



Embracing Wellness

2019 ANNUAL REPORT

Wasatch Mental Health Services

Special Service District



**Commissioner
William Lee
Board Chair**



**Commissioner
Nathan Ivie
Board Member**



**Commissioner
Tanner Ainge
Board Vice Chair**

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 are directly responsible for the provision of community mental health services in Utah County, the Authority 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 Watch Clinic, Vantage Point, New Vista, Aspire Youth Services, Early Psychosis program, Jail Transition Program, School Based Services, and Mobile Crisis Outreach Team 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.

TABLE OF CONTENTS

WMH Authority Board	2	Crisis	40
Table of Contents	3	Intensive Residential Treatment	41
Organizational Chart	4	Inpatient Psychological Services	42
Message from the Executive Director	5	Clinical & Community Services Division	43
WMH Facilities	6	Westpark Family Clinic	46
WMH at a Glance	7	Care Team Service	48
State Mandated Services	8	Psych. Assessment Services	49
Volunteer Hours	9	Medication Management	50
Center-wide Highlights for FY19	10	Wasatch House	51
Center-wide Goals for FY20	11	WATCH/ JRI	52
Demographic & Performance Data	12	Supported Housing Services	53
Fiscal and Administrative Services	13	Mountain Peaks	55
Care Management Services	17	American Fork Family Clinic	56
Clinical Performance & Compliance	20	Payson Family Clinic	57
Support Services	21	Wasatch County Family Clinic	58
Human Resources	22	Wasatch Mental Health Directory	59
Crisis & Intensive Services Division	25		
New Vista	27		
Aspire	29		
Provo Family Clinic	31		
Stride & XCEL	32		
GIANT Steps	33		
Vantage Point	34		
CY FAST	36		
PREP	38		
Bridge Team	39		



Wasatch Mental Health



**Wasatch Mental Health
Services
Special Service District**

Authority Board
Utah County Commissioners
William Lee, Chair
Nathan Ivie
Tanner Ainge

Executive Director
Juergen Korbanka, Ph.D.

Executive Assistant
Marilyn Sanders

Advisory Board

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

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

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

Human Services Director
Albert Foster, MSHR

**Division Director
Crisis & Intensive Services**
Catherine Johnson, LCSW

**Division Director
Clinical & Community**
Randy Huntington, LCSW

Medical Director
Tim McGaughy, MD

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

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

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

- Aspire
- Crisis Services
- Dixon Integrated Clinic
- XCEL Day Treatment
- Family Preservation and In-Home Services
- GIANT Steps - Autism
- Grandfamilies
- Intensive Residential Treatment
- Juvenile Receiving Center
- New Vista Youth Day Treatment
- Prevention and Recovery for Early Psychosis (PREP)
- Respite
- School-based Services
- Strengthening Families
- Stride Day Treatment
- Youth Case Management
- Youth Outpatient Services
- Youth Residential Treatment
- Youth Services Center

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

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

MESSAGE FROM THE DIRECTOR



Juergen Korbanka, Ph.D.
Executive Director

We present the annual report of Wasatch Mental Health Services Special Service District (WMH) 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), Tanner Ainge (vice-chair), and Nathan Ivie show exceptional support and a strong commitment to our mission and goals. Their service on our Authority Board is greatly appreciated.

In January 2019, we re-aligned our clinical service divisions to better reflect their respective community services and to balance managerial assignments. The new divisions are: Crisis and Intensive Services Division and Clinical and Community Services Division. This re-organization reflects our goal to provide access for the entire community and all age ranges at all of our locations.

Our crisis and emergent services implemented a Mobile-Crisis-Outreach-Team to fidelity for both, Youth and Adult clients. This team, consisting of licensed clinicians and Peer Specialists, is able to respond to mental health emergencies within the community thus providing timely and less intrusive interventions.

Clinical services benefitted from a grant enabling us to develop a dedicated integrated mental health and physical health team in collaboration with Mountainlands Community Health Services. This team will facilitate access for much needed behavioral AND physical healthcare services for those in need.

Our customer care initiative focused on developing a text reminder system allowing us to connect with clients to remind them of appointments. This has led to a decrease in failed appointments and better utilization of our staff resources.

The addition of a dedicated manager over Clinical Performance and Outcomes is geared towards increasing our clinical outcomes with an increased focus on providing assistance to those clients who are not progressing along a predicted trajectory. The development of a clinical consultation and supervision model will facilitate the identification and targeted treatment of select clients.

Medicaid Expansion, enacted in April, 2019, led to a significant increase in the demand for services requiring us to adjust our staffing patterns. Due to the funding model of the Medicaid Expansion in Utah, we will have increased opportunities to work towards a more integrated model with the Accountable Care Organizations in Utah.

For 16 consecutive years, WMH has increased the number of residents served. In 2019, the number of clients served increased slightly from 10,543 in 2018 to 10,659 in 2019.

Goals for 2020 include continuing to enhance our integrated care model in collaboration with the Accountable Care Organizations, further implementation of our clinical consultation and supervision process, and the transition to a State wide Crisis line to respond to emergent phone calls.

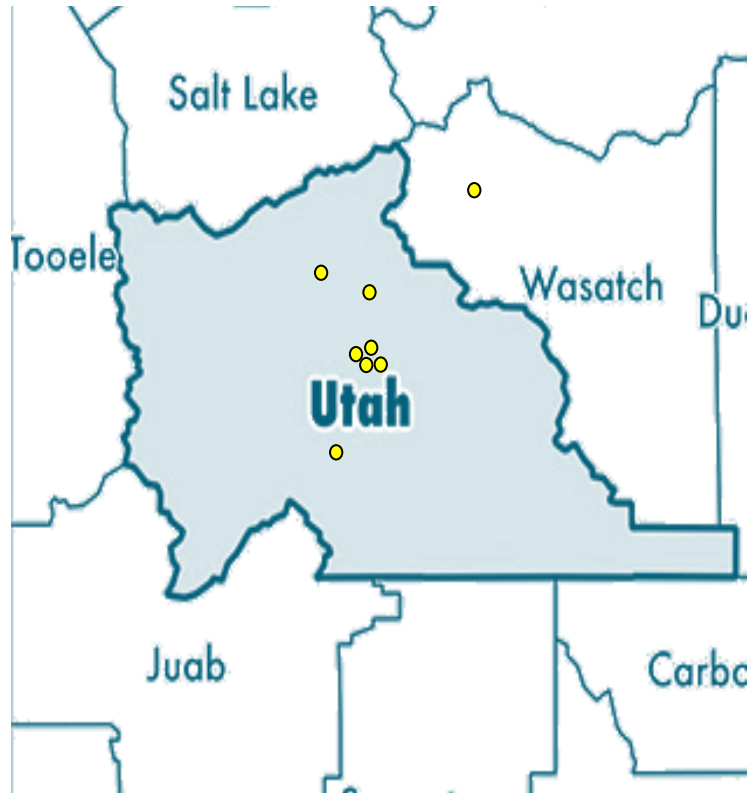
Thank you for a successful 2019!

Sincerely,

A handwritten signature in black ink, appearing to read "J. Korbanka".

Juergen E. Korbanka, Ph.D.

WMH FACILITIES IN UTAH & WASATCH COUNTY



Provo

Westpark Campus

Westpark Family Clinic
Psychological Assessment
Services
Administration
Medical Management Services

Parkview Campus

Provo Family Clinic
Stride
XCEL
Vantage Point
Recovery Outreach Center &
Crisis Services
Intensive Residential Services
New Vista

South Campus

Mountain Peaks Family Clinic
Supported Housing Services
WATCH

Wasatch House Campus

Wasatch House (AKA Club
house)

Orem

Aspire
GIANT Steps Autism Pre-
School (various locations)

American Fork

American Fork Family Clinic





















Payson

Payson Family Clinic

Wasatch County: Heber City

Wasatch County Family Clinic

WASATCH MENTAL HEALTH AT A GLANCE

<p>52 Years of Service in Mental Health</p> 	<p>28 Programs Offered</p> 	<p>10,659 clients served</p> 	<p>6,772 New Admission Clients</p> 	<p>681 Individuals provided service in WCFC</p> 
<p>7 times featured in News/ Media</p> 	<p>90,605 times our website has been visited</p> 	<p>3,405 people in Utah County were trained for Suicide Prevention</p> 	<p>812 police officers trained in CIT Academy</p> 	<p>\$28,000 raised by GIANT Steps auction</p> 
<p>6 total GIANT Steps classrooms for children with autism</p> 	<p>236 gifts provided by Sub for Santa</p> 	<p>65 families received services through Grandfamilies</p> 	<p>1,644 volunteer hours were contributed</p> 	<p>\$32,000 raised by the Commissioner's Cup</p> 
<p>110 Presentations given to the community for mental health awareness</p> 	<p>234 individuals were provided with vocational training</p> 	<p>6 pre-doctoral interns graduated from our APA accredited program</p> 	<p>\$1 million dollars of services provided to the uninsured</p> 	

STATE MANDATED SERVICES

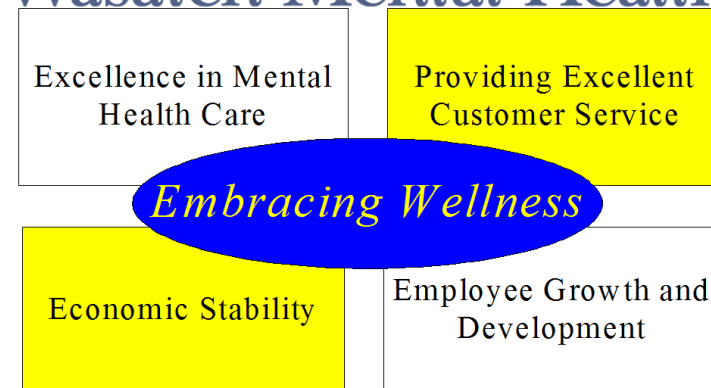
- Inpatient Care and Services
- Residential Care and Services
- Outpatient Care and Services
- 24-Hour Crisis Care and Services
- Medication Management
- Psychosocial Rehabilitation, Including Vocational Training and Skills Development
- Case Management
- Community Supports, Including In-home Services,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



Wasatch Mental Health



VOLUNTEERING AT WASATCH MENTAL HEALTH

During FY 2019, volunteers contributed **1644 hours** of service in thirteen programs at WMH. Volunteers include students from Brigham Young University, Utah Valley University, community colleges, and the Utah County community.

The programs that volunteers donate their time in are:

1. GIANT Steps
2. Vantage Point
3. School Based Services
4. Stride
5. XCEL
6. Wasatch House
7. Grandfamilies
8. Wasatch County Family Clinic
9. Strengthening Families
10. Provo Family Clinic
11. American Fork Family Clinic
12. Payson Family Clinic
13. Westpark Family Clinic

Our “Friends of Wasatch Mental Health” Advisory Board donated **333 hours**.

FY 2019 Citizen’s Advisory Board Executive Committee

Julia Currey —Advisory Board Chair

Richard Petersen —Advisory Board Vice Chair

Mark Crosby —Adult Committee Clubhouse Advisory Chair

Brenda Chabot—Youth Committee Chair

Alexander Gray—Youth Committee Vice Chair

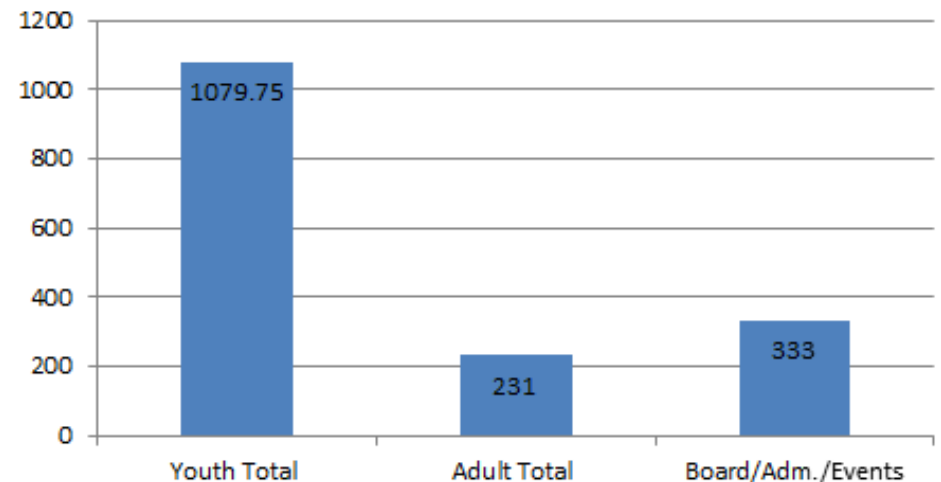
Amy Glenn — Friends of GIANT Steps Chair

Don Fairchild— Foundation Chair

Sunny Todhunter— Foundation Trustee

Todd Phillips—Foundation Trustee (WMH CFO)

