

BUILDING
BRIDGES &
FOSTERING
CONNECTIONS

VALLEY | CITIES
Behavioral Health Care

ANNUAL REPORT
2023

MESSAGE FROM THE CEO

Building Bridges, Connecting Communities, Transforming Lives

As I look back over 2023, I am filled with a strong sense that Valley Cities has moved beyond the challenges of Covid into a new and exciting chapter in our agency's history. Valley Cities has intentionally reached outward, building bridges to foster connections within King County and beyond.

We forged new partnerships. With the support of King County and the Murdock Trust, we deployed a Mobile Clinic with two employees to rural communities. We then partnered with these communities to serve at regularly scheduled locations, providing a comprehensive array of services that mirror traditional brick-and-mortar clinics.

We strengthened long-standing partnerships with organizations such as Deseret Industries, providing vouchers for clients seeking clothing and furniture, and with Pierce County in support of the Steven A. Cohen Clinic at Valley Cities. Various cities, foundations and businesses throughout King County also supported our ongoing programs and services.

We doubled down on our commitment to serve diverse communities, connecting people from different backgrounds and geographic areas, promoting social cohesion, and breaking down barriers to accessing mental health and addiction support. In June 2023, Valley Cities facilitated "Courageous Conversation" seminars for all staff, establishing a common language and framework for becoming a more diverse, equitable, and inclusive organization for both our clients and employees.

Ultimately, Valley Cities' mission is to transform the well-being and quality of life for individuals struggling with mental health and addiction challenges. This Annual Report showcases the impact of our programs and services on the lives of clients, families, and communities.

The achievements of 2023 laid the foundation in 2024 for our board of directors and myself to re-imagine our mission, vision, and values. We discussed the imperative of adhering to elevated standards of conduct to drive positive change within our organization. As a tangible symbol of our dedication, every leader present at these meetings signed a pledge, acknowledging their pivotal role in championing accountability and fostering cultural transformation within Valley Cities.

Looking ahead, our key focus areas include:

- **Access to Care:** Ensuring everyone has the opportunity to receive the mental health and substance use support they need.
- **Employer of Choice:** Creating an environment where employees feel valued, appreciated, and eager to contribute.
- **Maximize Our Reach:** Expanding our services to touch more lives within the community.
- **Resource Sufficiency:** Securing the necessary resources to sustain and grow our programs.
- **Pursuit of Excellence:** Continuously striving for the highest standards in everything we do.

Now, with the full support and endorsement of our Board of Directors, I am delighted to announce that our newly revised Mission, Vision, and Values statement has been officially adopted and approved. This represents a significant milestone in our organizational evolution, signaling our collective commitment to growth, innovation, and excellence.

Thank you for your unwavering support. Together, we are building bridges, connecting communities, and transforming lives.



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VALLEY CITIES IN NUMBERS

4,384

New Clients Served in 2023

586

Total Employees

250,017

Services Provided

1566

New Inpatient Clients Served

139

New Veterans Served by VC Vet Team

187

New School Based Clients Served

199

New Valley Cities Clients at the Kent Senior Center

207

Clients Re-entered Workforce Through Employment Services

49

New LGBTQ+ Individuals Served

130

Clients Served with Stable Housing

EMPLOYEES OF THE YEAR!



Erin Jones has been with Valley Cities for over 22 years. She started with Valley Cities in 2002 as an intern while she was in High School and upon graduation started a full-time front desk position. In 2022, she applied for the lead position and has served admirably since. In her time with Valley Cities, she has consistently worked to a standard well above expectations and is an irreplaceable asset to the agency.

MEET ERIN JONES | ADMIN

MEET TRACY JOHNSON | CLINIC MANAGER

Tracy Johnson has been the manager of the Auburn clinic for 10 years. She began her journey with Valley Cities in 2005 and has been an exemplar of our values and mission ever since. Tracy never misses a chance to lead by example and instills in her staff the same level of excellence and integrity. In 2023, the Auburn Clinic provided well over 35,000 encounters, shattering the goals set for them. Tracy was nominated for this award by her own staff, who witness her commitment to grace, respect, and patience firsthand, every day.



