

2018 Annual Report

Compassion, Connection, Community



VALLEY | CITIES

Behavioral Health Care

Celebrating 54 YEARS of Service

Our work is founded on our unwavering belief in the resiliency and strength of the human spirit. That, with help, people can and do overcome the barriers and obstacles that confront them.

| www.valleycities.org |

2018 was a heck of a year, with many ups and downs. It was a year filled with changes, renewed energy, innovation and accomplishment. I'm proud of the important role we play in this community. I'm grateful for the opportunity to work side-by-side with smart, passionate and devoted people. Every single day at Valley Cities our staff are working to create imaginative solutions to the most extraordinarily complex challenges – and while they do it with grace and humility, they aren't afraid to think big and act boldly. I am humbled to have been among their number.

As I look back over my time with Valley Cities, I am proud that we never took our eyes off our fundamental goal of providing the highest quality care in our field. This aim has been central to Valley Cities for over 54 years – and counting!

Today, Valley Cities is a premier behavioral health provider with a full continuum of mental health and substance treatment services in King and Pierce County, with the Steven A. Cohen Military Family Clinic at Valley Cities in Lakewood. This is made possible only through tireless work of many Board Members, devoted team members, and the support of our many loyal, longtime community partners. Annually we serve more than 18,400 courageous individuals and families through our unique “team based” model of care. Our work is founded on our unwavering belief in the resiliency and the strength of the human spirit. We see the hope and new life that behavioral health treatment brings. Treatment works and recovery is possible! Our substantial investment in a new electronic health record over the past few years is paying off. It's shifting our entire internal culture into a data driven organization that enhances and strengthen our unique model of care.

While many agencies are poised to prepare for changes, we are proud to say we have anticipated these changes at their developmental stages. We have spent the last few years focusing on innovation and change, expanding the services we offer and finding ways to better serve you, in an environment of shrinking resources. Valley Cities is proud to be at the forefront of integration of behavioral health with physical health, working alongside our primary care partners at Neighborcare, Healthpoint, CHI Franciscan, and Public Health of King County. We provide psychiatric consultation to primary care providers using the “collaborative care model” coupled with direct psychiatric services within many of our partner clinics. Auburn and Kent Clinics have access to primary care on site. Meridian Center for Health and Midway clinics have a true “one stop shop” of health care services, with comprehensive behavioral health, primary care, and dental services all provided under the same roof.

In King County, upwards of 500 people die from opioid overdose every year. The suicide rate in our country is now the second leading cause of death amongst young people. Now, more than ever, the need for effective and high-quality behavioral health care is apparent. Consequently, to address this critical service gap, Recovery Place Seattle is Valley Cities' residential treatment facility with 33 bed detoxification unit and 42 bed intensive inpatient program for individuals living



MESSAGE TO THE COMMUNITY

with substance use disorder and mental health concerns located at Beacon Hill, Seattle. Workforce shortage certainly has been a struggle with startup, however, as a team, we meet these challenges head-on and provide efficient solutions while enhancing our clients' resilience. Although, these problems are daunting, our employees are compassionate, skilled and committed to our mission to improve the health of the communities we serve. Valley Cities strives to provide healing and recovery on a consistent basis.

Valley Cities' Recovery Place Kent, 16-bed Evaluation and Treatment, and a 16-bed Secure Withdrawal Management facility is scheduled to open for services in 2019. In partnership with the Washington State Department of Commerce and King County, Valley Cities will be providing much needed inpatient mental health and chemical dependency services essential for our communities' continuum of care. These resources are long-awaited, and we are resolute in our commitment to our collective client population in meeting their acute care needs.

Clear vision, commitment and vigilance are keys to effective change management. Valley Cities began making significant organizational adjustments in 2018 to prepare for new service integration standards. The implementation of these adjustments continues so the quality of client outcomes and accountability of Valley Cities programs, services and staff will not only comply with the new standards but make the intended spirit of healthcare integration.

Overall, 2018 was a very successful year, and we will build upon that success in 2019. It is part of our broader effort to offer more transparency to our values, provide easier access to our performance and demonstrate our personal commitment that has formed the foundation of Valley Cities exceptional record of client success and overall well-being. Valley Cities is exactly as good as we know it to be – better in fact! There is simply no end to the good that we can do.

Thank you for being part of our journey.

Sincerely,

Shekh Ali

Shekh Ali
CEO

BOARD MEMBERS

Dave Blake
David Heineman
Reese McGillie
Emily Parzybok

Suzanne Smith
Tallman Trask
Holly West
Steve Williams

OUTREACH

With growth comes expansion, and expansion leads to new teams and program offers. When Valley Cities acquired a new building in Kent, the focus was centered around providing a central area for all Valley Cities outreach teams. Located on 403 W Meeker Street, this site is known as the Harrison building and houses multiple outreach teams that engage with the community, some providing services 24/7. In comparison to outpatient and inpatient services, outreach teams are a full-service package for clients, some even conducting in-home visits for a more personalized feel. Clients are provided with around the clock care, and given assistance with transportation, personal safety and health, and any other services needed at the time. Being so hands on and involved with a client, can take an emotional toll on staff. Outreach work takes time and patience to help transition a client in a tough situation to a more promising lifestyle. Valley Cities is proud to offer continued services through the Wraparound program, as well as other outreach programs highlighted on the next page.



