High School. The school requires that all students wear masks and bring a water bottle to school.

- New Vista YSD groups focus on building and maintaining healthy relationships. The youth have had to focus on emotional regulation skills due to the changes that continue to happen with COVID-19. At times, the youth, as well as staff, have been more dysregulated and needed to use coping skills. The youth focused on a 9-11 group this past month that helped build empathy skills for others. Therapists also do a healthy sexuality group.
- New Vista had 9 referrals and we started 2 new youth in day treatment and 1 new outpatient youth. New Vista is currently at capacity.

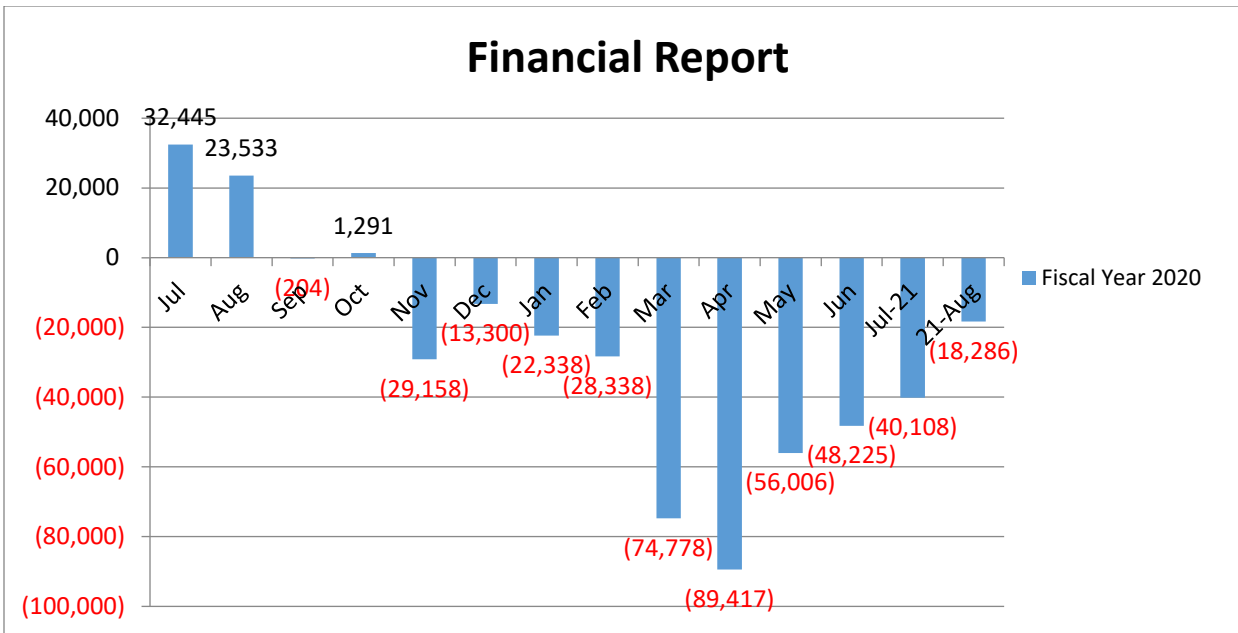
Aspire Academy

SEPTEMBER REPORT: Aspire census continues to trend in a positive direction. We averaged a full client more in September than we did in June. We also received a significant increase in referrals. We anticipate seeing a significant boost to our overall census for October since most of the referrals were accepted towards the end of September. We averaged one new girl per week during September. We have received more referrals from Optum.



ASPIRE ACADEMY FINANCIAL REPORT

Financial Report



Financial Report Summary: Aspire financials are looking better each month. We decreased our overall loss by \$22,000 from July to August. We are not satisfied, however, running in the red. We are anxious to see financials for September and beyond as our census is increasing.

The table below illustrates that we have been able to increase Medicaid revenue by 39% per client from November 2019 to July 2020 and 35% per client from February 2020 to July 2020. This increase is the result of a focus on documenting YSD services, a practice that was slipping last year. We have simply trained on 1) providing a billable service (YSD) and 2) documenting the billable service. We have seen the benefits.

	Medicaid Revenue	Actual Difference Compared to July 2020	% Increase
November 2019	\$3,046.68	\$1,964	39%
February 2020	\$3,261.31	\$1,749	35%
July 2020	\$5,010.06		

The next area of focus will be on documenting ISD, IBM, and GBM services. Currently, there is a lack of documenting these services which negatively impacts our Medicaid revenue.

Highlights:

- We currently have 10 residents at Aspire.
- In the month of September, we had three admissions and zero discharges.
- The Aspire program continues to enjoy Sri Lingam from Vantage Point coming over and doing a yoga group with the girls. The Aspire girls have enjoyed it. They are continuing to learn that yoga can be used to improve general wellness, relieve stress, and improve balance.
- School is back in session. Classes are scheduled half day Monday-Friday on site with Alpine School District/Summit program The girls already completed a “mini” term. We had 4 girls get a 4.0 GPA! The girls who received a 4.0 GPA received special recognition from the teachers and principal.

GIANT Steps, Strengthening Families, & Grandfamilies

Highlights & Program Updates – GIANT Steps, SFP, & Grandfamilies

- Giant Steps classrooms are now able to be full
- Strengthening Families and Grandfamilies have begun in-person services again, and are doing a hybrid of telehealth and in-person groups.
- Giant Steps was recognized in a Utah Jazz and Mountain America Credit Union “Pass it Along” press release and donation of \$5,000 to the Friends of Giant Steps.

Community Involvement

- Provo Mental Health Awareness Week booth
- Kids on the Move Policy Council (monthly)
- DSAMH Social Emotional Health Subcommittee (quarterly)
- Utah Infant Mental Health Alliance conference planning (monthly)
- Partners for Families & Children (monthly)
- DCFS Focus Group
- Autism Resources for Utah County meeting (monthly)
- UVU Autism Conference planning meeting
- DCFS Adoption Subsidy (quarterly)
- Help Me Grow (monthly)
- DSAMH Autism Discussion Group (quarterly)

Billable Units of Service

Current Month – 22,627 units of service were provided to Giant Steps clients/families.

Last Year Comparison – 27,223 units of service were provided in the same month last year.

Financial Information

Fiscal Year-to-Date Income Gain (Loss) – **(\$155,077.01)**

Feedback from the July – September 2020 graduating Grandfamilies group:

Tell us what you have enjoyed about Grandfamilies:

-“Just being with people.”

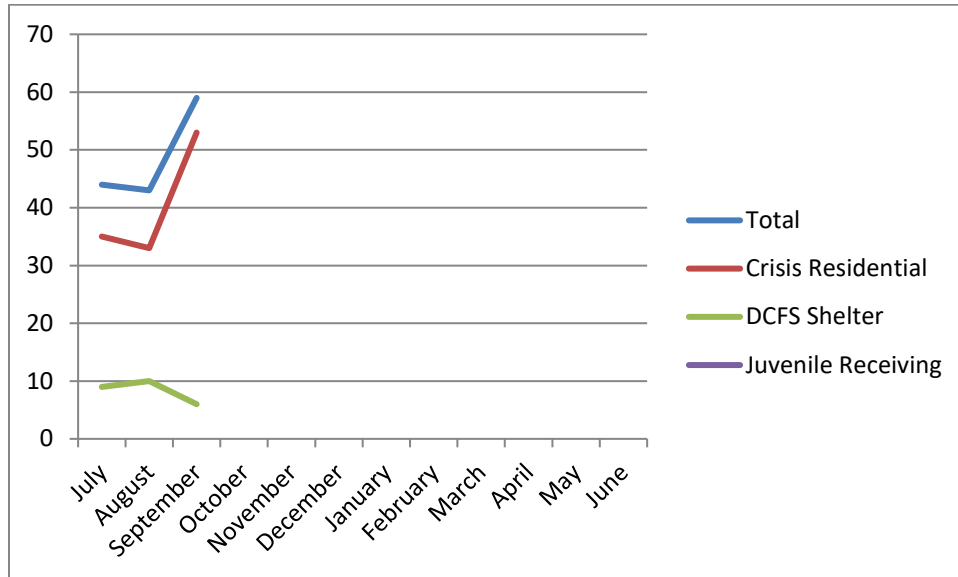
-“The open discussion, not just ‘peaches and pits.’ We truly had an open forum where we could relieve the pressure we were under.”

-“I have appreciated having the support of the group to help normalize my experiences. The staff was supportive and well informed. I felt that I could turn to them for information and help navigate the system in which we find ourselves involved in.”

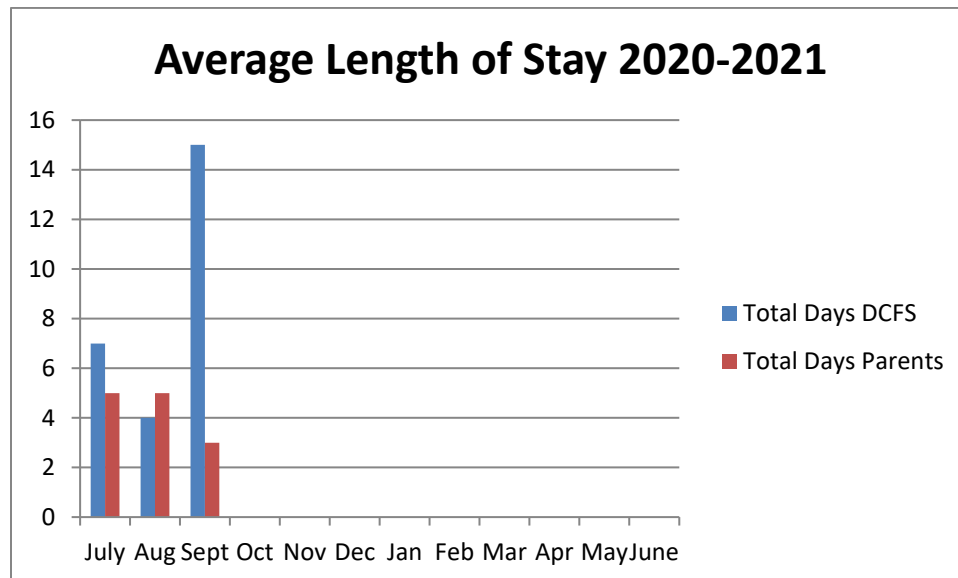
-“I loved the sense of community and real concern, being able to discuss all the different aspects and difficulties in connection with fostering/guardianship. Being able to share fears, all the ups and downs in a relaxed but professional setting. I felt heard, appreciated and, most importantly, I felt understood and supported.”

Vantage Point

2020-2021



2019-2020



Highlights:

- COVID is definitely affecting our staff scheduling at VP. We have several staff who are out sick, quarantining, or waiting for test results. We have had to call out to other departments for help to fill in. We would like to thank Giant Steps, Aspire, and IRT for their support. We will return the favor as well. It seems all the 24 hours programs are having the same problems.

- As a division we are talking about how to help support this problem going forward. We have discussed increasing our on-call pool to be shared between the departments. We are not sure how effective this will work, since Aspire has a higher level of care, but we are still brain storming ideas.

Prevention and Recovery from Early Psychosis (PREP)

PREP was the first program of its kind that focused on prevention instead of maintenance. Over the last 4 years, we have witnessed countless young people and families who benefitted. It has been an amazing adventure and we are so proud to have been a part of the process. This year, we completed our first fidelity review and we scored the highest score in the state! That doesn't mean that there isn't room for improvement.

Program Overview		
	PREP	CHR
Total # of clients:	27	21
Adults (over 18)	24	5
Adolescent clients (16-18 yo)	2	11
Youth Clients (under 16)	0	5
Funding sources:		
PCN/None	2	4
Medicaid	7	7
Medicare	2	0
Expanded Medicaid	7	2
Private Insurance	9	8
Private Pay	0	0
Involved in work	14	8
% involved at work	52%	38%
Involved at school	4	11
% involved at school	15%	52%
Total # involved in Ed or Employ	67%	90%

STRIDE / XCEL

Our therapists and case managers for all age groups in both programs will continue to do in-home services outside of day treatment as added support. The team is full of bright and enthusiastic staff.

	American Fork Stride	Payson Stride	Provo Older Stride	Provo Younger Stride	XCEL
Group Billable: Avg. Clients	2.1	3.3	2.8	1.6	3
Group Billable: Total Clients	44	70	59	33	48
Group Billable: Avg. Staff	1	1.1	0.9	0.7	1.5
Group Billable: Total Staff	21	23	19	15	24
1 to 1: Avg. Clients	2.7	1.9	2.4	2.9	4.4
1 to 1: Total Clients	56	40	51	61	70
1 to 1: Avg. Staff	2.7	1.9	2.4	2.9	4.4
1 to 1: Total Staff	56	39	51	61	70
Total Present: Avg. Clients	4.8	5.2	5.2	4.5	7.4
Total Present: Total Clients	100	110	110	94	118
Total Present: Avg. Staff	3.7	3	3.3	3.6	5.9
Total Present: Total Staff	77	62	70	76	94
Average Absences	0.9	1.4	1.3	0.7	2.1
Graduations	1	5	2	2	4
Number of unduplicated clients served for the month in Stride:			61		
Number of unduplicated clients served for the month in XCEL:			46		

Number of total unduplicated clients served last month: **68**

Number of OQ/ YOQs administered: **55**

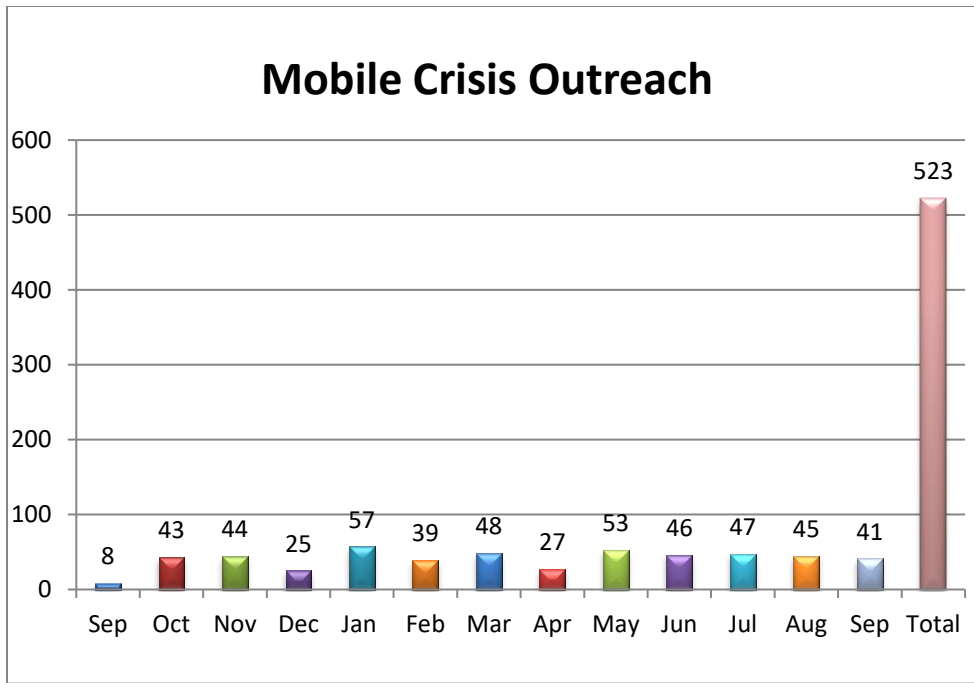
Number of unduplicated clients who completed an OQ/YOQ: **46**