KAROL HOYT | SUDP

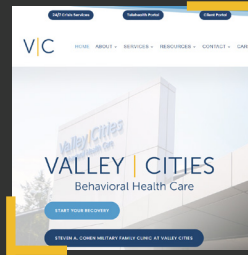


Karol Hoyt is our Outpatient employee of the Year. She has been at Recovery Place Kent since it opened and is "instrumental in treatment planning development and is an exemplary role model," according to her supervisor, Teri Hardy. She is an expert in her field and manages to be a font of compassion while having honest and open conversations that lead to more robust discharge plans. Karol is a true team player who is committed and passionate about our mission.

INNOVATIONS AT VALLEY CITIES

Accessibility Online: Valley Cities Website Redesign

Starting 2023, Valley Cities undertook an in house website redesign and information update to bring us into the new year to better serve the accessibility needs of our clients. Launching in 2024, our website has added a layer of accessibility and ease of use. Adding to this, we've installed an on-site translation tool to better serve our ESL clients ensuring accessible information for all who come to Valley Cities seeking services!



Connecting Communities: Valley Cities Community Coffee Chats

2023 was the year of reconnecting with the communities we serve. Bringing together community leaders, first responders, and community residents, we set out to inform, educate, and work together to resolve behavioral health issues in King County. We've hosted Coffee Chats in Auburn, Federal Way, and, Renton, talking to communities about the fentanyl crisis in King County. Going into 2024 we'll continue to lead the way in educating the public and work together to find solutions to behavioral health problems in our communities we serve.



Streamlining Healthcare: Ai Assistance

We are implementing Augmented Intelligence into our patient care system in the summer of 2024. This will automate part of the documentation process to support clinicians while providing key insights into the session, allowing them to focus more on the client and less on note taking during sessions, all while providing a higher standard of care. Furthermore, these insights will aid Valley Cities in assessing current methods of care, providing direction for growth in the long term.



Bridging the Gap in Mental Health Accessibility: Valley Cities Mobile Clinic

In our continued effort to build bridges across the south sound, in August of 2023, Valley Cities launched our Mobile Clinic. Funded by grants from King County and the Murdock Trust, the mobile clinic provided a lifeline to the rural communities of Enumclaw, Covington, Maple Valley, and Black Diamond, with more to come. ***"We're like a moving front door for Valley Cities," explains Clinic Manager Kevin Krause. "We're capable of doing intakes for the populations we see, and we connect them with services at one of our other clinics."*** Kevin is joined by Keith Ask, a care navigator, and Bethany Furguson, our mobile clinic's program manager. The National Institutes of Health estimates that as many as 60% of Americans live in designated mental health provider shortage areas. A Mobile clinic is an innovative approach to address this need in a new way.



2023 Achievements

- For most of 2023, the Census at Recovery Place Kent was close to or at capacity.
- Substance Withdrawal Management Stabilization placement in residential care was at 95%.
- Valley Cities recieved Generous funding from King County that helped house veterans and/or family members.
- VC Mobile Clinic connected with 255 people from September through December of 2023.
- NARCAN stations were established at many of our clinics.
- Valley Cities hosted a special WRAP conference which changed how WRAP seminars are facilitated organization-wide.
- Formalized and implemented a robust clinical supervision program to ensure all staff (not just licensure seeking staff) get appropriate clinical oversight.
- Sent 30 staff to King County sponsored suicide training which was open to all MH-OP clinical staff.
- 10 households moved to permanent housing from Valley Cities housing programs
- Valley Cities has now made WRAP seminars more accessible to people with blind/deaf abilities by providing online WRAP seminars and using 508 compliant materials reaching participants across Washington State.
- The Valley Cities Client Advisory Board has now been running for 1.5 years. They have given advice around our no-show policy, opening resource rooms, providing access to our patient portal and more.
- The Auburn Clinic was awarded "Best of Auburn" in Counseling services for 2023.
- Board members visited each clinic to express appreciation and listen to staff perspectives.
- The Board of Directors had their annual retreat to assess the board's performance and set a framework for vision and strategy.
- Kent clinic created a Holiday Store where families were able to get holiday presents picked out and wrapped for them.
- Kent clinic instituted a New Hire Review Meeting to support new staff.
- Every department at Valley Cities conducted DEI monthly sessions.
- The Administrative Care Coordinators and Daytime Crisis team reached out to 884 individuals who had received services from the Emergency Department within seven days.
- Recovery Place Seattle was at, or close to, capacity since June 2023.
- New Hires in 2023 – 196. 12% increase in staff
- Valley Cities was able to establish protocols to be able to accept Methadone Maintenance Clients by collaborating with Opioid Treatment Programs in the area.
- Surpassed goal of service hours by 18% in our Prevention and Community Support Program
- Implemented DialPad system to replace outdated phone system.



