



Salt Lake County

# Consumer and Family Handbook

## Important Phone Numbers

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### **Optum Salt Lake County**

Hours: 8:00 AM to 5:00 PM

Phone: 1-877-370-8953

Fax: 801-982-3159

If you are deaf, hard of hearing or speech disabled, telephone relay services are available by calling Relay Utah at 711.

If your impairment is speech related, you can also call Speech-to-Speech Relay Utah at 1-888-346-5822 and a specially trained person will help you.

### **Warm Line**

Hours: 9:00A M to 10:00 PM

Phone: 801-587-1055

### **Crisis Line**

Hours: 24 hours a day, 7 days a week

Phone: 801-587-3000

Toll Free: 1-800-273-8255

TTY: 1-800-346-4128

Spanish Speaking: 1-888-346-3162

TTY Customer Service: 1-877-831-4782

**In case of a life-threatening emergency, call 911.**

## Nondiscrimination Policy:

Salt Lake County Division of Behavioral Health Services and Optum follow applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. Optum does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Optum:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Optum at 1-877-370-8953.

If you believe that Optum has not provided these services or has treated you unfairly or discriminated in another way on the basis of your race, color, national origin, age, disability, or sex, you can file a grievance in person or by mail, fax, or email with the Optum Grievance Representative. **In Person or Mail:** 2525 Lake Park Blvd, West Valley City, UT 84120, **Phone:** 1-877-370-8953, **Fax:** 1-801-982-3159, or **Email:** [lori.maxfield@optum.com](mailto:lori.maxfield@optum.com). You may also file a complaint with Medicaid Constituent Services Representative, by **Mail:** P.O. Box 143106, Salt Lake City, UT 84114-3106, **Phone:** 1-801-538-6417, 1-877-291-5583, **Fax:** 1-801-538-6805, or **Email:** [medicaidmemberfeedback@utah.gov](mailto:medicaidmemberfeedback@utah.gov).

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, **Mail:** Centralized Case Manager Operations, U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201, or **Phone:** 1-800-368-1019, 1-800-537-7697 (TDD), or **Email:** [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov).

If you want to mail or email your complaint, you can write your complaint or you can use the Office of Civil Rights complaint form available at: <http://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

If you need help filing a grievance, call Optum at 1-877-370-8953 and hit prompt #2.

## Language Services:

Free language assistance services are available to you. Please call 1-877-370-8953 or see below:

### Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-877-370-8953.

**Chinese**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-877-370-8953。

**Vietnamese**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-608-9422.

**Korean**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-877-370-8953 번으로 전화해 주십시오.

**Navajo**

Díí baa akó nínízin: Díí saad bee yáníłti'go **Diné Bizaad**, saad bee áká'ánída'áwo'dęę', t'áá jiik'eh, éí ná hółó, kóji' hódííłnih 1-877-370-8953.

**Nepali**

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ । फोन गर्नुहोस् 1-877-370-8953 ।

**Tongan**

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-877-370-8953.

**Serbo-Croatian**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-877-370-8953.

**Tagalog**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-877-370-8953.

**German**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-877-370-8953.

**Russian**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-877-370-8953.

**Cambodian**

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយភ្នែកភាសា ដោយមិនគិតលុយ គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-877-370-8953.

**French**

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-877-370-8953.

**Japanese**

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-877-370-8953。

**Arabic**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-877-370-89531

My mental health care provider's name:

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My mental health care provider's phone number:

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Other important phone numbers:

Name:

Phone number:

Name:

Phone number:

Name:

Phone number:

Name:

Phone number:

Name:

Phone number:

# Welcome



Optum Salt Lake County manages Salt Lake County's publicly funded mental health and substance use disorder system for adults, youth, children and their families in Salt Lake County. At Optum Salt Lake County, your mental health and/or substance use disorder is our top priority. As an enrolled member in Optum SLCo, you have access to mental health and substance use disorder services through our provider network system.

Every individual and every family has a unique road to wellness, health and hope. This handbook was created to help you understand the publicly funded mental health and substance use disorder system in Salt Lake County and assist you in becoming an active participant in your recovery journey. This handbook will give you an overview of:

- Services we provide and how to access those services
- Tools to further your recovery
- Salt Lake County resources
- Opportunities for you to help improve our mental health and substance use disorder system

To make sure you're receiving the best possible services, we encourage you to share any information about your services with us. Please call Optum Salt Lake County at 1-877-370-8953

We encourage you to visit our website for more in-depth information. You'll find information about training opportunities, recovery planning and support groups. You can access our website at [www.optumhealthslco.com](http://www.optumhealthslco.com)

We believe that education is a key part of the recovery process and we invite you to become partners in your mental health and/or substance use disorder care!

Sincerely,

Tracy Luoma  
Director

Julie Hardle  
Recovery and Resiliency Manager

*A river cuts through rock, not because of its power, but because of its persistence.*  
— Jim Watkins

Optum is a brand of United Behavioral Health

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# Getting the Help You Need

## Who is eligible to receive mental health and /or substance use disorder services through Optum Salt Lake County?

- Optum Salt Lake County-funded services are available at no cost to individuals and families who are eligible for Medicaid.
- Optum Salt Lake County provides access to mental health services and Salt Lake County provides access to substance use disorder services to some individuals and families who are not eligible for Medicaid if they meet financial and medical eligibility criteria, fall into a high-needs category and funding is available.
- Salt Lake County residents are eligible to receive Salt Lake County Crisis services.

## What is Medicaid and how do I know if I am eligible?

- Medicaid is a jointly funded, federal-state health insurance program for low-income and needy people. Medicaid covers families with children and pregnant women, medically needy individuals, the elderly and people with disabilities, if state and federal guidelines are met.
- To find out if you qualify for Medicaid, you can either apply online by going to <https://medicaid.utah.gov/> and then clicking on “Apply online” or you can apply in person at any Department of Workforce Services (DWS) office.

## Contact this Department of Workforce Services Office If your zip code is:

84006 • 84020 • 84047 • 84065 • 84070 • 84088 • 84092 • 84093 • 84094 • 84095 • 84107  
• 84117 • 84121 • 84124

### Midvale Office

7292 South State  
Midvale, UT 84047  
Phone: 801-526-0950  
Fax: 801-255-0480  
Hours: Monday - Friday 8:00 AM to 5:00 PM

84044 • 84120 • 84128

### South County Center

5735 South Redwood Road  
Taylorsville, UT 84123  
Phone: 801-526-0950  
Fax: 801-269-4830  
Hours: Monday - Friday 8:00 AM to 5:00 PM

84101 • 84102 • 84103 • 84104 • 84104 • 84106 • 84108 • 84109 • 84115 • 84116 • 84110  
• 84111 • 84112 • 84113 • 84114



### Metro Center

720 South 200 East  
Salt Lake City, UT 84111  
Phone: 801-526-0950  
Fax: 801-536-7056  
Hours: Monday - Friday 8:00 AM to 5:00 PM

### **What if I already have Medicaid?**

If you already have Medicaid and you feel that you or your child needs mental health and/or substance use disorder services, you can call an in network provider of your choice (see Behavioral Health Services Member Handbook and Provider Directory) and schedule an intake appointment. Optum Salt Lake County contracted providers are required to schedule your intake appointment within 15 working days of your request. You may also call Optum Salt Lake Co. at 1-877-370-8953 and ask to speak with a care advocate to assist you in finding the best provider to meet your needs.

### **What can I expect at the intake appointment?**

Your initial appointment will be an assessment to help identify your mental health and/or substance use disorder needs and determine if you are eligible for mental health and/or substance use disorder services based on the nature and severity of your condition. If you are eligible, you will work with a mental health and/or substance use disorder professional to help you begin to develop specific goals and determine types of services that will be most beneficial.

The bamboo which bends  
is stronger than the  
oak which resists.

– Japanese Proverb

### **What if I feel my rights have been violated or I have a concern about the mental health and /or substance use disorder services I receive?**

First, express your concern directly to the person involved if you feel comfortable doing so. Providers should have a grievance policy that you can follow or you can contact:

- Optum Salt Lake County to help you at 1-877-370-8953. All efforts will be made to resolve your complaint within 45 days of receipt of the complaint. This time can be extended up to 14 days if additional information is needed.
- If you file a grievance, you can expect the following:
- Full records of the grievance will be kept in confidential files, separate from your case file, for seven years from the completion of the grievance process.
- Any person you choose can help you.
- You shall be free from any act of retaliation.
- You will be notified in writing of the reason for any decision regarding your grievance.

## What If I'm Not Eligible for Services?



### **If you have Medicaid:**

You will receive a Notice of Action from Optum Salt Lake County in the mail. It will explain why the decision to not authorize services was made.

If you disagree with the decision, you can file an appeal of the decision.

