



# DESIGNING *the* FUTURE

2018 REPORT TO THE COMMUNITY



## MISSION

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 provide effective and innovative whole health care for the people and community we serve.

## VALUES

Respect for the uniqueness and cultural differences of each individual.

Excellence in the quality of our services.

Sustainability through good stewardship of our resources.

Partnering with clients, organizations, and agencies.

Encourage healthy life choices.

Commitment to our standard of excellence.

Teamwork and collaboration both internally and externally.

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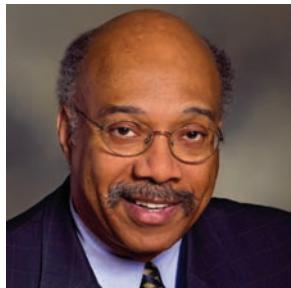
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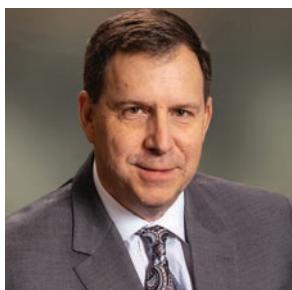
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Sound President & CEO  
Patrick Evans

LETTER FROM THE  
PRESIDENT & CEO:

# Designing *Our* Future

It's all about the future. The work Sound has been undertaking over the past year, the investments we've made, the evolution of our business—it's all about the future. Though our industry is rapidly changing, Sound keeps our vision on the future. The process requires equal parts enthusiasm and patience, flexibility and resolve and, importantly, a willingness to make difficult choices. Over the course of 2018, that is exactly what we've done. We're building a great future for our clients, our team members, the larger community and we are doing it in so many ways.

In 2018, we rebranded and actively marketed *Sound Solutions*, a counseling service for individuals with less intensive behavioral health needs. Though we have offered the program for years, we began proactively educating the

broader community about the program—whether they have Medicaid or private insurance. Sound Solutions serves clients thorough convenient locations, hours geared toward working professionals and a range of services that a typical private counseling practice cannot offer. We did this with the belief that everyone in our community should have access to the care they need, where they need it and when they need it.

Our future as an independent, innovative healthcare organization continues through our investment in *Reaching Recovery*, a distinctive care model that is designed to deliver appropriate levels of care to clients based on their needs and health acuity. The model provides five levels of care and has a proven track record of success in improving client outcomes, increasing team

member satisfaction, and producing cost savings. Sound is two years into the implementation and every business line at Sound now is leveraging the model. Though we are still measuring the program's effectiveness, feedback from team members and clients tell us that we're headed in the right direction. We are encouraged and excited about the care model and look forward to its continued impact on the ways we serve our clients and the community.

Ongoing investments to enhance and scale our electronic health record system, *MyAvatar*, our continued telehealth expansion and essential investments in business intelligence and data analytics position us well for the future. We're excited at diving deep into our data and learning more about which services are most effective, which populations benefit most from the care we provide, where we need to expand services, what technologies will enable us to better deliver care and many more intriguing capabilities. Technology will continue be the foundation of everything we do as a healthcare business—and play a central role in our future. I'm extremely excited by that.

Driven by the mandates of Washington state, the behavioral healthcare industry is a full "go" with primary care integration. Though there are many ways the behavioral healthcare industry can pursue integration—Sound's unique vision for it combines providing onsite primary care through a combination of partnerships and hiring primary care practitioners in-house. Our goal is to remain fiercely independent, distinctive in our approach and oriented toward behavioral health in our care design. Our goal is to provide accessible, comprehensive and value-based whole health solutions in the region. We look forward to sharing more about this exciting program in the

year ahead and believe it will create an exciting future for our clients.

Yes, we are building a bright future for our clients and the community. But that future must also include our talented and committed team members. If they do not experience financial stability, are not paid a fair wage and cannot afford to live within a reasonable commute to our locations, then what does that future hold for our organization?

It is the Executive Leadership Team's highest priority—advocating for our team members—to increase the case rates that serve as the foundation for their salaries. We have dedicated key components of our Strategic Roadmap on our workforce and are well underway in that effort. We have increased our presence in Olympia, joining other healthcare providers in raising our voice, to message the critical situation facing our industry. We actively advocate for our team members in the community and through the media. In 2018, this was one of the most pressing issues our industry faced and we will continue to focus on this issue as essential to our future.

Ancient Roman poet, Virgil, once wrote, "They can because they think they can." That best characterizes our perspective on the future. It is all about the future for us, and I'm optimistic about what lies ahead.



