



ANNUAL REPORT 2022

We value THE PEOPLE...

T RANSPARENCY:

We understand the best place to start is from a place of common knowledge and understanding

H ERITAGE:

We honor the traditions of the past, celebrate adaptations in the present, and improve systems for a better tomorrow

E MPATHY:

We seek to see, feel & understand ourselves and our work through the eyes of our clients/patients

P ROFESSIONALISM:

We are adult healthcare professionals who uphold the standards of our profession

E QUITY:

We link high quality health outcomes to holistic, culturally sensitive, and evidence-based healthcare services

O PPORTUNITY:

Change is inevitable, and so we look for opportunities to initiate change rather than wait for changes to be imposed on us

P OSITIVITY:

We are blessed by our Creator, and we are honored to share this joy with everyone we meet

L EADERSHIP:

We strive to do what we say we will do, when we say we will do it, thereby setting the example for our community

E DUCATION:

We embrace consistent education and prevention effects as essential to lasting community health

We envision all Native peoples living balanced, prosperous, and healthy lives in diverse communities for Seven Generations.

TABLE OF CONTENTS

Message from the Executive Director	1
Organizational Summary	2
Division of Community Health Services	3
Division of Clinical Operations	5
Division of Behavioral Health Services	7
Division of Finance Operations	9
Division of Administrative Services	10
Donors, Partners, Volunteers	11
Organization Chart	12
Strategy Map	13



Our mission is "to serve The People by honoring Native cultures, strengthening health and wellness programs and cultivating community."

MESSAGE FROM THE EXECUTIVE DIRECTOR

As a part of our holiday celebration to end 2022, employees of the Urban Indian Center of Salt Lake (UICSL) played a game in which they formed a large circle in the room and were each given a small gift bag. The game required that they listen for instructions embedded in a familiar but modified version of "Frosty the Snowman" and continuously pass their gift bags to the "LEFT" or the "RIGHT" when so instructed.

The initial minutes of the activity seemed awkward as the rules were clarified and everyone adjusted to changes in our pace, communication, and coordination. However, as the game continued and the parameters grew more familiar, confusion and detachment gave way to more comfortable adaptation, enjoyment and appreciation for the spirit of the season. By the end, we had all come through a new experience together and stood rewarded with what we gave as well as a compliment to what we were given.



In many ways, this small exchange serves as a microcosm for the changes and adjustments experienced by UICSL over this past year. Indeed, against the backdrop of more familiar operations from 2021, some of the major changes experienced by the organization in 2022 include:

- Increased funding opportunities to expand programs and operations
- New organizational leadership including a new Executive Director and Director of Finance Operations
- Transitioning from our clinical focus on mitigating the COVID-19 public health emergency to more primary care services
- Alignment of organizational structure, software (including a new electronic health records platform) and policies to support expanded operations; and
- Re-opening our community spaces, preparing to re-engage our community through familiar events and activities, and re-integrating our community focus into our strategic direction.

And like our holiday activity, while some of our transitions have been challenging and disorienting at times, our staff and patients continue their efforts to improve efficiency, effectiveness, and the overall operations of UICSL as we transition again from 2022 to 2023!

The natural world illustrates change and movement as a requirement of good health and perpetual lifestyles. Indeed, the seasons change as assuredly as the sun rises and sets, and the waters of a stream replenish and cleanse themselves while a still body of water grows stagnant and unhealthy in time. And so as we close out 2022 and look forward to 2023, the lessons of change and progress position us to fulfill our Mission to *"[s]erve The People by honoring Native cultures, strengthening health and wellness programs, and cultivating community."*

Ahéhee. '

Alan Barlow, Executive Director



ORGANIZATIONAL SUMMARY

The Urban Indian Center of Salt Lake (UICSL) first opened its doors as the Indian Walk-In Center (IWIC) in 1974, with the Utah Council of Urban Indian Affairs (UCUIA) offering social, educational and physical services for American Indians residing in the Salt Lake City and Wasatch front area. In 1976, they wrote the mission of IWIC, *"To aid and assist Native American Indian people and to strengthen the family and community, respecting cultural values."* On January 1, 2012, the name and mission of Indian Walk-In Center was changed to the Urban Indian Center of Salt Lake (UICSL), to better reflect the emerging needs and trends of Native Americans' circular migration into urban settings. UICSL's mission now is *"to serve The People by honoring native cultures, strengthening health and wellness programs and cultivating community."*

