

# 2022 ANNUAL REPORT



# We Adapt and Grow Stronger

# A year of Recovery and Rebuilding

## **Behavioral Health Care is More Important Than Ever Before**

The events of 2022 underscored the significance of behavioral healthcare and urgency to prioritize mental health services and address barriers that hinder individuals from seeking and receiving the support they require. It emphasized the need for accessible, evidence-based interventions, early identification of mental health issues, and comprehensive support systems to ensure the well-being of individuals and communities. The challenges and lessons learned in 2022 continue to shape the way we approach mental health, with a collective commitment to creating a more inclusive and supportive environment for all.

## **Advocating for Behavioral Health**

In 2022, the diligent advocacy efforts in the field of behavioral healthcare yielded positive outcomes, with significant support from state and county authorities for community behavioral healthcare organizations. The increase in Behavioral Healthcare rates of 7% early in the year played a pivotal role in enabling us to provide raises to our staff while maintaining financial stability amidst high inflation rates. The commitment to supporting behavioral healthcare organizations extended further through the generous grants from Washington Health Care Authority. With strategic utilization of these funds, Valley Cities and similar organizations have been able to make meaningful progress in mitigating the healthcare worker shortage. Through targeted initiatives, recruitment efforts, and improved job support, the workforce shortage is gradually decreasing, paving the way for enhanced care provision and increased access to services.

## **Internal Quality Improvements**

In 2022, Valley Cities emphasized Continuous Quality Improvement (CQI) to enhance operational effectiveness and provide a secure environment for both staff and clients. Recognizing the growing threat of ransomware attacks on healthcare organizations, significant steps were taken to bolster data security. One notable accomplishment was the migration of internal communications and file storage to a more secure platform to safeguard sensitive information and protect against potential breaches. Leveraging a secure platform, ensures the confidentiality and integrity of its data, reinforcing trust and confidence among staff and clients.

We acknowledged the importance of ongoing staff training and professional development. In response to the increasing prevalence of workplace violence, training was conducted to equip staff with the necessary tools and knowledge to mitigate such incidents effectively. Additionally, recognizing the impact of trauma on individuals and the importance of trauma-informed care, relevant training sessions were organized to foster a supportive and empathetic environment for both staff and clients.

In response to staff requests, the CQI team organized a Burnout Prevention training program for all staff. This proactive approach to addressing burnout highlighted Valley Cities' commitment to supporting its workforce and promoting staff well-being. By equipping staff with strategies to prevent and manage burnout, Valley Cities aimed to create a resilient and supportive work environment. The staff's willingness to embrace new systems, as well as engage in training initiatives, is a testament to their dedication to providing exceptional care to the community.

### **Incorporating Zero Suicide Framework**

We began partnering with King County in 2022 to incorporate the Zero Suicide framework into all of our programs. The Zero Suicide Framework is an evidence-based and multifaceted tool to reduce the risk of suicide among Valley Cities' clients. These changes require constant flexibility and adaptation, and our Valley Cities team continually shows their willingness to grow and change, even when it is challenging and difficult.

### **Improving DEI Framework**

Valley Cities remains steadfast in its commitment to promoting diversity, equity, and inclusion for both its staff and clients. The events that unfolded in 2022, including the overturn of Roe v. Wade, shootings disproportionately affecting marginalized individuals, and King County's ongoing homelessness epidemic, further emphasized the importance of prioritizing DEI efforts.

Valley Cities has developed a comprehensive Diversity, Equity, and Inclusion (DEI) strategic plan and implemented DEI training initiatives designed to create a more inclusive and equitable environment. A significant outcome was the creation of DEI goals by each department and team, specifically tailored to their daily activities. These goals serve as tangible reminders of the importance of DEI in all aspects of Valley Cities' operations.



*The need for social services as part of the safety net is at an all-time high, as is awareness of the importance of behavioral health services. Valley Cities is looking forward to a year of strength and growth in 2023.*



### **Looking Forward to New Opportunities**

As I look forward to 2023, I am hopeful. Recruiting and retaining staff remains a challenge moving forward, as will cyberattacks and inflation conditions. However, with mindfulness, compassion and creativity, I am confident in our ability to adapt and respond to the needs of our staff, clients and community. In 2023, the Valley Cities Mobile Clinic will be operational, allowing us to provide services in rural King County. We will continue to work on raising staff salaries and other retention measures. We also expect to continue growing and offering more care to more clients. As Valley Cities embarks on this year of strength and growth, it does so with gratitude for the support of its staff, community, partners, and stakeholders. Together, we can make a lasting impact on the lives of those we serve and contribute to the overall well-being of our community.



