

Wasatch Mental Health

“Embracing Wellness”



2015

Annual Report

WASATCH MENTAL HEALTH SERVICES SPECIAL SERVICE DISTRICT

AUTHORITY

State law assigns the responsibility of administering local mental health services to county government. Wasatch Mental Health is a Special Service District of Utah County, governed by the oversight of the Utah County Commissioners, who serve as the center's Authority Board.

REPORT TO THE COMMUNITY

As the elected officials directly responsible for the provision of community mental health services in Utah County, the Board takes its responsibility to the residents and the clientele of Wasatch Mental Health very seriously.

Wasatch Mental Health is recognized among mental health centers in Utah for its efficient operations and maximization of services to clientele for the money expended. We are proud to provide a full array of mental health services to Medicaid eligible residents of Utah and Wasatch County.

The Wellness Recovery Clinic, Watch Clinic, Vantage Point, New Vista, and the Receiving Center expand the provided services to a broader population.

We look forward to continuing and expanding our excellence in service provision to the residents of Utah and Wasatch County.



**Commissioner
Larry Ellertson
Board Chair**



**Commissioner
William Lee
Board Member**



**Commissioner
Greg Graves
Board Member**

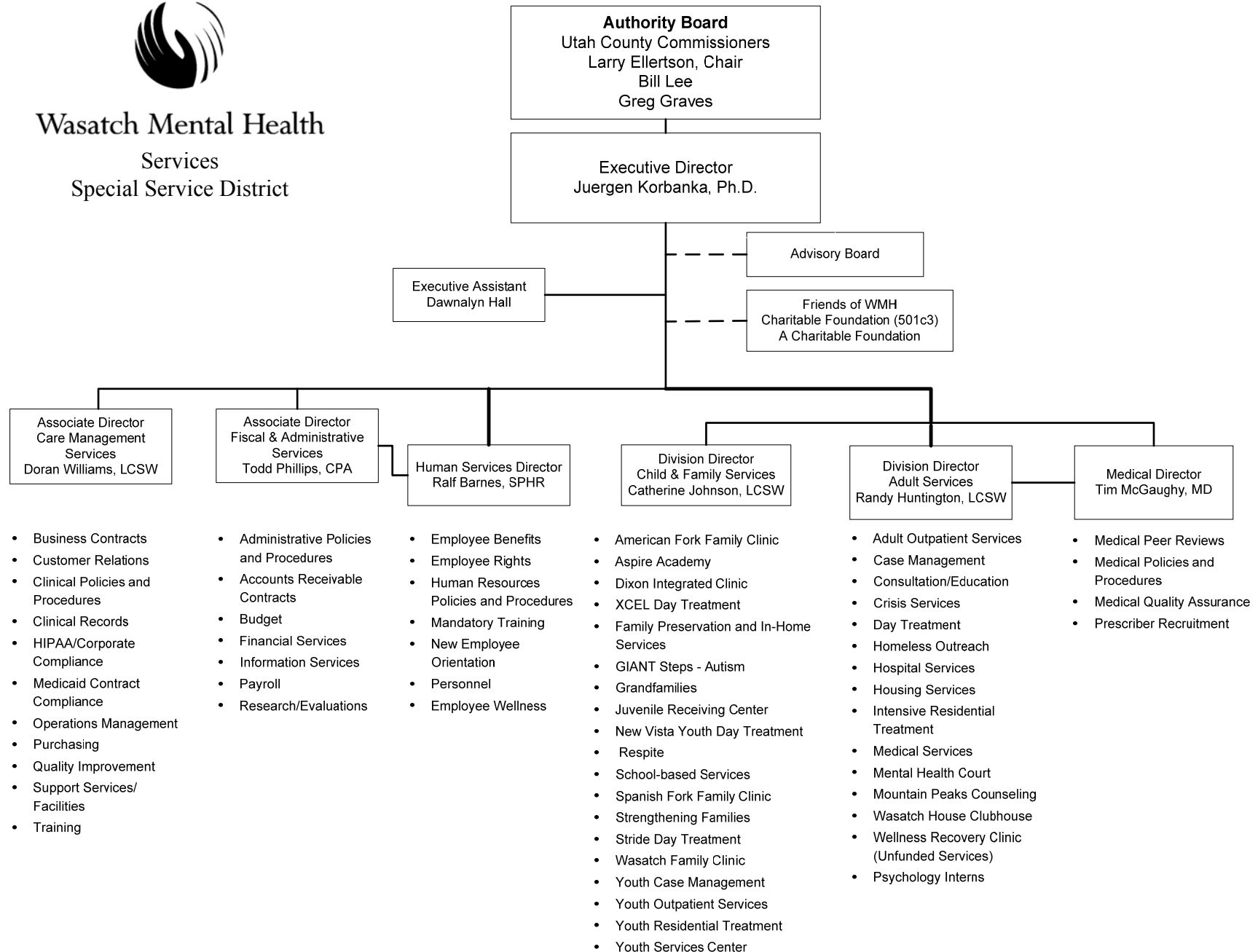
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Wasatch Mental Health
Services
Special Service District



MESSAGE FROM THE DIRECTOR

It is a pleasure to present the Fiscal Year 2015 Annual Report to our Board of County Commissioners, our local and state government officials, allied agencies, and the citizens of Utah and Wasatch County.

Commissioners Larry Ellertson (Chair), Greg Graves, and William Lee show strong support for and a strong commitment to our mission and goals. Their service on our Authority Board is greatly appreciated.

Wasatch Mental Health prides itself in excellent collaborative partnerships with community partners to facilitate a seamless array of community services.

We wish to thank all who have supported us this last year.

This last year, we increased the number of Utah and Wasatch County residents served from 8,922 in FY 2014 to 9,634 in FY 2015. This is an 8% increase and marks the twelfth consecutive year where we experienced an increase in the number of clients served. The total number of client admissions rose slightly to 5,767.

2015 marks the sixth consecutive year where our cost per client is decreased while maintaining excellent clinical outcomes.

WMH's commitment to provide services for the un- and underinsured residents of Utah and Wasatch County remains strong. This year, we provided over \$1.6 million worth of services to un- and underinsured individuals (an about 15% increase from FY 2014).

Towards the end of our fiscal year, we reorganized our Adult Services Division to better coordinate care, to improve access to services, and to facilitate compliance with accreditation standards for our Clubhouse.

With the start of the school year, we were able to add a fifth classroom to our Giant Steps Autism pre-school program, thereby increasing the service capacity by 25%.

Increased efforts to be active in the community have led to participation in efforts to prevent Elder and Vulnerable population abuse. Similarly, Wasatch Mental Health has been part of a five state pilot program to work towards "Zero Suicide." Staff members have also participated in local suicide prevention efforts and in postvention activities.

Within the state, we have been selected as one of the pilot sites to implement the

Systems of Care, a comprehensive multi-agency approach to assist difficult to treat complex youth clients.

A newly developed and significantly enhanced interactive agency website provides information about our programs and serves as a resource for the community (www.Wasatch.org). Additionally, WMH has created a Facebook page, an agency blog, and is present on Twitter.

Goals for 2016 include breaking ground for an office building in Payson allowing us to increase access to services in the Southern part of the county. We look forward to co-locate with allied agencies.

We also hope to continue our collaborative efforts with the Accountable Care Organizations (ACOs) along the Wasatch Front to integrate care and to provide a seamless service delivery system.

The Justice Reinvestment Initiative (JRI), facilitating individuals transitioning from jail to the community, is geared towards reducing recidivism. This collaborative effort will lead to us working much closer with the local jail and criminal justice system.

Another goal relates to increasing internal accountability and supervision to adhere to Evidence Based Practices to enhance client outcomes.

Looking back to the many achievements we are able to celebrate, we look forward to an equally successful 2016.

Sincerely,

Juergen E. Korbanka, Ph.D.



Juergen Korbanka, Ph.D.
Executive Director



Wasatch Mental Health

Excellence in Mental
Health Care

Providing Excellent
Customer Service

Embracing Wellness

Economic Stability

Employee Growth and
Development

State Mandated Services

- Inpatient Care and Services
- Residential Care and Services
- Outpatient Care and Services
- 24-Hour Crisis Care and Services
- Medication Management
- Psychosocial Rehabilitation, Including Vocational Training and Skills Development
- Case Management
- Community Supports, Including In-home Services, Housing, Family Support Services and Respite Services
- Consultation, Education Services, Including, but not Limited to, Case Consultation, Collaboration with other Services Agencies, Public Education and Public Information

Additional Services

- Mental Health Court Services
- Housing Services
- Pre-Vocational Training Employment and Rehabilitation Services
- Jail Medication Services
- Respite Services
- Nursing Home Services
- Autism Treatment
- Emergency Counseling and Shelter for Troubled Youth/Families
- Juvenile Receiving Center Services in Cooperation with Law Enforcement and the Juvenile Justice System for Evaluation/Triage and Referral Purposes
- Youth Sexual Offender Treatment
- Domestic Violence Treatment
- Wellness Recovery Clinic
- Homeless Outreach
- Screening and Referral
- Peer Support
- Justice Reinvestment Initiative

VOLUNTEER SERVICES

During FY 2015, volunteers contributed 5,710.58 hours of service in eleven programs. Volunteers include students from Brigham Young University, Utah Valley University and the community.

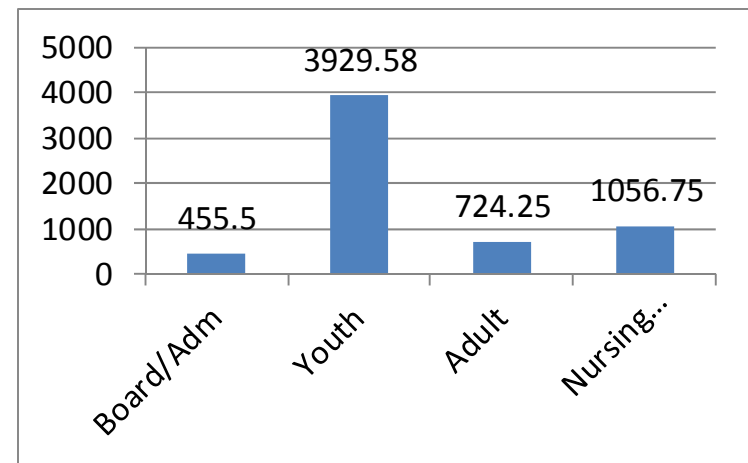
Our "Friends of Wasatch Mental Health" Advisory Board donated a total of 455.5 hours.

In FY 2015, the Advisory Board sponsored an Awareness and Wellness Run and Children's Fair, which included a 10k run, a 5k run and 1 mile walk. This is an awareness and fund raising event to educate the community, raise awareness, and decrease the stigma of mental illness.

Volunteer Hours FY 2015

FY2015 Citizens Advisory Board Executive Committee

Julia Currey —Chair
Richard Peterson —Vice Chair
Julia Currey —Adult Committee Chair
Mark Crosby —Adult Committee Vice Chair
Brenda Chabot—Youth Committee Chair
Alexander Gray—Youth Committee Vice Chair
Don Fairchild, Foundation Chair
Sunny Todhunter— Foundation
Steve Starks, Foundation



FY 2015 Highlights & Goals for FY 2016

Center-wide Highlights for FY 2015

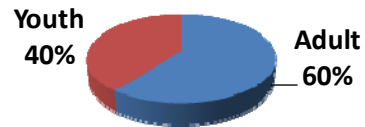
- Provided services to 9,634 individuals (an almost 8 % increase)
- Admitted 5,767 individuals to services
- Increased services provided to the un- and underinsured to over \$1.6 million (an increase of almost 15%)
- Wasatch Mental Health continues to be the leader in the administration of standardized clinical outcome measures (Y/OQ measures)
- Actively participated in suicide prevention and debriefing activities in Utah and Wasatch Counties
- Held WMH annual conference to train staff on various clinical issues, customer service, ethics, and suicide prevention
- Reorganized the Adult Services Division to improve access to care and compliance with program accreditation standards
- Continued to increase housing options for clients by working closely with local property owners and landlords
- Received \$10,000 from Utah County Commissioners Cup Golf Tournament to benefit the Giant Steps program (pre-school program for children with Autism)
- Raised over \$20,000 at Friends of Giant Steps Charity Dinner and Auction
- Obtained grant to expand Strengthening Families Program to four locations
- Youth Services continues to be involved in piloting the State's System of Care Initiative
- Partnered with United Way to enhance the "Brightening the Clients Christmas" initiative
- Participated in community efforts to prevent Elder and Vulnerable populations abuse
- Participated in the "Zero Suicide Initiative," a five State Pilot program to end suicide
- Added a 5th classroom to our Giant Steps pre-school Autism program in Saratoga Springs
- Revised a retirement policy that gives increased value and flexibility to employees and reduces the cost to the agency
- Implementation of new integrated budgeting software that links to the accounting software
- Rolled out new employee pay scale improving pay admin consistency and efficiency
- Updated application process to electronic tracking with online application and auto job notification

Center-Wide Goals for FY 2016

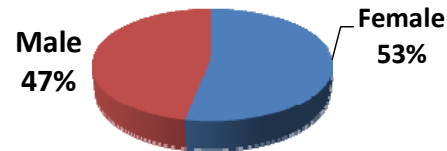
- Break ground for an Office Building in Payson to facilitate access to services and co-locate with allied agencies
- Complete a 360 degree management survey and evaluation to enhance managerial efficiency
- Collaborate with Accountable Care Organizations to improve services for high service utilizers
- Develop Justice Reinvestment Initiative team assisting individuals released from jail to re-enter the community and reduce recidivism
- Improve clinical outcomes by increasing internal accountability and supervision to adhere to Evidence Based Practices (EBPs).
- Continue to partner with states, the Division of Substance Abuse and Mental Health, and Hope4Utah to prevent suicides
- Infuse Trauma Informed Care principles into the service delivery
- Increase Systems of Care approach to difficult to treat clients
- Introduce new financial reporting related to our acuity based care system of delivering clinical services
- Improve our social media presence with the community
- Streamline employee hiring process with improved electronic paperwork file storage
- Implement consolidated HRIS (Human Resources Information System)
- Improve employee recognition programs

Demographic and Performance Data-Fiscal Year 2015

Unduplicated Clients Served



Male/Female



Performance Data for Fiscal Year 2015

TOTALS

Number of new Admits	5,767
Number of Patients Served	9,634

Inpatient Admissions	823
Inpatient Unduplicated Admissions	635

TREATMENT (HOURS)

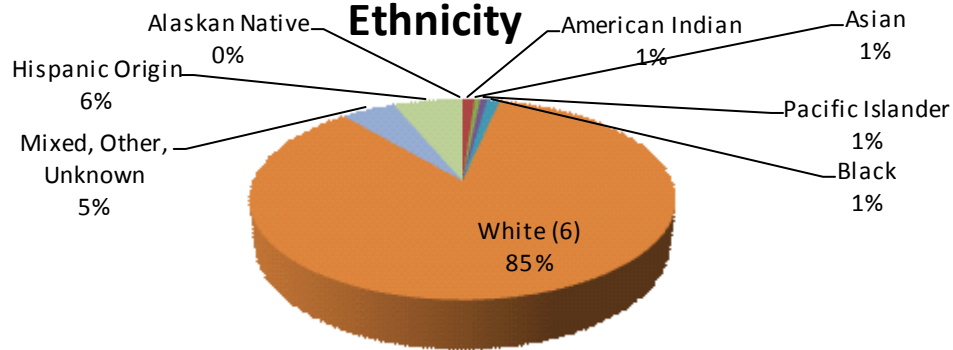
Evaluation/Testing	15,519
Individual/Family Treatment	47,182
Group Treatment	26,874

Med. Management MD (encounters)	17,115
Med. Management RN (encounters)	28,339
Skills Development/Adult	74,478
Skills Development/Youth	73,336
Behavior Management	93,271
Case Management	42,390
Peer Support Services	617
Psych Testing	4,037
Substance Abuse	5,076

BED DAYS

Inpatient	3,313
Independent Housing	27,415
Adult Residential Supportive (SRT)	10,975
Adult Residential Intensive (IRT)	4,030
Vantage Point	2,856
TOTAL BED DAYS	49,589

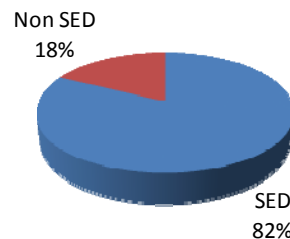
Ethnicity



SPMI Adult Clients



CFS FY 2015



* SPMI—Adults, identified as Seriously Persistently Mentally Ill (SPMI)

** SED—Children, identified as Seriously Emotionally Disturbed (SED)

FISCAL & ADMINISTRATIVE SERVICES



Wasatch Mental Health
Services
Special Service District

FISCAL AND ADMINISTRATIVE SERVICES

Executive Director
Juergen Korbanka, Ph.D.

