

Wasatch Behavioral Health

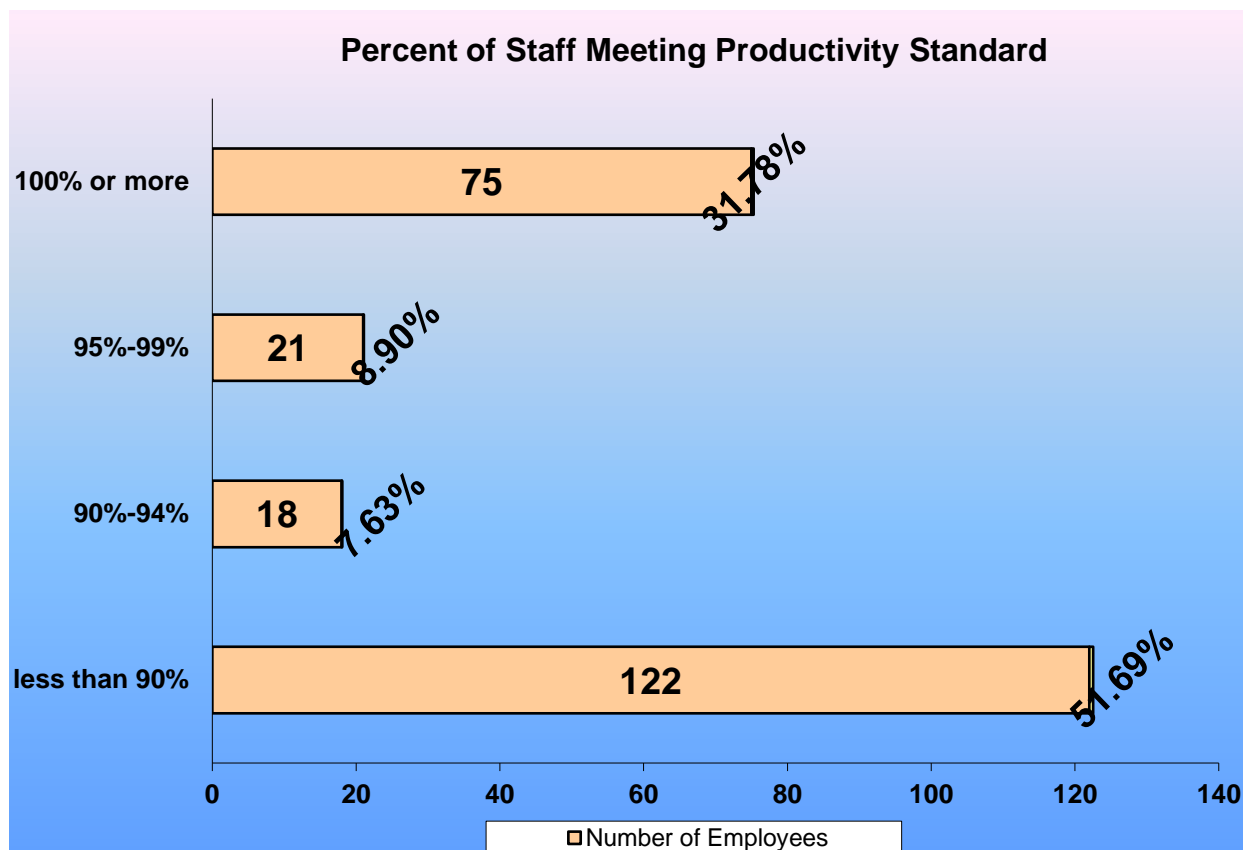
Monthly Briefing Report

July 2020

Even though our internal budget process has been finalized, we are still waiting for the final Medicaid rates for the current 2021 year. Getting these rates late has been a challenge for several years, especially since Medicaid, despite a diversification in our funding streams, is still our largest funding source.

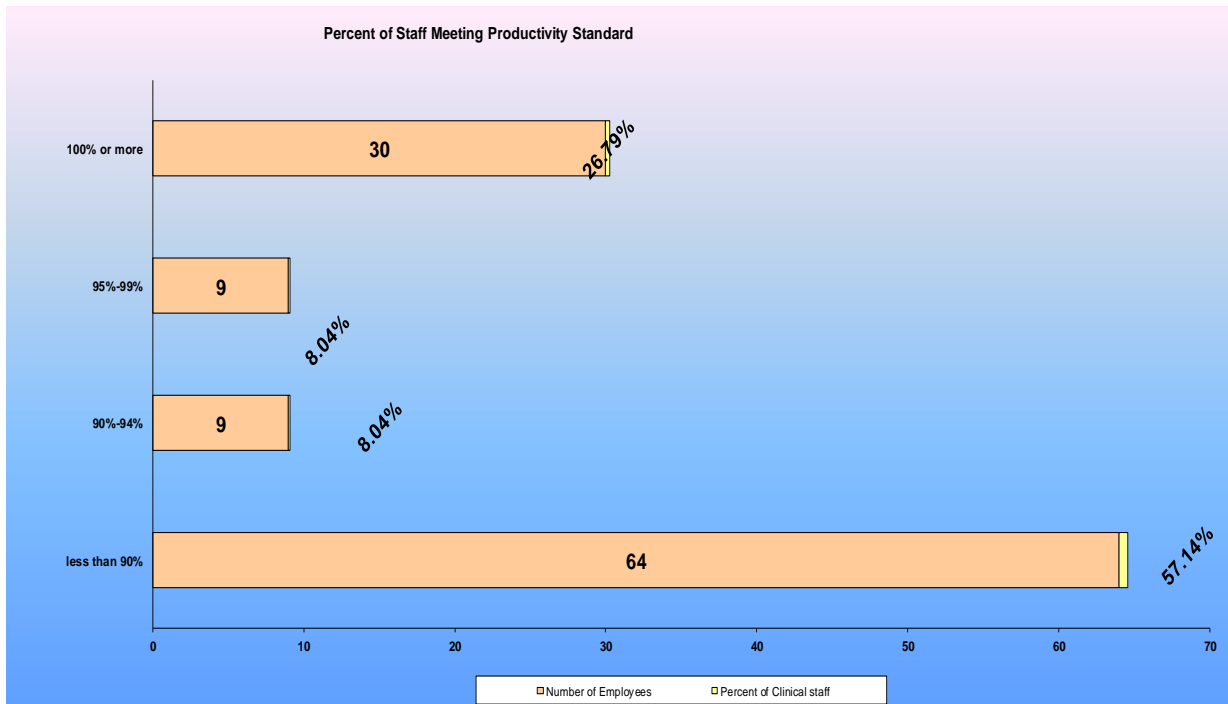
Our efforts to develop a Receiving Center suffered a bit of a set-back, as we recently learned that that facility we hoped to purchase to relocate our Intensive Residential Treatment facility has been sold recently. Should we not find an alternative, we will explore purchasing land and building a new structure. However, that would delay our Receiving Center plans by at least 12 months.

As can be seen below, our service delivery expectation rate is already starting to show improvement, but is not at pre-COVID levels.

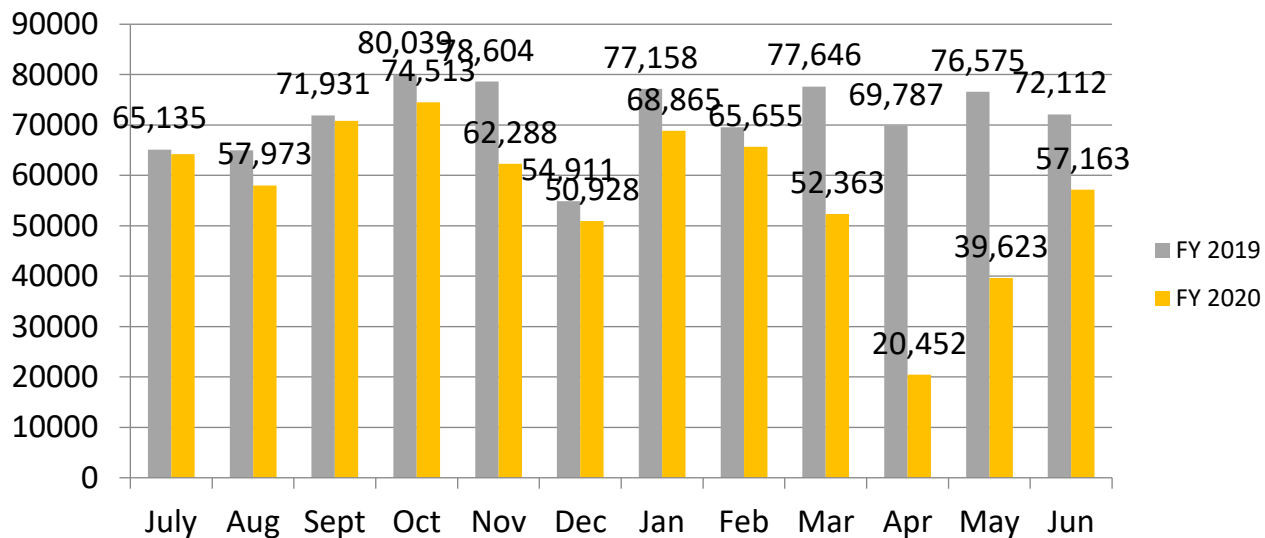


Crisis and Intensive Services Division

Performance Indicators



Units of Service for Crisis and Intensive Services Division



Highlights:

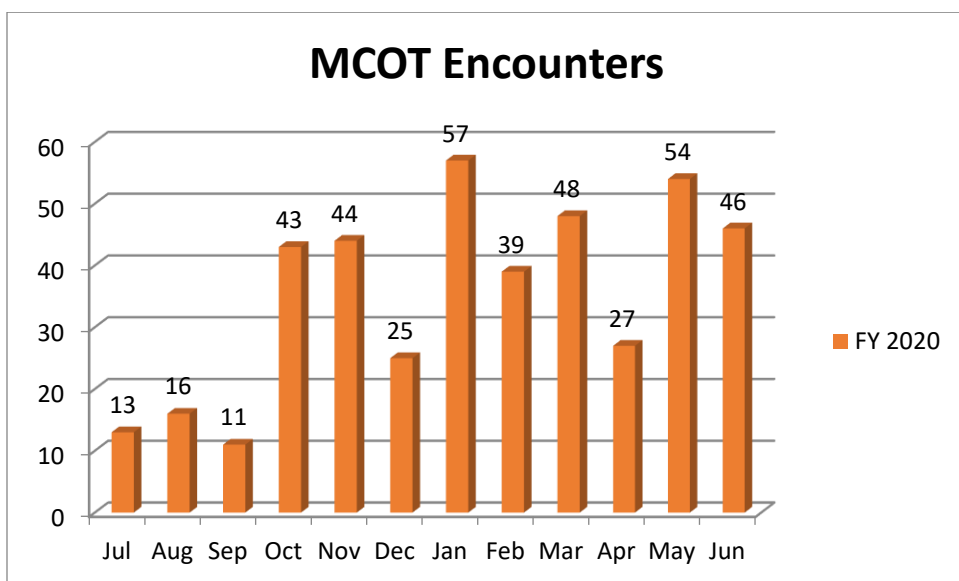
- During June we brought back the children and youth in the GIANT Steps, Stride, XCEL, and New Vista programs maintaining social distance and wearing masks. We were also able to start a Grandfamilies

session. We plan to start a second Grandfamilies session in July due to the number of people requesting the program. We will also be starting a Strengthening Families session in July.

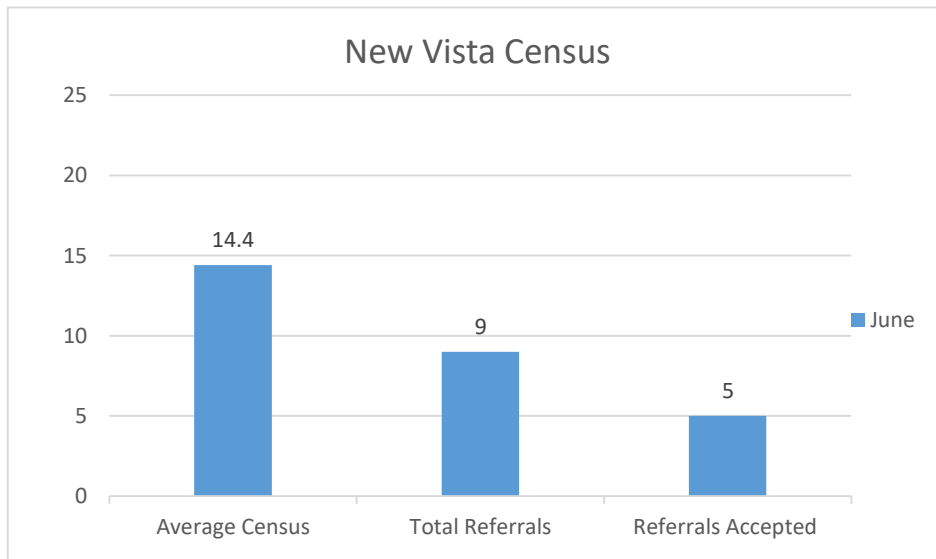
- GIANT Steps held a virtual auction and was able to recoup the cost of the auction software.
- The Provo and Orem Police departments continue to express appreciation for the MCOT teams and their assistance and for being able to bring people to the ROC.

June Unduplicated Clients served in Family and Specialty clinics:

Clinic	Adults	Youth	Total
PFC	161	521	682
Payson	263	196	459
AFFC	377	425	802
WCFC	131	29	160
WFC	799	29	828
Med Services	1214	260	1474
Psych Services	100	57	157
Crisis	100	8	108

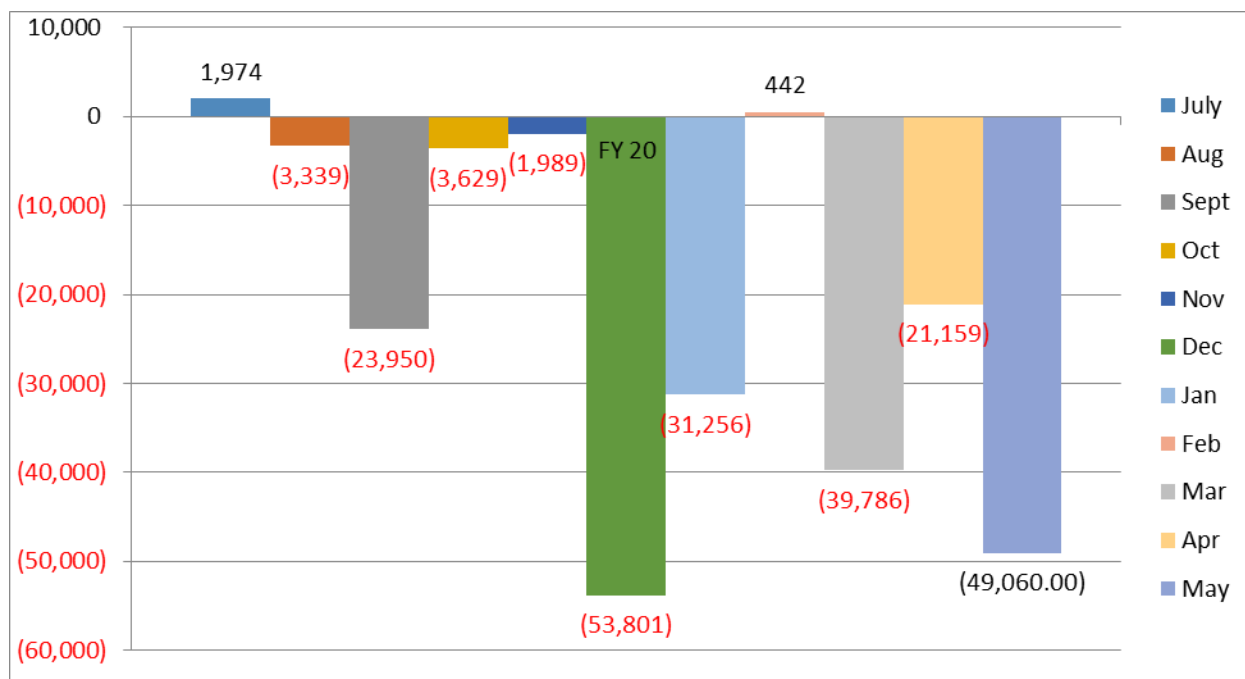


New Vista Youth Services



New Vista Financial Report

New Vista accrued a total loss of \$49,060 in May.