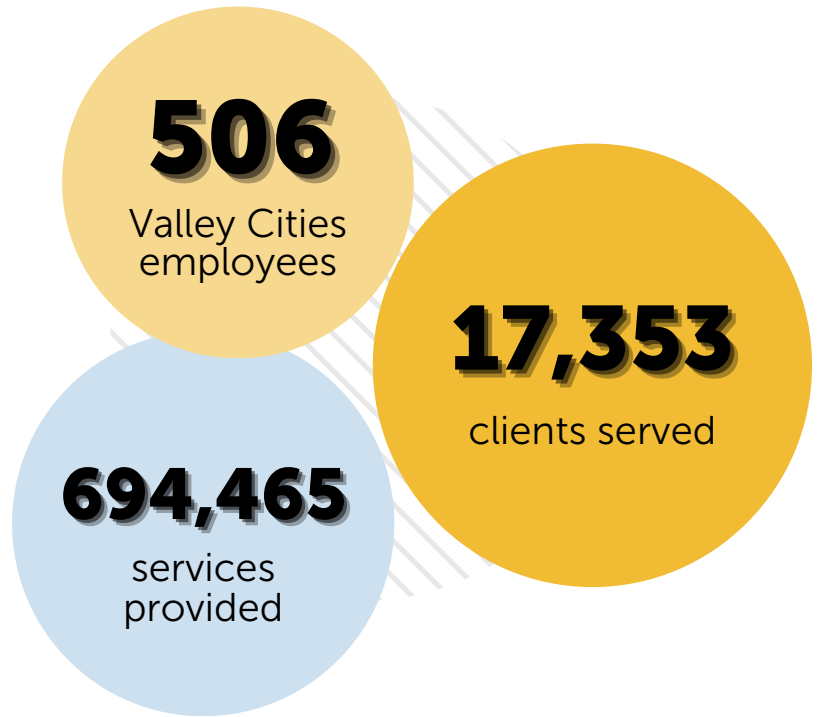
Sincerely, Shekh Ali, CEO

*Shekh Ali*

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# 2022: Year in Numbers



*"Thank you very much for your support. I thought I was alone and didn't know what to do. Now I have hope for the future."*

~ Valley Cities client

# Mental Health Matters

*"I always say that of our many amazing programs at Valley Cities, Housing and Homeless services are closest to my heart. Housing is such a fundamental human need, and the people who need our services are particularly vulnerable in the world. Ok, it's also true that I worked in these programs for fifteen years during my pre-retirement work at Valley Cities."*

**Dan McDougal-Treacy**  
Board Chair

*"Behavioral health is a very important topic for me. We need more compassionate people like the staff at Valley Cities Behavioral Healthcare and I am so grateful to be working with them to do good in our community."*

**Teresa Curry**  
Board Vice-Chair

*"People are beginning to realize that behavioral health isn't just a 'them' problem and it isn't something that is wrong with people. It can affect every walk of life and sadly it does. There is a quote I think about often, 'Proximity breeds care, distance breeds fear.'"*

**Holly West**  
Board Secretary

*"Of all our Valley Cities services, the children's program is the closest to my heart. I started my career with kids. Kids are our future. Families need help. When we can impact our youth and their family system, we can impact cycles of family/intergenerational hardships and trauma."*

**Megan Kelly**  
Chief of Outpatient Services

*"Inpatient services have always been so deeply important to me. I have a predisposition to caretaking, and in an inpatient setting I get to contribute to the caretaking of very vulnerable people. It is my vocation and also my avocation."*

**Richard Geiger**  
Chief of Inpatient and Residential Services



Please consider supporting the vital services Valley Cities provides to the community. Scan the QR code to give a gift.

# Valley Cities Workforce

## DEI at Valley Cities

Diversity, equity, and inclusion are crucial to quality client treatment, staff recruitment, and retention. In 2022, Valley Cities redoubled our efforts to ensure a welcoming and inclusive organization.

