

Wasatch Behavioral Health

Annual Report 2021



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**Commissioner
Bill Lee
Board Chair**



**Commissioner
Amelia Powers Gardner**



**Commissioner
Tom Sakievich**

WASATCH BEHAVIORAL HEALTH SPECIAL SERVICE DISTRICT

AUTHORITY

State law assigns the responsibility of administering local behavioral health services to county government. Wasatch Behavioral 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.

ABOUT US

Established in 1967, Wasatch Behavioral Health “WBH” is a public comprehensive behavioral health center providing a variety of services designed to meet the needs of children, youth, adults and their families throughout Utah and Wasatch Counties.

WBH is staffed by licensed professionals who specialize in mental health and substance use recovery. These professionals include psychiatrists, APRNs, nurses, clinical psychologists, marriage and family therapists, clinical social workers, clinical mental health and substance use counselors, adult and youth case managers, residential services staff, peer support specialists, family resource facilitators, parent mentors, care team assistants and a comprehensive administrative business staff.

REPORT TO THE COMMUNITY

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

Wasatch Behavioral Health is recognized among behavioral 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 behavioral health services to Medicaid eligible residents of Utah and Wasatch Counties.

Vantage Point, New Vista, Aspire Academy 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 Counties.

EXECUTIVE TEAM



Juergen Korbanka, Ph. D.
Chief Executive Officer



Doran Williams, LCSW
Associate Director



Todd Phillips, CPA
Chief Financial Officer



Joe McKea, HRCI, SHRM
Human Resource Director



Tim McGaughy, MD
Medical Director



Randy Huntington, LCSW
Division Director



Brian Butler, LCSW
Division Director



Scott Taylor, LCSW
Division Director

MESSAGE FROM THE CEO

We present the annual report of Wasatch Behavioral Health (WBH) 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 WBH are well known for their collaborative community and excellent integration of services.

Despite the pandemic and associated challenges with healthcare delivery, WBH has been able to expand services. Early in the year, we opened a Receiving Center allowing us to assess and triage individuals who present with behavioral health crisis on a 24/7 basis. To complement this crisis triage center, we are in the process of re-purposing our Intensive Residential Treatment facility, located adjacent to the Receiving Center, as a 16 bed Crisis Stabilization Unit. This necessitated the relocation of our Intensive Residential Treatment facility to a new location. The Expansion of our existing Recovery Outreach Center to serve as a state of the art modern Receiving Center facility is near its completion.

In collaboration with Summit County, we developed a Mobile Crisis Outreach Team serving both Summit and Wasatch counties.

Our Substance Use Disorder services expanded services by contracting with Recovery Residences, complementing the array of recovery services. Our Foothill Residential facility will receive a modernized kitchen and expansion of capacity, in large parts thanks to a generous donor.

Our Promise program, serving mothers with younger children who are in recovery, was relocated to a central location in Orem. We purchased a building and remodeled it to fit the unique program needs.

The UA Lab obtained certification from the Clinical Laboratory Improvement Amendment (CLIA). Meeting CLIA standards and achieving certification is a highest certification a UA lab can obtain.



Juergen Korbanka, Ph.D.

Executive Director

“We are proud to continue to expand much needed services this last year and look forward to further enhance our service continuum in the next year.”

MESSAGE FROM THE CEO

Collaboration with state partners will enable us to open a second Youth Receiving Center (Vantage Point) in American Fork. This will greatly enhance access for families and allied agencies and increase capacity for this much needed service in our community.

More recently, we piloted “Therapy Connect” a fully integrated telehealth platform allowing us to offer therapy on demand. Plans are underway to expand the functionality of this platform to allow for the completion of all client registration and scheduling functions through this portal.

Despite the ongoing challenges in service delivery posed by the ongoing COVID-19 pandemic, WBH increased the number of clients served. Where we provided services to 10,910 clients last year, this number increased to 13,517 this year. This 24% increase marks the 18th consecutive year of growth!

Goals for the next year include completing our Receiving Center, Crisis Stabilization Bed unit , and our Vantage Point North Youth Receiving Center facilities as well as the expansion and remodel of our Foothill SUD facility.

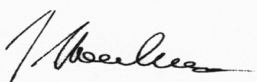
Bringing Therapy Connect to scale for the community and expanding functionality is another important goal. Further expansion of access will be achieved by extended service hours of our family clinics.

Piloting innovative employment models and doubling the network of our contracted providers will increase service capacity and access to specialized care.