Highlights:

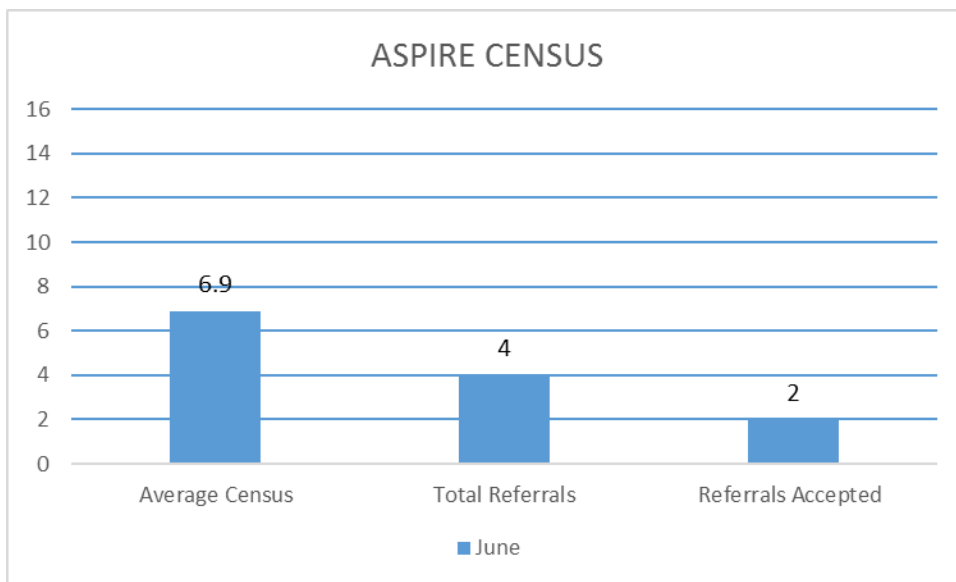
- During the month of May New Vista was not able to cover the cost of personnel. New Vista was limited on the amount of clients that could participate in the program. DHS set a cap which was lower than our licensed capacity. Due to spacing issues, however, we still needed all of our staff members in order to provide supervision. New Vista accrued a waiting list of clients during this time due to having a lower limit on the amount of The New Vista summer program is being held Mon-Thursday and is focusing on enhancing the skills the youth already have to develop healthy relationships so they decrease their maladaptive behaviors. Due to the COVID-19 restrictions, New Vista takes all the youths temps prior to getting on transport and once again in the afternoon at treatment. We have only had one issue where a

young man's temp was 100.3, and we did not allow him to attend treatment that day. New Vista takes advantage of the Summer Breakfast & Lunch Program that the school district provides.

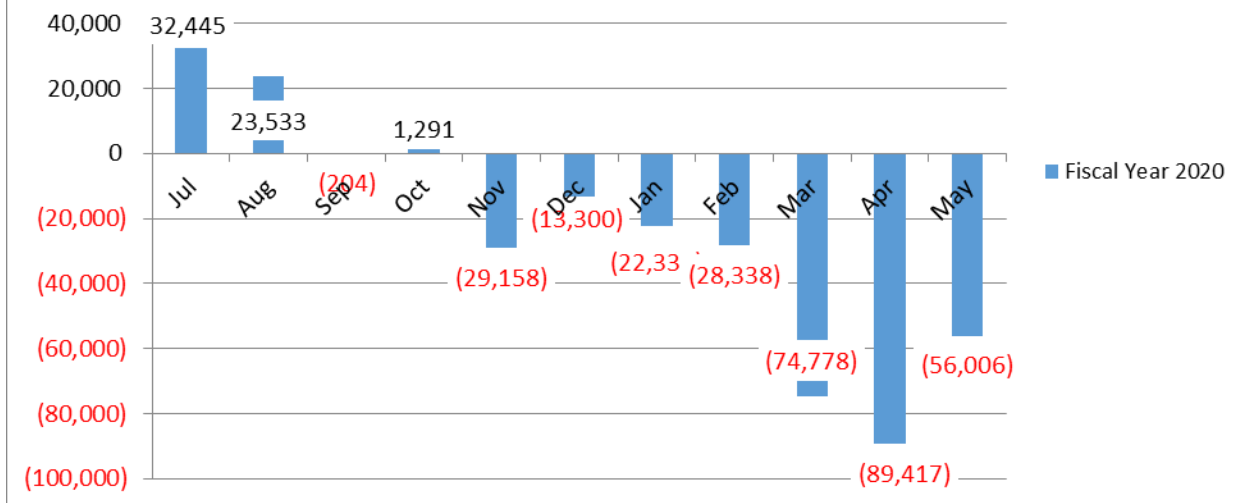
- In the New Vista YSD groups we focus on building and maintaining healthy relationships. The youth are focusing on developing emotional regulation skills they can use in their daily lives. The youth, with assistance from staff, are working to enhance their coping skills that may be beneficial for them to use when they feel the need to find a healthy coping skill. The youth are working on trauma narratives in therapy groups. The trauma narrative enables youth to express themselves to peers and others by working through the shame, guilt, and embarrassment they feel from their past experiences.
- New Vista had 9 referrals and we started 3 new youth in day treatment and 2 outpatient youth. 1 youth cannot start until the end of July due to transitioning out of a group home out of state.

Aspire Academy

- Two girls at Aspire stepped down into a foster home during the month of June. We were excited to see them progress. We received four referrals in June. One new girl started at the end of May, and one started at the beginning of June.



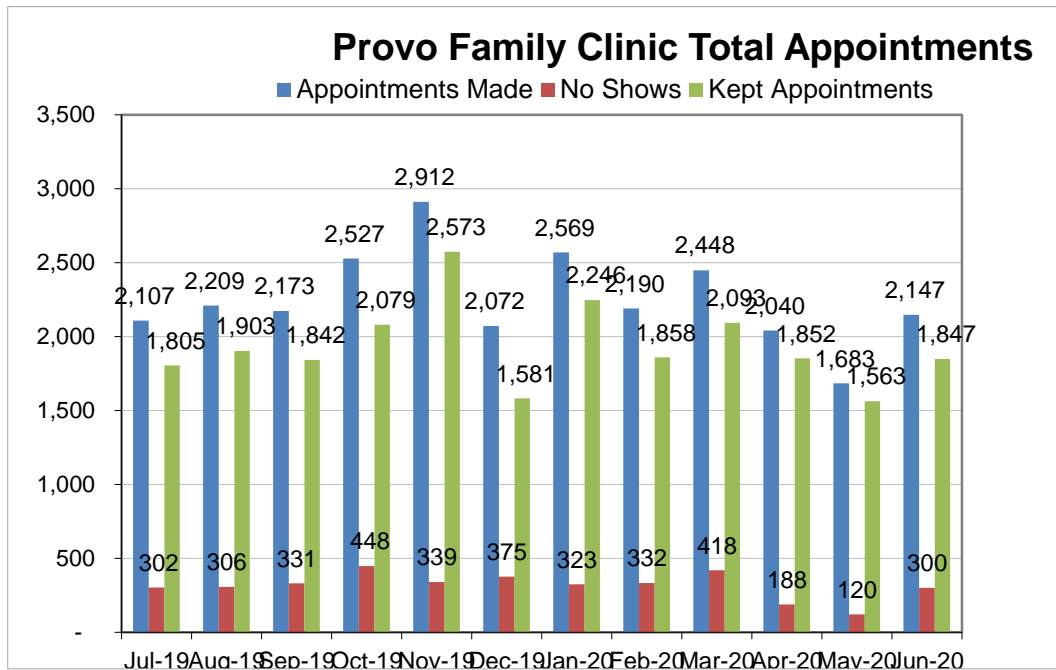
Financial Report



Highlights:

- May was the best financial month Aspire has had since February. Although still a great deal of work to do, we are moving in the right direction compared to March and April.
- We currently have 8 residents at Aspire.
- In the Month of June we had 1 admission and 2 girls discharge from the program.
- During the month of June our girls have been busy with individual therapy and group therapy. The therapists and staff have been continuing to focus on the following programs: survivors groups, DBT groups, experiential groups, and self-esteem groups.
- Alpine School District has been able to provide us with in-person classes for ½ days, and the girls have adjusted well to the change. We will continue our summer school sessions until July 30th and then be out for the summer and resume in-person classes in the fall.

Provo Family Clinic



Highlights:

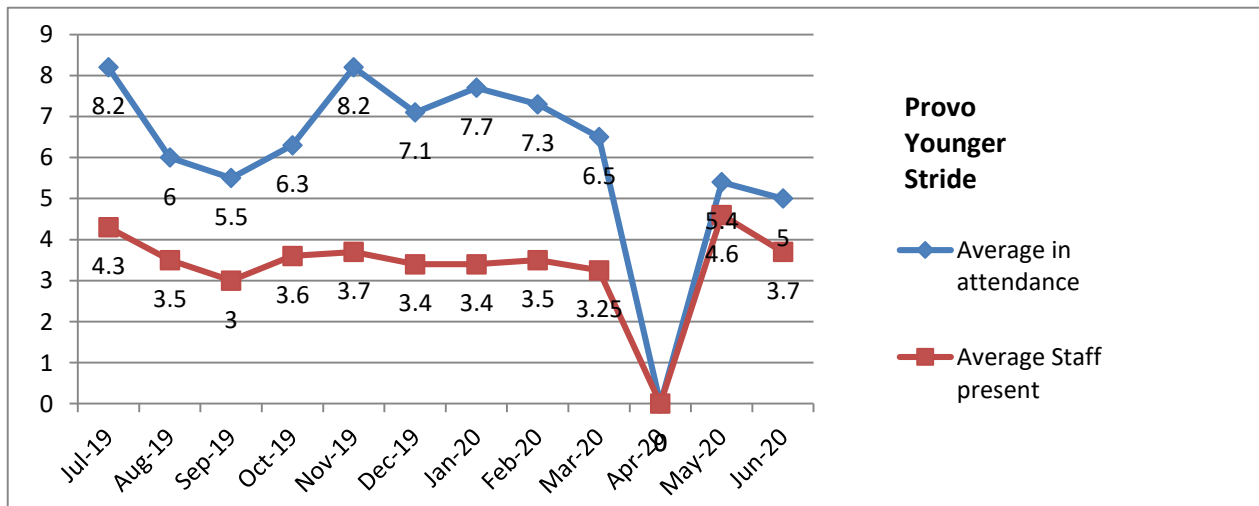
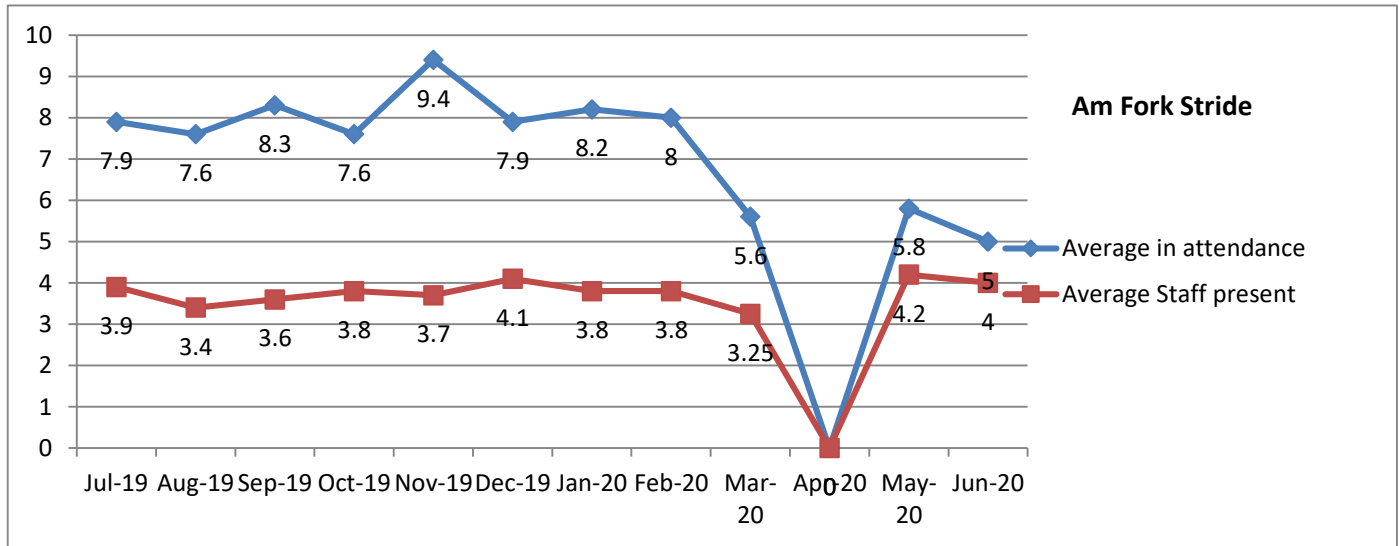
- Elizabeth Feil has been involved with supporting Hope for Utah as a mental health advisor. This is a great thing for our community and suicide prevention work.

“Last year, Cathy Bledsoe and Greg Hudnall contacted me asked if I could review, edit and provide feedback for their new Hope Squad Curriculum. This initially included about 8-10 "phases" or 30 minute lessons for Hope Squad instructors to do with Hope Squad members. Over the last year they've asked me to review their updated phases as well as some new ones they have developed. Lesson topics include warning signs for suicide, talking with a struggling peer, mental health and mental illness, resilience and coping skills, substance abuse, and school violence. They also asked if I could review the monthly newsletter they send out and provide feedback. This month, they asked me to send a photo and bio for their "Meet the Team" page for mental health advisors.”

Financial Status

Through **May 31, 2020**, PFC had a profit/(loss) of: (\$180,190)

Stride and XCEL - Partial Day Treatment Programs



Financial Status

Through **May 31, 2020**, Stride's budget shows profit/(loss) of : (\$82,243)

Through **May 31, 2020**, XCEL's budget shows profit/(loss) of : (\$41,855)

Grand Families/Strengthening Families

In the month of June, we held four sessions of the Grandfamilies Program. We are holding a smaller than normal group for this program, but we are still getting positive feedback from members regarding the helpfulness of the group for them. Staff spent time in June preparing for new sessions of the Strengthening Families Program and the Grandfamilies Program to start in July, including requests for referrals and opening new clients for the GFP.

