

Year in Review

Valley|Cities



Valley Cities Staff

Behavioral health treatment centered on
wellness, resiliency & recovery.

2012
Annual Report to
the Community

Building healthy communities, one person at a time.

Valley Cities Partnering

2012 Annual Report to the Community

2012 proved to be a gratifying year at Valley Cities. We served nearly 5,000 children, adults and families in 2012, providing mental health and chemical dependency services, supportive housing, employment services, outreach to homeless individuals and families, and specialized services for active military and veterans. We continue to integrate trained and certified Peers Support Specialists into all of our programs, allowing those who have been in treatment, are grounded in their own recovery and are motivated to help others find hope and grow in their recovery process.

In June of 2012, the Supreme Court issued a landmark decision upholding the constitutionality of the Affordable Care Act. This ruling opened the doors for Medicaid Expansion and Health Care Reform making health insurance available to millions of people nationally and hundreds of thousands of people here in King County.

In July of 2012, we launched Pro-Filer, our electronic health record. Thousands of hours of hard work brought about one the best launches ever seen by our contract partner, Unicare. The addition of an electronic health record allows Valley Cities to be on the leading edge of technology and better prepares us for the exciting changes that lie ahead in health care. After the successful launch we continued to work on improving data and reporting and expect to be a truly data driven organization in 2013.

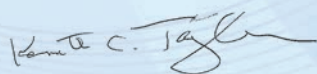
In December 2012, the Attorney General Office's Grant office provided us with funding to create primary care examination rooms in our Kent and Auburn offices. Our partners from HealthPoint will provide the primary care professionals. This coupled with our staff providing behavioral health services at the HealthPoint Midway site in the fall of 2013 will mark two huge successful efforts at integrating mental health and primary care in one location to create the best care for our clients and their families.

Valley Cities is proud to call South King County our home and recognizes that there are disproportionately high numbers of uninsured, sick and poor people living here. To these ends we launched a strategic planning process called a Balanced Scorecard. Some of the highlights of the scorecard include:

- Transforming Valley Cities into a performance-based, outcome-driven organization with aligned performance measures for each program and position.
- Develop and implement compensation and aligned staff evaluation systems consistent with desired organizational performance outcomes.
- Implement an Organizational Development Initiative beginning in 2013 including a re-design of business processes and workflows to streamline and align with a refined Model of Care.
- Assess and adjust organization structure to best support and drive the new process.
- Create and sustain robust internal communications processes.

Now is truly the most exciting time to being working in behavioral health care and medical care in general in the past 50 years. Thank you for your continued support.

Ken Taylor, Chief Executive Officer



Kenneth C. Taylor
Chief Executive Officer



Brian J. Wilson, Board Chairman



Brian J. Wilson
Board Chairman



Valley Cities Mission & Vision

Mission

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

Vision

Valley Cities will be the trusted leader in providing integrated, quality, and recovery-oriented behavioral health services to achieve healthy and compassionate communities.

Core Values

Valley Cities ... Responds to everyone with dignity and respect
Advocates principles of health, wellness, and resiliency for each individual
Believes in integrity, excellence, accountability, and positive outcomes
Understands that overall health includes mental health

Electronic Health Record

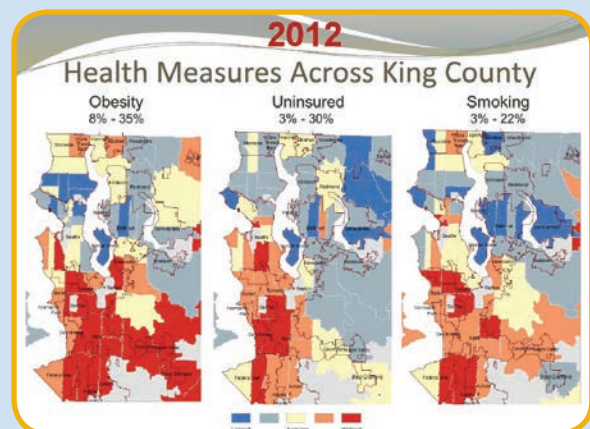


Valley Cities' leadership recognized years ago that investment in an electronic health record (EHR) would be essential to be a full participant in delivering behavioral health services in the coming years. Our EHR, called Pro-File (a Co-Centrix product), is present in every client

interaction. An EHR includes the full record of client care, it maintains schedules for all clinicians and consumers and it organizes and presents data regarding client outcomes or program performance for clinicians and managers to use in decision making.

