



# Transitional Resources

hope. opportunity. recovery.

2012 - 2013 ANNUAL REPORT & NEWSLETTER

## Fighting Stigma, Celebrating Success



Our vision is that everyone with mental illness achieves a better life



# Transitional Resources' Report to the Community

Dear Friends,

This year we've been reflecting on our clients' journeys to recovery, including their triumphs and challenges. To honor these journeys, our theme this year was Fighting Stigma, Celebrating Success. We have a lot of successes to celebrate. In our residential program, 40% of the residents moved into supported housing in the community. Over 94% of our outpatient clients stayed out of the hospital and jail despite long histories of institutionalization. In addition, many clients celebrated job success, reconnected with their families, and finally achieved housing stability. We are thrilled to see so many at Transitional Resources thriving.

At our fall event, we kicked off a new campaign to fight stigma. While this has always been a part of Transitional Resources' mission, we wanted to do even more to improve community understanding and acceptance of people living with serious mental illnesses. Since our campaign began, we've reached out to the community to share stories of our clients' successes and to provide education that helps to break down stereotypes.

A highlight of the year was a book reading and group discussion led by the authors of *Perfect Chaos: A Daughter's Journey to Survive Bipolar, a Mother's Struggle to Save Her*. Nothing is more powerful than hearing a personal account of recovery. The authors reinforced something that our clients have taught us many times: that mental illness is what they have, it is not who they are. While we've come a long way in the fight against stigma, more needs to be done. You can join us in fighting stigma by doing something as simple as having a conversation about mental illness with your friends and co-workers. The more people know and understand, the less likely they are to believe misinformation or maintain unfounded fears.

Looking to the future, our staff is learning about and implementing a Trauma Informed model of care. It is estimated that 90% of public mental health clients have experienced trauma in their lives. Incidences of trauma impact a person's ability to cope and their success in treatment. We will serve our clients better by offering care that is sensitive to trauma survivors. Each person's story is unique and the wide range of services offered at Transitional Resources assists our clients in achieving recovery.

We thank you for your support and commitment to Transitional Resources. You help make our community stronger by continuing to believe that all people living with serious mental illness deserve to have a safe and affordable place to call home and an opportunity for a better life. With you, we look forward to new opportunities for continued success.



*Darcell Slovek-Walker*

Darcell Slovek-Walker  
Chief Executive Officer



*Ann Determan*

Ann Determan  
Board President

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**Our Programs:** We offer a continuum of services that are integrated and comprehensive. Each program uses pioneering concepts that promote recovery and a better life for those with mental illness.

#### Crisis/Hospital Diversion

#### Residential Treatment

*Intensive Congregate Care Program (ICCP)*

#### Intensive Case Management

*Expanded Community Services (ECS)*

#### Case Management

*Puget Sound Networks (PSN)*

#### Supported Housing

#### Vocational Programs

*Puget Sound Employment (PSE)*

*Growing Solutions*

## OUR MISSION:

### Respecting Autonomy, Dignity, Integrity, and Recovery

Transitional Resources helps adults living with the most serious and persistent forms of mental illness by providing respectful and optimistic recovery-oriented services, affordable housing, and advocacy against discrimination which works to break the cycle of incarceration, hospitalization, and homelessness.

We value the same things that those with mental illness do:

- decent housing;
- feeling needed and wanted;
- being part of the community;
- working and engaging in meaningful, age-appropriate activities; and
- having hope for a highly personalized form of recovery.

*Our supported housing and comprehensive mental health care services provide an environment conducive to recovery. Without these services, people struggling with mental illness frequently end up in jail, in the hospital, or on the streets.*

## Harrison's Story



Just over a year ago, Harrison was cycling in and out of Western State Hospital after losing his housing due to his untreated mental illness. When he came to TR, he moved into TRY House, our intensive residential program. Although he knew he needed support, he wasn't optimistic about his new life at TR. "At first, I thought coming here was the

end for me," he says today.

Instead, during his first months at TR, Harrison built relationships with TR staff and made progress toward recovery. A few months later, he was able to move to Avalon Mutual Housing (AMH), TR's supportive housing apartment building.

*"What I like about TR is you can be successful and learn from your mistakes."*

Harrison is now part of TR's Puget Sound Networks' case management program. He is able to live independently and can access his treatment team at any time if he needs them. Harrison loves having his own place, but still being within reach of staff support. "What I like about TR is you can be successful and learn from your mistakes. Coming here was the beginning of good things for me."

Harrison has also returned to work through TR's vocational program, as part of the TR garden team. "I've learned a lot in the garden. I like watching things flourish and taking care of them," he says. Harrison now believes that TR wasn't the end, but just a step in his journey.