### **If you do not have Medicaid:**

You will receive a Notice of Determination explaining why the decision to not authorize services was made. If you disagree with the decision, you can:

File a grievance with the Optum Salt Lake County Complaint and Grievance Specialist. Call 1-877-370-8953.

You also have the right to request a Fair Hearing whether you have Medicaid or not. For more information, contact the Division of Administrative Rules at:

Main Office: 801-538-3003

Division of Administrative Rules  
PO Box 141007  
Salt Lake City, UT 84114-1007

If you need to visit the Division, please call 801-538-3003 and schedule an appointment.

The Division of Administrative Rules is open for business 8:00 AM to 5:00 PM, Monday - Friday, except on state holidays.

If you need assistance with the appeal or grievance process, you can contact Optum Salt Lake County at 1-877-370-8953.

## Community Outpatient Services



The vast majority of mental health and substance use disorder services are provided in the community on an outpatient basis. It is important that you are actively involved in driving the process where decisions are made regarding your treatment. You should be in charge of defining the direction you would like your life to go, focusing your treatment plan on you and those supports necessary to help establish and sustain a life that is meaningful to you. Mental health substance use disorder services must support recovery and resiliency for people dealing with emotional and mental health and/or substance use disorder issues. Services may include the following:

#### Mental Health or Substance Use Disorder Assessment

*“It helped me to have a complete mental health assessment. I had been having problems for a while and going from one bad experience to another. I talked with the psychologist doing the assessment about the problems I’d been having. He also asked questions about what was going well in my life, what I’m good at, and what kind of support I have. It gave me a better perspective.”*

#### Case Management

*“I work closely with my case manager. When I need it, he helps me with all kinds of practical things, like helping me to apply for benefits and arranging for free transportation to my appointments. He also helped me find out what I needed to get involved in a supported employment program. He really knows the mental health system in and out.”*

#### Medication Management

*“My doctor helped me to find the medication that I’m taking now. I tried a few kinds before I settled on this one. My doctor had a lot of experience, which really helped. Now I see her once a month.”*

#### Peer Support/Consumer-Run programs

*“Going to a recovery program that was designed and led by people who had experienced psychiatric symptoms themselves was a key ingredient to my recovery. I got a chance to be with people who really understood me. I’ve also gotten a chance to help other people. It makes me feel much more confident and optimistic about the future.”*

#### Individual Therapy

*“Having someone I can talk to about issues in my life is really important to me. My counselor helped me to sort out some problems I was having in my relationship with my boyfriend. She also encouraged me to go back to school, which I’m currently considering.”*

#### Group Therapy

*“In my therapy group we talk about our feelings and different ways to cope with situations that come up in our lives. I feel comfortable talking with the people in the group about what’s on my mind.”*

#### Support Groups

*“Hearing from other people who have gone through similar things is very helpful to me. I don’t feel like I’m the only one. And the other people have good ideas that I can try out.”*

Hope is the thing with feathers  
that perches in the soul.  
— Emily Dickinson

## Preparing for the First Appointment

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Before you see your mental health and/or substance use disorder professional, it may help to know what to expect and how to prepare for your session. By being prepared, you're more likely to get the help you need and feel more at ease.

First, think about what's bothering you. Think about how long it's been bothering you. Has it changed? Gotten worse? If you have already tried some things, has anything seemed to help?

We suggest making yourself a few notes to take with you:

- Write down a few sentences about how you feel and what is troubling you. Don't worry if your concerns seem embarrassing to you. Your professional has heard them before and will not be surprised — he or she wants to help.
- If there are significant events or dates when something related happened, write a brief history to help you remember details.
- If you have any documents — notes, test results or other documents that seem relevant — bring them along. If you're seeking help for your child, drawings or writings that illustrate your concern would be good to bring, too.
- Bring a list of all the medications you're taking with the name, dosage and how often you take it. Include medications for physical conditions.

Then think about what questions you might have — about your situation, the services you will receive and how they work. Write them down.

Next, think about what outcome you want — maybe you want to clarify why you feel a certain way, or maybe you want to figure out how to stop, start or change something. You may be dealing with a current or pending crisis. Whatever it is, do you have a goal in mind? Write it down and talk about it.

You can also bring along a family member or friend if that makes you more comfortable or if you want someone to help you remember things. If you are bringing in a child or other person and want to have a chance to talk separately with the mental health and/or substance use disorder professional, make that request when you set up your appointment, or give them a note when you arrive and ask to have this time. Tell them if you think it should be before or after the main meeting.

Remember, your time will be limited. Making some written notes will help you use the time well.

## Outpatient Providers

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Outpatient mental health and substance use disorder services are available from providers listed in the Provider Directory mailed to you or available online at:

<https://www.optumhealthslco.com/content/ops-optslcty/salt-lake-county/en.html> and click on Optum SLCo Behavioral Health Services Member Handbook and Directory.

If there is no struggle,  
there is no progress.  
– Frederick Douglass

## Warm Line

The Warm Line is a non-emergency phone line available to individuals dealing with mental health and/or substance use disorder issues who just need a friendly and understanding person to talk to. All calls are taken by trained peer specialists who have first-hand experience living with mental illness and/or substance use disorder. Who better to talk to than someone who understands and who has been there? The Warm Line is open from 9:00 AM to 10:00 PM call 801-587-1055.

## Crisis Services

Crisis services are available 24 hours a day, seven days a week to all Salt Lake County residents. Services include a 24-hour crisis line, crisis intervention, stabilization, case consultation and referral to multiple levels of care. If you or your child are experiencing a crisis, call the Crisis Line at 801-587-3000 or TTY: 1-801-346-4128

Calls are answered by mental health and/or substance use disorder professionals who are trained to assist you in resolving your current crisis or the crisis of a family member. The counselors can refer you to community resources and will contact the Mobile Crisis Outreach Team if necessary.

Every defeat, every heartbreak,  
every loss, contains its own seed,  
its own lesson on how to improve  
your performance the next time.  
– Og Mandino

## Mobile Crisis Outreach Team (MCOT)

The Mobile Crisis Outreach Team, or MCOT, is run by the University Neuropsychiatric Institute. MCOT provides crisis intervention services to individuals anywhere in Salt Lake County. MCOT teams include crisis intervention therapists, Designated Mental Health Professionals and peer-support specialists, with the goal of using both their personal experience and professional training to help resolve your immediate crisis. To access a crisis intervention specialist, call the Crisis Line at 801-587-3000. Designated Mental Health Professionals on the MCOT team are specially trained to assess whether a person is gravely disabled due to a mental health and/or substance use disorder condition. They have the authority to involuntarily detain someone to a hospital or inpatient facility.

## Wellness Recovery Center

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As an alternative to traditional crisis services that are often based on principles of force and coercion, the Wellness Recovery Center (WRC) is based on the belief that with the right supports; most major mental health and/or substance use disorder crises can be prevented. The Wellness Recovery Center offers a welcoming, friendly environment and treats each person like a guest. Through active engagement, peer support and recovery-based treatments, individuals learn they can find solutions without having to be hospitalized or involuntarily confined. Many of those employed at the Wellness Recovery Center are trained peer specialists, individuals living recovery and therefore able to relate to many of the experiences and challenges that you may be experiencing.

This shared understanding of each other allows for the creation of mutually supportive relationships based on trust and respect. Through these special relationships, individuals learn that while their illness is a part of their life, their life is not their illness. Referrals are accepted by law enforcement, hospitals, mobile crisis outreach teams, Designated Mental Health Professionals, other mental health and health care providers, or your family — or you can self-refer. You or your family should call ahead to see if there is room available and to determine if the Wellness Recovery Center is the best option for you. You can reach the Wellness Recovery Center by calling 801-587-2460.

It does not matter how deep  
you fall, what matters is how  
high you bounce back.  
— Unknown

## Receiving Center (RC)

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The Receiving Center's mission is to alleviate the mental health crisis of individuals in a less restrictive setting. The RC utilizes a supportive Recovery model designed to enable the individual to utilize community based services. The facility feels more like a "home" than a clinical setting. The maximum length of stay is 23 hours. These services and supports will be provided twenty-four (24) hours a day, seven (7) days a week, 365 days per year. The RC has the capacity to respond to individuals who may be involuntarily brought to the facility as a result of a crisis situation. These individuals are in need of crisis triage and intervention, assessment services, medication intervention, safety, security and assistance in alleviating the crisis.

The RC is staffed by licensed nurses, licensed mental health therapists, and Certified Peer Support Specialists. A licensed psychiatrist or advanced practice registered nurse is available for consultation to direct care staff and patients. The RC is provided to Salt Lake County residents through the University of Utah Neuropsychiatric Institute.

## Community Inpatient Services

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### What are my rights regarding involuntary hospitalization or civil commitment?

