



2017 ANNUAL REPORT



OUR MISSION

We help people build lives of meaning, purpose, and recovery.

This statement underlies all we do at First Step House. We believe that an essential element in the recovery process is helping people find, or rediscover, a deep sense of meaning and purpose in their lives. This begins by showing compassion and respect for every patient we serve. During the recovery process, we work to provide the scaffolding our patients need to thrive. Examples of this include increasing people's connection to support groups, providing individual and group therapy, helping patients find affordable housing, helping with employment needs, addressing health concerns, and helping people who are involved in the criminal justice system. As the people we serve stabilize in their recovery, we encourage them to give back to the community. We work hard to provide recovery services for those with the greatest need and find a deep sense of purpose in this work.



FROM THE DESK OF

SHAWN M. MCMILLEN

Dear Friends,

2017 has been a tremendous year for First Step House! Whether First Step House is new to you, or you are an old friend, I believe that you will enjoy learning about the organization through the statistical data and program highlights presented in this report. Among the greatest joys I have as Executive Director is to bear witness to the strength, perseverance, and resilience of our patients. Watching a person transform their life, and the lives of their family members, by committing fully to treatment and long-term recovery is incredible to witness. It is a deeply challenging journey and one that is also filled with rewards beyond measure. These rewards can include reuniting with your child, earning an educational degree, and discovering what it feels like to be able to love and receive love in return.

So many men come to First Step House after experiencing significant trauma and they have difficulty seeing beyond their current situation. At First Step House, we see hope, promise, and capacity in every person who walks through our door. We see their strength and respect their willingness to be vulnerable and take responsibility. Through our programs and services, we work with patients as they develop new coping skills and problem solve. We are also lucky, as staff members at First Step House, to watch many of our patients develop the ability to contribute to our community, and to the lives of the people around them. Ultimately, we witness our patients build lives of meaning, purpose, and recovery. This is our mission. It is also the real story of the men we are so fortunate to serve.

I hope this annual report helps you to understand First Step House as an organization and how we execute our mission. More importantly, I hope it helps you gain insight into the stories of the men who walk through our door. I hope that you get to know our fathers and their children, our Veterans, and the men working hard every day to stay strong in their recovery and be better parents, husbands, employees, and human beings.

After all, their story, and their journey, is ours too.

Sincerely,

Shawn M. McMillen, MPA, ASUDC
Executive Director





**547 PEOPLE
SERVED**

ABOUT FIRST STEP HOUSE

ORGANIZATIONAL DESCRIPTION

First Step House was founded in 1958 by members of Alcoholics Anonymous. A history of the founding period of First Step House characterized the people served at that time as men “brought to their knees” by alcoholism. We are an organization that is proud of our history and legacy. We are honored to still be focused on helping people who have struggled with serious behavioral health conditions.

Today, First Step House is a dual diagnosis capable, behavioral health treatment provider. We specialize in delivering evidence-based interventions known to effectively address and mitigate the consequences of moderate to high-severity substance use disorders. We have a long history of working with people who have co-occurring mental health conditions, unstable housing, criminal justice involvement, and primary health concerns. We also specialize in treating criminogenic factors with offenders who recidivate at high rates. We recognize that untreated or undertreated substance use disorders, coupled with other criminogenic factors, contribute significantly to the high rates of reincarceration among this group. The scope of services that we offer include substance use disorder and mental health assessment, residential treatment, outpatient treatment, recovery residence services (i.e., transitional housing), case management services, and long-term recovery management.

First Step House operates two residential treatment facilities and two outpatient treatment centers in Salt Lake City, Utah, including (1) a 32-bed residential treatment center and housing facility located at 440 South 500 East that provides 18 single resident occupancy (SRO) transitional housing units for Veterans; (2) a 64-bed residential treatment center located at 411 North Grant Street; (3) an outpatient facility that serves a daily census of 75-100 patients located at 2200 South State Street; (4) an outpatient facility located at 660 South 200 East dedicated to serving our Pay for Success program participants enrolled in the REACH (Recovery, Engagement, Assessment, Career, and Housing) program. This program will serve over 225 people in a 5-year period with the goal of reducing criminal recidivism for high utilizers of the Salt Lake County jail. We also operate five transitional housing facilities that are licensed recovery residences. These facilities provide housing for up to 53 people who need a stable, affordable living environment while receiving outpatient treatment services.

