

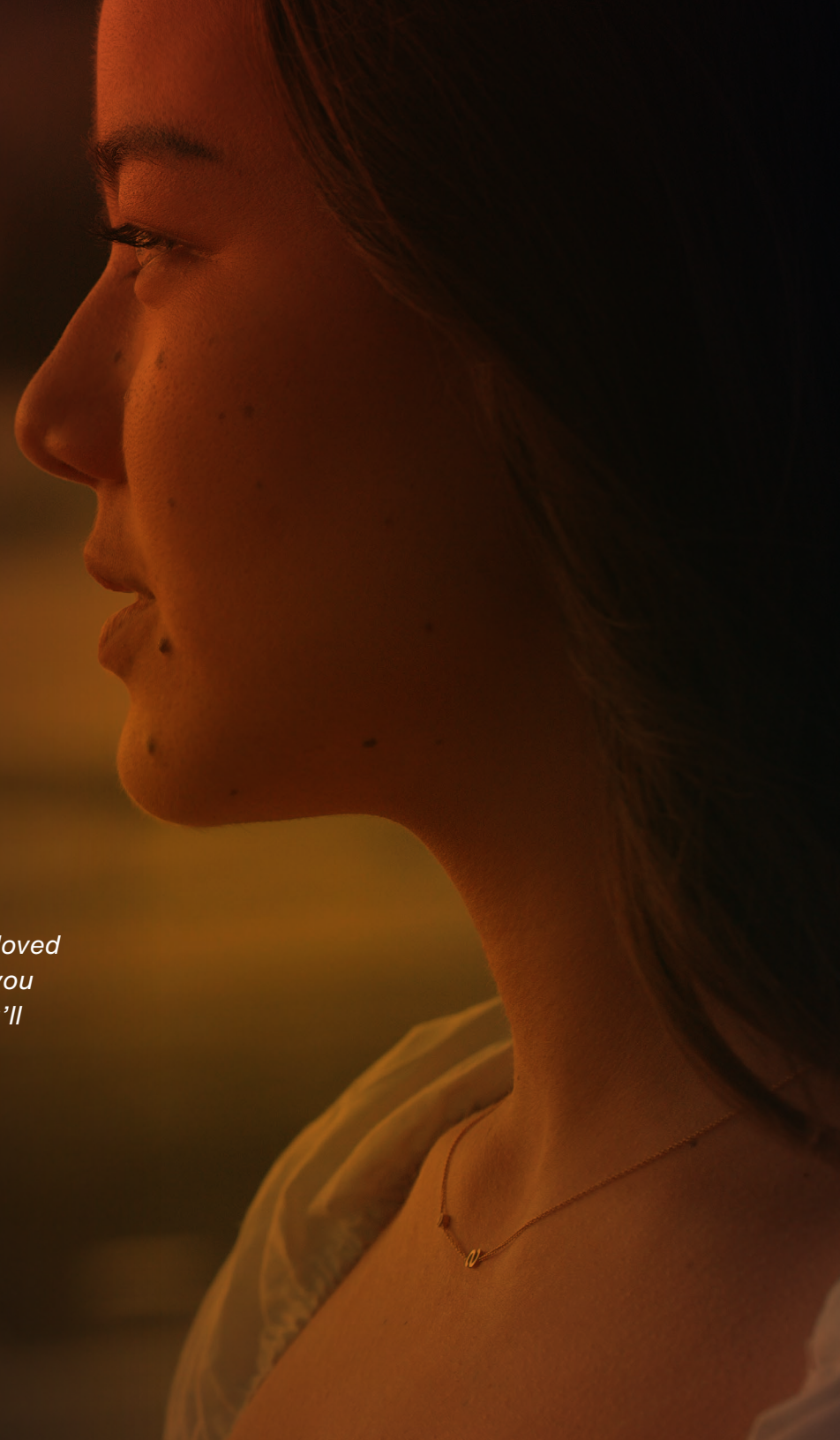
2024 ANNUAL REPORT



The **SOUND** of *Impact*

We are pleased to share our 2024 Annual Report with you, our beloved King County community. We're grateful to each and every one of you who has helped us with your generosity and support. We hope you'll feel pride in the positive, vital impact we are making together.

Hope. Healing. Recovery.





Hope. Healing. Recovery.

MISSION

Improving lives by providing equitable, recovery focused behavioral health care for all in our community.

VISION

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

VALUES

R – Respect
E – Excellence
S – Sustainability
P – Partnering
E – Encourage
C – Commitment
T – Teamwork

DIVERSITY

At SOUND, we embrace diversity by honoring individuality, amplifying underrepresented voices, and committing to equity, justice, and inclusion. Our principles and values of RESPECT guide us in dismantling barriers and fostering an environment where every voice is valued and empowered.

WWW.SOUND.HEALTH

The SOUND of Impact reflects the endurance, resilience, and collaboration exhibited last year by the entire SOUND Community.

2024 was truly an ***impactful*** year. We continued to gain momentum, delivering more innovative, life-changing behavioral health services, sustained support, and positive outcomes to those who need it most.

We're excited to share achievements from this past year, stories of lives we were able to dramatically improve, and inspiring profiles of the passionate, dedicated people who make SOUND the beacon of hope that it is.

As we move through 2025, we are acutely aware that the number of individuals in our King County community living with mental health conditions and substance use disorders remains at staggering levels—levels that continue to present greater challenges to our dedicated professionals. We want to take a moment to thank all of you who continue to support and assist us in addressing these issues.

We hope you, too, are encouraged by the impact made by this vital organization—one that wouldn't exist without your support.



Our ability to scale and expand to meet the community’s growing behavioral health needs requires us to continually tell our story and raise funds. Please support SOUND’s mission of hope, healing, and recovery by visiting our donor page. Every gift helps to sustain our essential programs and services.