The civil commitment process in Utah begins when a Designated Mental Health Professional (DMHP) is contacted to evaluate an individual. In assessing whether civil commitment is appropriate, the DMHP is required to:

- Personally interview the person
- Review the credibility of the facts alleged by others
- Determine whether the person will voluntarily accept treatment. If the DMHP decides that a person is gravely disabled or presents a likelihood of serious harm due to a mental disorder, and they are not voluntarily accepting treatment, then they may be detained for involuntary treatment for up to 72 hours

The Involuntary Treatment law requires that:

- A person cannot be held over 72 hours (not including weekends and holidays) without a court order
- Additional legal action be taken to continue any involuntary hospitalization
- The person receiving treatment is provided legal representation for free

Never, never, never give up.

– Winston Churchill

## Community Hospitals

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Hospitalization should only occur in rare occasions where a person is likely to do harm to self or others or is gravely disabled and there are no other community services available to provide the extra care needed for stabilization.

Acute psychiatric inpatient treatment is provided in a community hospital or a certified freestanding Evaluation and Treatment Facility. UNI (University Neuropsychiatric Institute), University of Utah Hospital (5 West), or Jordan Medical Center- West Valley Campus (JWV) provide psychiatric inpatient care for individuals who want to be voluntarily hospitalized. Other local hospital emergency rooms may also see individuals in a psychiatric crisis, but they do not contract with Optum Salt Lake County so they will not receive payment from Optum Salt Lake County. At all hospitals, a mental health and/or substance use disorder professional will determine if inpatient care is medically necessary. All voluntary mental health inpatient care must be authorized by Optum Salt Lake County. If UNI, 5 West, or JWV units are full, the mental health substance use disorder professional, with assistance from Optum Salt Lake County care advocates, will find a bed in another hospital. Hospitals may also call the MCOT team to request an involuntary admission by a Designated Mental Health Professional.

To access voluntary community inpatient services, call or go to your local hospital or call the Crisis Line for resources at 801-587-3000.

# Salt Lake County Resources

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## 2-1-1

2-1-1 is a simple, easy-to-remember dialing code that offers access to all health and human services serving Salt Lake County. All calls to 2-1-1 are taken by information and referral specialists who utilize a comprehensive database of resources that includes rent/mortgage assistance, counseling and support groups, food and clothing banks, transportation, and shelter/affordable housing.

## Children and Youth

### CHIP (Children's Health Insurance Plan)

Website: <http://health.utah.gov/chip/>

**Utah Children with Special Health Care Needs (CSHCN)** is a part of the Utah Department of Health, Division of Family Health and Preparedness CSHCN is the state Maternal Child Health (Title V, MCH) agency for Utah. We oversee many programs for children with special health care needs. Each is unique in its services for children with special health care needs.

#### What Do We Do?

- CSHCN provides and promotes family-centered, coordinated care and facilitates the development of community-based systems for these children and their families.
- CSHCN activities focus on reduction of preventable death, disability and illness in children due to chronic and disabling conditions.
- Access this site by going to: <http://health.utah.gov/cshcn/>  
Phone: 801-584-8284  
Toll Free: 1-800-829-8200

### Health Clinics of Utah Salt Lake

168 North 1950 West Suite 201

Salt Lake City, UT 84116

Phone: 801-715-3500

Hours: Monday -Thursday 7:00 AM to 6:30 PM & Friday 7:00 AM to 6:00 PM

Website: <http://health.utah.gov/clinics/health/index.php>

Without the strength to endure the crisis, one will not see the opportunity within. It is within the process of endurance that opportunity reveals itself.

– Chin-Ning Chu



### **Salt Lake Family Dental Plan Clinic**

168 North 1950 West Suite 202  
Salt Lake City, UT 84116  
Phone: 801-715-3400  
Hours: Monday - Friday 7:30 AM to 6:00 PM  
Website: <http://health.utah.gov/oralhealth/>

### **Vaccines for Children (VFC)**

To receive VFC vaccines, children must be under 19 years of age and meet at least one of the following criteria:

- Medicaid eligible: A child who is eligible for the Medicaid program. (For the purposes of the VFC program, the terms "Medicaid-eligible" and "Medicaid-enrolled" are equivalent and refer to children who have health insurance covered by a state Medicaid program)
- Uninsured: A child who has no health insurance coverage
- American Indian or Alaska Native
- Underinsured: A child who has commercial (private) health insurance but the coverage does not include vaccines, a child whose insurance covers only selected vaccines (VFC-eligible for non-covered vaccines only), or a child whose insurance caps vaccine coverage at a certain amount. Once that coverage amount is reached, the child is categorized as underinsured).

*\*\* Underinsured children are eligible to receive VFC vaccine only through a Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC). \*\**

*All residents of Salt Lake County can receive vaccinations at Salt Lake Valley Health Department clinics across the valley.*

### **Clinic Locations:**

- **Salt Lake County Immunization appointment scheduling** 1-385-468-7468

- **Ellis R. Shipp**  
4535 South 5600 West  
West Valley City, UT 84120  
Phone: 1-385-468-3700

Services: Immunizations, Child Health Evaluations and Care (CHEC), Medicaid eligibility, prenatal care, women's cancer screening (BeWise program), Women, Infants and Children (WIC) clinic, family dental, birth and death certificates.

Immunizations: Monday - Friday from 8:30 AM to 4:30 PM, with extended hours on Wednesdays until 6:00 PM

For Immunization information or to schedule an appointment, call (385) 468-3705.

- **International Travel Clinic**  
2001 South State Street, S2400  
Salt Lake City, UT 84190  
Phone: 1-385-468-4111

Services: Pre-travel education, immunizations, and medication recommendations for travel.

- **Rose Park**

1625 West 700 North, Suite H  
Salt Lake City, UT 84116  
Phone: 1-385-468-3660

Services: Immunizations (Wednesdays only), Women, Infant and Children (WIC) clinic.

Immunizations: Wednesdays from 10:00 AM to 1:00 PM and 2:00 PM to 6:00 PM

- **Salt Lake City**

610 South 200 East  
Salt Lake City, UT 84111  
Phone: 1-385-468-4225

Services: Anonymous and confidential HIV and STD testing and treatment, immunizations, women's cancer screening, Women, Infants and Children (WIC) clinic, birth and death certificates.

STD/HIV Clinic: Monday-Friday from 12:00 PM to 5:00 PM

Immunizations: Monday-Friday from 8:30 AM to 4:30 PM, with extended hours on Wednesdays until 6:00 PM

- **Southeast**

9340 South 700 East  
Sandy, UT 84070  
Phone: 1-385-468-4330

Services: Immunizations, Medicaid eligibility, women's cancer screening (Be Wise Program), Women, Infants and Children (WIC) clinic, Public Health Nursing Home Visitation, birth and death certificates.

Immunizations: Monday-Friday from 8:30 AM to 4:30 PM, with extended hours on Wednesdays until 6:00 PM

- **South Main**

3690 South Main Street  
Salt Lake City, UT 84115  
Phone: 1-385-468-4000

Services: Immunizations, Women, Infants and Children (WIC) clinic, women's health clinic, women's cancer screening (BeWise program), pediatric and prenatal services, Medicaid eligibility, Teen Mother and Child program, Targeted Case Management Home Visitation program, Nurse-Family Partnership program.

Immunizations: Monday-Friday from 8:30 AM to 4:30 PM, with extended hours on Wednesdays until 6:00 PM

- **West Jordan**

1740 West 7800 South  
West Jordan, UT 84088  
Phone: 1-385-468-4365

Services: Women, Infants and Children (WIC) clinic. No immunization services are offered at the West Jordan Clinic.

### **WIC (Women, Infants, and Children)**

WIC is a nutrition program that helps pregnant women, new mothers, and young children eat well, learn about nutrition, and stay healthy. Nutrition education and counseling, nutritious foods, and help accessing health care are provided to low-income women, infants, and children through the Special Supplemental Nutrition Program, popularly known as WIC. WIC is available at designated clinics listed above.

### **Crisis Nurseries**

(The Family Support Center)

Free 24/7 crisis nursery child care up to age 11

West Valley- 3663 South 3600 West 801-967-4259.  
Hours of operation: 24/7

Sugar House- 2020 Lake Street (740 East) 801-487-7778  
Hours of operation: Mon-Sat 9:00 AM-5:00 PM

Midvale – 777 West Center Street (7720 South) 801-255-6881  
Hours of operation: 7 days a week 8:00 AM- 8:00 PM

\*Note- Sugar House and Midvale Crisis Nurseries can be opened outside of operating hours in the event of an emergency if transportation to West Valley is not possible

### **Utah Parent Center**

The mission of the Utah Parent Center (UPC or Center) is to help parents help their children, youth and young adults with all disabilities to live included, productive lives as members of the community. We accomplish our mission by providing accurate information, empathetic peer support, valuable training and effective advocacy based on the concept of parents helping parents.

