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KITSAP MENTAL
HEALTH SERVICES
5455 Almira Dr. NE
Bremerton, WA 98311

Quality Behavioral Health Care for Our Community Since 1978

ANNUAL REPORT 2020

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PENDLETON PLACE LLC

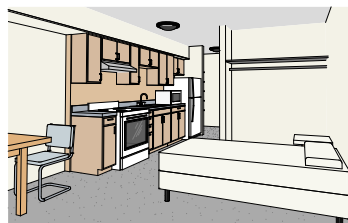
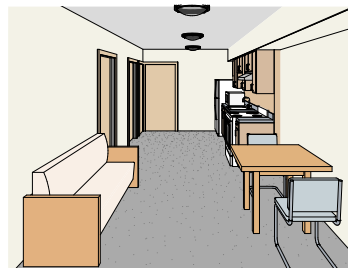


KMHS and community leadership, partners and funders welcome you to a Pendleton Place Video Groundbreaking Ceremony. For video, more photos and updates, visit our [website](#).



KMHS MISSION

Offering hope for people of all ages through comprehensive, recovery-oriented behavioral health care.



SMR Architects renderings of 1-bedroom and studio units

PENDLETON PLACE NEWS:

- June 2020 saw \$21 million funding goal met!
- September 2020 construction began!
- March 2022 Pendleton Place to open for residents!
- For more photos and updates, visit the [Pendleton Place](#) page on our website.

YOU CAN HELP WELCOME PENDLETON PLACE RESIDENTS HOME!

From its very beginning, the League of Women Voters of Kitsap County has been a staunch supporter of Pendleton Place. Now the League is preparing 72 Welcome Baskets to fill with kitchen and bath needs! Your donation of funds for the League's work would be most welcome! At the League's request, KMHS has set up a way for you to make Welcome Basket donations. Visit our [website](#) for more information on how you can support what will surely be a treasured welcome!

IN THE YEAR OF THE LONG WINTER, COMPASSION AND HOPE TRIUMPHS



It was, for all of us, a year unlike any other. Amidst great challenge and tragedy, 2020 was also a year in which creativity, ingenuity and compassion abounded. COVID-19 changed the face of our nation and our communities overnight, with loss of life and severe economic crisis as unemployment rates rivaled the Great Depression. The horror of systemic racism against Black, indigenous, people of color – historic in our institutions, our systems, and in our streets - was followed by the nationwide outcry for justice. Family members were lost to COVID. Family and friends were unemployed. And once again during 2020, for too many of the people we ourselves serve, home does not come with a roof and a safe place to sleep.

Our very mission to “offer hope and opportunity for people of all ages through comprehensive recovery-oriented behavioral healthcare” was itself challenged as we were suddenly unable to offer our services the way we always had, with face-to-face visits with clients of all ages. For KMHS, COVID-19 changed the very way we deliver our care to clients, heralding a swift move to telehealth services. Listening to our staff respond to senseless deaths and the nation’s call to end the racism inherent in our systems everywhere caused us to create a KMHS Equity and Inclusion Committee. And we remained more determined than ever to find housing solutions for persons with serious behavioral health concerns, instituting new programs and finalizing construction plans for the KMHS Pendleton Place 72 unit permanent supportive apartment complex. More than that, day in and day out, our 24/7 services units* remained open to caring for persons in crisis because of the dedication and enormous effort of our amazing staff who continued to bravely work in service of those in dire need. Our outpatient staff, beginning with our ACCESS Team who conduct first interviews and assessments, our Child, Youth and Families and Adult Services Teams, and our specialty Teams offering jail, housing and employment services, all adapted quickly to providing their services whenever possible via telehealth, or in some situations, maintaining face-to-face connection with clients.

Thus looking back, despite its very real struggle and hurt, 2020 was also a year of gratitude. Gratitude that because of our staff, the clients we see and community members in crisis continued to receive treatment. Gratitude that our community – from individuals to sewing circles to faith community groups – quickly responded with over 4000 lovingly crafted masks for our staff and for our clients. Gratitude that our staff was willing to help identify what our agency could do to better assure all persons of color – staff, clients, community members alike – are embraced, welcomed, respected, and seen. Gratitude that the Bremerton Housing Authority, Kitsap County Commissioners, our State Legislators and philanthropic organizations stepped forward with the support and the funding to make possible construction of 72 new units of permanent supported housing for persons experiencing chronic, serious behavioral health needs and often, homelessness.

