Yearbook 2008
annual report
Another year of strengthening our community

...one life at a time

Left to right: Marisa Bassett, Tristan Symons, Loretta Baud, David Lewis, Terry Richardson, Lo Leang, Erin Grist, Jade Guerrero, Julie Turcott and Tanner Colton.
Vision
To be the first choice of the King County community for a broad spectrum of effective behavioral health care services.

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.

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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due to the declining state economy later in the year, the rate of growth experienced by Sound Mental Health moderated a bit in 2008, compared to the vigorous expansion seen during the previous several years. Nevertheless, the organization still continued to expand its reach in terms of programs and the number of clients served.

One of the drivers behind that growth was action taken by the State Legislature in its 2008 session. For the first time in years, legislators approved a substantial ($6.25 million statewide) increase in funding for people with serious mental illness who do not have Medicaid benefits. Some of these funds—coupled later in the year with King County monies—allowed SMH to facilitate enrollment of several hundred additional individuals into the county mental health system. Typically, these would be people that were in just as much need of services as those with Medicaid eligibility, but who were unable to complete (or maintain) that eligibility status, due to their mental illness and/or addiction disorder.

After initiating funding in 2007 of our Re-entry Housing Pilot Program for 50 individuals with mental illness and/or chemical dependency, the Department of Community, Trade and Economic Development decided to expand the program significantly in 2008. The state agency awarded SMH additional funding so that we could provide services and housing to another 50 individuals being released from the prison system. This program is intended to facilitate re-integration into the community of these individuals, who otherwise would have few resources—and therefore little incentive—to successfully create a life outside of a state institution.

Speaking of housing, SMH opened a new 18-bed apartment building in South Seattle in October. This lovely “green” facility offers studio units for adults living with AIDS, while also struggling with mental illness and/or addiction issues. The project is the result of a partnership with the Housing Resources Group and Building Changes.

In a similar vein, SMH received additional funding from both King County and two municipalities to serve adults and families who are homeless and suffer from mental illness and chemical dependency. The City of Kent awarded SMH a project previously held by another provider organization to serve such individuals and families in the Kent vicinity. We also received funding from the King County Veterans and Human Service levy to expand services to this population in the South King County area. The City of Tukwila gave SMH a small grant to serve people within its city limits who have mental illness and need housing—the first time SMH has received funding from that city.

We also received valuable funding from various community foundations and other organizations in 2008. The Nesholm Family Foundation continued its very generous support of our Middle School Pilot Program in the amount of $250,000. Group Health Cooperative added $50,000 to this important project as well. In addition, the Boeing Employees Community Fund donated $60,000 to pay for the elevator in the Kenyon facility. SMH also received $28,000 from the Northwest Children’s Fund, $15,000 from the Wockner Foundation and $6,000 from the Horizon Foundation to support our Domestic Violence program. Finally, an anonymous donor gave SMH $20,000 to fund much-needed improvements to our residential treatment facilities.

As usual, some other good things happened for SMH in 2008. We created new Consumer Resource Centers at our campuses in Auburn and in Bellevue, to provide clients the
technological skills training and equipment necessary to help them better access information and resources that might land them gainful employment.

Our third annual Mental Health Matters banquet was a great success, as were its predecessors. Over 350 friends of Sound Mental Health attended, and over $100,000 was collected in donations.

Another notable event was the accreditation of SMH by the Commission on Accreditation of Rehabilitation Facilities (CARF). This was the first year that SMH sought such accreditation, having earlier decided that it was a more appropriate credential for the organization than the more hospital-oriented JCAHO.

For the first time in its history, individuals representing SMH received two Exemplary Services awards from King County. Jody Schreven, a member of our Family Resources and Support Groups team, received one in the category of Advocacy. Staff from our Community Integration and Assistance Program also received an award for Systems Integration. We are very proud of all of these fine folks.