Associate Director
Fiscal & Administrative Services
Todd Phillips, CPA

- Audit/Internal Controls
- Budget/Financial Planning
- Cost Study
- Investments
- Medicaid Monitoring
- State Reporting
- UBHN Financial Managers Committee

Financial Services Manager
Doralia Serrano-Castelan

- Accounts Payable
- Accounts Receivable
- Contracts
- Medicaid Cost Study
- Medicaid Inpatient Hospital Eligibility and Payment
- Medicaid Eligibility Reporting
- Payroll
- Pharmacy Billings

Information Services Manager
Francis Quan, MBA

- Data Management
- Hardware/Software Support
- Internal/External Reports
- LAN/WAN Support
- Medicaid Monitoring/Data
- MIS Training
- Research/Evaluations
- Telecommunications

Billing Supervisor
Katie Johnson

- Claim Processing
- Collections
- Customer Statements
- Funding Compliance
- Insurance Denial Processing
- Insurance Eligibility
- Spendown Processing

FISCAL AND ADMINISTRATIVE SERVICES



Todd Phillips, CPA

Fiscal and Administrative Services

The Fiscal and Administrative Services Division is directed by Todd W. Phillips, CPA. This includes financial services, information services and medical billing.

Highlights and accomplishments during FY2015 included:

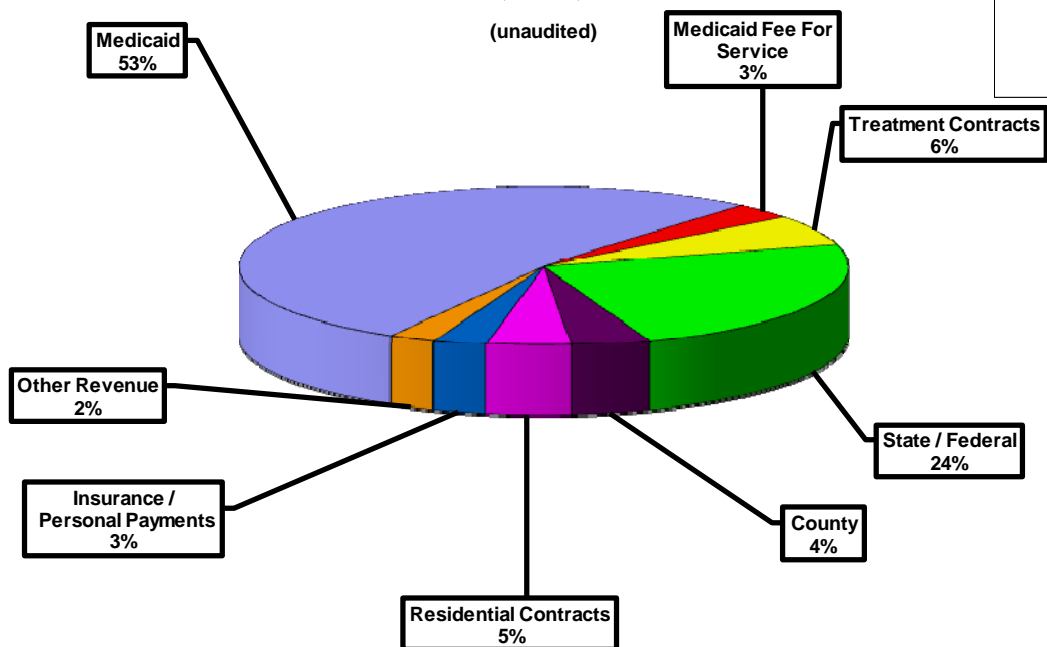
- Operational implementation of a new retirement policy that provides increased value and flexibility to employees while reducing costs to the agency.
- Further refinements in the employee human resource on-line portal to provide more elements of information and creation of online job application form.
- Implementation of enhancements in our electronic medical records system and support training of clinical & support staff related to a new scheduling function and adoption of the new ICD-10 (International Statistical Classification of Diseases) standard. Also implemented text message appointment reminders for clients from the system.
- Significant effort to refine records retention process to retain only those records needed and discard old records not needed.
- Revisions to the process of revenue recognition to allow for specific experience of programs.
- Completion of the annual independent audit, annual review by the Division of Substance Abuse and Mental Health, and the Medicaid cost study audit.
- Redesign of the Wasatch Mental Health website.

Goals for FY2016 include:

- Further implementation of the electronic HR system and the associated revision of the related human resource/payroll processes.
- Enhance financial training and support of operational managers and their information needs.
- Upgrade components of our technology network.

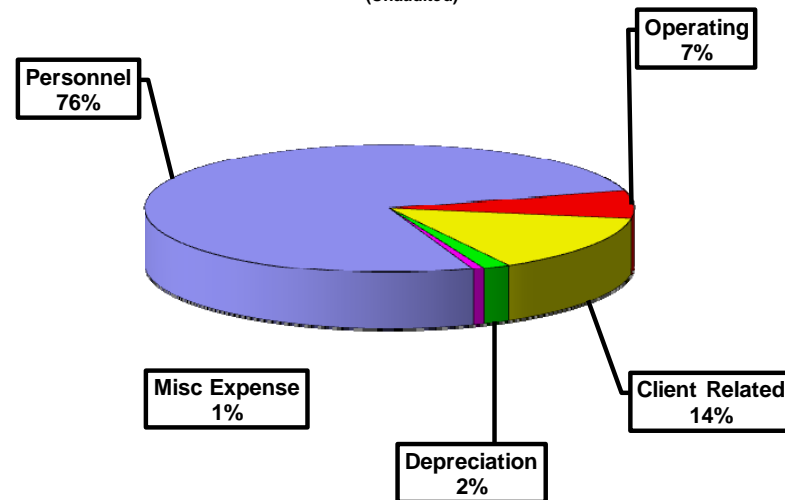
FY 2015 Revenue Sources \$33,379, 36

(unaudited)



FY 2015 Expenditures \$31,322,945

(Unaudited)



CARE MANAGEMENT SERVICES

CARE MANAGEMENT SERVICES



Wasatch Mental Health
Services
Special Service District

Executive Director
Juergen Korbanka, Ph.D.

Associate Director
Care Management Services
Doran Williams, LCSW

Administrative Assistant
Leslie Olson

- Client Fatality Reviews
- Client Grievance Services

- Allied Agency Coordination
- Clinical Operations Oversight
- Community Education/Information Staff
- Continuous Quality Improvement (CQI)
- Corporate Compliance
- Development Training Oversight
- HIPAA Regulations
- Medicaid Policy and Procedure Compliance
- Strategic Planning

Medical Records Supervisor
Jan Hall, RHIT

- Admissions/Discharges/Transfers
- Disclosures
- HIPAA/Confidentiality Training
- Record Storage/Retention

Support Service Manager
Kent Downs, MA

- Administrative Policies and Procedures
- Facility Construction
- Facility Maintenance
- Fixed Assets/Inventory
- Policy Tracking
- Procurement
- Vehicle Maintenance

CARE MANAGEMENT SERVICES



Doran Williams, LCSW
Associate Center Director

The Care Management Services Department is directed by Doran William, LCSW, who oversees and manages the operations of WMH's Corporate Compliance Program and other compliance related matters. This includes:

- The development and implementation of policies and procedures to ensure that WMH is in compliance with state and federal laws and regulations.
- Overseeing all activities related to the development, implementation, maintenance of and adherence to policies and procedures addressing privacy and access to protected health information (PHI).
- Managing the Clinical Records Department to ensure the privacy and protection of all sensitive material and personal information.
- Providing leadership and participation in WMH's Quality Assessment and Performance Improvement Program (QAPI) that administers relevant activities necessary to deliver excellent service to members as well as compliance with the Division of Medicaid.

In addition, the Care Management Service Department oversees:

- Business contract development and oversight of delivery of service.
- Outside clinical providers utilization management services.
- Staff development and education training programs.
- Facility maintenance, construction and operations.

Goals for FY16

1. Improve customer service and community relationships.
2. Focus on practice standards to improve the quality of consumer and provider participation in collaborative documentation.
3. Continue to ensure that Wasatch Mental Health's (WMH) buildings, vehicles, and facilities are maintained and represent WMH in a positive manner to provide a comfortable and respectful place for recovery to happen.
4. Bid out and break ground for the office building in Payson to improve access to treatment for clients in the Southern County.
5. Improve our social media presence with the community.
6. Focus on suicide prevention efforts within Utah and Wasatch Counties. Develop and implement successful suicide prevention initiatives within Utah and Wasatch Counties.
 - A. Participate in suicide prevention efforts within Utah and Wasatch Counties by raising awareness and offering support to individuals at risk for suicide.
 - B. Integrate a suicide screening through the Y/OQ process and the Columbia Suicide Severity Rating Scale into our electronic record.

HUMAN RESOURCE SERVICES



Wasatch Mental Health
Services
Special Service District

Executive Director
Juergen Korbanka, Ph.D.

Human Resource Director
Ralf Barnes, SPHR
801-852-4710

- Position Approval
- HR Policy Admin
- Manager Training
- Wellness Committee
- HR Blue Print
- Pay Admin
- Disciplinary Actions
- Grievances
- Cultural Competency Committee

Judy Guilbert
801-852-4714

- New Hire Orientation and Paperwork
- Defensive Driving
- BCI's/ Renewals
- Benefits Admin and Open Enrollment
- Leave Admin - Vacation, FMLA, STD, LTD, WC
- Payroll & Verification of Employment
- Personnel Files
- Retirement

Stephanie Mecham
801-852-4735

- Recruitment
- Relias Admin
- Greenshades Admin
- PEP Admin
- Offer Letters
- Orientation Software Programs
- Wellness Initiatives
- Credentialing



Ralf Barnes, SPHR
Human Resource Director

Our HR team is directed by Ralf Barnes, with HR Specialist Stephanie Meham and HR Tech Jordyn Verhoef. Our HR Generalist position is currently open. Each member of the HR department has focused responsibilities, but we are all available to help support with any HR issue.

Human Resources FY15

The human resource department supports Wasatch Mental Health by focusing efforts on our most important asset - our employees. We accomplish this through the recruitment, selection and development of a qualified workforce who have the unique competencies required to serve our clients. Our core functions are based upon the principles of:

- Recruitment of qualified individuals, engagement and retention of our valuable employees
- Training and development promoting individual and organizational success
- A safe work environment promoting wellness for employees and clients
- Fair and consistent administration of policies and procedures
- Providing a competitive salary and benefits package
- Fostering an environment of equal opportunity

FY 2015 Highlights

Recruited, hired and oriented 160 employees and interns – processed 120 separations
Built recruiting relationship with local Universities. Implemented “Rocky Jobs” online advertising
Rolled out new employee pay scale improving pay consistency and efficiency
Conducted internal HR file audit identifying discrepancies that have been corrected
Implemented online defensive driving course saving course fees and reducing training time
Update application process to electronic tracking with online application
Admin of employee survey with organizational focus group to improve employee engagement
Recertified all NHSC sites and added Wasatch County Family Clinic.
Reestablished cultural competency committee

FY 2016 Goals

We have updated 15 of 40 HR policies with a goal to complete all updates by the end of FY2016
Streamline employee hiring process with improved electronic paperwork file storage.
Background screening process has been reworked to improve compliance. Recent change to 100% fingerprinting will be a challenge in 2016.
Several HR policies need correction and updating to reflect organizational changes.
Implement consolidated HRIS application. Develop an integrated HRIS system to reduce redundancy and improve information accuracy. Basic employee records have been updated in Great Plains and salary matrix is ready to go. Full integration expected early 2016.
Implement enhanced employee performance improvement process.
An improved standardized process will be developed to improve overall center performance and guarantee the fair treatment of employees.
Improve employee recognition programs. Using data acquired through the engagement survey we will set up formal employee recognition programs that are easy to understand and administer.
Implement meaningful required training courses for supervisors and new managers. Topics to be covered include basic leadership, employee selection, performance management, personnel systems and essential policies.

ADULT SERVICES



Wasatch Mental Health

Adult Services

Executive Director
Juergen Korbanka, Ph.D.

Division Director
Adult Services
Randy Huntington

Administrative Assistant
Mary Bateman

Medical Services Director
Tim McGaughy, M.D.

Level 1
Program Manager
Geri Alldredge, Ph.D.

Level 2-3
Program Manager
Dean Anderson, LCSW

Level 1-5
Program Manager
Brian Butler, LCSW

Level 4
Program Manager
Dave Blume, LCSW

Level 5
Acting
Program Manager
Kip Landon, LCSW

- Medical Peer Reviews
- Medical Quality Assurance
- Prescriber Recruitment
- Medical Services

- Contractor Compliance/ Assurance Management
- Outside Clinical Provider Contracts
- Medical Division Management
- Medication Clinics
- Psychological services
- Jail Services
- Westpark Clinical Support Staff

- Adult Outpatient
- Nursing Home Liaison
- Representative Payee Services
- Volunteer Coordination
- Mental Health Court
- Targeted Case Management
- Transportation Services
- PASRR

- Homeless Outreach
- Clubhouse & Skills Development Services
- Transitional & Supported Employment

- Supervised Residential Services
- Payson Independent Housing
- Supported Residential Services
- Community Supportive Housing Services
- Mountain Peaks Counseling
- Wellness Recovery Clinic
- Under-funded or Under Insured Services

- Crisis/Emergency Services
- Hospitals Liaison/ Utilization Services
- Intensive Residential Treatment
- FAST Team
- Bridge Team
- Recovery Outreach Center
- After Hours Crisis Services
- State Hospital Liaison
- Court Commitment

ADULT SERVICES

Adult Services consists of the following programs:

- Medication Management Services
- Psychological Assessment Services
- Adult Outpatient
- Community Support Services and Representative Payee Services
- Adult Skills Development Services
- Supported Housing and Residential Services
- Intensive Residential Treatment (IRT)
- 24-Hour Crisis Services and Recovery Outreach Center (ROC)
- Wellness Recovery Clinic (WRC)
- Mental Health Court Services
- Homeless Outreach (WATCH)
- BRIDGE team (an ACT-like model)
- Nursing and Assisted Living Home Services
- Private Providers
- Clubhouse
- Mountain Peaks (Insurance Clinic)
- Inpatient Psychiatric Services

Additionally, the Adult Division hosts and participates in regular coordination meetings with the following allied agencies to coordinate services and improve the continuum of care:

- Division of Services for People with Disabilities (DSPD)
- Utah County Substance Abuse
- Utah County Jail
- Utah County United Way
- Provo City Housing
- Housing Authority of Utah County
- Food and Care Coalition
- Department of Workforce Services
- Provo City Police Department
- Vocational Rehabilitation Services
- Project Reality
- Community Action Services
- Utah County Continuum of Care
- Provo and Orem Police Departments
- Fourth District Court
- Provo Justice Court
- Orem Justice Court



Randy Huntington
Director

Fiscal Year 2015 Highlights

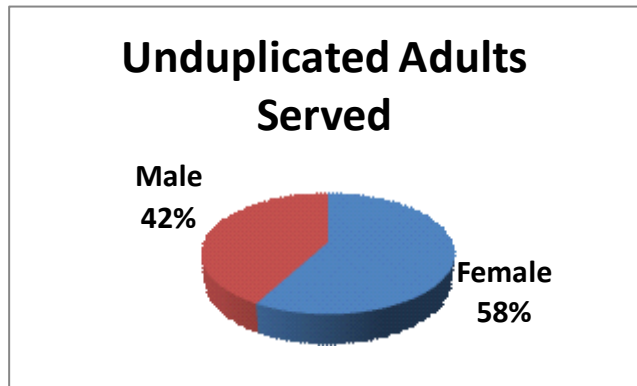
- The "Brighten a Clients Christmas" program evolved to the "Sub for Santa" program in partnership with United Way
- Mt Peaks Insurance clinic added a medical prescriber, who is a fully qualified Medicare provider to the Clinic
- Wellness Recovery Center created a walk in clinic - intake wait time is now down from nearly 90 days out to approximately 4 days
- Incorporated Ginger IO application (On-line phone app that tracks a person's mental health and gives feedback to the provider and client) which has increased our outreach to those reporting increased stressors
- Wasatch Mental Health has grown from one to two full time social workers who provide direct care to inmates and serve as liaisons to coordinate care during and after incarceration
- Social work interns have been added to the mental health team at the jail and their focus has been linking inmates with community resources will help reduce recidivism and re-incarceration
- Participated in the community wide effort to prevent abuse, neglect and fraud of the elderly and vulnerable populations through the Elder & Vulnerable Adult Coalition (EVAC)
- Expanded Psychological Assessment Services (PAS) to address the demand of increased referrals over the previous years – the department has added an administrative supervisor and is now staffed with 3 full time psychologists who coordinate with 5 interns and 6 additional staff psychologists
- WMH will continue co-sponsoring Crisis Intervention Team (CIT) academies in Utah County and Wasatch County
- WMH leads the State of Utah in the number and use of the OQ and YOQ – We collected over 45,000 questionnaires that help us determine if a client is making progress with treatment
- Combined our Adult Outpatient Clinic with our Community Supportive Services department to increase access and care coordination for clients
- Increased training and collaboration with Provo and Orem Police Departments in weekly meetings to provide better mental health care for clients
- Decreased wait time for clients to USH by better through put and keeping more acute clients in the community
- Combined Adult and Youth crisis teams to collaborate more in outreach efforts
- Worked closely with several property owners of apartments to find housing units for very chronic clients who have been denied rental spaces everywhere else in the county
- Expanded care to home bound elderly and Assisted Living facilities in addition to Skilled Nursing Homes

- Experienced many recovery service coordination (RSC) successes with individual clients progressing in their recovery
- Served on the State-wide Protection and Advocacy for Individuals with Mental Illness (PAMI) council
- Participated in a pilot program with five other States called the Zero Suicide Initiative through the National Council on Mental Illness
- Started Peer Support WRAP planning with individual clients and groups.

