



Embracing Wellness

2020 ANNUAL REPORT

Wasatch Behavioral Health

Special Service District



**Commissioner
William Lee
Board Chair**



**Commissioner
Nathan Ivie
Board Member**



**Commissioner
Tanner Ainge
Board Vice Chair**

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.

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.

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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 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 Services
Director
Joe McKea, HRCL,
SHRM

Division Director
Crisis & Intensive
Services
Catherine Johnson,
LCSW

- Scott Taylor, LCSW
- Janene Candalot, CMHC
- Kip Landon, LCSW
- Michael King, LCSW
- Justin Fagnant, LCSW

Division Director
Clinical & Community
Services
Brian Butler, LCSW

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

Division Director
Substance Use
Disorder Services
Randy Huntington,
LCSW

- Monte Memmott, CMHC
- Sue Leavitt, LCSW

MESSAGE FROM THE EXECUTIVE DIRECTOR



Juergen Korbanka, Ph.D.
Executive Director

We present the annual report of Wasatch Behavioral Health Special Service District (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.

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.

2020 has been a highly turbulent year on many levels. As a nation and local community, we faced political upheaval, an unparalleled wildfire season, and the effects of the COVID-19 pandemic. Nonetheless, our service mission and commitment to serve the residents of Utah and Wasatch County has been strong, and for our agency, this last year has been a history-making year.

Early in January, the county commission decided to merge mental health services with the substance use disorder services in Utah County, thus following the unified service model adopted by the vast majority of the state. In order to reflect this merge and the expansion of our services to include comprehensive substance use disorder services (SUD), Wasatch Mental Health became **Wasatch Behavioral Health (WBH)** effective July 1st, 2020.

This merge will increase access points for SUD services and facilitate care coordination for our residents.

We successfully transitioned well over 100 county employees to Wasatch Behavioral Health to assure job security for employees as well as continuity of care for clients.

In order to address the Medicaid Expansion service provision, we reached collaborative agreements with all Accountable Care Organizations in Utah making WBH the provider of choice for individuals who obtained Medicaid benefits under the expansion provision put in place in January 2020.

Other highlights include a very generous service project from the Highland 33rd ward. They renovated our Vantage Point Youth Receiving Center transforming the outdated building into a model facility. The facility now exudes a welcoming warm atmosphere for youth in crisis.

School based services have been increased significantly, and our Sub-For-Santa program, organized in collaboration with United Way, served more than 250 clients.

The COVID-19 pandemic challenged us to rapidly deploy telehealth technology to provide much needed services. Many of our staff are now able to connect with clients via electronic means to assure continuity of services.

MESSAGE FROM THE EXECUTIVE DIRECTOR

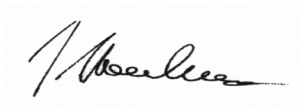
Remarkably, despite the COVID-19 related temporary decrease in services, WBH was able to provide services to 10,910 individuals this last year (over 2% increase over 2019).

Goals for next year are very ambitious. We plan to open a No-Refusal Receiving Center where clients would be accepted and evaluated for immediate behavioral health needs on a 24/7 basis. We also will open a 16 bed sub-acute stabilization unit to provide psychiatric stabilization and divert admissions from hospitals and jails. This will necessitate us purchasing a new facility to move our Intensive Residential Facility to a new location.

Another goal is the implementation of a Mobile Crisis Outreach Team (MCOT) in Wasatch and Summit County. Our collaborative effort with Summit County is unprecedented in the state and will provide mobile crisis services to both counties.

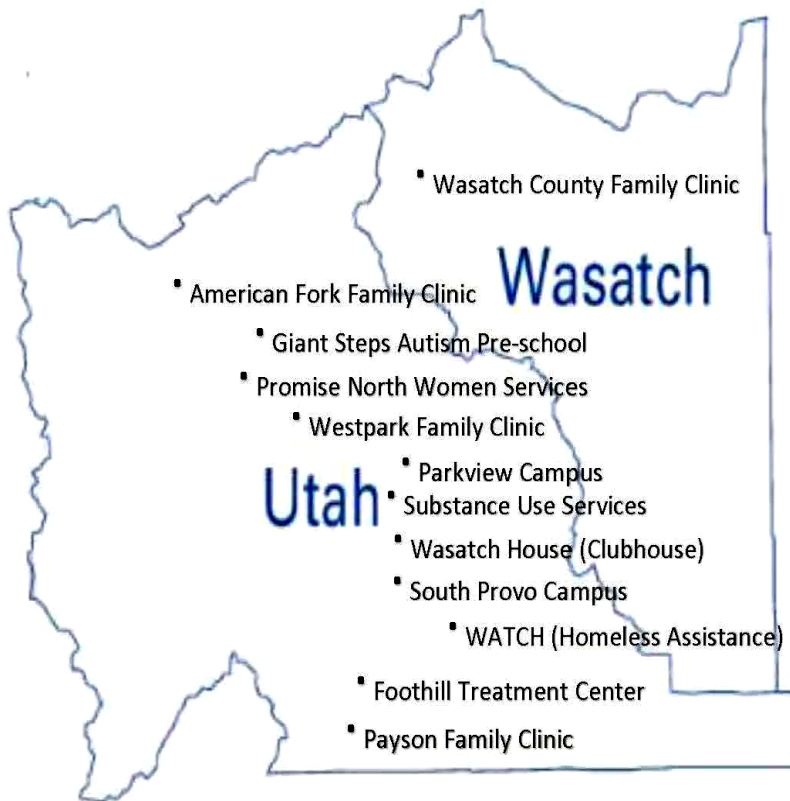
We are proud to continue to expand much needed services this last year and look forward to further enhance our service continuum in the next year.

Sincerely,

A handwritten signature in black ink, appearing to read 'J. Korbanka', is displayed within a light gray rectangular box.

Juergen E. Korbanka, Ph.D.

WBH FACILITIES IN UTAH & WASATCH COUNTY



American Fork, Utah County

- American Fork Family Clinic

Orem, Utah County

- Aspire Academy
- Promise North Women Services
- Giant Steps Autism Pre-school

Payson, Utah County

- Payson Family Clinic
- Promise South Women Services

Provo, Utah County

- Parkview Campus
- XCEL
- Intensive Residential Services
- Grandfamilies/Strengthening Families
- New Vista
- Stride
- Recovery Outreach Center & Crisis Services
- Provo Family Clinic
- Vantage Point
- South Provo Campus
- Mountain Peaks Family Clinic
- Supported Housing Services
- Youth Substance Use Services
- Wasatch Assistance Team Counseling The Homeless (WATCH)
- Wasatch House (Clubhouse)





















Spanish Fork, Utah County

- Foothill Treatment Center

Heber, Wasatch County

- Wasatch Family Clinic

WASATCH BEHAVIORAL HEALTH AT A GLANCE

53 Years of Service in Mental Health 	 35 Programs Offered	10,910 clients served 	6,832 New Admission Clients 	394 client received Medication Assisted Treatment for Substance Use Disorder (SUD) 
12 times featured in News/ Media 	102,537 times our website has been visited 	There are 553 employees at WBH 	68 police officers trained in CIT Academy 	132 clients received methadone and 232 received buprenorphine 
6 total GIANT Steps classrooms for children with autism 	256 gifts provided by Sub for Santa 	30 families received services through Grandfamilies 	680 Volunteer hours were contributed 	92 clients received injectable naltrexone and 46 naloxone kits were distributed 
	542 Individuals provided service in WCFC 	6 pre-doctoral interns graduated from our APA accredited program 	\$1 million dollars of services provided to the uninsured 	116 clients received recovery support services 

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



VOLUNTEERING AT WASATCH BEHAVIORAL HEALTH

During FY 2020, volunteers contributed **680 hours** of service in thirteen programs at WBH. 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 | 8. Wasatch County Family Clinic |
| 2. Vantage Point | 9. Strengthening Families |
| 3. School Based Services | 10. Provo Family Clinic |
| 4. Stride | 11. American Fork Family Clinic |
| 5. XCEL | 12. Payson Family Clinic |
| 6. Wasatch House | 13. Westpark Family Clinic |
| 7. Grandfamilies | |

Our “Friends of Wasatch Mental Health” Advisory Board donated **6 hours**.

FY 2020 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 (WBH CFO)



******Due to COVID-19 pandemic, the volunteer numbers were significantly lower than usual.***

CENTERWIDE HIGHLIGHTS FOR FY20

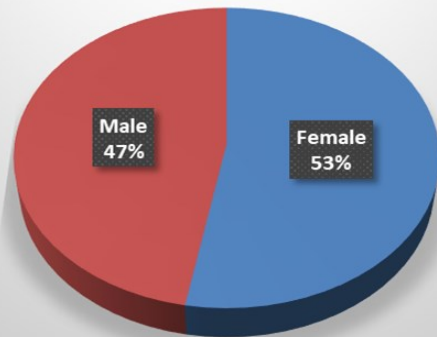
- Renamed the agency from Wasatch Mental Health to Wasatch Behavioral Health to reflect expanded services to include comprehensive Substance Use Disorder services
- Merged with Utah County Department of Drug and Alcohol Prevention and Treatment (aDDAPT) to oversee all behavioral health services in Utah County
- Reached collaborative agreements with all of the Accountable Care Organizations to provide services to the Medicaid Expansion population
- Further implemented the Clinical Consultation and Supervision model to enhance clinical outcomes and develop staff competencies
- Obtained Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation for our Aspire Academy, a youth residential treatment facility
- Implemented salary study recommendations for staff to stay competitive
- Held two Crisis Intervention Team (CIT) academies in coordination with Orem Police Department with over 60 officers from 11 jurisdictions trained. A third CIT academy was held in Heber City training another 25 officers
- Updated the LAB analyzer to improve lab accuracy and efficiency
- The Highland 33rd Ward remodeled our Vantage Point Youth Receiving Center as a Service Project transforming the building into a model facility for welcoming youth in crisis within the state
- Mountain Peaks Counseling increased therapy visits by 42% and prescriber visits by 36% over FY20
- The Payson Family Clinic served 1550 unduplicated clients. This is a 31% increase over FY19
- Westpark Family Clinic doubled the number of intakes over FY19
- Increased medical services to Payson Family Clinic by approximately two prescriber days per week as well as additional nursing support
- Clubhouse provided vocational training to 124 people during the pandemic
- Successful Sub for Santa program that served over 250 clients in need
- Significantly increased school based services. Alpine School District contracted for 4 additional clinical social workers to bring the total to 10
- In response to the COVID-19 pandemic, instituted telehealth via Zoom and other media throughout the agency
- Allocated .5 FTE program manager to oversee and coordinate pandemic related internal policies, management of supplies, and communications with state and allied agencies
- Obtained COVID-19 testing analyzer to decrease workforce wait times to get tested and obtain results
- Provided Services to 10,910 individuals (an over 2% increase over 2019, despite the COVID-19 pandemic)
- Hired three executives (Division Directors)

CENTERWIDE GOALS FOR FY21

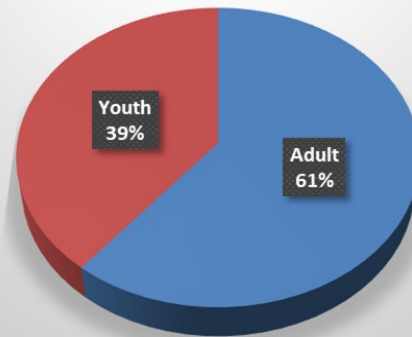
- Develop a No-Refusal Receiving Center accepting clients 24/7 365 days a year
- Remodel our Recovery Outreach Center for the new Receiving Center
- Purchase a new facility to house the Intensive Residential Treatment (IRT) program
- Develop a 16 bed sub-acute stabilization program in the vacated IRT facility
- Transition all programs to our Junction Electronic Health Record
- Complete merge with Substance Use Disorder (SUD) services in Utah County
- Explore Vantage Point Youth Receiving Center expansion to North Utah County
- Train 50% of all clinicians in the American Society of Addiction Medicine (ASAM) assessment tool in preparation to further integrate SUD treatment
- Provide comprehensive mental health and SUD assessment services at all family clinic locations
- Establish a mobile crisis outreach team that will provide 24 hour service to Wasatch and Summit Counties
- Develop partnerships with Recovery Residencies (sober living homes) in the community to expand the continuum of services
- Provide SUD Treatment for the three Juvenile Justice services facilities in the County - Slate Canyon Youth Detention, Day Skills Intervention (DSI) and Adult Living for Transitional Achievement (ALTA)
- Implement new employee performance evaluation process
- Implement an electronic solution for internal processes to enhance workflow and administrative efficiencies (DocuPhase)

DEMOGRAPHIC & PERFORMANCE DATA

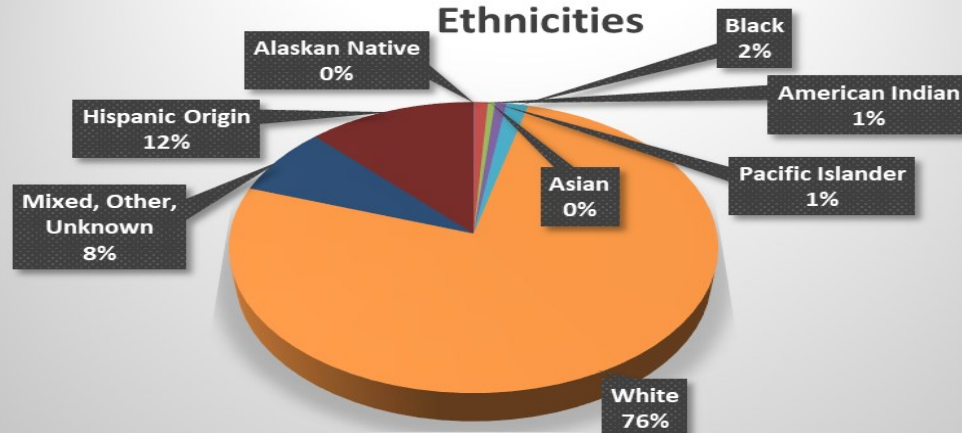
Male & Female Clients



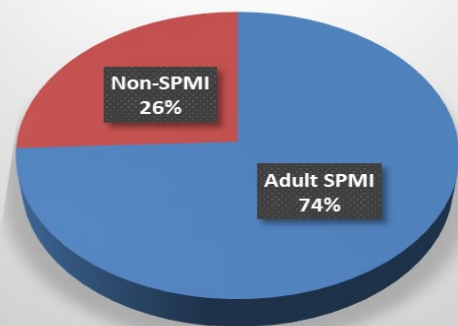
Unduplicated Clients Served



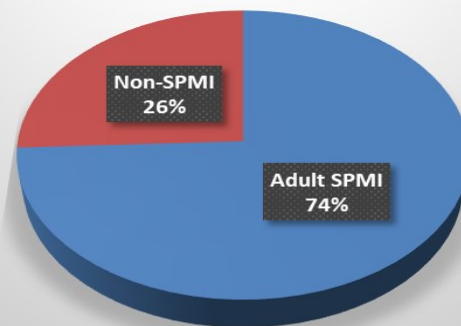
Ethnicities



SPMI Adult Clients



SED



Number of New Admits	6832
Number of Patients Served	10,910
Inpatient Admissions	571
Inpatient Unduplicated Admissions	356

TREATMENT (HOURS)

Evaluation/ Testing	17,474
Individual/ Family Treatment	57,558
Group Treatment	20,919
Med. Management MD (encounters)	15,262
Med. Management RN (encounters)	26,744
Skills Development- Adult	45,499
Skills Development- Youth	71,734
Behavior Management	60,065
Case Management	37,707
Peer Support Services	3,573
Psych. Testing	5,185
Substance Use	3,214

