

# Annual Report 2018



Our vision is that everyone living with mental illness lives a safe and meaningful life.

# 5,439

nights of care provided for clients in our residential program



We began securing public funding to develop our new Yancy Street Project, where we are building 44 new units for formerly homeless people living with mental illness.

# 306

friends and neighbors supported our work



# 98%

of outpatient clients remained in safe and stable housing



Thank you for being part of our community!

# 172

clients served in all our programs

We continued providing integrated housing and behavioral health treatment to ensure our clients find safety, community, and opportunity so they can live longer, happier lives.



## Transitional Resources

hope. opportunity. recovery.

# Transitional Resources' Board of Directors\*

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### Mission

*Building better health, stable housing, and a community of support for people living with mental illness.*

### Programs

- Residential Treatment  
*Intensive Congregate Care Program (ICCP)*
- Outpatient Services  
*Puget Sound Networks (PSN)*
- Intensive Case Management  
*Expanded Community Services (ECS)*
- Vocational Services  
*Puget Sound Employment (PSE)*
- Crisis/Hospital Diversion Bed
- Supported Housing

### Values

- Respect, dignity, and autonomy*
- A safe place to call home
  - Feeling needed and wanted
  - Being part of an inclusive and diverse community
  - Working and engaging in meaningful activities, and
  - Having hope through a highly personalized path to recovery

# A message from our CEO and Board President

Dear Friends and Community Members,

As each year passes, we appreciate taking a moment to humbly reflect on our accomplishments and look to the future. Our goal is to give people living with mental illness hope and opportunity to live safe and meaningful lives, and each year we see incredible results thanks to the hard work of our staff, clients, and supporters. In 2018, we continued providing integrated treatment to those in our community who need it most, and we witnessed many people take important steps in their journey of recovery.

Each year brings its challenges, and the past year was no exception. The issues of homelessness and mental health have become more pressing, and our work and our approach continue to be especially important. But we are moving forward with confidence, as 2018 also opened up many opportunities to engage and educate people about the issues of homelessness and mental illness.

In the spring, we hosted our first Toast to TR event, which was a success and provided an exciting opportunity to build a new community event into our year. We began the process of securing funds for our Yancy Street Project, which will expand our housing program by over 50%. We received a grant to expand our development staff and also received pro-bono assistance from a leading consulting firm to implement a new Electronic Healthcare System to improve how we manage our clients' needs so we can better serve them.

As the needs in our community grow, we feel that now more than ever is the time to have conversations about behavioral health, supporting community-based programs, and building strong foundations with our neighbors and our communities. We need help from our friends and supporters to encourage people to find compassion and understanding and recognize there are effective solutions like the services Transitional Resources provides.

Your continued support is so meaningful to us. Together we can ensure that those living with mental illness lead healthy and happy lives.



Darcell Slovek-Walker, MA, LMHC  
CEO



Rob Fulwell  
Board President



*"Recovery isn't what others define it as, recovery is what each client wants it to be. It is important to support the client's idea of what success is, and their idea may be different than what society deems as successful. Recovery looks different for everyone, and we should be embracing that."*

JULIA, TR'S NURSE CARE MANAGER

## Staff Feature

Julia Calkins, RN, BSN

*Julia is our Nurse Care Manager and has been with TR since 2015. She helps our clients by acting as a liaison for their healthcare by communicating and coordinating with doctors, hospitals, pharmacies, and managing clients' psychiatric care.*

*During her time here, Julia has been instrumental in improving our clients' health. We asked her to discuss some of the key pieces behind these improvements and what it means to the overall successes we see at TR.*

### **What does integrated care mean for clients? Why is this strategy and form of care so effective?**

It's pretty straightforward: we can transform our clients' lives more effectively by ensuring both their physical and mental health is taken care of. Using this system helps streamline healthcare for those who are in difficult situations or need specialized care and treatment. Having one agency or group of people, like TR's staff, dedicated to monitoring these elements helps people maintain stable, healthy lives.

Part of why TR is so effective in using the integrated care approach is we also help our clients get connected to housing, making this care easier to implement. If clients have a phone number, we can call them; if they have a place where we know they will be, we can check in. It takes a lot of the guess work out of treatment and contact and brings consistency to people who may not necessarily be used to that kind of stability.

### **How do you define success? How is this different than others?**

Recovery looks different for everyone, and we should be embracing that. Individuals have different needs, and treating people's unique needs is what we should all be moving towards. You can't just step in without context and tell people how they should or shouldn't be approaching their own health. Housing First programs are especially important in this way because there aren't any requirements. Individuals can engage in treatment when they feel ready, not because they are required to, which produces much better results.