Rural Locations Added

Current: 8



2023 Contacts Made

225



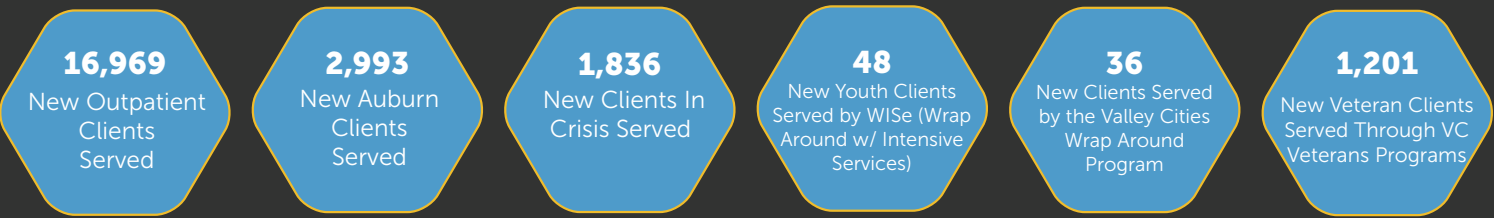
Scan to learn more about Valley Cities serving the behavioral health needs in rural areas!

OUTPATIENT FACILITIES

With 11 outpatient clinics located throughout King County from North Seattle in Bitter Lake down to the rural city of Enumclaw, we are constantly celebrating the wins and achievements of our clients and our staff throughout the year. We are ecstatic to share that our Auburn clinic won the Auburn Reporter's "Best of Auburn" award for Counseling Services. Clinic manager Tracy Johnson shares, "It was truly an honor and a pleasant surprise to be awarded the 'Best of Auburn' in Counseling services for 2023. The Auburn Clinic staff were excited to be



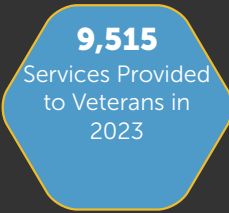
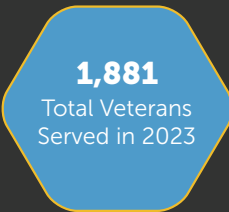
recognized for their dedication and commitment to the services they provide to our clients." The Auburn Clinic is one of our busiest clinics, so we are extremely grateful to the Auburn Reporter for this recognition. Well Done Auburn Team!



THE STEVEN A. COHEN MILITARY FAMILY CLINIC AT VALLEY CITIES

2023 Achievements

- We are officially providing care to military youth in TWO school districts at two schools working toward a total of five this year.
- Our director provided military cultural competency training to clinical staff at Kitsap Mental Health Services.
- We successfully completed our annual in-service training day to meet CARF compliance requirements.
- Our team had a great turn out for our clinic Trick-or-Treating event we hosted for military connected families.
- We hosted a ribbon cutting for our Boeing Community Room which included staff, local leaders and community partners. Boeing also provided art for this room created by Veterans in the Path with Art program as part of their recovery.
- Sponsored the 11th Annual VA Puget Sound Behavioral Health Summit