Our mission coupled with our vision statement reflects the current needs of Utah's urban Indian population. We are predominantly funded through Federal and State grants and contracts, private foundations and individual donor-based giving. We devote resources to support and develop accessible, culturally competent healthcare programs and services for the whole family. Additionally, we provide comprehensive limited primary care services, behavioral health care services, preventative/health screenings, and community health and cultural services in a holistic, responsive way.

BOARD OF DIRECTORS



Melinda Dee, LCSW, JD
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Navajo



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Navajo



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Laura Garcia Gross
Navajo



Rosanna Benally-Sagg, BA
Navajo



Scott Willie, BA
Navajo

DIVISION OF COMMUNITY HEALTH SERVICES



We welcomed youth participants to the Summer Youth Program in June and July. Youth learned about the medicine wheel through interactive learning activities, book readings, traditional food demonstration, sacred tobacco presentations, cultural preservation crafts, and body moving activities. The morning activities were facilitated by program staff: Rose Yazzie (Diné); Rhonda Duvall (Diné); Tia Yazzie (Diné); SAMHSA Native Connections Project Coordinator Eryon Greenburg (Diné); and Ivana Holiday (Diné). Youth participants harvested vegetables and herbs from the garden while learning about a healthy recipe from Kristie Hinton, SDPI Program Coordinator/Registered Dietitian. In the afternoon, participants enjoyed offsite trips: museums, Silver Lake, trampoline park, college campus tours, swimming pool, movie theaters, and attended the Utah Native American Governor's Summit. Our Summer Youth Program is our most active program in which we have youth onsite for six hours where they are surrounded by their peers who also identify as AI/AN and build connections with each other and our facilitators.



The annual Back to School health fair held on Saturday, July 30th, 2022 was an incredible event. Over 350 people attended and enjoyed face painting, healthy food demo, crafts in the community garden, physical fitness challenges, climbing on the Salt Lake City Fire Department truck, interacting with the Salt Lake City police, dancing to music by DJ Poetik C, drumming by Scout Society and so much more. Over 300 backpacks and school supplies were provided to children and youth for the upcoming school year. The event had over 20 community partners who provided resources and education. Some community partners included: Primary Children's hospital gave away bike helmets, the Utah Food Bank provided food for families, the Salt Lake City library provided reading books and Regal Barbershop and Cameo College of Essential Beauty provided haircuts for both boys and girls!



STRATEGIC INITIATIVES

Provide culturally relevant family activities; traditional storytelling, moccasin making, etc.

Promote Health Promotion/Disease Prevention activities to decrease chronic disease; Beat of the Heart (Blood pressure monitoring program)

Provide substance abuse education to youth and families (Waytoquit.org and SAMHSA Native Connections)

Offer onsite health activities and measure outcomes with Zumba, fitness goals, etc.

Increase elder program to offer COVID-19 education, culturally relevant activities and fitness education



Our Elders Corner luncheon was a hit! This was a moment where couples, friends, and relatives could come together and make memories for the holidays. I saw many smiles and heard plans being made for the holiday break, travels being coordinated for the next Christmas Bazaar happening a state or two over, family gatherings at grandma's/grandpa's house. This event paved the way for a fresh beginning and handshakes reminding us of the important of a warm welcome. The Urban Indian Center of Salt Lake is fortunate to have a supportive community to remind us that community is where our strength is cultivated.

In the Steps of Our Ancestors Running Group met regularly at Kearns Oquirrh Park to offer opportunities to smudge, stretch, and run. Throughout the year, runners (and walkers) shared a sense of community and supported Native causes at the weekly run and 5k races. One of the participants shared their story of how a 5k was her "victory lap" after recovering from several difficult surgeries. Another runner said "Being new to the area, my roommates invited me to the running group event and I had so much fun. My family back home was glad to hear that I have a community here in Salt Lake." A new mom is happy that the group is helping her recover from pregnancy and gestational diabetes.

