

2018 ANNUAL REPORT
Wasatch Mental Health Services
Special Service District



Wasatch Mental Health Services
Special Service District
Embracing Wellness

CELEBRATING **50** **YEARS OF SERVICE**
1967-2017

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, Aspire Youth Services, Early Psychosis program, Jail Transition Program, School Based Services, 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
William Lee
Board Chair**



**Commissioner
Greg Graves
Board Vice Chair**



**Commissioner
Nathan Ivie
Board Member**



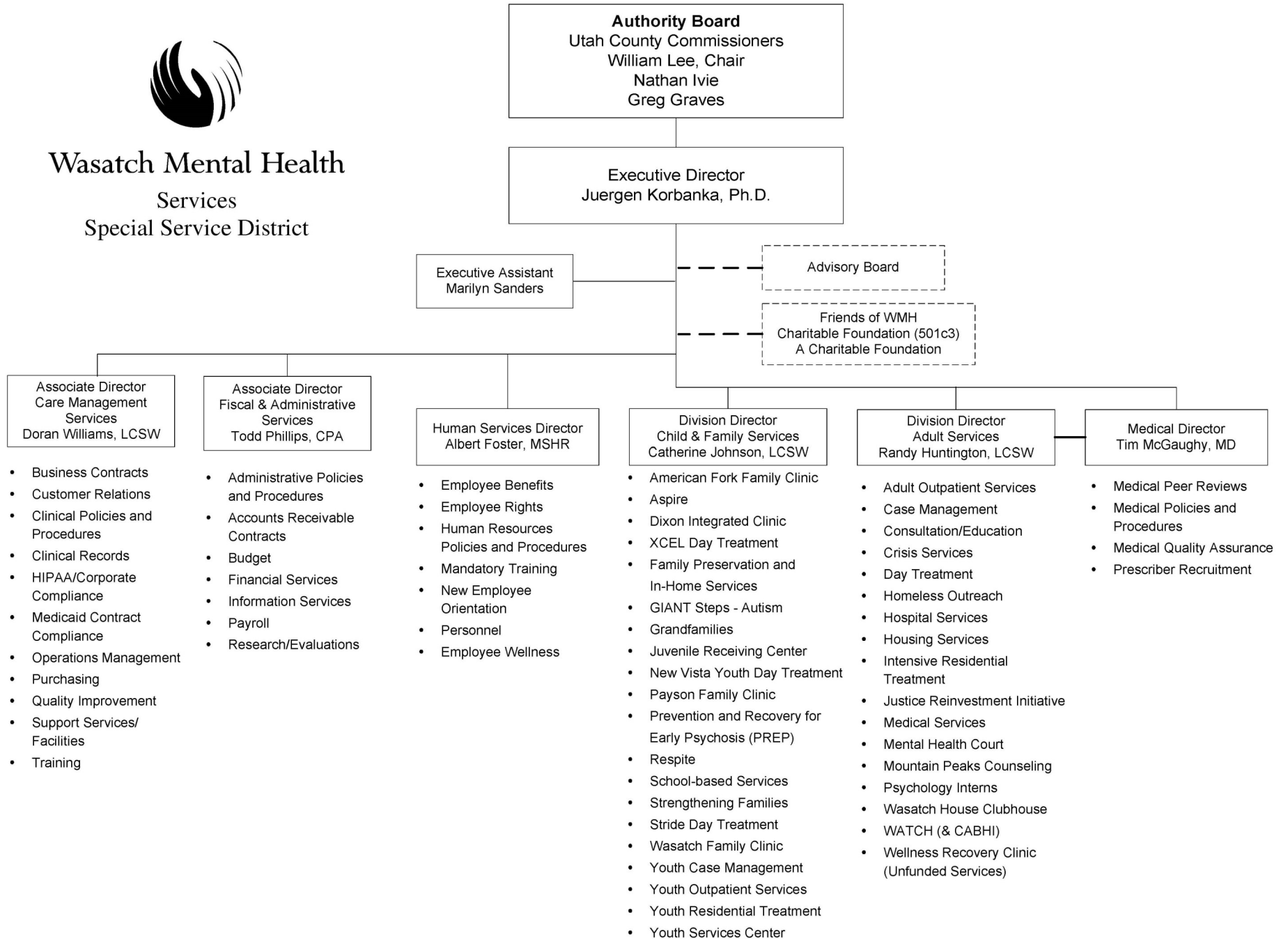
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**Wasatch Mental Health
Services
Special Service District**





MESSAGE FROM THE DIRECTOR



Juergen Korbanka, Ph.D.
Executive Director

We present the annual report of Wasatch Mental Health Services Special Service District to our Board of County Commissioners, our local and state government officials, allied agencies, and the citizens of Utah and Wasatch County.

We deeply appreciate the many community partnerships with allied agencies, housing authorities, law enforcement, and other treatment providers. Utah County and WMH are well known for their collaborative community and excellent integration of services.

Commissioners William Lee (chair), Greg Graves (vice-chair), and Nathan Ivie continue to show strong support and commitment to our mission and goals. Their service on our Authority Board is greatly appreciated.

This last year, we completed a 24,000 sqft. state of the art office building in Payson, Utah. Our South County clinic, formerly located in Spanish Fork, has been relocated to the new location. This provides increased access to services and allows for a much needed expansion. The building also provides office space for the Promise Program of the Utah County Department of Drug and Alcohol Prevention (aDDAPT). The Utah County Health Department is scheduled to occupy offices in the new facility later this year. One of the unique design features of this facility is the potential for a 12,000 sqft. expansion should the need for services continue to rise at the current rate.

The new Payson facility received an architectural award from the Engineering News Record in the category “Health Care Facilities.”

For 15 consecutive years, WMH has increased the number of residents served. In 2018, the number of clients served increased by over 4% from 10,099 in 2017 to 10,543 in 2018. The number of new admissions increased by more than 7.5%, from 6,304 in 2017 to 6,794 in 2018.

Our efforts to assist incarcerated individuals with a mental illness to make a successful transition from incarceration to the community has been highly successful. We increased service capacity in the program by 100%, and plan to double our service capacity again in 2019.



MESSAGE FROM THE DIRECTOR



Our success to increase our Supportive Employment opportunities for individuals recovering from a serious mental illness from 2 placements to 20 reflects a strong commitment to assist individuals to maximize their recovery.

Youth receiving services from WMH were able to display their artwork at the Critical Issues and Promising Youth Conferences, thereby working towards their recovery and working towards a reduction of stigma about mental illness.

We continue to be very involved in the Statewide Suicide Prevention efforts, the Crisis Line Commission geared towards proving better access to crisis services, the Systems of Care Initiative, and Trauma Informed Care efforts.

For the upcoming year, we plan to implement a Clinical consultation and Supervision Certification process geared towards enhancing client outcomes. Based on an Evidence Based Practice (EBP), our consultation model will enable us to identify clients not progressing in treatment at an optimal rate and target consultation towards those individuals.

Our Vantage Point facility will receive a much needed updated and remodeled kitchen.

After the completion of the Payson building in 2018, we are exploring opportunities to strengthen our presence in the North County.

Thank you for a successful 2018!

Sincerely,

Juergen E. Korbanka, Ph.D.

STATE MANDATED SERVICES

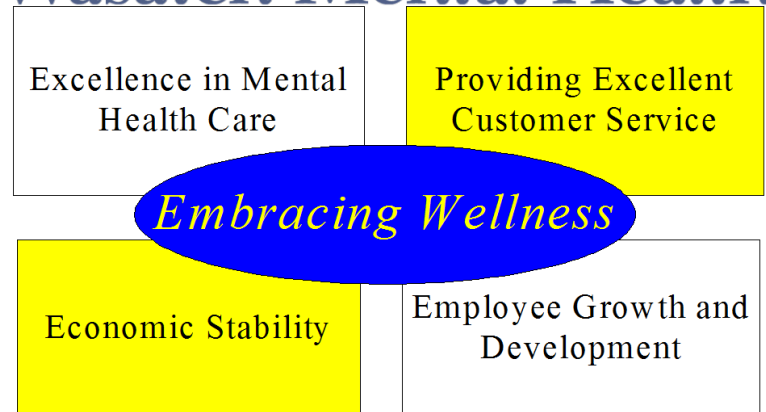
- Inpatient Care and Services
- Residential Care and Services
- Outpatient Care and Services
- 24-Hour Crisis Care and Services
- Medication Management
- Psychosocial Rehabilitation, Including Vocational Training and Skills Development
- Case Management
- Community Supports, Including In-home Services, 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



Wasatch Mental Health



VOLUNTEERING AT WASATCH MENTAL HEALTH

During FY 2018, volunteers contributed **1853.8 hours** of service in eleven programs at WMH. The programs that volunteers donate their time in are: GIANT Steps, Vantage Point, School Based Services, Stride, Xcel, Wasatch House, Grand-families, Friend to Friend, Strengthening Families, Provo Family Clinic, American Fork Family Clinic, Payson Family Clinic, Westpark Family Clinic.

Volunteers include students from Brigham Young University, Utah Valley University, community colleges, and the Utah County community.

Our “Friends of Wasatch Mental Health” Advisory Board donated **264 hours**.

FY 2018 Citizen’s Advisory Board Executive Committee

Julia Currey —Chair of the Advisory Board

Richard Peterson —Vice Chair

Mark Crosby —Adult Committee Clubhouse Advisory Chair

Alexander Gray—Youth Committee Vice Chair

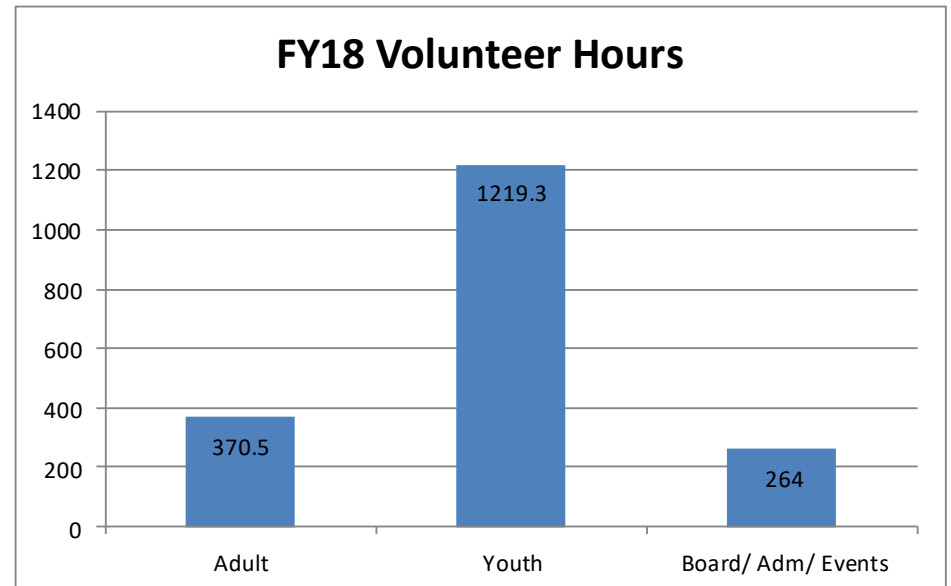
Brenda Chabot—Youth Committee Chair

Rachel Stuart — FOGS Chair

Don Fairchild— Foundation Chair

Sunny Todhunter— Foundation

Todd Phillips—WMH CFO (Foundation)