Often, the success we see at TR are a result of building relationships and letting people choose their own path. When you have housing and services in the same place, you get to know people. You see them every day. They begin to trust you and building those relationships is key, because when people trust you, they can be honest about their needs. And when they can be honest [with me] about their needs, then I can help meet those needs, and that is ultimately what we are trying to do here.

We have so many services we provide and it can be overwhelming to explain to people outside of TR. All of these different services are intertwined and affect one another. This requires our staff to be very communicative and interact with each other about our clients. Together we all make sure that every aspect of the clients' needs--from housing to medications--are being met, ensuring a better chance of recovery and stability for each person.

**“Everyone needs support from loved ones, friends, and family. Many of our clients lack these natural support systems, so they build them at TR.**

**And that is such a rewarding and amazing thing to see.”**



# 2018 By the Numbers:

## Ethnicity

Caucasian: 56%  
African American: 20%  
Asian/Pacific Islander: 7%  
Multi-Race: 9%  
Hispanic/Latino\*: 5%  
Other or Unknown: 2%  
Native American/Alaska: 0%

\*Clients who identify as Hispanic/Latino may also appear in other ethnicities

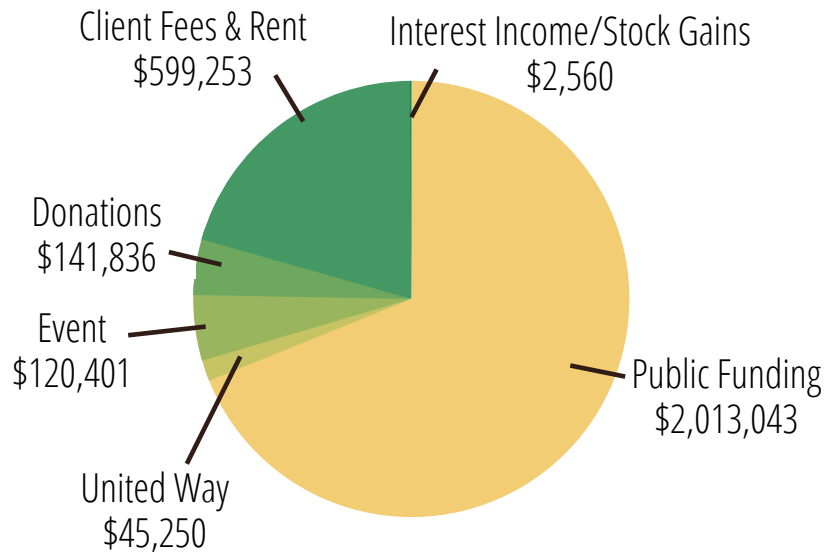
## Age

18-29: 8%  
30-39: 23%  
40-49: 24%  
50+: 45%

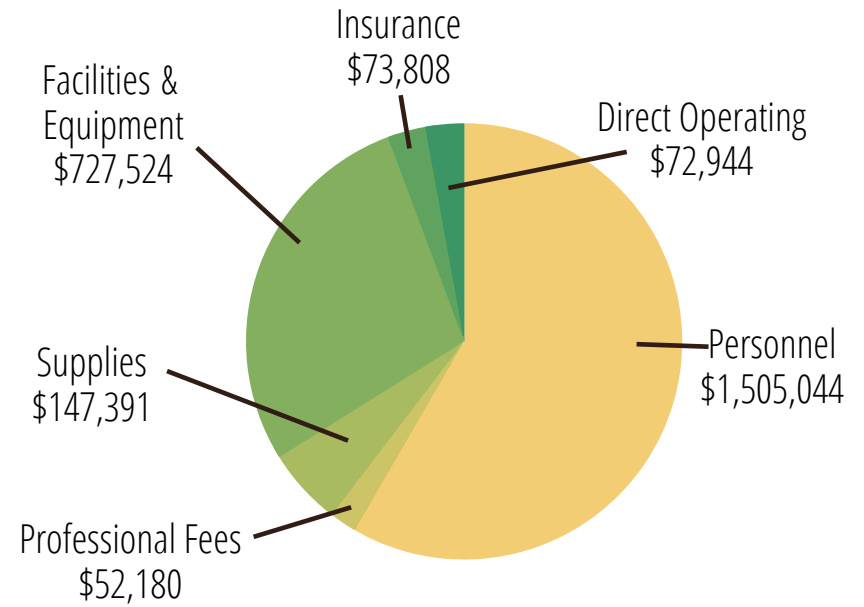
## Gender

Female -- 35%  
Male -- 64%  
Transgender -- 1%

## Revenue



## Expenses





# 2018 By the Numbers continued:

Because of TR, 172 people had access to the behavioral healthcare treatment they needed, as well as a safe place to stay, in 2018.