The holidays and Christmas are a time of joy but also a time of stress for some parents/guardians who are not able to provide any gifts for their children/grandchildren. In 2022, UICSL assisted well over 200 children. Each child was provided 2 gifts, a stocking with essential items, and a Smith's family gift card for a holiday family meal. One of the best parts of the Christmas assistance program is working with the generous donors who continue to support families year after year. Our donors are incredible and they donate with such joy, honor, and humility. Multiple families told me that they have never had to ask for help for Christmas before and it is hard. I like to tell them we all need help sometimes and they are strong individuals for asking for help. This program brings joy to many families!



CY2023 QUALITY IMPROVEMENTS

Program adjustments based on program recommendations

- Per PY1 (2019-2020) to PY3 (2021-2022) evaluation plan and data collection for PY4 (2022-2023)

Utah Student Health and Risk Prevention Survey results

- AI/AN youth in 6th-12th grades (2021-2022) for commercial tobacco/vape use

CY2023 PROGRAM IMPROVEMENTS

Increase youth/elders/family participation, face-to-face vs. virtual learning

- Client numbers increased from 2021 to 2022

Good Health and Wellness in Indian Country program

- Evaluate and discuss target goals to stay on task of hitting our target, identify barriers and needed changes

Community Health Services to hire Fitness Coordinator

- To provide onsite fitness programs

CY2023 CURRENT PERFORMANCE GOALS

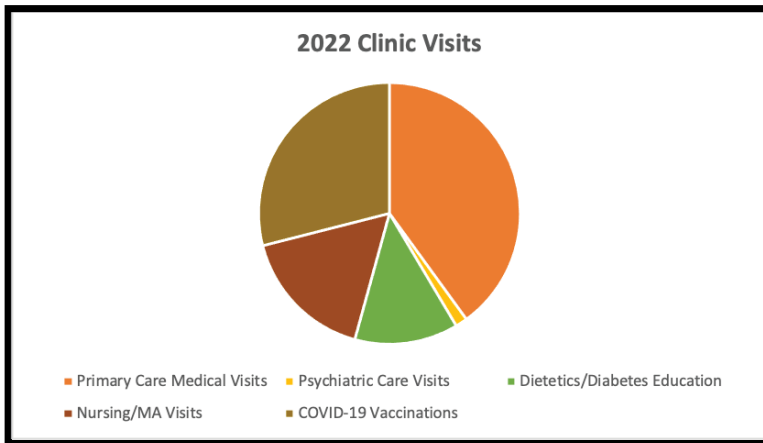
To increase Health Promotion/Disease Prevention education, activities, and programs to decrease chronic disease for urban AI/AN

To provide cultural enrichment programs for AI/AN clients

To decrease barriers for program implementation and utilize funding for sustainable programs

QUALITY INITIATIVES

DIVISION OF CLINICAL OPERATIONS



2022 IMPACT

- **887 patient medical visits**
- **279 patient dietetics visits**
- **631 doses of COVID-19 vaccine administered**

We served our community through an expansion of preventative services by offering extended hours vaccine clinics for pediatric Covid vaccinations, offering Friday vaccinations hours for all vaccines, offering a specialized tender age Covid vaccination clinic, and messaging the need for routine childhood and adult vaccinations. Not only did this protect our community from the ravages of Covid, but it has also protected clients against preventable communicable diseases. It is so rewarding to see our clients with fully completed childhood vaccinations that keep them healthy and meet school vaccination requirements, keeping students enrolled in school. It is even better to see adults with chronic diseases who are now fully up to date on all recommended vaccines because of our focus on vaccination, keeping this vulnerable population disease-free.

The National Governors Association convened in Utah to address improving Maternal & Child Health. Alan Barlow, our Executive Director, and Danielle Puri, Family Nurse Practitioner, participated in the discussion with national community leaders and local public health officials about how to improve maternal & child health for Native Americans in Utah. There was a meaningful & emotional discussion between healthcare providers and government policymakers about reducing barriers to quality care and improving the lives of Native American women and their children. This discussion energized our conversations at UICSL to focus on providing the best possible care for the women and children that we serve. We hope to continue expanding our services in this area to provide even more comprehensive care.