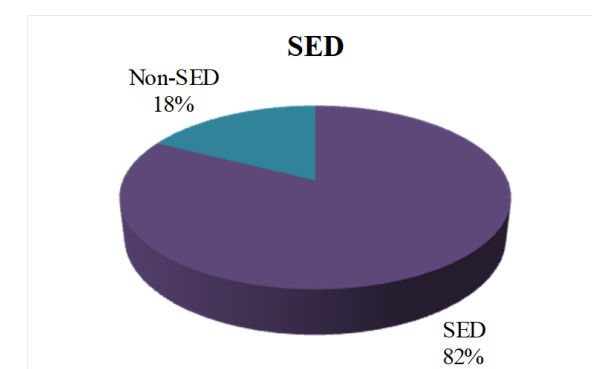
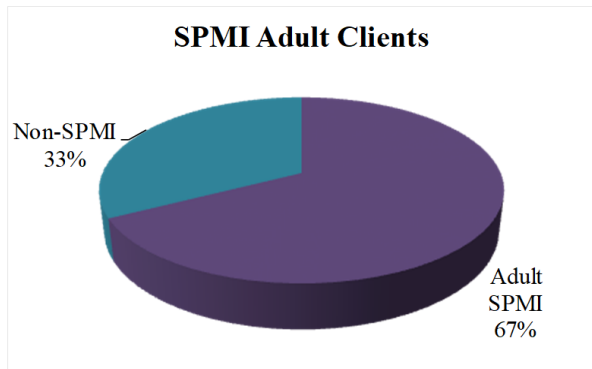
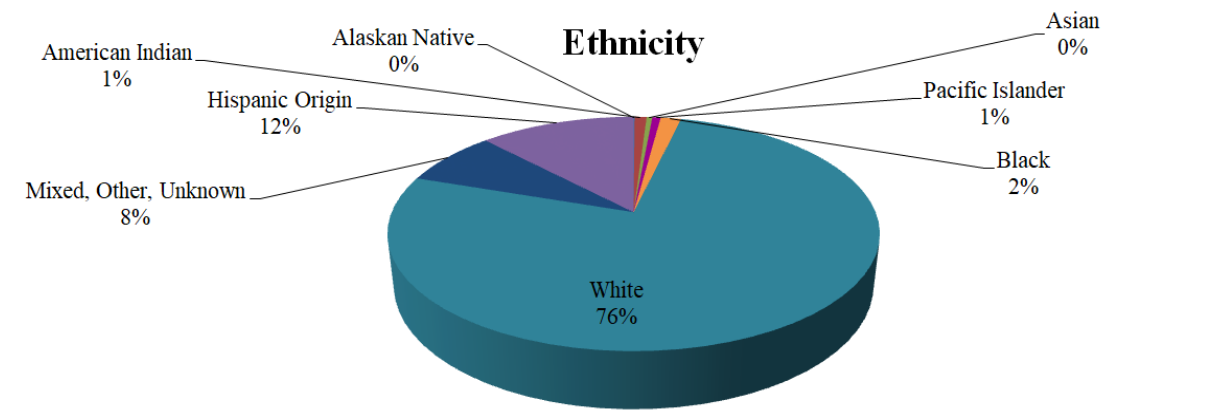
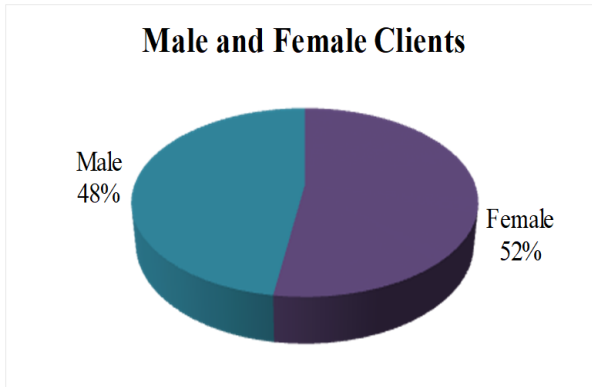
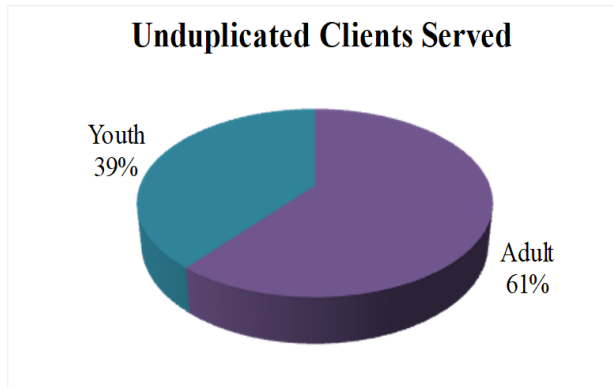
CENTER-WIDE HIGHLIGHTS FOR FY 2018

- Completed a 24,000 sqft. modern office facility in Payson. This facility provides mental health services, substance abuse services (through Utah County Substance Abuse), and provides offices for the Health Department.
- Received an award from the Engineering News Record for the Payson facility in the category “Health Care Facilities”.
- The Spanish Fork Family Clinic moved to Payson in January 2018 to provide mental health services for southern Utah County. The clinic is now named Payson Family Clinic.
- Completed the addition of an elevator at our South Provo facility to make the building more accessible.
- Provided services to 10,543 individuals (approximately a 4.3% increase).
- Admitted 6,794 individuals to services (over 7.5% increase).
- Increased Supportive Employment opportunities from 2 to 20.
- Wasatch House staff and members presented at the International Clubhouse Conference in Detroit on our use of Action Plans to regain the highest level of accreditation.
- Became full participants in the Utah Homeless Management Information Systems (UHMIS) to provide up to date data to the State and Federal Governments on the homeless and mentally ill population in Utah County.
- The "Sub for Santa" program, in conjunction with United Way was able to provide Christmas gifts for 243 adult clients.
- Added a full time therapist to Mountain Peaks Counseling to increase access to services to those carrying commercial insurance.
- The Independent Order of the Oddfellows donated and installed a basketball court at Aspire Services.
- Received an award from the Insurance Trust for Accountability as a result of implementing effective risk reduction efforts.
- Doubled service capacity in our Jail Transition Program from 50 to almost 100 individuals thereby reducing recidivism.
- An analysis of clinical consultation groups to improve clinical outcomes showed promising results.
- Provided unique art exhibits from youth clients for both the Critical Issues Conference and the Promising Youth Conference. These are trauma focused art projects which received much deserved recognition.
- Served on the Statewide Suicide Prevention Coalition.
- Participated in the statewide Crisis Line Commission to increase access to crisis services via telephone.
- New Vista youth clients provided about 1000 hours of service for WMH, Provo City, Provo School District and in a local nursing home
- Installed a new primary and backup cooling system in our server room.
- Two clients graduated from High School and 6 received the Presidential Award for Academics while attending our Aspire Youth Services.
- The Friends of GIANT Steps Annual Charity Auction raised almost \$21,000 to support the children served by our program.
- GIANT Steps benefited from the annual Commissioner’s Cup Golf Tournament.
- DownEast Home chose Vantage Point as a donation center for their promotion of “Buy a Mattress, Give a Mattress” resulting to us having been able to give out 306 mattresses to children and families in need served by Wasatch Mental Health.
- Provided services to 759 individuals (586 adults and 173 youth) in our Wasatch County Family Clinic (WCFC) serving Wasatch County.
- WCFC began providing services to inmates in the Wasatch County Jail.
- Increased first party payment collections by 17%.
- Reduced payment posting from 2 weeks to 4 days.
- Now billing 99% of all claims electronically.
- Graduated 6 pre-doctoral interns from our APA accredited program and recruited 3 psychologist residents.
- Provided over \$1 million worth of services to the uninsured.

CENTER-WIDE GOALS FOR FY 2019

- Help facilitate a system for Police Precincts in Spanish Fork, Payson, Salem, Santaquin, Elk Ridge, Goshen, Springville and Mapleton to coordinate mental health care with local law enforcement in the north and south ends of the county.
- WMH will double the clients assisted in the Justice Reinvestment Initiative (JRI) from over 100 to over 200 .
- Implement a clinical supervisor certification program to improve clinical outcomes of clients.
- Implement evidence informed clinical consultation groups to enhance clinical outcomes based on the Y/OQ outcome questionnaire.
- Participate in the development of a utilization prediction model for children and youth to streamline clinical services and allocate resources most effectively.
- Remodel and update the kitchen of our Vantage Point facility .
- Increase Peer Support Specialist services .
- Increase GIANT Steps pre-school for children with autism from currently 60 to 72 children services (a 20% increase).
- Pilot telehealth services to increase access to services.
- Continue implementation of Trauma Informed Care in every aspect of service delivery.
- Explore funding and community partnerships to expand Vantage Point Youth Services to increase much needed service capacity.
- Explore purchase of land in Eagle Mountain/ Saratoga Springs for future development.

DEMOGRAPHIC & PERFORMANCE DATA FISCAL YEAR 2018



Number of New Admits	6,794
Number of Patients Served	10,543
Inpatient Admissions	514
Inpatient Unduplicated Admissions	367

TREATMENT (HOURS)

Evaluation/ Testing	17,363
Individual/ Family Treatment	51,132
Group Treatment	26,374
Med. Management MD (encounters)	13,906
Med. Management RN (encounters)	24,921
Skills Development- Adult	71,057
Skills Development- Youth	72,253
Behavior Management	82,467
Case Management	39,304
Peer Support Services	2,111
Psych. Testing	4,749
Substance Abuse	4,938

BED DAYS

Inpatient	3,873
Independent Housing	25,843
Adult Residential Supportive (SRT)	9,701
Adult Residential Intensive (IRT)	4,440
Vantage Point	3,090
Aspire	3,582

Total Bed Days 50,529

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

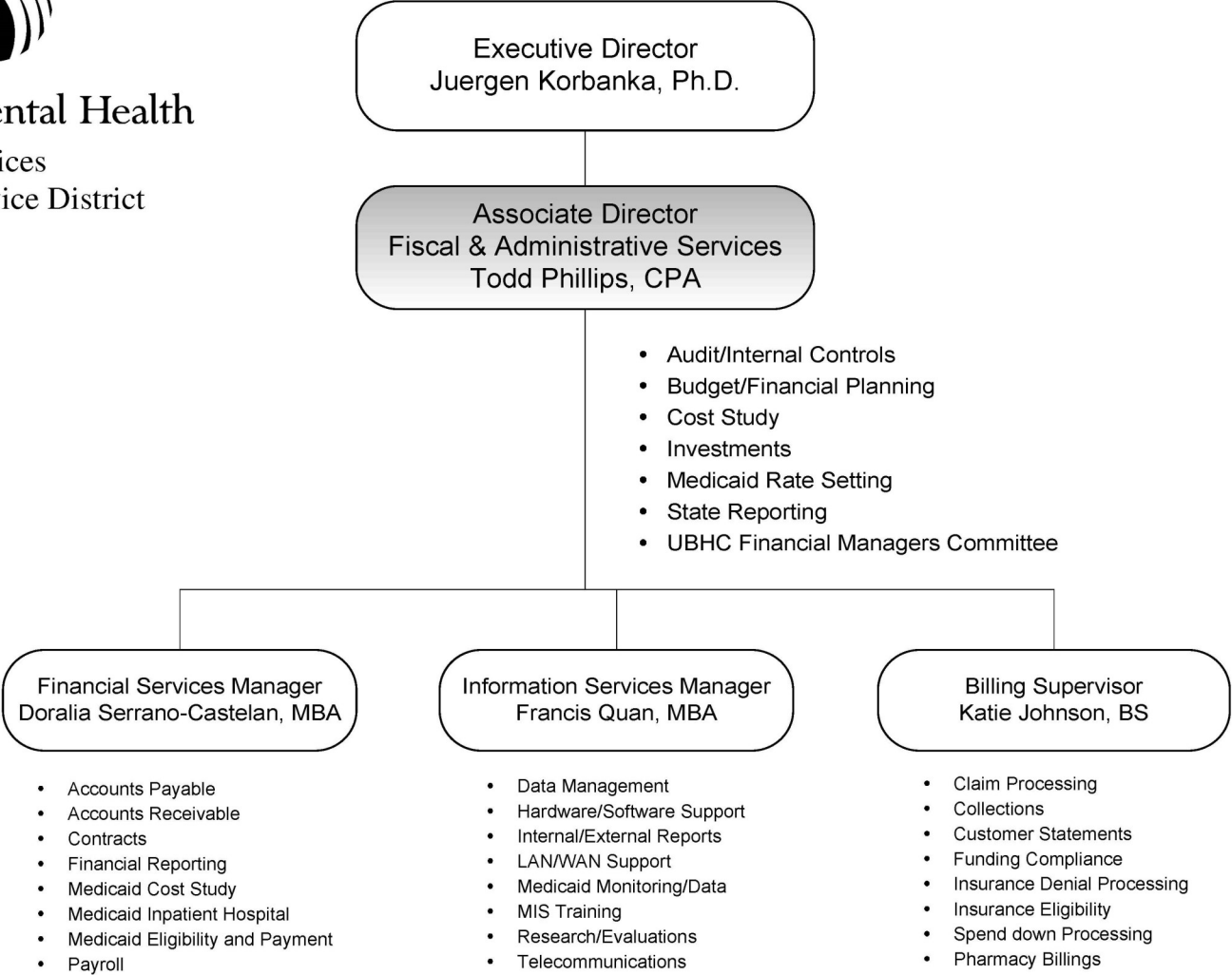
** SED—Children, identified as Seriously Emotionally Disturbed (SED)

Fiscal & Administrative Services

Fiscal and Administrative Services



Wasatch Mental Health
 Services
 Special Service District



FISCAL AND ADMINISTRATIVE SERVICES

Program Overview

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

Highlights for FY18

- Improvements to our information systems network including expanding the network in the new Payson facility including workstations, security camera and a new network connection with Payson City. During FY2018 the IT team was able to maintain a 99%+ uptime for the network and all servers.
- Installed a new primary & backup cooling system in the server room.
- Moved the Inpatient (hospital) tracking to Junction from an Access database.
- Increased first party payment collections 17% from the previous fiscal year.
- Reduced payment posting time from an average of 2 weeks to 4 days.
- Completed electronic enrollment for electronic billing, EFT payment, and electronic remittance advices for almost all insurance and Medicare Advantage payers. Now billing 99% of all claims electronically.
- Completion of the annual independent audit, annual review by the Division of Substance Abuse and Mental Health, and the Medicaid cost study audit.



