

# Valley|Cities

Behavioral Health Services

*Mental health treatment centered on resiliency, wellness and recovery.*



*Finding renewed hope and life-changing opportunities.  
Read Valerie's story inside.*

**2014**  
Annual Report  
to the Community

***Valley Cities served over 7,500 clients in 2014.***

# Kyle's Story

Kyle grew up in a happy household and graduated high school. But one day, he woke up and didn't feel good about himself anymore; he knew he needed help.

*"Every time I leave Valley Cities, I am feeling a lot better."*

In self-imposed isolation, Kyle traveled around the Puget Sound searching for the right therapy. He always dressed in a heavy raincoat and hoodie and had loud music playing through his headphones. He wouldn't engage with anyone and tried to keep to himself as much as possible. Kyle tried several places to get therapy before Valley Cities but, he says, "It felt like I was talking to robots. They were all very straight to the point, but I didn't feel like they really got me. Here they understand me and are supportive. I didn't feel like this in any of the other agencies."

Much progress has been made since he came to Valley Cities. Kyle had trouble being in small rooms (like waiting rooms) with other people. Now he can go out in public without being terrified as he once was. His counselors, "Push me to my success and my recovery, so that is good."

"Every time I leave Valley Cities, I am feeling a lot better. I feel like I actually got something done. Instead of like before at other places where I left thinking 'that was pointless.'"



Kyle has a message for a friend. "I told my friend about what I'm doing here — he thought it was really, really weird. To him I would like to say 'you're wrong, it is not weird.' If you go to Valley Cities and get the same care I did, I can guarantee you will feel better about yourself. They will give you the help you need."

Kyle is stable in his recovery. He no longer needs to wear his raincoat and headphones as he travels around town.



He says, "I am extremely glad I found Valley Cities and I thank them for the services they have given me to be successful in my recovery."



# Valerie's Story



Valerie was abused throughout childhood, which led to many of the poor choices she often made when it came to taking care of herself. The most recent poor choice she made was to leave a good career to become the caregiver for her life partner. After being beaten and abused, she finally ended the relationship. The unfortunate fallout from the breakup resulted in Valerie losing her freedom, her home, and most of her possessions. When she finally did regain her freedom, she didn't have a job, any source of income, and no place to live. She had to start from scratch, testing for her driver's license and applying for a Social Security card again. Struggling through over three years of unemployment during difficult economic times was awful. Although she sent out résumés and filled out applications, she did not receive responses; her frustration and despair was overwhelming.

*"Life is much better now."*

Valerie's primary care physician at HealthPoint told her about services available at Valley Cities. She came to Valley Cities looking for emotional support following her domestic violence episodes. While here, she gained confidence, improved her coping skills, and gained access to other community resources through her therapist, Patti Falsetto. Valley Cities' staff helped her obtain health insurance coverage and assisted her with housing referrals.

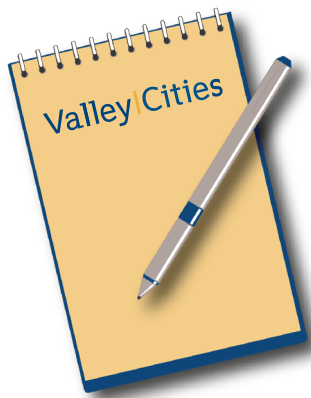
Valerie already knew about Valley Cities through counseling services, but was excited to find a new source of assistance for employment opportunities when her Department of Social and Health Services case manager shared information about a job program at Valley Cities. Alicia Tillery, Valley Cities Employment Specialist, quickly helped Valerie find an internship at a private medical practice. This gave her current work experience in a new and prestigious field. She thrived in the job and found housing stability living at a women's shelter. After her internship ended successfully, she knew she had what she needed to land a job. She threw herself into her job search, using the free computer available in the resource room at Valley Cities. Committed to her goal, she found a new job that provided for her needs.

With the new job, Valerie was soon able to move out of the shelter and into shared housing with friends she made at her new church. She has since joined the choir and started helping others who may find themselves struggling in similar situations of homelessness, hunger, and/or unemployment. Her dream and goal is to open a women's homeless shelter. "Life is much better now."