Success Stories

One of our grandparents this session has reported several times how important coming to Grandfamilies every week is to her. She reported that she was so focused on disciplining her grandson when he first came to live with her in January that she didn't realize that she wasn't attending to their relationship. Since discussing the

importance of the relationship in one of beginning sessions, she has reported a significant improvement in both their bond and in his behaviors. Last week she reported that her grandson told her he is glad that he is living with her and that he has decided living with her is what is best for him.

GIANT Steps

Highlights & Program Updates

- Services are still down compared to last fiscal year. We are seeing half the number of students daily that we typically do because of school and DHS guidelines.
- The Friends of Giant Steps Virtual Auction was successful and took in over \$3,500 in earnings.
- We held our Giant Steps graduation on June 26th with 42 graduates. We had smaller graduations by classroom due to covid guidelines which worked out very smoothly.

Community Involvement

- Adoption Subsidy Committee
- Partners for Infants and Children Committee
- Help Me Grow Networking Event

Billable Units of Service

Current Month – 12,430 units of service were provided to Giant Steps clients/families.

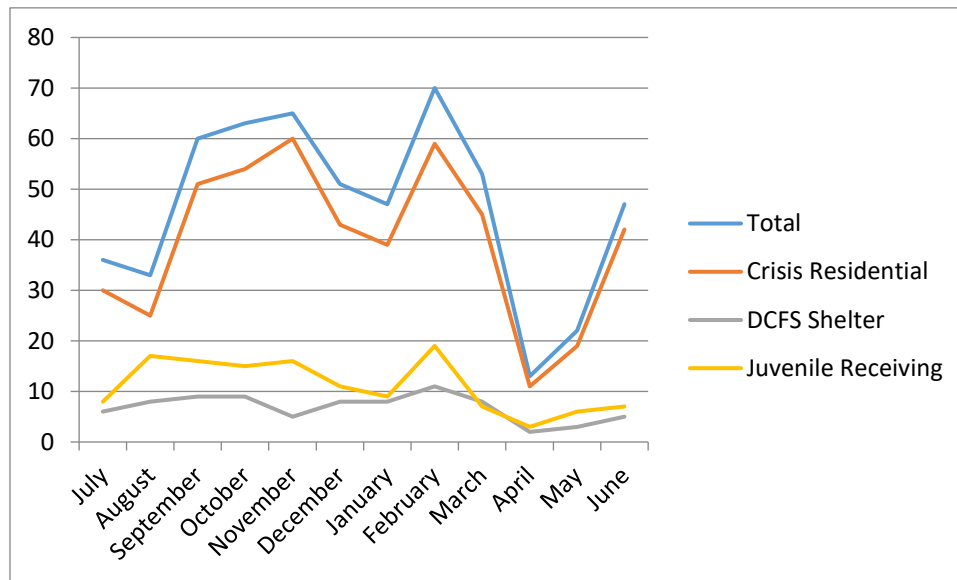
Last Year Comparison – 21,281 units of service were provided in the same month last year.

Financial Information

Fiscal Year-to-Date Income Gain (Loss) – (\$372,512.57)

Similar to last month, the lack of services we have been able to provide because of the pandemic has left a profound impact on our ability to provide enough services to achieve financial solvency. Now that all of our classrooms are back into our schools, we should be able to continue providing more and more services and gain more revenue. The limiting factor will be the number of children we can see at a time, which currently capped at around 6 children per class, which is half the clientele we normally serve. If school districts and DHS allow more, we will be able to provide significantly more services.

Vantage Point



Leadership/Allied Agency Participation/Initiatives/Success

- We are accepting youth at Vantage Point and are at full capacity without bed restrictions.

As you can see, since increasing our bed space availability back to normal, our numbers are increasing back as well. But we definitely took a hit this year as far as our numbers go.

Turn Aways

June	
Accept:	39
Reasons:	
Full:	
Full on Boys:	3
Full on Girls:	2
Cannot accept another 1-1:	2
Decided not to come:	11
Refer to Crisis:	2
Other:	
Covid-19 concerns:	2
Not in County we serve:	1

BRIDGE

Several of the BRIDGE clients have been struggling with their mental health due to the COVID-19 restrictions and some have been evicted from their apartments. But even with the restrictions, the case managers have been working hard with IRT, RPS, Community Action, WATCH, and other community agencies to help our clients stay safe and sheltered. We would like to express our gratitude for the collaboration and support during these unpredictable times!

PREP

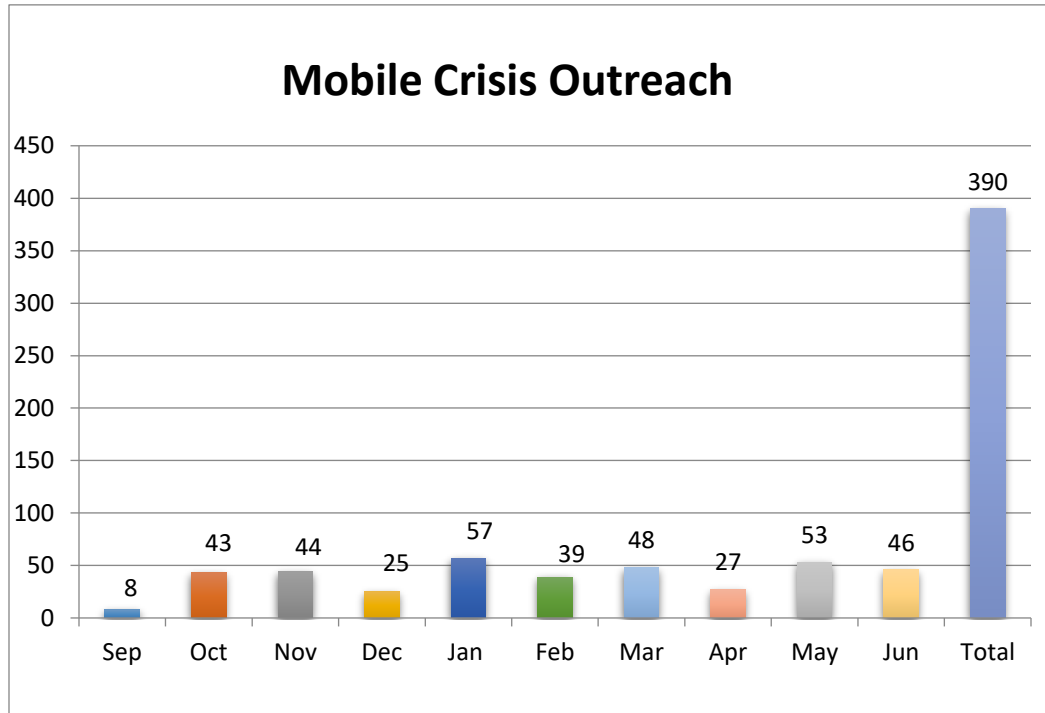
- W is 18 years old and has trouble with commitment to his treatment. After just 5 days in IRT, he went home on a home visit and never returned. He started abusing alcohol and marijuana. He refused to come back to treatment and was creating chaos at home. His mother was so worried that he would become so unstable and become suicidal and kill himself like his older brother. But even during his break from treatment, the mother was encouraged to call when she needed support, which she did. After a few months, W called and requested help and we were right there. Case manager got him in to see the prescriber that week and linked him to therapist on zoom as well. He is now restarting his medication and re-engaged in treatment.
- With young people, it takes a few tries! The PREP program allows for that flexibility. The support to the family is also important. The mother expressed her gratitude and stated she “wouldn’t know what to do if we didn’t have the PREP team”.
- K has been on the PREP team now for over a year. Before, she thought she wanted to be a dental hygienist but figured out that was not what she wanted to do. She has been stable and baseline in her symptoms for several months. She worked hard on her social skills and her shyness. The case manager was able to get her signed up for cosmetology school starting on August 18th. She is so excited! Her family is also excited to see her pursuing a dream and starting school. Best of all, she is no longer isolating in her home. She goes out at least once a week to visit with a friend and she has been reading books and painting at home to help keep her brain active.

Number of total unduplicated clients served last month: 52

Number of OQ/ YOQs administered: 45

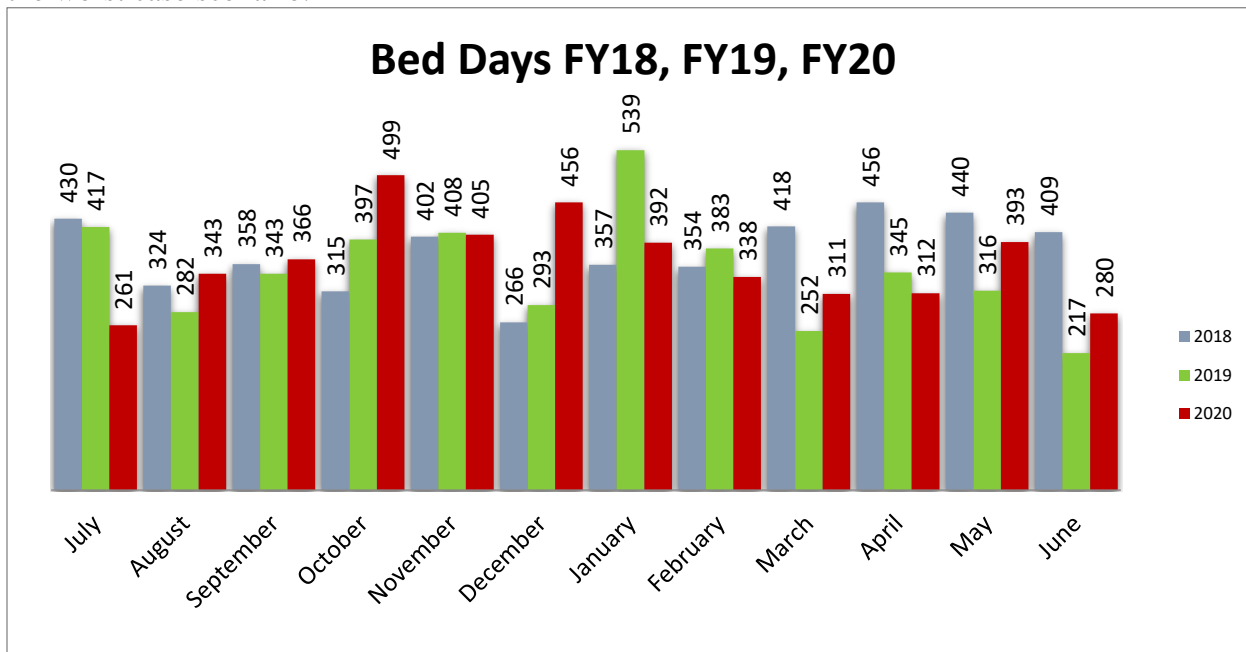
Number of unduplicated clients who completed an OQ/YOQ: 36

Crisis Services



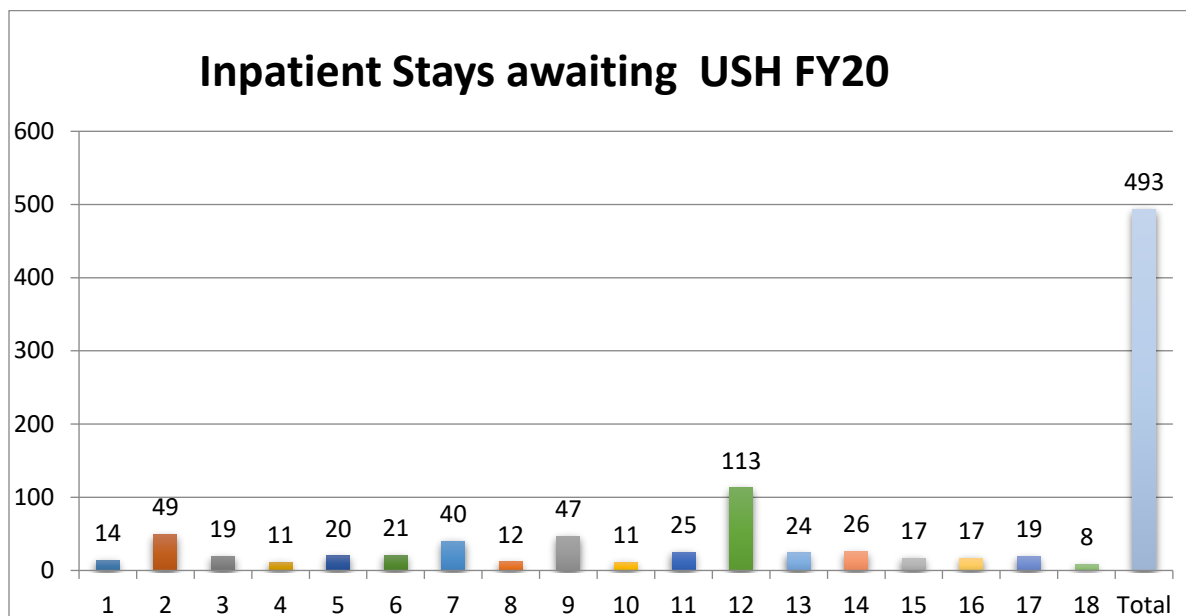
Inpatient Psychiatry

The following graph illustrates the total number of inpatient psychiatric bed days used for WMH clients during each month of the last two fiscal years and FY 2020. These bed days are accrued for all inpatient interests involving various WMH clients. WMH will not necessarily be the Medicaid payer; however we are accruing the worst case scenario.



