

Wasatch Behavioral Health

Monthly Briefing Report

September 2021

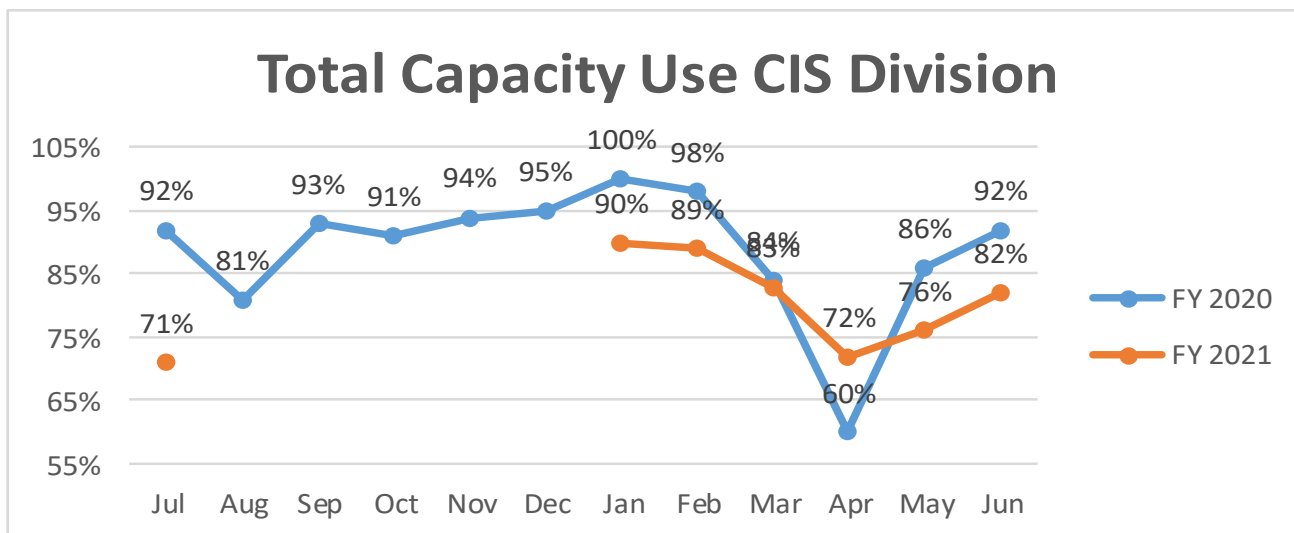
We continue to struggle with hiring for our positions; however, we are being turned down from possible employees that we extend offers to much less frequently as a result of pay. This suggests that our measures have been successful. We are now in the process to fine tune our salary structure to identify positions selectively warranting further adjustments.

We also have talked with Wasatch County leadership to explore options to selectively increase pay in their catchment area due to higher than average cost of housing. County leadership has been receptive to our discussions, and we hope to present more concrete ideas in the near future.

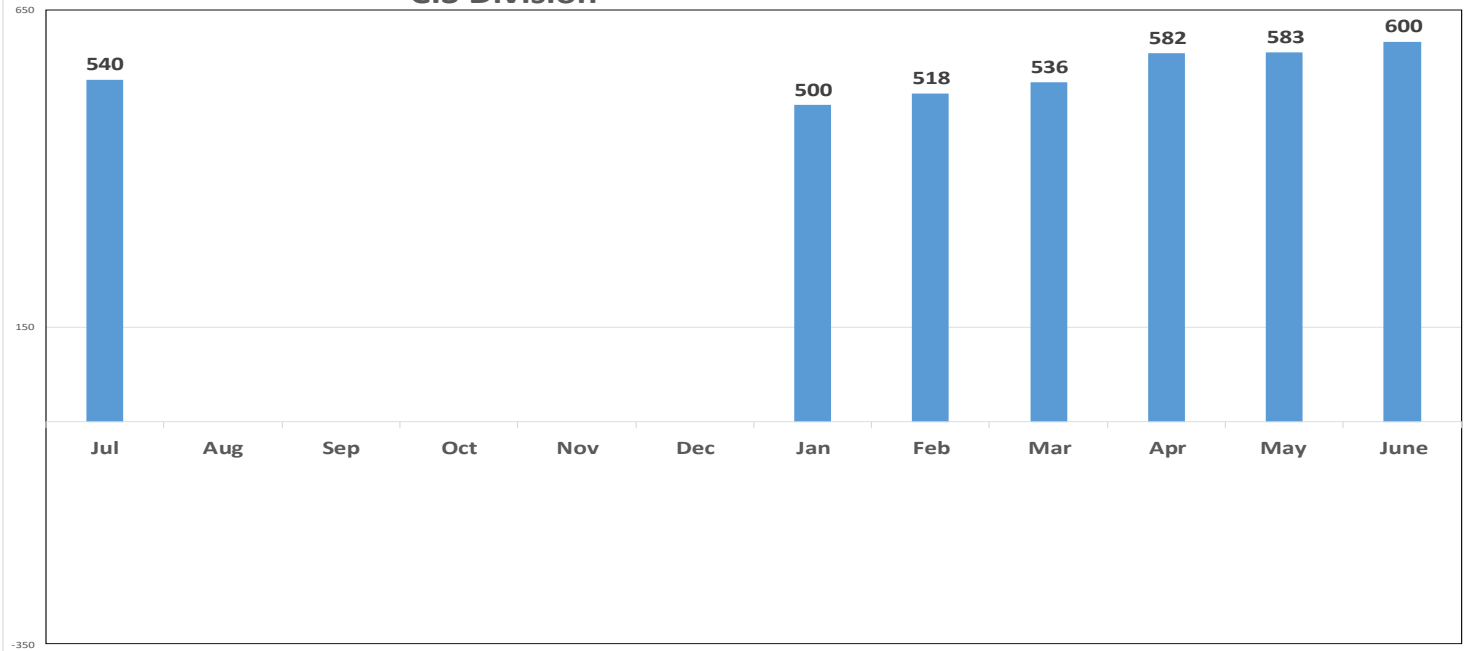
Juergen Korbanka, Ph.D., in his role as Chair of UBHC will present to the legislative committee on Health and Human Services on September 15th. He will present on the three issues identified by UBHC as being legislative priorities: (1) The role of County Government in consolidation considerations and the assurance of Social Services safety net services, (2) the lower reimbursement rates from the ACOs and the increased associated costs to collect the funds, and (3) workforce shortage related issues.

The following day, Juergen and two other UBHC Executive Team members will be on a panel at the UAC convention in Midway to engage in a discussion with DSAMH leadership about the plans of the consolidation of the Department of Health and the Department of Human Services.

Crisis and Intensive Services Division



Unduplicated Count Clients Served CIS Division



New Vista Youth Services

New Vista is currently running at max capacity right now. We are full with 25 clients. We have 2 youth in step-down. Our average census for the month of July was 19.4 since a few kids missed for vacations, etc. New Vista employees continue work extremely hard, and I am very proud of all of their efforts.

During fiscal year 2021 New Vista provided services to 142 unduplicated clients. It is inspiring to know that many of these individuals and families have improved their lives because of the work of tremendous people at New Vista.

New Vista Financial Report

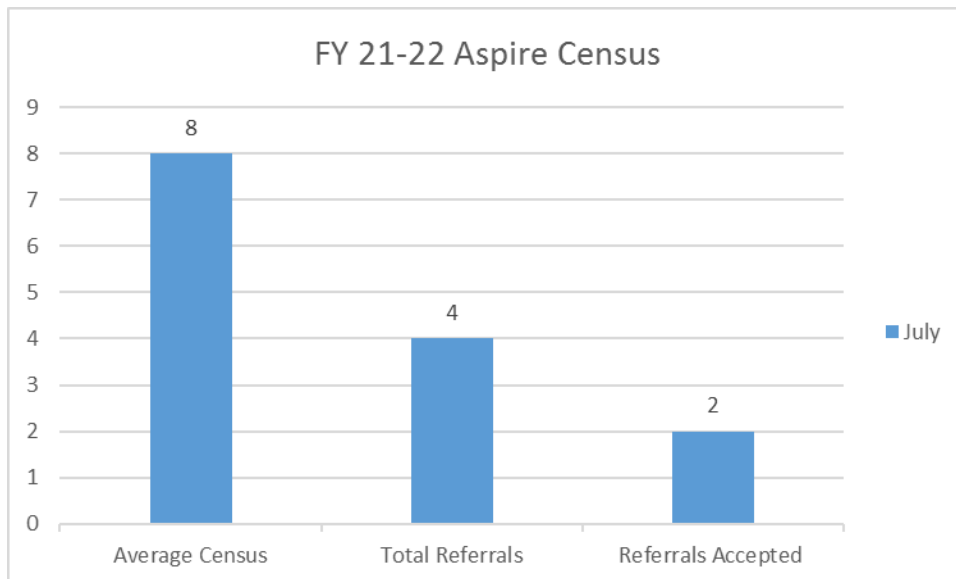
The 2021 fiscal year for New Vista went very well. New Vista profited \$58,819 for the fiscal year. We finished the month of June by profiting \$18,000. While providing quality therapeutic services remains our top priority, we are proud that we are doing so while remaining financially responsible.

Number of total unduplicated clients served:	64
Average service delivery expectation:	99.6%

Aspire Academy

We continue to appreciate our relationship with Optum. Of our seven current clients, six of them are referrals from Optum. We only have one client in DCFS custody.

For fiscal year 2021 we averaged 8.5 clients for the year. This is significantly below where we wanted to be. We know we need to be around 12-13 clients to provide optimal therapy while maintaining financially stable.



Financial Report Summary: We lost less in June than we have in the past three months. Unfortunately, we did poorly for the fiscal year, losing a total of \$288,479. We are in somewhat of a bind. We need more clients in order to provide more services and generate more revenue. However, due to staff shortages, we have had to cap the number of clients we can take. Hiring another therapist is a top priority, although it is proving to be very difficult for all programs.

Number of total unduplicated clients served: 10
Average service delivery expectations: 99%

Giant Steps, Strengthening Families, & Grandfamilies

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

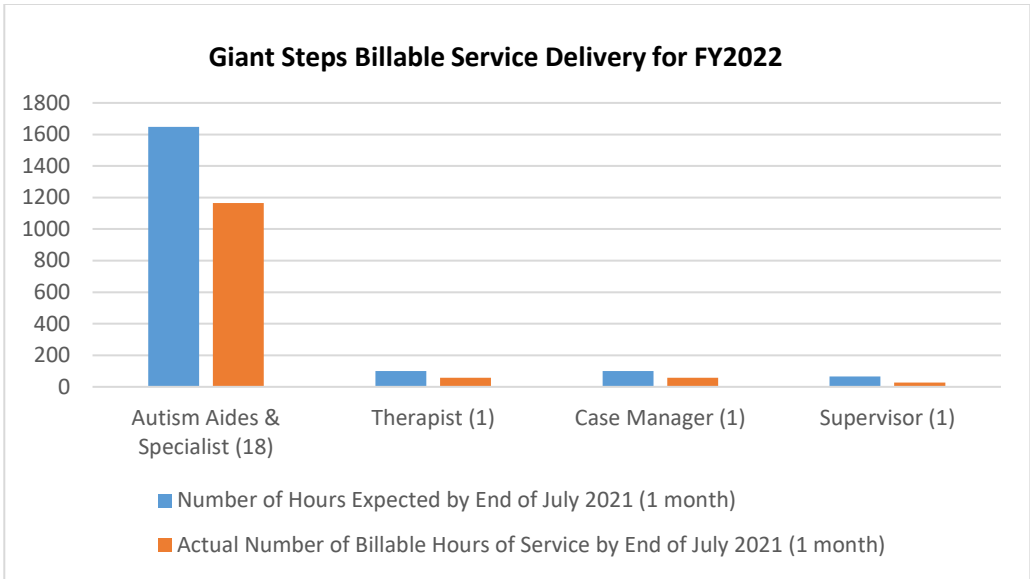
- Giant Steps held a summer program this past July. We have limited space during July and part of August due to schools needing to do their deep cleaning, but we were able to still find space to have 4 groups.
- Hosted the Summer Reading Kick-Off activity on a beautiful Saturday morning in early June. We had 17 families, 27 adults, and 34 kids participate either on June 5th or later that week when families responded to Parkview to select books and enjoy some snow cones.
- Grandfamilies had their book bag / school supply giveaway and had 33 families attend with 99 total clients attending.

Positive Feedback from Clients

- From a parent in the Grandfamilies program, *“We can't thank you enough. Can you believe the blanket in the bag matches her pillow case exactly and glows in the dark? So awesome. Please thank those who made all those amazing backpacks. Thank you to Grandfamilies for your support physically and emotionally.”*
- From a parent in the Strengthening Families Program: *“I love that the program includes the children and both parents. In the past I was the main one who researched parenting knowledge and my husband and I couldn't agree on parenting styles. Because strengthening families includes the whole family, this made the information given easier to apply at home.”*

Billable Service Delivery Standard

Below represents the number of billable hours of service completed so far during this fiscal year compared to what the expectation would be for our 18 full time autism specialists & aides, our therapist, case manager, and supervisor. (Part time autism aides not included.)