*\*Information courtesy of King County Department of Community and Human Services.*

***Seventy-five percent of visits to doctors' offices concern stress-related ailments.\****



## Message to the Community

*What an amazing year of growth this has been for all of us at Valley Cities! We are bursting at the seams at all of our locations. After 50 years of operations, we find the need to expand at an incredible rate to accommodate our clients. We have remodeled, partnered, and are now building from the ground up, new facilities to carry on the incredible work everyone does to accomplish our mission. The number of employees has grown and we will soon be operating at five more sites in the greater Puget Sound area with more to come. We continue to serve more people every month at every*

*location, but we're still striving to meet the demand of the communities we serve. With everyone's hard work and preparation, we are doing more for our clients than ever before and will continue helping those in need for the next 50 years. Thank you to our staff and volunteers for the great job everyone does every day.*

*In the next several years, mental health services and primary care will be integrated into one system throughout the country. This integration is in mind as we plan our growth. We have key partnerships with primary healthcare organizations, HealthPoint, Neighborcare Health, King County Department of Community and Human Services and Public Health: Seattle & King County. We share space with these primary care partners at most of our locations. We are not only growing fast, but we are also preparing for the next 50 years of service to our community, by continuing to hire dynamic staff, training our staff in the latest proven methods (such as trauma-informed care) and seeking out community partners and supporters to ensure we continue providing the very best in recovery-oriented behavioral health and chemical dependency services.*



Ken Taylor  
Chief Executive Officer



Suzanne Smith  
Board Chairman

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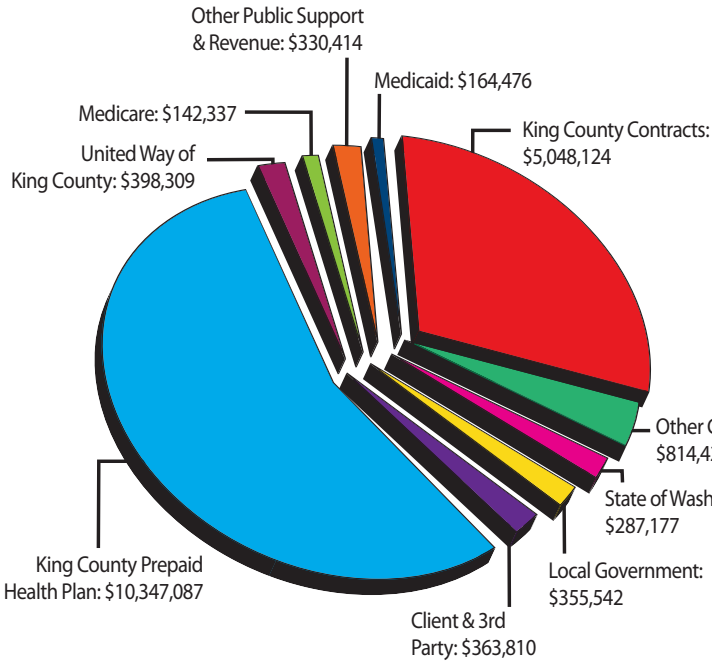


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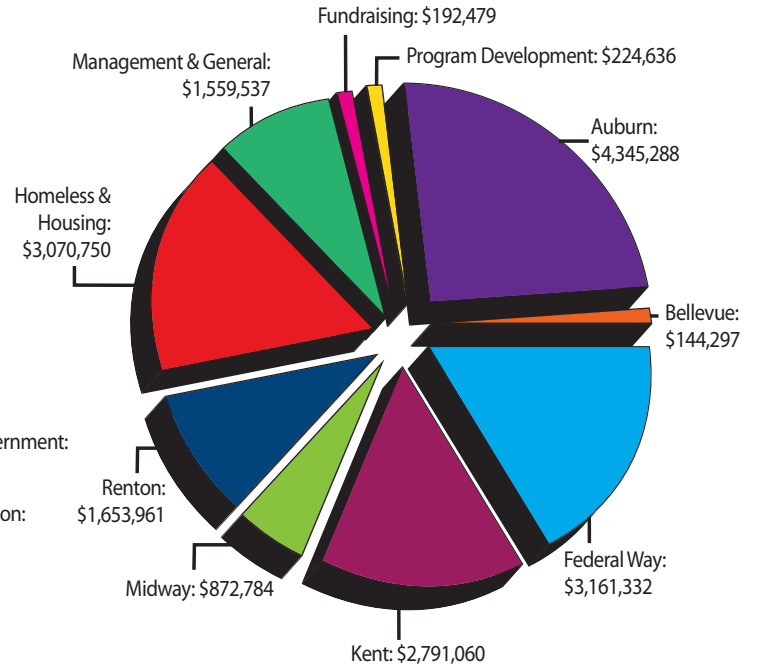
Steve Williams