FY19 Volunteer Hours



CENTERWIDE HIGHLIGHTS FOR FY19

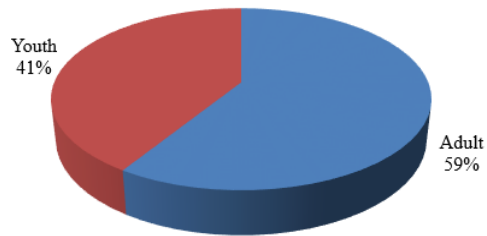
- Implemented Mobile-Crisis-Outreach-Team (MCOT) to fidelity to respond to mental health emergencies in the community
- Increased school based services team by 80% from 6 clinicians to 10 to significantly enhance access to services in the schools
- Piloted a text messaging system to notify and remind clients of upcoming appointments to decrease failure rates, increase customer convenience, and increase staff utilization
- Added a manager of Clinical Performance and Outcomes to focus on increasing clinical outcomes
- Developed and piloted Clinical Consultation and Supervision model to improve clinical outcomes for those clients who do not follow a predicted trajectory of improvement
- Re-aligned our clinical service divisions to better reflect their respective community services and to balance managerial assignments. The new divisions are: Crisis and Intensive Services Division and Clinical and Community Services Division. This re-organization reflects our goal to provide access for the entire community and all age ranges at all of our locations.
- Added a 6th Giant Steps pre-school classroom to provide services for children with Autism
- The Commissioner's Golf Cup more than doubled the funds raised for our Giant Steps pre-school program
- Trained almost 3,500 Utah County residents in Suicide Prevention
- Increased our Bridge Team capacity to 65 clients. The Bridge team is a innovative team approach to treat individuals suffering from a serious and persistent mental illness in the community.
- Obtained a grant enabling us to develop a dedicated integrated mental health and physical health team in collaboration with Mountainlands Community Health Services. This team will facilitate access for much needed behavioral AND physical healthcare services for those in need.
- Collaborated with the Division of Substance Abuse and Mental Health (DSAMH) and the Utah Behavioral Healthcare Committee (UBHC) on a study to predict utilization patterns for youth and adult clients. This study has significant implications for assessing clients and developing targeted and client specific treatment plans.
- Obtained a three year accreditation for our Clubhouse (a psychosocial rehabilitation program geared towards assisting individuals with a serious mental illness to re-integrate into the community and work life)
- Mountain Peaks, a clinic dedicated to provide services to those carrying commercial insurance and self-pay experience a 26% growth
- Provided over \$1 Million worth of services to those who are under- or uninsured
- Experienced significant increase in demand in services after the implementation of the Medicaid Expansion in April

CENTERWIDE GOALS FOR FY20

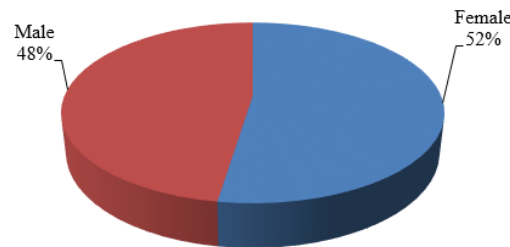
- Increase collaboration with the Accountable Care Organizations to further integrate behavioral health and physical healthcare services
- Explore opportunity to develop a Receiving and Crisis Stabilization Center for the community
- Further implement the Clinical Consultation and Supervision model to enhance clinical outcomes and develop staff competencies
- Obtain Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation for our Aspire Academy, a youth residential treatment facility
- Explore possible locations and secure land in the North County for future development

DEMOGRAPHIC & PERFORMANCE DATA

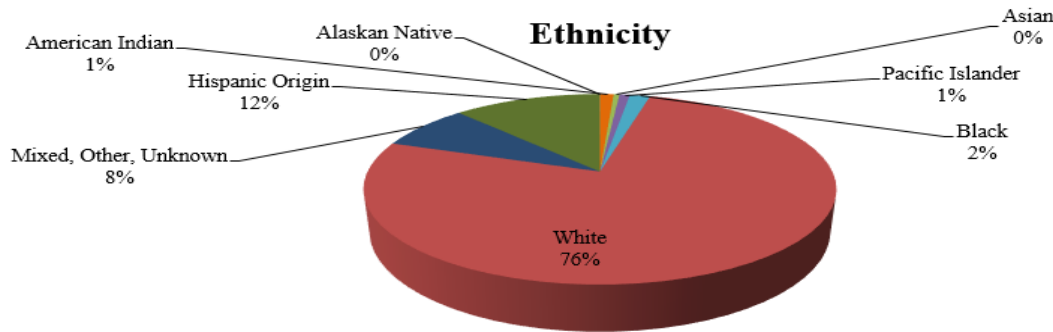
Unduplicated Clients Served



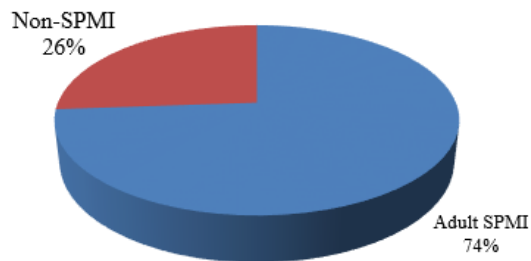
Male and Female Clients



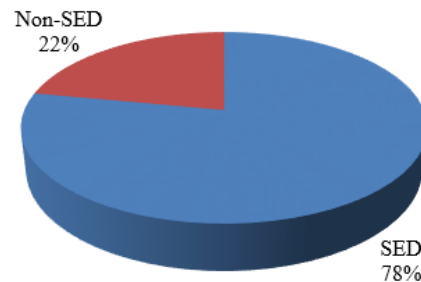
Ethnicity



SPMI Adult Clients



SED



*SPMI—Adults, identified as Seriously Persistently Mentally Ill (SPMI)
 ** SED—Children, identified as Seriously Emotionally Disturbed (SED)

Number of New Admits	6,772
Number of Patients Served	10,659
Inpatient Admissions	610
Inpatient Unduplicated Admissions	387

TREATMENT (HOURS)

Evaluation/ Testing	17,339
Individual/ Family Treatment	52,025
Group Treatment	26,179
Med. Management MD (encounters)	14,424
Med. Management RN (encounters)	26,569
Skills Development- Adult	64,013
Skills Development- Youth	87,940
Behavior Management	81,556
Case Management	39,104
Peer Support Services	1,752
Psych. Testing	5,328
Substance Abuse	3,530
Mobile Crisis Outreach Team (MCOT)	15

BED DAYS

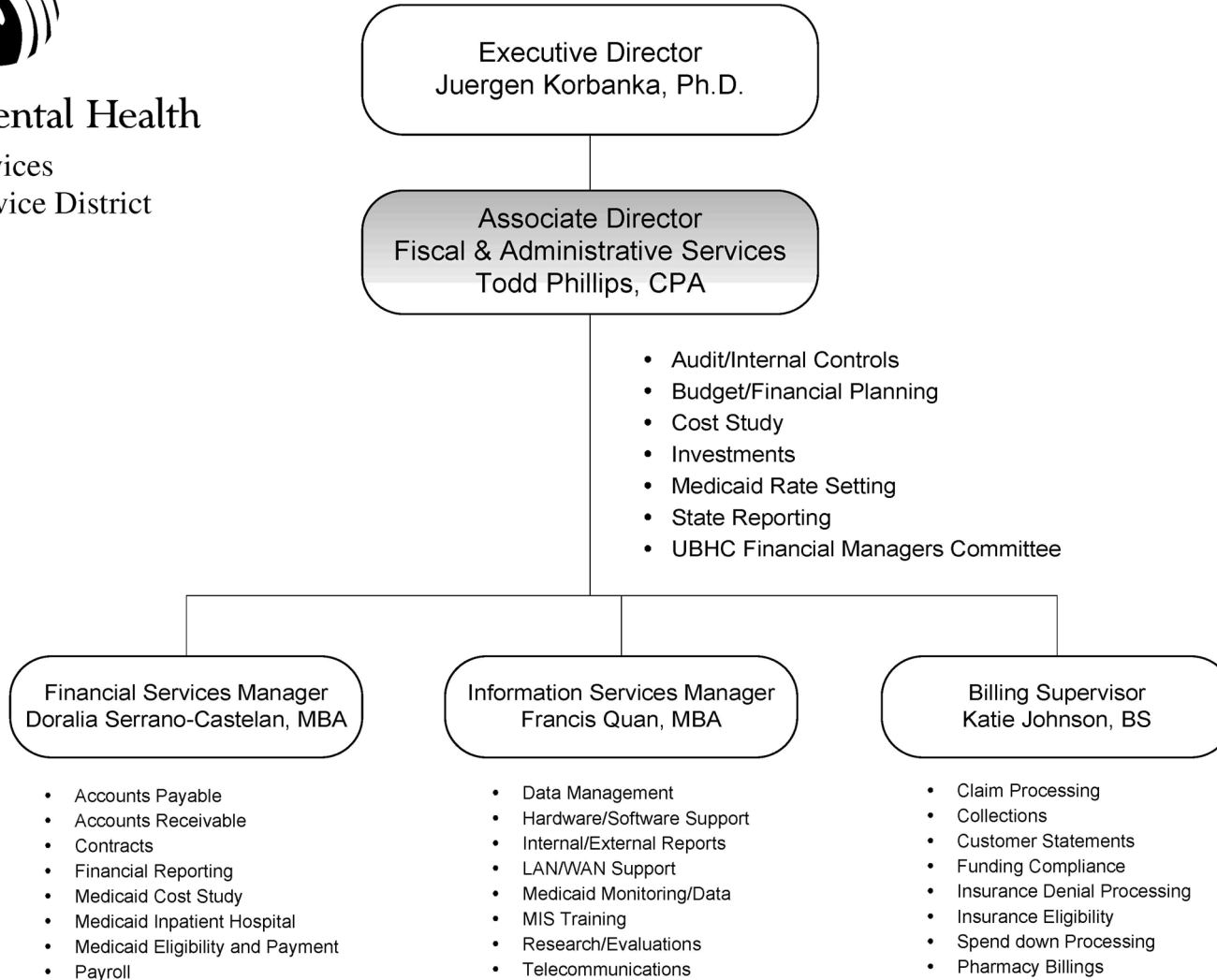
Inpatient	2,488
Independent Housing	22,321
Adult Residential Supportive (SRT)	9,735
Adult Residential Intensive (IRT)	4,092
Vantage Point	3,401
Aspire	4,188

Total Bed Days	46,225
-----------------------	---------------

Fiscal and Administrative Services



Wasatch Mental Health
 Services
 Special Service District



FISCAL AND ADMINISTRATIVE SERVICES



**Todd Phillips, CPA
Chief Financial Officer**

Program Overview

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

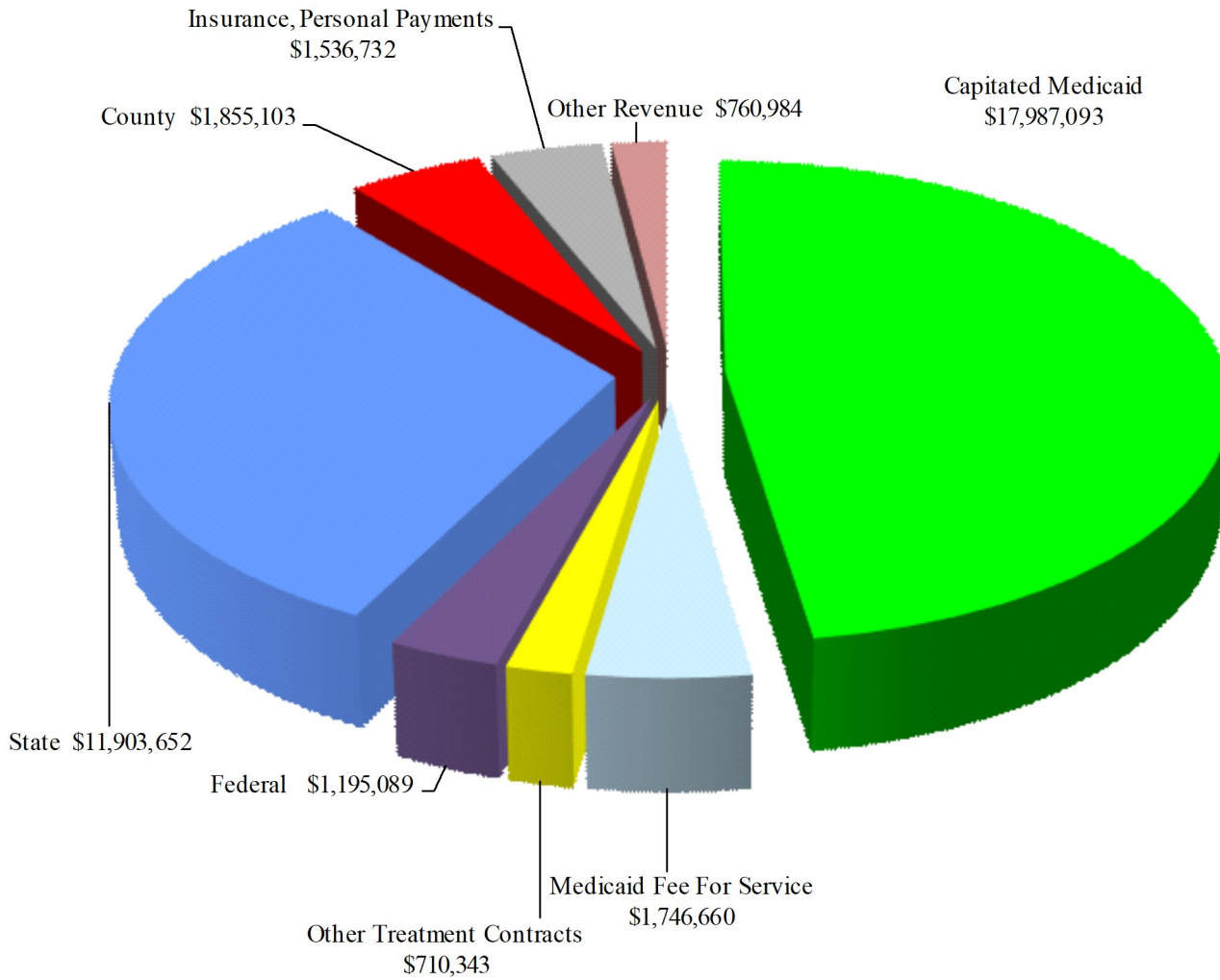
Highlights for FY2019

- Improvements to our information systems network including updating the server operating system and implementing new anti-virus software
- During FY2019 the Information Technology (IT) team was able to maintain a 99%+ uptime for the network and all servers
- Installed new backup cooling system in the server room
- Increased first third party payment collections 12% from the previous fiscal year
- Implemented validation in Junction to prevent overlapping times and services for providers and clients.
- Activated capability for providers to be notified via text message that their clients were present for an appointment, allowing notification to take place regardless of location of provider
- Validation added to Junction to ensure clients are SMI/SPMI when providers provide TCM services
- Modified our client payment recording process to improve processing speed
- Added staff resources to contract billing effort, modified assignments to allow for more timely billing
- Completion of the annual independent audit, annual review by the Division of Substance Abuse and Mental Health, and the Medicaid cost study with clean reports in all cases