230 West 200 South, Suite 1101  
Salt Lake City, UT 84101  
Phone: 801-272-1051  
Fax: 801-272-8907  
Spanish: 801-272-1067  
Toll-Free in Utah: 1-800-468-1160

## Education & Employment

### **USOR (Utah State Office of Rehabilitation)**

Vocational Rehabilitation services are provided under the State Office of Rehabilitation through programs located in both the Division of Rehabilitation Services (DRS) and Division of Services to the Blind and Visually Impaired (DSBVI).

We provide a variety of services that assist individuals with disabilities in obtaining employment and increasing their independence.

USOR Administrative Office may be contacted at:

801-887-9500

If you are deaf, hard of hearing or speech disabled, telephone relay services are available by calling Relay Utah at 711.

FAX 801-538-7522

<http://www.usor.utah.gov/>

### **University of Utah Center for Disability Services**

The Center for Disability Services provides accommodations and support for the educational development of students with disabilities. We strive to improve understanding and acceptance of students with disabilities throughout the University community. Our mission is accomplished through:

- Direct assistance to students to encourage and enhance their independence,
- Ongoing cooperative efforts to develop and maintain an accessible physical environment, and
- Educational efforts to create a supportive psychological environment so students can achieve their educational objectives.

A cooperative relationship is maintained with relevant campus departments to ensure the University of Utah complies with federal and state regulations regarding students with disabilities.

View the Center for Disability Services Student Handbook (DOC) outlining the operations of disability support at the University of Utah at:

<http://disability.utah.edu/>

### **Salt Lake Community College Disability Resource Center**

About the DRC

The Mission of the Disability Resource Center (DRC) is to foster student inclusion into the SLCC Community through teaching independence, self-advocacy, and responsibility while maintaining an environment that promotes personal, educational and social growth. This is accomplished by:

- Establishing and maintaining a partnership with the student, administration, faculty and staff through a framework of mutual understanding and respect.
- Providing reasonable and appropriate accommodations, insuring equal opportunity and access while maintaining the academic standards of the college.

Proper documentation of a disability establishing a physical or mental impairment which limits a major life activity as defined by the Americans with Disabilities Act (ADA) is required in order to receive services or accommodations. All authorizations for services must be reasonable in nature and are individually determined by a qualified advisor.

Reasonable accommodations are based on an evaluation of the specific requests of the student, an evaluation of individual needs, a review of previous accommodations, the recommendations of outside professionals, course requirements, specific classroom situations, and instructor input.

In order to receive accommodation under ADA, a student must apply for services through the DRC.

For more information go to the website at: <https://www.slcc.edu/drc/>

## Health

### Salt Lake Valley Health Department Clinics

Community Health Centers, Inc.

- Provides primary health care to low income and uninsured people on a sliding fee scale.
- Accepts Medicaid, Medicare, Primary Care Network (PCN), Children's Health Insurance Program (CHIP), and most private insurances.
- Accepts previous clients within the last 2 years, immediate family members of current clients, and pregnant women. New clients are accepted with insurance.

### Central City

461 South 400 East  
Salt Lake City, UT 84111  
Phone: (801) 539-8617

### Copperview

8446 Harrison Street (300 West)  
Midvale, UT 84047  
Phone: (801) 566-5494  
Copperview uses sliding fee scale for all uninsured clients.

### Oquirrh View Community Health Center

4745 South 3200 West  
Salt Lake City, UT 84118  
Phone: (801) 964-6214

### Sacred Circle Healthcare

660 South 200 East Suite 200  
Salt Lake City, UT 84111  
Phone: (801) 359-2256

### Stephen D. Ratcliffe Community Health Center

1365 West 1000 North  
Salt Lake City, UT 84116  
Phone: (801) 328-5750 (main patient line)  
New patient line- (801)-487-0087

### 72nd Street Clinic

220 West 7200 South, Suite A  
Midvale, UT 84047-1043  
Phone: (801) 566-5494

### Clinica Medica Familiar de las Americas

4070 South 4000 West  
West Valley City, UT 84120  
Phone: (801) 955-1644  
Hours: Wednesday & Friday 1:00 PM to 6:00 PM. Other hours by appointment or walk-ins.  
Fees: \$40 for initial visit; \$30 for follow-up visits. \$15 for blood sugar test.

### Clinica Medica Familiar de las Americas

650 South Redwood Road  
Salt Lake City, UT 84104  
Phone: (801) 886-0930  
Hours: Walk-in Monday - Thursday 2:00 PM to 6:00 PM. Other hours by appointment.  
Fees: \$40 for initial visit; \$30 for follow-up visits. \$15 for blood sugar test

### Health Access Project (HAP)

140 West 2100 South Suite 208  
Salt Lake City, UT 84115  
Phone: (801) 412-3980

The Health Access Project (HAP) provides an essential community service by helping low-income, uninsured residents of Salt Lake County gain access to quality primary and specialty medical care. To be eligible for HAP services, prospective patients must meet the following criteria:

- Not have any type of health insurance
- Be a resident of Salt Lake County
- Have an income below 150% of Federal Poverty Level

### Health Clinics of Utah

168 N. 1950 W. Suite 201  
Salt Lake City, UT 84116  
Phone: (801) 715-3500

The Utah Department of Health-Health Clinics of Utah provides service to those who are part of a government insurance program. This clinic provides access to appropriate health services. There are co-pays or Medicaid fees charged for services not covered by benefit plan.

Health Clinics of Utah Qualifying Programs:  
Medicaid, Medicare, Primary Care Network (PCN), Children's Health Insurance  
Program (CHIP).

### **Intermountain Community and School Clinics**

#### **Intermountain Neighborhood Clinic**

(801) 977-0502

#### **Sorensen Multi-Cultural Center**

855 West California Avenue (1330 South)

Salt Lake City, UT 84104

Phone: (801) 977-0502

Provides urgent and primary medical care for patients of all ages and all incomes within Salt Lake County.

#### **Intermountain Lincoln Elementary School Clinic**

1090 South Roberta Street (250 East)

Salt Lake City, UT 84111

Phone: (801) 408-3585

Provides primary healthcare services to students, families and residents in the Lincoln Elementary School neighborhood.

#### **Intermountain Rose Park Elementary School Clinic**

1105 West 1000 North

Salt Lake City, UT 84116

Phone: (801) 408-8626

Provides primary healthcare services to students, families and residents in the Rose Park Elementary School neighborhood.

#### **Intermountain North Temple Clinic**

54 North 800 West

Salt Lake City, UT 84116

Phone: (801) 408-8626

Provides urgent medical care for patients of all ages and all incomes with no geographical boundary restrictions. No primary care or dental care provided at this location.

Accepts Medicaid, Medicare, Primary Care Network (PCN), Children's Health Insurance Program (CHIP), some private insurances, or charges on a sliding fee scale based on household size and income.

#### **Maliheh Free Clinic**

415 East 3900 South

Salt Lake City, UT 84107

Phone: (801) 266-3700

### Utah Hope Clinic

65 East 6850 South  
Midvale, UT 84047  
Phone: (801) 568-6700

The Maliheh Free Clinic and the Utah Hope Clinic are intended to serve both children and adults in families who do not have health insurance and are not eligible for Medicare or Medicaid. In addition, their household income must be below the 150% of the Federal Poverty Level.

### Seraphine Clinic

6216 South Redwood Road  
Taylorsville, UT 84118  
Phone: (801) 963-6966  
Hours: Monday to Friday 9:00am to 6:00pm & Saturdays 9:00am to 2:00pm

### Magna Exodus Clinic

3655 South 8211 West  
Magna, UT 84044  
Phone: (801) 250-9638 Ext. 131

Provides access to healthcare for uninsured individuals that have a household income less than \$35,000 and have a medical need. Must be a resident of one of the following communities: Magna, Kearns, West Valley.

Services Provided: Primary Care, Radiology, Physical Therapy, Women's Health, Counseling, Eye Care, Free Mobile Clinic.

Geographical boundaries do not apply for breast exams and pap smears.

Fees vary by service. Small co-pay will be requested in most cases. Co-pay will only be a fraction of total cost of the healthcare visit.

## Specialized Health Clinics

### Planned Parenthood Association

Provides a full range of professional, personalized, confidential reproductive health care services for women, men and teens regardless of age or income. Fees are based on a sliding scale. Private insurance is also accepted.