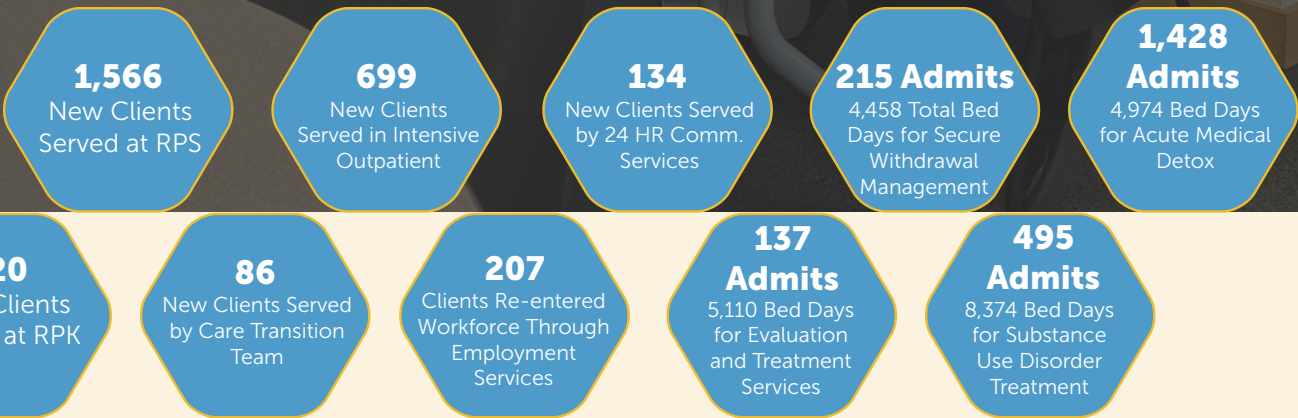
Scan to view the "Your Next Mission Podcast" and how Cohen Clinic at Valley Cities works to fulfill the mental health needs of military families in their communities including suicide prevention!

In April of 2024 The Cohen Clinic at Valley Cities held a fundraiser to benefit the clinic and celebrate their 5 years of serving the needs of veterans and military families. At that event they awarded The Boeing Company with their "Impact Award", thanking them for their continued support of the clinic and their mission!

INPATIENT FACILITIES

Our Chief of Inpatient Services, Dr. Richard Geiger, was invited to speak at the Seattle Metropolitan Chamber of Commerce's Business Issues Forum as a part of their Behavioral Health Panel. There was an excellent turnout for this discussion on behavioral health topics, one of which was the reasons behind the decreasing number of behavioral health professionals in Washington.

Dr. Geiger explained, "Valley Cities is unique in that our business structure is able to rely on multiple revenue streams to allow us to continue our mission to provide services to the least resourced and most vulnerable of our community." Dr. Geiger did a wonderful job of reinforcing why Valley Cities leads the way in King County when it comes to behavioral health.



In August, Congressman Adam Smith and Seattle Mayor Bruce Harrell joined our Chief Executive Officer, Shekh Ali for a tour of Recovery Place Seattle, gaining a first-hand idea of the needs of our clients.



"We were excited to open up RPS's doors to the local politicians who were interested in visiting and learning more about the kind of work that we do. They wanted to hear what they could do to spread awareness. We were eager to discuss barriers and needs and to collaborate addressing on the drug crisis together. It was nice to see them out in the community in the places that underserved community members access services."

-Vicki Brinigar | Director of Recovery Place Seattle

SPECIALTY PROGRAMS

Mental Health First Aid

2023 STATISTICS

Total Participants: 1,857

Total Trainings: 146

Youth Trainings: 70

Adult Trainings: 76

Spanish Trainings: 16

Virtual Trainings: 111

In Person Trainings: 23

Valley Cities continues its partnership with King County to maintain a program designed to increase the number of people in the community trained in Mental Health First Aid (MHFA). The focus is to reduce the stigma associated with behavioral health disorders, teach participants the signs and symptoms of mental health challenges, how to talk with someone experiencing a challenge and how to connect them to professional resources.

MATCH

2023 STATISTICS

Total Clients Served
845

The Medication Assisted Treatment and Community Health (MATCH) program quickly and easily provides medication to people with opioid-based substance use disorders. The MATCH program works with individuals on a short-term basis, generally 4-6 weeks. During this time, a client will begin their initial prescription, stabilize with an appropriate dose, and meet regularly with a Care Navigator to address barriers to wellness and stability.

New Journeys

2023 STATISTICS

Services Provided 1,200+

Clients Served: 29+

Miles Traveled: 14,000+

Contacts Made: 300+

The New Journeys Program is focused on providing comprehensive treatment to individuals experiencing a first episode of psychosis. Valley Cities provides coordinated care by working with the client, family, friends, doctors, teachers, employers and other supports connected to the client, based on their preference. Over 70% of services were provided in client homes or in the community.