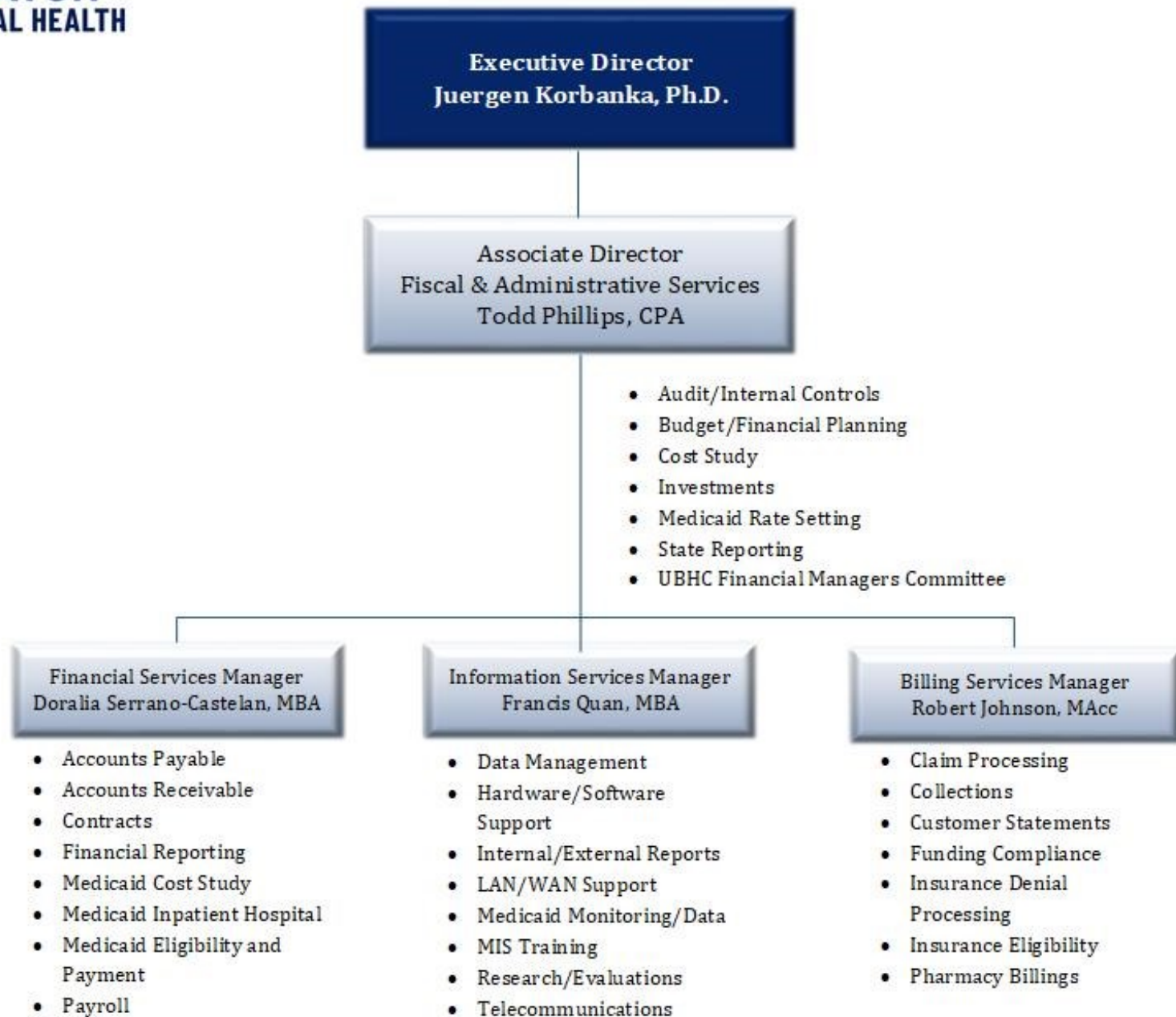
BED DAYS

Inpatient	3,236
Independent Housing	23,076
Adult Residential Supportive (SRT)	11,335
Adult Residential Intensive (IRT)	4,579
Vantage Point	2,552
Aspire	3,166

Total Bed Days 47,944



Fiscal and Administrative Services



FISCAL AND ADMINISTRATIVE SERVICES



**Todd Phillips, CPA
Chief Financial Officer**

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

Highlights from FY20

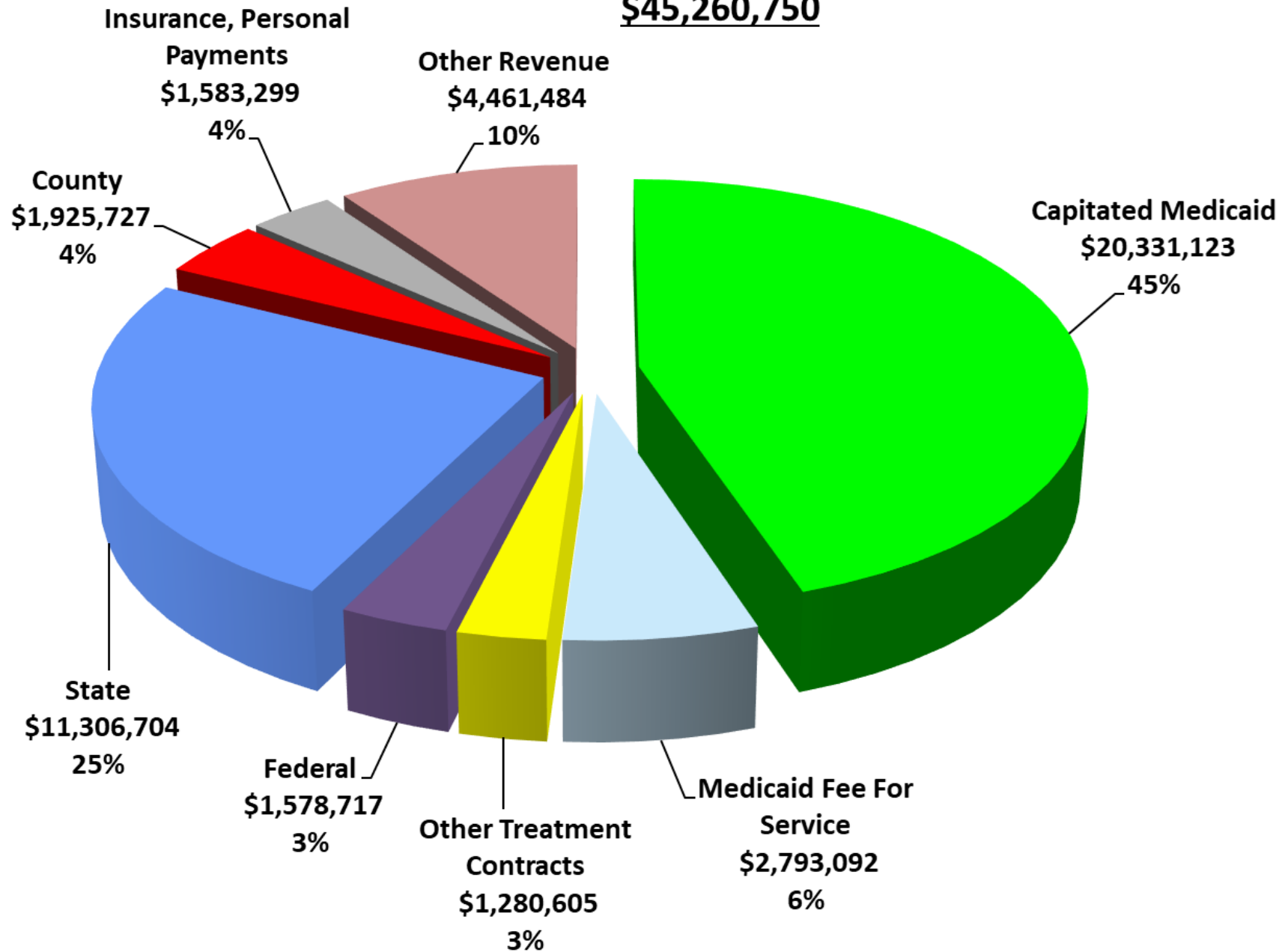
- Implemented telecommuting and teleconferencing on a wide scale as needed to support needs arising from the Coronavirus pandemic
- Improvements to our information systems network including adding over 100 network nodes to accommodate the new Substance Use Disorder division
- During FY2020 the IT team was able to maintain a 99% + uptime for the network and all servers.
- Developed a process for billing fee for service for new Medicaid Expansion population, identified and corrected billing issues
- Implemented process to electronically import employee timesheets reducing the time required from several hours to just minutes
- Revised accounting reporting system to allow for financial reporting of new SUD services
- Performed review and due diligence resulting in selecting a vendor for new automated paperless processing system of documents
- 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 FY21

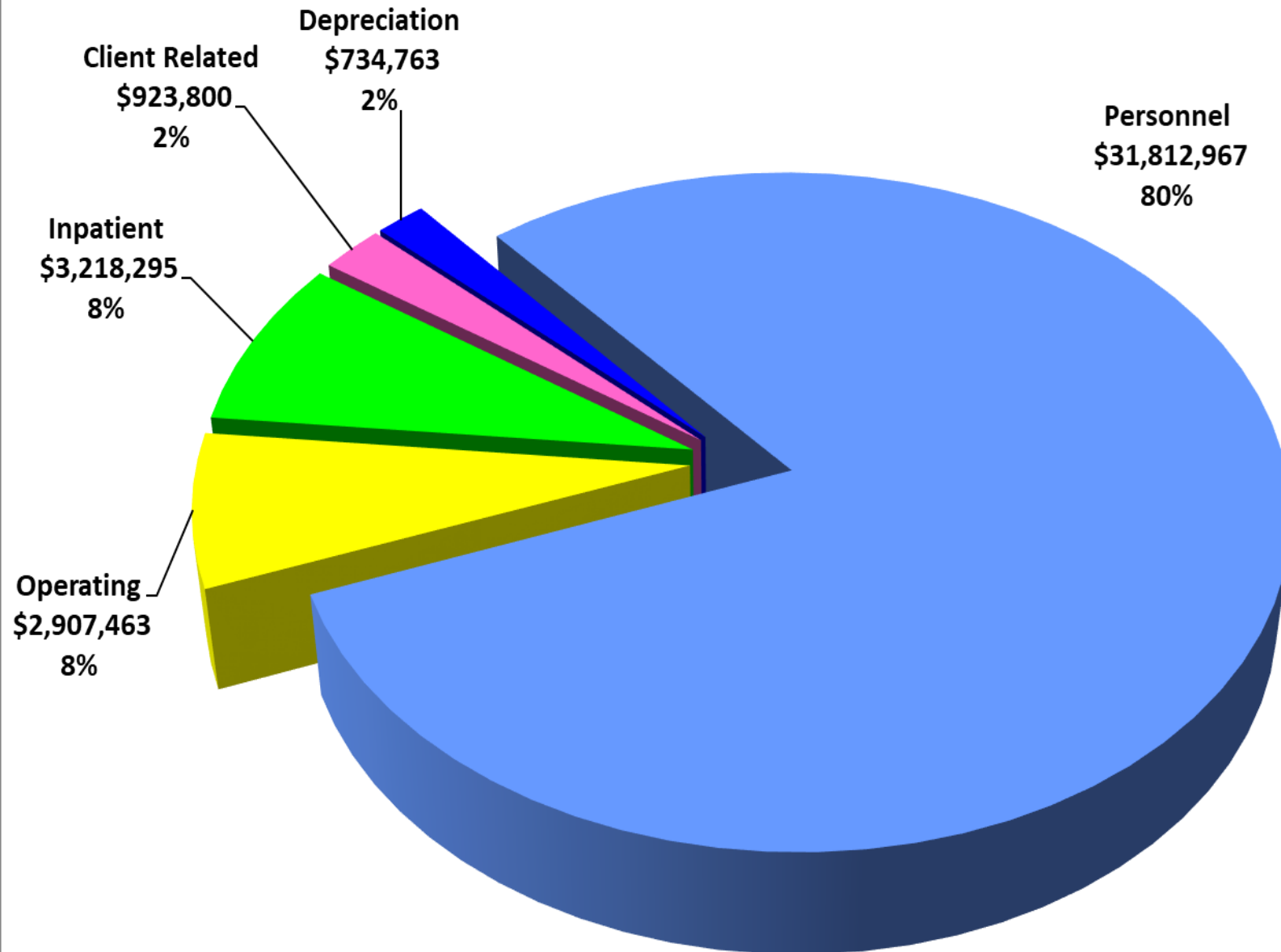
- Implement automated processing of accounts payable & human resource documents into more automated and paperless workflow using DocuPhase application
- Merge mental health and substance use disorder electronic healthcare records (EHR) systems into one system
- Develop process to verify client Medicaid/insurance eligibility before each scheduled clinical service.
- Continue upgrading select locations with enhanced equipment to support the many new electronic meetings
- Provide IT network and communication infrastructure for new planned residential facility

FY 2020 Total Revenues By Source

\$45,260,750

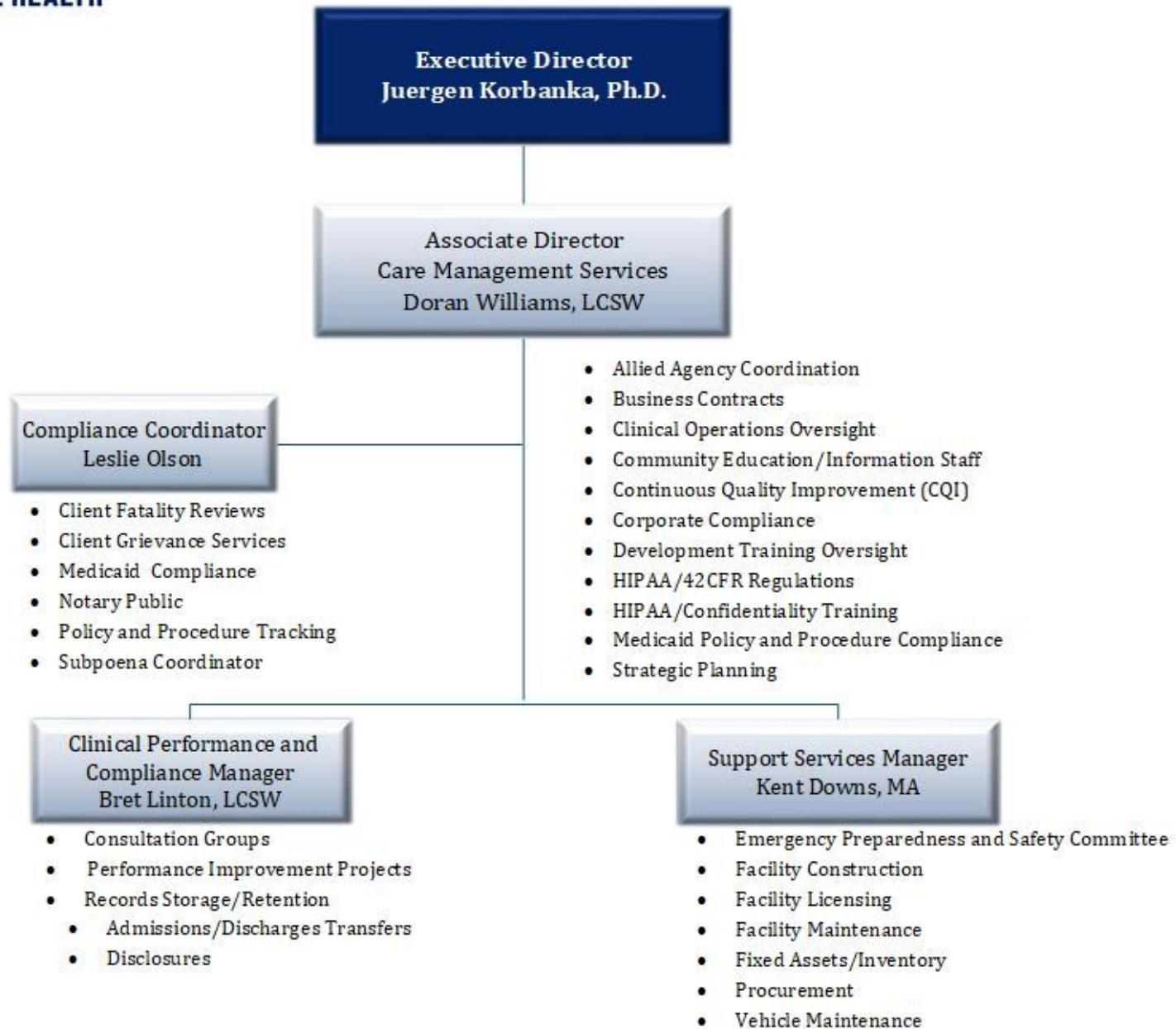


FY2020 Expenditures
\$39,597,286





Care Management Services



CARE MANAGEMENT SERVICES



Doran Williams, LCSW
Associate Director

The Care Management Services Department is directed by Doran Williams, LCSW, who oversees and manages the operations of WBH's Corporate Compliance Program, Health Insurance Portability and Accountability Act (HIPAA), 42 CFR, contract management, social media presence of WBH 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 WBH 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 WBH'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
- WBH's social media presence on Facebook, Instagram, and Twitter
- WBH's website content: www.wasatch.org
- Service projects with the Eagle Scouts in Utah County

