



— 2018 —
**ANNUAL
REPORT**



Our mission is to help people build lives of meaning, purpose, and recovery.

Our vision is to serve 5,000 people per year by 2028 using the highest-quality, evidence-based, recovery-oriented services possible.

Dear Friends,

2018 has been an amazing year of expansion and quality improvement for First Step House. Expansion applies to all levels of our organization, including services, staff, patients, and our long-term vision. We are a healthcare and housing provider that recognizes the need to reevaluate, research, and cultivate vital resources to ensure that individuals and families access the care they need to become well and break the cycles of addiction, poverty, homelessness, and incarceration. Our goal is to be a home where our patients and their families can build thriving lives of meaning, purpose, and recovery.

Here are a few exciting highlights for the year.

5th East Apartments – After receiving a tax credit award valued at over \$12 million dollars from the Utah Housing Corporation, we began the process of bringing our 75-unit apartment complex, 5th East Apartments, to fruition. The goal of these apartments is to meet the housing and service needs of low-income people who have struggled with homelessness and serious mental health disorders. We worked with SLCo Division of Behavioral Health, Optum, BlueLine Development, the Housing Authority of the County of Salt Lake, and the Housing Authority of Salt Lake City to develop this permanent supportive housing project. We are scheduled to break ground in February of 2019 and be completed by Spring of 2020.

REACH - We implemented our first year of programming for our Pay-for-Success project – REACH (Recovery, Engagement, Assessment, Career, Housing). Our goal is to serve 225 patients over a 5-year period to reduce recidivism rates among high utilizers of the Salt Lake County Jail who are diagnosed with a chronic substance use disorder. Initial data reveals that the program has reduced statewide arrests and days of incarceration for randomized treatment participants. Our long-term goal is to realize cost savings for our community and help our REACH patients regain their health and access employment, educational, and housing resources.

Employment Preparation and Placement (EPP) – With the help of Salt Lake County Housing and Community Development and a multi-year \$200,000 grant from KeyBank, we designed and launched a new employment program that delivers time-unlimited employment training and support for people managing a substance use disorder and experiencing histories of homelessness, incarceration, and mental health conditions. Our employment specialists develop relationships with employers and help patients get a job they love that offers opportunity for advancement. Our team will problem solve with employees and employers, so the symptoms of a person's condition do not lead to job loss and relapse.

On behalf of First Step House, I want to thank all of you – our staff, Board, partners, donors, volunteers, friends, and family – for your continued support as we learn, expand, evolve, adjust course, and work every day to deliver the highest quality, evidence-based services possible.

Sincerely,

Shawn M. McMillen, MPA, ASUDC
Executive Director

2018 OUTCOMES

FACILITIES

RESIDENTIAL TREATMENT



440 SOUTH 500 EAST

Veterans residential treatment and housing facility with a capacity to serve 52 Veterans



411 NORTH GRANT STREET

Residential treatment for 76 patients

OUTPATIENT TREATMENT



2200 SOUTH STATE STREET

Daily census of 75-100 patients



660 SOUTH 200 EAST

REACH Program, 225 people over 5 years

RECOVERY RESIDENCE



5 FACILITIES

53 beds

Founded in 1958, First Step House has evolved into a dual diagnosis capable, behavioral health treatment and housing provider for no and low-income individuals and families. We have been a consistent leader in the Salt Lake metro area delivering evidence-based interventions and achieving positive outcomes for people who have chronic behavioral health conditions, histories of homelessness, criminal justice involvement, and primary health concerns. The scope of services that we offer includes substance use disorder and mental health assessments, residential and outpatient substance use disorder treatment, recovery residence housing, case management services with an emphasis on housing and employment, primary health care and dental services, and long-term recovery management.

180

VETERANS SERVED

737

PEOPLE SERVED

EMPLOYMENT



ADMISSION

EMPLOYED: 31%



DISCHARGE

EMPLOYED: 64%

LIVING SITUATION AT ADMISSION



STABLE HOUSING: 40%



UNSTABLE HOUSING 60%
(HOMELESSNESS, JAIL, INSTITUTIONAL SETTING)

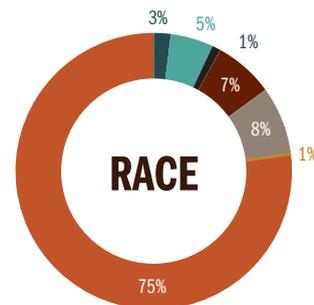
LIVING SITUATION AT DISCHARGE



STABLE HOUSING: 79%

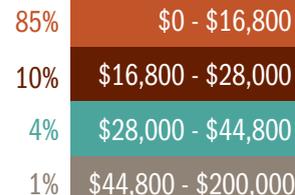


UNSTABLE HOUSING 21%
(HOMELESSNESS, JAIL, INSTITUTIONAL SETTING)



OTHER SINGLE RACE ● AMERICAN INDIAN ●
TWO OR MORE RACES ● BLACK/AFRICAN AMERICAN ●
ASIAN ● NATIVE HAWAIIAN OR ●
WHITE/CAUCASIAN ● OTHER PACIFIC ISLANDER ●

