

Wasatch Mental Health Monthly Briefing Report September 2020

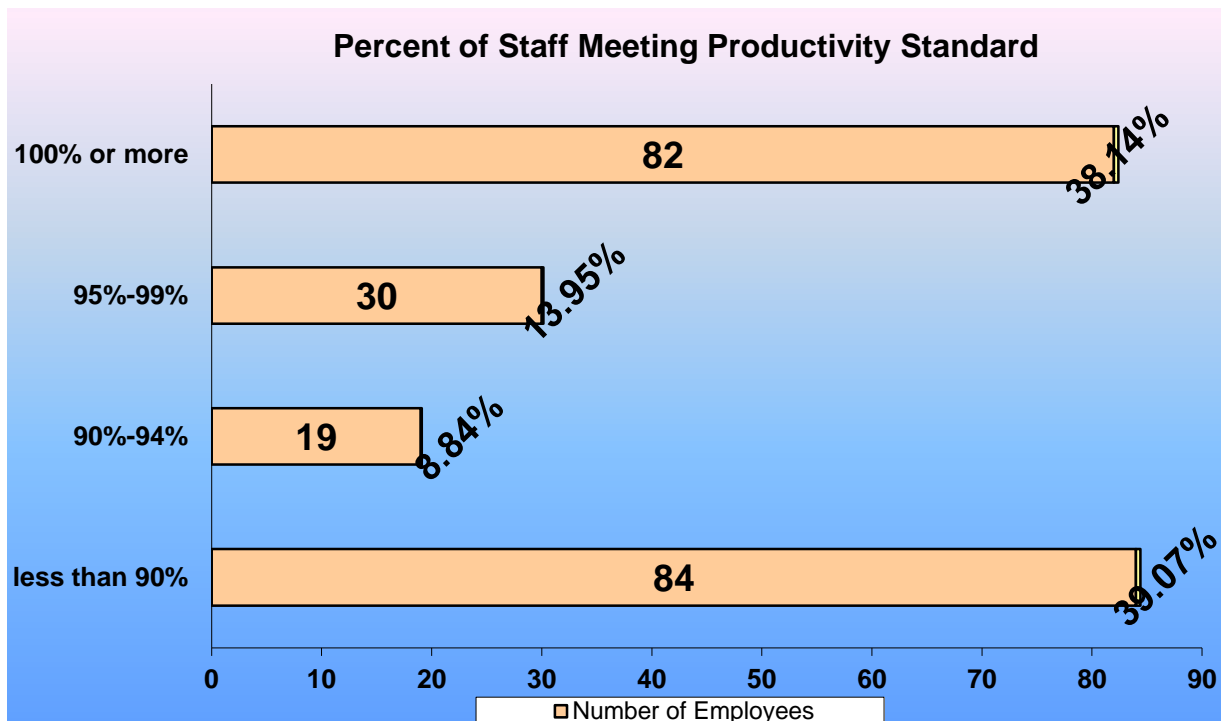
Over this last month, we were able to successfully navigate the challenges with possibly having to rezone a facility we plan to purchase to relocate our Intensive Residential Treatment facility. The Utah County attorneys assisting us in this process were exemplary in being responsive to our needs and connecting with regulating agencies to address this highly time sensitive issue. We appreciate their support and responsiveness during this process. At this time, it appears that we are able to close on the building towards the latter part of October/ early November.

Our build-out plans for our current Recovery Outreach Center, where the new Receiving Center will be housed are also almost complete. Once the plans have been approved, we will solicit bids to complete the construction work. Similarly, the building currently occupied by the Easter Seals, likely will be located no later than December 31st, enabling us to relocate the Recovery Outreach Center temporarily during the time of construction.

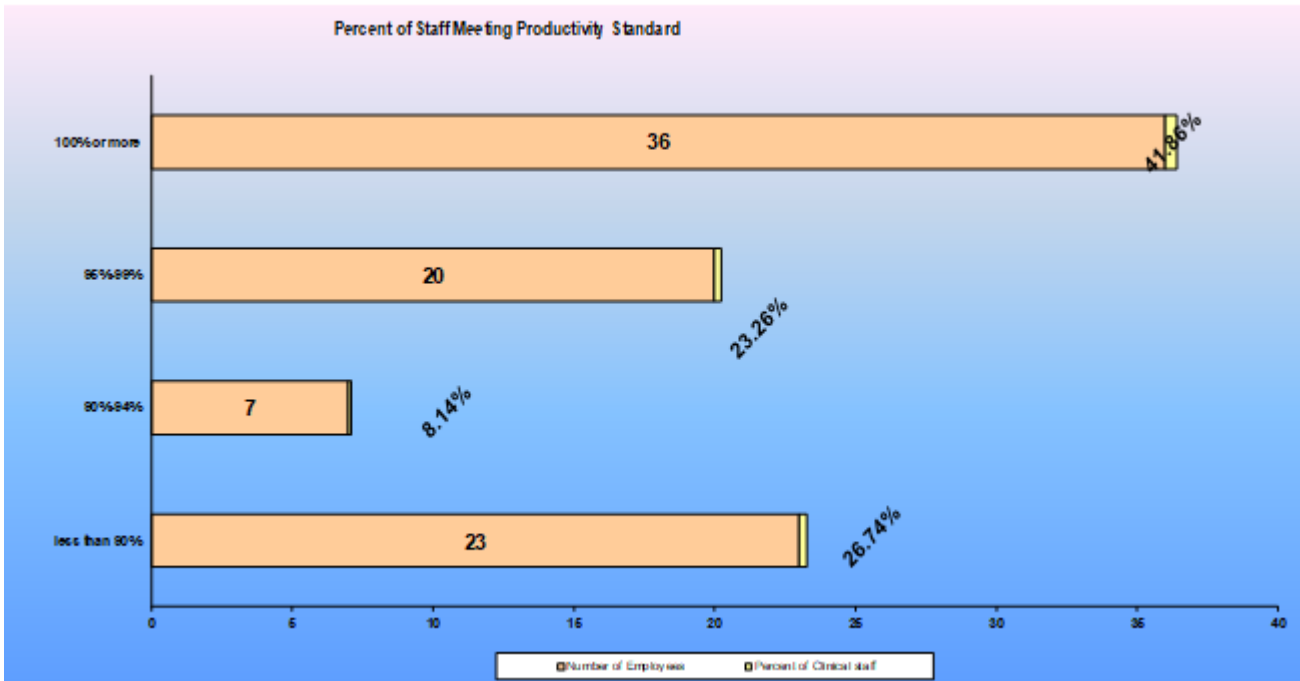
Overall, several facility related challenges appear to be resolved putting our plans to develop the Receiving Center well ahead of anticipated plans.

We are also working on the implementation of the MCOT team in Wasatch County in collaboration with Summit County. At this time, we have secured a location, a vehicle, and a staffing plan has been developed. Next steps are recruiting staff to fill the positions. We anticipate bring the MCOT team to fidelity over the next 6 months.

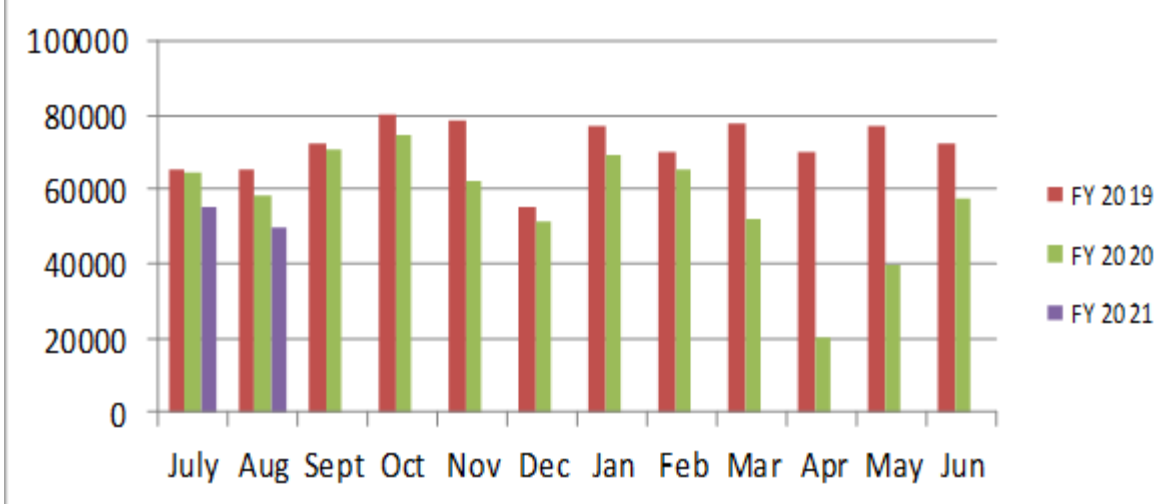
Following a graph depicting the levels of services delivery expectation achieved by our clinical staff.



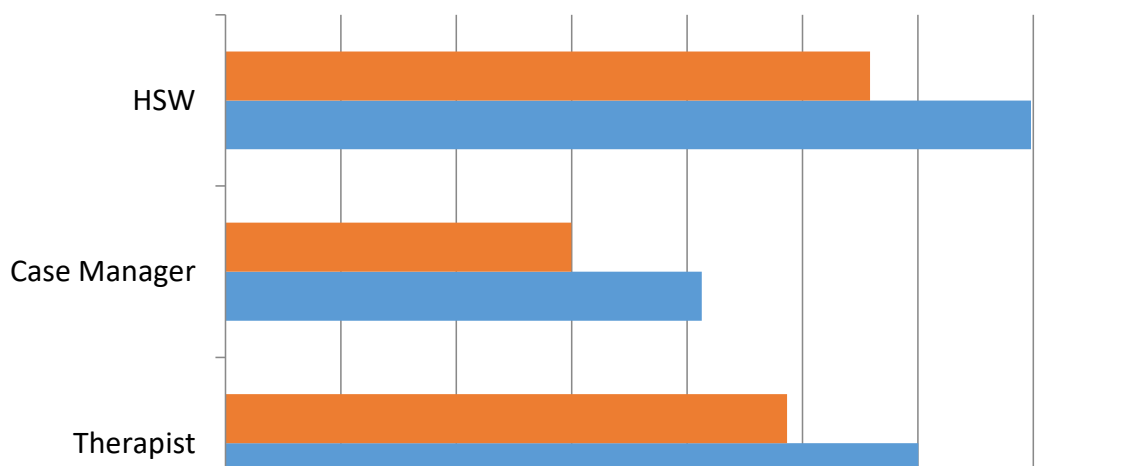
Crisis and Intensive Services Division



Units of Service for Crisis and Intensive Services Division



Crisis and Intensive Services Division Productivity August 2020



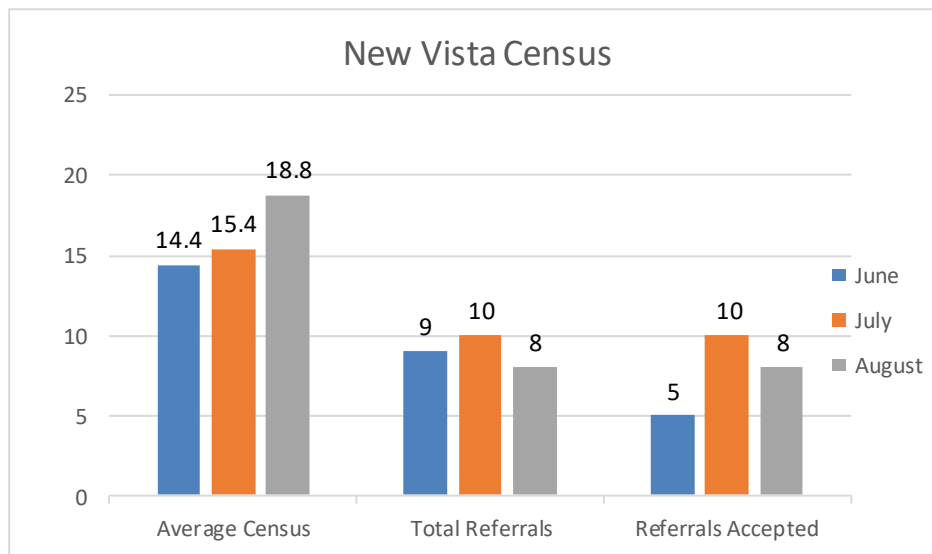
August Unduplicated Clients served in Family and Specialty clinics:

Clinic	Adults	Youth	Total
PFC	144	557	701
Payson	274	222	496
AFFC	418	401	819
WCFC	129	55	184
WFC	805	26	831
Med Services	1237	233	1470
Psych Services	101	71	172
Crisis	96	10	106

New Vista Youth Services

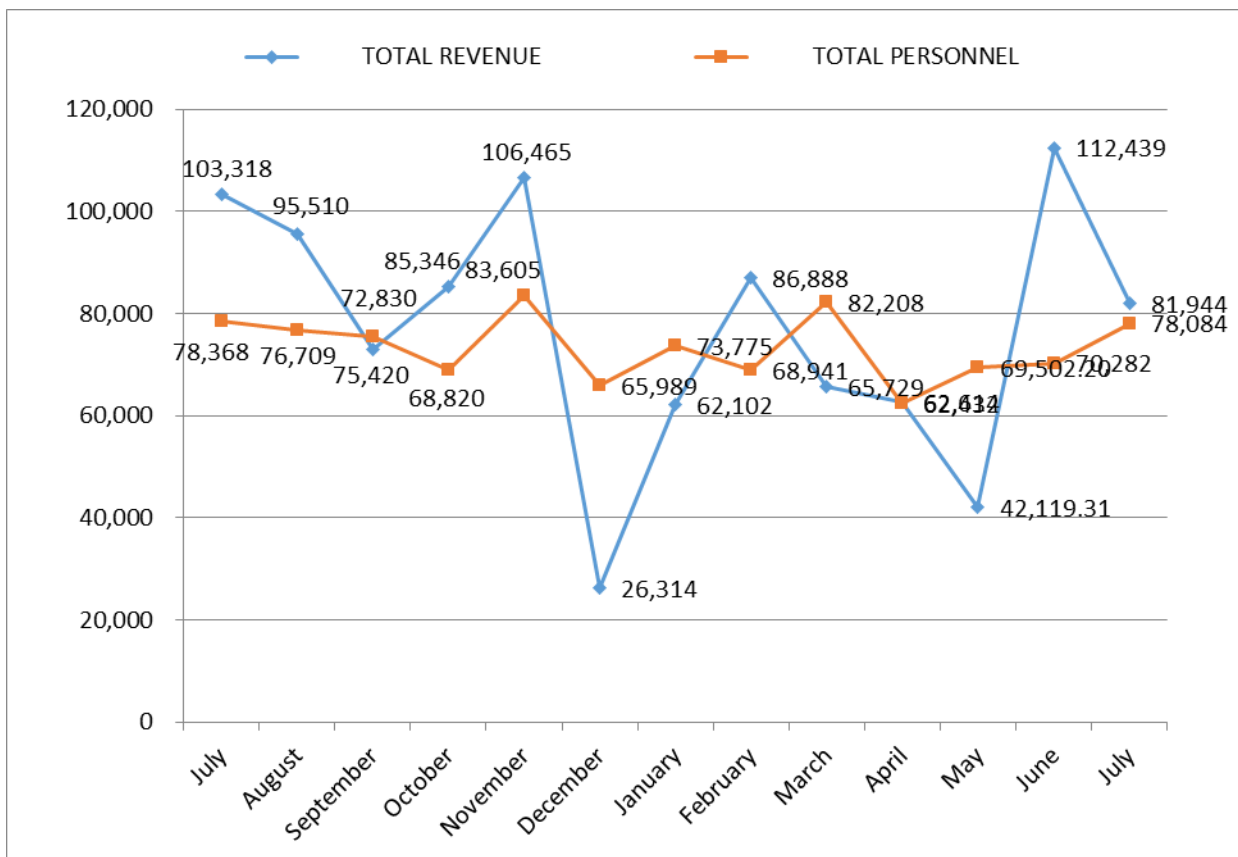
- New Vista increased the day treatment census by more than three youth per day as compared to July. Referrals continue to be steady, with 85% of referrals being accepted over the past three months. We are actively educating the various WMH family clinics on how the NV program can be a resource for some

of their more difficult outpatient clients.



