

2016 Annual Report

Wasatch Mental Health Services

Special Service District



Embracing Wellness



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**

Authority Board
Utah County Commissioners
Larry Ellertson, Chair
Bill Lee
Greg Graves

Executive Director
Juergen Korbanka, Ph.D.

Executive Assistant
Dawnalyn Hall

Advisory Board

Friends of WMH
Charitable Foundation (501c3)
A Charitable Foundation

**Associate Director
Care Management
Services**
Doran Williams, LCSW

- Business Contracts
- Customer Relations
- Clinical Policies and Procedures
- Clinical Records
- HIPAA/Corporate Compliance
- Medicaid Contract Compliance
- Operations Management
- Purchasing
- Quality Improvement
- Support Services/ Facilities
- Training

**Associate Director
Fiscal & Administrative
Services**
Todd Phillips, CPA

- Administrative Policies and Procedures
- Accounts Receivable Contracts
- Budget
- Financial Services
- Information Services
- Payroll
- Research/Evaluations

Human Services Director
Ralf Barnes, SPHR

- Employee Benefits
- Employee Rights
- Human Resources Policies and Procedures
- Mandatory Training
- New Employee Orientation
- Personnel
- Employee Wellness

**Division Director
Child & Family Services**
Catherine Johnson, LCSW

- American Fork Family Clinic
- Aspire Academy
- Dixon Integrated Clinic
- XCEL Day Treatment
- Family Preservation and In-Home Services
- GIANT Steps - Autism
- Grandfamilies
- Juvenile Receiving Center
- New Vista Youth Day Treatment
- Respite
- School-based Services
- Spanish Fork Family Clinic
- Strengthening Families
- Stride Day Treatment
- Wasatch Family Clinic
- Youth Case Management
- Youth Outpatient Services
- Youth Residential Treatment
- Youth Services Center
- Early Psychosis (PREP)

**Division Director
Adult Services**
Randy Huntington, LCSW

- Adult Outpatient Services
- Case Management
- Consultation/Education
- Crisis Services
- Day Treatment
- Homeless Outreach
- Hospital Services
- Housing Services
- Intensive Residential Treatment
- Medical Services
- Mental Health Court
- Mountain Peaks Counseling
- Wasatch House Clubhouse
- Wellness Recovery Clinic (Unfunded Services)
- Psychology Interns
- WATCH (& CABHI)
- Justice Reinvestment Initiative

Medical Director
Tim McGaughy, MD

- Medical Peer Reviews
- Medical Policies and Procedures
- Medical Quality Assurance
- Prescriber Recruitment

MESSAGE FROM THE DIRECTOR

It is a pleasure to present the Fiscal Year 2016 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.

After serving for 12 years on our Board (6 of which as Chair of the Authority Board), Commissioner Ellertson is retiring from public service. We thank him for his leadership and commitment to the residents of Utah County.

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.

In 2016, we increased the number of Utah and Wasatch County residents served from 9,634 in FY 2015 to 9,870 in FY 2016. This 2.5% increase marks the thirteenth consecutive year where we experienced an increase in the number of clients served. The total number of client admissions rose slightly to 5,849.

WMH's commitment to provide services for the un- and underinsured residents of Utah and Wasatch County remains strong. This year, we provided close to \$1 million worth of services to un- and underinsured individuals.

Services to the homeless have been increased by adding a dedicated outreach team and enhanced case management services geared towards securing housing and linking homeless individuals with much needed services. Similarly, we implemented a team working with incarcerated mentally ill individuals to facilitate the transition back into the community post incarceration, thereby reducing recidivism.

WMH established the Prevention and Recovery for Early Psychosis "PREP Team" to provide early intervention services for youth and young adults (ages 16-26) who have begun experiencing first episode psychosis symptoms.

Recently, we broke ground for a 25,000 sq ft multi agency office building in Payson. In addition to comprehensive mental health services, we will provide a location for aDDAPT's (Utah County Department of Drug and Alcohol Prevention) South Promise Program, and later on for the County Health Department. The build-

ing is projected to be completed in the Summer of 2017.

Another goal for the upcoming year is the full implementation of clinical consultation groups for clinicians to enhance best practices and further improve clinical outcomes.

Implementation of recommendations from a comprehensive salary survey is geared towards maintaining competitive salaries and compensation.

The 360 degree management survey will be expanded to include all supervisors to enhance managerial effectiveness and train future leaders in behavioral healthcare.

Clinically, children currently on the waiting list for our autism pre-school will benefit from funding from the Friends of WMH Foundation. This funding allows us to provide select services to a number of autistic children who otherwise may not have access to any services.

In 2017, Wasatch Mental Health will celebrate its 50th year of existence! We plan to organize several celebratory and community events to raise awareness and celebrate this event.

Looking back to the many achievements of this past year, we look forward to an equally successful 2017.

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
- Early intervention for individuals suffering from an emerging psychotic disorder

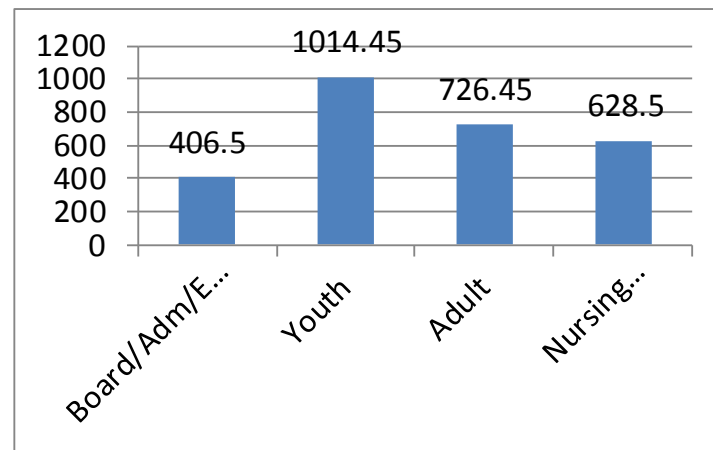
VOLUNTEER SERVICES

During FY 2016, volunteers contributed 2,775.9 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 121 hours.

In FY 2016, 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 2016



FY2016 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

Center-Wide Highlights for FY 2016

- Provided services to 9,870 individuals (approx. a 2.5% increase)
- Admitted 5,849 individuals to services
- Provided close to \$1 million worth of services to the un- and underinsured
- Broke ground for an office building in Payson to facilitate access to services and co-locate with allied agencies
- Completed a 360 degree management survey and evaluation to enhance managerial efficiency
- Collaborated with Accountable Care Organizations to improve services for high service utilizers
- Implemented Justice Reinvestment Initiative team assisting individuals released from jail to re-enter the community and reduce recidivism
- Pilot evidence based clinical consultation teams to improve client outcomes and efficacy of behavioral health services
- Implemented enhanced suicide prevention screens in continuation of partnership with states, the Division of Substance Abuse and Mental Health, and Hope4Utah to prevent suicides
- Continued to infuse Trauma Informed Care principles into the service delivery
- Giant Steps Autism preschool benefitted from the Commissioner's Cup Golf Tournament receiving a \$10,000 check from the proceeds
- The Giant Steps Autism fundraising auction and dinner raised almost \$20,000
- Increased Systems of Care approach to clients with multiple challenges
- Continued improvement of our social media presence in the community and enhanced website
- Implemented an evidence based early psychosis intervention program
- Obtained a "no findings" audit for the 8th consecutive (!) year from the Division of Substance Abuse and Mental Health
- Wasatch County Family Clinic Prevention Coalition in partnership with Parents Empowered and Latinos in Action rolled out an underage drinking prevention campaign targeting the local Hispanic community
- Improved employee recognition program

- Implemented enhanced services to homeless individuals (CABHI)
- Expanded care to home bound elderly, assisted living facilities, and skilled nursing homes
- Added Children & Youth Services to our Westpark location to increase access to services

Center-wide Goals for FY 2017

- Complete construction of multi-agency office building in Payson to enhance access to services
- Fully implement evidence based clinical consultation groups to improve clinical outcomes and enhance efficacy of behavioral health treatment
- Implement salary adjustments for select positions based on a comprehensive salary survey to maintain competitive compensation
- Explore potential locations for a North County expansion
- Celebrate Wasatch Mental Health's 50 years of existence with community and awareness raising events
- Implement HRIS (Human Resources Information Services) to improve personnel tracking and streamline operations
- Expand 360 degree management survey and evaluation to supervisors to further enhance managerial efficiency
- Expand services to children on the GIANT Steps Autism waiting list through an in-home services program

Demographic and Performance Data-Fiscal Year 2016

Unduplicated Clients Served



Male/Female



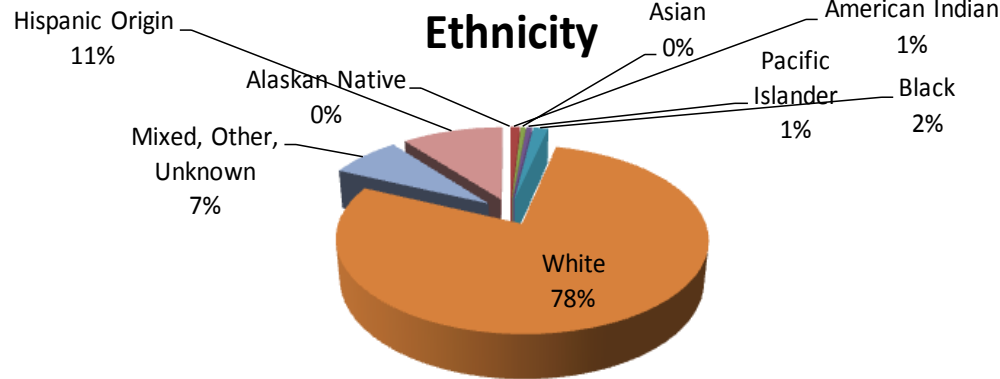
Performance Data for Fiscal Year 2016

TOTALS

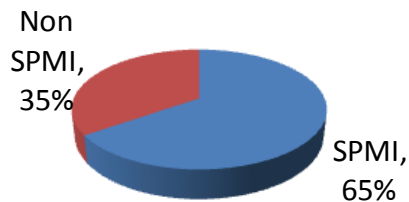
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|-----------------------------------|-------|
| Number of new Admits | 5,847 |
| Number of Patients Served | 9,870 |
| Inpatient Admissions | 812 |
| Inpatient Unduplicated Admissions | 431 |

TREATMENT (HOURS)

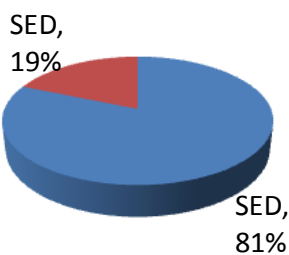
| | |
|---------------------------------|--------|
| Evaluation/Testing | 19,324 |
| Individual/Family Treatment | 50,028 |
| Group Treatment | 23,404 |
| Med. Management MD (encounters) | 14,505 |
| Med. Management RN (encounters) | 27,180 |
| Skills Development/Adult | 95,959 |
| Skills Development/Youth | 52,233 |
| Behavior Management | 88,685 |
| Case Management | 41,020 |
| Peer Support Services | 2,067 |
| Psych Testing | 4,786 |
| Substance Abuse | 2,960 |



SPMI Adult Clients



Non SED



BED DAYS

| | |
|------------------------------------|---------------|
| Inpatient | 3,410 |
| Independent Housing | 24,938 |
| Adult Residential Supportive (SRT) | 9,858 |
| Adult Residential Intensive (IRT) | 4,008 |
| Vantage Point | 2,939 |
| Aspire | 4,478 |
| TOTAL BED DAYS | 49,631 |

* 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
- UBHC Financial Managers Committee

Financial Services Manager
Doralia Serrano-Castelan, MBA

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

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, BS

- Claim Processing
- Collections
- Customer Statements
- Funding Compliance
- Insurance Denial Processing
- Insurance Eligibility
- Spend down Processing
- Pharmacy Billings