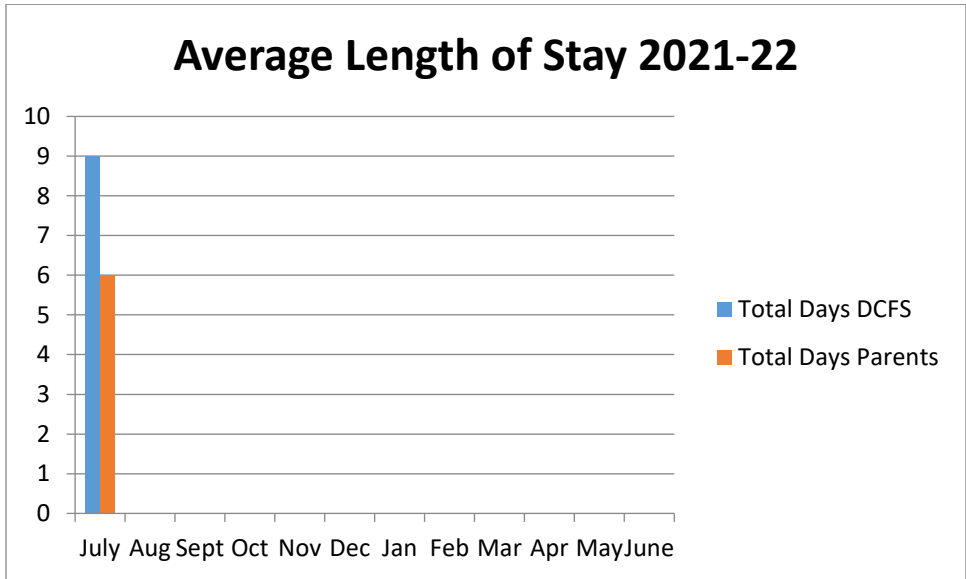


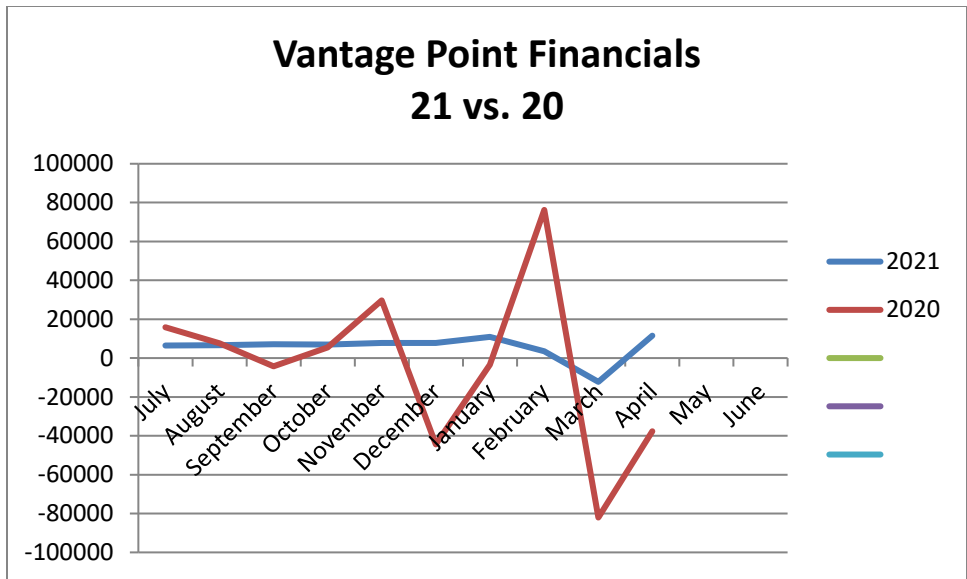
Financial Information

Giant Steps Fiscal Year-to-Date Income Gain (Loss) for Giant Steps – (-\$344,140.30)

*Through June 30th, 2021

Vantage Point / Vantage Point North





- Admissions this past year was more consistent. Not our highest year, however the average length of stay has drastically increased. Many were due to planning a safe exit and assisting in hospital diversion. Our safe exit rate is still approximately 90%.

Vantage Point North

We have a planning meeting scheduled with the Division of Health and Human Services next month. We also are in the process of scheduling a meet and greet with the American Fork City Manager and the Mayor. Zach Goulding already attends the community law enforcement meeting. We are doing our best to build relationships and to let the community know our presence.

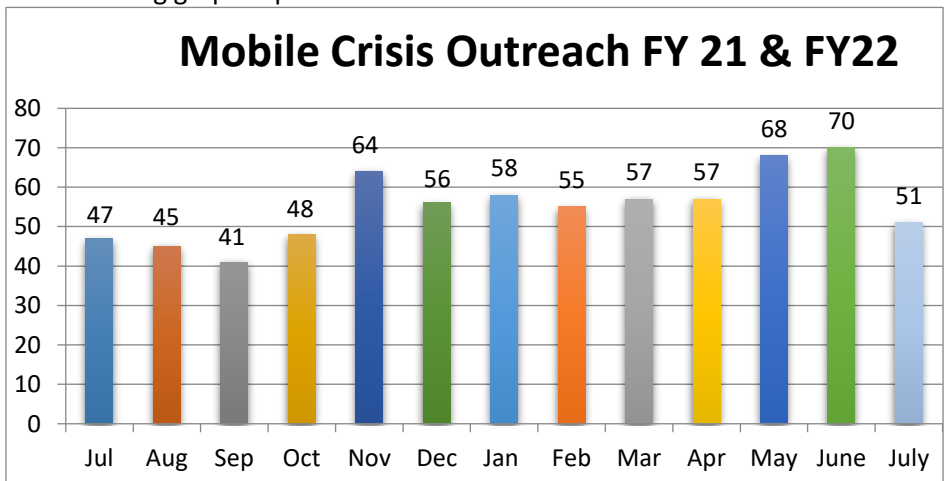
Number of total unduplicated clients served last month: **46**

Number of OQ/ YOQs administered: **38**

MCOT

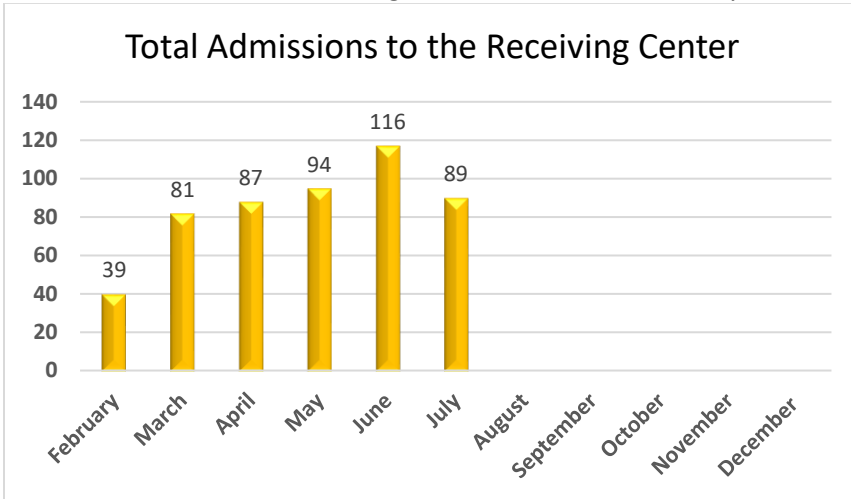
Mobile Crisis Outreaches in June: 51

The following graph represents Mobile Crisis Outreaches for FY 21 & FY22



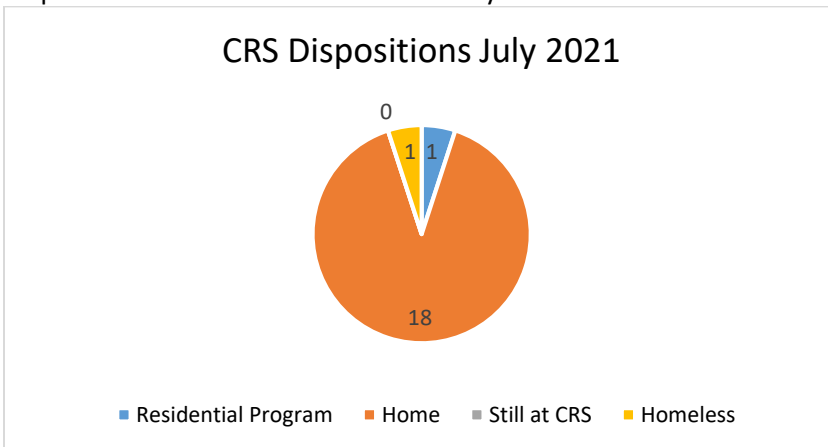
Receiving Center

Total admissions to the Receiving center for the month of July was 89.



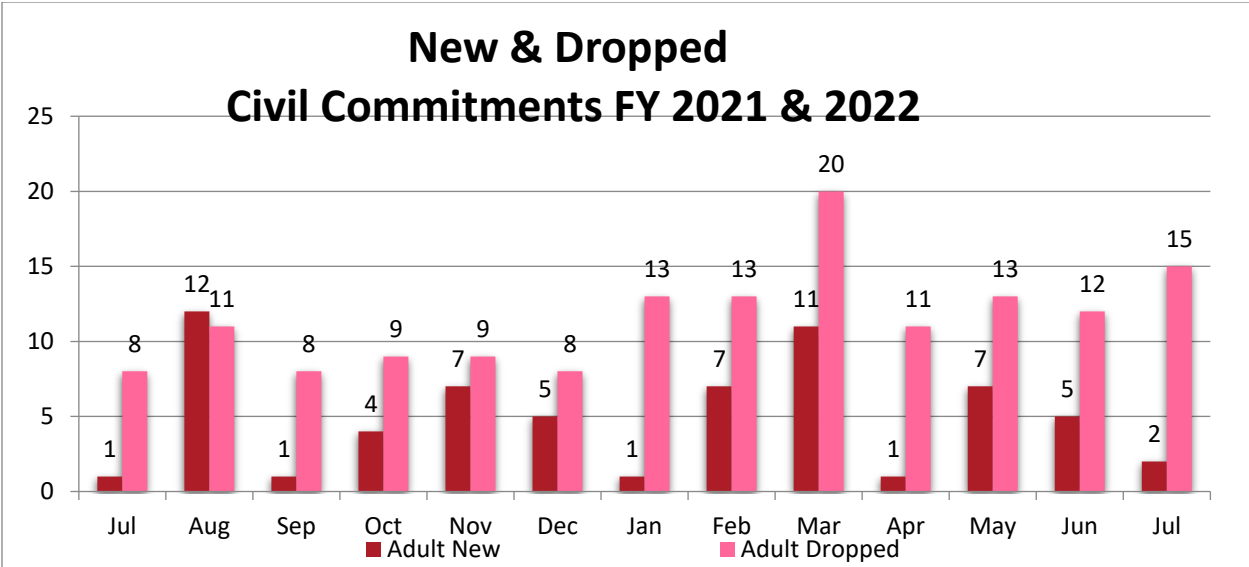
Crisis Residential Support (CRS)

Dispositions of clients after their CRS stay.



CIVIL COMMITMENT

The following graph represents the number of new compared to dismissed adult civil commitments for each month in FY21 and FY22.

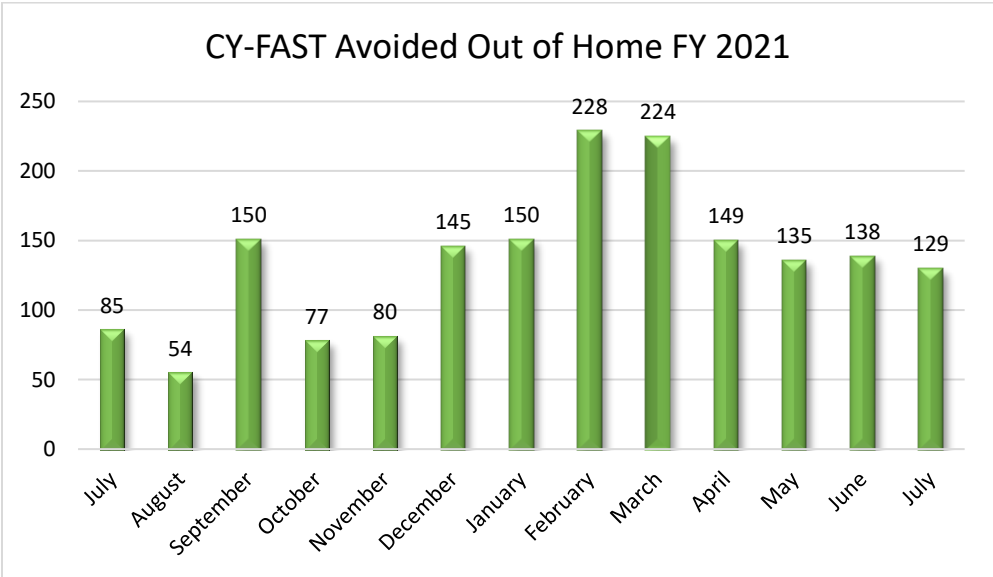


CYFAST: Inpatient: USH & STRIDE/XCEL

CY-FAST ongoing cases: 88 (Active clients treated by the CYFAST team each month.) 64 of these cases were addressed in office, 14 were addressed in home, 6 Emergency, 4 FRF cases.

Respite minutes: 4621 (Total CYFAST respite minutes provided to clients each month.)

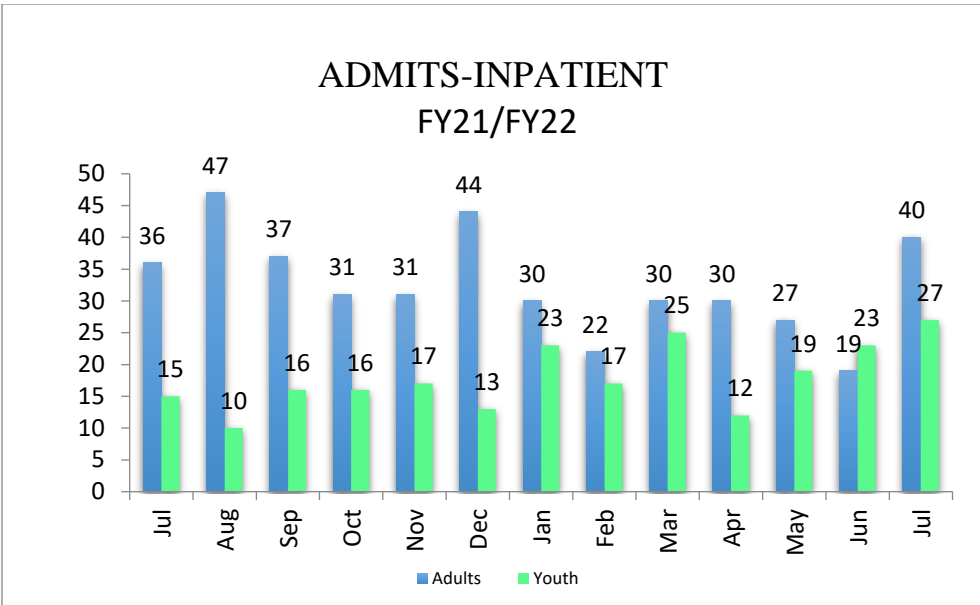
Avoided Out of Home: 129 (Child remained in place and stayed in the natural environment after CYFAST interaction.)



Inpatient Psychiatry

Following graph represents Adult and Youth Clients admitted to inpatient psychiatric units for the last 13 months (FY2021 to FY2022). Blue bars represent adults and green represents youth.