New Vista Financial Report

New Vista posted a total loss of \$13,481 for the month of July. Although not as profitable as June, we continue to have a strong focus on our census and documenting all services provided.



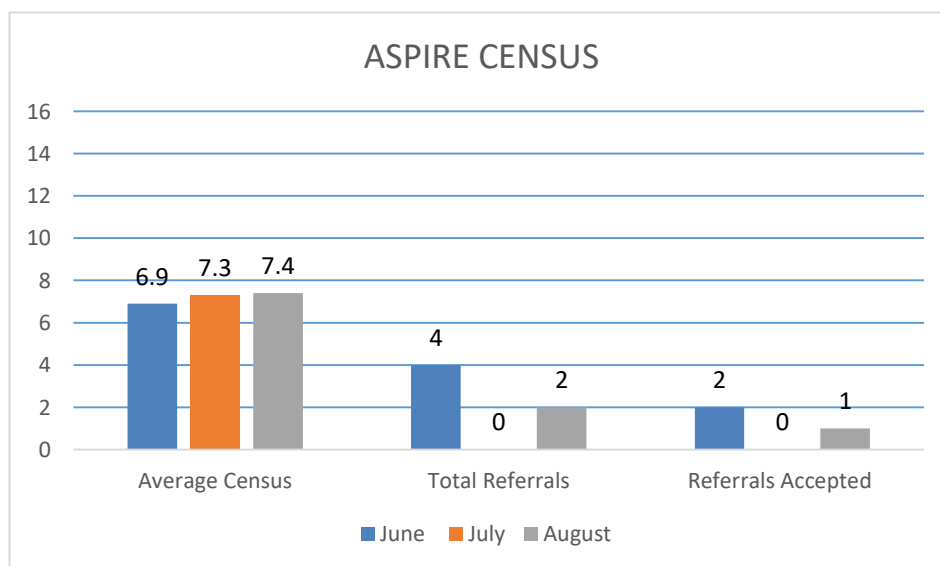
Financial Summary: New Vista was more than able to pay for all of the personnel for the month of July. Overall costs exceeded our total revenue, however. With an increased focus on census, the hope is that we will be able to provide more services to more clients, which will help our economic stability.

Highlights:

- New Vista started school in August on a modified school schedule. NV youth physically attend classes Monday and Wednesday, and they are required to do virtual classroom work on Tuesday and Thursday.
- In the New Vista YSD groups, we 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, clients and staff have been more dysregulated and needed to use their current coping skills or learn new coping skills.
- New Vista had 8 referrals, and we started 4 new youth in day treatment and 4 outpatient youth.
- Current Day Treatment youth 23 with 1 to start on September 14th. Full capacity is 24 with COVID restrictions.

Aspire Academy

AUGUST REPORT: Overall census increased very slightly from July to August. We received two referrals, and we accepted one of them. One girl was not admitted due to concerns about her cognitive ability to participate in the program. We have reached out to numerous referral sources soliciting feedback about the lack of referrals lately. All the feedback received has been very positive about the Aspire program.

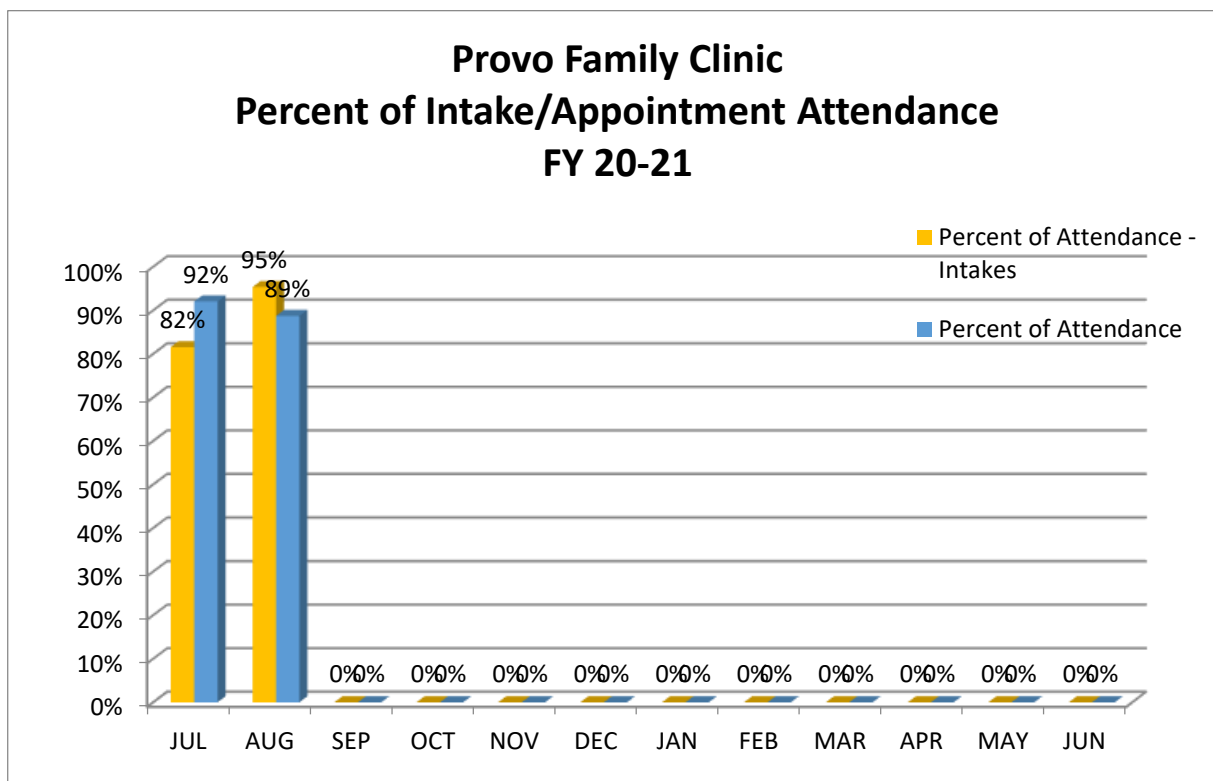


Financial Report Summary: Aspire continues to climb in the right direction financially. Improvement has been achieved every month since April. We are not satisfied, however, as we are still losing money. We continue to focus on improving our census.

Highlights:

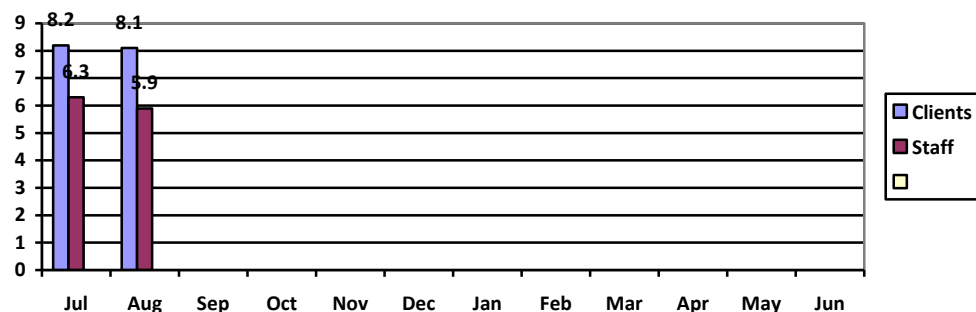
- We currently have 7 residents at Aspire.
- In the month of August, we had one admission and one discharge. One resident returned home with the continued support of a day treatment program. Our admission was referred to us from the Western Region.
- This month our case manager has been focusing on the group: Voices developed by Stephanie S. Covington.
- The Aspire program has been enjoying Sri Lingam from Vantage Point coming over and doing a yoga group with the girls. The girls here have enjoyed it. They have learned that it can be a great coping skill. In addition, they have learned that it can be used to improved general wellness, relieve stress, and improve balance.

Provo Family Clinic



Stride and XCEL - Partial Day Treatment Programs

Xcel Class: Monthly Avg Census



Stride/Xcel details for the reporting month

	American Fork Stride	Payson Stride	Provo Older Stride	Provo Younger Stride	XCEL
Group Billable: Avg. Clients	2.6	4.7	3.1	2	4.5
Group Billable: Total Clients	46	89	56	32	58
Group Billable: Avg. Staff	0.94	1.7	1.1	1.1	2.1
Group Billable: Total Staff	17	32	20	18	27
1 to 1: Avg. Clients	2.6	2.1	2.6	1.9	3.6
1 to 1: Total Clients	46	40	47	31	47
1 to 1: Avg. Staff	2.6	2.1	2.6	1.9	3.8
1 to 1: Total Staff	46	40	47	31	50
Total Present: Avg. Clients	5.2	6.8	5.7	3.9	8.1
Total Present: Total Clients	92	129	103	63	105
Total Present: Avg. Staff	3.54	3.8	3.7	3	5.9
Total Present: Total Staff	63	72	67	49	77
Average Absences	1	0.7	0.3	0.6	2.2
Graduations	2	6	3	0	5
Number of unduplicated clients served for the month in Stride:					
			66		
Number of unduplicated clients served for the month in XCEL:					
			42		

Financial Status

Through **July 31, 2020**, Stride's budget shows profit/(loss) of : \$12,800

Through **July 31, 2020**, XCEL's budget shows profit/(loss) of : \$703

Grand Families/Strengthening Families

Highlights:

- On August 3rd we held the Backpack Giveaway for our Friend2Friend program. We had 18 families attend, including 21 adults, 6 teens and 24 children. Children and teens were all able to choose from a variety of backpacks that had been donated to the program and filled with school supplies by a young man working towards his Eagle Scout. Additional backpacks were also handed out to families who were unable to attend that evening. In total, we served 23 families, with 14 teens and 35 children supplied with backpacks for the school year.

Success Anecdote:

- A family that attended GF in January 2020 began the guardianship process in March. This was a very difficult case due to the biological parents refusing to respond to any type of contact from the caregivers

while having no known address to send documents to. Several motions had to be filed with the court to proceed with the process. The caregivers finally received guardianship of their niece on August 31, 2020. They are happy guardianship has been granted and especially happy for their niece. The niece is elated to be able to live with her aunt and uncle, in a stable and loving home.

GIANT Steps

Highlights & Program Updates

- We were able to, for the most part, provide a similar number of services this summer compared to last summer.
- Each autism classroom was able to start on August 18th. However, due to some school guidelines, we could only start with half the number children per class. Starting September 1st, we had each classroom at or near regular capacity.

Community Involvement

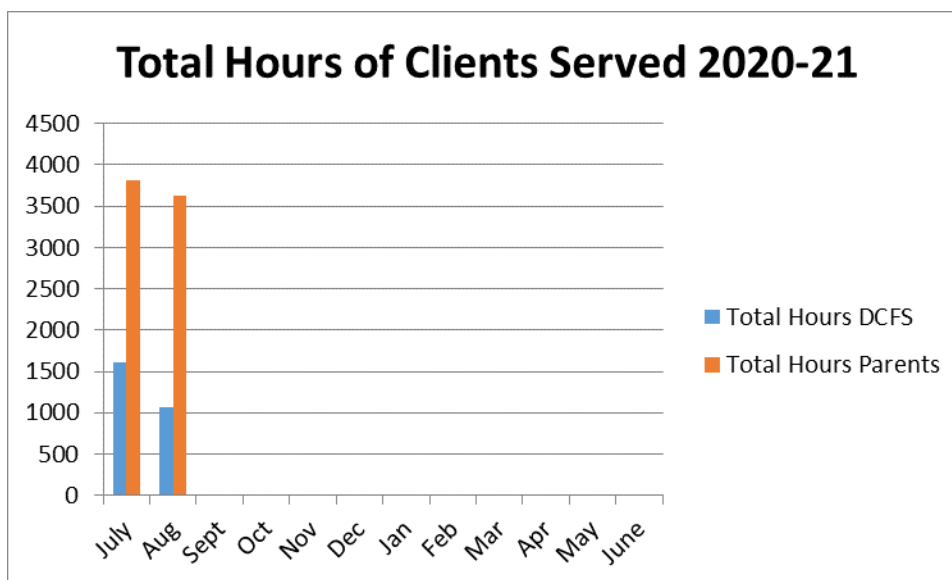
- Utah Infant Mental Health Alliance Conference Planning Meeting
- Partners for Families & Children Meeting
- DCFS Focus Group
- Participated in Wasatch County CIT Training
- UVU Autism Conference Committee

Service Delivery:

Current Month – 8,504 units of service were provided to Giant Steps clients/families.

Last Year Comparison – 11,032 units of service were provided in the same month last year.

Vantage Point



Leadership/Allied Agency Participation/Initiatives/Success

- This month, we have really focused on making sure all of our areas are sanitized and that our youth and staff are wearing their masks if they are unable to social distance. To date, we have not had any exposure to COVID.
- The staff came up with an idea on how individuals entering in VP can enter their temperatures and COVID questions contactless by using a QR code. This code is posted on the outside entrance door. The individual entering, staff or anyone entering, can scan it with their smart phone which takes them to a questionnaire where then can enter in their temperature and answers. They are provided with an infrared temp reader at the door with sanitation wipes to use after they touch it. All the information then gets logged on an Excel spreadsheet.

BRIDGE

- This month, we have had some challenges with staff having to quarantine for primary exposures. It is a relief to say that no one has contracted COVID.