INCOME AT ADMISSION



AGE GROUPS



@firststephouse



P: 801-359-8862



F: 801-359-8510

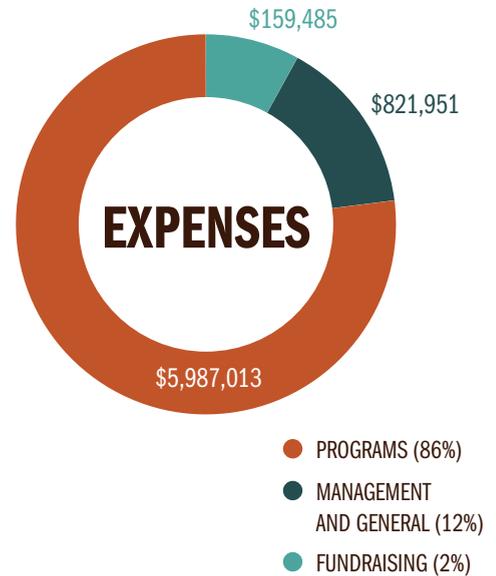
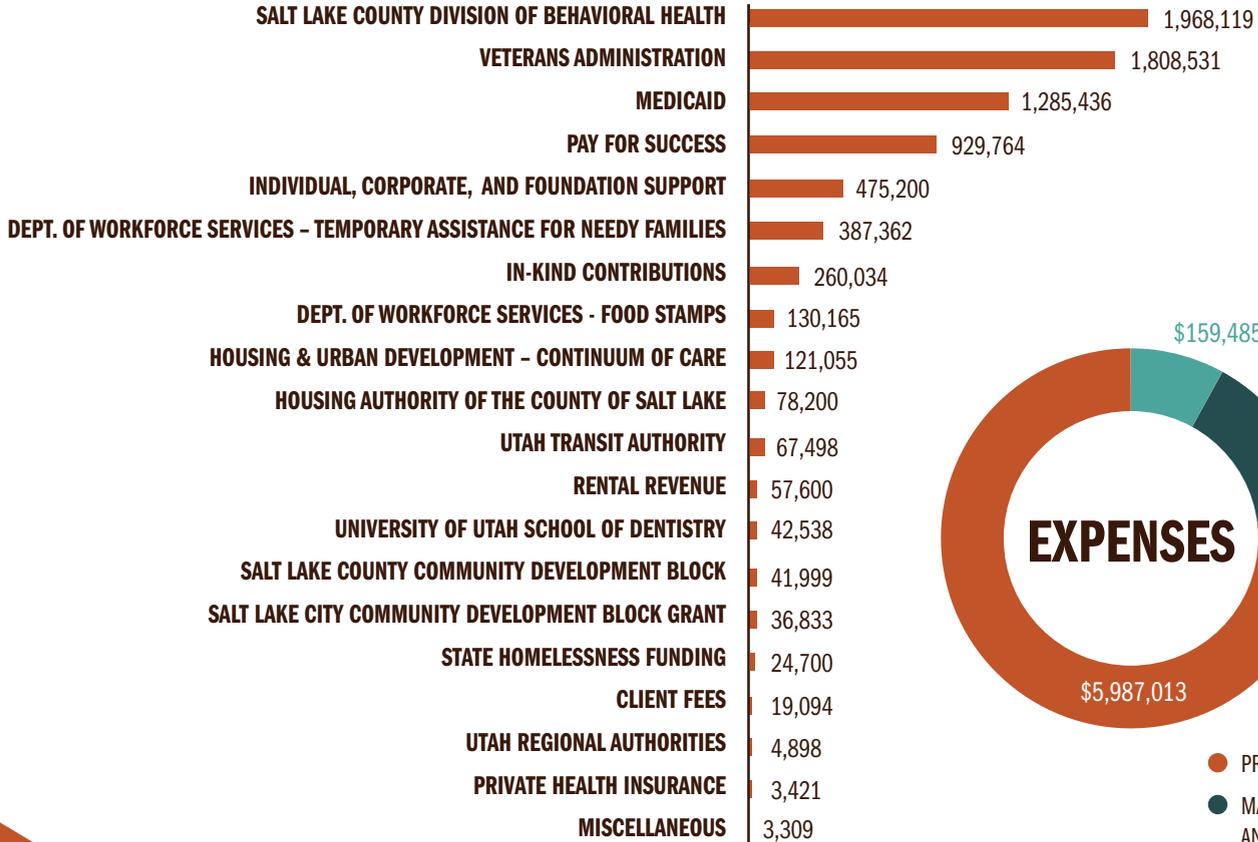


www.firststephouse.org

FINANCIALS

REVENUE & EXPENSES

REVENUE



Helping People Build Lives of
Meaning, Purpose, & Recovery
 Since 1958



TREATMENT

First Step House strives to ensure that each patient receives the appropriate services according to their needs. To accomplish this, we employ diverse therapeutic modalities across our continuum of care, including residential treatment, outpatient treatment, and long-term recovery management. We utilize a number of evidence-based modalities to meet the unique needs of each patient, including Cognitive Behavioral Therapy, Moral Reconciliation Therapy, Rational Emotive Behavioral Therapy, Relapse Prevention, Medication Assisted Treatment, and more. In addition to our clinical treatment modalities, we provide wrap around case management services and have worked to increase access to both peer support services and long-term recovery management.