- **Salt Lake City**  
(801) 322-5571  
654 South 900 East  
Salt Lake City, UT 84102
- **South Jordan**  
(801) 254-2052  
1091 West South Jordan Parkway (10600 South)  
South Jordan, UT 84095



- **West Valley City**  
(801) 973-9675  
1906 West 3600 South  
West Valley City, UT 84119

### **Shriners Hospitals for Children Intermountain**

(801) 536-3500  
(800) 313-3745  
Fairfax Road at Virginia Street  
Salt Lake City, UT 84103

Provides expert pediatric orthopedic medical care free of charge. Must be under 18 years of age with orthopedic or reconstructive plastic surgery needs living in Utah, Nevada, Idaho, Wyoming, Colorado, Arizona, New Mexico, Senora Mexico, or Chihuahua Mexico.

Apply by phone: referral necessary from self, friend, doctor, school, etc.

### **Refugee Health Program**

(801) 538-6191  
Identifies refugees entering the state with communicable disease posing a potential public health threat. Identifies refugee health conditions that adversely impact resettlement and self-sufficiency.

Provides appropriate referrals for health care and prevention activities.

### **Wasatch Homeless Health Care Inc. (4<sup>th</sup> Street Clinic)**

(801) 364-0058  
404 South 400 West  
Salt Lake City, UT 84101

Provides free comprehensive primary health care to homeless individuals, and families in the Salt Lake City area. These services are for homeless only. Appointment is necessary for most services.

### **VA Salt Lake City Health Care System**

(801) 582-1565  
(800) 613-4012  
500 South Foothill Drive (1800 East)  
Salt Lake City, UT 84148

Provides quality inpatient, outpatient, and long-term healthcare to eligible veterans. Serves honorably discharged veterans residing in Utah, western Nevada, southeastern Idaho, and southwestern Wyoming.

Care provided upon enrollment. To enroll call enrollment office at (801) 584-2585. To enroll by mail, call and leave name address, zip and phone number with area code.

Enrollment Office: (801) 584-2585

On-Call Nurse/Medical Information Line: (866) 369-8020

### **Indian Walk-In Center**

(801) 486-8477

(866) 687-4942

120 West 1300 South

Salt Lake City, UT 84115

Aids and assists American Indian/Alaskan Native people. Promotes and provides access to primary medical care, dental care and prenatal care.

Must be American Indian/Alaskan Natives in the Salt Lake area. Census and tribal enrollment numbers are required.

### **Children with Special Health Care Needs**

(801) 584-8284

(800) 829-8200

44 North Mario Capecchi Dr. Salt Lake City, UT 84114

Provides evaluation assessment, diagnosis, treatment planning, and case management for children in Utah with special healthcare needs.

## **Miscellaneous Services**

### **Prescription Assistance Programs:**

#### **RxConnect Utah**

(866) 221-0265

RxConnect Utah is a program of the Utah Department of Health that links individuals with the necessary resources to obtain required prescriptions. Individuals must qualify for services. Can take as long as 4-8 weeks.

#### **Good RX.com**

888-799-2553

[www.goodrx.com](http://www.goodrx.com)

Comparison shop for over 6000 FDA approved medications at 70,000 pharmacies nationwide. With or without insurance this site can save you money

#### **Merck Patient Assistance Programs**

908-423-1000

[WWW.merck.com/merckhelps/patientassistance/](http://WWW.merck.com/merckhelps/patientassistance/)

Merck offers a family of programs providing free and discounted medicines to patients who cannot afford their prescribed medicines.

#### **Partnership for Prescription Assistance**

1-888-477-2669

[www.pparx.org](http://www.pparx.org)

Assists qualifying patients without prescription drug coverage get the medicines they need for free or nearly free.

### **Needy Meds**

800-503-6897

P.O. Box 219

Gloucester, MA 01931

NeedyMeds is a 501 (c) (3) national nonprofit, has information on programs that help people who can't afford their medications and health care costs. Provides data regarding approximately 2400 programs and nearly 11,000 free/low-cost/sliding-scale clinics.

### **RXConnect Utah**

866-221-0265

<http://health.utah.gov/rxconnectutah>

Utah Department of Health program that links individuals with the necessary resources to obtain required prescriptions.

### **RX Outreach**

888-796-1234

800-769-3880

<http://www.rxoutreach.org/>

Nonprofit pharmacy committed to helping people get the medications they need at an affordable price.

### **Patient Assistance Foundation**

800-222-6885

<http://www.abbottpatientassistancefoundation.org/>

Provides AbbVie medicines at no cost to people experiencing financial difficulties.

### **AstraZeneca**

800-292-6363

<https://www.astrazeneca-us.com/medicines/Affordability.html>

Offers 3 different programs to help patients access their medicines.

### **Pfizer Helpful Answers**

866-706-2400

<http://www.pfizerxpathways.com/?step=1>

Offers assistance programs to help eligible patients access to their prescription medicines for free or at a savings.

## **Housing**

### **West Valley City Housing**

3600 South Constitution Blvd

West Valley City, UT 84119

(801)966-3600

[www.wvc-ut.gov](http://www.wvc-ut.gov)

### **Salt Lake City Housing**

1776 South West Temple  
Salt Lake City, UT 84115  
801-487-2161  
Fax: (801)487-3641  
<http://www.haslcutah.org>

### **Salt Lake County Housing**

3595 South Main Street  
Salt Lake City, UT 84115  
<http://www.hacsl.org>

Section 8 or Public Housing is available to low-income families, senior citizens (62 years or older, 55 years old in some instances) and handicapped persons through the local housing authority.

Rents for the client(s) are scaled according to income and family size. Interested persons should check at the offices to see if they are taking applications. Applicants will be placed on a waiting list.

## **Legal**

### **Legal Aid**

Founded in 1922, Legal Aid Society assists adults and children who are victims of domestic violence to obtain protective orders and civil stalking injunctions from the court regardless of their income.

Legal Aid Society of Salt Lake also provides low cost legal representation to low-income individuals with family law cases in Salt Lake County.

Legal Aid Society has a staff of dedicated professionals who work hard to protect the legal interests of our clients. Our goal is to help our clients achieve violence-free homes and bring economic and emotional stability to their lives and the lives of their children with enforceable court orders.

### **Domestic Violence Victims Assistance Program**

Legal Aid provides services to clients for Domestic Violence Protective Orders regardless of income.

### **Domestic Relations Program**

LAS will represent financially eligible clients in Family Law matters such as: divorce, parentage (custody), grandparent visitation, common law divorce guardianships for minors and incapacitated adults.

### **Main Office**

205 North 400 West

Salt Lake City, Utah 84103  
801-328-8849  
Intake: 801-328-8891

### **West Jordan Courthouse**

Room 3502  
8080 S Redwood Road  
West Jordan, UT 84088  
801-233-9755

### **Matheson Courthouse**

Room W-17  
450 South State Street  
Salt Lake City, Utah 84111  
(801) 238-7170

### **Family Justice Center**

310 East 300 South Salt Lake City, Utah 84111  
Telephone: (801) 537-8600  
Toll Free: 855-992-2752

A secure, confidential site where women and men who have experienced abuse can get help. On-site partners include the YWCA, The Salt Lake City Police Department Domestic Violence Unit, Salt Lake City Prosecutor's Office, SLPD Victim's Advocates, Salt Lake County District Attorney's Office, Department of Workforce Services, Legal Aid Society of Salt Lake, Holy Cross Ministries, and the Department of Child and Family Services. Provides advocacy, shelter and support groups for victims of family violence. Transitional housing for single women and families is also available.

If you or someone you know needs help, please call the Utah Domestic Violence Hotline at 800.897.LINK (5465) or the National Domestic Violence Hotline at 800.799.SAFE (7233).

**Guardianship:** Utah St Courts: <http://www.utcourts.gov/howto/family/gc/>

**Law Clinics:** for more information on the following clinics go to the Utah Courts website at <http://www.law.utah.edu/probono/free-legal-clinics/>

- **Clinic for the Deaf and Hard of Hearing** - General civil topics
- **Community & Family Mediation** – Mediation for disputes in various relationships, including neighbor, workplace, family and interpersonal, consumer marketing, landlord and tenant, business, and school.
- **Community Legal Clinic** - Immigration, family and general legal issues
- **Debtor's Counseling Clinic** - Bankruptcy, collections and credit issues

- **Expungement Clinic** - Impediments to employment, such as expungements and addressing issues regarding outstanding warrants only. If you have other employment law issues, please attend the Street Law Brief Advice Clinic.
- **Family Law Brief Advice Clinic** - Family law, child custody, divorce, protective orders and guardianship.
- **Forms Help** - General Civil Topics
- **Homeless Youth Legal Clinic** - Drop in or by appointment. Available to homeless youth ages 15-22.
- **Medical-Legal Brief Advice Clinic** - Landlord –Tenant issues related to healthcare and accommodations
- **Pioneer Park Clinic** - General civil and criminal topics.
- **Rainbow Law Brief Legal Advice Clinic** - LGBT-related (Lesbian, Gay, Bisexual and Transgender) employment, estate planning and family law issues only.
- **Self-Represented Litigant Family Law Clinic** - **Family** law matters only.
- **Small Claims Class** - Small Claims cases.
- **St. Vincent de Paul Center** - General civil topics, such as consumer issues, employment, housing, discrimination, etc. No family law or criminal law.
- **Street Law Free Legal Clinic** - General civil topics, such as consumer issues, employment, housing, discrimination, etc. NO family law or criminal law.
- **Utah Crime Victims Legal Clinic** – For victims of Domestic Violence. By appointment only Appointments must be made before 4:00 P.M. on the Tuesday prior to the appointment.
- **Utah Legal Services' Domestic Violence Clinic** - Domestic Violence
- **Utah State Bar’s “Tuesday Night Bar”** – Appointments are required and must be made 8 days prior to Tuesday meeting. Scheduling begins Mondays at 1:00p, until full.