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OUTREACH PROGRAMS

Wraparound Program

The Wraparound/WISe program is a team-based planning process to help youth overcome their barriers and build on their strengths so they can be successful in their homes, school, and communities. The youth in Wraparound/WISe struggle with emotional irregularities, mental health issues, and behavioral difficulties including family disputes, low school attendance/performance, poor social-relational skills, violence, emergency room admittance, and criminal activity. Approximately 65-75 new families join Valley Cities every year; they come from a variety of ethnicities and cultural backgrounds in low-income and under-served communities. The Wraparound/WISe program is able to serve all youth and families, regardless of legal status.

Valley Cities Wraparound program has reached the **highest rating** for quality performance and fidelity

Since 2008, the Valley Cities Wraparound/WISe program has had a waiting list—such is the demand for our services. In 2018, the program was able to expand and grow our teams to be able to serve more youth in South King County. According to the Wraparound Evaluation and Research Team at the University of Washington, the Valley Cities Wraparound program has reached the highest rating for quality performance and fidelity to national service delivery standards. This results in more families achieving their goals in a rapid timeframe. The national average of time clients spent in Wraparound care is 18 months.

Valley Cities' Wraparound/WISe program brings together facilitator, parent partners, youth peers and community support for the struggling youth. Parent peer mentors walk alongside the youth's parents to offer advice and encouragement from their experience in the Wraparound/WISe program. Youth Peers walk alongside the youth to ensure they are engaged in the Wraparound/WISe process, serve as a support and a connector to their community supports. They ensure that youth feel heard. The Wraparound/WISe program approach can be summarized into 4 phases:

65-75 new families

join Valley Cities every year

- Engagement
- Planning
- Implementation
- Transition

WRAPAROUND

As a Wraparound/WISe parent partner, I tell families when I start working with them, “I am here to walk with you, support you, and help you learn skills to be the parent you want to be. The ultimate goal is that I work myself out of a job because you will no longer need me”.

A perfect example of this is a family who is currently transitioning out of the Wraparound/WISe program. The youth came to us with significant legal issues, multiple challenges in school, potential need to put the youth in inpatient care, and home life was a challenge for many of the family members. Through the Wraparound/WISe process we were able to support the family with improving the youth’s IEP which helped alleviate some of the negative behaviors he was having and led to the youth significantly improving all his grades. His relationships with teachers and peers at school have also improved. The team also was able to provide support in getting the youth into consistent counseling which has also led to a decrease in explosive negative behaviors in the home. As a parent partner I was able to help the mom sharpen the skills she already had in providing individualized strategies to each of her kids which led to an increase in the family feeling “like we actually like each other most of the time”, per mom. The skills this family has learned and shown were also clear to the legal team involved with the youth. While there are still some consequences the youth will face, they are very minor and will not result in felony charges that will follow him the rest of his life. The family is now developing their own unique ways of coping and managing difficulties in the home. Instead of the youth having physical outbursts, they can go work on the urban garden mom has created for the family to work on. As the crown jewel of their urban garden, they have plans to get two chickens to love and care for. The Wraparound/WISe team has officially reached a point with this family where they do not need the formal support. They are showing us that they have learned the skills they needed and are succeeding!

-Sarah Jensen, Wraparound/WISe Parent Partner



1. Implement actions steps for each strategy.
2. Track progress on action steps.
3. Evaluate success of strategies.
4. Celebrate successes!



Families First Program



Families First consists of 24 households of permanent supportive housing that provides high need families in shelters with multiple treatment needs combined with significant barriers to housing. Clients are housed throughout King County on a Family Unification Voucher (Section 8) through King County Housing Authority. The goal of Families First is to manage and maintain housing stability and self-sufficiency of all 24 households. The team consists of a part-time Housing Specialist and two MH Outreach Specialists that provide services across King County on an outreach basis.

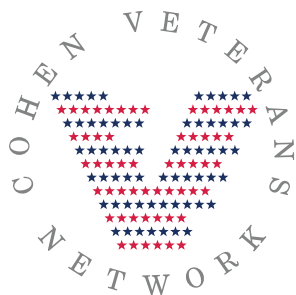
New Journeys Program

The New Journeys Early Intervention to Psychosis Program is unique in that Valley Cities enters the participant's lives early in their symptomatology and have the privilege of wrapping intense community based services around the individual and their loved ones. Due to this unique model outreach teams can witness stories of recovery from psychosis that many in the treatment world will never see.

The team utilizes the Navigate Model which is a Best Practice Psycho education-based curriculum. Valley Cities wraps services around individuals who are feeling the debilitating effects of psychosis in order help them find a path to recovery. This work takes passion, patience, experience and grit; however, the payoffs are amazing.

Homeless Outreach Program

On an outreach basis, Licensed mental health clinicians provide mental health counseling and case management to homeless individuals & families; at home; schools; local shelters or other agreed upon locations.



The Steven A. Cohen Military Family Clinic at Valley Cities

In February 2018, the contract with the Cohen Veterans Network (CVN) was signed to begin year zero of the Steven A. Cohen Military Family Clinic at Valley Cities. CVN oversaw and paid for the building lease and renovation for the new clinic in Lakewood. Valley Cities began recruiting for the Clinic

Director position in March 2018 and the process was completed in conjunction with CVN leadership. Nichole Ayres became the Cohen Clinic Director in August 2018 and began hiring the clinic team. The initial plan was for the clinic to soft launch in December 2018; however, construction delays and challenges with Century Link that needed to be resolved prior to opening, the soft launch was shifted to 4 February 2019.