Valley Cities partnered with Cultures Connecting to develop a "courageous conversations curriculum" specific to our organizational strengths and weakness in DEI and hosted 11 DEI trainings across inpatient, outpatient, and administrative.



Post trainings, all agency departments developed SMARTIE Goals (Strategic, Measurable, Ambitious, Realistic, Time-bound, Inclusive, and Equitable) to increase inclusivity through out all departments. Each team was allocated time and funding to accomplish their goals.

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## Workforce Stabilization

The pandemic, the national workforce shortage, inflation, and other factors such as limited funding made it a challenge to provide community behavioral healthcare.

In 2022, Valley Cities was fortunate enough to receive workforce stability grant funding from the Health Care Authority. Valley Cities used this funding to provide year-end bonuses, incentives for our employees of the month, increased hiring bonuses, and more.



The National health care worker shortage has been a challenge these last few years. Rather than focusing on the staff we do not have, we want to honor those we do have!

Thanks to the dedication of Valley Cities staff, our organization has kept all of it's clinic doors open throughout the pandemic and workforce shortage!

**104**  
employees have been at Valley Cities for five years or more!

**20**  
for 15 years or more!

**37**  
for 10 years or more!

# Continuous Quality Improvements

Continuous Quality Improvement (CQI) is the systematic approach of increasing or improving the quality of performance across all departments and programs. CQI is achieved through planful and continuous actions that lead to measurable improvement in the services delivered.

With a strong focus on the agency's mission and core values, Valley Cities works to continually improve all processes by challenging each employee to engage in the quality improvement mission. Valley Cities believes that being an active participant in improvement efforts promotes staff engagement, reinforces responsibility and accountability, and encourages innovation.



## 2022 CQI Accomplishments:

- Improved our Medical Support Line answering system resulting in a reported 60% decrease in errant calls.
- Streamlined our discharge process for both inpatient and outpatient programs which led to clinician reports of decreased administrative burden.
- Increased accessibility of our client feedback survey by offering it in 6 languages, offering hard copies in large print, and increasing the collection period from one to three months.
- Revised and adapted onboarding process to create a more informative and efficient process for new hires.

# Outpatient Treatment: A Team-Based Approach

At Valley Cities, Mental health services look different for each client because the team of providers is built around client specific needs. Each client is set up with a team of providers to deliver wholistic, wraparound support as clients build the foundation of their recovery.

Care teams may include any of the following: Case Manager, Therapist, Psychiatric Provider, Peer Support Specialist, and Employment Specialist



## Evidence-Based Treatment Modalities offered at Valley Cities, include:

- Eye Movement Desensitization and Reprocessing (EMDR)
- Dialectical Behavioral Therapy (DBT)
- Cognitive Behavioral Therapy (CBT)
- Motivational Interviewing
- CBTp for Psychosis

## Nearly 50 group therapy options offered at Valley Cities, including:

- Grief and Loss Support Group
- Better Boundaries Therapy Group
- Women's Self Esteem Group
- Coffee Talk
- Easy Chair Yoga
- And many more!

Number of services provided at our outpatient clinics in 2022:

-----  
**521,865**

Number of clients served at our outpatient clinics in 2022:

-----  
**15,398**



# Inpatient Treatment



## Recovery Place Kent

Recovery Place Kent (RPK) houses a 16-bed Secure Withdrawal Management Service for Clients requiring acute detoxification and a 16-bed Evaluation and Treatment service for Clients with an acute psychiatric condition. Both services are for Adults who have been involuntarily detained. RPK is also a licensed Co-Occurring facility which allows us to provide comprehensive, integrated care for Clients struggling with both substance use disorders and mental illness.

## Recover Place Seattle

Recovery Place Seattle (RPS) has 33 beds for acute withdrawal management services and 42 beds for Residential Treatment for substance use disorders. RPS is for adults seeking voluntary treatment for substance use.



**1,279**

clients served in the detox unit at Recovery Place Seattle.

**407**

clients served at Recovery Place Kent, for both substance use disorders and mental illness.

**971**

clients served in the Intensive Inpatient Program at Recovery Place Seattle.