STRATEGIC INITIATIVES

Strengthening partnerships and expanding services within the community

Utilizing resources to make diagnostic testing and medications more affordable for UICSL patients

Utilizing a new Electronic Health Record to improve efficiency, clinical outcomes, reporting and business practices

Exploring new service lines including expanded women's health, pharmacy, radiology and collaborating with Community Health Services to expand public health nursing

Strengthening partnerships and expanding services within the community

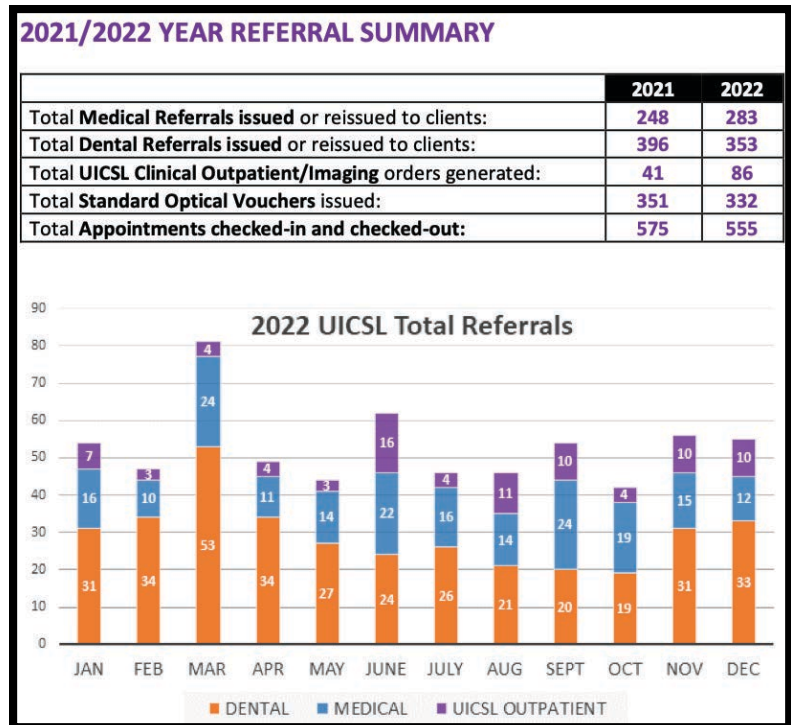
Improving access to patients by exploring additional clinical space

Providing quality, culturally informed healthcare services to our patients.

Two groups graduated from the Circle of Health Diabetes Prevention Program which focuses on healthy lifestyle changes to prevent or delay diabetes. These changes include eating more vegetables, drinking water, being more physically active, and managing stress in healthy ways. A total of 20 people participated in 2022. They reported “I am unconsciously making better choices. My family is also aware of healthy eating habits.” “I don’t have migraines anymore! I’m down to one cup of coffee in the morning.” “I’ve been going to the pool for water aerobics. I feel stronger and happier than I was before.”



Traditional Foods Night returned to the Center on November 16, after a two-year pandemic break. Approximately 80 people enjoyed traditional and re-imagined dishes from many different tribes – blue corn mush, Cherokee succotash, elk stew, steamed corn soup, wild rice cakes, acorn stew, cookies, fruit, beans, and so many others. Rose Jakub told stories and sang a hand-drum song. Community members shared how gathering, preparing, and eating traditional foods strengthened their family ties.



The Wellness Garden, planted on the east side of the UICSL building, was the site of classes for the community and for the youth program. We learned to prepare the soil, plant, and tend our vegetables. The children harvested and cooked greens from the garden in several different recipes. The diabetes management class, Elders Corner, and others also enjoyed meals made from the garden. Other community members took home the vegetables that were harvested throughout the summer. The teens especially were excited to take home the veggie-wrapped enchiladas to share with their families!