From a financial perspective, 2008 was a roller coaster ride for SMH. Unexpected cutbacks in support by some funders during the second half of the year were offset by an unanticipated one-time payment near year-end. An announcement of the elimination by the City of Seattle of an important program was later overturned by the City Council, after effective advocacy by SMH clients and staff. Once all of the dust settled, the organization fared reasonably well, ending up with a margin of just under 2%, which helped all of us breathe a little easier.

Of course, what matters most is the extent to which Sound Mental Health furthered its mission this past year; and on that point, there can be no equivocation. 2008 was the sixth straight year of solid growth for the organization. By year-end, SMH had provided services to over 14,000 individuals and families. That represented an increase of nearly 2,100 (20%) above the number served in 2002. During that period, SMH dramatically expanded its array of chemical dependency services and housing. The organization also increased its focus on services targeted for those who are homeless and/or offenders, as a result of their mental illness or difficulties with addiction.

However, Sound Mental Health's goal is not to grow for growth's sake. It is to grow our array of programs and services to the extent necessary to be able to provide both a continuum of care and a broad spectrum of care for those in need of our services. We also believe that having that array of services within a single effective and efficient organization is the best way to assure a high level of accessibility and quality for our clients. And although there no doubt are ways we can improve in those areas, we believe that SMH is traveling along that road at a pretty good clip.

David Stone
Chief Executive Officer
Sound Mental Health Leadership

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PHOTOS: ZONNIE TOLEDO AND ROBERT WADE PHOTOGRAPHY
At SMH we believe that providing a complement of services for our clients, including jobs and training, helps ensure success for the individual and the community.

SMH has been providing employment services for over 22 years. Our multi-layered approach is the industry standard. We offer pre-employment services (job interview skills, soft skills, job coaching, reliability, cooperation, managing stress, work-life balance) as well as post-employment services (on the job training, job expectations, long-term support of employer and employee, skill development, career development). SMH collaborates with employers to provide employment opportunities for our clients.

SMH’s collaboration with ENTERPRISE RENT-A-CAR is one such successful collaboration. In 2008 Enterprise Rent-A-Car has teamed with Sound Mental Health’s employment services to train and retain SMH clients as part of their team.

Over the last 50 years, Enterprise has risen from the basement of a single car dealership to the top of the industry. Enterprise believes their enduring success comes from strong values: treating employees and customers like family and never compromising their commitment to superior customer service. Today those values are translated into action by every employee through a vehicle that they call their Cultural Compass. Using the Compass, employees work to engage the neighborhoods, in which they operate, improve diversity through their ranks and contribute hours and dollars to the causes that matter the most.
Support from charitable foundations has been critical to the success of Sound Mental Health programs. The Nesholm Family Foundation funds the SMH middle school program, a collaboration with Seattle Children’s and Seattle Public Schools that addresses behavioral health (mental health and chemical dependency) and aims to reduce truancy, suspensions and expulsions while improving academic performance.

The Nesholm Family Foundation’s initial $360,000 grant has spurred gifts from other foundations, including the Medina Foundation and the Group Health Community Foundation. The Medina Foundation was founded by Norton Clapp, stepfather of SMH founder and former Washington Governor Booth Gardner.

“The Nesholm Foundation’s vision and leadership provides an extraordinary opportunity to meet the complex needs of today’s students and their families and help them succeed,” said Vic Garcia, Director of SMH Children’s Specialized Care.

This collaborative project offers an integrated holistic solution to mental health, chemical dependency, social and emotional needs of adolescent students and their families. The program serves 200 students at Aki Kurose, Denny, Edmond S. Meany and Asa Mercer Middle Schools. An experienced behavioral health professional is located on-site at each of the four schools to participate within the student learning team.