ADMITS-INPATIENT FY21/FY22

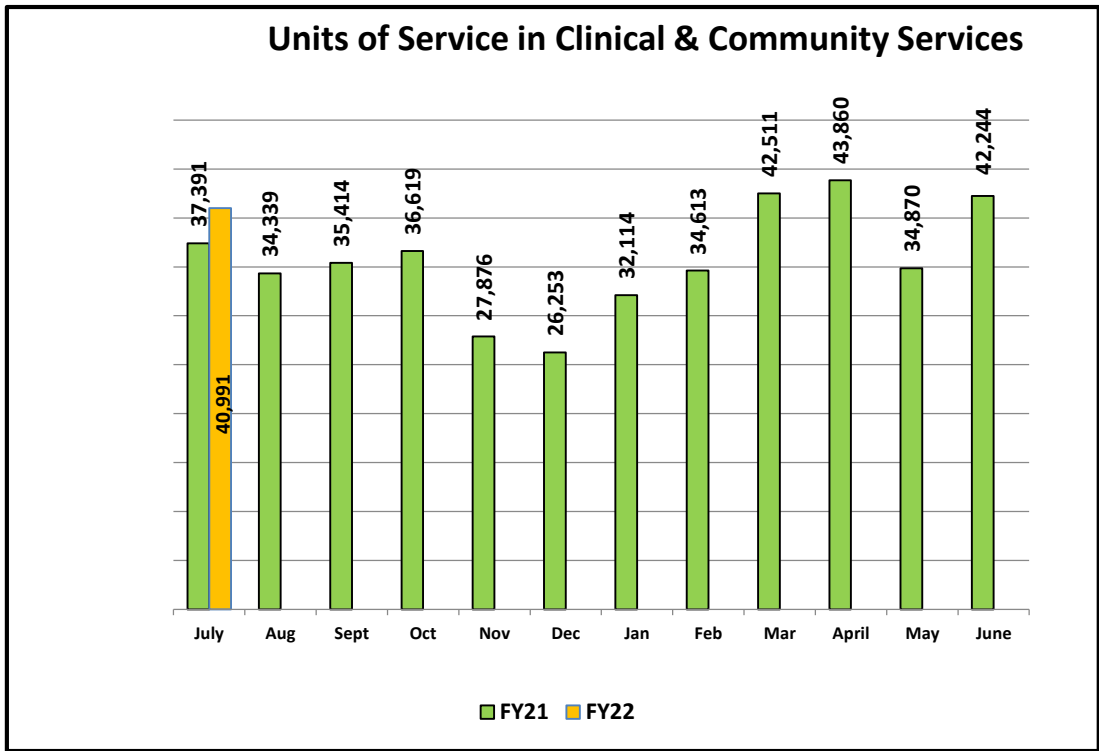


Leadership/Allied Agency Participation/Initiatives/Success

From Marisa Moss, CY-FAST therapist. After discharging from Utah State Hospital, CY-FAST assisted in setting up appointments for a client. When the client ran away from home and missed their appointments, CY-FAST stepped in to bridge treatment until appointments were available.

From Marisa Moss, CY-FAST therapist. When a client had a crisis at Vantage Point and tried running away, CY-FAST was able to step in and help deescalate the client. When the client chose not to go back to Vantage Point, CY-FAST was able to work with guardian, police, and hospital to get client safely inpatient.

Clinical & Community Services Division



OQ/YOQ Administration

Number of total unduplicated clients served last month:

Adult Clients Served	3494	
Child/Youth Clients Served	1478	
Total		4972

Number of OQ/ YOQs administered:

Clinical & Community Services Division	2616	
Crisis & Intensive Services Division	210	
SUD Division (WATCH & JRI only)	97	
Total		2923

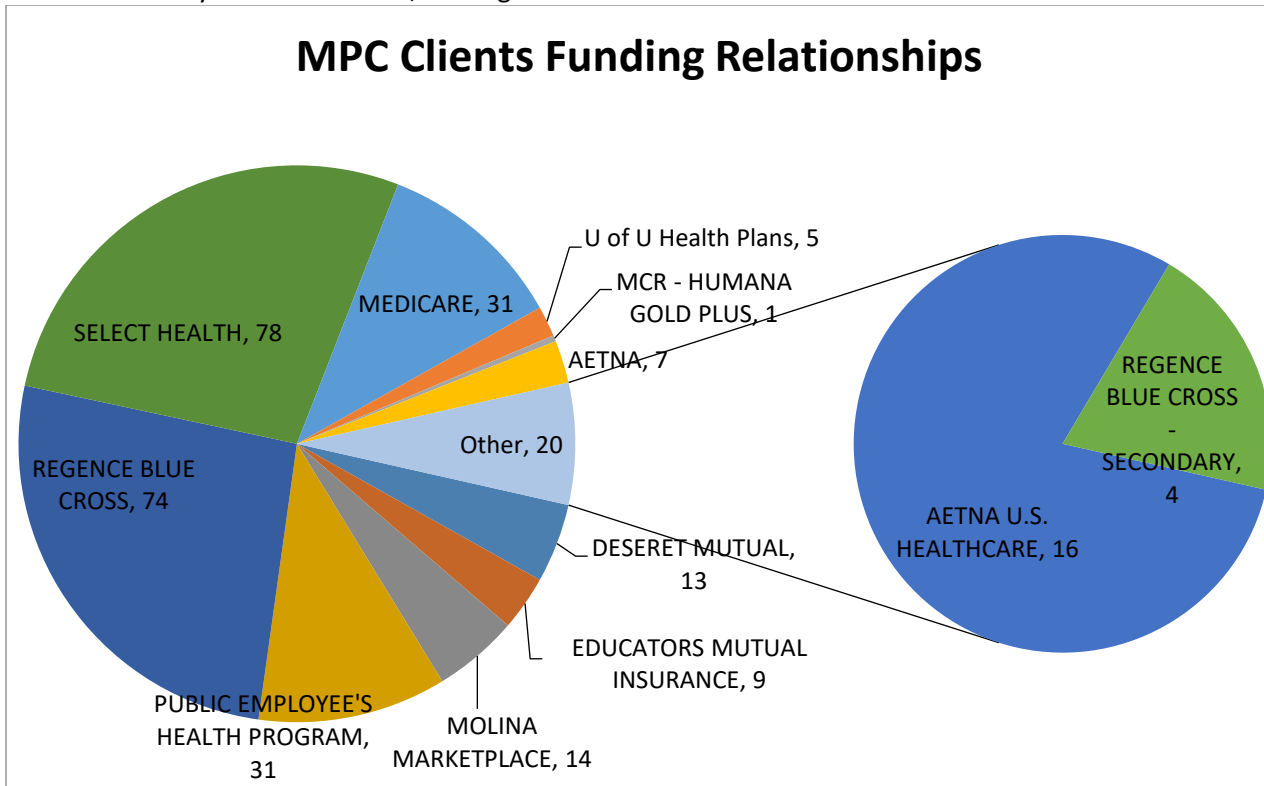
% of Unduplicated Clients Completing an OQ/YOQ 39%

Leadership/Allied Agency Participation/Initiatives/Successes

Our annual Wasatch Wellness Race was held August 7th. Despite being inundated with the smoke from the Dixie Fire, we had a decent turnout and ended with a net profit of over \$14,000.

Mountain Peaks Counseling

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



Leadership/Allied Agency Participation/Initiatives/Successes

We are using the OQ and the CST at a much greater rate in MPC. We doubled our unduplicated count from 52 to 100. We also went from 0 CST to 10. The clinicians are benefiting greatly from Bret’s report on who could benefit from a CST. It is a great tool to be able to use in the client’s and clinician’s behalf.

Medical Department

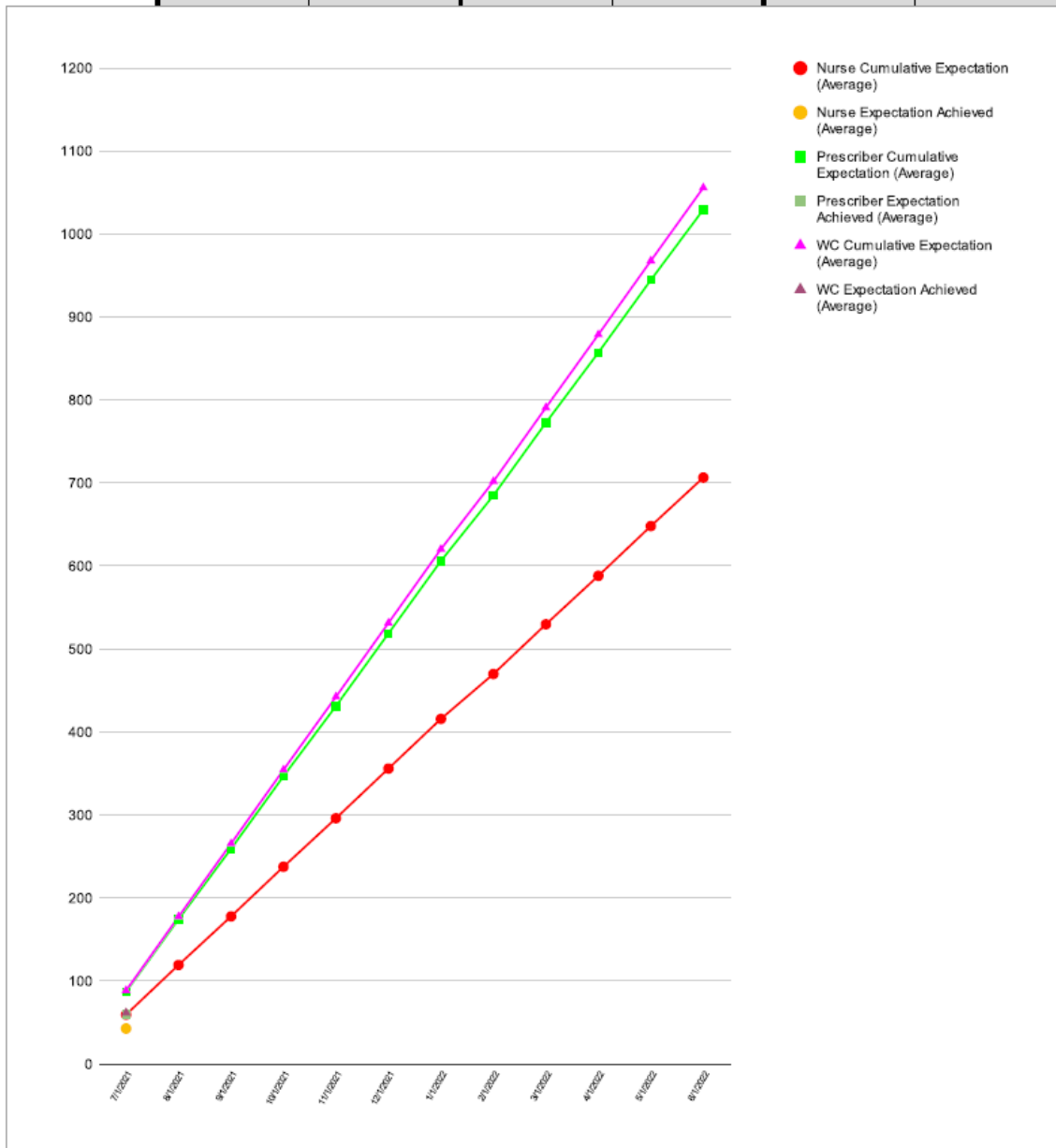
- Medical services has had two recent recruitment successes to report. We posted our open nursing position and filled it with Jack Davison, who has experience working in outpatient and inpatient mental health settings as a Registered Nurse. We also finally met with success in our wellness coordinator position after leaving the position posted for about 2 months.

Service Delivery Expectations

Medical services is trying out a new service delivery expectation graph – this graph represents performance by discipline from January 1-June 30.

Level One AVERAGE Billable - Running Totals 7/1/21 through 7/31/21

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)
59.85	43.15	84.36	62.41	88.92	62.00



Psychological Testing/Interns/Form 20m



Outside Providers/Mountainlands

Mountainlands was open 19 days in July 2021

%Appointments Kept---74%

%Appointments Canceled---10%

%Appointments Failed---16%

%Appointments Kept Follow-up's---93%

%Appointments Kept New Clients---7%

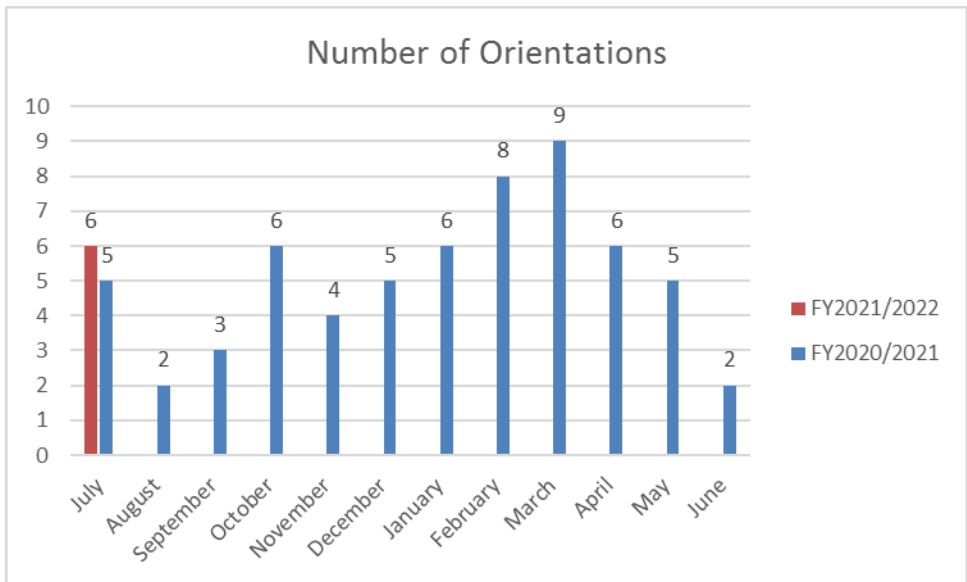
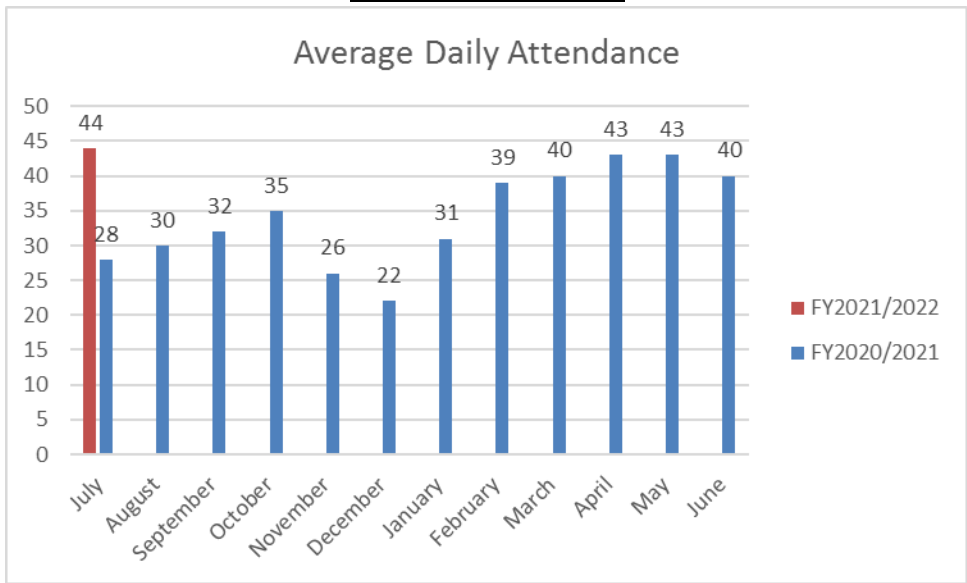
Summary:

The number of appointments scheduled as well as the number of appointments kept per day went up slightly in July as compared to June. However, the number of appointments scheduled per day was up 12.8% as compared to July 2020 and kept appointments were up 13.7%. This is more notable when considering that Verdon Walker, who generally sees most of our patients, was gone 7 of the 19 days in July. Failed appointments remained at 16%. Mountainlands continues to dedicate anywhere from 1-6 hours a week to Covid vaccination clinics.