Pro-File also communicates with other health care systems such as hospitals or pharmacies, it handles all financial transactions associated with client care and it permits consumers to actively participate in care planning.

After years of planning, culminating in six months of intensive staff training, we activated our electronic health record on July 2, 2012. Innumerable hours of planning, programming, data conversion and testing had taken place in the background through the leadership of Project Manager Nikole Penman. Each clinician received 13.5 hours of training, which was provided by their managers who had themselves each been trained for 30 hours. The week of "go-live" was one of mixed excitement and trepidation, nicely balanced by a celebratory atmosphere that featured "swag bags," a visit from the ice cream truck, and lots of pats on the back.



In retrospect we know that the true investment in an electronic health record comes in the months and years that follow implementation. We have learned to "work out the wrinkles" and sustain our learning curve to maximize the benefits of our new system. We are now prepared to look forward to the new opportunities and expectations that will come toward us through health care reform – and we now have the data organized in a way that we can use to show all of the excellent work Valley Cities does with its clients and the community.

Auction & Sponsors

Valley Cities Counseling held our
9th Annual Community Awards and Auction
on Friday, March 30th at Emerald Downs in Auburn, Washington

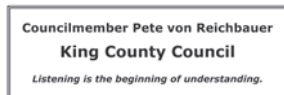
This year's theme, "Celebrating Hometown Heroes" helped us come together to celebrate those heroic people moving from homelessness to stability and from mental illness into recovery and all of our other community heroes: volunteers, veterans, active military, first responders, teachers, and partner agencies working to help our vulnerable neighbors. We raised nearly \$30,000 to benefit children, young adults, families and veterans in our Housing Program.



Special thanks to our generous presenting sponsors:

Muckleshoot Charitable Fund, Columbia Bank, Mutual of Enumclaw, Wild Waves, Green River Community College, Comcast Business Class, Pete von Reichbauer and the Valley Cities Board of Directors

**A big thank you to all of our table sponsors,
our staff and volunteers who made this event possible.**



Building healthy communities, one person at a time.

2012 Community Award Winners



COLLABORATION

Mark Lovell, *Marketing Director at Precision Collision*

While very busy with his full time job as marketing director for over a dozen Precision Collision locations, Mark is deeply committed to community service and giving back. As a member of the National Auto Body Council (NABC), Mark has been an advocate for their Recycled Rides program; this program takes "salvaged" or "total loss" vehicles from local insurance companies and completely renovates them to be donated to needy individuals or charities. Mark has been a long time supporter of the work of Valley Cities and really wanted to find a significant way to support our work and in particular our work with homeless veterans. It has taken nearly a year with his "never give up spirit and tenacity" to find a repairable wheelchair accessible van, but it finally happened - thanks to Mark, a true collaborator in every sense of the word.

ADVOCACY



Libby Quesada, *Dean of Students, Rainier View Elementary School in Federal Way*

Valley Cities' Medical staff and our Federal Way Child and Family Services team want to sincerely honor Libby for always going above and beyond for students that are struggling at school. She will often accompany students and families to their appointments to provide feedback from the school, always doing so in the most sensitive and therapeutic way. She has advocated for cutting edge interventions for students with behavioral issues in her school, and has even driven to a client's home to obtain signatures for consenting to treatment. We are in awe of her commitment to our community. Her deep understanding of behavioral health issues in children and that with treatment children and families can heal and build resiliency so that this child can thrive is extraordinary. We applaud her and wish we could clone her at every school!