Crisis Services

CY-FAST / Respite Minutes for August

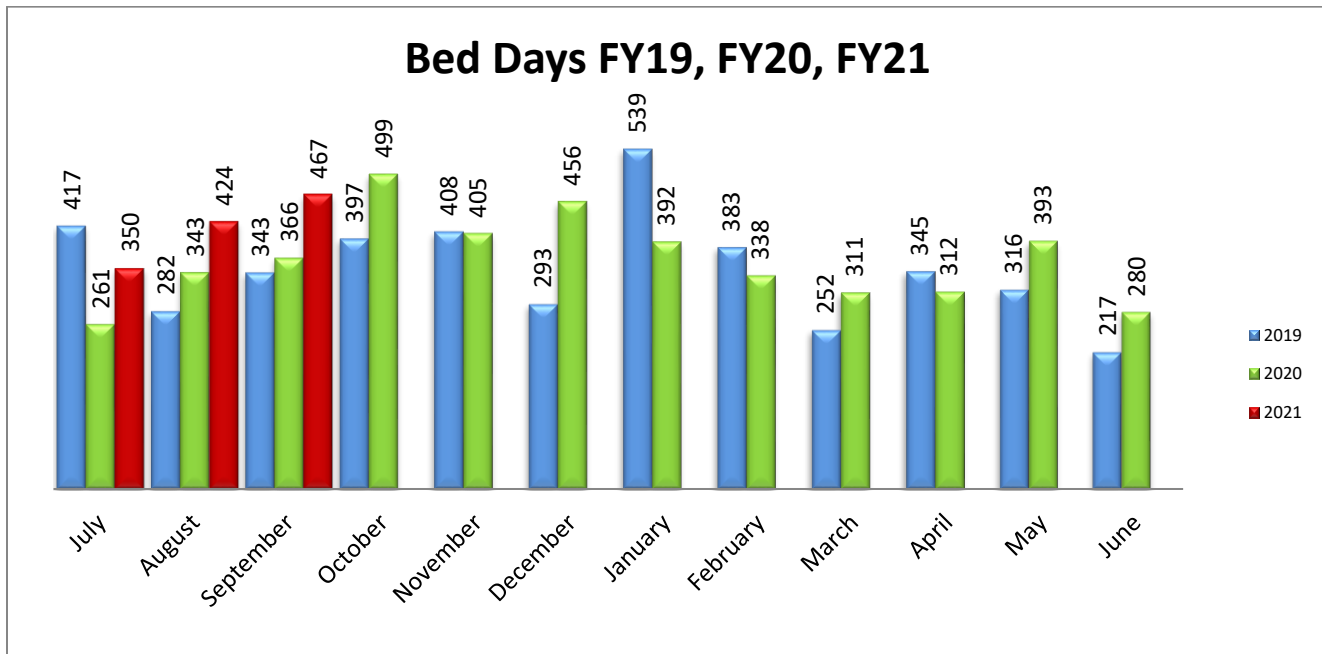
Respite minutes: 3,152
 CY-FAST continued: 58
 FRF families: 13

The following graph represents Mobile Crisis Outreach's the team has done since September 2019.
Mobile Crisis Outreaches in August: 41



Inpatient Psychiatry

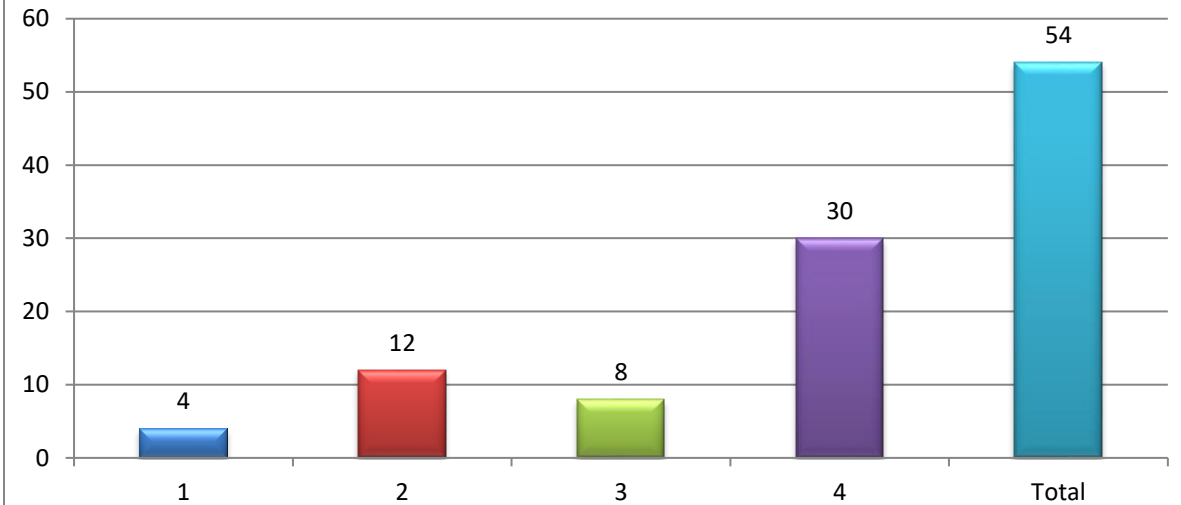
The following graph illustrates the total number of inpatient psychiatric bed days used for WBH clients during each month of the last two fiscal years and FY 2021. These bed days are accrued for all inpatient interests involving various WBH clients. WBH will not necessarily be the Medicaid payer; however we are accruing the worst case scenario.



Inpatient stays waiting for USH Hospital bed placement

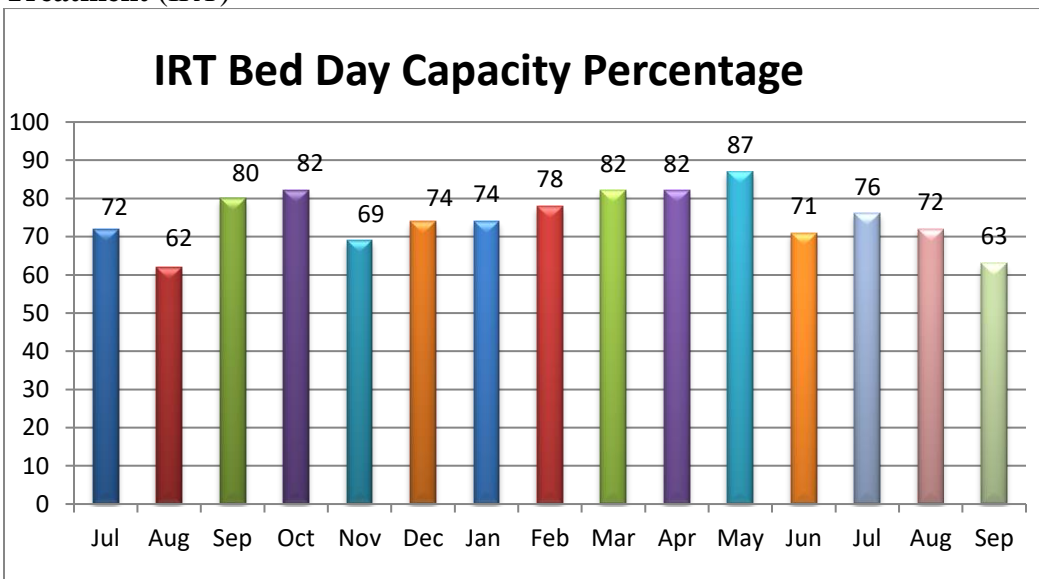
The following graphs represent those waiting for admission to the Utah State Hospital. The numbers on the bottom of the graphs represent each individual who waited for USH placement. In 2012, WBH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total cumulative cost to WBH since 2012 is approximately \$5,668,519. Total cost for FY 21 thus far is \$59,400.**

Inpatient Stays awaiting USH FY21



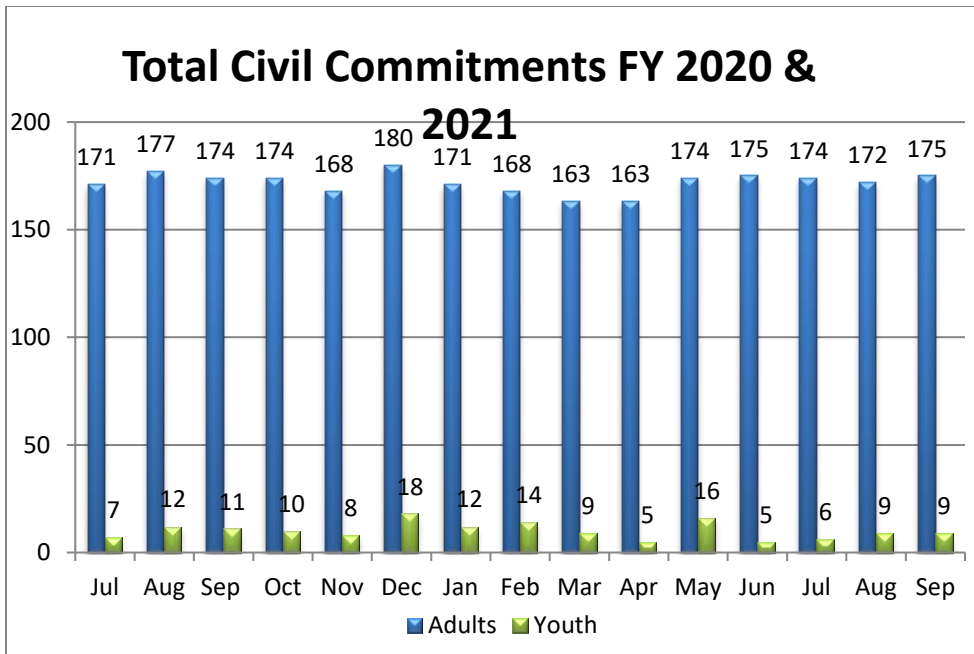
Intensive Residential Treatment (IRT)

The following graph illustrates the bed day capacity percentages from FY20 to FY21 at **Intensive Residential Treatment (IRT)**



CIVIL COMMITMENT

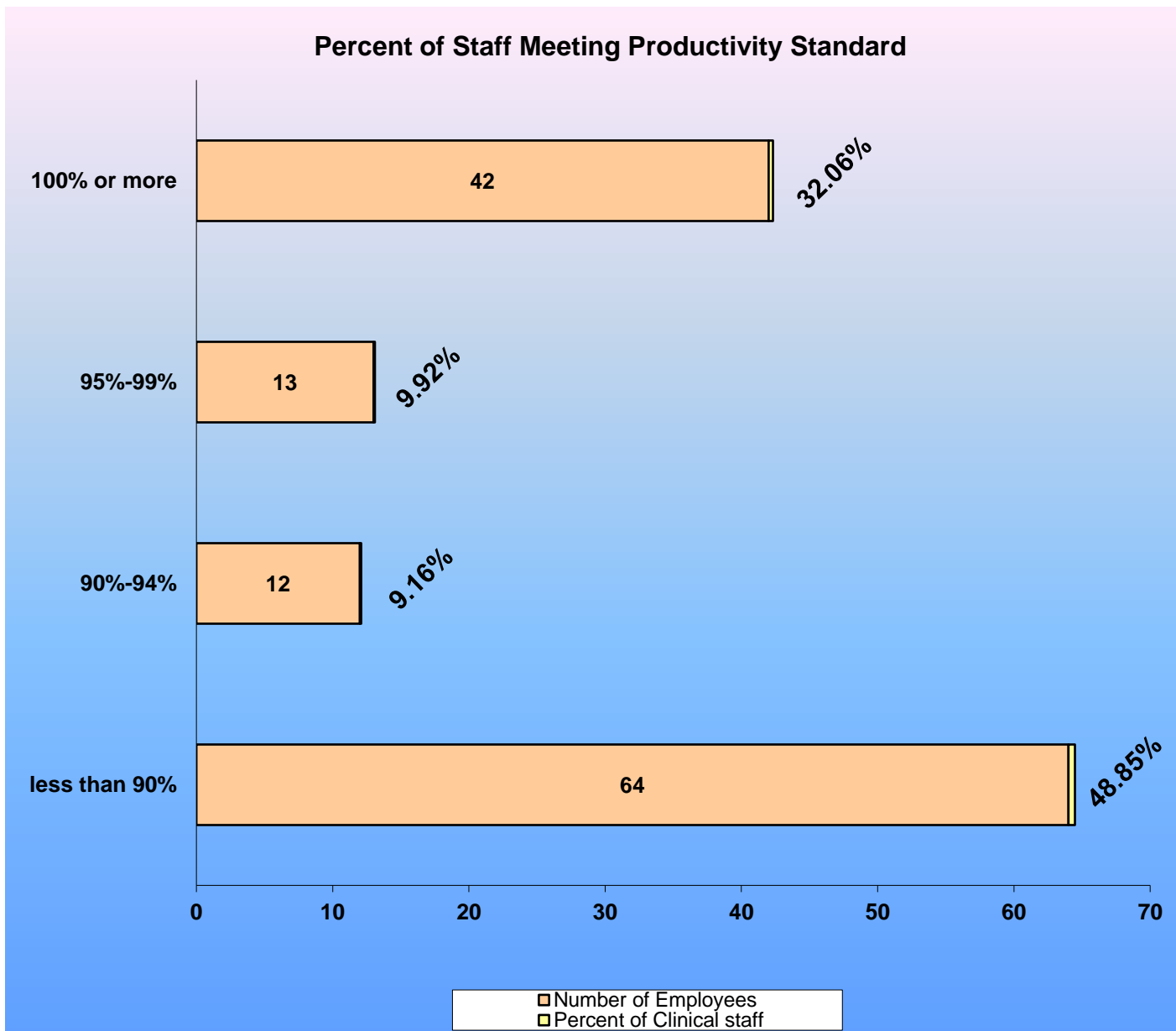
In FY18 Crisis Services acquired the complete oversight and monitoring of all adult and youth civil commitment initial applications, monitoring review and ongoing civil commitment compliance oversight, and all discharges and drops from civil commitment. This had been previously divided among various departments and is now more centrally located and managed within Crisis Services. There does not appear to have been a clear tracking and reporting method to the number of total civil commitments for youth and adult individuals before now. The following graph illustrates the total number of youth and adult involuntary civil commitments to Wasatch Behavioral Health for each month in FY20 & FY21.



Success Story

Due to COVID-19, Utah County inpatient psychiatric beds have been harder to come by since many of the inpatient beds have been reduced due to less staff available at the hospitals. More often than not, when Crisis refers a client for inpatient psychiatric hospitalization, clients are often waiting in the ER much longer than typical. We have been very impressed with the safety plans and efforts made by the MCOT team to support patients in settings other than inpatient. Even though many times these options are less than ideal, staff have done a great job thinking outside the box and collaborating. Outpatient treatment teams throughout the various clinics continue to work diligently to resolve many acute situations that also arise, which are department recognizes and appreciates!