Our Impact Is Life-Changing.

“

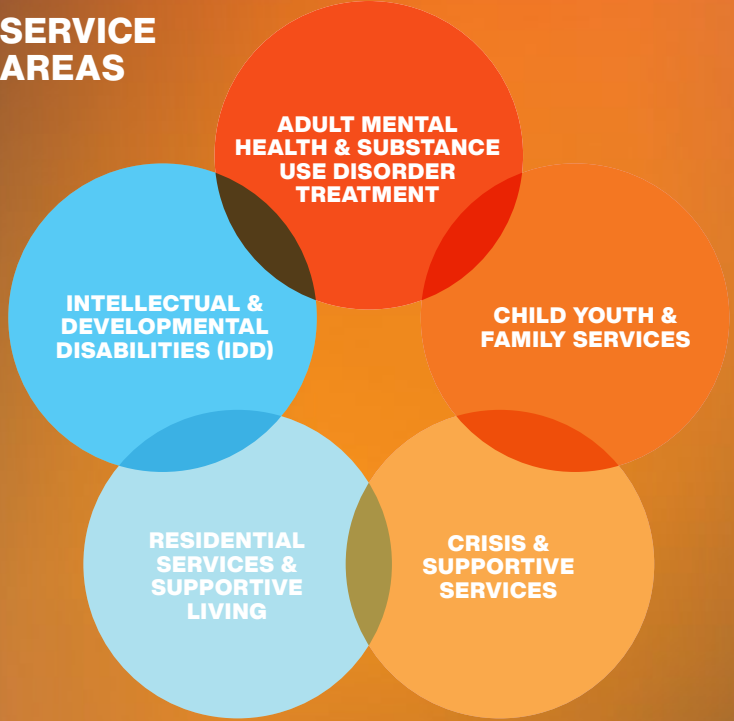
SOUND helped me to learn how to love myself. And then I was able to see some hope. If you’d known me back then, you’d probably look at me like, ‘Oh, poor thing. Poor thing.’ And they can’t say ‘poor thing’ no more.”

– **SAGE JAMAL** CERTIFIED PEER COUNSELOR & FORMER CLIENT

WATCH THE VIDEO
THAT CAPTURED OUR
HEARTS AND MINDS



SERVICE AREAS



We strive to serve everyone in need, virtually or in-person, including those who would otherwise fall through the gaps in our system.

All services are recovery and resiliency oriented, culturally respectful, and designed to foster clients’ attainment of stability and growth consistent with their individualized goals.

EMPLOYEE SPOTLIGHT

“

Part of why our program succeeds is because when Harborview reaches out needing help my IDD team responds. They’re a valued partner. So I never say ‘Oh, that’s not something we do.’ I always try to figure out a way that we’re going to help.”

– **DAVE O’NEAL**
DIRECTOR, IDD SERVICES

“

We serve the disenfranchised. We serve the lost, the lonely, the left behind, the left out. And we give them hope that they can be okay. They can come here when the rest of the world rejects them or looks at them as just someone with a mental disorder. When they get pushed aside, they can come to us, where nobody will ever push them aside. No one here defines them as someone with a mental disorder.”

– **CASSANDRA JACKSON**
REGIONAL DIRECTOR SOUTH, 30 YEARS AT SOUND

“

Our greatest reward is seeing people get better.”

– **LISA ROGERS**
DIRECTOR, SUD SERVICES

“

Peer counseling isn’t traditional counseling. The way a peer can connect with a client – a counselor cannot. There are core principles to doing peer work, but when you really look at recovery and what makes it successful – it’s relationship and being able to build hope. Sometimes the best people to do that are Peers.”

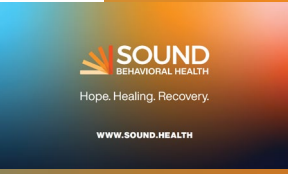
– **NEV TRAKIC**
REGIONAL DIRECTOR NORTHEAST

We refreshed our brand expression and launched a new website.

We prioritized our need to ensure that everyone in our community clearly understands SOUND's focus, purpose, and distinction.

We produced the spectacular SOUND of Hope Inaugural Gala.

We brought together hundreds of members of our extraordinary community for a magical evening at Seattle's MOHAI. **Thanks to the generosity of our attendees, we surpassed our fundraising goal!**



The **SOUND** of *Care*

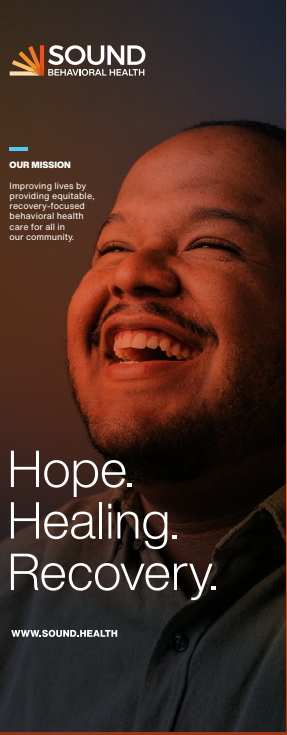
SOUND provides comprehensive behavioral health and human services that offer hope, recovery, and the opportunity for every person in Seattle and King County to improve their quality of life.



SOUND is King County's leading non-profit provider of comprehensive behavioral health services.