**Public Support & Revenues – Total: \$18,251,701**



Year-end Net Assets: \$11,158,800

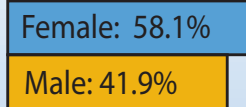
**Total Expenses: \$18,016,124**



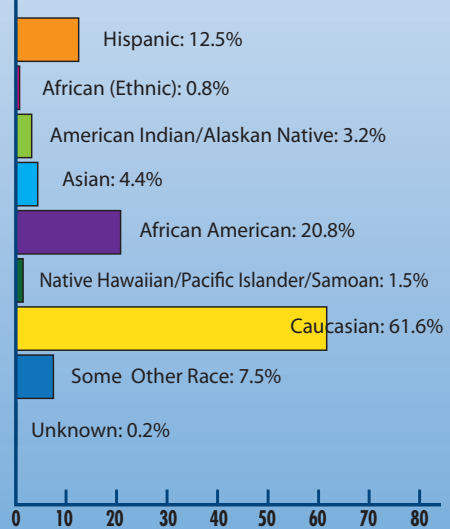
**Thank you to all our community partners and donors – we greatly appreciate your ongoing support!**

**Our Mission** Strengthening communities through the delivery of holistic, integrated behavioral health services that promote hope, recovery, and improved quality of life.

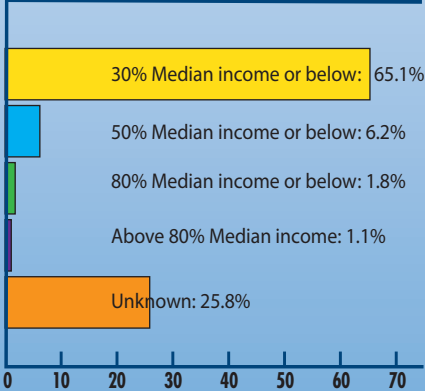
**Our Partners**



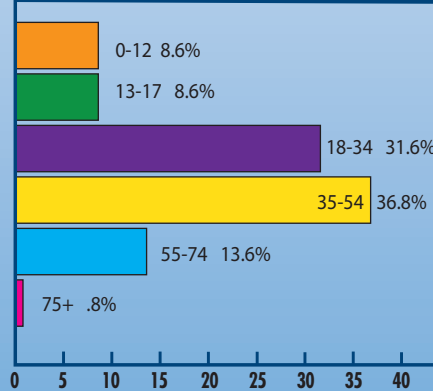
**Race/Ethnicity**



**Client Household Income**



**Age Ranges**



**Two-thirds of people with mental illness go without treatment due to inability to access care and stigma.\***



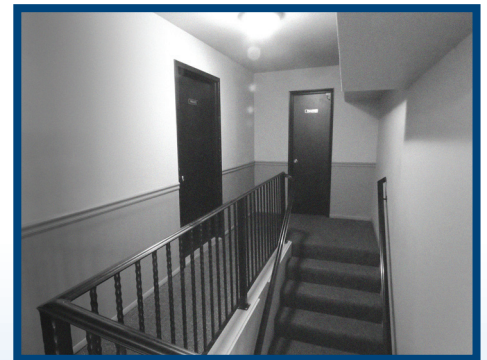
In 2015, Valley Cities is celebrating fifty years of providing behavioral health services to all the people in King County. It all began on November 15, 1965, when the doors of Valley Cities Mental Health opened under the direction of Emilie Johnson, Executive Director. The offices were located in the Scarff Arcade on Main Street in Auburn. Our service areas at that time included Auburn, Kent and Enumclaw. Through the years, we continue to expand and diversify to meet the changing needs of our King County communities.