Patrick C. Evans  
President & CEO

Sound's IT team members (l to r): Josh Nelson, Christopher Bays, Jacob Durham and Celia Emmett discuss technology plans



## Sound's IT Team: Thought Leadership *through* Innovation

Sound's technology team, led by Chief Technology Officer, Josh Nelson, is empowering Sound to provide effective, whole healthcare for the people and the community we serve. Always asking the question, "How can we innovate better?" Nelson's group is doing just that.

2018 was an extremely active year, with the team making sweeping changes across the whole organization, implementing tools and training team members on several key technology platforms.

Directives from the Health Insurance Portability and Accountability Act (HIPAA) and the necessity to protect client information obliges healthcare organizations to invest in IT infrastructure, talent

and application systems. These regulations and the need for meaningful use of data are the driving forces behind Sound's technology team and are at the heart of Sound's mission, leading the way in whole person care and team member support.

Nelson's team continues the transformation of Sound into a more data-driven organization that is focused on implementing tools that make the lives of team members easier and enables them to make the best decisions for clients' care.

"We're giving our clinical teams tools that are intuitive and easy to navigate. These tools work together, hand-in-hand with hospitals and other care facilities, ensuring the very best care possible

for the people we serve," says Nelson. "Improving access to data means improving care outcomes."

The team continued to work tirelessly to add even more client-focused technologies for mining and tracking data, managing whole person healthcare and integrating those tools with healthcare systems. "It's really important that we keep in lockstep with the healthcare community."

One tool that Nelson's team is very excited about is the implementation of the Emergency Department Information Exchange (EDIE), a shared tool that allows for emergency departments to interact with Sound clinicians. Nelson reports that Sound is the only organization of its kind in Washington to integrate the EDIE system.

EDIE is a standard system in most emergency rooms. It is a collaborative, case management framework, automated and done as events occur. It is a targeted tool for proactively notifying interested stakeholders of relevant patient-specific events or behaviors.

When a person goes to an emergency room, EDIE enables ER staff to see relevant patient information, such as health conditions and prescribed medications. It enables providers to be aware of the patient's relevant history and also collaborate on a single patient-specific plan of care shared across all providers and clinicians, making the best possible care outcome. The system also sends a real-time alert to the patient's providers and clinicians. This notification helps Sound keep within the scope of county healthcare guidelines, which specify a requirement for client contact within seven days of an emergency room visit.

Sound is also implementing healthcare key performance indicators with Tableau, a platform that allows organizations to create customized dashboards complete with interactive charts,

graphs and infographics to help display essential information.

"Tableau enables users to enjoy a visual representation of sometimes complicated information," says Nelson. "Tableau allows clinicians and providers to understand important data at a glance."

"It's crucial to be a part of the medical information community," Nelson says. "As Sound rolls out more primary care, we have to adapt our technology to support our providers and care teams. We just have to."

Sound is also using telemedicine, connecting patients to providers in several Sound locations. Telemedicine is real-time, HIPAA compliant and secure. Practitioners using telemedicine are held to the same standard of care as practitioners engaging in traditional in-person care delivery.

What's next for Sound? More technology innovations, of course. "We will always be learning and implementing new technology solutions. We want to make these very high-level tools easy and intuitive for clinicians to use," says Nelson. "We train team members how to use the tools in person, online and in the second quarter of 2019, we'll offer some very user-friendly video tutorials."

Continuing to grow as a data-driven organization can be challenging, but the Sound technology team is moving Sound forward with vision and passion.



Sound Client Nicole Webber and daughter, embracing life

## A Bright Future *for* Sound Client

After more than a decade living under the weight of fear and violence, Nicole Webber\* finally feels hopeful. She finally can think about the big picture. But just a few years ago, she felt frightened, hopeless and didn't dare consider any sort of future. For her, life was "really dark." Living in a domestic violence situation has that effect on people.

Today, with her past behind her, Nicole feels that she has everything to look forward to. A career that she loves, dreams of growing her business, full custody of her daughter, Ricky, and finally, the freedom to imagine the possibilities in her life.

When Nicole came to Sound in 2016 she had just left her abuser for a second, and final, time after more than a decade of marriage. Though her own mistreatment was demoralizing, Nicole made up her mind for good when the abuser started to repeat the pattern with Ricky. Realizing then that her struggle would only become her daughter's, Nicole did not hesitate.

"When my ex began to become verbally abusive to our daughter—this happened twice before—I made my mind to leave him," she says.

Nicole attributes her success today to Sound's Children's Domestic Violence Response Team (CDVRT), which she and Ricky participate in weekly. CDVRT is a unique, one-of-a-kind program in partnership with domestic violence agencies, DAWN, LifeWire and New Beginnings, that collaborates to support the legal, emotional, and mental health needs as survivors go through the healing process needed to navigate life after leaving abusers.