## New Journeys

### Comprehensive, wraparound treatment for clients with First Episode Psychosis

New Journeys is focused on providing critically-needed comprehensive treatment to individuals ages 15-40 who are experiencing a first episode of psychosis.

Treatment services are provided through a team of mental health staff focused on assisting clients in identifying their needs and personal values for recovery. Our purpose is to help them explore their interests which can include engaging with their job, school, home, and other areas of life.

*"Thank you very much for your support. I've learned many things I didn't know before. I know I can do this on my own now."*

~ New Journeys client

## MATCH

### Medication Assisted Treatment and Community Health

MATCH is an outreach program, linking people with opiate addictions to medication assisted treatment. Care Navigators work with clients, correctional officers, medical providers and other community partners to help clients meet their recovery goals.

**With rising deaths from opiate overdose, MATCH has never been a more crucial service.**

5,980

5,980 services provided to clients and their families in 2022.

467

MATCH clients served in 2022



Scott Stewart, MATCH Program Manager

### Success Story:

Brad was admitted to the MATCH program and inpatient services in 2022. He was referred by his attorney after a drug related robbery charge. It was his second episode in the MATCH program. Brad explained that his arrest was directly related to a relapse. He realized he needed a more structured sober living community to maintain sobriety moving forward. After completing his inpatient treatment, he moved to a sober house through the Weld Program. Brad worked with MATCH to begin suboxone and establish a new treatment approach. Brad is doing better; the charges against him may soon be dropped.

# Steven A. Cohen Military Family Clinic at Valley Cities

Valley Cities has partnered with the Cohen Veterans Network to provide high quality clinical care to post-9/11 Veterans and their families.

The Cohen Clinic served 1,114 veterans, active-duty service members and their families in 2022; 29% of military family members served were youth.



## Additional Programs and Specialty Services

**83** Served By WRAPAROUND/WISE:to care for youth with complex needs

**21** Served By WRAPAROUND Family Treatment to support families in Family Drug Court

**253** Served By School Based Mental Health Services

**48** Served By Prevention and Community Support Program (PCSP) to support LGBT+ Youth

**88** Served By Supported Employment to reenter the work force

**149** Served By Housing Services to maintain stable housing

**121** Served By 24-hour Expanded Community Services to support clients recently released from inpatient treatment in being successful in the community