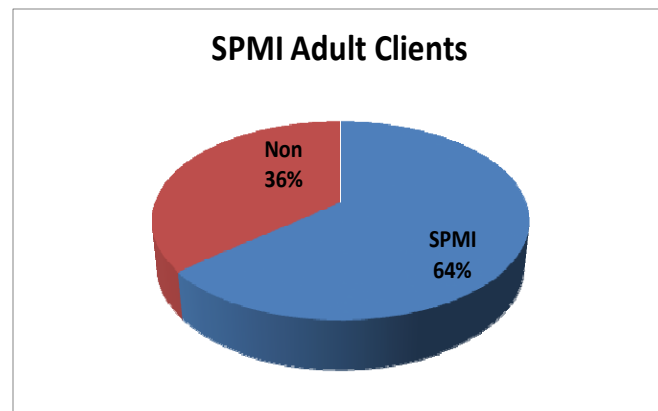
Adult Services Fiscal Year 2016 Goals

- Participate in the Justice Reinvestment Initiative (JRI). The JRI is a new legislative act that focuses controlling the cost of incarceration through reducing recidivism and providing mental health and substance abuse treatment
- Continue to participate in the integration of clients physical and psychiatric health care needs utilizing Mountainlands Community Health Clinic, which is a Federally Qualified Health Care (FQHC) facility that is now co-located with Wasatch Mental Health
- WMH will participate in the prevention of suicide. Along with the Utah Department of Substance Abuse and Mental Health, WMH will focus attention on prevention, intervention and Postvention initiatives through the National Council of Mental Health and the Zero Suicide Initiative. This will include specialized training for clinical personnel in the Columbia Suicide Severity Rating Scale (C-SSRS), the Stanley Brown Safety Plan tool, and the use of the OQ and YOQ in screening for potential suicide risk
- WMH will continue to co-sponsor twice annually the CIT academy, including the newly implemented academy targeted specifically at correctional officers. We will strengthen the current partnership with law enforcement for increased coordination of care and participate in the Police Academy at Utah Valley University. Efforts will be made with different law enforcement agencies to improve collaboration and coordination of resources
- WMH will focus on Recovery Services Coordination with the target of offering the optimal amount of services for each client. This will continue to include both informal (with the Clinical Staff) and formal (with Administrative Staff) reviews.
- Deliver services to people who are homeless and mentally ill. WMH will participate in the Cooperative Agreement to Benefit Homeless Individuals (CABHI), which is a grant program monitored by the Division of Substance Abuse and Mental Health (DSAMH). This is a collaborative effort with our partnership at the Food and Care Coalition.

Of the 5,861 adults served in FY 15, 2,476 (42%) were male and 3,419 (58%) were female. The following graph depicts the gender distribution in the adult division for FY15.



Of the adult clients served, 3,771 (64%) met the criteria for having a Serious and Persistent Mental Illness (SPMI). This is slightly lower than the percentage of SPMI clients served during FY14. The following graph depicts the proportion of the SPMI population during FY15.



The following table shows services provided to clients in the adult division:

Individual/Family Therapy	20,620
Group Therapy	15,524
Meds Management MD (Encounters)	11,576
Meds Management RN (Encounters)	6,415
Skills Development- Adult	66,167
Behavior Management	5,421
Case Management	41,048
Payee/Personal Services	5,020
Peer Support Services	562
Private Providers	
Individual/Group Therapy	1,449
Med Management MD (Encounters)	718
Bed Days	
IRT	4,030
SRT	10,975
Emergency Shelter	
Independent Supported Housing	27,415

PSYCHOLOGICAL ASSESSMENT SERVICES



Geri Alldredge, Ph.D.
Program Manager

Psychological testing to assist in diagnostic clarification and treatment planning is performed by staff psychologists, psychology residents and doctoral level psychology interns. Currently there are 9 staff psychologists spread throughout the organization, 3 of which are located full time in this department and are dedicated solely to providing assessment services. WMH has a designated testing center that centralizes resources and coordinates testing that takes place center wide. Assessment services are primarily utilized by prescribers and therapists seeking objective information regarding a client's condition and prognosis. The Department has focused on having testing done in a timely manner and having feedback sessions with the client and referral source to ensure that the results are understood and useful. The department added a supervisor in 2015 to assist in the organization and distribution of referrals, the maintenance of resources and to perform routine personnel supervisory responsibilities. This department continues to see growth in the number of referrals it is processing.

Medication Management Services

WMH clients are provided Medication Management Services by staff psychiatrists, APRN's, and nurses assigned to various clinics and levels of care throughout the organization. Medication Management Services are an integral part of treating individuals with mental illness. Clients whose symptoms are adequately stabilized through medication management experience a better quality of life and personal independence in the community. Nursing services are an integral part of the medical department. Nurses monitor medical vital signs, coordinate care with other providers, work with prescription refill needs and provide

clients with essential information regarding medical mental health needs. Wellness Coordinators are also a central part of medication management services. Wellness Coordinators assess the need for physical health care and coordinate that care with community providers. Medication Management Services has partnered with level of care service sites to provide clinics where the client receives other services to create more of a team approach in providing care and to centralize services for the client. There are currently medication clinics in all of the family clinics and in all 5 acuity levels of care. A physical health care clinic is now co-located at West Park. This integrated health care model is an exciting addition to services at Wasatch Mental Health.

Clerical Support Services

Clerical Support Services provides reception services for the West Park building, checks clients in Levels 1, 2 and 3 clinics as well as Mountainlands Health clinic and provides a wide variety of behind the scenes clerical support necessary for the organization to run smoothly. Clerical Support Services checked in roughly 19,821 clients at the front desk during the fiscal year 2015. This is an increase of nearly 3,000 over the previous year.

Utah County Jail Mental Health Services

Wasatch Mental Health contracts with Utah County Sheriff's Department to provide mental health services at the Utah County Jail. Wasatch Mental Health provides two medication clinics a week for inmates requiring mental health services. Wasatch Mental Health has grown from one to two full time social workers who provide direct care to inmates and serve as liaisons between the two organizations to coordinate care during and after incarceration. Social work interns have been added to the mental health team this year as well. The interns focus on discharge planning for inmates who will need to continue mental health services upon release. Linking inmates with community resources will help reduce recidivism and re-incarceration.

Outside Provider Management

Wasatch Mental Health maintains a provider network of licensed private practitioners in the fields of Psychiatry, Psychology, Social Work, Marriage and Family Therapy, and Professional Counseling to meet the needs of clients who cannot be served within the center. Services are provided to clients in the community when such services better meet their needs.

Crisis Intervention Training (CIT)

Crisis Intervention Training is an international program orchestrated and supported by the State of Utah through the Division of Substance Abuse and Mental Health, with a local partnership between Orem Public Safety and Wasatch Mental Health. Officers participate in forty hours of training on mental health issues. The training includes classes taught by mental health professionals, direct interaction with individuals diagnosed with mental health conditions and scenario training. The main goal of the academy is to promote understanding, empathy and skill building for law enforcement officers dealing with individuals with mental illness and their families.

Elder and Vulnerable Adult Coalition (EVAC)

EVAC is a multi-agency coalition whose goal is to prevent abuse, neglect and fraud of the elderly and vulnerable populations through collaboration and networking of community agencies. The coalition works to increase awareness and create strategies to combat problems with in the community.

Highlights for 2015

- Referrals for psychological services continue to increase over the previous years. The department has added a supervisor and is now staffed with 3 full time psychologists who coordinate with 5 interns and 6 additional staff psychologists throughout the organization to deliver requested services.
- Medication Management Services has reorganized to provide clinics at the level of care where clients are receiving other services. This creates a more efficient and convenient service delivery for clients and creates more of a team approach to treatment. One of the buildings that house Level IV services was remodeled to create a medical clinic where pill boxes, shots, doctor visits and other medical services can be administered closer to where other client services are provided.
- A database, referred to as the Medication Administration Record (MAR) was created and is getting great reviews by nurses. The MAR tracks medication dispensing, including injections. This database is used by nurses across the center to facilitate tracking of services as a client moves from one level of care to another. It has also facilitated tracking of medication compliance to better inform staff when a client is in need of additional support to remain compliant.
- A new peer support specialist was hired to reach out to clients identified as needing additional support in their recovery.
- CIT continues to be a strong, highly rated training for law enforcement officers. There were 2 academies last year in Utah County.
- Provo Police Department has a federal grant to orchestrate a community program to prevent abuse and neglect of the elderly and vulnerable populations. Wasatch Mental Health will continue to participate in this coalition and prevention effort.

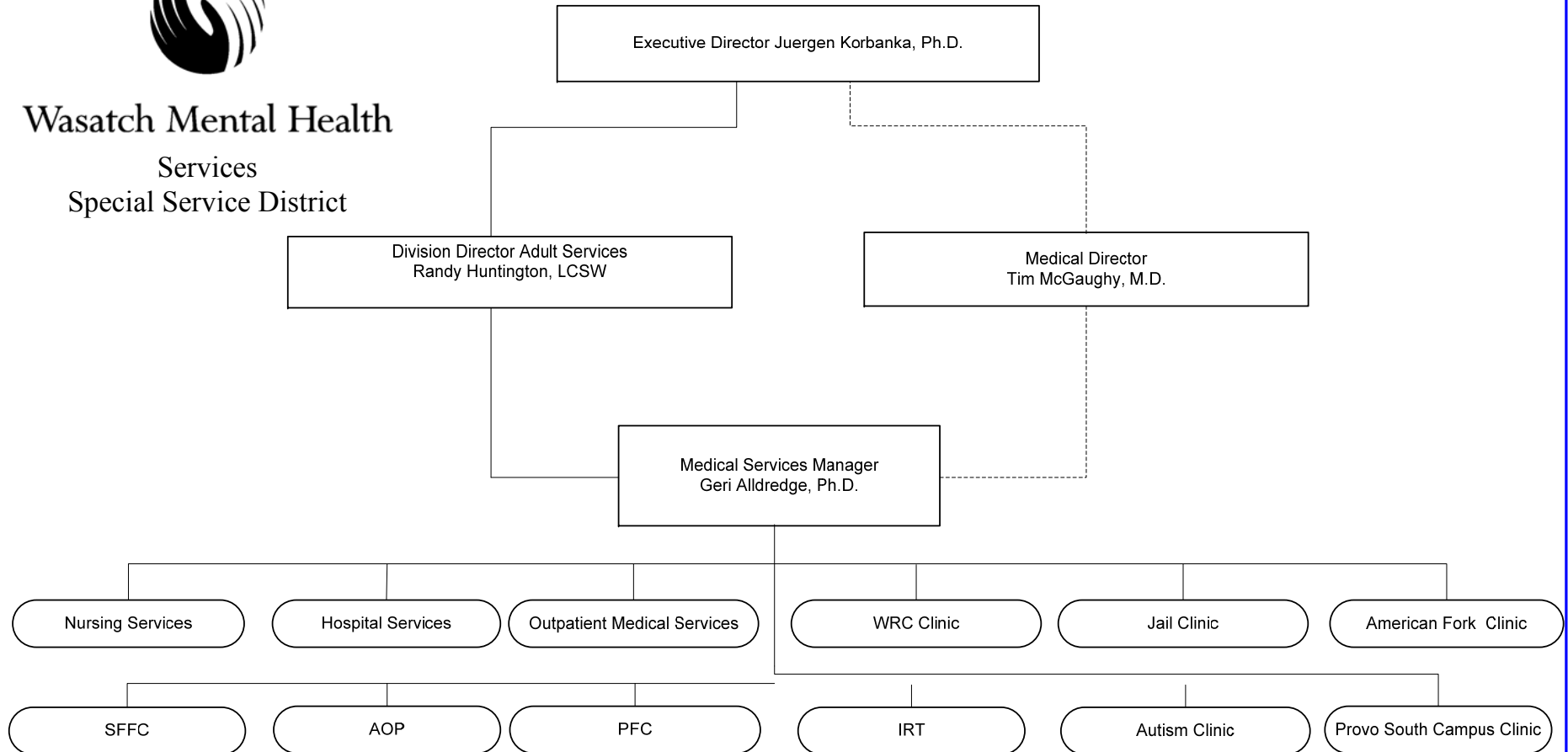
Goals for FY2016

- The Psychological Services Department is still growing but will focus this year on stabilizing service delivery.
- Medication management services will focus on creating more opportunities for “same day services” where clients can access medical providers more quickly. This will operate much like a mental health “Insta-care” where clients can either come to a walk-in clinic or schedule an appointment no further than 3 days away.
- Strengthening the partnership with Mountainlands to coordinate medical care will be a focus in the upcoming year.
- Clerical Support Services will focus on customer service in the upcoming year. There will also be a focus on decreasing no-shows and supporting the walk-in/same day service clinics.
- WMH will continue co-sponsoring CIT academies in Utah County and Wasatch County.
- WMH will continue to participate in the coalition on the prevention of elder and vulnerable abuse and neglect.



Wasatch Mental Health
Services
Special Service District

Medical Services





**Dean Anderson, LCSW
Program Manager**

LEVEL 2 –3 ADULT OUTPATIENT SERVICES, COMMUNITY SUPPORT SERVICES, AND REPRESENTATIVE PAYEE SERVICES

- The Adult Outpatient (AOP) clinic provides treatment and case management to adults residing in Utah County. Licensed psychotherapists and psychologists provide individual and family therapy, therapy groups, behavior management groups and supportive counseling.
- A Licensed Case Manager provides Case Management, Personal Services, Rep. Payee Services, and some limited Skills Development Services.
- The Adult Outpatient Program utilizes Master's and psychologist interns from several different universities from across the country. The Psychology Intern program has been a member of the Association of Psychology Postdoctoral and Internship Centers (APPIC) since 1988, and accredited by the American Psychological Association (APA) since 2004.

FY 2015 Highlights

- In late FY15 AOP Therapist and CSS and RPS staff were rolled into one department combining Levels 2 and 3.
- AOP continues to provide outreach and consultation to other agencies and organizations in the County in order to build relationships and improve services. Recent efforts include: making presentations to community and religious groups, presenting at the Brigham Young University Law School about domestic violence treatment, attending DCFS staffing and coordination meetings, co-leading dual diagnosis groups with Utah County Substance Abuse, providing treatment and support to clients who live in nursing homes and assisted living facilities, participating on the local Domestic Violence Council and working closely with DSPD providers to care for those with MI and ID diagnoses.
- All contracts managed by AOP were utilized well with the majority of the available funds being exhausted in the last days of the fiscal year.
- AOP therapists completed 751 new intakes in FY15 which is an average of 62.6 intakes per month.
- In April 2015 the AOP Program Manager met with all AOP clinical staff individually to review the data in regards to their productivity, late notes and other goals. AOP clinical staff, as a collective department, reached 100% productivity several times in FY 2015.
- Late notes have been low for most of the year; they are at an average of approximately 4.6 per month, This is a reduction from FY 2014. Some months had as low as 1.
- Collected 7899 OQ questionnaires. This is up 377 from FY 2014 and an average of 658.25 questionnaires per month.
- Of the occasions where an outcome questionnaire was administered, AOP clinicians referenced the questionnaire in their therapy notes 91.4% of the time.
- Furthered our partnership with Mountainlands Community of Governments case management team to provide more mental health care to elderly mentally ill clients in their homes.
- More staff have been using an innovative schedule where 5 clients are scheduled in a 4 hour block of time. This has increased productivity.
- Continue to implement Recovery Services Coordination in an effort to help clients focus on their recovery and minimize client dependency on WMH and its staff.
- Provided approximately 65 student interviews for UVU and BYU students who are exploring careers in mental health or are in graduate school assigned to learn more about mental health treatment.
- AOP staff participated in a variety of WMH wellness programs for staff.
- In FY 2015 AOP worked with 11 volunteers with 315 hours which is way up from FY 2014 where we used 5 volunteers with 222.25 hours.

FY 2016 Goals

- Create a Family Clinic out of the combined CSS and AOP Therapists departments.
- Train AOP therapists to provide services to children and youth.

a domestic violence treatment group for children whose parents have been involved with domestic violence.