"Both my daughter and I were suffering with PTSD from the abuse we continued to endure throughout the divorce process, but being active members of Sound and attending the domestic violence support groups that Sound offers," she says, "we had help with safety planning, symptom management and meeting others who understood our situation."

The strength and empowerment she gained was instrumental in preparing her for life after the marriage.

"I learned how to love myself," she says. "This knowledge not only made me a better mother, and a happier person, it also gave me the courage to face our abuser in court."

Gaining full custody of Ricky allowed the complete healing process, and the living, to begin.

"It has been some time since my daughter has seen her father and I have watched her blossom. Her grades have improved, her self-love is exemplary and both her and I are super happy to finally have our own home, something I didn't think was ever possible when I was in the marriage."

She points to Sound and the CDVRT program as the keys for her. Being part of the program, feeling surrounded by the care she received—the advocacy, the therapy, the tools—all made the difference.

"It just gave me a lot of hope," she says. "Tons of hope that if something went wrong, I'd have a place to go. Having Sultana (Graham, her Sound therapist) to talk to, having Ricky's counselor, it just makes these kind of life challenges a thousand times easier to tackle."

After years of losing confidence, Nicole's faith in the process was restored, and she grew as a person. "When I first met her, she was surviving the impacts of domestic violence and fighting to protect the physical and emotional safety of her daughter," Graham says. "Despite adversity, she kept moving forward to provide healing for herself and her daughter. Today, she has the capacity to empower other survivors of domestic violence by offering hope, encouragement and guidance."

For Nicole, the future is coming into view. Ricky, who is being homeschooled, is concentrating on her grades and hopes someday to go to medical school. She has good friends and a healthy and close relationship with her mother. Nicole, who lost interest in her hobbies, now looks forward to reigniting her passion for art, fashion and creative pursuits. She also is now making plans to open up a daycare business. She's got a stable home environment for her and Ricky and dreams of owning her own place one day.

Things are looking up for Nicole, and she has learned that she can't take life for granted. She knows things are looking better for her and Ricky and feels fortunate. Her hope, of course, is that others like her can seek the support they need and experience hope again.

"The resources are there but they are only good if you use them," she says to others in the community just like her. "So, reach out and talk to people because they really want to help. Don't lose hope. There's always help out there for you."

*\*name changed to protect identity*



Sound team members (l to r): Felecia Graham, Pat Dickerson, Lisa Bach, Lindsay Jett and Le Veronica Tuyet have reaped benefits of Reaching Recovery

## Reaching Recovery: Achieving Care Outcomes

In 2018, Sound made significant progress in its implementation of *Reaching Recovery*, an innovative model of care it adopted in 2017. This nationally-acclaimed program, created by the Mental Health Center of Denver (MHCD), reduces community hospitalizations and incarcerations, saving millions of dollars and uses tools and data to measure client outcomes (for more background on the program, read 2017 annual report).

Two thousand eighteen was dedicated to implementing the program throughout the organization. With hundreds of team members and multiple programs, the implementation was a significant undertaking.

As part of the implementation, Sound team members worked to determine best practices and to define what recovery means to clinical teams, our clients and as a philosophy for the organization. All team members attended a two-part training to understand the tools to deliver strength-focused clinical interventions. The first training module provided step-by-step directions to administer the assessment. The second training module walked team members through utilizing the results to support strength-focused treatment planning and transitioning individuals to various levels of care.

*Reaching Recovery* provides information that enables clinicians to tailor care to better address individual client needs, and the data can be reviewed easily. Clinicians can study real-time data markers and make adjustments to the care plan as needed to empower clients on their journey to recovery.

The *Reaching Recovery Model of Care* has also made a positive impact on clinicians, peers, and providers, as the caseloads are determined by need such that clients with the greatest need are seen by clinicians with the smallest caseload. This ensures that each client receives the time and attention they need to make progress toward their health goals.

Chief Quality & Clinical Excellence Officer, Susie Winston, has been a champion for *Reaching Recovery* since its implementation.

"*Reaching Recovery* is about seeing real-time information and making adjustments to care plans based on the data we're seeing," Winston says. "*Reaching Recovery* has taken the old way of care management—where everyone had a maximum caseload, working with all kinds of people with disparate needs—and turned it into a more efficient model, that helps us to ensure people receive the care they need. Our goal is to get every person the treatment services that they need at every stage of their journey. What we're doing is empowering people to achieve the goals they identify to improve the quality of their lives by reaching recovery."