Number of total unduplicated clients served last month: **51**

Number of OQ/ YOQs administered: **54**

Number of unduplicated clients who completed an OQ/YOQ: **42**

CRISIS SERVICES

CY-FAST / Respite Minutes for August

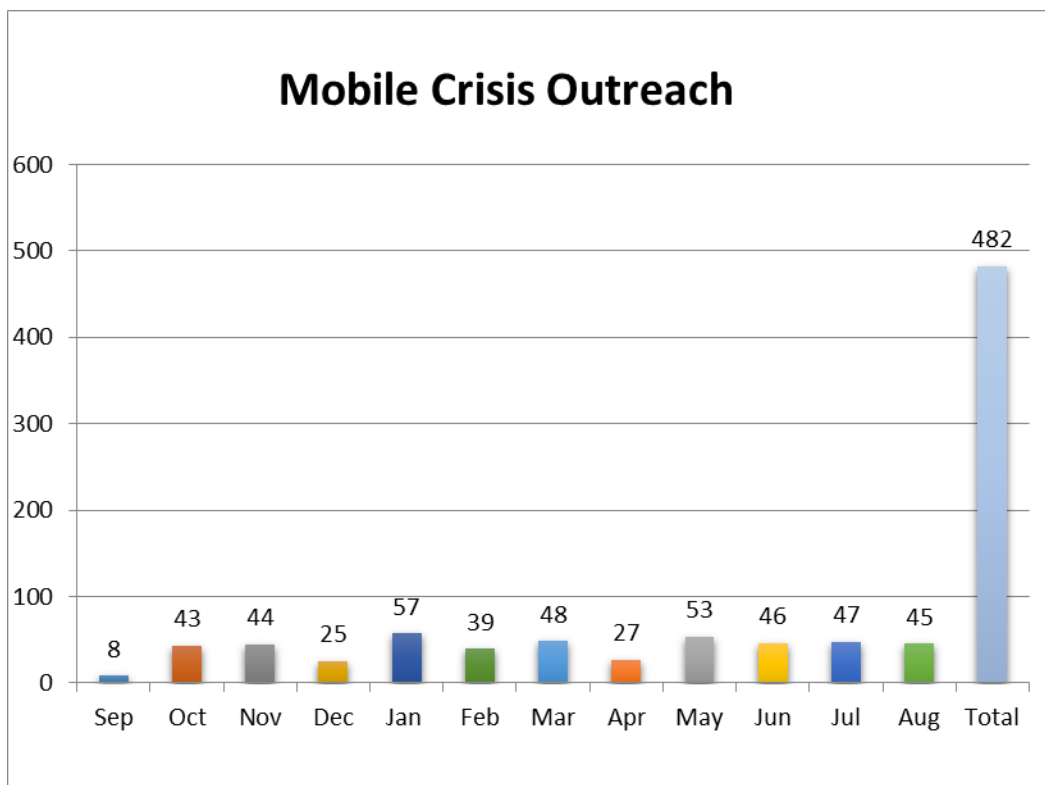
CY-FAST Continued Cases: 69
FRF cases: 11

Total Crisis Encounters: 117
Out of Home: 54
Avoided legal: 117
Danger: 114
Police Avoided: 106

Total respite minutes for August 2020: 1,744

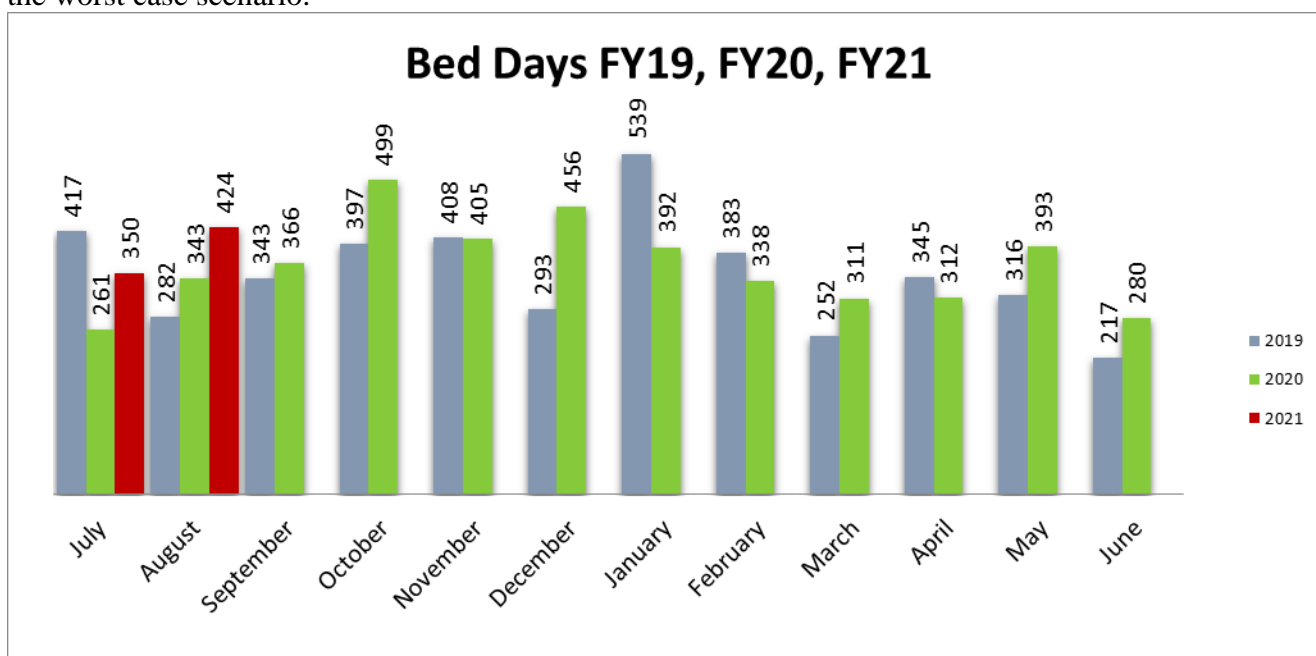
The following graph represents Mobile Crisis Outreach's the team has done since September 2019.

Mobile Crisis Outreaches in August: 45



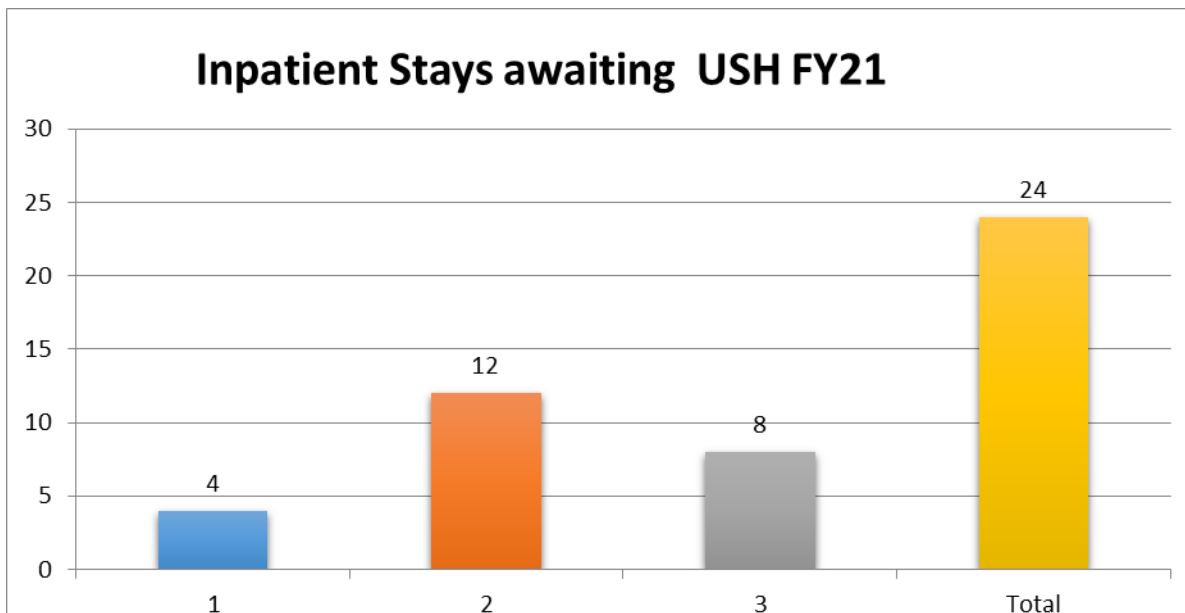
Inpatient Psychiatry

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 2021. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however we are accruing the worst case scenario.



Inpatient stays waiting for USH Hospital bed placement

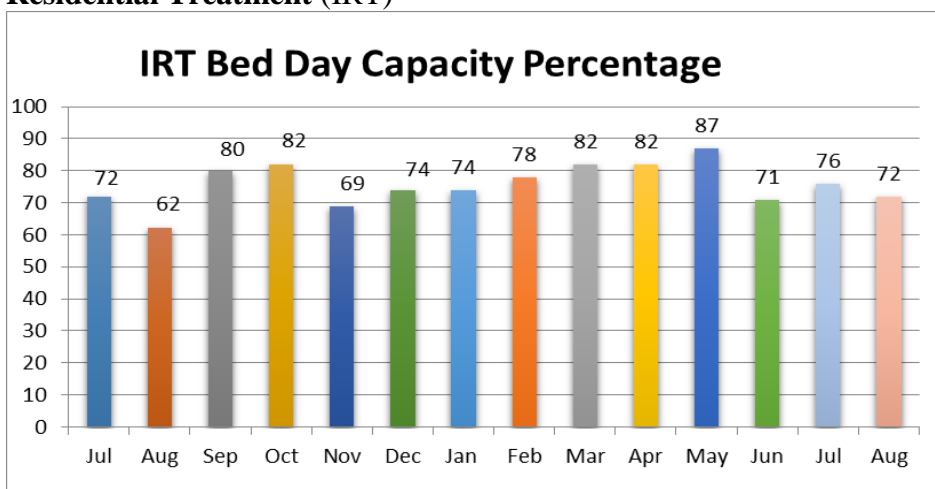
The following graphs represent those waiting for admission to the Utah State Hospital. The numbers on the bottom of the graphs represent each individual who waited for USH placement. In 2012, WMH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total cumulative cost to WMH since 2012 is approximately \$5,626,719. Total cost for FY 21 thus far is \$26,400.**



Intensive Residential Treatment

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

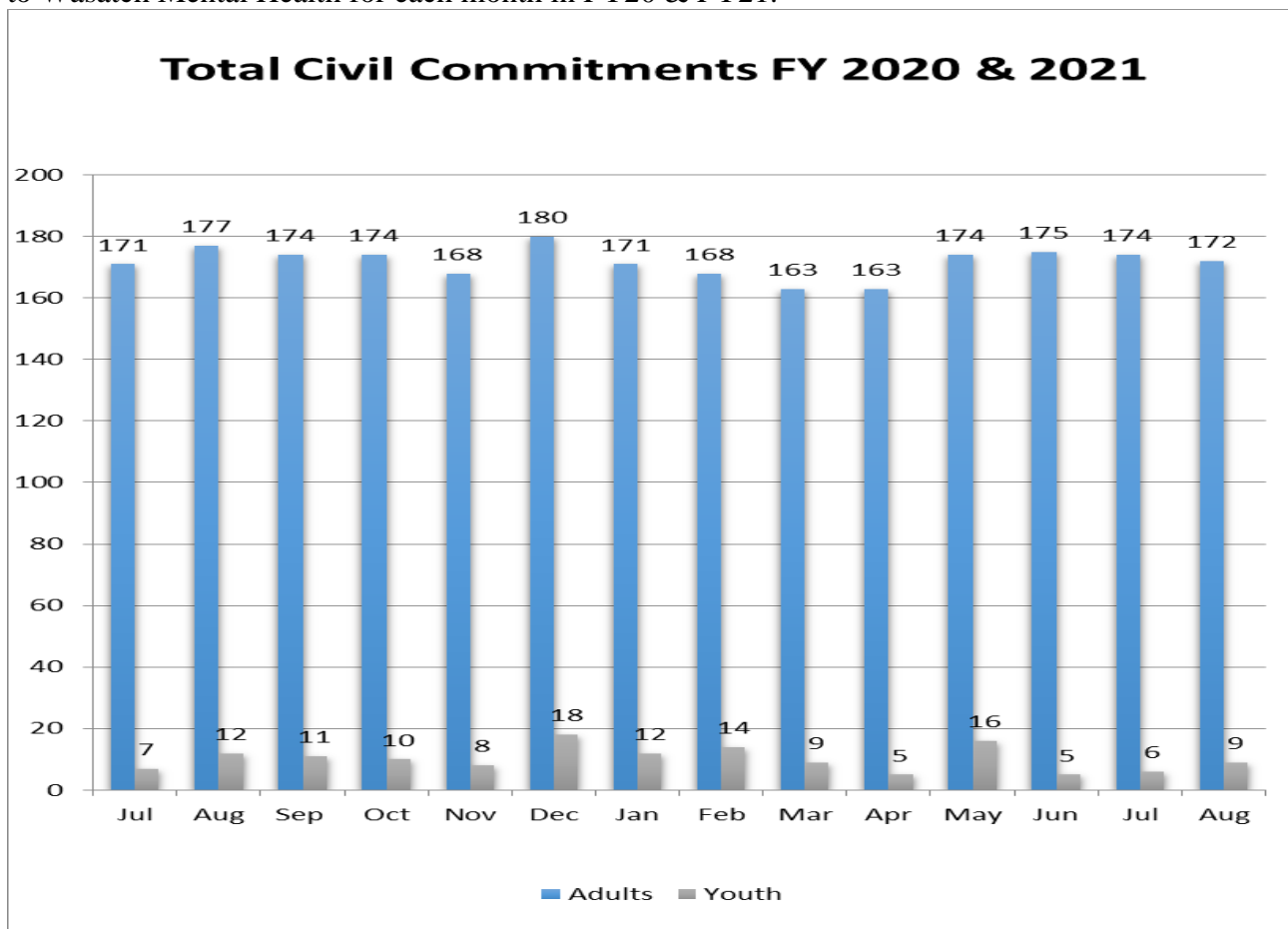
Intensive



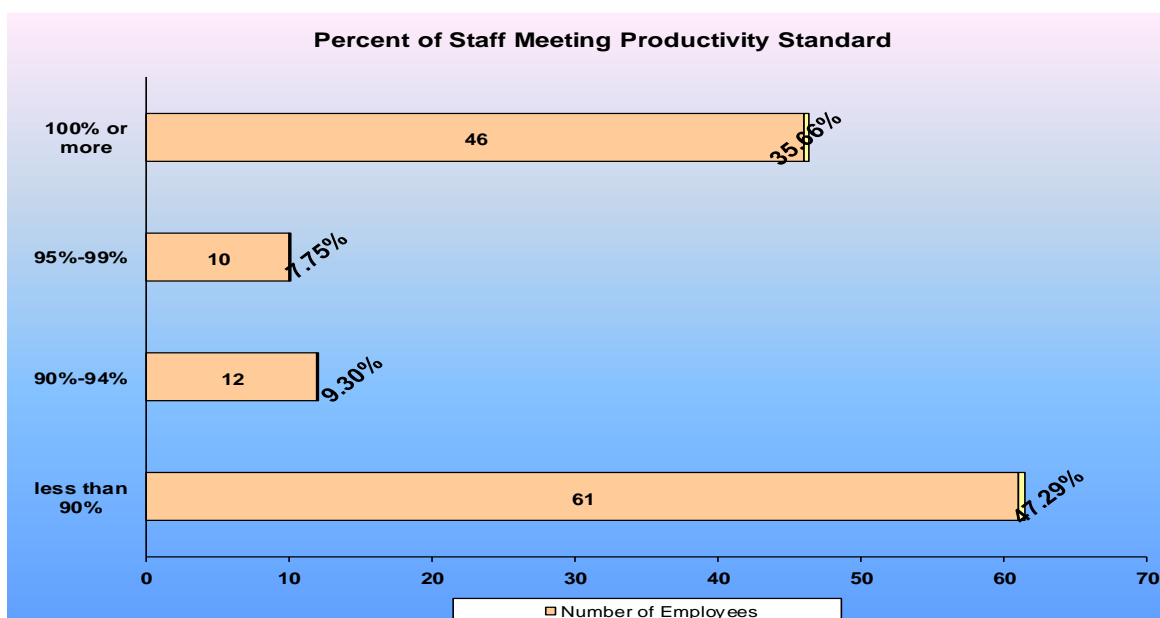
CIVIL COMMITMENT

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 Mental Health for each month in FY20 & FY21.