Further integrating substance use disorder services at our family clinics, thus increasing access points for services are another priority for the next year.

We are proud to continue to expand much needed services this last year and look forward to further enhance our service continuum in the next year.

Sincerely,



Juergen E. Korbanka, Ph.D.



Authority Board
Utah County Commissioners
 William Lee, Chair
 Tom Sakievich
 Amelia Powers-Gardner

Executive Director
 Juergen Korbanka, Ph.D.

Executive Assistant
 Marilyn Sanders

Advisory Board

Friends of Wasatch Mental Health

Associate Director
Care Management
Services
 Doran Williams, LCSW

- Bret Linton, LCSW
- Kent Downs, MA

Associate Director
Fiscal &
Administrative Services
 Todd Phillips, CPA

- Doralia Serrano-Castelan, MBA
- Francis Quan, MBA
- Robert Johnson, MAcc

Medical Director
 Tim McGaughy, MD

Human Resources
Director
 Joe McKea, HRCI, SHRM

Division Director
Crisis & Intensive Services
 Scott Taylor, LCSW

- Amanda Stansfield, LCSW
- Janene Candalot, CMHC
- Justin Yearsley, LCSW
- Kip Landon, LCSW
- Michael King, LCSW

Division Director
Clinical & Community
Services
 Brian Butler, LCSW

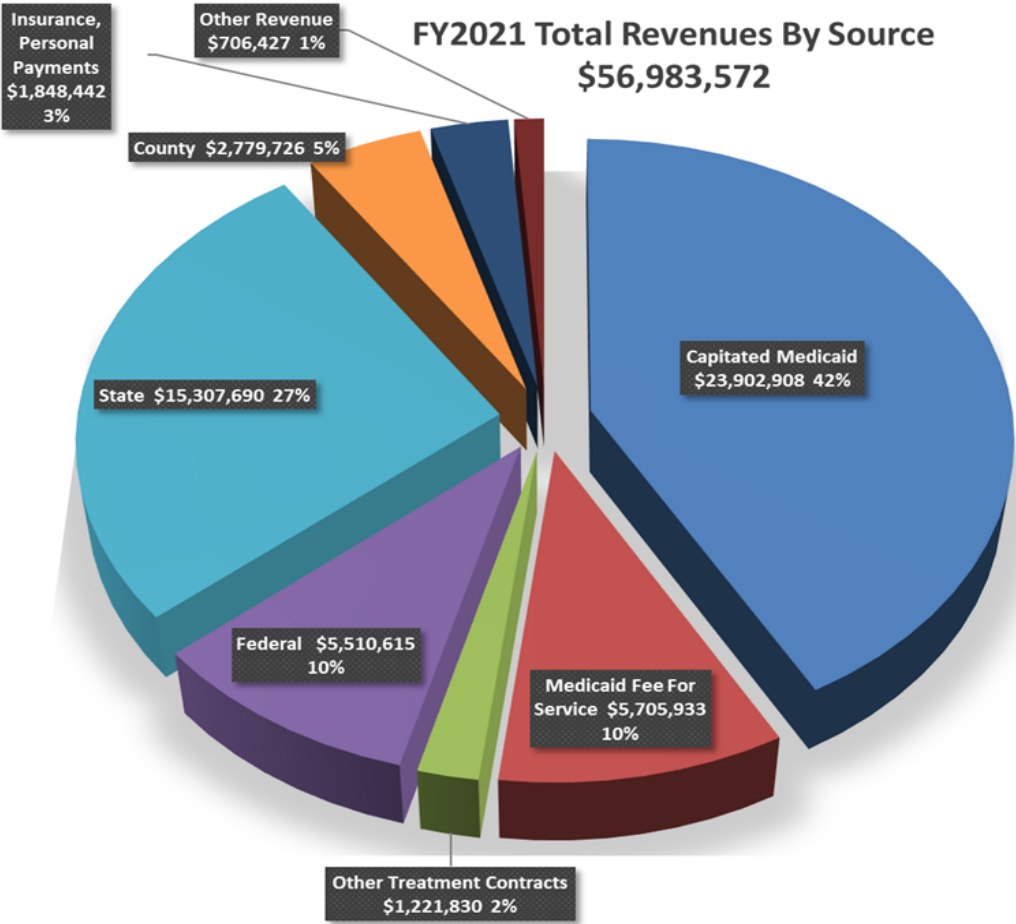
- Bryant Jenks, LMFT
- Chad Shubin, LMFT
- Dave Blume, LCSW
- Dean Anderson, LCSW
- Elizabeth Feil, LCSW
- Jaime Houskeeper, Ph.D.