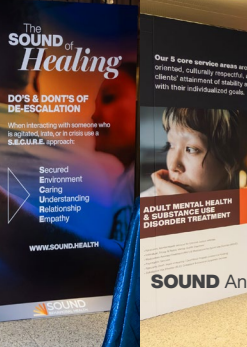
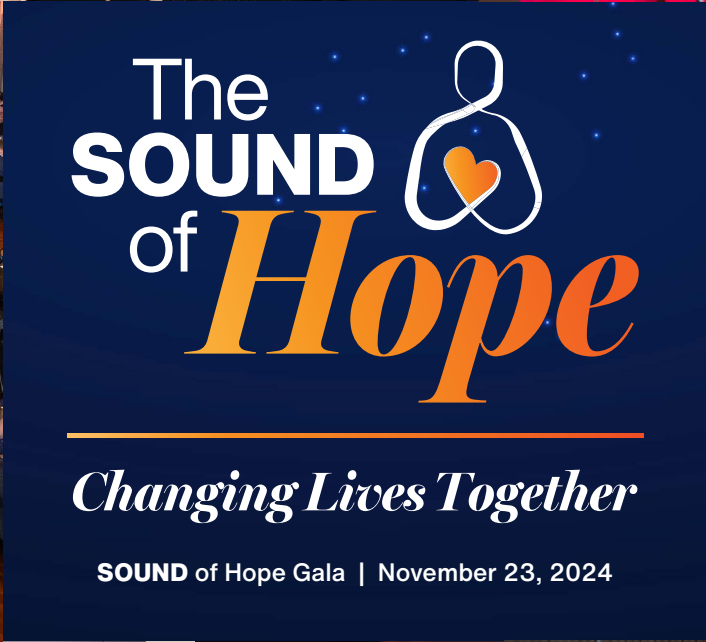
TOGETHER WE CAN CHANGE LIVES



VIEW THE NEW BRAND & MESSAGING:
www.SOUND.Health

We officially adopted the name, SOUND Behavioral Health, refreshed the design of our brand system, and launched a redesigned website. We also introduced an accompanying tagline that serves as a guiding light, reminding people of the essence of our service offerings and why clients depend on us: Hope. Healing. Recovery.

Our Impact Is Dynamic.



Our Impact Is Expanding.

We launched our new Mobile Rapid Response Crisis Teams (**MRRCT**) program to serve King County’s South and North/East regions.

Created in partnership with King County, DESC, and Crisis Connections, we now have a fleet of fully equipped vans providing 24/7 crisis response services. Crisis Connections fields countywide calls on their 24/7 crisis line, 988, and then dispatches SOUND MRRCT Teams as needed for immediate in-person support.



“

We arrive at a crisis and we’re in lieu of a police officer. We’re better equipped, both clinically, and in making connections with our peers, to deal with someone in crisis in the community.”

- **JOE VELA**
DIRECTOR OF CRISIS SERVICES

“

If you were walking down the street and encountered someone and they were having a heart attack, you’d call 911. Now, if you walk by down the street and somebody’s clearly struggling, you can call 988.”

- **KATRINA EGNER**
SOUND PRESIDENT & CEO



READ ALL ABOUT IT:
WWW.SOUND.HEALTH/NEWS

HOW OUR MOBILE RAPID RESPONSE CRISIS TEAM IS HELPING PEOPLE IN NEED.

Staffed by mental health professionals, case managers and peer specialists, the MRRCT teams use de-escalation techniques, harm reduction, and trauma-informed care to support individuals in distress. By prioritizing safety, dignity, and connection to services, MRRCT helps stabilize those in crisis while reducing hospitalizations and incarceration.

2024
YEAR MRRCT
LAUNCHED

8
MRRCT
VANS

18
TEAMS IN THE
FIELD DAILY

1,000+
DISPATCHES
SINCE 12/24

This service greatly expedites the response to individuals experiencing acute mental health crises, such as severe anxiety, suicidal ideation, psychosis, or substance use-related emergencies since the expanded program launched in December 2024.

“

Mental health is a major issue in our community. Where we fall short, that’s where mobile crisis teams can help us. So this partnership is very important, very vital.”

- **SARAH MONTJOY**
OFFICER, FEDERAL WAY POLICE




Our Impact Is Inspiring.

DK Metcalf highlighted SOUND’s Deaf and Hard of Hearing Services Program During *My Cause My Cleats Campaign*



A huge thank you to Seahawks superstar wide receiver DK Metcalf who, as part of the NFL’s My Cause My Cleats awareness campaign, chose to showcase SOUND Behavioral Health and our Deaf Services Program.

DK wore his custom cleats (which he designed with the help of CEO, Katrina Egner, and Deaf Services Program Lead Clinician, Heidi Isakson) during the Seahawks game against the New York Jets on Sunday, December 1st.

 SOUND Behavioral Health is the *only* community mental health organization in the State of Washington that has a Deaf and Hard of Hearing Services department.

“

The Deaf and Hard of Hearing Program experience is unlike any other. Across the country there are very few therapists who are fluent in ASL. Our SOUND Behavioral Health’s Deaf Services team is made of clinicians who live the experience and are trained to deliver community mental health and substance use disorder services in our clients’ native, natural language (American Sign Language).

- HEIDI ISAKSON
LEAD CLINICIAN FOR SOUND BEHAVIORAL HEALTH’S DEAF SERVICES PROGRAM

“

Mental health disorders in the Deaf and Hard of Hearing Community are approximately 25% higher than in the general population. SOUND Behavioral Health is the only community mental health organization in the State of Washington that has a Deaf and Hard of Hearing Services department.”