Alexis Espindola is a community-based clinician and has a smaller caseload because she's working with people who have higher care needs. *Reaching Recovery* scheduling allows Espindola to spend more time with people who need her.

"I'm really the only support some people have. With *Reaching Recovery*, I can be present for them

as they undergo surgery and during other critical times in their lives," says Espindola.

Not only is *Reaching Recovery* a great tool for helping people and a smart business strategy, but it's also proving to be an excellent way to measure and report compliance with the Commission for Accreditation of Rehabilitation Facilities (CARF), which accredits and governs behavioral health organizations. CARF establishes the standards of care, treatment and services for behavioral healthcare organizations. Organizations are required to assess outcomes through the use of a standardized tool or instrument. Results of these assessments are then to be used to inform the goals and objectives identified in individual plans of care, treatment or services as needed, and to evaluate. Sound is addressing these requirements effectively with *Reaching Recovery*.

In the Sound Re-Entry program, a department that used *Reaching Recovery* early, there has been significant progress for its clients. People served through the *Reaching Recovery* model have increased their vital, self-care skills by 36 percent, and more than 20 percent of unsheltered people have achieved stable housing.

The care is happening. The outcomes are provable. With *Reaching Recovery* firmly in place, Sound is able to provide effective and innovative whole healthcare for the people and communities we serve.



Former Sound Board Chair, Stan Moffett, and wife Maggie Moffett

## For Retired Sound Board Member, *the Future is Rooted in the Past*

Stan Moffett has a deep thirst for life. He gives freely of his time, volunteering his energies to a number of causes. He has served on Sound's volunteer board of directors, including serving as its vice chair and then, as its board chair before retiring from the board in late 2018. He is also one of Sound's earliest *Circle of Compassion* members, a distinction given to individuals who donate \$1,000 or more to the organization. When Stan isn't volunteering for environmental causes, tutoring immigrant children, providing companionship for

hospice patients or spending time with his family, he and his wife Maggie eagerly explore all the world has to offer through frequent international travels.

To the casual observer, it's easy to say that Stan is living the good life. But it wasn't always this way for the retired corporate human resources professional.

"Today I love life. I feel really lucky. But," he reflects, "I shouldn't even be here."

Stan's journey, one of addiction and of resilience, began in the mid-60s. Abrupt and devastating personal discoveries—personal matters that turned his world upside down—upended Stan's life. The pain was so deep, so profuse that he turned to what he calls the "warming, comforting effects" of Demerol, a synthetic opioid pain medication.

Thus began 30 years of what he calls a "monstrous struggle" with Demerol, heroin and morphine. The dependency became so great that any type of emotional setback would trigger use, even though he held down a demanding corporate job and seemed to function fully and productively.

"I was fearful about accessing help through my employer due to the stigma of being a 'junkie' and the anticipated backlash," he recalled later in a Seattle Times article detailing his struggle.

Stan tried intermittently, yet unsuccessfully, to kick his addiction, even seeking out Sound (it was Sound Mental Health Institute at the time) in the 80s, for support.

While it was emotional pain that led him to turn to opioids in the first place, it was also emotional pain that led to his decision to quit—the pain and emotional devastation that he witnessed in his wife, Maggie.

"It just killed me that this was one of the effects of my drug addiction—the impact on her," he confesses. "That was the impetus for me to finally get clean after so many failed attempts—when I saw how this was bringing her down. Her support and willingness to stay with me was really powerful."

The comfort of knowing that someone loved him was galvanizing.

"I still felt that I was worth something," he explains. "There were times I was shocked she was still with me."

Years later, and having been clean for 15 years, Stan would again cross paths with Sound. Invited to attend as a guest at Sound's annual gala, *Mental Health Matters*, Stan was deeply touched by a story shared by a Sound client in 2010.

### Narcotics Anonymous will soon award Stan his 22-year coin, after kicking opioids in 1997.

**"I don't ever want to forget that I'm an addict. I'm always reminded by it," he says proudly. "My current coin is always with me. It's my good luck charm."**

"I literally was crying," he says. "Because I'm thinking, 'that's my story.' I tried to wipe away my tears and asked my table host, who was board chair at the time, 'How can I get involved with this organization?'"

A short time later, Stan was invited to serve on Sound's board, where he remained until 2018. Highlights of his time on the board included serving as the board chair from 2016 to 2018 and, in a significant step, publically sharing his story, through an opinion piece in the Seattle Times and on KING television in 2016. He believed it was the right thing to do.

Sure, it was personally risky, but Stan felt it was worth sharing his story, if only because of community perceptions about opioid addiction.