**208** Served By Senior Center Program to provide services older adults

**179** Served By Care Transitions to coordinate treatment for incarcerated clients and clients on LROs

**121** Served By Daytime and After Hours Crisis Teams

**105** Served By Veterans Services in King County

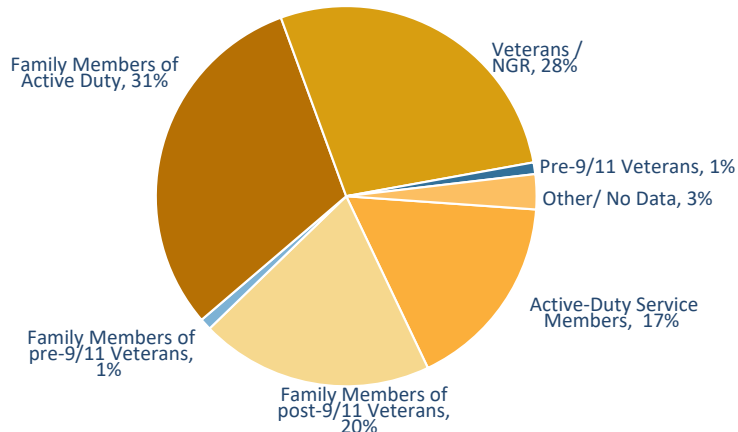
**60%** of clients with anxiety,

**72%** of clients with PTSD,

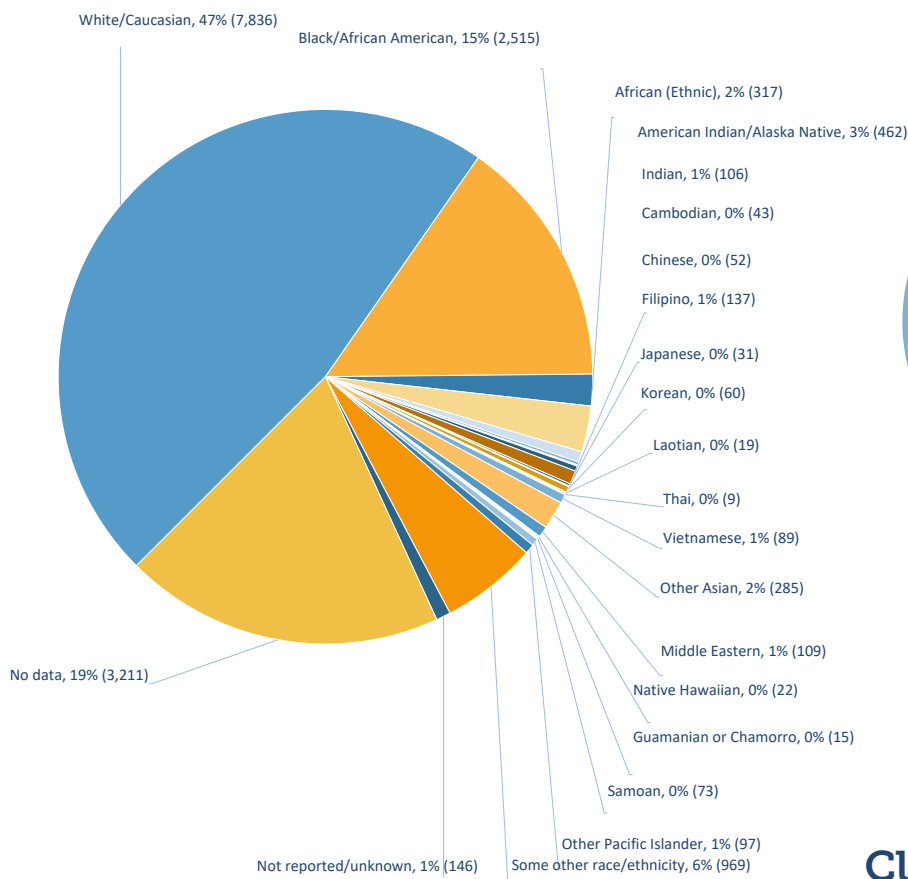
**59%** of clients with depression

experienced overall improvement in symptoms by the end of their treatment.