During Fiscal Year 2017, First Step House served a total of 547 adult males. Of the 388 patients who were discharged, 186 (47.9%) successfully completed treatment. We had 135 patients (35%) enter treatment abstinent and 253 patients (65%) were abstinent at discharge. Sixty-seven patients (17%) were employed at intake and 187 patients (48%) were employed at discharge. Two hundred patients came from unstable housing situations. Of the 200, 127 patients (63.5%) exited to stable housing at discharge.



ORGANIZATIONAL OUTCOMES OF 2017

LIVING SITUATION AT ADMISSION



STREET OR HOMELESS SHELTER
29%



JAIL OR CORRECTIONAL FACILITY
14%



24 HR RESIDENTIAL CARE
9%



INSTITUTIONAL SETTING / HOSPITAL
3%

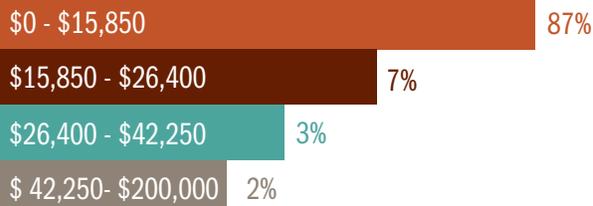


PRIVATE RESIDENCE - DEPENDENT
1%

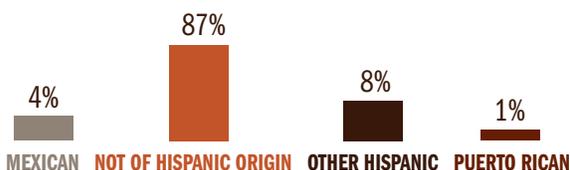


PRIVATE RESIDENCE - INDEPENDENT
43%

INCOME AT ADMISSION



ETHNICITY



**547
MALES SERVED**

**47.9%
SUCCESSFULLY
COMPLETED
TREATMENT**

ABSTINENT
ADMISSION: 35%
DISCHARGE: 65%

**CO-OCCURRING
BEHAVIORAL
HEALTH DISORDER**
NO: 48%
YES: 52%

Of the **200** patients who came from unstable housing, **127** patients (**63.5%**) transitioned to stable housing.

EMPLOYMENT

UNEMPLOYED
ADMISSION: 74% DISCHARGE: 41%



EMPLOYED
ADMISSION: 17% DISCHARGE: 48%



DISABLED
ADMISSION: 7% DISCHARGE: 10%



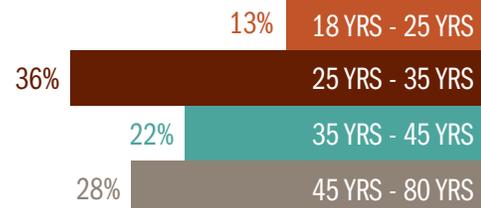
RETIRED
ADMISSION: 1% DISCHARGE: 1%



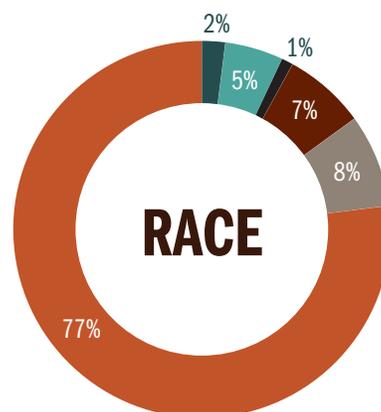
STUDENT
ADMISSION: 1% DISCHARGE: 1%



AGE GROUPS



First Step House served **68** individuals who were diverted from jail with treatment services; **81%** of these individuals entered treatment homeless and **73%** exited to stable housing, and 43% were employed at discharge.