“Cohen Clinic has served **over 200** veterans and military family members who have reported overwhelming positive experiences”

The team successfully opened the Cohen Clinic at Valley Cities during the February snowstorm, but initial referrals were limited due to conditions. On March 22, the Cohen Clinic celebrated the public opening with over 150 attendees which included local veterans’ organizations, Boeing Global Engagement and JBLM leaders. Additional honorable attendees included Washington state First Lady Trudi Inslee, veteran and Washington state native Scotty Smiley, Congressman Denny Heck, State Senator Steve O’Ban, Pierce County Executive Bruce Dammier, as well as CVN CEO Dr. Anthony Hassan and Valley Cities CEO Shekh Ali.

Since the grand opening, the Cohen Clinic has served over 200 veterans and military family members who have reported overwhelming positive experiences. According to CVN’s Client Experience Survey, 99% of clients report getting an appointment when they wanted it. Additionally, the clinic has already expanded its hours and is seeking to hire additional clinical staff. Clinic outreach has expanded across the state and sustainability has been at the forefront with multiple grant applications being completed, including to Boeing Global Engagement.

What Cohen Clinic Clients are Saying:

“I am incredibly grateful to have found the Cohen Clinic. My husband is a disabled veteran and our family was struggling to find mental health care. Thank you, Cohen Clinic, for everything you are doing for our family and military community. Your work and dedication are so appreciated.”

“I usually struggle with going anywhere and constantly feel overwhelmed, but something about this clinic puts me more at ease than what I usually feel. So, I really feel comfortable here.”

“I’m blown away by the service. And therapist I was matched up with there was no question that he could understand the traumas I have been through.”

“They have let me feel **comfortable** in my own body”

Shaping the Future - Healthcare Integration



Valley Cities continues to strive to improve the overall health of our clients. In the United States, people with serious mental illness die an average 20-25 years younger than the average population. Mental health symptoms and substance use disorders often interfere with a person's ability to manage their health problems. And in turn, poorly controlled health problems will worsen mental health and substance use disorders. It can be a vicious cycle, leading to much suffering and lives being cut too short. But research shows that when people can receive comprehensive and coordinated health care that addresses both their behavioral health and physical health needs, then health outcomes dramatically improve.

Integration of behavioral health and physical health saves lives! Valley Cities is proud to be at the forefront of integration of behavioral health with physical health, working with our primary care partners at Neighborcare, Healthpoint,

CHI Franciscan, and Public Health of King County. We provide psychiatric consultation to primary care providers using the

“collaborative care model” developed at the University of Washington. We provide direct psychiatric services within many of our partners primary care clinics.

Clients at our 2 largest clinics, in Auburn and Kent, can access primary care on site, provided by Healthpoint.

Clients at our Meridian Center for Health and Midway clinics (partnering with Neighborcare and Healthpoint,

respectively) can access a true “one stop shop” of health

care services, with comprehensive behavioral health, primary care,

and dental services all provided under the same roof. And we are tackling the

scourge of the opioid epidemic along with our primary care partners, coordinating inpatient services, low barrier access to life saving

Medication Assisted Treatment, addressing their physical health needs, and connecting clients that need it to more intensive outpatient treatment.

And we will continue to work with our partners towards providing even more seamless and effective care. We're all in this together!

“In the United States, people with serious mental illness die an average **20-25** years younger than the average population.”



Auburn Client Art Show



Extroverted and Introverted, realistic dreamers, proud, yet modest, passionate and creative. These are some of the few characteristics of clients you will encounter if you were to attend the Auburn Client Art Show at Valley Cities. Upon walking into the art show, it was clear that The Trauma Informed Care Team had been working hard to coordinate this event and make it a memorable experience for all clients and staff.

The art show was filled with vivid colors and a creative atmosphere that bounced around the room, clients showcased their best artwork from hand drawings, paintings, Lego architecture, plaques, collages, and a wide variety of colorings. With over 80 pieces of unique art, there was plenty to view and discuss. Some of the clients were on site and proudly speaking about their art as they received a beautiful green participation ribbon.

When asked why they like art and how it helps them? Linda summarized it as a challenge she welcomes and said it helps her relax. Another client mentioned how they like exploring the different processes of art passionately and engaging in art therapy. Valley Cities incorporates art as an evidence based practice for individuals with mental health issues. They use this outlet to manage anxiety and depression. These clients have found an avenue of creativity that allows them to express themselves. Creative energy and smiles filled the room as you could sense how proud they were and genuinely engaged in explaining their artwork.

True to the mission of compassion, connection, and community, Valley Cities and the Auburn community continue to build relationships with their clients and encourage creativity and selfexpression, all while building self confidence in clients. The famous Henri Matisse said it best—

“Creativity takes courage”.



Mental Health First Aid



2018 was a successful year for Mental Health First Aid. With the partnership of Valley Cities and King County, we offered 52 trainings, certified 1,125 Mental Health First Aiders, trained 22 new Mental Health First Aid instructors in both Youth and Adult curriculum and created more long-term partnerships with DSHS, Hopelink, Port Authority, and the Seattle Police Department. In March of last year, Sue Wyder, Valley Cities Mental Health First Aid Program Manager and King County Mental Health First Aid Coordinator attended the National Mental Health First Aid Instructor Summit in Washington DC. While there, she connected and networked with other coordinators and instructors from all over the country. In addition, she attended some fantastic breakout sessions on connecting with Higher Education and Health Care companies to bring Mental Health First Aid

52 Trainings
1,125 people certified
22 new MHFA instructors



to a larger audience. “ These opportunities get me so excited to take all the ideas home and implement. I know we can always improve what we do, and I am so happy to share with the instructors in the county.”