- KATRINA EGNER
SOUND PRESIDENT & CEO

 READ ALL ABOUT IT:
WWW.SOUND.HEALTH/NEWS

SOUND by the NUMBERS




1 in 5 people

IN OUR STATE
EXPERIENCE SOME
FORM OF BEHAVIORAL
HEALTH ISSUE

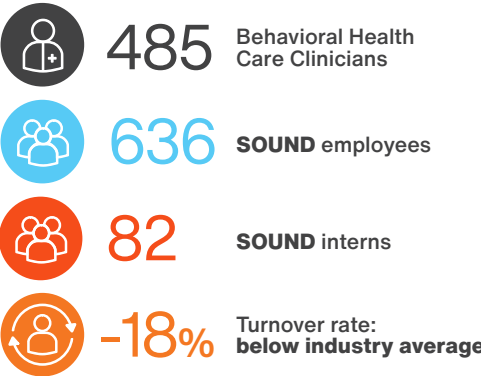


The need for our services is immense and our reach is continually expanding with our new programs.

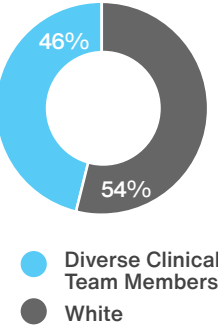




 SOUND Behavioral Health has existed for 58 years

SOUND WORKFORCE

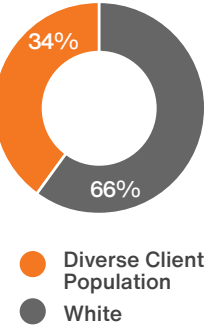


CLINICAL DIVERSE TEAM MEMBERS



 Diverse Clinical Team Members
 White

CLIENT DEMOGRAPHICS



 Diverse Client Population
 White

The **SOUND** of
POSITIVE OUTCOMES

SOUND continues to be a leader in the adoption of the **Certified Community Behavioral Health Clinic (CCBHC)** model in Washington. In 2024 we continued to propel the advancement and impact of the CCBHC model in King County.

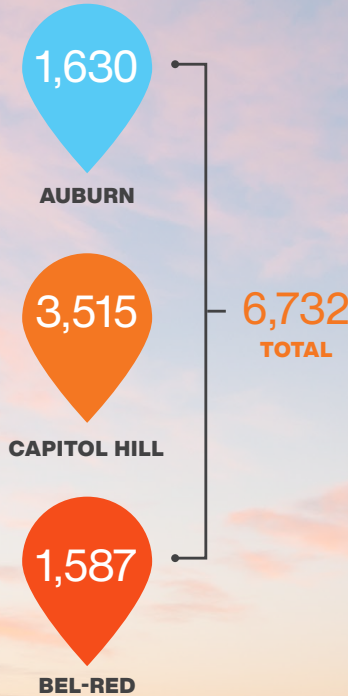


The CCBHC transformation is supported by Substance Abuse and Mental Health Services Administration (SAMHSA) PDI Grant Numbers (H79SM086453, H79SM089213, H79SM089318). The views, opinions, and content expressed herein are those of the author(s) and do not necessarily reflect the views, opinions, or policies of SAMHSA, the U.S. Department of Health and Human Services (HHS), or the U.S. Government.

“CCBHC has empowered us to expand access, improve timeliness, and elevate the voices that matter most—our clients and staff. We’ve strengthened integration across mental health and SUD care, improved programming, exceeded client engagement goals, and acted on quarterly staff and client feedback to drive real change. These accomplishments reflect what’s possible when a system is built around collaboration, equity, and whole-person care.”

-CCBHC Evaluation Team

Clients Served by CCBHC* by Location



* A Certified Community Behavioral Health Clinic is an integrated model of care designed to ensure access to coordinated and comprehensive behavioral healthcare for everyone, regardless of ability to pay, residential status, age or diagnosis. CCBHCs continue to close the treatment gap that leaves millions of people in the US unable to access lifesaving mental health and substance use care.

EMPLOYEE SPOTLIGHT

“CCBHC has empowered us to deliver more accessible, coordinated care - ensuring no client falls through the cracks.”

- AMANPREET KAUR
RN, CCBHC NURSE CARE MANAGER

“Jadan (CCBHC Certified Peer Counselor) has helped a number of my clients increase their confidence and belief in the recovery journey and helped them to feel safe and welcome.”

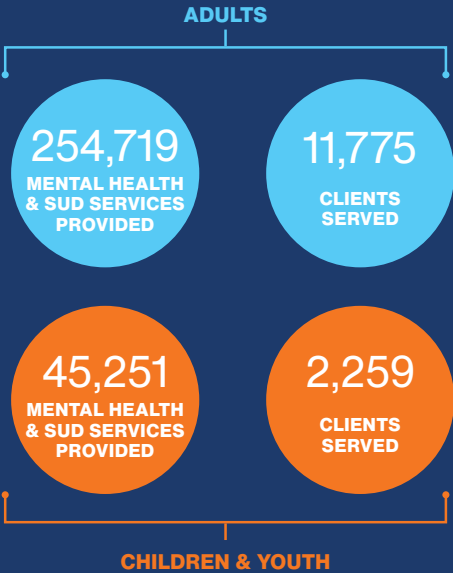
- BEL-RED CLINICIAN

“The CCBHC model has helped SOUND centralize a variety of crucial supports under one roof, breaking down barriers so everyone in our community can access the full spectrum of support they need and deserve.”

- KIMMY MANSON
CCBHC CLINICAL SUPERVISOR

“Everyone is a part of CCBHC. We all have the same goal – the whole team wants to make sure clients get services and we all play a role in that. We piloted the CCBHC Behavioral Healthcare Navigator role by being open minded. We took the problems that came up and looked at what we can do to solve them. We are continually building.”