Division Director
Substance Use Disorder
Services
 Randy Huntington, LCSW

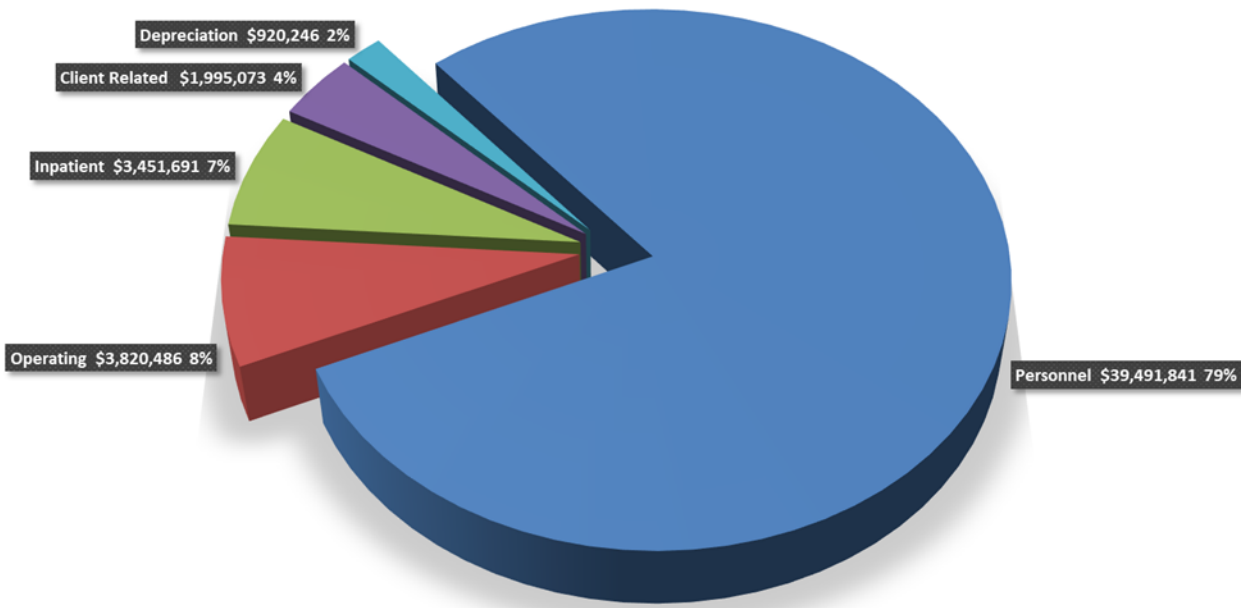
- Amy Buehler, LCSW
- Monte Memmott, CMHC
- Sue Leavitt, LCSW



FINANCIAL SUMMARY



FY2021 Expenditures
\$49,679,337



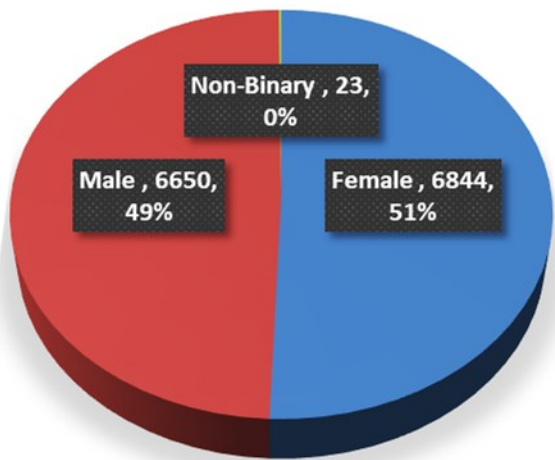
PERFORMANCE DATA

Data			
Number of New Admits	7591		
Number of Patients Served	13517		
Inpatient Admissions	497		
Inpatient Unduplicated Admissions	363		
Bed Days			
Crisis Residential Services	166		
Foothill Detox	191		
Receiving Center	417		
Vantage Point	2693		
Aspire	3144		
Inpatient	3721		
Adult Residential Intensive (IRT)	4386		
Substance Use Disorder Residential	7188		
Adult Residential Supportive (SRT)	10779		
Independent Housing	23746		
TOTAL BED DAYS	56431		
TREATMENT (HOURS)	Mental Health	Substance Use Disorder	Totals
Evaluation/Testing	15640	2858	18498
Individual/Family Treatment	62344	7937	70281
Group Treatment	22217	48649	70866
Med. Management MD (encounters)	16734	1199	17933
Med. Management RN (encounters)	27652	423	28075
Skills Development/Adult	38575	8237	46812
Skills Development/Youth	77478	-	77478
Behavior Management	55500	1926	57426
Case Management	39027	2989	42016
Peer Support Services	2593	804	3397
Psych Testing	4781	-	4781
MCOT	734	-	734
Drug Testing	-	2889	2890
TREATMENT TOTALS	363275	77911	441187

