

Wasatch Behavioral Health

Monthly Briefing Report

October 2021

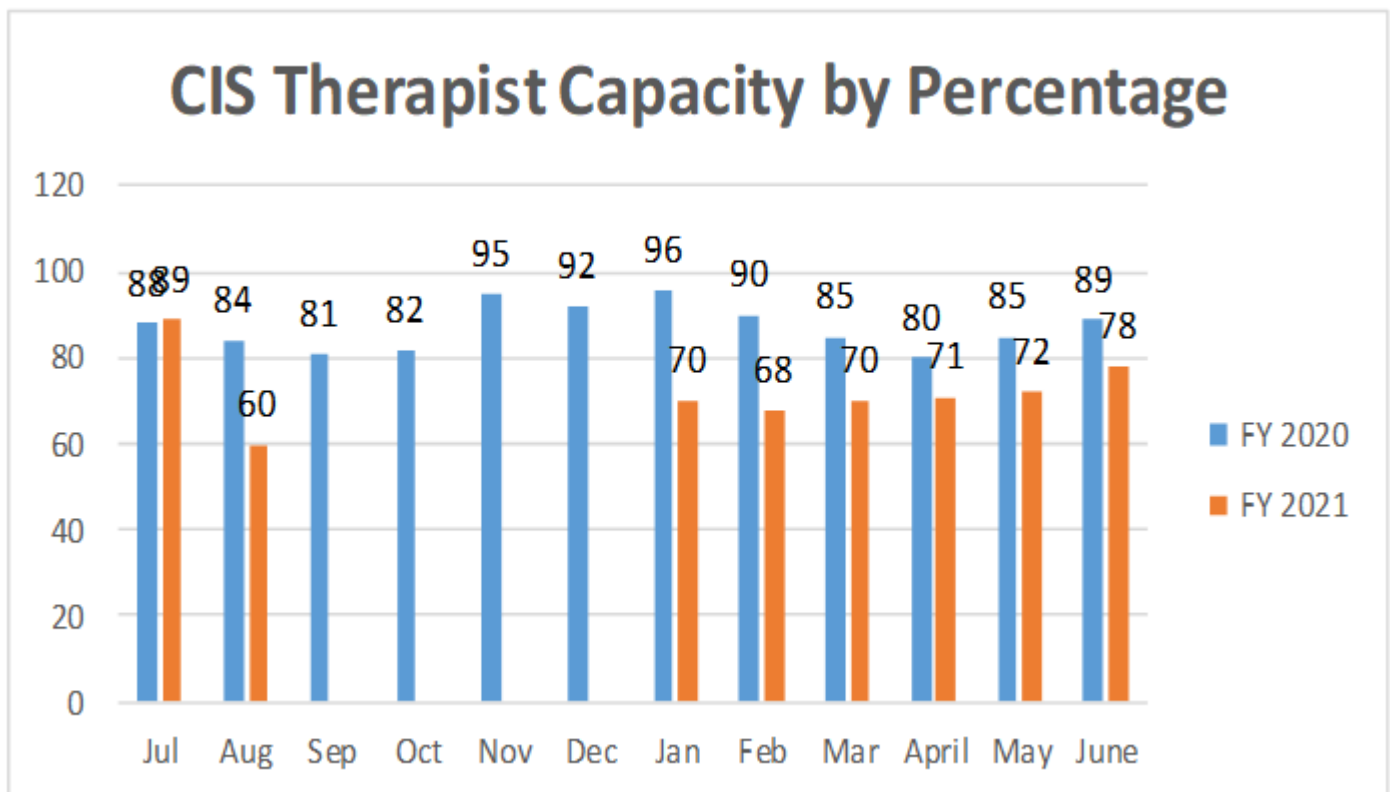
Over this last month, UBHC started to work on legislative priorities. Juergen Korbanka, Ph.D. presented to the legislative committee on our challenges relating to the efforts of the state to consolidate the Dept. of Health and the Dept. of Human Services. Our main concerns relate to the provision and funding of critical safety net services. Additionally, as likely more funds are directed towards a ACO fee-for-service reimbursement model, the collection rate we realize become critical. Currently, we collect about 85% compared to over 95% with our pre-paid plan. This net loss of 10+% is a net decrease in services and comes at a much higher administrative costs. Finally, we continue to struggle with workforce recruitment and retention.

We also had an opportunity to present on these issues at the UAC convention in Midway. We appreciate all of the Utah County commissioners attending and hearing first hand from the state representatives about their consolidation plans.

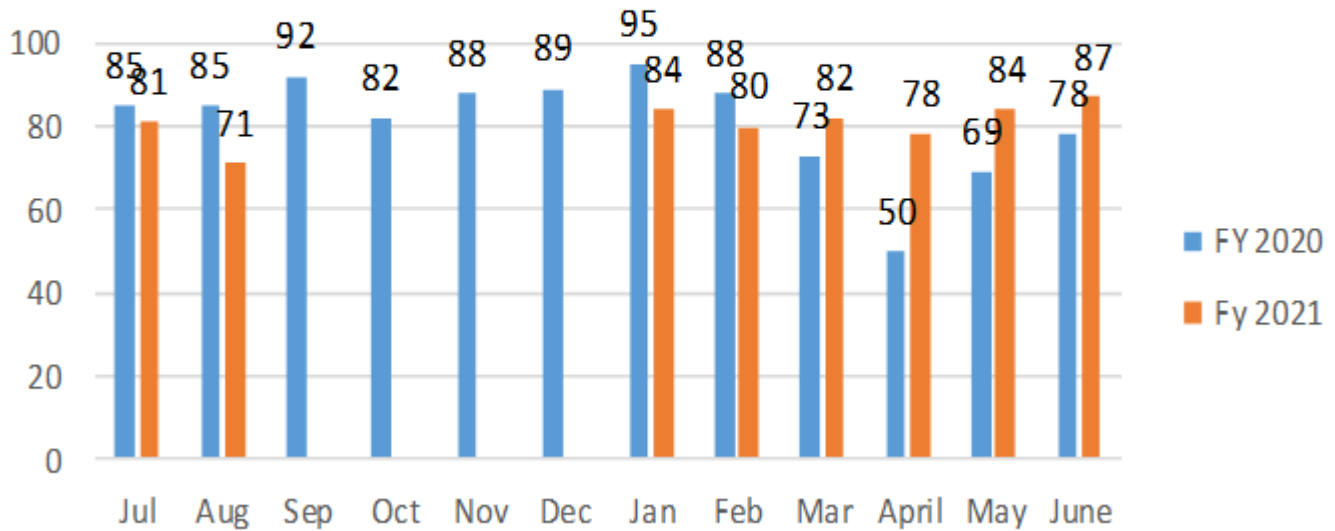
Internally, we continued to work on a more refined approach to salary adjustments for select positions. In our October Authority Board Meeting, we plan to delineate our ideas about further steps needed.

Crisis and Intensive Services Division

The following 2 graphs indicates the total capacity of possible units of service based on service delivery expectations in comparison with the actual units of service provided. For the month of August, total therapist time is at 60% capacity. Case manager time is at 71% capacity.



CIS Case Manager Capacity by Percentage

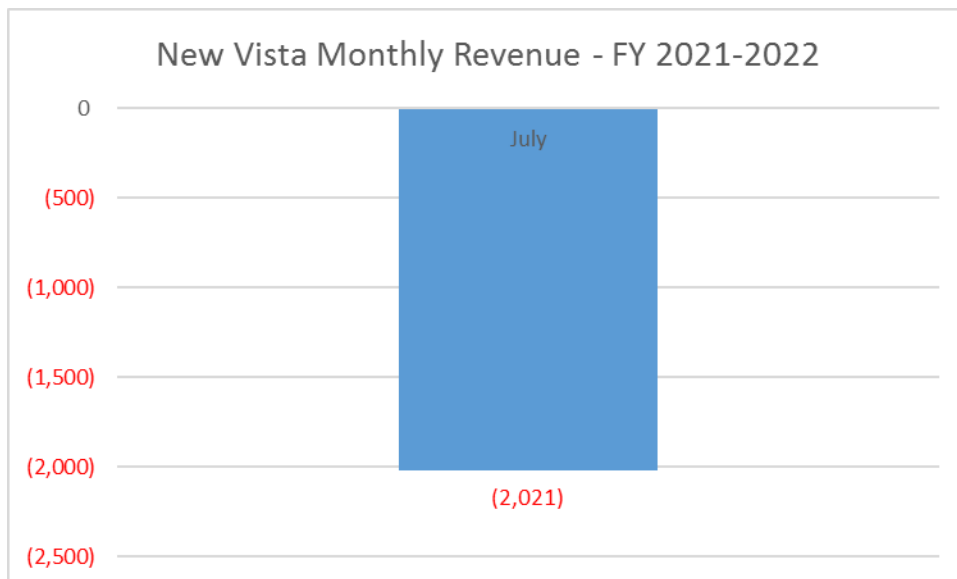


New Vista Youth Services

New Vista has settled back into a school schedule. Our younger youth attend Dixon Middle School and our older youth attend Independence High School. All of our youth do their best to balance the demands of school and therapy. We appreciate the efforts of staff and clients!

New Vista Financial Report

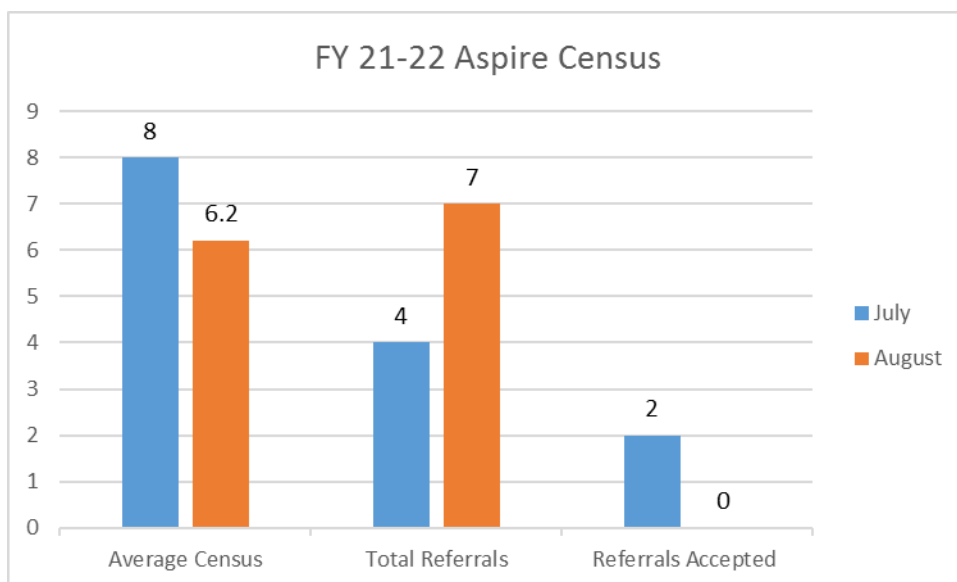
The New Vista average profit for 20-21 was \$4,900. We were slightly down in July. However, we improved by \$11,000 as compared to July 2020.



Aspire Academy

There is a peaceful calm settling in at Aspire amid all of the current chaos of hiring shortages, COVID restrictions, and restructuring of management at Aspire. We have been extremely lucky in hiring a supervisor AND a therapist. The management team is slowly coming together. Brooke Hudson, a current Aspire HSW, accepted the supervisor position effective September 12, 2021. Lauren Jackson, a former Aspire HSW, returned as a therapist after finishing her education. We are looking forward to a stable management team leading Aspire Academy!

We are currently enjoying our partnership with United Way and RBM services. They have selected Aspire Academy as the beneficiary of an AMAZING landscape upgrade! We are very excited to benefit from their generosity!



Financial Report Summary: We lost in July, and we anticipate future losses until we can increase our census. To help compare, for FY 2020-2021 Aspire Academy lost an average of \$24,000 per month. We are off to a poor start for FY 2021-2022. Increasing census is a high priority.

Giant Steps, Strengthening Families, & Grandfamilies

Highlights & Program Updates – Giant Steps, SFP, & GF

- Participated in CIT in Heber by training about autism and possible modified tactics when working with the autistic population.
- Giant Steps is operating at near full capacity in terms of clients involved in the program. We still need a few more part time autism aide positions to fill, as well as one therapist position that is currently vacant. We have 3 new principals this year and so far things are off to a good start in terms of maintaining good relationships with the schools and districts.

Success Stories / Positive Feedback from Clients

- We have had a young boy in our Grandfamilies group this session who was the victim of abuse and extreme neglect, and has had developmental delays and behavioral struggles as a result. In the beginning of the session, he was unable to sit in the classroom for more than a few minutes without bolting from the room. Staff have discussed the case numerous times to explore possible ways to help this boy, and many of them have spent time outside of group putting together incentive programs for him. Staff have also made adjustments to the way the group is structured, offering more frequent breaks and arranging the seating in the classroom so that he can feel safer. In the past four sessions there have been no instances of running out of the classroom and he has been able to receive the rewards for this behavior change.