- All staff will reach their productivity goals.
- There
- Encourage recovery and client-centered treatment planning and service delivery as a healthy philosophy in working with clients on their challenges.
- Meet WMH standard of utilizing collaborative documentation.
- Implement the use of more Evidenced Based treatments and groups.
- Improve the use of Recovery Coordination Services in an effort to help clients achieve their goals and work toward more independent living.
- Consistently reach the expected number of collected OQ-45s. OQ-45s will be given to every client, every week and utilized as a therapeutic tool.
- Complete annual assessments on every client.
- As the elderly population grows, expand mental health care to them in nursing homes, assisted living centers, and their homes.

LEVEL 1-5 — Skills Development Services—Clubhouse



**Brian Butler, LCSW
Program Manager**

“WASATCH HOUSE” (CLUBHOUSE)

A place to come. A place of meaningful work.

A place for meaningful relationships.

A place to return.

Recovery Happens Here!

In FY2015, Skills Development Services treated a total of 260 individuals, with an average daily attendance of 72 clients, and a total of 70,487 hours of skills development were provided.

Wasatch House provides a supportive environment which encourages members to improve the quality of their lives. The program is successful in helping clients to stay on their medication, and preventing hospitalization. The value of work is at the core philosophy of the healing process. All clubhouse work is designed to help members regain self-worth, purpose, and confidence. Wasatch House is accredited by the International Center for Clubhouse Development. There are 4 clubhouse programs in Utah and over 300 worldwide.

Wasatch House is equipped with a state of the art commercial kitchen, exercise equipment, updated sound, video and computers, along with a large thrift store, business, and career and education room.

Our wellness program continues to grow as we encourage our members to participate in classes of discussion and working out on our exercise equipment. In these classes we encourage a healthy living and we teach about nutrition and other activities for positive health benefits. Our “biggest loser” and “clubhouse weight watchers” program has assisted dozens of members to lose weight. We have a successful diabetes class and are educating on coping with this disease.

We are also having success with our tobacco cessation class as we encourage and support our members who want to quit smoking. We have excellent support and resources from the Utah County Health Department as we assist our members in reducing or quitting their smoking habit.

Our ‘Stigma Busters’ group is active in Utah County as we educate the community on mental illness and the myths behind this disease. We are regular presenters at Brigham Young University, Utah Valley University and the University of Utah where we present to psychology and social work students.

Clubhouse participants come from a variety of different settings including: Intensive Residential Treatment (IRT), Supported Residential Treatment (SRT), Community Supported Housing (Alpine House), nursing homes, as well as individuals living independently in the community.

Clubhouse is also an integral part of helping clients transition out of the State Hospital. Prior to their discharge, clients have the opportunity to attend Clubhouse for a couple of weeks, to help ease the transition from the State Hospital back to the community. While at Clubhouse, clients are given the opportunity to demonstrate their readiness for discharge.

Some successes we enjoyed this past year included participation in the Utah Clubhouse Network Conference in Price. In addition, a Clubhouse member and staff traveled to Genesis Club in Boston for a 1 week Employment track training. Both of these activities were funded largely by the Friends Of Wasatch Mental Health foundation. Through a State Appropriation Fund, we were able to provide 9,000 dollars of services at the Clubhouse to 17 individuals who otherwise would not have access to the recovery opportunities Wasatch House provides. Clubhouse received an accreditation visit from Clubhouse International, who saw fit to award Clubhouse with a 1 year certifica-

tion. Certification by the accreditation body assures that a Clubhouse is sufficiently adhering to the standards established by Clubhouse International and is engaged in practicing the Clubhouse model of Recovery.

In order to more fully comply with Clubhouse standards as recommended in the accreditation report, a change in administrative structure was initiated towards the end of FY 15. The 3 administrative heads which previously consisted of a Program Manager and a Supervisor in addition to the Wasatch House Director were reorganized to allow the Clubhouse Director to function autonomously over the Clubhouse. Brian W. Butler, LCSW was assigned as the Clubhouse Director as part of an overhaul of the entire Adult Division at Wasatch Mental Health. His goal is to achieve a 3 year accreditation by next Fiscal Year and is working with staff, members and other Clubhouses to achieve this goal.

WATCH PROGRAM (HOMELESS OUTREACH)

The WATCH program (co-located with the Food and Care Coalition) assists individuals who are homeless and chronically mentally ill, to obtain adequate treatment (including: psychiatric care, therapy, and case management) as well as adequate housing and other necessary services. In FY 2015, the WATCH program served a total of 273 unduplicated individuals. This does not include the many individuals contacted through Street Outreach efforts which are geared to engage homeless individuals and assist in streamlining access to needed housing and mental health services .

Through funding from the State Emergency Shelter Grant (ESG), Wasatch Mental Health, and our 501c(3) Friends of Wasatch Mental Health Foundation, 850 nights of safe emergency shelter was provided to 93 homeless individuals to assist them in their transition from the street to permanent housing.

Beginning in October, 2014 a new program was initiated with the State of Utah through the Cooperative Agreement to Benefit Homeless Individuals or CABHI. Through this federal grant, an Assertive Community Outreach Team (ACOT) was created in the WATCH program to outreach chronically homeless individuals on the street and provide housing and supportive services using a Housing First model. This model, which is evidence based , relies on the knowledge that safe and secure housing is the first necessary step in a persons' journey towards health and independence. The ACOT team is extensively trained to engage this vulnerable population with the goal to help them become safe in the community through securing housing and needed resources.

In partnership with UVU and the Utah County Jail, the WATCH program participated in supervising 2 jail interns whose focus was discharge planning for inmates being released from the jail. By all accounts this was a successful endeavor and was highlighted in the Daily Herald. Although the internship program is a critical component in addressing recidivism in the community, it is only providing for the need on one end of the issue. To close the gap, the WATCH program is actively engaged in securing additional resources and partnerships for discharging inmates to be linked to after they leave the jail, specifically case management and housing services in the community dedicated to the needs of this neglected population.



Dave Blume, LCSW

Level 4—Supported Residential Services

We operate with a full time staff of 6 and 1 - ¾ time case managers along with 2 full time clinical therapists. This team works closely to provide wrap around services for the clients we serve. We have served 225 unduplicated clients in level 4 services. We work very closely with the Skills Development Services as the clients participate in psychosocial and psychoeducational rehabilitation.

The prescribers clinic provided at the South Campus building provides psychiatric care for clients who are assigned to level 4. We currently have 3 prescribers who provided psychiatric services to 235 clients. Case managers accompany the client to these visits to ensure quality information and treatment is being coordinated with the prescribers. This past fiscal year at the South Provo Campus building, we completed the medical services expansion. With this newly added space, we are able to have our clients fill their pill boxes, coordinate their nursing care along with their prescriber visit and resolve other medication issues with the medical staff, all at this campus. It is an expansion of our philosophy for acuity based care and allowing the clients receive their care in one place without running around to different parts of town. This is also a positive for our case managers as it will cut down on transportation of clients to different clinics, saving time and resources.

Supervised Residential Services

Supervised Residential Services consists of several levels of supervision within a 50-bed apartment complex located in Payson, Utah. All of these apartments are shared housing. It is owned and operated by WMH. Housing services includes: house parents, case managers, daily pillboxes, and supervised independent living, and the Clubhouse model of psychosocial rehabilitation. Within this 50 bed complex, we offer more intense support for up to 31 clients who are in more need of wrap around services due to their acuity of need being higher. These clients are in a treatment based housing where they attend Skills Development regularly and have more intense case management with pill boxes for medications and more support from the house parents at the residence. The remaining 17 beds are slated for clients who are more independent in their abilities and do not require the more intensive services (described in more detail below as independent living).

Alpine House

Alpine House is a non-treatment, 18-bed, home-style facility with bedrooms and family meals for WMH clients. It is owned and operated by Utah County United Way. The 24-hour house parents are United Way employees. In addition, Wasatch Mental Health provides daily pillboxes, case management for each of the clients and requires clients to participate in the Clubhouse model of psychosocial rehabilitation.

Independent Living

Independent Living consists of four non-treatment housing complexes. 1) Maplevue Apartments, a 24-bed apartment complex run by Provo City Housing, 2) Payson Independent Living Apartments, a 16 bed apartment complex owned and operated by Wasatch Mental Health, 3) Yarrow Apartments, a 18-bed apartment complex managed by Utah County Housing, and 4) Provo duplex (4-beds), Sunrise (6-plex, 11-beds), Sunset (4-beds) managed by Provo City Housing. Each of these apartment complexes has case managers assigned to monitor and tend to the clients' needs such as money management, connecting with community resources, and general mental health care.

Referrals for admission to Supported Housing Services come from various sources such as Inpatient facilities, the Utah State Hospital, crisis workers, sister agencies within the community and other departments within Wasatch Mental Health. Clients transition throughout the entire housing structure as they develop the skills to live as independently as possible. The ultimate goal is to have the client transition to complete independence as they develop these skills.

Highlights from Fiscal year 2015

- We were able to add a medical support service here at South Campus with 2 full time nurses and a part time wellness coordinator to compliment the Prescribers running their

clinics at South Campus. The Nurses are able to assist the clients with all their medication needs, including teaching about medications while filling pill boxes.

- Our Supported Residential Treatment in SRT maintained a 94% occupancy rate for the year. This was accomplished even after the transition of over 10 clients out of the 31 bed complex to lower acuity of care and more independence.
- The "Brighten a Clients Christmas" program evolved to the "Sub for Santa" program as Jennie Reese coordinated the efforts to team up with United Way for the first time for a streamlined and improved program reaching out to the less fortunate clients who had no other resources for Christmas gifts. We were able to serve 191 clients with the assistance of the United Way "Angel Tree" program and outpouring of support from a local LDS ward and other local businesses.
- We were able to send a full time therapist to be trained in EMDR therapy to expand our treatment options for our clients involved in our therapy clinic. We have also continued to train for our ongoing DBT groups to keep up to date on treatment modalities.

WELLNESS RECOVERY CLINIC

The Wellness Recovery Clinic is a no-fee clinic opened on July 1, 2005 to provide short-term mental health services to individuals in need who meet income eligibility guidelines and do not have medical insurance or are underinsured with mental health benefits. In FY15 the WRC served a total of 543 unduplicated clients who were unfunded or underfunded.

The Wellness Recovery Clinic provides the following services to clients on a short-term basis to help stabilize mental health with the aim to refer to outside community providers for ongoing care::

- Intake Screenings/Assessments
- Group therapy
- Individual therapy
- Case management
- Psychiatric Evaluation/Meds Management
- Medication assistance.
- Psychological testing

Some highlights from FY2015:

- In FY 2015 there was an administrative change and a new Supervisor (Ed Zunkowski) was brought in to the WRC. One of the most remarkable changes that occurred was intakes were modified and a walk-in intake clinic was developed, changing the average intake wait time down from nearly 90 days out to approximately 4 days.
- In the last year the WRC referred 9 clients to the Clubhouse on the State appropriations funding, 4 of whom are still attending. 1 of these clients is currently working in a Transitional Employment position. This has been a great resource as many WRC clients can now benefit from Day Treatment when they could never before.
- The Case manager at WRC has become trained on the Ginger IO app and has been able to get the notices from Ginger IO and this has increased our outreach to those reporting increased stressors.
- Compared to Fiscal Year 2014, we saw an increase from 474 clients to 543 clients, an increase of 14%. We specifically increased our youth clients from 25 to 40 for an increase of 60%

MOUNTAIN PEAKS COUNSELING

Introduction

- Mountain Peaks Counseling (MPC) serves adults and children residing in Utah County who have insurance, private payment, or ecclesiastical payment.
- Licensed psychotherapists provide assessments, individual therapy, marital therapy, and family therapy.
- A licensed prescriber provides medication management.
- MPC is open Monday through Thursday from 5:30 p.m. to 9:00 p.m. for therapy and every other Wednesday from 3:00 p.m. to 7:00 p.m. for doctor clinics.

Fiscal Year 2015 Highlights

- Mt Peaks Insurance clinic added a medical prescriber, who is a fully qualified Medicare provider to the Clinic. This new prescriber is now full in his schedule and will soon be doubling his work schedule to keep up with the demands of the growing clinic.
- The number of clients served compared to fiscal year 2014 increased from 90 total to 163 total served. This is a total increase of 81%. The therapists are keeping their allotted schedules full and are seeing a high rate of completed sessions. Along with this increase we saw youth go from FY14 of 10 to FY15 of 23 youth clients served, this was up 130%
- We continue to increase our insurance panels of coverage, making it more available for clients to access our clinic.

Fiscal Year 2016 Goals

- Explore the option of a meds only clinic where a select few clients may receive medications without also receiving therapy services.
- Meet WMH standard of utilizing collaborative documentation.
- Increase the number of clients served by 25%
- Collect 100% of the expected co-payments.
- Collect 100% of third party payments.

Level 5—CRISIS SERVICES

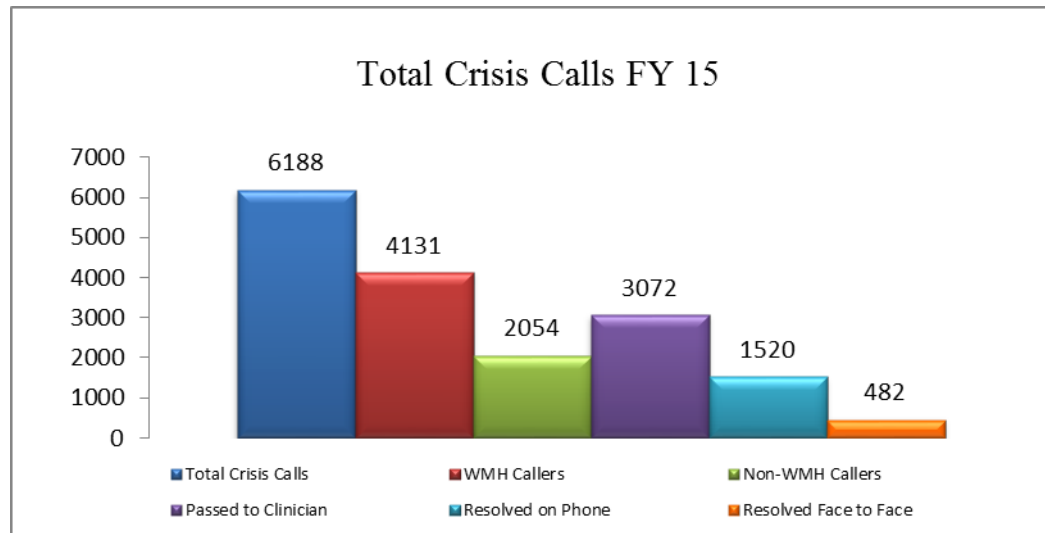


Kip Landon, LCSW
Program Manager

Crisis Services **(Daytime/Nighttime** **Crisis Services)**

CRISIS CALLS

The following graph represents the total and breakdown of Crisis calls which were received for 2015. Wasatch Mental Health Callers, Non Wasatch Mental Health Callers, Calls which were passed onto a Clinician, Resolved on the phone, or Resolved Face to Face.



Crisis Services (Daytime/Nighttime Crisis Services)

Crisis Services provide emergency services 24-hours a day, 7 days per week 365 days per year. Emergent and urgent care assessments are conducted; including walk-ins and phone calls from current Wasatch Mental Health clients and community residents needing care. If hospitalization is needed for stabilization, Crisis Services makes the appropriate arrangements.