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 114 intakes completed in July, 82 have been seen for a follow up visit at this point in time, with an average of 25 days from intake to the next service. Of the remaining group of clients, various outcomes occurred, including one who was transferred directly to a hospital on the day of intake, one who was closed after an evaluation only, one who is transferring to an outside provider, one who has had several appointments scheduled but not kept any, etc. 5 of the 114 charts clearly demonstrate that Therapy Connect was offered to the client, and of these 1 client has followed through and accessed the service. It is likely that more than 5 clients were actually referred to Therapy Connect without this being clearly demonstrated in the chart.

Wasatch House



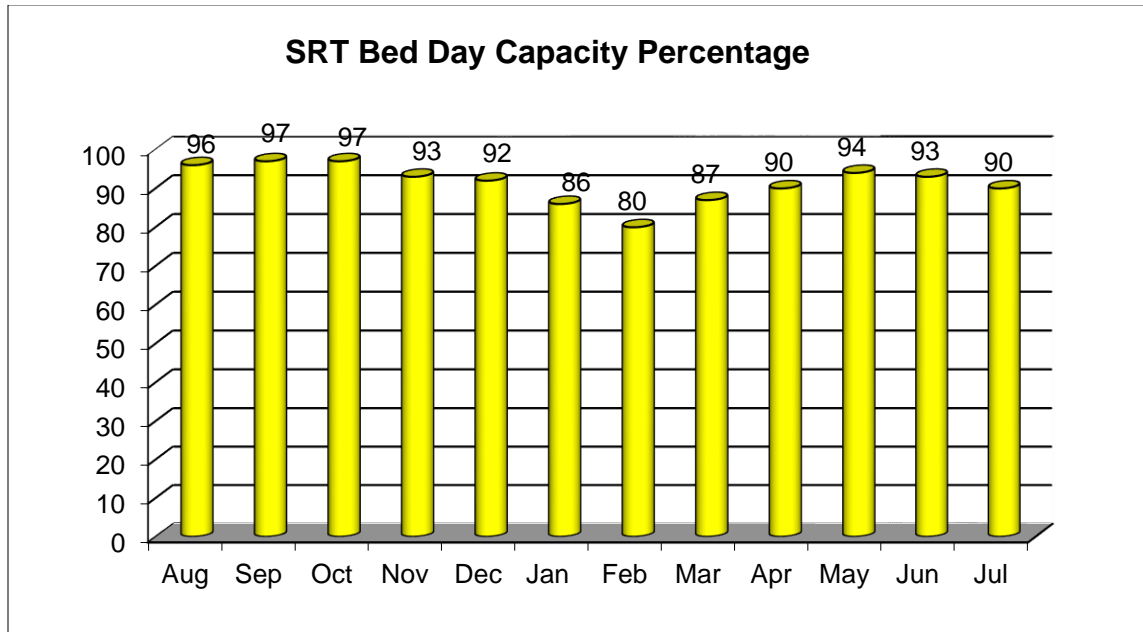
Leadership/Allied Agency Participation/Initiatives/Success

Clubhouse member

We have a new member who recently was referred to Wasatch House. She is a young woman in her early 20's and she has lived with her mother her entire life. She has some pretty significant heart problems and has lived a fairly sheltered life but she has moved in to our supported housing and for the first time in her life she is living on her own. She wanted to participate in the Wellness Race but she was almost certain that her health would not allow her to walk the 1 mile. At the end of the race she came to me and she excitedly exclaimed that, "I did it. I didn't think that I could make it, but I walked the whole mile!" This seeming small mile was such symbol of freedom and accomplishment and hopefully the beginning of many more milestones in her life.

Number of total unduplicated clients served last month: 139

Supported Housing Services



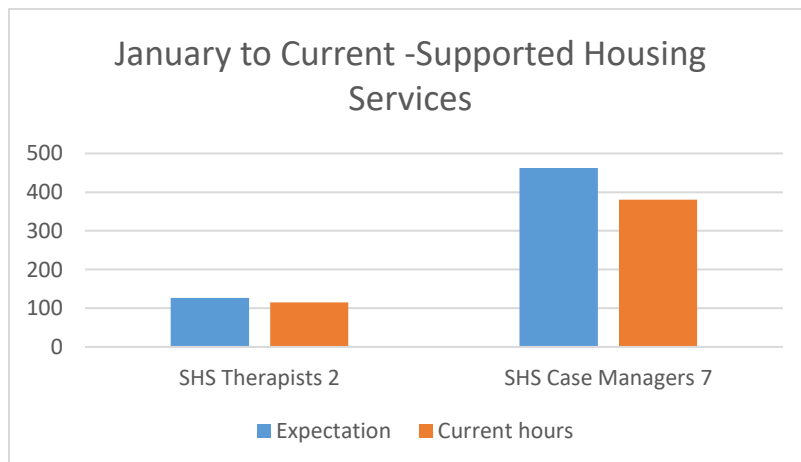
Leadership/Allied Agency Participation/Initiatives/Success

We had a client who had not showered in possibly months and had not cared for her hair in any way. It had grown and matted into a thick bunch that could not be brushed or combed through. Her case manager, Meredith Bailey, worked with her persistently and built a relationship of trust to where she got the client to take a shower and then come to a hair salon where they were informed of the situation and they worked respectfully with the client’s difficult hair situation. They were able to give her a haircut and the client beamed with excitement with her new look and even showed it off to her friends at the Clubhouse.

Number of unduplicated clients who completed an OQ/YOQ: 43

Number of total unduplicated clients served last month: 164

Service Delivery Expectation:



BRIDGE / PREP (FEP)

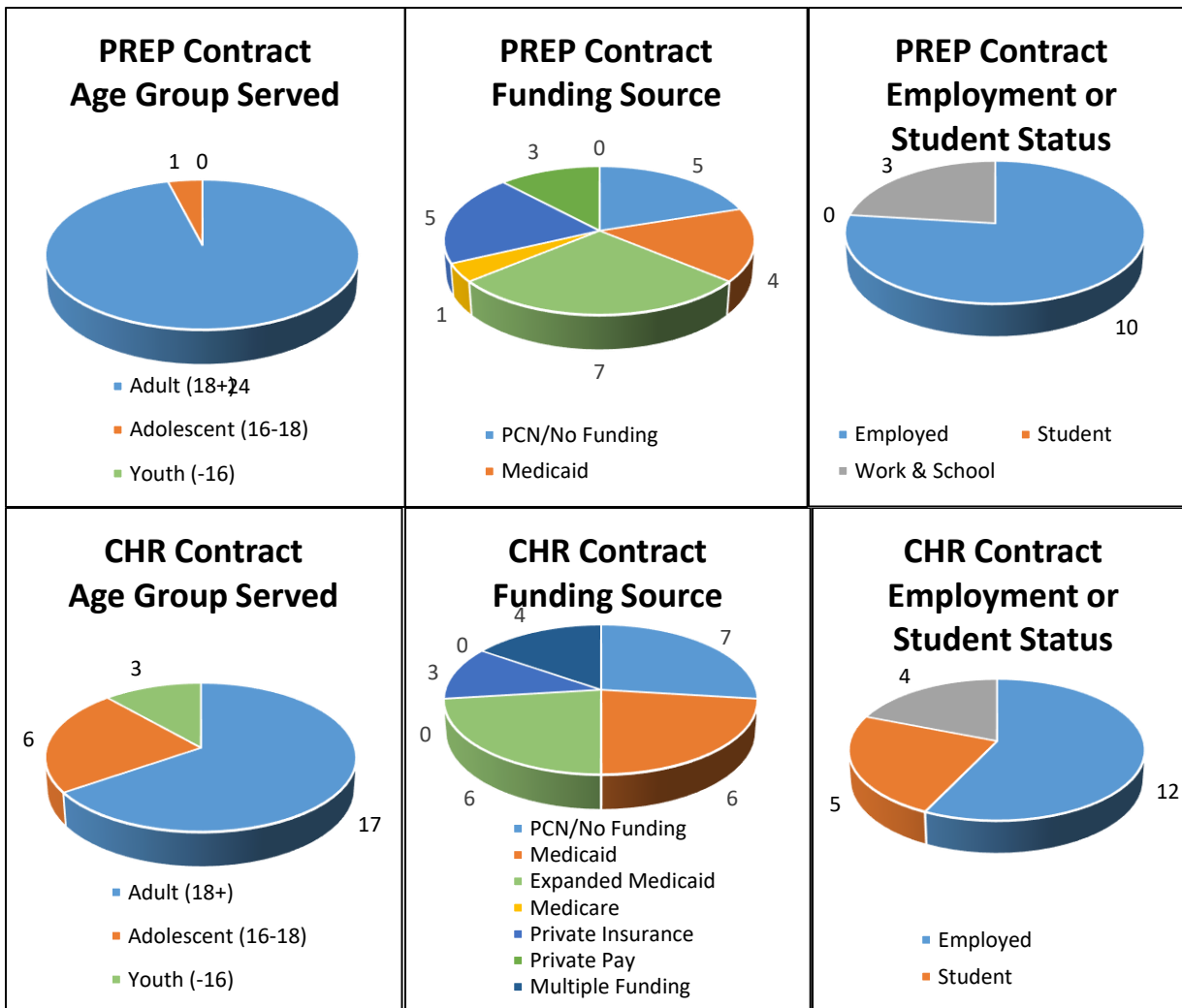
BRIDGE

We are happy to know that we have all 3 recently vacated case manager positions filled and now await for their start dates to come in August. It is a 4 person case management team and the work they do is integral to the success of over 60 clients. It will be good to be fully staffed.

PREP

Average for getting people in for intakes: 6.5 days

We continue to receive a steady flow of 2-3 intake referrals to the PREP team per week. Our very small team of 3 are doing a great job keeping up and meeting the needs of these new clients. Clint, our prescriber has a great relationship with those who need medications and we appreciate his support to the team.

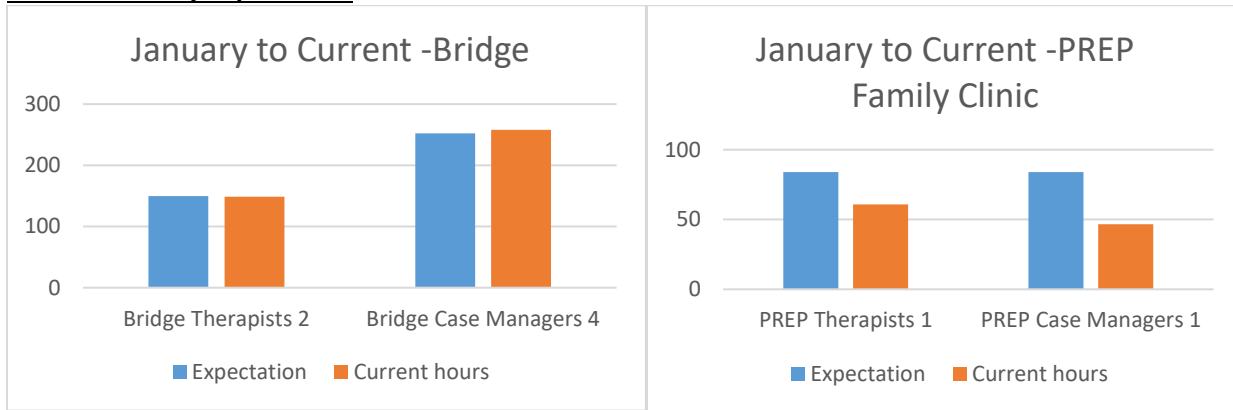


Number of total unduplicated clients served last month:

Bridge: 63

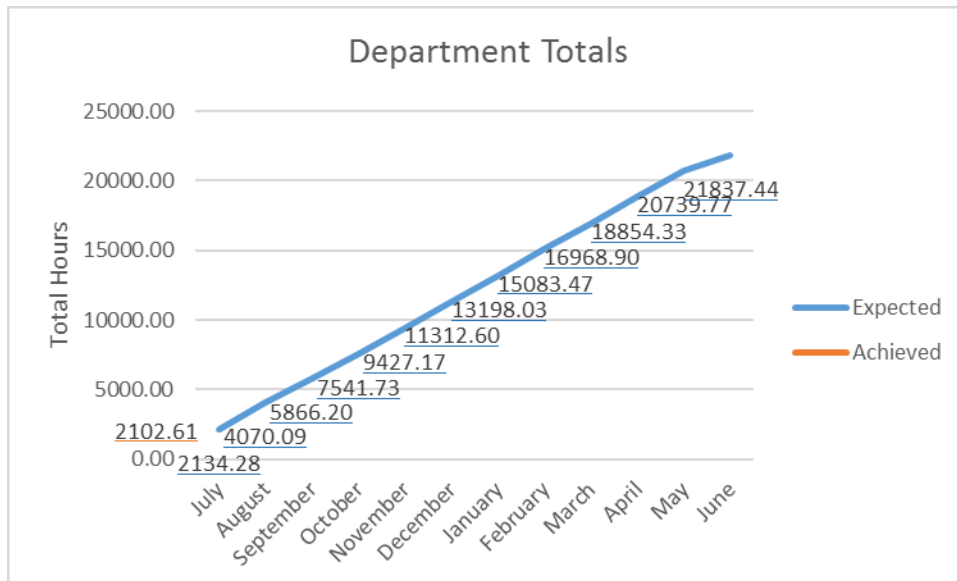
PREP: 52 (12 youth)

Service Delivery Expectation



Westpark Family Clinic

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 one month’s worth of data will be present. Since it is from July and there were two holidays and some people have taken some time off, it is expected to be a little low.



Leadership/Allied Agency Participation/Initiatives/Success:

Our success story this month comes from a CTA who received an email from a man in our domestic violence group. He wrote, “Thank you all so so much! Everyone has been so respectful and authentically care about each member of group!”

A second success story comes from one of our integrated health care team members. He wrote, “Despite some challenges, the HIP team has recently welcomed clients who have primary substance use disorders, in addition to mental illness, and medical problems. One of those has already begun MAT at Mountainlands Clinic and multiple primary care issues have been quickly addressed such as birth control, UTI, and STD screening tests by her new primary care provider. She is well on her way to wellness.”