Clinical & Community Services Division



OQ/YOQ Administration

Number of total unduplicated clients served last month:

Adult Clients Served	2874
Child/Youth Clients Served	1483
Total	4357

Number of OQ/ YOQs administered:

Clinical & Community Services Division	1724
Crisis & Intensive Services Division	578

Number of unduplicated clients who completed an OQ/YOQ:

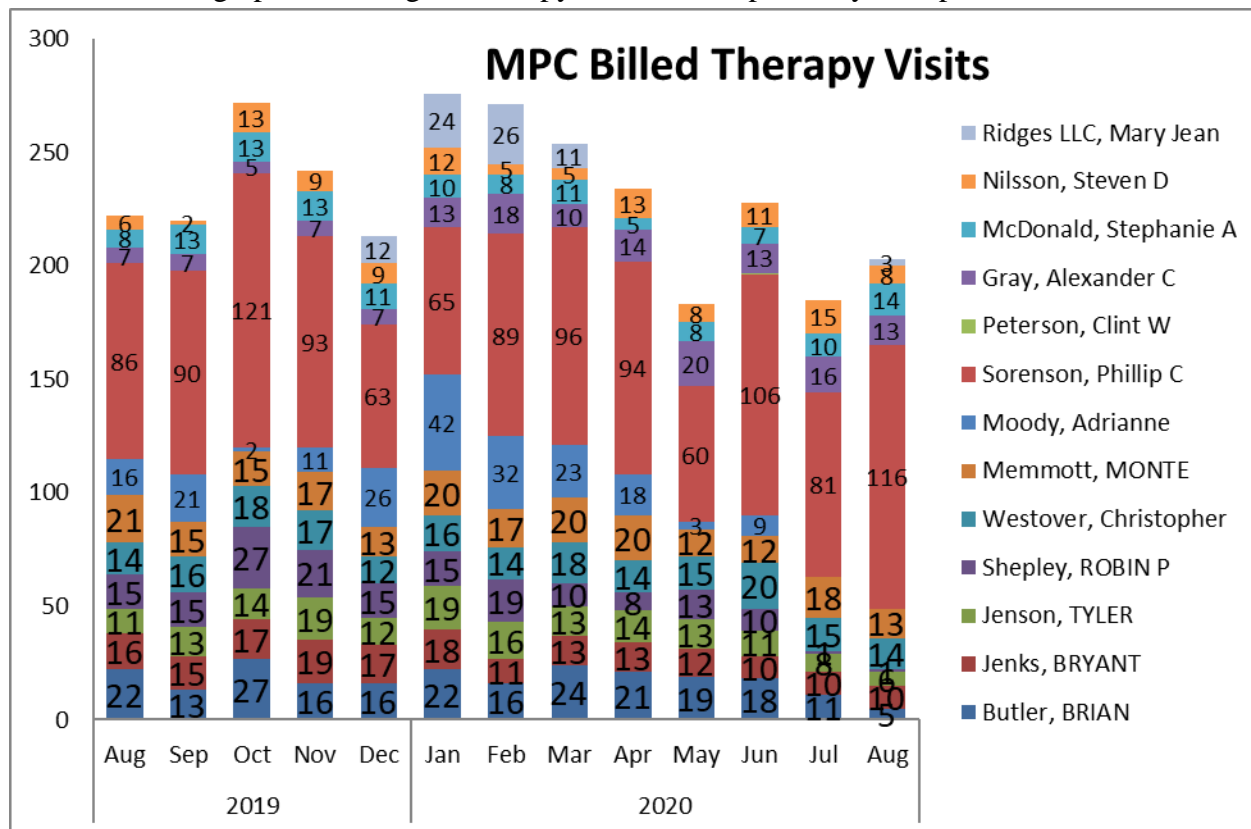
Clinical & Community Services	1257
Crisis & Intensive Services	353
Total	1610

Unduplicated Count of All Clients Served at WMH 4357

% of Unduplicated Clients Completing an OQ/YOQ 37%

Mountain Peaks Counseling

Below is a new graph indicating the therapy sessions completed by therapist:



Leadership/Allied Agency Participation/Initiatives/Successes

We have seen a 9% increase in total session this past month and this is sparked by a significant rise in new intakes of 38%. It appears that even though 3 clinicians have either resigned or have significantly reduced sessions as they are about to resign, our numbers are still on the rise. Covid has affected this clinic some, mostly from March through July, but clients are returning and sessions are on the rise. We hope the trend continues.

Financial Report:

We saw an increase in numbers over all in August after a steady decline since February. We saw a 38% increase in intakes in August. Although the total number of sessions is still lower than it was 8 months ago the rise of intakes indicates clients are returning.

<u>Number of unduplicated clients who completed an OQ/YOQ:</u>	146
<u>Number of unduplicated clients served:</u>	125 (12 were youth)

Westpark Family Clinic/ Representative Payee Services

- In August 2020, PASRR staff completed 40 PASRRs for generated revenue of \$15,056.
- PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In August 2020, PASRR staff completed 11 IDRC PASRRs for generated revenue of \$2,539.08.
- 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 83.93 and current scores of 76.93, showing mean improvement of 6.83 points. Of these clients, 32% currently show improvement on the OQ-45 with 57% and 11% showing no reliable change and deterioration respectively.
- During the last quarter, beginning with the pay period starting on 6/7/2020 and ending with the pay period ending 8/29/2020, WFC staff (420) productivity standards achieved a total of 4754.20 productivity hours, which equates to 88.5% of the department's cumulative productivity standard. Total productivity hours month over month decreased 6.1% while total productivity percentage decreased by 4.4%.
- During the same period of time, RPS staff with productivity standards achieved a total of 871.57 productive hours, which equates to 111% of the department's cumulative productivity standard. This is a 11.2% increase 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:	33	1	3	0
Provo Justice Court:	3	0	0	0
Orem Justice Court:	2	0	0	0

Leadership/Allied Agency Participation/Initiatives/Success:

Our success story this month again comes from The Integrated Health Care Grant Case Manager. We are having lots of success in this program and there are several examples to highlight. He stated, “A client, J., came in for his medical assessment very anxious about his general weakness and fatigue. He had an EKG and blood work, and it was determined his heart is okay. He was visibly emotionally relieved immediately.

“A client who had a drain line in her infected hip surgical area for some months, and required weekly appointments at the wound clinic, had her drain line removed, and will graduate from that protocol this week. She is so excited to be able to shower normally once again!”

“A client was having an IT session and broke into a drenching sweat. It looked like someone dumped a bucket of water over his head. The therapist called HIP, and we got him into a Mountainlands provider immediately for evaluation. It turned out to be a psychosomatic reaction, but was an excellent referral for immediate help.”

Highlights:

- During the last month, WFC completed a total of 105 new intake assessments: 97 walk-in and scheduled intakes, 2 nursing home intakes, and 6 DV/MHC. These were completed by 17 therapists/interns. Total intake volume increased by 21% compared to July. During the month of July we also had 2 failed scheduled intakes. Of the 105 intakes, 69 reported having Medicaid of which 11 or 16% had Medicaid Expansion. The average amount of clients with Medicaid expansion is consistent with last month, and is substantially lower compared to the 12 months prior to July (38.13%). With the addition of the grants available for client use, 9 or 8.571% were unfunded at the time of intake and were expected to be able to use one of the grants available for services.

Medical Department

- Medical services did not see any major changes in August. Instead, we focused on matching new clients to those clinicians with the most availability to ‘right size’ caseloads.
- One significant, but hopefully temporary, loss took place in the form of Johnny James. Johnny has been the medical services CTA/transcriber for several years, and finally left to move to California. For the time being, he is setting up an LLC and a contract with us to resume transcribing duties.

Psychological Testing/Interns/Form 20m

- PAS has identified a successor to Kim Hughes, who left us to move into maintenance: Ema Romberg. Ema has been a CTA at Westpark for nearly 4 years and has exemplary organization and self-management skills.
- Dr. Spendlove has continued to visit various outpatient clinics to discuss referrals to the testing department. Most recently, he visited the Payson Family Clinic, where he enjoyed a lively dialogue from the team about the appropriate use of testing and related topics.
- The psychology interns are beginning to hit their stride, and although they have not yet reached their billable standards, they are increasing every month. We are encouraging most to practice with telecommuting at least once per month in anticipation of what *could be* an eventful fall and winter in Utah.
- In August, 2020 we received a total of 64 referrals, 38 of whom were children. We had 23 autism referrals this month.
- The total number of testing report submitted by intern is reported below. All interns have one or more assigned cases, and we expect a leap from the August report to September's. Interns are required to complete 15 testing cases this year for graduation, an increase from the requirement of 12 reports in previous years.

Below is information on intern billing thus far in the year:

EVL	EVLD	FT	FTC	GBM	Group	IT	IBM	PT	TCM	TOTALS	Total hours
\$3,150.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,270.00	\$0.00	\$165.00	\$0.00	\$6,585.00	42.28
\$3,024.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,960.00	\$0.00	\$0.00	\$0.00	\$6,984.00	42.58
\$3,192.00	\$0.00	\$105.00	\$0.00	\$0.00	\$0.00	\$2,895.00	\$0.00	\$3,630.00	\$0.00	\$9,822.00	58.19
\$2,478.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,340.00	\$0.00	\$825.00	\$0.00	\$7,533.00	47.7
\$2,352.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,352.00	\$0.00	\$2,475.00	\$0.00	\$8,112.00	48.64
\$1,344.00	\$0.00	\$490.00	\$0.00	\$0.00	\$0.00	\$1,740.00	\$0.00	\$5,280.00	0.00	\$8,854.00	55.82
\$3,528.00	\$0.00	\$0.00	\$280.00	\$0.00	\$0.00	\$4,030.00	\$0.00	\$1,485.00	\$0.00	\$9,323.00	58.73

Outside Providers/Mountainlands

Mountainlands was open 18 days in August 2020

% Appointments Kept---72%

% Appointments Canceled---12%

% Appointments Failed---16%

% Appointments Kept Follow-up's---83%

% Appointments Kept New Clients----17%

Summary:

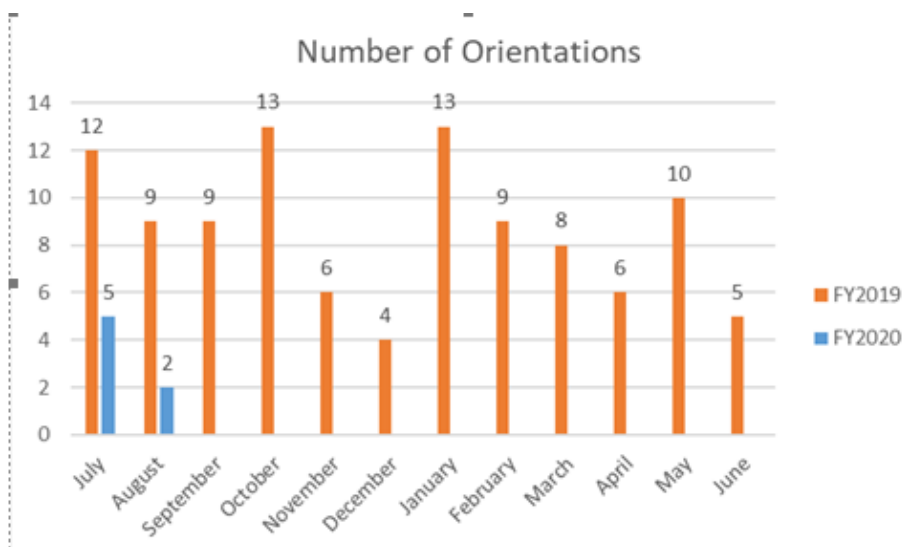
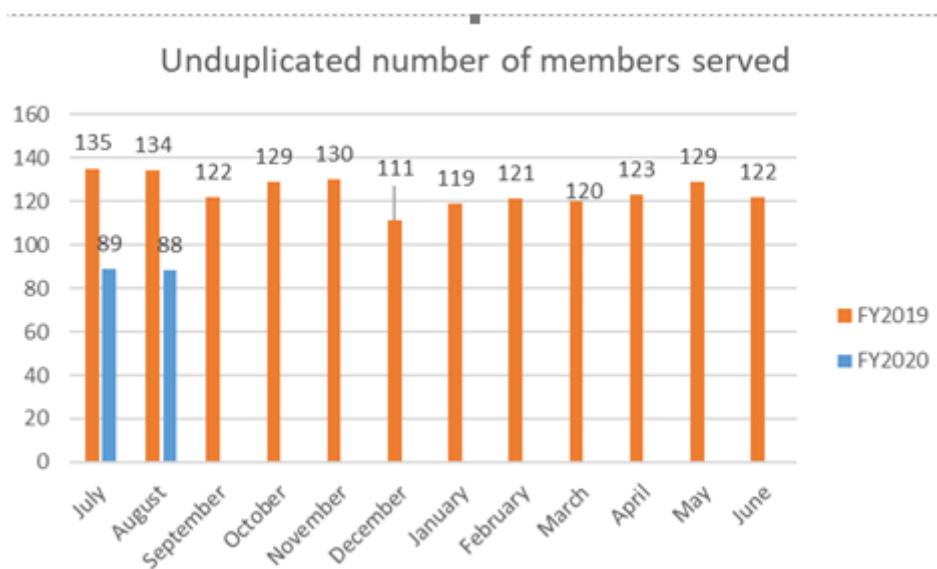
August saw a distinct increase in the number of patients scheduling per day at 9.1, which is our highest number to date. This is a 30% increase over July 2020 and a 38% increase over the 2019 average. I believe this is in large part due to the Health Clinics of Utah closing, resulting in many of our long term clients who were being seen there by Gary Nelson coming over to be seen at Mountainlands. We had 20 kept New Client appointments, representing 17% of all kept appointments for August. Failed appointments did increase from

11% in July to 16% in August, with over half of those failed appointments being for clients who have case managers.

Care Team Services

- Becky Kidd has taken over Medicaid eligibility duties for Care Team Services, and this is proving to be quite the project. She has worked closely with treatment teams and with Katie Johnson to get information she needs. We look forward to improving our ability to receive payment for all services provided.
- Care Team Services lost a team member this month, with Ema Romberg taking her new position as testing coordinator in PAS. Her job is posted and we anticipate interviewing for that position in mid-September.

Wasatch House



Leadership/Allied Agency Participation/Initiatives/Success

Virtual Race

I wanted to share a “thank you note” that I received from one of our most senior race participants:

“Thank you for providing a creative and fun way to virtually participate in the 14th Annual Wasatch Wellness Race! For the past 4 years we have attended the race to cheer for our Campbell family racers. We are always impressed by the organization, the volunteers and the cause.”

Clubhouse TE member

I also wanted to spot light one of our TE employees, who works in the Payson Family Clinic.

