



TRIUMPH

2020 **ANNUAL REPORT**

# Greetings,

**No one quite anticipated what kind of year 2020 ended up being. What a way to round out Triumph's first 60 years of existence! Throughout 2020, Triumph did what it has always done every year since 1961: we gave our all to serve the people of Central Washington.**

We believe Triumph is the definition of resilience and innovation. Can you believe we started as a hub of community information in the 1970s and have since opened nearly a dozen treatment centers? In the mid-1980s James Oldham Treatment Center (JOTC) opened, providing well-rounded inpatient services for men while we continued to find more ways to offer outpatient services to what was previously known as "aftercare" for those who have graduated from their inpatient treatment. Throughout the 1990s and the 2000s, we pioneered and took the initiative to bring services to women and mothers in our communities. Thanks to these steps Riel House, Casita, Beth's Place and Inspirations came to be. At Triumph, we see the needs of the community and we find ways to meet those needs.

Though it has been far from easy, our staff and patients have continued to engage in our services and programs. We have shown up every day and walked out our passionate purpose: to make hope and new life possible. When COVID-19 hit our community, some of our staff were sent to work from home, but most stayed. Where would our patients be if we didn't come to work? Who would care for them?

We temporarily closed our admissions because it was the right thing to do in order to safely manage our programs. Throughout the adversity of closing admissions, we found new ways to offer services to our community. We invested in telehealth training and equipment and learned how to care for our patients remotely through Zoom conferences and phone calls. We likely contributed to the #1 most spoken statement in America: "You're on mute." We set up wi-fi in our parking lots so patients could access treatment, and we began weekly all-staff meetings over Zoom to keep everyone up to date on the latest news about COVID-19 and its impact on our programs.

None of us could have predicted all that happened in 2020, but we now know that we will show up for this work, no matter what! We survived one of our toughest years and made it through stronger and ready for more. We loved each other through the hardships, and we walked with each other through the fear. Through all of this, we supported patients with over 184,000 services and 96,000 appointments over 70,000 hours. ***So here's to 60 years of Triumph!***

Authentically yours,

The Executive Management Team at Triumph Treatment Services



# Triumph's Mission, Vision, and Values

At Triumph, we've always been driven by our mission to make healthy living possible by serving those in need of hope. As we've grown over the past 60 years, some things have always remained the same—our heart for people and our belief that, with a little help, our clients have the power to change their lives for the better.

To reinvigorate our passion for service, this past year Triumph undertook an exercise to further define and clarify our mission, vision, and values. Our updated mission, vision, and values can be found below.

## Mission

To support all who desire to make changes in their health and quality of life, regardless of where they are or when they need it. We do this through evidenced-based services, innovative programs, and a legacy of family-oriented treatment options.

## Vision

Through excellence, resilience, and recovery...  
We serve families. We unite families. We **ARE** family.

## Values



**Heart:** Triumph's heart is evident in all we do. What we do matters, who we serve matters, YOU matter.



**Excellence:** We strive for the highest standards, always seeking to improve the quality of our services and our relationships.



**Inclusivity:** Our patients and staff represent our community. Triumph recognizes the need to be equitable in building our teams and making our services accessible. There is no wrong door at Triumph.



**Integrity:** Triumph is built on a foundation of best practices for serving our patients, our staff, and our communities. We are accountable to this legacy through our daily work.

Over the past year, we've all experienced challenges and difficulties - sometimes more than we think we can bear. Yet, despite our struggles and all the things we've had to overcome, Triumph aims to be a beacon of hope for those who need us. By reflecting on our mission and reminding ourselves just how much our work touches the lives of those we serve, we can renew our dedication to our life-changing work.



# ***Certified Peer Counselors Bring Experience and Empathy to Patients***

***Triumph is excited to announce the addition of  
Certified Peer Counselors to our services!***

These counselors have experienced their own mental health and/or substance use disorder challenges and are now living in recovery. This makes them uniquely equipped to provide support, encouragement, and understanding for clients at Triumph.

Certified Peer Counselors will work with patients as they address health, substance use, and community recovery needs. They can provide:

- **referrals for domestic violence services**
- **education on nicotine cessation and parenting skills**
- **resources and advocacy to positively impact social determinants of health**

Certified Peer Counselors have training and experience in motivational interviewing, substance use disorder treatment and recovery, effects of substance use disorders on parenting and children, mental health and co-occurring disorders, medication-assisted treatment, and child development.

We believe these new Peer Counselors will help make a profound difference in the recovery process for our clients. Their perspectives and experiences will be invaluable for patients who are going through our services.

