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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 2019

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KMHS MISSION

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



You, our community and our staff make our work possible!



Looking back, 2019 was a year of growth. We rolled-out innovative behavioral health programs, completed a new Child and Family Services Center, began renovations on a long desired North Kitsap Services site, and thanks to our community partners, local and state funders, secured the financing to move forward with "Pendleton Place", a 72-unit apartment complex for persons with chronic behavioral illnesses.

And 2019 was also a year of significant challenge. Operations infrastructure changes and intensive preparations by our staff were necessary to adapt to Washington's new Medicaid managed care financing model for community behavioral health. We updated our website (www.kitsapmentalhealth.org), transitioned to a new electronic health record system, and increased our always present focus on training our staff in state-of-the-art, evidence-based practices. We saw the end of an era, with our much-loved Crisis Clinic of the Peninsulas' closure after more than 50 years of service by dedicated staff and many volunteers to callers in need.

Even in the midst of a state and national behavioral health care workforce shortage that is felt just as much here locally, we have been fortunate to add terrific new leadership, clinical, and operations staff to our Team KMHS.

Looking forward, this Spring 2020, all of us – you our reader, our staff, the people we serve, our neighbors here and everywhere – are daily grappling with a challenge of unprecedented magnitude the ever changing landscape COVID-19 has made in our communities. We have responded to this crisis by rapidly equipping our clinicians with telehealth capabilities to carry out most outpatient appointments, maintaining face to face staffing necessary to provide high intensity services in the community, continuing office hours for clients receiving medication injections or who are without a phone, and have kept our crisis triage, residential treatment and adult inpatient units fully operational, with stepped up infection precautions. We continue to provide assessments for new clients, over the phone rather than by "walking-in," and our Designated Crisis Responders remain available for crisis calls by calling the Volunteers of America Crisis Line. With the exception of a temporary closure of our Youth Inpatient Unit, we are pleased to report our amazingly dedicated, resilient, stellar staff continue to serve people in our community every day. We think they are heroes – we hope you do too.

As we share with you just some of the highlights of this year, I cannot say this enough: it is the people who we are fortunate to have in our employ, from our clinical to our operations staff, that truly make the difference every day in helping the children, families, and adults we serve achieve their resiliency and recovery goals. We thank each of our staff for their service, and we thank you, our community, for your support.

With gratitude,

Joe Roszak
Chief Executive Officer



PACIFIC HOPE AND RECOVERY CENTER

One of few co-occurring disorder treatment centers in Washington State, the Pacific Hope and Recovery Center's 30-day alcohol and drug residential inpatient program has offered an exceptional road to recovery for over 200 hundred adults since opening its doors in August of 2018. Of these, nearly a third were homeless at entry to the program, and prior to discharge, received assistance in exiting to shelter and housing. What we know about the relationship between substance use is that over 60% of adults with a serious mental illness have both disorders. By combining state of the science (and the art!) of treatment for co-occurring disorders in a 24/7 setting, participants in this voluntary treatment program have had amazing outcomes, with 93% having no re-admission to a substance use residential treatment center 3 months later, and a reported 17% decrease in Emergency Department utilization after treatment.



THE KITSAP COUNTY CRISIS TRIAGE CENTER

During 2019, 472 adults from all areas of the county have used the voluntary, 24/7 five-day crisis service to de-escalate and stabilize a mental health or substance use crisis, and get connected to the appropriate level and type of services that will assist them further in their recovery. Overall, there were 752 "stays" at the Center, where as our recovery case manager says "people are warm, safe, and welcome and can be supported in getting their basic needs met." About one-third of persons served have entered homeless, yet through a partnership with the Housing Solutions Center and care coordination by Triage staff, the majority of people exit to shelter or housing.



ACCESS CENTER PROVIDES WALK-IN ASSESSMENTS

For a person seeking behavioral health care for a mental health or substance use concern, whether an adult, youth or a child and their family, KMHS offers same day "walk-in" services for a first-time visit. These walk-in visits are available during regular business hours, Monday through Friday, on our Almira campus. Most of the time we can see you immediately or within a brief wait. An assessment of your need for care and eligibility for services will take place, followed by scheduling of an appointment with a clinician. As we go to press June 2020, temporarily, due to COVID-19, new clients wishing to begin services can instead call in and conduct their screening and intake over the phone. Please call 360-405-4010 for more information or to schedule screening. Visit www.kitsapmentalhealth.org for updates regarding how to access the range of KMHS services during the COVID-19 pandemic.

Thank You!

Thank you **Bremerton Chamber of Commerce** members for voting us best non-profit of the Year 2019!

And to **Sound Publishing** readers for voting us best counseling service in South and Central Kitsap!





CHILD & FAMILY SERVICES WISE TEAMS GROW AND MOVE

This March saw a ribbon-cutting celebration as we opened our new Bentley Drive/Hwy 303 WISE Team Family Services Center, designed to house staff who altogether make up what is now 12 WISE Teams, after outgrowing their previous location. Designed to surround at-risk kids and their families with the intensive mental health assistance they need, WISE is highly customized for each individual and is available in home, and in convenient community settings. Referrals for participation in the WISE program can be made by youth and their families, and from providers and community members. For referrals, please call the WISE Team at 360-415-6697 and request a “screen.”