Goals for FY2020

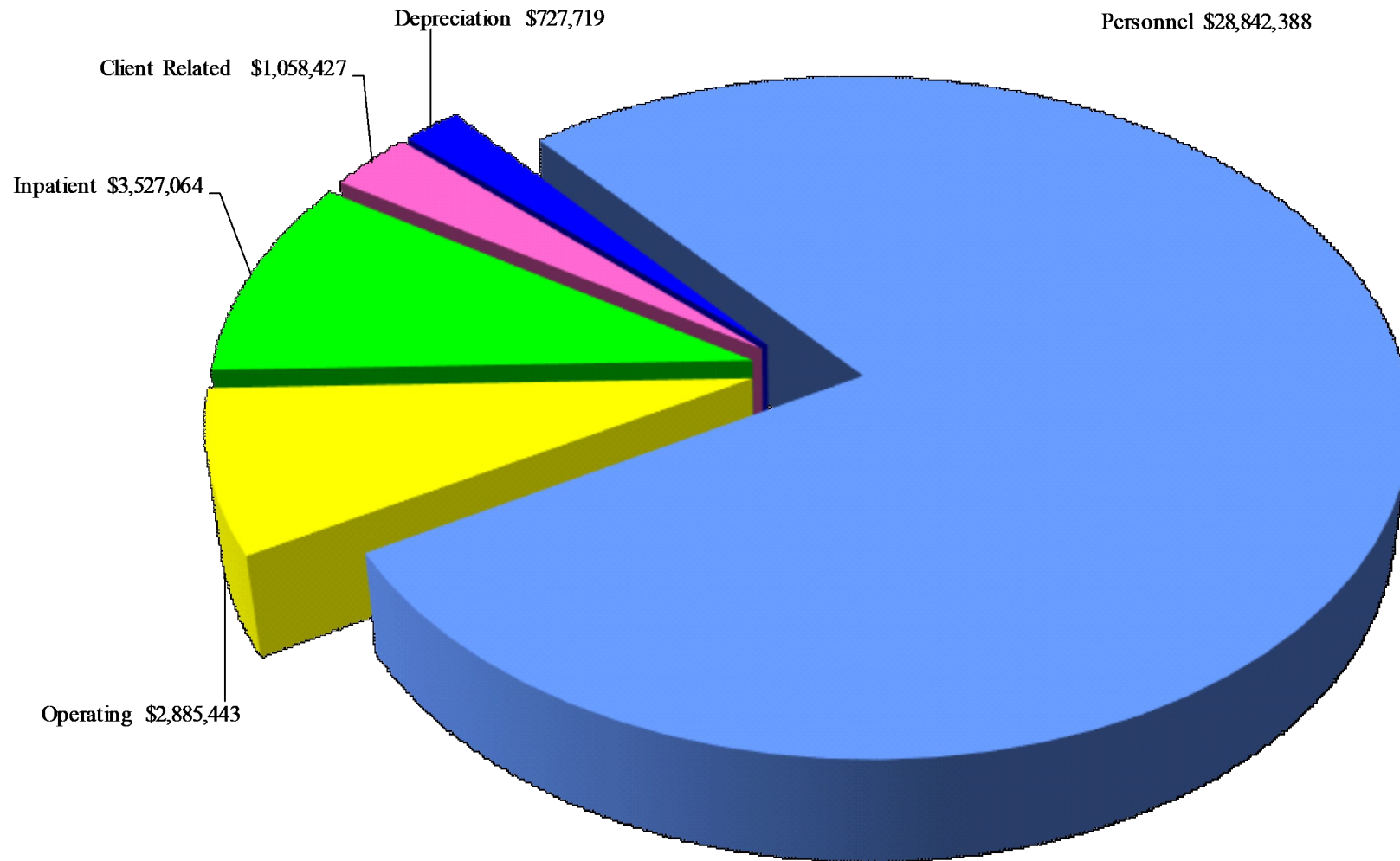
- Expand texting between clients and Care Team Assistants (CTA) center wide to allow for instant communication with clients instead of just relying on phone calls
- Complete new Junction Skills Development Module
- Continue to work with Junction programmers as they program, enhance and replace all billing modules
- Implement new paperless accounts payable system
- Migration of fixed asset tracking system to Microsoft Dynamics GP

FY 2019 Total Revenues By Source \$37,695,656



FY2019 Expenditures

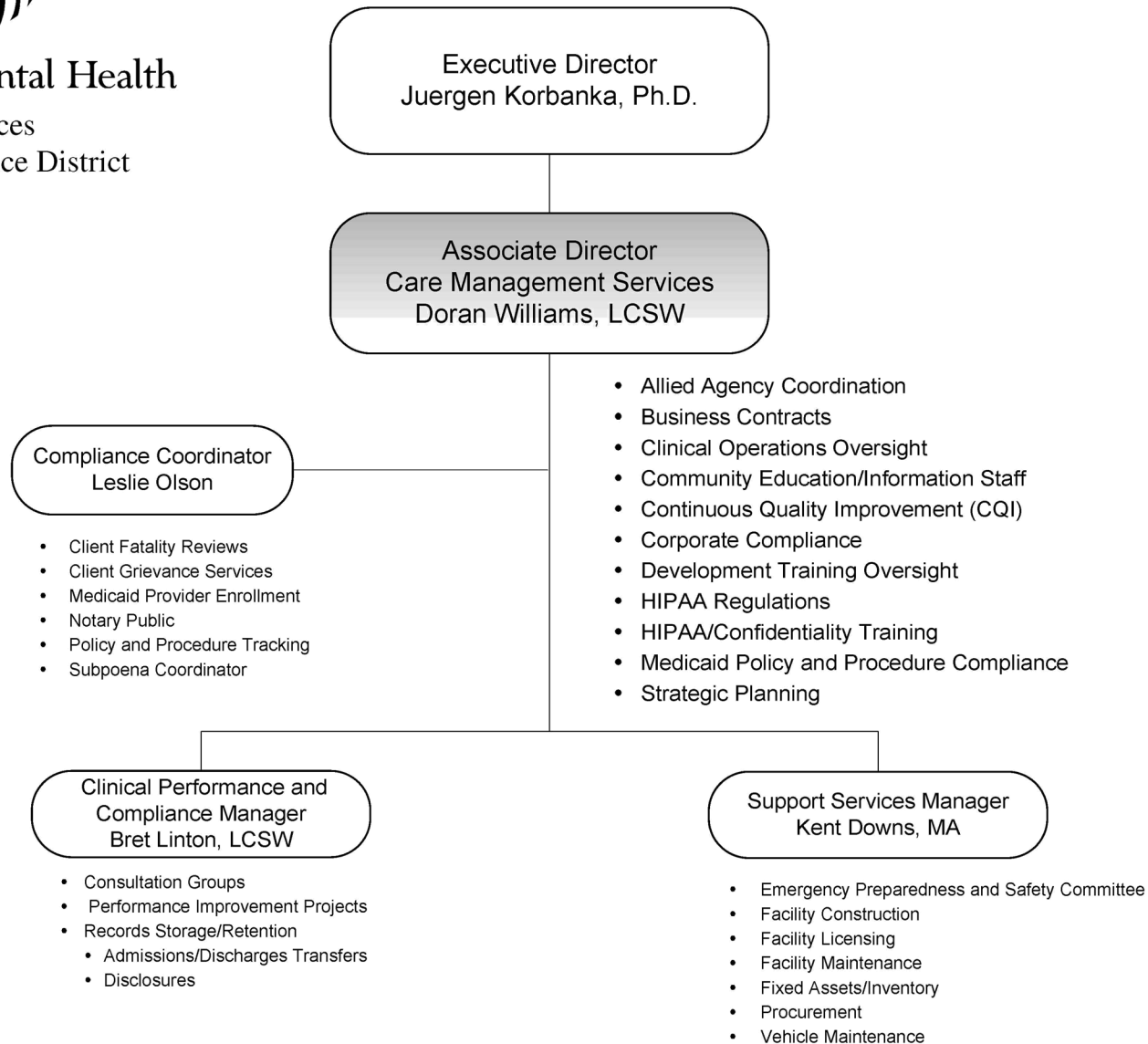
\$37,041,043





Wasatch Mental Health
Services
Special Service District

Care Management Services



CARE MANAGEMENT SERVICES



Doran Williams, LCSW
Associate Director

Program Overview

The Care Management Services Department is directed by Doran Williams, LCSW, who oversees and manages the operations of WMH's Corporate Compliance Program, Health Insurance Portability and Accountability Act (HIPAA), Contract Management, Social Media presence of WMH internal and external, Quality Assurance Programs, Facilities, Vehicles, 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) and maintaining HIPAA compliance
- 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 Tweeter
- WMH's website content: Wasatch.org
- Service Projects

Highlights for FY19

- Provided HIPAA training to various departments
- Coordinated Clinical Improvements into our electronic health record called "Junction"
- Hired a clinical performance and compliance manager
- Trained staff on SMART goals, Y/OQ and TSM tools, and other trainings
- Did facility upgrades to improve the environment for WMH staff and clients
- Hired a Program Manager over WMH's clinical outcomes to focus on the Y/OQ Consultation project to improve
- WMH's outcomes with clients and staff.
- WMH has increased its social media presence on the various social media platforms for internal and external presence.

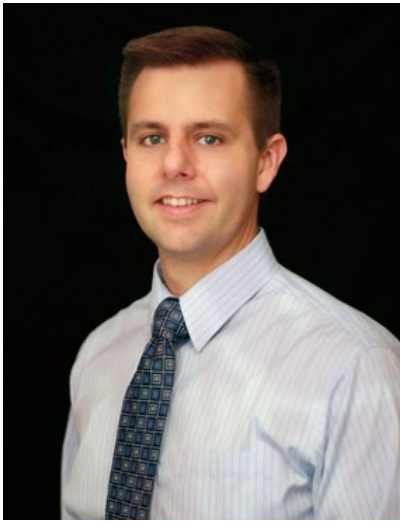
CARE MANAGEMENT SERVICES

(continued. . .)

Goals for FY20

- Focus on training of new and existing staff to improve the quality of consumer and provider participation in collaborative documentation
- Continue to ensure that Wasatch Mental Health's (WMH) buildings, vehicles, and facilities are maintained and represent WMH in a positive manner to provide a comfortable and respectful place for recovery to happen
- Improve our social media presence with the community and within WMH
- Focus on suicide prevention efforts within Utah and Wasatch Counties by participating in suicide prevention efforts within Utah and Wasatch
- Continue to train and retrain staff on use of suicide screening tools through the Y/OQ process, the Columbia Suicide Severity Rating Scale and Safety Planning
- Remodel Vantage Point to make it more trauma informed for clients and staff
- Upgrade "Junction" to improve the client and staff experience to improve treatment
- Engage OQ Measure and the developers of the Y/OQ to join us in the Y/OQ outcome improvement project at WMH.
- Increase the way the clients can take the Y/OQ

CLINICAL PERFORMANCE AND COMPLIANCE



**Bret Linton, LCSW
Program Manager**

Program Overview

The clinical performance and compliance program is a new endeavor at Wasatch Mental Health that officially began in March of 2019. It is comprised of one program manager who works with other departments throughout the center and across both clinical divisions to improve the quality and effectiveness of the clinical services that Wasatch Mental Health provides to its clients and to ensure that the agency is meeting the requirements and recommendations of oversight and accrediting bodies including the Utah State Division of Substance Abuse and Mental Health. Current initiatives include ongoing development and implementation of Wasatch Mental Health's clinical consultation and supervision models, staff training and development, and the modification and streamlining of clinical processes to better meet client needs.