QUALITY INITIATIVES

Increasing healthcare access for our patients

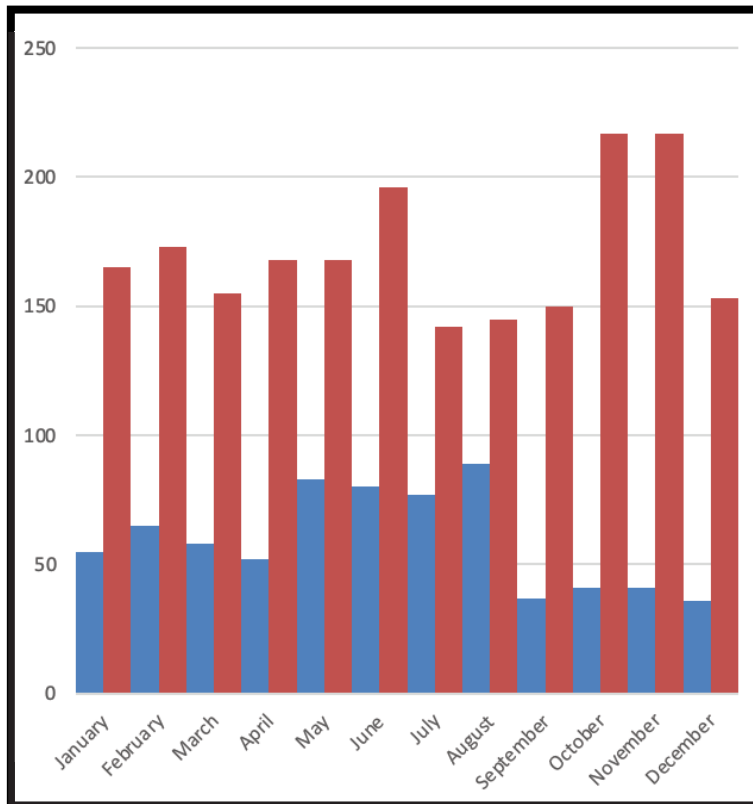
Ongoing Type II Diabetes annual audit and quality measurements

Improving routine childhood immunization and flu vaccine rates

DIVISION OF BEHAVIORAL HEALTH SERVICES

2022 IMPACT

- **714** clients served
- **2049** mental health or substance use assessments, individual counseling, group counseling, case management and attended cultural activities



STRATEGIC INITIATIVES

To provide cultural activities that support mental health and substance use prevention/recovery

Continue building collaborations with community and cultural organizations

Increase capacity to provide behavioral health services by recruiting licensed Native American clinicians and interns

Improve documentation and reporting processes by implementing new electronic medical record (EMR)



QUALITY INITIATIVES

Improve Depression Screening rates for adults

- 2022 screening rate was 17%. Indian Health Services (IHS) target is 42% of active clients

