2007 Annual Report

MISSION
Our mission is to strengthen our community and improve the lives of our clients by delivering excellent health and human services tailored to meet their needs.

VISION
To be the first choice of the King County community for a broad spectrum of effective behavioral health care services.
Values

In support of the Sound Mental Health mission, we commit to the following values:

Delivering the highest quality service by continuously improving the quality of our services, products and processes; being responsive to internal and external customers; and continuously improving value to our customers.

Demonstrating integrity and the highest standards of ethical practice in every aspect of our agency. This is evidenced by open, honest communication, fair and equitable treatment of employees, customers, and volunteers, and sound management practices.

Showing respect for individuals and for the cultural diversity of our employees, clients, and the communities we serve.

Supporting partnership, working together as a team to common goals, and seeking internal and external opportunities for collaboration.

Being responsible for our actions and obligations, as an organization and as individuals.

Cultivating an environment that encourages risk-taking, creativity, experimentation, and change in response to customer needs.

Providing leadership and innovation in behavioral health services to establish Sound Mental Health as the provider of choice for our community.

Providing a positive environment for our clients, guests, and employees.

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Chief Medical Officer
Michael Snyder, MD
What’s in a Name?

Just when we thought things couldn’t get much more exciting than they were in 2006, along came 2007. Success for a nonprofit service provider like Sound Mental Health (SMH) should be defined primarily in terms of the progress it makes toward accomplishing its mission. And although we traveled pretty far down that road in 2006, Chef Emeril Lagasse might say that in 2007 we “kicked it up a notch.”

Sound Mental Health’s array of outpatient service offerings took another step forward in January with the announcement from King County that SMH had been selected to manage the county’s Community Center for Alternative Programs (CCAP). This is a day reporting center that serves as an alternative to jail for individuals who have committed minor offenses, and who have difficulty with substance abuse. Counseling, care management, vocational training and other services are offered to help these folks break the cycle of chemical dependency and incarceration.

The next major outpatient services award occurred in mid summer, when SMH was notified that it had been chosen to receive the county contract for the Forensic Assertive Community Treatment (FACT) Program. This project is the first of its kind to offer a variety of outpatient psychiatric and care management services to adults with a high need for mental health and chemical dependency services, along with stable housing. With an award amount of $800,000+, this is the largest and perhaps most significant project won by SMH in many years, and is further evidence of the county’s confidence in our organization as the key provider of services to this complex population.

Later, SMH received more welcomed news from the county that we had been awarded funding to strengthen our supported employment program. This allows us to provide training and job placement services for clients who demonstrate the aptitude for holding a job in the “normal” workplace.

Two other programs received substantially enhanced funding in 2007 to allow them to expand services to more clients in need of them. Our Project START—which provides chemical dependency and mental health services to individuals with issues in both areas—received funding from King County to serve 20 additional clients. Six months later, we received word that SMH would receive more money to enhance our outreach and engagement services to individuals in South King County. This funding allowed us to expand our homeless services team, and facilitate linkage with the mobile health team of the Healthcare for the Homeless organization.

While most of our funding comes through King County and other levels of government, it is important to note that community foundations are becoming increasingly important to the work done by Sound Mental Health. For example, last year we received $210,000 from the Nesholm Family Foundation and $25,000 from the Norcliffe Foundation that allowed us to continue our middle school program. This project provides counseling and related services to students who are struggling academically, due in part to emotional issues of the student and/or challenges within the family.

We also received $75,000 from the Seattle Foundation to support our payee services. This program helps adult clients with serious mental illness control their financial transactions in a responsible manner. This can be a critical service for some people, as it helps ensure that they have enough money to last through each month, so they have enough to eat and do not risk losing their housing.

As important as these new and expanded project awards (continued on page 4)
(continued from page 3)

are to the continuing development of our outpatient services, it was the area of housing and residential services that made 2007 a watershed year. Sound Mental Health received no fewer than seven project awards last year relating to the creation of opportunities for housing and supportive services for people with mental illness and/or chemical dependency issues. These are as follows:

1. The City of Seattle awarded the Low Income Housing Institute (LIHI) funding to provide housing for 75 veterans and other homeless individuals. Upon completion of the project, Sound Mental Health will provide a range of mental health and related support services for these residents.

2. Other funds were awarded to LIHI for a similar project in Tukwila, to house 82 individuals. SMH will provide supportive services for those residents as well.

3. SMH partnered with Building Changes (formerly AIDS Housing of Washington) and the Housing Resource Group to develop an 18-unit housing project known as Kenyon Park. Upon its completion in the fall of 2008, Kenyon will be managed by SMH, and also will provide a host of support services for its residents.

4. The King County Housing Authority teamed up with SMH on development of an 18-unit housing project in Des Moines for adults with mental illness and substance use difficulties. Known as Holly Creek, this program will be managed by SMH, which also will provide various support services to the residents.

5. SMH was granted funding from the Washington Families Fund for Project Homestead, which will provide housing and support services to some 30 families over 5 years. These are at-risk individuals who have a mental illness and/or difficulties with chemical dependency, and a history of involvement with the correctional system.

6. SMH was one of four organizations in the state to be awarded a contract by the State Department of Community, Trade and Economic Development (CTED) for the Re-Entry Housing Pilot Program. The $871,108 award covers the period of January, 2008 through June, 2009 and will allow SMH to provide housing and an array of supportive services to 50 adults with mental illness and chemical dependency who have been involved with the correctional system.