Highlights for FY 2019

- Increased membership in clinical consultation teams to the current level of having five fully functioning teams
- Developed fidelity tools to ensure that the Wasatch Mental Health clinical consultation model is being implemented as designed
- Conducted periodic orientations for new and more experienced staff to train them in the interpretation of the Y/OQ instruments and in how to use them as evidence based practices
- Conducted periodic trainings in the use of S.M.A.R.T (Specific, Measurable, Achievable, Realistic, and Timely) objectives to meet DSAMH recommendations and increase client and clinician focus on progress in treatment

Goals for FY 2020

- Maintain a high level of OQ/YOQ collection and utilization agency wide
- Increase the frequency with which clinicians discuss outcome measures (such as the Y/OQ) with their clients
- Train all new staff in the use of the Y/OQ and S.M.A.R.T Objectives
- Increase clinical support tool utilization agency wide
- Increase fidelity to the Wasatch Mental Health clinical consultation model as evidenced by high levels of consultation group attendance, increased frequency of tracking sheet usage, and increased frequency of session recording
- Reduce barriers to Y/OQ utilization by developing and implementing tools that assist clients in taking outcome measures in ways that are convenient to them
- Fully implement Wasatch Mental Health's clinical supervision model
- Develop and implement data-driven approaches to better match Wasatch Mental Health assessment and treatment planning processes with client needs and preferences

SUPPORT SERVICES



**Kent Downs, MA
Program Manager**

Purchasing and Fixed Asset Management: The 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 maintenance and grounds keeping of approximately 15 different buildings/locations. The maintenance team consists of 4 full time employees and 1 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 at least one significant remodeling or new construction project going on somewhere throughout the center.

Fleet Services: Wasatch Mental Health owns and operates 56 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 consists of 1 full time employee and 1 part time staff member. This 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, 2018 and are on track to receive it again in 2019.



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 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 FY19

- Recruited, hired and oriented 129 employees and interns - processed 118 separations
- Recertified all National Health Service Corps (NHSC) sites and improved our score from 11 to 17
- Implemented a new training program for supervisors and managers. Taught 3 classes with a total of 47 employees being trained
- Implemented a new shift differential for holidays, nights and weekends for our on call and shift schedules
- Conducted a "stay interview" survey with our professional staff
- Improved and made modifications to several employee policies

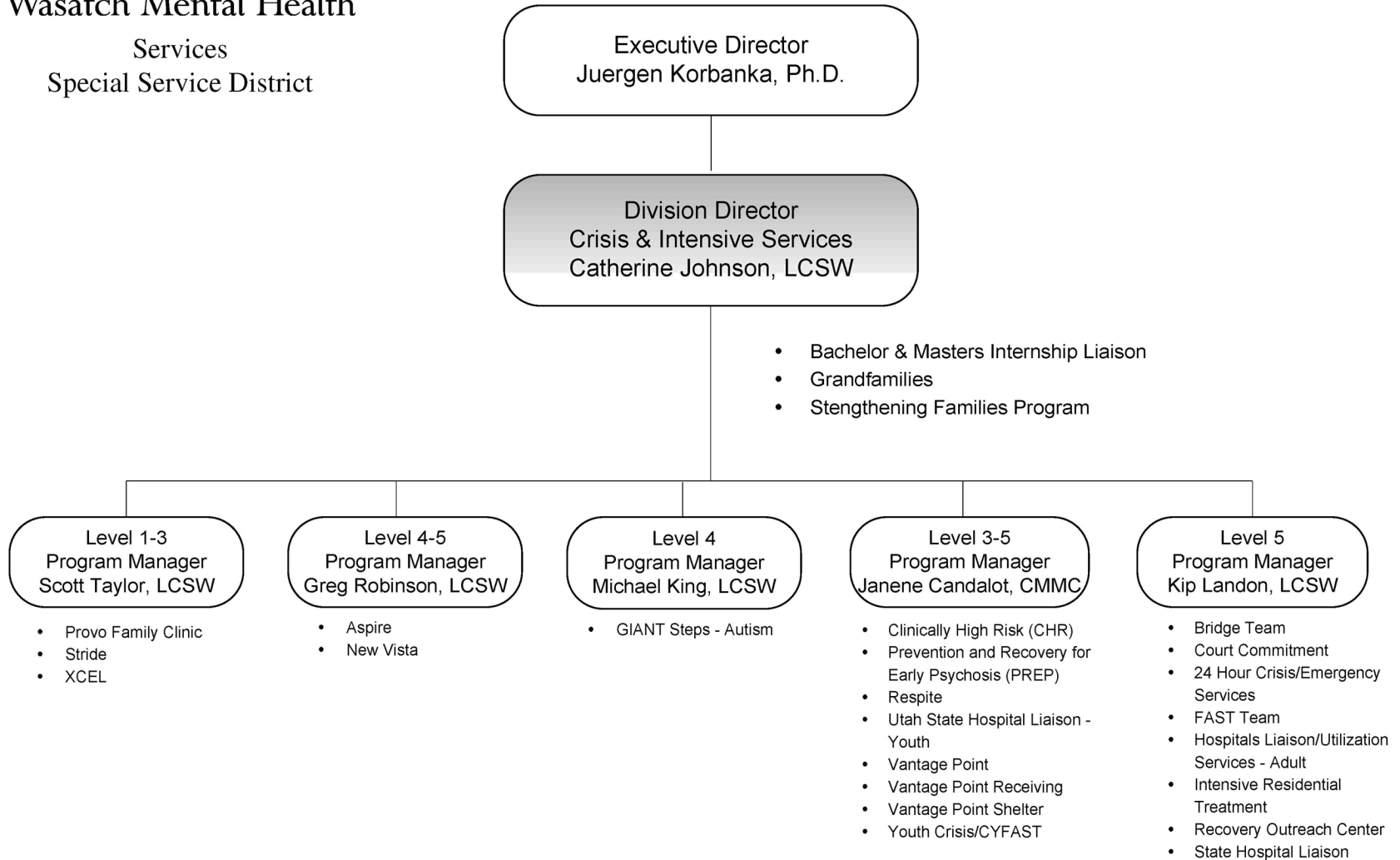
Goals for FY20

- Replace our existing electronic employee filing repository with a more user friendly system
- Replace our existing employee performance management system and overhaul the evaluation process
- Continue the supervisor/manager training program and offer new topics
- Develop an HR webpage to house a convenient location for documents, forms, and notices
- Increase employee awareness and use of Mountainlands 340b pharmacy pricing to help lower our medical loss ratio
- Attend at least 4 career fairs with local universities to promote job opportunities

Crisis & Intensive Services



Wasatch Mental Health
 Services
 Special Service District



CRISIS AND INTENSIVE SERVICES DIVISION



**Catherine M. Johnson, LCSW
Division Director**

Program Overview

Crisis and Intensive Services consist of the following programs:

Provo Family Clinic	Intensive residential treatment (IRT)
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	24-HOUR crisis Services and Recovery Outreach Center (ROC)
Bridge Team (an ACT-like Model)	Mobile Community Outreach Team (MCOT)

Highlights for FY19

- The two divisions were re-aligned with Crisis Services being added to the Division housed on the Parkview campus
- A sixth GIANT Steps classroom was opened and fully operational in Spanish Fork at Canyon View Elementary School
- The Vantage Point kitchen remodel was started in June
- The PREP team has initiated services for youth with Prodromal symptoms (CHR)
- Provided services to over 65 people through the Grandfamilies Program, and have over 450 participants in the Friend to Friend activities
- Presented the Everyday Strong presentation to over 300 community members
- 50 employees have been trained in Youth Mental Health First Aid
- The annual Friends of GIANT Steps Charity Dinner and Auction was held March 21, 2019 in the Historic Provo City Library Ballroom which raised over \$21,000 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
- Presented information, education, and resources through community presentations and trainings over 75 times this year with topics including: 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 (PTSD), hoarding, commitment process, healthy parenting, marital support and family counseling, Grandfamilies, and Autism Spectrum Disorder among many others. Some of these groups included: health care professionals, law enforcement, Division of Child and Family Services (DCFS), University of Utah, Utah Valley University and Brigham Young University, elementary, junior and senior high schools, faith based organizations, radio, TV and newspapers

CRISIS AND INTENSIVE SERVICES DIVISION

(continued. . .)

Goals for FY20

- Remodel of the Vantage Point kitchen will be completed
- Replacement of the bathrooms at Vantage Point will be completed
- Explore Vantage Point expansion
- Explore the possibility of providing services through a Receiving Center
- Build a Receiving Center
- Develop a Grandfamilies Advisory Board
- Expand the Youth Advisory Board to include youth
- 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 (FRF)
- 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

NEW VISTA DAY TREATMENT



**Greg Robinson, LCSW
Program Manager**

Program Overview:

New Vista is a day treatment program. In FY19 we served both male and female clients taking advantage of the opportunity to work through the traumas that may be the triggers to their inappropriate behaviors. Many of these youth are dealing with their traumas through inappropriate sexual behaviors, self-harm and damaged relationships. They participate in group therapy 5 to 6 times per week and staff led YSD (Youth Skills Development). We have had a very strong relationship with Provo School District as our youth have attended their schools for over 25 years. We served 139 unduplicated clients in FY19 which is 10 more than FY18. We average 158 hours of individual therapy per month and 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 472 hours of group therapy and 1,316 hours of total services per month.

Highlights: Reaching New Vistas in FY19

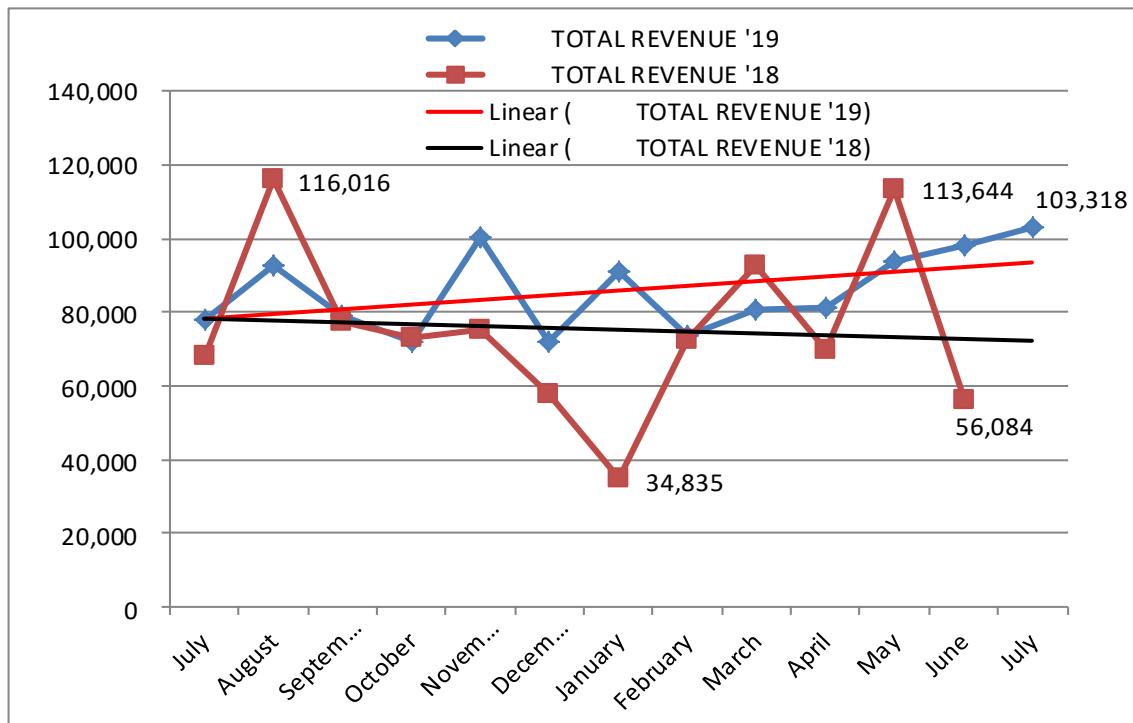
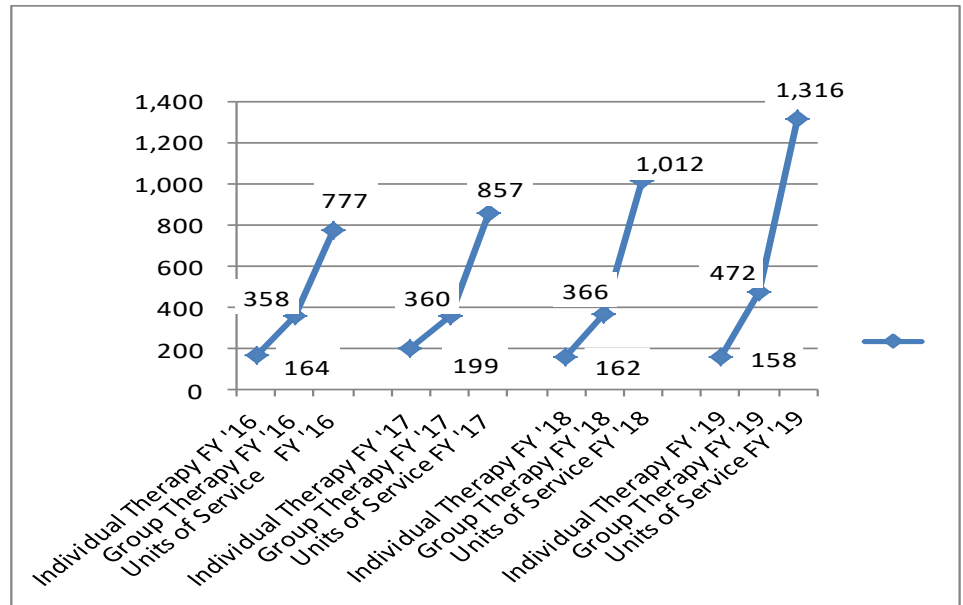
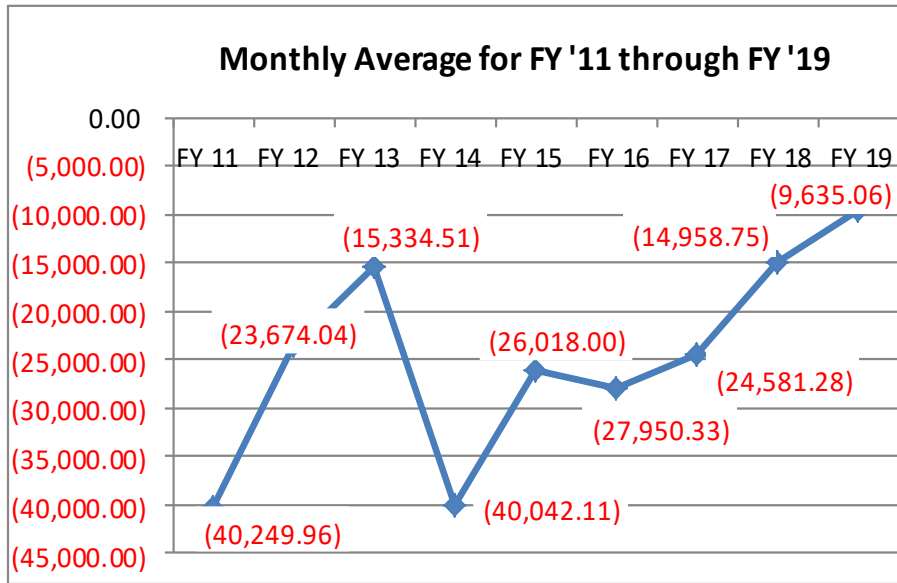
- Most successful fiscal year since prior to FY11
- Provided unique art exhibit for both Critical Issues Conference and the Promising Youth Conference (These are trauma focused and received much deserved recognition for their efforts and risks)
- Held our annual talent show where the youth share their talents and really take some very personal risks in front of a larger group
- Youth worked hard on writing and communicating their story/narratives of the trauma they have experience through performing skits that they shared with the other youth, their parents, case workers, and other WMH staff
- Our revenue stream steadily improved throughout FY19 which was the best we had ever seen
- Our key indicators improved significantly over all previous years