Inpatient

Inpatient services are provided by contract with local hospitals. They are the most restrictive and intensive resource offered by the center. We also manage the fiscal oversight that is connected with inpatient stays. Managing this important resource involves providing the most effective and efficient care possible. Inpatient services include 24-hour a day nursing assistance and supervision in a locked psychiatric hospital. Daily programming includes medication management, nursing care, case management, psychotherapy groups, individual psychotherapy, recreational therapy, and daily activities. Discharge planning meetings with family members and other individuals provide support to the client as they move to a less restrictive environment. The treatment team assesses and evaluates the client daily in a clinical staffing. All clients discharged from the hospital receive an outpatient plan that

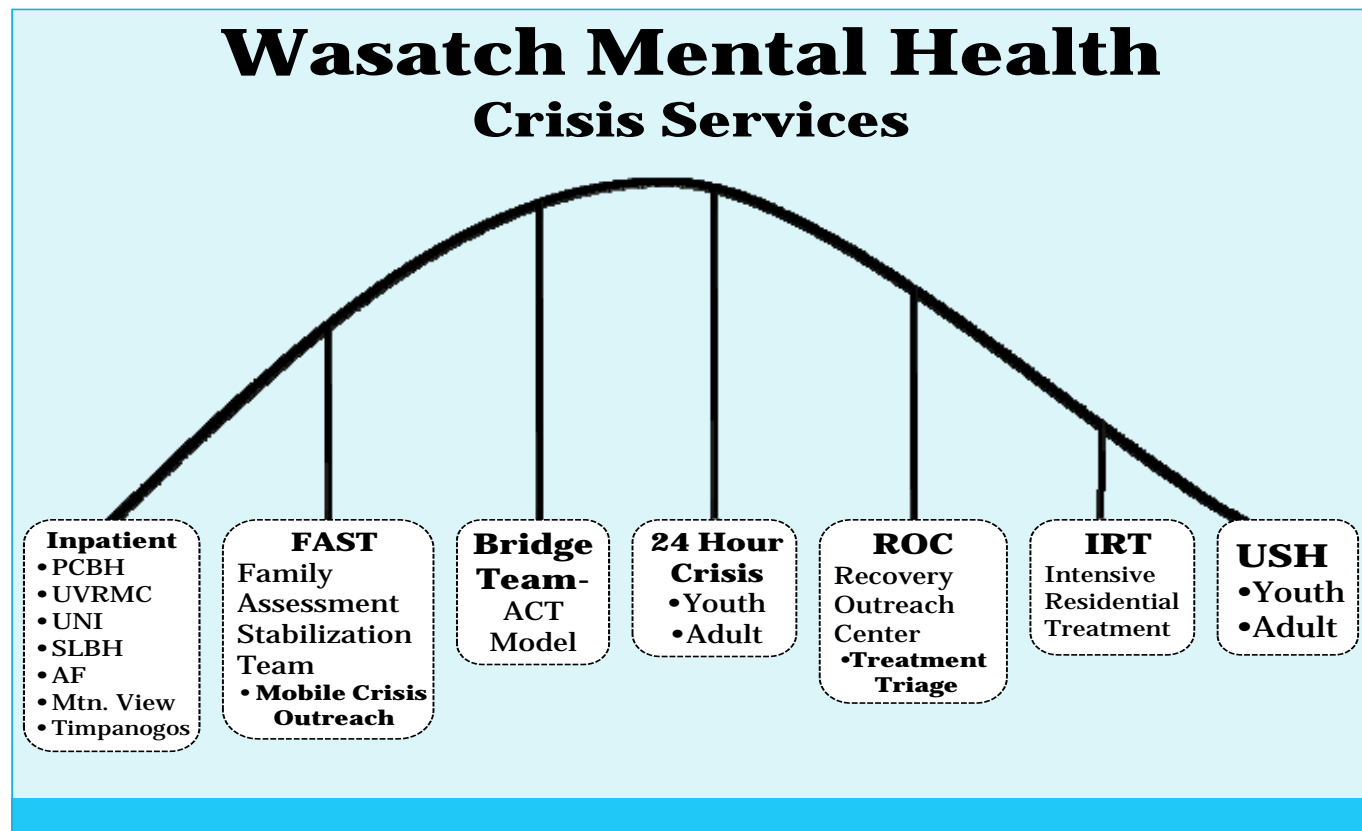
includes follow up appointments.

Involuntary Civil Commitment to Mental Health Treatment

Crisis Services maintains the oversight for all initial involuntary civil commitment applications and court ordered commitment processes. This includes both youth and adult clients. A monthly civil commitment review meeting is held to ascertain whether clients up for review should remain under involuntary civil committed, be allowed to discontinue services on a voluntary basis, or be offered continued services on a voluntary basis.

Recovery Outreach Center (ROC)

The Recovery Outreach Center (ROC) is located on WMH's Parkview campus. This is an expanded Crisis Service that includes on-site intervention and mental health triage for acute psychiatric stabilization. WMH has the goal of decreasing the number of inpatient psychiatric bed days by providing other levels of care in addition to inpatient psychiatric hospitalization.



Family Assessment Stabilization Team (FAST) Mobile Crisis Outreach

FAST – Family Assessment Stabilization Team is a new innovative way of thinking about mental health treatment. FAST as it implies, focuses on timely intervention and prevention to both youth and adults. FAST includes 24-hour access to care, Mobile Crisis Outreach in the community, short-term day services at the ROC (Recovery Outreach Center), Intensive Residential Treatment (IRT), and Inpatient Hospitalization when necessary. We provide assessment, prevention, crisis resolution, consultation, and follow-up services. We work in concert other community agencies, physical health providers, and law enforcement, to provide an holistic treatment approach to mental health care.

Intensive Residential Treatment (IRT)

IRT is a residential care/treatment program designed to help people who suffer from chronic mental illness by providing resources, services, and opportunities as an alternative to psychiatric hospitalization. This program is a 16-bed adult residential facility serving both men and women ages 18 and older. Beds are typically available for 8 males and 8 females. IRT is staffed with personnel, including a nurse, 24-hours a day, 7-days a week. An array of services is provided including assessment, individual therapy, group therapy, skills development, case management, day treatment, medication management, and psychopharmacology. A psychiatrist makes rounds bi-weekly and is available on-call, 24-hours a day.

Bridge Team (ACT like Model)

We have expanded staff for the Bridge team in order to meet the need of clients living in the community. The Bridge program was created to provide more intensive community support for individuals transitioning from inpatient care to less restrictive settings. The team also serves individuals needing more intensive services to remain stable in the community. The Bridge program is based on an Assertive Community Treatment (ACT) model of care but has been tailored to meet local needs. The Bridge staff is comprised of a multi-disciplinary team who provide services in the community as well as at the mental health facility. The Bridge Team delivers in-home services to individuals whose illness prevents them from successfully participating in services delivered in a traditional clinic model. This concept is known as “a hospital without walls.”

Utah State Hospital (USH)

A staff liaison with the Utah State Hospital facilitates admissions and discharges from this hospital for both youth and adults, as well as monitors progress during the patient’s stay in the hospital. The average length of stay for a patient referred by Wasatch Mental Health to the USH is approximately nine months. Patients may only be admitted to the Utah State Hospital by Wasatch Mental Health, or in the case of a forensic patient, by a Utah State District Court Judge.

Peer Support Specialist

Peer Support Specialist is an additional service that has been implemented to build alliances, instill hope, and demonstrate that recovery is possible. They assist clients in Crisis Services to improve socialization, problem-solving skills, secure and maintain employment, pursue educational goals, overcome their fear of failing in society because of the stigma of mental illness, prevent hospitalization or a more restrictive treatment environment, and instill hope as “someone who has been there.”

Highlights

- Expanded the BRIDGE Team by serving 56 clients. Which is the most clients this program has served.
- Brought medication management services for BRIDGE Team medications from Westpark location to IRT, which will better facilitate medication packaging and additional nursing and integrated healthcare support to clients.
- Started using shared health information network myCHIE, which alerts crisis staff when high utilizers of Emergency Departments need follow up mental health outreach after medical interventions in local hospitals.
- Modified Peer Support Specialist services to all acuity levels and are incorporating WRAP planning and peer support curriculum.
- Incorporated the Stanley Brown Safety plan as a regular tool in crisis interventions, also added to Junction (HER system).
- Crisis Staff maintained a high level of new client intake evaluations as overflow for Westpark, PFC and WRC.
- Several national and state officials remarked that the FAST follow up after crisis and inpatient admissions is the “Golden Standard” of providing wrap around services.
- Increased relationships and housing options for BRIDGE clients in the community with two new additional community landlord partnerships.
- Increased WMH presence with mental health officer training in local hospitals to medical and social work staff.
- Decreased overall late notes from FY 2014

Goals

- Maintain presence and partnership with Hope4Utah and suicide prevention in public school systems
- Remain within Inpatient Psychiatry Budget
- Continue to provide community training on crisis intervention resources and involuntary civil commitments
- Decrease late notes
- Use the OQ45 and/or the CSSRS to more accurately screen for suicide risk indicators among clients.

CHILD AND FAMILY SERVICES



Wasatch Mental Health
Services
Special Service District

CHILD AND FAMILY SERVICES

Executive Director
Juergen Korbanka, PhD.

Division Director
Child & Family Services
Catherine Johnson, LCSW

- Bachelor & Masters Internship Liaison
- Stengthening Families Program
- XCEL

Program Manager
Colleen Harper, LCSW

- Provo Family Clinic
- Stride
- Grandfamilies

Program Manager
Bryant Jenks, MFT

- American Fork Family Clinic
- Spanish Fork Family Clinic
- School-base Behavioral Health Coordinator
- Case Manager and Clinician Training Coordinator

Program Manager
Greg Robinson, LCSW

- New Vista
- Aspire Academy

Program Manager
Scott Taylor, LCSW

- Vantage Point
- Juvenile Receiving Center
- DHS
- USH
- Respite
- C/Y FAST
- Youth Crisis

Program Manager
Richard Hatch, LCSW

- Wasatch County Family Clinic Mental Health & Substance Abuse Services

Program Manager
Michael King, LCSW

- GIANT Steps - Autism

CHILD AND FAMILY SERVICES—CFS



Catherine Johnson, LCSW
Director

Youth and Family Services consists of the following programs:

Provo Family Clinic
Spanish Fork Family Clinic
DHS Services
GIANT Steps
Stride Partial Day Treatment
Vantage Point Youth Services
Aspire Youth Services
Strengthening Families

American Fork Family Clinic
Wasatch County Family Clinic
New Vista Day Treatment
XCEL Partial Day Treatment
Youth Mobile Crisis Team
School Based Behavioral Health Services
Grandfamilies

Additionally, the Youth and Family Services Division hosts and participates in regular coordination meetings with the following allied agencies to coordinate services and improve the continuum of care:

- Division of Children and Family Services (DCFS)
- Juvenile Justice Services
- Juvenile Court
- Juvenile Court Judges
- Fourth District Court
- Multi-Agency Coordinating Council
- Childrens Justice Center
- Utah County United Way
- PIC Committee
- Mountainland Headstart
- Kids on the Move
- Kids Who Count
- Provo Early Intervention Program
- Provo School District
- Alpine School District
- Nebo School District
- Wasatch County School District
- North County Medical Coalition
- Provo Medical Coalition
- South County Medical Coalition
- Heber Valley Hospital
- Autism Council of Utah
- Utah Infant Mental Health Association
- Utah County Continuum of Care
- Division of Services for People with Disabilities (DSPD)
- Brigham Young University
- Utah Valley University
- University of Utah
- Utah State University
- State Division of Substance Abuse and Mental Health Behavioral Health-force Work Group
- Utah County Substance Abuse SMART Committee
- Utah Department of Human Services Systems of Care Implementation Committees

Fiscal Year 2014 Highlights

- GIANT Steps was presented a check by the Utah County Commissioners for \$10,000 which was raised through the County Commissioner's Golf Tournament.
- Wasatch Mental Health was awarded a TANF grant to fund the Strengthening Families Program which makes it possible to offer The Strengthening Families program in all four of the Family Clinics
- Spanish Fork Family Clinic and Wasatch County Family Clinic began offering the Strengthening Families Program.
- GIANT Steps added a classroom for autistic preschoolers in a school in the Provo School District.
- 98% of the notes written in the Children, Youth and Family Division are written on time.
- WCFC and the Wasatch County Sheriff's Department hosted a CIT academy. There were 39 class participants from Wasatch County Sheriff's Department, Heber City Police, Summit County Sheriff's Lehi City Police Department, Utah Highway Patrol, Utah Parks & Recreation, Grand County Sheriff's Department, Park City Police, Salem Police, and Springville Police.
- Greg Robinson and Janene Candalot are participating in a two year training program through the Children's Center and DSAMH to become the trauma informed facilitators for Wasatch Mental Health . Trauma informed care is a system wide infusion of helping us see our clients through a trauma lens. In conjunction with this Greg and Janene are meeting with the Youth Division Program Managers and Supervisors on the second and fourth Wednesdays of each month to train on and plan implementation of Trauma Informed Care.
- Youth services is very involved in the Systems of Care initiative. Wasatch Mental Health in cooperation with DCFS and JJS are continuing to provide the systems of care approach with families who will benefit from that approach to care.
- The annual Friends of Giant Steps Charity Dinner and Auction was held on March 28 in the Cougar Room at BYU Lavel Edwards Stadium. The dinner and auction raised over \$20,000 for the program.

- Wasatch County Family Clinic participated with the Wasatch County Health Department, Caring Community Coalition and other community partners in sponsoring the first Dinner in the Park event. This event was to strengthen families and to encourage families to have dinner together.
- Wasatch County School District has continued to provide support for school based services. They have agreed to continue to provide some funding to support WCFC services. WCFC is currently providing school based services for four elementary schools. Services include individual therapy, case management and after school skills groups.
- Bryant Jenks, Scott Taylor, Catherine Johnson and Doran Williams were part of the management group who participated in several Suicide Prevention and Post-vention meetings in Alpine, Provo and Nebo School Districts.
- Wasatch Mental Health continues to collaborate with the Division of Child and Family Services to improve services to children and their families.

Fiscal Year 2016 -- Goals

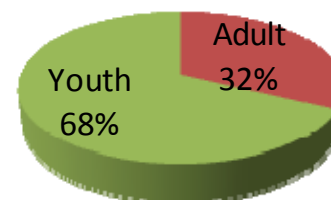
- Begin to infuse trauma Informed Care in every aspect of service delivery.
- Continue to develop a treatment track program for youth services.
- Continue to encourage collaborative documentation which will in turn improve documentation by implementing accountability measures to ensure that documentation is completed on time, incorporates the client's voice and goals, and includes measurable and obtainable objectives.
- Consider developing a Youth Mental Health Court.
- Continue to provide a Systems of Care approach to services .
- Build a new building for the Spanish Fork Family Clinic in Payson.
- Continue to provide county wide support in suicide prevention, intervention and pos-vention with Alpine, Provo and Nebo School Districts.

Service Data and Statistics – Youth and Family Services

In FY 15, the Youth and Family Services Division served 5139 unduplicated individuals.

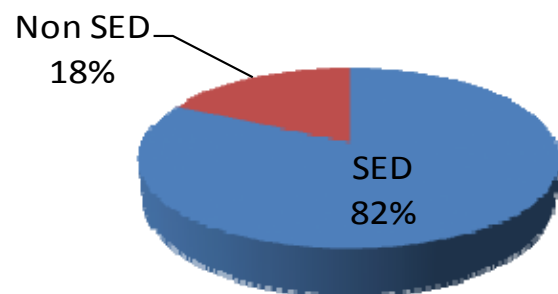
For FY 15, 3563 (68%) were youth clients, ages 0 to 18 years, while 1691 (32 %) were adult clients, ages 18 years and older. The following graph depicts the age distribution in the youth division for FY15.

Age Distribution for CFS Services FY 2015

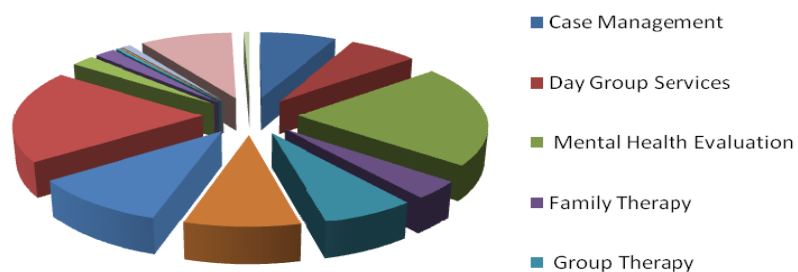


Of the youth clients served, 2707 (78%) met the criteria for having a Serious Emotional Disturbance (SED). This graph depicts the proportion of the SED population during FY14.