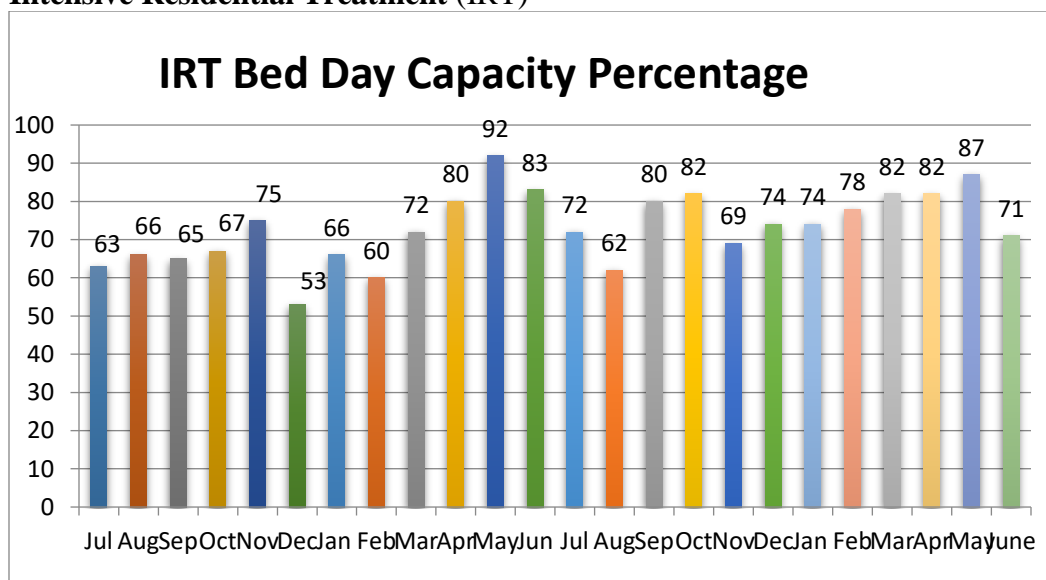
Inpatient stays waiting for USH Hospital bed placement

The following graphs represent those waiting for admission to the Utah State Hospital. The numbers on the bottom of the graphs represent each individual who waited for USH placement. In 2012, WMH started tracking the number of acute psychiatric hospital bed days used for patients awaiting admission to the USH. **The total cumulative cost to WMH since 2012 is approximately \$5,609,119. Total cost for FY 20 thus far is \$542,300.**



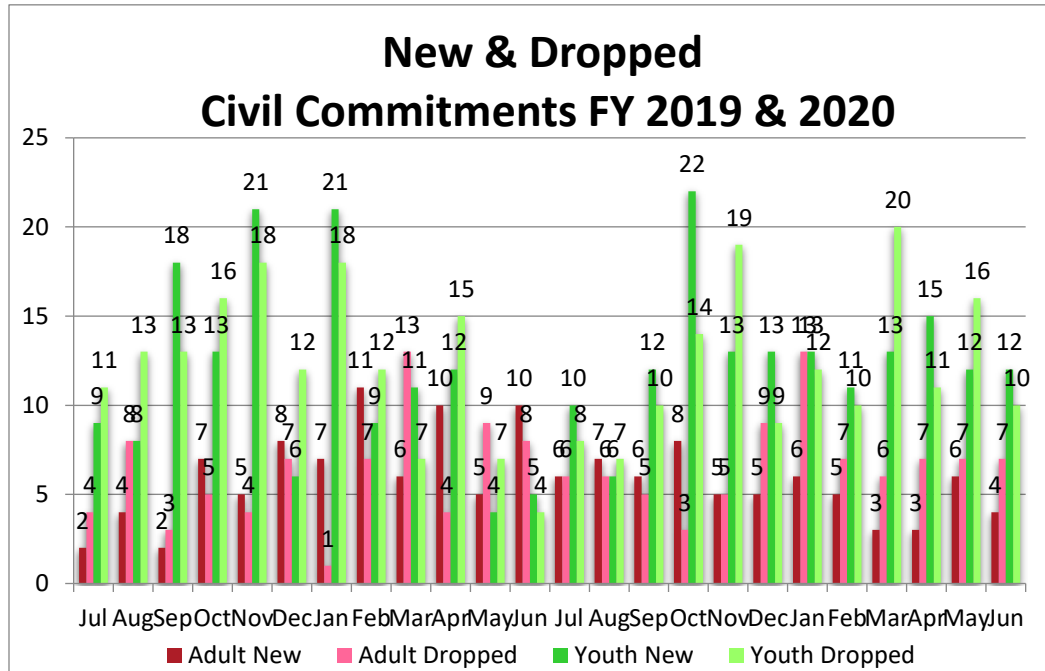
Intensive Residential Treatment

IRT - The following graph illustrates the bed day capacity percentages from FY19 to FY20 at Intensive Residential Treatment (IRT)



CIVIL COMMITMENT

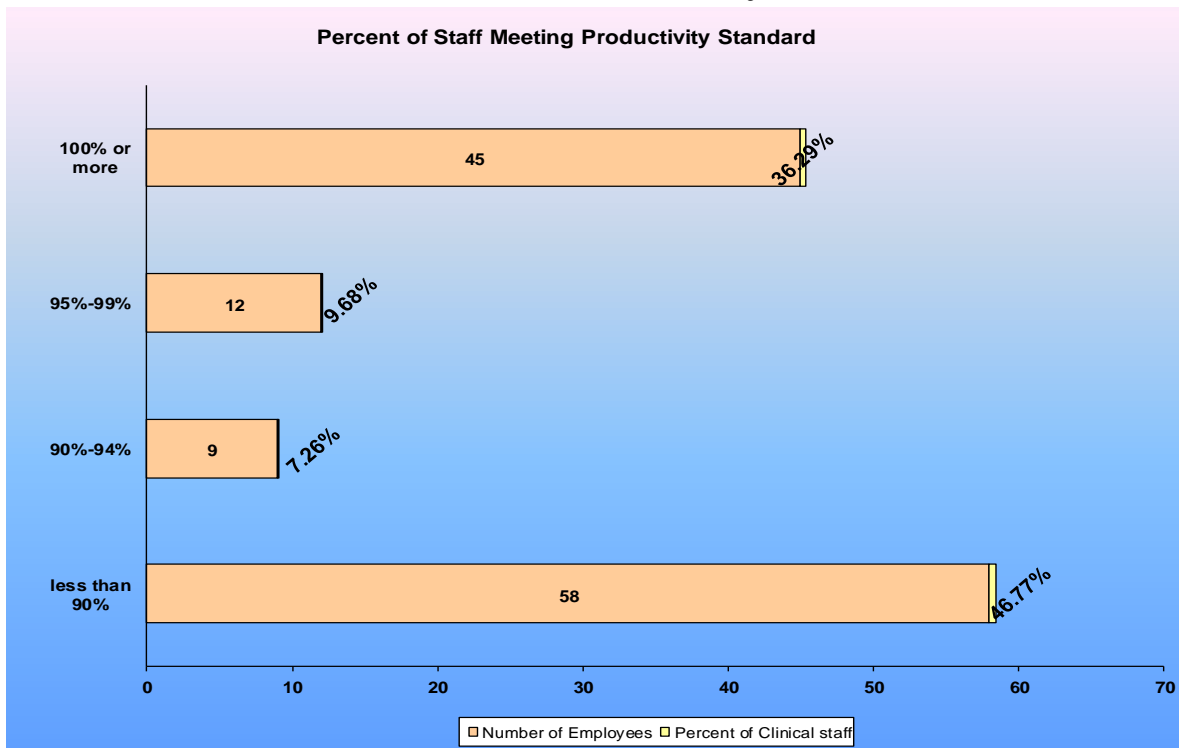
The following graph represents the number of new compared to dismissed adult/youth civil commitments for each month in FY19 and FY20. Each one of these numbers represents significant time and effort making sure commitment criteria are met before filing and pursuing the court proceedings and that the client is stable and no longer a danger before the commitment is dismissed.



Success Story

- CY FAST has been working with a family in Crisis for quite a while; this family has been difficult to engage in treatment. Despite many prior efforts to stabilize the family and offer therapy for this particular youth, there was little buy-in and traction. Over the course of the past few years, mom and the other siblings have been able to gain some better insight and healthier coping strategies. These positive changes were integral to helping this youth feel safe enough to finally begin his trauma narrative.
- CY-FAST diverted an inpatient stay after wrap-around supports to stabilize a youth at home had been unfruitful. Although the family was initially reluctant about having the youth go to Vantage Point, both the youth and the parent were very grateful for the short reboot to get back on track at home. The youth reported "I've never done yoga before. It was so amazing and I haven't felt this good in a long time. I'm definitely going to want to do more of it when I leave." With the support of Laurel Smith, the youth was able to gain traction with continued wrap-around supports.

Clinical & Community Services Division



OQ/YOQ Administration

Number of total unduplicated clients served last month:

Adult Clients Served	2873
Child/Youth Clients Served	1456
Total	4329

Number of OQ/ YOQs administered:

Clinical & Community Services Division	1880
Crisis & Intensive Services Division	510

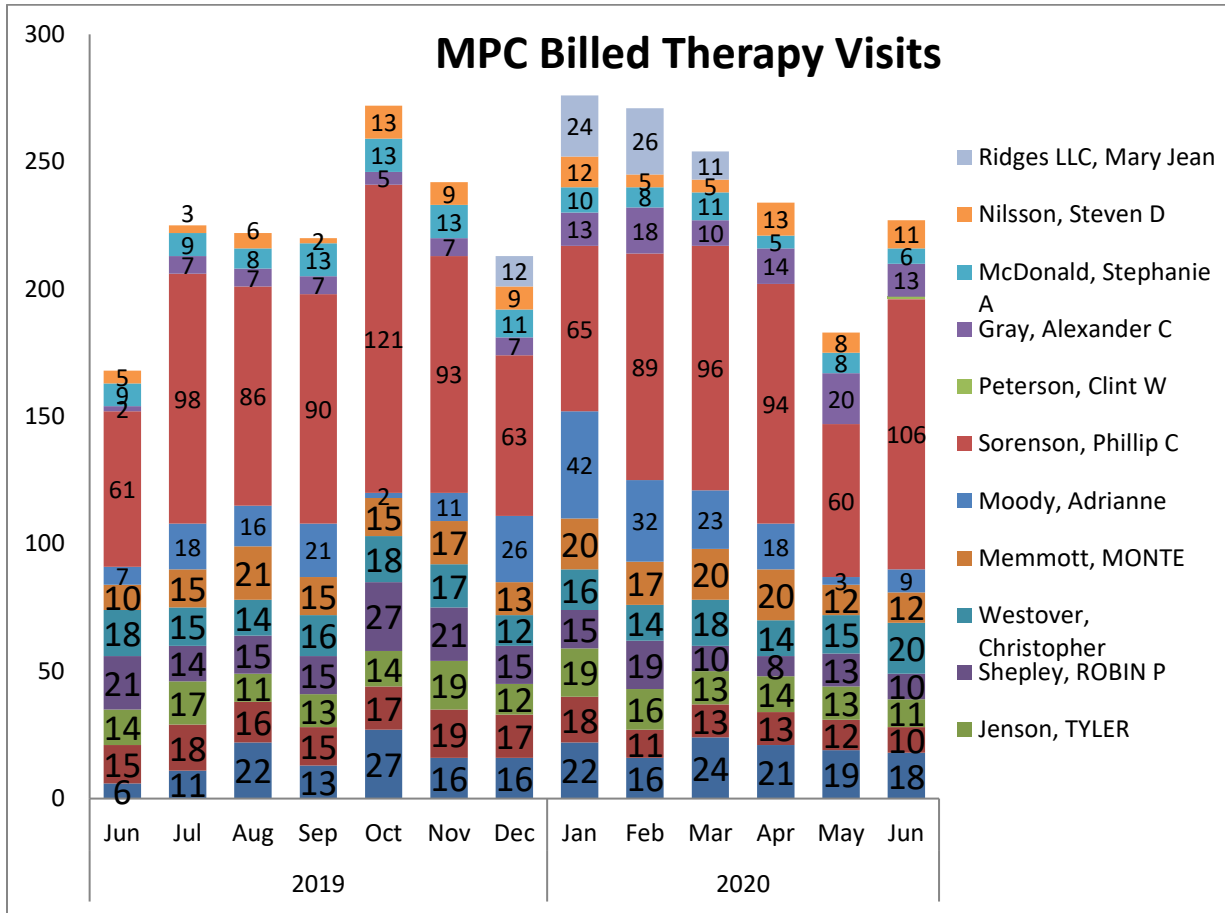
Number of unduplicated clients who completed an OQ/YOQ:

Clinical & Community Services	1140
Crisis & Intensive Services	310
Total	1450

Unduplicated Count of All Clients Served at WMH	4329
% of Unduplicated Clients Completing an OQ/YOQ	33 %

Mountain Peaks Counseling

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



Leadership/Allied Agency Participation/Initiatives/Successes

- With the recent increase of Covid-19 cases, we have been notifying clients that if they prefer to do tele-health, we can arrange for that if they are more comfortable. The after-hours therapists are staying fairly busy with a mix of in person and tele-health while the day time clinician is seeing more in person, but will likely turn to more tele-health.
- In the front office we asked for some sneeze shields for the CTA's to sit behind but they are very expensive and hard to find commercially. After consulting with Doran who was going to research the shields, Dave Blume looked in to making some personally. He made shields for the CTA's as well as the nurse's station at South Campus. The CTA's and nurses feel much safer and are pleased with the look. Dave also made some shields for the Health and Justice SUD front desks at Sue's request for some custom colors. Dave informed maintenance of the process and materials needed and they have begun making them for other areas. At this time with Covid-19 still increasing, it is good to add what protections we can.

Financial Report:

Our intakes did increase as expected up from 9 in May to 25 in June for a 177% increase and total therapy sessions went up from 184 in May to 227 in June for a 23.3% increase. Our prescriber visits went up from 15 in May to 24 in June for a 60% increase

Westpark Family Clinic

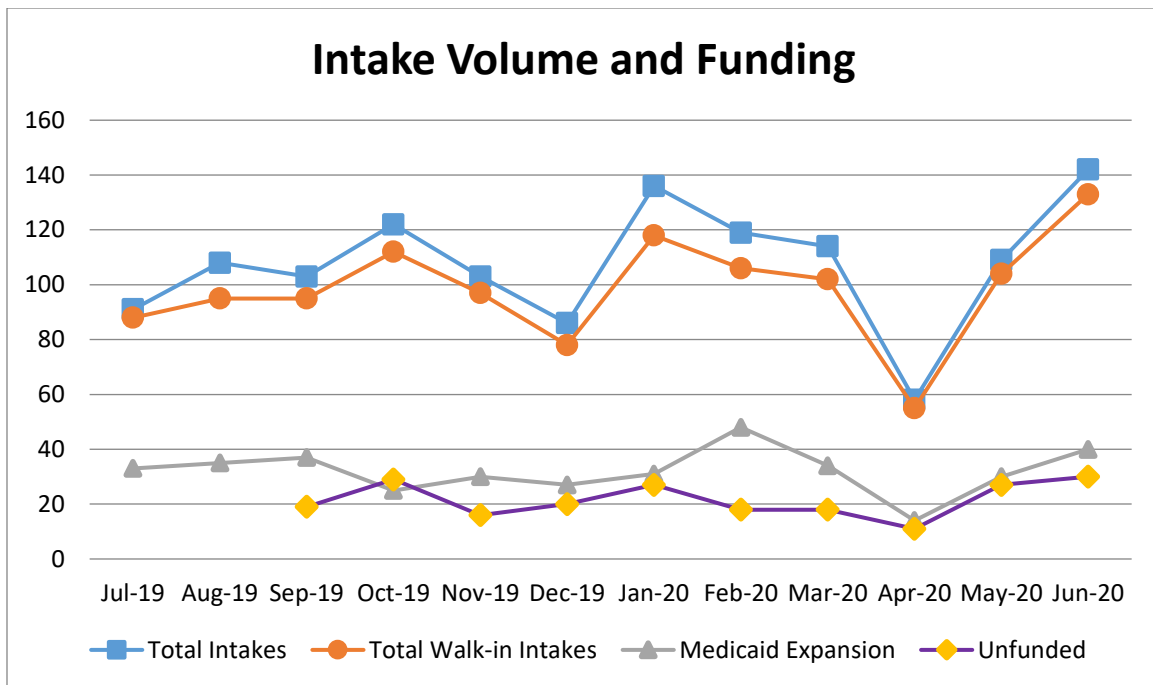
- In June 2020, PASRR staff completed 56 PASRRs for generated revenue of \$19,958.
- PASRR staff continues to provide IDRC PASRR evaluations for individuals who have intellectual disabilities. In June 2020, PASRR staff completed 10 IDRC PASRRs for generated revenue of \$2,308.25
- During the last quarter, beginning with the pay period starting on 3/29/2020 and ending with the pay period ending 6/20/2020, WFC staff (420) productivity standards achieved a total of 4863.6 productivity hours, which equates to 93.4% of the department's cumulative productivity standard.
- During the same period of time, RPS staff with productivity standards achieved a total of 593.05 productive hours, which equates to 101% of the department's cumulative productivity standard. This is a 22.00% decrease in total productivity hours compared to last month.