FISCAL AND ADMINISTRATIVE SERVICES



Todd Phillips, CPA

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

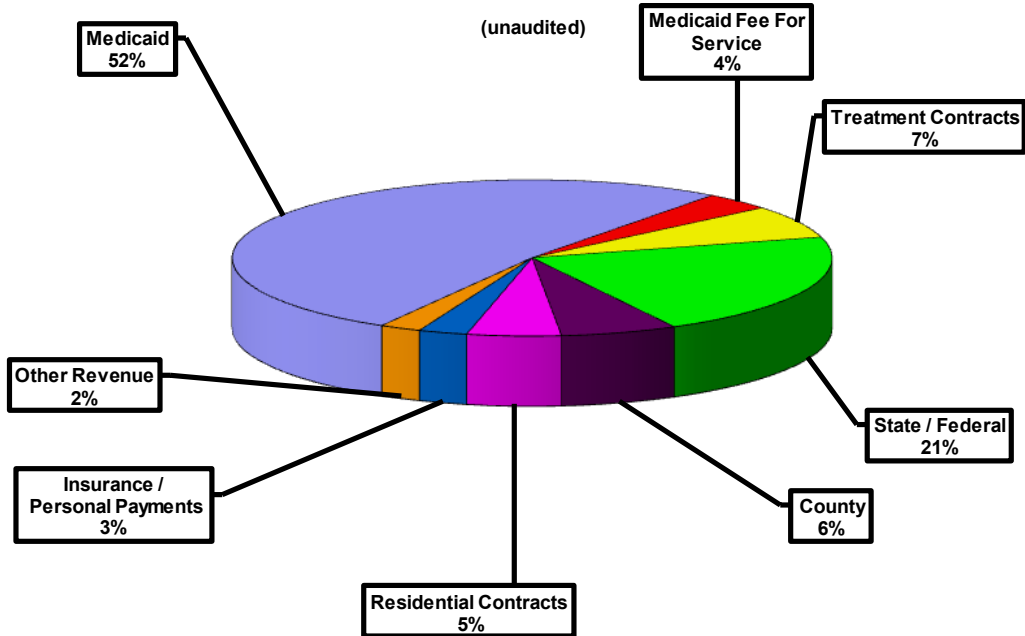
Highlights and accomplishments during FY2016 included:

- Improvements to our information systems network including upgrading all workstations to use solid state hard drives for improved speed and dependability, new teleconferencing equipment and installation of a new storage area network (SAN) for the entire network. During FY20106 the IT team was able to maintain a 99% uptime for the network and all servers
- Developed new reports to identify potential data exceptions related to clinical services
- Implemented new internal auditing procedures designed to improve data integrity related to clinical services
- Integrated the required new version of the International Statistical Classification of Diseases and Related Health Problems (ICD-10) into our electronic health record and billing system (Junction)
- All members of the billing department completed a medical billing training course
- Began development of an inpatient module in our electronic health record system
- Completion of the annual independent audit, annual review by the Division of Substance Abuse and Mental Health, and the Medicaid cost study audit

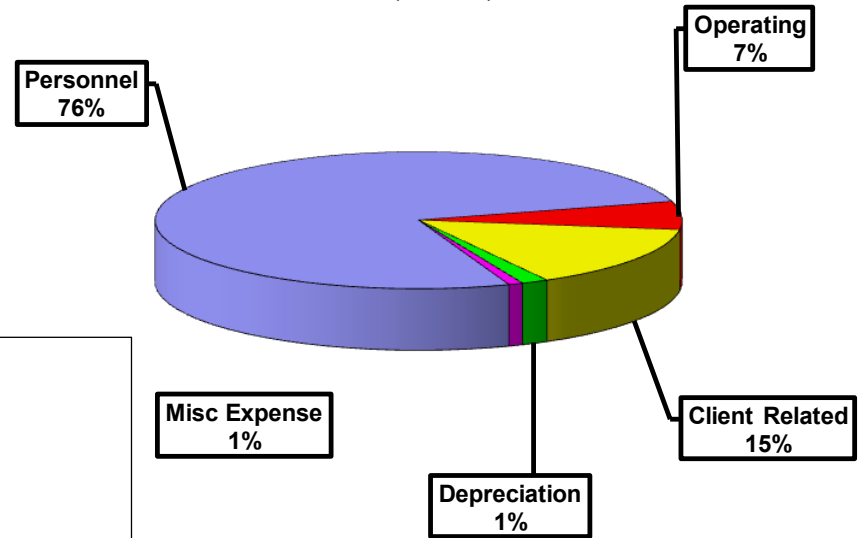
Goals for FY2017 include:

- Completion of the inpatient module in Junction (electronic health record system)
- Completion of revised billing and back office functions in Junction
- Further upgrades to components of our technology network
- Revise billing and accounting processes to reduce time to complete posting payments to client accounts

FY 2016 Revenue Sources \$33,783,128 (unaudited)



FY 2016 Expenditures \$32,603,322 (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 Williams, 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 FY17

- Improve customer service and community relationships
- Focus on practice standards to improve the quality of consumer and provider participation in collaborative documentation
- 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
- Complete the office building in Payson to improve access to treatment for clients in the Southern County
- Improve our social media presence with the community
- Focus on suicide prevention efforts within Utah and Wasatch Counties. Develop and implement successful suicide prevention initiatives within Utah and Wasatch Counties
- Participate in suicide prevention efforts within Utah and Wasatch Counties by raising awareness and offering support to individuals at risk for suicide
- 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

- Disciplinary Actions
- Grievances & Investigations
- HRIS & Great Plains
- HR Policy Admin, Review and Approval
- HR Staffing Plan Position Approval
- Job Descriptions and Performance Review Factors
- Manager Training
- Pay Plan Admin & Classification Reviews
- Wellness & Cultural Competency Committee

Jordyn Verhoef
HR Tech

- BMI scanning
- CPR Cards
- Employee Badges
- Employee Files
- Fingerprinting
- New Hire Paperwork/Processing
- Orientation & Benefits Packets
- Provo Rec Center Incentives
- Van Training
- Worker's Comp Claims

Stephanie Mecham
HR Generalist

- Audits
- Back Ground Checks (BCI)
- Benefits Admin and Open Enrollment
- Converted Sick / Leave Buy-Outs
- Leave Admin - (Vacation, FMLA, STD, LTD)
- New Hire Orientation Admin
- New Employee CPR Training
- Personnel Actions
- Retirement
- Verification of Employment
- WMH Wellness Program
- Wellness Initiatives (Flu Clinic, Healthy Utah)
- Workers Comp & OSHA Reporting

Emily Rowe
HR Specialist

- I-9's & E-verify
- Credentialing
- Cultural Competency
- Greenshades
- HR Software Programs Training - NEO
- HRIS - New Employee Data Validation
- Recruiting
- New Hire Pre Screening
- Non-paid Intern Orientation
- Offer Letters
- PEP Admin



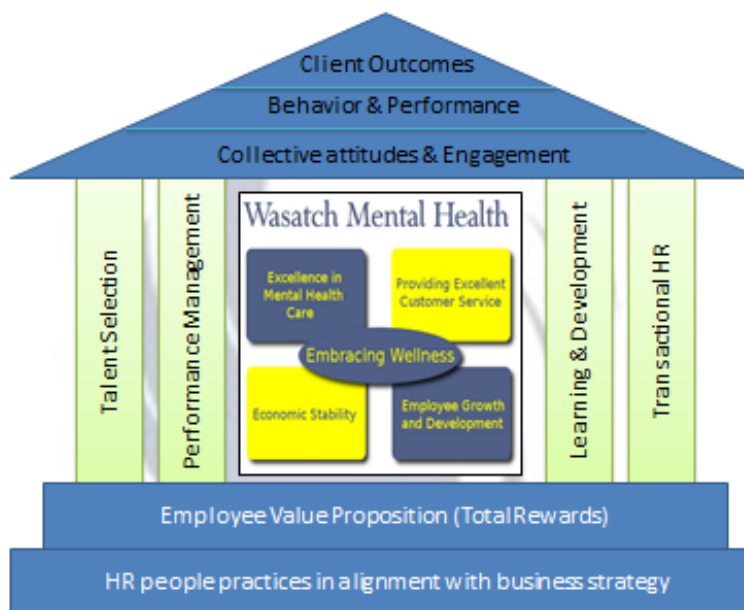
Ralf Barnes, SPHR
Human Resource Director

HR Staff

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

Human Resources FY16

The human resource department supports Wasatch Mental Health success by focusing efforts on our most important asset - our people. As demonstrated by the Wasatch Mental Health HR Department model, we promote people practices in alignment with our motto of embracing wellness. Built on a foundation of a strong employee value proposition, the pillars of HR best practices lead to improved client outcomes through enhanced employee attitudes and performance.



Talent Selection:

Recruitment of qualified candidates who have the competencies required to serve our clients in alignment with our values and mission

Employee Learning & Development:

Provide development opportunities for leaders and employees promoting engagement, retention and improved outcomes

Performance Management:

Recognize employee success and fair application of HR policies

Transactional HR:

Efficient and responsive processes that improve accuracy and add value

FY 2016 Highlights

- Streamlined paperless new hire paperwork using DocuSign, BMI and complete electronic files
- Began conversion of over 400 employee files into electronic scan BMI system – term files complete
- Recruited, hired and oriented 173 employees and interns – processed 130 separations
- Adopted 100% fingerprinting process with streamlined BCI process (BCI's on Relias)
- Restructured insurance opt out waiver resulting in cost savings and implemented annual electronic tracking of employees
- Full implementation of GP pay matrix reducing redundancy and eliminating personnel action forms
- Updated all offer letter templates and corrected all underfill offer letters with license expectations
- Improved employee recognition 8% as measured by survey
- Greenshades (employee portal) login security update completed
- As part of salary study, all job descriptions updated
- Have fully staffed well performing HR department with clear functional areas of expertise

FY 2017 Goals

- Complete updates to all HR policies by the end of FY2017
- Improve employee understanding of comp and benefits and employee value proposition through HR visits to all individual dept. meetings prior to open enrollment
- Validate candidate screening tests and evaluate for disparate impact
- Creation and communication of new corrective action, discipline and termination policy
- Create HR intranet web page
- Select and implement new employee performance evaluation software
- Implement salary study pay recommendations
- Provide regular “Leadership Academy” training for managers and supervisors
- Improve employee retention and reduce turnover rate
- Create electronic employee handbook and/or policy handbook
- Implement new I9 and filing process compliance
- Improve advertising for diversity outreach including enhanced recruitment and job fair advertising
- Implement electronic finger printing when available at DOPL
- Complete HR Dept. Excel spreadsheet training

ADULT SERVICES



Wasatch Mental Health
 Services
 Special Service District

Adult Services

Executive Director
 Juergen Korbanka, Ph.D.

Division Director
 Adult & Family Services
 Randy Huntington, LCSW

Administrative Assistant
 Mary Bateman

Medical Services
 Director
 Tim McGaughy, M.D.

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

Level 1
 Program Manager
 Geri Alldredge, Ph.D.

- Contractor Compliance/ Assurance Management
- Jail Services
- Medical Division Management
- Medication Clinics
- Outside Clinical Provider Contracts
- Psychological services
- Westpark Clinical Care Team Assistants

Level 2-3
 Program Manager
 Dean Anderson, LCSW

- Westpark Family Clinic
- Nursing Home & Assisted Living
- Representative Payee Services
- Volunteer Coordination
- Mental Health Court
- Targeted Case Management
- Transportation Services
- PASRR

Level 1-5
 Program Manager
 Brian Butler, LCSW

- Clubhouse & Skills Development Services
- Homeless Outreach
- Transitional & Supported Employment
- Justice Reinvestment Initiative

Level 4
 Program Manager
 Dave Blume, LCSW

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

Level 5
 Program Manager
 Kip Landon, LCSW

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

ADULT SERVICES



Randy Huntington
Director

Adult & Family Services consists of the following programs:

- Medication Management Services
- Psychological Assessment Services
- Westpark Family Clinic (Adult, and Family Services)
- Community Support Services
- 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)
- Jail Services (Utah County Jail)
- 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 (Accredited International Clubhouse)
- Mountain Peaks (Insurance Clinic)
- Inpatient Psychiatric Services
- Justice Reinvestment Initiative (JRI)
- Pre Admission Resident Review (PASRR)
- Cooperative Agreement to Benefit Homeless Individuals (CABHI)
- Domestic Violence Treatment

Additionally, the Adult 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 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
- 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
- Adult Protective Services
- Division of Child and Family Services
- Utah Suicide Prevention Coalition

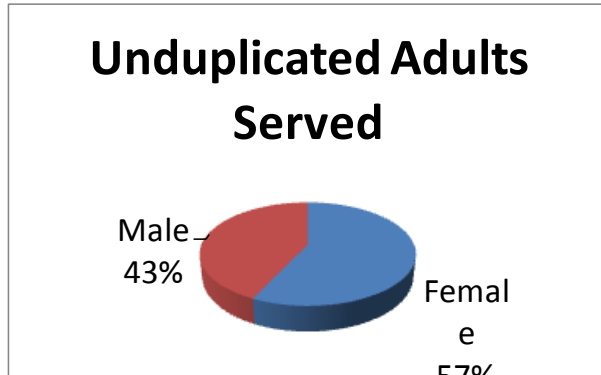
Adult & Family Services Fiscal Year 2016 Highlights