Upcoming Events

- Friends of Giant Steps Charity Dinner & Auction – 3/24/2022 at Provo Library Ballroom

Total Billable Units of Service This Month

Current Month – 8,784 units of service were provided to Giant Steps clients/families.

Last Year Comparison – 8,504 units of service were provided in the same month last year.

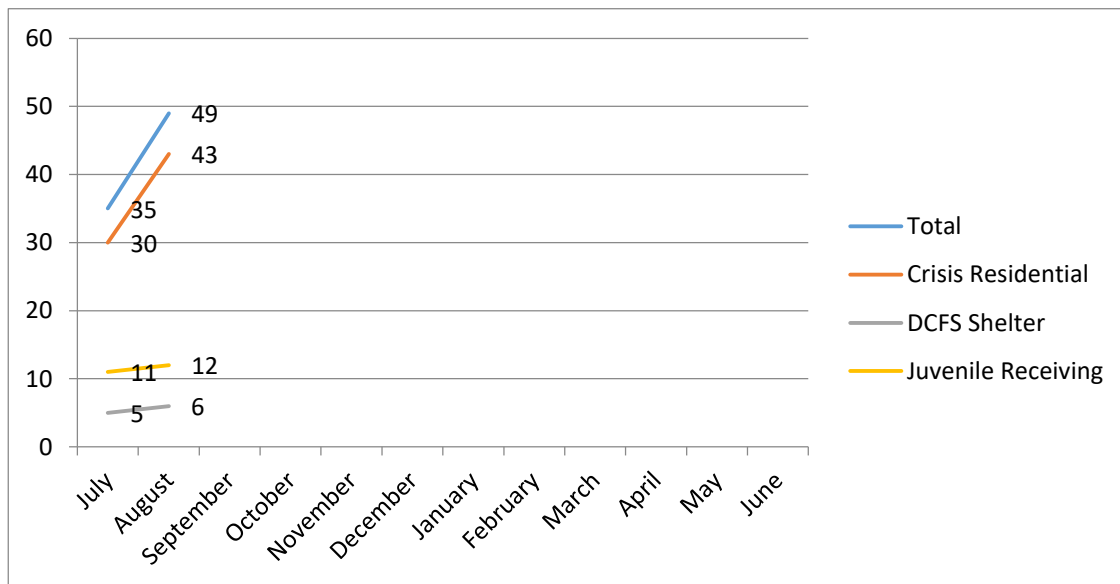
Financial Information

Giant Steps Fiscal Year-to-Date Income Gain (Loss) for Giant Steps – (-\$62,938.51)

*Through July 31st, 2021

Vantage Point / Vantage Point North

2021-2022 Admissions



Leadership/Allied Agency Participation/Initiatives/Success

Success Story “Connection Over Correction”

This past month, I wanted to share a story that reflects our VP mantra of “Connection over correction”. We had a 17 year old, youth who is in state’s custody. He was in between placements and had a very serious SU disorder. He had completed a residential program called Light House in the past, but had relapsed and had disrupted his placement. DCFS was hoping that with a new SUD assessment, he could return to the treatment program for a “tune up” of sorts. But it didn’t happen that way.

At VP, we were able to connect him to SUD for an assessment. After his assessment, it was recommended that he go to intensive outpatient treatment instead. So while the case worker searched for a placement, here is what “M” was able to complete. He was able to complete some credits in school with packets and stayed on track to graduate. Collin Bliss, our new school teacher, also helped him out with a UVU application. “M” stated that he will be the first one in his family who will go to college. He was connected to some Native American resources with the help of Merrill Yesslith from PFC. “M” stayed with us for a month, and by the end, he was able to teach and be a good example to the other kids. Hopefully, he left with some really valuable connections too that will help him continue to succeed. Oh and we got him connected with the Provo Bike Collective. They have a program for free (Goodwill) bikes for youth. So he got a free bike too. Thanks to Zach!

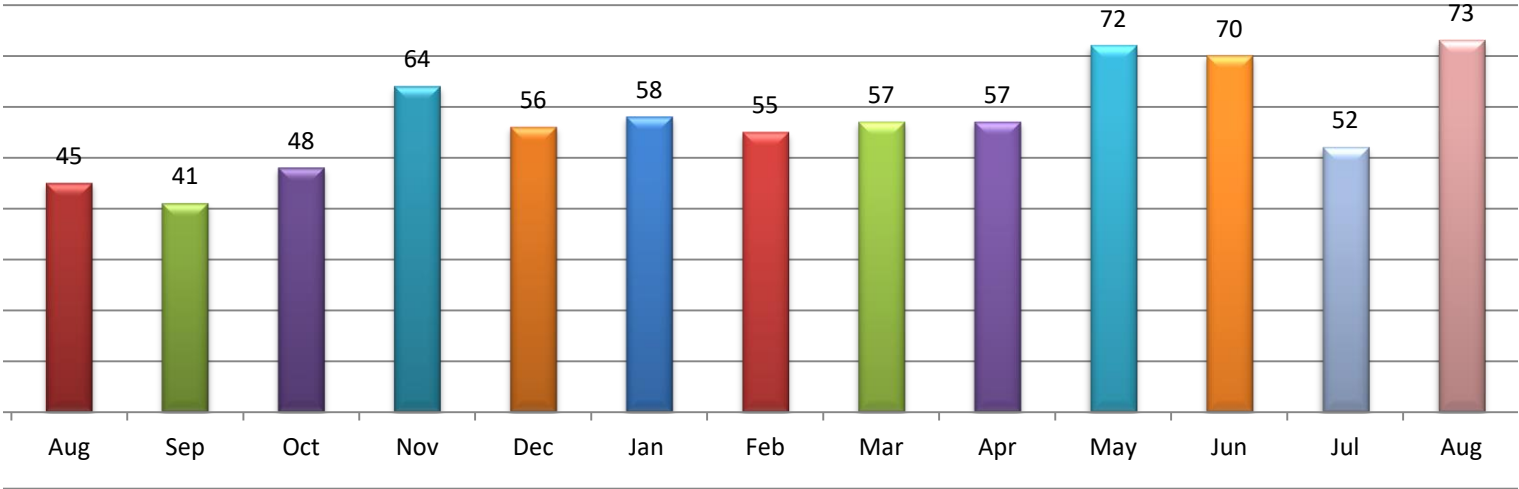
Monte Memmott reached out looking for a native Korean speaker to help with an inmate at the jail. We happen to have a couple of staff who speak fluent Korean. Staci Lee went and translated a few sessions and was also able to explain some cultural considerations for this inmate to the jail / treatment staff. This was just a good example of how Wasatch employees are good at doing what is best for the client and helping them in the best way possible.

Number of total unduplicated clients served last month: **61**

Number of OQ/ YOQs administered: **46**

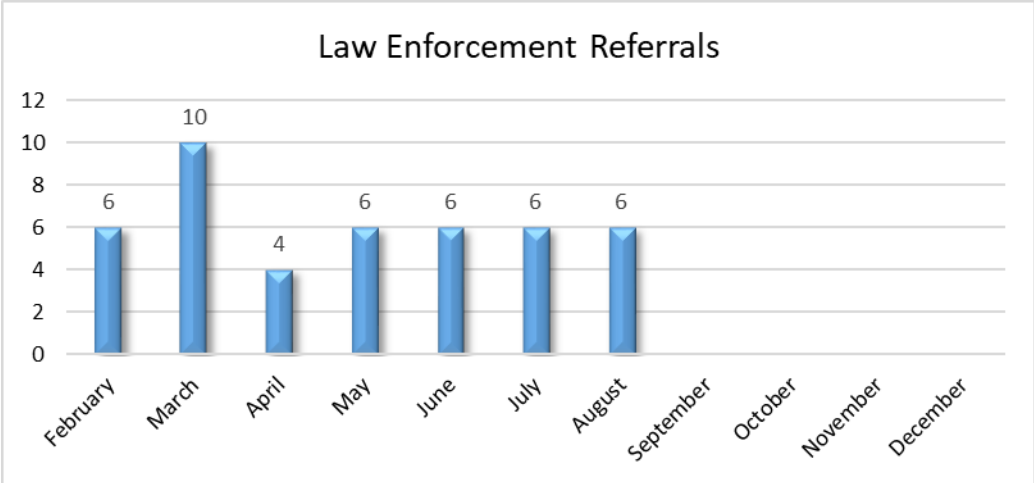
Crisis

Mobile Crisis Outreach FY21 & FY22



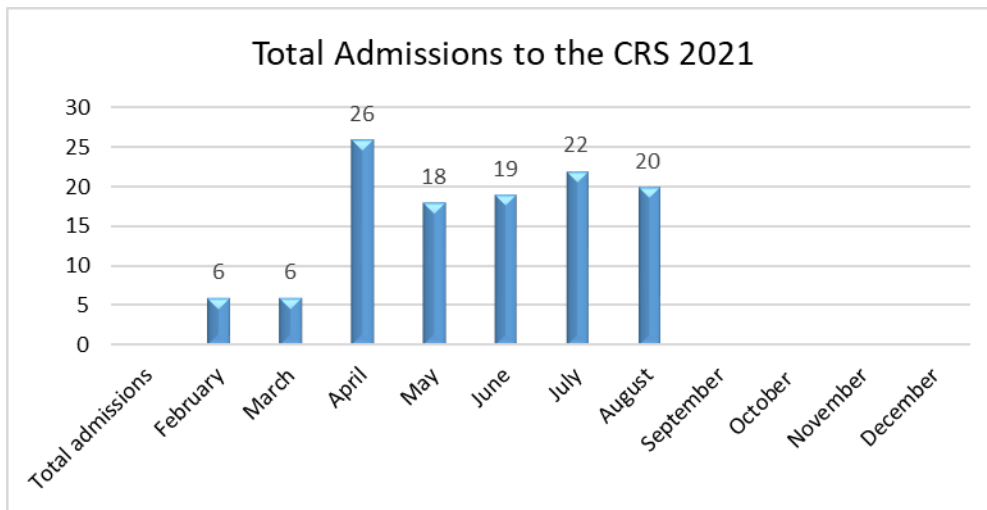
Receiving Center

Total law enforcement referrals that were admitted to the Receiving Center: 6



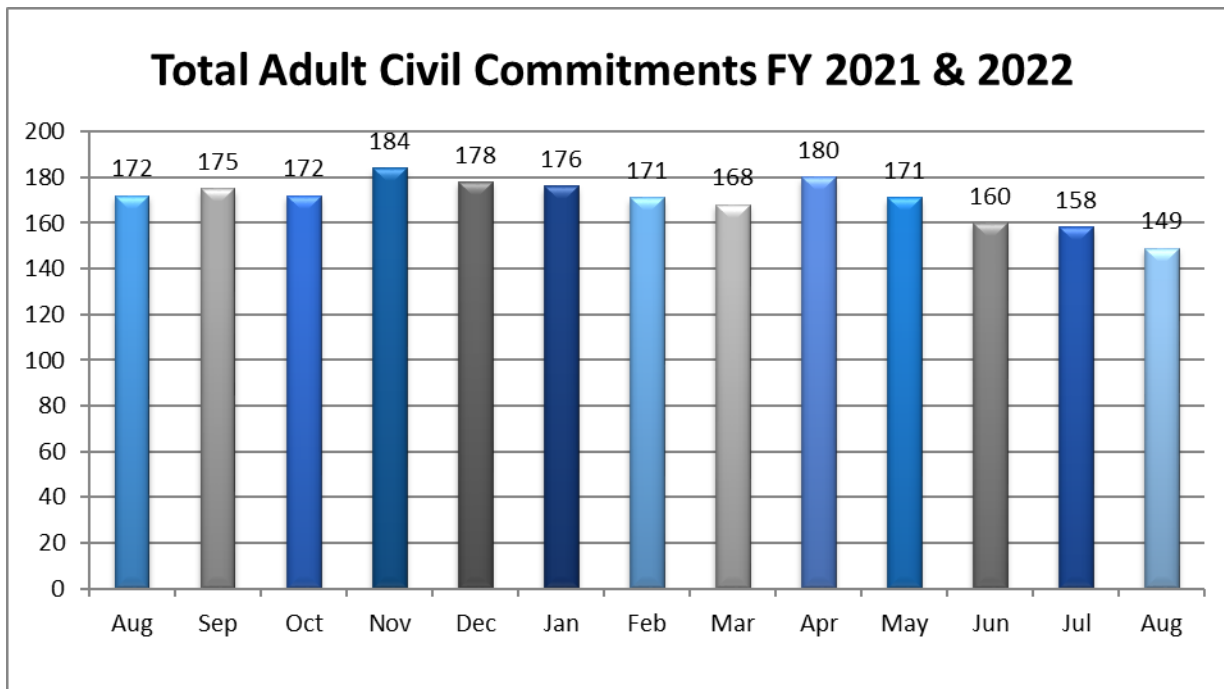
Crisis Residential Support (CRS)

Total admissions to the CRS after 23 hrs and 59 minutes being at the Receiving Center: 20



Civil Commitment

The following graph illustrates the total number of adult involuntary civil commitments to Wasatch Behavioral Health for each month in FY21 & FY22.