**Todd Phillips, CPA
Chief Financial Officer**

Goals for FY19

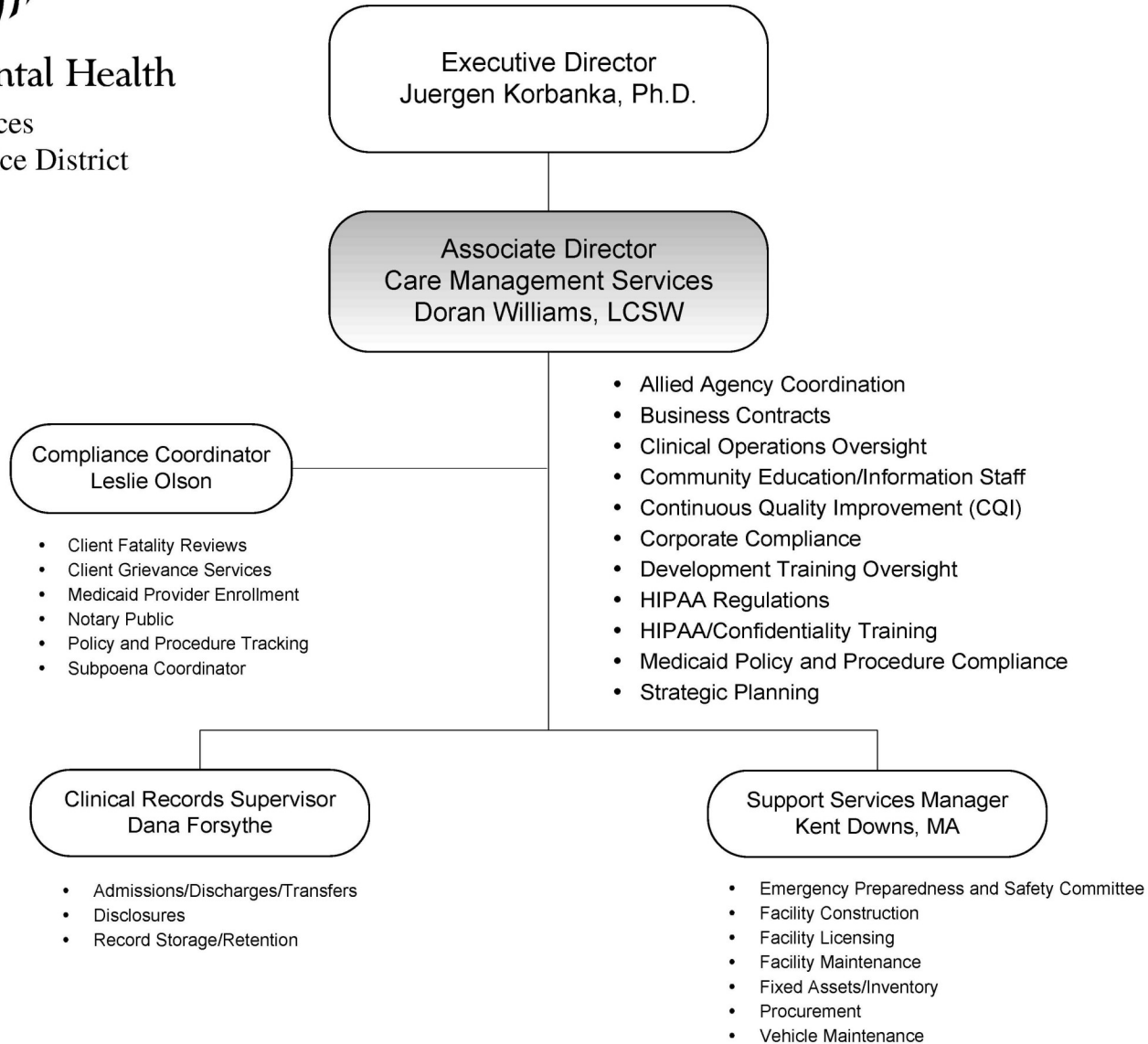
- Installation of new blade servers for the network.
- Installing workstations and Chromebooks for the new GIANT Steps program in Spanish Fork.
- Completion of SDS module in Junction.
- Continue to work with Junction programmers as they program, enhance and replace all billing modules.
- Explore opportunities to further streamline our Accounts Payable process, possibly to a paperless workflow process.
- Work with other departments to further reduce and eliminate bottlenecks in our current processes.
- Identify and implement job procedures to work and eliminate outstanding claims and balances for insurance and Medicare Advantage billings

Care Management Services



Wasatch Mental Health
Services
Special Service District

Care Management Services



CARE MANAGEMENT SERVICES

Program Overview

The Care Management Services Department is directed by Doran Williams, LCSW, who oversees and manages the operations of Wasatch Mental Health's (WMH) 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 Substance Abuse and Mental Health and Medicaid
- 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
- WMH's Social Media presence on Facebook, Instagram, and Twitter
- WMH's website content: www.wasatch.org
- Service Projects



Doran Williams, LCSW
Associate Director

Highlights for FY18

- Completed the Payson Family Clinic building
- Moved our Spanish Fork Family Clinic into the New Payson Family Clinic Building
- Provided HIPAA training to various departments

Goals for FY19

- Improve customer service and community relationships
- Focus on training of new and existing staff to improve the quality of consumer and provider participation in collaborative documentation
- Continue to ensure that WMH's buildings, vehicles, and facilities are maintained and represent WMH in a positive manner to provide a comfortable and respectful place for recovery to happen
- Improve our social media presence with the community and within WMH
- Focus on suicide prevention efforts within Utah County and Wasatch County by participating in suicide prevention efforts

SUPPORT SERVICES

Purchasing and Fixed Asset Management

This department is responsible for the purchasing of all office supplies, furniture, equipment, etc. for the entire center. The intent is to keep all employees well supplied and equipped so that they have what they need to give our clients the best treatment possible. Accomplishing this while being fiscally responsible is the focus, and we have developed many positive relationships with various vendors that help us meet our objective. All assets are tracked, and when it is time for inventory to be cycled out of use, Wasatch Mental Health provides the opportunity for the public to purchase items at a surplus sale, and donates the rest to charity.

Physical Facilities Management

The Support Services Department manages the upkeep and maintenance of approximately 19 different buildings/locations. The maintenance team consists of 3 full time employees and one part time staff member. In an effort to continually improve working conditions, increase efficiency, and better meet the needs of the community, there is almost always a significant remodeling or new construction project going on somewhere throughout the center. Within the last year, we completed the installation of a new elevator in one of our existing buildings, and completed the new construction of a 24,000 square foot office building in Payson which will not only house Wasatch Mental Health programs, but will also provide significant space for both Utah County Substance Abuse and the Utah County Health Department. We are currently in the planning stages for a major remodel of the kitchen, dining, and living area in our Vantage Point facility.



**Kent Downs, MA
Program Manager**

Fleet Services

Wasatch Mental Health owns and operates 54 vehicles, consisting of passenger cars and 15 passenger vans. The department is responsible for the day to day maintenance, repairs, cleaning, etc. of the fleet. Each vehicle is on a regular maintenance schedule to ensure it is safe and can be depended upon to meet our client and staff needs. These vehicles are used to assist our clients in accessing needed services, making it to various appointments, and transporting groups to Wasatch Mental Health programs. The fleet services team is also responsible for providing specific hands-on driver training to those who will be driving the large 15 passenger vans. There is always a 5 year plan in place, which anticipates the future needs of the center as the vehicles age and as the agency grows.

Risk Management

All incidents/accidents are recorded and submitted to the department for review. If necessary, plans are developed to mitigate risk and to prevent similar events in the future. The department works closely with our insurance provider to access frequent training and other resources (webinars, videos, on site instruction, etc.) to increase safety and reduce incidents. This training is disseminated throughout the center as appropriate. Wasatch Mental Health has implemented a specific behavioral management/intervention program, and the Support Services department manages and coordinates the training of this program for all staff. Each employee receives training upon hire, and then is required to re-certify each year thereafter. We put considerable effort into meeting a substantial list of requirements necessary to qualify for the “Trust Accountability Award” offered through our insurance provider. We have received this award in 2016, 2017, and are on track to receive it again in 2018.

Highlights for FY18

- Completed the construction of a new 24,000 sqft. building in Payson. This building received an award from Engineering News Record in the Healthcare category
- The completion of the new Payson building has provided the opportunity for Wasatch Mental Health to co-locate with Utah County Substance Abuse and Utah County Health Department
- Updated and streamlined our asset management process to better track and account for fixed assets
- Completed the construction of a new elevator in the South Provo building to assist those clients with difficulties in negotiating stairways
- Revised the management/supervisory structure of the department to increase efficiency, effectiveness, and staff morale
- Replaced some of our aging motor pool with new vehicles
- Received the Trust Accountability Award from the Utah Local Governments Trust for implementing extensive efforts to reduce risks and claims

Goals for FY19

- Complete a major remodel of the kitchen and dining area at Vantage Point
- Complete all of the requirements necessary to qualify for a CDBG grant to assist with the costs of the Vantage Point remodel
- Modify the process so that the crisis management training and recertification can be completed online
- Increase the number of maintenance employees in order to better meet the growing needs of the center
- Again fulfill the requirements to receive the Trust Accountability Award from the Utah Local Governments Trust

Human Resources



Wasatch Mental Health
 Services
 Special Service District

Human Resources

Executive Director
 Juergen Korbanka, Ph.D.

Human Resource Director
 Albert Foster, MSHR

- Compensation & Classification Reviews
- Cultural Competency Committee & Wellness Committee
- Disciplinary Actions / Grievances & Investigations
- HR Policy Admin, Review and Approval
- HRIS & Great Plains
- Manager Training
- Job descriptions and performance review factors
- Position maintenance and approval
- Retirement

HR Generalist / Supervisor
 Stephanie Mecham, PHR

- Benefits Admin and Open Enrollment
- Converted Sick / Leave Buy-Outs Leave Admin - FMLA, STD, LTD, WC, Jury Duty
- New Hire Orientation
- New Employee CPR Training
- Relias Learning
- Retirement
- Verification of Employment
- Wellness Initiatives (Flu Clinic, Healthy Utah, WMH Wellness Program)

HR Assistant
 Cathy Mendenhall

- CPR Cards
- Employee Badges
- Fingerprinting
- Name Change Process
- PEP
- Provo Rec Center Incentives
- Van Training

Credentialing Specialist
 Jennifer McCraley

- Credentialing
- CAQH
- Fingerprinting
- NPI (National Provider Identifier)
- Professional License Tracking

Recruiting Specialist
 Ana Rojas

- BCI's & Fingerprints
- Credentialing
- Cultural Competency
- Greenshades
- HR Software Programs Training - NEO
- HRIS - New Employee Data Validation
- Non-paid Intern Orientation
- Offer Letters / Pre-hire materials
- Recruiting / Screening

HUMAN RESOURCES



Albert Foster, MSHR
Human Resource Director

Program Overview

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

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

Highlights for FY18

- Recruited, hired and oriented 129 employees and interns – processed 146 separations
- Conducted an internal HR audit which led to the creation of new policies and procedures
- Recertified all National Health Service Corps (NHSC) sites and added the new Payson facility
- Added a new full time credentialing specialist
- Upgraded the HR Generalist position to a supervisory role
- Added Integrity Data to our Great Plains software to replace the manual process of Vacation Book