Highlights from FY20

- Provided HIPAA training to various departments
- Coordinated clinical improvements in Junction which is our electronic health record system
- Passed our external quality review audits with flying colors
- Trained staff on Specific, Measurable, Achievable, Realistic, and Timely (SMART) goals, Youth Outcome Questionnaire (Y/OQ) and clinical support tools, and other trainings
- Upgrade facilities to improve the environment due to COVID-19 pandemic to help protect WBH staff and clients
- Developed and maintained the video conferencing for staff to perform telehealth through Zoom
- Increased social media presence on the various social media platforms for internal and external presence
- Successfully obtained \$1,214,000 in grants to augment services and treatment to WBH clients

CARE MANAGEMENT SERVICES

Goals for FY21

- Improve customer service and community relationships
- Focus on training of new and existing staff to improve the quality of consumer and provider participation in collaborative documentation
- Continue to ensure that WBH's buildings, vehicles, and facilities are maintained and represent WBH 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 WBH
- Focus on suicide prevention efforts within Utah and Wasatch Counties
- 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 our Recovery Outreach Center for a new Receiving Center
- Upgrade Junction to improve billing functions ability for Accountable Care Organizations (ACO) expansion Medicaid to increase our collection rate
- Upgrade Junction to improve the clinical assessment to focus more on engagement with the client
- Work with OQ Measures to improve the ability for having clients take the Y/OQ online
- Continue to apply for grants to augment services provided by WBH

CLINICAL PERFORMANCE AND COMPLIANCE



**Bret Linton, LCSW
Program Manager**

Program Overview

The Clinical Performance and Compliance program is now in its second year at Wasatch Behavioral Health. It is comprised of three records specialists, a records department supervisor, a compliance coordinator, and a program manager. They work with other departments throughout the center and across all three clinical divisions to manage and improve the quality and effectiveness of the clinical services that Wasatch Behavioral Health provides to its clients and to ensure that the agency is meeting the regulations set forth by HIPAA and 42 CFR Part 2, as well as 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 Behavioral Health's clinical consultation and supervision models, staff training and development, and the modification and streamlining of clinical and administrative processes to better meet client and agency needs.

Highlights from FY20

- In response to the COVID-19 pandemic, and in partnership with the Information Technologies (IT) department, the ability to provide telehealth services via Zoom was instituted throughout the agency
- Through training, management and support, agency-wide use of S.M.A.R.T (Specific, Measurable, Achievable, Realistic, and Timely) objectives increased from 66% to 87% during the first half of the fiscal year, and then from 58% to a high of 78% once the audit criteria were made more stringent during the second half of the fiscal year
- Wasatch Behavioral Health's clinical supervision model has been implemented throughout the agency.
- Established a new Medicaid Performance Improvement Project, and met 100% of the standards required for the validation thereof
- Developed and distributed video tutorials and trainings to assist staff and clients to utilize the Y/OQ and telehealth services
- The records department managed 6893 currently open clinical records, 6844 admissions, and 2092 release of information requests during the fiscal year

Goals for FY21

- Develop competencies and utilize new technology to return to the high level of OQ/YOQ collection and utilization that was seen before the onset of the pandemic
- Increase the frequency with which clinicians use and discuss clinical support tools with their clients
- Train all new clinical staff in the use of the Y/OQ and S.M.A.R.T objectives
- Streamline and standardize the exceptions process to be less costly, more efficient, less onerous for staff and managers, and more effective at monitoring and managing grant funds
- Increase cross training within the records department
- Design and conduct a study to determine the efficacy of the WBH Clinical Consultation Model
- Work with the IT, Records, and Billing departments to develop video based trainings that can be used to increase the accuracy, efficiency, and consistency with which clinical staff and care team assistants are oriented

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.

Physical Facilities Management The Support Services department manages the maintenance and grounds keeping for approximately 18 different buildings/locations. 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 Behavioral Health owns and operates approximately 60 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. The department provides specialized, hands-on training to all staff who will be driving the 15 passenger vans.

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 to increase safety and reduce incidents.

Highlights from FY20

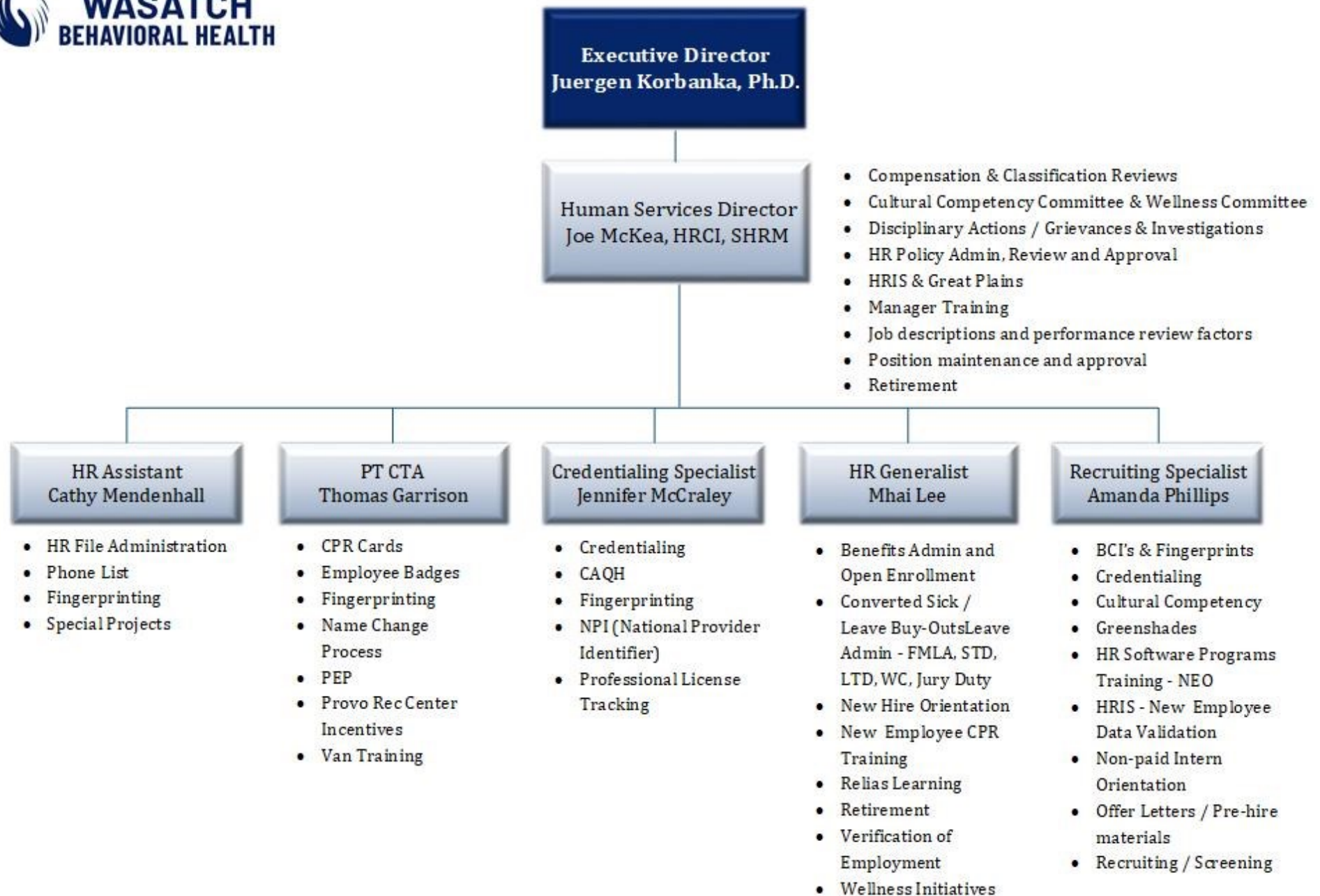
- Continued to update our auto fleet by replacing aging vehicles with new replacements
- Collaborated with a large volunteer group to provide extensive work on the grounds of several locations
- Installed a new vehicle lift in the auto shop to increase the efficiency and safety of our auto repairs
- Revised interior of maintenance shop to create more efficient operations and increased safety for employees
- Implemented a more efficient way of addressing surplus property

Goals for FY21

- Remodel or reconfigure the maintenance storage shed to improve and maximize storage options.
- Continue to address risk management factors in order to receive the Trust Accountability Award from our insurance provider
- Prepare each facility and program to be compliant and ready for licensing renewal that will be due in 2021.
- Complete and resolve the items listed in the annual safety audit report provided by the Utah Local Governments Trust
- Meet quarterly goals by implementing safety measures to reduce the number of reportable incidents
- Meet specific goals of improving customer service by increasing the number of staff within the department



Human Resources



HUMAN RESOURCES



**Joe McKea, SHRM-SCP
HR Director**

Overview

The Human Resources (HR) Department at Wasatch Behavioral Health consists of the Director, one HR Generalist, one HR Specialist, one Credentialing Specialist, one part-time HR Assistant, and one part-time Care Team Assistant (CTA), totaling 5 FTE's supporting over 550 employees. Over the last several years, the Human Resource Department has had some significant turnover and internal changes, from three new HR Directors to two different HR Generalists. In fact, the "most senior" employee in the HR department is our part-time assistant with less than four years. All other employees were hired (or transferred from other departments) within the last two years. Two employees came from other departments, with no formal HR training or experience, however brought with them extensive institutional knowledge which greatly helped our department through all of the organization's personnel changes. We were gladly able to add our part-time CTA through the merger with Utah County's Substance Use Division.

Services Offered

The Human Resource Department supports Wasatch Behavioral Health's success by focusing efforts on developing our most important asset - our people. We are constantly seeking ways to be more efficient and effective with our internal systems and processes. Our efforts are mainly focused on 1) recruiting quality and qualified individuals, 2) engaging and retaining our valuable employees, 3) training, developing and promoting our employees, 4) providing a safe and comfortable working environment free from discrimination and harassment, and 5) providing a competitive salary structure and benefit package.

Built on a foundation of strong employee value proposition, we promote people practices in alignment with our motto of "embracing wellness". Utilizing HR best practices, we recruit and develop employees with the attitudes and competencies required to achieve improved client outcomes.

Highlights from FY20

- Rolled out implementation of salary study recommendations – January, 2020
- Updated all employee records in multiple software systems with division changes – March, 2020
- Name change from Wasatch Mental Health to Wasatch Behavioral Health – April, 2020 to July, 2020
- Created and distributed an employee engagement survey for newly merged Utah County employees – April, 2020
- Completed Social Security Referendum and Voting process – June, 2020
- Successfully merged 90+ new employees from Utah County's aDDAPT Division – June, 2020
- Changed Life Insurance, short-term & long-term disability benefit provider – May, 2020
- Revised 7 HR policies
- Created electronic form process for new hires – March, 2020
- Streamlined hiring process by adding electronic forms and creating an auto-population tool in Adobe
- Cross-trained department employees in many office functions and duties – January, 2020 to June, 2020
- Created a folder detailing HR processes which contains many Standard Operating Procedures (SOP's) for tasks and duties
- In response to the Coronavirus pandemic, HR created electronic training/learning modules to facilitate remote learning for new hires

Goals for FY21

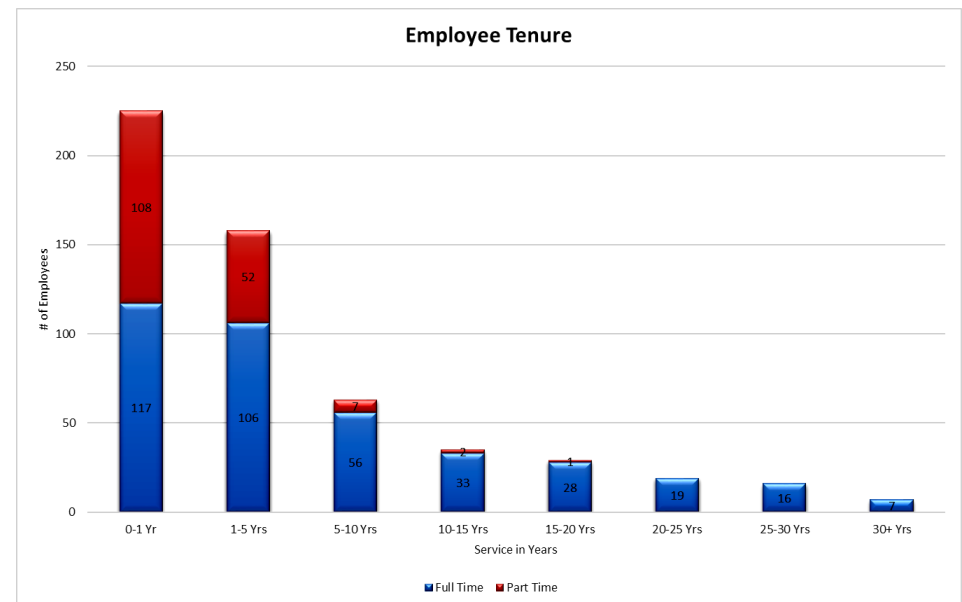
- Replace current employee evaluation and employee portal software
- Develop workflows to automate HR processes and become more efficient
- Update document management system to allow for more search capability and a better interface for users
- Complete digitization of all employee paper records
- Continue and develop standardized leadership training for managers, supervisors and high potential employees
- Review and update all HR policies, not only changing the name, but also reviewing for content
- Review and update all job descriptions
- Update in-house electronic finger printing system

Turnover

There are many ways to calculate employee turnover (time-based, position-based, status-based, etc.). The calculation used for the turnover rate at WBH for the 2019 fiscal year excludes Master's level interns since many factors determine the number of interns WBH employs each year and the number can vary enough to cause a significant difference in the annual rate. WBH experienced a turnover rate of 13.7% in full-time positions and 54.6% in part-time positions. Some positions turned over more than one time throughout the year, a vast majority of those being part-time positions. The full-time turnover rate at WBH is below the regional average of 17.7% turnover with a national average of 17.8% & 15.9% respective turnover rates for hospital and Registered Nurse turnover nationally, according to Nursing Solutions, Inc.'s 2020 NSI National Health Care Retention & RN Staffing Report. It must be noted that the 13.7% turnover rate at WBH signifies only full-time employees, where NSI's number represents a total of all full-time AND part-time employees. The challenge of tracking turnover and comparing it to other sources is that each group measures it differently and includes and excludes varying factors. Suffice it to say that WBH is on-par or a bit below the average regionally and nationally.

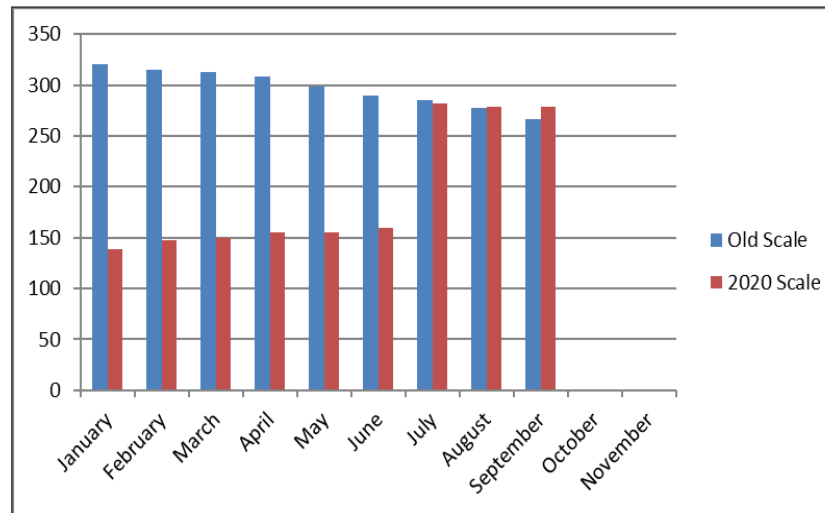
Employee Tenure

Roughly forty percent of our current workforce of 565 employees has less than one year of service. This is somewhat expected as WBH has many part-time positions that seem to be in a constant state of flux. Our programs employ many "hands-on" difficult positions that are exhausting and labor-intensive. As expected, the curve shifts after 5 years of employment and one can see that once employees meet the 5-year mark, they tend to stay with the same employer throughout the rest of their career. There are several changes that have been made to pension benefits as well as other market shifts that give new entrants into the workforce the tendency to be less loyal than their older co-workers. Over the last several years, WBH has created a strong internal promotion policy, offered great benefits and other incentives, and continuously looks for ways to keep its employees engaged and encourage employee retention.