DIRECT SERVICE



Jean Fennessy, *Division of Vocational Rehabilitation (DVR) Counselor at the SeaTac DVR office*

Jean is our Employment Services (ES) liaison and works directly with Valley Cities and our clients. She understands Mental Health and is both fair and efficient in getting our clients the services they need. Even though our caseloads have grown astronomically, she continues to carve out time to come to provide on-site orientations and intakes for our clients to save them a trip to her office near the airport to go through general orientation.

She also makes it a point to welcome our Valley Cities Primary Clinicians to appointments when they occasionally join the ES Staff. Lastly, she is great about collaborating and fits in regular face-to-face consultations with our Vocational Specialists. We have worked with her for many years and she continues to exemplify the DVR-Mental Health relationship, as it is meant to be used.



INNOVATION

The WarmLine Catherine Hawks Bryson, *Board President*, DeAnn Spangler, *Board Vice President* and David Black, *Board Treasurer*

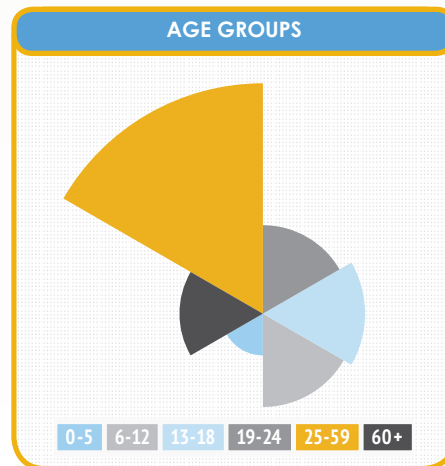
The WarmLine, a consumer-run group that works alongside community mental health agencies in the development, implementation, promotion and maintenance of a peer-to-peer telephone resource and support line that offers adult consumers of mental health services encouragement, support, resources, and hope. This all volunteer resource ensures adults will have someone to talk to before they are in crisis.

Program Highlights

Coming-Up Program (CUP)

The Coming Up program for homeless youth began in April of 2009 to reduce young adult homelessness in the underserved south King County area. Valley Cities, along with our partners Auburn Youth Resources, sponsors housing units and provides supportive services to participants in the program. The program began in 2009 with 15 units which quickly filled; 15 additional sponsor-based units were added bringing the total to 30 units. Participants must be between 18 and 25, and meet baseline HUD requirements for income and homelessness to be admitted. From 2009 to 2012, CUP served a total of 55 households and 59 clients.

Compared to data in King County, CUP may serve a younger, more racially diverse group and a greater proportion of females, than the general population of homeless or unstably housed young adults in King County. Participants in our Coming-Up Program appear to be attaining stability in housing, and connecting to benefits while in the program. The overall one-year housing stability rate for participants in Coming Up is 82%, with 76% housed continuously for one year or more. As the program has matured, participants' overall time in housing appears to be increasing steadily. Additionally, nearly twice as many participants in Coming Up experience an increase in income while housed with the program as see a decrease.



Medical Services at Valley Cities



2012 was a year of change and growth for the Medical Services department at Valley Cities. In February, Dr. Brian Allender was named our Medical Director, overseeing the work of our medical staff of 12 Nurses, Nurse Practitioners and Psychiatrists.

Having served at Valley Cities since July of 2007, Dr. Allender has made significant contributions to the care provided here beyond his usual involvement with our consumers providing psychiatric evaluation and medication management. He assisted in implementing a cutting edge model of psychiatric consultation to primary care clinics which allowed those physicians to offer much more complex approaches to treating mental health patients than is typical in those settings. Perhaps most significantly, over the past six years Dr. Allender has provided clinical training for staff in Dialectical Behavior Therapy (DBT), an evidence based practice for severe emotional dysregulation, usually related to trauma. A full model DBT program is now available to Valley Cities' consumers.

He has also provided trainings on other evidence based practices for anxiety disorders.

As Medical Director, Dr. Allender has continued to advance the initiatives he had already undertaken. The range of evidence based practices available to consumers at Valley Cities continues to grow. He has been a key participant in developing a strategic partnership with HealthPoint, a community health clinic, with whom we are developing plans for integrating primary care and behavioral health to benefit all of the communities of south King County.