- Implemented the Cooperative Agreement to Benefit Homeless Individuals (CABHI) to reduce the number of people who are chronically homeless
- Participated in the ongoing Zero Suicide Initiative through the National Council on Mental Illness
- Mt Peaks Insurance clinic added a medical prescriber, who is a fully qualified Medicare and Insurance provider to the Clinic
- Wellness Recovery Center created a walk in clinic - intake wait time is now drastically reduced
- Wasatch Mental Health has added employees to work at the Utah County Jail and the Food & Care Coalition to implement the Justice Reinvestment Initiative (JRI) to coordinate care during and after incarceration to 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 40,000 questionnaires that help us determine if a client is making progress with treatment
- 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
- Expanded care to home bound elderly and Assisted Living facilities in addition to Skilled Nursing Homes
- Served on the State-wide Suicide Prevention Coalition through the DASMH
- Started Peer Support WRAP planning with individual clients and groups
- The "Brighten a Clients Christmas" program evolved to the "Sub for Santa" program in partnership with United Way

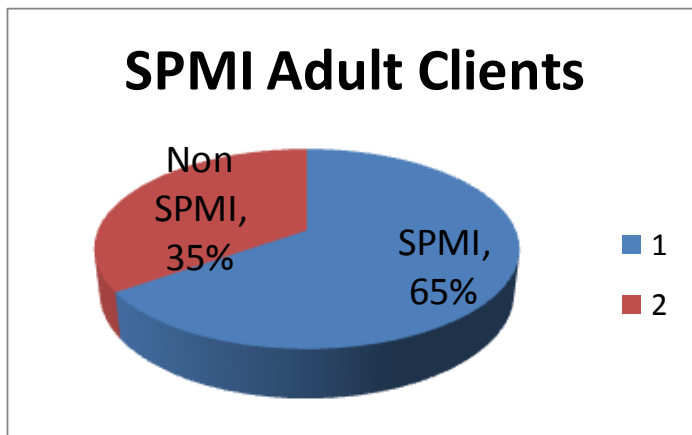
Adult & Family Services Fiscal Year 2016 Goals

- 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
- Participate in the Justice Reinvestment Initiative (JRI). The JRI is now in its second year of the program 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
- Deliver services to people who are homeless and mentally ill. WMH will continue 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). We are now into our second year of implementation
- WMH will co-sponsor 3 CIT academies in 2017. Strengthening community partnerships will be a focus along with training local law enforcement officers
- The Adult & Family Services Division will increase the number of clinicians meeting the billable time standards

Of the 6,164 adults served in FY 16, 2,647 (43%) were male and 3,517 (57%) were female. The following graph depicts the gender distribution in the adult division for FY15.



Of the adult clients served, 4,023 (65%) met the criteria for having a Serious and Persistent Mental Illness (SPMI). This is slightly higher than the percentage of SPMI clients served during FY15. The following graph depicts the proportion of the SPMI population during FY16.



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

| Treatment Service Units Provided in Adult Services | |
|---|---------------------|
| Treatment Service | Hours/ Units |
| Evaluation/Psychological Testing | 7,100 |
| Individual/Family Therapy | 20,832 |
| Group Therapy | 8,227 |
| Meds Management MD (Encounters) | 11,476 |
| Meds Management RN (Encounters) | 24,040 |
| Skills Development- Adult | 35,226 |
| Behavior Management | 4,465 |
| Case Management | 38,938 |
| Payee/Personal Services | 28,421 |
| Peer Support Services | 1,271 |
| Private Providers | |
| Individual/Group Therapy | 1,813 |
| Med Management MD (Encounters) | 195 |
| Bed Days | |
| IRT | 4,008 |
| SRT | 9,858 |
| Emergency Shelter | |
| Independent Supported Housing | 24,938 |

PSYCHOLOGICAL ASSESSMENT SERVICES



Gerri Alldredge, Ph.D.
Program Manager

Psychological Assessment Services

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 10 staff psychologists spread throughout the organization, 4 of whom 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 bet-

ter 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.

Care Team Services

Care Team Services provides reception services for the West Park building. Responsibilities include checking in clients for Levels 1, 2 and 3 clinics as well as Mountainlands Health clinic and provide a wide variety of behind the scenes clerical support necessary for the organization to run smoothly. Care Team Services checked in 19,333 clients last year for prescriber and therapy appointments alone. In addition, there were client's checking in for groups and case management appointments and phone calls answered for 9-12 hours a day.

Utah County Jail Mental Health Services

Wasatch Mental Health contracts with Utah County Sheriff's Department to provide mental health medication management to incarcerated individuals. WMH conducts a weekly coordination meeting where a social worker from the jail coordinates medication management and discharge planning with WMH management team. There is also a quarterly administrative meeting to problem solve any issues or barriers so that the service can run smoothly.

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 Wasatch Mental Health.

Crisis Intervention Training (CIT)

Crisis Intervention Training is an internationally recognized program that is orchestrated locally through a 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, CIT trained law enforcement officers, 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 within the community.

Highlights for FY 16

- Psychological Assessment Services expanded office space this year to locate more of the department staff in the same office suite. This Staff in various stages of professional development now have more ready access to more seasoned staff for consultation
- Medical Services added walk-in/same day services to prescriber schedules in the West Park clinic. The intention was to create more flexibility for clients as they access care. These walk-in clinics have been successful and have been expanded to meet the demand for this “Insta-care” type service delivery
- Medical services center wide have been using the Medication Administration Record (MAR) to track pill boxes and shots that are due. The MAR has increased awareness of and follow-through with clients who need additional assistance in being medication compliant
- In an effort to encourage excellent customer service and to better capture the role of the front line staff, WMH changed the name of Administrative Technicians to Care Team Assistants
- Utah County Jail houses an increasing psychiatric population. Efforts to coordinate care while incarcerated and provide care upon discharge have been a focus this past year
- The specialty of Psychiatry is underserved in Utah County. WMH was excited to add a Psychiatrist and Psychiatric APRN, from Noetic Psychiatry, to the list of outside providers
- The Utah County CIT program now has strong support components from both the Sheriff’s Department and Provo Police Department along with Orem Public Safety, who is the official co-hosting law enforcement agency. A local business (NuSkin) has recently opened its facilities to physically host the CIT academy.
- Wasatch Mental Health continues to be at the table with the Elder and Vulnerable Adult Coalition (EVAC) to increase awareness and create strategies to prevent and combat problems within Utah County

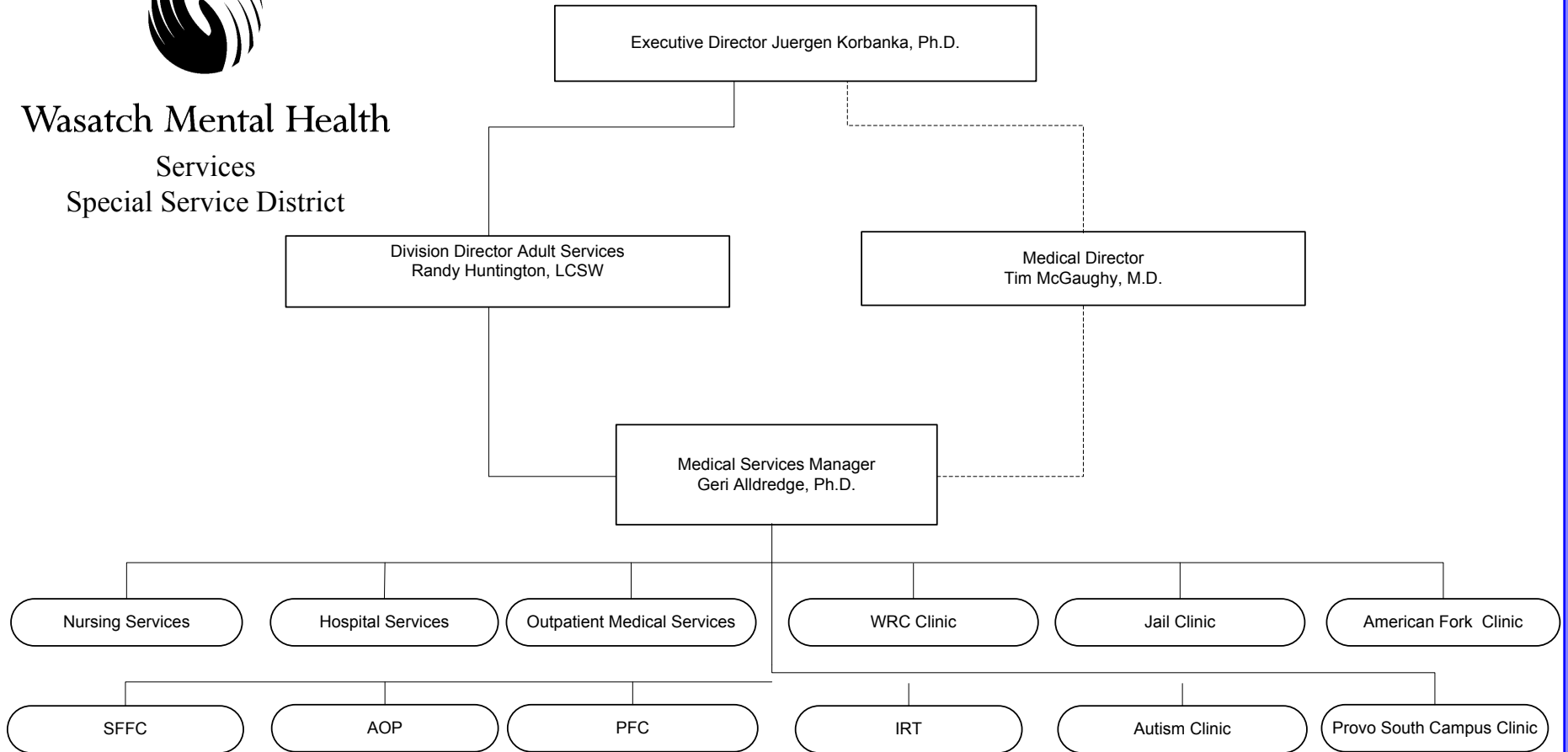
Goals for FY17

- Psychological Assessment Services is focusing on providing good customer service to clients and co-workers by completing work in a timely manner and providing test results in a manner that is understood by those who receive the results
- Medication Management Services is focusing on collaborating with medical providers and strengthening the relationship with the on-site medical clinic. There is also a focus on providing an adequate number of immediate access/walk-in clinics to meet client preferences for this service delivery model
- There will be a continued effort in the upcoming year to educate staff and clients about the role of peer support specialists and expand access to this valuable resource
- Care Team Services will continue to strive towards providing excellent customer service to both clients and other departments
- WMH will actively maintain a panel of outside providers to accommodate the needs of clients that cannot be served within the organization
- WMH will co-sponsor 3 CIT academies in 2017. Strengthening community partnerships will be a focus along with training local law enforcement officers
- WMH will continue to be an active participant in the coalition on the prevention of elder and vulnerable abuse and neglect (EVAC)



Wasatch Mental Health
Services
Special Service District

Medical Services





**Dean Anderson, LCSW
Program Manager**

WESTPARK FAMILY CLINIC

Introduction

The Westpark Family Clinic (WFC) provides comprehensive mental health services to clients at levels 2 and 3 acuties. Staff including therapists, case managers and human service workers provide assessments, therapy, case management and Representative Payee Services to adults, children and youth residing in Utah County. Licensed psychotherapists provide individual and family therapy, therapy groups, behavior management groups and supportive counseling. Licensed Case Managers provide Case Management, Personal Services, Individual Behavior Management, some limited Skills Development Services and Representative Payee Services. Human Service Workers provide Budget Specialist Services for individuals for whom Social Security determines that WMH is best suited to help manage their Social Security benefits.

The Westpark Family Clinic utilizes Master's and Ph.D. 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.

WFC is open Monday through Friday from 8:00 a.m. to 5:00 p.m. with extended evening hours Tuesday through Thursday.