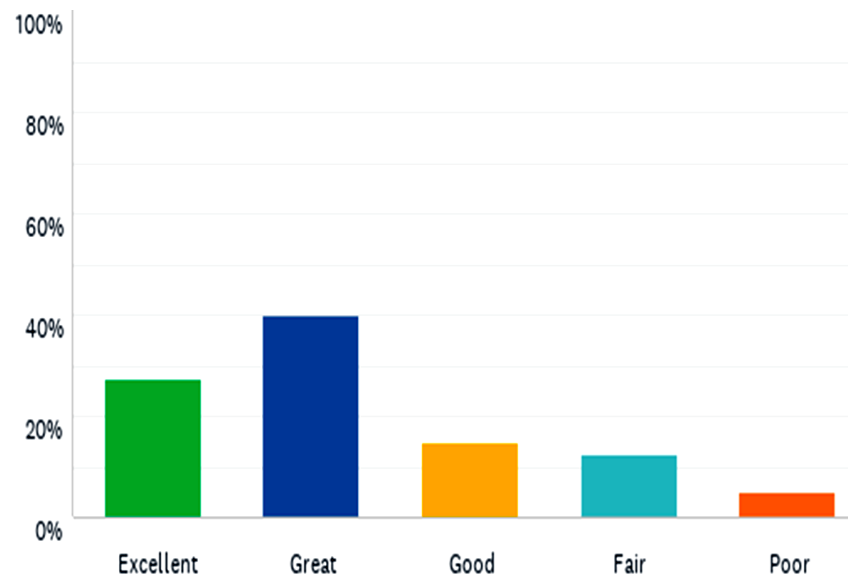
Old Pay Plan vs. New Pay Plan

The chart below represents the running total of employees on the new pay scale that was launched in January 2020. When WBH merged with the SUD group from Utah County, we dramatically increased our total number of employees in July 2020, which created the transition of the majority of employees on the new plan vs. the old plan.



Overall Employee Experience (Separated Employees)

Of the 40 responses from our exit interview survey for the FY20 period, 68% of the respondents report that the work experience was either “excellent” or “great” and only 2 respondents reported a “poor” experience. These responses indicate that WBH provides a positive work environment for the majority of the employees.





Crisis & Intensive Services

Executive Director
Juergen Korbanka, Ph.D.

Division Director
Crisis & Intensive Services
Catherine Johnson, LCSW

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

Program Manager
Scott Taylor, LCSW

- Provo Family Clinic
- Stride
- XCEL

Program Manager
Justin Fagnant, LCSW

- Aspire
- New Vista

Program Manager
Michael King, LCSW

- GIANT Steps - Autism

Program Manager
Janene Candalot, CMMC

- Clinically High Risk (CHR)
- Prevention and Recovery for Early Psychosis (PREP)
- Respite
- Liaison - Youth
- Vantage Point Receiving and Shelter

Program Manager
Kip Landon, LCSW

- Bridge Team
- Court Commitment
- 24 Hour Crisis/Emergency Services
- FAST Team
- Hospitals Liaison/Utilization Services - Adult
- Intensive Residential Treatment
- Recovery Outreach Center
- State Hospital Liaison
- Utah State Hospital
- Youth Crisis/CYFAST

CRISIS AND INTENSIVE SERVICES DIVISION

Program Overview

Crisis and Intensive Services consist of the following programs:

- Provo Family Clinic
- Intensive Residential Treatment
- GIANT Steps Autism Program
- New Vista Day Treatment
- Stride Partial Day Treatment
- XCEL Partial Day Treatment
- Aspire Youth Services
- Vantage Point Youth Services
- Youth Mobile Crisis Team
- PREP Team
- Grandfamilies
- Strengthening Families
- School Based Behavioral Health Services
- 24-Hour Crisis Services
- Recovery Outreach Center
- Bridge Team
- MCOT



**Catherine M. Johnson,
LCSW**

Highlights from FY20

- Aspire Academy received a one year CARF accreditation
- Wasatch Behavioral Health was awarded a grant for a receiving center and a 16 bed sub-acute stabilization unit
- The Vantage Point Youth Receiving Center kitchen remodel was completed in October
- Vantage Point Youth Receiving Center bathrooms were completely replaced
- The youth Substance Use Disorder (SUD) team co-located with the PREP team in March
- Provided services to over 65 people through the Grandfamilies Program, and have over 450 participants in the Friend to Friend activities
- The annual Friends of Giant Steps Charity Dinner and Auction was cancelled due to COVID-19 pandemic, so an online auction was held June 25-27, 2020
- Services were offered to children on the GIANT Steps Autism program waiting list through an after school program
- Wasatch Behavioral 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 Behavioral 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. The topics included: suicide prevention, intervention, & post-vention, depression screening and intervention, how to manage your mental health, assessing mental illness in the elderly, post-traumatic stress disorder, 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, U of U, UVU and BYU, elementary, junior and senior high schools, faith based organizations, radio, TV and newspapers

CRISIS AND INTENSIVE SERVICES DIVISION

Goals for FY21

- Continue the exploration process of the Vantage Point Youth Receiving Center expansion to North Utah County
- Remodel the Recovery Outreach Center building to accommodate the Adult Receiving Center
- Relocate Intensive Residential Treatment Services to a new site
- Retrofit the IRT building into a 16 bed sub-acute receiving stabilization unit
- Achieve at least another one year CARF accreditation and work on becoming eligible for a three year accreditation
- Develop a Grandfamilies Advisory Board
- Expand the Youth Advisory Board to include youth members
- Continue implementation of trauma informed care approaches in every aspect of service delivery
- Continue to implement collaborative documentation and use of SMART goals to keep clients voice in all our services
- Develop a youth support group with the assistance of the Family Resource Facilitator
- Continue to provide a Systems-of-Care (SOC) approach to services
- Continue to provide county-wide support in suicide prevention, intervention and post-vention with Alpine, Provo, Nebo and Wasatch School Districts
- Support reorganization of division assignments between Crisis & Intensive Services, Clinical & Community Services and Substance Use Disorder divisions as needed to accommodate agency growth and promote greater intra agency collaboration

NEW VISTA DAY TREATMENT



**Justin Fagnant, LCSW
Program Manager**

Program Overview

New Vista is a full-time day treatment and outpatient program for youth with a trauma history. New Vista has the capacity to serve up to 25 youth in the day treatment program.

Although some of the youth in the program are in the custody of the State of Utah, many others are in the custody of their biological or adoptive families. Youth come into services with a variety of different trauma backgrounds such as physical abuse, sexual abuse, abandonment issues, and family crisis. As clients work towards their long-term permanency goals, they receive individual, group, and family therapy, in addition to behavior management, skill development services, psychological services, and medication management services. New Vista also provides NOJOS therapy for clients with this therapeutic need. New Vista management went through a significant change in April, 2020 as the former program manager, Greg Robinson, retired.

Highlights: Reaching New Vistas in FY20

- 131 clients served in day treatment/outpatient
- Increased census during the year and we are currently at maximum capacity
- Maintains positive working relationships with Provo School District, juvenile courts and Division of Child and Family Services (DCFS)

Goals for FY21

- Maintain census at or above 20 youth for the year
- Continue to utilize Telehealth services
- Continue to provide therapy services to aid in the reunification of families

ASPIRE ACADEMY YOUTH SERVICES

Program Overview

Aspire Academy is a high-needs mental health treatment facility located in Orem. We have the capacity to serve 16 girls ages 12-17 years old.

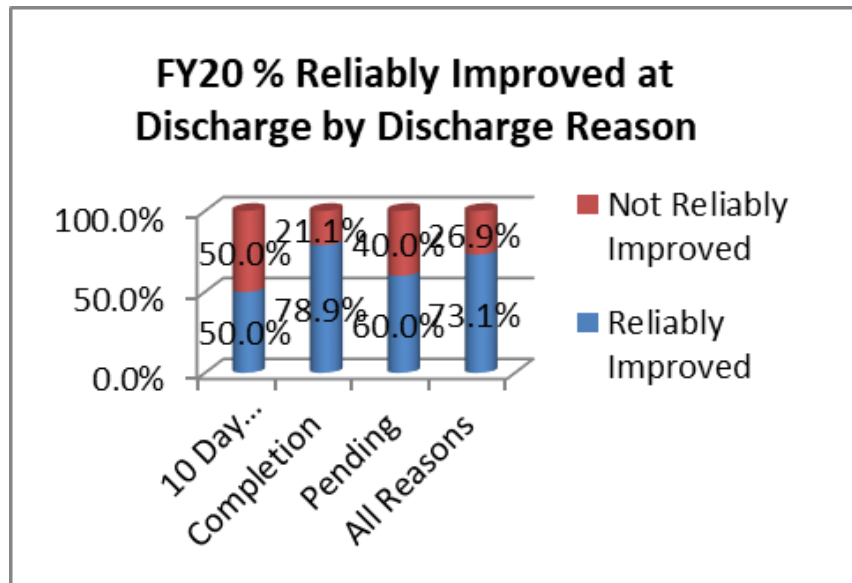
The majority of the clients we serve are in custody of the State of Utah through DHS/DCFS/DJJS. Clients come from all parts of Utah. As clients work towards their long-term permanency goals, they receive individual, group, and family therapy, in addition to behavior management, skill development services, psychological services, and medication management services. The average length of stay is 5.5 months. The building has a large backyard for recreation and exercise, including a gardening area. Aspire management went through a significant change in April 2020 as the former program manager, Greg Robinson, retired.

Highlights from FY20

- 79% of clients who completed the program showed a reliable improvement in Y/OQ scores
- 73% of all clients showed an improvement in YOQ score
- Received CARF Accreditation for 2019– 2020

Goals for FY21

- Increase census average to 12-13 girls for the year by improving relationship and marketing to stakeholders
- Continue to utilize Telehealth services
- Continue to provide therapy services to aid in the reunification of families



STRIDE & XCEL YOUTH SERVICES

Stride Partial Day Treatment

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

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 appropriate 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.

Highlights from FY20

- Michael Blakey, LCSW hired as new Youth Partial Day Treatment Supervisor
- Forbes Elementary has agreed to allow us to run in their school year round, saving us from locating a summer location
- Many creative solutions allow for continued services during almost all of the pandemic including smaller groups meeting more often and huge increase of virtual connections
- Increased collaboration with primary service coordinators through greatly increased use of “acute” note function. This allows the primary provider to view all significant notes related to Stride or Xcel much easier
- Unduplicated clients served: Stride: 217, Xcel: 129

Goals for FY21

- Add pre-group and post-group for partial day treatment programs to get clients waiting for the full group served sooner and to maintain improvements after
- Create a standard and scheduled curriculum across classes that also coordinate better with parent group topics
- Continue efforts to involve parents through regular groups, making them shorter but more frequent

PROVO FAMILY CLINIC



**Scott Taylor, LCSW
Program Manager**

Program Overview

Provo Family Clinic (PFC) is a full service outpatient mental health clinic specializing in children and youth while 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.

Highlights from FY20

- We hired a new supervisor, Sara Terry, LCSW for Grandfamilies and Strengthening Families. Michael King has been newly assigned as the Program Manager as well
- Increase in staff who speak the Spanish language; we currently have 7 therapists, 2 case managers, 1 full-time and 2 part-time care management assistance
- “Kept” appointment rate for existing clients 86%, this is the best rate we’ve ever had at PFC
- Representatives from ten different WBH departments have presented to PFC about their programs, meeting one of our set goals for the year
- 27,173 encounters provided. 38,436 units of service delivery provided

Goals for FY21

- Set up an additional play therapy room
- Implement system for in-house funding eligibility check prior to appointments to eliminate unfunded client balances
- Work to increase consistency in approaches used by PFC and other family clinics
- Continue use of virtual services when more effective and even when pandemic restrictions end
- Increase therapist use of clinical support tools so all indicated clients complete it every 4 months
- Integrate SUD services including adding at least one on site SUD provider

GIANT STEPS AUTISM PROGRAM



**Michael King, LCSW
Program Manager**

Program Overview

GIANT Steps is a department of the Crisis & Intensive Services Division at Wasatch Behavioral Health. We offer specialized day treatment services for preschool-aged children diagnosed with Autism Spectrum Disorder. GIANT Steps is pleased to serve families in each school district in Utah County. We have 6 classrooms in all—each with a capacity of 12 or 13 children, serving a total of 72 preschoolers and their families. The program provides a 1:2 ratio of staff to children in order to deliver quality, child-centered, and individualized care.

At GIANT Steps, we provide a number of services to 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 sibling day camps, couples counseling, and services to help with the child's transition to school district services following graduation from our program.

Highlights from FY20

- A private organization donated \$25,000 to help the GIANT Steps program provide enjoyable developmental experiences in the community with their families
- Due to COVID-19 pandemic restrictions, the Friends of Giant Steps scaled back its annual event to a virtual online auction and was able to raise over \$3,250 for the program
- To mitigate the loss of progress our children would show if they received no services following COVID-19 pandemic lockdowns, we increased the number of telehealth treatment options, as well as in-home specialized autism therapy. To help with education and progress lag, every family was offered these services
- We began providing more services to children and families on days and times they wouldn't normally be involved in regular services. Services will be available for the preschooler, siblings, parents, etc.
- GIANT Steps increased the number of parent support groups for families who speak Spanish and attendance increased substantially

Goals for FY21

- Add a Board Certified Behavior Analyst to our team and become a Medicaid Autism ABA Provider
- Further expand program to provide services to our children and families outside of regular program hours so that families receive respite and children receive more treatment in their home and other natural environments
- Continue expanding autism services to Spanish speaking families to meet their ongoing needs
- Explore effective ways of delivering treatment in a quality manner when in-person options are not available

VANTAGE POINT YOUTH RECEIVING CENTER



**Janene Candalot, CMHC
Program Manager**

Program Overview

Vantage Point Youth Receiving Center (VP) is a multi-service facility that provides voluntary care to vulnerable, runaway, homeless youth, and their families. VP provides 24-hour a day, 7 days a week immediate crisis and mental health services for male and female youth ages 10-17. Our program includes a youth services/ crisis residential unit 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, VP 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 VP 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 individual and family therapy, (up to 60 days), anger management, seeking safety, and provide specific referrals to other community resources and additional services that are needed to help support the youth.

Highlights from FY20

- Kitchen remodel completed
- Started the planning phases of VP North expansion project with Juvenile Justice Services (JJS)/ Division of Substance Abuse and Mental Health (DSAMH)
- Community volunteer group donated time, materials, and efforts in the remodel of VP
- Provo School District offers computers for on-line school and packets to youth at our facility
- Expanded our curriculum delivery from 7 days to 30 day program to adjust for longer lengths of stay
- Established a treatment/group room which is over at Provo Family Clinic in the upstairs rooms C & D which are now ours to use exclusively
- Adjusting to COVID-19 pandemic in the community and still provided services safely

Goals for FY21

- Expand our bed space capacity from 12 to 24 at an added VP North location
- Begin offering school with the support from Provo School District giving the youth computer equipment to access online school and high school packets at no cost to the youth/family
- Secure dedicated van for transportation
- Focus on transition to adult living and assisting in homelessness issues by helping our youth find suitable and sustainable housing options in our area

PREVENTION AND RECOVERY IN EARLY PSYCHOSIS (PREP)

Program Overview

PREP stands for the Prevention and Recovery in Early Psychosis. It is a first of its kind, prevention program for young people ages 14-26 who are experiencing their first episode of psychosis. The philosophy is with early assessment and intervention, the young person can postpone or even avoid developing a psychotic disorder. Once a youth is accepted into the program, they are thoroughly assessed, treated, and supported through wrap around services. The team consists of therapists, case managers, a dedicated prescriber and nurse, an occupational therapist, and certified peer support specialists. The treatment is intensive in nature and comprehensive. There is also a 24-month commitment to complete the program.