American Fork Family Clinic (AFFC) & School Based Services

Successes:

5 School Based therapists helped with Quick Care (now Therapy Connect) this summer. Approximately one third of the appointments available were filled and kept by clients. We did have one appointment that was a DCFS case and it was an initial appointment to get the youth into services and do the Mental Health Assessment. This showed we could onboard a new client through Therapy Connect.

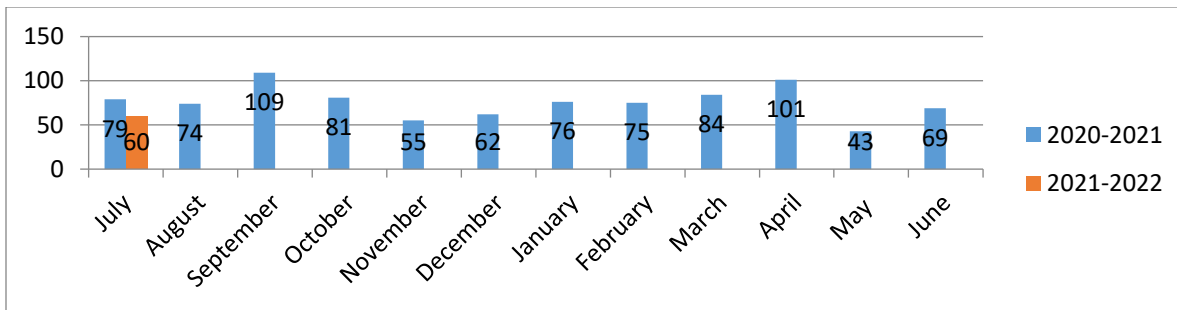
Client Success Story: “While [my therapist] was on vacation, I used Quick Care. It was very helpful. I was having nightmares, and I had a negative experience with my ex. It was helpful to talk through these things. After Quick Care, my nightmares stopped.”

Total number of OQs/YOQs administered: **OQs: 199 YOQs: 187**

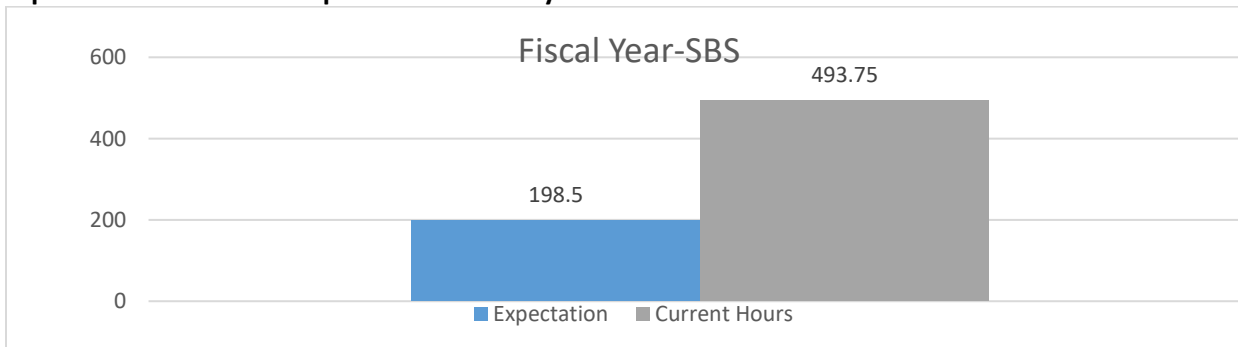
Number of OQs/YOQs administered: **OQ: 137 YOQ: 136**

Economic Stability

2021-2022 Intakes



Alpine Contract SBS Therapist Hours for the year

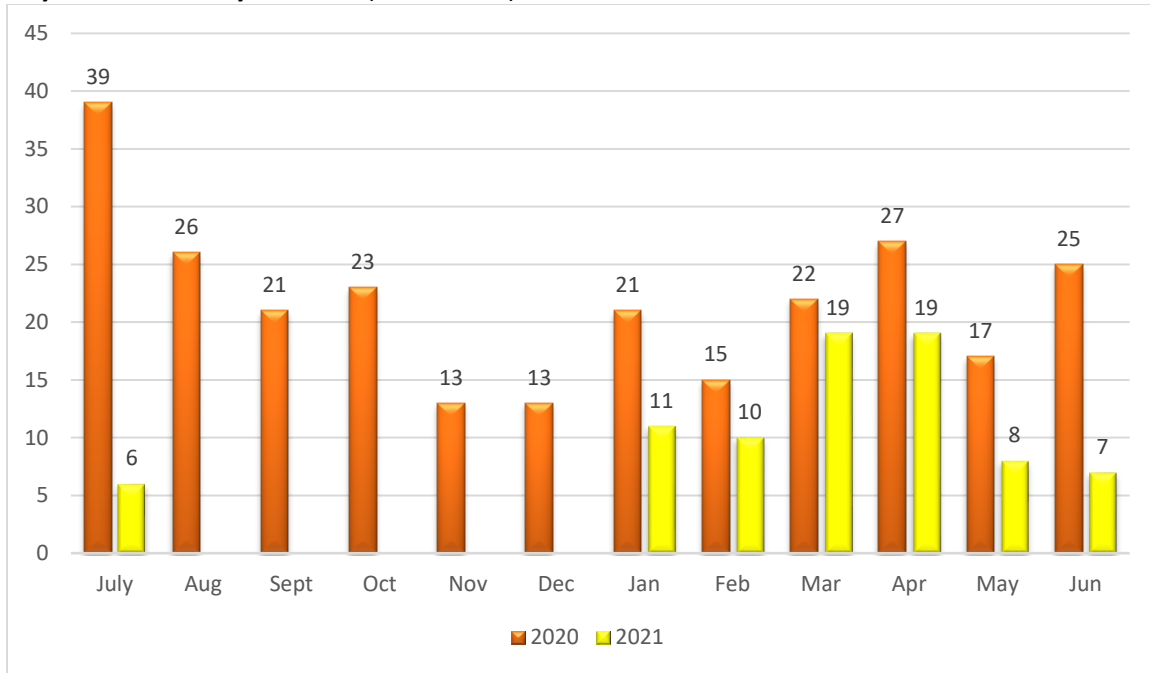


CIT Academy

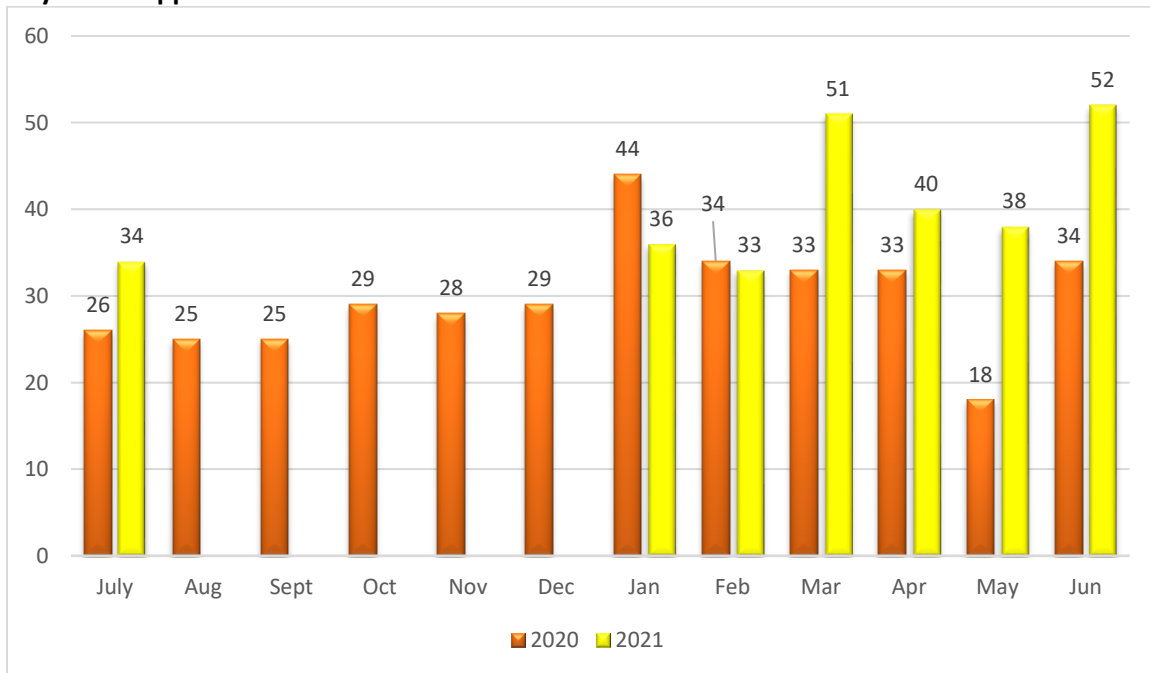
The next CIT Academy is November 15-18, 2021. We are hoping for doing it at NuSkin.

Wasatch County Family Clinic

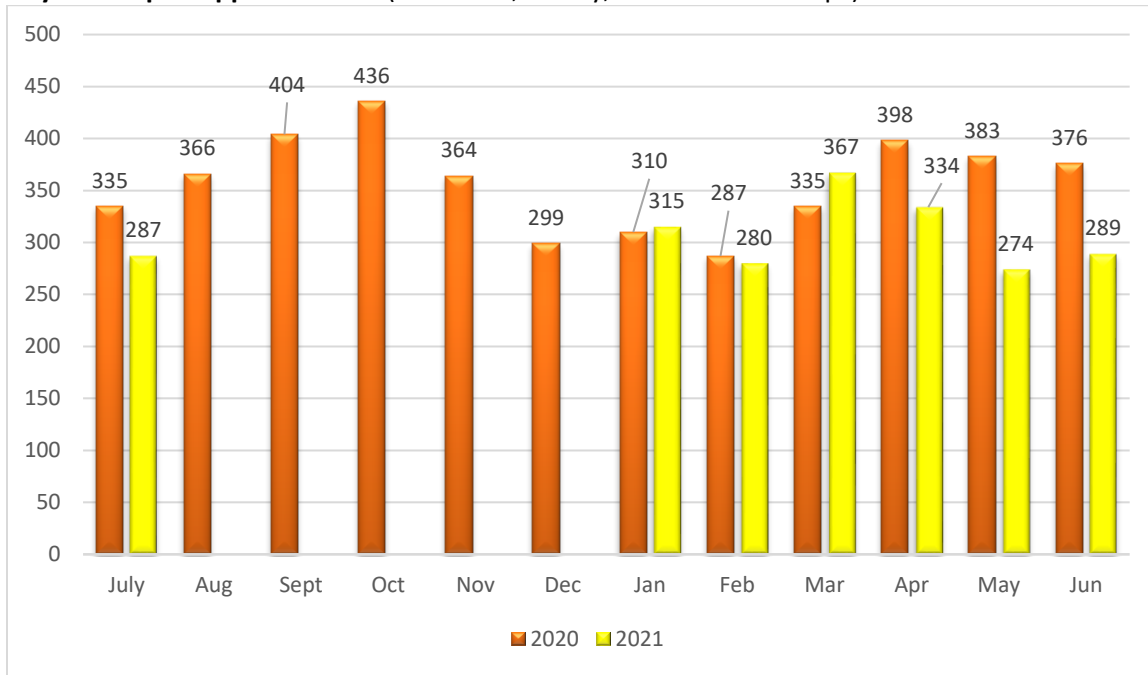
July - Total Monthly Intakes: (EVL & SEVL)



July - Med Appointments with Prescriber:



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



Leadership/Allied Agency Participation/Initiatives/Success:

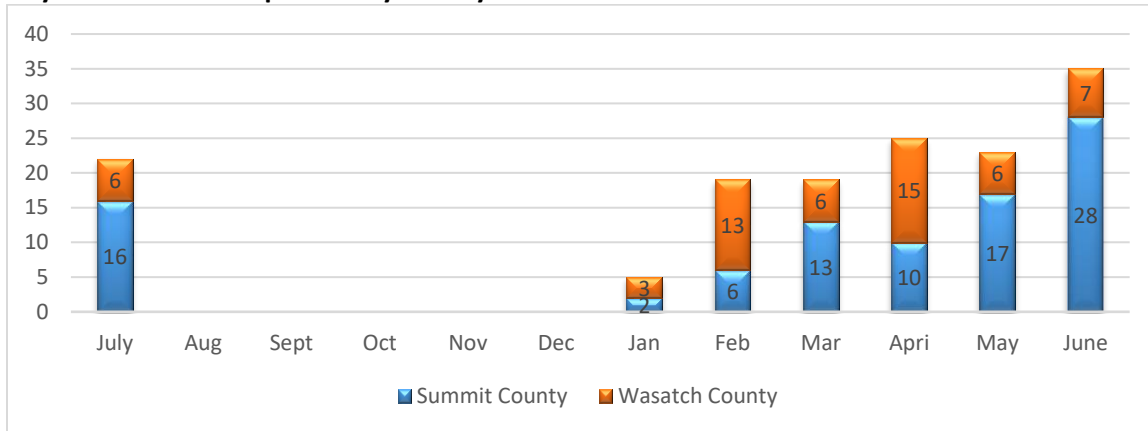
The WCFC Prevention team was very actively engaged in the Wasatch County Fair. The team had a booth at the fair providing prevention information to fair attendees. As an additional exciting note, the Caring Community Coalition (CCC), which is led by the WCFC's prevention coordinator (Trudy Brereton) had its first in person meeting since the beginning of the Covid-19 pandemic. The coalition worked on production plans for the upcoming Dinner in the Park event. The Dinner in the Park event provides families with an opportunity to receive prevention information and promotes family meal time.