*Emilie Johnson*  
Founding Executive Director

## Our History

- 1965 1st year – 240 clients served, \$9,000 budget, 1st six months of operation  
Original location – Scarff Arcade, Main Street in Auburn, upstairs nickname “Black Hole”
- 1966 2nd year – 295 clients served
- 1967 Became a United Way partner agency
- 1970 Opened Renton location
- 1972 Staff move to 3,500 sq. ft. location at 2701 “I” Street NE, Auburn



*Original location: Scarff Arcade, Auburn*

- 1974 9th year – 2,476 clients served
- 1993 Name changed to Valley Cities Counseling and Consultation  
August – opened in Federal Way
- 1997 January – opened at 400 West Gowe Street, Kent  
We received the Joint Commission Accreditation of Healthcare Organizations (JCAHO)
- 1999 October – opened at 4508 Auburn Way North, Auburn  
Number of employees: 120
- 2002 Federal Way Youth and Family Services, with a 29-year history of outstanding service to Federal Way, merged into Valley Cities on January 1, 2002
- 2007 Moved Renton location to 923 Powell Ave
- 2010 Kent location – added 2nd story
- 2011 March – Ken Taylor appointed new CEO
- 2013 October – new Midway office with HealthPoint  
November – Renton: new location at 221 Wells Ave. South  
Began In-Person Assister program with Washington Health Benefit Exchange  
Started primary care integration with medical provider on-site in Kent and Auburn
- 2014 Opened Bellevue location



*First permanent location at 2701 “I” Street NE, Auburn*

# *Growing...to meet the needs of our community.*



## **Phoenix Rising**

The Phoenix Rising project will provide 24 single-resident-occupancy units for homeless young adults. At income levels below 30% of the area median income, these young adults are desperate for housing.

Once a young adult enters into homelessness he/she faces serious problems. At Phoenix Rising, we will help them rise above some of these challenges.

The program is designed to help homeless young adults, ages 18-25, transition from homelessness to independent housing. We blend housing, case management and life skills training, which assist in the young adult's progress to independent living. The focus of the program is to further the young adult's education and provide skills that help participants become responsible, productive, and independent.

## **Woodmont Campus**

Our first phase of construction will include an Evaluation and Treatment Center. Evaluation is used to obtain baseline information and assessments of physical status, a psychiatric evaluation, and a mental status examination. This center will have 16 beds for individuals detained for involuntary commitment and an additional 8 voluntary beds. Patients will be treated for a maximum of 30 days, saving the health care system millions of dollars while providing individuals the help they critically need.



When our Woodmont Recovery Center outpatient clinic is opened, we expect it to be our busiest location within a year. We will serve up to 3,000 clients from this one location, with a full range of comprehensive behavioral health services, primary medical and dental care. The site will also include a dependency recovery center, a medical dispensary, a Recovery Café, and administration offices.

## **Outpatient Clinics**

Valley Cities has made strong moves toward primary care integration. We now have partnerships with three primary care organizations. Medical care services are available to our clients in four of our six clinics. Additionally, we plan to open clinics in Enumclaw, Rainier Beach, Northgate/Meridian and Woodmont in 2016. We feel that we are well prepared to embrace the changes that will come in 2020 as behavioral health fully integrates with primary care.



*Five to nine percent of children in the U.S. have a serious emotional disturbance.\**

# Valley|Cities

Behavioral Health Services



Valley Cities Counseling provides comprehensive mental health care for all ages, as well as chemical dependency treatment, homeless outreach, peer support, services for veterans and military families, and family support services. We help people become full participants in their lives and communities.



**Auburn**  
2704 "I" Street NE  
Auburn 98002



**Bellevue**  
15419 NE 20th St  
Suite 103  
Bellevue 98007



**Federal Way**  
33301 - 1st Way S  
Suite C-115  
Federal Way 98003



**Kent**  
325 W Gowe St.  
Kent 98032



**Midway**  
26401 Pacific Hwy S  
Des Moines 98198



**Renton**  
221 Wells Ave S  
Renton 98057



## OFFICES OPENING SOON



**Enumclaw**



**Northgate**



**Phoenix Rising  
(Auburn)**



**Rainier Beach**



**Woodmont  
(Des Moines)**