There is another component to PREP that was added FY2020 called CHR or Clinically High Risk. This added criteria to PREP allows the team to start monitoring younger youth, ages 12-14 who are experiencing some psychotic symptoms, but are not quite persistent enough for a diagnosis or medication. The purpose of this program is to monitor high risk youth, work with their current treatment teams, assess and offer support. If and when the youth needs more or if symptoms worsen, the PREP team can transfer them seamlessly onto the PREP team for further intensive treatment.

Highlights from FY20

- Added occupational therapist to the team
- Case manager was fully trained in Supported Employment and Education Services
- Added part-time certified peer support specialist to our existing team so now there are 2
- Started stepping out initial clients who have successfully completed the program with positive results
- Moved to a new office space and joined with SUD services
- Attended the Second National Conference On Advancing Early Psychosis Care in New York, hosted by PEPPNET (Psychosis-Risk & Early Psychosis Program Network)
- Completed first on-site fidelity review and scored the highest in the state
- Adjusted to COVID-19 pandemic regulations and still provide continued services to our clients safely

Goals for FY21

- Having and developing a more formal graduation process from PREP
- Client /family involved in program service planning and development
- Implement client treatment incentive program
- Coordinating with DSAMH to implement an active quality improvement process for program

BRIDGE TEAM

Program Overview

The BRIDGE Team program was created to provide more intensive community supports for individuals who have an established history of requiring intensive levels of care such as multiple acute inpatient admissions, jail, and state hospital placement. These clients require more intensive wrap around services to remain stable in the community. The Bridge Team program is based on an Assertive Community Treatment (ACT) model of care but has been tailored to meet local needs. The Bridge Team staff is comprised of a multi-disciplinary team which includes, therapists, case managers, and a dedicated prescriber and nurse who provide services in the community . 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 FY20

- BRIDGE team assigned new Program Manager in January 2020
- A supervisor was added to the BRIDGE team
- BRIDGE team was transitioned out of the Recovery Outreach Center (ROC) and over to South Campus
- BRIDGE Team maintained more than 65 clients during the transition from a team of 4 therapists to 1.5
- Currently there are 4 full time case managers, 1 full time therapist, and 1 part time supervisor for the team
- 2,756 hours of services provided for the year = 3,865 number of total service encounters
- Continue to provide the vital services to our vulnerable population during the COVID-19 pandemic safely and efficiently

Goals for FY21

- Add 1 full-time therapist to accommodate for waiting list clients
- Add a certified peer support specialist to the current treatment team
- Continue to work at funding opportunities to start a supported housing unit for clients
- Add a full-time human service worker (HSW) to help with daily needs of the program, answering calls, filling in for CM’s when needed, and assisting in personal services with clients

MOBILE CRISIS OUTREACH TEAM (MCOT)



**Kip Landon, LCSW
Program Manager**

Program Overview

Wasatch Behavioral Health completed its first year with a fidelity Mobile Crisis Outreach Team (MCOT) team operating 24 hours a day, 7 days a week for 365 days a year. This team responds to mental health crises in the community and/or in the individual's home. This team consists of one master level therapist and one certified peer support specialist. These teams are specifically trained in crisis mental health intervention. Cases are triaged to provide targeted mental health intervention and appropriate referrals to ongoing care. The goal of these MCOT teams is to resolve mental health crises in the community and reduce the number of unnecessary emergency room and inpatient psychiatric hospital admissions, and also to partner with first responders in case consultation. MCOT teams are requested by contacting the WBH Rapid Access Number 801-494-0880. The most common requests for MCOT dispatch come from local law enforcement departments, The Utah State Crisis Line at the University Neuropsychiatric Institute (UNI), community partners like DCFS, JJS, Dept. of Aging, Adult Protective Services (APS) and local hospitals.

Highlights from FY20

- Fully staffed 24 hour coverage for MCOT teams 7 days a week, 365 days a year
- Operated MCOT teams to fidelity and had all MCOT staff trained as certified crisis workers in the state of Utah
- WBH administration active member of Utah State Crisis Worker Certification Training Committee
- Completed Total of 390 MCOT's in 10 months of operation
- Average of 39 MCOT responses per month

Goals for FY21

- Maintain robust recruitment and staffing for MCOT team to continue 24hr/7day per week/365 day per year, MCOT coverage
- Increase the collection of co-insurance information and attempt to analyze third party payer information, versus Medicaid/Medicare and unfunded cases
- Work closely with new rural MCOT team in the Wasatch and Summit Counties
- Increase number and frequency of MCOT evaluations to Utah County
- Maintain robust follow up after initial MCOT is complete

CHILDREN, YOUTH & FAMILY ASSESSMENT STABILIZATION TEAM (CYFAST)

Program Overview

CYFAST stands for Children, Youth and Family Assessment Stabilization Team. This is a youth and family focused mental health treatment team that is comprised of master level clinicians, case manager, respite workers, and peer support specialist. Our team partners with Allies with Families, which allows us to have a family resource facilitator, now called child and family peer support specialists. This close multidisciplinary team allows us to provide intensive wrap-around supports for high-risk youth and their families. CYFAST provides individual therapy, case management, group psychoeducation and group psychotherapy. Groups offered include: Secondary Trauma: Taking Care of You, Trauma-Focused DBT, 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 thru out the week. Our team modified how respite with families is done during the COVID-19 pandemic to offer respite services, while maintaining physical safety.

Highlights from FY20

- CYFAST team moved under the direction of Kip Landon, LCSW and merged with existing adult FAST team at the Recovery Outreach Center
- Hired additional respite staff to increase total respite services both at the ROC and in the community
- Started and updated trauma focused DBT group
- CYFAST team remained an integral part in assisting youth Medicaid clients who discharged from psychiatric hospitalizations and post crisis follow up
- Integrated with Provo School District as part of a consultation team with crisis and at risk mental health cases in the schools

Goals for FY21

- Maintain full staffing patterns with clinical and respite teams
- Continue case collaboration with acute inpatient discharges, Utah State Hospital, WBH clinics, and the Division of Child and Family Services.
- Create a better representation with graphs and charts that illustrates CYFAST team accomplishments

INPATIENT PSYCHIATRIC SERVICES

Program Overview

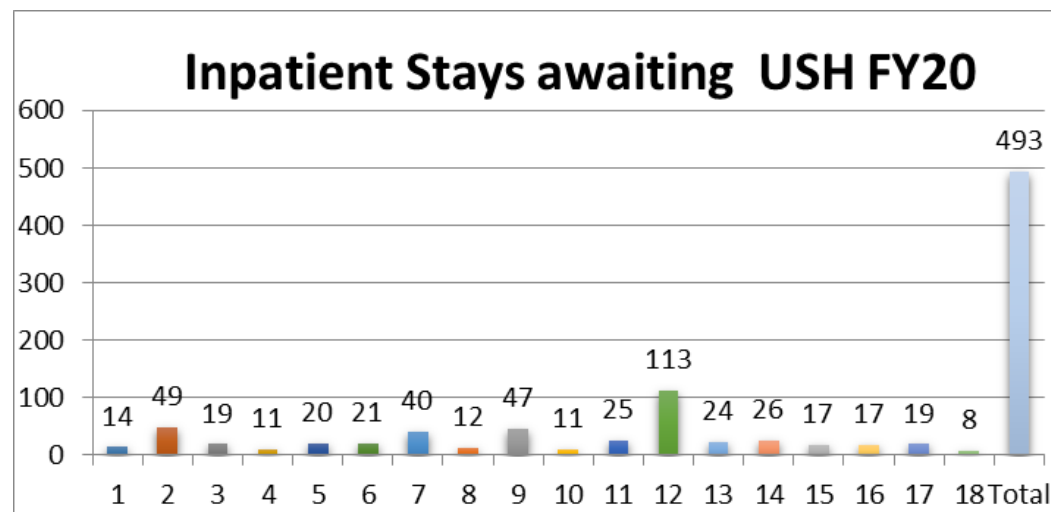
Inpatient psychiatric services are provided by contract with various local acute hospitals and also in partnership with the Utah State Hospital. This level of care is considered the most restrictive and intensive resource offered by the Wasatch Behavioral Health. This department also manages the tracking 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. WBH 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 FY20

- Maintained positive working relationships with several acute inpatient psychiatric hospitals and the Utah State Hospital
- Provided a master's level clinician as key liaison to each psychiatric hospital where WBH patients were admitted
- In FY20, there were 18 adult patients who required Utah State Hospital level of care who were not admitted due to lack of availability of USH beds. Anticipated cost to WBH when these patients required longer acute hospital bed days is \$542,300

Goals for FY21

- Continue to monitor and stay within inpatient budget
- Continue liaison and community partnership with all hospitals
- Reduce or at least maintain total number of inpatient bed days in FY21 as in FY20



INTENSIVE RESIDENTIAL TREATMENT (IRT)

Program Overview

Intensive Residential Treatment (IRT) is a residential treatment program designed to help adults who suffer from chronic mental illness by providing resources, services, and opportunities as an alternative to psychiatric hospitalization. This program is a 16-bed adult residential facility serving both men and women ages 18 and older. Beds are typically available for 8 males and 8 females. IRT is staffed with personnel, including a nurse 24-hours a day, 7-days a week. An array of services are provided: mental health evaluations, individual therapy, group therapy, skills development, case management, medication management, nursing, and psychopharmacology. IRT has a psychiatric prescriber that meets with patients several times each month. Frequency varies depending on the client's needs, and response to medication plans. Another crucial service performed at IRT is the medication packaging for Vantage Point, Maplevue, BRIDGE and FAST teams. The IRT nursing staff track the needed patient medication refills and individually package approximately 130 patient's medications out of the IRT nurses station. Without this service, mental health clients would not be able to have their psychiatric medications administered as prescribed. This medication packaging also integrates medical and psychiatric medications, which is a unique collaborative effort to provide integrated healthcare for these high acuity clients.

Highlight from FY20

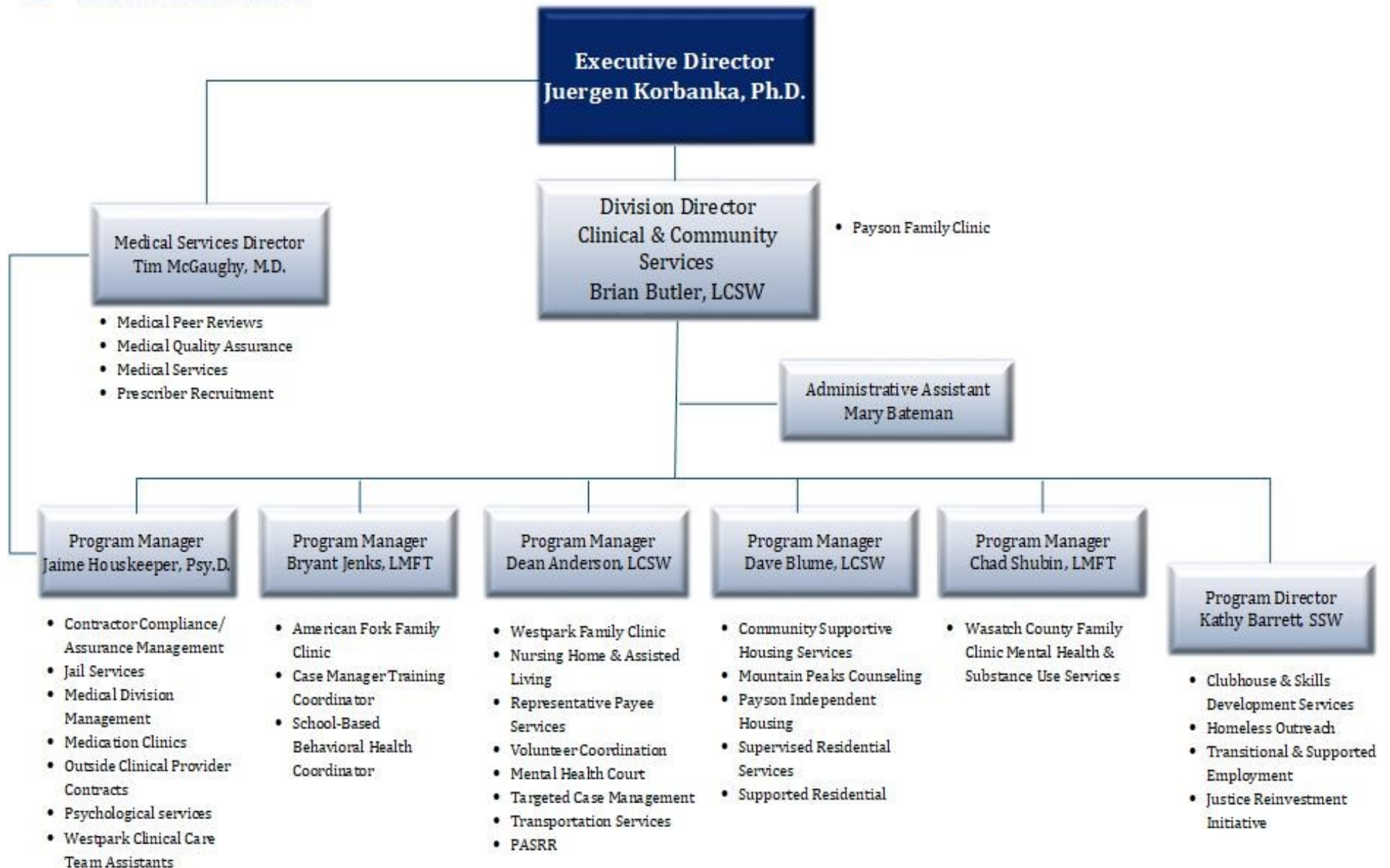
- Increased substantially day treatment programming for IRT clients who are not appropriate for the Clubhouse model of treatment. Created daily treatment schedule consisting of individual and group skills development, peer support, and group therapy
- Created an additional therapist position which will cover afternoon, evening and some weekend hours
- 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 clients through admission to IRT who were in mental health crisis prior to admission to IRT
- Continued integrated medical and psychiatric medication management through pillboxes and pill packing

Goals for FY21

- Continue to utilize IRT as a key step down treatment location for Utah State Hospital and acute care inpatient psychiatric facilities
- Relocate IRT staff and patients to a new physical facility to make way for the crisis receiving center and sub acute facility on the current Recovery Outreach Clinic/IRT campus-increase the collaboration and support of IRT clients from other outpatient departments within WBH
- Significantly increase total billable services delivered at IRT
- Prepare and transition IRT clinical and nursing services to be more "self reliant" to prepare for site move away from the adjunct services provided by the Crisis Team at the Recovery Outreach Clinic



Clinical & Community Services



CLINICAL & COMMUNITY SERVICES DIVISION



Brian Butler, LCSW
Division Director

Program Overview

- Medication Management Services
- Psychological Assessment Services
- Crisis Intervention Training (CIT) Police Academy
- Community Support Services
- 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
- Payson Family Clinic
- Wasatch County Family Clinic
- 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

Highlights from FY20

- Provided trainings in Wasatch County in the suicide prevention strategy known as Question, Persuade, Refer (QPR) as well as Mental Health First Aid trainings
- Mountain Peaks Counseling increased therapy visits by 42% and prescriber visits by 36% over FY20
- Implemented 17 Skills Development groups each week for clients in Supported Housing
- Westpark Family Clinic doubled the number of intakes over FY20 by reducing intake times from 2 hours to 1 hour.
- Implemented telehealth services throughout the division
- Collaborated with Mountainlands Health Clinic through the Health Integration Project (HIP) Grant to address mental health and physical health concerns simultaneously. This project continues to receive state and national praise for their efforts
- Expanded prescriber services to Payson Family Clinic and Wasatch County Family Clinic to increase access to psychiatric care
- Trained 68 officers from 11 jurisdictions through 2 Utah County CIT academies

Goals for FY21

- Train 50% of clinicians in the American Society of Addiction Medicine (ASAM) assessment tool in preparation to further integrate SUD treatment into the Division for more holistic care
- Expand School Based Services in the Nebo and Alpine School Districts with contracted providers in the schools
- Further integrate physical and mental health care with Mountainlands Community Health Center through the HIP program.
- Incorporate Provo Family Clinic, BRIDGE (ACOT: Assertive Community Outreach Team Model) and First Episode Psychosis programs into the division to consolidate similar programs and allow for expansion of Crisis and Intensive Services Division
- Prioritize community outreach and education as part of managerial responsibilities. This includes providing at least 3 CIT academies
- Adapt service delivery to the new normal of COVID-19 and post-COVID-19 pandemic needs

PAYSON FAMILY CLINIC

Payson Family Clinic (PaFC) provides a comprehensive array of mental health services for adults, families and children who reside in South Utah County. Services include: Intake and assessment, individual, group and family therapy, medication management, case management, school based services for Nebo School District, Youth Day and Summer Treatment.