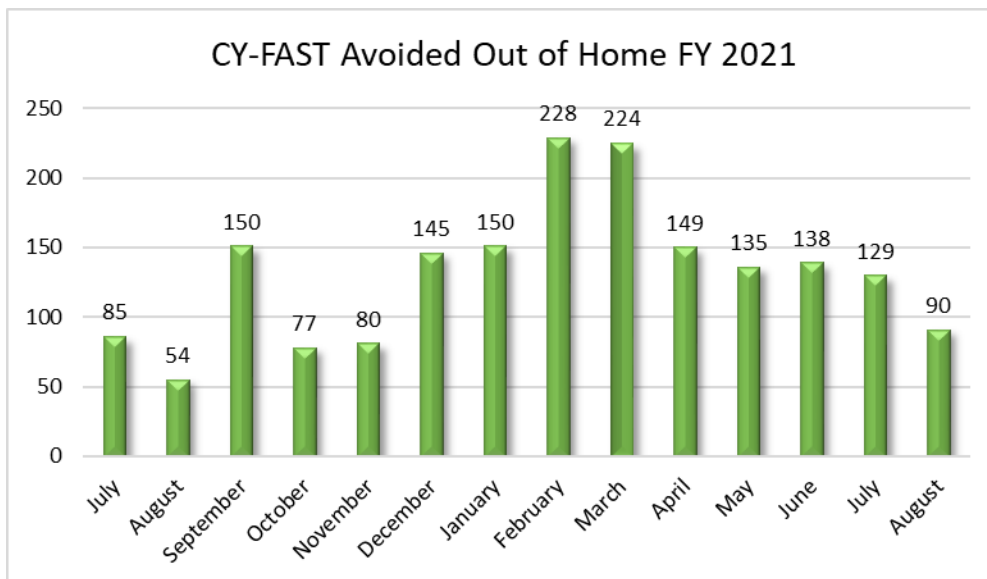


CYFAST: Inpatient: USH & STRIDE/XCEL

CY-FAST ongoing cases: 98 (Active clients treated by the CYFAST team each month.) 62 of these cases were addressed in office, 15 were addressed in home, 18 Emergency, 3 FRF cases.

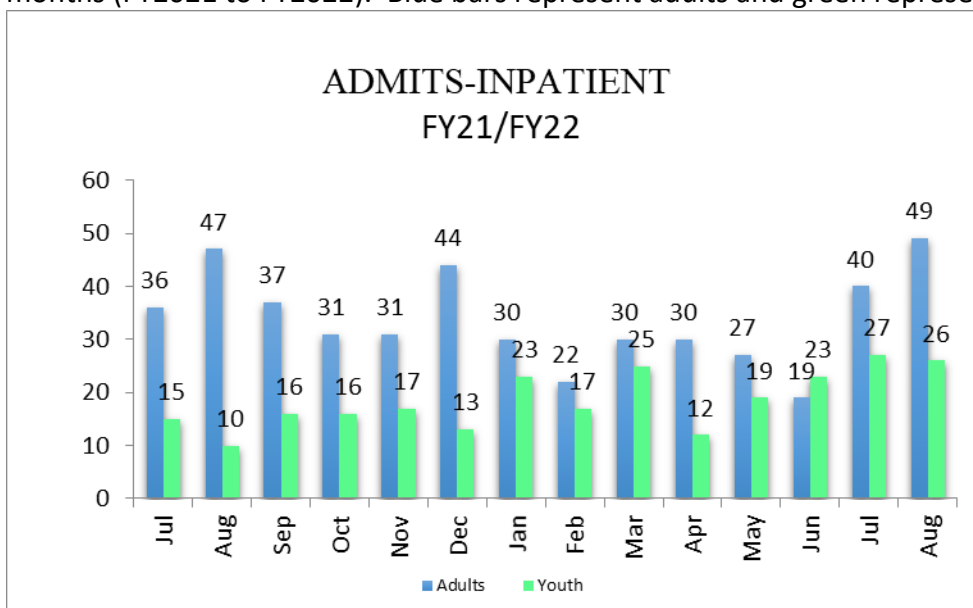
Respite minutes: 4581 (Total CYFAST respite minutes provided to clients each month.)

Avoided Out of Home: 90 (Child remained in place and stayed in the natural environment after CYFAST interaction.)



Inpatient Psychiatry

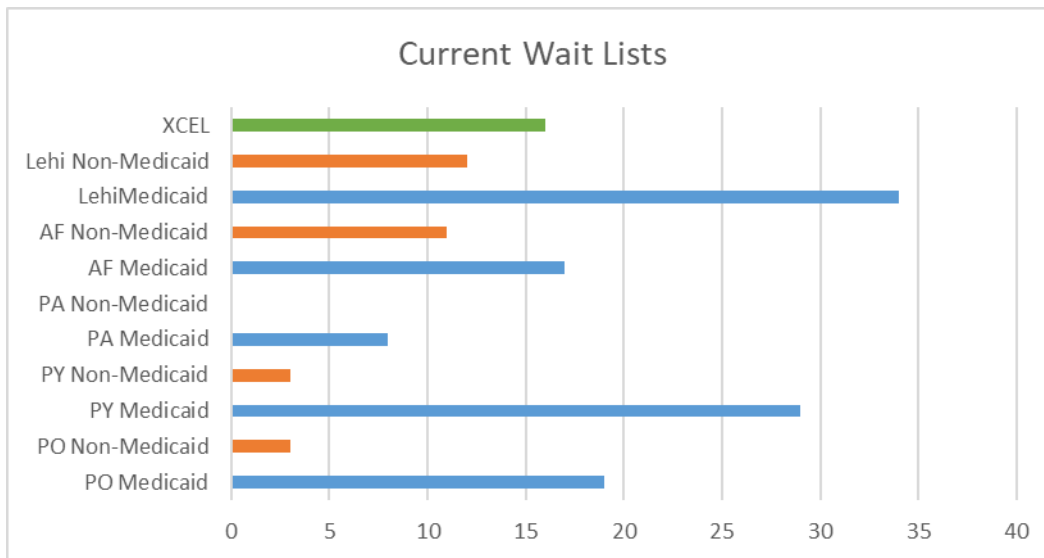
Following graph represents Adult and Youth Clients admitted to inpatient psychiatric units for the last 14 months (FY2021 to FY2022). Blue bars represent adults and green represents youth.



Adult Patients: 49 patients were Inpatient for the month of August. 6 of these were 10 days or over.

STRIDE/XCEL

Stride & XCEL are currently serving a total of 51 children and families across our groups. In the month of August, we had 9 children graduate from the program and started 7 new children from the wait list.



Leadership/Allied Agency Participation/Initiatives/Success

Success Stories

Utah State Hospital Collaboration

From Laura Oaks and Jason Webb: We have been able to successfully transition two people from the Utah State Hospital to IRT. We are so grateful for the willingness IRT has to help partner with these difficult clients. One client we were able to get a treatment team assigned prior to his discharge and the new case manager was able to meet him at IRT within his first few days of being there to discuss his case management needs and work on benefits to try to help decrease his time that he needed to be at IRT before he could move out to another placement.

CY-FAST

The CY-FAST team began working with a family after they had multiple children inpatient. In addition to their treatment through the clinic, CY-FAST provided in home family therapy, respite, and case management services. Over several months of working with the family, inpatient stays and a packet to Utah State Hospital were avoided as the family became stable. The family is now doing well, the kids are attending school and the family is out of crisis services.

Stride/Xcel

One Stride client was feeling frustrated learning to read and adjusting to school starting again. With support from staff they were able to practice reading during homework time while staying calm, and made a lot of progress on accepting correction and trying “re-dos” without frustration.

Clinical & Community Services Division

OQ/YOQ Administration

Number of total unduplicated clients served last month:

Adult Clients Served	1521
Child/Youth Clients Served	3241
Total	4762

Number of OQ/ YOQs administered:

Clinical & Community Services Division	2751
Crisis & Intensive Services Division	251
SUD Division (WATCH & JRI only)	191
Total	3193

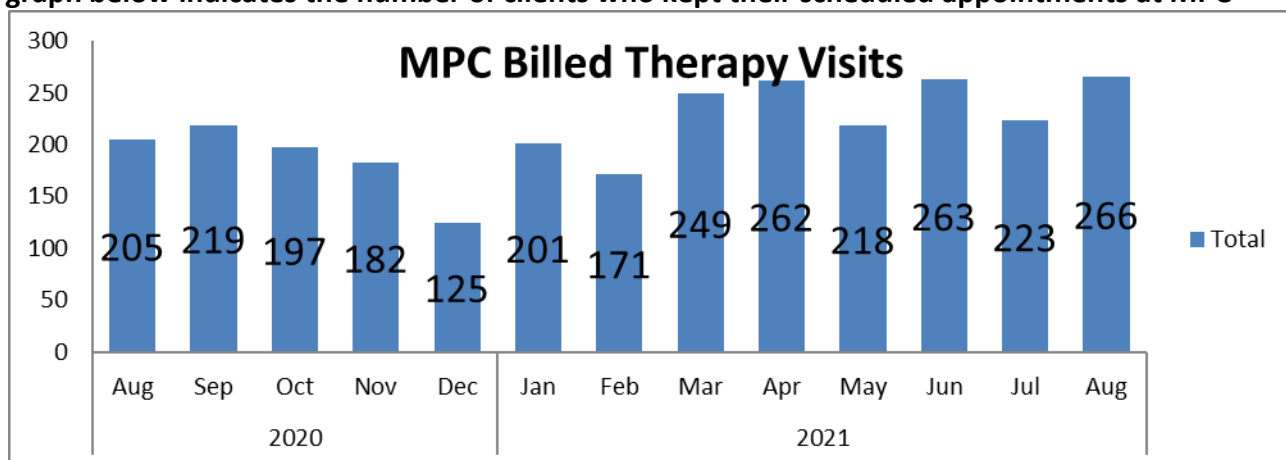
% of Unduplicated Clients Completing an OQ/YOQ 42%

Leadership/Allied Agency Participation/Initiatives/Successes

Runtastic Events, the organizers of the Mt. Nebo Marathon, approached Elizabeth Feil, LCSW about WBH becoming the event's "charity of choice". She spearheaded a volunteer effort from WBH to man aid stations along the route up Payson Canyon as well as an information booth at the finish line. Participants included staff and members from Clubhouse, Vantage Point and several managers and directors. Runtastic presented a check for \$3900 and expressed interest in expanding the outreach component at their race with WBH as a permanent recipient of a portion of the proceeds. This may be a promising relationship for both fundraising and raising awareness of mental health needs in the community.

Mountain Peaks Counseling

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

**Leadership/Allied Agency Participation/Initiatives/Successes**

Currently we have 18 employees (up from 6 PT original staff in 2013) in MPC, 2 prescribers and 1 FT therapist, 13 after hour or part time therapists and the equivalent of 1.75 CTA's. This is the largest we have ever been and we have need to consider more providers to meet the potential need of the clinic. Phil, our full time therapist is running about 15% over his service delivery expectation and is approximately 2-3 weeks out for new appointments.

We saw a 16% increase in billed services this month and we expect it to hold steady for a couple of months as we wait to see what the hold on taking private insurance does for our clinic as we start to only take Medicaid clients.