- WHITE/CAUCASIAN
- AMERICAN INDIAN
- BLACK/AFRICAN AMERICAN
- NATIVE HAWAIIAN OR OTHER PACIFIC ISLANDER
- OTHER SINGLE RACE
- ASIAN

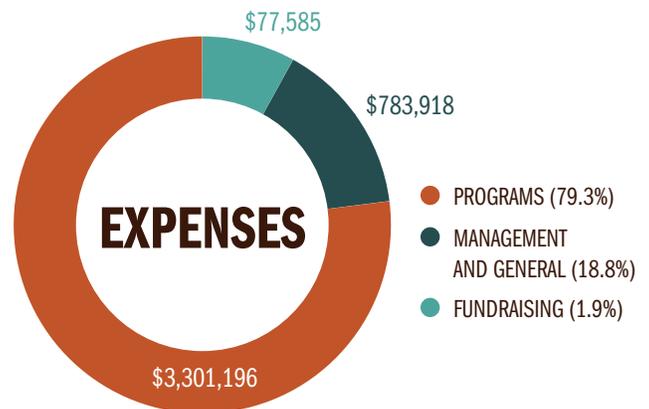
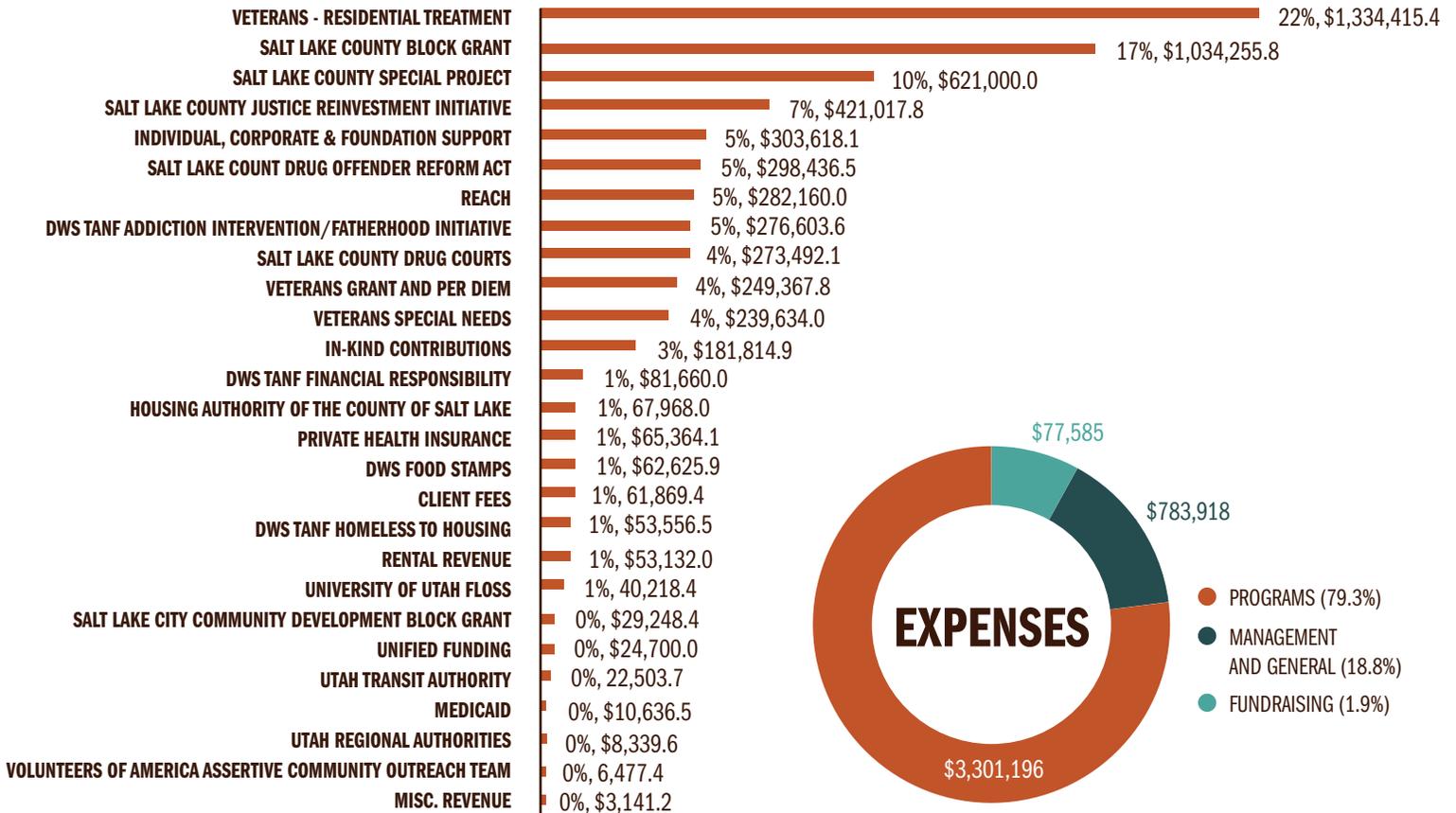
MEANING PURPOSE RECOVERY