- STEPHANIE CHANG
CCBHC BEHAVIORAL HEALTHCARE NAVIGATOR



The SOUND of GRATITUDE

This year, SOUND has received grants to amplify a number of different programs and initiatives:

- Baskin Family Foundation
- Ellison Foundation for The Willows
- First Financial Northwest Foundation for CDVRT dinners and emergency needs
- Gesa Credit Union for Staff Wellness
- Grousemont Foundation multi-year unrestricted grant to support general operating costs investment & partnerships
- IMA Foundation for Child & Family Services experiential therapeutic programming
- MMS Giving Foundation for IDD socialization events
- Nesholm Family Foundation for Middle School Support Program
- Norman Archibald Charitable Foundation for a Clean Start refresh at Bel-Town
- Providence Well Being Trust and Providence Swedish Community Health for Child and Family Services
- Steel Lake Presbyterian Church
- Tulalip Cares for Willows emergency supplies
- Umpqua Bank Foundation for a Clean Start refresh at Bel-Town

For their steadfast dedication and generosity, SOUND extends its *heartfelt gratitude* to



The Nesholm Family Foundation

for their ongoing support to serve the community where it's needed most and the incredible donation made earlier this year to the Middle School Support Program.

The Grousemont Foundation

for the invaluable gift that recognizes the chronic underfunding of the behavioral health system and the financial challenges we face.

We are *deeply grateful* to all our community partners.

Baskin Family Foundation



BROOKS



CHRISTINE MCHUGH CONSULTING



APPLE HEALTH (MEDICAID)