Number of unduplicated clients who completed an OQ/YOQ: 111

Number of unduplicated clients served: 178 (29 were youth)

Medical Department

Service Delivery Expectations

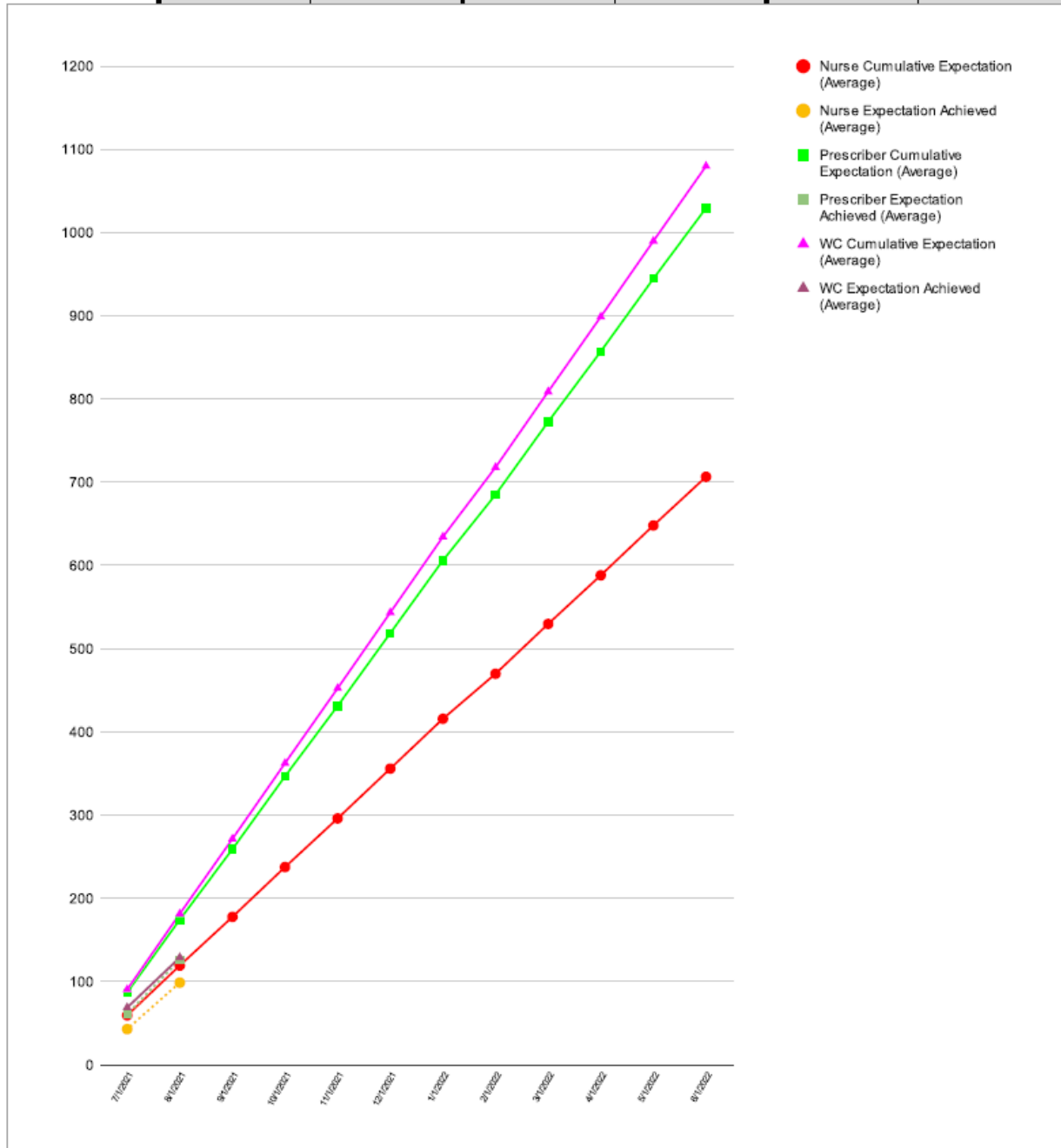
Level One AVERAGE Billable - Running Totals

7/1/21

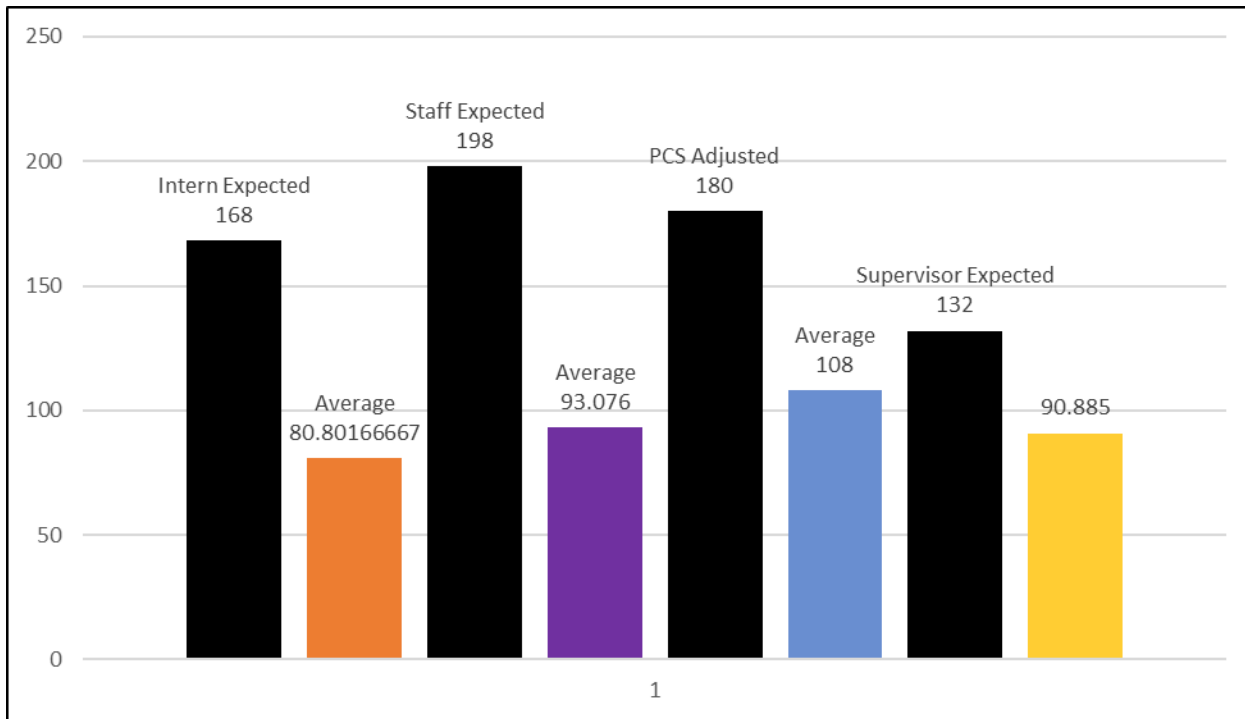
through

8/31/21

NURSES YTD (Fiscal) Cumulative Billable Hours Expectation (Average)	NURSES YTD (Fiscal) Cumulative Billable Hours Accrued (Average)	PRESCRIBERS YTD (Fiscal) Cumulative Billable Hours Expectation (Average)	PRESCRIBERS YTD (Fiscal) Cumulative Billable Hours Accrued (Average)	WC YTD (Fiscal) Cumulative Billable Hours Expectation (Average)	WC YTD (Fiscal) Cumulative Billable Hours Accrued (Average)
119.70	99.20	173.18	130.52	181.88	129.31



Psychological Testing/Interns/Form 20m



Outside Providers/Mountainlands

Mountainlands was open 21.5 days in August 2021

%Appointments Kept---68%

%Appointments Canceled---11%

%Appointments Failed---21%

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

%Appointments Kept New Clients---9%

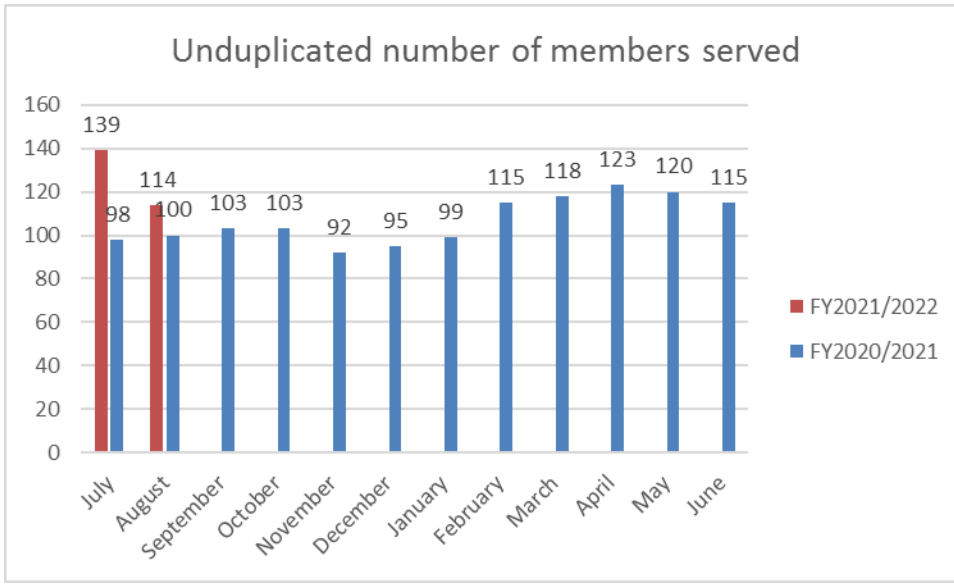
Summary: August saw another increase in the number of appointments scheduled per day, and we have been running well over our 2020 average of 7.5 appointments scheduled per day. However, August is traditionally one of our busier months and compared to August 2020, we did see a 7.5% drop in the number of appointments scheduled per day and a 13.5% drop in the number of appointments kept per day. Our failed rate increased from 16% the past couple of months to 21% for August. It is possible the resurgence of Covid has contributed to patients failing to attend their appointments. We did have 11 kept new client appointments, which is the most we have seen since September 2020.

Care Team Services

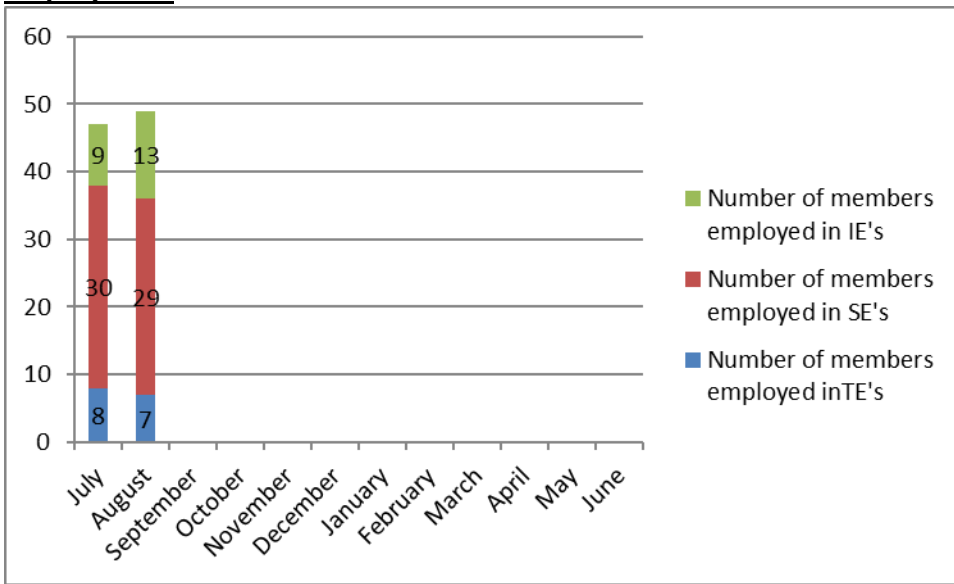
WFC is working (along with the other family clinics) to try to reduce time from the intake to a first appointment with any provider. As a result, we have kept track of July intakes to establish a baseline number. Out of 104 intakes completed in August, 72 have been seen for a follow up visit at this point in time, with an average of 25.6 days from intake to the next service. 2 of the 104 charts clearly demonstrate that Therapy Connect was offered to the client, and of these 1 client has followed through and accessed the service.

Wasatch House

Number of Clients



Employment



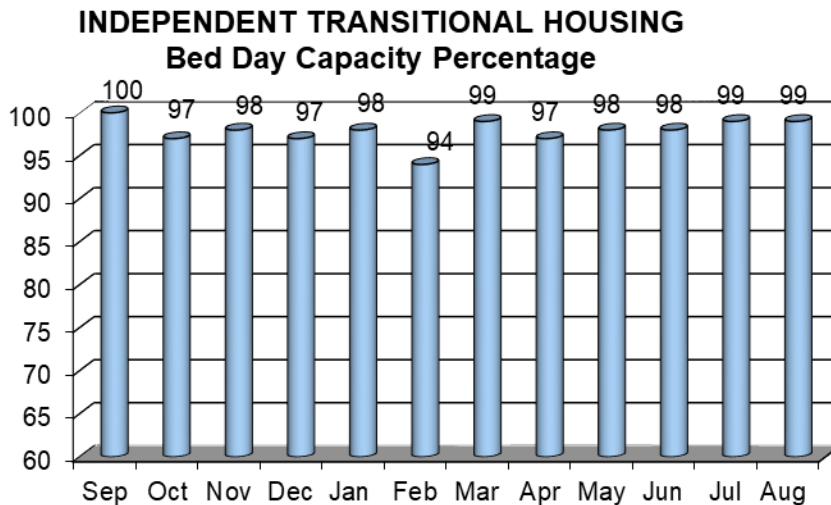
Leadership/Allied Agency Participation/Initiatives/Success

Staff members at Wasatch House were able to assist Runtastic and represent Wasatch Behavioral Health at the information booth at the Mt. Nebo Marathon packet picket up on the Friday, August 27th before the race. Wasatch House also had members and staff at the race to help with volunteering at the aid stations on Saturday, August 28th, the day of the race.

Clubhouse member

We are currently working with a 40 plus year old man who is living with his mother, and has never lived independently. He has reportedly had 1 job that was short lived. Since coming to Clubhouse he has worked in the kitchen, and the thrift store and he studied for and passed the food handlers test. He has even started to work with Voc. Rehab. These seemingly small steps are huge leaps for someone who is consumed with anxiety and is overwhelmed with depression.