Last October, Sue organized a Washington State Instructor Summit of education, collaboration and celebration at the Museum of Flight. Instructors learned more about Cultural Considerations in teaching the curriculum and learned best practices and ideas from other instructors. One of the speakers was Tramaine El-Amin, Assistant Vice President, Strategic Partnerships for the National Council for Behavioral Health. Todd Crooks was also in attendance and spoke about Chad’s Legacy Project that helps

promote recovery and a future where mental illness is regarded as a disease rather than a weakness and tools for those to easily support their friends and families. Tramaine and Todd were able to connect to create a project to broaden Mental Health First Aid beyond King County to create a fund to help provide manuals to instructors in rural areas outside of King County .



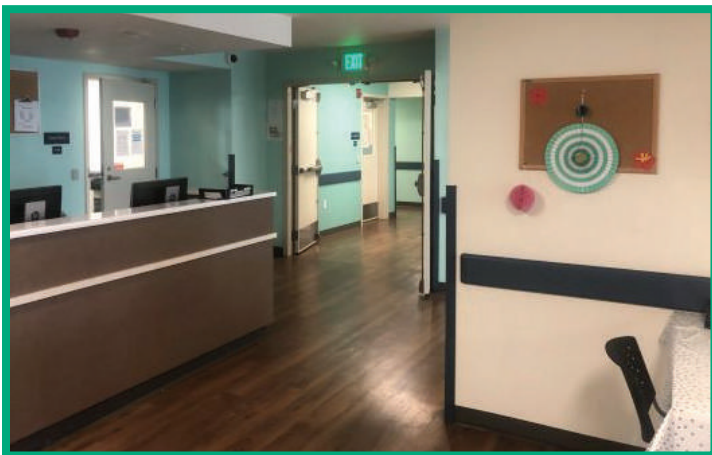
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Behavioral Health Care

RECOVERY PLACE SEATTLE

COMPASSION. CONNECTION. COMMUNITY

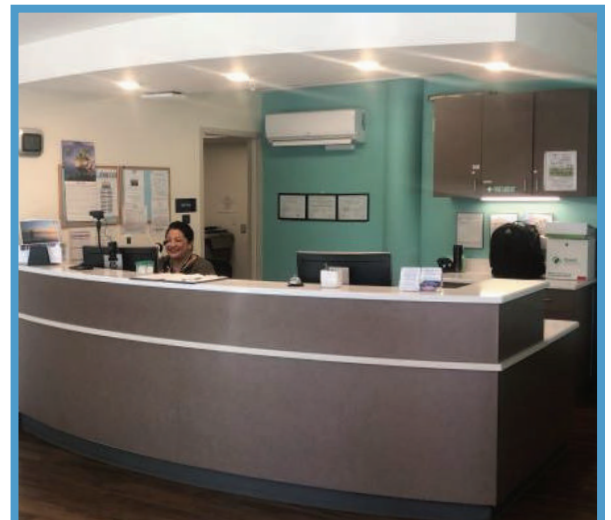
Recovery Place Seattle is Valley Cities' residential treatment facility located in the Beacon Hill neighborhood of Seattle. It houses a licensed, medically monitored 33 bed detoxification unit (ASAM Level 3.7) as well as a 42 bed 28-day intensive inpatient program for individuals living with substance use disorder and mental health concerns. While participating in the detox program, trained medical staff can reduce the symptoms of withdrawal in a safe and comfortable environment. Medical treatment while detoxing is imperative. Having medical staff available 24 hours a day, 7 days a week helps to ease the process significantly. Recovery Place Seattle strives to help all patients safely withdraw from dependent substances and provide them the support needed to reach their recovery goals. There is staff on-site to support individuals in planning their next steps and to provide wraparound services at discharge.



Recovery Place Seattle's licensed intensive inpatient treatment program is a structured environment designed to clinically treat and support individuals living with substance use disorder and co-occurring concerns. The therapeutic program is intended for patients whose care and treatment needs cannot be addressed in the community. The inpatient setting is considered a clinically managed residential service (ASAM Level 3.5) for adults and provides 24-hour care with trained professionals to stabilize multidimensional care needs. Services are described as co-occurring enhanced and are

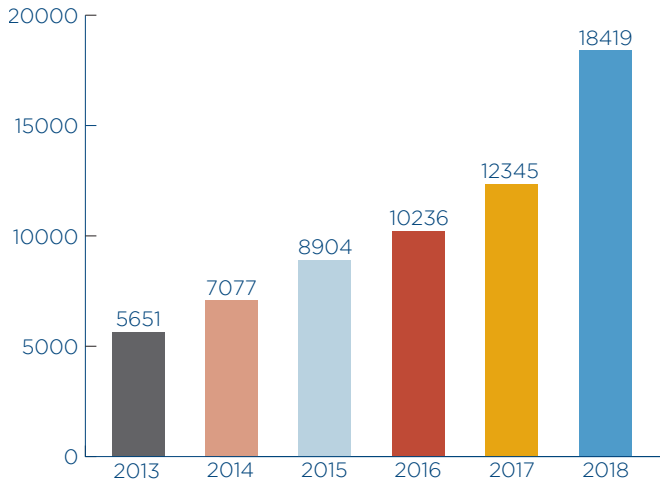
staffed by chemical dependency professionals, mental health professionals, and general medical personnel who provide a range of services in a 24-hour treatment setting. Valley Cities' MATCH team has a permanent presence in the building at Recovery Place and plays a vital role in educating and introducing clients who are interested in receiving medically assisted treatment during their stay.