DR. BRONNER'S



First Financial Northwest Foundation



ImageSource

mioposto



NESHOLM FAMILY FOUNDATION

NORMAN ARCHIBALD CHARITABLE FOUNDATION

OPERATION warm more than a coat



PASSING TIME

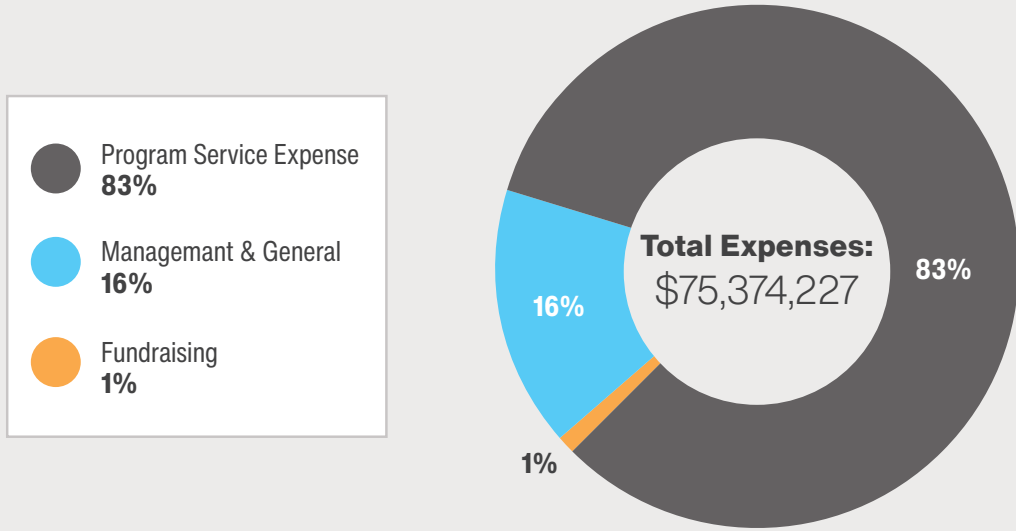
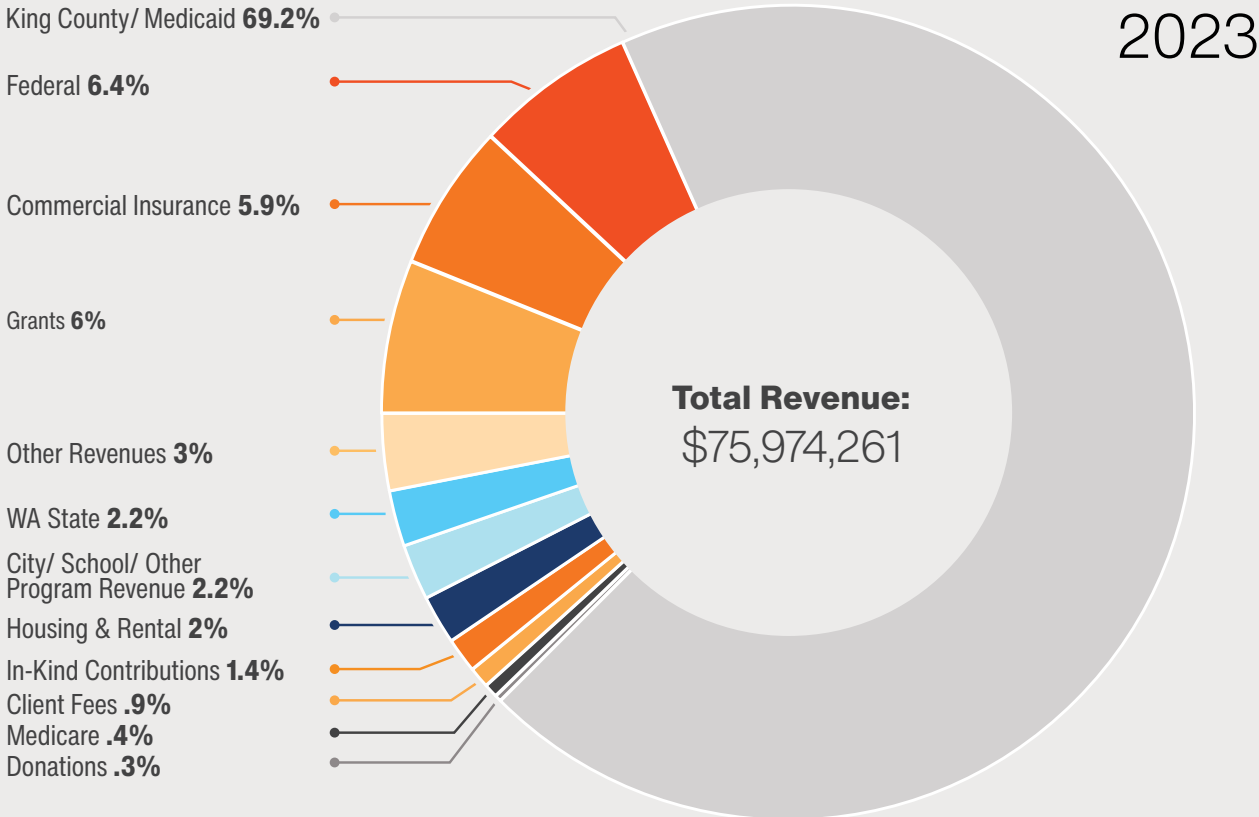
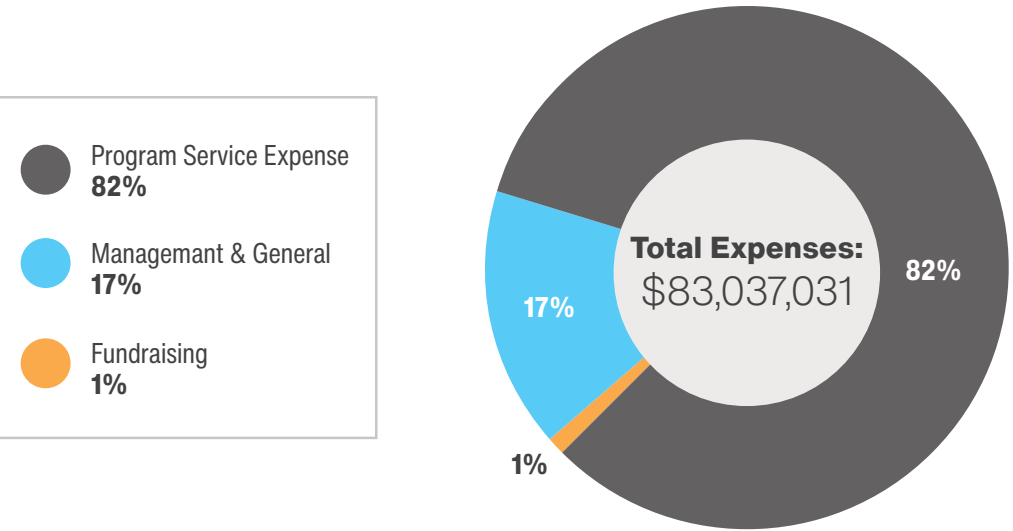
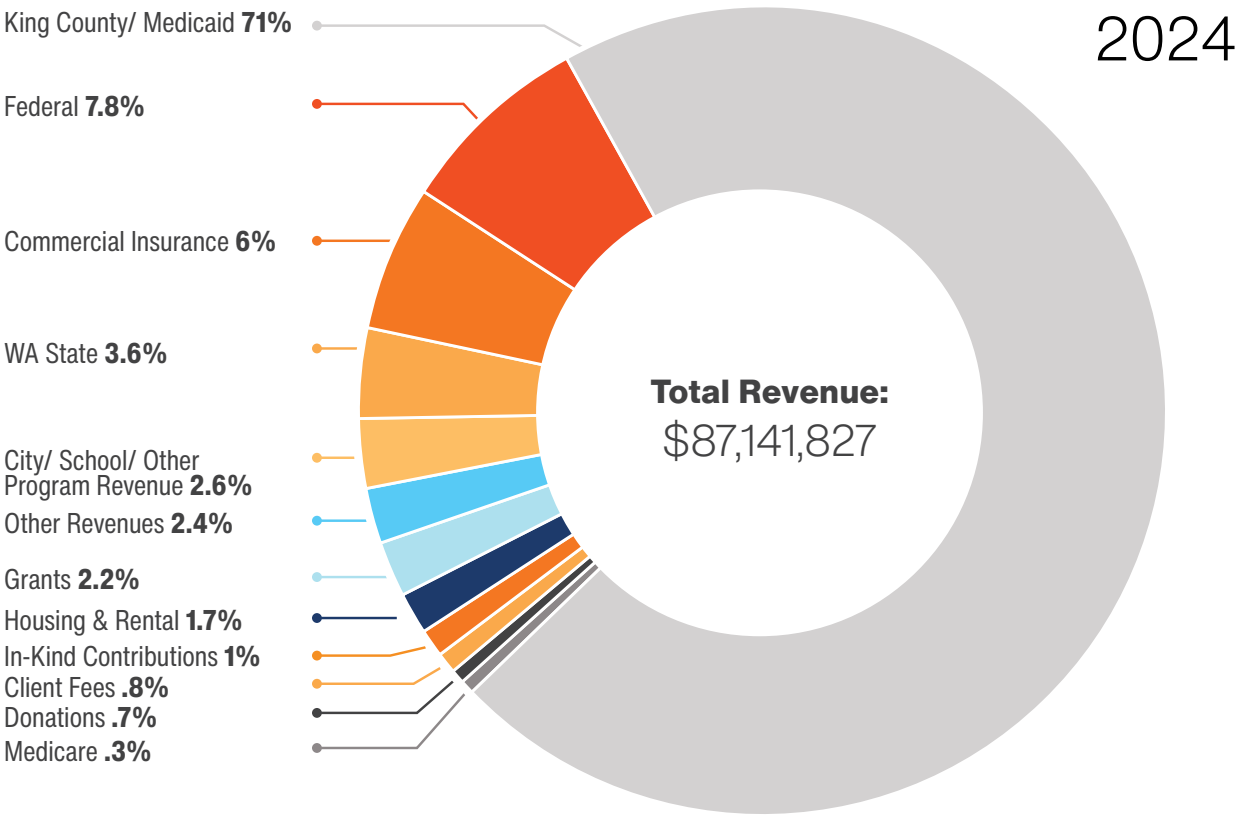


superGraphics



westMONROE

FINANCIALS



Our innovative, data-driven, and evidence-based programs have produced scores of *radical, life-changing outcomes.*