Goals for FY19

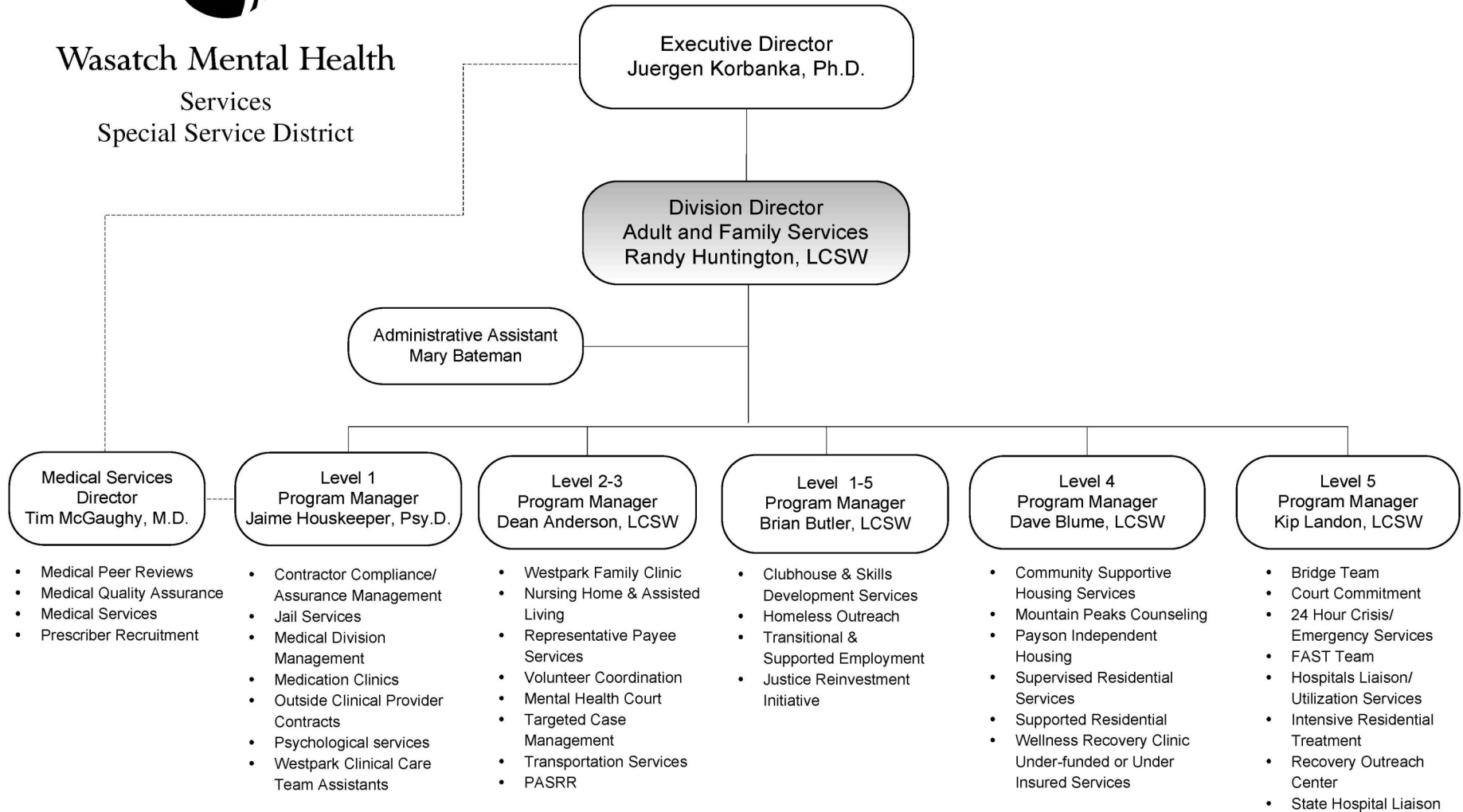
- Implement a shift differential pay structure for graveyard and holiday shifts
- Create an employee handbook so that employees can easily access all WMH policies
- Roll out a supervisor/manager training program
- Conduct various engagement surveys to get a pulse on employee satisfaction
- Evaluate and look to replace our employee evaluation software
- Finish converting all employee files to electronic files

Adult and Family Services

Adult and Family Services



Wasatch Mental Health
Services
Special Service District



ADULT & FAMILY SERVICES DIVISION



Randy Huntington, LCSW
Division Director

Program Overview

- Medication Management Services
- Psychological Assessment Services
- Westpark Family Clinic (Adult, and Family Services)
- Community Support Services
- Representative Payee Services
- Adult Vocational Rehabilitation
- Supported Housing and Residential Services
- Intensive Residential Treatment (IRT)
- 24-Hour Crisis Services and Recovery Outreach Center (ROC)
- Jail Treatment 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-Assessment & Screening Resident Review (PASRR)

Highlights for FY18

- Wasatch Mental Health participated with the Utah County Jail and the Food & Care Coalition to implement the Justice Reinvestment Initiative (JRI) that serves to coordinate care during and after incarceration. Focus is to reduce recidivism and re-incarceration. We doubled the number of clients served per month from 50 to approximately 100. We also partnered with local Housing authorities and the LDS church to develop permanent housing for former inmates at local motels
- Our homeless program provided Emergency shelter to 85 unduplicated individuals for 646 nights through State Homelessness funding.
- 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)
- Co-sponsored three Crisis Intervention Team (CIT) academies along with Provo City and Orem City Police Departments in Utah County and Wasatch County
- 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 client admission to USH. More acute clients have been able to remain in the community with increased intervention and monitoring in place
- Trained or re-trained all employees in Persogenics Personality Assessment. Our goal is to optimize relationships with coworkers, management, executives and clients. The assessment and training will benefit WMH by helping Supervisors and Program Managers with those they work with, improve clinical supervision between supervisor and supervisee, facilitate conflict resolution skills, and increase the effectiveness of leadership
- Served on the State-wide Suicide Prevention Coalition through the Utah Department of Substance Abuse and Mental Health (DASMH)

- Continue our partnership with Mountainlands Health Center to integrate medical and mental health care, by moving two master clinicians to offices adjacent to the Mountainlands clinic for ease of consultation and referrals
- The "Brighten a Clients Christmas" program evolved to the "Sub for Santa" program in partnership with United Way
- Presented information, education, and resources through community presentations and trainings over 30 times this year. The topics included: suicide prevention, intervention, & post-vention, depression screening and intervention, how to manage your mental health, assessing mental illness in the elderly, post-traumatic stress disorder, post-partum depression, supportive employment, involuntary commitment process, healthy parenting, marital support and family counseling, crisis debriefing after a traumatic community event, and how to work with the homeless among many others. Some of these groups included: health care professionals, law enforcement, adult protective services, UVU and BYU, elementary, junior and senior high schools, faith based organizations, Food and Care Coalition, radio, TV and newspapers

Goals for FY19

- WMH will participate in the prevention of suicide. Along with the Utah Department of Substance Abuse and Mental Health (DASMH), 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 Crisis Response Training for Suicidal Clients, the Columbia Suicide Severity Rating Scale (C-SSRS), the Stanley Brown Safety Plan tool, and the use of the Outcome Questionnaire (OQ) and Youth Outcome Questionnaire (YOQ) in screening for potential suicide risk
- WMH will continue to co-sponsor three Crisis Intervention Team (CIT) academies, including the newly implemented academy targeted specifically at correctional officers. We will strengthen the current partnerships with law enforcement for increased coordination of care and participate in the Police Academy at Utah Valley University. Efforts will be made with different law enforcement agencies to improve collaboration and coordination of resources
- Help facilitate a system for Police Precincts in Spanish Fork, Payson, Salem, Santaquin, Elk Ridge, Goshen, Springville and Mapleton to coordinate mental health care with local law enforcement in the north and south ends of the county
- WMH will continue to participate in the Justice Reinvestment Initiative (JRI) by doubling the number of inmates served from over 100 last year to over 200 in the coming year. The JRI is now in its third year of the program that reducing the cost of incarceration through reducing recidivism and providing mental health and substance abuse treatment

MEDICATION MANAGEMENT SERVICES



Jaime Houskeeper, Ph.D.
Program Manager

Program Overview

Medical Services provides a broad array of services to clients in outpatient clinics throughout Wasatch Mental Health (WMH). Psychiatrists and nurse practitioners are placed in all family clinics and at the Provo South Campus location, as well as having assignments with higher acuity programs, such as the PREP team and the Bridge team. Prescribers also provide on call services to the crisis team on nights and weekends for urgent concerns. The medical services department also comprises nursing and wellness coordination services centered in the Westpark building, although such services are provided by medical services staff in a number of additional clinics throughout the center as needed. Nurses provide support with prescriptions, pillbox management, and assisting clients with medical questions as needed. Wellness coordinators check clients in for appointments with providers and screen medical, housing, legal, and other needs to coordinate care when needed. Wellness coordinators also aid in risk assessment and safety planning when needed.

Highlights for FY18

- Medication Management services provided to Westpark Family Clinic, American Fork Family Clinic, Provo Family Clinic, Wasatch County Family Clinic, Payson Family Clinic, Wellness Recovery Clinic, and Provo South Campus on an outpatient basis
- Medication management and nursing services provided to clients of the first episode psychosis (PREP) team on an outpatient basis, with additional wrap-around supports as needed
- Medication management services provided to clients of the Bridge team in-home
- Additional community services offered to Chrysalis, Northeastern Services, local assisted living and nursing facilities, and the Utah County Jail
- Staff includes two psychiatrists, ten nurse practitioners, five nurses, and three wellness coordinators

CARE TEAM SERVICES

Program Overview

Care Team Services comprises the individuals who are most truly the first face of Wasatch Mental Health (WMH). Care Team Assistants, or CTAs, are commonly a client's first contact via phone call or in-person visit to our clinic. We aim to provide a warm, friendly atmosphere, with welcoming demeanors and a neat and seasonal ambiance at our front desk. CTAs are the ultimate multitaskers, checking clients in for appointments while answering phone calls and completing extra projects on the side. Regular clients often stop to chat with familiar and friendly faces, which tells us we are doing our jobs well. Westpark CTAs have added duties related to being co-located with a medical clinic, WMH's billing and accounting offices, and human resources. One of our CTAs manages medication pre-authorizations for clients, another specializes in our intake assessment process, while a third helps with transcribing medication management notes from dictated files. Three of our CTAs are bilingual, speaking both English and Spanish fluently. This is a significant need in our Westpark building, and the need has only grown as the co-located Mountainlands Health Center clinic blossoms.

Highlights for FY18

- 18,741 clients checked in at the Westpark front desk, which was an increase of 600 from last year
- Of the over 18,000 checked in this year, nearly 8,000 were for therapy visits and over 5,000 for medication management at WMH and visits to Mountainlands Community Health Center
- Hired 2 full time and 1 part time care team assistant to maintain staffing level through course of the year
- Increased emphasis on cross-training between staff members, with over 50% of staff trained on both Mountainlands and WMH check in processes and electronic medical records
- Provided CTA coverage to other departments through the center requiring additional staff support

PSYCHOLOGICAL ASSESSMENT SERVICES

Program Overview

Psychological Assessment Services provides psychological testing to clients of Wasatch Mental Health (WMH) and to contracted entities and community partners. Psychological testing is utilized to aid in clarifying a client's diagnosis and treatment needs when comorbidity and clinical complexity makes this process difficult. This is a specialty service offered by trained psychologists as well as psychology trainees working under the supervision of licensed psychologists. Psychological Assessment Services is also home to WMH's APA accredited psychology internship program. This year, there were six graduates from the program, three of whom went on to psychology residency positions within WMH. During this year, an arrangement was also made with a local APA accredited psychology program (Brigham Young University's clinical psychology program), for the placement of a pre-internship trainee during the upcoming academic year.

Highlights for FY18

- 748 individuals referred for psychological assessment
- Served community contracts with Division of Child and Family Services, Provo Canyon Behavioral Hospital, and Northeastern Counseling Center
- 5 psychologists and 6 pre-doctoral psychology interns providing services within the department; 2 additional psychologists subcontracted
- Graduated 6 pre-doctoral interns from our APA accredited program
- Recruited three upcoming residents from our APA accredited internship program



Dean Anderson, LCSW
Program Manager

WESTPARK FAMILY CLINIC

Program Overview

The Westpark Family Clinic (WFC) provides comprehensive mental health services to clients. Staff including therapists, case managers and human service workers provide assessments, therapy, case management and representative payee services (RPS) 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 (SDS) 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.

Highlights for FY18

- WFC did 145 intakes for children and youth in FY 2018.
- Developed a first ever WMH treatment program for adolescence victims of domestic violence.
- Due to increased numbers of referrals for domestic violence divided the men's group and ran two groups for part of the year.
- Ran five domestic violence groups, the most ever in Wasatch Mental Health (WMH) history.
- RPS served 338 clients with payee services.
- Provided training for the Brigham Young University (BYU) law school about domestic violence and about mental health court.
- 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.
- Provided approximately 18 individual student interviews and presented to 1 class of students from Utah Valley University (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 received support from 17 volunteers for 215 hours.
- 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.
- A graduate student researched our 75% clients and found that according to the OQ45, on average, these clients make a 30% improvement in their scores in the six sessions or less.
- WFC Pre-Assessment & Screening Resident Review (PASRR) staff completed 975 PASRRs for an average of 81.25 per month.
- WFC PASRR staff completed 159 IDRC PASRRs for an average of 13.25 per month.

Highlights for FY18 Continued

- Furthering our partnership with Mountainlands Health Center to integrate medical and mental health care.
- Moved two Westpark Family Clinic (WFC) staff to offices adjacent to the Mountainlands clinic for ease of consultation and referrals.
- Had Mountainlands staff come to WFC staff meeting to provide training on key medical issues to look for in assessment and every day work with clients.
- Trained staff on how to use SMART (Specific, Measurable, Actionable, Relevant, Time-bound) objectives with a formal training and at least by monthly looking at staff IRPs in meetings to more fully train.
- WFC staff are participating in WMH evidenced based Clinical Consultation Groups using the Outcome Questionnaire (OQ) 45. The WFC therapist supervisor has been an integral part in the development of the Clinical Consultation Group supervision model.
- Providing therapeutic services to clients living in 10 nursing homes, 14 assisted living facilities, and 8 home bound individuals who would otherwise go without treatment.
- More staff have been using an innovative schedule where 5 clients are scheduled in a 4 hour block of time, this has increased service delivery and access.
- Provided approximately 42 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 staff go to Intermediate Care Facilities for Individuals with Intellectual Disability (ICFID) for intake appointments.

Goals for FY19

- Revise the Domestic Violence Survivor group to be more of a Relationship Trauma Recovery Group.
- Continue to train therapists to provide services to children and youth.
- Insure that Recovery Plan objectives are specific and measurable using the SMART criteria.
- Train more staff on Play and other therapies for kids and youth.
- Increase play therapy and sand tray treatment resources.
- All staff will reach their service delivery goals.
- Zero 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.
- Improve the use of the OQ45 and its clinical tools to improve client outcomes.

