



## State of Utah

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## Department of Health & Human Services

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*Deputy Director*

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*Deputy Director*

June 24, 2025

Utah Healing House Youth Crisis Center  
704 N. White Horse Drive  
Spanish Fork, Utah 84660

ATTN: Natasha Tomlinson, Owner; Douglas Huston, Owner

RE: NOTICE OF AGENCY ACTION - **CONDITIONS PLACED ON LICENSE**

Utah Healing House Youth Crisis Center (F24-110301)

Dear Provider,

This letter serves as notice that the Utah Department of Health and Human Services, Office of Licensing ("Department") is placing conditions on Utah Healing House Youth Crisis Center ("Provider") license, License Number (F24-110301). These conditions are effective immediately and will expire on September 22, 2025.

In accordance with Utah Code § 26B-2-703(2) and Utah Admin. Code R380-600-8, the Department is issuing these conditions because of the Provider failing to provide applicable health and safety services for clients. The issuance of these conditions does not preclude the Department from taking additional agency actions, including issuing sanctions.

The Department finds the Provider was out of compliance with the following state administrative rules. This action is taken based on the noncompliances listed in the

inspection report provided on June 24, 2025.

**COUNT 1:**

**June 3, 2025**

On June 3, 2025, the Department conducted an inspection. Provider was cited with non-compliance of the following rules:

Rule: R501-19-3. Administration.

(3) Each residential treatment provider serving a child shall:

(i) conduct and document physical check-ins every 15-minutes when a client is being monitored by video.

Noncompliance Statement: The provider was out of compliance with R501-19-3(3)(i) by staff failing to conduct physical check-ins every 15-minutes when a client was being monitored by video. During an investigation inspection on June 3, 2025, it was observed through video footage that a client was in their room from 4:25 pm to 5:20 pm, without staff doing physical check-ins.

R380-80-5. Provider Code of Conduct.

(4) Each provider shall protect clients from abuse, neglect, harm, exploitation, mistreatment, fraud, and any action that may compromise the health and safety of clients through acts or omissions and shall instruct and encourage others to do the same.

Noncompliance Statement: The provider was out of compliance with R380-80-5(4) by failing to protect the client from any action that may compromise the health and safety of the client. In the facility, the investigator observed through video footage a client had their neck in a noose for 27 minutes before staff responded. The clients health and safety was compromised due to the risk of asphyxiation or strangulation. Even partial constriction of the neck can rapidly cut off the oxygen supply to the brain, leading to brain damage, loss of consciousness, or death.

**CONDITIONS OF LICENSE**

**The following conditions are immediately in effect:**

1. Provider may not accept new clients while these license conditions are in effect or until the Department has expressed in writing that admissions may resume;
2. Provider will receive increased monitoring inspections and pay \$393.37 charge for each Department monitoring inspection;
3. Provider must immediately notify clients and their legal guardians and state agencies that have clients placed in the program of these license conditions. Provider must submit proof of compliance with this requirement to the Department no later than 5 calendar days from receipt of these license conditions;
4. Provider must provide training to all staff on conducting 15 minute physical check ins on clients and provider code of conduct;
5. Provider must provide proof of compliance with listed conditions and agree to comply with Utah Administrative rule and status within 10 calendar days of this notice;
6. Provider must post a copy of this notice on-site where it is easily viewable by the public; and
7. Provider must post a copy of the notice on the program or facility website.

Pursuant to DHHS Administrative Hearing Procedures set out in Administrative Rule R497-100-6, you may request an administrative hearing if you disagree with the agency action taken in this notice and there is a disputed issue or fact. You must submit your request to the Department through your provider portal at [dlbc.utah.gov](https://dlbc.utah.gov) under "Request for Administrative Hearing" **within 15 calendar days of receipt of this letter**. Any administrative proceeding shall be conducted informally in accordance with Utah Code § 63G-4-203 and Utah Administrative Code Rule R497. Pursuant to Utah Administrative Rule R497-100-6(4), if there is no disputed issue of fact, the Department's administrative law judge may deny a request for a hearing and issue a decision based on the record. There is no issue of fact if you present facts that on their face establish the right of the Department to take the action or if the facts do not conflict with the facts relied upon by the Department in taking its action.

All correspondence concerning this action should be addressed to:

State Headquarters: 195 North 1950 West, Salt Lake City, Utah 84116  
telephone: (801) 538-4242 | email: [dlbc@utah.gov](mailto:dlbc@utah.gov) | web: [dlbc.utah.gov](https://dlbc.utah.gov)

Dustin Penman, Human Service Administrator  
Utah Department of Health and Human Services  
Office of Licensing  
195 North 1950 West  
Salt Lake City, Ut. 84116  
Please reference the program and site name on all correspondence.

Sincerely,

*Florencia Schapira*

Florencia Schapira De Grout  
Director, Office of Licensing (OL)  
Department of Health and Human Services  
195 North 1950 West  
Salt Lake City, UT 84116  
ffschapira@utah.gov  
801-803-4618

Cc:

Shannon Thoman-Black, Director, Division of Licensing and Background Checks  
Travis Broderick, Assistant Director  
Jenilee Davidson, Licensing Manager  
Dustin Penman, Human Service Administrator  
Kacee Arrington, Program Manager  
Nicole Fuga, Licensing Investigator  
Marlene Bravo, Process Specialist