7. In December, King County provided SMH another indication of its confidence in our ability to manage residential treatment programs. The county approved SMH as the contractor responsible for the provision of mental health services to 49 residents of Benson Heights, a long-term care facility in South King County. This major contract significantly improves our role in the residential treatment services arena.

Another major event occurring in 2007 involved a different kind of facility. Since acquiring the services and responsibilities of Northwest Behavioral Services in 1999, we have had a dream of creating a modern, more attractive location for our programs in the Kent-Auburn area. That dream came true last year with the opening of our new campus in north Auburn. The four-acre site contains two new buildings, with room for further expansion if needed. This move has allowed us to consolidate the services of three previous sites in Kent and Auburn into one, giving us a strong, visible footprint in South King County.

Speaking of major events, our second annual Mental Health Matters dinner took place on May 24th, and was even more exciting than the first. Special features included a table of five former governors, a videotaped congratulatory message from Governor Gregoire, presentation of the first Booth Gardner Community Mental Health Champion Award, comments from author Kathy Cronkite, and the announcement of the change of the organization’s name from Seattle Mental Health to Sound Mental Health. Capping the success of the evening was the fact that over $100,000 was raised to help support services for SMH clients.

These are simply the SMH highlights of last year; many other good things happened to benefit the children and adults we serve. Clearly, we took a giant step forward, thanks to the confidence in the organization shown by our funders, the leadership of our Board of Directors, and the dedication of our very talented staff, who work miracles on a daily basis.

Shakespeare had Juliet answer her own question, “What’s in a name?” by saying that “a rose by any other word would smell as sweet.” Although Sound Mental Health is but a new label for a 42-year-old organization, the name could never have been more applicable. SMH enters 2008 significantly stronger in virtually every way than it has ever been before. Still, we have many goals left to accomplish, and many people with mental illness and challenges with addiction left to serve. That is why we will continue to push to improve our current programs, and pursue funding for new ones, until the job is done. Too many people depend upon us for us to do any less.

David Stone
Chief Executive Officer
At Sound Mental Health we work together with our clients, their friends and families, community members and service providers to develop a treatment as unique as each of the clients we serve. Creating connections creates mental health.

Connecting to family and friends helps individuals feel close and supported. Close personal relationships give individuals a sense of protection and provide benefits for mental health and overall health. Close relationships can help individuals cope with stress, have someone to turn to when they are feeling lonely or vulnerable, and someone to talk to about decisions in their life.
At Sound Mental Health we connect our clients with a comprehensive team of professionals to support them in their treatment. Our staff support our clients with multi-disciplinary services including, individual, couple, family and group therapy, chemical dependency treatment, psychiatric services, vocational services, outreach and engagement, and housing. Sound Mental Health also works with providers in the community to create the best treatment for each of our clients.
A powerful way to feel emotionally strong and resilient in times of stress is to feel connected to your community. Connection to the community creates a sense of belonging and purpose. Teachers, coaches, mentors, neighbors, the local firefighter or the neighborhood librarian can become important figures in our clients’ treatment. That’s why at Sound Mental Health we strengthen our community one life at a time.
Sound Mental Health Locations

Providing comprehensive behavioral health services around King County.

**SEATTLE**

- Headquarters, Counseling and Service Center - Capitol Hill
  1600 East Olive Street
  Seattle, WA 98122
  206.302.2200

- Child and Family Counseling Services - Madison Park
  2719 East Madison, Suite 200
  Seattle, WA 98112
  206.302.2600

**EAST KING COUNTY**

- Counseling Services - East
  14216 NE 21st
  Bellevue, WA 98007
  425.653.4900

- Service Center – East
  14270 NE 21st
  Bellevue, WA 98007
  425.653.5000

- Counseling Services - Redmond
  16345 NE 87th Suite C-1
  Redmond, WA 98052
  425.653.4960

**SOUTH KING COUNTY**

- Counseling Services - Auburn
  4238 Auburn Way North
  Auburn, WA 98002
  253.876.7600

- Service Center - Auburn
  4240 Auburn Way North
  Auburn, WA 98002
  253.876.8900

- Counseling and Service Center - Tukwila
  6100 Southcenter Blvd.
  Tukwila, WA 98188
  206.444.7800

- Chartley House
  505 29th Street SE
  Auburn, WA 98002
  206.876.7650

Information/Access to services: 206.302.2300
Administrative Offices: 206.302.2200
Toll Free: 800.828.1449 • TTY: 206.302.2209
2007 Financials & Demographics

Revenue (TOTAL $33,454,000)

- Medicaid: 61%
- Other Government: 29%
- In-Kind Contributions**: 2%
- Individual Contributions**: 1%
- Other Revenue & Investments: 2%
- Grants: 1%
- Medicare, Insurance & Private Pay*: 3%
- United Way: 1%

Expenses (TOTAL $32,481,000)

- Outpatient: 72%
- Residential: 12%
- Administration: 16%

Clients By Age

- 18 through 59: 8,762
- Under 18: 2,215
- Over 60: 1,523

Clients By Gender

- Male Clients: 47%
- Female Clients: 53%

* Client Fees include Medicare, Insurance, Private Pay
** In-Kind Contributions include services & goods (primarily intern work hours)
Our Thanks to all of our 2007 supporters!

Sound Mental Health appreciates the contributions from individuals, companies and foundations. It is with their support that SMH served 12,500 clients in 2007.

Sound Mental Health has made every effort to accurately acknowledge our donors. To report corrections please contact the Sound Mental Health development office at (206) 302-2251.

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