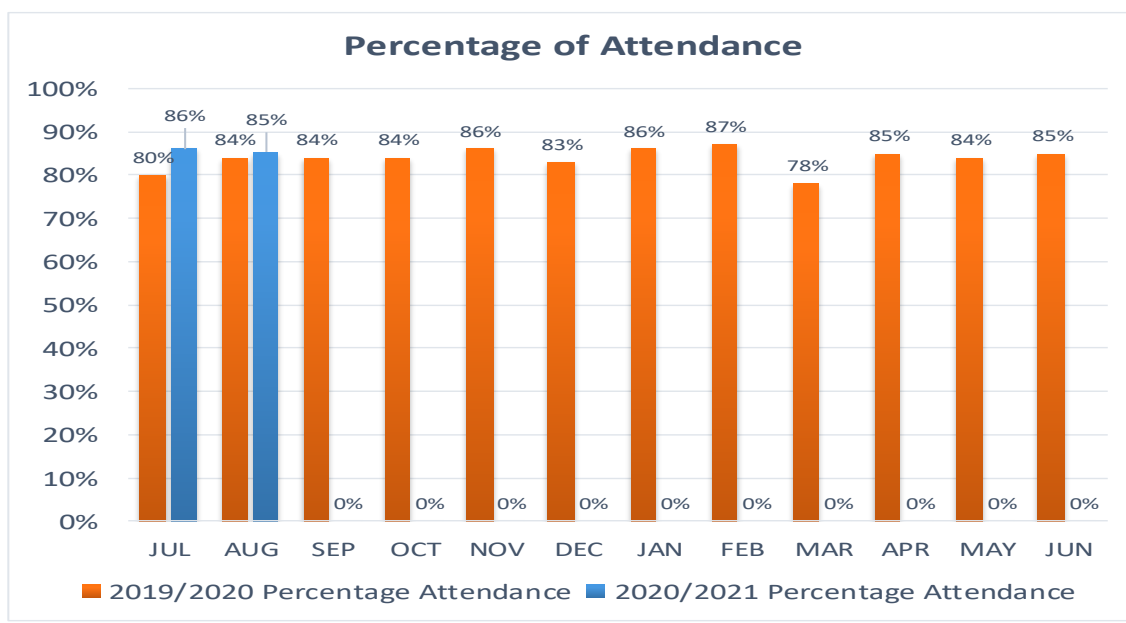
There was an incident close to the Payson Family Clinic where a man with a sledge hammer was assaulting residents in Payson. WBH employee, Kristen Sherriff writes, “Not to sound too dramatic, but it was unsettling reading on KSL the incident was so close to our Payson clinic and the town was on a shelter-in-place order. He, (Chandler Pherson) stood guard inside the locked door and only let in people who had appointments. I honestly felt better as I worked on the second floor knowing he was guarding.”

Number of total unduplicated clients served last month: 88

Payson Family Clinic & School Based Services

- School based contracts with both Nebo School District and Reagan Academy began this month. Reagan has already asked for an increase from 16 to 20 hours per week. We are excited to see these partnerships with the schools develop.

Number of clients served last month: Total: 497 Adult: 274 Youth: 223

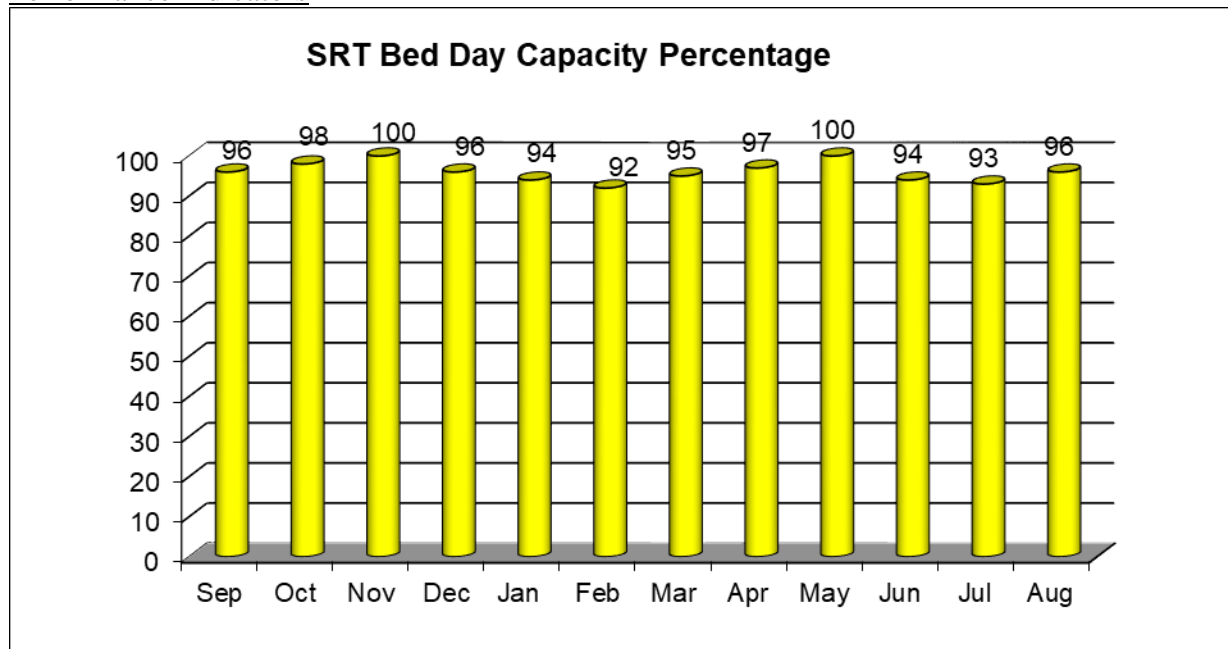


Groups in Payson

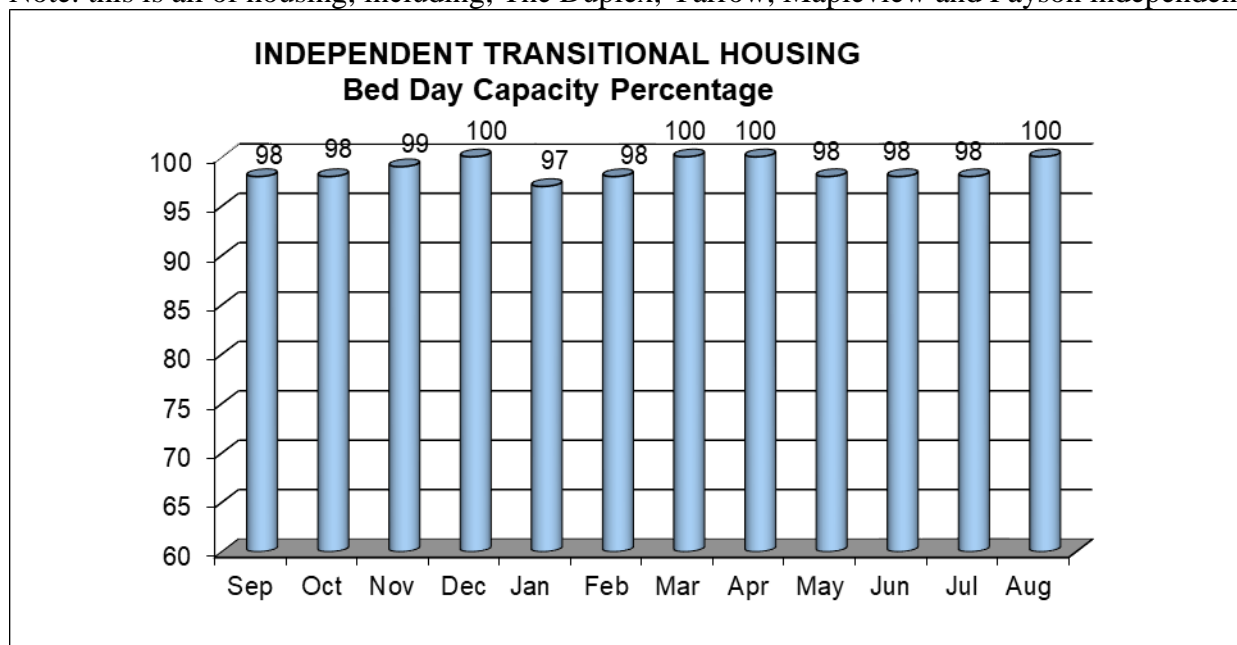
- DBT
- Parenting the Traumatized Child
- Strengthening Families
- School Based Skills groups
- Seeking Safety

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 we had a resident from Alpine House move to Mapleview apartments as he has successfully stabilized in his recovery. He has lived a challenging life of drug abuse and very unstable psychiatric symptoms preventing him from living independently. He has been at Alpine house for years and has been unwilling to move towards more independence. He has been offered many times to move to an independent apartment but he is nervous to return to his previous lifestyle. He has enjoyed success at Alpine House with their structure and has been an active participant at Clubhouse. This month he has agreed to take the step, after much encouragement, to move out to Mapleview. After he made the decision, he spoke so much about how excited he was and when he got his keys, he was beaming with excitement. It is a great joy to help clients stabilize and move forward in their recovery and become more independent!
- In mid-August we offered Ed Zunkowski's time to help out with intakes for WFC. As he is an LCSW, he is able to help with clients with Medicare.

Number of unduplicated clients who completed an OQ/YOQ: 17

Total Late notes for Previous Month: 21

Number of total unduplicated clients served last month: 145

American Fork Family Clinic (AFFC) & School Based Services

Successes:

From our Summer Groups from Sheri Rowley:

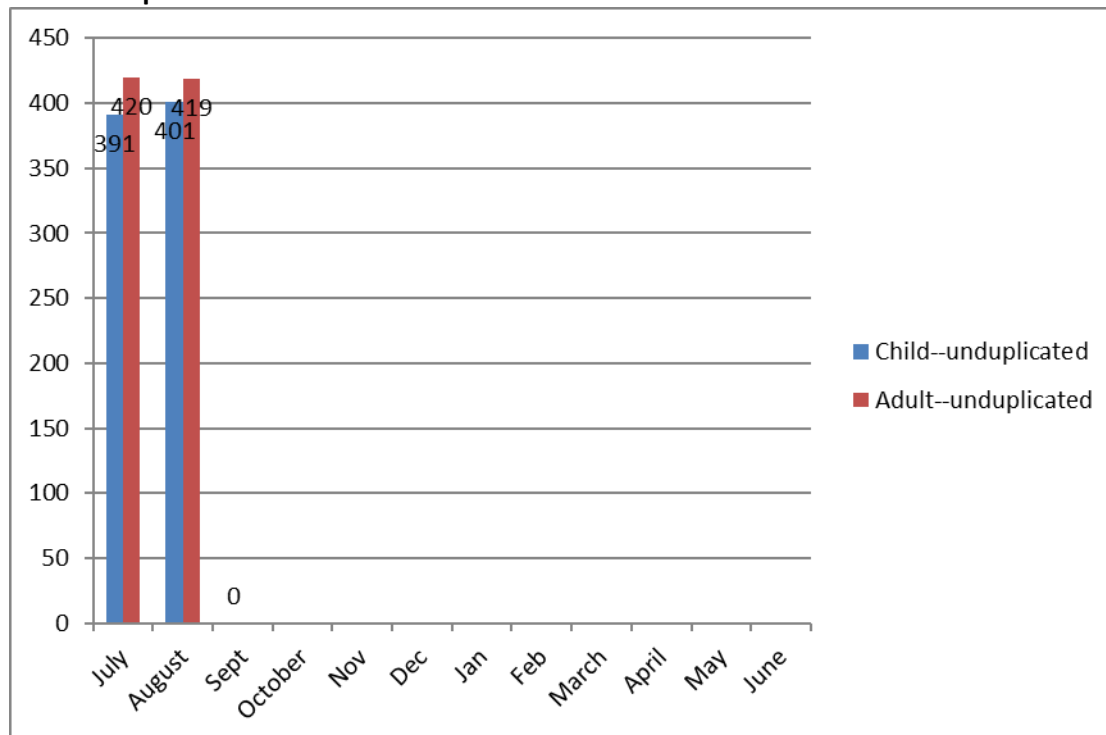
“Thank you for hosting this class and especially for allowing [my son] to attend. I see a difference in his ability to deal with things that normally trigger a meltdown. I usually have to ask which skill might be helpful, but he has generally been willing to engage enough to choose one. We only had one full meltdown last week, which is a vast improvement.

We have some tough things coming up in the near future...I am grateful for every skill [he] has that will help him deal with the fallout, and I thank you for giving him some of them.

I also have to thank you for making the class fun. [He] was very sad when class ended, and is hoping that you will be offering it again next summer.

Number of clients served last month: **Total: 820 Adult: 419 Youth: 401**

AFFC Unduplicated clients seen 2020-2021



Number of Unduplicated OQs/YOQs administered: OQs: 137 YOQs: 165

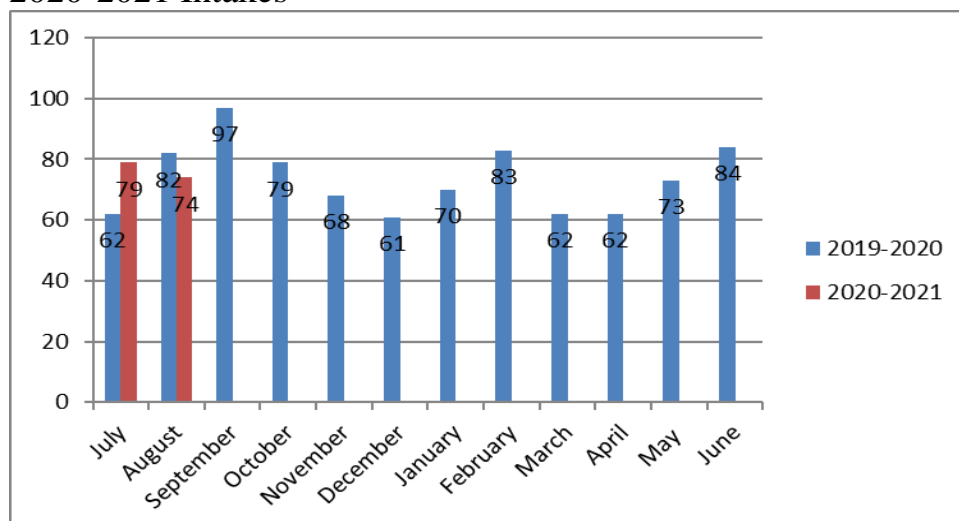
Total number of OQs/YOQs administered: OQs: 265 YOQs: 254