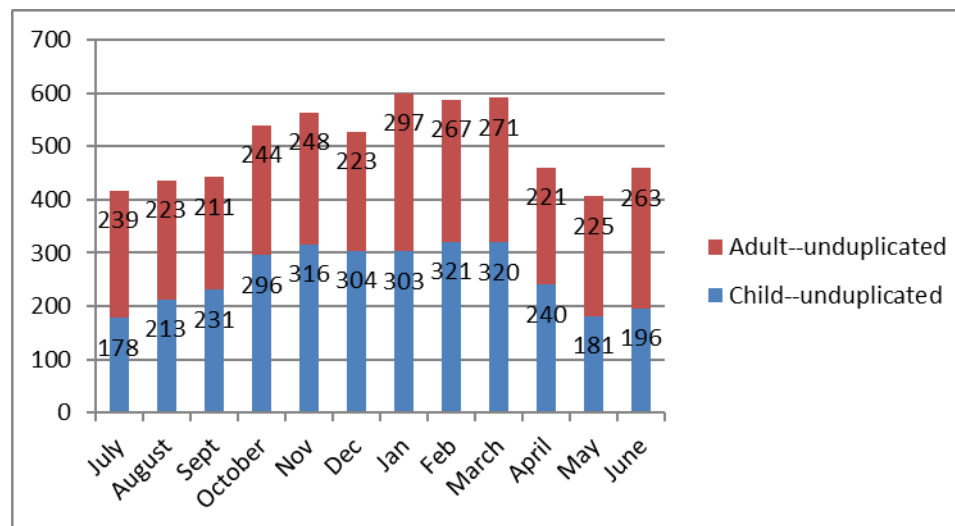
Highlights for FY20

- PaFC served 1550 unduplicated clients. This is an 31 percent increase over FY19
- Added a Wellness Coordinator and continued to increase prescriber time to better serve the psychiatric needs of South Utah County
- The percentage of appointments kept by clients increased from 81 percent in FY19 to 84 percent in FY20
- Completed 715 intakes for new clients in FY20. This is a 25 percent increase over FY19

Goals for FY21

- Expand contracted school based services to Spanish Fork High School and Reagan Academy
- Combine Payson Family Clinic and Provo Family Clinic under 1 manager to improve coordination and consistency of service delivery across programs
- Advance plans to build affordable housing on site for WBH clients
- Integrate Outpatient Substance Use Services into the clinic

FY20 Unduplicated Number of Clients Served (by month)



WESTPARK FAMILY CLINIC



**Dean Anderson, LCSW
Program Manager**

Program Overview

Westpark Family Clinic (WFC) is located in Provo. It is open Monday through Friday from 8:00 a.m. to 5:00 p.m. with extended evening hours Tuesday through Thursday. WFC provides comprehensive mental health services.. Staff including therapists, case managers, and human service workers provide assessments, therapy, case management and Representative Payee Services (RPS) to adults, children and youth residing in Utah County. WFC 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.

Highlights from FY20

- WFC provided 126 intakes for children and youth
- The number of intakes went up about 70% from the previous year
- Moved from doing 1 intake in 2 hours to 2 intakes in 2 hours
- Because of the pandemic, we began doing a hybrid of walk-in, scheduled intakes, and utilizing Telehealth for both individual and group therapy
- Created a Grief and Loss group, a Healthy Minds group, and a Trauma Art Therapy group to meet the evolving needs of clients
- Provided approximately 15 unique groups to a variety of populations with a variety of clinical needs
- Ran 4 domestic violence groups; one for children, two for women, and one for men
- Assessment and services to: intellectually disabled clients living in ICF/IDs in Utah County to children living in a nursing home, adult clients in 11 nursing homes and 14 assisted living homes, and to individuals who are home-bound and unable to come to regular clinic services
- Continued to collect and use a high number of Outcome Questionnaire 45s (OQ45s). These OQ45s are used to work with clients in therapy to promote their growth. The clinical support tools have been instituted in the clinic and used to further assist clients who are not progressing as hoped or whose conditions are deteriorating
- WFC staff are participating in WBH evidenced based clinical consultation groups using the OQ45. Students and new therapists are using a similar model in supervision to ensure the model is carried out and used as effectively as possible
- The WFC program manager started participating in the clinical support for supervisors team
- Created a sand tray/play therapy room designed for children, youth, and adults who benefit from these therapeutic modalities
- RPS served 318 clients with payee services and created a way to pay for client needs electronically
- RPS adjusted the pick-up process for clients so the clinic could cut down on foot traffic to avoid having too many clients in the waiting room at a time
- Came up with creative ways to deliver money to clients who were sick with COVID-19 or who were under quarantine
- WFC PASRR staff completed 477 PASRRs for an average of 59.3 per month and completed 94 IDRC PASRRs for an average of 11.75 per month
- WFC and Mountainlands continue to lead the other two areas in the State of Utah participating in the Integrated Health Care Grant for the numbers of clients served so far. We continue to receive praise from the Utah State Division of Substance Abuse and Mental Health for our team's efforts in carrying out the grant

WESTPARK FAMILY CLINIC

- At the end of FY2020, 78 clients were being served by the Integrated Health Care Grant with a total of 104 unique clients being served since the grant started in May, 2019
- Have had countless numbers of success stories wherein the Integrated Health Care Team have assisted clients with medical and mental health concerns, at least improving the quality of their lives and at most, saving their lives
- Provided training for BYU law school about domestic violence
- Provided approximately 18 student interviews for Utah Valley University and Brigham Young University students who are exploring careers in mental health or are in graduate school assigned to learn more about mental health treatment
- WFC used 24 volunteers for 123.5 hours. Due to COVID-19 pandemic, this number was lower than past years

Goals for FY21

- Train more staff on play therapy and other techniques for children and youth
- Lead the center in the use of the OQ45 and clinical support tools
- Lead the center in the use of SMART objectives on all recovery plans
- Increase the use of the OQ clinical support tools to ensure clients receive the best clinical care possible
- Have all therapists supervising students and clinical social workers participate in the supervisor clinical support teams
- Have all therapists participate in the clinical consultation teams
- Create a transition program for youth becoming adults

CARE TEAM ASSISTANT SERVICES



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

Program Overview

Care Team Assistant Services comprises the individuals who are most truly the first face of Wasatch Behavioral Health. Care Team Assistants (CTA) are commonly a client's first contact via phone call or in-person visit to our agency. We aim to provide a warm, friendly atmosphere, with welcoming demeanors and a neat, seasonal, and clean 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, WBH's billing and accounting offices, and human resources. One of our CTAs manages medication preauthorization's 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 FY20

- Provided services in both English and Spanish during all business hours
- Provided services in two separate electronic medical records throughout the year
- Responded quickly to the pandemic challenge by efficiently transitioning to a telecommuting system early in the pandemic, transitioning back to the building, and screening all those entering the building for symptoms of COVID-19

Goals for FY21

- Confirm insurance/funding prior to all WBH visits
- Continue excellence in both the Athena electronic medical record and the Junction electronic medical record
- Continue providing excellent customer service to clients, staff, callers, and visitors

PSYCHOLOGICAL ASSESSMENT SERVICES

Program Overview

Psychological testing has been offered at Wasatch Behavioral Health (WBH) for many years. Psychological Services was formally organized as a department in 2012 and renamed Psychological Assessment Services (PAS) several years later. The goal of PAS was to centralize psychological testing for the entire center, pooling personnel and other resources in a central location. A goal of this change was to streamline and centralize the referral process and oversee the timeliness and quality of psychological testing to provide equal and fair treatment to clients throughout the center. PAS has expanded significantly from that time, and now has an administrative supervisor, two additional full time psychologists, two full time certified psychology residents, and its own full time predoctoral psychology intern. PAS enjoys a close relationship with the WBH APA accredited psychology internship program, which provides assistance from an additional 6-7 predoctoral psychology interns. Services are provided throughout the agency in all outpatient clinics and other areas as needed.

Highlights from FY20

- After being without an administrative supervisor for three years, PAS hired Stuart Spendlove, Ph.D. as an administrative supervisor. Prior to becoming a psychologist, Dr. Spendlove worked as a case manager at Vantage Point and was eager to return to WBH
- Increased the size of the internship program from six predoctoral psychology interns to seven
- Had a site visit with American Psychological Association's Committee on Accreditation

Goals for FY21

- Fill open staff positions to keep up with referrals (we average about 700 referrals annually).
- Renew internship accreditation from American Psychological Association.
- Explore possibility of expanding referral and funding sources for psychological testing cases

MEDICATION MANAGEMENT SERVICES



Tim McGaughy, MD
Medical Director

Program Overview

Medication Management Services provides a broad array of services to clients receiving behavioral health treatment in outpatient clinics throughout Wasatch Behavioral Health. Dr. Tim McGaughy serves as the Medical Director and Jaime Houskeeper as the Program Manager over the department. 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, Bridge Team, and Intensive Residential Treatment. Prescribers 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 in medical services 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 on an as needed basis via the Outcome Questionnaire 45 and the Columbia Suicide Severity Rating Scale.

Highlights from FY20

- Increased medical services to Payson Family Clinic by approximately two prescriber days per week as well as additional nursing support
- Made preparations to expand Wellness Coordination Services to Payson Family Clinic and began recruitment for new Wellness Coordinator
- Increased medical services to Wasatch County Family Clinic by approximately two prescriber days per month, also offering clients additional choice by adding second prescriber in the process
- Generally able to offer a new client prescriber visit within a week by utilizing walk-in prescriber clinics
- Expanded telehealth services significantly to continue providing excellent medical care during the pandemic

Goals for FY21

- Expand wellness coordination staff from 2.5 to 3.5
- Expand wellness coordination to Payson Family Clinic two days per week
- Continue to offer walk-in and telehealth visits to maximize flexibility to clients and staff

WASATCH HOUSE



**Kathy Barrett, SSW
Wasatch House Director**

Program Overview

Wasatch House, often referred to as Clubhouse, is an evidence based mental health model that serves adults with a history of mental illness. Wasatch House is one of over 300 accredited Clubhouses in the world. There are currently 5 accredited Clubhouses in Utah with Wasatch House being the largest in the state. Employment is at the very heart of our mission and we have multiple employment programs to fit the needs of the ‘members.’ Wasatch House caters to members’ vocational needs, by offering 4 units that are organized around the ‘work ordered day.’ This practice parallels a regular work week. Members work side by side with a staff member in the thrift store, the commercial kitchen, the business unit or the career unit to re-establish social skills, work skills, confidence, and to build a foundation for healthy living. We partner with Vocational Rehabilitation and Provo School District to provide additional resources for recovery and success

Highlights from FY20

- The only Utah Clubhouse that remained open during the entire pandemic
- Provided vocational training to 124 people during the pandemic
- Members collectively earned \$106,355.85 during the fiscal year
- Provided 44 members with employment opportunities and benefit support
- Completed new Wasatch House Advisory Board by-laws

Goals for FY21

- Continue to maintain a 20% Transitional Employment bench mark
- When training bases reopen: train 1 member, 2 staff members, and 1 administrator
- Realign the mission of the Advisory Board to focus on employment, education and fund raising
- Integrate wellness goals into the recovery plan for at least 50 % of our Average Daily Attendance

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), The Yarrow, and Maplevue 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 care team assistants, 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 our clients issues tend to be chronic and severe. Our quality of care allows the clients to receive many of their services in one place. The services offered through Supported Housing Services includes: psychiatric services, medication management through daily or weekly pillboxes, individual and group therapy, case management, skills development, house parents, money management, and connecting residents to the Clubhouse model for psycho-social rehabilitation

Highlights from FY20

- Started skills development groups — currently 17 groups a week are being held
- COVID-19 pandemic affected SHS but there were no major crisis or hospitalizations as a result in our department
- Collaborated with Provo City Housing on a memorandum of understanding (MOU) to provide targeted case management (TCM) services as they will be building 30 additional single unit apartments in downtown Provo for the mentally ill
- Successful Sub for Santa program and served over 250 clients in need
- Alpine House was completely remodeled by United Way and bathrooms were significantly upgraded
- At least 7 residents were provided housing at the Yarrow complex in Springville through the Housing Authority of Utah County (HAUC) where the client had zero to very little income. This provided permanent housing at virtually no cost to the resident and allowed for psychiatric stabilization and eventual income funding secured for most of the residents with in the year

Goals for FY21

- Increase our skills development groups to be up to 3 different groups a day
- Provide substance use disorder services
- Increase Peer Support Services
- Add a part-time human service worker staff to assist with personal services and transportation

MOUNTAIN PEAKS COUNSELING

Program Overview

Mountain Peaks Counseling (MPC) provides mental health services for individuals of all ages who live in Utah County. It is primarily designed to provide quality mental health services to individuals and families who have private insurance, want to pay cash, or have other funding that cannot be accommodated by the traditional WBH outpatient clinics. Our primary services include, individual and family therapy as well as psychiatric precribing services. The MPC office is located at 580 East 600 South, Provo, UT. Office hours are: Monday through Thursday from 5:00 p.m. until 9:00 p.m. and Friday 8:00 am – 5:00 pm.

Highlights from FY20

- 42% increase in billed therapy visits FY19 2,005 - FY20 3,014
- 36% increase in prescriber visits FY19 217 - FY20 296
- We added 3 insurances to our panel (Aetna, Altius and University of Utah Health Care)
- We were able to successfully reach out to the private insurance and confirm the ability to do tele-health therapy due to COVID-19 pandemic and we were very successful providing services in this way when we were previously not allowed as insurances would not pay
- Expanded and hired a part time secretary, one additional prescriber, and added 2 part time therapists

Goals for FY21

- Recruit and hire an additional therapist who specializes in youth
- Increase the collection of co-pays and balances at time of service
- Work closely with the Billing Department to determine collection rates from commercial insurances and track down denials and non-payments
- Expand services to the Payson office to include more therapy opportunities

AMERICAN FORK FAMILY CLINIC



Bryant Jenks, LMFT
Program Manager

Program Overview

The American Fork Family Clinic (AFFC) is a part of the Clinical and Community Services division of Wasatch Behavioral Health (WBH). 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 FY20

- 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
- Provided services for 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 FY21

- Add 3-6 more contracted therapists in school based services with the Alpine School District
- Create the ability for potential clients to complete the initial intake paperwork online
- Have a Wellness Coordinator in AFFC to manage level 1 medication management clients only
- Provide Substance Use Disorder assessments (ASAM) in AFFC

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, 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 additional includes a social service worker, a family resource facilitator, and a prevention coordinator.