VALLEY CITIES WRAP PROGRAM CROSSES MAJOR MILESTONE IN 2023

WRAP, known as the "Wellness Action Recovery Plan", was created by a group of individuals headed by founder Mary Ellen Copeland. Rooted in Evidence Based Practices, this curriculum is used worldwide by millions of individuals to help their mental health. Mary Ellen digitally joined our WRAP facilitators for a special meet and greet and to thank us for the hard work our team has put in and the strides we have made with the WRAP program here at Valley Cities. This meeting was during a week long conference and training that now sets Valley Cities as the **only** organization that will be offering WRAP 1 seminars online and reduces the certification of WRAP 2 seminars from 5 days to 3 days with the newest curriculum.

49

Community Members Trained in WRAP 1&2

34

Staff Members Trained in WRAP 1&2

*"This curriculum & way of life has changed so many lives. Where its going, we will be able to change even more by **breaking barriers to accessibility.**"*

- Lisa Brown | Peer Support Supervisor & WRAP Program Manager

\$40,100 for Valley Cities

VALLEY CITIES BOARD OF DIRECTORS

As I begin my fourth year of service on the Valley Cities Board of Directors I am reflecting on the remarkable resilience and forward movement that our organization has demonstrated. A tribute is owed to Shekh Ali, our CEO, and his leadership team for bringing us to this point. Having weathered world-changing forces, fears, and uncertainty, Valley Cities is thriving in so many ways. Our remarkable staff and effective programs remain steadfast - devoted to the mission of the agency. Post-pandemic, we see ourselves in a transformed world, facing new challenges as well as familiar ones. Our momentum and sense of purpose will meet these challenges with leadership and innovation.

"The Board and the Leadership staff are clear-eyed about the challenges that must be met; we see these also as opportunities."

In the past year the Board of Directors came together for a one-day retreat that served to renew and solidify our focus and recommit to working effectively together. A notable theme for the day was the invaluable resource we have in the staff who serve in every role at Valley Cities. More recently the Board approved newly revised statements of our Mission, our Vision, and our Core Values. This has served to energize and focus our thinking in support of an overhaul of our Strategic Plan.

I feel excited about the future of Valley Cities. The Board and the Leadership staff are clear-eyed about the challenges that must be met; we see these also as opportunities. We will respond with a commitment to excellence and innovation, and intelligent fiscal management. I am proud to serve.



Megan Pukala
Vice-Chair



Holly West
Secretary



Jennifer Harjehausen
Board Member



Linda Osborne
Board Member



Marcie Palmer
Board Member

Dan McDougal-Treacy
Valley Cities Board Chair



Board Member Feature: Meet Janet Spangler

Janet Spangler spent her career in a wide variety of roles within the mental health industry, from working as a clinician to working as an administrator for clinics in California. Now, she serves a pivotal role as one of the members of our Board of Directors. She has experience in inpatient and outpatient care, in working with clients from youth into late adulthood, and has experience with cooccurring diagnoses. She's also the mother of three adopted children.

She's committed to our mission, because we're doing the work to fight the stigma behind seeing a mental health professional. "I'd like to see society look at visiting a mental health clinic the same way we see going to a dentist or a family practice doctor."

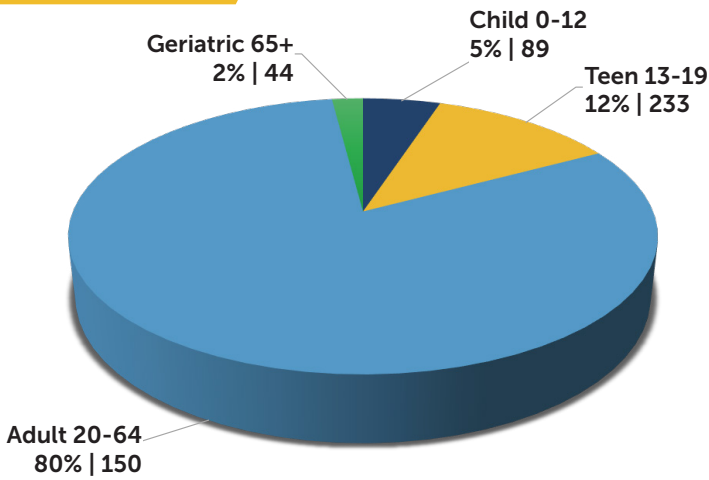
What she loves best about being a board member with us is that our Board is truly committed to making change. "The board is really dedicated to the principles and values of inclusion, celebration of success, and community, which is very different from the boards I've been on. There's a focus on improvement of service over fiscal gains."