FINANCIAL OVERVIEW

SOURCES OF REVENUE AND EXPENSES 2017

REVENUE





100% OF PEOPLE
WHO COMPLETED A WELLNESS RECOVERY ACTION PLAN
EXPERIENCED AN IMPROVEMENT IN HEALTH AND WELLNESS

PEER SUPPORT SERVICES

ABOUT

The Peer Support Services Program provides peer-based supportive services, delivered by certified Peer Support Specialists, to reduce barriers to substance use disorder recovery and increase recovery stability. Services include assisting patients with creating and implementing a Wellness and Recovery Action Plan (WRAP), life skills and community resource classes, housing support, employment support, recovery coaching, and assertive linkage with community-based recovery resources. Program services result in the development of pro-social relationships and activities, housing stability, increased access to community resources, increased life skills, improved employment, reduced drug and alcohol use, positive behavior changes, increased knowledge of and access to resources and benefits, and improved health and wellness.

STORY

“Talking with the Peer Support Specialist (PSS) drives and motivates me to be sober and change my life,” explained 20-year-old William, who arrived at First Step House (FSH) in the spring of 2017. William began using heroin at the age of 13 while living with his grandparents. He continued to abuse drugs and alcohol throughout his teens, and as a result, became addicted to several substances. By age 19, William had lost everything – from material possessions to his emotional stability. Homeless and demoralized, William resorted to selling illicit substances and carrying out other illegal activities to support his drug habit. After being arrested several times and “on the run” from probation, William decided to turn himself in and attempt to learn how to live a sober life. He was in jail for 47 days while waiting for a bed at FSH.

Upon his arrival, William met with the PSS, and the impact was instant; “I was immediately motivated by [the PSS’s] sobriety and was curious about how he achieved it. I made the decision to attend the 12-step and outside recovery community meetings.” William explains, “WRAP (Wellness Recovery Action Plan) helped a lot; it made me recognize triggers, old behaviors, and states of mind. Once I sat, thought, and put this on paper, it was easier for me to act on the impulses and old habits as they arose. I have learned new coping skills and boundaries and ways to build a sobriety network.” William has also introduced physical activity into his routine and become a leader of his peers; “Since coming to FSH, I have been able to start engaging in physical activity and am now the coach for the FSH sober softball team.” Not only have the PSS and WRAP been instrumental to William’s recovery, but they have also encouraged him to think about how he can impact other people’s lives and the community; “I was inspired to search out employment in the recovery field so I can help others like me. Since I started working with the PSS, I have realized how important service work is and how it is fundamental to give back. I have participated in two service projects and look forward to doing more.” William’s initiative to heal himself, as well as empower others speaks volumes to the influence of this program; “Overall, working with the Peer Support Specialist and all he does for the house has helped me substantially, and I know the other patients feel the same way.”



NUMBER SERVED

51

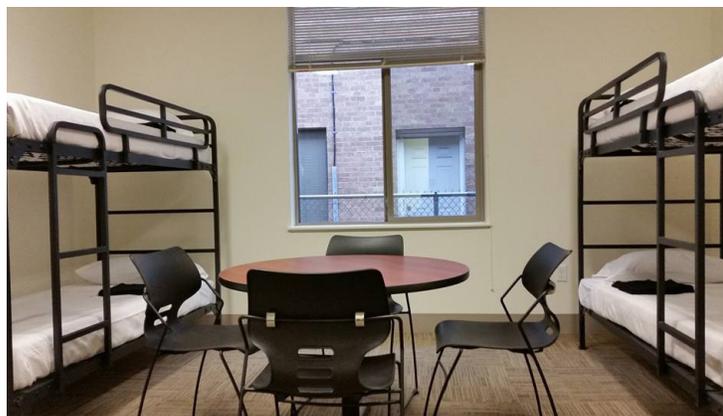


OUTCOMES

67% completed a Wellness Recovery Action Plan (WRAP). **100%** of those who completed a WRAP reported an improvement in health and wellness.