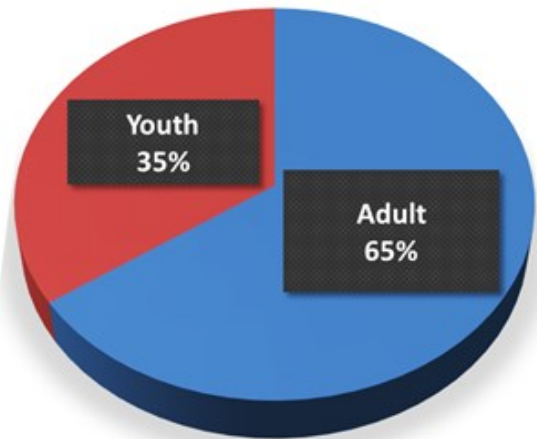


DEMOGRAPHIC DATA

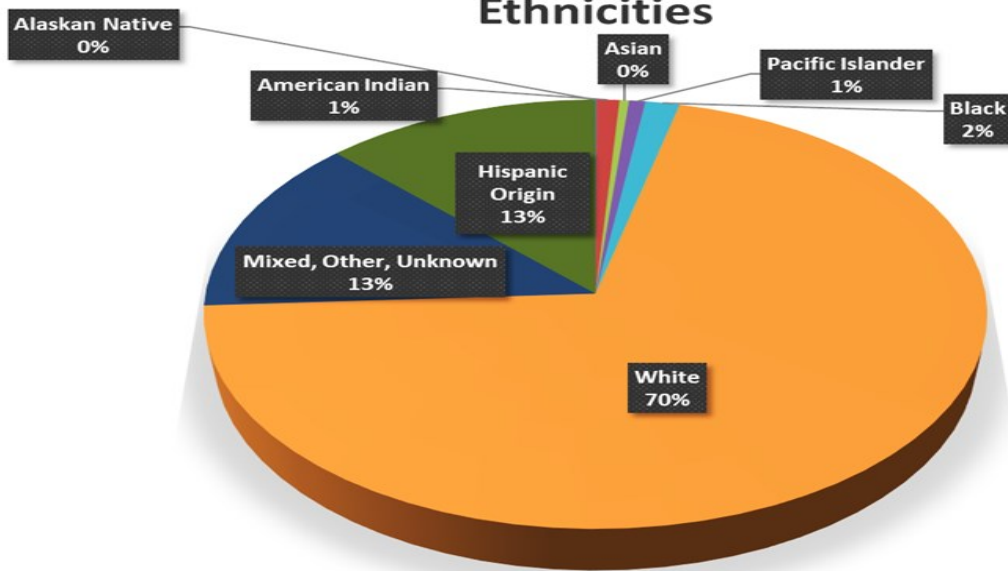
Male, Female, Non-Binary Clients



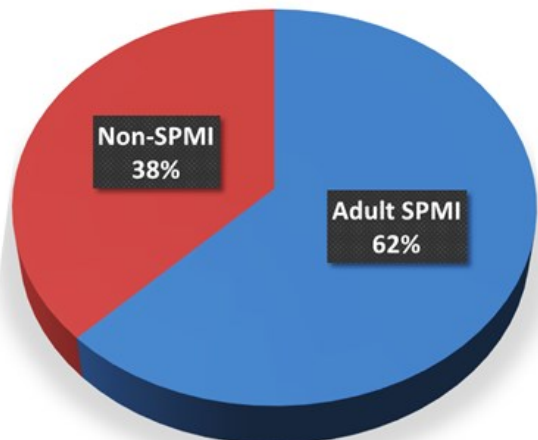
Unduplicated Clients Served



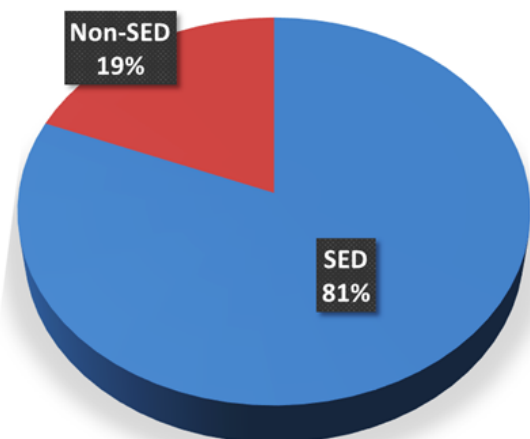
Ethnicities



SPMI Adult Clients



SED Clients



WBH AT A GLANCE

55 Years of

Service in Mental Health



45 Programs Offered

13,517 clients served



7,591 New Admission

Clients



581 client received

Medication Assisted Treatment for Substance Use Disorder (SUD)