"I'm the face of another contingency of addicted people," he says today. "Having had a decent job for many years, decent family life, I look clean-cut, I'm not homeless. So I'm a face of the addiction that doesn't come readily to mind. I'm proof that it can happen to anyone."

Before he retired from the Sound board, Stan's history of giving to Sound was punctuated with recognition as a member of Sound's *Circle of Compassion*. *Circle of Compassion* is a new program created by Sound's Development Department to promote a sense of community for members that have made an annual donation of \$1,000 or more over the course of a year. He believes strongly that the program is vital.

"We need philanthropy," he emphasizes. "We must have additional funding sources beyond public dollars to enable us to provide effective and innovative whole health care for the people and community we serve. The Circle also has the potential to draw community members into the heart of solving our dilemma with behavioral health and substance abuse issues."

As Stan Moffett reflects upon his past years of struggling with addiction, of serving on Sound's board, as a dedicated and generous donor, as a man willing to open his life up to others and share his story, his message is one of a future. A future, he believes, is based on hope and resilience.

"Hope and resilience are incredibly simple words..." he notes. "When you don't have hope, you're easily attracted to something that's going to take that fear away."

"So, in resilience there's hope and there's the power of positive thinking, and in never giving up trying to escape that prison."



*Sound Solutions* new logo and tagline

## Sound Solutions Ensures Full Continuum of Care *in the* Community

Since the beginning, Sound has held firm to its commitment of serving the community and providing comprehensive care to all who need it. In 2018, in alignment with that purpose, Sound made the decision to rebrand and actively market *Sound Solutions*, a long-time counseling program that serves people with commercial insurance.

Marketing the program underscores Sound's dedication to provide services to all parts of the community, ensuring the largest number of people are served. As Managed Care Organizations (MCOs) value accessibility of care, improved client experiences and efficiencies in reaching regional

populations, Sound's increasing support for people from a wide variety of insurance plans is a key component of its future in the marketplace.

MCOs, the large insurers entering the region that now contract with community behavioral healthcare organizations and other providers, include Molina, United Behavioral Health, Amerigroup, Coordinated Care and Community Health Plan of Washington. These insurers expect providers to demonstrate improved care outcomes, increased efficiencies, optimized utilization of care and reduced costs, among others.

For the insurers and their enrollees, *Sound Solutions* ensures a full continuum of care for Sound clients—from the most complex needs to the less intensive and short-term needs.

*Sound Solutions'* clinical staff include highly trained clinicians, specializing in a wide range of practice areas, including couples counseling, individual counseling, group therapy, grief and loss counseling, addiction treatment, and much more, including access to Sound's psychiatric teams.

"Whether our clients are on Medicaid or have private insurance, we are able to help," says Katrina Egner, chief programs officer. "Utilizing our more than 50 years in behavioral healthcare, it is immensely gratifying to be able to serve everyone in our community, ranging from individuals with limited financial resources to those with private insurance."

As Sound continues to evolve toward a future of whole healthcare and regional expansion, this comprehensive model of care will also expand, bringing significant benefit to clients, the community and to insurers alike.

Sound Solutions clinicians are currently located in strategic locations throughout the region, with plans for future growth.

Current locations are on Seattle's First Hill, Tukwila, Auburn, Redmond, Bellevue, Northgate and Snoqualmie. For more information, visit [www.soundsolutions.health](http://www.soundsolutions.health) or call (206) 302-2300.



Cambia Foundation's Steve Lesky

## Cambia Health Foundation: A “Big Picture” Partner *with* a Vision for System Change

In 2018, Cambia Health Foundation, the corporate foundation of Cambia Health Solutions, awarded Sound a three-year grant totaling \$200,000 for its program serving the holistic needs of survivors of domestic violence. Sound was one of only 14 nonprofits from the Northwest to receive the award, each with a track record for significantly impacting the lives of the people served.

For the Cambia Health Foundation, and its Program Officer, Steve Lesky, the grant is a means of redressing what they believe are significant healthcare inequities in the community, especially

for people who have been marginalized, neglected or forgotten by the system.

“We know, and have known for a long time, that social determinants—including safety, security, housing—are the biggest predictors of people being able to achieve good health,” he says. “Cambia Health Foundation is committed to help impact the social determinants and create a system that achieves equity and empowers people to live their healthiest lives.”

The Foundation also recognized that behavioral health is not only a core component of primary care, but that it also courses through multiple systems of care such as housing, primary care, addiction treatment and others. An area where it is readily apparent is in domestic violence, and Sound's Children's Domestic Violence Response Team (CDVRT)—a program that integrates domestic violence services, the court system, behavioral health, housing and other systems—exemplifies system changing work that the Cambia Health Foundation supports.