Goals for FY19: The Best is Yet to Come

- Continue to improve our financial position by decreasing our deficit
- 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 clients served by 5 clients during the year.



NEW VISTA DAY TREATMENT



ASPIRE YOUTH SERVICES

Program Overview

Aspire Youth Services is a 14 bed “High Needs Mental Health Program” for adolescent females ages 12 to 18 years. Our girls are in DHS/DCFS/DJJS custody of the State of Utah. The girls we serve require intensive psychiatric, behavioral, medical and other structured rehabilitative interventions which include continuous monitoring. These girls struggle with emotional regulation, distress tolerance, and interpersonal effectiveness manifest by insecure attachments, lack of trust, poor relationship skills, self harming with frequent suicidal behavior and intent, and little or no family stability. Our line staff also engage the girls in groups that address coping and stress management skills to help them manage their struggles as described above. Throughout all of this we focus on addressing the girls’ trauma issues which include physical and sexual abuse, neglect, attachments issues, as well as self inflicted traumas such as self-harming and suicidal behaviors. We use evidence based practices such as EMDR and DBT in our treatment.

Aspire At It’s Best in FY’19

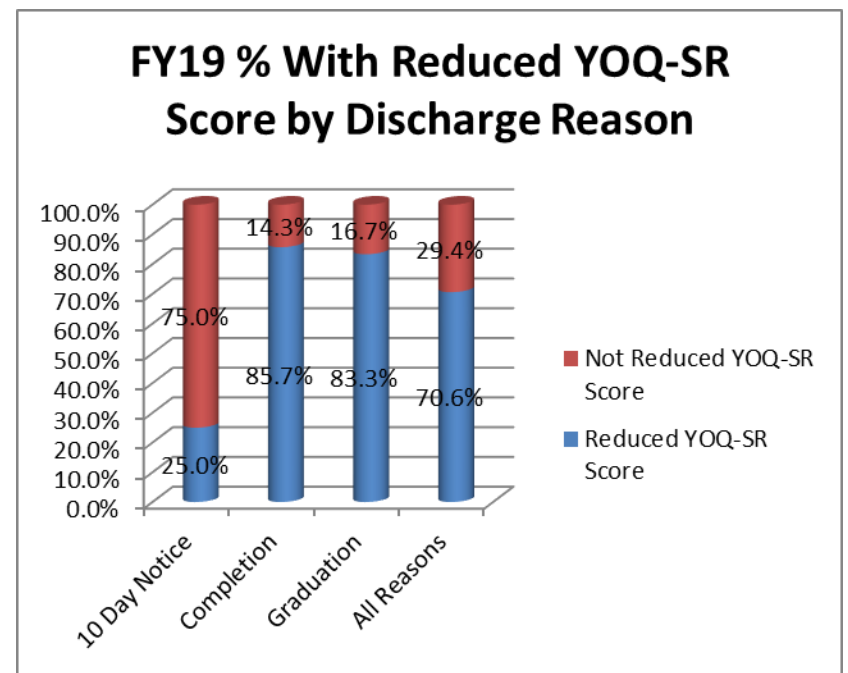
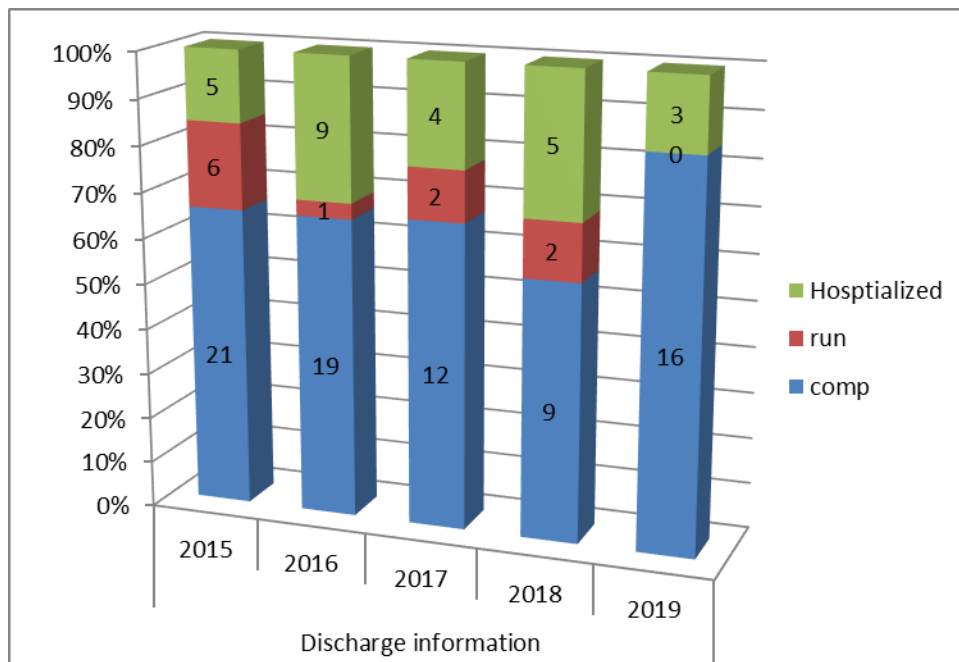
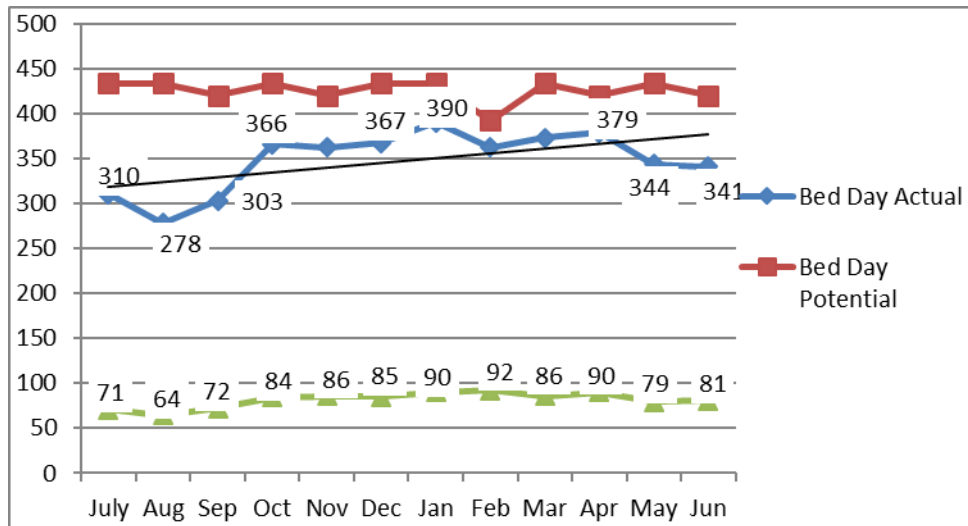
In FY19 we have averaged 82% occupancy which is a significant increase from FY18 by 71% averaging to about 11.5 girls per day. FY19 tied with FY16 for the highest average bed occupancy since we opened in January, 2014. Our trend line increased significantly in FY19.

In FY19 we had 19 girls admitted to the program and we had 16 girls discharged through graduation or completion of the program. Of all the girls who left Aspire in FY19, 84% (16) completed their program. We had three girls who required hospitalization, and for the first time since we opened we didn’t have any girls run away from our program.

YOQ: Our girls who completed/graduated from Aspire all showed significant improvement in their YOQ scores during FY19.

Goals for FY20

- Amplify our name recognition as seen by more service inquiries and referrals to Aspire
- Enhance family involvement through Tele-Health and on-site family therapy
- Increase program visibility through further communication efforts with case workers, courts and other power brokers.



PROVO FAMILY CLINIC



**Scott Taylor, LCSW
Program Manager**

Program Overview

We are a full service outpatient mental health clinic specializing in children and youth and also serving adults. We provide: Individual therapy appropriate for age and therapeutic need; family therapy and group therapy; case management & behavior management; A full spectrum of psychological testing; psychiatric medical care for pediatric and family needs; Therapy and Case Management services that can be arranged in school or home settings; bi-lingual treatment (English and Spanish). We use evidenced based outcome measures (Y/OQ) to track client progress, from a range of expertly provided evidenced based treatment approaches available at Provo Family Clinic.

FY 2019 Highlights

- Added an additional medication prescriber that now allows Friday appointments
- Spanish speaking staff up to 6 therapists, 2 case managers, and a full time CTA, 38% of current clients are Spanish speaking
- **Kept intake appointment rates improved** from 78% in FY17, to 83% in FY18, to **85% in FY19**
- **21,500 appointments** provided during the year and a total of **16,729 hours of service delivery** provided
- 4 additional therapists completed EMDR training making 6 total at PFC
- PFC supervisor became a certified TBRI instructor (Trust-Based Relational Intervention). She has provided 16 hour TBRI trainings to 8 WMH departments and is providing regular TBRI parenting groups for clients
- We provided 1067 encounters at schools

FY 2020 Goals

- Increase intake appointments kept to 87%, and total appointments kept to 85%
- Increase total appointments provided from last year by 500, to total of 22,000
- Increase school based service delivery encounters in schools by 150 to total of 1,217
- Increase knowledge of other WMH departments for all PFC staff

YOUTH PARTIAL DAY TREATMENT PROGRAMS: STRIDE & XCEL

Stride Partial Day Treatment Program Overview:

Stride provides a 5 day a week, 12 week long, after school day treatment program for Elementary School age children ages 5 through 12 with mental health needs. Treatment also includes a monthly parent educational group that compliments 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.

XCEL Partial Day Treatment Program Overview:

XCEL is a 2 day a week after school day treatment program for adolescents ages 12 to 18. Separate A & B tracks allow 2 groups; one on Mondays and Wednesdays, the other on Tuesdays and Thursdays. A 3rd day is offered for select clients on Fridays to assist with clinical needs related to exploring vocational and educational goals. 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 2019 Highlights

- Hired a new Youth Partial Day Treatment Supervisor
- Windsor Elementary hosted our North County Stride program for the first time this summer
- New principal at Forbes Elementary agreed to host North County Stride for a 4th year
- **Unduplicated clients served: Stride: 256, Xcel: 159**

FY 2020 Goals

- Increase average client census in all Stride and Xcel classes
- Break even financially with Xcel and remain profitable with Stride
- Explore possibility for second classrooms for both North and South County programs
- Increase collaboration and communication about Stride and Xcel clients progress with the Primary Service Coordinators

GIANT STEPS



**Michael King, LCSW
Program Manager**

Program Overview

GIANT Steps is a department of the Crisis & Intensive Services Division at Wasatch Mental Health. We offer specialized day treatment services for preschool-aged children diagnosed with Autism Spectrum Disorder. Following our expansion last year, GIANT Steps now has 6 classrooms—each with a capacity of 12 children, serving a total of 72 preschoolers and their families. The program provides a 1:2 ratio of staff to children which delivers intensive and individualized care. We serve children from every school district in Utah County.