May - Direct Care Accountability:

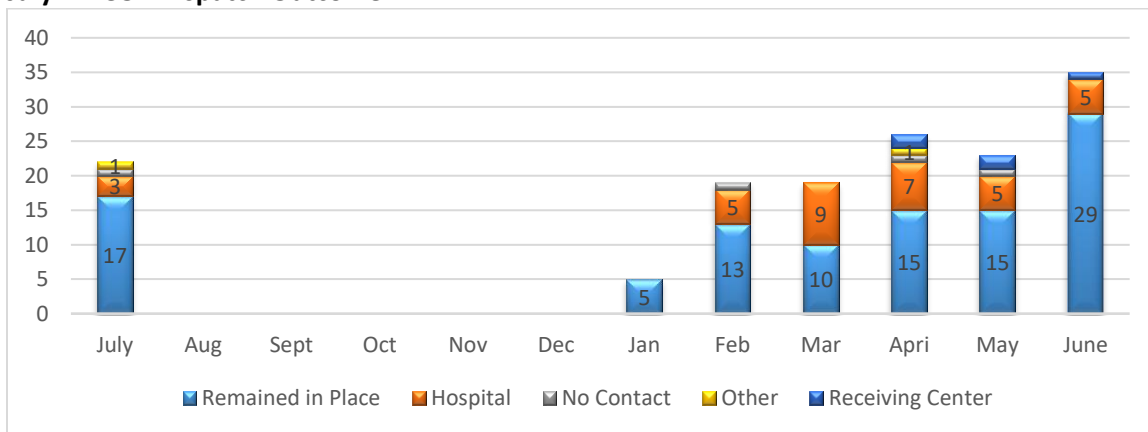
Employee Name	Position	Current Direct Care Expectation	Current Direct Care Performance
Chad Shubin	Manager	38	37.5
Adriana Rosenblatt	Therapist	137	143
Lesa Carter	Therapist	134	132
Tess Shafer	Therapist	92	62

Summit & Wasatch County MCOT

July - Total MCOT Dispatches by County:



July - MCOT Dispatch Outcome:



SUD Division

Highlights:

- 2 Employee out with COVID this month
- IV PIC line – this not really going to well yet, UVH are not referring to us
- Prime for life –We are trying to coordinate with Prevention at the Department of Health
- Recovery Residence – we now have another contract with Rock Solid Recovery. This will give us another option for women residence and treatment.
- CLIA –we have our registration number – very exciting!
- 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 a fresh way.
- Getting lots of positive feedback about the 5% pay increase and 2.5% PTO pay-out option
- CARF Audit with PR – we got to participate in this and it looks like they/we will achieve a 3 year certification.
- Combining efforts with IRT and Foothill have been so helpful with some clients.
- Kitchen Remodel at Foothill is taking shape.

SUD's Criminal Justice Programs

The monthly reports will provide a summary of each program along with highlights, lowlights, updates, and statistics for the previous month.

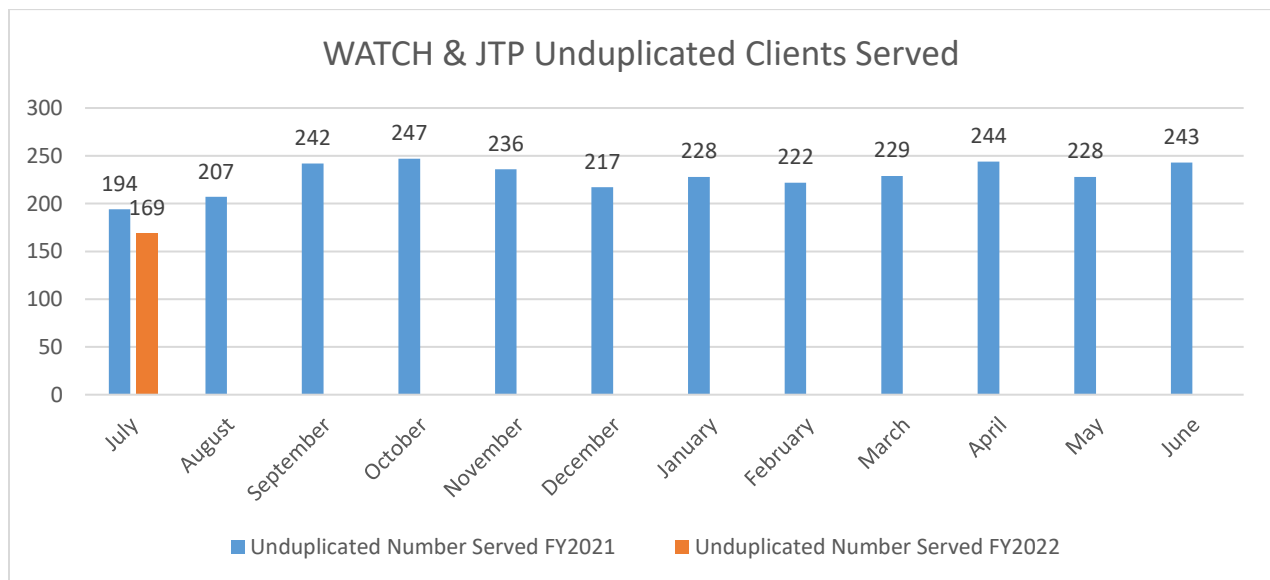
Leadership/Community Partners/Initiatives

- The Food and Care Coalition is now doing monthly, voluntary, vaccination clinics for clients and any homeless individuals who would like that service. WATCH and JTP staff are assisting with spreading the word about these clinics and picking up individuals to bring them to clinic site.
- Executive Director, Juergen Korbanka, and Criminal Justice Program Manager, Monte Memmott, met twice in July with Deputy District Attorney Sandi Johnson. The purpose of these meetings are to gather information about Pre-Trial Services with the possibility of having Pre-Trial Services available in Utah County. More discussions will follow in the coming months.
- 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 would provide temporary shelter while working with their WBH treatment teams to help the individuals get resources in the community. This is in the initial stage of development but would likely provide \$80,000 to use for motels/hotels over three years.
- A fourth Recovery Residence facility was approved to contract with Wasatch Behavioral Health in providing sober living to individuals. This particular facility is in Orem and will provide sober living for female clients.

WATCH & JTP

Overview: The Wasatch Assistance Team Counseling the Homeless (WATCH) program has served homeless individuals in Utah County for many years. The Jail Transition Program (JTP) was first started in 2015 when the Justice Reinvestment Initiative was passed in legislation. The primary goal of JTP is to start working with clients, or potential clients, when they are incarcerated and then to continue offering services once released from jail. Both WATCH and JTP share office space at the Food and Care Coalition. The both provide medication management, group and individual therapy, peer support services, and case management services to link to and obtain services.

Update: The WATCH and JTP program hired a new case manager who has already passed the Utah County Jail’s criminal background check. She is trained in MRT and has already started teaching MRT classes in the jail. There were 3 ASC clinical support tools and 95 OQs administered in July.



UCAP Program

Overview: Utah County Alternative Probation (UCAP) is a partnership program where Wasatch Behavioral Health provides mental health and substance abuse treatment, while the Utah County Sheriff’s Office provides probation officers. UCAP has one full time (with the capacity to increase at least one other part-time) case manager when client

capacity increases. The Utah County Sheriff's Office provides one Sergeant and 2-3 Deputies. Since its creation in 2017, UCAP has had a 74.07% successful completion of treatment rate.

Update: In July a new UCAP case manager was hired. After some orientation and training, this case manager has done a great job getting familiar with both her clients and the deputies whom she will be working closely with. She has been going on regular "ride-alongs" with the deputies to visit clients at their residences and employment.

90 Day OUT Program

Overview: The 90 Day OUT (On Unit drug Treatment) program has been providing substance use treatment in the Utah County Jail for many years. They have a 90-day substance abuse program that provides treatment in jail including group and individual therapy as well as case management.

Update: With the number of clients being referred to the OUT program still small in number (due to continued quarantining of dorms in jail and the courts moving slow with referrals) the staff have begun to offer therapy and process groups to any inmates in jail who would like to attend. These groups are being called "Off The Block" group and the response from the jail and inmates has been very positive. Off The Block is currently being offered 3-4 times per week to different sections of the jail. Inmates are responding that they are happy to get out of their cells and participate in therapy. Many of these clients are then asking questions about how to enroll in the OUT program.

PATR Program

Overview: Parolee Access to Recovery (PATR) is a program to assist people who have been released from prison recently to transition back into the community. PATR has two full-time case managers and they work closely with two full-time peer support specialists to provide both substance abuse treatment as well as community resources and support, including financial support. If a client participated in treatment in prison, they may qualify for up to \$3200 through PATR funds. While the State has allowed a life-time limit of \$3200 per PATR client, recently WBH adjusted the individual limit to \$1000 and up to \$2500 if the client is receiving treatment besides PATR. This adjustment will assist with staying within the budget the funding source provides.

Update: 22 additional clients were added to PATR roster in July. Combined with Drug Court, PATR had 288 TCM encounters and saw 200 unduplicated clients. One recent success saw a PATR client graduate and then start their own sober living facility.

Recovery Support Services

Overview: Substance Use Disorder's Criminal Justice Program has two full time peer support specialists who can work wherever they are needed within the program. They have offices at the Health and Justice Building where they run a weekly orientation group, although they are often at Foothill and the Promise program offering "their story" of recovery to clients.

Update: Unfortunately one of recovery support's two peer support specialists resigned in July. The remaining peer support, along with help from a case manager, still provided 56 individual encounters and 36 peer groups. The peers had been providing 5 groups per week but had to cut that down to 4 weekly groups until a new peer support specialist is hired.

Drug Court Program

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

Update: June numbers increased from the previous month. Currently there are 27 felony drug court clients and 23 probation drug court clients, which leaves 11 openings. Currently there are 7 referrals that are being reviewed by the judge and attorneys.

Recovery Residence Program

Overview: In 2019, ADDAPT had been awarded \$260,000 for sober living but had not been able to spend any of those funds for that purpose. After the merge of ADDAPT with Wasatch Behavioral Health in June 2020, Recovery Residence became a priority so these funds could be used to better the lives of individuals.

Update: In July, a fourth recovery resident facility's contract was approved by the county commissioners. This new facility, Rock Solid Recovery, is located in Orem and this home will be dedicated to female clients. With this addition, WBH will have two male facilities and two female facilities to help house clients in need of residential recovery support. In July, WBH housed 23 clients in recovery residence with 14 clients on the waiting list.

Success Stories and/or Challenges

A therapist recently shared the following experience about a client who has been a WBH client for over 20 years and much of that time she was homeless and in crisis:

"I just got a phone call from "Leslie" who reports that she is in Mesa Arizona living with her brother who flew her out there. She reports she got her shot (long acting injectable for Schizophrenia) and is set up with a psychiatrist there. She got to spend a birthday with her grandkids. She is going to send the address so we can send some of her paperwork and she is also going to send pictures of her and her grandkids. She sounded so happy (more than I've ever heard her) and excited to be somewhere safe. She apologized saying that she knows she was a "b-word" at times but wanted to express gratitude for all the help she had been given."

Payson Family Clinic

of clients served last month:

Total: 435 Adult: 244 Youth:191

Groups in Payson

DBT

School Based Skills groups

Stride Skills Group

Leadership/Allied Agency Participation/Initiatives/Success

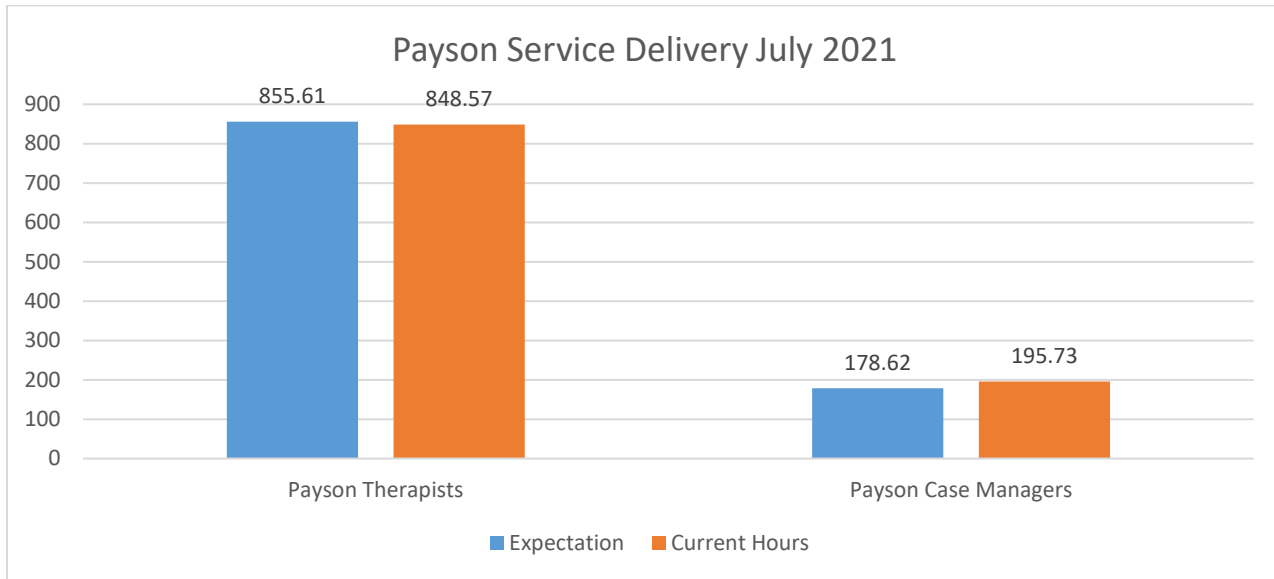
Success Stories:

"A" was seeing a therapist and after conversation about what treatment was desired the initial therapist staffed with her colleague about taking on "A". By the 2nd session with the new therapist "A" began to open up about her past trauma and also requested help in accessing records from her initial removal into DCFS custody. She is making progress in treatment and now looks forward to coming to treatment and is really working on her trauma and her new normal that she is in charge of.

"When Wasatch is your Village"

Recently, the mother of a family who has all members of family (Mom, her boyfriend, and several children ranging in age from 1 to 17) open as clients at WBH passed away due to pneumonia. The situation of who was "next of kin" left the children not knowing that their mother had passed away and why for several days. WBH team members who work with this family all stepped in and helped the surviving guardian tell the children and to navigate some legal needs for guardianship and other necessary resources. We have in home services, FRF resources, and individual and family therapy from the Payson Family Clinic and the Provo Family Clinic all coordinating to help as this family works through grief and is connecting them to resources.