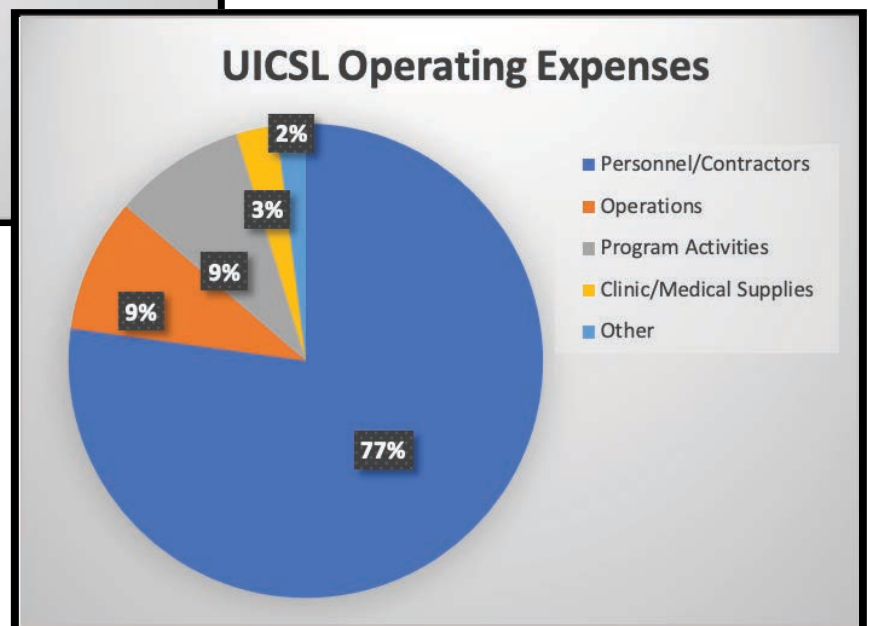
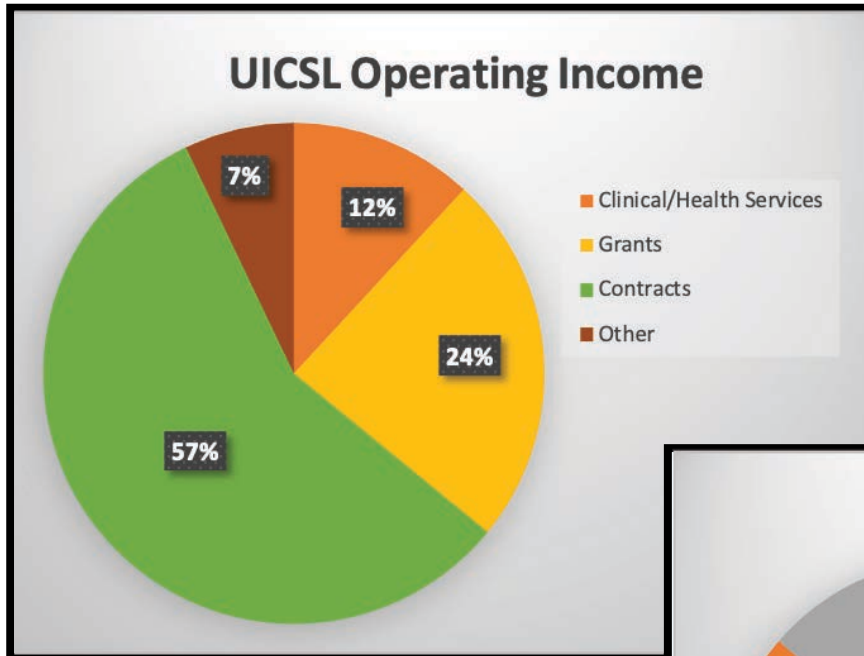
Improve Domestic Violence/Intimate Partner Violence Screening rates for adults

- 2022 screening rate was 15.8%. IHS target is 36% of active clients

Hire full time clinical supervisor and therapist at competitive salaries



DIVISION OF FINANCE OPERATIONS



Who Funds Us?

- Centers for Disease Control and Prevention (CDC)
- Charitable Donations
- Department of Health and Human Services
- Indian Health Services
- National Council of Urban Indian Health (NCUIH)
- Navajo Nation
- Sallie Mae
- Salt Lake County (SLCo)
- San Manuel Band of Mission Indians
- United Way
- Utah Department of Health and Human Services



DIVISION OF ADMINISTRATIVE SERVICES

MAJOR ACCOMPLISHMENTS

Salt Lake Tooele Coalition (SSTC) Partnership

- 6 SSTC meetings

Environment of Care (EOC) Delivery

- 6 EOC's completed

UICSL Newsletter Subscription

- 755 newsletter subscribers

Reduced Incidents

- 60% reduction in incidents



STRATEGIC INITIATIVES

Ensure safe operations through

- Improving and increasing vendor relations
- Promote long term sustainability by increasing automation
- Transition towards Just Culture model

Reviewing and Adopting Process Improvement systems

- Incident Report Management System
- Computer Maintenance Management System
- Benefit Navigator Portal (Q1 2023)
- DocTract (Q2 2023)



QUALITY INITIATIVES

Increase customer value proposition through broader marketing campaigns

Optimize client feedback mechanisms

Enhance current technologies that meet or exceed industry standards (RPMS vs. eCW)