# *Expanding Programs for Children and Families*



## **Genesis Center is becoming a reality thanks to donations and several grants received over the past two years.**

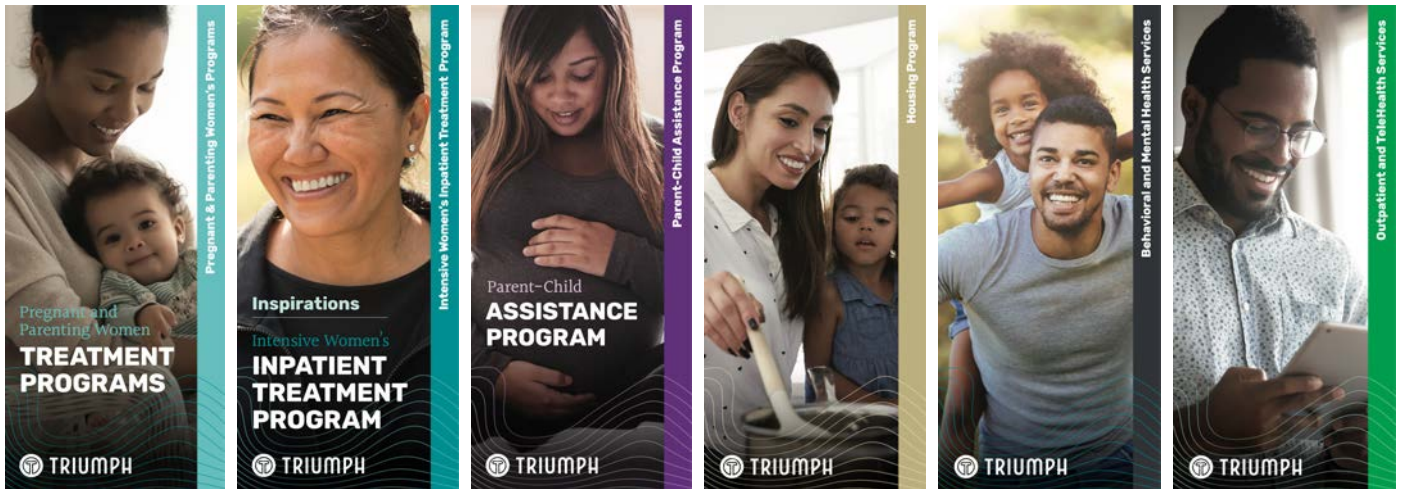
Triumph dubbed the fundraising effort Genesis Project, and began work to build a new therapeutic childcare center in 2019. Programs at the Center will serve children from birth to pre-K. We will serve families participating in Washington Connections Child Care, which helps low income families pay for quality childcare. The building opens in winter of 2021.

The new Genesis Center will:

- Provide bus and van pickup and drop-off for families who lack transportation
- Provide care for up to 46 children
- Provide an evidence-based curriculum
- Provide a safe and secure playground and community garden residential families can access seven days a week
- Allow us to prepare nutritious meals on campus with a state of the art commercial kitchen
- Provide a cafeteria for parents and children to enjoy meals together
- Offer a safe environment for family education, support, and recreational use



# Triumph's New Brand



**Triumph is built on 60 years of cultivating relationships, caring for our community, and striving to continually improve our services and programs. Our legacy is strong, and our programs continue to grow and keep pace with the shifting needs of our community. As we grow, some things will always remain the same—our heart for people and our steadfast belief in the possibility of a path toward health and hope.**

Our growth over these past decades has led to new and exciting options for our clients, offering them varied ways to get the help they need to build better lives for themselves. During this time, we were so busy serving our communities that we never took a break to look at ourselves.

Last year, we decided to bring Triumph up to speed with where we are now. Our new name, Triumph, removed “Treatment Services” because we’re so much more than that. We don’t just treat a disease - we see our clients as people, guiding them to a new life they might not have thought was possible. This is the highest definition of the word triumph: what could be a greater victory or accomplishment than a new life filled with hope?

To reflect the organization we’ve become, we worked with a marketing agency to develop a new logo and brand. The new logo is a powerful reminder of our mission to serve those in need.

Throughout the rebranding process, we looked closely at the type of organization we want to be moving into the next 60 years. We want to remain true to the legacy we’ve built and to the people we serve, while looking ahead and adapting to the changing needs of our communities. We hope you love our new brand as much as we do.



# Clients served per program in 2020...



**217**  
**PREGNANT &  
PARENTING WOMEN**



**84**  
**THERAPEUTIC  
CHILDCARE**



**795**  
**INTENSIVE  
INPATIENT**



**578**  
**OUTPATIENT**



**76**  
**HOUSING**

## *Gratitude for Grants*

Triumph received the following grants in 2020 for Project Genesis and the Pregnant & Parenting Women Program:

**\$5,000**

**Charis Fund – PPW Child Care Expansion Program Funding**

**\$10,000**

**Wilbur-Ellis – Genesis Project Playground**

**\$10,000**

**United Way of Central Washington – Pregnant & Parenting Women’s Program**

**\$300,000**

**WA State Capital Budget Appropriation Early Learning Facilities – Genesis Project**

**\$800,000**

**WA State Department of Commerce Early Learning Facilities – Genesis Project**



# *Thank you to all our staff...*

There's no need to say what kind of year 2020 was. We faced many challenges and tribulations, and everything we knew came to grinding halt and then flipped upside down. Throughout all of it, our staff remained true to Triumph's mission and to our clients.

So we'd like to give a huge thank you to our staff who work tirelessly and with heart to connect clients to a new life. Your work is appreciated more than you could know. We can't say it enough - thank you for your sacrifices and for the passion and commitment you put into everything you do. We wouldn't be Triumph without you.



Thank you for  
your support!



Where hope and new life become possible

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