

# Southwest Idaho Treatment Center

## Follow-up Report Highlights

July 2023

**The Department of Health and Welfare created a long-term vision of crisis care for people with disabilities and has improved operations at SWITC.**

SWITC is Idaho's only state-operated institution dedicated to serving individuals with an intellectual disability. Many at SWITC have mental illnesses, complex medical or behavioral issues, and histories of violence or involvement with the criminal justice system.

**The Crisis System of Care Improvement Project includes growing the clinical capacity of community providers and the department's crisis team along with a new vision for SWITC.**

### SWITC's new treatment model



Short-term assessment, observation, and stabilization



Step-down residential treatment in an apartment-like setting

**The department completed an architectural feasibility study in 2021 and the Legislature appropriated \$13,150,000 for demolition and construction of buildings to pursue the new treatment model.**

**SWITC has made steady improvement, which was interrupted by staffing shortages in 2021 that threatened licensure.**

After understaffing led to compliance issues in 2021, SWITC moved to admitting clients based on staffing levels rather than bed availability. It received back-to-back deficiency-free federal inspections in 2022 and 2023.

**Clients have more to do, staff receive more hands-on training, and the discharge process is smoother.**

Our survey showed that **73 percent** of staff think SWITC is heading in the right direction.

**Understaffing, staff behavioral health supports, and ongoing training on client treatment plans remain areas of concern.**

**98 percent** of staff reported understaffing in direct care.

**SWITC has implemented a quality management program, however, it has not formally tracked its facility-level strategic planning initiatives.**

A 2019 strategic plan included initiatives that were incorporated into the Crisis System Improvement Project and SWITC's quality management program. However, facility-level issues not related to compliance are not formally followed up on.

**SWITC reported nearly two-thirds fewer staff injuries and workers' compensation costs in 2022 compared with 2019.**



View the report:  
[www.legislature.idaho.gov/oppe/](http://www.legislature.idaho.gov/oppe/)