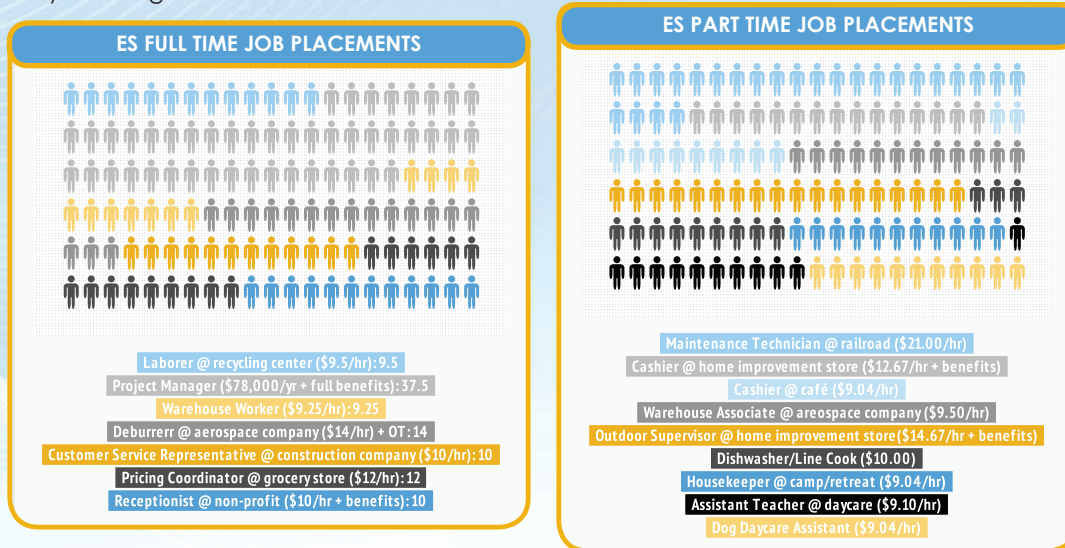


In June, Valley Cities welcomed Dr. Michael Ramsey, a child psychiatrist who came to us from Ohio via a recent tenure at Overlake Hospital. While in Ohio, Dr. Ramsey provided psychiatric services in children's inpatient and outpatient settings, forensic settings, and in emergency settings. Adding notable depth to his body of work, Dr. Ramsey also has a solid background in teaching, training and youth development activities prior to his medical career. Dr. Ramsey is a valuable asset in our spectrum of child and family services.

Continued Success for our Employment Services Program

Valley Cities Employment Services Program utilizes an Individual Placement & Support (IPS) model of Supported Employment, which is an Evidence Based Practice (EBP). As an EBP, the program is monitored by an independent review panel annually. As of December 2012, Valley Cities Employment Services is rated as a "Good Fidelity" program. This rating reflects the great work the small team does to serve all clients who express motivation to return to work and to rapidly assist them in finding competitive employment in the community.

The other half of this team's work is to develop relationship with local employers in order to understand business needs and ensure solid job matches with our job seekers. If you are a local business interested in working with our program to obtain qualified candidate for your opening, please contact Liberty Knerr, Program Manager at LKnerr@valleycities.org.



Valley Cities' Team of Care

Just over three years ago, Anna lived a nice life with her family in Las Vegas. She was very driven, at one point working three jobs, until she suddenly fell ill with the Swine Flu, which quickly led to hospitalization and a month-long coma. Her husband contracted the same illness, and passed away while Anna was still comatose leaving her family to deliver the devastating news of his death. Anna recovered and moved with her son to the Pacific Northwest to be near her husband's family, but soon fell into a deep depression. For nearly three years she was barely able to function and unable to work. They were living on her husband's life insurance and it was nearly gone. The small amount of Social Security benefits they received did not cover the bills. They moved into a small apartment and had to ask family for financial help, which caused Anna to feel shame. She then fell ill again, and had to spend over a month in a nursing home to recover. She was tired of barely living and was worried about how her depression was affecting her son, saying, "My husband would not want me to live sad and depressed." Her medical doctor suggested she seek help for her increasing anxiety and depressive symptoms and referred her to Valley Cities. After three short months of working on her mental and physical health with a Valley Cities' clinician, Anna felt she was ready to start the job search and her clinician referred her to Valley Cities' Supported Employment program.