"We see the partnership as a way that we can help change the system and change the outcomes for people," Lesky says. "I would like our partnership to hold this model up as 'best in class,' as an example of what we can do when we put the needs of people first and design services to support their goals—rather than having client needs try to fit the system."

Sound's Development Department applauds the Foundation.

"It is deeply gratifying to see organizations like Cambia Health Foundation step up in support of worthwhile and incredible programs like CDVRT," says Sound Chief Development Officer, Sue Bean. "This grant is a more than a financial investment. It is the source of renewed hope, second chances and a new beginning for people who often have little other options. We are so pleased to partner with Cambia to continue our work transforming lives in the community."

The grant will be distributed over three years, ending in November 2020. Founded in 2007, the Foundation has funded over \$60 million in grants to advance patient- and family-centered care for all.



## Sound Programs: Thousands Helped *in* 2018

Sound's programs affected thousands of lives last year, ensuring hope, opportunity, and stability. Below are the highlights of just a few Sound programs that had a positive impact on the lives of our clients in 2018.

### SOUNDWORKS

*Helping clients seek work and recovery*

At Sound, we believe that helping clients get back to work ensures success for both the individual and the community.

Sound has been providing employment services to the people we serve for more than 23 years.

Soundworks offers pre-employment services such as interview skills, soft skills, and stress management to help individuals return rapidly to competitive work. The program also provides comprehensive post-employment services, including on-the-job training, long-term support of the employer and employee, and career development.

Nicholas Coniaris, Soundworks' program manager, led the company in creating a fully equipped computer lab at Sound's Capitol Hill location. "We know that limited access to technology is a big obstacle for people's stability. Housing forms,

utility payments, job applications—all those things need to be done online now. The computer lab is really a necessary service. Soundworks is empowering people with technology."

In 2018, Soundworks helped 60 people find employment, up 27 percent from 2017.

"The companies who hire people from Soundworks are very happy," says Coniaris. "We have had excellent feedback about the employees and the program. We're empowering people to work and they are helping our partner companies grow."

Soundworks would like to acknowledge some of the partner organizations that employed Sound clients in 2018: Home Depot, QFC, Lab Corp, Buffalo Industries, Napa Auto Parts, Sky Chefs, Cascade e-Commerce, Plasma Center, Salvation Army, Metropolitan Market, Red Robin, Mad Pizza, AMAZON, NWC Puget Sound Laundry, Dupont, Acoustical Solutions, Gen/Care Lifestyles of Renton, ShoWare Center, Plasma Center, Aaron Furniture, Kent Valley Ice Centre, Old Castle Pre Casting, McDonalds, Seattle Conservation Corps, Franz Bakery, and Kirkland Dermatology Associates.

## CARE TRANSITIONS

### *Care where clients need it*

Sound's Care Transitions program touched many lives in 2018. Care Transitions is actually a group of programs linked around the idea of helping individuals who have struggled to access (or stay in) care due to chronic health needs, and systemic gaps and barriers. Care Transitions programs are: Admissions Services, the Benson Heights Enhanced Nursing Facility program, Crisis Services, Expanded Community Services, Health Navigation, Sound Solutions, and the Transition Support program.

Consisting of approximately 47 team members spanning the seven programs, thousands of people were supported last year.

"So many individuals in our community need support and services," says Stephanie Berg, director of the program. "But (they) either don't know how to find them or cannot access them when they do find them. Care Transitions addresses those barriers and engages people in the care they need to help them on their paths toward recovery and productivity."

Such was the case for one Transition Support program client, "TJ," who Sound engaged while he was struggling with homelessness, depression and suicidal thoughts. Through work and hands-on support by Sound team members, which included housing advocacy, case management, and other services, "TJ" eventually was able to get stable and even reconnect with his young children.

For many programs, like Expanded Community Services (ECS), the program has experienced such success that other counties have requested that they expand services across county lines to support regions that do not have the capacity to serve individuals in need.

## SUPPORTIVE HOUSING

### *Stability through housing*

Sound's Supportive Housing programs include locations throughout the greater King County areas, and include McDermott Place, Gossett Place, Earnestine Anderson Place, August Wilson Place, Kenyon House, Pacific Court, South King County Housing First, Project Homestead, Standard Supportive Housing, and the Project for the Assistance of the Transition of Homelessness (PATH).

Annamaria Gueco, Sound's Supportive Housing program manager, is proud of the successes the residents have experienced in 2018.

"We're really empowering people to succeed. Permanent, supportive housing provides people with the stability and opportunity to attain their personal and professional goals."