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

Mental Health Courts in Utah County:	Number in the program:	Graduates:	New Clients Accepted:	Clients who dropped out or removed from program:
4 th District Court:	29	2	6	0
Provo Justice Court:	4	0	0	0
Orem Justice Court:	2	0	0	0

Leadership/Allied Agency Participation/Initiatives/Success:

Our success story this month comes from a therapist who is celebrating the WFC's partnership with Vantage Point. She stated, "I have a client with an intensely difficult son, she was pretty much at her wits end. I recommended Vantage Point as a resource and she actually used it. It was an excellent experience for her family and made a world of difference for them. They still have work to do but it was encouraging progress. Yay for Vantage Point!"



With the increase in intake volume and clients served, therapists' schedules will likely begin to see an increase in time waiting for a return appointment after an initial assessment. The previous month was approximately 16.5 working days. After returning to the increased intake volume, the average wait time increased to 24.5 days. Therapists have been encouraged to have clients book every other week versus every week in order to accommodate more services to different clients.

Medical Department

Overall, Medical Services had a smooth end of the fiscal year, with the occasional exception. During the same time, we prepared to bring on a new wellness coordinator, a new APRN, and a new part time psychiatric fellow. The fellow is a Utah local with family in the area, and is likely to be looking for full time employment in the area in one year's time....

Psychological Testing/Interns/Form 20

June (and early July) was an incredibly busy month in PAS. Dr. Spendlove is working with all staff psychologists and residents to establish a plan for increased efficiency with testing. We hope this will help in our goal of increasing billable service delivery and decreasing report turn-around time. One cohort of interns graduated and a new cohort joined us in early July.

In June, 2020 we received a total of 57 referrals, 30 of whom were children. We had 16 autism referrals this month.

Below are the preliminary billable total hours for interns along with a break-down of services provided by intern:

EVL	EVLD	FT	FTC	GBM	Group	IT	IBM	PT	TCM		TOTALS	Total hours
\$8,884.50	\$6,556.50	\$6,212.50	\$1,530.00	\$0.00	\$2,762.50	\$47,020.00	\$0.00	\$27,915.00	\$641.25		\$101,522.25	689.18
\$12,553.50	\$3,648.00	\$0.00	\$0.00	\$0.00	\$0.00	\$16,575.00	\$0.00	\$54,855.00	\$0.00		\$87,631.50	570.75
\$18,310.50	\$300.00	\$10,512.50	\$2,265.00	\$0.00	\$0.00	\$47,455.00	\$0.00	\$29,640.00	\$0.00		\$108,483.00	746.46
\$30,655.50	\$862.50	\$0.00	\$0.00	\$0.00	\$0.00	\$28,185.00	\$0.00	\$50,280.00	\$0.00		\$110,123.00	741.77
\$13,800.00	\$8,355.00	\$497.50	\$102.50	\$0.00	\$0.00	\$14,297.50	\$0.00	\$32,430.00	\$0.00		\$105,815.00	723.61
\$14,989.50	\$673.50	\$687.50	\$595.00	\$0.00	\$0.00	\$50,440.00	\$0.00	\$25,275.00	270.00		\$92,930.50	601.8
											\$606,505.25	4073.57

Outside Providers/Mountainlands

Mountainlands was open 22 days in June 2020

%Appointments Kept---70%

%Appointments Canceled---12%

%Appointments Failed---18%

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

%Appointments Kept New Clients----9%

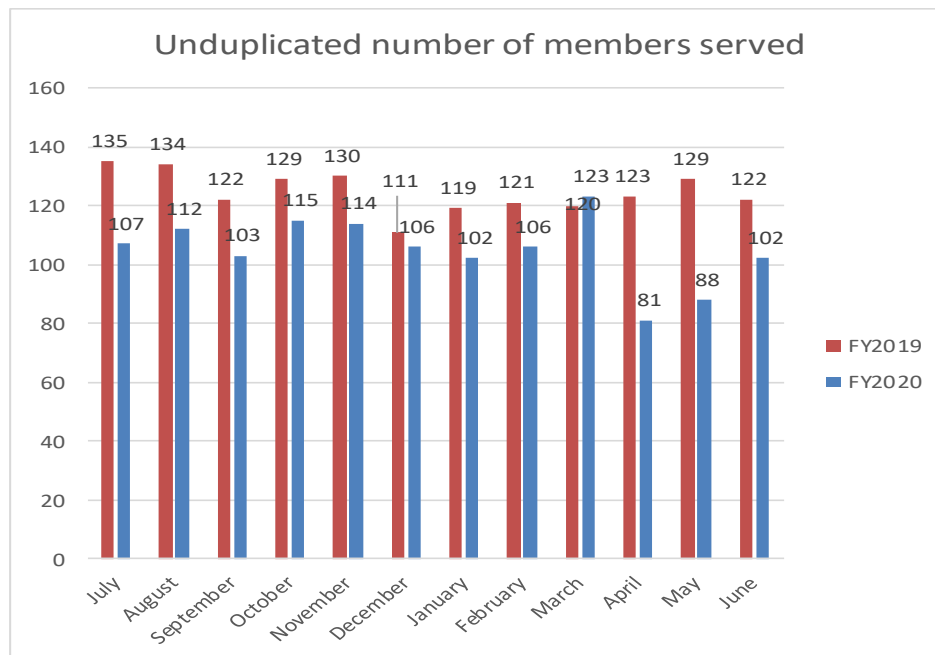
Summary:

June saw a 27% increase in the number of clients scheduling per day and a 38% increase in the number of kept appointments per day. However, we stayed relatively the same as far as the percentage of appointments that were kept at right around 70% while failed appointments went from 10% in May to 18% in June. We did see an increase of new patient kept appointments up to 11 after only seeing a few the past couple of months. Our numbers are looking much more like they did before the pandemic and are higher than our last year average of 6.6 clients scheduled per day and 5.0 kept appointments per day.

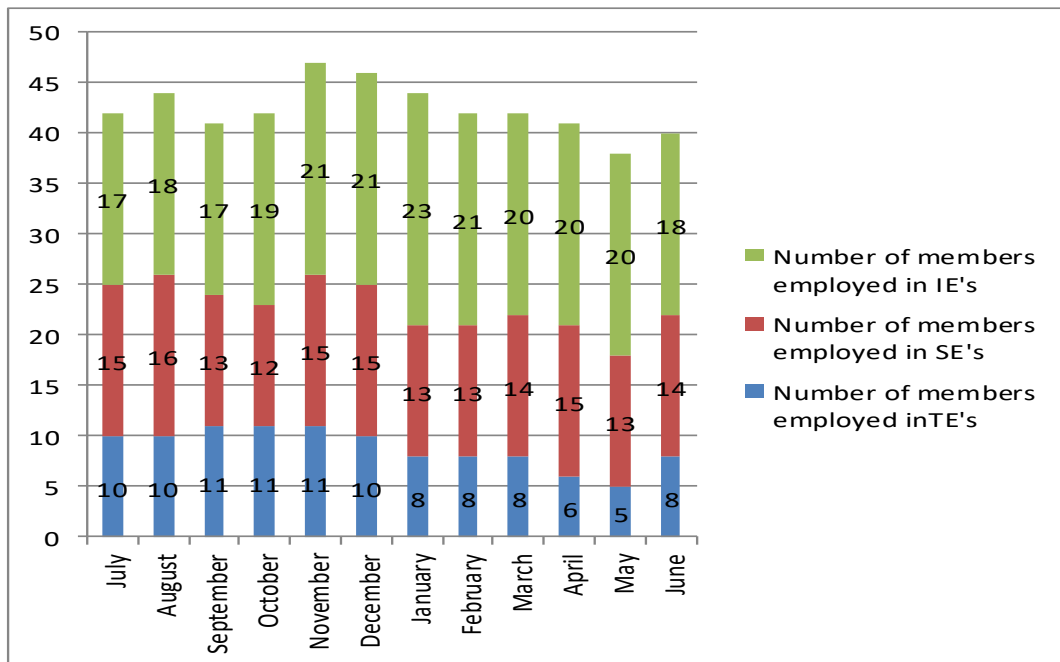
Care Team Services

Care team services is in the process of withstanding COVID-19 screening, an FMLA event, and other things straining the schedule. Additionally, Lori and the manager are working together to identify an employee well-suited to doing Medicaid eligibility tasks and to re-working schedules to accomplish this to the best of our ability. It is our hope to work closely with the billing department to train this individual. The maintenance team has been able to locate some Plexiglas barriers for our front desk as an added safety measure.

Wasatch House



FY20 EMPLOYMENT



Leadership/Allied Agency Participation/Initiatives/Success

One of our Clubhouse members began a TE at Payson Family Clinic this month. Feedback from staff has been very positive as he has helped with temperature checks at the front door, appointment reminder phone calls and front desk management for the clinic. The member took it upon himself to learn the bus route within 2 weeks and now uses his bike and the bus independently to get to and from work.

Number of total unduplicated clients served last month: 102

Payson Family Clinic & School Based Services

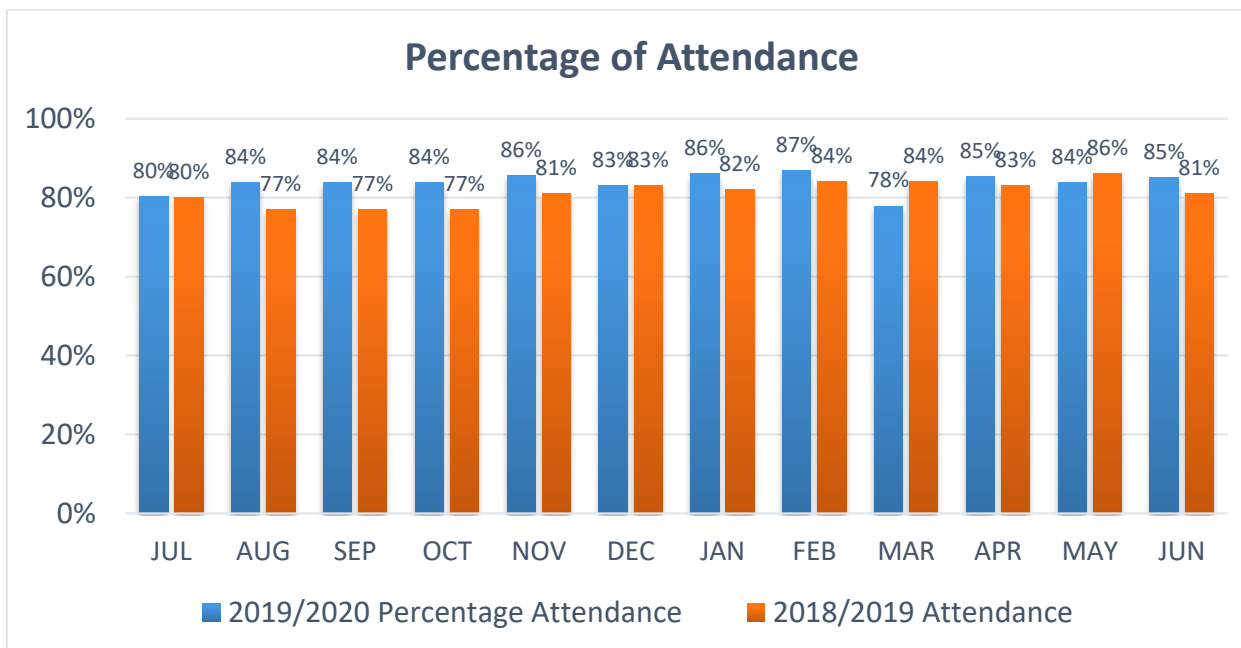
The Utah State Legislature largely held social services and education harmless during the special session where budget cuts were implemented. This allowed funding for a WBH school based therapist in the Nebo School District to move forward. We are excited to hire this position and provide more intensive services in the district.

of total clients served last month:

Total: 406 Adult: 225 Youth: 181

Groups in Payson

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



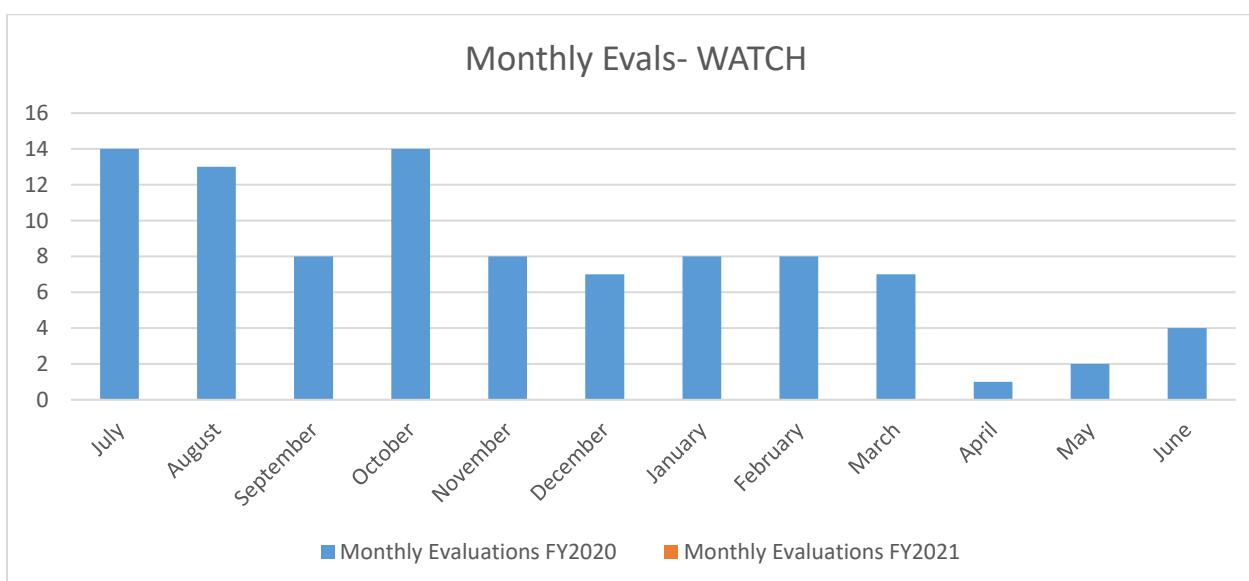
WATCH/JTP Programs

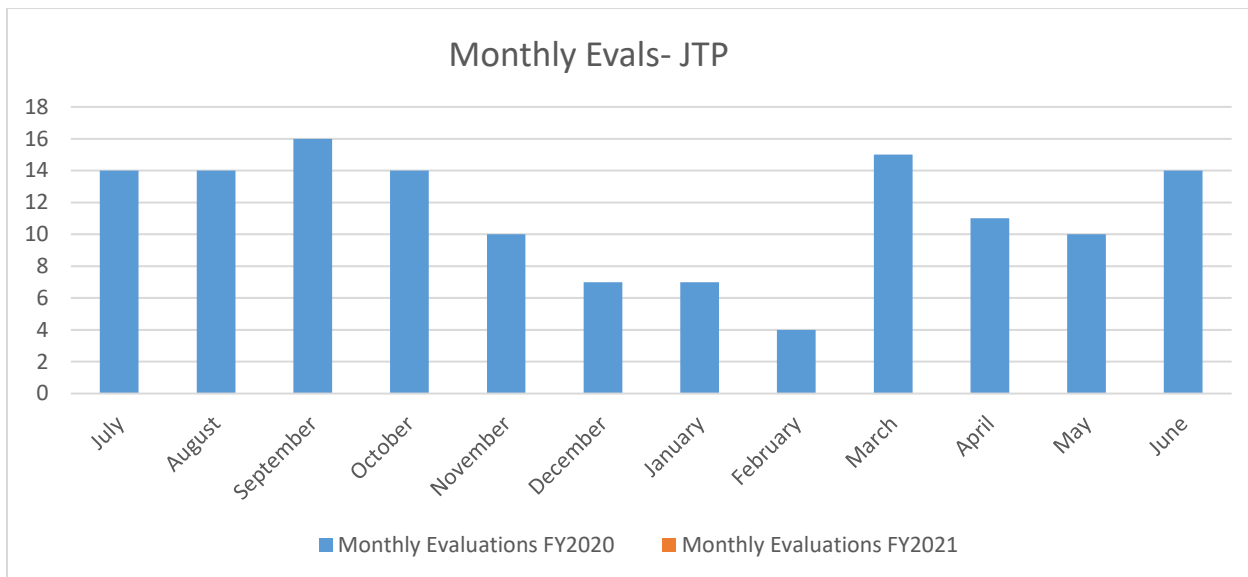
Unduplicated number of clients served in the WATCH/JTP Program

The WATCH program served 84 unduplicated individuals in last month. JTP served 114 unduplicated individuals as well. The two programs combined served 198 unduplicated clients, which was an increase of 18 clients over last month.