Anna had been making huge strides in her recovery and she wanted to go back to work. Her Supported Employment vocational specialist recognized that she was still fragile, as Anna found it difficult to get out of bed let alone actively seek a job. With the encouragement from her Valley Cities' team, she was reminded that she was successful and that there was a brighter future ahead that included returning to work. Her vocational specialist contacted employers on Anna's behalf and worked with Anna on pre-employment skill-building. With Anna's persistence and hard work with her clinician and vocational specialist, she gained confidence and began to believe in herself. Not long after, a Valley Cities' partner employer hired Anna and is as happy with Anna as she is with finding work and freedom from the despair that gripped her life.

"After going through some very difficult times, both emotionally and physically, the team at Valley Cities helped me recover and grow. The Employment Services team and my clinician assisted me with interview skills, job leads and confidence building exercises so I could stand on my own again. Having a job has been such a boost to my self-esteem. Not only do I feel like a part of the world again, but I am happy, truly happy. Being employed and being able to care for myself and my son has given me a new and better outlook on the future. I don't want to even imagine where I could be or how my life would be had I not taken the first step and asked for help."

Success Stories

Patsy's Story



My name is Patsy and I am now a recovery ambassador. For many years of my life, I found myself in abusive and unhealthy relationships. Nearly twenty years ago, one tragic event turned my life around and the emotional rollercoaster began. I witnessed the

murder of my live-in boyfriend during a domestic dispute when our apartment manager intervened and shot him seven times right in front of me. I turned into a disaffected and lost soul, used drugs to numb the pain and eventually committed crimes, landing in prison. I went from a productive member of society to a menace to society. After 15 years I got sick and tired of feeling alone, broken, addicted, and homeless. Those lonely jail and prison visits were my breaking point. I finally decided to do something about it. This is when the hard work began.

I wanted to rid myself of the depression and anxiety that was instilled inside me. I no longer wanted to deal with my emotions in an unhealthy manner, wanted to become strong in my own recovery and learn new tools necessary to cope with life on life's terms. I was able to find both a chemical dependency and mental health counselor and started the process of getting my life back. Through counseling at Valley Cities and other programs I've learned to forgive myself and others, helping me bury my losses and

say goodbye to my addiction, and giving me a sense of direction and purpose in life. I know about codependency and have healthy boundaries. I love myself again. I am learning to live for today and not in the past, attaining coping skills and healthy responses to stressful situations through conflict resolution.

As I became healthier, I decided I wanted to give back and walk alongside others who are experiencing some of the same things that I did. Eventually I became an accomplished student, daughter, friend, and found something I love doing – I am now employed as a Forensic Peer Support Specialist. I turned my life around and went from victim to victor. I want the world to know that recovery is possible, to help remove the stigma in our community, to show lawmakers that there is hope and that with opportunity any man or woman can do the same.

Patsy Murphy is a Certified Forensic Peer Support Specialist with the SCORE Program at Valley Cities. She received her Bachelors Degree from the Evergreen State College and is practicing as a Chemical Dependency Professional Trainee (CDPT) as well as a Peer. She is continuing her studies by beginning work on a Masters Degree in Social Work this fall at the University of Washington. Patsy has been with Valley Cities for just over one year and is very passionate about serving the underrepresented and underserved population in the community – especially the incarcerated and formerly incarcerated.

2012 Donors and Funders

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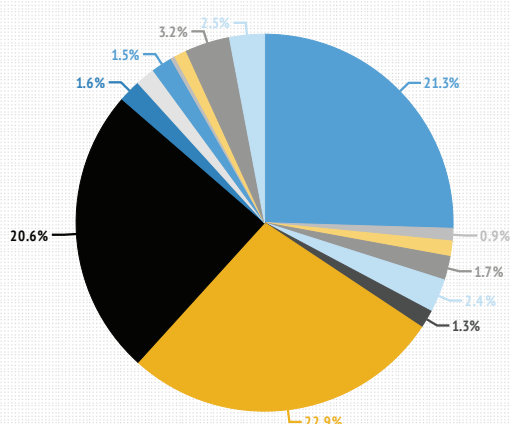
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Please accept our sincere apology if we missed your name, you are very important to us.
Please call Dan McDougall-Treacy at 253-205-0618 or email him at dmcDougalltreacy@valleycities.org and he will immediately correct our records.