## Eric's Story



When Eric was a teenager, he began showing symptoms of mental illness, including having hallucinations that were very frightening for him. His family looked for resources while Eric began bouncing between hospitals and public mental health facilities. Eric's father knew he needed more intensive support than they could provide at home, but was at a loss for finding a place that nurtured Eric's needs.

Three years ago, Eric entered TR's Expanded Community Services, which he and his father agree has been the best program for Eric, providing stability in his mental illness and support for living a successful life.

Being at TR has been the first time that Eric has had his own apartment, and he has thrived. He has a treatment team that visits seven days a week to help Eric live successfully with his illness, and develop skills like grocery shopping for nutritionally balanced meals and maintaining his apartment.

*"I feel like when I came here, it was the beginning of my life."*

Eric's father Rick says, "I absolutely love what TR does. I feel good knowing that he lives in a place where staff take a real interest in clients. I've seen him grow in ways that he hadn't been able to in other programs, and he respects and trusts his team there." As for Eric, he and his case manager share a smile as he says, "I feel like when I came here, it was the beginning of my life."

## Creating Stability and Strengthening Families



We often hear from our clients that the stability of TR has helped them reconnect with their families. The chaos and stress of unmanaged mental illness and homelessness can put a heavy strain on relationships, but with support and stable housing, many of our clients have been able to reach out to their families. Whether mending a broken relationship with parents or regaining custody of children, these reunions are always a meaningful part of clients' recovery. In our Avalon Place (AP) apartments, many clients have established homes for the first time in years, and have made family connections as a result.

Nancy, at left, is one such client. For years she was homeless and without regular access to services for her serious depression. She felt ashamed of her homelessness and cut off contact with her children while she lived outside. Shortly after arriving at TR,

Nancy was able to track down her children and reunite after years apart. Nancy has grandchildren now and is thrilled to be involved in their lives, even providing backup care for her grandson, pictured right playing outside AP. She says that being in safe housing and having TR staff support for times when her depression is difficult has improved her family's relationship. "Having my own place really helps," she says. "It means a lot to my kids that I can help them now."



Another client, Linda, had always been an active and attentive mother to her son, until 10 years ago when she began using drugs. Her addiction led to a spiral of homelessness and incarceration. Linda was despondent that the day her grandson was born she was jailed for forging prescriptions. She still has the framed photo of her grandson that her son sent her while she was in jail. Now Linda has been in her own apartment for over a year, and she has experienced her longest-ever periods of sobriety. She has reconnected with her son and helps care for her now four-year-old grandson. Today her grandson laughing and chasing bubbles frequently lights up TR's campus.

*Family connections are an important part of sustained recovery.*

TR's staff is thrilled that our services and housing are able to provide a catalyst for families reconnecting. Family connections are an important part of sustained recovery for many people. We look forward to continuing to support family bonds by providing the comprehensive services that give our clients the strength and stability to reach out.

# Consumer Council



Clients at Transitional Resources have their own forum to share resources and talents and discuss ways to improve services at TR, called the Consumer Council. While the Council has been in existence for many years, it recently got a new life thanks to some advice from another agency. They sent their peer counselor to TR to talk about their own successful consumer council, which uses the recovery model guidelines. Since then, the TR Consumer Council has taken on a new structure and momentum. Attendance is up, and clients have new energy to set and meet goals. "We want everyone to feel like TR is their home," said Jen, the TR Council Chair. "We welcome all ideas, big or small, to help make TR better."

*"We want to be a hotspot for good ideas for the community."*

In addition to monthly meetings, they've installed a consumer bulletin board and suggestion box to generate discussion about what consumers at TR need and want. They have also started their own quarterly newsletter that all clients can contribute to and read.

Laverne, the president of the Council says, "We want to be a hotspot for good ideas for the community. We want people to join that have thoughts about how to make things better." They have already implemented some new ideas: recently they rejuvenated the client art display to feature monthly rotating client art in TRY House. They have also set a goal to host new client social events, and have plans for a Mexican dinner and a dance social. To meet these goals, the council has spearheaded two successful fundraisers: an ongoing can recycling drive and bake sale.

We want to congratulate the leaders and participants in the consumer council on their success this year. What does the Council want you to know about them? "We want everyone to feel comfortable joining the Council. We want even more participants this year than last" Laverne says.

## Why I Support TR

When you think of a salon, you might not see an immediate connection to a mental health agency like Transitional Resources, but Rachel Karlin, the owner of Ola Salon, doesn't see it that way. She has long had passion for dispelling the myths and stigma that surround mental illness, but that's not what sparked her to support TR. Rachel puts it simply, "These are our neighbors. Of course we want to help."