WASATCH HOUSE

Program Overview



**Brian Butler, LCSW
Program Manager**

Wasatch House, an accredited Clubhouse, provides a supportive environment which encourages members to improve the quality of their lives. The program is evidence based and has shown effective in reducing hospitalizations for its membership. Recovery through work is a core philosophy of the Clubhouse model. 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 consists of 4 units organized around the ‘work ordered’ day, including a state of the art commercial kitchen, career unit, business unit and thrift store. The Clubhouse also partners with Provo School District to provide a teacher and education program for our members.

Wasatch House members 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.

Highlights for FY18

- Provided 67,598 hours of vocational training to 246 individuals.
- Average daily attendance at Wasatch House is 63 members.
- Implemented individual placement and support, an evidenced based model for supportive employment.
- Hired two Employment Specialists trained in Individual Placement and Support. As a result of their work, Supportive Employment placements grew from 2 to 20 in one year.
- Increased participation in the Wellness program through friendly inter-unit competition. The kitchen unit introduced fruit infused water, which has reduced the Clubhouse’s soda consumption significantly.
- Wasatch House staff and members presented at the International Clubhouse Conference in Detroit on our use of Action Plans to regain the highest level of accreditation (3 year accreditation).
- Obtained \$12,000 in new funding to provide supportive employment for up to 20 homeless or formerly homeless individuals through Wasatch House.

WATCH

Program Overview

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 transitional or permanent housing and other necessary services. The Program consists of a program manager, staff supervisor/therapist, prescriber, nurse, licensed therapist, and two case managers/street outreach workers.

WATCH provides the only street outreach service for the homeless population in Utah County. Case managers spend approximately 20 percent of their time performing this service with the aim of developing relationships with those living on the street and linking them to needed resources including, but not limited to, psychiatric care.

Emergency shelter is provided on a limited basis in local low cost motels to provide a Bridge from homelessness to more permanent shelter.

Highlights for FY18

- Provided mental health and case management services to 294 homeless or formerly homeless individuals (not including street outreach contacts)
- Provided emergency shelter to 85 unduplicated individuals for 646 nights through state homelessness funding. The average length of stay was 7.6 nights per person
- Continued to provide in-home wrap around services for formerly homeless individuals using a Housing First model after Federal Funding for this program expired. Over 70 percent of program participants remained in permanent housing for over a year at the end of the grant
- Became full participants in the Utah Homeless Management Information Systems (UHMIS) to provide up to date data to the State and Federal Governments on the homeless and mentally ill population in Utah County.



**Dave Blume, LCSW
Program Manager**

SUPPORTED HOUSING SERVICES

Program Overview

Supported Housing Services (SHS) is comprised of residential properties including: Alpine House, Supported Residential Treatment (SRT), The Yarrow, and Mapleview apartments. We also provide treatment for individuals living independently in the community in need of intensive services. We have 3 therapists, 6 case managers, 2 nursing staff, and 2 prescribers who provide wrap around services for the chronically mentally ill who need a more intensive services. We have very little turn over in our client base as our clients issues tend to be chronic and severe. Our quality of care allows the clients to receive many of their services in one place.

The services offered through Supported Housing Services includes: Psychiatric services, medication management through daily or weekly pillboxes, individual and group therapy, case management, skills development, house parents, money management, and connecting residents to the Clubhouse model for psychosocial rehabilitation.

Highlights for FY18

- We served 193 unduplicated clients in FY 2018.
- Our new therapist was trained in DBT to assist in groups. She was also trained in EMDR therapy.
- We have developed our relationship with Provo City Housing Authority and the Housing Authority of Utah County. They send representatives to a weekly meeting to coordinate with WMH staff.
- A Case Manager and 2 WMH nurses attended the Integrated Care Team Meeting with a Mountainlands nurse, and a public health representative to discuss the physical needs of our clients. We saw the benefits of this meeting by early detection of physical ailments in several clients, coordination of medication needs, and a reduction of unnecessary medical visits to physicians and the Emergency Room. The meeting also assisted in our ability to get clients into a physician for urgent needs.
- The "Sub for Santa" program, coordinated by Jennie Reese, teamed up with United Way to reach out to the less fortunate clients for Christmas gifts. We were able to serve 243 adult clients. We received an outpouring of support from local citizens and community partners, specifically: Provo Police Department, Ancestry.com, LDS Church, Utah Valley Hospital, and Provo City Housing.
- Our SRT Case Managers implemented skills development groups for cooking, hygiene, and laundry.

Goals for FY19

- With the addition of a new case manager we plan to increase our efforts with Individual Skills Development. Each case manager will dedicate a portion of their time each week to in-home or group setting skills development.
- Add Peer Support services to our level of care with the newly hired Peer Support Specialist
- Increase our group therapy opportunities so clients have more options for recovery.
- Continue to meet 100%+ of our service delivery expectation with the case management team.

WELLNESS RECOVERY CLINIC

Program Overview

The Wellness Recovery Clinic (WRC) 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.

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

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

Highlights for FY18

- In FY18 the WRC served a total of 448 unduplicated clients, 10 of whom were youth, who were unfunded or underfunded
- We were awarded the Primary Care Grant from the Utah Department of Health for FY 2018 in the amount of \$99,864.00. We are happy to be recipients of such a generous grant to assist in the treatment of the un-insured
- The WRC was able to see clients within 1.9 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
- We added 2 evening groups, where clients who had work or other schedule conflicts, to be able to take advantage of
- We continue to have a great working relationship with Utah Valley Hospital (UVH), where a liaison comes weekly to our staff meeting to help coordinate discharges of clients from the inpatient unit to our services in the WRC
- A success story from this past year:
We have a client involved in the WRC who has been involved with treatment for about four months now and has been consistently participating in therapy and our trauma group. Since beginning services, he has shown great progress in learning skills to help him manage his anxiety and PTSD. He is now talkative and friendly throughout group, where as before he would only share his name and sit quietly. He has also begun his own business and is becoming more active throughout the day with his projects for his business. His increased motivation and activity has also helped reduce his symptoms of depression.

Goals for FY19

- Continue utilizing the Predictability Scale 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
- We will go over 1 chart per week to monitor recovery plan development and ensuring clinicians are developing specific and measurable goals for the recovery plan
- Have each of the clinicians participate in the clinical consultation groups as we improve our use of the OQ and implementing it in our therapy approaches.

MOUNTAIN PEAKS COUNSELING

Program Overview

- Mountain Peaks Counseling (MPC) serves adults and children residing in Utah County who have insurance, private payment, or ecclesiastical payment
- Licensed psychotherapists provide assessments, individual therapy, marital therapy, and family therapy. There are 5 part time and 1 full time therapists
- A licensed prescriber provides medication management
- We serve 2 locations, our main office is at the South Provo Campus and we also have an office in American Fork serving the North county population
- MPC is open Monday through Thursday from 8:00 AM. to 9:00 PM and Friday 8:00 – 5:00 for therapy and every Friday from 9:00 AM – 1:30 PM for the prescriber clinic

Highlights for FY18

- The number of clients served this fiscal year in 2018 was 296 total served with 41 of them being youth. We had 210 total new intakes. The therapists are keeping their allotted schedules full and are seeing a high rate of completed sessions
- We continue to increase our insurance panels of coverage, making it more available for clients to access our clinic. This year we became credentialed with University of Utah Health Care and have started the process for credentialing with Aetna/Altius
- Our full time therapist is staying busy with nearly a full schedule and is seeing a variety of clientele with an increase in youth
- With the roll out of the new financial system in our billing department, we are better able to more accurately differentiate between therapist billings and prescriber billings. These two different billings are different rates and we can now automatically make sure they are billed accurately
- We were able to train the CTA's and give them access to patients accounts and this allowed us to begin taking payment for services if a client had a high deductible plan. Previously we were not collecting payment and just sending a bill
- We are enjoying a newly installed elevator that was installed this past year with some partial funding from a CBD Grant.

Goals for FY19

- Collect 100% of co-pays at time of service
- Bring our 1 full time therapist up to meet 100% of the service delivery expectation while keeping the after hours therapists schedule full at their desired number
- Increase our Full time therapists to 2 total full time therapists
- Become fully credentialed with Aetna/Altius insurance
- Begin exploring other insurance panels to expand our pool of insurance providers
- Re-develop our brochure of services and expand our recruiting efforts to the community

INPATIENT PSYCHIATRIC SERVICES



**Kip Landon, LCSW
Program Manager**

Program Overview

Inpatient Psychiatric Services are provided by contract with various local acute hospitals and also in partnership with the Utah State Hospital. This level of care is considered the most restrictive and intensive resource offered by Wasatch Mental Health (WMH). This department also manages the tracking of admissions, payment of claims, and fiscal oversight connected with Medicaid inpatient psychiatry admissions. Managing this important, yet expensive resource requires constant utilization review. Inpatient services require 24-hour a day supervised care in a locked psychiatric hospital unit. Daily programming includes medication management, nursing care, case management, individual and group psychotherapy, recreation therapy, and daily activities. WMH attends discharge planning meetings with the hospital treatment teams and assists in facilitating movement of clients to less restrictive levels of care. All clients discharged from an inpatient psychiatric unit receive an outpatient discharge plan that includes follow up appointments and after care.

Highlights for FY18

- Maintained positive working relationships with several inpatient psychiatric hospitals.
- Provided a masters level clinician as key liaison to each psychiatric hospital where WMH patients were admitted.
- In FY18, there were 30 adult patients who required Utah State Hospital (USH) level of care who were not admitted due to lack of availability of USH beds. Anticipated cost to WMH when these patients required longer acute hospital bed days is \$1,200,000.
- Because of increase priority for Forensic Utah State Hospital beds, in FY18, 8 forensic level patients were admitted to the “civil” (non forensic) side of the USH and given priority over community admissions. The displacement caused by these 8 admissions resulted in at least 8 community admissions to the civil unit, which in turn cost WMH an additional \$160,000 in acute inpatient psychiatry.

Goals for FY19

- Continue to monitor and stay within inpatient budget.
- Continue to provide liaison to partnering hospitals and overseeing quality and effective inpatient level of care.
- Reduce or at least maintain total number of acute inpatient bed days in FY19.

BRIDGE TEAM

Program Overview

The Bridge Team program was created to provide more intensive community supports for individuals who have an established history of requiring intensive levels of care such as multiple acute inpatient admissions, jail, and state hospital placement. These clients require more intensive wrap around services to remain stable in the community. The Bridge Team program is based on an Assertive Community Treatment (ACT) model of care but has been tailored to meet local needs. The Bridge Team staff is comprised of a multi-disciplinary team who provide services in the community as well as at the Recovery Outreach Center (ROC). The Bridge Team delivers in-home services to individuals whose illness prevents them from successfully participating in services delivered in a traditional clinic model. One of the most effective services offered are daily medication drops to patients who are known to be noncompliant with medications. This service delivery concept is known as “a hospital without

Highlights for FY18

- Increased Bridge Team to 60 clients, an increase of 10 clients from FY17, which is a large number of clients compared to the number of staff.
- Increased community housing partnerships for Bridge team clients by 10 units. These apartments are separate from any of the housing units made available by WMH or government housing agencies. These partnerships with community home owners come after significant networking and proving that Bridge team staff will support difficult clients in community placements.
- Hired a fully licensed LCSW after another therapist left the department. He was able to reach 110% of the service delivery expectation after only his first 2 weeks and was able to maintain this outstanding service delivery.
- Increased both individual and group Peer Support Services.

Goals for FY19

- Maintain 60 clients on the Bridge team, unless additional funding is made available for increased staffing and bringing the team to full ACT fidelity and 100 clients.
- Maintain housing resources currently available in an increasingly difficult housing market.
- Maintain service delivery standard for all staff at 105%.
- Decrease late notes among the case management staff.

CRISIS SERVICES

Program Overview

Crisis Services provides emergency mental health consultation and clinical services 24-hours a day, 7 days per week 365 days per year. Services include a 24-hour crisis telephone line and face to face mental health evaluations for established Wasatch Mental Health clients and anyone in the community in need. If hospitalization is needed for stabilization, Crisis Services will make the appropriate arrangements for safe disposition. This program is operated out of The Recovery Outreach Center (ROC), which is located on WMH's Parkview campus. WMH has the goal of decreasing the number of inpatient psychiatric bed days by providing alternative levels of care in addition to inpatient psychiatric hospitalization.

WMH's Family Assessment Stabilization Team (FAST) is an innovative way of delivering mental health treatment after a mental health crisis. 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, Intensive Residential Treatment (IRT), and Inpatient Hospitalization when necessary. We provide assessment, prevention, crisis resolution, consultation, and follow-up services. We work in concert with other community agencies, physical health providers, and law enforcement, to provide holistic treatment approach to mental health care. Crisis Services also facilitates oversight for initial and review of involuntary mental health civil commitments. Careful and thorough review processes are in place to ensure that those who are dropped or continued with this oversight are carefully monitored.