Janet Valdivia Spangler
Board Member

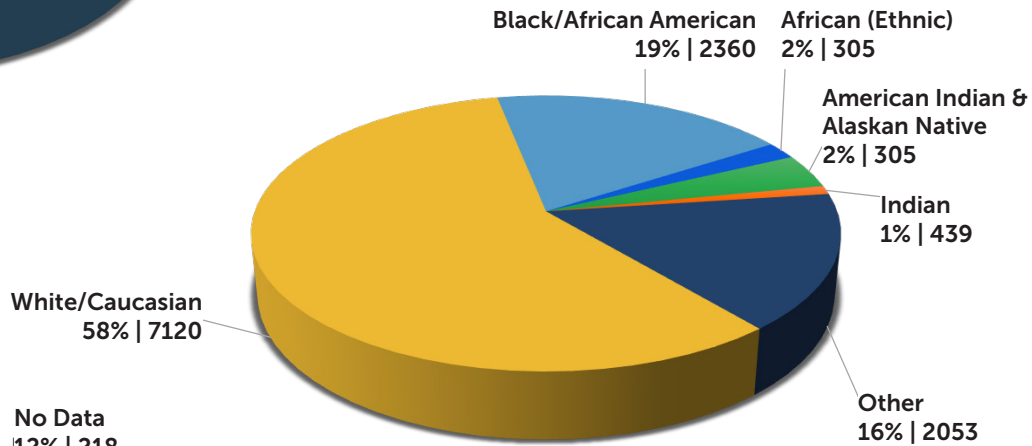
CLIENT & STAFF DEMOGRAPHICS

CLIENTS BY AGE

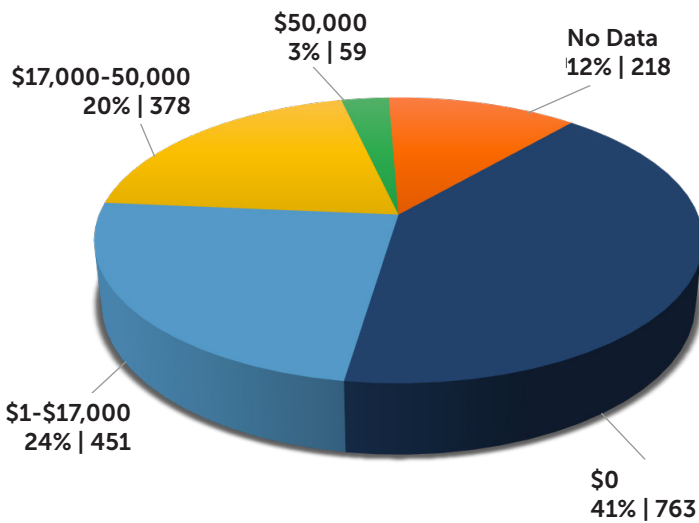


"Diversity, equity, and inclusion within our organization will provide us with a full range of perspectives. This will make us better able to meet the needs of the diverse community we serve."