SERVICE DELIVERY EXPECTATION:



Provo Family Clinic

of clients served last month:

Total: 699 Adult: 133 Youth: 566

Groups at PFC:

Seeking Safety

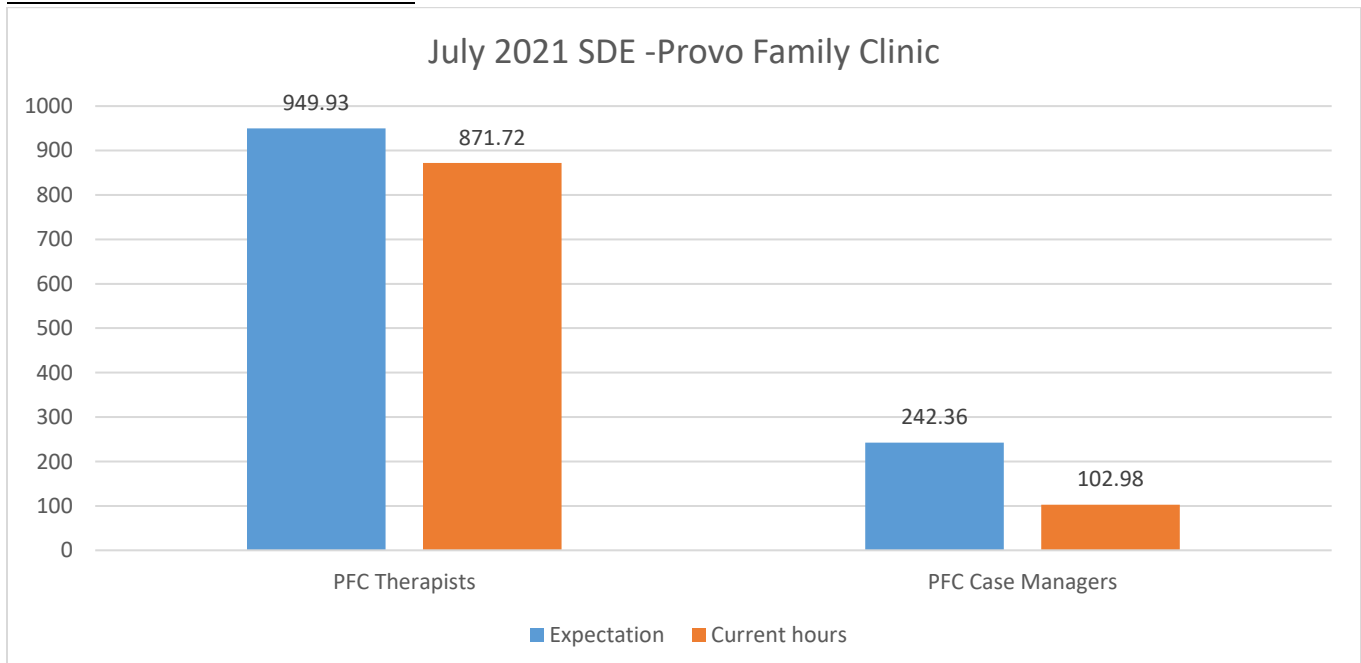
TBRI Parent Group

Participating in GrandFamilies

Participating in Strengthen Families

Participating in STRIDE skills group

SERVICE DELIVERY EXPECTATION:



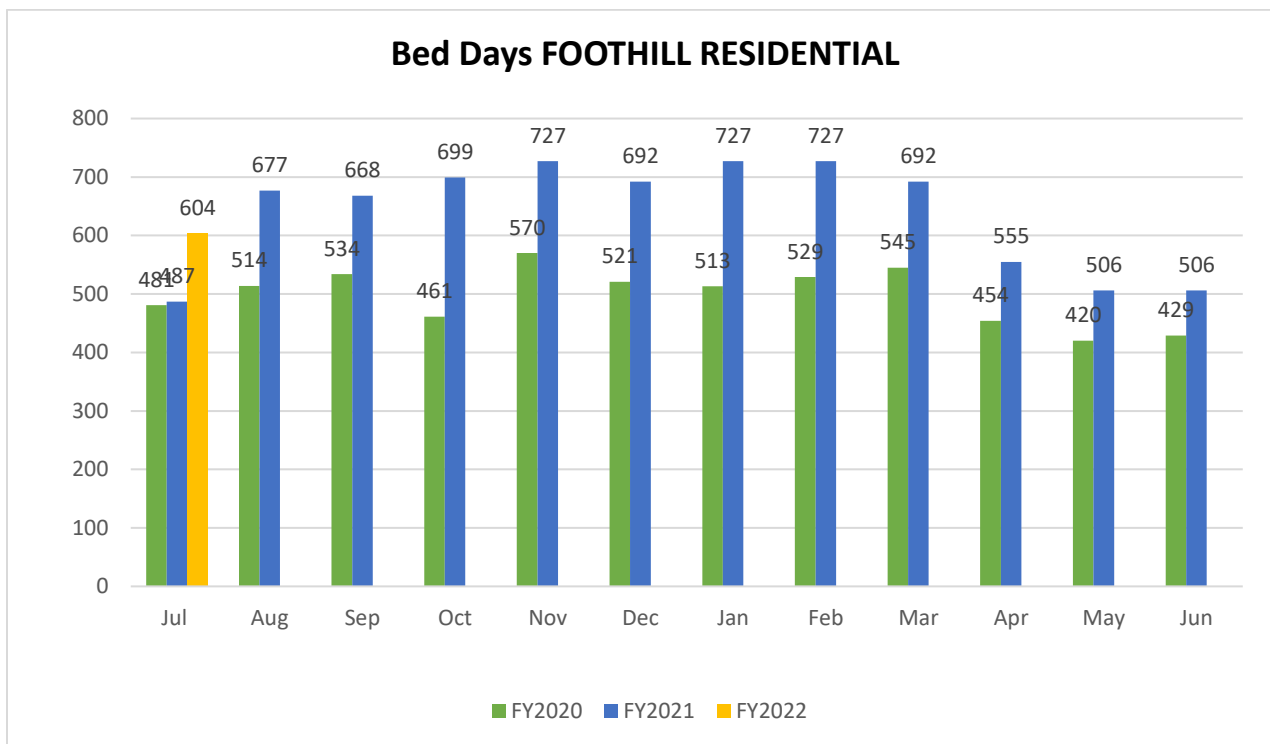
Executive Director Brief (re: PFC and PAFC):

1. **Noorda School of Osteopathic Medicine**—This contract went “live” in July. Alex Ibarra and Marlene Sisson are now spending 20 hours per week at the school to provide counseling services to the student. They presented a QPR training to the students and faculty on July 29. Alex shared that he was on campus and had some time, so he made a video talking about resilience that was posted for students to view and he has plans for additional videos. They are building relationships with the students and faculty.

2. **Nebo School Contracts**—We had one contract with Nebo School District this past school year. They would like to contract for 3 positions in addition to the 2 other school-based therapist positions based at the Payson Family Clinic. Unfortunately, the 2 school-based positions are currently open and we haven’t had any applicants as of yet. We hired 1 therapist for one of the 2 new contract positions.

3. **Tracking Intake to First Appointment**—Both the Provo Family Clinic and the Payson Family Clinic have started tracking data so we know the length of time from intake to first session. The CTAs put this together retroactively for July, but we plan to capture the data as we go in August so we’re getting a better pictures.

FOOTHILL RESIDENTIAL



Projects

- Hiring Staff:
 - We have hired two new part time human service workers. Both will be starting in August. One of our full time human service workers transitioned to another department. As a result we will be recruiting for a new full time human service worker. We have had multiple individuals apply for this position and will be interviewing in August for this position.
- PICC Line Project
 - We are excited to announce that everything is in place for this. We are ready to start taking referrals from the hospital. We should see our first client for this program in August
- Kitchen/re-model:
 - Wasatch is continuing to work with contractors to remodel the kitchen remodel. 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.

Success Stories

- One of our residential clients reported to us that they have been homeless for 4 years. This individual reported that they felt that when it was time for them to leave Foothill that they thought they would be homeless again because they had no options for housing that they were aware of. Working with our sober living partners Wasatch was able to get this individual into a sober living bed directly after leaving Foothill. The client is still struggling, but was extremely grateful that they have a roof over their head and a safe place to live allowing them to focus on getting better rather than surviving.

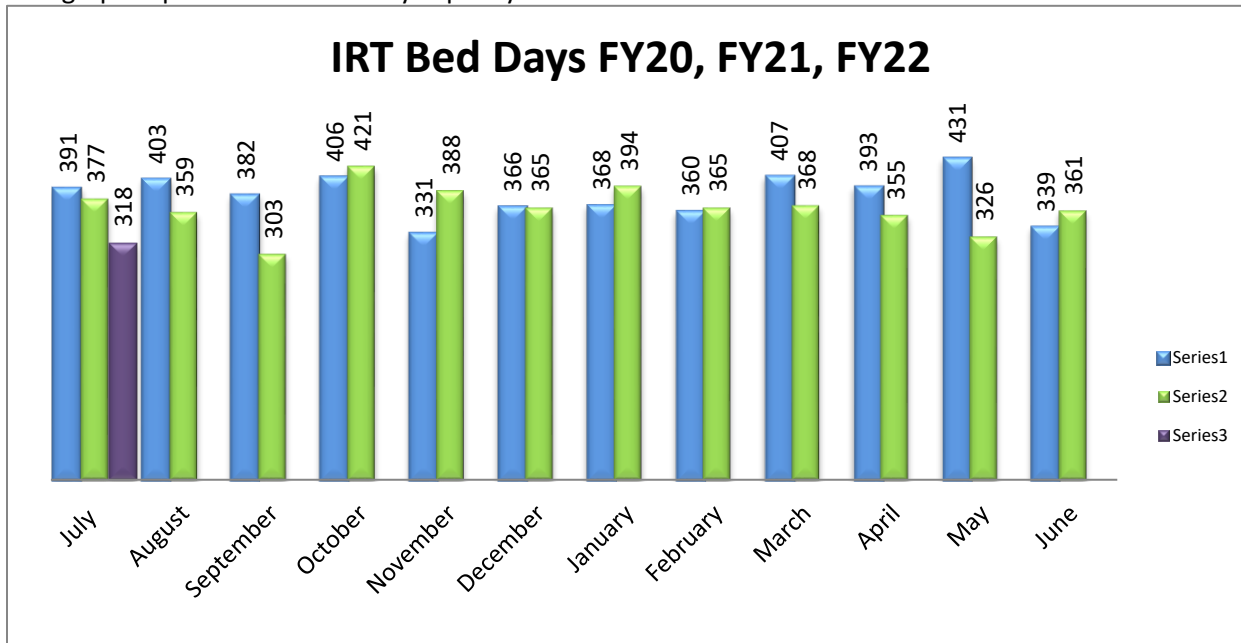
MAT/ MEDICATION ASSISTED TREATMENT

We are continuing to move forward with the Induction Project. The target start date is September 15, 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. We anticipate our first client in August

INTENSIVE RESIDENTIAL TREATMENT IRT

IRT has been dealing with very high acuity clients this month one very high acuity client discharged on trial from USH. Client was very OCD From the first day Client was sleeping on average about 2 hours in the early morning from 4am-6am. While awake at night, he is exercising, talking very loudly to himself and slamming his bedroom door as he came in and out. Redirection was not working and despite staff efforts to redirect in a positive manner, he continued the behavior and actually starting slamming the door harder and louder. This is very disruptive to our other clients trying to sleep. Calling staff vulgar names when attempting to give redirection. He was getting more and more verbally aggressive when communicating with staff. Being verbally aggressive with other clients. He was putting food in and out of his mouth and spit food out into the garbage can. This client continued to escalate at the slightest hint of redirection. On multiple occasions engagement with client and multiple staff members has resulted in escalation and then withdraw from staff. Due to his behaviors we had no other choice, we had to send client back to the USH. I was surprised that the staff and their willingness to try everything and not giving up on him before sending him back. While all this was going on we had an incident with a client attempting to break into our nursing shot room. In doing so, he damaged the door frame. We also had a client go on pass and not come back for several days when he showed up at the receiving center It has been a month at IRT I don't want to repeat any time soon.

This graph represents the bed day capacity used for FY 20 to FY22

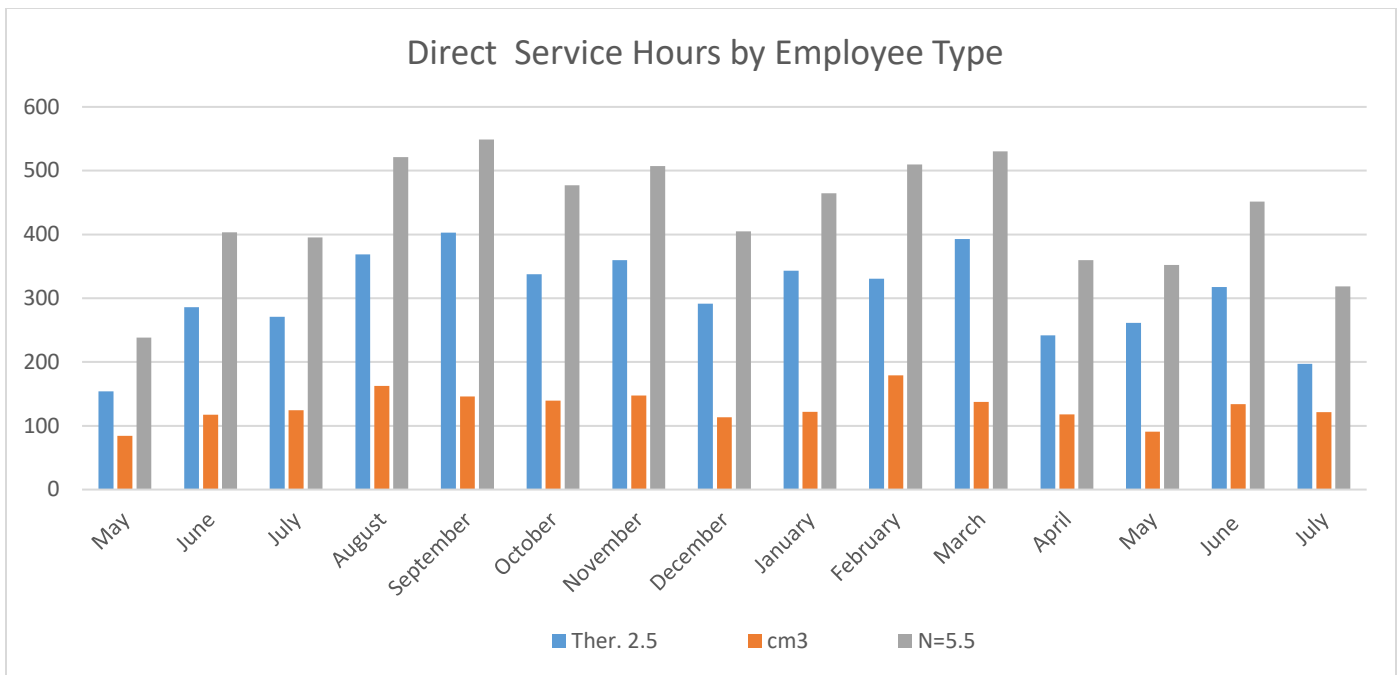


Substance Use Disorders (SUD) Division

UA Lab Drug Testing

- CLIA Certification and Billing – The CLIA Certification had allowed us to add one more layer of professional care and quality service to our clients. Time was spent in July on coordinating with Medicaid to allow for our Lab beginning to bill for U/As. Billing will begin being tested in August.
- We collected a total of 1513 samples in June from 330 clients, with a total of 9,212 assays ran; this is 258 less samples and 7 less clients than we had in May. Our highest number of specimens was collected from clients in Drug Court, with a total of 255 specimens.
- Of clients tested 57.6% had at least one positive test, this is up 2.1% from last month.
- Of all collected samples 7.1% of tests were positive for substances.