Clinical & Community Services Division



OQ/YOQ Administration

Number of total unduplicated clients served last month:

Adult Clients Served	2969
Child/Youth Clients Served	1557
Total	4526

Number of OQ/ YOQs administered:

Clinical & Community Services Division	2611
Crisis & Intensive Services Division	310

Number of unduplicated clients who completed an OQ/YOQ:

Clinical & Community Services	1645
Crisis & Intensive Services	158

Total **1803**

Unduplicated Count of All Clients Served at WMH 4526

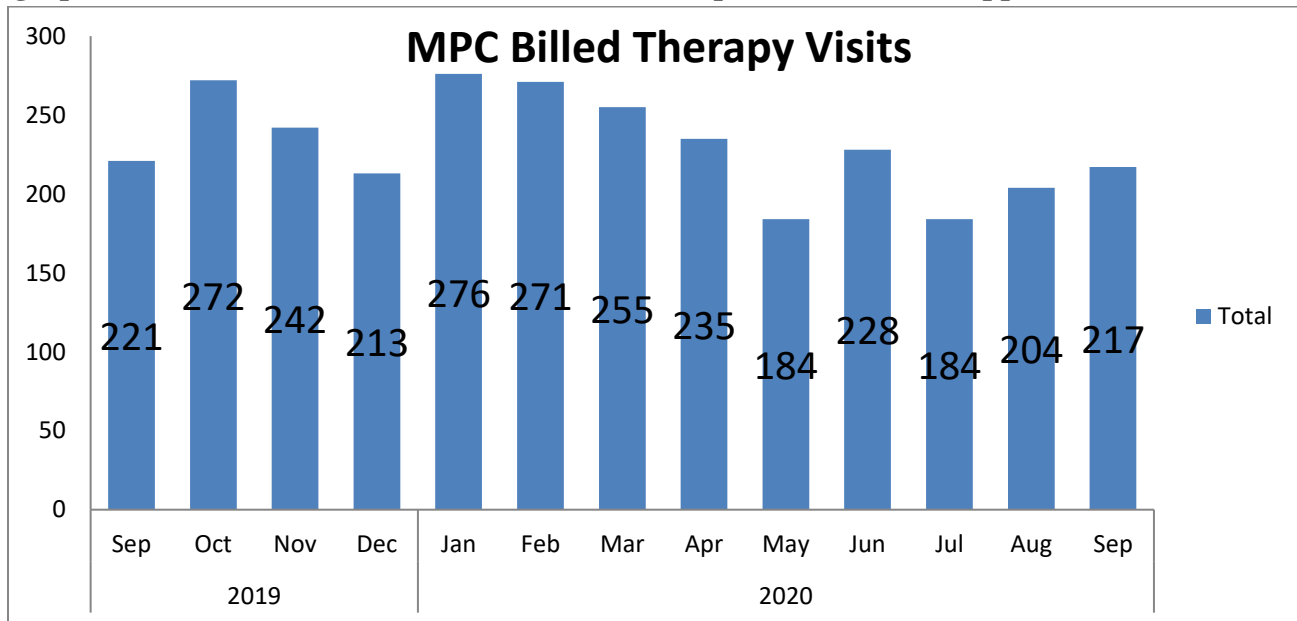
% of Unduplicated Clients Completing an OQ/YOQ 40%

Leadership/Allied Agency Participation/Initiatives/Successes

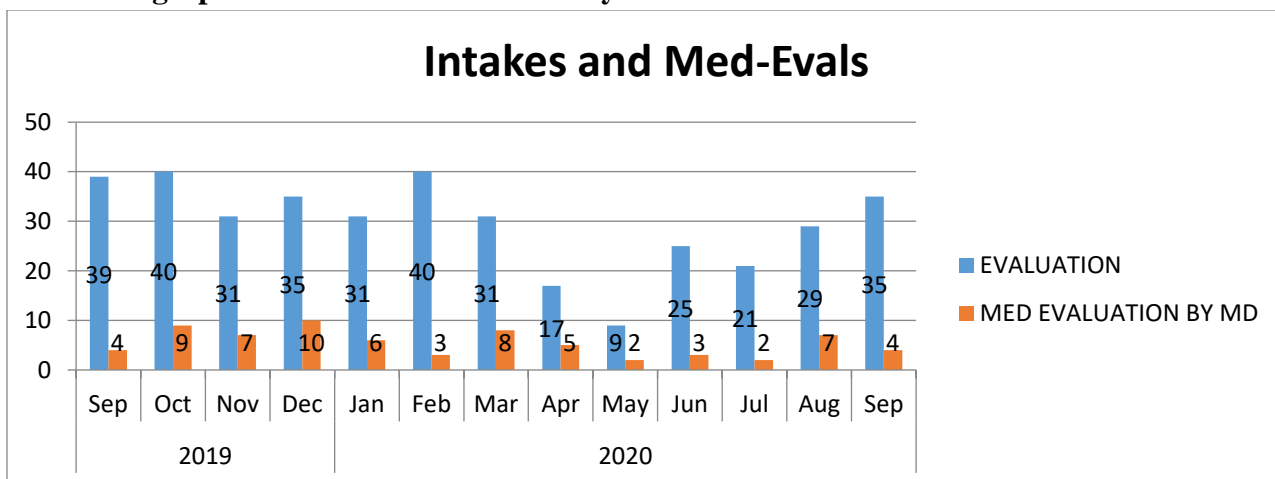
The Clinical and Community Services Division was re-aligned to include all family clinics as well as the BRIDGE and PREP programs. Over time, this change will help standardize workflows and procedures at the various family clinics to give a more consistent experience to clients across the board and allow for further expansion in the CIS Division.

Mountain Peaks Counseling

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 have had an increase of 18% on intakes while having a reduction in staff available to work these. Our full time therapist is scheduled out a month for intakes and our part time clinicians are trying to keep up but we have had 4 clinicians stop intakes as their schedules are full. We are recruiting for in-house staff to see who may be interested. Our hope is to find a clinician who will see youth as we have seen almost a 100% increase in youth clients.

<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	148
<u>Number of unduplicated clients served:</u>	132 (22 were youth)

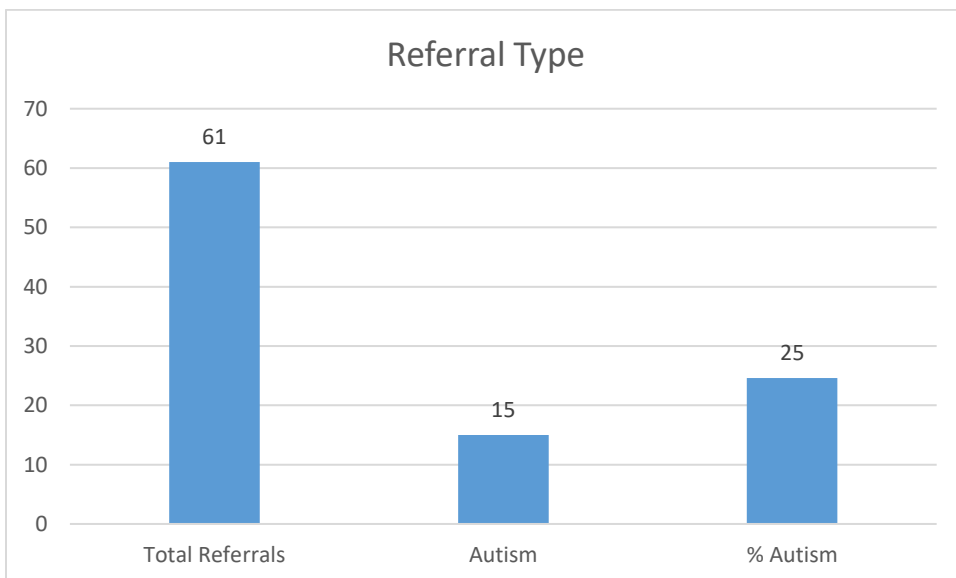
Medical Department

September was a relatively quiet month for medical services. Our team of wellness coordinators is finally fully staffed and fully trained, and we have been able to increase our coverage in the Payson Family Clinic, where the needs have been significant. Johnny James, our former transcriber, returned to us in the form of a contract and has been doing well in that capacity. Lisa O’Donnal completed her formal Medication Assisted Treatment training and arranged with Dr. Bush to shadow him in November followed by ongoing consultation as needed. This will bring MAT services into the Wasatch County Family Clinic to start, and potentially to other family clinics in the future depending on the needs.

Psychological Testing/Interns/Form 20m

PAS has been focusing efforts on maximizing efficiency in our work both in the office and from home, responding quickly and with quality to the APA self study information request, and getting our new testing coordinator up to speed. Our month was complicated by an employee testing positive for coronavirus and exposing a couple other members of our department, but luckily all those exposed were able to return with negative test results and telehealth prevented any major impact from the issue. The employee has since recovered and returned to work.

In September, 2020 we received a total of 61 referrals, 32 of whom were children. We had 15 autism referrals this month.



Outside Providers/Mountainlands

Mountainlands was open 21 days in September 2020

% Appointments Kept---68.5%

% Appointments Canceled---8%

% Appointments Failed---23.5%

% Appointments Kept Follow-up's---91%

% Appointments Kept New Clients----9%

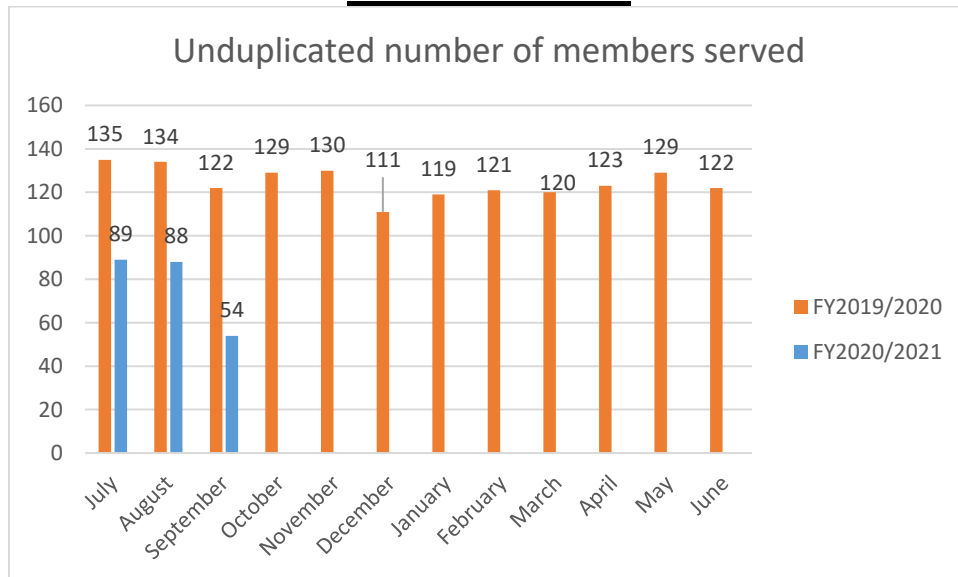
Summary:

In September we maintained the increase in the number of clients scheduling per day at 9.1 per day for both months, but our number of kept appointments per day dropped from 6.6 to 6.2. More concerning is the percentage of failed appointments at 23.5%. This is almost double our average for 2019 of 12%. However, it should be noted that the average for the past 7 months...roughly since the pandemic started...has been 16%, so there is likely a direct correlation between the two. And given the recent increase of Covid-19 cases in Utah County in September, failed appointments might be expected to increase. New client appointments returned to a more usual 12 after the increase in August when we had a group of clients transfer care from Health Clinics of Utah.

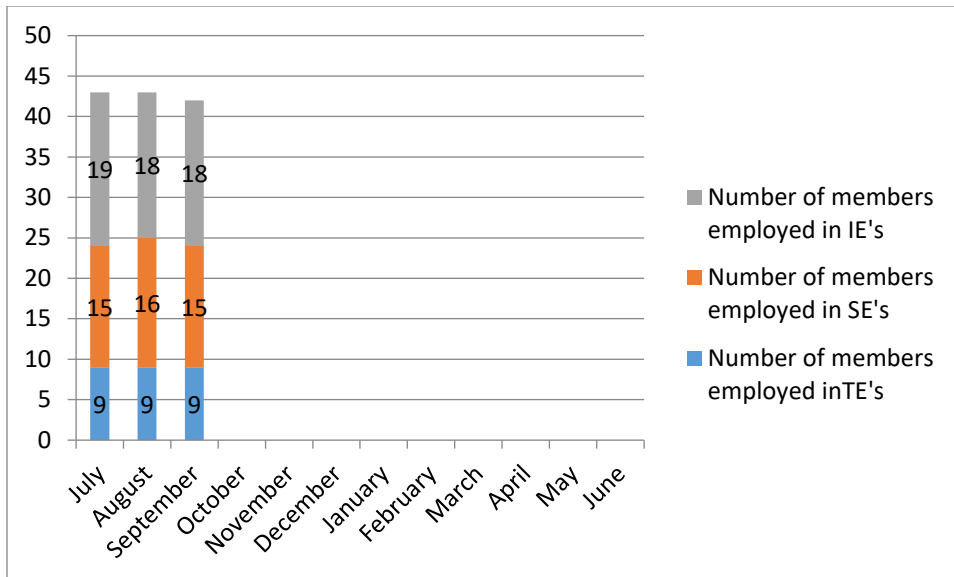
Care Team Services

September was a short-handed month, with various CTAs being quarantined off and on, Ema not yet being replaced, and additional duties being required of the team. With that said, we have gotten very creative about maximizing our time and are probably as efficient as we are capable of being. In September, we selected an outside candidate to fill our open CTA position.

Wasatch House



FY20 EMPLOYMENT



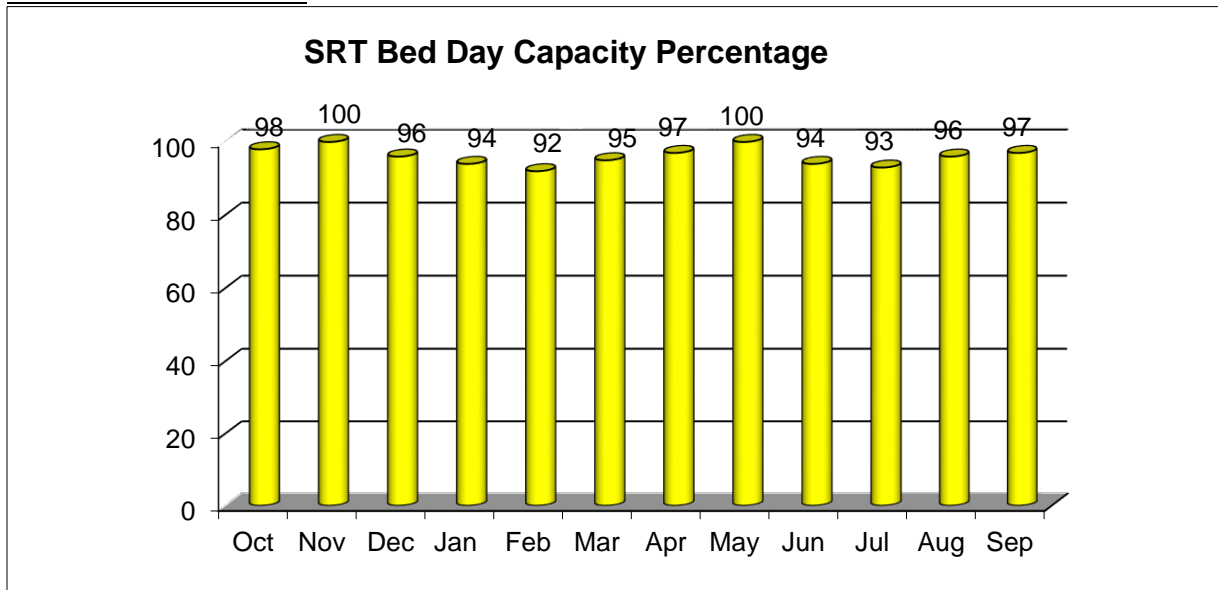
Leadership/Allied Agency Participation/Initiatives/Success

The following is a recent story from one of our Clubhouse members.