Highlights from FY20

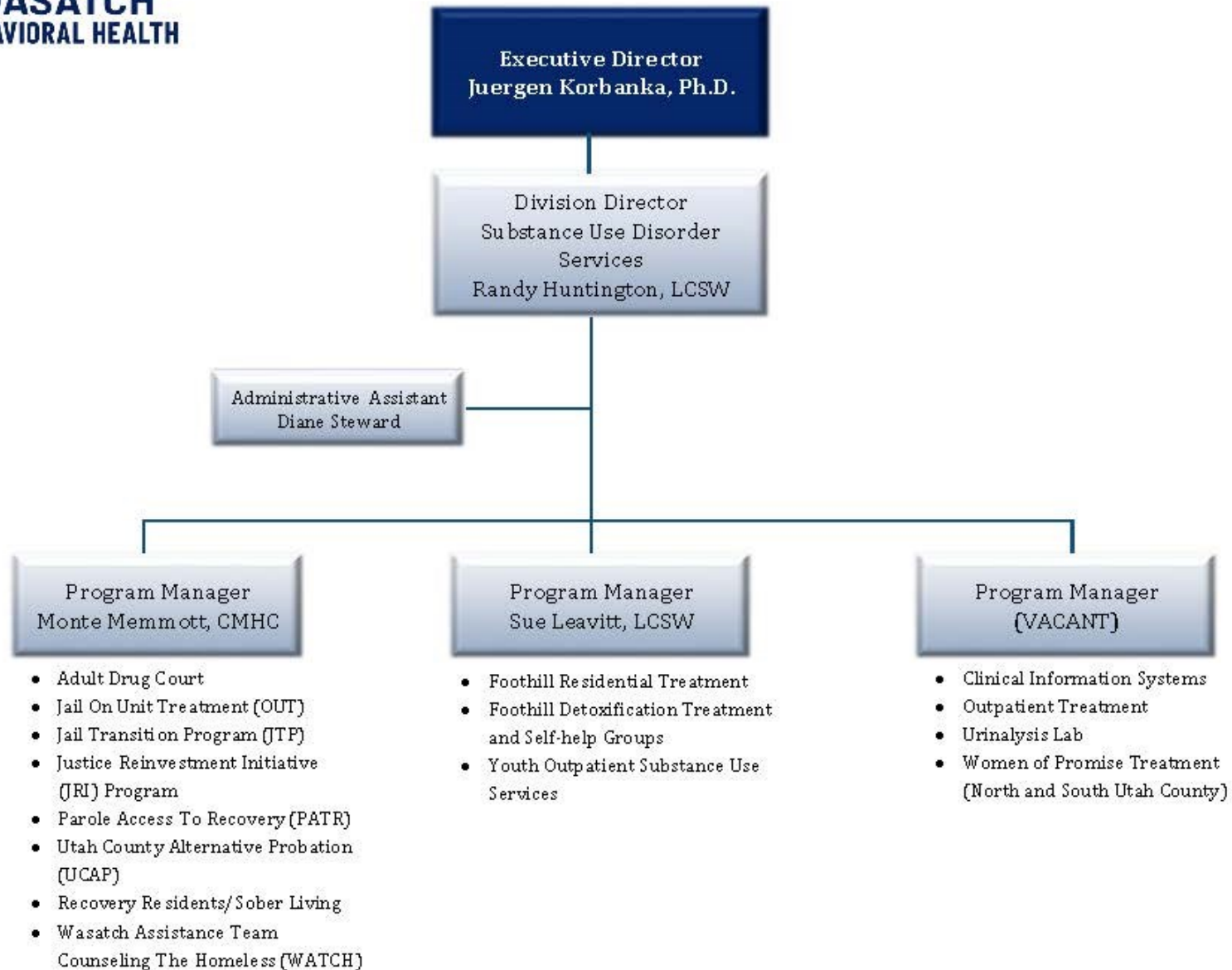
- 542 individuals were provided service including 138 youth
- Established a Crisis Intervention Team (CIT) academy steering committee
- Utilized video conferencing technology to deliver therapeutic services to the Wasatch County Jail
- The WCFC was again awarded funding from the Mountainlands Association of Governments to serve underfunded and unfunded clients in need of treatment.
- Partnered with the Wasatch County School District to facilitate the "Light the Fight" suicide prevention event
- Coordinated and launched a media campaign with Use Only As Directed for opioid education. This included two billboards along Heber City Main Street as well as educational mailings to all Wasatch County residents

Goals for FY21

- Organize a Crisis Intervention Team (CIT) Academy to educate law enforcement on mental health
- Successfully transition from the delivery of moral reconnection therapy groups to jail inmates to a skills development group model to help inmates develop useful life skills to enrich living
- Establish a mobile crisis outreach team that will provide 24 hour service to Wasatch and Summit Counties
- Expand rural clinical services from a team of 4 therapists (including program manager) to a team of 5
- Procure and employ a full time family resource facilitator to serve families in need in Wasatch County



Substance Use Disorder Services



SUBSTANCE USE DISORDER SERVICES DIVISION



**Randy Huntington, LCSW
Division Director**

Program Overview

Substance Use Disorder (SUD) Division consists of the following programs:

- MAT Medication Assisted Treatment
- GOP – General Outpatient Services (1-8 hours per week)
- IOP – Intensive Outpatient Services (9-20 hours per week)
- Foothill Residential Treatment (30 to 90 Days)
- Social Detox (3 to 10 Days)
- Promise North and South (Women's Treatment)
- Lab Services (Urine Analysis Drug Testing)
- Youth Treatment Outpatient
- Recovery Support Services
- OUT – On-Unit Treatment (Jail Treatment Services)
- UCAP – Utah County Alternative Probation
- Justice Reinvestment Initiative (JRI)
- CIS - Clinical Information System and Screening
- Juvenile Drug Court
- Adult Drug Court
- Family Dependency Drug Court
- PATR (Parole Access to Recovery)

Highlights from FY20

- Wasatch Behavioral 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. The On-Unit Treatment (OUT) Program focuses to reduce recidivism and re-incarceration
- Fully integrated the Medicaid Expansion population into services at Wasatch Behavioral Health and contracted with Accountable Care Organizations to treat individuals who suffer from Substance Use Disorders
- Implemented and maintained several evidenced based programs including smoking cessation, dialectical behavioral therapy/mindfulness, and seeking safety. Additionally, we have implemented Recovery Plus into the facility including Nicotine Replacement Therapy
- Continued to offer services during COVID-19 pandemic. Staff began using telehealth, mostly from home. Services were provided by telehealth until safety standards were set and staff and clients were able to return to program sites. Additionally, a weekly parenting support group conducted by a childcare specialist was offered to address the unique problems mothers were facing having their children home each day during the pandemic
- Started a new evidenced based psycho-education group called 'Healthy Steps to Freedom' specifically designed for women with substance use disorder addressing the unique issues they deal with that impacts their ability to stay sober such as body image, self-esteem, diet/nutrition, and eating disorders
- Expanded the use of telehealth services into all levels of support and treatment for additional access to our clients

SUBSTANCE USE DISORDER SERVICES DIVISION

Goals for FY21

- Increase the total number of clients served by 10%
- Develop partnerships with recovery residencies (sober living homes) in the community
- Strengthen relationships with the 4th District Drug and Family Dependency Courts
- Provide substance use disorder services to incarcerated youth in detention and Juvenile Justice Services systems
- Merge our Promise Program into one location. Currently Promise is located at two sites (Orem & Payson). Due to low census, it is time to merge into one clinic in a central location of Utah County to maximize our small team and to provide best quality of care for the clients
- Focus attention on suicide prevention, intervention and post-vention initiatives to prevent suicide and decrease the number of deaths by drug overdose
- Increase the number of social detox beds at Foothill Residential by four and develop a plan to get paid social detox through Medicaid
- Work with adult probation and parole to gain their confidence for referrals to treatment
- Increase training to provide additional quality evidenced based counseling services (EMDR, CBT, DBT, ASAM)
- Provide substance use disorder assessment services at all family clinics to enhance access for substance use disorder services within the county

URINALYSIS LAB (UA)

Program Overview

The main priority of the Urinalysis (UA) Lab is to aide in a client's progress through their individualized treatment plan. We provide clients with accurate and reliable urinalysis drug screening primarily through an immunoassay technique. This technique utilizes an antibody to determine the amount of a specific substance in a sample, most commonly urine. In performing these types of analysis, we can assist our therapists and case managers to provide our clients with a customized treatment plan to achieve their goals.

Highlights from FY20

- The UA Lab updated our Siemens V-Twin urinalysis analyzer to improve our lab efficiency
- Collected 15,713 samples
- Performed 101,096 assays for our clients
- Increased the number of assays offered to improve treatment

Goals for FY21

- Initialize new software to better help our treatment programs to best serve our clients
- Modify the method of processing samples to make it efficient and timely
- Continue to increase the number of assays offered to better promote treatment
- Continue to provide accurate and precise testing for all of our clients

CLINICAL INFORMATION SYSTEMS (CIS)

Program Overview

Clinical Information Systems (CIS) is the first point of contact for individuals seeking screenings and referrals, as well as processing records requests from current and former clients. CIS provides monthly reviews and updates client files for DORA, Felony and Probation Drug Court, PATR and UCAP.

Highlights from FY20

- Assisted over 1,400 clients
- Provided clerical support to Adult Drug Court, PATR and UCAP programs resulting in correct client contact and billing information
- Increased monthly monitoring of client records from 282 clients in 2019 to 496 clients in 2020
- Screening training provided to case managers in Outpatient and Promise programs resulting in more staff available for client screening services and an improved ASAM section allowing clinicians to gather relevant level of care determining information
- Implemented a direct referral protocol for youth treatment clients resulting in increased retention
- Completed 1,141 client intakes and screenings — 65% of these clients received a treatment recommendation, 18% a Prime for Life recommendation, and 17% a no-treatment recommendation

Goals for FY21

- Develop new assessment tool eliminating the screening process and providing a more direct process to begin client services
- Train clinical staff on new assessment and process
- Implement ability to complete client intakes at all substance use disorder program locations to include training of clinical staff

PROMISE PROGRAM

Program Overview

The Promise Program is an outpatient substance use disorder program (SUD) providing services for adult women. It began in 1997 as a mobile service, then opened its doors to a formal program/building in 2002 and was created specifically to fill a need in Utah County which lacked gender specific services for women who have unique needs that impact their ability to get sober and/or enter formal treatment services. Some unique parts of the program that address these needs are transportation that is offered to the clients to and from treatment, onsite childcare for children aged 6 and under (ages 7-10 on as needed basis), gender specific programming to address the unique needs of women, and all treatment is done from a trauma informed care approach. The Promise Program offers both intensive outpatient (IOP) and general outpatient (GOP) levels of care which designates a specific amount of hours of services per week each client receives. In the program, licensed psychotherapists provide individual, group, and family therapy. Substance Use Disorder Counselors (SUDC) provide case management for each client providing skills development and targeted case management to assist with signing up for services such as vocational rehab, housing, and medical insurance. They also teach quality, evidenced based psychoeducation groups for all clients.

Highlights from FY20

- Provided over 130 SUD assessments for treatment services
- Treated over 275 clients
- Started trauma focused yoga for the Promise programs taught by our Case Manager (Becky) who is a Professional Clinical Yoga Practitioner.
- Transitioned to telehealth services seamlessly once due to COVID-19 pandemic restrictions. We were able to provide all group and individual services during this time of shutdown thereby adding much needed support and treatment for our women with SUD
- Increased our engagement and services for the clients during first few months of COVID-19, sometimes increasing services for the client from once a week to daily to provide additional support during the crisis. Offered more focused services on relapse prevention, safety, self-care, yoga, and parenting support to assist with the stressors the pandemic brought
- Offered a weekly parenting support group conducted by our Childcare Specialist to address the unique problems mothers were facing having their children home each day during COVID-19 pandemic
- Following all Centers for Disease Control and Prevention (CDC) protocols
- We continue to offer more telehealth services to meet unique needs of our clients (for example, those persons who are high risk for COVID-19, clients on maternity leave, those who could not come due to transportation issues, etc.) preventing possible disruption to their treatment.
- Provided cafeteria programming until low census had us readjust our programming (Parenting, Food Sense (How to shop, buy, make healthy meals), Tobacco Cessation, Recovery Capital, Relationships/Attachment, Helping Women Recover, DBT, Seeking Safety, Relapse Prevention Therapy, etc.)
- Started a new evidenced based psycho education group called 'Healthy Steps to Freedom' specifically designed for women with SUD addressing the unique issues they deal with that impacts ability to stay sober such as body image, self-esteem, diet/nutrition, eating disorders, etc.
- Provided transportation to/from treatment for GOP clients; this was a first for Promise in 18 years
- In March 2020, Promise merged into one team, with four of ten staff working at both sites each week
- Provide our clients with additional onsite services such as food donations from Tabitha's way and DI Vouchers. Clients sometimes are not likely to seek these services out with just a resource/address, but having them onsite helps them meet needs immediately

PROMISE PROGRAM

Goals for FY21

- Increase census for Promise program
- Decrease no show rates
- Merge into one location. Currently Promise is located at two sites (Orem, Payson). Due to low census, it is time to merge into one clinic in a central location of Utah County to maximize our small team and to provide best quality of care for the clients.
- Start a new evidenced based parenting course. Offering parenting skills, education, and training that is considered best practice for women with SUD. Staff is working on acquiring updated curriculum that is evidenced based for parenting issues for parents who have substance use disorders and the impact it may have had on children
- Build a greater professional working relationship with adult probation & parole to better coordinate care between the criminal justice and substance use departments
- Expand trauma focused yoga into other SUD departments beyond Promise, starting with the Foothill Residential Treatment center

FOOTHILL RESIDENTIAL PROGRAM



**Sue Leavitt, LCSW
Program Manager**

Program Overview

Foothill Residential and Social Detox is a substance use treatment program that provides ASAM Level 3.5 residential treatment and ASAM Level 3.2 withdrawal management (social detox) programs for men and women who live in Utah County and are over the age of 18. Foothill Residential is a 22 bed facility. Foothill Residential treatment offers a structured environment with intensive services to stabilize individuals with moderately severe symptoms of Substance Use Disorder. Interventions target foundations of relapse prevention skills and identifying recovery supports. Services include comprehensive behavioral health and recovery support needs assessment, treatment planning, case management, smoking cessation, MAT, evidenced based individual and group therapy, behavioral management, skills development, milieu management services, nursing services/medication management, and relapse prevention. We provide these services seven days a week. Individuals usually stay in Foothill Residential for about 45 days.

Foothill Social Detox is a 6 bed facility in which we provide withdrawal management services for any individual that does not require medical detox and is actively using substances. The goal for this program is to provide a safe environment for clients that are actively using substances where they can manage and get through their withdrawals. Services provided for detox clients include general health assessment, screening for infectious disease, monitoring vital signs, social support, nursing care and medication management, tobacco cessation screening and support screening/education regarding MAT services, case management, and an assessment and referral for follow up care. Clients typically stay for 3-10 days.

Combining Residential and Detox (between 7/1/2019-6/30/2020)

- 81 — Psycho-Social Assessments
- 485 — Individual Behavioral Management Sessions
- 170 — Individual Skills Development Sessions
- 786 — Individual Therapy Sessions
- 764 — Targeted Case Management Services
- 4,806 — Group Behavioral Management Service Notes
- 4,907 — Group Skills Development Service Notes
- 1,575 — Group Therapy Service Notes

FOOTHILL RESIDENTIAL PROGRAM

Highlights from FY20

- Due to COVID-19 pandemic we reduced the number of clients in a bedroom to two per room. This resulted in decreasing bed capacity from 20 residential beds to 14 and 6 detox beds to 4. We were able to continue providing robust programming and services during this epidemic
- Implemented and maintained several evidenced based programs including Smoking Cessation, Dialectical Behavioral Therapy/Mindfulness, and Seeking Safety. Additionally, we have fully implemented Recovery Plus in the facility, including nicotine replacement therapy
- Expanded clinical services to seven days a week
- Between Residential and Detox, we admitted and provided services to 409 clients
- Collaboration with IHC and preparing to add IVDU to program
- Physician who specializes in medication assisted treatment is now coming to Foothill weekly to increase services to clients

Goals for FY21

- Remodel Foothill kitchen to provide nutritious meals and snacks
- Increase bed capacity to 22 residential beds and 10 detox beds
- Add IVDU program and collaboration with Intermountain Health Care (IHC)
- Increase the number of billable individual services where clients are getting 2 hours of psychotherapy a week and 3 hours of individual services with case manager (individual behavioral management, individual skills, or targeted case management) per week
- Provide more specialized treatment to address gender specific treatment and address high risk and low criminogenic populations
- Utilize detox beds more efficiently and provide evaluation, stabilization, and assisting an individual into treatment at discharge
- When it's time for individuals to transition from our detox or residential program to their next level of care, we want to ensure a smooth transition

YOUTH OUTPATIENT SUBSTANCE USE DISORDER SERVICES

Program Overview

Youth Outpatient provides treatment for teens struggling with substance use issues in an environment that supports the understanding and treatment of the factors involved in driving these behaviors. The focus on developing the skills to deal with the complexities of transitioning from childhood to young adulthood provide an improved sense of balance and emotional control. We have chosen as our evidenced based program to contract with The Seven Challenges. This program places a special emphasis on creating a climate of mutual respect within which individuals can talk openly and honestly about themselves. We engage young people to actively think about their use of alcohol or other drugs, and its effect upon their lives. We provide drug testing, individual, group, and family therapy. Youth Treatment also provides ASAM IOP, GOP and Recovery Management. We have consultation/support calls quarterly with The Seven Challenges and our annual fidelity monitoring visits.