63 in recovery in residencies from October 1 2020 – September 30th

132,608 times our website has been visited



There are **544**



employees at WBH

74 police officers trained in CIT Academy



6 total GIANT Steps classrooms for children with autism



239 Volunteer hours were contributed



515 Individuals provided service in WCFC



108 clients received recovery support services



206 people received

Medication Assisted Treatment



326 clients served through Sub for Santa

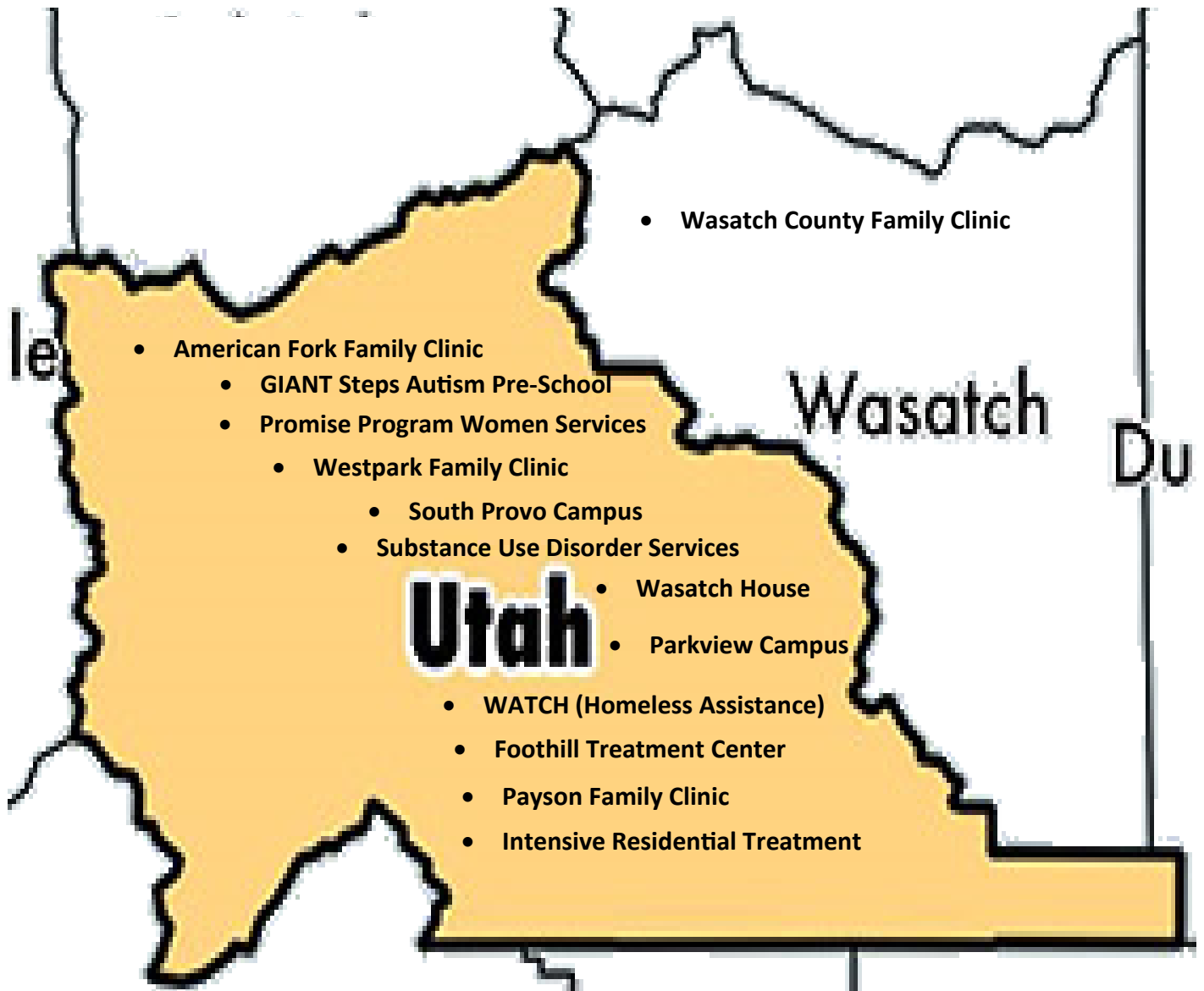


14 families (48 people total) were provided services through Grandfamilies



7 pre-doctoral interns graduated from our APA accredited program





- American Fork Family Clinic
 - GIANT Steps Autism Pre-School
 - Promise Program Women Services
 - Westpark Family Clinic
 - South Provo Campus
 - Substance Use Disorder Services
 - Wasatch House
 - Parkview Campus
 - WATCH (Homeless Assistance)
 - Foothill Treatment Center
 - Payson Family Clinic
 - Intensive Residential Treatment

- Wasatch County Family Clinic

WBH Facilities in Utah & Wasatch County

PROGRAM MANAGER TEAM



Dean Anderson, LCSW



Dave Blume, LCSW



Amy Buehler, LCSW



Janene Candalot, CMHC



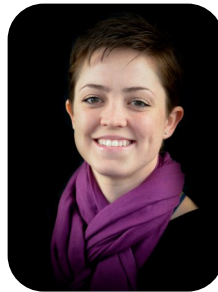
Kent Downs, MA



Justin Yearsley, LCSW



Elizabeth Feil, LCSW



Jaime Houskeeper, Psy.D



Bryant Jenks, LMFT



Bert Johnson, MAcc



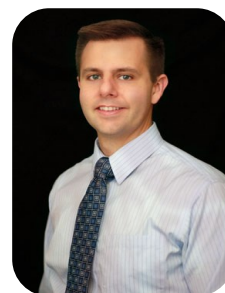
Michael King, LCSW



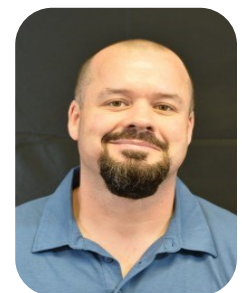
Kip Landon, LCSW



Sue Leavitt, LCSW



Bret Linton, LCSW



Monte Memmott, CMHC



Francis Quan, MBA



Doralia Serrano-Castelan, MBA



Chad Shubin, LMFT



Amanda Stansfield, LCSW

CRISIS & INTENSIVE SERVICES

Division Summary:

Providing a variety of interventions for those with acute mental health needs. This includes mobile work, on-site intervention, and crisis shelter care. We also provide residential treatment programs and full/partial day treatment programs for children and youth.