At Recovery Place Seattle, clients are met with the approach that there are many pathways to recovery and are provided a curriculum that follows that philosophy. Recovery Place offers introduction to outside fellowship resources through panels and guest speakers as well as other opportunities to engage with resource providers in the community. The clients of the program consult with their care team very early on in their stay to best prepare for their transition at discharge. Whether that be to arrange outpatient treatment programs, transitional housing, or referrals to other programs and resource partners in the community, in order to ensure better outcomes for those who have sought out treatment.

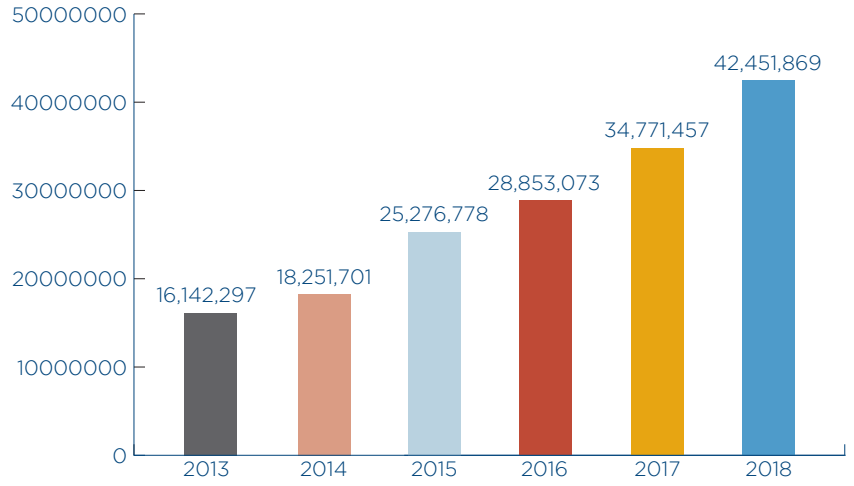


GROWTH IN SERVICES MENTAL HEALTH & CHEMICAL DEPENDENCY

GROWTH IN REVENUE CONTRACTS & OTHER REVENUE

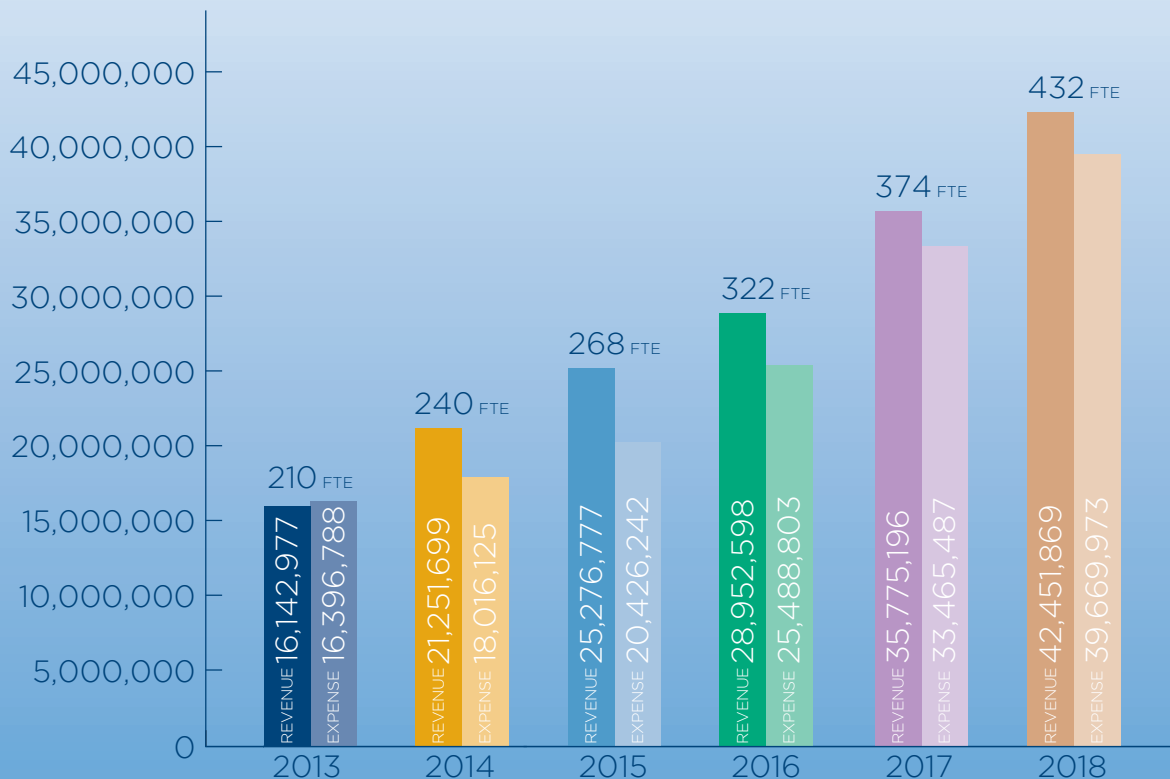


Growth in Services

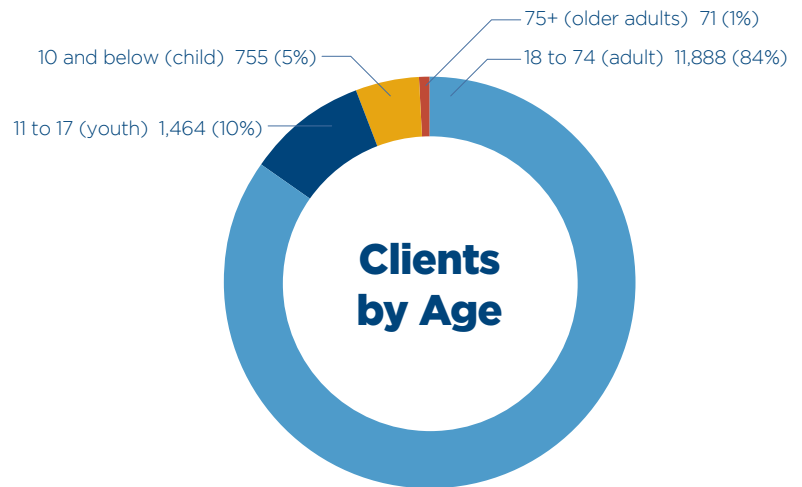
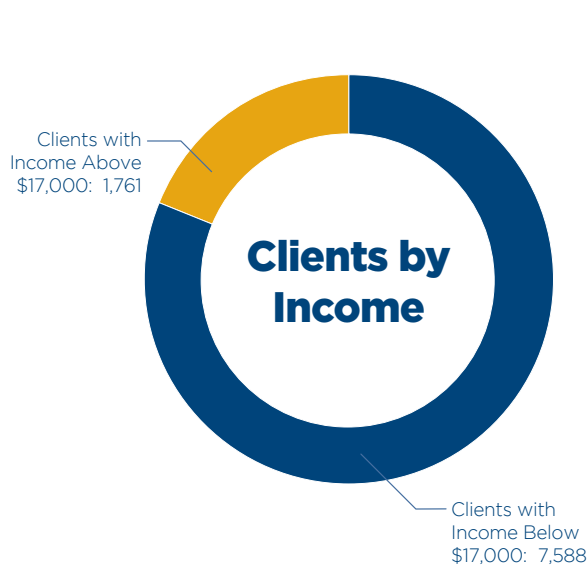