We also provide targeted treatment services to Veterans utilizing a range of clinical care levels. Clinical care and supportive services are delivered by staff trained to meet the complex needs of Veterans as well as by employees who are often Veterans themselves.

HIGHLIGHTS

- ▶ Engagement in Peer Support Services during residential treatment contributed to a 10% decrease in patients leaving treatment against clinical advice.
- ▶ In 2018, 72% of the patients engaged in Long-term Recovery Management reported abstinence of 90 days or more.

56%

CO-OCCURRING
 MENTAL HEALTH
 DISORDER

216

COMPLETED
 TREATMENT
 SUCCESSFULLY

65%

ABSTINENT AT
 DISCHARGE

146

RECEIVED PEER
 SUPPORT SERVICES

290

RECEIVED LONG-TERM
 RECOVERY
 MANAGEMENT
 SERVICES

56%

SUCCESSFULLY
 COMPLETED
 TREATMENT



NUMBER SERVED

403

RESIDENTIAL

266

OUTPATIENT

HOUSING

In addition to providing housing case management services to patients at our residential and outpatient facilities, these services were offered in 2018 as part of the following key housing programs.

Veterans Transitional Housing - 42 served

Our services for Veterans in our transitional housing units include room and board, transportation, medication management, clinical treatment services including individual and group therapy and intensive case management services, conflict resolution, recreational activities, psychoeducational life skills classes, and after care follow up.

Recovery Residences - 32 served

First Step House provides affordable sober living for clients who have unstable housing at the end of treatment, or are in need of stable housing with an environment that will support their recovery.

Rapid Rehousing Program - 55 served

The First Step House Rapid Rehousing Program provides housing support for homeless individuals and families who may have been previously on the street or residing in a homeless shelter.

CASE MANAGEMENT

- ▶ In 2018, we provided housing case management services to **281** clients. These services are provided to all patients who are homeless or at risk of becoming homeless. The goal of this program is to reduce barriers, such as lack of income and unemployment, in order to help patients find, secure, and maintain stable housing.

306

EXITED INTO
PERMANENT
HOUSING

110

INCREASED
INCOME

204

EXITED
EMPLOYED

NUMBER SERVED

281





REACH

“As I am getting ready to go to my good job, I see my reflection in the mirror and always take a second to appreciate the fact that I like the person I see. None of this would have been possible without the Reach program through First Step House.

When I first got to Reach, I was a wreck. I hated the life I had been living for almost a decade. I hated myself and couldn't even make eye contact with people because I didn't want them to see how broken I was. I never thought I could climb out of the hole I was in but thanks to the amazing staff I slowly began to feel hopeful that I could change. The individual sessions with my therapist helped me learn to forgive myself for the bad things I did, while the treatments such as CBT and MRT helped me learn how to be a prosocial member of society. I had an amazing case worker that helped me in so many different ways that if I listed them all here, you would be reading this until the end of the year! I am particularly thankful to her for showing me that I have the ability to have great, meaningful interactions with people that do not involve drugs. I never would have had the confidence to ask out the love of my life if it wasn't for her!

Reach saved me from myself. I truly do believe they not only saved my life - but also helped me learn the skills I need to make the most of it and truly feel alive. I LOVE REACH!!!”

ABOUT

- Our REACH program is an evidence-based program that provides coordinated services to address key components defined by its acronym: Recovery, Engagement, Assessment, Career, and Housing for high utilizers of the Salt Lake County Jail. Over five years, the program will serve more than 225 adult males who are being supervised by Utah Adult Probation and Parole with the goal of reducing criminal recidivism. The project officially launched June 1, 2017 and served 59 clients in its first year.

69%
ENROLLMENT
RATE

39%
RECEIVED 200
HOURS IN FIRST 6
MONTHS

14
COMPLETED THE CORE
MODALITY (MORAL
RECONATION THERAPY)

38
GAINED
EMPLOYMENT

NUMBER SERVED

59



THANK YOU TO OUR SUPPORTERS!

WE ACKNOWLEDGE OUR BOARD OF DIRECTORS, PARTNERS, AND DONORS WHO CONTRIBUTED \$500 OR MORE IN FISCAL YEAR 2018!

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Housing Authority of Salt Lake City
Salt Lake City Housing & Neighborhood Development
Salt Lake County Department of Housing & Community Development
Salt Lake County Division of Behavioral Health Services
U.S. Department of Housing & Urban Development
University of Utah School of Dentistry

Utah Department of Health, Medicaid
Utah Transit Authority
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