- **Utah Veterans Legal Clinic**
- **YWCA Family Justice Center Protective Order, Civil Stalking Injunction and Dating Violence Forms Help** - A YWCA guide helps fill out protective order and civil stalking injunction forms. Spanish and Arabic speakers available. ASL interpreter available by appointment. Help in other languages may be available.
- For more information about these and other clinics please go to:  
<https://www.utcourts.gov/howto/legalclinics/>

## Seniors

### Caregiver Support Program

385-468-3268

[http://aging.slco.org/html/cgs\\_overview.html](http://aging.slco.org/html/cgs_overview.html)

Provides services and support to assist individuals who are providing care to a loved one.

### Children of Aging Parents

800-227-7294

<https://www.caregiver.org/children-aging-parents>

Nonprofit, charitable organization that assists caregivers of the elderly or chronically ill with reliable information, referrals and support.

### Long Term Care Ombudsman Program

801-538-3910 or 1-877-424-4640

<http://daas.utah.gov/ombudsman/>

An Ombudsman serves as a consumer representative, mediator, educator, and advocate in their role to resolve complaints

### Neighborhood House

[www.nhutah.org](http://www.nhutah.org)

Adult day care social rehabilitative program, which utilizes recreational and therapeutic activities to maintain physical, mental and social skills.

### Children's Day Care Center

801-363-4589

1050 W 500 S, SLC 84104

### Riverside Day Center

801-363-4593

423 S 1100 W, SLC 84104

**Cottonwood Day Center**  
801-277-3264  
1580 E Vine St., SLC, UT 84121

**Alzheimer's Association, Utah Chapter**

801-265-1944  
24/7 Helpline – 1-800-272-3900  
855 E 4800 S, Ste. 100,  
SLC, UT 84107  
[www.alz.org/utah](http://www.alz.org/utah)

Enhances care and support, advances research, and advocates.

**Salt Lake County Aging Services**

1-385-468-3200  
<http://slco.org/aging-adult-services/>

Provides information, advocacy, support services and assistance for older adults in SL County

**UTAH Department of Human Services**

801-538-4171  
195 M 1950 W, SLC, UT 84116  
[www.hsdaas.utah.gov/](http://www.hsdaas.utah.gov/)  
*Division of Aging and Adult Services.*

Offers home and community-based services throughout the state, which aim to allow more Utah residents who are 60 and older to remain independent.

**AARP**

6975 Union Park Center, Ste. 320,  
Midvale, UT 84047  
1-866-448-3616  
<http://www.aarp.org/states/ut/>

Organization for people age 50 and over. Provides direct assistance for food, housing, income and personal connection, legal advocacy, and raises awareness.

**Adult Protective Reporting Line**

801-538-7897  
<https://daas.utah.gov/adult-protective-services/>

In Utah, the law states that any person who has reason to believe that an elder or disabled adult is being abused, neglected or exploited must immediately report the situation to Adult Protective Services intake or the nearest law enforcement office.

**Adult Protective Services**

195 N 1950 W, SLC, UT 84116  
801-538-4171  
<https://daas.utah.gov/adult-protective-services/>



Assists vulnerable and elder adults in need of protection to prevent or discontinue abuse, neglect, or exploitation until that condition no longer requires intervention.

### **Eldercare Locator**

1-800-677-1116

[www.eldercare.gov](http://www.eldercare.gov)

A public service of the U.S. Administration on Aging connecting you to services for older adults and their families

### **Neighbors Helping Neighbors**

801-581-5162

395 S 1500 E, SLC, UT 84112

<http://socialwork.utah.edu/research/w-d-goodwill-initiatives-on-aging/neighbors-helping-neighbors/>

U of U College of Social Work Program that utilizes applied social work education to fill the gap between public and private services for adults. The services are provided to older adults in need, free of charge, regardless of their income.

### **UT Food Bank Senior Food Box Program**

801-978-2452

3150 S 900 W,  
SLC, UT 84119.

[www.utahfoodbank.org/food-box-programs](http://www.utahfoodbank.org/food-box-programs)

Provides free, monthly food assistance to help low-income seniors and persons with disabilities. Each box contains about a week's worth of non-perishable food and is delivered along with milk and fresh produce when available. Boxes are delivered to qualifying individuals.

### **Support Groups**

#### **For information about local support groups call the following organizations:**

**NAMI:** 801-323-9900

Connection (Consumer support) Family support and Suicide Survivor support groups

**USARA:** 855-698-7272 (Toll Free)

Support for families and those with addiction disorders.

**CHADD/ADHD** – <http://www.chaddofutah.com/supportgroups.html>

**Depression and Bipolar Support Alliance:**

801-413-9967 or 800-826-3632 <https://www.dbsalliance.org>

**Utah Parent Center:** 801- 272-1051 Toll free: 800-468-1160

Autism groups      <http://www.utahparentcenter.org/disabilities/autism/>

## Transportation

### UTA

For trip planning, fares, or other UTA information call: RIDE-UTA (743-3882). Telephone communication for deaf/hearing impaired persons is available by dialing 711  
Customer Support Hours: Monday - Friday, 6:00 A.M. - 7:00 P.M., Saturday, 8:30 A.M. - 5:00 P.M. Closed Sunday.

**UTA's Paratransit Service ADA** program is a service of the Utah Transit Authority, for people with physical, cognitive or visual disabilities who are functionally unable to independently use the UTA fixed route bus service either all of the time, temporarily or only under certain circumstances. <http://www.rideuta.com/Rider-Info/Accessibility/Paratransit-Services>

Paratransit Contact Info: UTA Flextrans Paratransit Service in Salt Lake and Davis Counties 801-287-7433 T.D.D. Relay 711, UTA Mobility Center: 801-287-2263.

### UTA MAX

In July 2008, UTA opened its first MAX bus rapid transit (BRT) line. The line currently operates along 3500 South between the 3300 South TRAX Station and Magna. Between 5600 West and 2700 West, the route operates in a dedicated guideway, separate from regular traffic. BRT is often referred to as light rail with rubber tires, offering limited stops and traffic signal priority. Tickets for the route may be purchased at ticket vending machines, located on at any BRT station and passengers may board at any of the buses' three doors.

For trip planning, fares, or other UTA information call  
RIDE-UTA (743-3882)

### TRAX

The TRAX system currently has three lines:

- Red line (servicing South Jordan, West Jordan, Sandy, Midvale, Murray, South Salt Lake, and Salt Lake cities as well as the University of Utah campus)
- Green line (servicing West Valley, Salt Lake, South Salt Lake, Murray, Midvale and Sandy cities), and
- Blue Line (servicing Sandy, Midvale, Murray, South Salt Lake, Salt Lake cities and the downtown Salt Lake area including Salt Lake Central station).

For trip planning, fares, or other UTA information call  
RIDE-UTA (743-3882)

## Tools to Further Your Recovery

The Recovery & Resiliency Unit believes that each person has the capability to live a meaningful life. We have all witnessed amazing personal transformations

over the years and have discovered that many of these individuals have one thing in common: their lives truly began to change when they became personally invested in their own recovery. There are many ways you can jump start your own recovery journey:

- Take the initiative to learn about your diagnosis and the best treatment options.
- Join a support group.
- Help improve services by sharing information about your services with Optum committees.
- Enroll in training to become a Certified Peer Counselor.
- To learn more about mental health recovery, read on.

## **Recovery Today**

Until recently, individuals diagnosed with mental illness were given little hope of getting better. It was not until the 1980s, when former mental health patients began to organize to improve the mental health system that these negative attitudes began to change.

Many of these early pioneers wrote about their experiences with mental illness — not just about the indignities they suffered, but more importantly, about the fact that they were able to get better, or “recover.” And while the concept of recovery was well-known in the substance abuse world, this was the first time that people were talking about mental health recovery. It was not long before these early consumer leaders began to organize self-help groups, advocacy organizations and peer-run services. This was the beginning of what is now referred to as the “consumer movement.”