Growth in Revenue

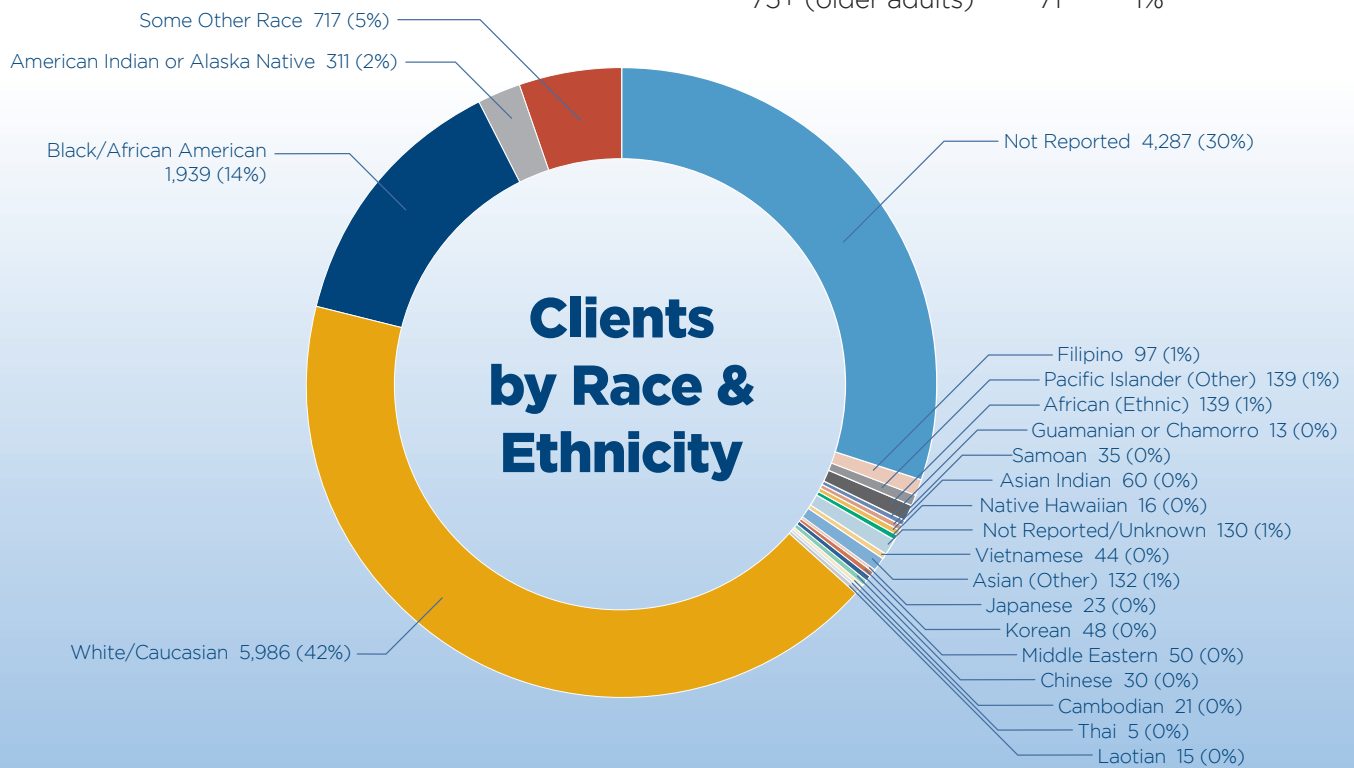
TREND OF CONSOLIDATED FINANCIALS AND FTE'S



CLIENTS BY INCOME, AGE, RACE AND ETHNICITY