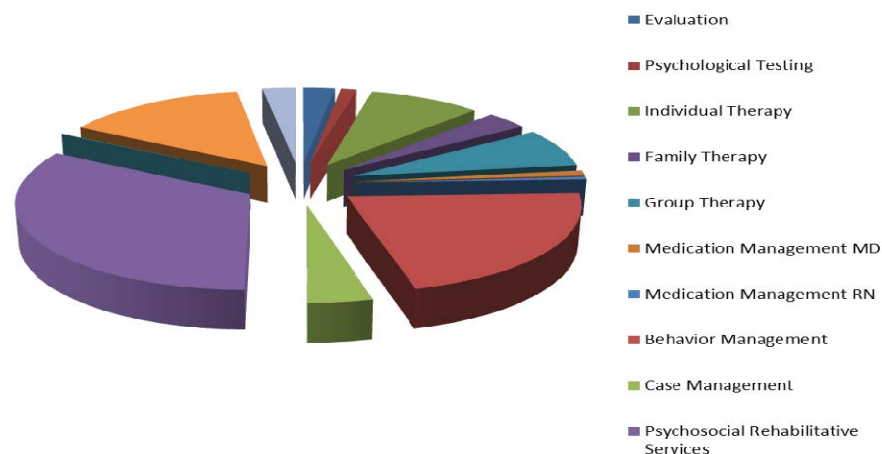
CFS FY 2015



FY 14 CFS Division Services by Count

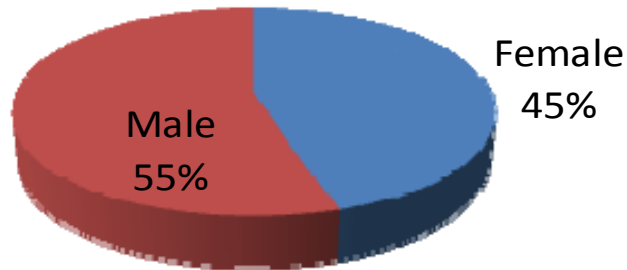


FY 15 Youth Services in Hours

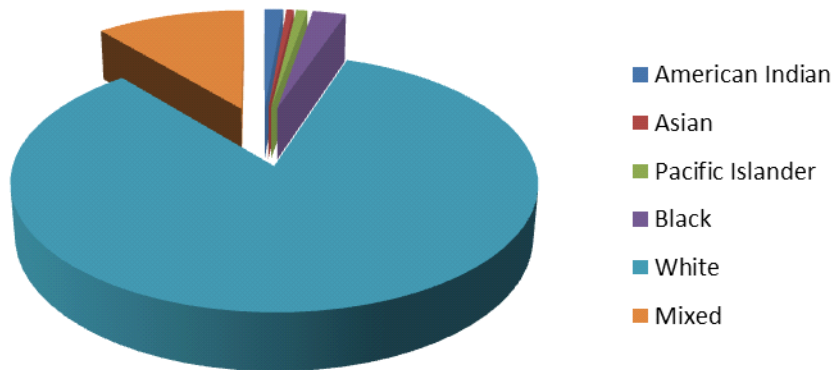


CHILD AND FAMILY SERVICES

Gender Distribution



Youth Ethnicity Distribution FY 15



Treatment Service Units Provided	Hours/Units
Evaluation	4,970/4,654
Psychological Testing	2,529/ 1,825
Individual Therapy	18,056/19,429
Family Therapy	6,885/6,895
Group Therapy	14,905/ 12,021
Med Management MD	2,084 / 3,942
Med Management RN	1,017 / 4,060
Behavior Management	44,519 / 15,129
Case Management	8,435 / 13,420
Psychosocial Rehabilitative Services	68,460/ 30,283
Peer Support Services	141/ 95
Respite	29,388 / 12,608
Substance Abuse Treatment	5,296/3,335
Treatment Totals	227,604/168,082

Bed Days	Days
Vantage Point	2,856
Inpatient	1,343
Aspire Youth Services	3,275

PROVO FAMILY CLINIC



Colleen Harper, LCSW
Program Manager

1165 E 300 N
Provo, Utah
801-377-1213

The Provo Family Clinic (PFC) is a part of the Children and Youth Services division of Wasatch Mental Health. We provide a variety of services for adults, youth, and families in Utah County. Services include the following: Individual, family and group therapy, medication management, Case management, behavior management and psychological testing,

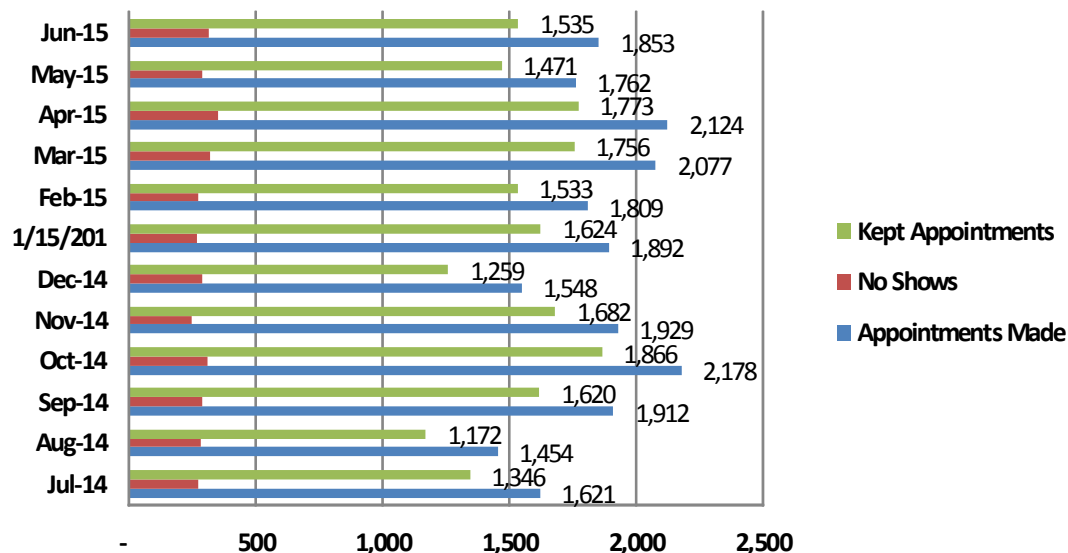
Therapists

PFC therapists come from a variety of educational fields of study with different expertise. There are clinical psychologists, clinical social workers, marriage and family therapists, and certified trauma and loss therapists on our staff. The therapist's expertise includes working with a variety of diagnoses such as bipolar disorder, major depressive disorder, anxiety disorders, obsessive-compulsive disorders, attention deficit hyperactivity disorder (ADHD), oppositional defiant disorder, and conduct disorder. Other areas of expertise include work with divorce adjustment, blended families, trauma and loss, sexual abuse, sexual reactivity, physical abuse, adoptive children and youth, children witnessing domestic violence, foster-care reunification, and parenting.

Medical Staff

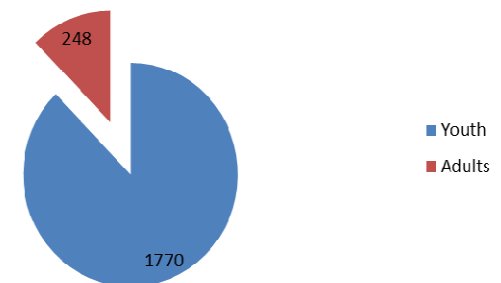
PFC medical staff includes nurses, APRN prescribers, and psychiatrists.

Provo Appointment Data



Provo Family Clinic has several therapists and case managers providing services in the schools in Provo School District. This has resulted in many positive e-mails and letters from school administrators and teachers who appreciate the help the students are receiving.

Unduplicated Count Clients Served Provo Family Clinic FY 2015



STRIDE

-STRIDE! Children's Partial Day Treatment Program Annual Report FY 2015

Stride is a 5 day a week, 13 week long, day treatment program for Elementary age children ages 5 – 12. The program also includes a weekly parent educational group that provides parenting training that compliments the day treatment curriculum. Stride is located in Spanish For, Provo and American Fork. Due to a cooperative agreement with Nebo and Alpine School Districts, the programs in Spanish Fork and American Fork are held in a local school.

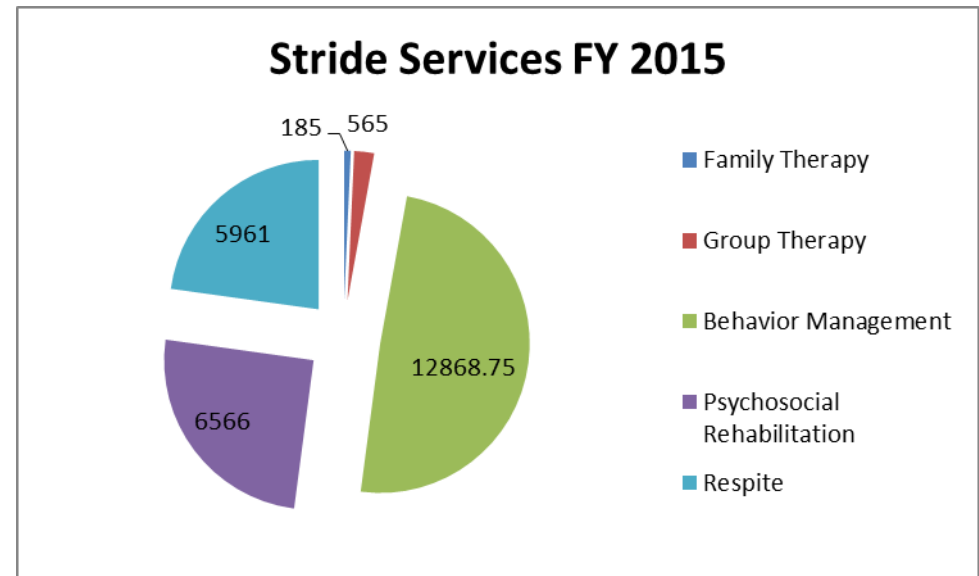
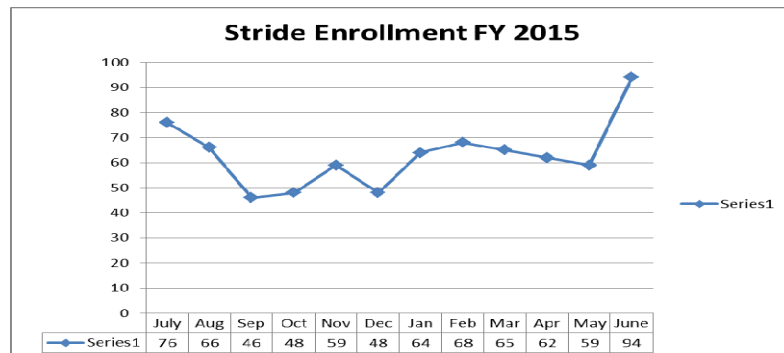
The Stride program is designed to assist elementary school-age children who are experiencing social skill deficiencies due to mental illness and emotional challenges. The goal of the program is to provide a positive environment where children can feel accepted, confident, and successful while at the same time gain social skills in areas such as anger management, compliance, honesty, and getting along with others.

Each day at Stride, the children have a lesson on a specific social skills topic, time to work on homework from school, activity time, relaxation time, and snack time. Group therapy is provided once a week during the school year and daily during the summer. Each day the children bring a report on their behavior from school and home using a tracking sheet. This enables the school and parent or guardian to be involved in the program.

Mission Statement

The mission of the Stride Program, in cooperation with the parents and teachers, is to provide quality learning of social skills by:

- ✦ Equipping children with the basic social skills of life,
- ✦ Heightening awareness of the consequences of chosen actions, and
- ✦ Ensuring a positive environment where children feel accepted, confident, and successful.



AMERICAN FORK FAMILY CLINIC

564 E. 300 S. American Fork 801-763-0698



The American Fork Family Clinic is a part of the Children and Youth Services division of Wasatch Mental Health. We provide a variety of services for adults, youth, and families in northern Utah County. We also provide services for families under the care of the Division of Children and Family Services. Services include the following:

FAMILY AND INDIVIDUAL THERAPY

MEDICATION MANAGEMENT

PSYCHOLOGICAL TESTING

GROUP THERAPY

CASE MANAGEMENT

SCHOOL-BASED SERVICES

GRANDFAMILIES PROGRAM

Therapists

Bryant Jenks, MFT
Program Manager

The American Fork Family Clinic services clients who are designated as levels 1, 2, & 3 under our Acuity Based Care Model. AFFC therapists come from a variety of educational fields of study with different expertise. There are clinical psychologists, clinical social workers, marriage and family therapists, registered play therapists, trained sand tray therapists, and certified trauma and loss counselors on our staff. The therapist's expertise includes working with a variety of diagnoses such as bipolar disorder, major depressive disorder, anxiety disorders, obsession-compulsive disorders, attention deficit hyperactivity disorder (ADHD), oppositional defiant disorder, and conduct disorder, etc. Other areas of expertise include work with divorce adjustment, blended families, trauma and loss, sexual abuse, sexual reactivity, physical abuse, adoptive children and youth, children witnessing domestic violence, perpetrators and victims of domestic violence, foster-care reunification, school based interventions, and parenting.

Medical Staff

AFFC medical staff includes registered nurses, two adult psychiatrists, a nurse practitioner and a certified child psychiatrist. Their expertise helps our department to be on the cutting edge of medication treatment for adults, children and youth with mental illnesses.

Case Managers

AFFC has six case managers helping in the outpatient clinic, the school-based programs, and with DHS (Division of Human Services) cases. They work to assess the needs of referred clients, and then they coordinate and link them to services. Our case managers are also involved in running behavior management groups with the Strengthening Families Program, the Summer Program, and in the outpatient clinic.

F.Y. 2015 Highlights

- Greenwood Elementary hosted another year our School Based Programs, Strengthening Families Program, and Stride Program.
- The Alpine School District added another contract with Wasatch Mental Health for a Licensed Clinical Social Worker to be placed in the Mountain View High School area.
- Bryant Jenks was part of the management group who attended the Suicide Prevention meeting in the Alpine School District where Dr. Greg Hudnall presented.

There were over a 1000 people in attendance and many students and adults came up to the management group to ask questions.

- We hosted another Focus Group with DCFS the first week of November. We met to discuss what is going right and what needs to improve between the two agencies. Most of the feedback was positive and we both continue to enjoy our interagency collaboration in helping one another.
- AFFC now has a Family Resource Facilitator on site to help with families in need in northern Utah County.
- Staci Oakes coordinated with staff throughout the Youth Division to collect holiday cards for children and families staying at “The Children’s Inn at NIH” in Maryland.
- The American Fork Family Clinic continues to host the “Family Connections Class”. The class helps family members receive ideas on how to deal with someone struggling with Bipolar Disorder.
- School Based Services was able to reach a new milestone and provide services to 60+ schools throughout Utah County.
- Bryant Jenks attended a State CIT (Crisis Intervention Team) training sponsored by the state where Sam Cocheran, the originator/developer of CIT, came and presented at Snowbird, UT. He covered how to run an effective CIT program. Our own State Coordinator also spoke on the current status and direction of Utah’s CIT program.
- Expanded the AFFC building space to have a separate Medication Management clinic with another waiting room, and added two part-time administrative technicians.

Feedback

School Based Services Grant in AFFC:

From an administrator: “I am writing this letter in regards to the grant given for supporting students via Wasatch Mental Health who do not have Medicaid. At Riverview Elementary, we have established an Emotional Disabled program that allows students to express themselves in ways the curriculum does not generally do. We have had the opportunity to witness what a great impact this has had on our students. We are grateful for the dedication that Wasatch Mental Health and a number of other people, including our teacher, have given to build this program from the ground up.”

From a parent: “When my oldest daughter was going to school, she had several behavior problems centered on being organized, getting her work done and making friends. I had many stress filled meetings with teachers and principals. I used everything I knew in order to motivate her to get her work done and to finish school. It was a difficult time for all of us. I did not know how much of the problems stemmed from her disability or my weaknesses as a parent.

When my youngest daughter started having the same problems, the school offered a social skills class through Wasatch Mental Health. I jumped at the chance to get her some help. When I was offered an in home visit with a therapist, I was hopeful and enthusiastic. I wanted to learn anything that would avoid the difficulties we had with our oldest child. I have learned a great deal. We have set goals and used new techniques, I report back every week. This has been the best help I could have imagined. My daughter and I have been able to communicate our expectations better, consequences have been clearer and followed through on. While I have not been given a magic bullet to solve all our problems immediately, I feel hopeful and reassured that my parenting skills have not been too far off. Family life is getting better. Thank you for all your help.”

SPANISH FORK FAMILY CLINIC

607 East Kirby Lane
Spanish Fork
801-801-794-6700

The Spanish Fork Family Clinic is a part of the Children and Youth Services division of Wasatch Mental Health. We provide a variety of services for adults, youth, and families in southern Utah County. We also provide services for families under the care of the Division of Children and Family Services and are in the same building with them. Services include the following:

**PSYCHOTHERAPY FOR FAMILIES
PSYCHOLOGICAL TESTING
CASE MANAGEMENT**

**MEDICATION MANAGEMENT
GROUP THERAPY
SCHOOL BASED SERVICES**

Therapists

SFFC therapists come from a variety of educational fields of study with different expertise. There are clinical psychologists, clinical social workers, registered play therapists, trained sand tray therapists, EMDR, and certified trauma and loss counselors on our staff. The therapist's expertise includes working with a variety of diagnoses such as bipolar disorder, major depressive disorder, anxiety disorders, obsession-compulsive disorders, attention deficit hyperactivity disorder (ADHD), oppositional defiant disorder, and conduct disorder, etc. Other areas of expertise include work with divorce adjustment, blended families, trauma and loss, sexual abuse, sexual reactivity, physical abuse, adoptive children and youth, children witnessing domestic violence, perpetrators and victims of domestic violence, foster-care reunification, and parenting.

Medical Staff

SFFC medical staff includes registered nurse and prescribers on some days. Adults, youth, and children can be seen for medication management.

F.Y. - 2015 Highlights

- Mike Wilkins was named the new supervisor for the Spanish Fork Family Clinic.
- Mike Wilkins, supervisor, set up a WMH booth at the Springville City Civic Center for a suicide prevention presentation—QPR (Question, Persuade, Refer).
- Chelsea Seegmiller (therapist), Tasha Jones (case manager), and Mike Wilkins (supervisor) participated in a booth about Wasatch Mental Health services at the Health and Safety Fair in Foothills Elementary School.
- SFFC was able to add another office in the DCFS building in Spanish Fork due to the generosity of DCFS.
- SFFC ran "The Strengthening Families Program" for the first time as part of the expansion of the program to other parts of Utah and Wasatch Counties. It was a success and will continue run in the next fiscal year.
- Bryant Jenks and Doran Williams attended the Suicide Prevention meeting at Spanish Fork High School and had a booth set up highlight Wasatch Mental Health services and to answer questions. There were around 280 people in attendance.
- As a result of the Measuring Stick, the SFFC team decided they want to get to know other programs and staff better throughout this next year. They also want to reach out to other departments and express appreciation for the work being done in our center.
- Chelsea Seegmiller (therapist) and Myriam Bardsley (therapist intern) attended a suicide prevention night at Payson High School. With Doran Williams, they shared about services offered through Wasatch Mental Health.
- Chelsea Seegmiller (therapist) and Mike Wilkins (supervisor) presented to the students of Landmark High in Spanish Fork about the services we offer at Wasatch Mental Health. This was part of a community resource day sponsored by the school where the students rotated around to the different rooms to hear about community resources.