Groups in AFFC

- Wizards and Wellness
- Overcoming Depression
- DBT

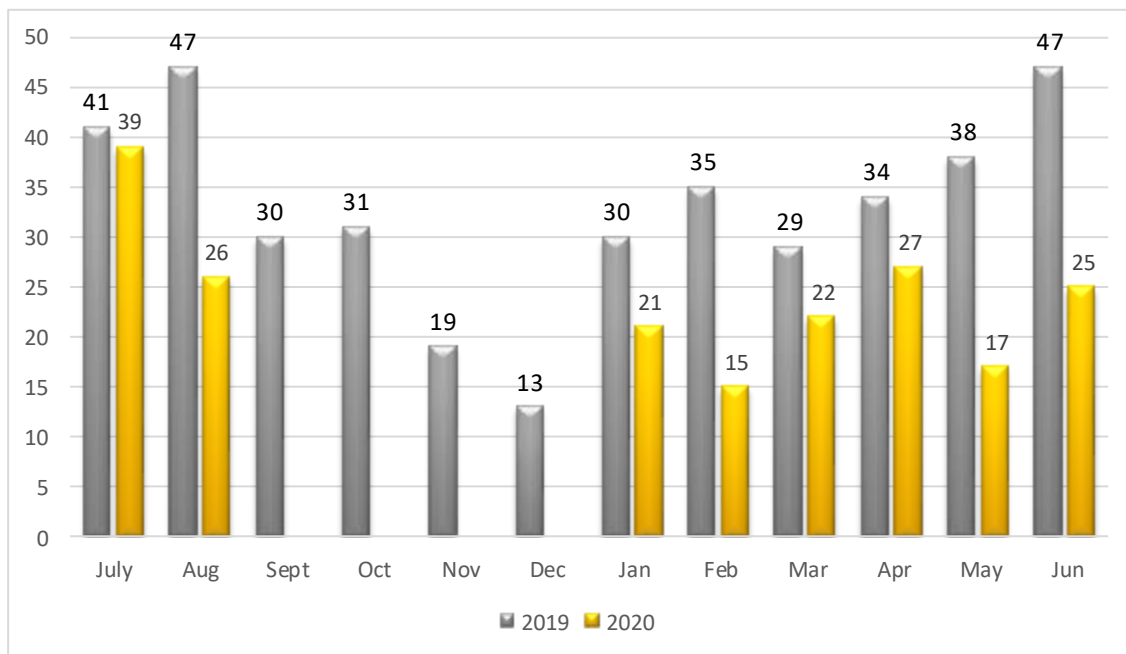
Economic Stability

2020-2021 Intakes

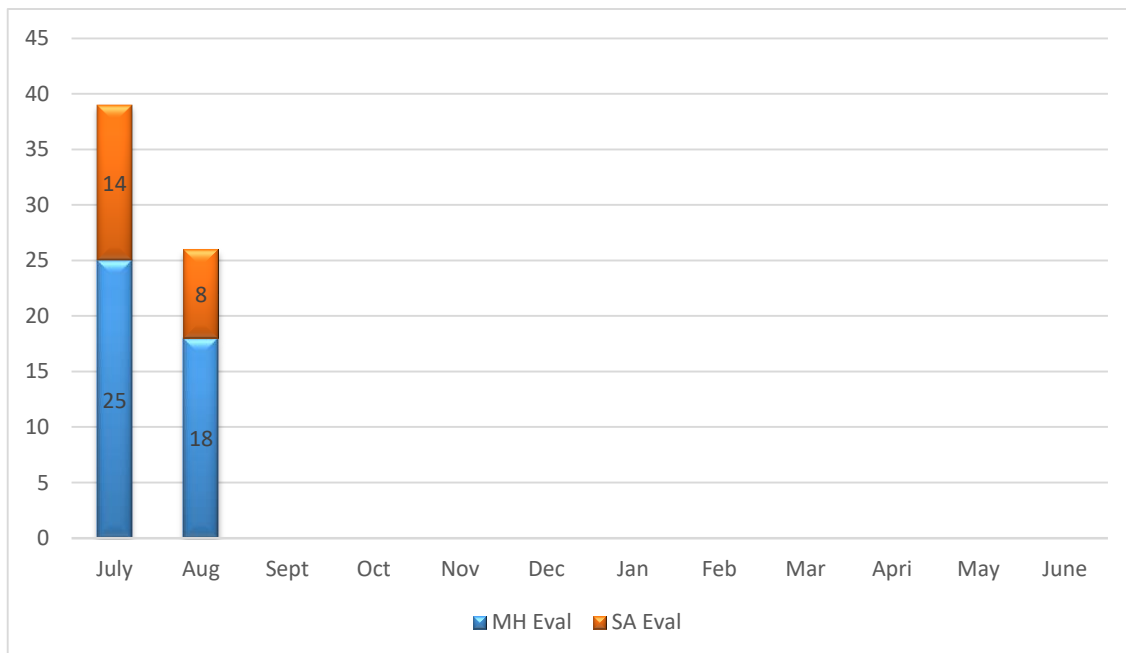


Wasatch County Family Clinic

August - Total Monthly Intakes: (EVL & SEVL)



Evaluation Type:



Groups at WCFC:

- Gender Specific Male and Female SA groups
- Thinking Errors
- Anger Management
- MRT

Prime for Life
SMART Recovery
Connections

Leadership/Allied Agency Participation/Initiatives/Success:

For the month of August the successful execution of a multi-agency Crisis Intervention Team (CIT) Academy was a significant achievement. The academy had a large group of 40 officers including Heber City Police Department, Wasatch County Sheriff, Utah Highway Patrol, among other agencies in attendance. Wasatch County has not had a CIT academy in the last few years. Wasatch Behavioral Health played a large role in facilitating the academy via hours of pre-academy planning and logistical preparation as well as by providing a large majority of the educators including our CEO, a Division Director, our Medical Director, and four program managers. Sgt. Josh Harris from the Wasatch County Sheriff's Department was a key player in planning for the academy. Lt. Jim Moore with the Heber City Police Department also played a strong supporting role. The training informed officers on a number of key areas related to mental health that should help facilitate more affective engagement when confronted with individuals suffering from mental illness.

Substance Use Disorders (SUD) Division

Performance

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.

Urine Analysis Drug Testing

The UA Lab collected 1,304 specimens last month from 324 donors, with a total of 8,370 assays. This is 373 more samples than last month, and 40 more donors. Similar to last month, our highest number of clients came from ATR. The assay that tested positive most frequently was Buprenorphine with 66.7% testing positive of those with a positive test. Many clients take Buprenorphine as part of their treatment program. So, this being our highest positive this month could reflect in a positive way. Methamphetamine was a close second with 64.3% testing positive in August.

Agency Collection Summary

Collection Date: 08/01/2020 - 08/31/2020

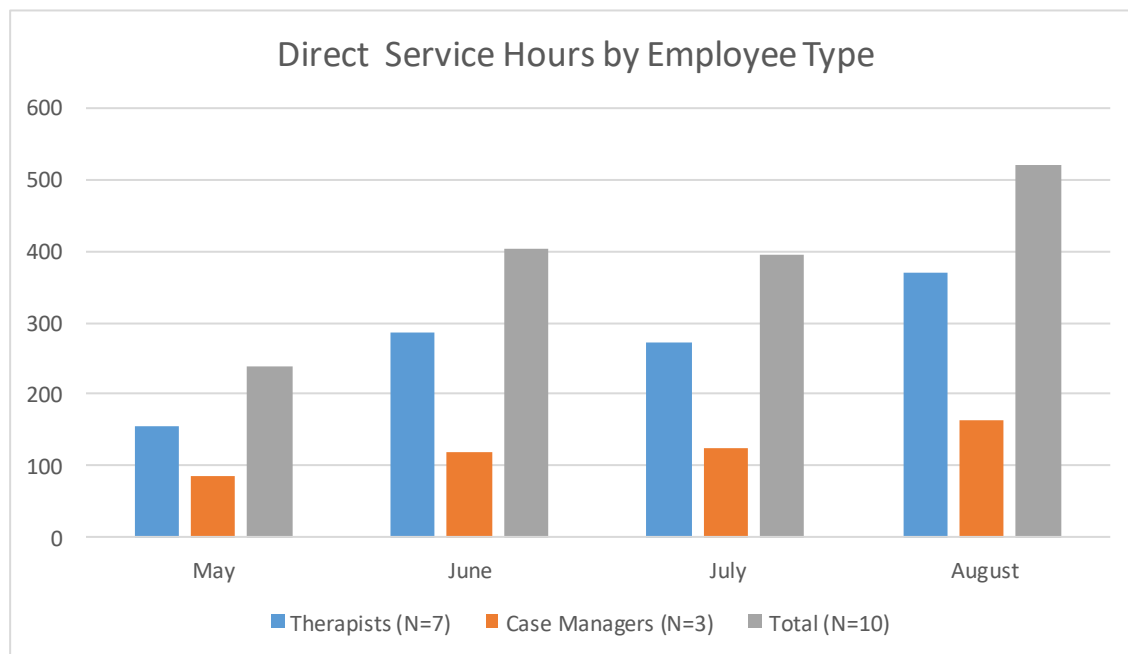
Agency	Subagency	Collection Total
UTAH COUNTY	ATR	170
UTAH COUNTY	DCFS DRUG COURT	112
UTAH COUNTY	DORA	80
UTAH COUNTY	DRUG COURT	226
UTAH COUNTY	EVALUATION	43
UTAH COUNTY	FOOTHILL RESIDENTIAL TX	82
UTAH COUNTY	GOP	119
UTAH COUNTY	GRANDVIEW	21
UTAH COUNTY	HOUSE OF HOPE	48
UTAH COUNTY	IOP	84
UTAH COUNTY	JUVENILE DRUG COURT	1
UTAH COUNTY	MEDICATION MANAGEMENT	2
UTAH COUNTY	NO. PROM	76
UTAH COUNTY	PROBATION DRUG CT	14
UTAH COUNTY	SO. PROM	88
UTAH COUNTY	UCAP	64
UTAH COUNTY	Wasatch County Family Clinic	51
UTAH COUNTY	YOUNG ADULT PROGRAM	18
UTAH COUNTY		5
Agency Total:		1,304
Total Collections for All Agencies:		1,304

Positive Percentage Summary

Collection Date : 08/01/2020 - 08/31/2020

Agency Subagency	Donors			Specimens			Assays		
	Total	Pos	%Pos	Total	Pos	%Pos	Total	Pos	%Pos
UTAH COUNTY									
No Subagency	4	2	50.0%	5	2	40.0%	37	2	5.4%
ATR	65	41	63.1%	170	80	47.1%	1031	133	12.9%
DCFS DRUG COURT	13	5	38.5%	112	27	24.1%	714	29	4.1%
DORA	12	6	50.0%	80	17	21.2%	496	17	3.4%
DRUG COURT	30	18	60.0%	225	34	15.1%	1455	38	2.6%
EVALUATION	34	10	29.4%	43	13	30.2%	372	16	4.3%
FOOTHILL RESIDENTIAL TX	29	14	48.3%	82	23	28.0%	502	31	6.2%
GOP	29	15	51.7%	119	44	37.0%	735	62	8.4%
GRANDVIEW	5	4	80.0%	21	15	71.4%	132	19	14.4%
HOUSE OF HOPE	9	5	55.6%	48	14	29.2%	319	18	5.6%
IOP	18	12	66.7%	84	35	41.7%	556	52	9.4%
JUVENILE DRUG COURT	1	1	100.0%	1	1	100.0%	8	1	12.5%
MEDICATION MANAGEMENT	2	2	100.0%	2	2	100.0%	27	3	11.1%
NO. PROM	18	9	50.0%	76	13	17.1%	502	17	3.4%
PROBATION DRUG CT	4	2	50.0%	14	4	28.6%	95	5	5.3%
SO. PROM	16	9	56.2%	88	26	29.5%	576	28	4.9%
UCAP	23	9	39.1%	64	18	28.1%	380	27	7.1%
Wasatch County Family Clinic	6	0	0.0%	51	0	0.0%	309	0	0.0%
YOUNG ADULT PROGRAM	6	4	66.7%	18	7	38.9%	124	10	8.1%
Agency Total:	324	168	51.9%	1303	375	28.8%	8370	508	6.1%
Total:	324	168	51.9%	1303	375	28.8%	8370	508	6.1%

Day and Night Outpatient



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 August. Percentages are based on 168 hours for the month of August.

THERAPIST	Assessment (hours) NS appts	GT (hours)	IT (hours)	No Shows Cancelled	Total	Productivity
Amy	5 0	1.75	3	1 1	9.75	.06%
Jeremy J	6 6	23	15.75	3 3	37.75	22%
Marilee V	0 0	21.75	14.75	0	36.5	Contract
Ericka H Sick 8/17-19	7.5 2	22	29.25	12 8	58.75	35%
Ke’ala C (Out FMLA 8/10-8/31)	5 1	7.25	9.25	4	21.5	54%
Andrea-MSWI OFF: 8/17-8/21	.5 0	13.5	1.75	0 0	15.25	25%

Case Manager	Education Gp	CM appt	No Shows Cancelled	Total	Productivity
Becky D	33.25	13	5 6	46.5	28%
Emily R	25.5	19.5	3 5	45	27%
Cami Q	10.75	18.75	21	29.5	18%

Childcare Specialist	Groups	Individuals (hours)	Transport	No shows Cancelled	Total	Productivity
Brittney L	31	1	36.25	0	68.25	41%
Lyric R	38.5	3	28.5	5 -	70	42%

General Comments:

- Due to low census in IOP at Promise South:
- - Marilee dropped out of IOP process groups.
 - IOP from PN, PS combined into one group at one location (PN) on 8/31.
 - Plan is to stay combined initially for 30 days until more clients referred to IOP at PS. Re-evaluate as end of month nears if need to continue longer.
 - PS is transporting the few clients from PS to PN and back each day.
 - We set goals to improve no shows.
 - Goals:
 - Incentive program (started 8/24). Clients can earn drawings for prizes for a variety of things with their participation in the program, earning things like compliments, candy, gift card, fidget toy, etc.

- Reminder calls, texts, emails 24 hours in advance.
 - Encouragement emails, texts by clients' clinical team.
 - When set appointment, remind client of No Show policy.
 - Post signs of No Show policy (have not done yet).
 - Use more MI with clients.
- **Census**
 - Census is rising in PS GOP group. Census is rising in PN IOP group.
 - Hoping this leads to more services for staff.
 - Promise has 5 therapists and 1 MSWI (Program Supervisor, 3 FT Therapists, 1 contract therapist). We are also expected to get a 2nd MSWI in October. This is creating a challenge to provide work for staff.