Monthly Evaluations (Intakes)

The WATCH program has one full time therapist, while JTP has two full time therapists (who each spend between 8-12 hours per week stationed at the jail.) The Program Manager, Monte Memmott, has one walk-in clinic (three hours) for performing evaluations in either the WATCH or JTP programs. The WATCH program completed 4 evaluations for new clients in June while JTP completed 14 evaluations.





Leadership/Allied Agency Participation/Initiatives

Program manager, Monte Memmott, has coordinated closely with the Utah County Jail to ensure mental health services are available to their population. The jail has steadily increased their census from mid-200s last month to mid-300s in June. Jail programs (GED class, RISE program, OUT program, etc.) have not been allowed to return to the jail, however, JTP staff are classified as essential workers to provide mental health services. The jail has had a contracted non-WBH social worker for over a decade, however, that social worker has not been able to work due to being in a high risk age group. Monte Memmott has been coordinating with the jail's chief and other administration regarding future plans in 2021 to hire additional WBH staff when the non-WBH social worker retires.

Challenges

After starting to see an increase in office work and productivity in May, COVID-19 cases surged in June and slowed things down again. While no WATCH or JTP staff have tested positive for COVID-19, several employees have tested negative after showing symptoms. A consequence of increased testing and symptoms unfortunately means quarantining and more working from home. Telehealth has certainly been helpful in offering treatment but it can't take the place of practicing the ACOT model. One additional consequence of COVID-19 has been that prior to COVID-19 WATCH and JTP staff regularly visited Bonneville and Skyline apartments, however those visits have slowed considerably.

Successes

"Embracing wellness" often means along the road to recovery there may be relapse. A client in the JTP program we will call "Betty" is a perfect example of this. After years of drug use, homelessness, and traumatic experiences (and several years of being unsuccessful in JTP) Betty found her recovery! She stuck with JTP, got stabilized with medications and therapy, she found an apartment of her own for the first time, and even got a part-time job. Recovery and sobriety lasted over two years before Betty hit another relapse. Due to long relationships with her treatment team Betty continued with JTP and she was linked to House of Hope. Betty is now clean and sober for several months and is anxiously ready to move into her own apartment again.

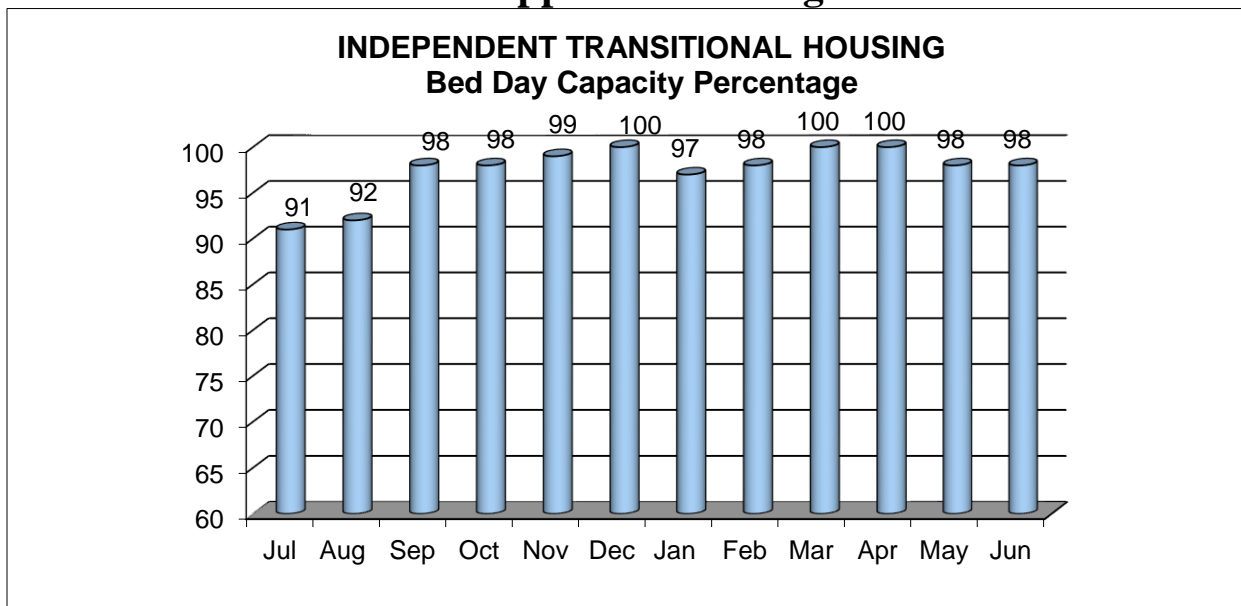
Services Offered

- Watch and JTP offer various services each week, including walk-in clinics everyday Monday through Friday. These walk-in clinics are open to the public to come in for an intake to be opened to treatment at Wasatch Behavioral Health or for assistance with a Medicaid application.
- Additionally, medication management clinics are offered twice a week at this location.
- Five case managers and one peer support specialists are available for targeted case management and assistance with obtaining community resources.
- There are four therapists who provide both individual and group therapy. Current groups offered include two Seeking Safety groups (one run by case manager and one by a therapist.) A “Healthy Relationship” group will restart once clients return to the offices again in greater numbers, as well as a group called “Creating Change” which utilizes art and crafts to teach mindfulness.
- All staff members are trained in and frequently practice the ACOT (Assertive Community Outreach Team) model, which essentially means staff meet staff at their residence or in the streets if they are homeless, rather than wait for clients to come to the agency for services.

Number of OQ/ YOQs administered:

75 OQs for WATCH and 103 OQs for JTP totaling 178 OQs for June, which is an increase of 53 OQs.

Supported Housing Services



Leadership/Allied Agency Participation/Initiatives/Success

We have started the long awaited skills development groups in SHS. We have started 12 groups officially which include: Alpine House Independent Living , Mental Health Awareness, Addictions, SRT Shopping, SRT Independent Living Skills, Yarrow Community Group, Maplevue Community Group, Maplevue Shopping, Basic Living Skills Group, Health and Wellness and Cooking Group. It a big task to start these skills groups with such a new staff but under Diane Dopp’s leadership, we have begun training and are now implementing these and we are seeing some success.

A couple in services at Supported Housing failed the application process for an apartment due to poor credit. The case manager helped this couple by advocating that both of them have a rep payee which is guaranteed rent money. The property management team thought it over and in the end approved the rental application! The clients thanked staff personally for the effort put in so they could get the apartment. *This is a great example of case management advocacy and the reputation WBH has in the community!*

A success story as reported by Jennie Reese from a client:

A client just came in and said how happy he is that SHS started offering groups again. He attended the Health and Wellness group this afternoon and said it was so nice to get out, go for a ride, socialize, and breathe fresh air.

Number of unduplicated clients who completed an OQ/YOQ: 28

Number of total unduplicated clients served last month: 140

American Fork Family Clinic (AFFC) & School Based Services

Successes:

Here is a couple clients who benefited from the Primary Care Grant: “It allowed me to get the helped I needed, otherwise I wouldn’t have been able to. I learned to manage my anger better and to be able to help me with my family issues.”

Another report: “Without the grant, I don’t know what I would have done. I was struggling with my mental health with no insurance. When I got the grant, I was able to see [my therapist] and was able to start working on becoming more aware of what skills I need to help improve my mental health. Now with the grant I am able to continue with those skills and being able to gain more skills and to be able to know what caused the underlying issues.”

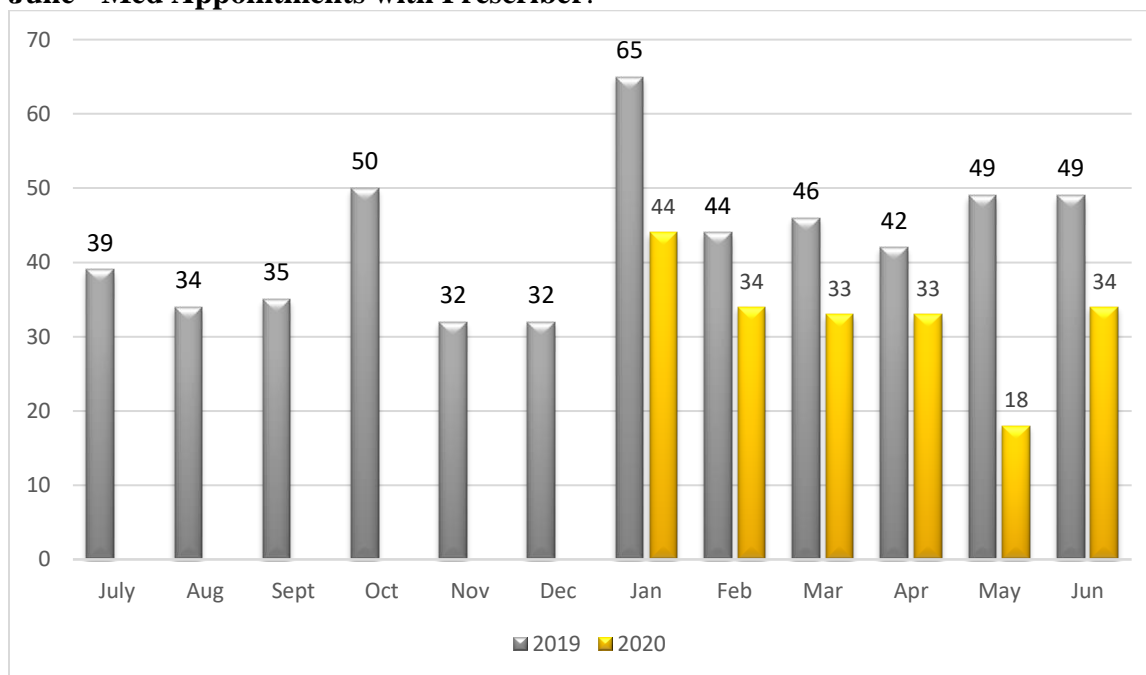
of total clients served last month: Total: 802 Adult: 425 Youth: 377

CIT Academy

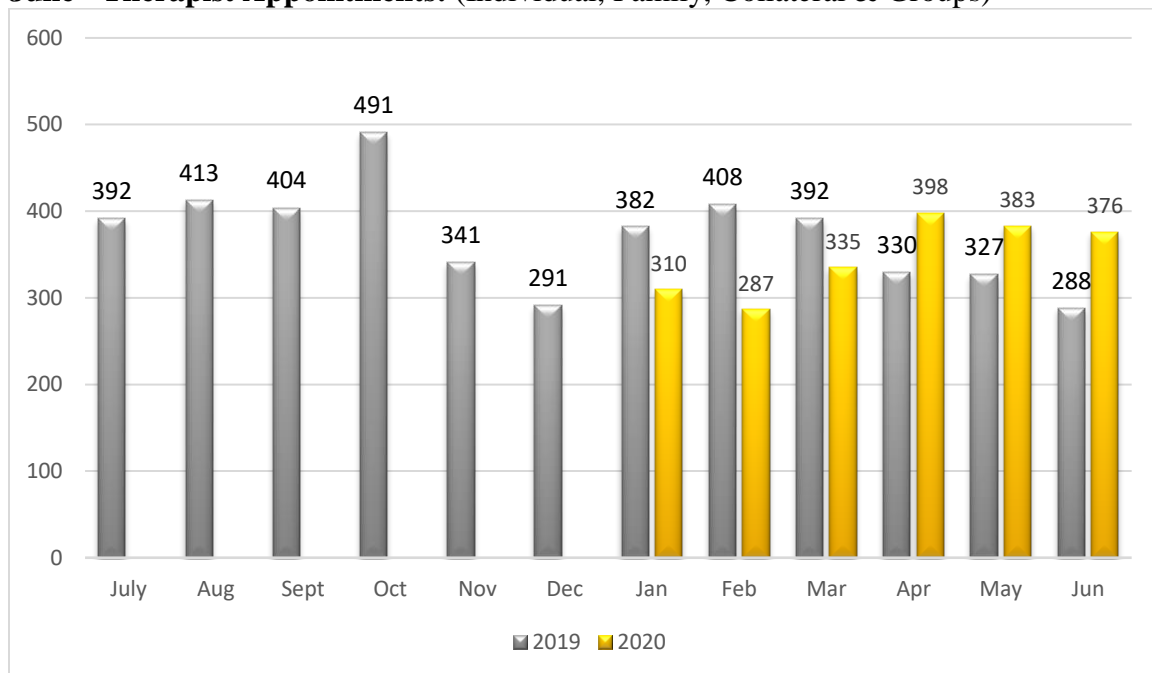
Our next CIT Academy has been canceled with the hopes we can do one in the Fall.