Highlights for FY18

- Maintained quality clinical interventions for those presenting with mental health crisis, despite an increase in crisis cases handled at the ROC and not increasing personnel.
- Increased integration with local law enforcement by expanding the Community Orientated Policing (COP) community policing meeting held weekly in Provo, by adding two additional COP meetings, one each for North and South County Police departments.
- Maintained high level of timely follow up to those presenting with mental health crisis and/or inpatient hospitalization.
- Able to discontinue the use of the MyChie system due to the increased continuity of care and collaboration with local hospitals.
- Increased diversions from inpatient level of care to less restrictive and safe alternatives.
- Provided the highest number of total clinical services and the largest number of total unfunded clients served since the ROC opened six years ago.

Goals for FY19

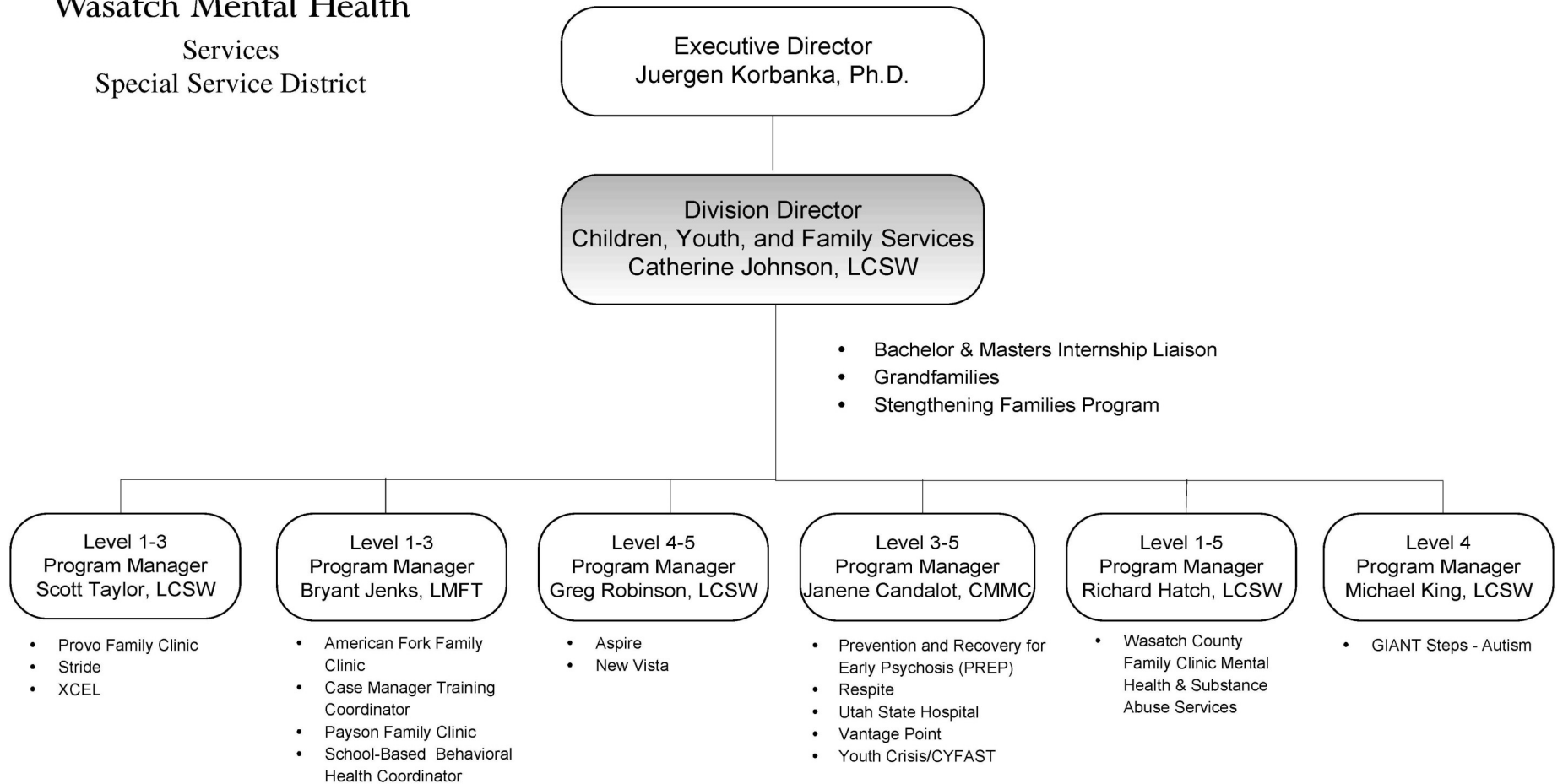
- Continue to provide timely and effective crisis mental health interventions for the urgent and complex cases that present.
- Focus FAST Team efforts to ensure clients who discharge from an inpatient psychiatric unit are able to access follow up care within 7 days of discharge and have outreach and support until they are fully integrated into outpatient services.
- Work to decrease bounce back readmission rates for those placed under an initial involuntary civil commitment.
- Provide Mental Health Officer training to WMH staff and appropriate community partners.
- Provide community training and information on suicide prevention, intervention and postvention.
- Continue to use the Columbia Suicide Severity Rating Scale (CSSRS) and effective safety planning tools to screen and assist those with suicide ideation.

Children, Youth, and Family Services

Children, Youth, and Family Services



Wasatch Mental Health
 Services
 Special Service District





Catherine M. Johnson, LCSW
Division Director

CHILDREN, YOUTH, AND FAMILY SERVICES

Program Overview

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

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

Highlights for FY18

- The new Payson building opened Tuesday January 2, 2018. The Ribbon Cutting and Open House were held January 29, 2018
- We are excited to have Utah County Substance Abuse Promise South Program and Utah County Health Department in the new Payson building
- Vantage Point was awarded a Provo City and Utah County CDBG grant to remodel the kitchen
- The Independent Order of the Oddfellows donated and installed a basketball court at Aspire Services
- Provided services to over 69 people through the Grandfamilies Program, and have over 200 participants in the Friend to friend activities.
- Participated in developing with United Way the Everyday Strong initiative for parents of children
- The annual Friends of GIANT Steps Charity Dinner and Auction was held March 22, 2018 in the Historic Provo City Library Ballroom. The dinner and auction raised over \$11,000 for GIANT Steps
- Services were offered to children on the GIANT Steps waiting list through an after school program
- 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
- Wasatch Mental Health continues to collaborate with the Division of Child and Family Services, Alpine, Provo and Nebo School districts and Juvenile Justice Services to improve services to children and their families

Goals for FY19

- Open and successfully run a GIANT Steps classroom in the Nebo School District
- Remodel the Vantage Point kitchen
- Pilot a tele behavioral health clinic with Alpine School District
- Initiate a program for youth with Prodromal symptoms
- Explore northwest county expansion
- Develop a Grandfamilies Advisory Board
- Expand the Youth Advisory Board to include youth
- Build out the Payson property
- Explore Vantage Point expansion
- Continue implementation of Trauma Informed Care in every aspect of service delivery
- Continue to implement collaborative documentation which has improved 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
- Develop a youth support group with the assistance of the Family Resource Facilitator
- 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

PROVO FAMILY CLINIC



**Scott Taylor, LCSW
Program Manager**

Program Overview

WMH's Provo Family Clinic provides mental health services for children, adolescents, adults, and families. Services include, individual, group and family therapy, case management and behavior management services, bilingual treatment (English and Spanish language), psychological testing, and psychiatric medical care for pediatric and family needs.

FY 2018 Totals – Provo Family Clinic

New <i>Intakes</i> Provided:	683	Total Appointments Provided:	22,977
(FY '17):	<u>615</u>	(FY 17):	<u>18,684</u>
Increase:	68 intakes	Increase from last year:	4,293
% of <i>Intake</i> Appointments kept:	83.7%	Percent of Total Scheduled Appointments Kept:	83.8%
(FY '17):	78.8%	(FY '17)	78.3%

<u>Total Hours of Service</u>	<u>FY17</u>	<u>FY18</u>
Individual Therapy	7767	7776
FT/FTC	1493	1479
Group Therapy	225	503
MHEVL	58	802
EVL	811	844
TCM	4186	4003
MMN	503	478

<u>FY 2019 Goals</u>	
-Increase % intake appointments kept to:	85%
-Increase total scheduled appointments kept to:	85%
-Increase # of intakes provided to:	700
-Increase total appointments provided to:	23,080

STRIDE

Program Overview

WMH's Stride program provides a 5 day a week, 12 week long, after school day treatment program for children ages 5 through 12 with mental health needs. Treatment also includes a weekly parent educational group, which complements the day treatment curriculum. Using a trauma focused base, Stride uses positive behavioral strategies to treat our clients. Classrooms are located in American Fork, Provo, and Payson. Transportation to and from the program is provided to facilitate attendance.

FY 2018 Totals – STRIDE

Unduplicated Clients Served:	274	<u>Total Hours of Service</u>	<u>FY17</u>	<u>FY18</u>
(FY '17):	<u>259</u>	Respite- Group	7187	6939
Increase:	15	Individual Skills Dev	3298	3278
		Intensive Skills Dev	1757	2639
Client Encounters:	17,777	Individual Therapy	84	59
(FY '17)	<u>17,740</u>	FT/FTC	212	182
Increase:	37	Group Therapy	227	39
		GBM	12,067	12,873
		IBM	554	486
		TCM	244	241

FY 2019 Goals

-Increase Unduplicated Clients Served to:	300
-Increase total client encounters to:	19,467

XCEL

Program Overview

WMH's XCEL after school program provides coping strategies and daily living skills for adolescents ages 12 to 18 with mental health disorders and teens with behavior problems. XCEL uses a trauma focused based approach with positive behavioral strategies and clinical social skills development interventions to treat clients. Our classroom is located in Provo and serves all of Utah County. Transportation to and from the program is provided to facilitate attendance.

FY 2018 Totals - XCEL

FY 2018 Totals - XCEL

Unduplicated Clients Served:	163
(FY'17)	<u>131</u>
Increase:	15
Client Encounters:	7,238
(FY'17)	<u>6,500</u>
Increase:	738

Total Hours of Service

	<u>FY17</u>	<u>FY18</u>
Respite-Group	2,497	2,492
Individual Skills Dev	2,384	1,843
Intensive Skills Dev	46	214
Individual Therapy	171	533
FT/FTC	143	188
Group Therapy	171	615
GBM	2,855	2,792
IBM	494	143
TCM	109	130

FY 2019 Goals

-Increase Unduplicated Clients Served to:	180
-Increased Total Client Encounters to:	7,993

AMERICAN FORK FAMILY CLINIC & PAYSON FAMILY CLINIC



Bryant Jenks, MFT
Program Manager

Program Overview

The American Fork Family Clinic and Payson Family Clinic are a part of the Children and Youth Services division of Wasatch Mental Health (WMH). 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 Child and Family Services. Services include the following: family and individual therapy, medication management, psychological testing, group therapy, case management, school-based services, and family resource facilitators

Staff

The clinics are staffed by psychiatrists, nurse practitioners, nurses, clinical psychologists, clinical social workers, marriage and family therapists, registered play therapists, and certified trauma and loss counselors, case managers, family resource facilitators, and care team assistants.

Highlights for FY18

- The American Fork Family Clinic and Greenwood Elementary partnered to host two Strengthening Families Program groups in the Fall and Winter months.
- The Spanish Fork Family Clinic moved to a brand new state of the art building in Payson in January 2018 to provide mental health services for southern Utah County. The clinic is now named Payson Family Clinic. The ribbon cutting ceremony included in attendance many city officials and community partners. The building also houses services for aDDAPT (Utah County Department of Drug and Alcohol Prevention and Treatment), and will also house the Utah County Health Department in the Fall of 2018.
- The Payson Family Clinic hosted two Strengthening Families Program group throughout the year.
- The Alpine School District has contracted with Wasatch Mental Health for another two social worker positions bringing the total to seven clinical social workers provided through our partnership.
- WMH staff members, Chelsea Seegmiller, Myriam Bardsley, Bryant Jenks, and Doran Williams helped provide information and support for multiple Nebo School District Suicide Prevention nights held in various High Schools. Doran Williams and his wife were the featured presenters for those nights.
- Bryant Jenks and Richard Hatch coordinated with Sergeant Jeremy Jamison of Orem Police to hold two Crisis Intervention Team training academies. Over 60 law enforcement officers were trained in how to de-escalate situations involving mental health, substance abuse, develop-

Goals for FY19

- Look into obtaining funding for the expansion of Payson to house more Psychosocial Rehabilitation Services.
- Develop effective collaboration efforts with Nebo School Districts Social Workers.
- Expand the amount of social workers contracted with the Alpine School District by 2 more positions.
- Look into office space in the Eagle Mountain and Saratoga Springs area.

NEW VISTA



Greg Robinson, LCSW
Program Manager

Program Overview

New Vista is a day treatment program for male and female youth ages 9 to 18 who experience trauma from abuse, neglects and inappropriate sexual behavior. The youth participate in group therapy 5 to 6 times per week and also participate in YSD (skills group) facilitated by staff. We have a strong relationship with Provo School District as our youth have attended their schools for over 25 years.