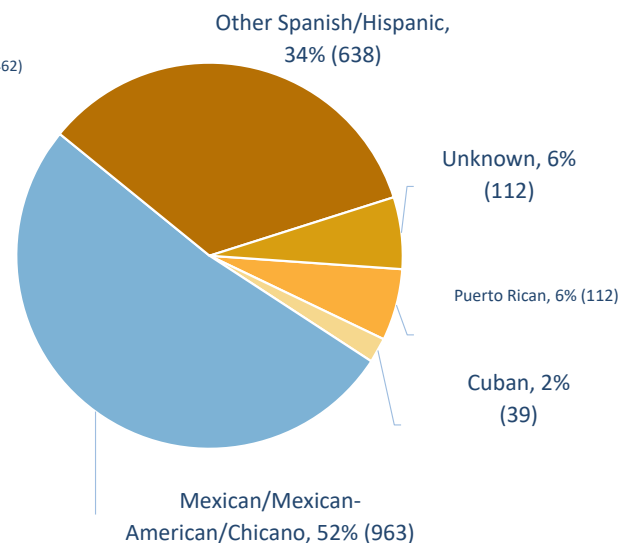
### Cohen By the Numbers



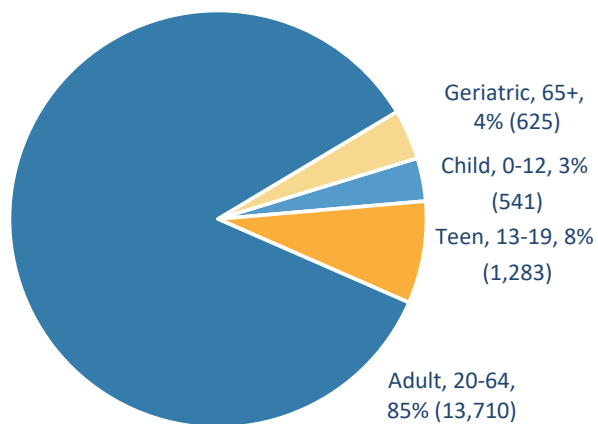
## Clients by Race and Ethnicity\*



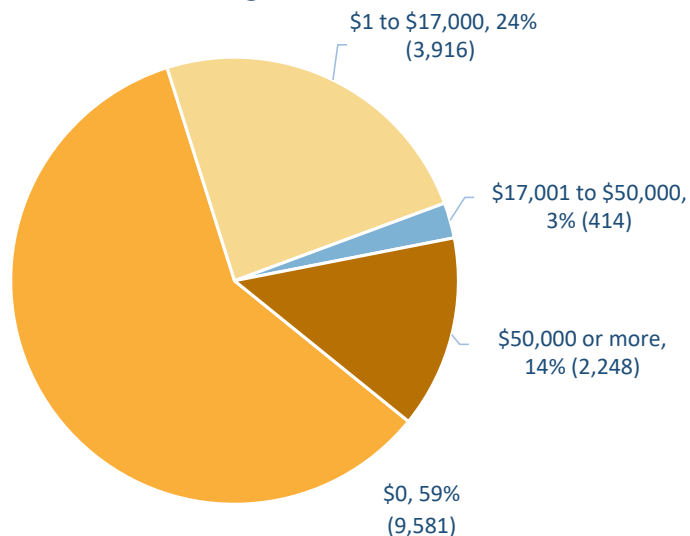
## Clients of Hispanic Heritage



## Clients by Age\*



## Clients by Income\*



\*Does not contain all client data from Cohen Clinic

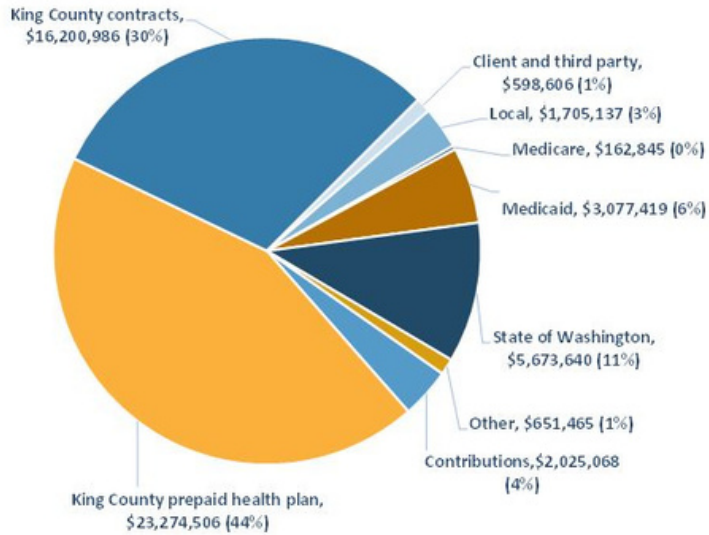
# Thank You 2022 Donors!

Adobe Employees  
Amazon Smiles  
Ann Webster  
Anonymous  
Anya Zimberoff  
AOF/Pacific Affordable Housing Corp.  
Auburn School District  
Biella Foundation  
BHTC (Pierce County)  
BNSF Railway Foundation  
Boeing Company  
Boeing Employees  
Brian and Theresa Allender  
Carlton Turner  
Carole Murray  
Catherine Peterson  
Century Link Employees  
Chick-fil-A  
City of Auburn  
City of Covington  
City of Federal Way  
City of Kent  
City of Renton  
Christopher Sample  
Columbia Bank  
Costco  
Dan McDougall-Treacy  
Deacon Charitable Trust  
Degh Tegh Community Kitchen  
Deseret Industries Thrift Store  
DCHS (Best Starts for Kids)  
D. V. & Ida McEachern Charitable Trust  
E3 Wines, Jonathan Oliver  
Federal Way School District  
Fidelity Charitable Trust  
Fred & Gretel Biel Charitable Trust  
Gary Minnier II  
Goodwill  
Grace & Javier Fosado  
Guy Renfro  
Health Care Authority  
Healthier Here  
Heather McLaughlin