A few years ago, Rachel wanted to make a concerted effort to give back to the community surrounding Ola Salon. She was surprised to learn that Transitional Resources was just up the street. She says the more she learned about TR, the more unique and special it felt to her. "TR gives clients a chance to live real lives and not feel like outcasts from society. They take a really loving and compassionate approach," Rachel says. TR hasn't been the only recipient of Rachel's community-minded energy: it's a rare month that Ola isn't hosting a benefit event or drive for a local organization including TR, Northwest Hope and Healing, and Furry Faces Foundation. The atmosphere in Ola reflects Rachel's spirit: it's always warm, welcoming and full of excitement and glamour.

*"These are our neighbors.  
Of course we want to help."*



At our 2012 Fall Event, Rachel won the Community Citizenship award for her work in raising funds and awareness for TR in our community— but she didn't stop there. In 2013 Rachel and Ola set a goal of raising \$10,000 for Transitional Resources this year— an amount they picked because it is enough to support the case management and housing for one client for one year. They have had a number of successful events already in 2013 that have brought them toward their goal. TR thanks Rachel and all her staff at Ola for their incredible commitment to the community!

## Community Volunteers

This year, TR was lucky to have many teams of community volunteers visit to help us with day projects. From cleaning out our agency garages, to painting, to maintaining our organic garden, our volunteers were tenacious, productive and always had a can-do attitude! We want to thank **Seattle Works** for their Hot Projects and Team Works teams, **United Way of King County** for their Day of Caring volunteers, and **NBBJ** (pictured right) for sending a team of employees. Thank you to our volunteers— because of your service, we are able to accomplish more and offer a more welcoming environment to our clients!



# An Interview with our LVC and JVC Volunteers

Transitional Resources has partnered with two outstanding volunteer service programs over many years, the Lutheran Volunteer Corps and the Jesuit Volunteer Corps. Annually, a volunteer with each organization devotes one year of service to Transitional Resources. These volunteers do it all, from leading client groups to cooking meals in TRY House to helping with grocery shopping.

In the past year, we have had two wonderful volunteers: Sally Ea came to us through the Lutheran Volunteer Corps. Coming from Minnesota, Sally had just completed her bachelor's degree in Social Work from Luther College. Nick Reynolds joined us from the Jesuit Volunteer Corps after graduating from Chicago's Loyola University. Nick and Sally shared some of their reflections on the past year with us at the conclusion of their year of service.

*"Being at TR has changed the way I want to do social work, and it all starts with deepening relationships."*

**What were you expecting when you came to TR?**

**Sally:** I think I came into the role picturing a place similar to a nursing home, but seeing the actual grounds and working from a house

makes it feel less like a job and more like a home, where community takes a much deeper meaning. It was clear to me from seeing how staff and clients interact that the people at TR value a sense of community, and provide care and support to anyone who walks through their doors.

**Nick:** This was all new for me. This was my first exposure to the mental health world. I accepted the position on faith that it would be a good fit. I'm happy to say I was right!

**What did you learn during your year here?**

**Sally:** Every day is a happy day at TR and I've learned how to make sure I don't live the same day twice. My role has taught me how to be a team member, a helper and a friend to everyone. I've come to truly value the relationships I've formed here. I have developed so many skills this year and will continue to work on others that will make me a better social worker. Being at TR has changed the way I want to do social work, and it all starts with deepening relationships.

**Nick:** I only had a vague idea of what mental health and mental illness are before I came here, which I think is the case for most people. I have gotten to know so many incredible people at TR, both clients and staff, and I have become aware of the issues and struggles faced day-to-day, as well as structurally in the mental health system. I have been converted to a lifelong supporter and advocate for mental health!

**What would you want people to know about working with our clients?**

**Sally:** I want people to know that the clients at TR will surprise you in so many good ways! They know all about life's challenges and victories and they are awesome storytellers. I often get caught up in conversations with clients where I feel like I've taken away so much wisdom by the time we say goodbye, and it's overwhelming. I have made so many friends in the short time I've been here, and it's because clients and TR staff have really poured their hearts out to me.

**Nick:** I want people to know our clients, period! After spending just a little time here, you can see the diversity and the depth of the people who are clients at TR. There are some amazing people here, and TR fosters the community and relationships that allow us to see that.

**We wish our volunteers the best in their next journeys!**



*"There are some amazing people here, and TR fosters the community and relationships that allow us to see that."*

## Community Partners

We are thankful to have the support of numerous foundations and corporations. This year, we particularly want to thank United Way of King County, RealNetworks Foundation, Comprehensive Payment Recovery Services, LLC, Ola Salon, Fales Foundation Trust, the Norcliffe Foundation, East Shore Unitarian Church, Rotary Club of West Seattle, the Lucky Seven Foundation, Nucor Steel, Pacific Continental Bank, the Keimig Associates and the Seattle Foundation.