Highlights from FY20

- Urinalysis is being collected at the UA Lab and is now fully randomized
- Provided services to Spanish speaking individuals and families through translation services
- Participating with the University of Utah and DSAMH to do program evaluation

Goals from FY21

- Provide SUD Treatment for the three Juvenile Justice Services (JJS) facilities in the County - Slate Canyon Youth Detention, Day Skills Intervention (DSI) and Adult Living for Transitional Achievement (ALTA)
- Partner with Vantage Point to screen potential youth and refer directly to outpatient treatment, streamlining the screening process
- Facilitate a warm handoff between programs and all Wasatch Behavioral Health youth and young adult programs
- Coordinate and collaborate with all school districts to increase referrals
- Coordinate with Division of Child and Family Services, Division of Substance Abuse and Mental Health, and JJS in an effort to increase referrals

JUVENILE DRUG COURT

Program Overview

Juvenile Drug Court is specifically designated and staffed to supervise juvenile offenders who have been referred to a comprehensive and judicially monitored program of drug treatment and rehabilitation services. Drug Courts represent an approach to juvenile offenders who have been identified as high risk/high need and are American Society of Addiction Medicine (ASAM) Level II moderate to heavy substance use. Drug Courts are built upon a unique partnership between the criminal justice system and the drug treatment community, one which structures treatment intervention around the authority and personal involvement of a single Juvenile Drug Court Judge. Drug Courts are also dependent upon the creation of a non-adversarial courtroom atmosphere where a single judge and a dedicated drug court team work together toward a common goal of breaking the cycle of drug use and criminal behavior.

Highlights from FY20

- Worked the Juvenile Drug Court judges to provide feedback interventions for care
- Coordinated with the Division of Children and Family Services, Juvenile Justice Services, and Department of Human Services for referrals for treatment

Goals for FY21

- Address the family's functioning within the community by identifying the needs and strengths of the youth and family and matching them with the appropriate outpatient services
- Strengthen the families of participants by improving the capacity of such families to promote structure and guidance for their children
- Improve the youth's level of functioning by providing them with skills that will assist them in leading substance-free and crime-free lives
- Develop and maintain an interdisciplinary, non-adversarial work team

MEDICATED ASSISTED TREATMENT (MAT)

Program Overview

Medicated Assisted Treatment (MAT) is for individuals diagnosed with alcohol use disorders using Vivitrol and Naltrexone, and using Buprenorphine, Suboxone, Subutex, Vivitrol and Naltrexone for those with opiate use disorders. MAT is provided by Dr. Joel Bush, MD. Dr. Bush specializes in addiction and is a licensed addictionologist; he is a physician skilled in medical management of all forms of addiction ranging from chemical dependency to behavior impulsivity. Clients at all programs may receive MAT with the exception of the Utah County Jail.

Highlights from FY21

- 1,023 clients served

Goals for FY21

- Increase access of individuals in Foothill
- Increase access of individuals being diverted from hospital emergency rooms
- Increase access of youth in Slate Canyon Youth Detention and DSI in Springville
- Reduce no shows

CONTRACTED SERVICES WITH SUBSTANCE USE DISORDERS DIVISION

Program Overview

Contracted services include residential, intensive and general outpatient recovery support and recovery management services. These providers are:

- House of Hope, a residential facility tailored specifically for women with dependent children where individualized assessments, life skills, communication skills, family counseling, individual counseling, and substance use education is provided
- Odyssey House, a residential facility offering all levels of care to include adult and youth residential treatment
- First Step House, a residential facility offering low-income males longer term adult residential treatment

WASATCH ASSISTANCE TEAM COUNSELING THE HOMELESS (WATCH)



**Monte Memmott, CMHC
Program Manager**

Program Overview

The Wasatch Assistance Team Counseling the Homeless (WATCH) program (co-located with the Food and Care Coalition) assists individuals who are homeless and chronically mentally ill to obtain adequate treatment including: psychiatric care, therapy, case management, transitional or permanent housing, and other necessary services. The program staff consists of a program manager, staff supervisor/therapist, prescriber, nurse, therapist, 2 case managers/street outreach workers, and a peer support specialist. The WATCH program 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.

Highlights from FY20

- Provided mental health and case management services to 273 individuals (not including street outreach contacts), most of whom were experiencing homelessness and suffering from mental illness
- WATCH provided 4,229 total services to homeless individuals including individual therapy, group therapy, evaluations, peer support services, targeted case management, medication management, and nursing services
- 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. Provided ACOT model support and treatment at the Bonneville and Skyline Apartments
- WATCH and Jail Transition Program provided daily walk-in clinics for both Medicaid applications and program intakes to accommodate the new Medicaid Expansion population. Also served as an overflow clinic for clients who presented at other clinics who were not able to accommodate an intake on the same day
- Obtained and utilized the OQ-45 (outcome questionnaire) more effectively. Provided an OQ station in the lobby where clients could input their own OQ scores electronically and results were used and documented in session more consistently

Goals for FY21

- Provide one additional emergency shelter room (2 rooms total) at Skyline apartments for emergency shelter for homeless individuals
- In conjunction with Jail Transition Program, partner with Provo City Housing to provide on-site wrap around services at the Bonneville apartments. This project will follow a Housing First model and will accommodate our most vulnerable chronically homeless individuals in the county
- Continue to adjust service delivery models to anticipate and accommodate Medicaid Expansion and Targeted Adult Medicaid changes

JAIL TRANSITION PROGRAM (JTP)

Program Overview

The Jail Transition Program (JTP), co-located with the Food and Care Coalition, assists individuals who are mentally ill or are transitioning from jail to obtain adequate treatment including: psychiatric care, therapy, case management, transitional or permanent housing, and other necessary services. The Program consists of a program manager, staff supervisor/therapist, prescriber, nurse, 2 therapists, 2 case managers, and a peer support specialist.

The Jail Transition Program places staff and interns at the jail to identify qualified individuals who are in need of discharge planning to prepare them for discharge as well as assist these individuals in carrying out their discharge plan upon release 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 FY20

- Provided mental health and case management services to 328 individuals (not including street outreach contacts) most of whom were experiencing homelessness and suffering from mental illness
- Provided 3,834 total services to incarcerated individuals including individual therapy, group therapy, evaluations, peer support services, targeted case management, medication management, and nursing services
- Partnered with Provo City Housing to provide Emergency Shelter at Skyline Apartments which are owned and managed by Provo City Housing Authority. This provides a more controlled environment to provide safe and secure shelter. Provided ACOT model support and treatment at the Bonneville and Skyline Apartments
- WATCH and Jail Transition Program provided daily walk-in clinics for Medicaid applications and performed intakes to accommodate the new Medicaid Expansion population. Both programs served as an overflow clinic for clients who present at other clinics who were unable to receive same day intakes at the initial site
- Obtained and utilized the OQ-45 more effectively. Provided an OQ station in the lobby where clients could input their own OQ scores electronically and results were used and documented in session more consistently

Goals for FY21

- Create new dual diagnosis groups to accommodate homeless and recently incarcerated clients who have both mental health and substance use diagnoses
- Along with the WATCH program, partner with Provo City Housing to provide on-site wrap around services at the new Bonneville apartments. This project will follow a Housing First model and will house our most vulnerable chronically homeless individuals in the County
- Adjust service delivery models to anticipate and accommodate Medicaid Expansion and Targeted Adult Medicaid changes

UTAH COUNTY ALTERNATIVE PROBATION (UCAP)

Program Overview

Utah County Alternative Probation (UCAP) is a partnership program between Wasatch Behavioral Health which provides mental health and substance use treatment and the Utah County Sheriff's Office which provides probation officers. UCAP has one program manager and one full-time case manager with the capacity to increase another part time case manager as client capacity increases. The Utah County Sheriff's Office provides one Sergeant and 2-3 Deputies. Currently, UCAP serves 30 clients with 3 prospective clients pending. Since its creation in 2016, UCAP has had a 74.07% successful completion of treatment rate. When compared to a control group of individuals with similar criminal histories and risk factors, UCAP has seen a 65% reduction in recidivism (convicted persons) with a 57% reduction in arrests.

Highlights from FY20

- Provided training for law enforcement and UCAP case manager on the Ohio Risk Assessment System (ORAS), the risk assessment tool used by personnel to determine eligibility
- Instituted "ride-alongs" for UCAP's treatment team to accompany law enforcement officers to clients' residences to improve therapeutic relationships

Goals for FY21

- Increase maximum cap for clients to 120 clients
- Hire one additional deputy, set aside the Sergeant exclusively for UCAP program, and hire an additional case manager (or managers) to coordinate mental health and substance use treatment
- Explore electronic monitoring tools to increase supervision and monitoring of participants

ON-UNIT TREATMENT PROGRAM (OUT)

Program Overview

The On-Unit Treatment (OUT) program has been providing substance use treatment in the Utah County Jail for many years. The current model consists of a 90-day substance use program that provides treatment in jail including group and individual therapy as well as case management. Staff include two therapists and two case managers. The program also entails an administrative assistant position, however that position has not been filled for several months.

The 90-Day OUT Program is a program based on Risk Needs and Responsivity Model which addresses dynamic criminogenic/antisocial risk factors. These factors are known as the Central Eight: (1) antisocial cognitions, (2) behaviors, (3) patterns and (4) peers. Also, specific needs in the realms of (5) familial supports/interactions, (6) employment/educational engagement, (7) healthy leisure/recreational fulfillment and, (8) substance use. Based on these factors, the program is designed to aid in decreasing recidivism in criminal activity/behaviors while enhancing prosocial engagement within society. This is accomplished through its design based in Social Learning Theory Based Cognitive Behavioral Therapy.

Highlights from FY20

- 43 individuals graduated from the 90 day program
- The OUT program was fully staffed and reached its maximum client cap for the first time in several years
- All OUT program staff members were ASAM trained

Goals for FY21

- Ensure all clients leaving/completing the OUT program are given a referral for continuing care and are given a soft hand-off into the community (measured by clients making it to services in community)
- Re-establish the OUT Program meeting regularly with clients as permitted by the jail
- Integrate the OUT program with jail transition services

PAROLE ACCESS TO RECOVERY (PATR)

Program Overview

The Parole Access to Recovery (PATR) program is designed to help individuals who are on parole who struggle with substance use to connect them with recovery support services. To be eligible for the PATR program, the client must have been in a substance use program in either jail or prison, be currently on parole, and not have any sexually related offences on their record.

Clients are able to utilize the grant money in a variety of ways tailored to each individual's area of need. The funds may be used to provide work attire, tools, dental/medical needs, medications, or transportation (gas vouchers, bus passes, a one-time bike purchase). In addition, the funds may be applied to meet housing needs through a contracted recovery residence facility. Finally, grant recipients can opt to use the funds to further any educational needs or interests. Clients who do not have Medicaid are able to utilize this funding to cover their treatment through Wasatch Behavioral Health. Clients work together with their case manager to meet their individual recovery support needs while in PATR whether they are applying for housing, employment, or additional services such as Vocational Rehabilitation, learning new coping skills, recognizing their relapse cycle, etc. PATR has two full-time case managers who work closely with the two full-time Peer Support Specialists to provide both substance use treatment as well as community resources and support, including financial support.

Highlights from FY20

- PATR provided 200 screenings for new clients, 1,679 targeted case management sessions, and over 5,000 service encounters to clients
- Provided dental work to 82 uninsured clients to improve physical and emotional health, as well as to help clients feel more confident about job opportunities, etc.

Goals for FY21

- Increase PATR vendors who will offer more services to clients in the community
- Expand services and funding to surrounding counties that do not have access to PATR services for parolees
- Discover more felon-friendly housing options with an emphasis on more female and family options

PEER SUPPORT SPECIALIST PROGRAM (PSS)

Program Overview

Substance Use Disorder's Criminal Justice Program has two full time peer support specialists (PSS) who work wherever they are needed within the program. They maintain offices at the Health and Justice Building where they run weekly orientation groups, however they are often at Foot-hill and the Promise facilities offering "their story" of recovery to clients. They also offer on-call services on the weekends and evenings in case hospitals call needing support to patients who may be struggling with recovery. Having Peer Support Specialists on the team provides new dimensions to the treatment provided including versatility and flexibility to meet clients, figuratively and literally, wherever the client happens to be. Peer Support Specialists teach clients to advocate for themselves in many aspects of recovery as they, themselves, are in recovery. Through their own lived experiences, which they openly share, peer support specialists have positively impacted clients by building relationships and establishing connections, as they have inspired and assisted clients in finding their own way in recovery.

Highlights from FY20

- Peer Support Specialists have been on call 24/7 for the local Emergency Departments allowing hospitals to contact PSS for assistance with individuals in crisis and to help those individuals get connected to treatment
- Peer Support Specialists offered 357 peer support services last year
- Initiated a weekly Early Recovery Skills group to educate new clients with daily living skills, substance use recovery skills, and coping skills

Goals for FY21

- Increase client encounters to justify hiring a third full-time Peer Support Specialist
- Improve relations and interactions with local police departments in Utah County
- Work more closely with employees at the WATCH and JTP programs to learn about community programs and agencies so that Peer Support Specialists can then link clients to community resources

ADULT DRUG COURT PROGRAM

Program Overview

Wasatch Behavioral Health participates in two adult drug courts: Felony Drug Court and Probation Drug Court. Each Drug Court has a case manager who tracks and monitors these clients and writes court letters weekly to advise the Court on clients' progress and compliance. During COVID-19 pandemic, court sessions are typically every other week and are held via teleconference. Between the two courts, there is a capacity to serve about 60 clients. The two Case Managers and Program Manager coordinate weekly with probation officers, attorneys, judges, in-house treatment teams, and outside providers.

Highlights from FY20

- Drug Court provided support to 52 clients, 40 of which successfully completed and graduated from the Drug Court program
- 41 new Drug Court clients were added to treatment
- Many clients received housing assistance, obtained and maintained employment, and staff also assisted clients with reunification with their children and families

Goals for FY21

- Refer more clients to recovery residence opportunities while in Drug Court
- Request and facilitate adding more slots to Drug Court to give more individuals opportunities to participate
- Increase and integrate more Drug Court clients who are dually diagnosed with mental illness into Wasatch Behavioral Health's mental health treatment

RECOVERY RESIDENCE

Program Overview

Recovery Residence (formally known as Sober Living) services are used to provide a safe place to living and continue in Recovery . Wasatch Behavioral Health clients who are currently in Drug Court, the OUT (On-Unit Treatment in the Utah County Jail), and UCAP (Utah County Alternative Probation) programs, as well as clients being released from the Utah County Jail or Foothill Residential Treatment are eligible for the program. Wasatch Behavioral Health administration is in negotiations and forming contracts with licensed recovery residence facilities. As soon as contracts are finalized, Wasatch Behavioral Health will start housing clients in these and potentially other recovery residence facilities.

Highlights from FY20

- Prior to the merger with Wasatch Behavioral Health, the agency was able to apply for a grant which would provide substantial recovery residence funding to its clients. Though unable to utilize all the funds in FY20, the groundwork was laid to qualify for recovery residence funds more effectively in FY21

Goals for FY21

- To find recovery residence facilities that are willing to house Wasatch Behavioral Health's clients, permit clients to participate in mental health and substance use treatment, and allow clients to participate in Medication Assisted Treatment as needed
- To place 50-60 individuals in recovery residence facilities for a 6-month period
- Apply for ongoing recovery residence funds to continue offering options for FY22 and beyond
- Find recovery residence facilities that will house women and children

Wasatch Behavioral 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

**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

**MOBILE CRISIS
OUTREACH TEAM**

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

**MOUNTAIN PEAKS
COUNSELING**

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

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

**PREP TEAM
PREVENTION/RECOVERY
FOR EARLY PSYCHOSIS**

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

**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

STRIDE

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

**SUBSTANCE USE
DISORDER SERVICES**

24/7 Detox Services
151 South University Ave.
Provo, UT 84601
Phone: 385-268-5000

**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 ASSISTANCE
TEAM COUNSELING THE
HOMELESS (WATCH)**

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

**WASATCH COUNTY
FAMILY CLINIC**

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

**WASATCH HOUSE
(CLUBHOUSE)**

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

**WESTPARK
FAMILY CLINIC**

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

**YOUTH OUTPATENT
SUBSTANCE USE SERVICES**

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