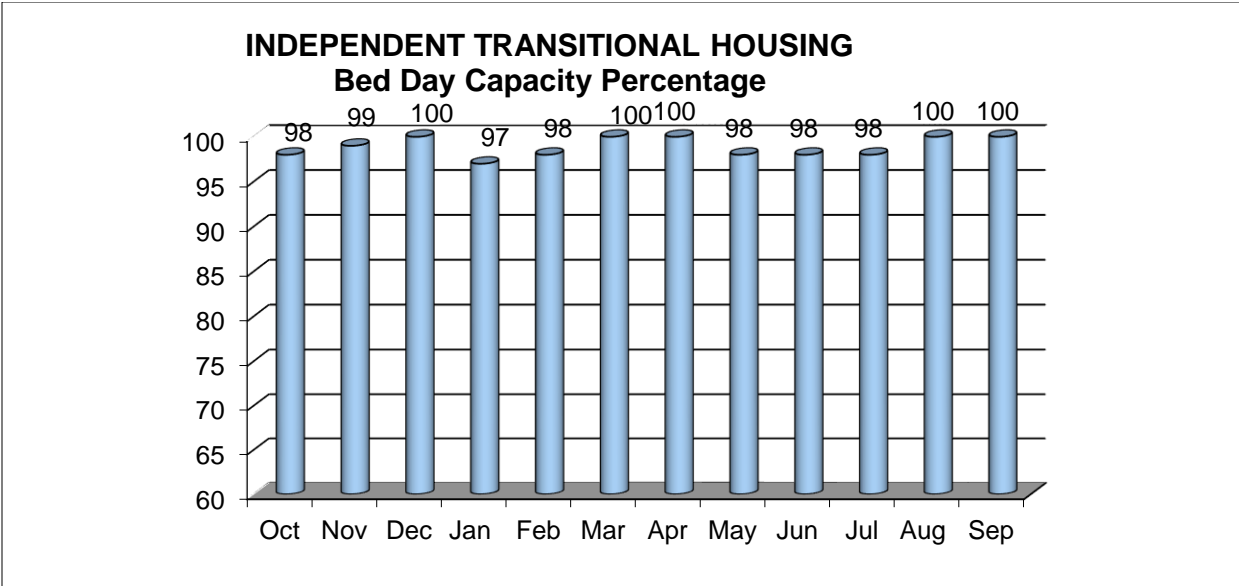
“While I was talking with my son one day I noticed that I had a doctor’s appointment on a day that I usually go to Clubhouse. I told my son that I would rather reschedule my appointment and go to Clubhouse. He started laughing and said, ‘Mom, remember when you didn’t care if you went to Clubhouse or not. Now you’re getting upset because you can’t go.’ He told me that he’s glad that I like to come to Clubhouse and he just wanted to let me know that since I’ve been coming to Clubhouse that he’s noticed a big change in me. I’m comfortable seeing the same faces and I feel safe here. I love to come to Clubhouse. I feel like I’ve accomplished something for the day.”

Supported Housing Services

Performance Indicators



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



Leadership/Allied Agency Participation/Initiatives/Success

- This past month Dave Blume went to visit Doug Carlson, the new interim director of Housing Authority Utah County (HAUC). Over the last 6 months since Covid hit and their director left the agency, the communication from this agency has decreased significantly. The relationship with HAUC was reviewed and reiterated how positive it has been for so many years. The idea was to re-establish the connection we have enjoyed for so many years. Since that visit, our past liaison from HAUC has returned phone calls and emails promptly and has even attended our weekly housing meeting. This relationship is key to helping clients.
- One specific item that was reviewed with HAUC is we can certify if a client has come from an institution such as IRT, USH or other residential or hospital settings, there is a special housing voucher they can be put on and then obtain housing assistance sooner than waiting on the regular section 8 waiting list. This means many clients, up to 15-20 or so, can qualify for immediate housing if they meet the criteria.
- A meeting was held with the National Guard triage nurses in regards to Covid-19 and best practice implementation for hygiene and PPE use. All the residential units were represented and some good information was shared. We learned how to properly don and doff PPE in order to stay safe.

Number of unduplicated clients who completed an OQ/YOQ: 36

Total Late notes for Previous Month: 43

Number of total unduplicated clients served last month: 156

Westpark Family Clinic Representative Payee Services

- In September 2020, PASRR staff completed 57 PASRRs for generated revenue of \$19,984.
- PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In September 2020, PASRR staff completed 10 IDRC PASRRs for generated revenue of \$2,308.25.
- The number of OQ/YOQ tool questionnaires collected in WFC was significantly improved at 14 ASC tools. This has been our highest month since tracking our ASC use, and is a 700% increase over last month.
- This month, we continued tracking client treatment progress within the clinic as indicated by the Y/OQ. On average, those clients who took the OQ-45 in the WFC this month had initial scores of 82.18 and current scores of 74.45, showing mean improvement of 7 points. Of these clients, 32% currently show improvement on the OQ-45 with 59% and 10% showing no reliable change and deterioration respectively.
- During the last quarter, beginning with the pay period starting on 07/05/2020 and ending with the pay period ending 09/26/2020, WFC staff (420) achieved a total of 2812.26 productivity hours, which equates to 87.2% of the department’s cumulative productivity standard. Total productivity hours month over month increased 1.34% while total productivity percentage decreased by 3.1%.
- During the same period of time, RPS staff achieved a total of 719.15 productive hours, which equates to 108.3% of the department’s cumulative productivity standard. This is an 8.251% decrease in total productivity hours compared to last month.

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

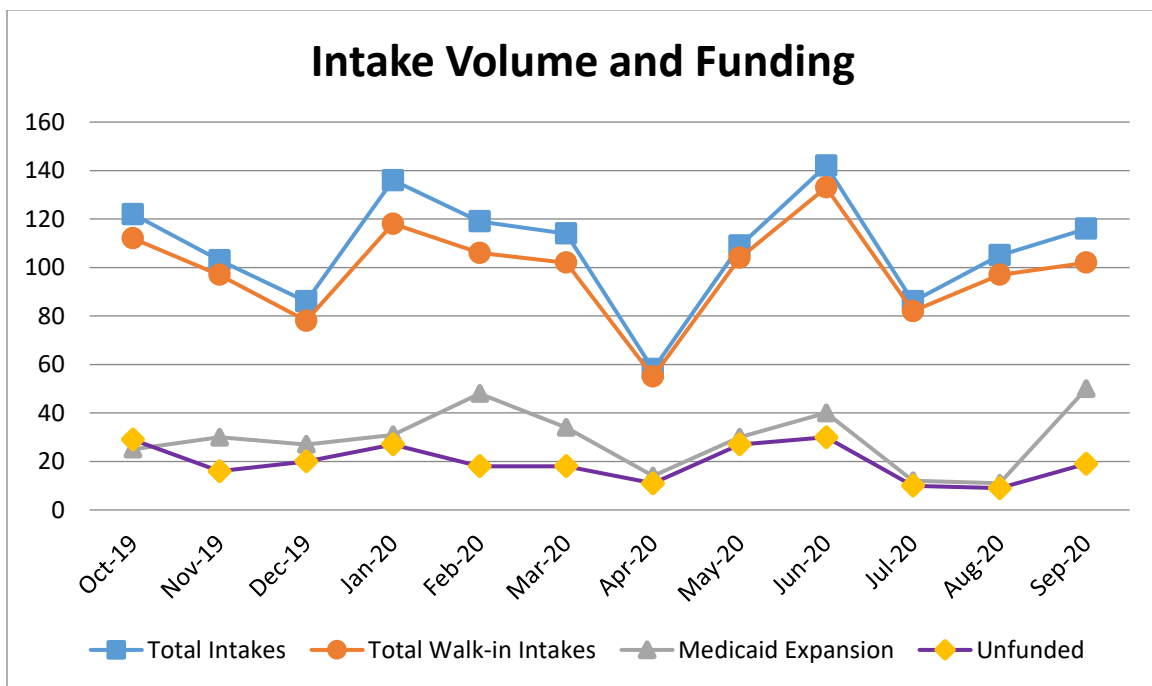
Mental Health Courts in Utah County:	Number in the program:	Graduates:	New Clients Accepted:	Clients who dropped out or removed from program:
4 th District Court:	31	3	2	1
Provo Justice Court:	4	0	1	0
Orem Justice Court:	2	0	0	0

Leadership/Allied Agency Participation/Initiatives/Success:

- A success story this month comes from our nurse on the Integrated Health Team. She stated, “One patient has had problems with her sodium levels dropping to critical levels and her potassium levels have increased. Since this patient has been enrolled in HIP and been on the BRIDGE team, 3 inpatient hospital stays have been avoided. Verdon has ordered weekly labs for pt to monitor her sodium and potassium levels. Pt has been admitted to IRT each time her sodium levels drop below a certain level to

monitor this patients fluid intake levels. During the most recent IRT stay, pts sodium and potassium levels were within normal limits one week after being admitted to IRT. I think the team work between all the departments has been really helpful to be able monitor this pt closely.”

- A second success story comes from a therapist who said, “I have a client who is an addict in recovery. He is currently living at home and working at DI. He has been consistent in attending therapy appointments since he started at the WRC and through his transfer to West Park. He has maintained his sobriety even though his brother who is actively using lives at home too (He has his parents hold his medication and money to support his sobriety in this difficult situation). He has been working at the DI where he has been consistent with his attendance and has made sure he is always doing something productive. They recently recognized him and gave him a good raise. He is looking for a job and gets his driver’s license back in a few months which will make self-care and social support easier to accomplish. He recognizes he needs to work through one day at a time to accomplish his goals and objectives and is well on his way to doing exactly that!”
- Due to the increased intake volume since the Medicaid Expansion and unfunded, WFC therapists continued to complete 1 intake per hour as needed in order to accommodate for the increased intake volume. The majority of WFC intakes have taken place through scheduled appointments due to client requests to be accommodated via Telehealth.
- WFC provided 140 intake slots in September. Walk-in accounted for 32 while 108 were scheduled slots. Of the scheduled slots we had 26 failed intakes resulting in lower productivity for clinician’s scheduled in those slots. We are encouraged to see that as we began promoting the walk-in evaluations, we saw an immediate increase in walk-in’s and kept intake appointments for therapists.



American Fork Family Clinic (AFFC) & School Based Services

Successes:

SBS success story from Kevan Baker:

“I have a teen that I am working with who has had a lot of trauma and just recently, in the last 2 years, moved in with his estranged biological father. This child was reported several times to the SAFEUT app during the 2019-2020 school year for suicide intent as reported by his friends (reported 4 times from August 2019- April 2020), to the high school I work in. I was able to meet with him a few times in the school prior to COVID quarantine. He was resistant to doing therapy outside of the school as I tried to make arrangements with his father several times prior to COVID. He did, however, build a relationship with me at the school. I was able, after these attempts to find outside resources, to verify that we could have him on the SBS grant and I could be his therapist. Since getting him on the grant he has met with me regularly and also done some social skills group work through Wasatch. He has had zero SAFEUT reports, and his suicide intent and planning has decreased from daily thoughts, plan making, and intent to random passing thoughts of suicide with no intent or plans. He has also been attending school more often and passing his classes this year in comparison to the previous 2 years. His outlook on life has become more forward thinking and goal driven.”

Success story from Kasi Good:

“One of the students on the SBG in the ED unit at Riverview spent most of last year having extreme fits that would often be violent or destructive and resulted in being restrained and having to be sent home. This would happen at least a few times a week, and we were to the point of considering other options for her, like residential care. She was also having auditory hallucinations. Hannah, Laurel, and [I] would meet with her weekly. Since school has been back in session, she has not had a single fit or had to be restrained, she is no longer having hallucinations, and she is doing so well in class that they are considering mainstreaming her next semester!”

of total clients served last month: Total: 806 Adult: 399 Youth: 407

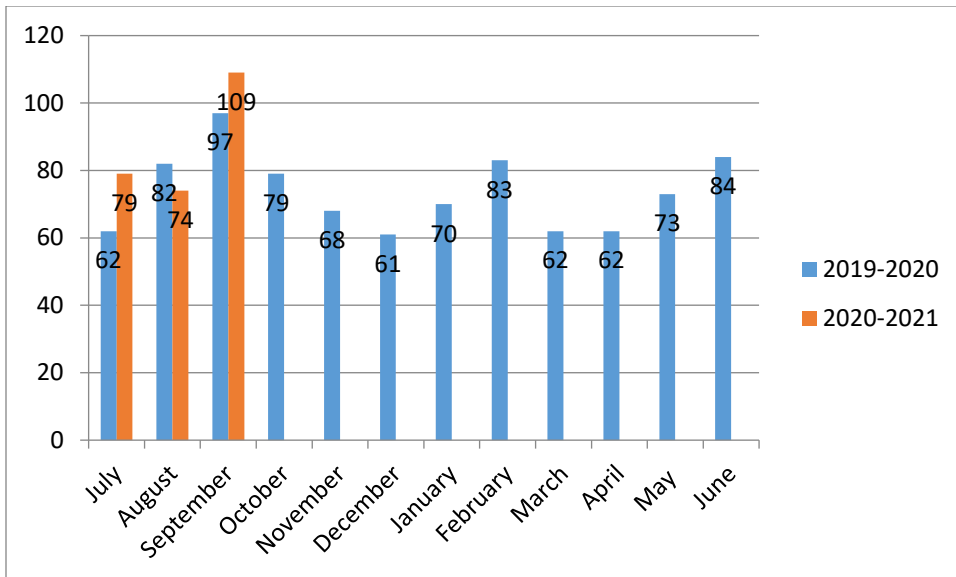
of OQs/YOQs administered: OQs: 132 YOQs: 253

Total # of OQs/YOQs administered: OQs: 224 YOQs: 169

Groups in AFFC

Economic Stability

2020-2021 Intakes

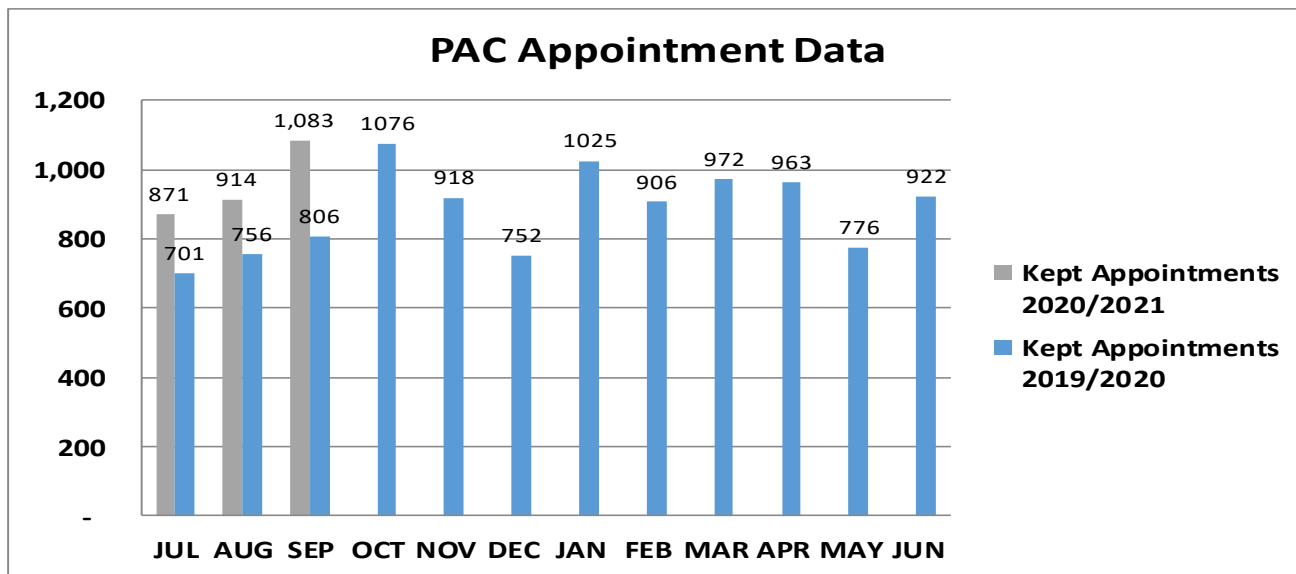


We are in record territory with our intakes this past month.