Feedback

Outpatient Clinic Successes

From guardian:

"I am the grandmother to [client] and they have been in my home since June 2013 when their parents were arrested. The children had been living a pretty dysfunctional lifestyle up until that point. To put it mildly, they were traumatized and had many negative habits. The hardest thing was their inability to identify and "get out" the feelings they were feeling. Our caseworker had us come to Wasatch Mental Health where they both had an evaluation and were given different therapists to work with them. Allyson Guilbert works with [client] and Kayelyn Robinson with [client]. Sometimes progress seems so slow and I appreciated both the therapists who would collaborate with me on treatment. As I was filling out the OQ forms today, I realized just how far these precious children have come. They are doing so much better, even with the knowledge that they won't be going back to their parents for a long time...if ever. They are still being traumatized with the news of their parents going in and out of jail, having their parents lie to them, and making a new life. And yet, they are REALLY ok! I am so Thankful to Allyson and Kayelyn for helping our family in this hard thing. I couldn't have done this without them. And these children couldn't have either."

Some therapists received the following email of appreciation. The family name has been left out. Read below.

Hello [client] Team,

Some of you are already aware, but the judge granted permanent custody and guardianship to [parents of clients] at court this afternoon. We all know how complicated this case has been, but my burden has been significantly decreased because of all of you. I feel grateful to have been able to work with such a dedicated, competent team of professionals. You have supported the family, and the objectives of DCFS since the beginning of the case, and I sincerely appreciate your efforts and support. I think we've all earned a nap!

Jonathan Marshall, CSW

TAL Program Manager

Division of Child and Family Services

School Based Services successes

Reported by client: "I did it! I graduated! I'm so happy right now. I feel like it's the happiest I've ever been. The whole year I had the mindset of "well, I'll do my best and if I don't graduate then I still have that to lean on is that I did my best..."

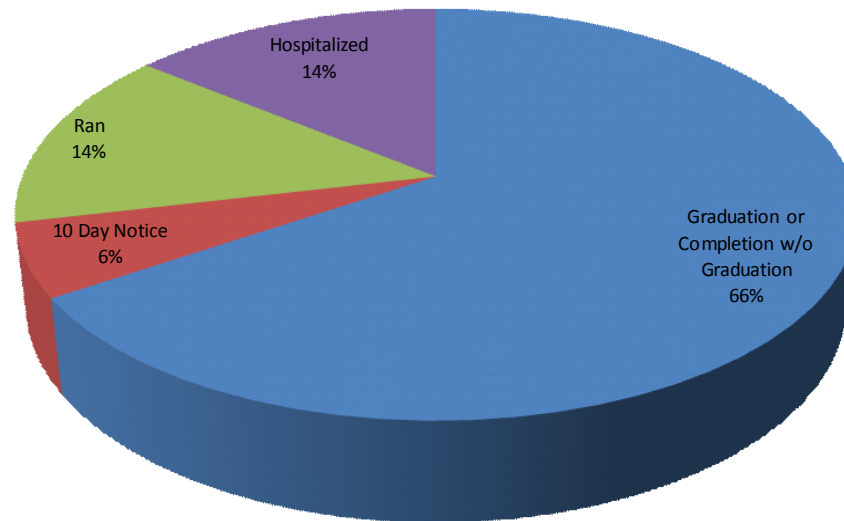
ASPIRE YOUTH SERVICES



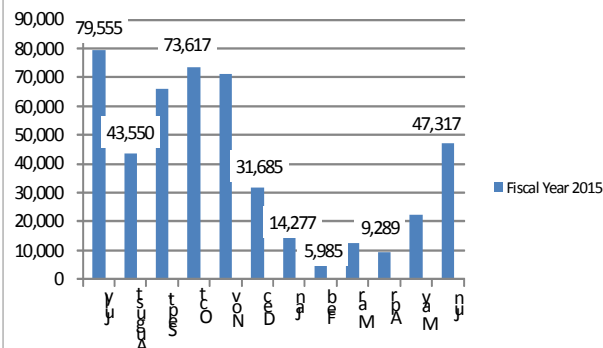
Greg Robinson, LCSW
Program Manager

Aspire Youth Services is a 16 bed “High Needs Mental Health Program” for adolescent females ages 12 to 20 years. Our girls are in DHS/DCFS custody of the State of Utah. The girls we serve require intensive psychiatric, behavioral, medical and other structured rehabilitative interventions which include continuous monitoring. These girls struggle with Emotional Regulation, Distress Tolerance, and Interpersonal Effectiveness so Aspire teaches Dialectical Behavior Therapy (DBT) skills to address these issues. Throughout all this we focus on addressing the girls trauma issues which include physical and sexual abuse, neglect, attachments, as well as self inflicted traumas such as self-harming behaviors and suicidal behaviors. We opened our doors on January 21, 2014. In FY’15 we averaged 67% occupancy or about 11.5 girls per day. We ended the fiscal year in June with a little over 13 client per day in residence. The graph below shows that of all the girls who left Aspire in FY’15 66% (23) finished completing or graduating from Aspire. We’ve recommended hospitalization for 14% (5) of them and another 14% (5) ran away and did not return to Aspire.

Reasons for Discharge



Fiscal Year 2015

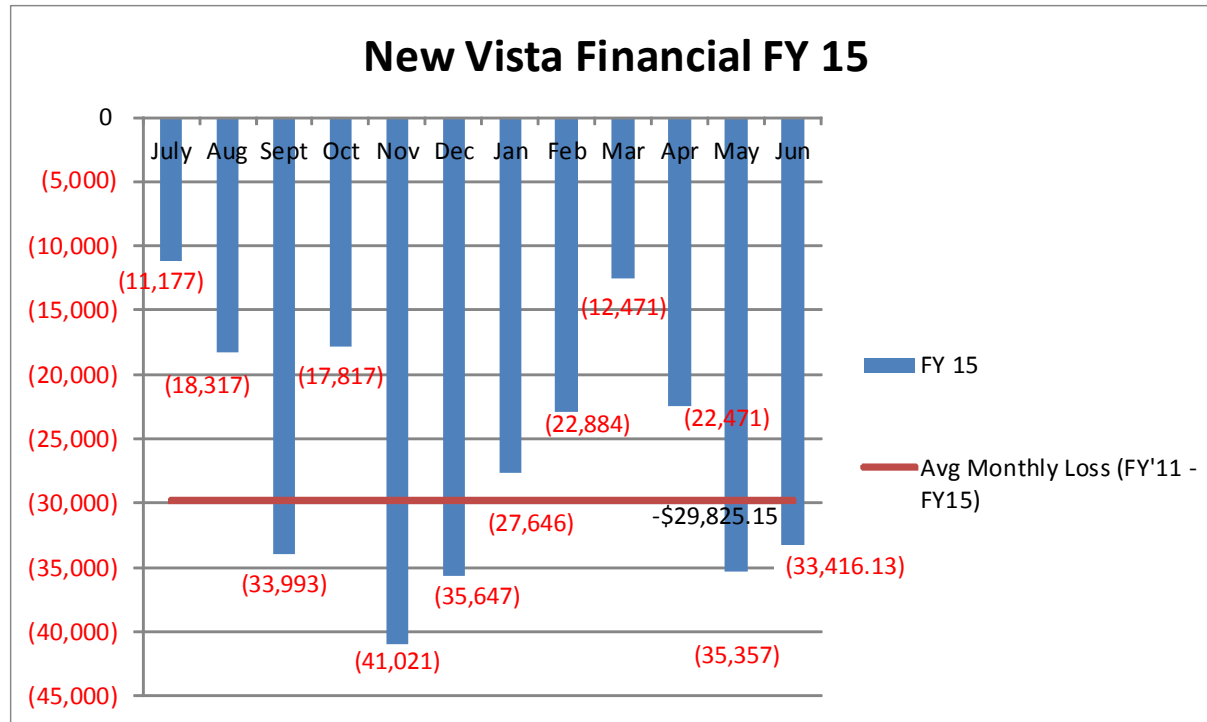


Last fiscal year (FY’14) we averaged about \$25,000 revenue per month from January to June. This current FY’15 our average rose to \$39,750 per month. We did have some months with lower occupancy during this past fiscal year. We have hired a new Case Manager Supervisor at Aspire as well as a second therapist. These additions will ensure our consumers receive all of the therapy and supervision they need to make appropriate progress.

NEW VISTA

New Vista is a day treatment program. We currently serve about 20 youth; both male and female clients take advantage of the opportunity to work through their traumas. Many of these youth, mostly the males, are dealing with their traumas through inappropriate sexual behaviors. The others are very similar to the youth we treat at Aspire and, in fact, we have had several girls from Aspire transition to New Vista as a step down to a less restrictive program prior to returning home. We have had a very strong relationship with Provo School District as our youth have attended their schools for over 20 years.

The youth at New Vista participate in individual and group therapy as well as skills groups similar to the DBT groups taught at Aspire. We average 276 hours of Individual therapy per month, our goal is to see the kids in individual therapy about 1.5 hours per week. These hours are very close to our monthly goal. We average 740 hours of group therapy and 2,077 hours of total services. Financially we are in the red an average of \$26,262 per month which is \$3,788 less monthly than our 5 year average.



GIANT Steps—Autism Pre-school Program



GIANT Steps
Autism Preschool



Adolescent Autism Program



Michael King, L.C.S.W.
Program Manager

Program Overview

GIANT Steps is a part of the Division of Child and Family Services at Wasatch Mental Health. The program offers day treatment services for preschool-aged children diagnosed with an autism spectrum disorder either before or at the time of assessment. GIANT Steps has five classrooms—each with a capacity of 12 children, serving a total of 60 preschoolers and their families. The program provides a 1:2 ratio of staff to children. In addition to our full- and part-time autism specialists and aides, GIANT Steps employs a clinical social worker, case manager, and has psychiatric medical staff available as needed.

Services Provided in GIANT Steps

- Mental Health and Autism Diagnostic Evaluations
 - Pre and Post Developmental Testing (PEP-3, CARS-2, POQ)
 - Medication Management as needed
 - Individual/Family Therapy, including home visits as needed
 - In-Program Parent Training twice per month as well as regular in-school training
 - Case Management services
 - Behavior Management and Skills Development services
- Services are provided in the classroom as well as in the home and the community.

Catherine Johnson, LCSW
Acting XCEL Program Manager

Janeen McFadden

GIANT Steps Supervisor

Chad Shubin,
XCEL Supervisor

FY 2015 Highlights

- In August, GIANT Steps added a classroom in the Provo School District. We were located at Franklin Elementary and enjoyed great support from the principal and special ed coordination team.
- In September, GIANT Steps enjoyed community support from several organizations including Vivint. Vivint hosted a Summer Carnival and donated \$5,000 to the program.
- All three County Commissioners attended our Christmas Party and presented GIANT Steps with a \$10,000 donation from money raised at the Annual Commissioner's Golf Cup.
- The KUTV television station did a feature story about the GIANT Steps program in January. It highlighted the positive impact GIANT Steps has been able to make.
- The Friends of GIANT Steps annual auction very successful. Over \$20,000 was raised to help benefit children in the program. Several key supporters and stakeholders in the community attended including Commissioner Graves, Mayor Brunst of Orem, and others.
- GIANT Steps had our graduation in June. Over 200 family members and others attended to support the 36 children who are moving on to kindergarten. Commissioner Lee was able to attend and we presented Thank You cards from our staff and the children for all the support we have enjoyed from the Utah County Commission.
- The Summer Program for GIANT Steps served 30% more children this year.
- We had 945 hours of parent training time recorded for GIANT Steps.
- Parents involved in the program logged 2,442 hours of volunteer time. Community volunteers logged 344 hours.
- Our program's waiting list averaged approximately 134 children throughout the year, demonstrating the continued need for the services we provide.

Feedback from Families

- One mother wrote the following note to one of our staff: “Thank you so much for all of your wonderful help these past 2 years! We know that you all were a big part in helping our son make so much progress! Thanks for taking such good care of him. Thanks for making our preschool experience great!”
- A parent remarked that GIANT Steps really “spoiled” their family in terms of the quantity and quality of services we provided them. This parent had her child with us last year and now the child is in another program and she has had trouble adjusting because “they don’t provide the same quality of care.” She said she was very grateful for the time she was able to have her child in GIANT Steps.
- A parent of a new client in our Franklin Elementary classroom commented, “We are so grateful [our son] was accepted to your program. We had him in another program before but [he] has improved more in one month at GIANT Steps than he did the whole time he was at the other place. My wife and I can’t believe how much progress he has made already.”
- At an IEP meeting for a child in Foothill Elementary, a parent stated that, “I am really happy with how much my child has improved. When she started with you, she couldn’t say anything. But now she is speaking in full sentences. A friend asked me what program I had her in because she noticed how much my daughter had improved.
- At the GIANT Steps graduation, a grandparent of one of the children we served said he was so happy his grandson had a chance to participate in the program. He said he wished something like this had been available for his own son and that he feels like his grandson is now in a great position for future growth and that he tells everyone he can about us.

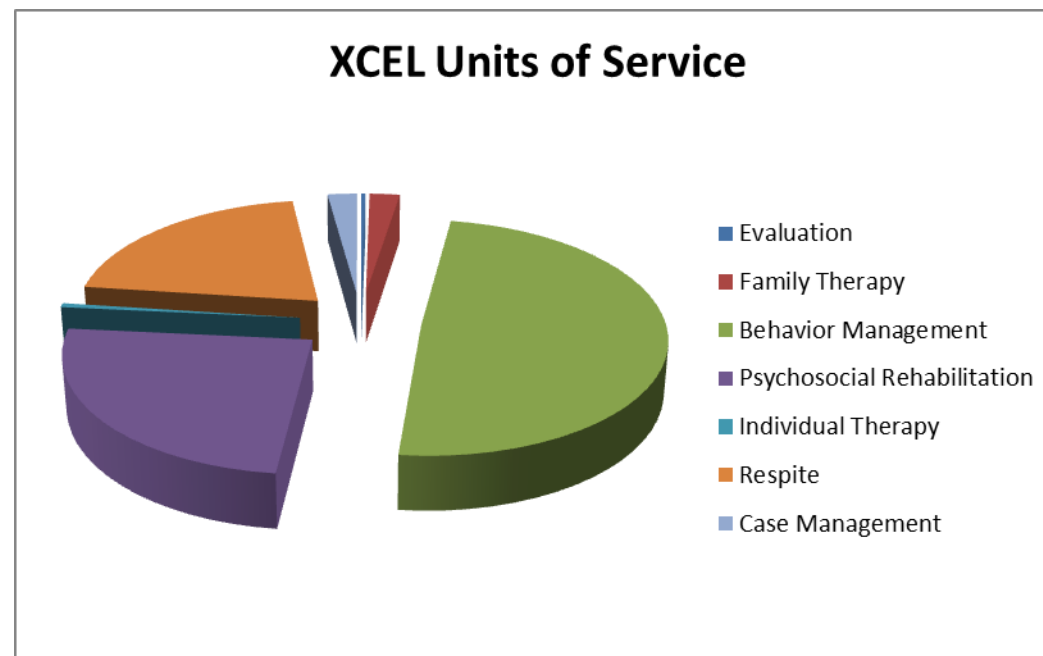
Goals for FY 2016

- Continue exploring options for adding GIANT Steps services in the Nebo School district.
- Explore options for expanding services for children on the GIANT Steps waiting list.
- Improve effectiveness of the food prompting program and increase data driven results.
- Keep existing classrooms running to fidelity.
- Have ongoing communication, information sharing, and training with the other DHS/DSAMH funded autism projects in the State of Utah.
- Continue to collaborate with our partners and stakeholders in the community.

XCEL

XCEL is an after school day treatment program for youth ages 12 through 18 years. XCEL's focus is to provide social skills, emotional regulation skills and coping strategies for adolescents with serious mental health challenges. During FY2015, 143 unduplicated youth were served in the XCEL program. XCEL provides the following services in a day treatment setting:

- Individual and Family Therapy
- Behavior Management
- Psychosocial Rehabilitation
- Individual and Family Therapy
- Respite
- Case Management Services
- Parent Training





Scott Taylor, LCSW

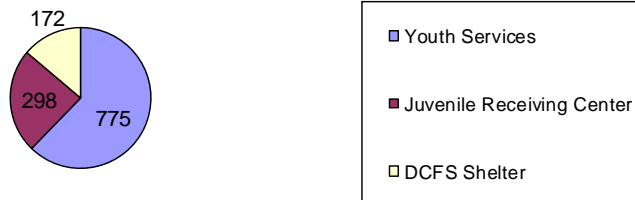
VANTAGE POINT YOUTH SERVICE CENTER

Vantage Point is a multiple service, short-term crisis residential program for adolescents, providing three important community services: (1) Youth Services & Juvenile Receiving, (2) DCFS Emergency Shelter Care, and (3) Mental Health Crisis Shelter for Youth. Vantage Point is funded through Medicaid, State funds through Juvenile Justice Services and DCFS, and from a federal grant for serving runaway and homeless youth.