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“I received a referral for my son to receive therapy with KMHS. Today we had our intake... it went great... my son left feeling accomplished and is ready for the next step of 1:1 therapy with another great team. Thank you for employing such great people.”

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NORTH KITSAP OFFICE LOCATES IN POULSBO

At KMHS we know the truth that “treatment works, people recover,” and having a team of clinicians close by can make behavioral health care appointments easier to navigate. We are pleased to bring residents of North Kitsap a more convenient location for accessing our adult and our child and family outpatient services - expect to see our new office location at 1050 NE Hostmark Street in Poulsbo by mid-2020.



PERMANENT SUPPORTED HOUSING APARTMENT COMPLEX TO OPEN FALL 2021

“Pendleton Place,” Kitsap’s first ever large (72 unit) permanent supported housing complex, will be constructed beginning late summer 2020, with apartments ready for tenants Fall 2021! KMHS has led this project designed for persons with chronic behavioral health issues and who are particularly vulnerable to homelessness. Partner Bremerton Housing Authority helped launch us quickly to meet the \$21M fundraising goal by directing \$3.1M of BHA funds to the project, ultimately leading to the securing of 50% of necessary funding through local, state government and private foundation awards. We are beyond grateful to Pendleton Place’s many advocates, supporters, funders, and to our community for their enormous support. As we go to press, the remaining 50% of funds needed have been secured via low-income housing tax credits. We look forward to updating you on our further progress during construction of Pendleton Place beginning late 2020, until doors open Fall 2021.



TRANSITIONS TO MEDICAID MANAGED CARE

By January 2020, under the Washington State Health Care Authority Medicaid Transformation Project, payment for Medicaid reimbursed mental health and substance use services to persons residing in Kitsap County will be contracted through three Medicaid Managed Care Organizations (MCOs) – Molina, Amerigroup, United Health Care/Optum. Children in Foster Care continue to be covered under Coordinated Care. These entities assume responsibility for authorization of and payment of physical, mental, and substance use treatment services for persons with Medicaid coverage to better integrate whole person care. KMHS continues to work closely with the regional Salish Behavioral Health Administrative Services Organization, which has retained its role in managing behavioral health crisis services.

2019 Direct Services Provided

	2019	2018	2017
Total Persons Served	7,395*	6,526*	6,676*
Children (0-17)	2,154	1,425	1,669
Young Adults (18-20)	235	379	218
Adults (21-59)	4,391	4,129	4,179
Older Adults (60+)	615	593	705

*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)

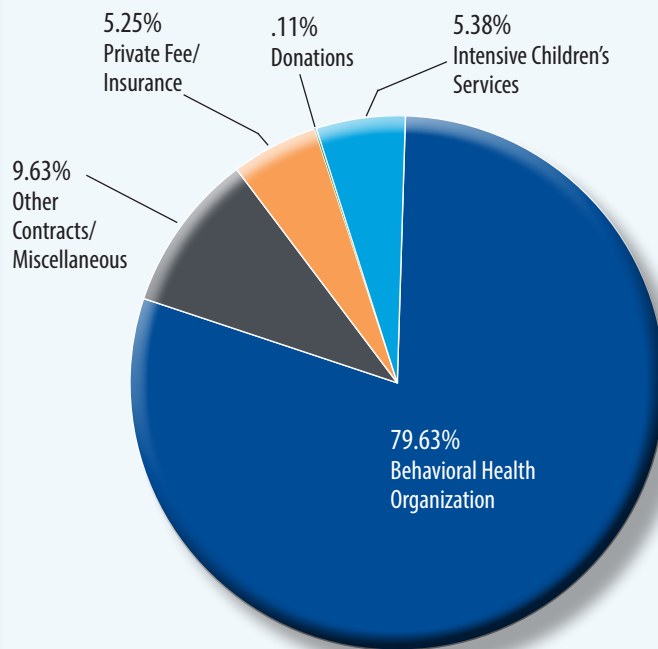
	2019	2018	2017
Emergency Services (# of services)	7,964	5,988	6,205
Including Involuntary Treatment Evaluations	(1,076)	(1,181)	(1,246)
Inpatient & Residential - Bed Days			
Adult Inpatient Treatment	3,317	4,765	4,958
Youth Inpatient Treatment	2,327	2,192	2,124
Kitsap County Crisis Triage Center			
Pacific Hope and Recovery Center			
Residential Services Unit	4,717	5,423	5,298
Staff Supported Housing Units	6,125	6,492	6,089
Outpatient Programs-All ages	6,289	5,080	5,847
Outpatient Medical/Nursing	1,733	952	1,964
Co-occurring Substance Use Disorder Treatment Services			
Adults	375	351	209
Youth	55	30	182
Adult Day Treatment	128	122	129
Youth Day Treatment - Schools	50	43	44

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

2019 Revenue*

100% = \$42,445,363



*Excess revenue vs. expenses represents investment in capital for Kitsap County Crisis Triage Center and Pendleton Place and to ensure sufficient agency reserves during the Medicaid Managed Care Organization transition

2019 Expenses

100% = \$37,940,398