Quick Facts

- ◆ Aspire Academy received a three year CARF accreditation
- ◆ We opened the Adult Receiving and Crisis Residential Support Programs
- ◆ Vantage Point North location was selected through a collaboration with JJS and USDC. Building remodel is underway set to open around January 2022

Client Story

From a parent in the Strengthening Families Program: “I love that the program includes the children and both parents. In the past I was the main one who researched parenting knowledge and my husband and I couldn’t agree on parenting styles. Because strengthening families includes the whole family, this made the information given easier to apply at home.”

Programs

- ◆ CYFAST (Youth Stabilization Unit)
- ◆ Crisis Respite
- ◆ Stride (K-5 partial day-treatment)
- ◆ Xcel (6-12 partial day-treatment)
- ◆ Utah State Hospital Liaison
- ◆ Inpatient Hospital Utilization Review
- ◆ Vantage Point (youth services/receiving/shelter)
- ◆ Vantage Point North
- ◆ Aspire Academy (female adolescent residential treatment center)
- ◆ New vista (adolescent full day treatment)
- ◆ Mobile Crisis Outreach Team (MCOT)
- ◆ Receiving Center
- ◆ Crisis Residential Support
- ◆ Civil Commitment
- ◆ GIANT Steps Pre-K Autism Pre-school
- ◆ Grandfamilies
- ◆ Strengthening Families

CLINICAL & COMMUNITY SERVICES

Division Summary:

Provides Family Outpatient Care to individuals struggling with a primary mental health condition in Utah and Wasatch Counties. Services include psychiatry, psychotherapy, case management, and peer support that are delivered in the clinic, in schools and in client homes. Services are available in person or via telehealth. Our Clubhouse, Housing, and Representative Payee Services provide specialty care to clients who qualify.