The concept of mental health recovery has flourished since the 1980s. Recovery concepts are now incorporated into agency mission statements and discussed in treatment plans. Recovery has been defined by many different people in many different ways. SAMHA’S new definition of recovery states that recovery is:

“A process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential”.

Clearly, mental health recovery looks different for each person. For some of us, recovery means going back to school or work. For others, it means learning how to live with difficult symptoms and successfully deal with life stressors. The good news is that the body of recovery research is ever growing. We now know that:

- The majority of individuals with mental illness improve over time and are able to lead healthy, stable and productive lives. (The Center for Reintegration)
- The majority of individuals with mental illness want to work and can succeed in competitive employment. (Dartmouth Psychiatric Research Center)
- Individuals with mental illness can learn or regain skills needed to connect with and live successfully in their communities. (The Center for Reintegration)
- Mental health systems that promote empowerment and recovery have higher recovery rates than ones that do not. (National Empowerment Center)

## **10 Fundamental Components of Recovery**

To clearly define recovery, the National Consensus Conference on Mental Health Recovery and Mental Health Systems Transformation was held in December 2004. The conference was convened by the Substance Abuse and Mental Health Services Administration in partnership with six other federal agencies.

Over 110 expert panelists participated, including mental health consumers, family members, providers, advocates, researchers, academicians, managed care representatives, and state and local public officials. As a result of this work, the following 10 fundamental components of recovery emerged:

### **Self-Direction**

Consumers lead, control, exercise choice over and determine their own path of recovery by optimizing autonomy, independence and control of resources to achieve a self-determined life. By definition, the recovery process must be self-directed by the individual, who defines his or her own life goals and designs a unique path towards those goals.

### **Individualized and Person-Centered**

There are multiple pathways to recovery based on an individual's unique strengths and resiliencies as well as his or her needs, preferences, experiences (including past trauma) and cultural background in all of its diverse representations. Individuals also identify recovery as being an ongoing journey and an end result as well as an overall paradigm for achieving wellness and optimal mental health.

### **Empowerment**

Consumers have the authority to choose from a range of options and to participate in all decisions — including the allocation of resources — that will affect their lives, and are educated and supported in so doing. They have the ability to join with other consumers to collectively and effectively speak for themselves about their needs, wants, desires and aspirations. Through empowerment, an individual gains control of his or her own destiny and influences the organizational and societal structures in his or her life.

### **Holistic**

Recovery encompasses an individual's whole life, including mind, body, spirit and community. Recovery embraces all aspects of life, including housing, employment, education, mental health and health care treatment and services, complementary and naturalistic services, addictions treatment, spirituality, creativity, social networks, community participation, and family supports as determined by the person. Families, providers, organizations, systems, communities, and society play crucial roles in creating and maintaining meaningful opportunities for consumer access to these supports.

### **Non-Linear**

Recovery is not a step-by-step process but one based on continual growth, occasional setbacks and learning from experience. Recovery begins with an initial stage of awareness in which a person recognizes that positive change is possible. This awareness enables the consumer to move on to fully engage in the work of recovery.

### **Strengths-Based**

Recovery focuses on valuing and building on the multiple capacities, resiliencies, talents, coping abilities and inherent worth of individuals. By building on these strengths, consumers leave behind stymied life roles and engage in new life roles (e.g., partner, caregiver, friend, student, employee). The process of recovery moves forward through interaction with others in supportive, trust-based relationships.

### **Peer Support**

Mutual support — including the sharing of experiential knowledge and skills and social learning — plays an invaluable role in recovery. Consumers encourage and engage other consumers in recovery and provide each other with a sense of belonging, supportive relationships, valued roles and community.

Accept yourself as you are right now;  
an imperfect, changing, growing  
and worthy person.  
— Denis Waitley

### **Respect**

Community, systems and societal acceptance and appreciation of consumers — including protecting their rights and eliminating discrimination and stigma — are crucial to achieving recovery. Self-acceptance and regaining belief in one's self are particularly vital. Respect ensures the inclusion and full participation of consumers in all aspects of their lives.

### **Responsibility**

Consumers have a personal responsibility for their own self-care and journeys of recovery. Taking steps towards their goals may require great courage. Consumers must strive to understand and give meaning to their experiences and identify coping strategies and healing processes to promote their own wellness.

### **Hope**

Recovery provides the essential and motivating message of a better future — that people can and do overcome the barriers and obstacles that confront them. Hope is internalized, but can be fostered by peers, families, friends, providers and others. Hope is the catalyst of the recovery process. Mental health recovery not only benefits individuals with mental health disabilities by focusing on their abilities to live, work, learn and fully participate in our society; it also enriches the texture of American community life. America reaps the benefits of the contributions individuals with mental disabilities can make, ultimately becoming a stronger and healthier nation.

He who has hope has everything.  
— Arabian Proverb

## **Create a Psychiatric Advance Directive**

An Advance Directive is a written document that describes what you want to happen if you become so ill by mental health symptoms that your judgment is impaired and/or you are unable to communicate effectively. It gives you control over your treatment when you are unable to do so. It can:

- Inform others about what treatment you want and don't want.
- Identify a person to whom you have given the authority to make decisions on your behalf.
- Enhance communication about your treatment preferences between you and your family.

You can download a Mental Health Advance Directive form at <http://www.nrc-pad.org/states/utah>

## **Write an Action Plan for Prevention and Recovery**

Do you experience feelings and symptoms that are upsetting, that keep you from being the way you want to be and doing the things you want to do? Many people who have troubling emotional, psychiatric or physical symptoms have made great advances in learning how to do things to help themselves get well and stay well.

One of the most frustrating stages of recovering your health is when you realize that you can do many things to help yourself stay well, but you can't figure out a way to do them regularly. It is easy to forget simple things that you know, especially when you are under stress or when your symptoms are beginning to flare up. The action plans for prevention and recovery were devised by people who experience emotional or psychiatric symptoms. They developed ways to deal with their need for structure in their lives that actively support their health.

The plans are simple and low-cost, and can be changed and added to over time as you learn more and more. Anyone can develop and use these plans for any kind of health concern. People using this system report that by being prepared and taking action as necessary, they feel better more often and have improved the overall quality of their lives dramatically. One person said, "Finally, there's something I can do to help myself."

You can begin your action plan by completing your wellness toolbox. Fill your toolbox with simple, safe ideas to help you feel good, stay well and assist you even during difficult times. Here are some ideas that others have put in their wellness toolboxes:

Scrapbooking ~ Taking a walk ~ Playing with pets ~ Prayer ~ Journaling ~ Meditation ~ Quilting ~ Calling a friend ~ Drumming

What would you put in your Wellness Toolbox?

Your action plan can also help you identify:

- What you are like when you are well
- What you need to do every day to stay well
- Things that may upset you and what you can do if these things happen
- Early warning signs that you are not feeling well and what you can do about it

- Signs that things are getting worse as well as actions you can take to make the situation better
- Signs that you may be experiencing a crisis and things your supporters can do to assist you
- What to do after a crisis has ended to help you get back to being healthy

If you would like more information or assistance putting together your action plan, please contact the R & R unit at 1-877-370-8953

## **Let Go of Negative Thought Patterns**

One of the marvels of the mind is that once we learn to do complex tasks, they can become automatic and unconscious. For example, when you first learn to drive a car, learning to steer, brake and judge various driving situations requires all of your attention. Eventually, however, the task of driving becomes more automatic. Even though you're constantly making decisions, you're unaware of most of them.

Similarly, while growing up, we come to learn which activities are safe and dangerous, how to keep ourselves safe, what our role is in society, how to achieve the things we want and how to interact with others.

By the time we're adults, most of this learning has taken the form of unconscious habit patterns. Most of our emotions thus become triggered by our interpretations of events. The thinking processes that produce these interpretations — as well as the actions we take — are mostly automatic and unconscious, like those involved in driving. Since these automatic thinking patterns are developed in childhood, some of the reasoning behind them is faulty. As they become automatic, we become unaware of them as we enter adulthood. Thus, everyone uses some faulty reasoning from time to time. And whenever we use a faulty pattern, we misinterpret and thus distort the events we're experiencing. The first step in reducing negative thinking patterns is to become aware of when you are using them. Most of our conscious thoughts take the form of silent conversations in the mind called self-talk. In support of healthier thinking patterns, take the time to review and remember the labels and definitions of negative thought patterns, which are listed below. This will help you become aware of when you are using them.

**Change your thoughts and  
you change your world.**

— Norman Vincent Peale

Once you know the patterns, you can start to recognize the ones that may not be serving you well. When you begin to feel depressed or anxious, take a look at how you got there. After you've learned to recognize thought patterns that lead to depression or anxiety, learn to challenge those ways of thinking. Ask yourself if you could look at the situation differently.