FY 2016 Highlights

- In late FY15 AOP therapists, CSS and RPS staff were rolled into one department combining various treatment levels of care
- In early FY 2016 these combined departments became Westpark Family Clinic. WFC now sees children, youth and adults of all ages
- WFC did 86 intakes for children and youth
- Have brought in training for staff on treating and working with children, youth and their families
- Brought in a Trauma Informed instructor to provide trauma based training nearly every month in FY2016
- Developed a first ever WMH treatment program for children victims of domestic violence, which will begin in early FY2017
- Hired 2 therapists specifically trained to provide therapy to children and youth
- WFC staff 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, 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 with DSPD providers to care for those with MI and ID diagnoses
- WFC continues to collect and use a high number of OQ45s; these OQ45s are then used to work with clients in therapy to promote their growth
- WFC and WMH lead the State of Utah in the number of OQ45s given to clients and the use thereof
- The WFC therapist supervisor is leading one of the pilot groups before it goes Center-wide
- Providing therapeutic services to clients living in 10 nursing homes, 15 assisted living facilities and to 10 home bound individuals who would otherwise go without treatment

- More staff have been using an innovative schedule wherein 5 clients are scheduled in a 4 hour block of time, this has increased productivity
- Research was done with clients and staff to determine satisfaction and training needs from RPS services. With this information, RPS staff provided training for four departments within WMH on Social Security rules and responsibilities for staff working with clients who utilize WMH Payee Services
- Provided 53 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
- WFC staff participated in a variety of WMH wellness programs for staff
- WFC used 7 volunteers providing 282 hours of service
- WFC staff go to ICFID facilities to do intakes

FY 2017 Goals

- Further build and grow the new Westpark Family Clinic
- Continue to train therapists to provide services to children and youth
- Start a domestic violence treatment group for children, whose parents have been involved with domestic violence
- Create a variety of treatment groups and programs for kids
- Build a play therapy and sand tray treatment room
- All staff will reach their productivity goals
- 0 notes submitted later than 2 weeks
- All intake assessments completed prior to their deadlines
- 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
- 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
- Actively participate as MH further builds evidenced based consultation groups using the OQ45
- Complete annual assessments on every client
- Expand mental health care to them in nursing homes, assisted living centers and their homes

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 FY2016, Wasatch House served a total of 269 individuals, with an average daily attendance of 70 members, and a total of 72,441 hours of vocational training and 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 Clubhouse International based in New York City. There are 4 accredited clubhouse programs in Utah and over 300 worldwide. Wasatch House is currently the largest Clubhouse in the State of Utah.

Wasatch House is equipped with a state of the art 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 our Miles of Movement program and the Annual Wasatch Wellness Run, the proceeds of which benefit the Clubhouse programs.

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

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 notable accomplishments include:

- The Wasatch House Director, a staff member, a Clubhouse member, and a member of the Executive Committee participated in 2 week training at Alliance House in SLC. This team was educated in the Clubhouse model and completed an Action Plan to set our goals which guided our efforts for the past year
- In May, 2016 Wasatch House took 30 members to the Clubhouse Utah Conference in St. George for 3 days where members had the opportunity to interact and learn from other Clubhouses throughout the State
- With support from the WMH Executive Committee, Clubhouse was re-opened to all levels of care and significant outreach efforts were made to past members inviting them back
- We opened our doors to members a full 5 days a week, eliminating our bi-weekly paperwork day and replaced it with writing notes with members during the work ordered day to increase member participation in their charting

- The former Wasatch Mental Health Adult Services Subcommittee voted to become the Wasatch House Advisory board focusing on Clubhouse issues exclusively
- Wasatch House also began an exciting weekend activity program funded through the Friends of Wasatch Mental Health Foundation. One Saturday each month, Wasatch House attended places such as the Loveland Aquarium, 7 Peaks Water Park, Wheeler Farm, and even Lagoon to participate in recreation activities that they otherwise would not have access to
- Through a State Appropriation Fund, we were able to provide \$27,000 of services at the Clubhouse to 17 unfunded individuals who otherwise would not have access to the recovery opportunities Wasatch House provides
- Partnering with our auspice agency, The annual Wasatch Mental Health Wellness race raised approximately \$15,000 for the Friends of Wasatch Mental Health Foundation, which funds many Clubhouse initiatives and activities
- Perhaps the most significant event of the year was our accreditation visit from Clubhouse International, who saw fit to award Clubhouse with a 3 year conditional accreditation after a 1 year accreditation last year. This was welcome recognition for Wasatch House, validating the hard work and many changes made since last year to become more in line with International Clubhouse Standards. 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. Wasatch House has now been an accredited Clubhouse for 25 years!

Our goals for FY17 include:

- Opening Clubhouse on all major holidays so members can access support and celebrate holidays with their peers
- Developing a minimum of 10 Transitional Employment opportunities with at least 5 of them being 12-20 hours a week
- Implementing the IPS model for Supported Employment in the Clubhouse, which is another evidenced based practice endorsed by the State of Utah
- Training and utilizing member drivers
- Expanding our education unit to create opportunities for tutoring and access to post high school educational programs
- Enhance our outreach efforts to other programs within Wasatch Mental Health to educate and elicit additional referrals, focusing on those who are interested in work
- Seek out additional funding sources for unfunded members
- Receive an upgrade to a 3 year accreditation from Clubhouse International by the end of the fiscal year
- The overarching aim is to produce an evidence based services that will be attractive and effective for members and potential members to achieve recovery in their mental illness through integration into the work force

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. This year, our program expanded as we added Jail Services, a State contract from the Justice Reinvestment Initiative (JRI) and continued our work funded by the Cooperative Agreement to Benefit Homeless Individuals (CABHI), in addition to our traditional WATCH outpatient clinic. In FY 2016, the WATCH program served a total of 320 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), 755 nights of safe emergency shelter was provided to 96 homeless individuals to assist them in their transition from the street to permanent housing.

CABHI

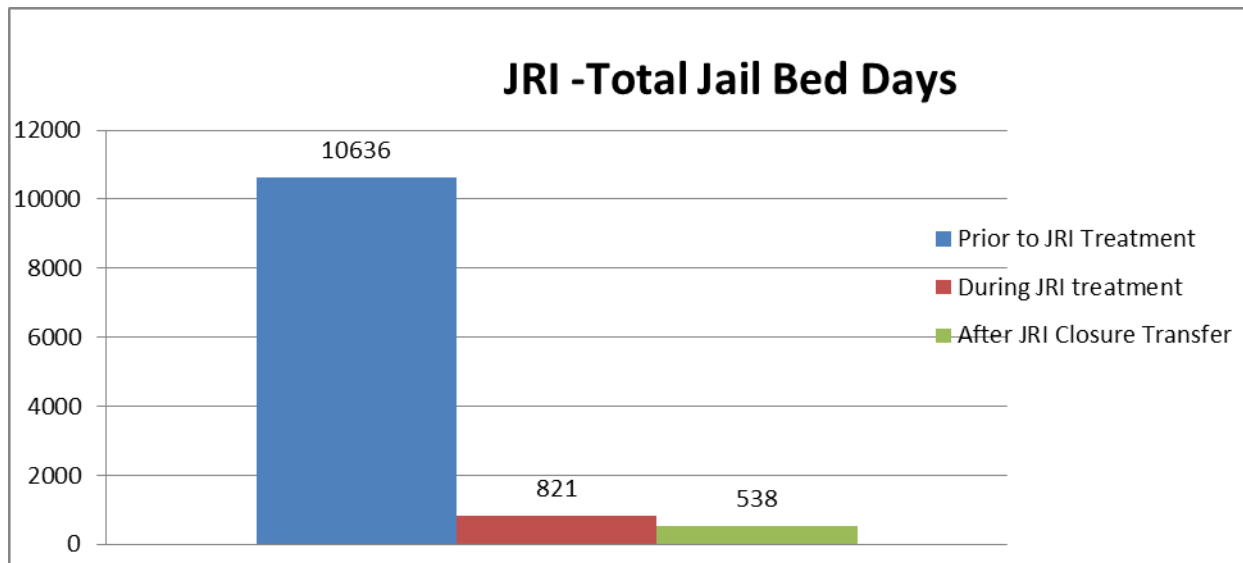
Beginning in October, 2014 a new program was initiated with the State of Utah through the Cooperative Agreement to Benefit Homeless Individuals or CABHI. Through this federal grant, an Assertive Community Outreach Team (ACOT) was created in the WATCH program to outreach chronically homeless individuals 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 critical first 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 and then maintaining housing and needed resources. Prescribers, Nurses, Therapists, Case Managers and Peer Specialists provide most services in the client's own home and contact occurs multiple times throughout the week. Due to the intensity of the service delivery and the scarcity of inventory, caseloads are kept purposefully small. To date, 17 chronically homeless individuals were housed using this model and 14 of those 17 have remained housed.

Utah County Jail Mental Health Services

Wasatch Mental Health contracts with the 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 for the past 2 years as well. The interns focus on discharge planning for inmates who will need to continue mental health services upon release.

JRI Program

In FY16, WMH received funds through the Justice Reinvestment Initiative to address recidivism rates in the Utah County Jail. With UVU interns already placed in the jail to provide discharge planning, we were primed to use this money to fund case managers in the community who could receive these referrals from the jail and wrap crucial services around them. According to the State administrators for JRI, **WMH was the first in the State to use JRI funds programmatically** and the model has already demonstrated value as evidenced by the reduction in jail bed days used by those in the program.



FY17 Goals:

- Reduce no show rates in the WATCH clinic
- Focus on improving internal customer service
- Work towards sustainability for CABHI after the grant expires in October 2017
- Prepare for possible Medicaid expansion for this population by developing stronger relationships with Accountable Care Organizations who may administer the expansion contract
- Standardize and refine intake processes in the JRI program
- Explore using an ACT model for WATCH clients who are housed, similar to the CABHI model
- Identify and contract with housing developers to increase housing placements and wrap around services on site



Dave Blume, LCSW

SUPPORTED RESIDENTIAL SERVICES

We operate with a staff consisting of 6 full time case managers along with 2 half time clinical therapists. This team works closely to provide wrap around services for the clients we serve. We have served 226 unduplicated clients in what we call level 4 services. We work very closely with the Skills Development Services (Clubhouse) as most of level 4 clients participate in psychosocial and psychoeducational rehabilitation.

The prescriber clinic provided at the South Campus building provides psychiatric care for clients who are assigned to level 4. We currently have 3 prescribers who currently provide psychiatric services. Case managers accompany the client to these visits to ensure quality information and treatment is being coordinated with the prescribers. In this prescribers clinic 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. This quality of care allows the clients receive their care in relatively one place without running around to different parts of town. This is also a positive for our case managers as it cuts 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 47-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 47 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. 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 16 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 the clients participate weekdays in the Clubhouse model of psychosocial rehabilitation.

Independent Living

Independent Living consists of four non-treatment housing complexes. 1) Mapleview 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), 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 2016

Our Supported Residential Treatment in SRT maintained a 95% bed day rate for the year. We have maintained near full capacity while transitioning residents into less restrictive settings as they work towards their recovery. This also opens up opening for those in need of more support in their recovery.

The "Sub for Santa" program coordinated by Jennie Reese, teams up with United Way for a streamlined program reaching out to clients who had no other resources for Christmas gifts. We were able to serve 204 clients, up from 191 clients the year before with the assistance of the Untied Way "Angel Tree" program and outpouring of support from a local LDS ward and other local businesses. Importantly, over 60 of these clients needs were filled from within our own agency.

With the roll out of the CSSRS alerts generated from the SOQ, this past year, we have been working as a team to ensure the concern for suicide is being addressed. Not every client who triggers a CSSRS is in therapy, thus the therapist may not see the alert. Most often it is the care team assistants or case managers who see this alert. We are working as a team to get the therapist involved to do an assessment and safety plan if needed to address any self harm concerns. We have had quite a few in just the first month of the rollout. It has been helpful to take this seriously and work closely with the client to resolve and concerns.

We had a very successful training here in Supported Housing and we were joined by the case managers from Wellness Recovery, Level 5 and Bridge teams. Doran Williams attended for support and clarification, which was very helpful, given his experience in helping to develop the Medicaid handbook. We trained the case managers on the Handbooks provided by the office of Utah State Medicaid and clarified what is acceptable billing for Case Management, Individual Skills Development as well as Personal Services. It was well received training and new insights were gained as well as some clarifications of the rules and how they apply to their role as case managers. We also talked about quantity of care and quality of care as we discussed how they can assist their clients in their recovery while billing for their time appropriately.

A particularly successful client story from this past year:

I recently met with a client, PH, and his father, who was visiting from out of state. The client entered services with WMH in July 2015. We reviewed the client's history and progress. He was brought to Utah by his mother after many psychiatric hospitalizations from age 17 to about 22 for schizoaffective disorder. He had unstable housing for the last several years, as well. He entered IRT, and is now moved on to a supportive, subsidized, housing environment, where his med box is filled by nurses weekly. He has a positive relationship with his therapist, whom he sees regularly. Client has been independent in his visits with his psychiatrist at least monthly.

Father reported that he has been in frequent phone contact with his son, and has not seen him this stable in over 5 years. He expressed gratitude for the excellent service at WMH, and commented on the remarkable broad array of resources available in this community. This week, they are going to a Jazz game, and skiing together. The client is enrolled at MATC part-time, and is keeping his apartment in excellent condition.