Payson Family Clinic

of clients served last month:

Total: 520 Adult: 263 Youth: 257



Groups in Payson

DBT

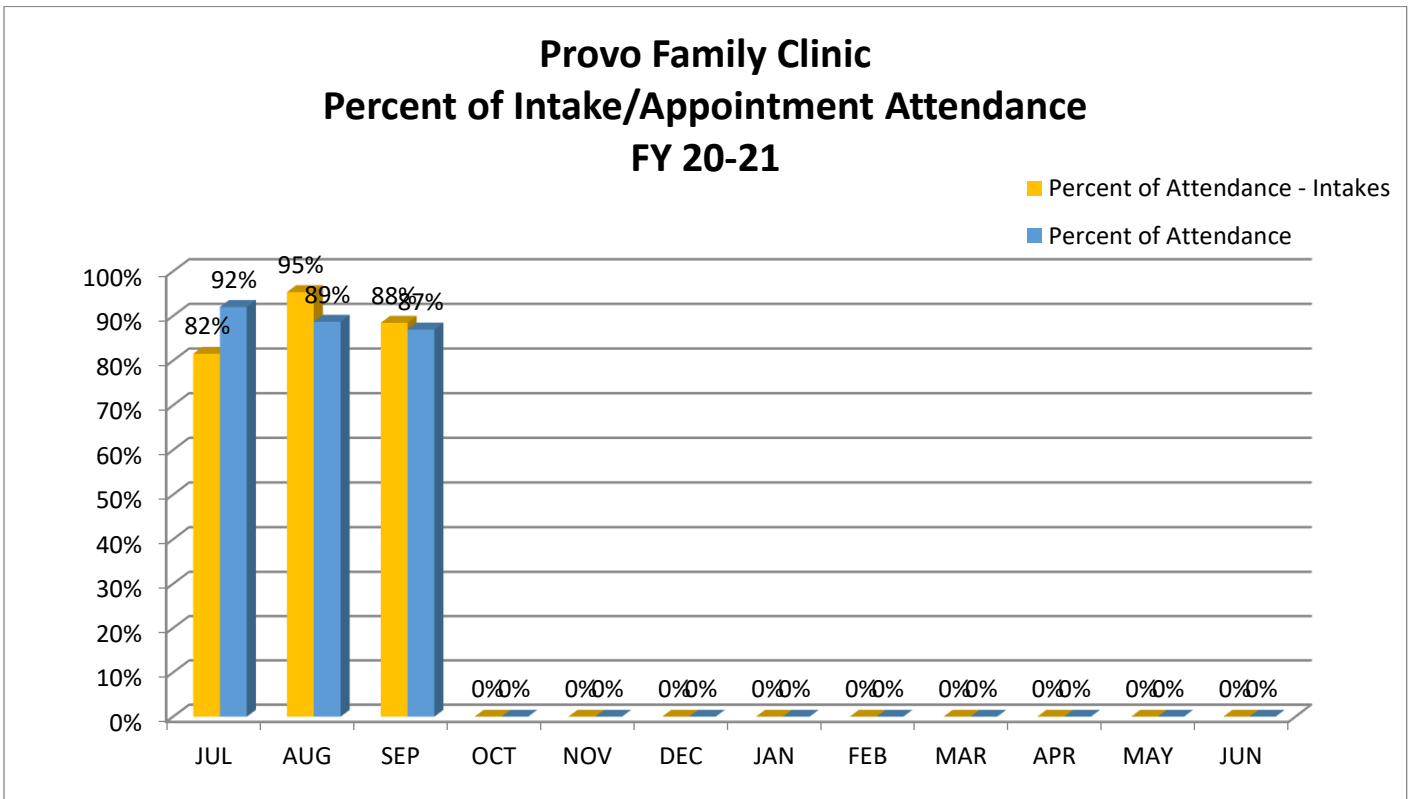
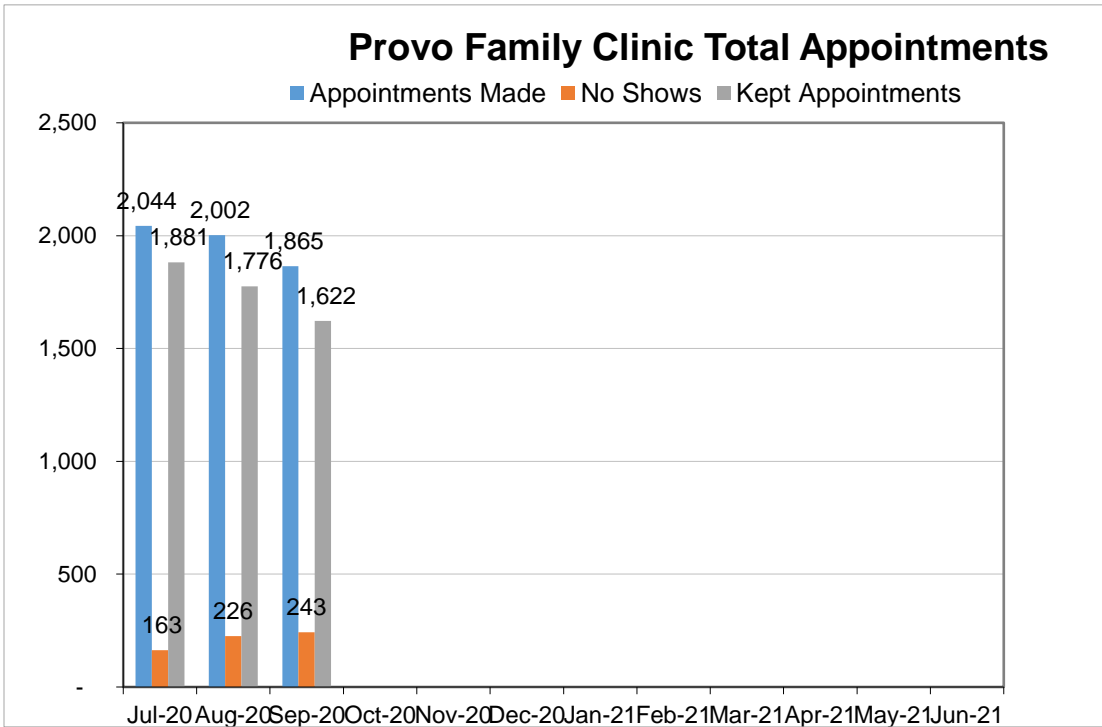
Parenting the Traumatized Child

Strengthening Families

School Based Skills groups

Seeking Safety

Provo Family Clinic

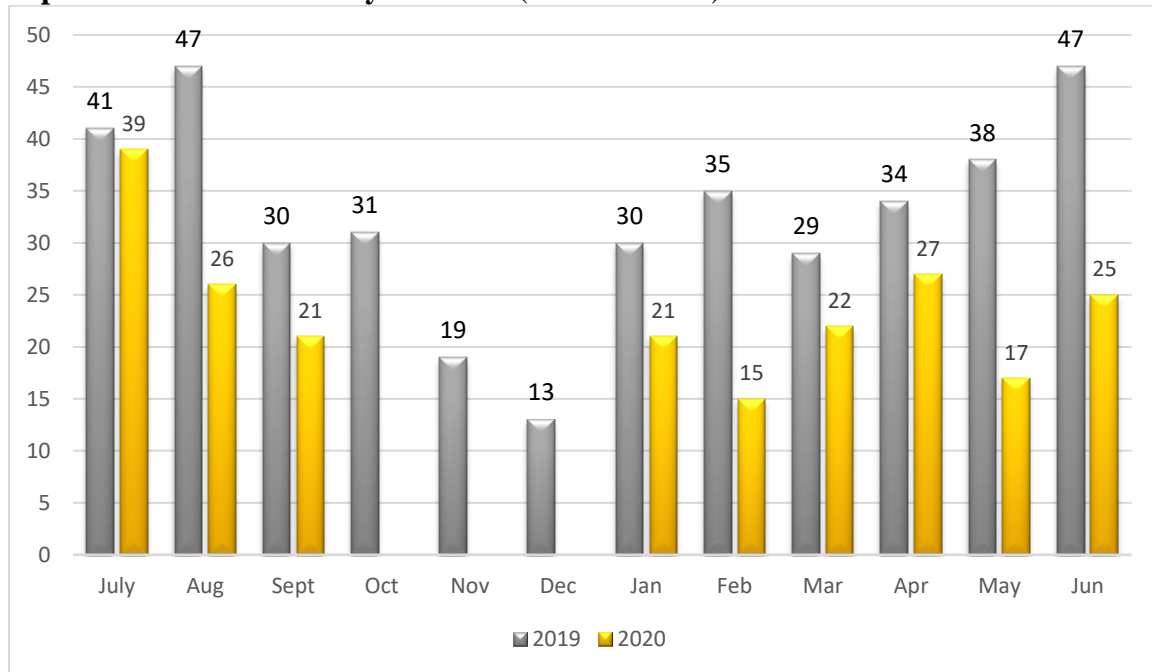


Groups at PFC:

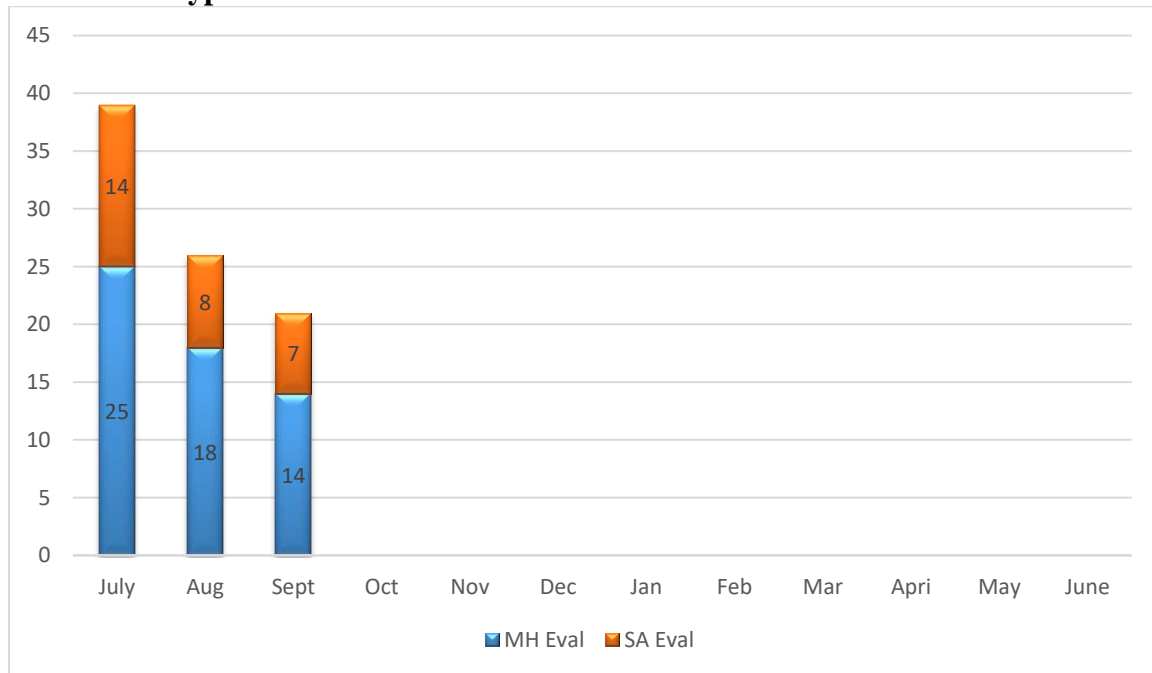
- Seeking Safety
- TBRI Parent Group
- Participating in GrandFamilies and Strengthening Families

Wasatch County Family Clinic

September - Total Monthly Intakes: (EVL & SEVL)



Evaluation Type:



Groups at WCFC:

- (1) Gender Specific Male and Female SA groups
- (2) Thinking Errors
- (3) Anger Management
- (4) MRT
- (5) Prime for Life
- (6) SMART Recovery
- (7) Connections
- (8) Relapse Prevention

Leadership/Allied Agency Participation/Initiatives/Success:

- For the month of September we partnered with a number of local agencies to facilitate and sponsor the Dinner in the Park Event. The event took a creative twist on the historical format. Historically local

agencies would both cook and serve dinner as well as provide community members with ingredients to cook a family meal at home. This year the event took place at the Wasatch County Events Complex in a drive through format. While dinner was not cooked and served we did distribute ingredients for a family dinner accompanied by prevention messaging targeting opioids, stress reduction, and county resources. The event was a large success and very well attended with nearly all the inventoried ingredients being distributed at the event. We are also excited to report the installation of table wraps at Deer Creek State Park. The table wraps are found in the parks picnic area and each wrap contains motivational prevention messaging. The design behind the wraps is intended to promote positive feelings when families are picnicking at the park but also promote the prevention message. The messaging targets underage drinking and family time and activities.

- We engaged with the local Latino Coalition to help them acquire a \$50,000 grant which will provide the coalition with a significant resource to inform and educate their target population.
- The Wasatch County Family Clinic manager (Chad Shubin) continues to coordinate with both the Heber City Police Department and the Wasatch County Sheriff to facilitate a successful roll out of the coming Mobile Crisis Outreach Team (MCOT). Additional efforts with Summit County law enforcement are also being made.