Wasatch County Family Clinic

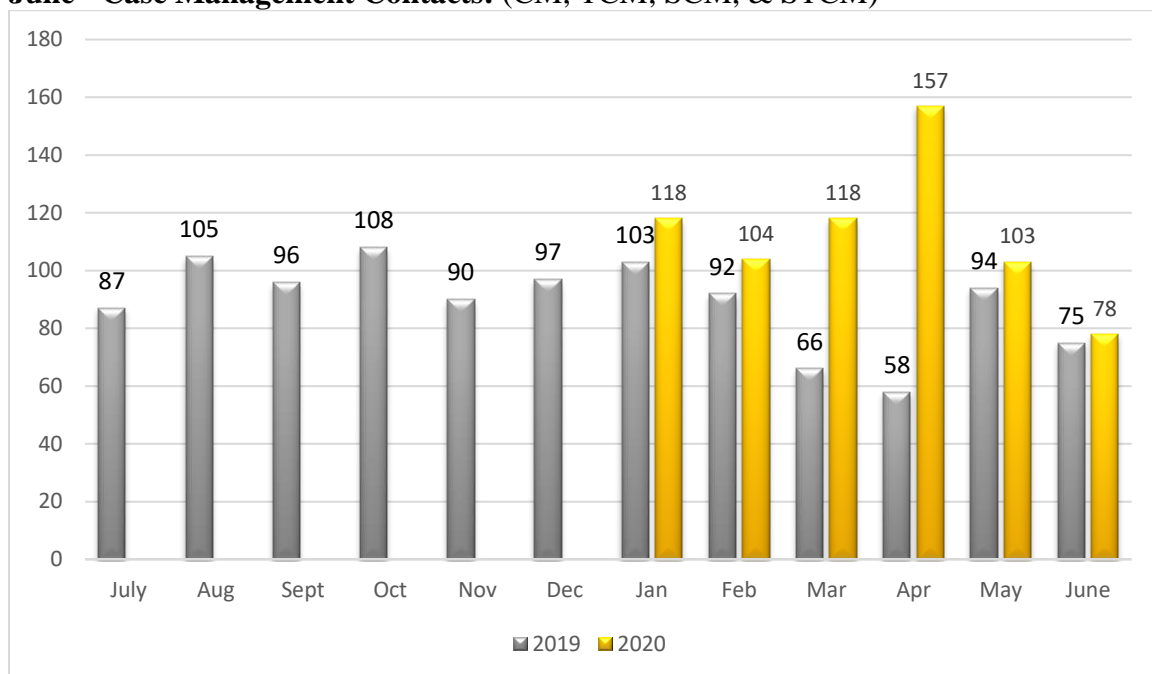
June - Med Appointments with Prescriber:



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



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



Groups at WCFC:

- Gender Specific Male and Female SA groups
- Thinking Errors
- Anger Management
- MRT
- Prime for Life
- SMART Recovery
- Connections

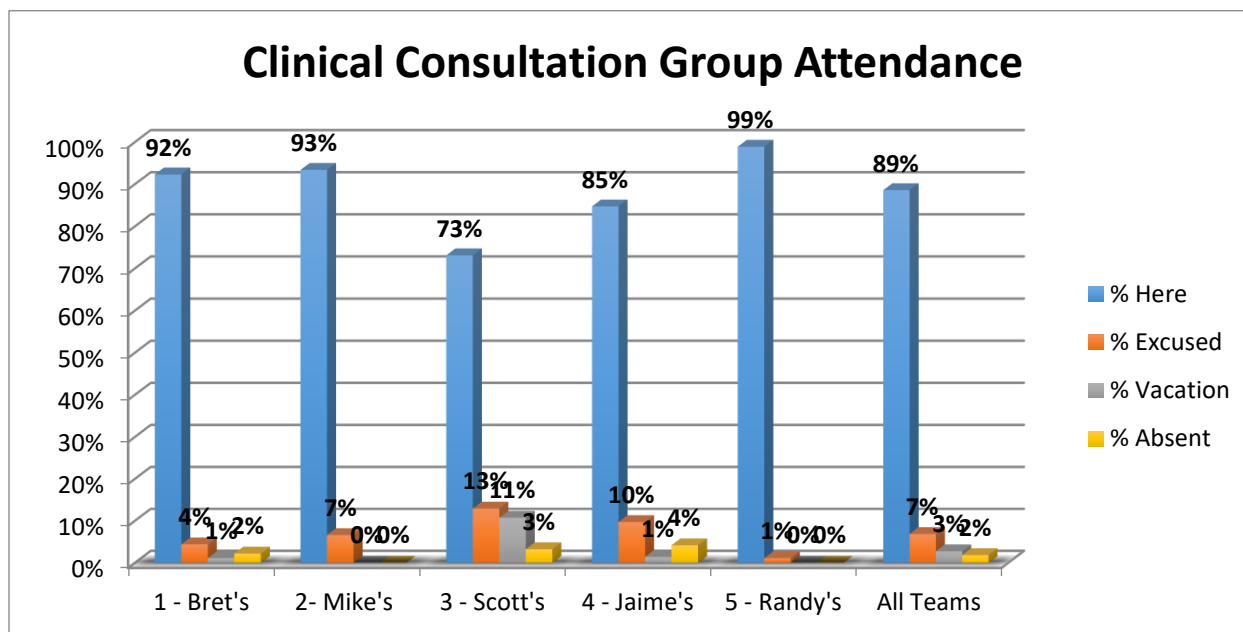
Leadership/Allied Agency Participation/Initiatives/Success:

This past month contact was made with Kendall Crittenden in regards to the county Housing board. The idea of a voucher system was discussed. Just a few short days following our conversation Kendall reported that the board is looking into a rent assistance program for Wasatch County residents that may benefit from this resource. Also this month a proposal was written and accepted for a grant that is specific to suicide prevention. We will receive \$10,000 for our Caring Community Coalition to partner with the school district, local agencies, and organizations to have activities throughout the year that pertain to reducing stigma and educating the general public. A County Councilman on our coalition will propose that May is designated Mental Health Awareness month and we will have activities and presenters during May. We opened communication with local pharmacists in an effort to identify locations to display new prevention materials. We were able to distribute 300 masks throughout the county that were divided in both Spanish and English messaging pertaining to prevention. And finally a billboard display was posted along Heber City's Main Street related to opioid prevention.

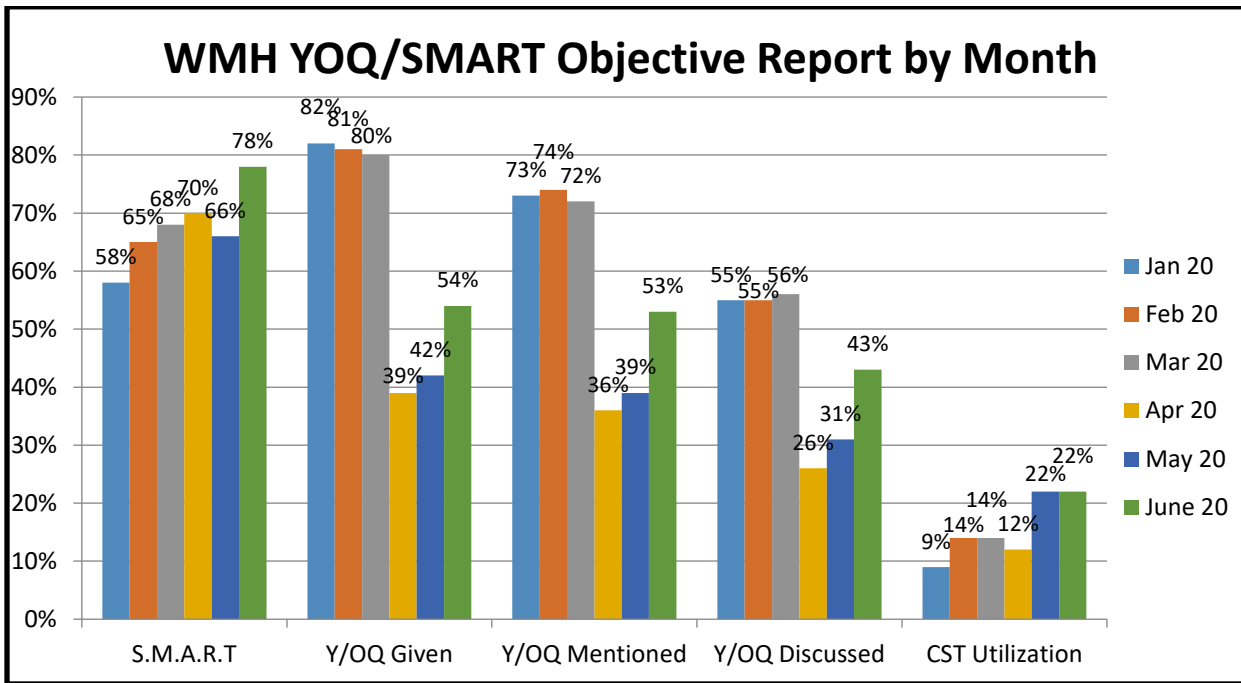
April 2020 - Financial Report:

- May – Negative **-\$4,197.22** for the month.
- May – Positive **+\$18,358.37** Year-to-Date.

Clinical Performance and Compliance



During the last month, agency-wide rates of Y/OQ administration (54%), the Y/OQ being mentioned in clinical notes (53%), and documentation of the YOQ being discussed with clients (43%) all continued to rebound after the significant decreases seen during April. During the same period of time, SMART objective utilization increased to its highest level since the criterion used to judge this area was made stricter in January of this year (78%). Agency wide rates of clinical support tool (CST) utilization remained steady at 22% in June, which is a very positive sign. It was noted last month that the increase to 22% on this metric was an artifact of the significant decrease in the number of Y/OQ questionnaires that had been administered the previous month. Maintaining a 22% clinical support tool utilization rate in June coupled with an increase in the rate of Y/OQ administration in May suggests actual improvement in CST utilization. One clinic (New Vista) administered a CST 100% of the time doing so was indicated in June; becoming the first clinic to do so in WBH history.



Substance Use Disorders (SUD) Division

Performance

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

Urine Analysis Drug Testing

A new analyzer was implemented in the drug testing Lab. New software will be interfaced with Credible in August and training is forthcoming. The number of UA has increased from 885 last month to 1,136 and we are looking forward being up to full speed with the new analyzer and learning the new software.

Clinical Information System (CIS) and Screening

Screenings for June 2020:

Total Screening	Residential	Outpatient	PATR	Prevention	No Treatment
77	19	35	11	5	18
Started treatment:	5	14	8	---	---
Percentage:	26%	40%	72%		

Screenings are down from 2019 (105 screenings to 77 screenings for 2020).

We increased from 72 screenings in May to 77 in June. Issue related to court being closed for treatment referrals.

General Comments from Promise programs:

- Referrals to PS have been minimal. Not one assessment scheduled for Amy this month and only two for the month for the second Therapist. These get scheduled by CIS straight from screening persons presenting for SUD services.
 - Hard to build a program with limited referrals and current clients ending treatment.
- Very high no show rate with PN individual appointments.
 - Ways to engage better needs to be vetted more.
 - Ideas: Texting system. Staff had some training and see how it can assist with:
 - Reminders of appointments, groups
 - Reminder of what assignments they are working on to bring to session/group
 - Reminder of goals they are working on that week
 - Texts of encouragement, support, affirmations
 - Real time support, communication, and reminders

GOALS:

- Continue to improve engagement and decrease No-Show rates. Currently staff do all they can to get them to show up for the appointment with text and phone call reminders of appointments before the appointment, then call them within 15 minutes of No-Show and reschedule right away. Improve productivity with existing clients. Struggle is we are not getting referrals to increase opportunity to improve productivity. PS just transitioned several clients from IOP to GOP, and several in GOP have completed the program. And, we have had very few referrals to our program to build up numbers again.
- Look at ways to add in individual services.

Leadership/Allied Agency Participation/Initiatives/Successes

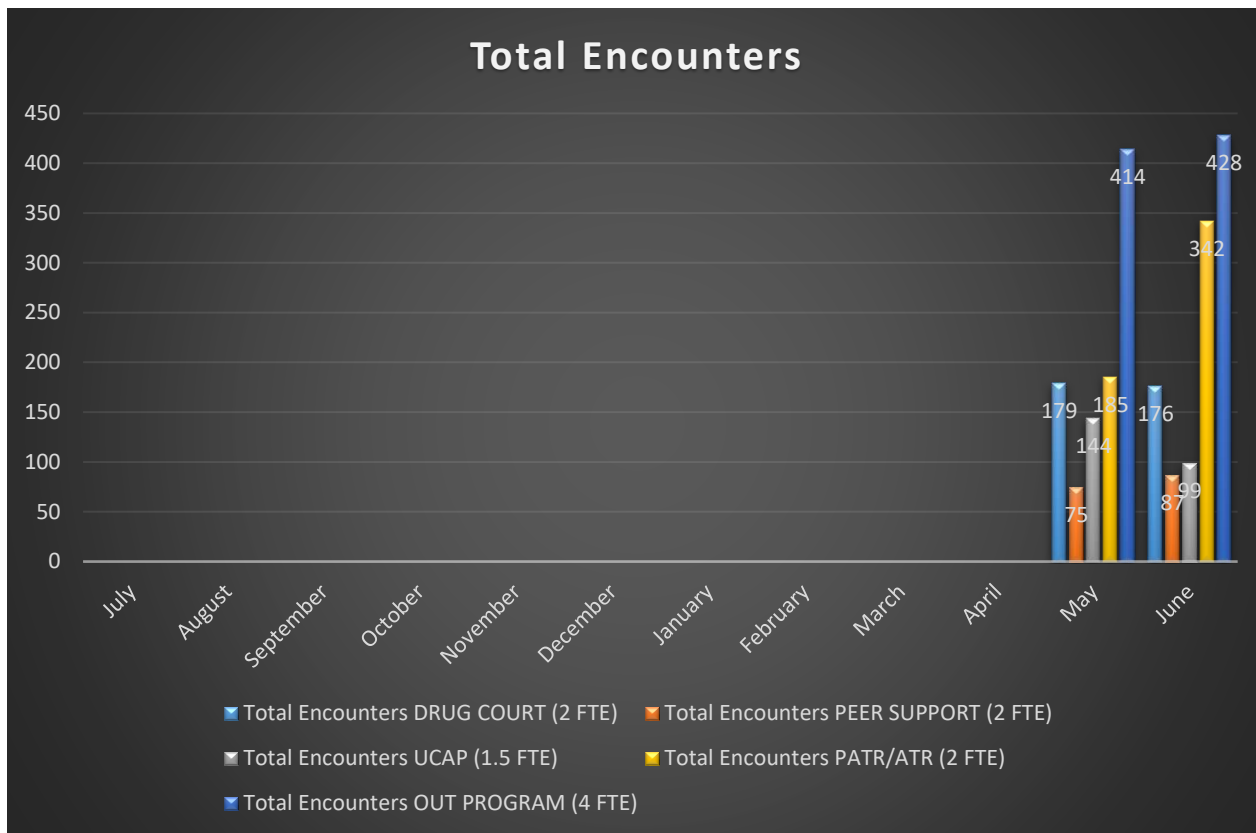
Over the last month we have met with additional partners that include JJS. We are working to find out what the parameters have been with treatment with kids in Slate Canyon. We have worked providing information to billing on both sides. We think that we now have a process to bill Medicaid kids in custody that are incarcerated. We are now working now on safely entering Slate Canyon to provide the treatment with all of the precautions of COVID-19. We hope to be in by mid to the end of July.