CLIENTS BY RACE AND ETHNICITY

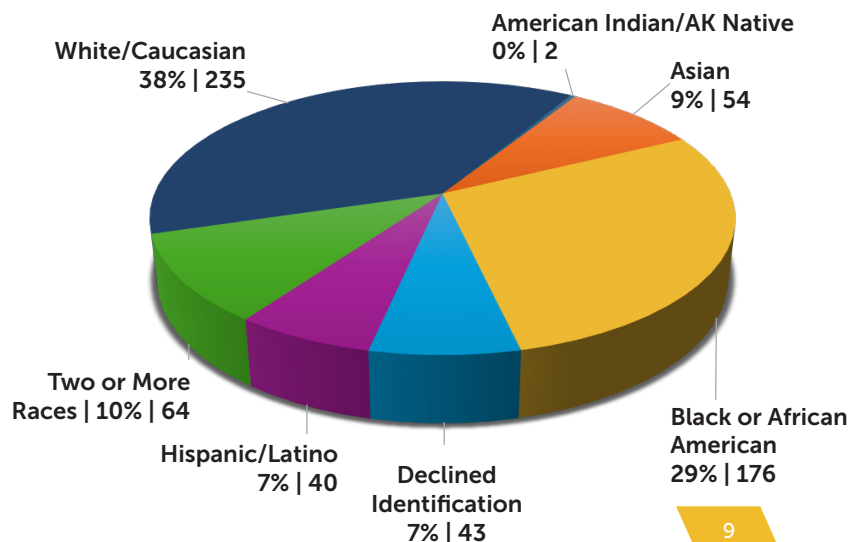


CLIENTS BY INCOME



VALLEY CITIES STAFF IN NUMBERS

FEMALE STAFF: 451
MALE STAFF: 163

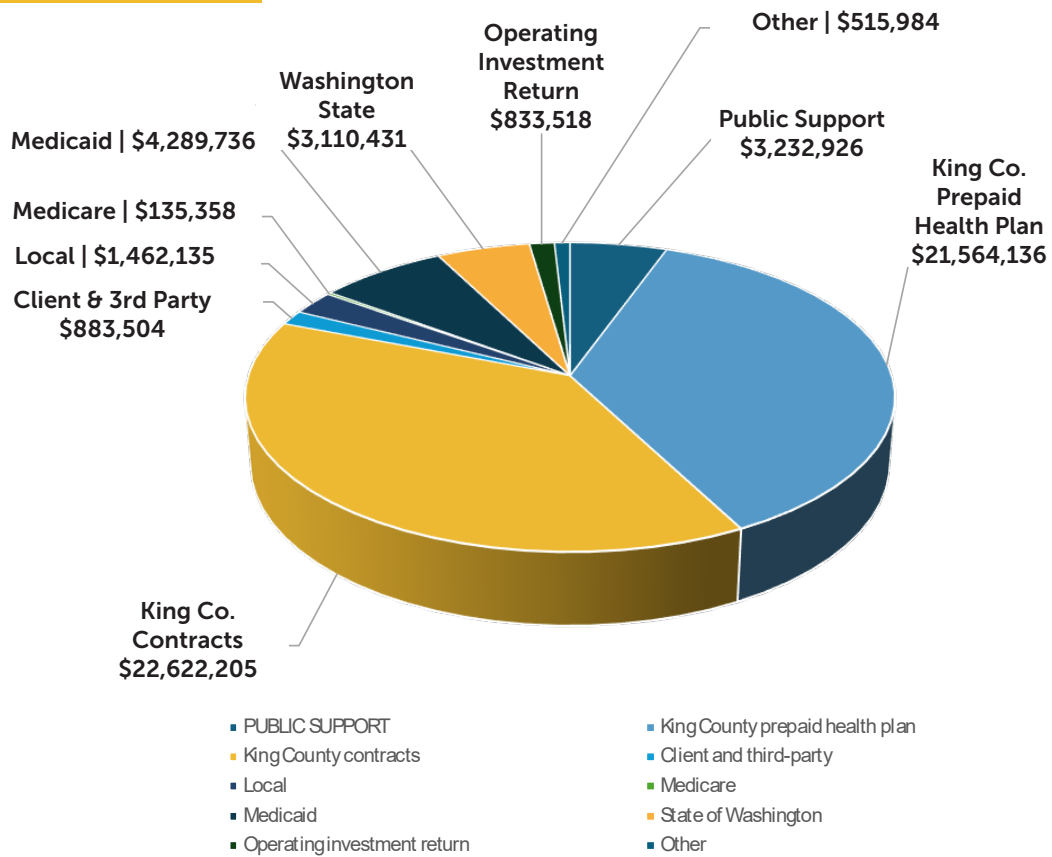


"We will provide quality behavioral healthcare without a regard to a person's culture, ethnicity, economic status, sexual orientation, gender, or ability to pay."