With gratitude most of all for the compassion shown by many during this long winter, and with hope for a tomorrow that carries that compassion into the future.

Sincerely,

Joe Roszak | Chief Executive Officer

EQUITY AND INCLUSION
OUR VISION

KMHS envisions a collaborative community between clients, staff, and leadership that fosters an anti-racist, equitable, inclusive, and welcoming environment that seeks to offer a brave space in which all can thrive. We envision a community that removes barriers to care, provides empathy, and seeks to preserve autonomy, dignity, and respect for each person’s decision-making.

EQUITY AND INCLUSION UPDATE

Like many organizations, institutions, and businesses around the nation, KMHS leadership responded to the recent tragic death of George Floyd by holding listening sessions last June with our staff, asking what they felt might be needed within our own organization to address systemic racism and to better support staff, our clients, and our community. Out of that conversation, KMHS leadership created and requested voluntary participation in an Equity and Inclusion Committee. This committee has been instrumental in preparing the statement you can view on our website, and our vision seen here. Meeting twice monthly, the committee drafted recommendations that received strong support from KMHS leadership to advance next steps. These next steps include the hiring of a Manager of Diversity, Equity and Inclusion, conducting internal and community surveys and assessments, and adding a variety of staff trainings.

New Journeys begins at KMHS in 2021!

Look for this early intervention program for first episode of psychosis (FEP), that provides a coordinated wrap around specialty care approach for young adults and assists in moving them towards recovery.

CLIENT SERVICES CONTINUE DURING COVID-19, THANKS TO TELEHEALTH

A near overnight switch from face-to-face appointments and visits in the community was accomplished because of the stellar work of our information technology team and clinical services teams. In-the-moment realignment of strategic planning and purchasing to acquire critical laptops and web cameras facilitating virtual telehealth calls, cell phones so that our outpatient teams could stay in touch with clients and appointments for screening of new clients could take place over the phone allowed our outpatient services to be provided with limited interruption in services.

SOLUTION FOCUSED BRIEF THERAPY

A new option for short-term treatment began in November 2020. Solution Focused Brief Therapy focuses on building solutions, using an individual’s strengths and abilities to create a vision and plan to accomplish their goals, while supported by a skilled therapist. Following an assessment of personal needs by the ACCESS Center Team during initial assessment, the Team may offer a referral for this therapy option. Usually no longer than 6 months in length and taking place in weekly to by-weekly sessions, the treatment is available at the Bremerton main campus. Telehealth options are also available. Call 360-405-4010 for more information.

KMHS SUPPORTED EMPLOYMENT PROGRAM

For persons in KMHS services interested in finding work, the Supported Employment Program can assist in finding meaningful employment and education opportunities while developing skills to reach desired goals. One-on-one support is provided by our Employment Specialists who can assist in exploring short and long-term work and education goals, resume development, narrowing job choices that are a good match for the person’s current skills, goal setting and coaching during the job search and hiring process.

For employers, an Employment Specialist can share the program’s benefit to their workplace and assist in identifying job opportunities that meet their business need. Modeled after the “Individual Placement and Support” evidence based program, this approach has proven successful for clients and employers around the country. Visit the [Supported Employment Program page](#) on our website, or contact us at 360-415-5820 to learn more.