Goals for coming FY 2017

- Add to the current skills development groups offered to total up to 5 groups which will include 3 new groups such as Transportation group, Daily Living Skills group and a Meal Planning group
- Continue to provide wrap around services with Case Managers attending doctor's appointments both in WMH and outside in the community to offer excellent follow up care and coordination of services
- Train our new full time therapist in DBT skills to assist in groups for this population
- Implement evidenced practice utilizing the OQ/SOQ with our therapists participating in the focus groups and learning to implement best practice skills for our clients in therapy

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 577 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
Individual therapy
Psychiatric Evaluation/Meds Management

Group therapy
Case management

Psychological Testing
Medication Assistance

Some highlights from FY2016:

- We were awarded the Primary Care Grant from the Utah Department of Health for FY 2017 in the amount of \$99,897.00. This is nearly a doubling of the grant from the previous year
- We were assigned a full time psych intern who is in the clinic full time. In the past we were assigned two part time interns who had difficulty meeting with our staff at our regular meeting time. It has been a significant improvement in coordination and service provision to have the full time intern. It brings more of a team approach to the WRC
- The WRC was able to see clients within 5.5 days from initial contact of the client, whether it was a face to face contact or a first time phone call. We have been very responsive to helping clients get in to services quickly. For Utah Valley hospital clients who are getting discharged from inpatient services, we have an average time of 3.5 days or fewer for initial intakes
- We have established an excellent relationship with the liaison, Ransom Bigelow, from Utah Valley Hospital. He comes weekly to our meeting and helps our staff get connected to clients who are about to be released from the inpatient unit who are unfunded

A success story of a client:

When I got here [to WRC] I just wanted to die. I applied for Social Security and now I don't want to because I know I can do more."She has been coming to the WRC for about six months. She said it has changed my life with therapy with Jen and group. I didn't know there were other people that felt the same way I did. I just felt that so much bad things had happened to me that it would never be better. I never wanted to smile. Now I do my chart and keep a gratitude journal because positive thoughts are better."She has been attending groups, IT, med management and case management. From the therapy this client has been motivated to exercise more, set boundaries with her children and ask for respect from them, drop her SSI case, look for a FT job and make plans to move into her own apartment. She said thy sons don't even know who I am anymore."

Goals for coming FY year 2016

- Add a group in the evening hours to accommodate clients coming in after their work hours
- Improve on concurrent documentation with clinicians providing one- on-one services
- Utilizing the Predictability scale more predominantly in helping us to make decisions in treatment determinations and in deciding whether funds are used for psych testing
- Continuing to provide intakes within 7 days of initial contact with clients, by adding 1 more clinician to the walk in clinic and expanding appointment times for scheduled intakes

MOUNTAIN PEAKS COUNSELING

Introduction

Mountain Peaks Counseling (MPC) serves adults and children residing in Utah County who have insurance, private payment, or ecclesiastical funding.

Licensed psychotherapists provide assessments, individual therapy, marital therapy, and family therapy.

A licensed prescriber provides medication management.

MPC is open Monday through Thursday from 8:00 AM to 9:00 PM, Friday from 8:00 – 4:30 for therapy and every Thursday from 3:00 p.m. to 7:00 p.m. for doctor clinics.

Fiscal Year 2016 Highlights

- We have doubled our prescriber time from 4 hours every other week to 4 hours every week. This addition has been very popular for clients as it is very difficult to get psychiatric care in the community. The prescriber is very busy seeing clients every week
- Mt Peaks Insurance clinic added a full time therapist, opening up the clinic hours from just an evening clinic to a clinic open from 8:00 AM – 9:00 PM. We are fully serving adults, children and families in the clinic
- The number of clients served compared to fiscal year 2015 increased from 163 total to 223 total served. This is a total increase of 37%, this is tremendous growth. The therapists are keeping their allotted schedules full and are seeing a high rate of completed follow up sessions at just over 86%. Initial intakes are at a completion rate of just over 68%
- We have become paneled to provide therapy with Select Health insurance in the community, they are a major commercial company locally and we hope to see an increase of clients through this provider. We have also been paneled with Molina Market Place commercial insurance, which has become a big provider in our clinic, serving 44% of our enrolled clients

Fiscal Year 2017 Goals

- Explore the option of a meds only clinic where a select few clients may receive medications without receiving medications
- Meet WMH standard of utilizing collaborative documentation
- Continue to have an increase in the number of clients served by at least 25%
- Improve our connectivity with Commercial insurances so Care Team Assistants can accurately collect co-payments from clients at a 100% rate
- Increase the after hours clinic providers by 2-3 in the next year which would include services being expanded in the Provo office and expanding to the American Fork Office
- Modify the pay scale for the prescriber so compensation can be accurately paid for services provided
- Accurately compile information on amounts commercial insurances are actually paying for services

CRISIS SERVICES



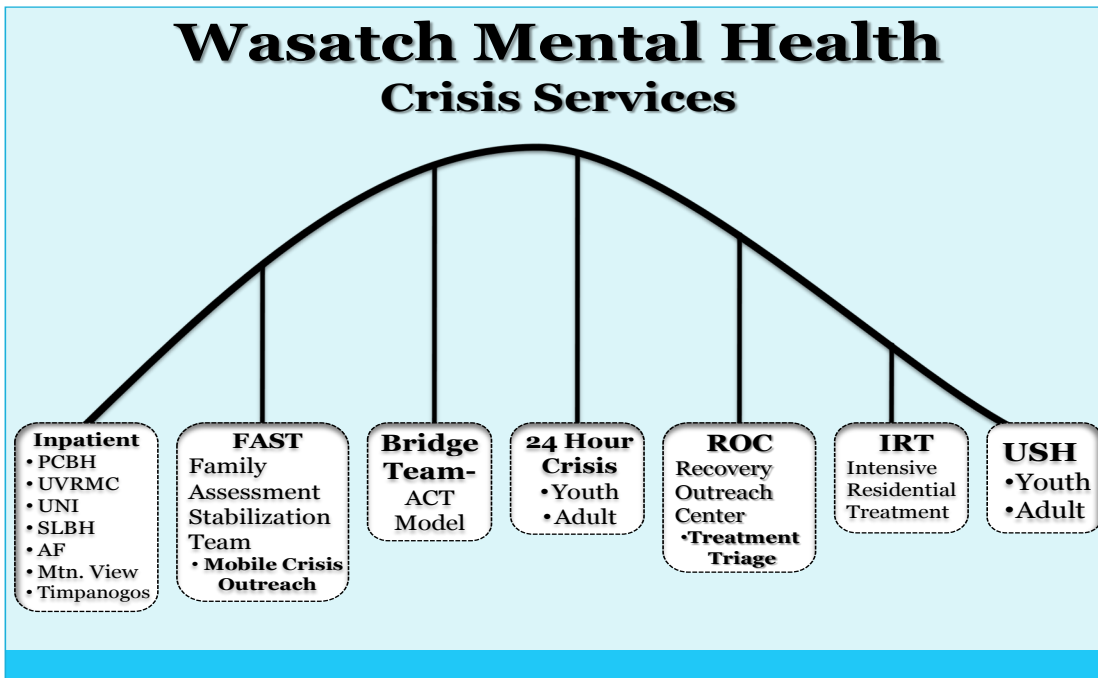
Kip Landon, LCSW

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 clients 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 a 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 (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, as well as for 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 and 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 has been there.”

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
- Grandfamilies
- Stengthening Families Program

Level 1-3
Program Manager
Scott Taylor, LCSW

- Provo Family Clinic
- Stride
- XCEL

Level 1-3
Program Manager
Bryant Jenks, LMFT

- American Fork Family Clinic
- Spanish Fork Family Clinic
- School-Based Behavioral Health Coordinator
- Case Manager Training Coordinator

Level 4-5
Program Manager
Greg Robinson, LCSW

- New Vista
- Aspire

Level 3-5
Program Manager
Janeen Candalot, CMMC

- Vantage Point
- USH
- Respite
- Youth Crisis/CYFAST
- PREP

Level 1-5
Program Manager
Richard Hatch LCSW

- Wasatch County Family Clinic Mental Health & Substance Abuse Services

Level 4
Program Manager
Michael King, LCSW

- GIANT Steps - Autism

CHILD AND FAMILY SERVICES—CFS

Children, Youth and Family Services consist of the following programs:

| | |
|--|--------------------------------|
| Provo Family Clinic | American Fork Family Clinic |
| Spanish Fork Family Clinic | Wasatch County Family Clinic |
| New Vista Trauma Focused Day Treatment | GIANT Steps Day Treatment |
| XCEL Partial Day Treatment | Stride Partial Day Treatment |
| Youth Mobile Crisis Team | Vantage Point Youth Services |
| School Based Behavioral Health Services | Aspire Youth Services |
| Grandfamilies | Strengthening Families Program |
| PREP (Prevention and Recovery for Early Psychosis) | |



**Catherine Johnson, LCSW
Director**

Additionally, the Children, 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
- Children's 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 Resources of Utah County
- 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
- Systems of Care
- Child Abuse Prevention Council
- Community Outreach Council
- DWS Mountainlands Youth Council
- United Way Continuum of Care Education/Homeless Youth Sun-committee
- Alpine School District Cluster Meetings
- Student Resource Officer Meetings

Fiscal Year 2016 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 expanded The Strengthening Families program in the Provo, Spanish Fork, American Fork and Wasatch County Family Clinics
- GIANT Steps classroom in the Provo School District moved to Wasatch Elementary School
- 99% of the notes written in the Children, Youth and Family Division are written on time
- Wasatch Mental Health in cooperation with DCFS and JJS continues to provide a 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 in the Historic Provo City Library Ballroom. The dinner and auction raised over \$19,000 for GIANT Steps
- Wasatch County Family Clinic Prevention Coalition in partnership with Parents Empowered and Latinos in Action rolled out an underage drinking prevention campaign targeting the local Hispanic community
- Wasatch County Family Clinic in conjunction with the Caring Community Coalition served 400 individuals dinner in the park and provided information about wellness and prevention
- Provo Family Clinic remodeled their waiting room to become more customer friendly
- Wasatch County Family Clinic designated a children's family waiting area
- Wasatch Mental Health continues to collaborate with the Division of Child and Family Services and Juvenile Justice Services to improve services to children and their families
- Greg Robinson and Janene Candalot have diligently trained staff on trauma informed care practices
- The Grandfamilies program has expanded to include a teen group. This was accomplished by the supervisor and case manager writing a new curriculum
- A handicap accessible door was installed in the Parkview building and the building was painted to become more trauma informed.

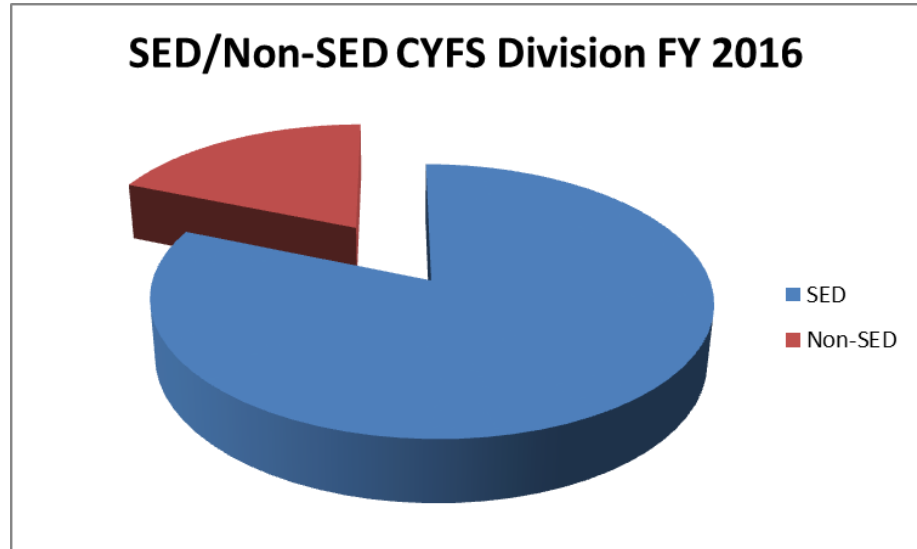
Fiscal Year 2017 -- Goals

- The Children, Youth and Family Services Division plans to achieve the following goals during FY 2017:
- Implement 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 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
- Continue to provide county wide support in suicide prevention, intervention and post-vention with Alpine, Provo, Nebo and Wasatch School Districts
- Collaborate with aDDAPT to provide dual diagnosis services
- Expand services to children on the GIANT Steps waiting list through an in-home services program
- Open Payson Clinic and expand south county services
- Expand north county services to include Mountain Peaks American Fork Clinic
- Expand Clinical Consultation Supervision model to include all clinical therapists