Leadership/Allied Agency Participation/Initiatives/Successes

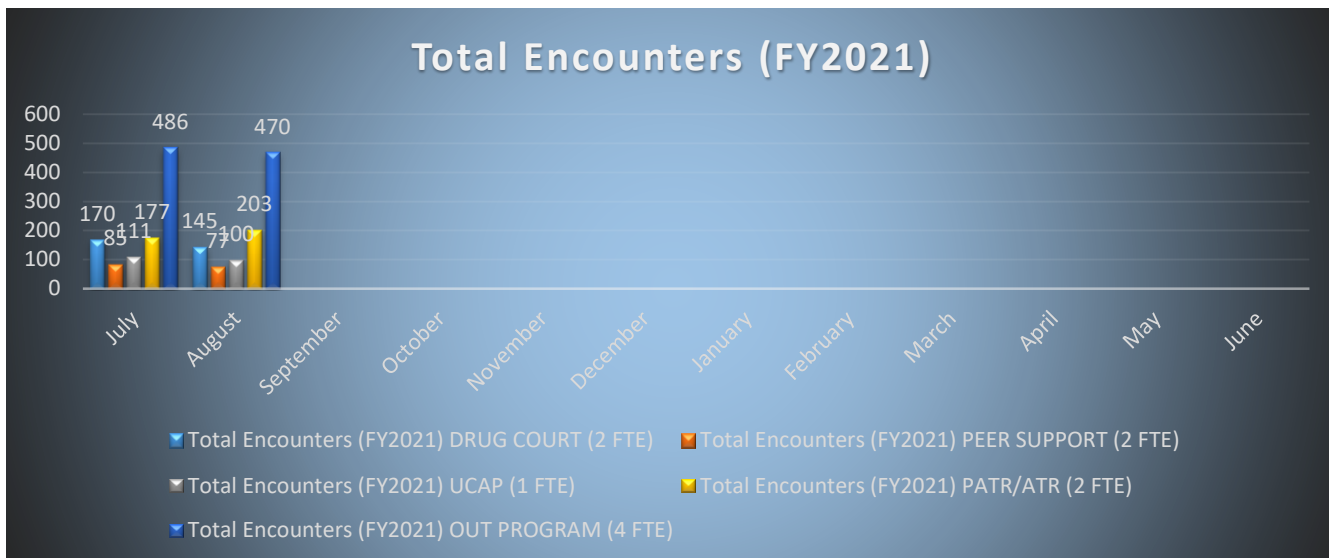
We continue to address several concerns and we are create more efficiencies. The following are some these issues:

- Nurse Med Management – we now have the codes to bill in Credible and we are doing this
- MAT at the Health and Justice Building – Dr. Bush is DEA now allow this location
- Met with Project Reality to determine what is going well and what is not
- Addressed the potential guidelines for habit forming medications and addressed with our Medical Director
- Billing and Collecting for Medicaid Expansion Population – we are getting better at this
- Combing incident reports with the SUD and the Mental Health – a temporary process until we decide on what EMR we are going to use
- We now have purchasing cards and Gas cards for the various SUD programs

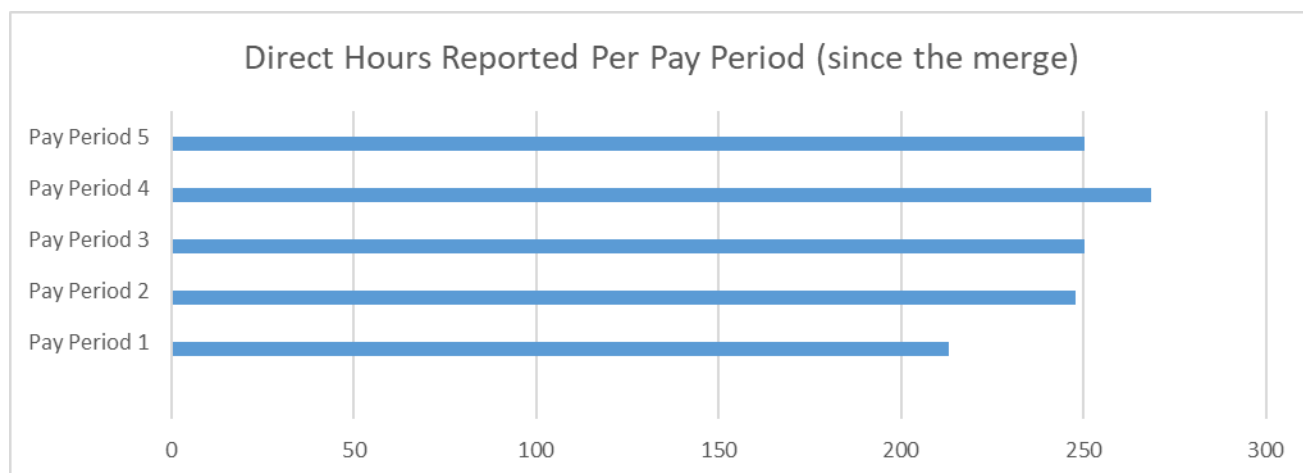
SUD-Criminal Justice Programs

Total encounters served in the SUD-Criminal Justice Programs

Total billable encounters decreased slightly within Wasatch Behavioral Health’s Criminal Justice Programs. August encounters for all Criminal Justice programs were 995 while the previous month’s total encounters were 1029. 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 5 pay periods (2.5 months total). On their timesheets each employee is to indicate their Direct Time (billable) and Indirect Time (non-billable). While overall productivity is lower than desired, the chart below indicates that each pay period has shown an increase of Direct Time.



Leadership/Allied Agency Participation/Initiatives

- Monte Memmott, along with the other Substance Use Disorder program manager, Sue Leavitt, has been working to establish sober living opportunities for Wasatch Behavioral Health's SUD clients. Currently plans are being made to work with two Sober Living agencies in particular, Building Beginnings and Jwalker House. Both agencies are genuinely interested in serving this vulnerable population and forming a partnership with Wasatch Behavioral Health.
- Progress has been made in an effort to provide the medication Vivitrol to Wasatch Behavioral Health clients 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 hesitant to 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 points are now in place:
 - Utah County Jail Administration, including their Medical Director and Health Service Administrator, have agreed to allow Vivitrol. They have even offered their nursing staff to administer the injection.
 - 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.
 - Monte Memmott has been meeting with the pharmaceutical company that makes Vivitrol, Alkermes, who will be providing the medication at no cost. A follow up meeting is scheduled for October 13th to coordinate services.

Challenges

One challenge in August came when, after many months of the OUT program not being allowed in the jail due to COVID, the Chief of Corrections allowed the OUT program to return to the jail with parameters.

Unfortunately, due to reasons unrelated to the OUT program, after only a week and a half of returning to the jail, the OUT program was again asked to leave. During that short period when they were allowed to work in the jail, they made great progress in establishing relationships with clients and jail staff and they started reaching out to attorneys and judges.

Successes

A recent client in PATR services wrote:

“PATR was a big help toward my success, the program helped give me the tools and motivation to change my life around. The program taught me to change my thinking pattern and to leave my comfort zone and open up to people who are there to help me. They helped with clothing, a place to stay and gas vouchers to get back and forth from work.”

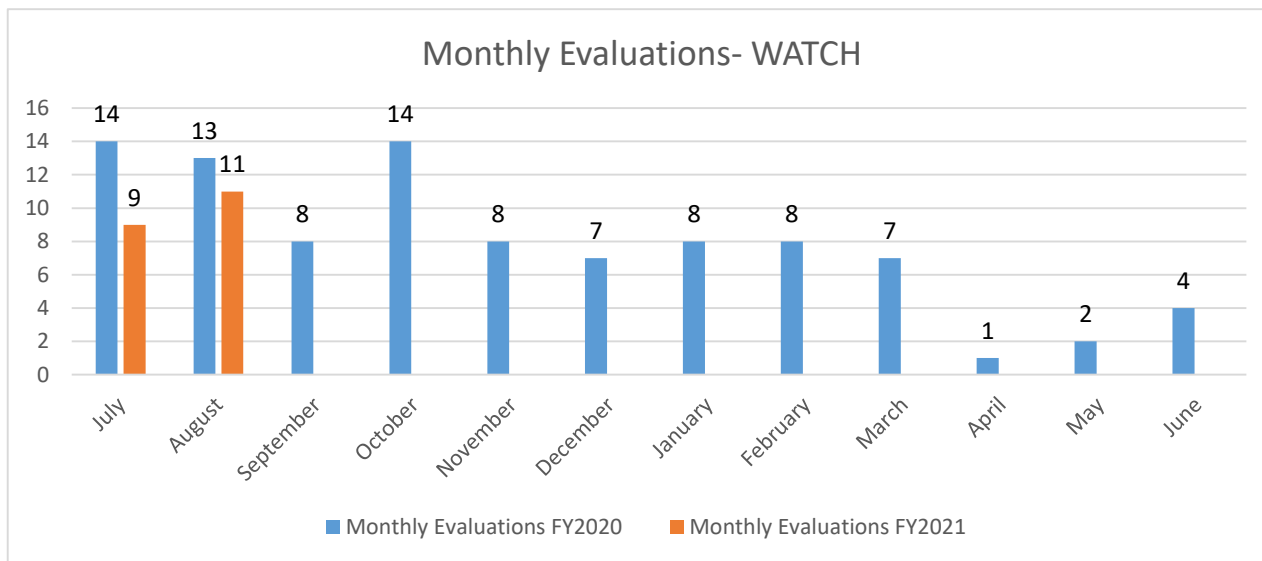
WATCH & JTP Programs

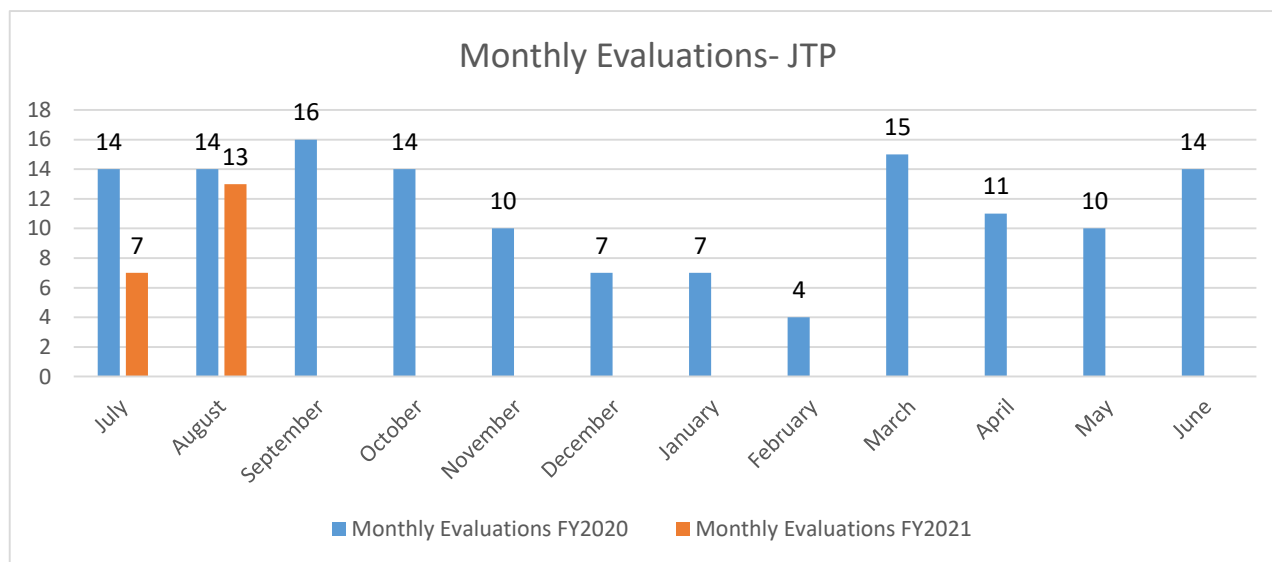
Unduplicated number of clients served in the WATCH/JTP Program

The WATCH program served 105 (+10) unduplicated individuals in last month. Additionally, JTP program served 102 (+3) unduplicated individuals as well. The two programs combined served 207 (+12) unduplicated clients in August.

Monthly Evaluations (Intakes)

The WATCH program has one full time therapist, while JTP has two full time therapists who spend between 8-12 hours each per week at the jail. The program manager Monte Memmott also has one walk-in clinic (three hours) per week as well. He also performs evaluations in either the WATCH or JTP programs. The WATCH program completed 11 (+2) evaluations for new clients in July while JTP completed 13 (+6) evaluations.





Leadership/Allied Agency Participation/Initiatives

- Program manager, Monte Memmott, has had several opportunities to interact and coordinate with community partners and allied agencies during the month of August.
- On August 24th, the Utah County Sheriff's Office held its annual award ceremony for 2019. This award ceremony usually occurs in March at the Utah Valley Convention Center but due to COVID it was postponed several times until it was decided to hold the ceremony in shifts and without food and flare. Monte Memmott and Tyler Jenson both received a Certificate of Appreciation for their work within the Utah County Jail.

Challenges

An ongoing challenge which has had both practical and emotional consequences has been office space for WATCH and JTP programs. Being housed in the Food and Care Coalition's facility comes with a lot of positive aspects such as being in a prime location for where homeless individuals gather in Utah County, however WATCH and JTP staff have steadily grown in numbers. Most offices have two staff sharing the space, which is more difficult when both staff have a client at the same time. WATCH tries to utilize interns, however having an intern currently creates additional office space issues. Due to overcrowding, some staff have struggled with having a healthy morale. Strategic scheduling of staff who work in the jail has alleviated some of the issues and when FACC expands their facilities (in 1-2 years) there should be room to spread out, but in the meantime, it is often a challenge to keep morale in a healthy zone.

Services Offered

- Watch and JTP offer various services each week including daily walk-in clinics Monday through Friday. These walk-in clinics are open for the public to come in for an intake to be opened to treatment at Wasatch Behavioral Health or for assistance with a Medicaid application.
- Additionally, medication management clinics are offered twice a week at this location.
- Five case managers and one peer support specialist are available for targeted case management and assistance with obtaining community resources.
- There are four therapists who provide both individual and group therapy. Current groups offered include two Seeking Safety groups (one run by case manager and one by a therapist). A "Healthy

Relationship” group will restart once clients return to the offices again in greater numbers, as well as a group called “Creating Change” which utilizes art and crafts to teach mindfulness.

- All staff members are trained in and frequently practice the ACOT (Assertive Community Outreach Team) model, which essentially means staff meet staff at their residence or in the streets if they are homeless, rather than waiting for clients to come to the agency for services.

Number of OQ/ YOOs administered:

147 OQs for WATCH and 68 OQs for JTP totaling 215 OQs for August, which is an increase of 38 OQs from the previous month.

SUD RESIDENTIAL SERVICES

- This month we focused on programing issues. The goal is to have clinically sound programing for Foothill. In discussing the needs of the clients the schedule has been changed to increase needed services 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.
- Truwear staff and owners came to foothill for a service project and cleaned the entry way of the building. Lowes of Spanish Fork has agreed to donate a stove and hood to Foothill. We have hired staff and continue to hire staff to prevent overtime. In an attempt to build relationships with community partners we are currently a member of the Utah County Youth Multi Agency Team. This group consists of a representative from DCFS, DJJ, SOC, SPD, WMH and Juvenile Court and meets weekly to review individual youth/families that cross many systems. Additionally we are part of the SOC, CWIC Team and attend the DSAMH Children's Coordinators meetings.

FOOTHILL RESIDENTIAL

- We are working on getting outside funding sources to pay for remodel of kitchen at foothill Lowes in Spanish Fork has agreed to donate the hood and stove
- In the process of hiring on call staff to avoid over time in the future
- Getting staff meetings down to one hour from 2 plus
- TB test have not been given at Foothill, and it is a requirement of licensing. Developed a plan to have the nurse give TB test saving 10 dollars on each client. Also meeting state requirements for client and staff.

MAT/ Medical SUD services

Number of total unduplicated clients served last month: 57

Increased Dr. Bush ability to provide services in Provo Dr. Bushes is now able to give shots at HJB now are clients do not have to go to American Fork to get shots

YOUTH OUTPATIENT TREATMENT

Number of total unduplicated clients served last month:

38

New clients opened for services:

7

- This month we are building relationships in the community.

- Met with JJS and received positive feedback about our relationship and ability to work together.
- Working on a process to provide warm handoff between programs and all Wasatch Behavioral Health youth and young adult programs. Continue participation with the University of Utah and DSAMH to do program evaluation. This will allow youth outpatient to improve engagement and retention of clients.
- Working on coordinating with all school districts to increase referrals. Coordinate with, DCFS, DSAMH, and JJS in an effort to increase referrals.