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 as part of our collaboration. 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 from FY19

- GIANT Steps successfully started a new classroom in the Nebo School District
- The Annual Utah County Commissioner's Cup generously raised \$32,000 for our program
- GIANT Steps was able to provide services to children on our waiting list as part of an after-school program
- The Friends of GIANT Steps annual charity auction raised the most money ever (almost \$28,000) to support the children served by our program
- By the end of the school year, less than a third of the children we served were rated as having severe autism symptoms compared to over half of clients who had severe symptoms when treatment began
- Of the 72 children in the program, the percentage of children with mild symptoms of autism increased from 10% to 29% as their moderate or severe symptoms decreased
- Following a year in treatment with us, children in the GIANT Steps program averaged an increase of 2 years worth of communication improvement and development
- 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
- GIANT Steps increased services for families who have Spanish as their primary language and we plan to hold more specialized groups offered in Spanish

Goals for FY20

- Increase the number of services offered outside our regular program hours to allow more families access to needed treatment and respite
- 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 their ongoing needs
- Increase the amount of counseling services for children, siblings, and parents involved in the program

VANTAGE POINT



**Janene Candalot, CMHC
Program Manager**

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 a 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.

Vantage Point Highlights

- United Way Day of Caring project connected us with IHC volunteers who came and improved the outside esthetics of the building to give the families a better and more comfortable place to visit
- Kitchen remodel completed
- JJS contract increased to expand 60 day after care services allowing a full time licensed therapist and part time case manager
- Juvenile Court judges made a formal request for Vantage Point expansion
- Community Volunteer Group donated time, materials, and efforts in the remodel of Vantage Point
- We started tracking "Turn Away" numbers this last year to help reflect our capacity

Vantage Point Goals for FY20

- Receive grant in order to expand our drop-in center services to serve our surrounding community better with the homeless youth population
- Expand our bed space from 12 to 24
- Expand our Juvenile Receiving & Drop In Services to American Fork Clinic to better serve North County
- Expand our curriculum delivery from a 7 day program to a 30 day program to accommodate the longer length of stay
- Secure dedicated van for transportation
- Establish a treatment/group room that is "ours" and that helps the youth feel comfortable and is suitably and adequately equipped to help them learn and process
- Focus on transition to adult living and assisting in homelessness issues by helping our youth find suitable and sustainable housing options in our area

VANTAGE POINT

(continued. . .)

INTERESTING DATA

<i>Length of Stay</i>		<i>Suicidal Youth</i>	
Referral from: <u>DCFS</u>	<u>Parents</u>	2017	215
2018 - 4 days	2018 - 2.7 days	2018	180
2019 - 8 days	2019 - 4 days	2019	235
*We believe that due to the higher acuity of the youth we are seeing, it is one of the causes of an increase in length of stay.		<i>Number of Hospital Diversion (youth diverted from going inpatient)</i>	
		2017	78
		2018	153
		2019	180

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.

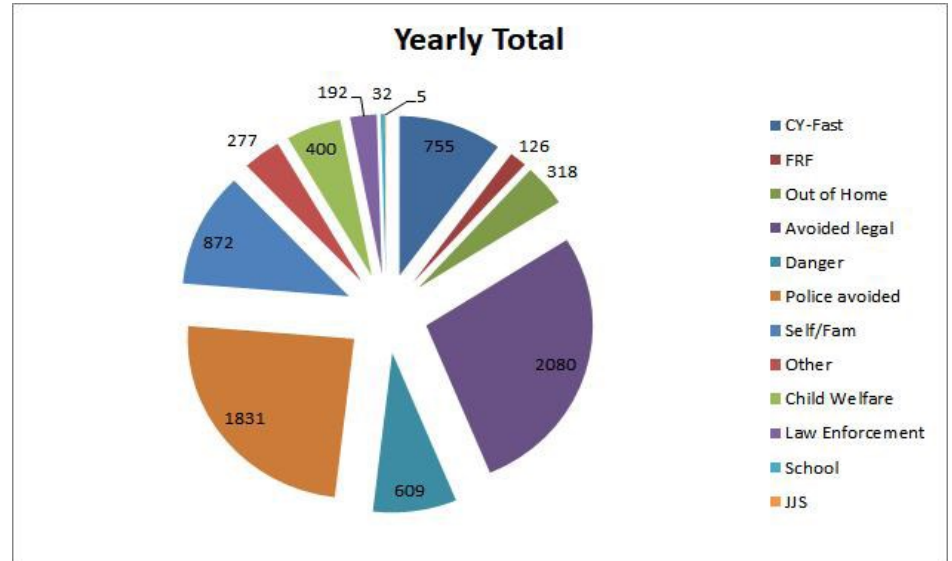
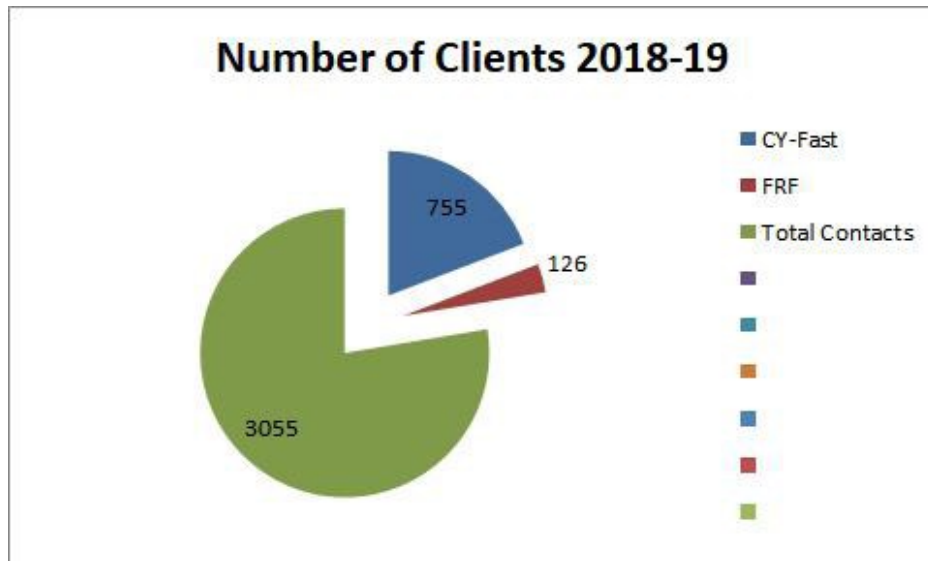
Respite services are also offered to the whole center. There are individual Respite services offered as well as group drop off times offered throughout the week.

Highlights from FY19

- Hired 1 full time therapist to focus on providing in home support for crisis stabilization, particularly to post adoption and DCFS cases
- Completed 3044 mobile contacts this past year
- We continue to offer group drop in respite times throughout the week as well as individual respite services for up to three months
- We offer Secondary Trauma-Taking Care Of You group to the parent/caregiver (We believe that a family heals as a whole environment and that all members benefit from the group)
- Psycho-education and support; This group focuses on skill building, positive parenting strategies, and normalizing the wide range of emotions and challenges that often occur when a loved one struggles with mental illness
- We offer a Trauma-Focused DBT Group. Our Trauma Focused DBT group harnesses the power of DBT while educating group members on how trauma affects the brain. Topics include strengthening distress tolerance, improving interpersonal relations, disputing irrational thoughts, and finding a balanced path through use of mindfulness.
- Wellness In Action group; a partial day treatment program focusing on mental health stability, skill building, and linking to community resources. Our goal is to promote wellness mentally, emotionally, and physically through community involvement. Centro Hispano, Department of Workforce Services, Mountainland Applied Technology College, a local physician, and peer support specialists are just a few who help run the group
- Seeking Safety; a nationally recognized curriculum that focuses on skill building to promote healthy coping strategies and problem solving and we run a psycho-educational group as well

(continued. . .)

CY FAST



Goals for FY20

- Continue to work towards more mobile outreaches to serve our local community
- Adjust to the new crisis line through UNI and continue to offer the same high level quality of care
- Offer drop-in respite at satellite offices such as American Fork and Payson
- Our own state car or minivan to help with mobility of the team
- Contracts for places that do activities (like with Macey's) for respite such as having a "family" pass to Thanksgiving Point

PREP

Program Overview

- Received funding to serve the clinically high risk population. This allows us to assess and monitor young people age 14 and older who are showing symptoms of psychosis but also keep them in their original treatment team. Client's preference will drive the selection of treatment components with consideration of the assessment results. Case management should be considered for people with low DLA and crisis intervention for low ORS. It is recommended that SOPS will be administered every 90 days; DLA, monthly; and ORS, weekly. Comparing the scores with the baseline will help clinicians and clients determine if treatment components should be adjusted. Low DLA indicates needs for case management. Low ORS indicates needs for crisis intervention. ORS lower than 15 indicates suicide assessment. We have also decided that Utah teams will conduct FIT which will provide additional information on if treatment effectiveness. Transition planning includes discuss on and attention to life style and health practices.
- Received Healthy Transitions Grant funding to help with hiring a PT Occupational Therapist for PREP/CHR
- Completed 37 SIPS this past year
- Staff to individual ratio suggested is 1:10.
- Began executing transition planning with clients who completed the 24 months of treatment and who were stable and ready for transition.

Total Number of Clients

PREP: 42 CHR: 16
Over 18: 6 Over 18: 36
Age 16-18: 3 Age 16-18: 5
Under 16: 7 Under 16: 1

Funding Sources

Medicaid: 8
Expanded Medicaid: 14
Medicare: 1
PCN/None: 14
Private Insurance: 20

Involved in work

PREP: 55%
CHR: 38%

Involved in School

PREP: 19%
CHR: 63%

Goals for FY20

- Hire and train 1 full time case manager for Supported Employment/ Education (There is an increasing recognition that specific educational and employment support can enhance overall recovery for individuals. The team includes vocational and education specialists who provide support to individuals in defining academic/vocational goals and entering and sustaining academic and/or vocational activities. The diverse beliefs and values of the individual and his/her identity are respected in these interventions. It has become clear to us that having just 1 case manager is not enough to complete this part of the program effectively due to the amount of time it takes to implement specific Individual Placement and Support (IPS) model strategies and philosophy utilized in assisting individuals in exploring, obtaining and maintaining employment and educational goals)
- Hire a part time Occupational Therapist and successfully incorporate the services into treatment team
- Attend the Second National Conference On Advancing Early Psychosis Care in New York, hosted by PEPPNET (Psychosis-Risk & Early Psychosis Program Network) where we will further learn how to support, treat, and identify models for bringing the latest research in CHR and early psychosis to community-based clinical care
- Will learn how to apply person- and family-centered principles to CHR and early psychosis care, identify effective strategies for addressing substance use issues in CHR and early psychosis intervention, & gain expert perspectives on clinical challenges commonly encountered in affective psychosis care
- Complete our first fidelity review in January, 2020 and then assist in reviewing Davis PREP team in November, 2020

BRIDGE TEAM



**Kip Landon, LCSW
Program Manager**

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 walls.”

Highlights from FY19

- Increased BRIDGE Team to 65 clients for the first time since BRIDGE started with 10 clients in 2012
- Maintained community housing and placements for most BRIDGE clients, despite the largest BRIDGE team community partner sold the house where 5 BRIDGE clients lived and they had to move out
- Added a full time case manager and hired a replacement part time peer support specialist
- BRIDGE supervisor and administrative duties changed to accommodate the additional staff and clients, without hiring additional administrative staff
- Decreased late notes

Goals for FY20

- Add a new supervisor to oversee the 7 staff that work on the BRIDGE team, instead of splitting the duties with clinical duties at IRT (New staff need significant support in learning how to teach skills and adapt treatment interventions for the highest acuity patients at WMH)
- Maintain 65 clients on the BRIDGE team
- Explore converting some Mapleview and other housing resources for use by BRIDGE team clients

CRISIS

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 operates 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 from FY19

- Started the new Mobile Crisis Outreach Treatment (MCOT) program after significant training, planning and collaboration with the Division of Substance Abuse and Mental Health
- Manager Kip Landon, LCSW was part of the MCOT Crisis Worker Training Committee and Crisis Summit planning committee
- Hired 1 additional FT Therapist and 2 new FT Peer Support Specialists
- Continued and increased involvement with 3 different Community Oriented Policing meetings (North, South and Central Utah County meetings)
- Increased Diversion from unnecessary emergency department and inpatient psychiatric hospital admissions
- Maintained timely follow up to those presenting with mental health crisis and/or inpatient hospitalization

Goals for FY20

- Integrate the transition of the WMH Crisis Line to the new statewide Utah Crisis Line
- Continue implementing MCOT and community response to mental health crises
- 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 CSSRS and effective safety planning tools to screen and assist those with suicide ideation

INTENSIVE RESIDENTIAL TREATMENT

Program Overview

Intensive Residential Treatment (IRT) Services is an adult residential treatment program designed to help individuals who suffer from chronic mental illness by providing resources, services and opportunities as an alternative to hospitalization. Programs and support services include assessment, individual therapy, skills development, case management services and psychopharmacology. A prescriber makes rounds weekly and is available on-call 24 hours a day.