**realnetworks**

**THE NORCLIFFE FOUNDATION**

**Lucky Seven Foundation**

**ola**  
SALON

**EAST SHORE UNITARIAN CHURCH**

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216 A STREET NW  
AUBURN, WASHINGTON  
98001  
PHONE: 253.939.2322

**Rotary Club of West Seattle**

**PACIFIC CONTINENTAL**  
THE RIGHT BANK™

# EVENTS

From Thanksgiving to the Garden Party to our annual Friends and Family picnic, we have had another year of memorable events. The turnout to our 2012 fall event, *An Evening of Inspiration: Fighting Stigma, Celebrating Success* was moving, and we raised an incredible \$60,000! We were joined by over 200 community members to speak out against the stigma that surrounds mental illness and celebrate the many successes that our clients have reached in their recoveries this year.



We also held our first public education event, hosting Linea and Cinda Johnson, the authors of *Perfect Chaos: A Daughter's Journey to Survive Bipolar*, *a Mother's Struggle to Save Her* for a candid discussion about the ways mental illness and stigma affect individuals, families, and the community. We also had some exciting first-time events as part of Ola Salon's campaign to raise \$10,000 for TR this year. In February, they held a Cut-a-thon, helping us kick off 2013 with neighbors and friends. In June, Ola and TR participated in the West Seattle Community Garage Sale Day, which was a huge success in both raising money and cleaning out our agency garages! The campaign will continue with new events through the rest of the year.



In annual events, the TR Trekkers showed up in full force for the NAMI Walks in both October and May. The annual garden party was a fun and productive day, helping us ready our organic garden for summer. Our Friends and Family Picnic took place in June, gathering clients, staff, and loved ones for an afternoon of good food, fun, games and good company.

## Fall Event Reminder

### *An Evening of Inspiration: Growing Community, Sharing Hope*

Join us on Thursday, October 3, 2013 from 6:00–8:30 p.m. at

The Hall at Fautleroy in West Seattle

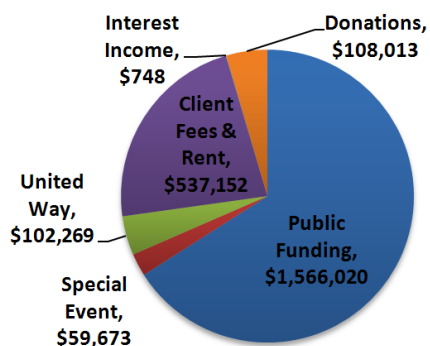
For more information and to purchase tickets, visit our website at [www.transitionalresources.org](http://www.transitionalresources.org) or call Emily McGrath at (206) 883-2029

## 2012 FINANCIALS

Fiscal Year: January 1–December 31

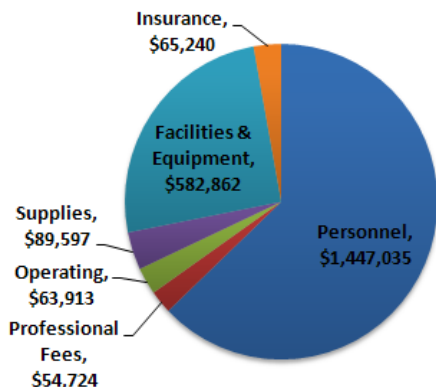
### Revenue

Public Funding	\$1,566,020
United Way	\$102,269
Client Fees & Rent	\$537,152
Donations	\$108,013
Special Events	\$59,673
Interest Income	\$748
<b>TOTAL REVENUE</b>	<b>\$2,373,875</b>



### Expenses

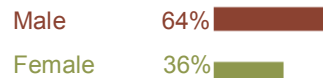
Personnel	\$1,447,035
Professional Fees	\$54,724
Operating	\$63,913
Supplies	\$89,597
Facilities & Equipment	\$582,862
Insurance	\$65,240
<b>TOTAL EXPENSES</b>	<b>\$2,303,371</b>



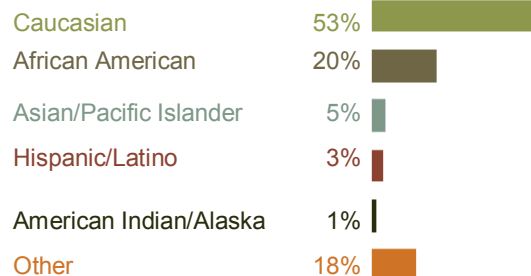
## Client Demographics 2012

### Ages 18-60

### Gender



### Ethnicity



**THANK YOU!**

Because of community supporters like you, we're able to continue providing our critical services.

Thank you for investing in TR's mission and sharing our vision that men and women living with mental illness achieve a better life.

**INDIVIDUALS**

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Jennifer Berg  
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Judy Brown  
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West Seattle Nursery  
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Zatz a Better Bagel

### AGENCIES, FOUNDATIONS AND CORPORATIONS

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**We apologize if we have inadvertently omitted your contribution. Please report any inaccuracies to (206) 883-2029**

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