Supported Housing Services



Leadership/Allied Agency Participation/Initiatives/Success

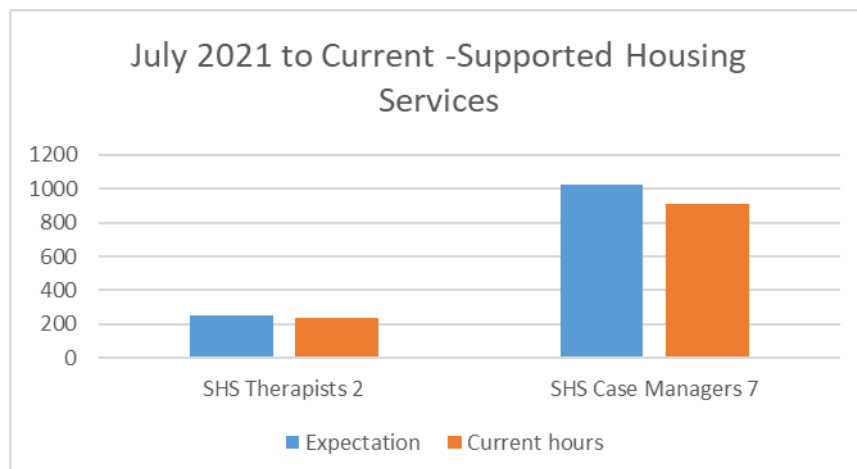
We are excited to have Jean Ockey as the new therapist on SHS. The clients are loving her style and her skills are new to SHS as she does some trauma based, EMDR, DBT in addition to other approaches to therapy. Her schedule is full and she has hit the ground running at about 105% of her service delivery expectation. She has added a different dynamic to the team and this has been good for morale as well as quality of service to the clients.

We have a client in supported housing who has come from a homeless situation and was very involved in substance abuse. He has come through IRT, then Alpine house and is now living in the Maplevue apartments in Provo. It took over a year to convince him to move out of Alpine house as we encouraged him to take openings at Maplevue as they came along. He finally did and is now reporting how happy he is. He is now participating at the Clubhouse at a very active level and is completing his GED and is hoping to apply to become a Peer Support provider. It is exciting to see how wrap around systems have helped him in addition to his willingness to work hard for recovery.

Number of unduplicated clients who completed an OQ/YOQ: 67

Number of total unduplicated clients served last month: 159

Service Delivery Expectation:



BRIDGE

Bridge is now fully staffed and we were given an additional student to help with service delivery on the team. Each new person, 4 of the 6 member team is new and will be in training for the next month or 2. All seem to be working together well and the clients are being better met and the stress levels of such a short staffed team are reducing.

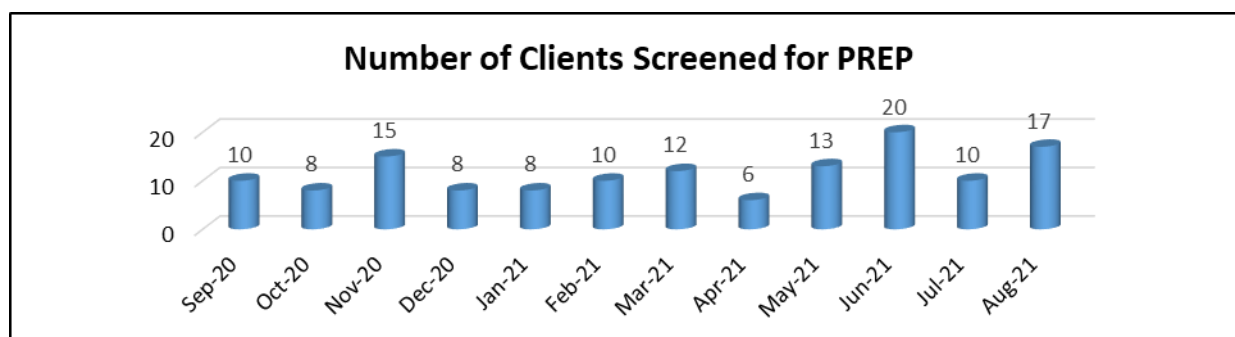
PREP

Average for getting people in for intakes: 2.5 days

Average for Structured Interview for Prodromal Symptoms (SIPS) evaluations: 10.14 days.

We had the opportunity to have the State auditors come and perform a Fidelity Review for the PREP team. We had oversight from the EASA team in Oregon, who is a great model for treatment of early prevention of psychosis as well as from the State Division of Mental Health. In the audit, there was much praise to go around. Craig Limb did a great job preparing for the auditors to come on site and the end results were very positive.

Below are charts of information regarding the PREP program.



Number of total unduplicated clients served last month:

Bridge: 65

PREP: 53 (15 youth)

Number of OQ/ YOQs administered:

Bridge: 14

PREP: 21

Westpark Family Clinic

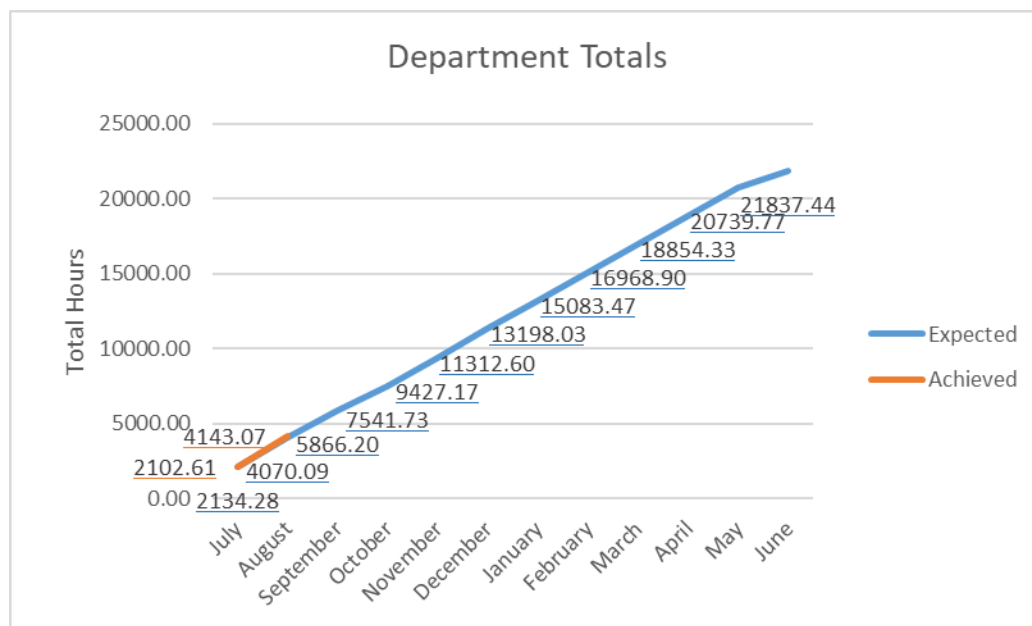
In August 2021, PASRR staff completed 54 PASRRs for generated revenue of \$17240.

PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In August 2021, PASRR staff completed 14 IDRC PASRRs for generated revenue of \$3231.55.

This month, we continued tracking client treatment progress within the clinic as indicated by the Y/OQ. Those clients who took the OQ-45 in the WFC this month had average initial scores of 85.04 and average most recent scores of 75.05, showing mean improvement of 9.99 points. Of these clients, 34 % currently show improvement on the OQ-45 with 57 % showing no reliable change, and 9% showing deterioration.

Bret reported that last month WFC tied for the lead in the use of the OQ, CSTs, and use of SMART objectives. The WFC therapists were glad to receive some doughnuts and be recognized for their good work.

Below is a graph that show the service delivery expectation numbers for WFC. Since we have started a new fiscal year it was decided that we would start a new graph and track the fiscal year totals. As a result, only two months' worth of data will be present.



The following are the numbers from our three mental-health courts in Utah County. It is important to note that Judge Brady has set a limit of 40 for the maximum number of clients we will treat in MHC. As can be seen, that limit will likely be met in September.

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:	38	0	1	1
Provo Justice Court:	5	0	0	0
Orem Justice Court:	1	1	0	0

Leadership/Allied Agency Participation/Initiatives/Success:

Our success story this month comes from a WFC therapist who runs our dual diagnosis group. She and her group leader partnered from the SUD division received an email from a client thanking them for their support. The client said, "I just wanted to send a quick email to say thank you to you and David. It meant so much to me that you guys spent an extra hour with me just to figure things out. I know that is a lot of time for you guys and you never even doubted me with my UA's and that means so much to me! I'm so used to just people

assuming I'm guilty and not even getting a chance to explain and you guys made me feel so heard and so much better!!! You don't just leave us wondering and with anxiety!! This is how we continue our recovery, not feeling judged and like we are just in trouble already so why try! It's people we look up to like you that we want to make proud and we don't want to let down!! Other treatments don't take the time or care so why should we. That's how it feels anyway! I want to do so much better so show you and David I am doing good and can do this and you guys make us feel worth it!!! Thank you so much!! You guys probably change so many lives! you are different than others and I want you to know it isn't un noticed!!! Thank you so so much for you time and not just giving up on us!!!! You are the best! Thank you"

This month, we continued tracking client treatment progress within the clinic as indicated by the Y/OQ. Those clients who took the OQ-45 in the WFC this month had average initial scores of 85.04 and average most recent scores of 75.05, showing mean improvement of 9.99 points. Of these clients, 34 % currently show improvement on the OQ-45 with 57 % showing no reliable change, and 9% showing deterioration.

There were 24 administrations of the YOQ-2 at WFC in August. The average initial score was 49 with average most recent scores of 35.67. This shows a mean decrease of 13.33 points. Of these clients, 33 % currently show improvement on the YOQ-2, with 67 % showing no reliable change, and 0% showing deterioration.

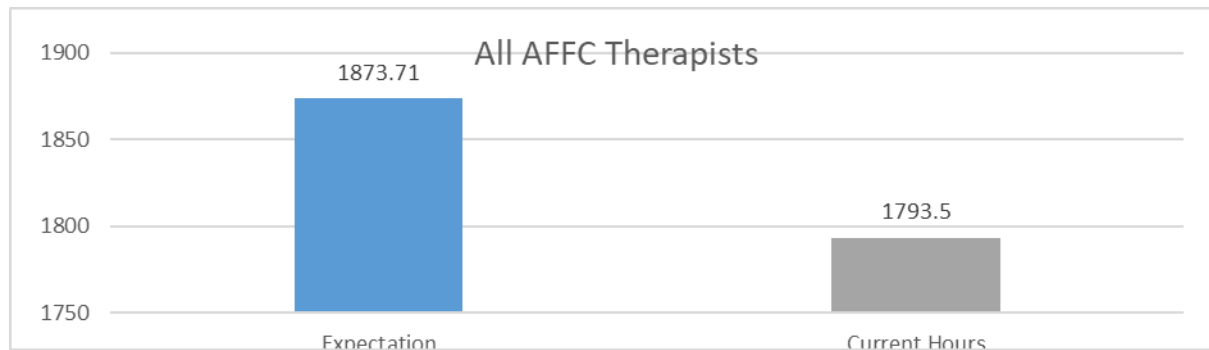
There were 81 administrations of the YOQ-2 SR at WFC in August. On average, those clients who took the YOQ-2 SR in the WFC this month had average initial scores of 67.5 and average most recent scores of 59.83, showing mean decrease of 7.67 points. Of these clients, 33 % showed progress, 50 % showed no improvement, and 17 % showed deterioration.

American Fork Family Clinic (AFFC) & School Based Services

Total number of OQs/YOQs administered:

OQs: 109 YOQs: 96

AFFC Clinical Staff Hours—Jul 2021-Jun 2022



CIT Academy

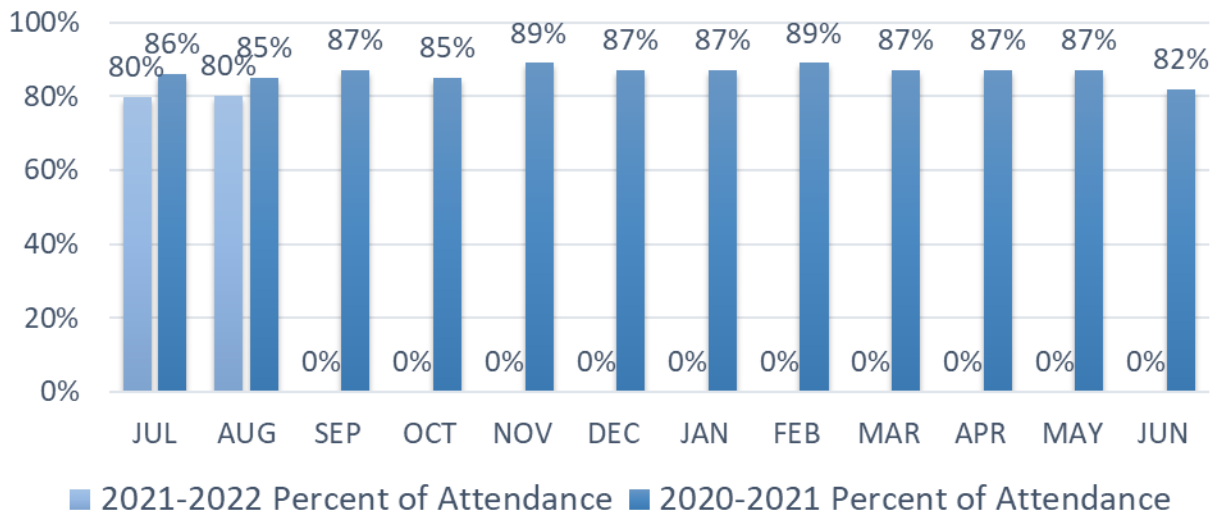
The next CIT Academy is November 15-18, 2021. We are hoping to do it at NuSkin.