Ending homelessness is not just an ethical imperative. The cost of unhoused people is high, as treating homeless people in emergency systems does not address the root causes of homelessness. A cost-effective solution for people with disabilities, mental illness, addiction, and other issues, supportive housing provides its tenants with the support they need to stay housed and out of shelters, prisons, hospitals and other institutions.

"Sound's goal is to provide whole person care for people," says Gueco. "Our Supportive Housing programs have on-site Sound team-members, providing daily support services. Some, even seven days a week, with people receiving services multiple times per day."

#### **SOUND RE-ENTRY**

*Advocacy for people re-entering the community after incarceration*

Sound's Re-Entry team collaborates with the criminal justice system to help people who have been released from jail or prison and may have ongoing court or probation involvement. The team supports successful community reintegration of individuals living with mental health and addiction issues.

The Integrated Addiction Treatment and Mental Health teams work closely together to help clients improve mental health symptoms and work

toward recovery from substance use disorder (SUD) issues. The team also helps clients with housing, engages with the criminal justice department/system (on their behalf), and teaches them skills to be successful in the community.

In 2019, Sound's Re-Entry team is expanding to include another location in South King County.

"We help people in Capitol Hill and in Tukwila, but so many people are living in South King County. I'm happy to bring services to where more people live and need us," says Forensics Program Director, Richelle Nordeen. "When we empower people, they help their communities thrive."

#### **DEAF SERVICES**

*Access to services for an underserved population*

Individuals who are deaf or hard of hearing experience the same mental health concerns as their hearing peers and, as such, seek out the same services to address these concerns. However, unlike hearing individuals, those who are deaf or hard of hearing do not always find equitable access to services.

Sound's Deaf Services program, which helped 180 children and adults last year, is a progressive and uniquely qualified practice, bringing together multi-disciplinary counseling professionals who are also deaf specialists. A team of therapists offer direct access in sign language (ASL, signed English, and pro-tactile) and have expertise in the unique needs of deaf, hard of hearing, and deaf/blind children, adults, and families. The team consists of clinicians, certified trauma specialists, chemical dependency professionals, and a nurse practitioner.

The team offers face-to-face individual, group and family counseling as well as HIPAA-compliant videophone counseling which allows deaf individuals from all over the state to talk directly with ASL fluent counselors. Sound's Deaf Services program is the only comprehensive, language accessible behavioral health program for deaf people in Washington.

"People who are deaf view themselves as part of a linguistic and cultural minority group, rather than a disability group. Deaf Services counselors provide direct access to therapy in ASL and are conscious of how deaf and deaf-blind clients' lives are shaped by their identity and cultural experience," says Program Manager Anne Baldwin. "Many of our clients travel long distances to our sites in order to be understood and receive therapy in their language."

#### **CHILDREN'S DOMESTIC VIOLENCE RESPONSE TEAM (CDVRT)**

*Supporting survivors, breaking the cycle*

This program, developed in 2006 by Sound's Chief Quality & Clinical Excellence Officer, Susie Winston, is a specialized, collaborative effort between Sound, DAWN, LifeWire, and New Beginnings to provide counseling to survivors and their children to heal from the trauma of domestic violence. Treatment includes evidence-based trauma-focused cognitive behavioral therapy, as well as Kids Club, a tested therapy intervention for children experiencing domestic violence.