YOUNG ADULT PROGRAM

Number of total unduplicated clients served last month:	25
New clients opened for services	12

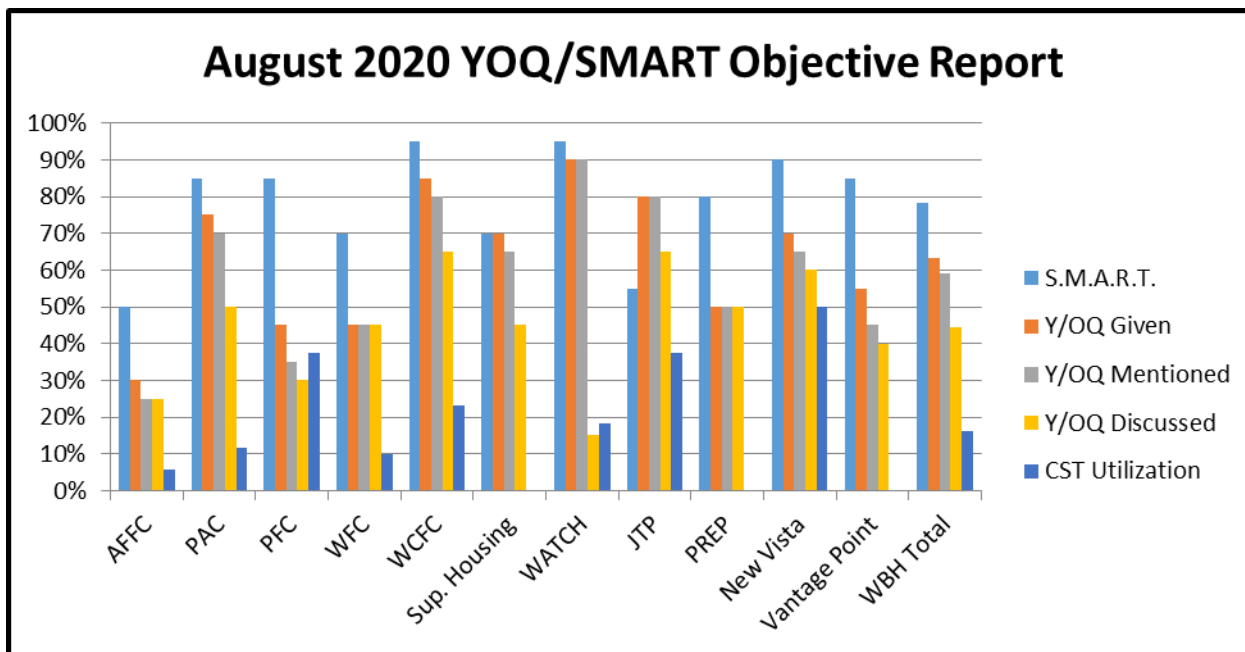
Liaison of contract and client coordination with

- a. House of Hope
 1. Reviewed the contract and continue to learn about program
 2. Continue to have open communication with treatment provider.
- b. Odyssey House
 1. Reviewed this contract and we currently have 4 clients at this facility
 2. Currently we have one client.
- c. First step House
 1. Reviewed the contract and currently have no clients being treated at this facility

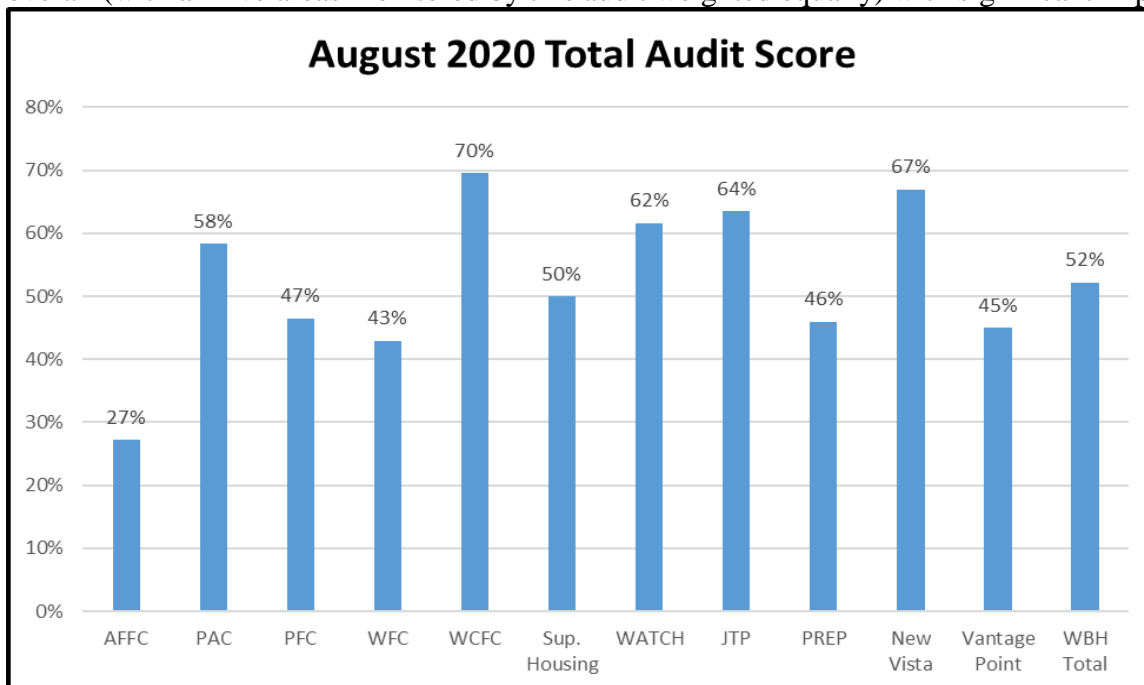
Clinical Performance and Compliance

Y/OQ and SMART Objective Utilization

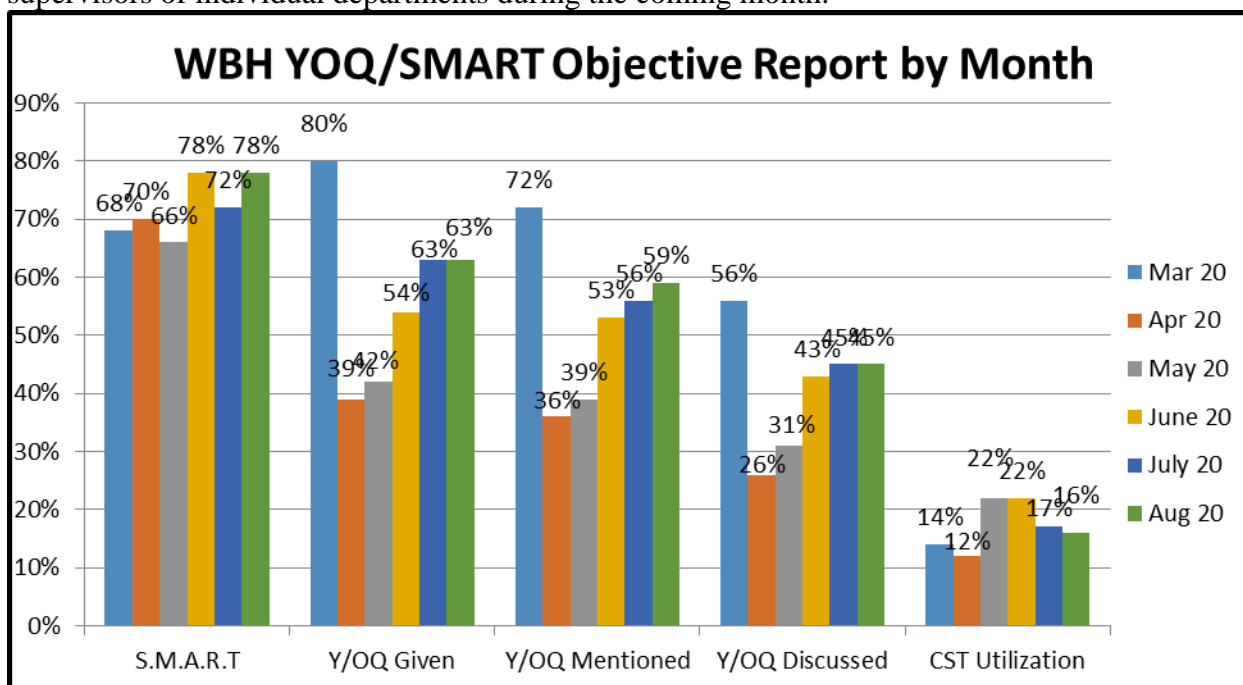
In an effort to maintain high rates of Y/OQ administration and S.M.A.R.T. objective utilization, and to increase the practices of referencing the Y/OQ in clinical notes, documenting that the instrument has been discussed with clients, and using clinical support tools when appropriate, an audit of notes 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.



In the comparative data this month, most of the family clinics continued to struggle with significant reductions in the Y/OQ related metrics compared to normal levels due to difficulties administering questionnaires to clients who were seen remotely. Most clinics (including PAC, PFC, Supported Housing, WATCH, New Vista, and Vantage point) demonstrated performance that was mostly consistent with last month. During the month of August, AFFC had a significant reduction in overall performance, with declines in all metrics monitored in this audit. WFC and PREP both improved significantly this month due to increases in administration and utilization of Y/OQs. JTP improved significantly due to increased use of SMART objectives. This month, WCFC took first place in this audit (taking the title from New Vista) with a 70% compliance rate overall (with all five areas monitored by this audit weighted equally) with significant improvements in all areas.



During the last month, agency-wide rates of Y/OQ administration and documenting discussion of the instrument in the clinical note both remained stable at 63% and 45% respectively, while mentioning the Y/OQ score in the clinical note increased to 59%, which is the highest level for this metric since the beginning of the pandemic. Clinicians increased their use of SMART objectives to 78% in August. This is tied for the highest level achieved since the strengthening of the criteria used to judge this metric. Appropriate utilization of the clinical support tools declined by one percentage point to 16% last month. Increased emphasis will be placed on appropriate utilization of the clinical support tools with supervision groups, consultation groups and with the supervisors of individual departments during the coming month.



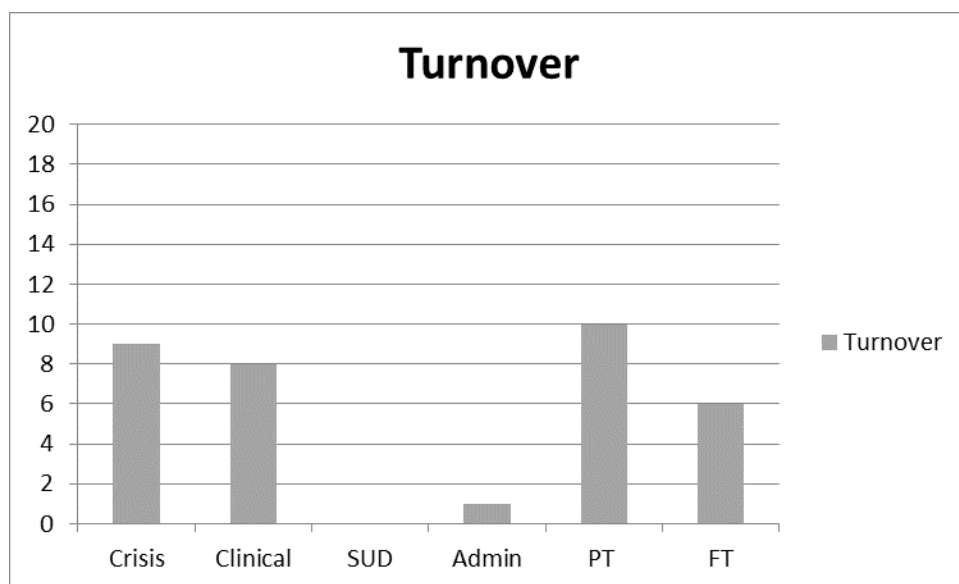
Human Resources

Employee Turnover

In August 2020, we lost 16 employees from WBH. The average tenure for WBH employees was 69.75 months. Four employees retired, and one employee had less than 1 month of service with WBH. The other WBH employees' tenure ranged from 3 months to 5 years. This chart shows the number of employees who separated from WBH in August.



The Crisis division lost 9 employees, two were retirees. The Clinical division lost 8 employees. Administration lost 1 Full-Time employee.



FMLA Leave Usage

The graph represents employees that are currently on FMLA. The FMLA carryover from 2019 shows the number of employees that are still on FMLA from last year. Since the FMLA max is 12 weeks, the 13 individuals represented here are on intermittent leave. WBH FMLA cases remained the same as July. There are no currently “pending” cases. WBH increased short-term disability cases by 2.

Current year FMLA as of 6/10/2020

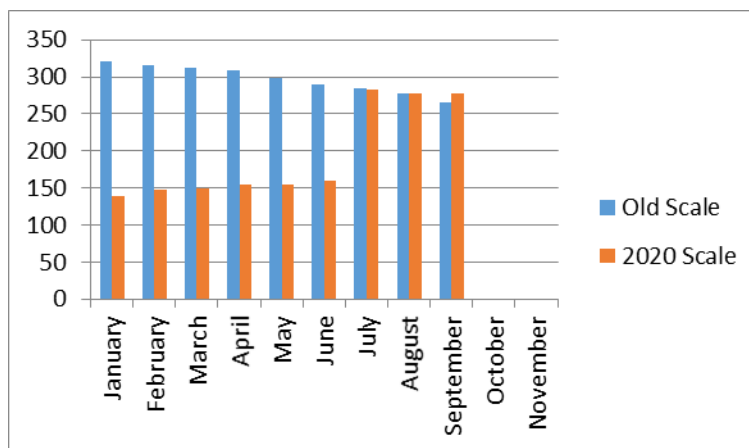
Intermittent	12
Continuous	3
Other	0
Pending	0
Total FMLA	15

FMLA Carryover from Prior Year	13
Current STD as of:	6
9/10/2020	

Employee Pay Scales

The chart below illustrates the number of employees on each pay plan since the change in January 2020. This month, the number of employees on the new scale surpassed the number of employees on the old pay scale. Adding the Substance Use Division was the single most significant event that accelerated the transition.

	Old Scale	2020 Scale	Total
January	320	139	459
February	315	147	462
March	313	150	463
April	308	155	463
May	298	155	453
June	289	159	448
July	285	282	567
August	277	278	555
September(as of 9/9/20)	266	278	552
October			
November			



Accounting Department

Accounting completed July financial statements with the new format and SUD accounts. This was a fairly significant change in general ledger accounts that have been mostly stable for several years. We have been responding to Litz & Company questions and requested schedules as they are working on the audit. We are nearly finished with year-end reports and all that has to happen to close out the year.

We are working to get started on the DocuPhase project and are excited at the possibilities to make processing documents more efficient.

Billing Department Report

Billing totals are as follows:

	Billed in August	Received in August	% Collected Jan-Jun
ACO Select Health	\$10,350.71	\$6,483.24	70%
ACO Molina	\$0.00	\$0.00	78%
ACO Healthy U	\$102.63	\$0.00	71%
ACO Health Choice	\$542.70	\$95.15	89%
Insurance	\$21	\$0.00	6%
Med FFS	\$13,529.06	\$202.20	76%
Self Pay	No	\$0.00	11%

IT Department

1. Updated Groupwise from 2014 to 2018. Also upgraded Groupwise mobility server to allow faster access to email on smart phones.
2. Completed testing of HR import for payroll and went live. Process gathers and reports data for Julie B in a matter of seconds. When she was doing it manually, it was taking about 5-6 hours.
3. Modified text message appointment reminder from WMH to WBH. Also rolled out appointment reminders for individuals or groups who are meeting via telehealth.
4. Submitted encounter data in a timely manner
5. Submitted MHE and SUD data to the division. Division's validation software is having problems with SUD data so data managers around the state have been told to hold off on submitting data until further notice.