Payson Family Clinic

of total unduplicated clients served last month:

Total: 556 Adult: 324 Youth: 232

Payson Percentage of Attendance 2020-2021 vs 2021-2022

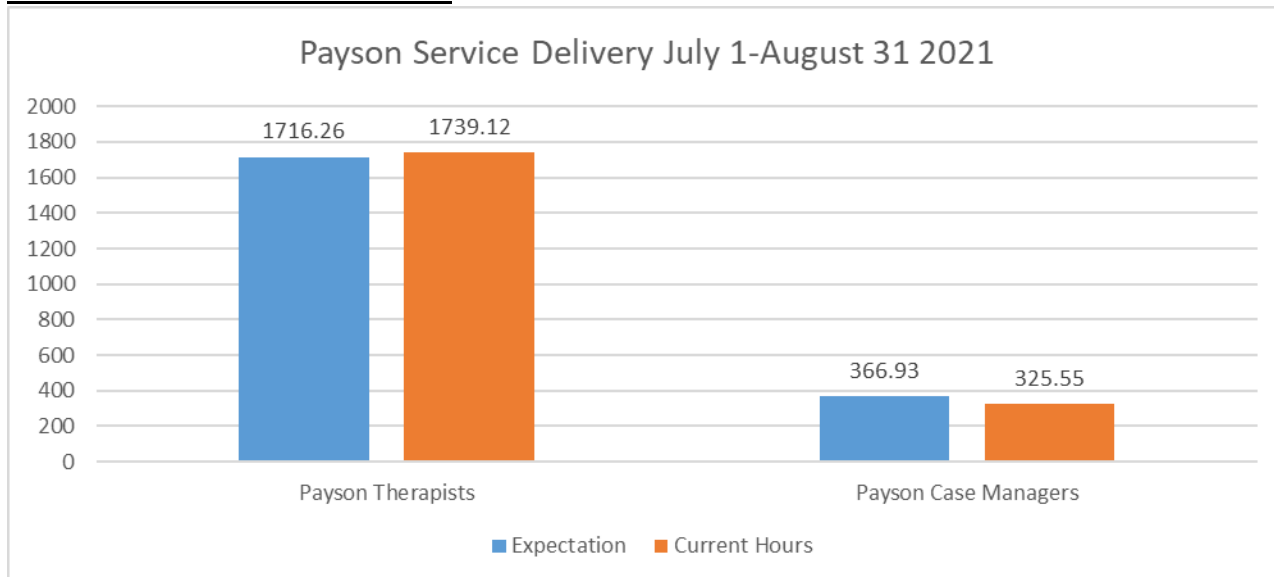


Leadership/Allied Agency Participation/Initiatives/Success

Outside Meetings and Presentation Times: Alex Gray presented at CS Lewis Academy about suicide and abuse prevention.

Success Stories: A client wrote “I’m so surprised about your wonderful service. When I came in I was thinking that I may see grumpy faces, but you guys are amazing. The staff is so friendly and they make us feel so good! Thank you for all you do.”

SERVICE DELIVERY EXPECTATION:

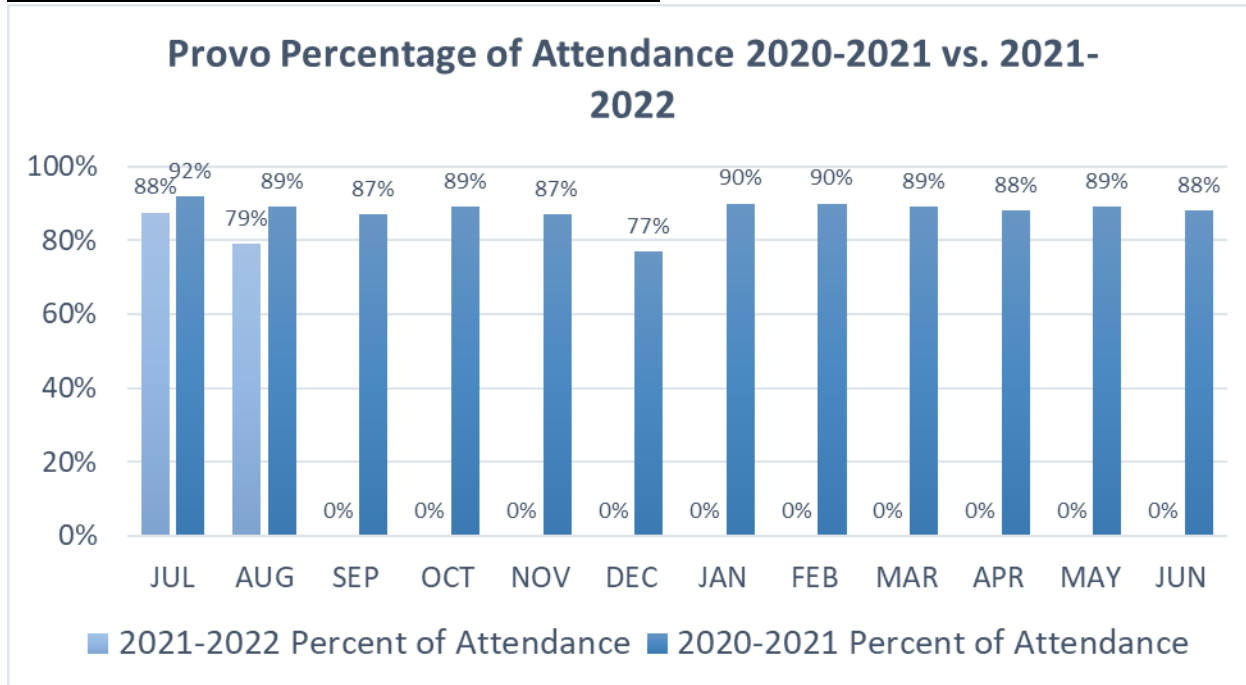


Provo Family Clinic

of total unduplicated clients served last month:

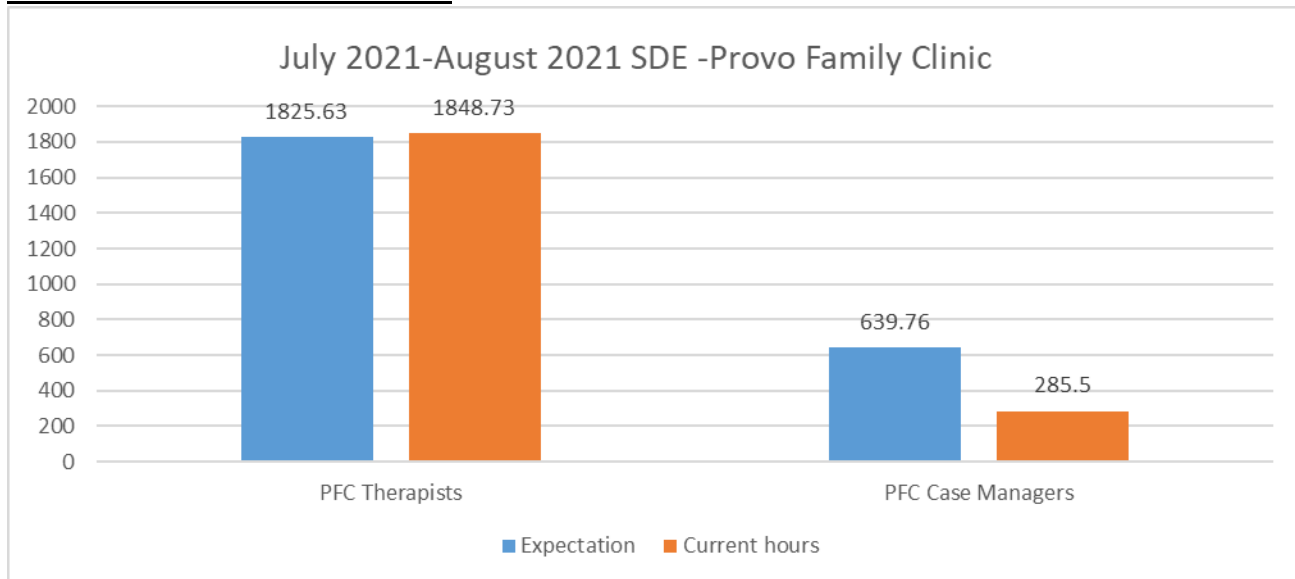
Total: 741

Adult: 146 Youth: 595



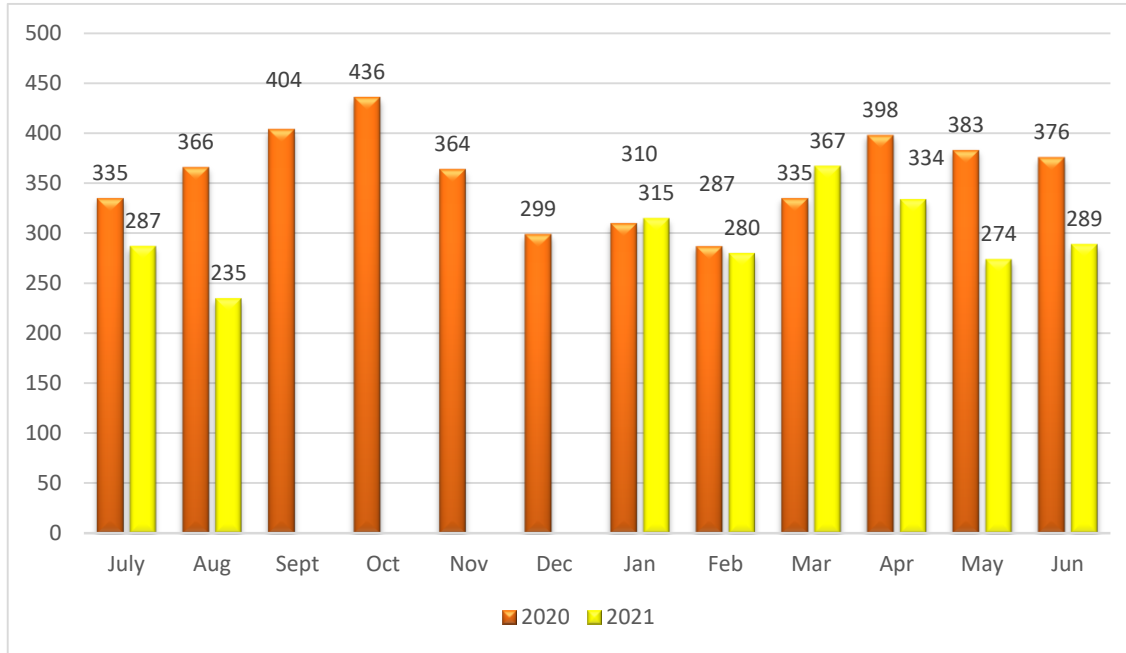
Success: A therapist at PFC was told by the mother of a client that “My daughter is happier, she looks happier , she talks to us and seems happier.” The client “nodded and smiled with her eyes as her mother said this.