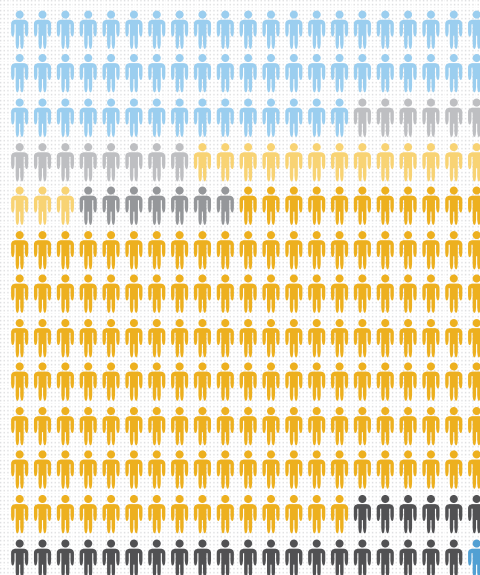
Client Demographics

KING COUNTY CITIES



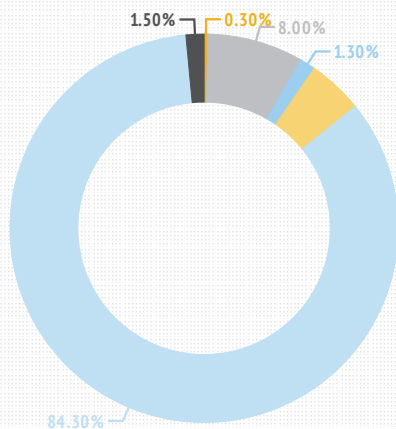
Auburn Bellevue BURIEN Covington DES MOINES
 Enumclaw Federal Way Kent Maple Valley
 Normandy Park Ravensdale Renton Seattle
 Other King County Cities Outside King County

RACE



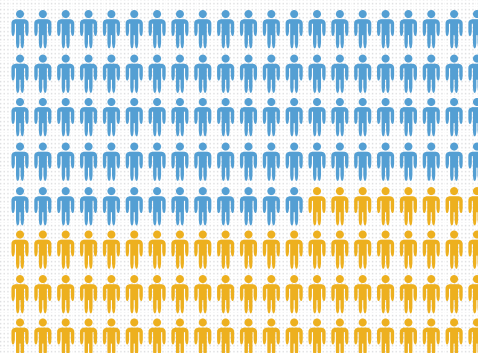
Black/African/African American Asian/Asian American
 American Indian/Alaskan Native/Aleut/Eskimo
 Hawaiian Native or Pacific Islander White or Caucasian
 Some Other Race Unknown

HISPANIC OR LATINO ORIGIN



Cuban Mexican/Chicano/Mexican American Puerto Rican
 Other Spanish/Hispanic Not Spanish/Hispanic Unknown

GENDER



Male Female

People QuickFacts

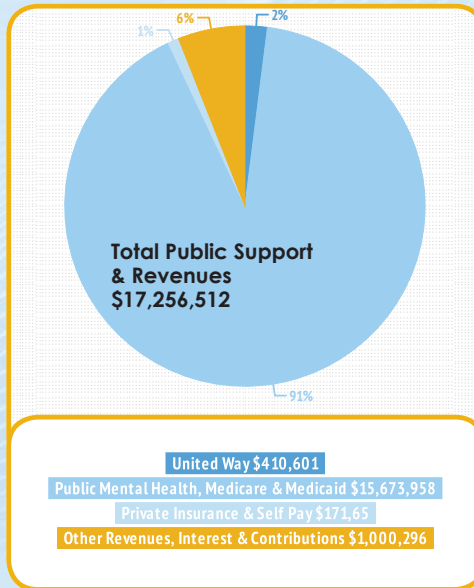
Population, 2012 estimate
 Population, 2010 (April 1) estimates base
 Population, percent change, April 1, 2010 to July 1, 2012
 Population, 2010
 Persons under 5 years, percent, 2012
 Persons under 18 years, percent, 2012
 Persons 65 years and over, percent, 2012
 Female persons, percent, 2012