-Shekh Ali | Ceo

FINANCIAL BREAKDOWN

2023 PUBLIC SUPPORT & REVENUES



	NET ASSETS WITHOUT DONOR RESTRICTION	NET ASSETS WITH DONOR RESTRICTION	TOTAL
PUBLIC SUPPORT			
Contributions	\$83,553	\$ 3,149,373	\$3,232,926
REVENUES			
King County Prepaid Health Plan	\$21,564,136		\$21,564,136
King County Contracts	\$22,622,205		\$22,622,205
Client and Third-party	\$883,504		\$883,504
Local	\$1,462,135		\$1,462,135
Medicare	\$135,358		\$135,358
Medicaid	\$4,289,736		\$4,289,736
State of Washington	\$3,110,431		\$3,110,431
Operating Investment Return	\$833,518		\$833,518
Other	\$515,984		\$515,984
SUBTOTAL	\$55,500,560		\$58,649,933
Net Assets Released From Restriction	\$1,818,111	-\$1,818,111	
TOTAL PUBLIC SUPPORT AND REVENUES	\$57,318,671	\$1,331,262	\$58,649,933

2023 TOTAL EXPENSES

Salaries and Wages	\$35,909,105
Employee Benefits	\$4,634,313
Payroll Taxes	\$3,150,745
Payroll Expenses Subtotal	\$43,694,163
Other Direct Expenses	\$10,876,374
Total Operating Expenses	\$54,570,537

CHANGE IN NET ASSETS

Net Assets: Beginning of Year	\$37,344,439
Total Public Support and Revenues	\$58,649,933
Total Expenses	\$54,570,537
Change in Net Assets	\$4,079,396
Net Assets, End of Year	\$41,423,835

OUR VALUED DONORS

Executive: \$85,000+

Bob Woodruff Foundation
Boeing Company

Leaders: \$15,000+

Seattle Foundation
South King Fire and Rescue
Aid Fund

Patrons: \$1,000-\$5,900

Dr. A. Zimberoff Good
Project
Fund of the Jewish
Federation
of Greater Seattle
E3 Wines
Michael Hori
Pirthpal Kular
Leaving the Sidelines
Nine9Line
Megan Pukala
The Robins/Larrowe
Donations Fund
United Business Machines

Ambassadors: \$500-\$999

Shekh Ali
Chakib Belfarji
Blackbaud-Boeing Giving
Dan McDougall-Treacy
Jonathan Oliver
Permission to Start
Dreaming
John South
Wayside United Church of
Christ

Holly West

Advocates: \$250-\$499

America's Credit Union
Susan Cunningham
Teresa Curry
Federal Way Farmer's Market
Stacy Fortney
Jennifer Harjehausen
Housing Development
Consortium of
Seattle-King County
John Keimig
Suzanne Laurel
Jamie Noritake Henson
Linda Osborne
Edward Siegel
T-Mobile
John Volk
Norman Weinberg

Friends: \$100-\$249

Gerald Amaral
Amazon Smile
Brenda Asare
Rose Baldrige
Charles Bordy
Scott Driver
John Grossman
Kroger
Patricia Marcus
Michael Marlatt
Gary Minnier II
Stephen Murphy
Omron Foundation Inc

Mike and Cathy Peterson

Keith Seinfeld
Steven Smith
Shannon Spicciati
Stanford Tran
Washington Gives

Supporters: \$10-\$99

Brandy Atkinson
Vicki Brinigar
Lisa Brown
Margaret Buckholdt
Brenda Garinger
Dr. Richard Geiger
Glens Falls National Bank
and Trust Company
Tom Hauger
Rupleen Kaur
Eric Milne
Mike & Cat Morton
Mary Kay Owen
Christina Petty
Rantej Singh
Janet Spangler
Payton Standfill
Alicia Stein
Employee Community
Giving Fund
United Way of King County
Mark West

**325 W Gowe Street
Kent, Wa 98032**

OUR MISSION

To empower and enrich our communities through comprehensive mental health and substance use treatment, one individual at a time.



**FOLLOW US ON SOCIAL
@VALLEYCITIESBEHAVIORALHC**

SAVE THE DATE!

Valley Cities Providing Pathways To Recovery

Fall Breakfast Fundraiser

WHEN: October 3rd 2024

TIME: 9:00AM-10:30AM

WHERE: Staybridge Suites: Federal Way

ADDRESS: 32124 25th Ave S Building 1

Federal Way, WA 98003

SCAN TO RSVP!