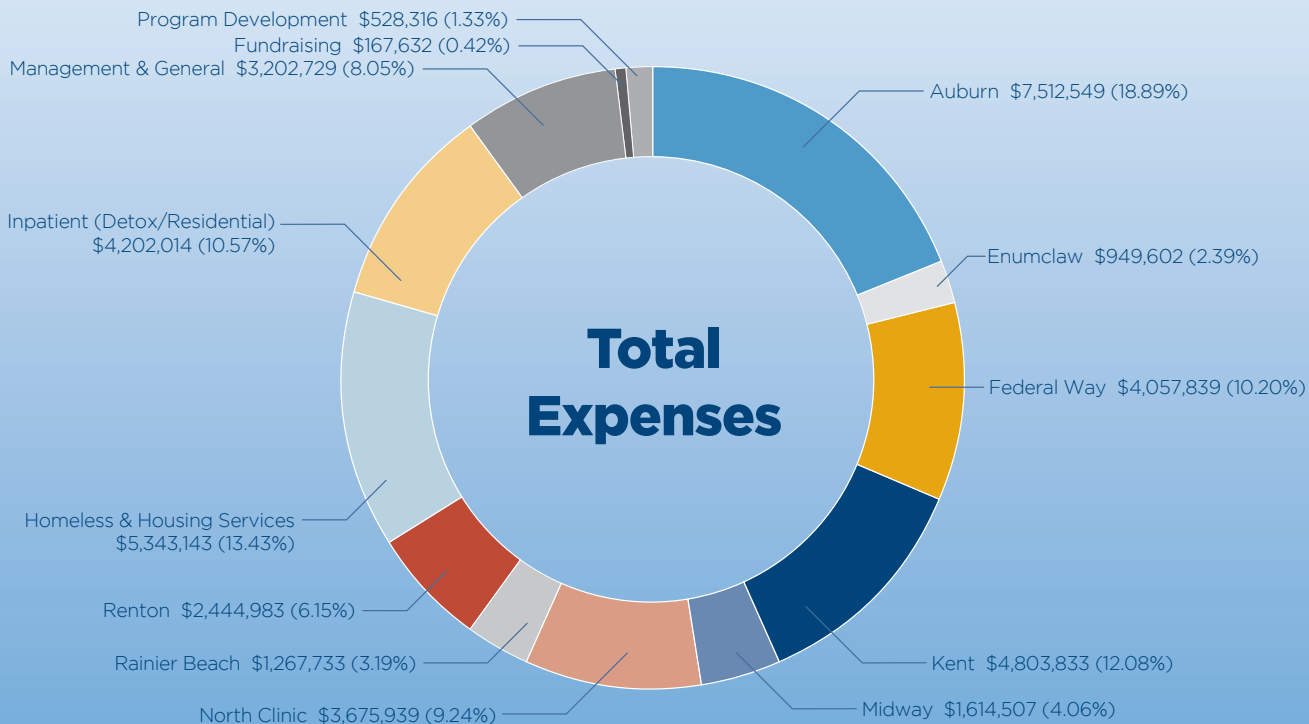
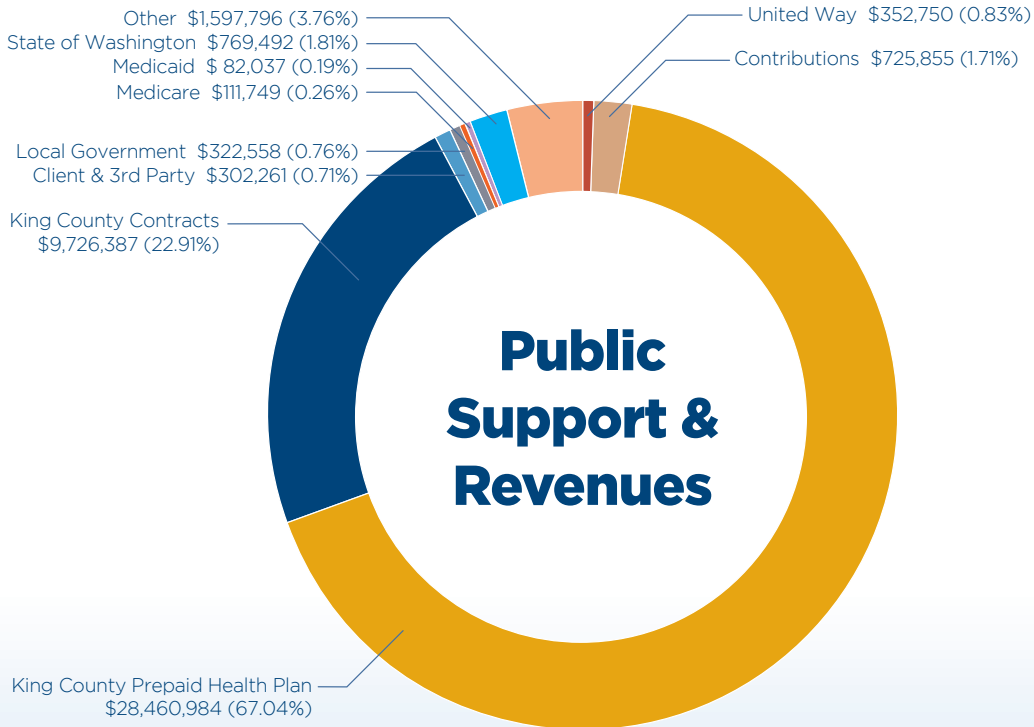
10 and below (child)	755	5%
11 to 17 (youth)	1,464	10%
18 to 74 (adult)	11,888	84%
75+ (older adults)	71	1%