IN 2024, SOUND
helped 1,396 clients
WITH INTELLECTUAL OR
DEVELOPMENTAL DISABILITIES



ADULT MENTAL HEALTH & SUBSTANCE USE DISORDER TREATMENT (SUD)

ADULT MENTAL HEALTH SERVICES

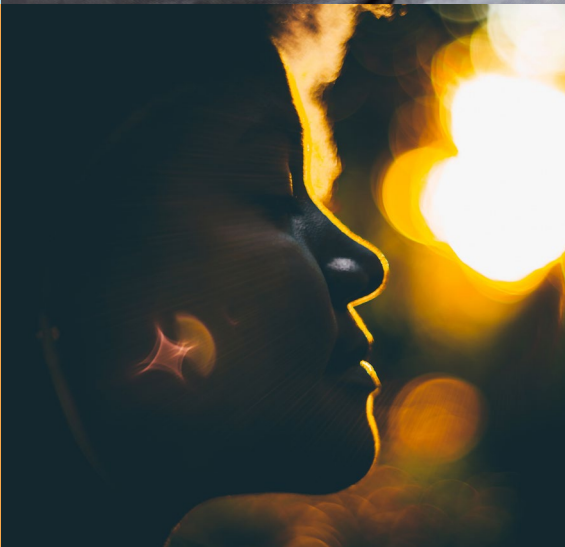
“Joe” is an accomplished young man who found himself in an isolated, stuck place in his life. Although he is on the autism spectrum, he successfully completed a four-year degree in computer science. As he began to teach in the field, he discovered that computer science was no longer his passion, so he left academics and moved back in with his parents. Joe first came to SOUND after several violent outbursts with his parents that lead to him being in police custody and then inpatient care. When he began his recovery journey, he was underweight, isolated, experiencing poor sleep, and received a diagnosis of major depression. The SOUND team provided medication management for stabilization, while partnering with Joe through behavioral health counseling to address distorted thinking, develop social connections, self-care, mindfulness, improved sleep, engagement in activities of interest, and to explore career goals. He has rediscovered his joy in life and hope for the future with a new career, repaired relationships with family, new social connections, healthy self-care routines, and learning how to allow time each day for curiosity and fun.



CHILD YOUTH & FAMILY SERVICES

WiSe: Wrap-Around with Intensive Services

“Andy”, a 16-year-old previously diagnosed with autism spectrum disorder, was homeless and living at Mary’s Place when he had challenges that resulted in being admitted to Seattle Children’s Hospital. Upon discharge, he was referred to SOUND’s Wraparound Intensive Services (WiSe) Thanks to WiSe, Andy was no longer lost in a broken system, one in which he’d been written off as a “bad kid.” By having a team navigate the system with him, he and his mother became empowered to use the resources available to them. At the same time, Andy’s therapist at SOUND created structure and boundaries while treating him with unconditional positive regard. One year later, Andy’s is making positive choices to invest in himself, connect with his peers, and seek out trusted adults at school. Andy’s has recently shared with his therapist a few aspirations he’d written for himself. They included, “You are a survivor not a lost cause,” and “You are unique and cannot be replaced.”



CRISIS & TRANSITIONAL SERVICES

SSVF: SOUND’s Supportive Services for Veteran Families

A client sought therapy to process trauma after having been kidnapped and tortured while deployed. He experienced significantly distressing symptoms of PTSD, such as flashbacks, nightmares, hypervigilance, and fear. He struggled to attend to activities of daily living, such as running errands and driving. The client has been dedicated to processing the most impactful aspects of the experienced trauma and practicing what he learns in individual therapy. As a result of his hard work and motivation, his symptoms of PTSD have been significantly reduced over the last year and a half. His self-image has improved and he is now able to grocery shop by himself, run errands, and most importantly, spend quality time with friends and family. His wife has recently told him that she is “shocked” by the amount of progress she has seen him make. This has helped to reinforce a sense of hope and instill a healthier self-image. Additionally, with the support of the his case manager, he was able to obtain housing for he and his family.

RESIDENTIAL SERVICES & SUPPORTIVE LIVING

WILLOWS

Mom and her four kiddos recently graduated. Mom had been at the Willows for three years. When she arrived she was pregnant with her youngest. After one year Mom had a fentanyl relapse. DCYF got involved and the kids were removed from her care. Over the course of the next two years she remained at the Willows and worked really hard while in the program, eventually receiving a family unification voucher. The kids were returned to her at the beginning of the summer and the DCYF case was closed. In addition to being back with their Mom, who is clean, the kids are doing great in school and have a WiSe (Wraparound Intensive Services) team and other helpful supports in place.

INTELLECTUAL & DEVELOPMENTAL DISABILITIES (IDD)

IDD COMMUNITY NETWORK PROGRAMS

In 2007, “June’s” life was marked by significant challenges. Diagnosed with Bipolar Disorder and PTSD after a hospitalization, she also struggled with a profound learning disability, severe social anxiety, and an abusive relationship. She relied on a caregiver to manage her finances and drive her places, as she couldn’t manage these tasks herself. When June sought help from SOUND, her social anxiety was so crippling that she couldn’t handle public spaces without experiencing panic attacks. Her clinician began meeting her at Starbucks, helping her gradually build confidence by interacting with baristas and being around people. These small, steady steps laid the foundation for her recovery. Eventually June found a much better living situation, learned how to manage her own finances, and was able to maintain a job without her social anxiety getting in the way.