Day and Night Outpatient Treatment



- Total therapists include 2 full time therapists, 2 Case Managers and a program supervisor, and one Intern. We are interviewing for a Case Manager and therapist.
- We have added an evidenced based curriculum group, Connections, for our GOP and IOP groups.

Promise Programs

- We moved, and our clients seem happy with the move. Especially our clients who were in the North Promise location. They have indicated the new building feels much more comfortable and upgraded from Promise North.
- Promise Program was shut down for Treatment days while moving. This contributed to lower productivity for the month of July.
- We have had one case manager leave us this month.
- We are also still hiring for a clinician. This position has remained open for 5 months.
- Kate Felt, has contracted with us for 10 hours of clinical services a week.

Youth & Young Adult Programs

- Current Program #'s are 59 (32 youth, 27 young adults) total clients with 8 new clients this month.
- We have been happy to have already interviewed a great therapist candidate that accepted our offer of employment and will begin working for WBH in Aug.

House of Hope

- We have had 5 individuals at House of Hope through July.

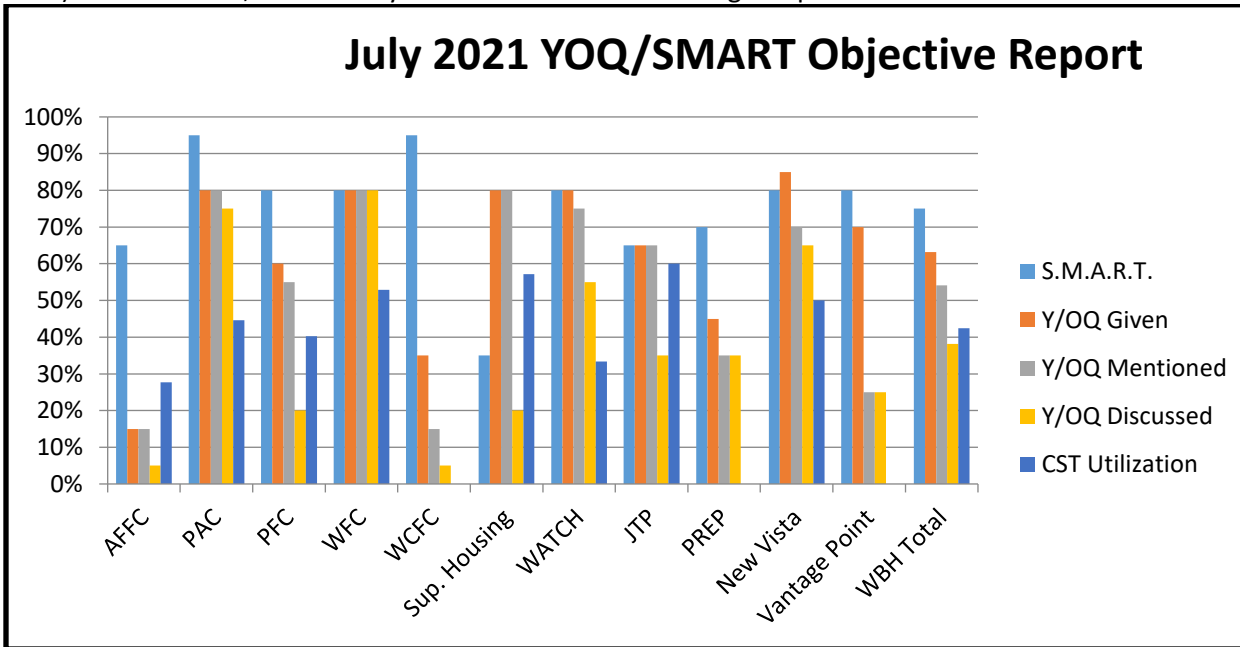
Odyssey House

- We have 2 adult clients in Odyssey House this past month.

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 individual therapy 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, several clinics showed dramatic changes compared to their performance last month. After an exceptional month in June, PFC had a 19% point drop overall this month owing mostly to a reduction in Y/OQ and CST administrations. WCFC had a similar decline of 25 percentage points overall, due mostly to a reduction in Y/OQ administration. WFC on the other hand, had a twenty percentage point improvement this month due to significant improvements in all areas. Although Vantage Point’s overall performance dropped by 14% this month overall (due to a decline in CST administration – a challenging area for VP due to the short-term nature of its clientele), the clinic made ongoing improvements in the areas of Y/OQ administration and utilization that are noteworthy. Payson family clinic improved on their already high and consistent performance this month with another 3% improvement overall. Comparing overall scores for June, Payson Family Clinic and Westpark Family Clinic tied for first place, each with compliance rates of 75%.

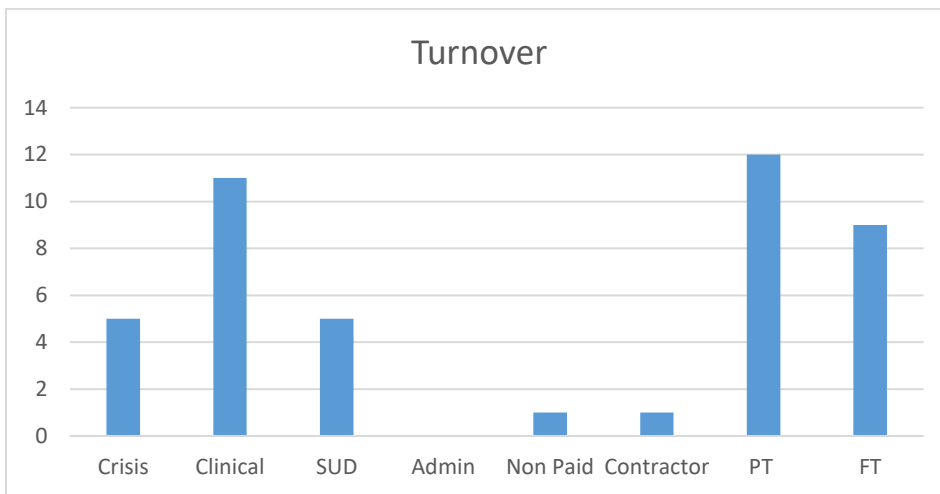
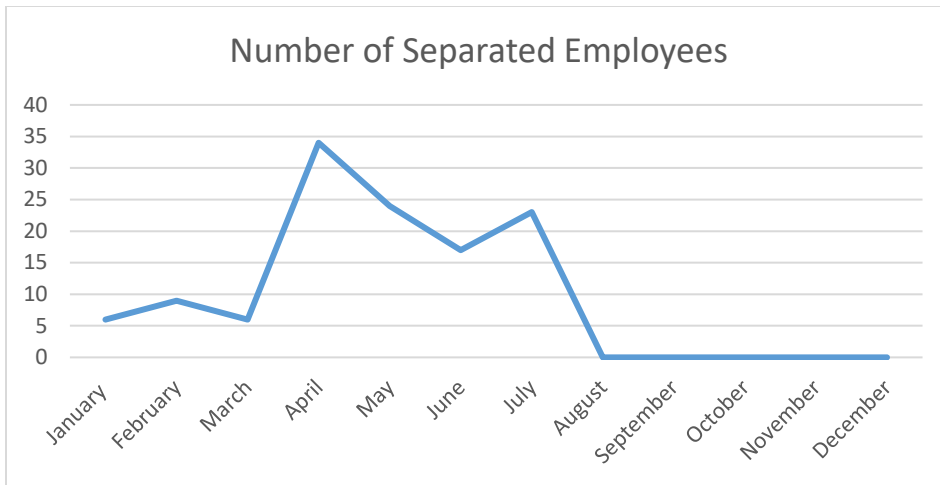
Human Resources

Summary

This report provides an overview of the activities of the HR office for the month of July, 2021. It includes recruiting efforts, turnover numbers, FMLA usage, pay scale changes for the month, exit survey data, and other significant HR staff activities.

Employee Turnover

The following chart shows the number of employees who separated in the month of June. HR processed seventeen (23) separations. Of the twenty three, nine (9) were full time, twelve (12) were part time which includes six (6) psych interns, one (1) was a non-paid interns and one (1) was a contractor. Eight (8) of the 23 were interns, three (3) left for other employment, two (2) are going to school, (4) moved out of the area, one (1) reduction in force, one (1) termination for cause. The remaining either did not respond or reported that they left for various personal reasons.

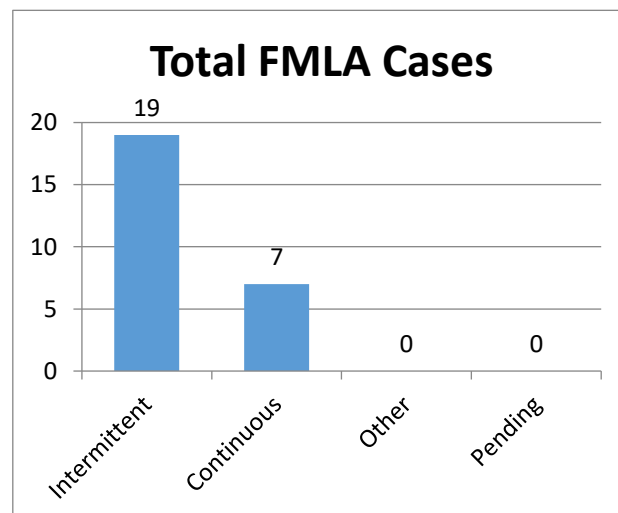


FMLA Leave Usage

The graph represents employees that are currently on FMLA. Twenty one individuals represented below are on intermittent leave, which can carry over from month to month, and even span a whole year. WBH increased from 5 employees on continuous FMLA to 6 employees (which will last up to 12 consecutive weeks, depending on the situation). There are no currently “pending” cases. WBH currently has 2 employees utilizing the Short-Term Disability benefit, which replaces 60% of the employees lost wages due to a disability that prevents them from working. This is up from 1 last month.

Current year FMLA	
Intermittent	19
Continuous	7
Other	0
Pending	0
Total FMLA	26

FMLA Carryover from Prior Year 21
Current STD as of: 3
8/13/2021

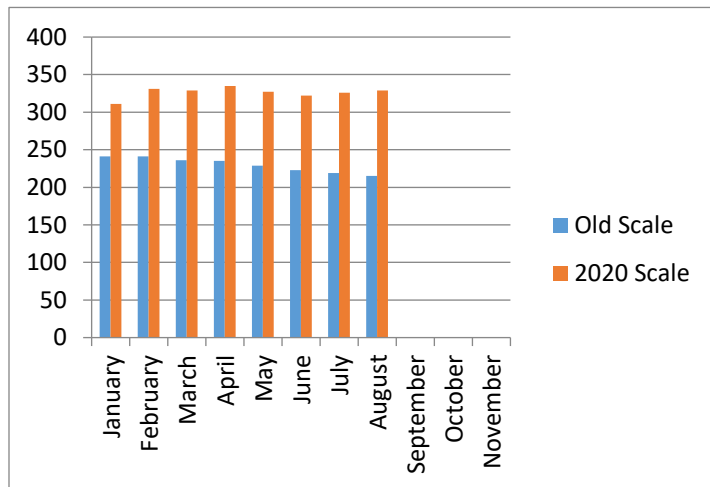


Employee Pay Scales

The chart below illustrates the number of employees on each pay plan since the change in January 2020. As of 08/13/2021, the net change in the total number of employees at WBH is -1.

Number of Employees on Pay Scales

As of	8/13/2021		Total
	Old Scale	2020 Scale	
January	241	311	552
February	241	331	572
March	236	329	565
April	235	335	570
May	229	327	556
June	223	322	556
July	219	326	545
August	215	329	544
September			0
October			0
November			0
December			0



Other HR Activities

We modified our leave policy. It was amended to allow employees to decrease their leave accrual and increase their take home pay by 2.5%. Next month, we will report on how many employees selected this option.

We rolled out the new evaluation system, Express Evaluations. This system was built by a former HR Director at Wasatch Behavioral Health, so our needs are being addressed. There are a few “bugs” in the system, especially with employee access. We have addressed most of those concerns now and employees and supervisors are currently working in the new system.

The fingerprint process is now up and running well! Our expert will be leaving WBH next month to attend graduate school, but he has trained several employees in the office to run fingerprints and report them to the State of Utah.

New supervisor training was fantastic! The last training was this month. All participants expressed appreciation for the course and seemed to have built their knowledge of supervisory duties. I expect to see some of them promote at WBH as they progress through their careers. We have had one advancement already, and I am confident he will make a great supervisor.

Accounting Department

Docuphase Project/AP Automation – We set the going live date for August 2nd.

Prepaid Medicaid Cost Study/MLR Report – The FY 2021 audit is still in progress. The auditors had the deadline of July 15th to submit their report to Utah Medicaid. We have received a few request from them after their deadline.

Monthly Close – We had a successful year end billing. We were able to bill all the remaining June bills on time.

Billing Department

July again has been dominated by the data conversion from Credible to Junction. Year End close was the 1st priority of this month. Kissflow billings were a tad easier this month as all I needed to worry about was the month of June. I was able to meet all the DSAMH deadlines to close out the contract billings from the SUD allocation letter. As a billing staff we were able to close the June bill period by 7/16.

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.

As for the Credible to Junction we continued to follow this plan:

1. Data prior to 7/1/20 is there for historical purposes and does not affect client or 3rd party balances. This hasn't gone as smoothly as we hoped. We are finding clients that still have balances that we need to fix.
2. 7/1/20 to 11/30/20 has been mostly completed. There will be odd and ends clean up here and there.
3. Dec 20 & Jan 21 data will be worked with May bill period.
4. Feb 21 & Mar 21 data will be worked with June bill period.

Jeremiah and Bret started working on a couple of projects as part of Juergen's goals of 15 minute intakes and connecting clients quickly with a therapist. After watching a presentation from a company that said they could work with us to develop the software, Jeremiah did some research found an open source software that allows a client to quickly connect, using video, to a provider and demonstrated how fast it was. Jeremiah also worked on creating a more streamlined intake form for clients to fill.

Tech Support/ IT

With much of the conversion behind us, we began working with Randy Huntington on scheduling activation of functions that were disabled in Junction. This was done so SUD staff could become acclimated with Junction with as few barriers as possible in hopes of minimizing staff frustration with validation rules MHE providers were used to. Randy asked that the easier validation items be activated first and moving toward the more restrictive rules, such as service authorization on the IRP, by mid-August.

Francis started working with MCD to get the MCD provider ID number for the SUD division moved so that it would no longer be associated with aDDAPT and become part of WBH. Should be noted that MCD staff were extremely helpful during this process. Upon completion of the move, Francis plans to run one day of SUD encounters to test the process and work out problems, if any occurred.