We have made decision **not** to rehire a FT Case Manager at Foothill, but rather transfer a PT Case manager from UCAP to Foothill. We are hearing from the court that it is going to be at least 6 months before we start getting referrals to UCAP.

SUD-Criminal Justice Programs

Total encounters served in the SUD-Criminal Justice Programs

Total billable encounters increased within Wasatch Behavioral Health's Criminal Justice Programs. As the chart below indicates, all but one program served more individuals this past month. In combined services, the number of encounters increased from 997 to 1132 in the span of a month. This may suggest that employees are stepping up to the challenge of meeting service delivery expectations and a rebound from COVID related issues. Below is a chart indicating the results of the tracking data:



Leadership/Allied Agency Participation/Initiatives

- There has been coordination with the drug company, Alkermes, to provide Vivitrol injections to Drug Court, UCAP, OUT program clients as they transition out of jail. There may be up to 80 injections per prescriber per year available which would be a significant step towards stability and sobriety for these individuals. Monte Memmott has been coordinating with Utah County Jail staff, along with the pharmaceutical representatives, to come up with a procedure that would ensure there would be a follow up plan for the inmate who would receive the Vivitrol injection as they were discharged from jail.
- Judge Jennifer Brown of 4th District Court has reached out to Wasatch Behavioral Health regarding the possibility of having an alternative location from the courthouse for clients to participate in video court. Monte Memmott (Criminal Justice Program Manager,) along with Randy Huntington (WBH Division Director over SUD) and Chad Shubin (Wasatch County Program Manager) are exploring possible locations. One option would be to have a room available at the Health and Justice Building where a client could also be linked to substance abuse and mental health services.
- Monte Memmott received word that Wasatch Behavioral Health will be awarded additional SOR (State Opioid Response) grant funds. These funds allow us to provide two full time Peer Support Specialists, as well as a MAT (Medication Assisted Treatment) prescriber. Depending on the funding amount awarded, a third Peer Support Specialist may be hired.
- One of the requirements to receive the SOR grant is to provide a GPRA (Government Performance and Results Act) report at the beginning of services, as well as updates and discharge. Monte Memmott has been coordinating with State Division officials to ensure compliance, as well as working with the local team of case managers and peer support who are completing the GPRAs.

Challenges

June was a challenging month with the official merge happening towards the end of the month, as well as completing all necessary End of Fiscal Year for Wasatch Behavioral Health. At the same time these events were occurring, Substance Use Disorder programs switched email systems, timesheet programs, benefit packages, and more. Of course, COVID-19 continues to provide additional challenges for treatment. To everyone's credit, all these things were accomplished in June.

Successes

A recent client in the PATR program wrote:

"The empathy and attention from my Peer Support Specialist gave encouragement and light. That lonely stigma which could easily pervade me was mitigated, and it was easier to adjust and focus with so much help being graciously given. They supported me with financial help I could not have gotten from anywhere else: dental work being such a blessing."

Summary of Programs

The number of clients currently participating in all of the Criminal Justice programs has decreased with the courts not operating at full capacity. Creativity and adjustments are being made to accommodate the lower numbers.

The UCAP program has dipped to about 30 clients participating at this time. UCAP is a program shared by the Utah County Sheriff's Office and Wasatch Behavioral Health. Recently, a sergeant reported the courts may not be able to refer clients with any consistency for 6-12 months, which may be a major blow to UCAP. A typical week in the life of a UCAP client is to check in with both his/her WBH case manager and Utah County Sheriff's deputy, as well as complete any therapy recommended by the treatment team. The treatment team meets weekly on Mondays to discuss possible sanctions and rewards.

The OUT (On Unit drug Treatment) program has been providing substance use treatment in the Utah County Jail for many years. They have a 90-day substance abuse program that provides treatment in jail, however due to COVID-19, the OUT program has not been allowed to work in the jail for the last several months. The current team consists of two case managers and two therapists who are working in other substance use programs until they are given permission to return to the Utah County Jail. The team has one vacant position, an administrative assistant, which will be filled once the OUT program is running again. The good news regarding the OUT program is that both the Utah County Jail and the OUT program staff are united in their desire to resume programming.

ATR/PATR may be the exception to the rule of lower client numbers because they continue to get referrals from individual recently released from prison. ATR (Access to Recovery) has two employees which work as case workers, as well as two Peer Support Specialists who work closely with ATR. Currently ATR staff have a caseload of more than 200 clients that they see every 1-3 weeks. If a client participated in treatment in prison, they may qualify for up to \$3200 through a related program called PATR.

Peer Support Services are funded by the SOR (State Opioid Response) grant, which is up for renewal in September 2020. Wasatch Behavioral Health recently learned that SOR grant funds will be re-awarded this September although the actual amount has not been determined. Depending on the awarded amount of SOR grant, a third Peer Support Specialist may be hired.

There are two adult drug courts, Felony Drug Court and Probation Drug Court. Each Drug Court has a case manager who tracks and monitors these clients as well as writes court letters weekly. Currently there are a total of 45 clients participating in the two courts. In June, there were 8 graduates from these drug courts which now opens 16 potential slots, however, COVID-19 has slowed the court system and the referral process.

There is funding for Wasatch Behavioral Health to utilize for Sober Living Housing, however there are restrictions and requirements that have not allowed usage thus far. More research and coordination is needed to learn how best to access this funding (\$260,000) to benefit clients and help them transition into the community. Networking with existing Sober Living facilities will continue in an effort to find possible resources for clients.

SUD RESIDENTIAL SERVICES

- Working on having a clear understanding of the 42 CFR and 42 CFR part two. Attempting to help supervisors understand the importance of meeting performance standards and being a good community partner. I am currently being trained on the 7 challenges program used in youth out patient
- **FOOTHILL RESIDENTIAL**

Number of total unduplicated clients served last month: 12

1. We are working on getting outside funding sources to pay for remodel of kitchen at Foothill
2. Continue to meet with supervisor to discuss productivity standards.
3. Working on updating and cleaning up the facility
4. Discussed with supervisor things we would like to highlight about the program
5. Discussed performance indicators we may want to keep track of.
6. Reviewing work load and responsibilities of Supervisor ,Therapist ,case managers and human service workers to assure proper staffing

2. MAT/ Medical SUD services

Number of total unduplicated clients served last month: 57

Human Resources

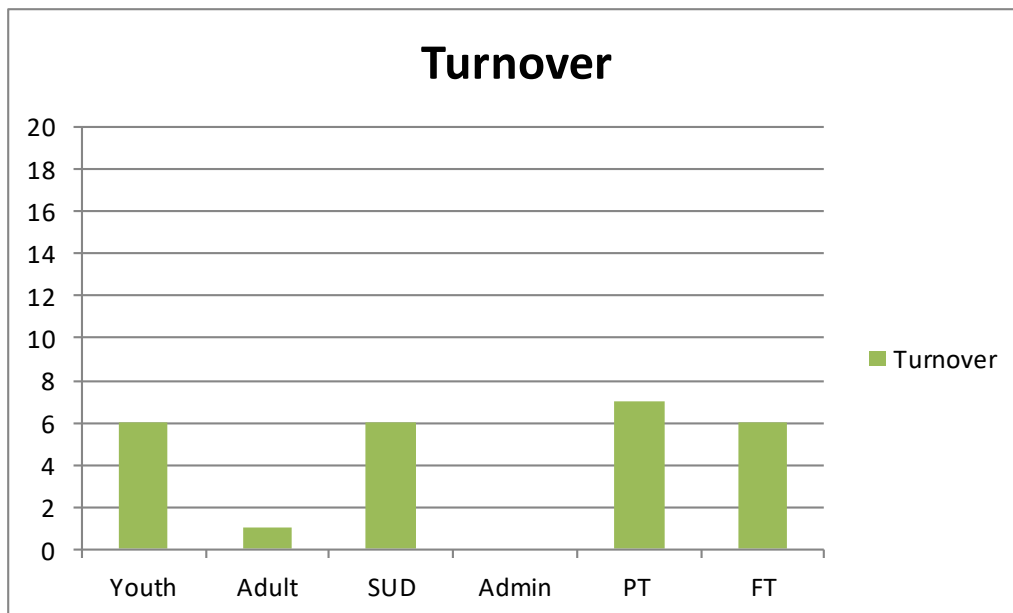
Summary

Wow! What a month June has been! HR has been busily doing all things related to the DDAPT merger. In the midst of which, hiring interns and performing our regular course of business activities. This report will illustrate data, incorporating our new DDAPT folks. We are excited to be working with them and learning about the services they provide to our community.

Employee Turnover

In June 2020, we lost 7 employees from WBH and 6 employees who were brought on to WBH from DDAPT, but who separated shortly after on-boarding. HR does not have all tenure data regarding DDAPT-to-WBH employees, therefore only an accounting of original WBH employees will be given.

Youth (Crisis) division lost 6 employees, only 1 of which was Full-Time. Adult (Clinical) division lost 1 Full-Time employee. SUD division lost 6 employees, 4 Full-Time and 2 Part-Time.



Recruiting Data

The average rank for 11 of our 17 June New Hires was a 1.63. This is slightly above 1 due to multiple positions being hired from the same pool. The data is also incomplete as HR is still waiting on information from several supervisors. Therefore, the average rank could be closer to 1 than what the present data reflects. The average pay scale step for June reflects an average step of 5.29. This is slightly higher than last month because we filled several positions with candidates who have several years of experience. We should anticipate a variance in this number from month to month since some months we will hire more entry level positions while in others we may hire more professional level positions, which typically invite individuals with some prior directly-related experience to apply.

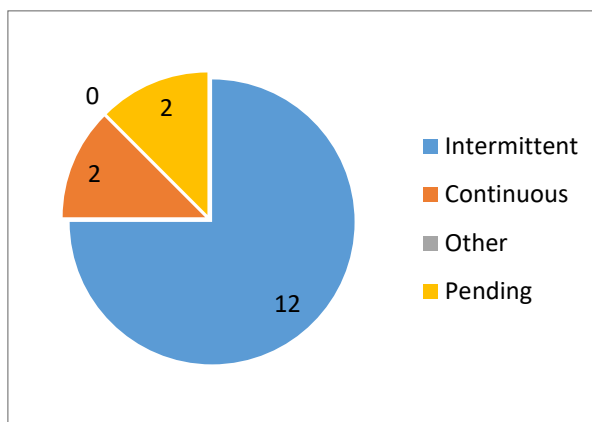
	Positions Filled	Average Selection Ranking	Average Step	Average Days Posted	Average Days from Posting to Selection	Average Days from Posting to Start Date
January	16	1.71	4.43	17.16	21.92	46
February	9	2.67	3	101.67	97.33	14.3
March	18	1.13	5.83	26.23	28	44.11
April	7	1.67	6	29.86	29.86	45.29
May	6	1	3	18	21.67	45.83
June	17	1.63	5.29	18.32	21.7	42.7
July						
August						
September						
October						
November						
December						
Average	12.16	1.635	4.59	35.20	36.74	39.705

FMLA Leave Usage

The graph represents employees that are currently on FMLA. The FMLA carryover from 2019 shows the number of employees that are still on FMLA from last year. Since the FMLA max is 12 weeks, the 13 individuals represented here are on intermittent leave. We have already had two serious inquiries from DDAPT employees about FMLA eligibility. The WBH Executive Committee resolved to grandfather DDAPT employees for FMLA eligibility purposes (as long as they would have met the requirements for FMLA as a county employee, they will be eligible for FMLA with WBH).

Current year FMLA as of 7/14/2020

Intermittent	12
Continuous	2
Other	0
Pending	2
<hr/>	
Total FMLA	16



FMLA Carryover from Prior Year	13
Current STD as of 5/06/2020	1

Forms & Workflow Management Solution Software

We have been working on a data management and workflow solutions software. We have received solid quotes from two providers and we are waiting on a quote from BMI (current provider). Again, we are a little hesitant to continue the relationship with BMI, however, since it is a very clunky and archaic system and difficult to access documents currently stored there. We are excited about the opportunity to transition many of our processes (not only HR, but other departments as well), so we can streamline and be more efficient.

Employee Pay Scales

The chart below illustrates the number of employees on each pay plan since the change in January 2020. Several positions have rotated out and we hired all of the DDAPT employees in the new pay scale system. By adding the DDAPT employees, we will soon see a shift where more than 50% of our employees will be on the new pay scale. I anticipate that happening within the next two months.

Number of Employees on Pay Scales

	Old Scale	2020 Scale	Total
January	320	139	459
February	315	147	462
March	313	150	463
April	308	155	463
May	298	155	453

June	289	159	448
July	285	282	567

Billing Department

	Billed in June	Received in June	% Collected YTD
ACO Select Health	\$29,962.08	\$746.00	42%
ACO Molina	\$0.00	\$0.00	0%
ACO Healthy U	\$11,314.29	\$4,845.00	69%
ACO Health Choice	\$32,261.51	\$4,027.52	67%
Insurance	\$8,659.18	\$191.88	1%
Med FFS	\$77,462.20	\$64,818.44	67%
Self Pay	Yes	\$15,749.14	30%

Medicaid Expansion ACO report

ACO Select Health:

Continues to reprocess claims from January – April that were denied or paid incorrectly. Continues to deny TCM, MMN, INJ services for dual covered patients indicating a need for “Coordination of Benefits” from the primary insurance. Same day/same service claims continue to be denied as duplicates. Payments are received in a timely manner (within 2 weeks). Bi-Weekly phone calls with rep continue.

ACO Molina:

Has not reprocessed any claims from January – April that were denied or paid incorrectly. Payments are delayed several weeks after billing submission. Haven’t heard a word from them, don’t know who I should be contacting.

ACO Healthy U (University of Utah):

Reprocessed a few January – April claims that were denied or paid incorrectly, but progress has stagnated. Payments are received in a timely manner (within 2 weeks) and payments are improving in general. In semi-regular contact with rep regarding outstanding/denied claims.

ACO Health Choice:

Has not reprocessed any claims from January-March that were denied or paid incorrectly. Continues to deny TCM, MMN, INJ services for dual covered patients indicating a need for “Coordination of Benefits” from the primary insurance. Payments are sporadic and not always consistent. Several emails that were sent back in May trying to get a contact for follow up have received no response.

Medicaid Expansion in General:

- Coordination of benefits continues to be a struggle. ACOs continue to deny TCM, MMN, INJ services for dual covered patients indicating a need for “Coordination of Benefits” from the primary insurance.

- Same day/same service claims continue to be denied as duplicates from all ACOs.
- Clients moving between different ACOs, PMHP and TAM, particularly mid-month continues to be an issue. We don't have extra resources to allocate to at this time.
- CTAs are not checking eligibility prior to service delivery and/or informing the billing department when a change in Medicaid happens, causing excessive work to send corrected billings once denials are received from ACOs. We don't have extra resources to allocate to at this time.

Other Items:

- Billing for Optum/Aspire Single Case Agreement is now caught up. Waiting on payment(s) for February-June services. Total billed \$113,000+ for 12/10/19-06/25/20 services. Total paid: \$24,000+ so far. Waiting on updated authorization for 06/25/20-07/10/20 services. No authorization on file for 04/08/20-04/14/20 services resulting in \$802.35 worth of services that are not billable.