Substance Use Disorders (SUD) Division

Throughout this report you will notice several different data markers that we are analyzing and paying attention to. These data points will continue to be refined as we continue the merge of SUD and Mental Health Services. In this section we will highlight the following: 1) Urine Analysis Drug Testing 2) Day and Night Outpatient Treatment, 3) Clinical Information System and Screening (CIS) 4) Promise North and South – Women’s Treatment. I have also included reporting measures in this monthly report for the year end data report for SOR.

Urine Analysis Drug Testing

The UA Lab collected a total of 1,534 samples from 351 donors, with a total of 10,046 assays. This is an increase from last month where we collected 1,303 samples from 324 donors, performing a total of 8,370 assays. Our highest number of clients came from the Drug Court.

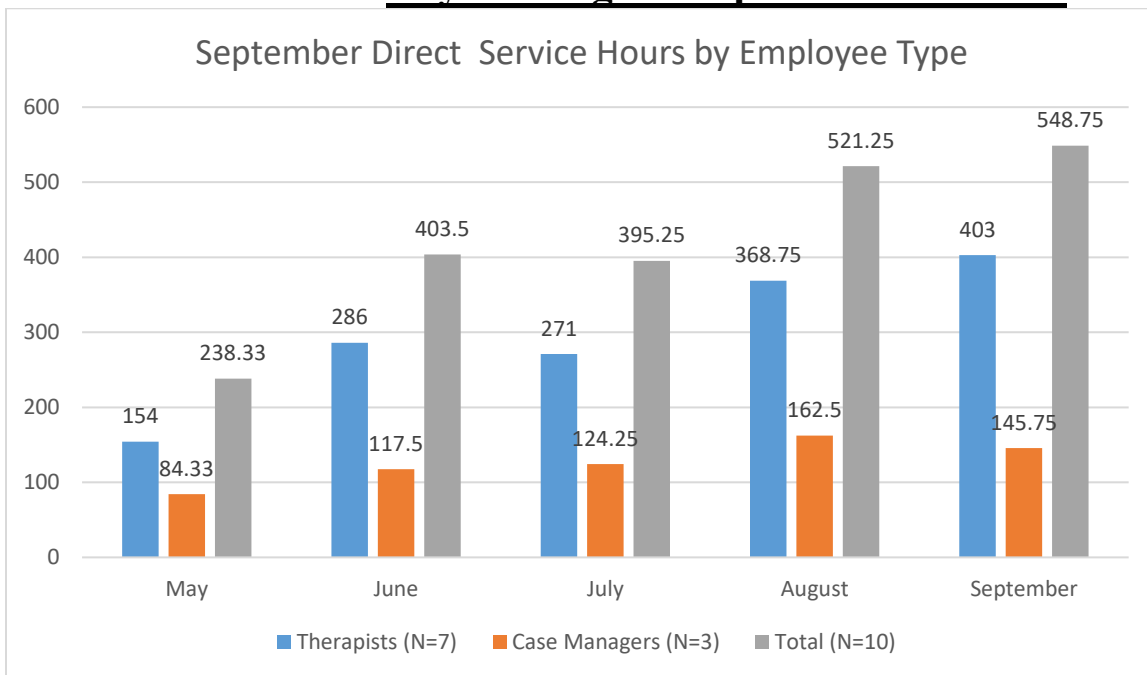
Of the 1,534 specimens collected in September, 27.4% of them were positive. This is a slight decrease from August where 28.8% of the 1,303 specimens collected were positive.

Agency Collection Summary

Collection Date: 09/01/2020 - 09/30/2020

Agency	Subagency	Collection Total
UTAH COUNTY	ATR	204
UTAH COUNTY	DCFS DRUG COURT	90
UTAH COUNTY	DORA	69
UTAH COUNTY	DRUG COURT	258
UTAH COUNTY	EVALUATION	48
UTAH COUNTY	FOOTHILL RESIDENTIAL TX	125
UTAH COUNTY	GOP	162
UTAH COUNTY	GRANDVIEW	35
UTAH COUNTY	HOUSE OF HOPE	61
UTAH COUNTY	IOP	99
UTAH COUNTY	MEDICATION MANAGEMENT	2
UTAH COUNTY	NO. PROM	117
UTAH COUNTY	PROBATION DRUG CT	28
UTAH COUNTY	SO. PROM	83
UTAH COUNTY	UCAP	48
UTAH COUNTY	Wasatch County Family Clinic	64
UTAH COUNTY	YOUNG ADULT PROGRAM	30
UTAH COUNTY		11
Agency Total:		1,534
Total Collections for All Agencies:		1,534

Day and Night Outpatient Treatment



Clinical Information System (CIS) and Screening

There were 98 intakes and screenings completed for the month of September; 85 completed by CIS and 13 by PATR.

- 11 individuals were recommended for No Treatment
- 10 were recommended for a Prime For Life class
- 49 were recommended for outpatient treatment; 24 of these received treatment services
- 22 were recommended for residential treatment; 8 of these were admitted

Promise North and South – Women’s Treatment

The following information are the number of services provided and the type of services by provider for the month of September. Percentages are based on 168 hours for the month.

THERAPIST	Assessment (hours) No-Shows	GT (hours)	IT (hours)	No-Shows	Total	Productivity
Amy	6.5 0	--	6.75	1	13.25	8%
Jeremy J	4.5 3	19.5	17	4	41	24%
Marilee V	-- --	12	16.25	0	28.25	--
Ericka H	8.0 1	18	24.75	3	50.75	30%
Ke’ala C	2 2	19.5	25	11	46.5	27%
Andrea-MSWI	0 0	15	1.25	2	18.25	--

Case Manager	Education Gp	CM apt	No Shows	Total	Productivity
Becky D	29.25	28	4	57.25	35%
Emily R	26.5	13.75	5	40.25	24%
Cami Q	-	-	-	-	-

General Comments:

- No show rates went significantly down this month for all but one! Progress.
- Jeremy is now working to take on clients from Payson Family Clinic so that he can take on more work and get more productivity.
- Becky is now offering specialized yoga groups twice weekly to Foothill Residential.
- We have added all information about Promise program and staff to the WBH website.
- Referrals to SUD treatment at Promise still very low and do not always warrant outpatient treatment with Promise, thus making it difficult to build up census
 - 6 referrals to PS this month
 - 8 referrals to PN this month

GOALS

- Follow up with CIS Program Supervisor to assess and brainstorm ideas on referrals.
- Assess need to split CM permanently. One at PS and one at PN versus rotating back and forth.

The following is the State Opioid Response Oct. 1 2019 - Sept. 29, 2020 year end data

Recent History and Background for this reporting period

In July 2020, Wasatch Mental Health merged with the Department of Drug & Alcohol Prevention & Treatment resulting in a name change to Wasatch Behavioral Health (WBH). We are a comprehensive mental health and substance use disorder treatment center. WBH is able to provide integrated substance use and mental health services. One of our goals for the future is to provide services in all of our clinics that are dispersed throughout Utah County. Perhaps the most important and much needed aspect from the merger is the enhanced, available services to help those who suffer from mental disorders and substance use issues. Additionally, WBH has and will continue to provide help to people transition to the community while they are still in incarcerated. We have a full team of case managers, therapists, and prescribers jail located at the Utah County Jail.

Medicated Assisted Treatment is provided by Dr. Robert Joel Bush, MD. Dr. Bush specializes in addiction ranging from chemical dependency to behavior impulsivity. Dr. Bush and the rest of the team, has a comprehensive approach to addiction recovery treating addiction as a medical disorder by way of medicine, individualized care, and ongoing treatment planning using Vivitrol, Naltrexone, Buprenorphine, Suboxone, and Subutex for those with opiate use disorders.

Methadone

Wasatch Behavioral Health does not directly provide methadone ASAM Level 1 treatment but has a long standing contractual relationship with Project Reality in Provo; Project Reality uses Methadone and Suboxone as OMT. WBH anticipates contracting with Project Reality in 2020-2021 to serve 150+ methadone clients. WBH feels this service is vital for Opioid clients. However, WBH had this service established prior to SOR funding. We are reporting the numbers because it is important to know it is available in Utah County. However, no SOR funding was used to pay for this service (no supplanting of funding).

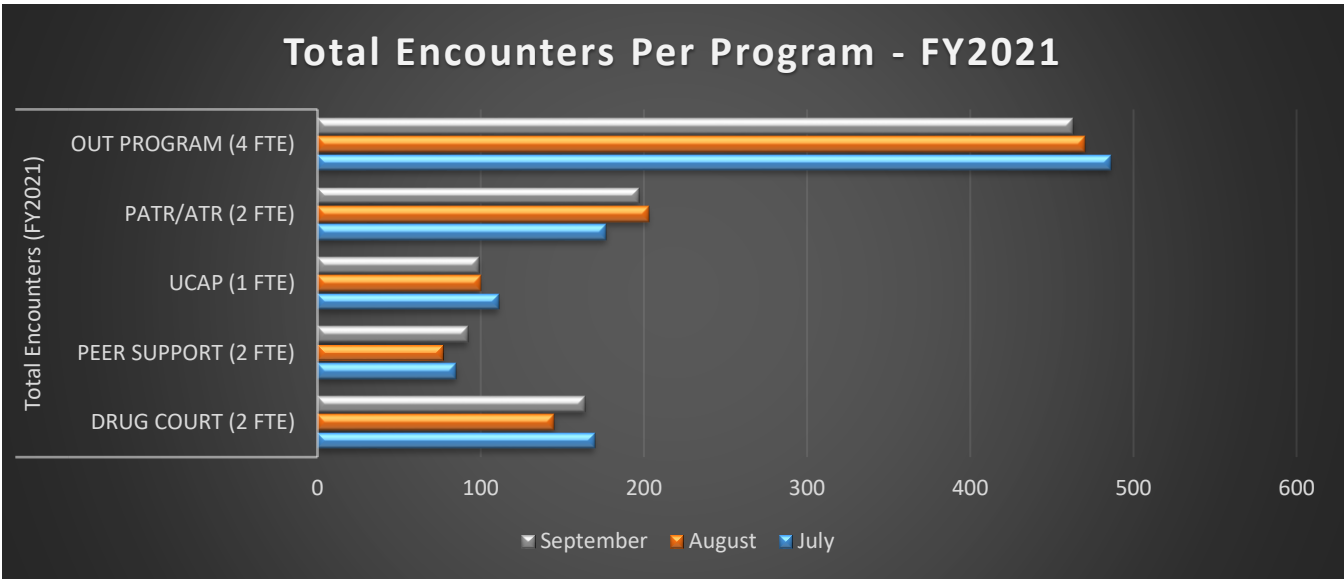
Leadership/Allied Agency Participation/Initiatives/Successes

- Recently we have working with Nebo School District to secure funding and services for youth.

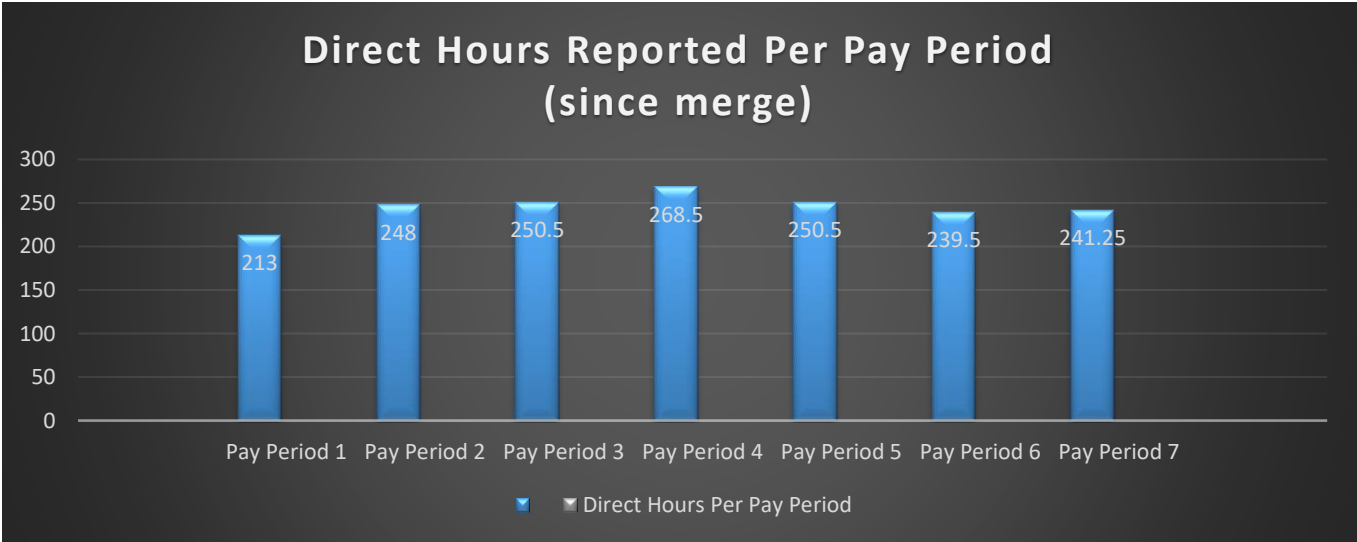
SUD-Criminal Justice Programs

Total encounters served in the SUD-Criminal Justice Programs

Total billable encounters increased slightly within Wasatch Behavioral Health’s Criminal Justice Programs. September encounters for all Criminal Justice programs were 1015 while the previous month’s total encounters were 995. Below is a chart indicating the results of the tracking data:



Since the merge occurred in late June, Wasatch Behavioral Health’s new employees (former Utah County Substance Abuse employees) have had the opportunity to complete 7 pay periods (3.5 months total). On their timesheets each employee is to indicate their Direct Time (billable) and Indirect Time (non-billable).



Leadership/Allied Agency Participation/Initiatives

- After months of researching the requirements of utilizing the Sober Living Funds awarded to Wasatch Behavioral Health, coordinating with several Sober Living facilities in the area and assembling protocols and procedures for selecting clients, September marked the first month WBH placed a client in Recovery Residence (formally referred to as Sober Living) using these funds. Plans are in place to open a new home in Spanish Fork which will house 9 males on October 20. Additional plans to open another home (also in Spanish Fork) to house 9 females is underway.
- After coordinating with administration from the Utah County Jail, as well as Alkermes, the drug company that manufactures Vivitrol, Wasatch Behavioral Health will soon be able to provide Vivitrol to individuals who are participating in substance abuse treatment in the Utah County Jail. Vivitrol (Naltrexone) blocks the effects of opioid use which helps to prevent relapse. Historically the Utah County Jail has been challenged with providing this medication to their inmates for several reasons

including cost, manpower for medication administration, and not having a consistent hand-off of inmates to a treatment agency in the community.

The following are now in place:

- Utah County Jail Administration, including their Medical Director and Health Service Administrator, have agreed to allow Vivitrol.
- Candidates for a Vivitrol injection would be Wasatch Behavioral Health clients who are currently incarcerated and are participating in Drug Court, UCAP, or the OUT program when they are about to be released from jail.
- The candidate receiving the Vivitrol injection would need to have a follow up plan with Wasatch Behavioral Health's Substance Use Division and an appointment to see their Medication Assisted Treatment (MAT) prescriber.
- Alkermes (the manufacturer of Vivitrol) will provide up to 80 injections free of charge per prescriber per year. Currently there are three prescribers working at the Utah County Jail which would allow up to 240 injections per year.