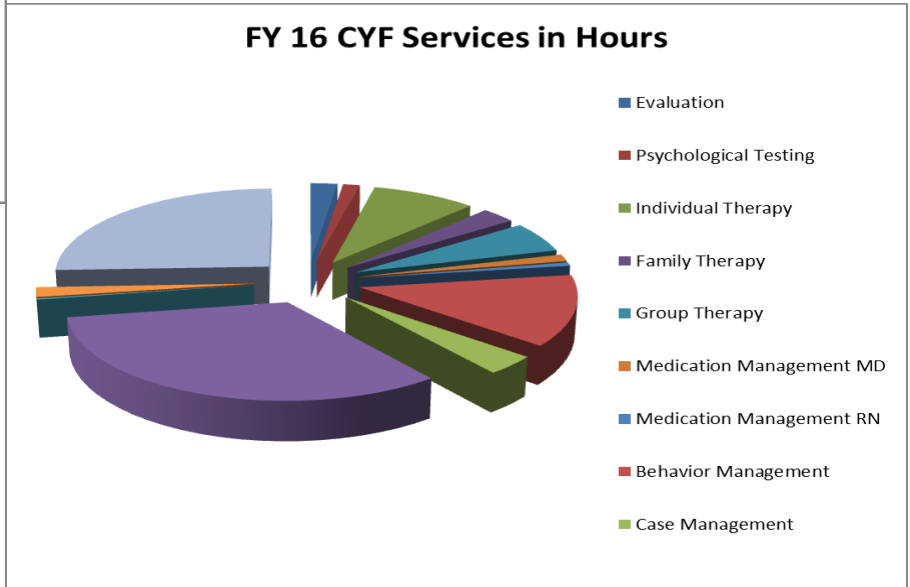
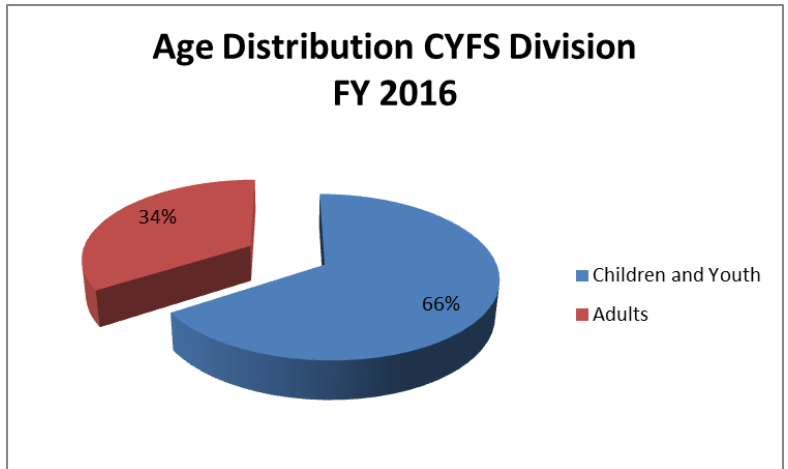
Service Data and Statistics – Youth and Family Services

In FY 16, the Children, Youth and Family Services Division served 5,326 unduplicated individuals.

For FY 16, 3615 (68%) were youth clients, ages 0 to 18 years, while 1,872 (32 %) were adult clients, ages 18 years and older. The following graph depicts the age distribution in the youth division for FY16.

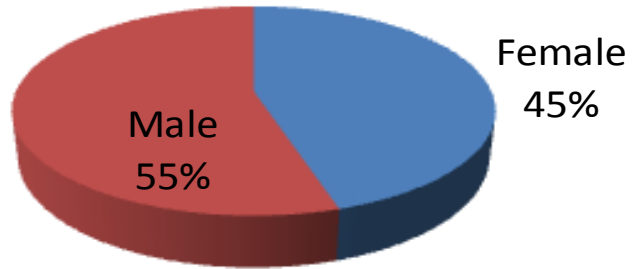


Of the youth clients served, 3872(82%) met the criteria for having a Serious Emotional Disturbance (SED). This graph depicts the proportion of the SED population during FY16.

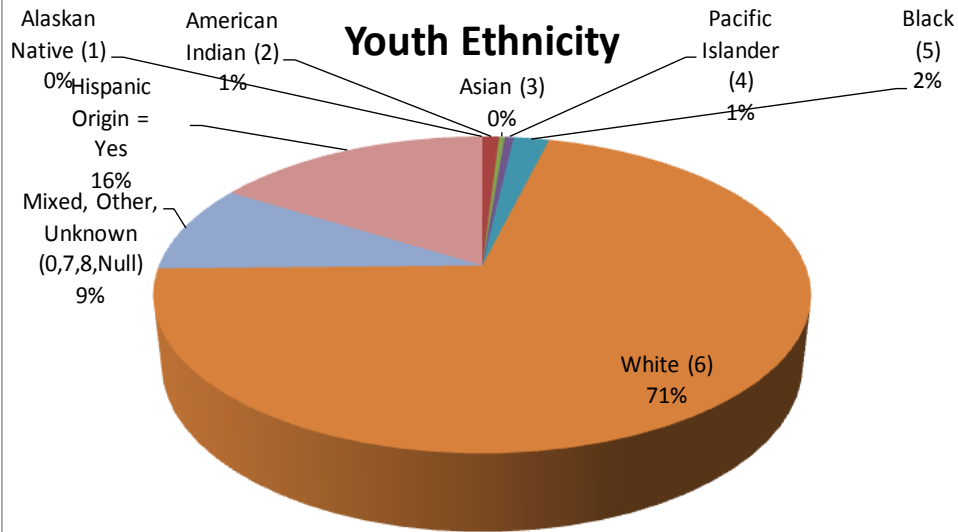


CHILD AND FAMILY SERVICES

Gender Distribution



Youth Ethnicity



| Treatment Service Units Provided | Hours/Units |
|--------------------------------------|---------------|
| Evaluation | 4848/4491 |
| Psychological Testing | 3083/ 2098 |
| Individual Therapy | 19072/20114 |
| Family Therapy | 6442/6287 |
| Group Therapy | 12386/ 9469 |
| Med Management MD | 22872 / 5618 |
| Med Management RN | 1436 / 2809 |
| Behavior Management | 29043/ 13223 |
| Case Management | 7875 / 13330 |
| Psychosocial Rehabilitative Services | 72693 / 42413 |
| Peer Support Services | 447 / 279 |
| Respite | 56596 / 40968 |
| Substance Abuse Treatment | 3993 /2960 |
| Treatment Totals | 220786/164059 |

| Bed Days | Days |
|-----------------------|------|
| Vantage Point | 2939 |
| Inpatient | 1276 |
| Aspire Youth Services | 4515 |

PROVO FAMILY CLINIC



Scott Taylor, LCSW

The Provo Family Clinic is a part of the Children and Youth Services Division of Wasatch Mental Health.

Our clinic understands the mental health needs specific to Children, Youth, and Families. Our family friendly setting and specialized treatment providers offer multiple services for all ages, including:

- Individual therapy appropriate for age and therapeutic need
- Family Therapy and Group Therapy
- Case Management & Behavior Management
- Psychological Testing
- Psychiatric medical care for pediatric and family
- Therapy and Case Management services can be arranged in school or home settings
- Bi-lingual treatment

Therapists

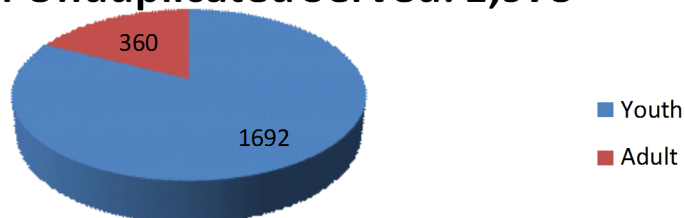
Provo Family Clinic therapists include clinical psychologists, clinical social workers and marriage and family therapists. We provide multiple individualized treatment approaches, including: Play Therapy, CPTR (parenting group), Trauma Focused CBT, EMDR, Solution Focused, Motivational Interviewing, Sand Tray, DBT, Aggression Replacement, and many other approaches. When desired, treatment efforts are supported by family **case management** experts.

Some issues and diagnoses treated include: depression, bipolar disorder, anxiety, obsessive-compulsive disorders, foster care challenges, AD/HD, oppositional defiant disorder, attachment disorders, post adoption challenges, divorce adjustment concerns, blended families, trauma and loss, sexual abuse, sexual reactivity, physical abuse, children witnessing domestic violence, foster-care reunification, adolescent struggles, and parenting.

Medical Staff

Provo Family Clinic medical staff includes nurses, APRN prescribers, and psychiatrists.

Total Unduplicated Served: 1,975



Total Service Hours: 20,190



STRIDE

Children's Partial Day Treatment Program

Who we are:

Stride is a 5 day a week, 12 week long, day treatment program for Elementary age children ages 5 – 12. The program also includes a parent educational group that meets regularly to provide parent training that compliments the day treatment curriculum. Stride classes are divided by region throughout Utah County. One class serves the southern region, two serve the central area, and one serves the north county region. Transportation to and from the program is provided to facilitate attendance. Thanks to a cooperative agreement with the Nebo School District the program in Spanish Fork is held in a local school.

How we help:

The Stride program is designed to assist elementary school-age children who are experiencing behavior management 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 improve their behavior management in social settings. The behavior management treatment with the children focuses on 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. 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 positive or negative consequences of chosen actions, and
- Ensuring a positive environment where children feel accepted, confident, and successful.

Number of Youth Served:

298

AMERICAN FORK FAMILY CLINIC



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

FAMILY RESOURCE FACILITATOR

Therapists

Bryant Jenks, MFT
Program Manager

The American Fork Family Clinic serves 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. 2016 Highlights

- Greenwood Elementary hosted another year of our School Based Programs, Strengthening Families Program, and Summer Stride Program
- Wasatch Mental Health and the Alpine School District now have a contract for two and a half therapist positions to help with school based mental health services

- AFFC had representatives who attended Suicide Prevention meetings, Community Resource nights, and Mental Health panel discussions in the Alpine School District throughout the school year
- Centro Hispano is working with the American Fork Family Clinic to run a “Healthy Relationships” for teenagers
- 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 is continuing to provide services to 60+ schools throughout Utah County
- Bryant Jenks, a CIT (Crisis Intervention Team) regional coordinator, participated in three academies in Utah County and one in Wasatch County where law enforcement was trained on how to handle mental health and other health issues in the community. He also attended the CIT International Conference in Chicago to stay in touch with the trends and to improve our local trainings
- AFFC has a representative attending the monthly Community Outreach Council meeting where community leaders, ecclesiastical leaders, Alpine School District leaders, local hospital representatives, and Mental Health come together to discuss needs and resources to help families in the area

Feedback

Strengthening Families Program:

At the beginning of Strengthening Family Program (SFP), this mother reported that she wanted to strengthen her relationships and communication with her daughter. By the end of SFP, she said, “Using the strategies learned in group has helped our communication. We learned about ourselves and realized we really do know how to raise a child that was under a lot of trauma. When things start to go wrong, by utilizing the strategies, they have helped me stay in control and not become dysregulated like before.” She noted that the best part about SFP was, “Working with other parents struggling just like me. It helped me realize I’m not in this alone.”

School Based Services (Summer Stride Program):

“[Our youth] has benefited from Stride in so many ways. Everyday when he gets done he walks to the car with a proud look on his face carrying a paper rocket, a beadwork key chain, or one of so many other awesome projects he has made. [Our youth] came from an abusive and neglectful home to live with me a year and a half ago. In that time he has grown in so many ways thanks to the staff at Wasatch Mental Health that work with him at Stride. I’m grateful he has the opportunity to be in this program & I hope that many more children can have this great experience.”

AFFC Outpatient Services (transitioning a child from residential care):

“I wanted to take a minute and thank you for the time and effort you put into getting [client] in so quickly. Her case was one where I was really concerned about sending her out with no supports. Based on how things go on our unit, I know it can be quite difficult to get a kiddo in that quickly so thank you so much for making it happen. She’s a great kiddo with a great family that just has a really difficult situation. I feel that with your help we were able to get her into the best scenario and services possible. I wanted you to know that I, as well as our team here, truly appreciate it. I also met with her mother on Friday and she expressed her gratitude as well. So thank you again for your time and efforts.”

Spanish Fork Family Clinic

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 MEDICATION MANAGEMENT
PSYCHOLOGICAL TESTING GROUP THERAPY
CASE MANAGEMENT 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. - 2016 Highlights

- Spanish Fork Jr High is hosting our Stride program throughout the year including our summer services
- SFFC has a representative attending the quarterly Community Outreach Council meeting where community leaders, ecclesiastical leaders, Nebo School District leaders, local hospital representatives, and Mental Health come together to discuss needs and resources to help families in the area
- SFFC continues to run "The Strengthening Families Program" with success in getting many families to sign up and stay throughout the 14 weeks
- Throughout the school year varied SFFC staff and Doran Williams participated in many Suicide Prevention nights held throughout the Nebo School District.
- Kayelyn Robinson does with regular training with DCFS foster parents on preventing burnout and self-care.
- Chelsea Seegmiller, CSW received the "Manager's Choice Award" in the youth division for her "extra mile" work with School Based Services and her SFFC team. She has spent many an evening this past year representing WMH at school booths for suicide prevention and promoting our services.