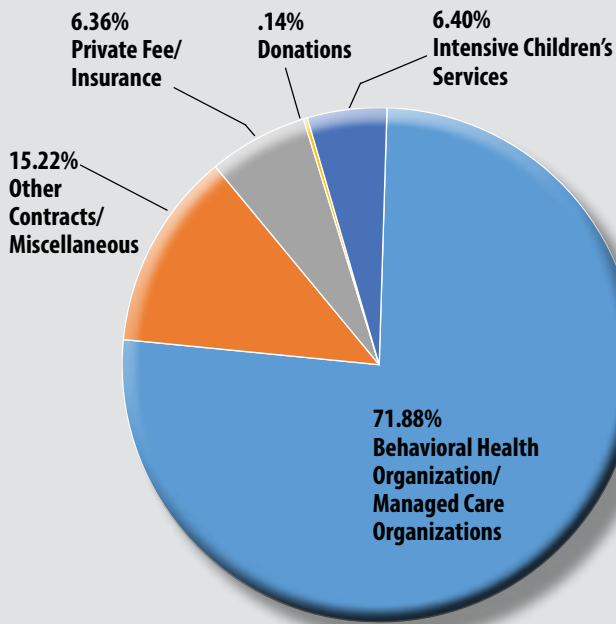
Thank You!

Thank you beyond measure to our Kitsap community sewing circles and gifted crafters!

Together you contributed over 4,000 cloth masks for children, teens, families, adult clients and KMHS staff! Our immense gratitude to you for helping keep people in our community safe during Covid-19!

2020 Revenue*

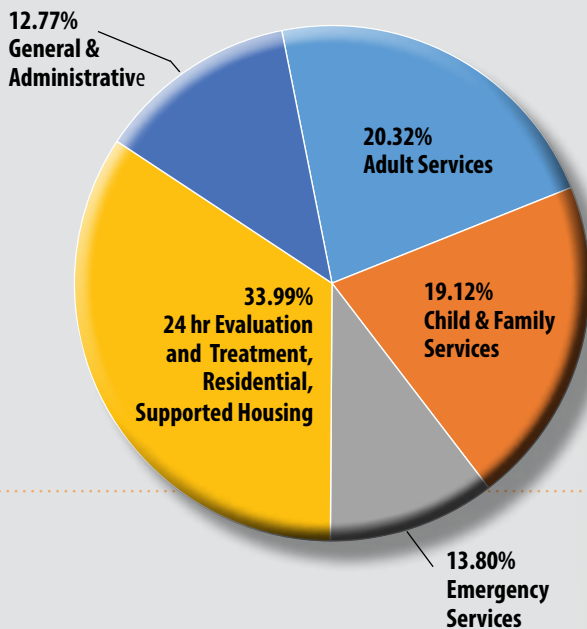
100% = \$41,594,472



*Excess revenue vs. expenses represents investment in capital for Pendleton Place and to ensure sufficient agency reserves during the Medicaid Managed Care Organizational transition as well as COVID-19 related reductions in services.

2020 Expenses

100% = \$38,853,005



2020 Direct Services Provided

	2020	2019	2018
Total Persons Served	7,781*	7,395*	6,526*
Children (0-17)	2,149	2,154	1,425
Young Adults (18-20)	275	235	215
Adults (21-59)	4,672	4,391	3,598
Older Adults (60+)	701	615	651

*Actual total served. Count by category is higher due to transitions in services provided as individuals age into next level of care.

Client Services by Type of Service

(includes some duplication of individuals)

	2020	2019	2018
Emergency Services (# of services)	7,537	7,964	5,988
Including Involuntary Treatment Evaluations	(1,050)	(1,076)	(1,181)
Inpatient & Residential - Bed Days			
Adult Inpatient Treatment	3,226	3,317	4,765
Youth Inpatient Treatment*	1,592	2,327	2,192
Kitsap County Crisis Triage Center	3,299		
Pacific Hope and Recovery Center	4,626		
Residential Services Unit	4,400	4,717	5,423
Staff Supported Housing Units	6,622	6,125	6,492
By Number of Encounters			
Outpatient Programs-All ages	115,310		
Outpatient Medical/Nursing	8,896		
Co-occurring Substance Use Disorder Treatment Services			
Adults	4,120		
Youth	985		
Adult Day Treatment	3,724		
Youth Day Treatment - Schools	3,224		

*Days reduced due to COVID-19.

Our Values

- We empower people in their progress toward recovery
- We deliver coordinated, community based services
- We apply evidence based, best practice approaches
- We provide compassionate, trauma informed care
- We advocate for individual and community needs
- We aim to be an "employer of choice"
- We partner with providers and our community