Thanks to our supporters, 172 people were on the path to leading healthier, happier lives.



Our crisis beds helped keep 47 people out of emergency services and hospitals and gave them access to treatment programs.

Over  
**4,100**  
volunteer  
hours  
provided to  
TR in 2018.



139,008 hours of around the clock housing, treatment, and support provided for residential clients.



We provided over

**250**

treatment group meetings to help people with their recovery.



**43,739**

days of  
opportunity  
provided to  
our clients.

# Thank you to our 2018 Fall Event Sponsors!



BILL & MELINDA  
GATES *foundation*





*“TR is all about helping people live their fullest life without putting expectations on what that should look like.”*

walking towards hope  
SHELBY, TR VOLUNTEER

## Volunteer Feature

Shelby Anderson

*Shelby is a volunteer from the Jesuit Volunteer Corps Northwest and started at TR in August 2018. JVC has been a dedicated volunteer partner for over 29 years. We are incredibly fortunate to have support from this amazing group who continues to provide extraordinary volunteers to us every year.*

*Beginning August 2019, Shelby will be joining our staff as a case manager before she attends medical school at University of Michigan. We asked Shelby to share some thoughts and reflect on her time as a volunteer at TR:*

### **Why were you drawn to TR?**

After my year of service I will be going to medical school, so I was very interested in seeing what a community program for behavioral health looked like as compared to the “traditional system” of hospitals and clinics. It has been an incredible opportunity to see what a community approach to treating mental health looks like, from having conversations at dinner with residents at TRY House to hearing clients’ reflections in poetry group.

### **What were your expectations coming in? How did the experience meet or differ from your expectations?**

I expected to be working closely with our clients and learning a lot about mental health treatment, but above all this year I have learned about the people we serve and their passions, interests, and hobbies. They have taught me to crochet, tie fishing lures, and cook the best tacos. They have also shared stories of their lives with me and the realities of living with serious mental illness. Volunteering at TR exceeded my expectations as far as building meaningful relationships with clients, which in turn allows us to better support them in their recovery goals.

### **What were some of the challenges you faced?**

Working with our clients, I quickly saw the limitations of the systems that I had put trust in such as the legal and healthcare systems, as well as government social services. It was painful to see these systems fail to support our clients and the impact of ongoing stigma against people with mental illness. However, I found that sometimes the best you can do is to be present and listen to our clients’ needs so that they know you’re there to advocate for them.

**“It’s about seeing the same people every day and building trust and community.”**

## Volunteer Feature

Henry Kauth

*Henry is a volunteer from QuEST. QuEST has a long history of supporting organizations in the region, and we are thrilled to have the opportunity to work with them again. Henry started at TR in August 2018. Here are some of Henry's thoughts and reflections about his time at TR:*

*"I was impressed by how far TR was willing to go for their clients."*

### Why were you drawn to TR?

I wanted to work in a small agency, one where the approach with clients would be face-to-face and have a human connection. We have staff and clients who work every day to build a community, and that is truly what we have here.

### What were your expectations coming in? How close were they compared to reality?

I came from a small community that didn't fully embrace or understand the concept of a community program, so I wasn't sure what to expect beyond working closely with people. I was impressed by how far TR was willing to go for their clients. TR puts such an emphasis on meeting people where they are, and it is incredibly life changing for many of them because they haven't known that kind of support.

### What is something you learned?

One thing that gets lost in a lot of discussion is what a huge difference individualized care makes for someone. You can enact these grand policies, give lots of funding to programs, and take steps to address the many issues at work, but at the end of the day, it's people who are being affected by this, and the best way to support people is by meeting their individual needs and developing personal connections. Finding a way to say, "I care about you. I am here for you. I want to help you, and your success is important to me."

# Foundations and Corporations

Through the generosity of several organizations and foundations in 2018, Transitional Resources will continue to move forward our mission of building better health, stable housing, and a community of support for those living with mental illness.

We would like to thank the following foundations and partners for their support:

**BILL & MELINDA**  
**GATES** *foundation*



**THE NORCLIFFE FOUNDATION**



*The Lucky Seven Foundation*

**slalom**

On behalf of our board, staff, and clients,

*Thank you*



Transitional  
Resources



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