Youth Services & Juvenile Receiving

Youth Services provides services to teens and families in crisis due to a youth's ungovernable or runaway status, or where there is a serious parent-child conflict. Counseling is provided to resolve family conflict, and to maintain or reunite youth with their families. Our goal is to divert ungovernable youth from the juvenile justice or child welfare systems. Essential services include: 24-hour, 7days per week crisis intervention, short-term shelter/time out placement, and family counseling. Youth Services accepts youth ages 12 through 17. We provide individual, family, and group therapy; skills development services and behavior management. We offer outpatient/community groups (anger management and assistance to parents with youth who self injure). We also provide crisis case management and referral services.

**FY 15 Number of Vantage Point Admissions
Total Admissions - 1,245**



Youth Services Juvenile Receiving DCFS Shelter

Bed Days	1791	139.4	1233
Avg Stay Length	2.3 days	11.2 hours	7.2 days
Admissions	775	298	172

Admissions due to suicidal ideation/hospital diversion (Mental Health Crisis): 161

<u>Vantage Point Services</u>	<u>Hours</u>
Case Management	605.75
Group Respite & Skills Development	28,255
Therapist Direct Care	3,238.5
Behavior Management	1,949.75

In collaboration with Youth Services, **Juvenile Receiving** is a 24-hour, 7days per week reception for youth detained by law enforcement who do not qualify for admission to secure detention. We provide relief from the police holding the youth, and an appropriate conduit to services for these youth and their families. Once "received" from law enforcement, Juvenile Receiving connects to parents, conducts an initial screening, and facilitates a referral. Often youth are referred to the Youth Services programming at Vantage Point.

DCFS Emergency Shelter

Vantage Point also provides temporary emergency placement for youth in the custody of the Division of Child and Family Services. These are youth that have been removed due to abuse or neglect, and/or youth who have unexpectedly experienced a disruption in their foster care placement.

Mental Health Crisis Shelter

Vantage Point provides crisis shelter for 10-17 year old youth experiencing a mental health or behavioral crisis creating difficulty for the youth to be in the home. Frequently this is related to suicidal ideation or other unsafe behavior.

Children and Youth – Family Assessment Stabilization Team (Mobile Crisis Team)

The CY-FAST (Mobile Crisis Team) is a crisis intervention service for children experiencing behavioral health or psychiatric emergencies. The services are delivered through face to face mobile response to the child's home, school or location preferred by the family, or a telephonic intervention during non-mobility hours of operation. We provide immediate and ongoing crisis stabilization (including recurring crisis prevention) services through mental health therapy, case management, and respite care.

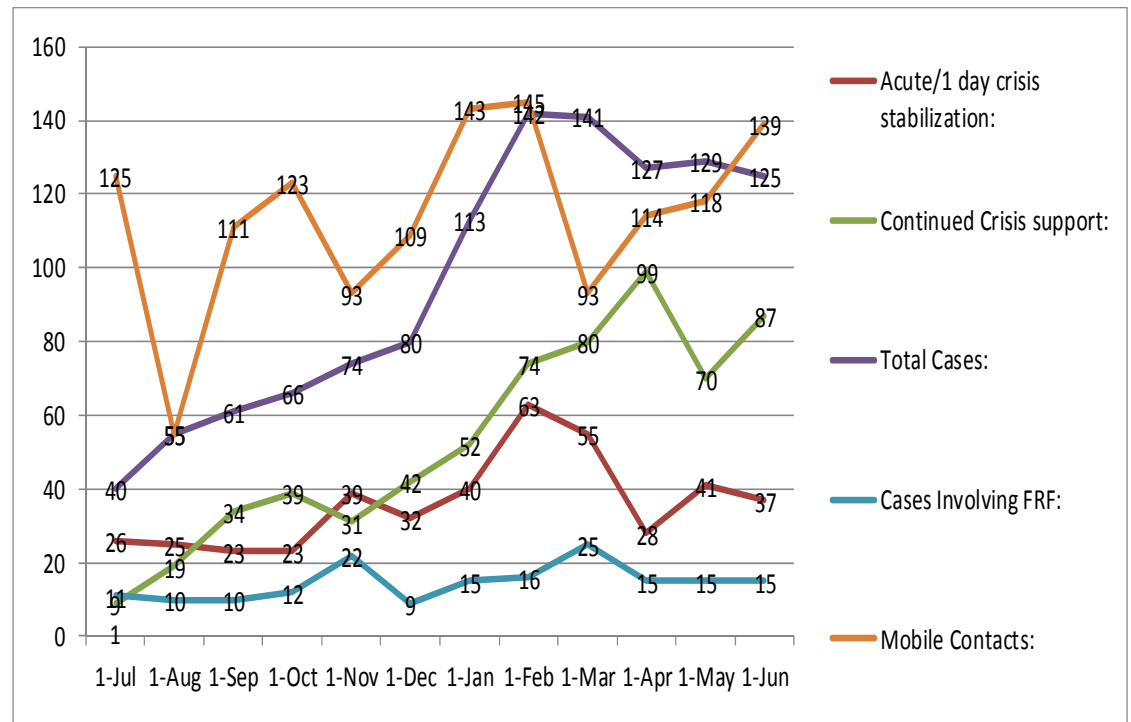
FY 15 Total Service Hours

Therapy:	850.25
Case management:	503.25
Respite:	458.75

DHS/DCFS Contracted Case Management Services

Wasatch Mental Health contracts with the Division of Child and Family Services to provide foster care case work for families struggling with significant mental health concerns. These "DHS" case workers document their work in the DCFS database, complete DCFS reports and reviews and function as a DCFS case worker in every aspect. However, they are WMH employees and know and use the mental health system expertly for their clients.

Due to the success of this approach, DCFS renewed our contract for another 3 year cycle at the end of this past year. This contract is unique to the Western Region of DCFS and is one of the only specialty contracts the State level of DCFS has allowed. In a recent presentation to the Western Region QIC committee, a State DHS contract auditor reported that "the cases Wasatch Mental Health provides case management for consistently score the highest on the QCR auditing process. I've been doing them for many years and the level of quality from the Wasatch Mental Health folks is always superior and greatly appreciated."





Richard Hatch, LCSW
Program Manager

Wasatch County Family Clinic

55 South 500 East

Heber City, Utah

435-654-3003

The Wasatch County Family Clinic (WCFC) is part of the Children and Youth Services Division of Wasatch Mental Health. Wasatch Mental Health began operating this clinic in Wasatch County January 2013. The WCFC provides mental health, substance use and prevention services to adults, youth and families in Wasatch County. WCFC also partners with many community agencies to provide services including DCFS, Wasatch County School District, Courts, Children's Justice Center, Heber Valley Medical Center, Adult Probation and Parole and Juvenile Probation. Services include the following:

Family and Individual Therapy	Strengthening Families	Group Therapy
Prevention Services	Case Management	Drug Court
Medication Management	Crisis Intervention	Behavior Management
Psychological Testing	School-Based Services	Peer Support Services

Therapists/Clinicians

Clinical staff at WCFC provides services to clients in Acuity levels 1 through 5. A multidisciplinary approach is utilized and consists of Licensed Clinical Social Workers, and Licensed Clinical Mental Health Counselors. Staff also includes Case Managers and a Family Resource Facilitator. Clinical Psychologists are also available for consultation and testing as needed. Staff expertise also includes working with a variety of diagnoses such as depressive disorders, mood disorders, anxiety disorders, personality disorders, trauma and substance use disorders. Staff also have expertise in childhood disorders including ADHD, oppositional defiant disorder and conduct disorders. Staff also works with family issues including, divorce adjustment, blended families, parenting and abuse issues.

Medical Staff

WCFC provides medical services. A psychiatrist and RN provide psychiatric coverage one day per week with additional time scheduled as needed for adult and youth clients. Additional psychiatric coverage is available from providers working in Utah County as needed.

2015 Highlights

- Services were provided to 164 youth and 512 adults during FY2015. In February 2013 an agreement was made to provide crisis services to the Heber Valley Hospital. This had been problematic in the community in the past, and this contract has been appreciated. During FY2015 136 individuals were evaluated in the hospital. In July 2015 Heber Valley Medical Center made the decision to utilize the Intermountain Healthcare Telecrisis system and terminated this contract. They expressed appreciation for the positive working relationship and services that have been provided.
- WCFC conducted a CIT training academy in partnership with the Wasatch County Sheriff's office. Officers from Heber Police, Wasatch County Sheriff's Department, Summit County Sheriff's Department, Utah Highway Patrol, and officers with the Division of Wildlife Management participated in this training.
- School based services have been provided in four elementary schools in the Wasatch County School District. Services included individual therapy, case management and skills group services. Children receiving services showed decreases in disciplinary referrals and decreases in YOQ scores. An after school skills group and a summer program were also provided to children.
- Prevention activities have been provided in the schools and community. Activities include the monthly APP program where high school and middle school students are introduced to healthy activities. The Issues Conference provided information to over 500 individuals and families. WCFC also participated in a variety of fairs and events in

the community distributing information regarding substance abuse and mental health issues. Parenting classes have also been provided to parents. Prime for Life classes have also been instructed monthly to adults and teens with alcohol related charges. Our Prevention Coordinator has also been active on the Caring Community Coalition. This past year the Caring Community Coalition sponsored a “Dinner in the Park” which was attended by over 400 individuals. Prevention messages and the importance of family dinner time were stressed. Participants received a dinner at the event and as they met with individual community agencies they received the ingredients to have their own family dinner at home.

- The Strengthening Families Program was initiated in Wasatch County with good success. Plans are to continue this series throughout the coming year.
- The Wasatch County Suicide Prevention Coalition continued to provide suicide awareness in the community. Members include community members, Wasatch County Health Department, NAMI-Ut and Law Enforcement.
- QPR classes continued to be provided in a variety of settings including religious groups, schools and general community events. Over 300 individuals received this training. Additionally, WCFC provided funding to have an Spanish speaking instructor certified to teach QPR classes in the Hispanic Community.
- Drug Court has provided the opportunity for individuals with substance use issues to receive treatment in lieu of prison or jail time. This year 20 individuals have participated in Drug Court and there have been 6 graduations.
- WCFC has participated in the Systems of Care Pilot Project. This pilot program brings together wrap around services from Department of Human Service programs to support the family.
- Two Staff participated in the Trauma Informed Learning Collaborative.

Feedback

The Wasatch County Manger continues to report positive feedback regarding WCFC. WCFC had an annual site review conducted by the Division of Substance Abuse and Mental Health. The following comments were provided in the monitoring visit:

FY15 Division Child Youth and Family Comments:

Family Feedback: The Utah Family Coalition collected feedback from 15 families. Families and caregivers reported that WCFC and the staff are caring and compassionate. Families are grateful for the many services provided by WCFC. One family stated, “thank you so much for this helpful, economic, and supportive service.”

Wraparound and Family Resource Facilitators: WCFC provides Wraparound to fidelity as defined by the UFC. The Family Resource Facilitator is an integral and valued part of the service delivery system. The FRF is providing important services throughout the community. The families who receive FRF services commented that the FRF is helpful and provides support and is “someone who is on my side.”

Community Involvement: WCFC is proactively involved throughout the community. WCFC has partnerships with various community agencies, including the Health Department, the Division of Child and Family Services, Juvenile Probation, the local hospital, and multiple schools throughout the County. Feedback from community agencies indicates that WCFC is a strong community partner.

Question, Persuade, and Refer (QPR): WCFC’s efforts to train individuals throughout the community in QPR are commendable. WCFC has taught ten QPR classes; they are providing the trainings to the local schools and youth groups (e.g., church-based groups), including training two school counselors.

FY15 Division Adult Comments:

Documentation: DSAMH recognizes and appreciates WCFC’s excellent documentation in the EMR. Assessments were up to date, contained all relevant information, were strength based and person centered. Progress notes clearly identified situation, intervention, plan and progress clients were making. Goals and objectives were measurable and attainable.

Crisis Intervention Team (CIT): DSAMH commends WCFC efforts in establishing CIT into their community. WCFC hosted a CIT Academy last March and are hosting

another this coming spring. Approximately two thirds of Wasatch County's Police department have been trained as CIT officers. DSAMH also recognizes the excellent partnership that has been created between WCFC and the Sheriff's department. The Wasatch County Sheriff went through the training himself and his dedication and belief in CIT has resulted in over 90% of his staff being trained as CIT officers.

Suicide Prevention: WCFC received funding from the National Alliance on Mental Illness (NAMI) through Prevention by Design. With this funding they have advertised suicide prevention in movie theatres, in the local paper, local radio and formed a suicide prevention coalition. The coalition is attended by the heads of school districts, law enforcement, NAMI, Department of Health and community members. WCFC has provided 18 QPR classes and have two more scheduled next week with two Church of Jesus Christ of Latter-day Saints Wards.

Community Collaboration: The County Manager attended the opening discussion and emphasized that the WCFC interaction with the community is a major strength and has served to improve community relations. The county manager also reported that his office had not received any complaints regarding mental health services in the last year, which is a significant improvement over past years.

Program Participant Feedback: Individuals in recovery were interviewed by Michael Newman, Recovery and Resiliency Program Manager, DSAMH. Individuals reported feeling supported and were pleased with their treatment at WCFC. Participants expressed that they felt supported with transportation, housing, employment opportunities and in their spiritual health.

FY15 Division Substance Abuse Comments:

WCFC has made good progress with tobacco cessation efforts through screening, assessment, education and providing Recovery Plus resources to clients. This has been evident in data outcomes measures, which has resulted in a decrease in tobacco use over the past year.

WCFC is the one of very few Local Authorities where the County Manager/Local Authority attends the opening session of the site visit every year. This demonstrates dedication and commitment from the highest level of local government to their local treatment programs.

Clients reported that they feel supported by staff and appreciate the services provided at WCFC. Drug Court clients also reported that they appreciate the ongoing support they receive from Judge Pullan.

WCFC has increased the number and type of groups provided in their program, which has expanded services to the community, provided opportunities to match the type and intensity of services to the individual client's needs.

WCFC has made significant improvements with their progress notes, goals and objectives in the electronic charting system over the past year. The electronic charting system is now "user friendly" and efficient.

FY2016 Goals

- Increase Community Connections with Wasatch County Senior Center.
- Expand Prevention Services with Hispanic Community.
- Continue the Strengthening Families Program
- Increase use of Peer Support Service
- Enhance and Expand Treatment Services to Individuals involved with the Criminal Justice System.



Wasatch Mental Health Programs

Address and Telephone Directory

Recovery Outreach Program
24 -Hour Emergency Crisis Services

1175 East 300 North, Provo
Phone 801-373-7393

Administration

750 N. Freedom Blvd., Suite 300, Provo
Phone: 801-373-4760

Adult Outpatient

750 North Freedom Blvd., Provo
Phone: 801-373-9656

GIANT Steps (Autism Services)

Foothill Elementary School
921 North 1220 East, Orem
Phone: 801-226-5437

American Fork Family Clinic

548 East 300 South, American Fork
Phone: 801-763-5010

Wasatch County Family Clinic

55 South 500 East, Heber City, Utah
435-654-3003

ASPIRE YOUTH SERVICES

Admission information call 801-373-4765

Intensive Residential Treatment
(Adult)

1157 East 300 North, Provo
Phone: 801-377-4668

Provo South Campus

633 S. 550 East, Provo
Phone: 801-373-7443

New Vista

1189 East 300 North, Provo
Phone: 801-375-9226

Spanish Fork Family Clinic

607 East Kirby Lane, Spanish Fork
Phone: 801-794-6700

Supportive Residential Living (Adult)

956 West 900 South, Payson
Phone: 801-373-7443

Stride

1165 East 300 North, Provo
Phone: 801-373-4765

XCEL

Admission information call 801-226-5437

Community Support Services (Adult)

750 North Freedom Blvd., Suite 108, Provo
Phone: 801-373-7394

Provo Family Clinic

1165 East 300 North, Provo
Phone: 801-377-1213

Vantage Point/Youth Receiving Center

1189 East 300 North, Provo
Phone: 801-373-2215

Wasatch House Skills Development
Services (Wasatch House)

605 East 600 South, Provo
Phone: 801-373-7440

WATCH Program (Homeless)

299 East 900 South, Provo
Phone: 801-852-3779

Wellness Recovery Clinic

633 S. 550 East, Provo
Phone: 801-852-3789