Quick Facts

- ◆ Implemented 'Therapy Connect'; an 'on-demand therapy' resource available in each family clinic or via telehealth
- ◆ Expanded School Based Services to 116 schools throughout Utah County, including Charter Schools
- ◆ Expanded staffing in the Health Integration Project grant to address mental health and physical health concerns simultaneously

Client Story

From an AFFC Summer Group:

"Thank you for hosting this class and especially for allowing [my son] to attend. I see a difference in his ability to deal with things that normally trigger a melt-down. I usually have to ask which chill skill might be helpful, but he has generally been willing to engage enough to choose one. We only had one full meltdown last week, which is a vast improvement."

Programs

- ◆ Medication Management Services
- ◆ Psychological Assessment Services
- ◆ Crisis Intervention CIT Police Academy
- ◆ Representative Payee Services
- ◆ Adult Vocational Rehabilitation
- ◆ Supported Housing and Residential Services
- ◆ School Based Behavioral Services
- ◆ Prevention and Substance Use Treatment (Wasatch County Only)
- ◆ American Fork Family Clinic
- ◆ Westpark Family Clinic
- ◆ Provo Family Clinic
- ◆ Payson Family Clinic
- ◆ Wasatch County Family Clinic
- ◆ BRIDGE (Assertive Community Outreach Treatment)
- ◆ PREP (First Episode Psychosis)
- ◆ Nursing and Assisted Living Home Services
- ◆ Private Providers
- ◆ Wasatch House (Accredited Clubhouse Model)
- ◆ Mountain Peaks (Insurance Clinic)
- ◆ Mental Health Court
- ◆ Pre-Admission Screening/Resident Review (PASRR)
- ◆ Strengthening and Grand Families
- ◆ Domestic Violence Treatment
- ◆ Health Integration Project

SUBSTANCE USE DISORDER SERVICES

Division Summary:

Provides a range of prevention and recovery services including detoxification, residential and outpatient services, case management services for individuals under Court supervision and drug testing for individuals enrolled in programs.



Quick Facts

- ◆ Completed UA Lab CLIA certification
- ◆ Purchased a building in Orem and combined Promise North and South programs
- ◆ Completed a total of 1,201 SUD evaluations in FY21 with 171 of those for youth

Client Story

“I have done many programs and have failed them. I know a big turning point is that PATR helped me get tools for work. Being able to get assistance is a big game changer. It makes you feel like there is help for you. My case worker has been amazing, caring, and has truly helped me in my recovery. I hope that other people can get the help I have got.”

Programs

- ◆ Adult Drug Court
- ◆ Jail On Unit Treatment (OUT)
- ◆ Jail Transition Program (JTP)
- ◆ Justice Reinvestment Initiative (JRI)
- ◆ Parole Access to Recovery (PATR)
- ◆ Utah County Alternative Probation (UCAP)
- ◆ Recovery Residents/ Sober Living
- ◆ Wasatch Assistance Team Counseling the Homeless (WATCH)
- ◆ Foothill Residential Treatment
- ◆ Foothill Detoxification Treatment & Self-help Group
- ◆ Intensive Residential Treatment (IRT)
- ◆ Youth Outpatient Substance Use Services
- ◆ Outpatient Treatment
- ◆ Urinalysis Lab
- ◆ Women & Families of Promise Treatment