- Mike Wilkins, PHD, Supervisor of SFFC, participated in his first CIT Academy as an instructor for law enforcement. He taught about “Children’s Issues” and did a great job engaging the officers through instruction and experiential activities.

Feedback

Outpatient Clinic Success

(About our care team assistant, Kris)

“We had an issue when we first [came] in. My little 9 year old wanted to play w/my phone. I kept saying no and when I went to explain, he got mad and...dumped over the lego bin. Then when I told him to clean it up, he started throwing them in as hard as he could. He was throwing harder & harder until Kris came out and took over [and] kept trying to get the attention away from his problem. He finally got them cleaned up and she showed him pictures he could color after she took the full [lego] bin into the other room. She was amazing. She got him calm and kept him calm. Then when he went back to see his therapist, I broke down and cried. I really appreciate everybody here for what they do and have done for us and I really appreciate Kris with her patience and abilities.”

School Based Services success

“Just before Christmas I referred a student to Wasatch Mental Health- their family was struggling and the child was doing even worse at school. I called just a few days ago to check in and to see how things were going, and the mother couldn't say enough great things about how Wasatch Mental Health had changed their family for the better- and changed their lives!!

Your staff has given this wonderful family much hope and successes. I see the changes in this child at school as well, and he is far happier now than even just a few weeks ago. Thank you for taking such good care of my client and our patrons!

Strengthening Families Program Success

“Regardless of how great you are as a parent or child you would all find something valuable to add to your household. We have loved this program and the friends we have made. Everyone was so supportive and loving and knowledgeable towards all the concerns we had as a group. I am very grateful for this program and the time and effort that everyone put into the program. Thank you for your example and advice. You all handled our group and the students amazingly. It was great to be a part of it. Thank you.”

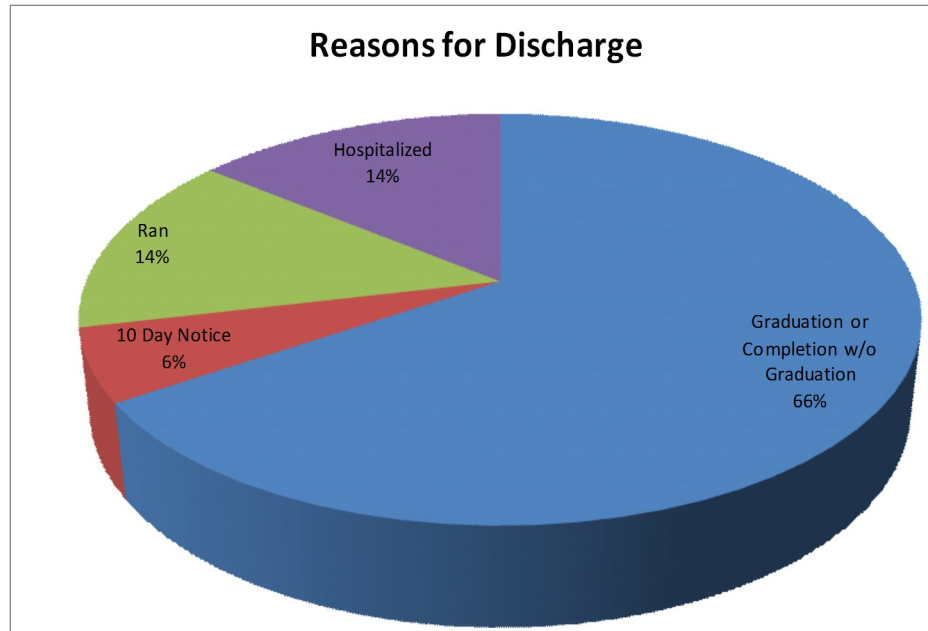
ASPIRE YOUTH SERVICES



**Greg Robinson, LCSW
Program Manager**

Aspire Youth Services is a 14 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 manifest by insecure attachments, lack of trust, poor relationship skills, self harming with frequent suicidal behavior and intent, and little or no family stability. Throughout all this we focus on addressing the girls’ trauma issues which include physical and sexual abuse, neglect, attachments issues, as well as self inflicted traumas such as self-harming and suicidal behaviors. In last fiscal year (FY15) we have averaged 67% occupancy. In FY’16 we averaged 65% occupancy or about 11.5 girls per day. We ended the fiscal year in June with a little over 12 client per day in residence.

The graph below shows that of all the girls who left Aspire in FY’16 66% (28) finished completing or graduating from Aspire. We’ve recommended hospitalization for 14% (6) of them After an average of 1.5 months of working with them to maintain the placement. We had no girls run away from the program during FY ’15.



In FY'15 our average monthly revenue was \$41,391 per month.
In FY '16 our average monthly income rose to \$46,971.

NEW VISTA

The mission of the New Vista Youth Services Program is to identify trauma issues which contribute to inappropriate and dangerous behaviors and implement strategies for reducing those issues. This is accomplished through treatment services based on the needs of each individual. Typical client issues addressed at New Vista include clients with a trauma history, sexual behavior issues, pornography addiction, family disruptions, self harm, suicidal behavior, multiple placement disruptions, attachment disorder, and relationship issues stemming from all of the above related traumas.

New Vista is a day treatment program. We served 56 youth in FY '16. Many of these youth, mostly the males, are dealing with their traumas through inappropriate sexual behaviors. We continue to have 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. We average 210 hours of Individual or Family 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 397 hours of group therapy and 2,077 hours of total services.

Our goals for FY '17

- Increase unduplicated clients seen by at least 50% or 26 more clients (78 more clients)
- Increase the number of YSD hours by 25% or 490 more hours of YSD
- Decrease our monthly deficit by 50%
- Rebrand our service delivery to our allied agencies as a trauma informed day treatment and outpatient program serving traumatized youth with and without sexual behavior problems

GIANT STEPS AUTISM PRESCHOOL



GIANT Steps
Autism Preschool



Adolescent Autism Program



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

Program Overview

GIANT Steps is 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 medical staff available as needed.

Services Provided in GIANT Steps

GIANT Steps provides the following services:

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

Services are provided in the classroom as well as in the home and the community.

2016 Highlights

- In August, our Provo Giant Steps classroom moved to a more permanent location in the Provo School District
- An In-Home Treatment Program was approved for children on the waiting list who would age out and not have the opportunity to benefit from the Giant Steps program
- We improved our eating program which is designed to help children increase the number of foods they will tolerate in a positive way
- The Friends of GIANT Steps annual auction in March was very successful. Over \$19,000 was raised to help benefit children in the program
- GIANT Steps had our graduation in June. Over 250 family members and others attended to support the 42 children who are moving on to kindergarten
- At our Graduation, Commissioner Ellertson presented GIANT Steps with a \$10,000 donation from money raised at the Annual Commissioner's Cup golf tournament
- Michael King had the opportunity to give presentations about autism to two police departments. Topics discussed included recognition of autistic features as well as ideas for interaction guidelines
- Janeen McFadden was featured in a Daily Herald article. The paper published a special autism feature related to April autism awareness and treatment
- Parents involved in the program logged 2,230 hours of volunteer time. Community volunteers contributed 458 hours
- We had 12 Parent Training nights, a treatment orientation for extended family members, a Day Camp for client siblings, a Daddy's Day special event for fathers, and we facilitated two Date Nights for parents in the program
- Our program's waiting list averaged approximately 132 children throughout the year, demonstrating the continued need for the services we provide

Performance Measures

- Average department productivity was 105%
- Child client average classroom attendance rate was 90%
- By the end of our school year, only 25% of our children were rated as having severe autism compared the beginning when 42% were rated as having severe symptoms.
- We increased the percentage of children with minimal symptoms from 13% to 30%.
- During 10 months of treatment, our children averaged a developmental increase of 18 months worth of communication improvement.
- Children in the program averaged a 23% increase in development as measured by the Psychoeducational Profile, 3rd ed.

Feedback from Families

- A principal commented, “Everything has run smoothly and efficiently, thanks to your great teachers. The students are darling, too!”
- A parent stated that, before they came to Giant Steps, they had spent thousands of dollars trying to get their child to talk and it never happened. Since her child started this summer he has become able to speak in full sentences.
- A parent expressed appreciation that we were able to help their child learn to walk. He has had extreme motor skills impairment but can now walk without assistance.
- A principal said she was “really happy with the way Giant Steps employees and her staff are able to work together as a team.”
- Another principal said he is “very happy to have the Giant Steps program in his school.” He said he has “always been impressed with the progress they make while in the program” and that he “[loves] it when the children continue on to kindergarten at [his] school” because he knows those kids usually do very well.
- From a note a parent gave us, “We want to thank all at Giant Steps who help our son. You have brought so much peace to our home because of the things you are teaching him. Some of the things we see at our home that have changed the dynamic of our home is him sitting at the dinner table with us, opening and closing circles of communication (full conversations), singing and dancing together, meltdowns have diminished, and so much more. We are so grateful for these blessings.”
- A special education preschool coordinator stated, “I’m always impressed with how well every aspect of Giant Steps is organized.
- Another parent stated, “We didn’t know if we’d ever be able to connect with our own son, but now that he’s signing, it’s like we’re talking and having a real relationship.”
- A parent of a child in our Orem classroom stated, “We really appreciate what Giant Steps has done for [our son.] It has really been a miracle. Thanks again for the powerful influence you have had for good in [his] life.”

Goals for FY 2017

- Begin the Giant Steps In-Home Treatment Program for children on the waiting list.
- Increase the average percentage of client developmental improvement for motor, communication, and social skills.
- Continue with our new eating program and perform research on its effectiveness.
- 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

Adolescent Partial Day Treatment Program

Who we are:

XCEL is a 2 day a week after school day treatment program for adolescents ages 12 to 18. The program has an A & B track, with A track meeting on Mondays and Wednesdays and B track meeting on Tuesdays and Thursdays. Through a well established relationship with Utah Valley University an invitational 3rd day is offered on Fridays in which some of our youth are able to be exposed to the university environment while in the structure of the clinical group. XCEL serves all of Utah County. Transportation to and from the program is provided to facilitate attendance.

How we help:

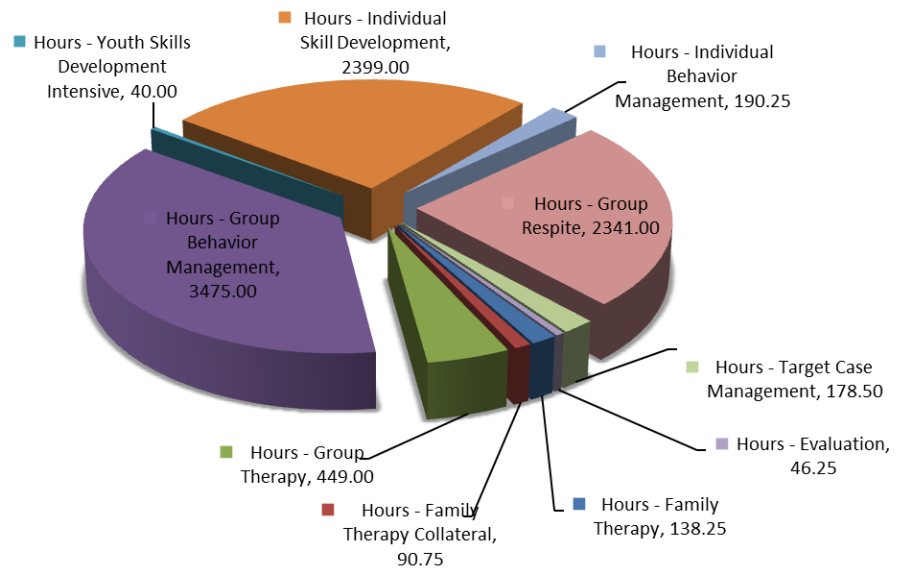
The XCEL program is designed to assist adolescents who are experiencing behavior management deficiencies due to mental illness and emotional challenges. The goal of the program is to provide a positive environment where children can feel accepted, confident, and successful while at the same time improve their behavior management in social settings. The behavior management treatment with the children focuses on areas such as anger management, compliance, honesty, and boundaries.

Each day at XCEL, the youth have a lesson on a specific social behavior topic, relaxation time, snack time, and a daily community development event. During the community development event the youth are provided with an opportunity to get into the community and practice behavioral strategies that are emphasized in the program. Each day the youth 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.