We served 129 unduplicated clients in FY'18. We average 162 hours of Individual therapy per month, our goal is to see the kids in individual therapy about 1.5 hours per week. These hours are very close to our monthly goal. We averaged 366 hours of group therapy and 1012 hours of total services per month. Financially we average \$28,264 in the red per month over the past 7 years. In FY'18 we averaged just \$14,959 which is almost half of our 7 year average.

Reaching New Vistas in FY18

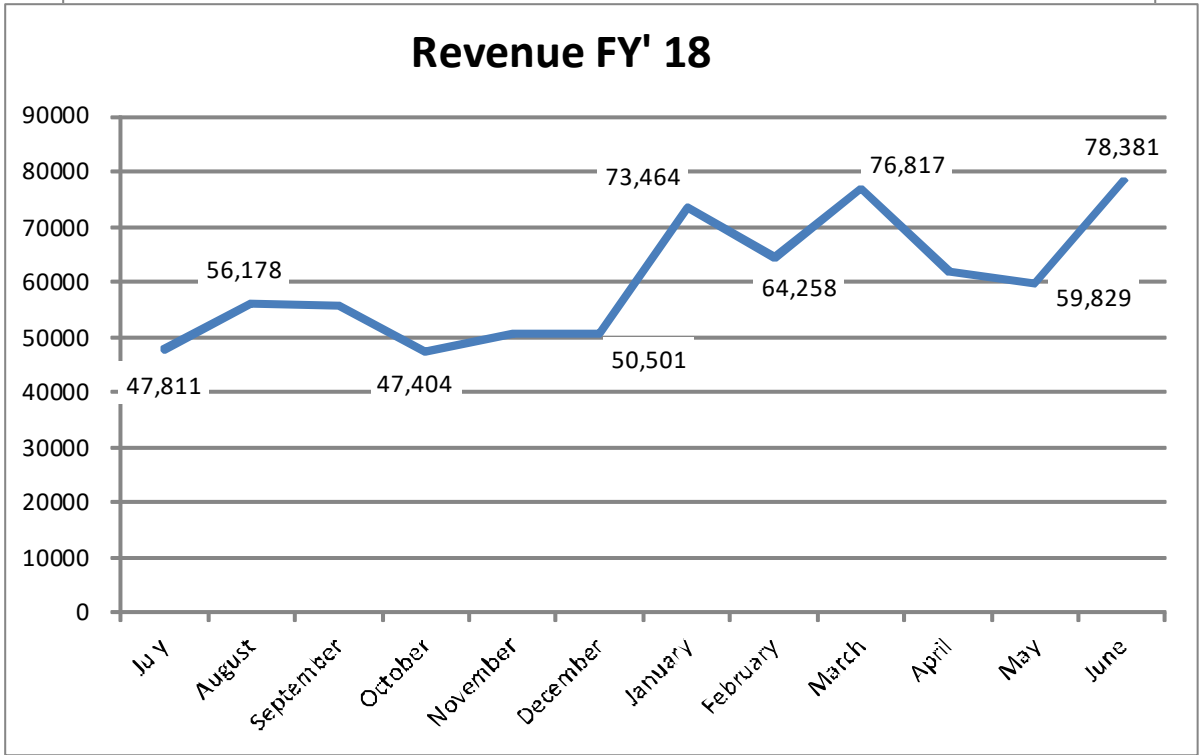
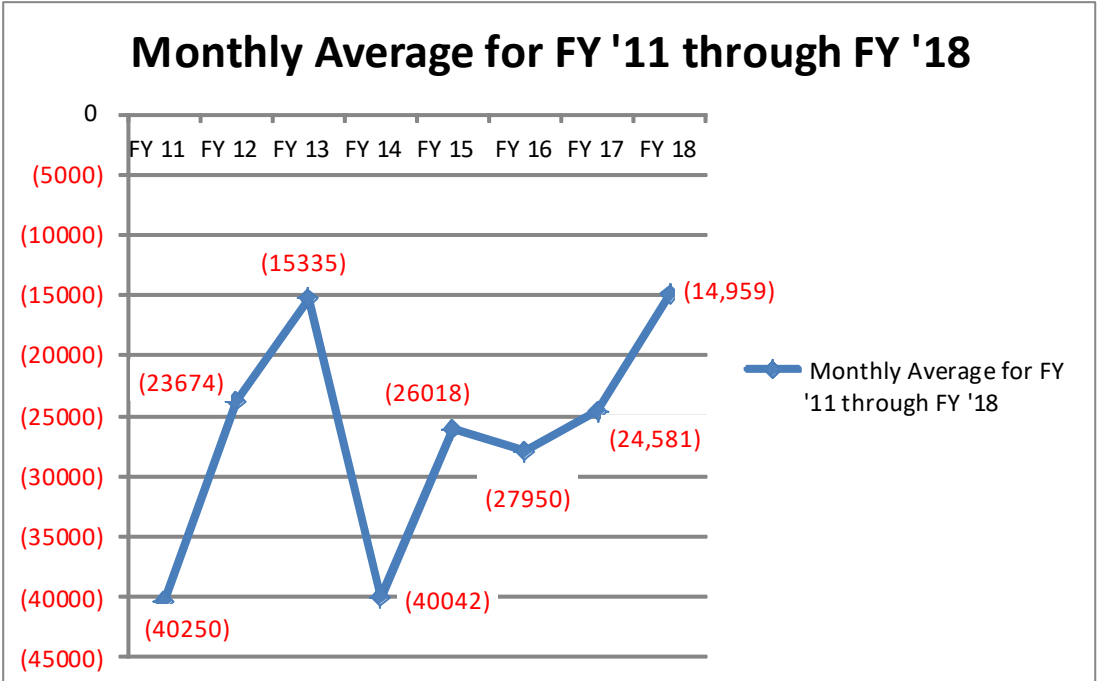
- Most successful fiscal year since prior to FY'11, See description above and Graph below.
- Our revenue has steadily increased throughout FY'18. (See Graph on page 49)
- Provided unique art exhibit for both Critical Issues Conference and Promising youth conferences. These are trauma focused and received much deserved recognition for their efforts and risks.
- We held our annual talent show where the youth share their talents and really take some very personal risks in front of the larger group.
- The youth work hard to share their talents, imaginations, and especially their stories. They wrote and shared these stories/narratives of their trauma through skits they shared with the other youth and their parents/case workers and WMH staff.
- Our youth provided about 1000 hours of service for WMH, Provo City, Provo School District and in a local nursing home.
- We began using a full time case manager to enhance our relationships with parents, courts, schools, and other allied agencies. This has helped us reach our treatment and financial goals.

The Best is Yet to Come: Goals for FY19

- Continue to improve our financial position by decreasing our deficit by another 10% or \$1,500 per month.
- Increase overall productivity by 10% per month average.
- Develop an art project with the youth to be displayed in the community or at a major conference.
- Increase the unduplicated client's served by 5 clients during the year.



**THE BEST VIEW
COMES AFTER THE
HARDEST CLIMB**



ASPIRE

Program Overview

Aspire Youth Services is a 14 bed “High Needs Mental Health Program” for adolescent females ages 12 to 18 years and 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, and little or no family stability. Throughout all this we focus on addressing the girls’ trauma issues which include physical and sexual abuse, neglect, attachment issues, as well as self inflicted traumas such as self-harming and suicidal behaviors. We use evidence based practices such as EMDR and DBT in our treatment. In last fiscal year (FY18) we have averaged 71% occupancy, about 11.5 girls per day. In FY’17 we averaged 77% occupancy. Our trend line has shown a steady increase over FY’18. (See graph on page 51)

In FY’18 we had 20 girls admitted to the program and we had 16 girls discharged. The graph on page 51 shows that of all the girls who left Aspire in FY’18 62% (10) completed their program. We had two girls who required hospitalization, two girls ran away and two were removed by DCFS (one was moved to a more appropriate substance abuse program and one was hospitalized with cancer, she’s doing well at last report).

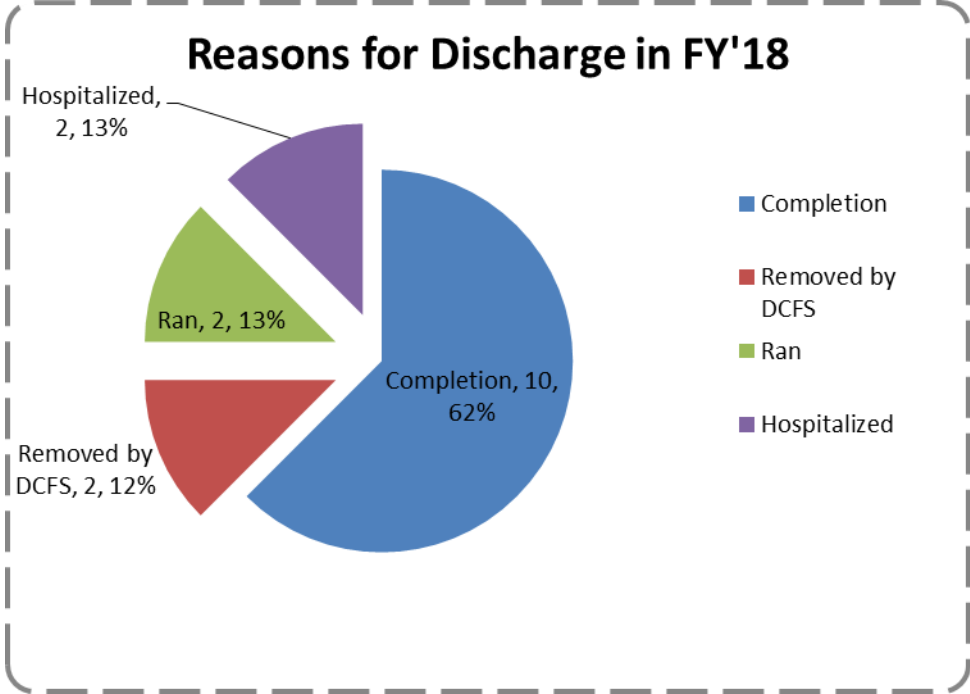
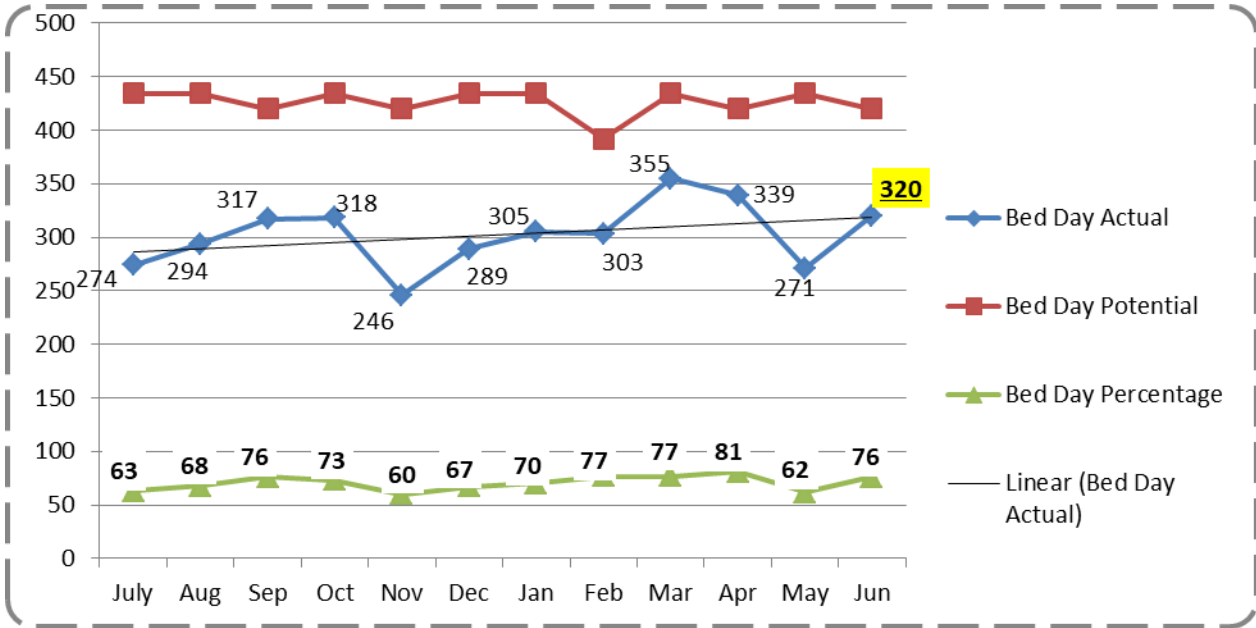
Aspire At It’s Best in FY’18

- The average GPA in school was 3.5
- Six girls received The Presidential Award for academics.
- Two girls graduated from High School while at Aspire.
- Two girls were successfully adopted while at Aspire.
- One girl transitioned from the Utah State Hospital (2yrs), after 7 months at Aspire she transitioned to New Vista Day Treatment and into a Foster home.
- Our monthly bed day average steadily increased during the year.
- We have adopted an on-line e-mail program to get our name and product recognized by DCFS case workers. Each time we use it we receive new referrals.