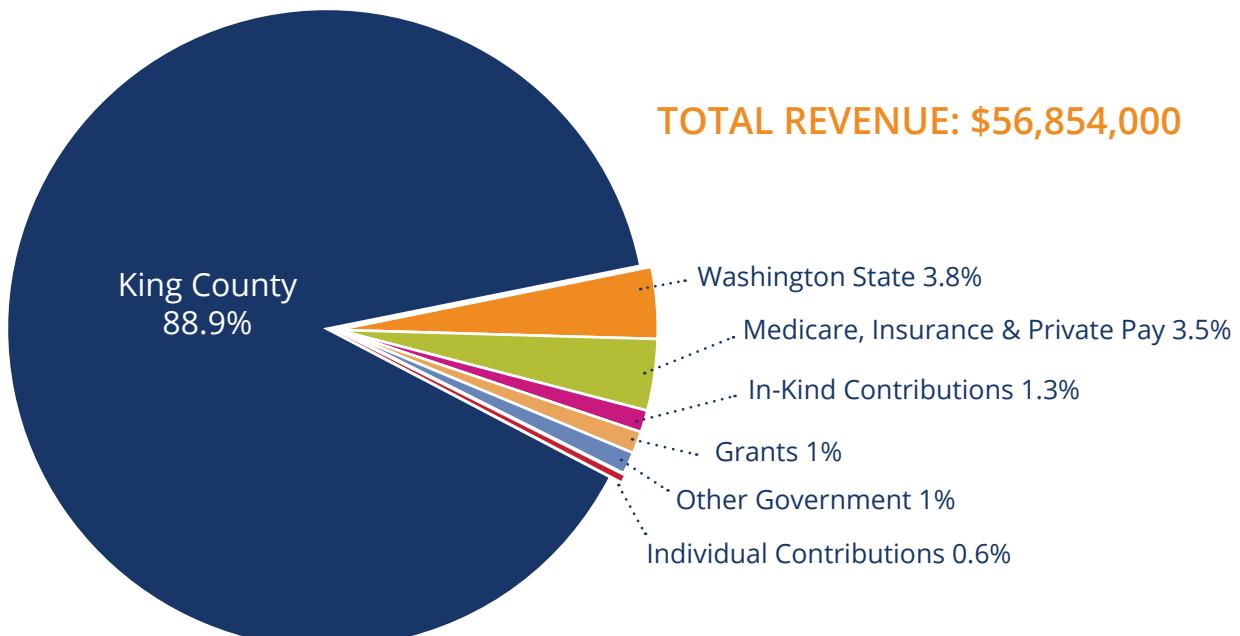
"Our goal is to ensure the ongoing physical and emotional safety of the children and families impacted by domestic violence," says Joelle Blair,

Director of Child & Family Services. "We are supporting and empowering these children and their families."

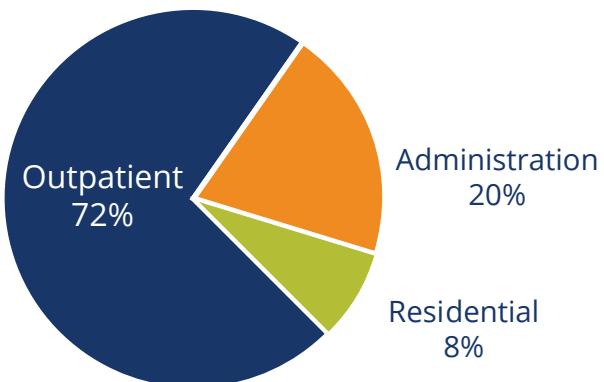
Sound's CDVRT has been recognized for excellence and, in 2018, was awarded a major, 3-year grant by Cambia Health Solutions' Health Foundation.

In 2018, 525 children and youth from 294 families were served through CDVRT.

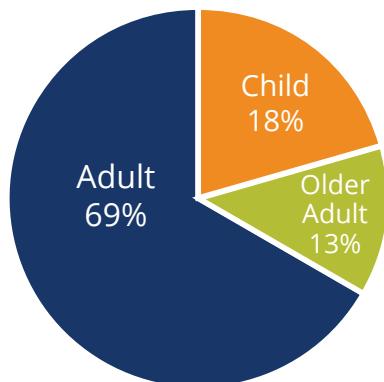
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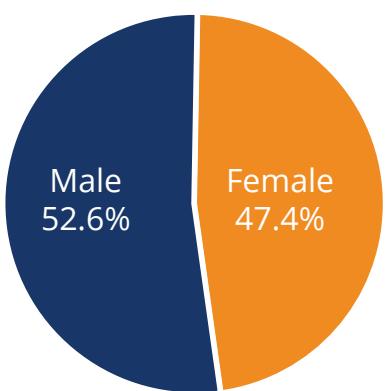
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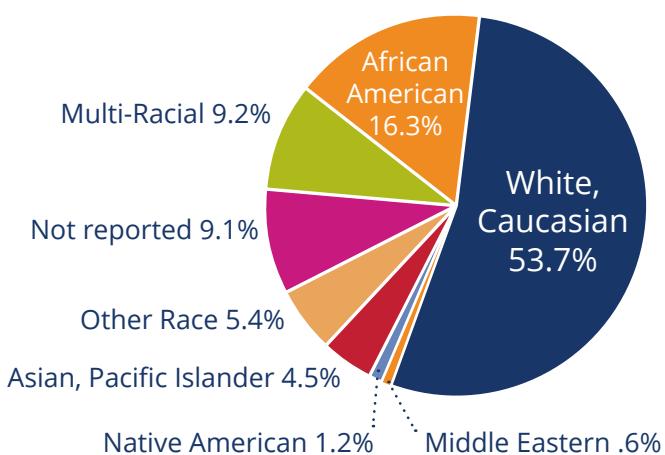
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