Challenges

The OUT program continues to struggle to get restarted in the Utah County Jail due to outbreaks of COVID with both inmates and staff. In late September, the OUT program was approved to return to the jail, however they are unable to work with female inmates because they are needed for custodial and laundry work. Group therapy which has been a big part of the OUT program curriculum, has been limited to a small number of inmates who can be in a small room and still social distance. Due to these factors, the OUT program staff are coordinating with lawyers, judges, as well as jail staff, to start building a caseload of inmates who can participate in the program.

Successes

A drug court case manager recently shared this story:

“A female who came into drug court with little hope, as she had permanently lost custody of her two children to adoption by a family member so she really didn't have the “will” to have hope. This client had a relapse right at the start of her drug court experience but seemed to learn a lot from the relapse. She opened up in treatment and was able to get some EMDR therapy to get through traumas of her past and started to have small successes in her life, i.e.: a full time job where she became a supervisor, trust from her grandparents again, and finally the family member that adopted her kids started to let her spend time with them again. At the time of her graduation, she was having overnight visits at least once a week with the kids and they were co-parenting. The light that came on in her eyes after working a strong program was immeasurable.”

Summary/Updates of Programs

UCAP: UCAP (Utah County Alternative Probation) is a partnership program where Wasatch Behavioral Health provides mental health and substance abuse treatment, while the Utah County Sheriff's Office provides probation officers. UCAP has one full time (with the capacity to increase at least one other part-time) case manager when client capacity increases. The Utah County Sheriff's Office provides one Sergeant and 2-3 Deputies. Since its creation in 2017, UCAP has had a 74.07% successful completion of treatment rate.

September saw UCAP client numbers continue to decrease during COVID with the courts not operating at full capacity to refer individuals consistently. UCAP is a 12 month program/probation so once clients hit their year mark, they are released from the program. In September the number of clients decreased from 30 to 21. Wasatch Behavioral Health's UCAP case manager will continue to serve his clients and link them to treatment and community resources.

OUT Program: The OUT (On Unit drug Treatment) program has been providing substance use treatment in the Utah County Jail for many years. They have a 90-day substance abuse program that provides treatment in jail including group and individual therapy as well as case management. Staff include two therapists and two case managers. Although they also have an administrative assistance position, the position has been not been filled for several months.

As previously mentioned, in September the OUT program received the green light to return to work in the jail after their staff have worked in other SUD locations for the last 6 months due to COVID. Currently they are only working 1-2 days a week in the jail as they lay the foundation to build up a caseload again. Much of their current work includes coordinating with public defenders and probation officers, as well as working with the jail staff to come up with ways to provide treatment under the jail's COVID guidelines.

PATR: PATR (Parolee Access to Recovery) is a program to assist people who have been released from prison recently to transition back into the community. PATR has two full-time case managers and they work closely with two full-time peer support specialists to provide both substance abuse treatment as well as community resources and support, including financial support. If a client participated in treatment in prison, they may qualify for up to \$3200 through PATR funds.

PATR has been steady in the number of clients served. In September, PATR had 197 billable encounters, just 5 less than the previous month but 20 more encounters than in July. At any given time, PATR will have more than 200 clients receiving services in the program.

Peer Support Services: Substance Use Disorder's Criminal Justice Program has two full time peer support specialists who can work wherever they are needed within the program. They have offices at the Health and Justice Building where they run a weekly orientation group, although they are often at Foothill and the Promise program offering "their story" of recovery to clients. They also offer on-call services on the weekends and evenings in case hospitals call needing support for patients who may be struggling with their recovery.

Wasatch Behavioral Health's two full time Peer Support Specialists were busy not only serving the needs of their clients, but also compiling valuable data for the State Opioid Response (SOR) grant. They were able to complete 14 GPRAs, a lengthy history of a SUD client, and submitted them on time to the State Opioid Treatment Authority.

Drug Courts: Wasatch Behavioral Health participates in two adult drug courts: Felony Drug Court and Probation Drug Court. Each Drug Court has a case manager who tracks and monitors these clients as well as writes court letters weekly. During COVID times, court sessions are typically every other week and are held via teleconference. Between the two courts there is a capacity to serve about 60 clients.

Drug Court recently had one of their two judges retire and a new judge was appointed. The new judge is a former public defender and he seems to have an ability to empathize and a desire to advocate for the clients in this new role. Wasatch Behavioral Health's case manager assigned to that court has done a great job in providing feedback and education to the judge to help him feel more comfortable with sanction recommendations, etc.

Recovery Residence: In 2019, ADDAPT had been awarded \$260,000 for sober living but had not been able to spend any of those funds for that purpose. After the merge of ADDAPT with Wasatch Behavioral Health in June 2020, Recovery Residence became a priority so these funds could be used to better the lives of individuals. CEO Juergen Korbanka, SUD Director Randy Huntington, Program Manager Monte Memmott, and Supervisor Stevoni Doyle have all worked to establish relationships with two existing Sober Living facilities Building Beginnings and JWalker House.

In September, contracts were written and approved by the Executive Committee for Wasatch Behavioral Health to work with Building Beginnings and JWalker House. Also in September, WBH was able to move their first client into JWalker House using this funding source. Additionally, plans are set to move male clients into a 9-unit home that Building Beginnings purchased exclusively for WBH clients in October. As previously mentioned, Building Beginnings has put an offer down on a home in Spanish Fork that will house 9 female WBH clients, which is desperately needed.

WATCH & JTP Programs

Unduplicated number of clients served in the WATCH/JTP Program

The WATCH program served 127 (+22) unduplicated individuals September. Additionally, the Jail Transition Program (JTP) program served 115 (+13) unduplicated individuals as well. The two programs combined served 242 (+35) unduplicated clients in September. Both programs have steadily increased the number of clients served so far this fiscal year, with WATCH exceeding pre-COVID numbers in September.

Monthly Evaluations (Intakes)

The WATCH program has one full-time therapist, while JTP has two therapists who spend between 8-12 hours each per week at the Utah County Jail. The program manager, Monte Memmott, and program supervisor, Jared Johnson, also have one walk-in clinic each (three hours) per week as well. They are able to perform evaluations in either the WATCH or JTP program.

The WATCH program completed 11 (+0) evaluations for new clients in September while JTP completed 11 (-2) evaluations as well.

Leadership/Allied Agency Participation/Initiatives

On September 8th, Monte Memmott along with several Utah County Jail staff, met with a pharmacological representative of the long-lasting antipsychotic medication Aristada. Arrangements were made, with the Chief of Correction's approval, to allow free samples of Aristada to be given to the Utah County Jail to be administered to any inmate who may be struggling with psychotic symptoms. This gives the jail another tool to stabilize inmates, especially as they are being transitioned out of jail and into treatment with Wasatch Behavioral Health. Since that meeting, the manufacturers of Aristada have sent over 20 injections with the promise to send more as needed

Challenges

Two notable challenges in the month of September:

1. Two employees tested positive for COVID and several others were quarantined due to exposure. Extra coordination was needed to provide coverage for those that were working from home. Fortunately, staff not affected by COVID stepped up and assisted quarantined staff.
2. A new supervisor for WATCH, JTP and the OUT program was hired in September. This was a difficult process and decision with several existing JTP employees who applied and were not chosen for the position.

Successes

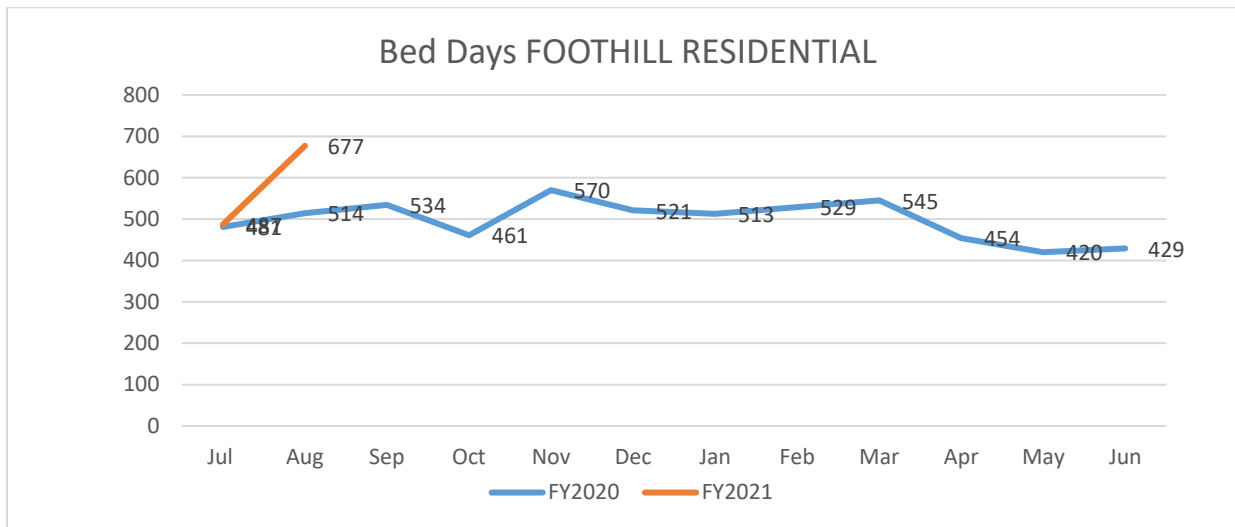
A recent message sent from a JTP client to his case manager, Calie Adams:

“Hi! I just finished moving in. I'm in close contact with Adam at Community Action [to coordinate the deposit]. The difference in how I feel on Vyvance is night and day. I'll be calling LeAnne [CTA] in the morning to see if I can get an appointment with you, Page and Lisa [case manager, therapist, prescriber] on the same day next

week. Thanks again so much for all of your help. My life is definitely improving because of all of you. It's really making a big difference for me.”

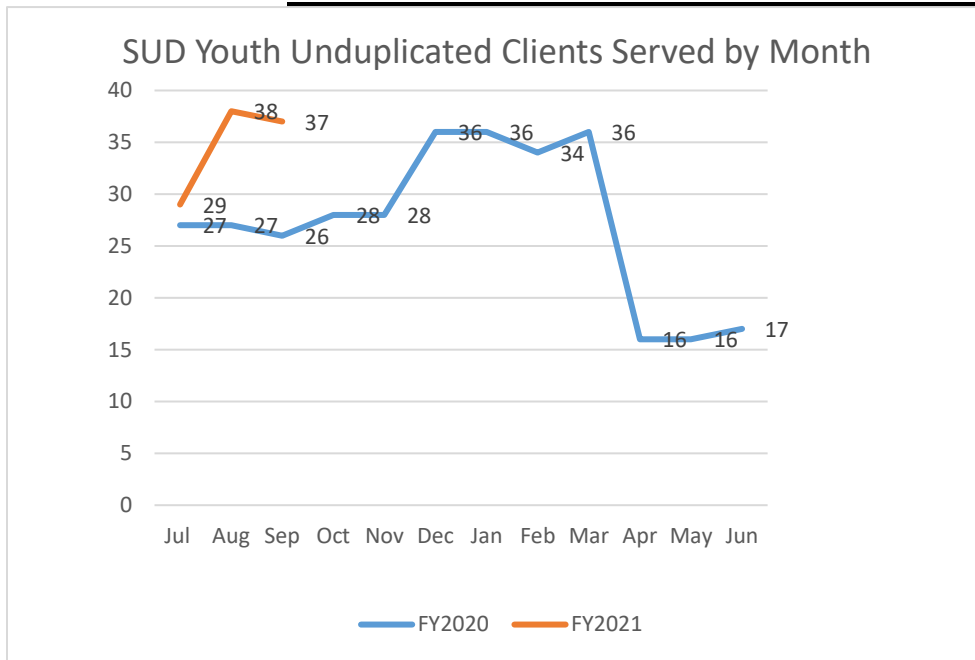
FOOTHILL RESIDENTIAL

Number of total number of client bed days last month: 677

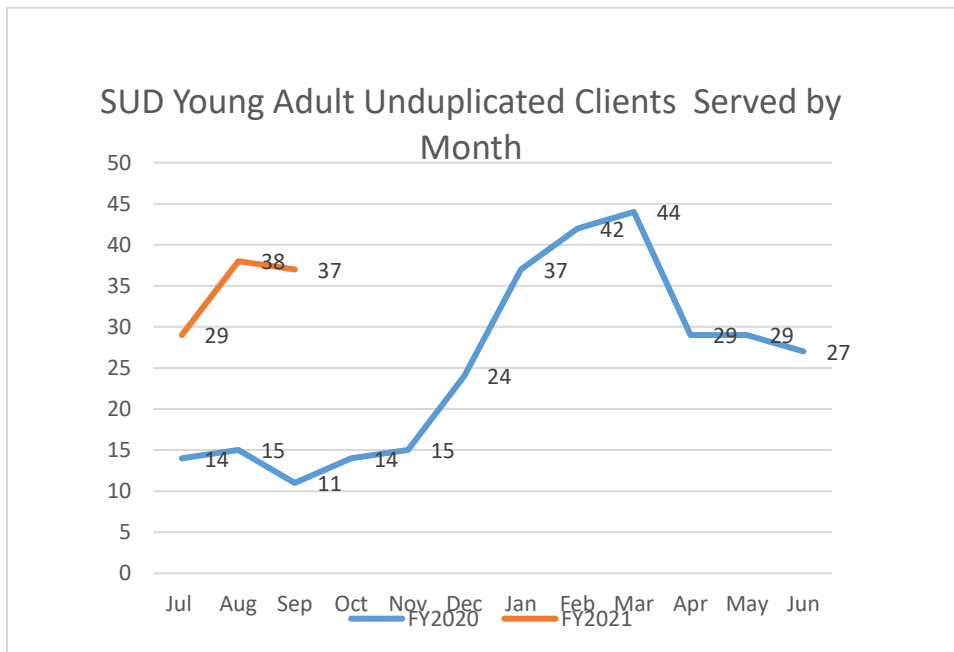


- This month and the rest of the year at Foothill, we will be focused on billing issues. Our goal is to have clinically and financially sound programming. At this time we have a great deal of work to do.
- We are now providing a wide range of services including; individual and group psychotherapy several times a week, behavioral management, and skills development. We also provide targeted case management, medication assisted treatment, medication management.
- We are now in compliance and giving TB tests to all staff and clients. Foothill nurse will be providing the test and documenting the results.