SERVICE DELIVERY EXPECTATION:

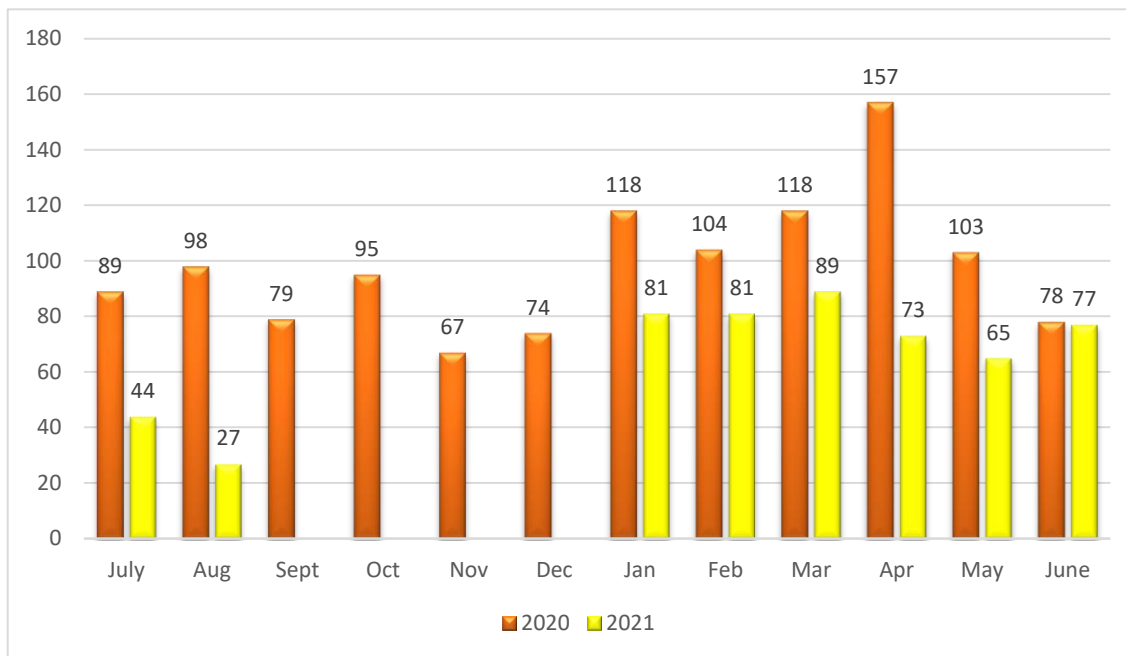


Wasatch County Family Clinic

August - Therapist Appointments: (Individual, Family, Collateral & Groups)



August - Case Management Contacts: (CM, TCM, SCM, & STCM)



August – Average Days from Intake to First Session: 11.75

Leadership/Allied Agency Participation/Initiatives/Success:

This past month Wasatch Behavioral Health partnered with the Wasatch County Sheriff's department and Heber City Police Department to organize and hold a 4 day Crisis Intervention Team academy for law

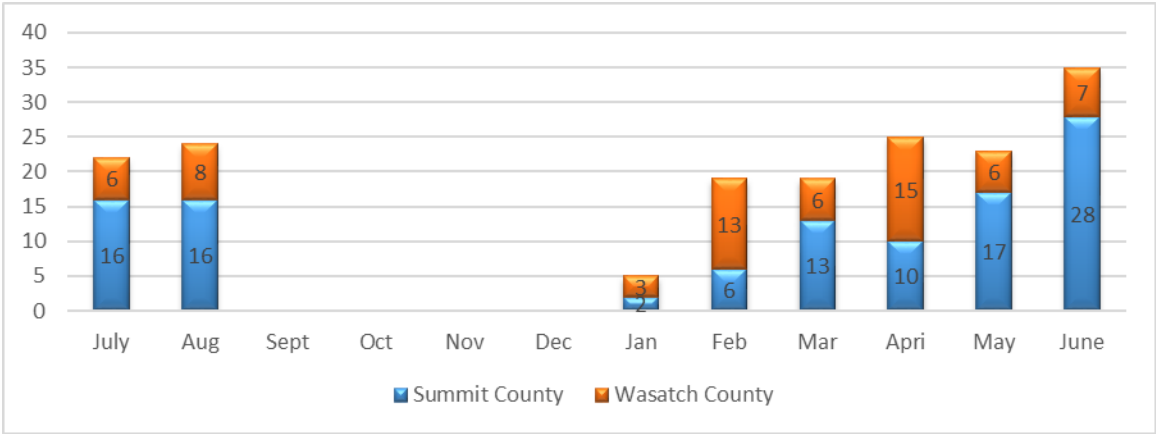
enforcement. 19 officers were trained on how to effectively work with mental health crisis as a product of the academy.

August - Direct Care Accountability:

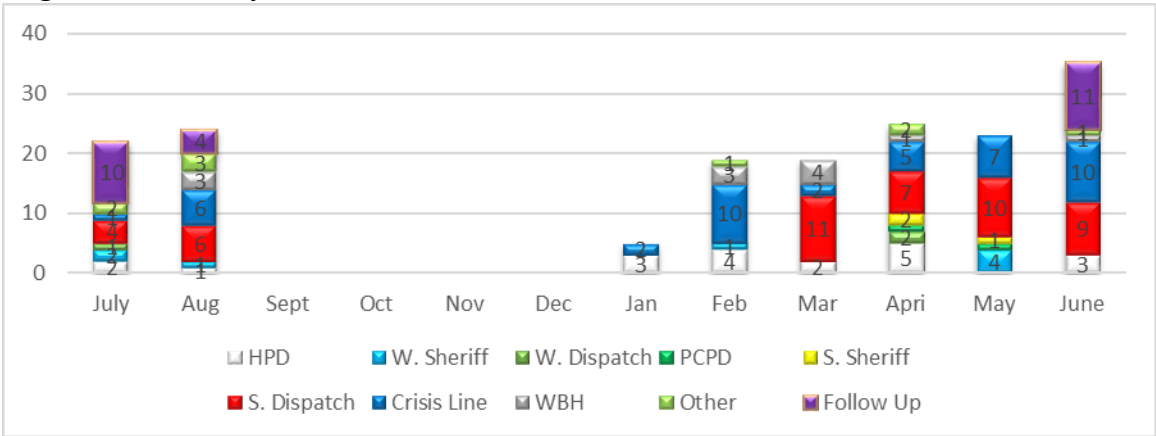
Employee Name	Position	Current Direct Care Expectation	Current Direct Care Performance
Chad Shubin	Manager	51	45
Adriana Rosenblatt	Therapist	183	198
Lesa Carter	Therapist	180	179
Tess Shafer	Therapist	92	62

Summit & Wasatch County MCOT

August - Total MCOT Dispatches by County:



August - MCOT Dispatch Source:



SUD Division

Highlights:

- Prime for life –We are trying coordinate with Prevention at the Department of Health
- Recovery Residence – we now have another contract with Rock Solid Recovery. We are looking into single dwelling apartment for Recovery Residence for Women and children. We are trying to see if this could be a joint effort with us and with both housing authorizes.
- Project Reality – Next steps are to map our blueprint with PR and do the math with how to make this work business-wise and clinically.
- Persogenics is making its way back into our center in fresh way.
- Combining efforts with IRT and Foothill have been so helpful with some clients.
- Kitchen Remodel at Foothill is taking shape, and we are looking forward to this project. Our donor has been notified that we are moving forward.

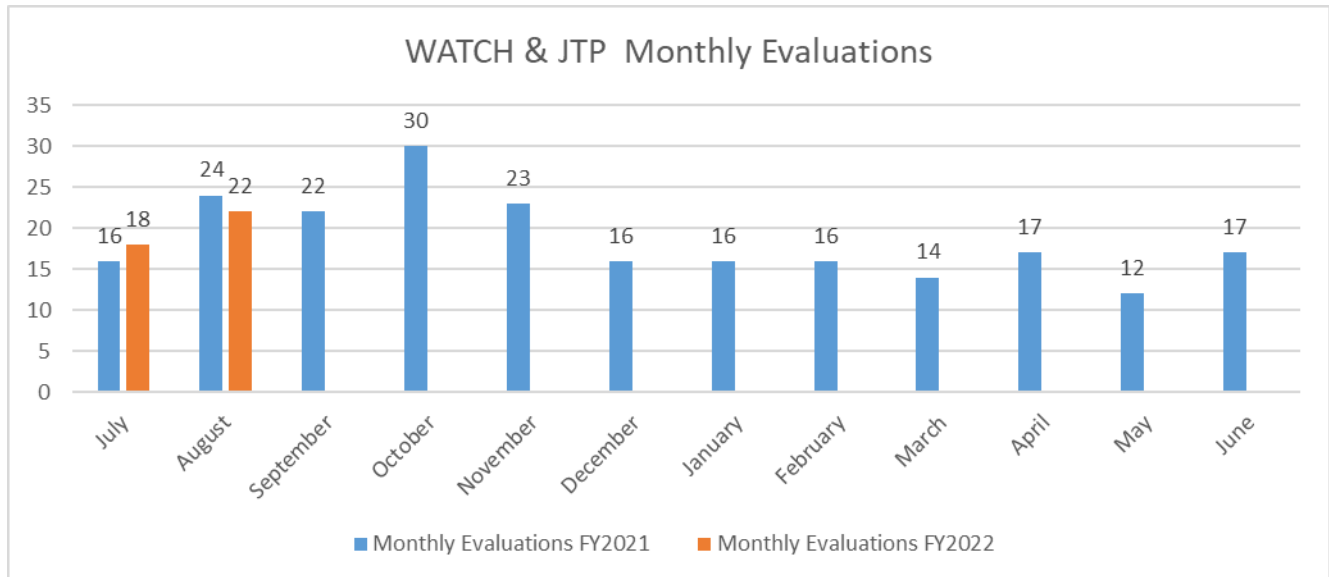
SUD's Criminal Justice Programs

Leadership/Community Partners/Initiatives

- A follow up meeting in August regarding a new grant to house clients straight out of jail while treatment teams coordinate housing and resources. Monte Memmott coordinated with Heather Hogue of United Way of Utah County regarding the potential of receiving additional CARES money from Provo City and Orem City to place individuals in motels/hotels for 1-2 weeks if they are homeless when released from jail. This is in the initial stage of development but would likely provide \$80,000 to use for motels/hotels over three years.
- Monte Memmott hosted three separate events with pharmacological representatives to provide samples of Long Acting Injections (LAIs) for incarcerated clients with psychotic disorders. All three agencies agreed to continue to supply WBH and the Utah County Jail with necessary LAIs at no charge.
- Utah Valley University sent one MSW and one BSW intern to the Utah County Jail for the next several semesters.
- Randy Huntington, SUD director, along with Monte Memmott completed an audit with the Office of Homeless Services in August.

WATCH & JTP Programs

Update: The WATCH and JTP program had a good month of August despite being short-handed with staff on vacation, maternity leave, and covering for other shortages at the Utah County Jail where the full time jail therapist took a job elsewhere in the Center.



UCAP Program

Update: August was a busy month of UCAP, and for Christy Long, the new case manager in particular. She attended a three day virtual conference (American Probation and Parole Association) to learn of evidence based research of how to best treat high risk, high need clients. UCAP now has 18 clients which is an improvement over previous months. There are plans in September to meet and coordinate with Provo City Prosecutor's Office, as well as with Provo Justice Court's staff and judge.

90 Day OUT Program

Update: OUT program staff have been busy in August reaching out and coordinating with several attorneys, probation officers, and DCFS workers. This hard work has been paying off with more referrals for inmates to participate in the OUT program. The "Off the Block" groups are also becoming more attended by Utah County Jail inmates. Right now there are 3-4 groups per week with 8-10 inmates attending each group on average. Many of these clients are then asking questions about how to enroll in the OUT program. In addition to these groups, the OUT program has borrowed JTP case manager, Debbie Adams, to start MRT groups in August, which has provided another Evidence Based Practice mode of treatment.

PATR Program

Update: 12 new PATR clients enrolled in August. PATR staff have been encouraging clients to participate in treatment in addition to receiving vouchers for rent, gas, clothes, etc. In August a new therapist was hired in Recovery Support who will offer individual therapy to PATR, Drug Court and UCAP clients who do not already have a treatment team.

Recovery Support Services

Update: In August, management conducted interviews to hire a new full time peer support specialist and were pleased to offer the position to an individual who has an amazing recovery story to share with others. She already has her certification and will start working in September.

Drug Court Program

Update: Drug Court had 5 graduates in August. They also had several successes including clients who completed their GED work, completed service projects, and moved into sober living.

Recovery Residence Program

Update: In August, there were 20 individuals living in Wasatch Behavioral Health's Recovery Residence facilities. 5 other individuals completed their stays with sober living and moved on to more independent living. There are 16 clients who are on the waiting list for recovery residence and will hopefully place many of those individuals in housing this coming month.

Success Stories and/or Challenges

Wasatch Behavioral Health's UCAP case manager recently noted a client's success:

"One client expressed that when he came into this program, he did not see how it could possibly benefit him. He has been a part of UCAP now for the past 18 months and said his life has changed drastically and for the better. He has obtained a career, not just a job and he has been able to secure housing for himself and is at a point he is feeling that he can live comfortably. This client said he felt the staff really cared about him and had his best interests in mind and he is grateful for the assistance he has received over the past 18 months."

Foothill Residential

Number of total number of client bed days last month:

604

Intakes

- For the month of August we completed 35 intakes for Foothill residential and detox.
- In the month of August we were able to transition 6 individuals that came in for detox over into residential treatment.

Bed days:

Residential: 604 out of 682 (88% occupancy)

Detox: 182 out of 310 (59% occupancy)

Projects

- Hiring Staff:
 - We hired a new full time HSW and he was able to start in August
 - Two part time HSW's that were hired last month have started
- PICC Line Project
 - We had our first PICC Line Client. The client did leave early against clinical advice. She did stay until the Home Health was able to come in and remove the PICC Line. The one success that we did have was that there was great communication with Spanish Fork IHC Hospital, Home

Health, and Foothill. It was easy to communicate and get the support that was needed from each agency.

- Kitchen/re-model:
 - Wasatch is continuing to work with contractors to remodel the kitchen. The goal is to be able to improve the quality of the food and at the same time decrease the cost of the food for Foothill clients.