STATISTICS





**50% OF
NON-CUSTODIAL
FATHERS**

**WERE REUNITED WITH
THEIR FAMILIES**



FATHERHOOD PROGRAM

ABOUT

The Department of Workforce Services' Temporary Assistance for Needy Families (TANF) program funds First Step House's Addiction Intervention/Fatherhood program. This program helps stabilize families by providing a range of treatment and case management services to custodial fathers with substance use disorders. The fatherhood program also helps non-custodial fathers reunite with their children and become responsible, engaged parents who are reintegrated into their families. Our fatherhood program staff work to increase our patients' parenting skills, capacity for stable employment, and financial accountability.

STORY

When Marcus came to First Step House (FSH), he had been kicked out of his last treatment center and was in a custody battle over his child with his in-laws; all in the shadow of the recent death of his wife. He felt hopeless.

Once enrolled in treatment, Marcus was assigned to a dedicated fatherhood case manager who worked with his primary therapist and DCFS worker to revisit the requirements for his family reintegration plan. Marcus began his treatment groups and fatherhood classes at FSH and quickly proved to be a leader in the group by doing his homework and sharing stories of success and failure during class. When discussing his progress with his case manager, Marcus shared, "feeling like someone is on my side made the biggest difference." As Marcus felt more supported, he was able to cope with the many items on his family reintegration plan by addressing them one at a time with the support of staff. He also began advocating for himself and changing his self-talk to reflect the many positive changes he has made.

After months of treatment, Marcus' DCFS case was closed and he regained sole custody of his daughter. He completed a financial literacy program and worked with the Department of Workforce Services to create a stable life for his family. Marcus voluntarily repeated many of the fatherhood classes in an effort to be the best father he could be for his daughter, and the daughter of his new girlfriend. Today, Marcus is sober and is working a full-time job, while his girlfriend attends school. Together, they are working toward moving into their own place together.



NUMBER SERVED

50

FATHERS/FAMILIES



OUTCOMES

45% completed the fatherhood program successfully. 65% of non-custodial fathers had an increase in child involvement and in financial literacy. 57% of custodial fathers had their families re-stabilized. 50% of non-custodial fathers were reunited with their families.



STATISTICS





63%

OF FLOSS PARTICIPANTS
WERE EMPLOYED
AT DISCHARGE



FLOSS

FACILITATING A LIFETIME OF ORAL HEALTH

ABOUT

Launched in 2015, First Step House's FLOSS (Facilitating a Lifetime of Oral health Sustainability for Substance use disorder patients and families) program has had a tremendous impact on our patients - especially their treatment success, confidence, and ability to obtain employment. FLOSS provides free dental services (including cleaning, repair, dentures, and more) for our patients, targeted case management, and education and training to dentists and hygienists on the unique needs of the population we serve. Early outcomes suggest that dental treatment may have an impact on patients' ability to complete treatment and become better employed.

STORY

"The FLOSS program totally changed my life. After finishing the program, I was able to smile and talk to people instead of trying to hide my mouth. It helped me in my work as a motorcycle parts manager. Before, I was the assistant manager at my company, and now I'm the manager. It helped me to be more social and able to approach people. I deal with the public a lot, and now I have confidence.

You know how people look at you when you smile and your mouth is all messed up? They assume it's because of drugs, and of course it was. I wasn't able to smile anymore. [Today], I can talk to people without being embarrassed.

[Without FLOSS] I wouldn't have had the option to get all my dental needs taken care of. I knew I had so much work to get done; it would've cost me thousands of dollars and years and years down the road [because] it's so expensive. It helped me to not relapse, too, because if I had relapsed, it would've blown the whole opportunity. It helped me to stay sober because I knew I had this program to work towards.

God, it's just helped so much in every part of my life. I'm so thankful for the program."

- Anonymous FLOSS program participant



NUMBER SERVED

59



OUTCOMES

63% completed addiction treatment successfully. 63% were employed at discharge . 78% exited to stable housing. 73% were abstinent at discharge.