The program also provides assessment and evaluation, support mental health consultation to school staff, develop comprehensive services for at-risk youth and their families, deliver co-occurring disorder (mental health and substance abuse) services, encourage and support family involvement throughout the process and extend community outreach.
Special Events

Each May, Sound Mental Health celebrates **MENTAL HEALTH AWARENESS MONTH** during its dinner gala. The gala brings together companies, foundations, individuals and staff in support and in celebration of the accomplishments of SMH.

Mary Alice Hanken has been working for SMH for over 10 years on continuous quality improvement and complex special projects such as industry accreditation. She has been supporting SMH as a donor just as long. She and her husband, James, attend the annual gala in support of SMH.

“I believe in the mission of the organization,” Mary Alice said.

Many companies who come to SMH as vendors often end up being staunch supporters of our work and mission and support us at our annual event.

Temporarily Yours, Inc., an agency that supplies temporary clerical help, is one such business. After working with SMH for a while, they wanted to join the efforts being made on behalf of our clients.

The agency’s office supply company, Kenney’s Office Products, is another business-related company that walks alongside our mission. Corporate donors such as Genoa and Costco have underwritten the event, ensuring that every dollar raised during the gala goes towards funding services such as our diverse housing programs.

In 2008, Sound Mental Health welcomed and celebrated the inspiring support of companies, foundations, individuals and staff in helping to put our mission into action.
2008 Financials & Demographics

Revenue (Total $40,739,000)

- Medicaid: 61%
- Other Government: 31%
- Medicare, Insurance & Private Pay*: 3%
- Other Revenue: 1%
- United Way: 1%
- Other Revenue & Investments: 1%
- In-Kind Contributions**: 1%
- Individual Contributions**: 1%
- Grants: 1%
- United Way: 1%

* Client Fees include Medicare, Insurance, Private Pay
** In-Kind Contributions include services & goods (primarily intern work hours)

Expenses (TOTAL $39,921,000)

- Outpatient: 71%
- Administration: 16%
- Residential: 13%
Thank You

Our Thanks to all of our 2008 supporters!

Sound Mental Health appreciates the support from individuals, companies and foundations for their contributions. It is with their support that SMH served over 14,000 clients in 2008.

Roxann and Roger E. Bonney, Jr.
Shannon Boushead
Herbert M. Bridge
Zane A. Brown
William T. and Feliciana D. Burke
Ruth Callard
Shirley M. Campbell
James Cannon
Joel Cantu
Jean and C. B. Carlson
Barron Cato
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Art R. Chapman
Lyne and David Chelimer
Jill Chelimer
Child Hearing League
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Dave Hobbs
Robert E. Holm and Michael Post
Horizons Foundation
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Louise L. Kind
Thea and David L. Kleiber
Kathryn L. Knight
Susan and Robert Koeppen
The Honorable Jeanne Kohl-Welles
Deborah S. Kovsky
Bill and Kristine Laine
Oliver M. and Ellen M. LaJoie
Carole A. and William D. Lambert
Sigrun Susan Lane
and foundations for their contributions. It is with their support that SMH served over 14,000 clients in 2008.
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

- Counseling Services - Northgate
  9706 4th Avenue NE, #303
  Seattle, WA 98115
  206.302.2900

- 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

- Counseling Services - South
  6100 Southcenter Blvd.
  Tukwila, WA 98188
  206.444.7800

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

**Avondale**

- 11629 Avondale Road
  Redmond, WA 98050
  425.953.5070

- Stillwater
  8705 166th Avenue NE
  Redmond, WA 98052
  425.653.5080

**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 - Tukwilla
  6100 Southcenter Blvd.
  Tukwilla, WA 98188
  206.444.7800

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

**Administrative Offices:** 206.302.2200
**Toll Free:** 800.828.1449 • **TTY:** 206.302.2209
Another year of strengthening our community one life at a time.

Clockwise from upper right: Jayme Helgeson, Paris Parsons, Stephanie Berg and Nate Bartholome.

Left to right: Enterprise Rent-A Car’s Mylene Barizo, Zach Gray, Jon Bailey.