## Recognizing Common Negative Thought Patterns

### Catastrophizing

Taking an event you're concerned about and blowing it out of proportion to the point of becoming fearful. Example: believing that if you fail a quiz, then the teacher will completely lose respect for you, that you will not graduate from college, that you will therefore never get a well-paying job, and will ultimately end up unhappy and dissatisfied with life.

### Jumping to Conclusions

Making a judgment with no supporting information. Example: Believing that someone does not like you without any actual information to support that belief.

### Personalization

Attributing an external event to oneself when there is actually no causal relationship. Example: A checkout clerk is rude to you and you believe that you must have done something to cause her anger, when you may not have done anything at all.

### Filtering

Making a judgment using some of the information, but intentionally leaving out other information. Example: You attend a party and afterwards you focus on the one awkward look directed your way and ignore the hours of smiles.

Once you know the patterns, you can start to recognize the ones that may not be serving you well. When you begin to feel depressed or anxious, take a look at how you got there. After you've learned to recognize thought patterns that lead to depression or anxiety, learn to challenge those ways of thinking. Ask yourself if you could look at the situation differently.

### Overgeneralization

Making a broad rule based on a few limited occurrences. Example: Believing that if one public-speaking event went badly, all of them will.

### Black and White Thinking

Categorizing things into one of two extremes. Example: Believing that people are either excellent in social situations or terrible, without recognizing the large gray area in between.

### Labeling

Attaching a label to yourself after a negative experience. Example: Feeling awkward at a party leads to the conclusion: "I'm an awkward person."

### Emotional Reasoning

You assume that your negative emotions necessarily reflect the way things really are: "I feel it, therefore it must be true."

### Should Statements

You try to motivate yourself with shoulds and shouldn'ts, as if you had to be whipped and punished before you could be expected to do anything.



“Musts” and “oughts” are also offenders. The emotional consequence is guilt. When you direct should statements toward others, you feel anger, frustration and resentment.

### **Disqualifying the Positive**

You dismiss positive experiences by insisting they don't count for some reason or other. In this way, you can maintain a negative belief that is contradicted by your everyday experiences.

Minds are like parachutes:  
they only function when open.  
– Thomas Dewar

## Become a Certified Peer Counselor

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### What Is Peer Support?

The concept of peer support is certainly not a new one — it's been used successfully by Alcoholics Anonymous for over 70 years and is based on the following premise:

*People who have successfully dealt with life challenges are in a unique position to help others with similar life challenges. Peer counselors (also called peer-support specialists) are individuals who have a history of mental illness and recovery, and are willing to use their story and firsthand experiences to help others. Peer counselors oftentimes work one-to-one with individuals to assist them in such things as identifying recovery goals or traversing the system, as well as support group facilitation, wellness skills classes, and stigma-reduction activities.*

In Salt Lake County, you have the opportunity to become trained and certified as a peer counselor and use your firsthand experience living with mental health issues to help others dealing with similar issues. Because we know that peer support plays a critical role in the recovery process, the Recovery and Resiliency Unit is committed to promoting the utilization of paid peer counselor positions throughout the mental health system. If you have been in recovery for a year or more and are interested in learning more about becoming a Certified Peer Counselor or are ready to sign up for the next training session, please contact:

Cami Roundy at:

[utahpeersupport@utah.gov](mailto:utahpeersupport@utah.gov) or at 801-538-4378

# share

It is one of the most beautiful compensations in life that no man can sincerely try to help another, without helping himself.

– Ralph Waldo Emerson

## Certified Peer Counselor Credentials

Individuals wishing to become a Certified Peer Support Counselor must:

- Self-identify as an individual, who has experienced mental illness and/or received mental health services.
- Complete a minimum of 40 hours of specialized training provided, contracted or approved by the Department of Substance Abuse and Mental Health.
- Successfully pass a written examination with a passing score of 70% or better.
- Obtain 20 CEU's each year to re-certify.

## Get Involved in Consumer-Run Activities

*Consumer-run organizations (CROs) are developed, operated, directed and staffed by mental health consumers and family members. Services are based on the principles of recovery and resilience and the idea that individuals who have shared similar experiences can help themselves and one another through self-help and mutual support practices. There are several CROs in existence, the majority of which offer peer support and mentoring opportunities, education, community referrals, individual and systems advocacy, advocacy against discrimination and for human rights, and anti-stigma activities. Salt Lake County has several CROs that provide services to consumers, survivors and their families:*

### **National Alliance on Mental Illness (NAMI Utah)**

NAMI is a nationwide organization with chapters in every state and affiliates in multiple counties in Utah. NAMI has a three-pronged focus on consumer support, individual and community education, and legislative advocacy. NAMI offers several peer-facilitated support groups and numerous community education opportunities. To get involved in NAMI Utah activities, please call (801) 323-9900. <http://www.Namiut.org>

### **Utah Support Advocates for Recovery Awareness (USARA)**

Utah Support Advocates for Recovery Awareness (USARA) is a grass roots, non-profit Recovery Community Organization (RCO). The mission of USARA is to support individuals and their families in all stages of recovery from alcohol and other drug problems. The organization will identify and advocate for needed services related to substance misuse, infuse hope, and increase public awareness that long-term recovery is a reality.

USARA's services are primarily developed to be run by members, peers in recovery and others whose lives have been touched by loved ones or others with substance use disorders. We believe recovery to be a self-defined process with many possible pathways to achieving the improved quality of life and well-being that comes with recovery. We are dedicated to helping individuals navigate those pathways and overcome obstacles they encounter on their journey to recovery.

(855) 698-7272

[www.usara.us](http://www.usara.us)

### **Latino Behavioral Health Services**

A people-focused organization that exists to enhance the mental health awareness and well-being of people with mental illness, their care givers and loved ones through support, education, empowerment, facilitation of resources and services with competent responsiveness to cultural, socioeconomic and linguistics characteristics. 3471 South West Temple Salt Lake City UT. 84115

801-935-4447

### **Use Your Voice and Experience to Transform the System**

Optum Salt Lake County needs the help of consumers and family members to shape the community mental health system in Salt Lake County. Consumer and family members play vital roles in system transformation by:

- Becoming a member of the Consumer Advisory Committee or the Cultural Competency Committee.
- Helping committee members focus on improving the quality of care for individuals receiving services and their family members. Voicing a commitment to recovery and resiliency principles and practices.
- Expressing their opinions based on their experiential knowledge.
- Believing that systems can be improved to better serve consumers and their families.

If you are interested being a part of either of these committees, contact the Optum Salt Lake County QAPI Manager:

Gina Attallah – 801-982-3064

# *Speak*

Be the change you want  
to see in the world.

– Mahatma Gandhi

## Consumer Bill of Rights

- To be treated with respect and dignity
- To have your privacy protected
- To help develop a plan of care with services to meet your needs
- To participate in decisions regarding your mental health care
- To receive services in a barrier-free location (accessible)
- To request information about names, location, phones and languages for local agencies
- To receive the amount and duration of services you need
- To request information about the structure and operation of Optum Salt Lake County
- To be free from use of seclusion or restraints
- To receive age- and culturally appropriate services
- To be provided a certified interpreter and translated material at no cost to you
- To understand available treatment options and alternatives
- To refuse any proposed treatment
- To receive care that does not discriminate against you (e.g., age, race, type of illness)
- To be free of any sexual exploitation or harassment
- To receive an explanation of all medications prescribed and possible side effects
- To make an advance directive that states your choices and preferences for mental health care
- To receive quality services that are medically necessary
- To have a second opinion from a mental health professional
- To file a grievance with Optum Salt Lake County
- To file an Optum Salt Lake County appeal based on an Optum Salt Lake County written Notice of Action
- To choose a mental health care provider, or choose one for your child who is under 18 years of age
- To change mental health care providers whenever you feel that the present situation is not the right fit for you or your child.
- To file a request for an administrative (fair) hearing
- To request and receive a copy of your medical records and ask for changes (You will be told the cost for copying)
- Be free from retaliation
- Request and receive policies and procedures of Optum Salt Lake County as they pertain to your rights

# Choose



## **Our Mission and Values**

### **OUR MISSION**

is to help people live their lives to the fullest.

### **OUR VISION**

is to be a constructive and transformational force in the health care system.

### **OUR CORE VALUES**

#### **Integrity**

Honor commitments. Never compromise ethics.

#### **Compassion**

Walk in the shoes of people we serve and those with whom we work.

#### **Relationships**

Build trust through collaboration.

#### **Innovation**

Invent the future and learn from the past.

#### **Performance**

Demonstrate excellence in everything we do.