STATISTICS





50% OF PEOPLE
IN LTRM REMAINED ENGAGED FOR AT LEAST ONE YEAR

LTRM PROGRAM

LONG-TERM RECOVERY MANAGEMENT PROGRAM

ABOUT

Our Long-term Recovery Management Program addresses the reality that addiction is chronic in nature, similar to diabetes or heart disease, with proven, effective treatment methods. LTRM provides services that match people's needs over the course of the recovery process, including weekly, monthly, quarterly, and yearly wellness checkups, and early intervention for criminal or substance-related relapses. We use assertive outreach protocols, recovery support groups, and individual case management services within LTRM programming.

STORY

In January of 2013, Joe entered residential treatment at First Step House (FSH). This gave him the ability to separate from everything toxic in his life, including the chaotic living situation supporting his use. In treatment, Joe became attracted to the sense of community and being a part of something bigger than himself. According to Joe, it was empowering to be around sober individuals and have therapists and case managers that cared for and challenged him. Joe was introduced to a 12 step program at FSH, found a sponsor, and worked 8 of the 12 steps - all within 90 days.

After 3 months of residential treatment, Joe made the decision to move into his own apartment. He found employment with his landlord, continued working with his sponsor, and began attending FSH's outpatient program. Joe was in outpatient for 7 months and officially completed treatment in October of 2013. He successfully completed probation a month later and enrolled in FSH's Long-term Recovery Management (LTRM) program.

Once Joe was able to function in society without the use of drugs, his physical health improved significantly. His body began healing and he was able to manage his diabetes. He also reopened communication with his immediate family with the hope of repairing his relationships. Joe began helping others by becoming a sponsor to newcomers, participating in LTRM volunteer opportunities, and holding committee roles in the recovery community.

Since completing treatment in 2013, he has maintained permanent housing and has not incurred any new legal charges. He has worked for his current employer for the past three years and was able to buy a car for the first time since 1994. Joe expressed that at one point, his biggest worry was how he was going to get high for the day. With the help of FSH and LTRM, he is now thriving.

Joe expresses appreciation for the opportunity for weekly check-ins with the LTRM program manager, the availability of recovery and service activities offered through LTRM, as well as the genuine interest that FSH has in his life. All of this, he says, keeps him on a successful path of recovery.



NUMBER SERVED

108



OUTCOMES

50% remained engaged for at least one year or more. 72% maintained abstinence while enrolled. 52% maintained employment for 1 year or longer. 61% maintained stable housing for one year or more. 63% did not incur new legal charges for one year or longer.



STATISTICS





63 FINANCIAL RESPONSIBILITY PARTICIPANTS

INCREASED THEIR INCOME

FINANCIAL RESPONSIBILITY

ABOUT

Our Financial Responsibility program enables patients to take control of their financial future by reducing their debt, building assets, understanding their credit score, opening savings accounts and paying child support. This program enables individuals and their families to become financially capable and independent. Fiscal stability is critical to our patients' ability to care for themselves and others and remain on a successful path of recovery.

STORY

While in residential treatment at First Step House, Frank was able to enroll in the financial responsibility program to increase his financial literacy and develop skills to regain control of his finances. Upon completing the program, Frank was able to fulfill his responsibilities as a full-time father, provide financial support to his child, and enroll in Salt Lake Community College to pursue an Associate's Degree in Social Work. Frank works in the community with the Salt Lake Area Gang Project and continues to speak to elementary, middle, and high school students to share his story about leaving his gang lifestyle and choosing a path of recovery. Frank has an apartment and is working part-time to provide for himself and his baby. He is building his savings and is slowly paying off his debt to repair his credit. His future goals include earning his Bachelor's degree and finding a job mentoring at-risk youth.



NUMBER SERVED

132



OUTCOMES

A majority increased their confidence related to managing their finances and increased their income. **58%** created a budget. **55%** created a debt/savings plan and analyzed their credit score. **95%** of the people who completed Financial Responsibility increased their confidence related to managing their finances.



STATISTICS





69% OF VETERANS
SUCCESSFULLY DISCHARGED TO SAFE, STABLE,
PERMANENT HOUSING

VETERANS HOUSING PROGRAM

ABOUT

First Step House provides clinical services and transitional housing to Veterans diagnosed with substance use and mental health disorders. This program provides evidence-based clinical treatment, housing intensive, case management services, medication management and monitoring, transportation, drug testing, housing support, recovery-oriented recreational activities, and peer support services. Veterans receiving these services reside in our transitional housing units that are supported with Grant and Per Diem (GPD) and special needs funding from the Veteran's Administration.