Engage in data driven decisions

DONORS, PARTNERS, VOLUNTEERS

General

Donors

- Christ United Methodist Church
- John & Helen Jarman Family via Wells Fargo Bank
- Kroger
- Network for Good
- Simple Generosity
- United Way of Salt Lake

Partners

- Bureau of Land Management
- Bureau of Reclamation
- Carry the Water Garden
- Cody McCook
- Indian Training Education Center
- Native American Indian Research Internship
- Natural History Museum of Utah
- Nuanua Collective
- Patrick Willie
- Red Butte Garden
- Restoring Ancestral Winds
- Running Strong for American Indian Youth Dreamstarter Teacher Award
- Salt Lake Community College
 - Community Writing Center
 - Gender and Sexuality Student Resource Center
 - Office of Diversity and Multicultural Affairs
- Salt Lake County
- Summer Earth Connections Camp
- Turtle Island Art Collective
- Thanksgiving Point Institute
- Tobaccos Prevention Control Program (UDOH)
- University of Utah
 - American Indian Resource Center
 - Office of Health Equity, Diversity & Inclusion
 - School of Medicine
- US Department of Agriculture
- USANA Kids Eat
- Utah Division of Water Resource
- Utah Girls on the Run
- Utah State Board of Education Title VI
- Waytoquit.org

Volunteers

- Brayden Tasso
- Nathaniel Todea
- Orville Cayaditto
- Peter Moosman

Back to School Donations

Donors

- Amy & Erik Allebest
- Anonymous
- Cameo College of Essential Beauty
- Chevron Native American Network
- Donna Mirabelli
- Donor Connect
- Health Choice Utah
- Karen Montoya
- Laura & Rick Gross
- Lucky 13 Bar & Grill
- Native American Trading Post
- Plumb & Co. Realtors
- Regal Barbershop Co.
- Salt Lake Bees Baseball
- Utah Division of Indian Affairs
- Utah Tribal Relief Foundation
- Zions Bank

Partners

- Big Brothers Big Sisters
- Cameo College of Essential Beauty
- Clark Planetarium
- DDI Vantage Early Headstart & Early Intervention
- DDI Vantage Early Intervention
- Indian Training Education Center
- Lead Safe Housing Program
- Primary Children's Hospital
- Regal Barbershop Co.
- Sacred Circle Healthcare
- Salt Lake City Public Library
- Salt Lake City Police Department
- Salt Lake City School District Title VI
- Salt Lake County Health Department
- Sammy the Clown
- South Salt Lake Fire Department
- South Valley Services
- University of Utah
- Utah Community Action Headstart
- Utah Film Center
- Utah Food Bank
- Utah Foster Care
- Utah Poison Control
- Utah WIC (Women, Infants & Children)
- Waterford Upstart
- Waytoquit.org

Volunteers

- Anonymous
- Cameo College of Essential Beauty
- Laura Garcia Gross
- Primary Children's Hospital
- Regal Barbershop Co.
- Sammy the Clown



Boo To The Flu

Donors

- Operation Warm

Partners

- Salt Lake City School District Title VI
- Salt Lake County Library

Volunteers

- Emily Royce
- Laura Garcia Gross
- Sharon Austin

Christmas Assistance Program

Donors

- Anonymous
- Dallas & Tyler Henderson
- Darlene Pulver
- Discover Card
- Donna Mirabelli
- Jonathan Davis & Michael Noragon
- Karen Dearing
- Karen Montoya
- Kathy Aller
- Kelly Francom
- Laura & Rick Gross
- Laura Stewart & Todd Bagnull
- Lornie & GayDawn Pinnecoose
- Lucky 13
- Mo Aller
- Plumb & Co. Realtors
- Ryan Aller
- The Road Home
- Utah Office for Victims of Crime
- Wasatch IT