Highlight from FY19

- Started a new Individual and Group Skills Development, Peer Support, and Group Therapy schedule to offer treatment to clients who are not stable enough to attend Clubhouse
- Maintained IRT as a key discharge resource and transition program for patients leaving the Utah State Hospital, and several acute care inpatient psychiatric units
- Assisted 20 clients to find permanent housing, where these clients were homeless upon admission to IRT
- Treated 228 clients at IRT
- Integrated medical and mental health care treatment and pillboxes for all clients receiving nursing care from IRT nursing staff. BRIDGE and other outpatient programs share the IRT nursing staff and healthcare integration was expanded to all appropriate clients
- Enhanced nursing collaboration upon IRT admission and discharge

Goals for FY20

- Continue to utilize IRT as a key step down treatment location for Utah State Hospital and acute care inpatient psychiatric facilities
- Maintain new treatment schedule and adapt topics of treatment to the fluctuating needs of the clients
- Increase the collaboration and support of IRT clients from other outpatient departments within WMH

INPATIENT PSYCHIATRIC SERVICES

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. 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 from FY19

- 447 adult inpatient admissions to acute care hospitals
- In FY19, there were 21 adult patients who required Utah State Hospital (USH) level of care who were not admitted due to lack of availability of USH beds.
- USH has increased priority for forensic admissions to the civil side of the USH over acute psychiatric hospital referrals for admission. In FY19, 5 forensic level patients were admitted to the “civil side of the USH and given priority over community admissions. The displacement caused by these 5 admissions resulted in the denial of at least 5 community admissions to the civil unit.

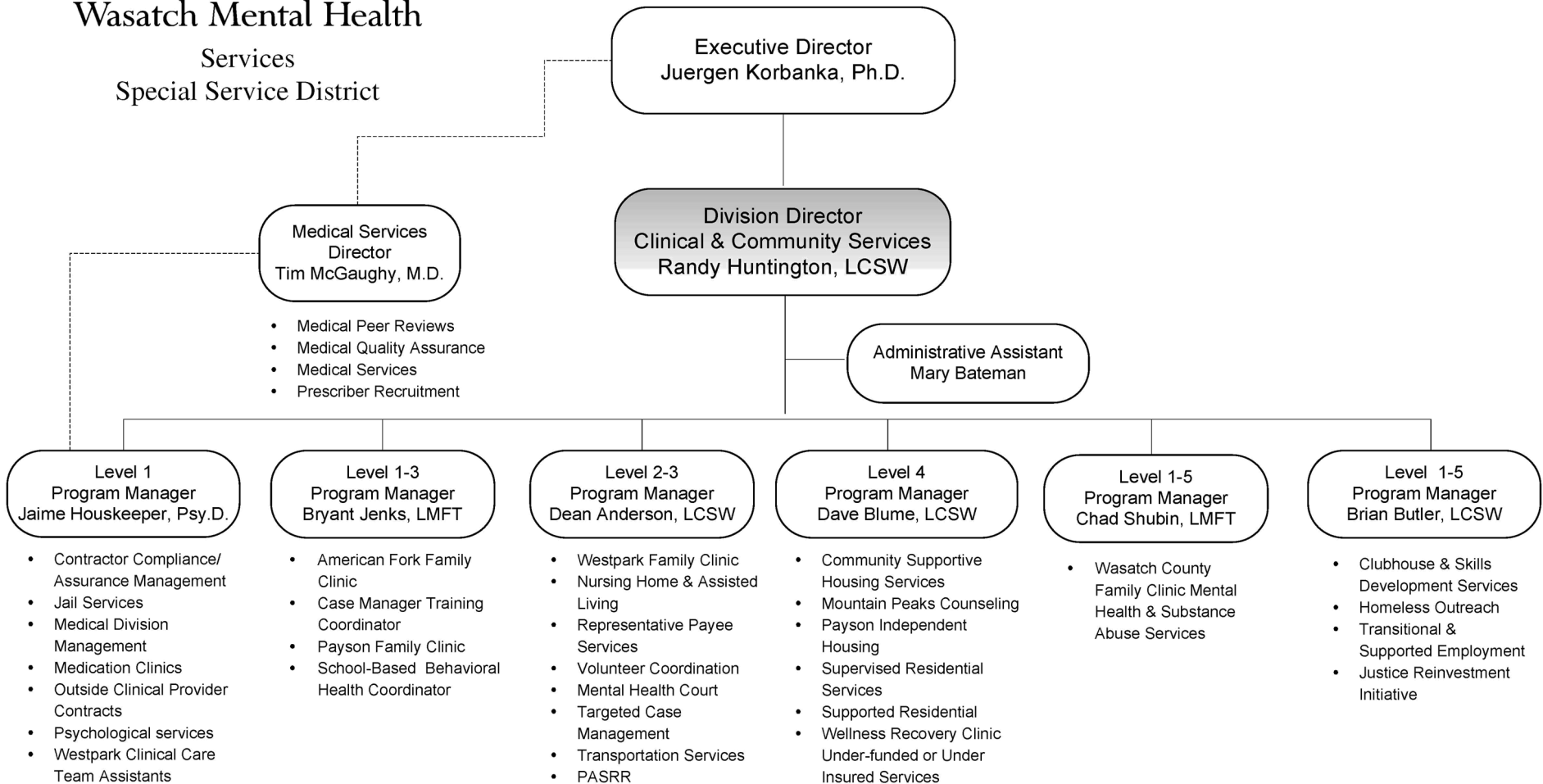
Goals for FY20

- Remain within budget for inpatient psychiatric bed days
- Increase collaboration and relationship with forensic staff at the USH
- Maintain positive working relationships with acute inpatient psychiatric hospitals
- Train additional staff to liaison with acute care inpatient psychiatric hospitals



Clinical & Community Services

Wasatch Mental Health
Services
Special Service District



CLINICAL & COMMUNITY SERVICES DIVISION



Randy Huntington, LCSW
Division Director

Program Overview

Clinical and Community Services consists of the following programs:

- Medication Management Services
- Psychological Assessment Services
- Westpark Family Clinic (Adult, and Family Services)
- Community Support Services
- Representative Payee Services (RPS)
- 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 FY19

- Clubhouse and Vocational Rehabilitation combined efforts to provide supported employment with our members – Clubhouse is now a certified vocational rehabilitation site
- 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 two Crisis Intervention Team (CIT) academies along with Provo City Police Department and Orem City Police Department in Utah County and Wasatch County
- Helped to establish the South County Community Police meeting held at the Spanish Fork Police Department that included community partnerships with DCFS, Mountain Star Hospital, APS, Salem, Payson, and Springville Police Departments
- Served on the State-wide Suicide Prevention Coalition through the DASMH
- Integrate physical and mental health care (Wasatch Mental Health, in conjunction with the DSAMH and Mountainlands, obtained a grant to provide services to people who have both physical and psychiatric health conditions. This is a 5 year grant opportunity that we have already started implementing.)

(continued. . .)

CLINICAL & COMMUNITY SERVICES DIVISION

Highlights for FY19

- Offered information and resources through community presentations and trainings over 35 times this throughout the year. The topics included: how to manage your mental health, assessing mental illness in families and the elderly, post-traumatic stress disorder, post-partum depression, supportive employment, suicide prevention, intervention, & postvention, depression screening and intervention, 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, adult protective services, UVU and BYU, elementary, junior and senior high schools, faith based organizations, Food and Care Coalition, radio, TV, newspapers, and law enforcement
- 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 also partnered with local housing authorities (Provo City and Utah County) and LDS church to develop permanent housing for former inmates at local motels
- In partnership with Hope 4 Utah we helped to train many people in suicide prevention; 3,405 people in Utah County, 190 in Wasatch County, and 2,474 in Jordan School District

Goals for FY20

- Fully integrate the Medicaid Expansion population into services at Wasatch Mental Health and work with Accountable Care Organizations when the up and coming changes switch in January, 2020
- Generate more public awareness for suicide prevention, intervention and post-vention by working with local school districts, cities and communities
- Along with the Utah Department of Substance Abuse and Mental Health, WMH will focus attention on suicide prevention, intervention and post-vention 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 OQ and YOQ in screening for potential suicide risk)
- Expand Telehealth services into the Nebo School District
- WMH will continue to co-sponsor three 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)

WESTPARK FAMILY CLINIC



**Dean Anderson, LCSW
Program Manager**

Program Overview

The Westpark Family Clinic (WFC) provides comprehensive mental health services to clients at levels 2 and 3 acuties. Staff include therapists, case managers, and human service workers to provide services such as assessments, therapy, case management, and representative payee services to adults, youth, and children in Utah County. Licensed Psychotherapists provide individual and family therapy, group therapy, behavior management groups, and supportive counseling. Licensed Case Managers provide case management, personal services, individual behavior management, some limited skills development services and representative payee services. Human Service Workers provide budget specialist services for individuals for whom Social Security determines that WMH is best suited to help manage their Social Security benefits. The Westpark Family Clinic utilizes Bachelor's, Master's, and Ph.D. interns from several different universities from across the United States. The Psychology Intern Program has been a member of the Association of Psychology Postdoctoral and Internship Centers (APPIC) since 1988 and is accredited by the American Psychological Association (APA) since 2004. WFC is open Monday through Friday from 8:00 a.m. to 5:00 p.m. with extended evening hours Tuesday through Thursday.

FY 2019 Highlights

- Did 48 intakes for children and youth in FY19
- Ran 4 domestic violence groups to assist victims and perpetrators
- Provided training for the BYU law school about domestic violence
- 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, 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 assessments to Intellectually Disabled clients living in ICFIDs in Utah County
- Provided assessments and treatment to children living in a nursing home for children
- Provided therapeutic services to adult clients in 10 nursing homes and 14 assisted living homes
- Provided therapeutic services to several individuals who are home bound and unable to come to regular clinic services
- Representative Payee Services served 340 clients with payee services
- WFC used 14 volunteers for 223 hours.
- WFC continues to collect and use a high number of OQ45s which are then used to work with clients in therapy to promote their growth.

WESTPARK FAMILY CLINIC

(continued. . .)

FY2019 Highlights

- PASRR staff completed 1,015 PASRRs for an average of 84 per month
- WFC PASRR staff completed 151 IDRC PASRRs for an average of 12.58 per month
- Furthering our partnership with Mountainlands Health Center to integrate medical and mental health care, WFC is co-participating on a federal grant for integrated health care. At the end of FY 2019, clients were being served by the grant. WFC and Mountainlands lead the other two areas in the state of Utah participating in this grant for the numbers of clients served so far
- Hired 2 additional staff (a case manager and a nurse in offices adjacent to the Mountainlands clinic for ease of consultation and referrals) to work on the grant
- Provided a structured training to staff on how to develop and use SMART objectives
- IRPs were looked at periodically in meetings to more fully train staff in this area
- WFC staff are participating in WMH evidenced based clinical consultation groups using the OQ45
- More staff members have been using an innovative schedule in which 5 clients are scheduled in a 4 hour block of time which has increased productivity
- Provided approximately 14 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. In addition, a BYU professor brought a class of students to WFC for the same purpose
- Staff participated in a variety of WMH wellness programs for staff

FY2020 Goals

- Ensure that recovery plan objectives are specific and measurable using the SMART criteria
- Create a sand tray/play therapy room designed for children, youth, and adults who benefit from that form of treatment
- Train more staff on play and other therapies for kids and youth
- All staff to reach their productivity goals
- No clinical 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 support tools to improve client outcomes
- Rename the Domestic Violence Survivor group to be more of a Relationship Trauma Recovery Group

CARE TEAM SERVICES



**Jaime Houskeeper, Ph.D.
Program Manager**

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 from FY19

- Responded to significant increase of clients with Medicaid expansion, processing intakes for 84 clients in May (up from 49 the previous May) and 77 clients in June (up from 59 the previous June)
- Expanded services in our clinic to address Medicaid expansion population
- Provided supportive services to WMH therapists, prescribers, and case managers, as well as to staff at the Mountainlands Health Center clinic
- Provided services to the Recovery Outreach Center
- Provided timely and courteous services in both English and Spanish

Goals for FY20

- Improve our knowledge of insurance and relevant grants
- Obtain current informed consent for every client to support clinical staff
- Obtain current photograph of all consenting clients

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 from FY19

- Psychology Internship
- Provided predoctoral psychology internship to 4 interns graduating in July, 2019
- Placed 6 predoctoral psychology interns for the academic year beginning July, 2019
- Submitted self-study as part of the reaccreditation process for our American Psychological Association-accredited predoctoral psychology internship
- Beginning December, 2019 we will be able to provide psychological testing services including autism testing in Spanish without requiring the aid of an interpreter
- Record number of testing referrals with a total of 812 for the year
- Aided family clinics with intake assessments during Medicaid-expansion influx to ensure timeliness of service
- Provided psychological testing as needed to 25 Medicaid expansion clients

Goals for FY20

- Satisfy American Psychological Association requirements for reaccreditation of our predoctoral psychology internship program
- Assist 6 current psychology interns and place interns for next academic year
- Provide services in Spanish language via bilingual psychologist
- Retain existing staff and replace retiring psychologist
- Improve report turn-around time to a maximum of 2 weeks for licensed staff and 3 weeks for supervised staff

MEDICATION MANAGEMENT SERVICES



Tim McGaughy, MD
Medical Director

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 from FY19

- Hired a full time APRN who provided services to children and adolescents
- Placed two APRN interns within the agency to study medical management practices
- Staff members in department provided training to staff within the agency and within the community at large regarding the interaction of mental health and substance abuse and the impact of recent legislative initiatives on our work and clients
- Expanded services to Payson Family Clinic, including increased medication management, wellness coordinator, and nurse time as well as ability to manage pill boxes
- Increased coordination of care with Mountainlands Health Center via scheduled consultation between their staff and our medical director, as well as sharing keys to our clinic
- Contracted with Beechtree Labs to provide more detailed and useful lab results to our medical staff and case management team at Westpark

Goals for FY20

- Maintain staffing patterns consistent with client needs
- Monitor partnership with Beechtree labs to determine whether to expand their services center-wide
- Expand access to telehealth services as needed
- Respond dynamically to Medicaid expansion needs



Jaime Houskeeper, Ph.D.
Program Manager

WASATCH HOUSE



**Brian Butler, LCSW
Program Manager**

Program Overview

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, NY. 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 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), as well as individuals living independently in the community.