STORY

When John, a Navy Veteran, arrived at First Step House, he felt hopeless. This was largely due to previous experiences of poverty, incarceration, and health complications. After entering First Step House's Veterans program, John proved his resiliency by committing fully to his treatment and recovery. At First Step House, John was able to build upon the skills that were instilled during his time in the military. He embraced the philosophy taught in Rational Emotive Behavior Therapy (REBT) to help him recognize his destructive-irrational thoughts and replace them with goal-oriented thoughts. John's knowledge of addiction and recovery has grown immensely. As a result, he has been invited to work as a peer support specialist with Utah Support Advocates for Recovery Awareness (USARA). This opportunity supports his personal recovery and will allow John to pass along his unique experience and knowledge to those who are also working to build lives of meaning, purpose, and recovery.



NUMBER SERVED

46



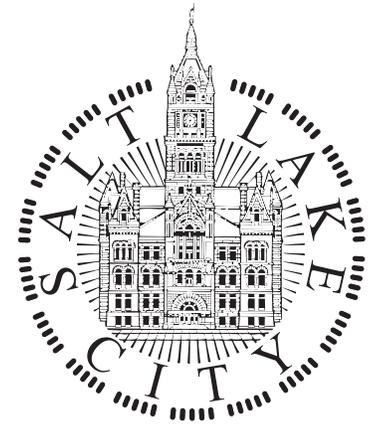
OUTCOMES

69% successfully discharged to safe, stable, permanent housing. **71%** were successfully discharged.



STATISTICS





DONORS & PARTNERS

THANK YOU FOR YOUR SUPPORT!

First Step House works with donors who wish to support our mission to help people build lives of meaning, purpose, and recovery. We do this by conducting outreach to the philanthropic community and developing partnerships with individuals, organizations, businesses, and foundations with common interests, values, and missions. We work to communicate clearly about our programs, goals, and outcomes with all donors, and we continually strive to be wise stewards of the resources we are provided. We also seek to support our donors' missions through collaboration, data collection and reporting, presentations, tours, and community engagement.

First Step House is extremely grateful for all of our generous supporters. We would like to acknowledge the donors who have contributed \$500 or more in Fiscal Year 2017.

Foundations

- Adobe Foundation
- Bishop's Storehouse
- The Church of Jesus Christ of the Latter-day Saints Foundation
- Fidelity Charitable
- George S. and Dolores Dore Eccles Foundation
- The JNF Foundation
- Rocky Mountain Power Foundation
- Sorenson Legacy Foundation
- Utah Families Foundation
- United Way of Salt Lake
- Wells Fargo Foundation

Corporate

- Ally Bank
- American Express
- EnerBank, USA
- Even Stevens
- Kier Construction
- Mark Miller Toyota
- Merrick Bank
- Paragon Partners
- Pharmaceutical Research and Manufacturer
- Synchrony Bank
- United Healthcare
- Valley Behavioral Health

Individuals

- Eleanor Anderson
- Hans Anderson
- Bruce and Denise Bauman
- Brent Bennett
- Marcey Bradshaw
- Karen Brown
- Sandra Chalstrom
- Chanin Christensen
- Martin and Eve Cole
- Clint Costley
- Jennifer Cottam
- Joe and Susan Culbertson
- Austin and Betsy Davis
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- Fredrick Klass
- Roger Legare
- Taz Murray
- Dorothy Pleshe

- Victor Rickman
- Marcey Sittig
- Gary Sosa
- Damon Suter
- Jonathan Vaas
- Mike Walton
- Rob White
- Harold Woodruff

Government

- Department of Workforce Services, Pamela Atkinson Homeless Trust Fund
- Department of Workforce Services, Temporary Assistance for Needy Families
- Salt Lake City Housing and Neighborhood Development
- Salt Lake County Behavioral Health
- Salt Lake County Department of Housing and Community Development
- University of Utah School of Dentistry
- U.S. Department of Housing and Urban Development
- Utah Transit Authority
- Veterans Administration