Holly Berg  
Holly Gruger  
Holly West  
Homestreet Bank  
Housing Development Consortium of  
Seattle-King County  
Jamie Noritake Henson  
Jennifer Harjehausen  
John South  
Kawabe Memorial Fund  
Kaylie Burrell  
Keith and Beth Seinfeld Roberts  
Kelly O'Donnell  
Kent School District  
King of Kings Lutheran Church  
Kroger  
Laura Castro  
Laurel Lemke  
Lucky Seven Foundation  
Malika Allen  
Mark & Kaylie Burrell  
Mark West  
Marcel Lou (Paster Family Foundation)  
Master Builders Association of King and  
Snohomish Counties  
Maus/McGrath Charitable Fund  
Michael DeSouza  
Michael Newell  
Michael Tobin  
Michael Warden  
Mick Lamb Foundation  
Mike and Cathy Peterson  
Monica Besteman  
Muckleshoot Tribal Council  
Murdock Foundation  
Nicholas Batkoski  
Noah Mass  
Norm Weinberg  
Path with Art  
Patrick Gaston  
Paul Feuerpfeil  
Puyallup Tribe of Indians Charity Trust  
Rebecca Laszlo  
Renee Higgins

Rhonda Burell  
Richard Geiger  
Robins/Larrowe Donations Fund  
Ruth Murphy Evans Charitable Trust,  
Greater Tacoma Community Foundation  
Safeway  
Schwab Charitable  
Scott Driver & Company  
Seattle Aquarium  
Seattle Foundation  
Seattle Mariners  
Seattle Seahawks  
Seattle T2P2  
Sencer Comert  
Shannon Spicciati  
Shekh Ali  
Stacy Fortney  
Stephanie Kimberling  
Steven English  
Susan Schmitz  
Suzanne Laurel  
Suzanne Malsberry  
Tara Solis  
Teresa Brumfield  
Teresa Curry  
Teresa Daniels  
Thomas Flynn  
Todd Hawkins  
Trader Joe's  
Travis Miner, Quaker Hill Foundation  
Tulalip Charitable Foundation  
Tyraina Berry  
Uline  
Union Pacific Railway  
United Business Machines  
of Washington  
Walmart  
Wendy Lee  
Wesley Lai  
Windermere  
William Geary  
Woodland Park Zoo  
Zero Suicide

## Public Support & Revenues 2022



	Net assets without donor restriction	Net assets with donor restriction	Total
<b>PUBLIC SUPPORT</b>			
Contributions	\$23,340	\$2,001,728	\$2,025,068
<b>REVENUES</b>			
King County prepaid health plan	\$23,274,506		\$24,422,073
King County contracts	\$16,200,986		\$16,200,986
Client & third party	\$598,606		\$598,606
Local	\$1,705,137		\$1,705,137
Medicare	\$162,845		\$223,266
Medicaid	\$3,077,419		\$3,077,419
State of Washington	\$5,673,640		\$5,673,640
Other	\$651,465	-	\$651,465
<i>Subtotal</i>	\$51,344,604		\$51,344,604
Net assets released from restriction	\$1,968,998	(\$1,968,998)	-
<b>Total public support and revenues</b>	<b>\$53,336,942</b>	<b>\$32,730</b>	<b>\$53,369,672</b>

## Total Expenses 2022

Salaries and wages	\$32,485,611
Employee benefits	\$4,074,502
Payroll taxes	\$2,820,959
<i>Total salaries and related expenses</i>	<i>\$39,381,072</i>
Professional fees	\$203,408
Sub-contractor expenses	\$406,251
Conference and training	\$271,207
Travel and vehicle	\$105,896
Insurance	\$519,344
Supplies	\$1,267,436
Interest expense	\$335,279
Computer expense	\$695,777
Telephone	\$1,041,318
Postage and delivery	\$123,279
Rent	\$1,748,353
Furniture and equipment	\$247,614
Depreciation and amortization	\$1,506,694
Utilities	\$462,050
Occupancy	\$1,075,253
Printing/advertising	\$149,733
Client assistance	\$548,119
Clients—special needs	\$52,693
Miscellaneous	\$51,657
<b>Total Expenses</b>	<b>\$50,192,433</b>

## Change in Net Assets

Net assets, beginning of year	\$34,167,200
Total public support and revenues	\$53,369,672
Total expenses	\$50,192,433
<i>Change in net assets</i>	<i>\$3,177,239</i>
<b>Net assets, end of year</b>	<b>\$37,344,439</b>