Goals for FY19

- Increase our name recognition as seen by more service inquiries and referrals to Aspire.
- Increase the number of successful program completions by decreasing the number of hospitalizations and 10 day notices.
- Increase program visibility through increased communication with case workers, courts and other power brokers.





GIANT STEPS AUTISM PRESCHOOL



**Michael King, LCSW
Program Manager**

Program Overview

GIANT Steps is a department of the Child & Family Services Division at Wasatch Mental Health. We offer specialized day treatment services for preschool-aged children diagnosed with Autism Spectrum Disorder. 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 which delivers intensive and individualized care. We currently have classrooms in both the Alpine and Provo school districts and are looking forward to expanding services with a classroom in the Nebo School District beginning in the Fall of 2018.

At GIANT Steps, we provide a number of services to the families such as mental health and autism diagnostic evaluations, pre- and post—developmental and psychological testing, case management services, individual & family therapy with in-home therapy as needed, parent training, parent support groups, and medication management as needed. Children receive speech therapy, occupational therapy, and adaptive physical education which is provided by the school district. We also provide parent support groups, a sibling day camp, couples counseling, and services to help with the child’s transition to school district services following graduation from our program.

Highlights for FY18

- GIANT Steps and the Nebo School District successfully made plans to start a classroom in Spanish Fork.
- GIANT Steps increased the number of families served by our after-school program. We were able to offer services to every family with a child who would have aged off our waiting list this past year.
- The Friends of GIANT Steps annual charity auction raised almost \$21,000 to support the children served by our program.
- Our program benefited from the annual Commissioner’s Cup golf tournament.
- GIANT Steps increased community autism awareness & education by providing training to various allied agencies about autism issues as well as by partnering with UVU and other agencies to help organize a number of educational and family friendly events in our county.
- By the end of the school year, only about 24% of the children we served were rated as having severe autism symptoms compared to 43% having severe symptoms when treatment began.
- Of the 60 children in the program, the percentage of children with mild symptoms of autism increased from 13% to 34% as their moderate or severe symptoms decreased.
- During 10 months of treatment, children in the GIANT Steps program averaged an increase of 20 months worth of communication improvement and development.

Goals for FY19

- Increase the number of families served to 72 per year by completing the planned expansion of services in the Nebo School District.
- Increase the number of children served by our after-school program for children on our waiting list.
- Continue to increase the average percentage of client developmental improvement for motor, communication, and social skills.
- Continue expanding autism services to Spanish speaking families to meet the growing need.
- Increase the amount of counseling services for children, siblings, and parents involved in the program.

VANTAGE POINT

Program Overview

Vantage Point is a multi-service facility that provides voluntary care to vulnerable, runaway, homeless youth and their families. Vantage Point provides 24-hour a day, 7 days a week immediate crisis and mental health services for male and female youth ages 10-17. Our programs include youth services/ crisis residential which is an extensive and treatment focused program for teens and their families who are experiencing serious parent-child conflicts. The purpose of this is to provide short-term safe place or “time-out” for the youth to help them resolve the current crisis and provide crisis intervention so the youth can quickly return home. In some cases, Vantage Point might be an appropriate alternative to inpatient psychiatric hospitalization. We are also a Juvenile Receiving Center (JRC) which is a drop off location for local enforcement that detain ungovernable or status offender teens. Frequently a youth is detained by police for minor offenses that do not meet the criteria for putting the youth in secure detention. When the police are unable to locate a parent or guardian, they can bring the youth to Vantage Point where we can provide a safe environment until the parent /guardian can come and pick them up. Lastly we provide emergency Foster Care Shelter to provide short-term residential care for teens in the Division of Child and Family Services (DCFS) custody that are waiting for a foster care home placement. We provide family and individual therapy (up to 60 days), anger management, seeking safety, specific referrals to other community resources and additional services that are needed to help support the youth.



**Janene Candalot, CMHC
Program Manager**

Highlights for FY18

- DownEast Home chose Vantage Point as a donation center for their promotion of “Buy a Mattress, Give a Mattress”. DownEast is a family and locally owned business that believes in giving back to the community. To date we have given out **306** mattresses to children and families served by Wasatch Mental Health.
- Vantage Point received 2 Community Development Block Grants (CBDG) to help pay for a much needed kitchen remodel totaling **\$63,613**.
- United Way’s Day of Caring and the company Micro Focus painted the program bedrooms to make them feel more warm and comforting.
- As a team, we have been working hard and coordinate 1-on-1’s as a service addition to Vantage Point. This has allowed us to increase safety, management of the youth, as well as increase a little revenue with higher acute kids who come and stay with us.
- As a team, we also have been working on staff morale. This year, the staff came up with the idea of individual respite with the kids who stay with us longer due to placement problems. This has been phenomenal! The staff enjoy the time they spend with the youth and the youth benefit from the mentor time. Staff have said, “It has changed my life”. Kids negative behaviors are much more manageable when they feel a sense of belonging.
- We started to make behavior plans with the higher acuity youth who come in, we make sure all staff review the behavior plan, and we purposefully put certain staff with the youth who needs the 1-on-1. Being prepared has helped with management. Better feels better.

Goals for FY19

- Explore expanding Vantage Point (Obtain JJS O & A building as another campus).
- Completed kitchen remodel.
- Improve on our 60 day aftercare by devoting more therapist and case management time to it.
- Work on a capital item CBDG grant to help fund Vantage Point expansion.
- Improve the outside esthetics of the building to give the families a better and comfortable place to visit.

PREVENTION AND RECOVERY IN EARLY PSYCHOSIS (PREP)

Program Overview

Prevention and Recovery in Early Psychosis (PREP) is a new department in the Youth Division that was provided by a Congress through a mental health block grant allocation to help meet and support evidence-based programs that address the needs of individuals in their first episode of psychosis.

Current services offered are comprehensive clinical assessment, individual and family therapy, multi-family groups, medication management and case management services such as supportive employment using the IPS (Individual Placement & Support) model, as well as services offered through a Family Resource Facilitator.

PREP helps support mentally ill youth and young adults with school, work, and social issues to help improve client's autonomy and control in their own lives. This in turn gives them the tools, skills, confidence, and sense of accomplishment needed to help them recover. Research suggests that with this comprehensive and intensive support, psychotic disorders can be prevented.

This contract gives Wasatch Mental Health (WMH) the ability to serve individuals regardless of their insurance and ability to pay thus allowing us to help all of those who qualify.

Highlights for FY18

- We have the largest PREP team in the state with the most active clients.
- We have added nursing care to our staff.
- We have partnered with Wasatch House as a temporary solution in offering our clients supportive employment.
- We continue to do outreach to all local providers including hospitals, private providers, family clinics, and social services.
- Service delivery expectation goals were reached.
- Approved to attend the 11th Annual International Conference on Early Intervention in Mental Health Conference.

Goals for FY19

- Start work with clinically high risk groups to include more clients who are experiencing symptoms.
- Increase client load by 20%.
- Work out a sustainability plan particularly with our private insurance clients who have plans that do not reimburse for all services offered.
- Be more consistent with multi-family groups.
- Get all new staff trained as soon as possible. We have a new case manager and therapist who recently were hired.
- Continue work with bringing mental health focused occupational therapy inclusion as a core mental health profession as defined by state statute and regulation.

CHILDREN, YOUTH, AND FAMILY ASSESSMENT STABILIZATION TEAM (CY FAST)

Program Overview

Children, Youth, and Family Assessment Stabilization Team (CY FAST) is a crisis team comprised of therapists, a case manager, respite workers, and a partnership with Allies with Families that allows us to have a Family Resource Facilitator. This special relationship allows us to provide intensive wrap-around support for high-risk children, youth and their families.

We provide a Secondary Trauma: Taking Care of You Group, a Trauma-Focused DBT Group, Wellness In Action Group, and co-facilitate a Seeking Safety group.

Respite services are also offered to the whole center. There are individual Respite services offered as well as group drop off times offered throughout the week.

Highlights for FY18

- We increased our drop-in Respite times to 3 times a week.
- We started Seeking Safety Group, Wellness in Action, and DBT groups. All of which are rooted in trauma informed care.
- We are paying more attention in after-care services for inpatient care kids and follow up.
- We have increased more in-home support for higher acuity kids and increased our mobile and in-home contact.
- We completed a total of 2139 crisis contacts this last year.

Goals for FY19

- Looking to expand our team by one therapist and one case manager.
- Grow and develop street outreach services to include prevention of youth who go missing efforts with the DSAMH.
- Increase Respite services particularly with post-adopt kids who have Medicaid.
- Re-look and redevelop the use of HUD funds to help homeless youth in our area to better serve our population.



Richard Hatch, LCSW
Program Manager

WASATCH COUNTY FAMILY CLINIC

Program Overview

The Wasatch County Family Clinic (WCFC) is located in Heber City and is part of the Children and Youth Services Division of Wasatch Mental Health. WCFC provides mental health and substance use disorder treatment and case management to adults, youth and families residing in Wasatch County. WCFC also provides alcohol and drug prevention services throughout Wasatch County. WCFC is able to provide services to those with Medicaid, private insurance and also has a sliding fee scale for self-pay clients. WCFC partners with many community agencies including DCFS, Wasatch County School District, courts, Children's Justice Center, Heber Valley Medical Center, Adult Probation and Parole and Juvenile Probation. 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, APRN and RN. Staff also includes Case Managers and a Family Resource Facilitator.

Highlights for FY18

- 759 individuals were provided services including 586 adults and 173 youth.
- QPR classes teach individuals to recognize and help individuals experiencing suicidal thoughts. Classes continue to be provided throughout Wasatch County. Classes have been offered to faith based organizations and also at the Issues Conference.
- Mental Health First Aid is an 8 hour training for individuals to learn how to deal with someone experiencing mental illness. Three classes were offered to the community and all received positive feedback.
- 6 individuals successfully graduated from Drug Court.
- Strengthening Families continued to be offered to Wasatch County residents.
- All therapists have been trained in EMDR.
- The 2nd Annual Mental Health Awareness Night and events were held. Events included a video project with Wasatch High School, lectures, QPR classes and media interviews.
- In 2018 WCFC began providing services to inmates in the Wasatch County Jail. Services included crisis assessment, individual therapy, group therapy, skills development and case management services. SMART recovery groups were also facilitated by peer specialists.
- Participating with the Intermountain Healthcare Behavioral Health initiative providing increased access to unfunded and underfunded individuals.

Goals for FY19

- Increase community connections with Wasatch County Senior Center.
- Expand Services with Hispanic Community.
- Participate with Wasatch County School District in establishing a Parent Education Center.
- Continue to Implement Trauma Informed Care in treatment services.
- Increase use of MAT in substance use treatment.
- Continue to enhance and expand treatment services to individuals involved with the Criminal Justice System.
- Conduct a local CIT Academy in Wasatch County.



Wasatch Mental Health Programs



Address and Telephone Directory

Administration

750 N. Freedom Blvd.
Suite 300
Provo, UT 84601
Phone: (801) 373-4760

American Fork Family Clinic

578 East 300 South
American Fork, UT 84003
Phone: (801) 763-5010

Aspire

371 South Vineyard Road
Orem, UT 84058
Phone: (801) 960-1680

Crisis Services

1175 East 300 North
Provo, UT 84606
Phone: (801) 373-7393

GIANT Steps

(Autism Pre-School)

(Foothill Elementary)
921 North 1240 East
Orem, UT 84097
Phone: (801) 226-5437

Intensive Residential Treatment

1157 East 300 North
Provo, UT 84606
Phone: (801) 377-4668

Mountain Peaks Counseling

580 East 600 S
Suite 210
Provo, UT 84606
Phone: (801) 960-1620

New Vista

1161 East 300 North
Provo, UT 84606
Phone: (801) 373-4765

Parkview

1161 East 300 North
Provo, UT 84606
Phone: (801) 373-4765

Payson Family Clinic

285 N 1250 E
Payson, UT 84651
Phone: (801) 852-3805

Provo Family Clinic

1165 East 300 North
Provo, UT 84606
Phone: (801) 377-1213

Supported Housing Services

580 East 600 South
Provo, UT 84606
Phone: (801) 373-7443

Stride

Provo Family Clinic
1165 East 300 North
Suite 200
Provo, UT 84606
Phone: (801) 373-4765

XCEL

1161 East 300 North
Provo, UT 84606
Phone: (801) 520-3779

Vantage Point

1189 East 300 North
Provo, UT 84606
Phone: (801) 373-2215

Wasatch County Family Clinic

55 South 500 East
Heber, UT 84032
Phone: (435) 654-3003

Wasatch House

605 East 600 South
Provo, UT 84606
Phone: (801) 373-7440

WATCH

299 East 900 South
Provo, UT 84606
Phone: (801) 852-3779

Wellness Recovery Clinic

580 East 600 South
Suite 200
Provo, UT 84606
Phone: (801) 852-3789

Westpark Family Clinic

750 North Freedom Blvd.
Suite 100
Provo, UT 84601
Phone: (801) 373-4760