King County Washington

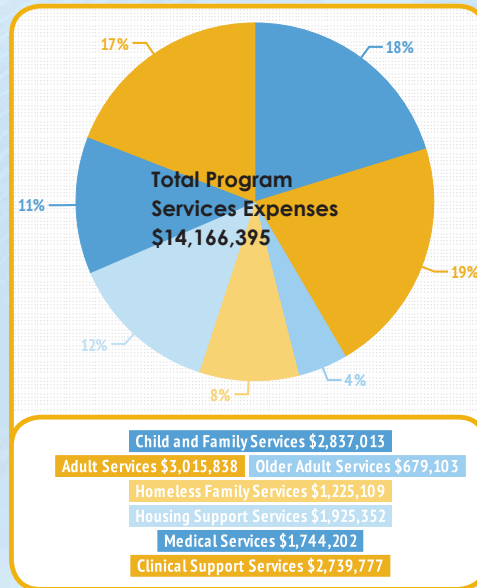
2,007,440
 1,931,246
 3.9%
 1,931,249
 6.2%
 21.1%
 11.6%
 50.1%

2012 Financial Overview

Public Support & Revenues



Program Services Expenses



Other Expenses

Management & General	\$1,430,257	9%
Fund Raising	\$86,567	1%
Program Development/Compliance	\$157,941	1%
Total Expenses	\$15,841,160	100%
Total Assets	\$19,124,905	
Total Liabilities	\$10,947,870	
Net Asset Balance	\$8,177,035	

Valley Cities Board of Directors 2012



Brian Wilson, Chairman
Chief of Police,
City of Federal Way

Sharon LaVigne, Vice Chair
Retired

Iwen Wang, Treasurer
Finance & IT Administrator,
City of Renton

Jeannie Johnson,
Secretary Vice President,
Columbia Bank, Sumner

Walter Bishop,
Retired Architect Engineer

Deborah Casey
VP of Student Services,
Green River Community
College

Suzanne Smith
Former Federal Way
School Board Member

Kelly Togenes
Partner, Starbucks Company

Michael Tsai
Program Manager,
Sales Operations,
Boeing Company

Steve Williams
Retired Warehouse Manager

Valley Cities Officers 2012

Kenneth C. Taylor, CEO

Shekh Ali, CFO

Sonia Handforth-Kome, COO

Dr. Brian Allender, MD

Thank You!

Valley Cities Counseling was started in 1965 by the citizens of South King County. As we look ahead to our fiftieth birthday we want to share with you our celebration of growth and our commitment to the health and wellness of our Consumers and our Communities. Thank you for your support.

Valley Cities

Mental health treatment centered on resiliency, wellness and recovery.

Behavioral/mental health is essential to overall health – for individuals, families, and communities. Lives become compromised when a mental disorder is left untreated, when drugs and alcohol are abused or lead to addictive disorders, when families or individuals are traumatized, behavioral healthcare is unavailable or of poor quality, or when basic needs such as employment or housing go unmet. In these circumstances, security and hope are lost. Valley Cities works to restore hope for individuals, families, and communities by demonstrating that prevention works, treatment is effective, and people recover from mental health and substance use disorders.



Valley Cities Service Sites

Auburn

2704 'I' Street NE
Auburn, WA 98002

Federal Way

33301 1st Way South, Suite C-115
Federal Way, WA 98003

Kent

(Also Administrative Offices)
325 West Gowe Street
Kent, WA 98032

Renton

923 Powell Ave SW, Suite 100
Renton, WA 98057

Seattle - Outreach Only

655 S Orcas St, Suite 122
Seattle, WA 98108

General Information

253.833.7444

Access to Services

253.939.4055

www.valleycities.org