Highlights from FY19

- Provided Vocational Training to 234 individuals
- Average daily attendance at Wasatch House is 59 members
- Visited 2 sister Clubhouses in Colorado to observe how they were partnering with Vocational Rehabilitation and using the Individuals Placement and Support model for Supported Employment.
- Recognized as a Certified Rehabilitation Facility through Vocational Rehabilitation which opens up an additional funding stream for placing individuals in permanent supportive employment
- Received a 3 year accreditation status by Clubhouse International after a rigorous 7 month evaluation process (This is the highest accreditation status awarded to Clubhouse programs who are adhering to and achieving fidelity to 37 standards set forth by the accreditation body)

Goals for FY20

- Maintain or increase the number of transitional employment placements through Clubhouse to equal or exceed 20 percent of our average daily attendance
- Raise an additional \$80,000 through Vocational Rehabilitation by helping at least 20 new individuals find and maintain permanent employment. This money will be used to assist other individuals without Medicaid funding participate in Clubhouse.
- Partner with the Clubhouse Advisory Board chair to align the functions of the board to employment, education and fundraising.
- Train 2 staff members and 1 Board member on the Clubhouse model at a recognized Clubhouse training base.

WATCH/JRI

Program Overview

The WATCH/Jail Transition Program (co-located with the Food and Care Coalition) assists individuals who are homeless and chronically mentally ill and/or transitioning from jail 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, 4 licensed therapists, 5 case managers/street outreach workers, 2 BSW interns and a peer support specialist. WATCH provides the only street outreach service for the homeless population in Utah County. Case Managers are funded to 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. The Jail Transition Program (JTP) places staff and interns at the jail to identify qualified individuals who are in need of discharge planning, prepare them for discharge and then assist them in carrying out their discharge plan after they are released from jail. Staff alternate between the jail and the Food and Care Coalition to build relationships that extend from the jail to the community. This program has proven to significantly reduce jail recidivism in program participants.

Highlights from FY19

- Provided mental health and case management services to 501 individuals (not including street outreach contacts) most of whom were experiencing homelessness and suffering from mental illness
- Partnered with Provo City Housing to provide Emergency Shelter at Skyline Apartments which they own and manage (This provides a more controlled environment to provide safe and secure shelter)
- Opened up daily walk-in clinics for both Medicaid applications and program intakes to accommodate the new Medicaid Expansion population (These clinics are able to serve as an overflow clinic for clients who present at other clinics that are not able to accommodate getting them an intake on the same day)

Goals for FY20

- Partner with Provo City Housing to provide on-site wrap around services at the new Bonneville apartments beginning October 1, 2019. This project will follow a Housing First model and will house our most vulnerable chronically homeless individuals in the county.
- Continue to adjust service delivery models to anticipate and accommodate Medicaid Expansion changes
- Improve clinical use of the OQ-45 through increased collection and integration in treatment

SUPPORTED HOUSING SERVICES



**Dave Blume, LCSW
Program Manager**

Program Overview

Supported Housing Services (SHS) is comprised of residential properties including: Alpine House, Supported Residential Treatment (SRT), Payson independent, The Yarrow, and Mapleview apartments. We also provide treatment for individuals living independently in the community in need of intensive services. We have 2 therapists, 7 case managers, 2 nursing staff, and 2 prescribers who provide wrap around services for the chronically mentally ill who need more intensive services. We have very little turn over in our client base as their issues tend to be chronic, long lasting and severe. Our quality of care allows the clients to receive many of their services in one place.

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

Highlights from FY19

- We served 208 unduplicated clients in FY 2019.
- We have continued to develop 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.
- The "Sub for Santa" program teamed up with United Way to reach out to the less fortunate clients for Christmas gifts. We were able to serve almost 240 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.
- We have increased our Case Management staff by 1 for a total of 7 so we can focus on the quality of work and include more skills development groups to improve the quality of life for the clients we serve.
- We have begun doing initial intakes for clients coming into services as we have never done intakes historically. Although our staff are small in numbers, we can get the client in within a few days, get them in to see a prescriber within 2 weeks and assigned to a case manager right away.
- We were able to help 8 people who were completely unfunded, with no income, move into the Yarrow apartments in Springville. These clients did not have any income to pay rent or other bills. We were able to get them on Utah County Housing and on a waiver where they did not have to pay rent until they received an income. We helped them obtain food stamps and connected them to the Community Action for food orders and to the DI where they obtained furniture and supplies at no cost to themselves. We then wrapped treatment services around them to meet their medical, psychiatric and other personal needs.
- We had one particular success story, among many others, that is worth sharing. We have a client who was a long time homeless individual who had suffered with her mental illness without treatment for a couple of years. She lived on the streets and was difficult to get into treatment. She suffered a brutal physical attack and rape needing medical attention. Eventually she was picked up by Provo Police, who very professionally and humanely helped her get services from Wasatch Mental Health. She has since been stabilized on medication and assisted in obtaining benefits such as Medicaid and food stamps as well as securing her SSA benefits. She was placed in supportive housing where she now receives housing assistance to pay her rent, case management services to help her meet her daily needs and ongoing mental health treatment. She is very stable and very happy with her circumstances.

(continued. . .)

SUPPORTED HOUSING SERVICES

Goals for FY20

- With the increase of an additional case manager we will continue to improve the skills development we can offer in Supported Housing as well as in Community housing
- Increase our Peer Support services to this level of care with the Peer Support Specialists available
- Bring our entirely new case management team up to 100% service delivery expectation
- Increase the awareness of available bed space at Alpine House to increase services to those in need of transitional housing
- Increase the supervisory duties and leadership to train all 6 of the newly hired case managers
- Train all the case managers to become Mental Health Officers

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 10 part time and 1 full time therapist. We have 2 licensed prescribers to provide 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 a.m. to 9:00 p.m. and Friday 8:00 a.m.– 5:00p.m. for therapy, every Monday 5:30 p.m. - 7:30 p.m. and Friday from 9:00 a.m. – 1:30 p.m. for the prescriber clinics.

Highlights from FY19

- The number of clients served this fiscal year in 2019 was 374 total served (a 26% increase) with 59 of them being youth.
- We had 289 total new intakes, for a 37% increase over last year. The therapists are keeping their allotted schedules full and are seeing a high rate of completed sessions.
- Our use of Google text is working well and helps us communicate in a way that clients are more prone to do, especially with intakes as we cannot text through Junction until they are admitted.
- We have doubled our part time therapists from 5 to 10 and we have added a prescriber to give a few hours to keep up with the demands of the client increase.
- 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 Aetna/Altius and we are starting to see clients on Tri-West insurance as well.
- Our full time therapist is staying busy with a full schedule and is seeing a variety of clientele with an increase in youth.

Goals for FY20

- Collect 100% of co-pays at time of service.
- Increase our services during the day to add a part time contracted therapist who can see Medicare clients.
- Begin exploring other insurance panels to expand our pool of insurance providers.
- Begin advertising and recruiting to the community as well as other business partners.

AMERICAN FORK FAMILY CLINIC



**Bryant Jenks, LMFT
Program Manager**

Program Overview

The American Fork Family Clinic is a part of the Clinical and Community 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 wrap around services with family resource facilitators.

Highlights from FY19

- Alpine School District agreed to contract for 4 additional clinical social workers to bring the total to 10
- AFFC, in partnership with Greenwood Elementary, completed one Strengthening Families Group this year.
- Saw 2,115 clients; 1,273 youth and 876 adult.
- Completed 106 more intakes this past year compared to the previous year
- AFFC therapists participated in several Mental Health Awareness Nights throughout the Alpine School District
- Two Crisis Intervention Team (CIT) academies were held in coordination with Orem Police Department with over 60 officers trained
- Central Elementary in Pleasant Grove and Belmont Elementary in Lehi partnered with us to run our summer programs for youth

Goals for FY20

- Add a school based supervisor in partnership with the Alpine School District to oversee the contracted therapists working in the various school clusters
- Partner with another school to host our Strengthening Families Program groups
- Renovate our current working space to make a more user friendly waiting room for our customers
- Expand Telehealth services into more school settings within the Alpine School District
- Add more group therapy options for clients

PAYSON FAMILY CLINIC

Program Overview

The Payson Family Clinic (PaFC) is a part of the Clinical and Community Services division of Wasatch Mental Health (WMH). We provide a variety of services for adults, youth, and families in southern Utah County. We also provide services for families under the care of the Division of Child and Family Services. Services include the following: family and individual therapy, medication management, psychological testing, group therapy, case management, school-based services, and wrap around services with family resource facilitators.

Highlights from FY19

- Served 1,179 clients; 679 Youth, 529 Adult
- Added a therapist and prescriber time to meet the demands of therapy and medication management needs for consumers in our South County area
- The amount of appointments kept by clients increased by 935 in 2019 as compared with 2018
- Completed 574 new intakes in 2019 compared to 535 in 2018
- School Based Therapists and other WMH staff participated in multiple Mental Health Awareness nights at locals schools throughout the Nebo School District
- The Utah County Health Department moved into the 3rd floor of the Payson Building to offer their services
- Community Action Services partnered with us for part of the year to offer food and other services for our people in need out of the Payson office
- Hosted two Strengthening Families Program groups throughout the year

Goals for FY20

- Expand Telehealth services into the Nebo School District
- Increase children and youth medication management services in the clinic
- Increase the amount of groups being run for target populations according to the current needs.

WASATCH COUNTY FAMILY CLINIC



**Chad Shubin, LMFT
Program Manager**

Program Overview

The Wasatch County Family Clinic (WCFC) is located in Heber City and is part of the Clinical and Community Services Division of Wasatch Mental Health. WCFC provides mental health treatment, substance use treatment, and case management services to adults, youth, and families living in Wasatch County. WCFC also provides alcohol, drug, and suicide prevention services throughout Wasatch County. WCFC provides services to those who have Medicaid and private insurance. WCFC also has a sliding fee scale for self-pay clients who do not have health care coverage. WCFC continues to partner with a number of community agencies including DCFS, Wasatch County School District, courts, Children's Justice Center, Heber Valley Medical Center, Adult Probation and Parole, and Juvenile Probation. The clinical team at WCFC provides services to clients who span the continuum of care from acuity levels 1 through 5. A multidisciplinary approach is utilized. The clinical team consists of licenses from Marriage and Family Therapy, Clinical Social Work, Clinical Mental Health Counseling, Advanced Practice Nursing, and Registered Nursing. The team additionally includes social service workers, a family resource facilitator, a prevention coordinator, and a prevention specialist.

Highlights from FY19

- 681 individuals were provided service including 531 adults and 155 youth
- The Wasatch County Family Clinic was awarded funding from the Mountainlands Association of Governments to serve underfunded and unfunded clients in need of treatment. Additional funding has also been awarded by Intermountain Healthcare to serve the underfunded
- Moral Reconciliation Therapy (MRT) is being delivered to inmates on a weekly basis at the Wasatch County Jail. MRT is a systematic treatment approach that seeks to decrease recidivism, or the tendency of a convicted criminal to re-offend by increasing moral reasoning
- The Wasatch County Sheriff is seeking further funding to expand Wasatch Mental Health's treatment team engagement with inmates at the Wasatch County Jail
- The Heber Latino Coalition was re-established under the stewardship of the Wasatch County Family Clinic team

Goals for FY20

- Partner with the Wasatch County School District in conjunction with their newly developed Family Education Center and deliver Prime for Life services to at risk teens
- Expand service delivery to the Wasatch County jail inmates
- Establish a Wasatch County Crisis Intervention Team (CIT) steering committee and create a framework for consistent CIT training
- Generate systems and protocols to improve planning for prevention efforts and increase the effectiveness of prevention services
- Perpetuate a trauma informed approach to client care

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

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 South
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 North 1250 East
Payson, UT 84651
Phone: 801-852-3805

Provo Family Clinic

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

Psychological Assessment (Testing) Services

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

Recovery Outreach Center

1175 East 300 North
Provo, UT 84606

Utah Crisis Line: 1-800-273-8255

Stride

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

Supported Housing Services

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

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

Westpark Family Clinic

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

XCEL

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