Not Reported	4,287	30%	Japanese	23	0%
Filipino	97	1%	Korean	48	0%
Pacific Islander (Other)	139	1%	Middle Eastern	50	0%
African (Ethnic)	139	1%	Chinese	30	0%
Guamanian or Chamorro	13	0%	Cambodian	21	0%
Samoan	35	0%	Thai	5	0%
Asian Indian	60	0%	Laotian	15	0%
Native Hawaiian	16	0%	White/Caucasian	5,986	42%
Not Reported/Unknown	130	1%	Black/African American	1,939	14%
Vietnamese	44	0%	American Indian or Alaska Native	311	2%
Asian (Other)	132	1%	Some Other Race	717	5%

VALLEY | CITIES

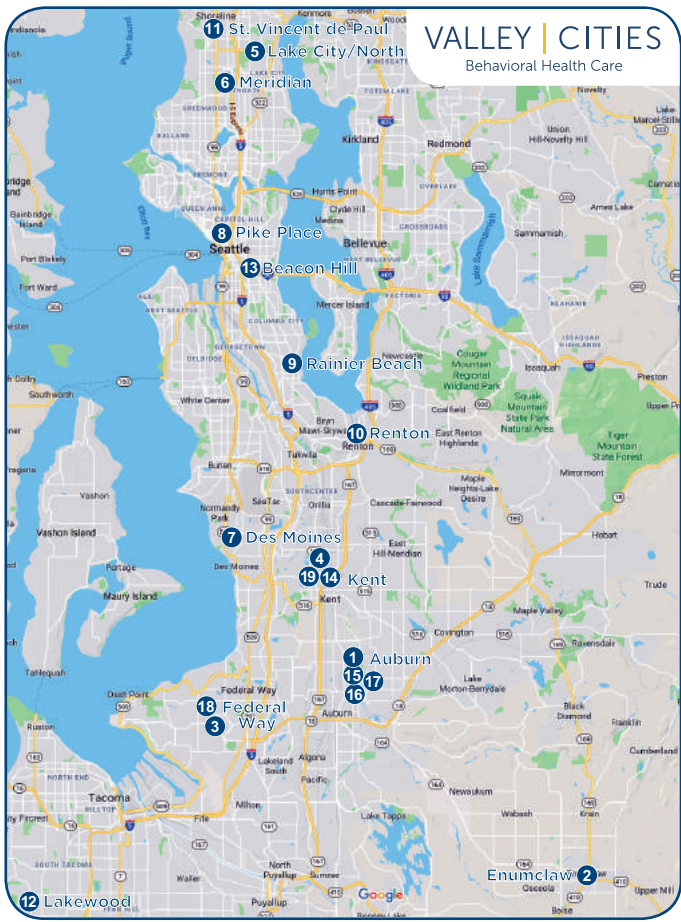
Behavioral Health Care



SPONSORSHIP



LOCATIONS



Outpatient Clinics:

1. Auburn
2704 "I" St. NE
Auburn, WA 98002
2. Enumclaw
1335 Cole St.
Enumclaw, WA 98022
3. Federal Way 1
1336 S 336th St.
Federal Way, WA 98003
4. Kent
325 W Gowe St.
Kent, WA 98032
(Billing Address)
5. Lake City/North Help Line
12736 33rd Ave. NE
Seattle, WA 98125
6. Meridian
10521 Meridian Ave. N
Seattle, WA 98133
7. Midway/Healthpoint
26401 Pacific Hwy S
Des Moines, WA 98198
8. Pike Place
1537 Western Ave
Seattle, WA 98101
9. Rainier Beach
8444 Rainier Ave S
Seattle, WA 98118
10. Renton
221 Wells Ave S
Renton, WA 98057
11. St. Vincent de Paul - Aurora
13555 Aurora Ave. N
Seattle, WA 98133

12. The Steven A. Cohen
Military Family Clinic
6103 Mt. Tacoma Dr.
Lakewood, WA 98499

Inpatient Facilities

13. Recovery Place Beacon Hill
1701 18th Ave. S
Seattle, WA 98144
14. Recovery Place Kent
505 Washington Ave.
Kent, WA 98032 (coming soon)

Housing areas

15. VCL
2516 I ST. NE
Auburn, WA 98002
16. VCP
3858 D Place SE
Auburn, WA 98002
17. Phoenix Rising
915 26th St. NE
Auburn, WA 98002

Administrative Only

18. Federal Way 2
33405 8th Ave. S Suite 200
Federal Way, WA 98003
(ADMIN)
19. Kent 2
610 W Meeker St.
Kent, WA 98032
(ADMIN)