Volunteers

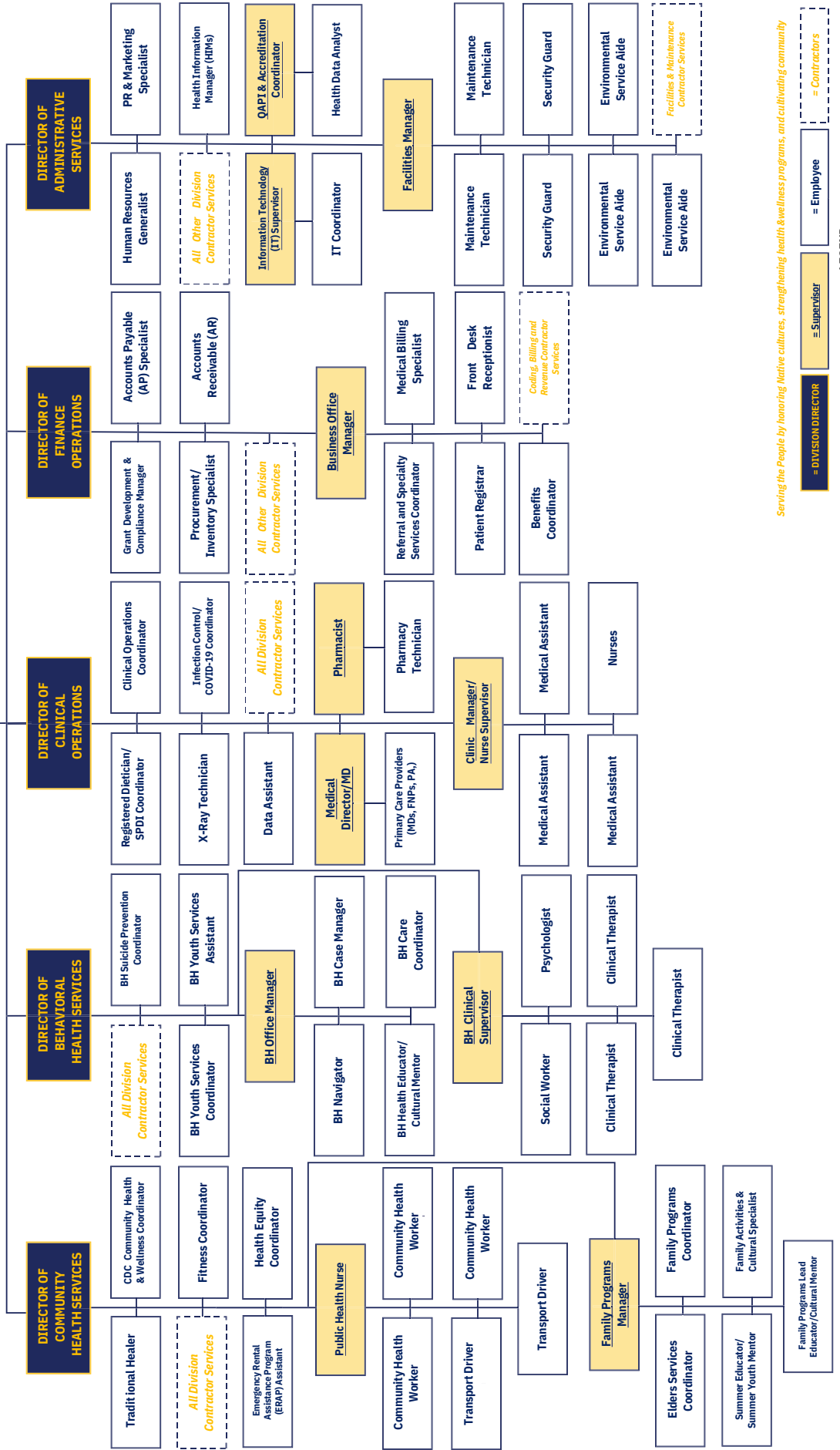
- American Indian Services
- Rocky Mountain Power



Our Urban Native American/Alaska Native Community



Ms. Melinda Dee
 UICSL Board of Directors – Chairperson (PRINT)
 UICSL Board of Directors – Chairperson (SIGNATURE)
 Approved by a vote of 6-0-0 on 9/20/2022
 Date



Serving the People by honoring Native cultures, strengthening health & wellness programs, and cultivating community

LEGEND
 = Employee
 = Supervisor
 = Division Director
 = Contractors

Urban Indian Center of Salt Lake (UICSL) Strategic Alignment Map



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