## Outpatient Clinics



### Auburn

2704 I Street N.E.  
Auburn, WA 98002

### Bitter Lake

929 N 130th Street  
Seattle, WA 98133

### Enumclaw

1335 Cole Street  
Enumclaw, WA 98022

### Federal Way 1

1336 S. 336th Street  
Federal Way, WA 98033

### Kent

325 W. Gowe Street  
Kent, WA 98032

### Meridian Center For Health

10521 Meridian Avenue N.  
Seattle, WA 98133

### Midway @ Healthpoint

26401 Pacific Hwy S.  
Des Moines, WA 98198

### Pike Place

1537 Western Avenue  
Seattle, WA 98101

### Rainier Beach

8444 Rainier Avenue S.  
Seattle, WA 98118

### Renton

221 Wells Avenue S.  
Renton, WA 98057

### The Steven A. Cohen Military Family Clinic

6103 Mt. Tacoma Drive  
Lakewood, WA 98499

## Inpatient Facilities



### Recovery Place Seattle

1701 18th Avenue S.  
Seattle, WA 98144

### Recovery Place Kent

505 Washington Avenue S.  
Kent, WA 98032

## Housing



### Valley Cities Landing

2516 I Street NE  
Auburn, WA 98002

### Valley Cities Place

3858 D Place SE  
Auburn, WA 98002

### Phoenix Rising

915 26th Street NE  
Auburn, WA 98002

### Valley Cities Modular Units

915 26th Street NE  
Auburn, WA 98002

## Administrative

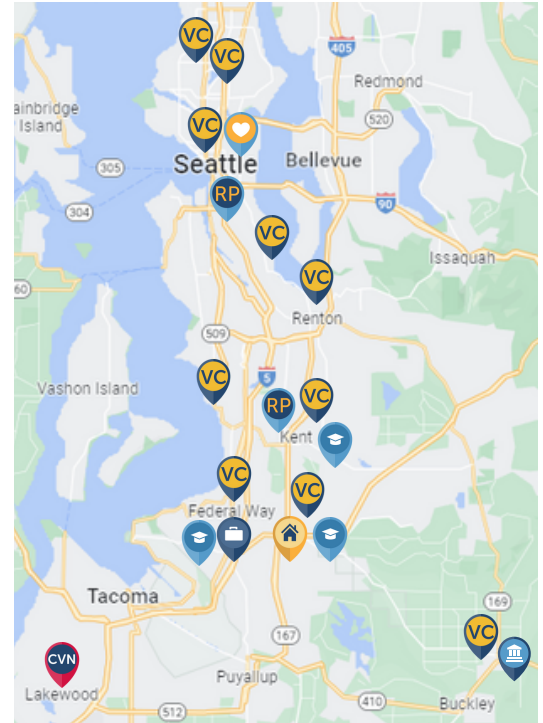


### Federal Way 2

33405 8th Avenue S.  
Federal Way, WA 98003



*The Valley Cities Mobile Clinic  
is coming later this year.*



## Partnership Sites



### School-Based Program

Auburn School District  
Federal Way Public Schools  
Kent School District



### Enumclaw Jail MOUD Program

1705 Wells Street  
Enumclaw, WA 98022



### MATCH Walk-in Spoke

Swedish Cherry Hill Campus  
500 17th Ave.  
Seattle, WA 98122

We're also proud to partner with the Department of Vocational Rehabilitation, King County Library System, and several senior centers, group homes, and other community organizations.

# COMPASSION. CONNECTION. COMMUNITY.

## DIVERSITY, EQUITY, AND INCLUSION MISSION STATEMENT:

Valley Cities is dedicated to building a diverse, equitable, and inclusive (DEI) organization that results in an environment where health disparities are reduced, and employees and the individuals we serve experience a culture of connection and belonging. Together, we commit to establishing, achieving, and integrating DEI goals in alignment with our values for every department and program. We remain open to adjusting and changing our goals as our understanding and the needs of the community transform.

[www.valleycities.org](http://www.valleycities.org)  
352 W. Gowe St., Kent, WA  
253.833.7444

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Behavioral Healthcare

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