YOUTH OUTPATIENT TREATMENT

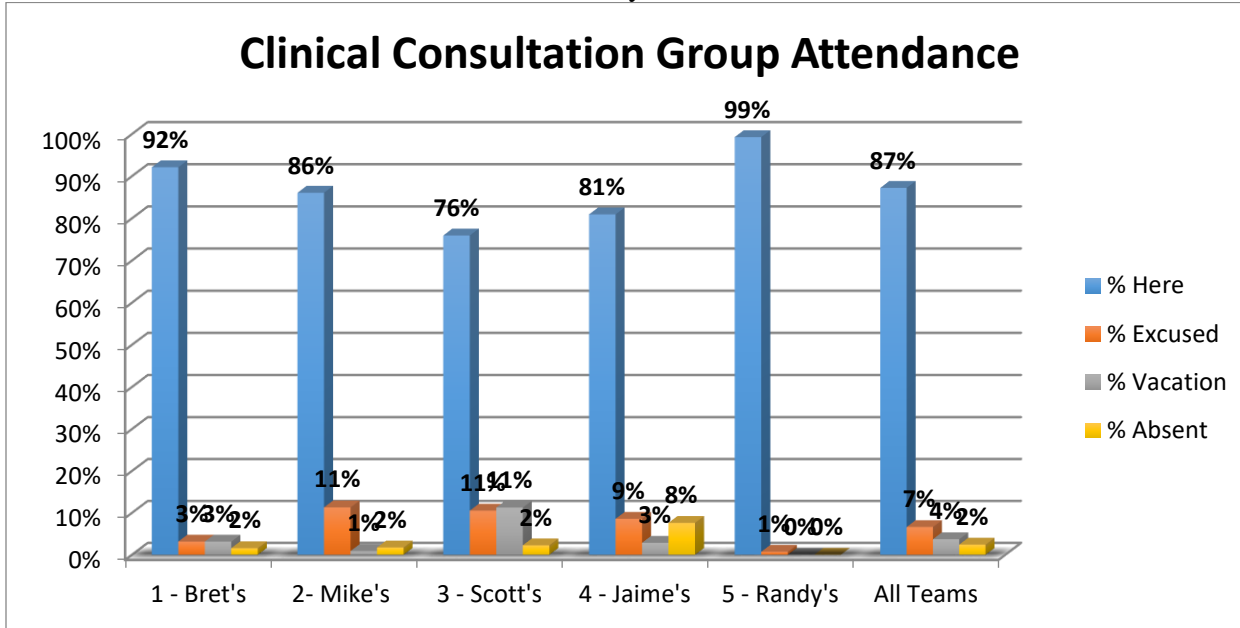


YOUNG ADULT PROGRAM



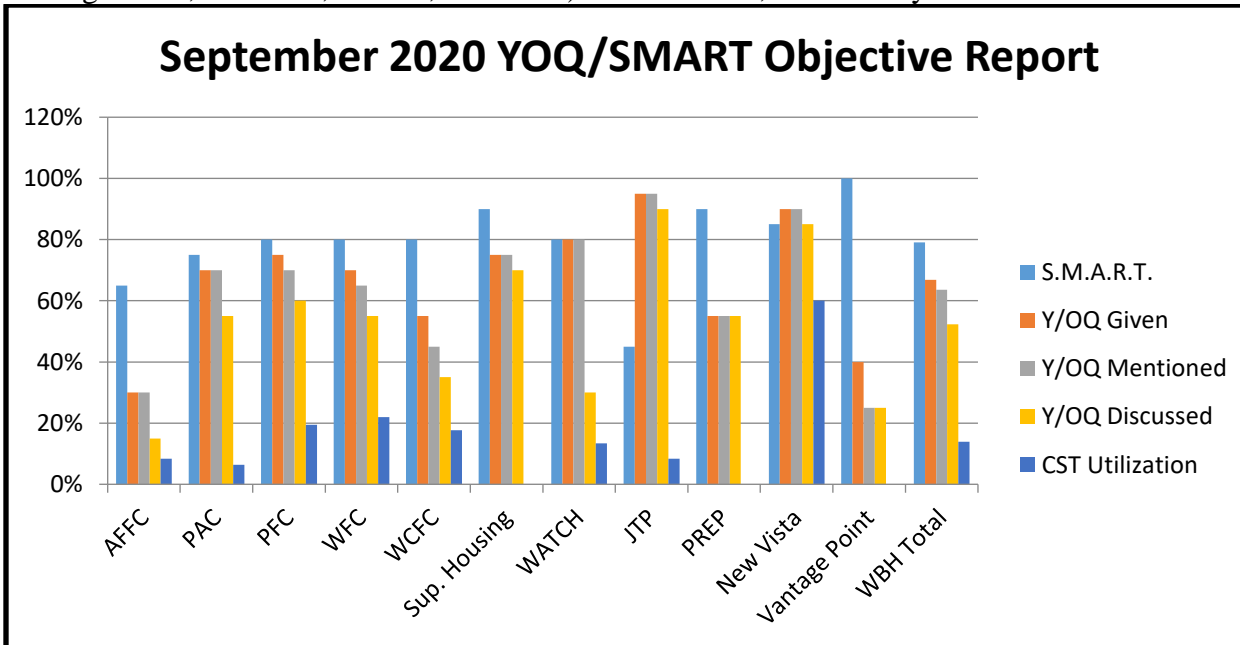
Clinical Performance and Compliance

During the month of September, clinical consultation group attendance remained stable for team 4 and increased slightly for all other teams, with average attendance rates for the year remaining fairly stable at 87% this month. Most teams continue to meet virtually over Zoom.



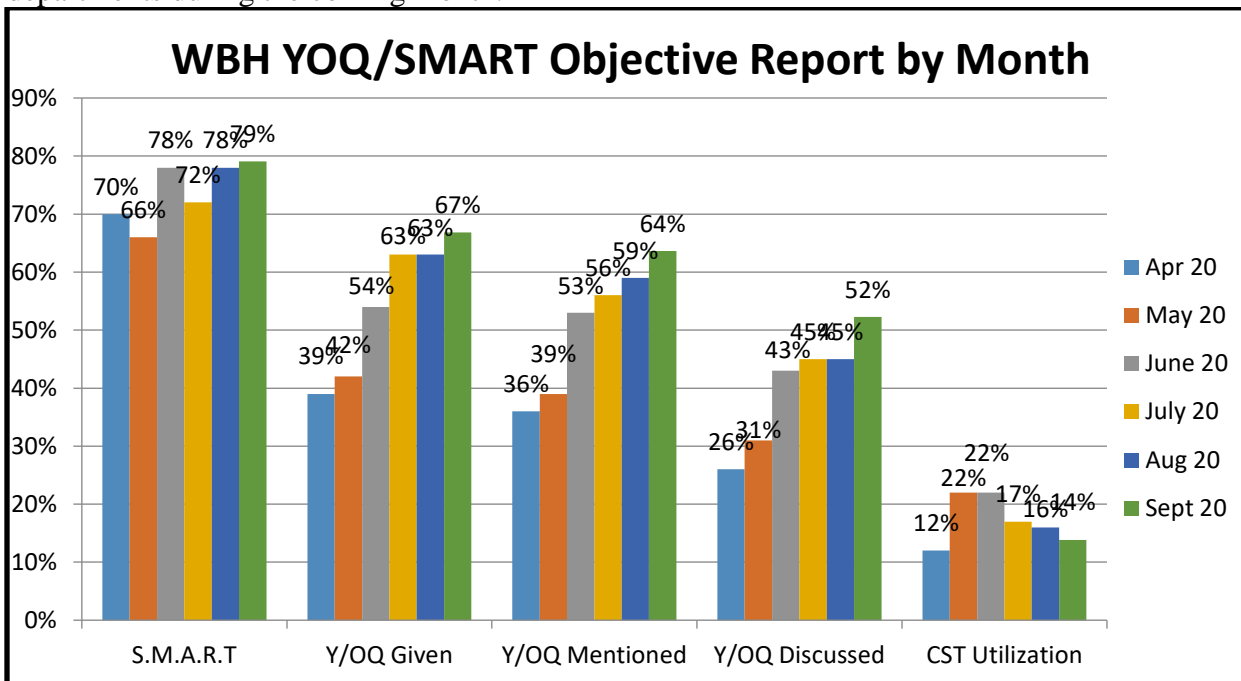
Y/OQ and SMART Objective Utilization

In an effort to maintain high rates of Y/OQ administration and S.M.A.R.T. objective utilization, and to increase the practices of referencing the Y/OQ in clinical notes, documenting that the instrument has been discussed with clients, and using clinical support tools when appropriate, an audit of notes for clients receiving individual therapy at WBH continues to be performed on a monthly basis. Notes from eleven departments that provide significant amounts of IT services (AFFC, JRI, New Vista, PAC, PFC, PREP, Supported Housing, Vantage Point, WATCH, WCFC, and WFC) were selected, with twenty notes from each clinic being sampled.



During the last month, agency-wide rates of Y/OQ administration, mentioning the Y/OQ in the clinical note, and documenting discussion of the instrument with the client all increased to 67%, 64%, and 52% respectively, which are the highest levels for these metrics since the beginning of the pandemic. Clinicians increased their use of SMART objectives to 79% in September, which is the highest level achieved since the

strengthening of the criteria used to judge this metric. Appropriate utilization of the clinical support tools declined by two percentage points to 14% last month (which is mostly an artifact of the increase in Y/OQ administration, though it does underscore the fact that the agency as a whole is not yet making the desired progress in this area). Increased emphasis will be placed on appropriate utilization of the clinical support tools with supervision groups, consultation groups and with the program managers and supervisors of individual departments during the coming month.



Leadership/Allied Agency Participation/Initiatives/ Successes

Exceptions Committee Revision

We are squarely in phase II of the plan to restructure the process that has been used to manage the exceptions list up to this point. Pat is managing all of the managers’ lists, and while she continues to seek information, feedback, and recommendations from treatment teams and managers, she is taking on an increasing proportion of the workload at each meeting. We have performed an analysis of the previous year and eight months of billing data from the clients funded through the Title XX, USA, and PCG grants.

Intern Research Project

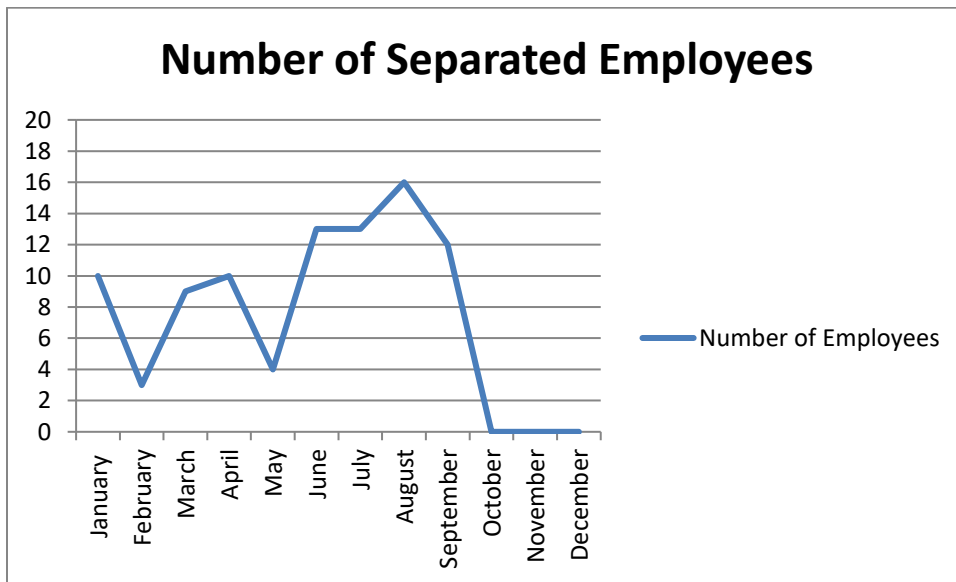
We are working with a group of four MSW interns to study the efficacy of the clinical consultation groups. The project is set up, methods have been established, and the interns are in the process of collecting data. The process of pulling the data is a bit laborious. The speed with which the interns can perform this task will determine the duration of the project. Once the data has been pulled, the actual analysis shouldn’t take more than an afternoon to finish up.

Human Resources

This report will provide an overview of our staffing for the month of September, remote work hours, FMLA usage, and compare the two pay scales.

Employee Turnover

In September 2020, we lost 12 employees from WBH. The average tenure for WBH employees was 50.5 months. A Division Director retired and another long-term employee retired, and 3 employees had less than 3 months of service with WBH. Two employees left with between 5 to 7 years. The other WBH employees' tenure ranged from 3 months to 19 months. This chart shows the number of employees who separated from WBH in September.



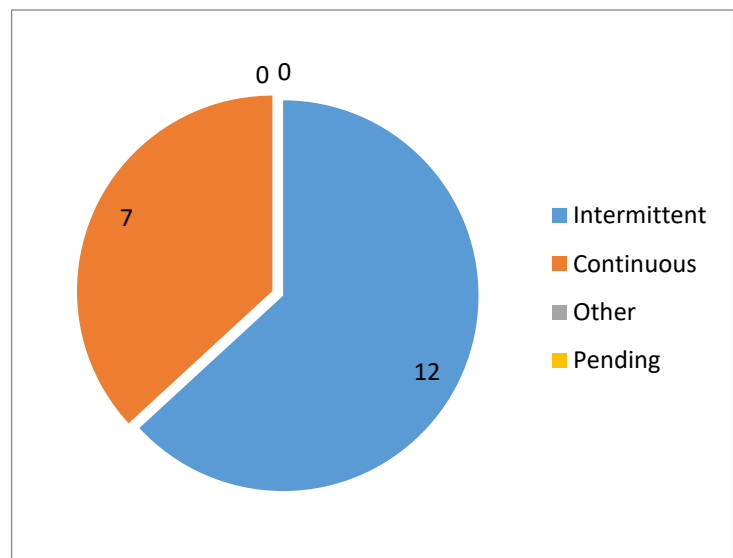
FMLA Leave Usage

The graph represents employees that are currently on FMLA. Since the FMLA max is 12 weeks, the 12 individuals represented below are on intermittent leave. WBH also has 7 employees on continuous FMLA. There are no currently “pending” cases. WBH currently has 4 employees utilizing Short-Term Disability.

Current year FMLA as of 6/10/2020

Intermittent	12
Continuous	7
Other	0
Pending	0
Total FMLA	19

FMLA Carryover from Prior Year	0
Current STD as of:	4
10/19/2020	



IT Department

- American Fork office was updated with fiber for Internet connectivity. Speed increased from 23 Mb/sec to 650 Mb/sec. Location can now handle data/phone along with Zoom meetings at the same time.
- Server was ordered in anticipation of DocuPhase rollout. Jeremiah is set to go through training. Accounting and HR are creating a list of workflows so when DocuPhase is finally implemented, Jeremiah can get started.
- Added a, “Go to Comment Log” button on the Critical Items splash page which appears when opening a client chart. The button will link to the comment section in Junction to display warnings re: security, parental warnings and scheduling.
- Junction programmers are now beta testing Twilio, a 3rd party texting program to send out appointment reminders. Twilio will also allow OQ links to be sent out without cell providers blocking the links which currently happens. The problem is that Junction emails appointment reminders to a client’s cell carrier and when there’s a link some carriers see it as spam and block the message.

Billing Department

	Billed in October	Received in October	% Collected Jan-Jun
ACO Select Health	\$90,352.77	\$7,221.02	71%
ACO Molina	\$19,573.15	\$0.00	80%
ACO Healthy U	\$46,674.58	\$20,482.34	77%
ACO Health Choice	\$49,485.06	\$13,855.62	90%
Insurance	\$35,617.60	\$21.00	0.4%
Med FFS	\$222,915.97	\$1,928.46	75%
Self Pay	Yes	\$3,713.88	2%

- Money is starting to come in from Substance Abuse. Health Choice is the best payer on the SUD side as far as ACO are concerned. As you can see from the % Collected above.