MAT/ MEDICATION ASSISTED TREATMENT

1. Working on ways to reduce no shows.
2. Stream lining the paper work to reduce Dr. Time writing notes
3. Looking into Buy and Bill for shots

Induction Program:

We are continuing to move forward with the Induction Project. The target start date is September 16, 2021. The induction Project is a coordinated approach with IHC Emergency Departments and Foothill, If clients present at the Emergency Department in withdrawals. The hospital emergency department will be able to start the individual on medication assisted treatment medications and then transition to Foothill Detox. A case manager is assigned to the Induction Program. There have been more conversations with case manager and some of the hospitals in order to work out details about the project

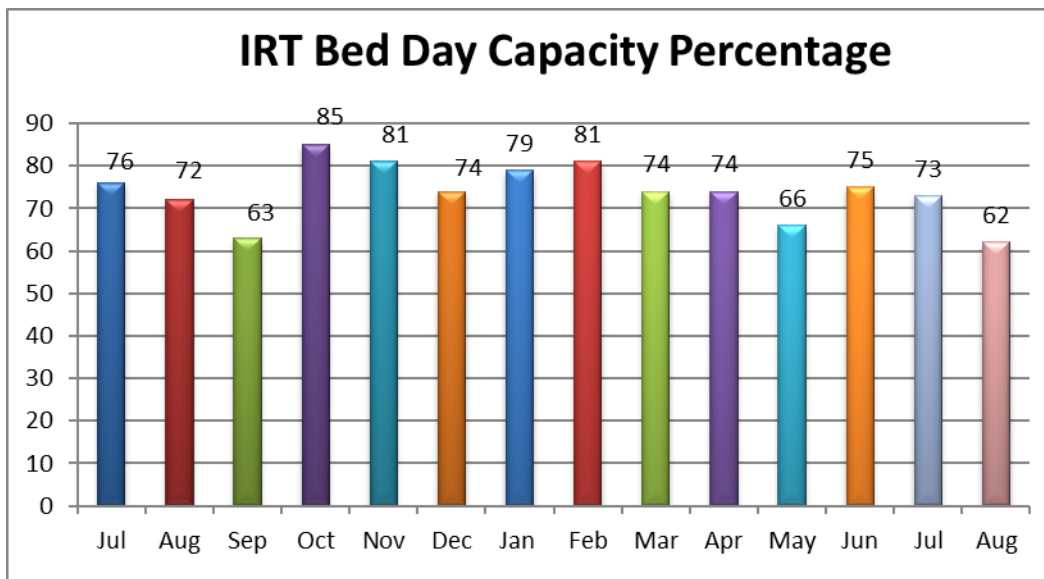
Intensive Residential Treatment

Our goal this month was to stream line and simplify the referrals to IRT. We have completed the process but have not rolled it out to other departments yet. We will complete this process this month.

The ideal resident referral to IRT would;

- Be an open WBH client.
- Be assigned to a WBH treatment team. (IRT staff will provide supplemental service to a primary tx team.)
- Have Traditional or Non-Traditional Medicaid. If resident has Expanded Medicaid, they will need a prior authorization to be admitted to IRT.
- Have a source of income. (There is a daily room and board fee assessed at IRT.)
- Have a discharge plan in mind when they are admitted to IRT.

IRT - The following graph illustrates the bed day capacity percentages from FY21 to FY22 at **Intensive Residential Treatment (IRT)**



Substance Use Disorders (SUD) Division

UA Lab Drug Testing

- We have begun billing and will send our first batch of billing in to Medicaid in September
- We are hiring for a FT Male Lab Tech II. This will allow us to look at expanding our lab services to our Payson clinic for a few hours Monday -Friday
- We collected a total of 1,513 Samples in July, from 330 clients, with a total of 9,212 assays ran. This is 258 less samples from 7 less clients than we had in June of 2021.
- Our highest number of clients this month is from Drug court, with a total of 255 specimens.
- Of clients tested 62.2 % had at least one positive test, this is up 4.6 % from last month.
- Of all collected samples 7.5% of tests were positive for substances.
- Total new assessments were 70 this month. Numbers of intakes increased by 51% this past month.
- We are working to fill an open Case Manager Position

Highlights

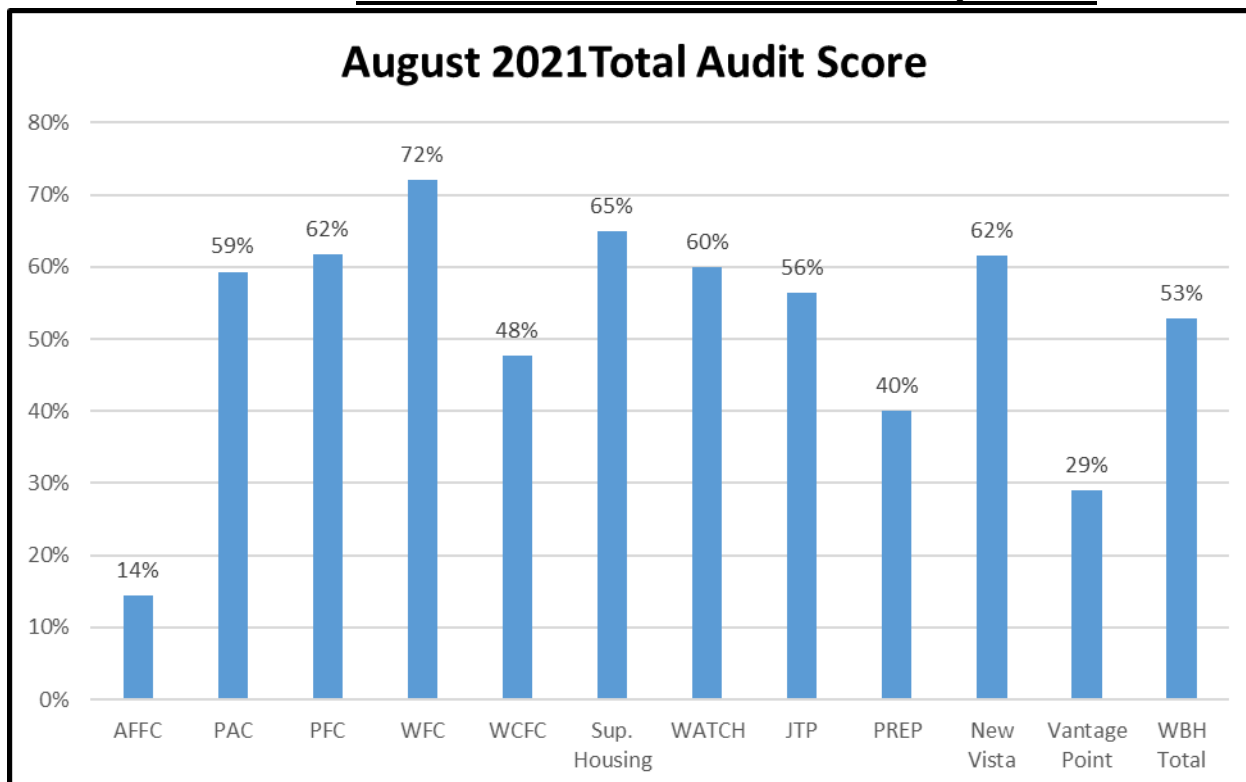
- Promise is still adjusting to the new building in Orem and finding its rhythm. WBH has been a great asset to helping this program get all that it needs to be looking its best and running smoothly.
- Promise hired a new Case Manager, Kayla. She is an under fill Master's licensed clinician, but transferred from Washington to Utah and thus is required by the State to do some extra work to get her license in Utah. She has spent the last 2 weeks of August training.
- Promise has been steady in GOP and has been at capacity for several months now. IOP has had moments of capacity and moments of low census, though this is very common with IOP as clients are not stable enough for outpatient and either drop out and/or transfer to residential care. We have just worked to admit 6 new clients to IOP this week.
- New programming started this month as we had planned. Promise is now offering an on-site treatment entry group for those who cannot start treatment immediately with a group on early recovery skills, case management, UA's, and therapy as needed. Also started a parenting class and tobacco cessation group for IOP. The parenting class is a relationships class and will help all clients, and help those with DCFS cases to accomplish one of their service task list items on-site at treatment. Tobacco cessation allows WBH to meet the requirement by the State and provide this counseling to those who still struggle with nicotine addiction.

Updates and Progress made across the SUD Outpatient Teams:

Updates/Ideas

- We will hold an open house for our Promise Program on Oct. 28 from 3-6 pm for WBH employee's and community partners
- We are exploring options for receiving an Train the Trainer Training on the ASAM to develop the ability to train our WBH staff (therapists and case managers) as needed in the ASAM
- Our Outpatient Supervisors will be trying out Therapy Connect this coming month, and will report back on thoughts. We have already discussed how this program may also be successful with our SUD clients.
 - One thought includes adding a Case Manager Connect option for those that are seeking CM services.
- We will be coordinating a Case Manager meeting in September to help develop smoother referral processes with sober living.
- We are working towards expanding our Lab Services to Payson for a few hours Monday-Friday. This will allow clients coming from the south end of the valley to go test in Payson those days if they have no other reason to drive into Provo.
- We are also hoping to contract with an additional therapist who can provide a General Outpatient Level of Care out of the Payson Office for SUD services. This is being coordinated with Elizabeth Feil, Randy Huntington and Brian Butler.

Clinical Performance and Compliance



During the last month, agency-wide rates of SMART objective utilization increased slightly to 76%. Administration of the Y/OQ dipped slightly to 61% in August, which in turn, had a negative effect on clinicians' tendencies to mention the Y/OQ in their notes and document discussion of the instruments with their clients. This decrease appears to be due to several factors including a need for training of new employees and CTA

staffing issues in some clinics. However, the administration of Y/OQs should be aided in coming months with the addition of a feature in Junction that will provide clients with links to take the Y/OQ in the text message reminders they receive the day before their appointments. Appropriate CST utilization increased again this month to 43%, continuing the trend of increased utilization of the instruments.

Leadership/Allied Agency Participation/Initiatives/ Successes

Therapy Connect

Main focus this month had been on getting the full Therapy Connect service up and going. We will be going live on Monday (August 13th) with the full system. There are currently 33 providers signed up to provide some time, though many of them are quite limited in what they are currently offering. Lisa Schumacher assisted with proofreading the TCS software web pages and also created our introductory promotional literature. Our next four priorities on this project are to troubleshoot any problems that we discover after launching, matching staffing to utilization, adding in greater specificity in the programming we are using to match clinician to client to take into account which clinicians can see clients with expansion Medicaid and insurance (right now we have those clients locked into the more restrictive Medicare provider list but we can open up more appointments for them by being more specific in our programming), and advertising the service. We are also working on putting together some basic training materials to help new providers (especially interns) be more comfortable providing the service.

Running simultaneously with our process, the Weber programmers are starting into their own process. Jeremiah has shared his code with them, and we are meeting with them on a monthly basis. They already helped us with getting Twillio integrated with our software so that we could have text messaging capabilities on board for launch – which we do! The next priority with them is to see if we can get them to build their system with the ability to take clinician credentialing into account as well as client funding so that it can match clinician to client “on the fly” without the rather cumbersome (and ultimately less precise) steps we are using to do this in our software currently. They are also re-writing scheduler currently and we hope to be able to get them to make some changes in it that will allow it to integrate better with therapy connect as well as future client access initiatives.

Human Resources

Employee Turnover

The following chart shows the number of employees who separated in the month of August. HR processed 30 separations (not including 8 separations of non-paid interns that were also processed). Of the 30, 8 were full time, 22 were part time (9 of which were Master’s Level Interns).

Eight (8) separations stated they were returning to school, three (3) left for other employment, one moved out of state and one had a US work authorization expire. One separated employee did not state a reason for separation.

Separated Employees



Accounting Department

Docuphase Project/AP Automation – We went live August 2nd. The change came with the expected learning curve for all users. We spent some time working with codes to come up with solutions to documents some of our invoices that don't have a standard presentation or where more documentation was needed. We also struggle with an unexpected transferring of information problem between GP (general ledger) and DocuPhase. This issue was resolved by the end of the month, but it delayed the delivery of our payments.

Prepaid Medicaid Cost Study/MLR Report – The FY 2021 audit is still in progress.

Employee changes – Julie Mathisen, contract billing/Accountant, came back to work for us. We are happy to have a person that already has knowledge of the position.

Billing Department

August was a slow down on the data conversion from Credible to Junction. We learned the electronic billing process and started with May 2021 bill period. The next priority of this month was to get someone hired in the Billing Supervisor position. That was quite a task.

Julie Westwood was able to get some data from the Programmers around the RCDay code. This is the code that pays for the receiving center services. It seems that payment process needs some attention. We continued to work on this code and found out it should be billed to Medicaid FFS. We have been transitioning many of these service to be corrected and billed properly.

IT

Junction programmers added a field for flat rate productivity in the employee module of Junction HR. Flat rates will need to be added for each employee. Junction programmers will create reports that will calculate how employees are measuring against their expected billables for the year.

Upon submitting Medicaid encounters for the SUD division, we noticed that Project Reality and House of Hope continue to have employees who are not credentialed with Medicaid. When this happens, Medicaid rejects the claims that were submitted with these providers listed as PSC. Working with division director, Randy Huntingon, on getting credential start dates backdated in order to receive credit for the services that have been provided.