Agency Highlights

- Opened a No-Refusal Receiving Center open to all residents where behavioral health emergencies are assessed and triaged
- Opened a 16-bed Crisis Stabilization Unit to treat more acute behavioral health emergencies in a secure and supervised setting
- Purchased a new 16-bed Intensive Residential Facility
- Purchased a building in South Orem to house our Promise program designed to assist mothers with young children in their Recovery from substance use disorder
- Collaborated with community and state partners to plan a Vantage Point North Youth Receiving Center in American Fork
- Received a significant donation permitting the remodel and expansion of our Foothill Detox and Residential SUD facility
- Piloted “Therapy Connect” which is an on-demand telehealth therapy resource
- Expanded School Based Services to 116 schools throughout Utah County
- Conducted 3 Crisis Intervention Team (CIT) Academies in Utah and Wasatch Counties training 93 officers in 14 jurisdictions
- Obtained urinalysis (UA) Lab Clinical Laboratory Improvement Amendments (CLIA) certification. This is the highest certification a UA Lab can obtain
- Received 3 year Commission on Accreditation or Rehabilitation Facilities (CARF) certification for our Aspire Academy Youth Residential program
- Partnered with Utah Valley University Dental Hygiene Program to provide no cost dental cleanings
- Operated Mobile Crisis Outreach Teams (MCOT) to fidelity and had all MCOT staff trained as certified crisis workers in the State of Utah
- Received a grant to start Youth Behavioral Health Court with allied agencies
- Partnered with Provo City Housing providing emergency shelter at Skyline Apartments allowing for a more controlled environment of safe and secure shelter
- Provided Assertive Community Outreach Treatment (ACOT) model support and treatment at the Bonneville and Skyline Apartments
- Instituted “ride-alongs” for Utah County’s Alternative Probation Unit (UCAP) treatment team to accompany law enforcement officers to clients’ residences to improve therapeutic relationships
- Alpine School District contracted for 6 additional social workers to spread throughout the district
- We participated in a Northern Utah County Latino Resource Fair by creating a video of Alex Ibarra of the Provo Family Clinic talking about the services we provide at Wasatch Behavioral Health



Agency Goals

- Complete the remodel and expansion of the Receiving Center
- Complete the repurposing of the former Intensive Residential Treatment facility to house a 16-bed Crisis Stabilization Unit
- Open American Fork Vantage Point Youth Receiving Center
- Pilot new innovative employment model(s)
- Expand network of contracted providers to assure access to services and specialty care
- Enhance functionality of “Therapy Connect” on-demand-telehealth therapy platform to permit client registration and scheduling
- Complete the remodel of our Foothill Residential Treatment Center to include a Commercial Kitchen and expand capacity
- Extend Family Clinic hours into the evening during the week
- Expand our Giant Steps preschool for children with autism with Board Certified Behavioral Analyst (BCBA) services
- Offer SUD assessment services at all Family Clinic locations
- Expand the SUD Service continuum at our Promise Program to include Intensive Outpatient Services (IOP) in the evening hours
- In collaboration with Intermountain Health Care Hospital Emergency Rooms, begin the Induction Program where individuals started with Medication Assisted Treatment Services (MAT) receive follow up services from WBH
- Increase average census at our Aspire Academy Residential facility
- Offer Mobile Crisis Outreach Team (MCOT) services in Wasatch and Summit count on a 24/7 basis



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
- Homeless Outreach
- Screening and Referral
- Peer Support
- Justice Reinvestment Initiative
- Early intervention for individuals suffering from an emerging psychotic disorder
- Mobile Crisis Outreach

ADDRESS & PHONE DIRECTORY

ADMINISTRATION

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

MOUNTAIN PEAKS COUNSELING

580 East 600 South
Suite 210
Provo, UT 84606
Phone: 801-960-1620

PSYCHOLOGICAL ASSESSMENT TESTING SERVICES

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

WASATCH ASSISTANCE TEAM COUNSELING THE HOMELESS (WATCH)

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

AMERICAN FORK FAMILY CLINIC

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

PARKVIEW

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

STRIDE

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

WASATCH COUNTY FAMILY CLINIC

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

GIANT STEPS

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

PAYSON

FAMILY CLINIC
285 North 1250 East
Payson, UT 84651
Phone: 801-852-3805

SUBSTANCE USE DISORDER SERVICES

151 South University Ave.
Provo, UT 84601
Phone: 385-268-5000

WASATCH HOUSE (CLUBHOUSE)

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

INTENSIVE RESIDENTIAL TREATMENT

2877 W Center St.
Provo, UT 84601
Phone: 801-377-4668

PREP TEAM PREVENTION/ RECOVERY FOR EARLY PSYCHOSIS

580 East 600 South
Provo, UT 84606
Phone: 801-960-1641

SUPPORTED HOUSING SERVICES

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

WESTPARK FAMILY CLINIC

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

MOBILE CRISIS OUTREACH TEAM

24-hour service for all age
groups.
100% Confidential
Toll-free: 1-800-276-8255

PROVO FAMILY CLINIC

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

VANTAGE POINT

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

YOUTH OUTPATENT SUBSTANCE USE SERVICES

580 East 600 South
Provo, UT 84606
Phone: 801-851-7128

PROMISE PROGRAM FOR WOMEN & CHILDREN

290 East 930 South
Orem, UT 84058