LEADERSHIP: A YEAR OF IMPACT



Katrina Egner
PRESIDENT & CHIEF EXECUTIVE OFFICER

“ Our innovative and effective programs are producing scores of radical, life-changing outcomes, thanks to the perseverance of our unwavering team, our brave clients, and those who so generously and selflessly support our mission with essential financial assistance.”



Guy Delisi
EXECUTIVE VICE PRESIDENT & CHIEF OPERATIONS OFFICER

“ In 2024, King County funded the purchase of nine Mobile Rapid Response Teams to support individuals in crisis. I look forward to the work ahead in 2025.”



Mike DeLuca
VICE PRESIDENT & CHIEF FINANCIAL OFFICER

“ SOUND’s financial performance remains strong and stable, allowing us to expand and enhance services for both existing and new clients in 2024 and 2025. The opportunity to do even more is truly energizing.”



Shavonda Dial
EXECUTIVE ASSISTANT TO THE PRESIDENT & CEO

“ It was exciting to witness the organization expand services in ways that benefit our clients and the community as a whole, while remaining committed to the financial solvency of the organization, ensuring that we’re here to serve for decades more.”

BOARD OF DIRECTORS

Roger Dowdy, **CHAIR**
Annemarie Belliard, **VICE-CHAIR**
Jeff Wilcox, **TREASURER**

Tom Bolger, **IMMEDIATE PAST CHAIR**
Amy Fletcher
Megan Grembowski

Tony Kong
Loan Lam
Toure McCluske

Christine McHugh
Liga Mezaraups
Stephen Muller

Gary Oertli
Rami Rafeh
John Santa Lucia

We look forward to the leadership of our new board chair, Roger Dowdy, as he helps guide SOUND Behavioral Health toward continued growth and success.



Charlotte Jones
VICE PRESIDENT & CHIEF PEOPLE & DIVERSITY INCLUSION OFFICER

“ Our turnover rate stands at 20%, significantly lower than the industry average of over 38%. It has steadily decreased each year for the past three years. I’m excited for the continued growth and development of our agency.”



Stacey Lopez
CHIEF CLINICAL & QUALITY OFFICER

“ In 2024, we received a contract for Mobile Rapid Response Crisis Teams, a 24/7 service that deploys clinicians and peers to assist with behavioral health crises in community-providing support without involving police.”



Eddie Pasatiempo
CHIEF IMPACT & COMMUNITY ENGAGEMENT OFFICER

“ In 2024, SOUND laid a strong foundation for its future by enhancing fundraising and communications, building a dynamic team, and rebranding to better reflect the communities we serve. The inaugural Sound of Hope Gala and a landmark partnership with the Seattle Seahawks boosted visibility and engagement. These efforts, along with expanded non-service revenue, improved government relations, and strengthened community partnerships, are positioning SOUND for lasting impact, growth, and success.”



Phaedra Pascoe
CHIEF MEDICAL OFFICER

“ As an organization in 2024 we focused on providing comprehensive care for clients that addresses both the physical and behavioral health needs of the community we serve. We increased our efforts to screen clients for chronic medical conditions and provided ongoing support for clients establishing primary care and specialty services. We also strengthened our partnerships with other providers in the community to improve coordination of care.

HEARTFELT THANKS



**Board of Directors
Chairman Tom
Bolger Retires**

As Tom Bolger steps down from his term as Chair of SOUND’s Board of Directors, we want to express our heartfelt gratitude for his invaluable leadership and dedication.

Tom joined SOUND’s Board in June 2020, bringing a wealth of experience and a deep commitment to our mission of addressing critical community challenges like mental health, substance use, and homelessness. As Board Chair, he has been instrumental in guiding SOUND through pivotal moments, ensuring we remain focused on creating positive change for those we serve. With nearly 30 years of consulting experience, including 17 years at West Monroe, Tom’s expertise and vision have left a lasting impact.

Now based in Bend, Oregon, Tom continues to support communities through nonprofit board leadership and investments in healthy lifestyle businesses like Seattle’s Cascade Bicycle Studio.

Thank you, Tom, for your extraordinary service, vision, and passion for SOUND’s mission. We are deeply grateful for your leadership.



This report has afforded me a moment to pause, reflect upon, and feel extraordinarily grateful for a remarkable year.

2024 was a year of tremendous impact and overwhelming support from our community. I want to express our sincere appreciation to our government officials, legislators, and donors for their continued support and financial backing of behavioral health issues in our state.

I’d also like to take this opportunity to express my deep gratitude toward both our dedicated team, whose tireless work brings hope, healing, and recovery to our community every day, and to you, our valued partners and donors:

Your support helps ensure that everyone in our community has the ability to pursue the goal of living their best lives.

As we move forward, thanks to you we have the momentum to amplify our impact around: Certified Community Behavioral Health Clinics (CCBHCs) and inclusive access for all, Mobile Crisis Care, growing and strengthening our community partnerships, and expanding philanthropy and donor engagement capabilities to help fuel and innovate our services, capabilities, reach, and delivery.

With heartfelt thanks,

KATRINA EGNER, PRESIDENT & CEO





Hope. Healing. Recovery.

TOGETHER WE CAN CHANGE LIVES

SOUND provides behavioral health services including counseling, crisis care, case management, supportive housing (for adults) and therapy for children, youth, adults and seniors.

FOLLOW US ON SOCIAL:

 @SOUNDbehavioralhealth  @SOUNDhealthwa

WWW.SOUND.HEALTH