FY 2016 Outcomes

Youth Served: 132

XCEL: 2016 Hours of Services





Janene Candalot, CMHC
Program Manager

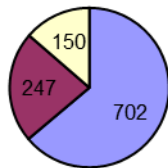
VANTAGE POINT YOUTH SERVICE CENTER

Vantage Point is a multi- 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 support to teens and families in crisis due to a youth’s vulnerable or runaway status, or where there is a serious parent-child conflict. Counseling is provided to resolve family conflict in order to maintain or reunite youth with their families. Our goal is to divert vulnerable young people from the juvenile justice, child welfare systems, and potential homelessness. 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, family resource facilitation, and referral services.

FY 15 Number of Vantage Point Admissions
Total Admissions - 1,099



- Youth Services
- Juvenile Receiving Center
- DCFS Shelter

| | <u>Youth Services</u> | <u>Juvenile Receiving</u> | <u>DCFS Shelter</u> |
|---|-----------------------|---------------------------|---------------------|
| Bed Days | 1444 | 230 | 1218 |
| Avg Stay Length | 2.3 days | .7 day | 20.5 days |
| Admissions | 717 | 247 | 150 |
| Admissions due to suicidal ideation/hospital diversion (Mental Health Crisis): 161 | | | |
| <u>Vantage Point Services</u> | | | <u>Hours</u> |
| Case Management | | | 240 |
| Group Respite & Skills Development | | | 26,944.5 |
| Therapist Direct Care | | | 2,251 |

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 and possibly to our outpatient clinics.

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 behaviors.

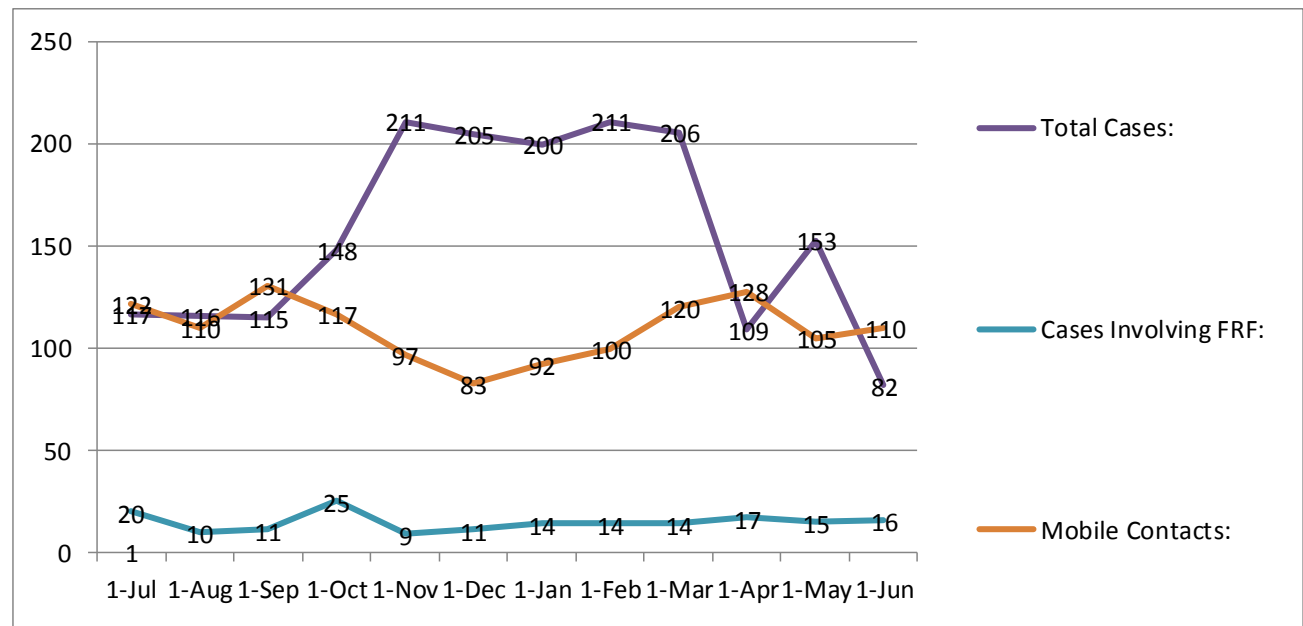
Children and Youth – Family Assessment Stabilization Team

(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 16 Total Service Hours

| | |
|----------------------|--------|
| Therapy: | 393.25 |
| Case management: | 365 |
| Respite: | 671.50 |
| Avoided out-of-home: | 1,208 |
| Avoided Police: | 1,424 |
| Avoided Legal: | 1,418 |
| Avoided Self-Harm: | 1,237 |



Client Successes:

The CY-FAST team was asked to help with a family over a year ago by DCFS and soon Systems of Care also became involved. Through the efforts of many professionals, and with help from the CY-FAST team, this family was able to access multiple resources and in-home supports. During this time, the father of the family tragically passed away due to health complications. The family had experienced many trials and hardships, but losing the father was something that completely traumatized them. The mother did well with holding the family together, but the trauma of losing her husband, and having to care for six children soon became overwhelming. The CY-FAST team was able, and is still providing in home therapy to help the children and also the mother through such rough circumstances. There have been many times that the family didn't look like it would stay together, but through their hard work, and the work of such a good treatment team helping them, they have avoided out of home placements for their children.

WASATCH COUNTY FAMILY CLINIC



Richard Hatch, LCSW
Program Manager

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
Case Management
Behavior Management
Peer Support Services
Crisis Intervention

Group Therapy
Medication Management
School-Based Services
Psychological Testing
Drug Court

Prevention Services

Strengthening

Families

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, and 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.

2016 Highlights

- Services were provided to 676 individuals including 185 youth and 498 adults during FY2016
- 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, the middle school and high school 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.

Coalition members also participated in the coalition training at Bryce

- This past year the Caring Community Coalition sponsored a “Dinner in the Park.” 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
- WCFC helped create a local Hispanic Coalition and along with Parents Empowered rolled out a large media campaign targeting underage drinking in our local area. This event included media, Heber City Police Department, local Hispanic restaurants, markets and community members. It was the first such event in Utah and is being used as a model to implement in other parts of the State
- Prime For Life was implemented in the Health class for all 10th graders reaching 250 students
- The Strengthening Families Program continued with good success
- 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. This year 7 QPR classes were completed with 88 participants
- Drug Court has provided the opportunity for individuals with substance use issues to receive treatment in lieu of prison or jail time. This year 16 individuals have participated in Drug Court and there have been 6 graduations
- WCFC continues to participate 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
- WCFC certified one staff member in Mental Health First Aid and 1 class was held in 2016
- WCFC provided Suicide Postvention Training in FY 2016 to 23 individuals. Participants included law enforcement, school administration and counselors, a local mortuary, and religious leaders
- WCFC created a MOU with USARA to provide peer support services to WCFC families and individuals in Recovery

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:

Family Feedback: *The Utah Family Coalition (UFC) collected feedback from 13 families via survey. Families and caregivers reported that WCFC and the staff are helpful and caring. Families are grateful for the many services provided by WCFC.*

Wraparound and Family Resource Facilitators: *WCFC provides Wraparound to fidelity as defined by the UFC. The Family Resource Facilitator (FRF) is an integral and valued part of the service delivery system. The FRF is providing services throughout the community. The families who receive FRF services commented in the survey that the FRF is helpful and provides various resources and support.*

Strengthening Families: *During FY15, WCFC conducted its first Strengthening Family group. The group experienced start to finish completion for 100% of the participants. The success of the group is commendable.*

FY16 Adult Mental Health Division Comments:

- 1) *Crisis Intervention Team (CIT):* DSAMH recognizes and appreciates WCFC and Summit County Sheriff's ongoing dedication to the CIT Program in Heber. DSAMH commends this collaborative partnership and the quality response given to individuals in their community experiencing a mental health crisis.
- 2) *Suicide Prevention:* DSAMH recognizes the excellent work WCFC is doing with suicide prevention. Through the funding from Prevention by Design, WCFC is continuing to market and advertise suicide prevention efforts in ads, paper, and radio. In addition to Question, Persuade, and Refer (QPR) training, the local suicide prevention coalition is now providing postvention training. WCFC has partnered with the Health Department and Wasatch County School District and, through this partnership, trained a Spanish speaking QPR instructor. WCFC has provided 23 QPR classes to their community, including providing training through churches, schools, and senior centers.
- 3) *Community Collaboration:* DSAMH commends WCFC's commitment to its community and the partnerships they have built. WCFC and the Department of Health co-hosted "Dinner in the Park, Eat with your Family Day" that was attended by over 400 individuals. They had representation from the hospital, school district, law enforcement, and hospice. WCFC has been reaching out to their growing Hispanic community by offering QPR trainings and Prime for Life classes in Spanish.
- 4) *Client Outreach:* Charts indicated that WCFC provides thorough outreach to their clients when needed to help them obtain their goals, connect them to medical appointments, and keep them stable in the community.
- 5) *Crisis Safety Planning:* DSAMH appreciates WCFC's thorough documentation of safety planning in their medical record. When indicated, a safety plan was filled out collaboratively with the client and this information was easily identified in the charts.

FY16 Substance Abuse Treatment Division Comments:

Clinical Charts: WCFC continues to make great strides in improving documentation with progress notes, goals and objectives in their electronic health records. They have an efficient system and it appears all staff have been trained well.

Quality Program Services: WCFC provides gender specific groups, family therapy, and are culturally aware and trauma informed.

Communication and Respect: Clients reported feeling very well informed on their progress in treatment, feel genuine respect both for and from all staff, and believe that the staff are well trained and knowledgeable in the field of substance use disorders. Clients reported that they were always learning new things from staff and that treatment groups weren't redundant.

Tobacco Cessation: 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.

Direct Access: WCFC screens new clients for mental health and substance use disorders through the use of the SASSI and other screening instruments. They also determine whether the client has been referred by the court or are voluntarily seeking services. If the client is court ordered, the front desk staff calls the court to obtain the court referral paperwork. It takes approximately a week and a half to obtain an assessment. If a person is in crisis or pregnant, they are seen immediately.

FY2016 Prevention Division Comments:

WCFC has three coalitions within the county: Caring Community Coalition, Wasatch Suicide Prevention Coalition and Safe Kids Coalition. Safe Kids Coalition only meets twice a year. Caring Community Coalition has developed a stronger structure, using the Strategic Prevention Framework as its model.

WCFC provides Prime for Life under 21 to over 500 high school students a year, as part of a collaboration with Wasatch School District.

WCFC has coordinated with volunteers and the community to provide Strengthening Families, this is well received in the community. Every family that started the class, stayed the entire 14 weeks with no drop outs.

WCFC has greatly improved the relationships between the County and other agencies. This is evidenced by the collaboration and joint projects such as the Dinner in the Park event. Mental Health, Substance Abuse Treatment, Health Department, and Prevention all worked together for the event as well as on the Wasatch Suicide Prevention Coalition.

The relationship with the increasing Hispanic population is improving, in large part to the work with Juan Morales. Mr. Morales has guided WCFC and the Caring Community Coalition on appropriate events, outreach and identified some additional needs of the specific population.

WCFC maintained their number of Eliminating Alcohol Sales to Youth (EASY) compliance checks as well as maintained the percent of compliance to 100%. This is due to the positive relationship with law enforcement and community support for the initiative.

During the visit, WCFC identified a technical assistance opportunity. DSAMH will schedule time with Wasatch Mental Health to address how to organize and share data with coalition members and stake holders.

FY2017 Goals

- Increase community connections with Wasatch County Senior Center.
- Expand Services with Hispanic Community.
- Continue the Strengthening Families Program
- Increase use of Peer Support Services
- Enhance and expand treatment services to individuals involved with the Criminal Justice System.
- Implement Trauma Informed Care in treatment services.
- Increase use of MAT in substance use treatment.



Wasatch Mental Health Programs

Address and Telephone Directory

Administration

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

ASPIRE YOUTH SERVICES

Admission information call 801-373-4765

GIANT Steps (Autism Services)

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

Intensive Residential Treatment (Adult)

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

New Vista

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

Provo South Campus

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

Recovery Outreach Program 24 -Hour Emergency Crisis Services

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

Skills Development Services (Wasatch House)

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

Stride

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

Supportive Residential Living (Adult)

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

Vantage Point/Youth Receiving Center

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

WATCH Program (Homeless)

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

Wellness Recovery Clinic

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

XCEL

Admission information call 801-226-5437

Family Clinics

American Fork Family Clinic

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

Provo Family Clinic

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

Spanish Fork Family Clinic

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

Wasatch County Family Clinic

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

Westpark Family Clinic

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