2024 IMPACT REPORT

TRIUMPH

LETTER TO OUR COMMUNITY

Jolene R. Seda
Chief Executive Officer

Debra J. Madsen
Board Chair

In 2024, we concentrated on building partnerships with community organizations and healthcare providers to bolster support for individuals facing substance use disorders and mental health challenges. Our investment in expanding our facilities aimed to establish welcoming environments that reflect our core values of compassion, excellence, integrity, and inclusivity. Understanding the interplay between substance use and mental health, we adopted an integrated care model and appointed a Chief Medical Officer to oversee holistic wellness, ensuring our clients have access to healthcare that addresses their overall needs.

We also prioritized fostering a positive organizational culture, which is vital for delivering high-quality, consistent care. By promoting open communication and collaboration within our team, we aim to empower our staff and cultivate an environment where everyone feels valued. As we move forward, our commitment to workforce development will help our skilled team members be well-equipped to meet the evolving needs of the community, creating a more resilient and effective support system.

With gratitude,

Jolene R. Seda Debra J. Madsen

LEADERSHIP

Executive Staff

Jolene R. Seda
Chief Executive Officer

Jim Simmons
Chief Financial Officer

Dr. Jamie Simmons
Chief Medical Officer

Board of Directors

Debra J. Madsen, *Chair*
Jeffrey Hakala, *Vice-Chair*
Laura Crooks, *Treasurer*
Lynda Boggess, *Secretary*
Rigoberto Dominguez
Wally Lee
Darlene Cash Lamb
Wes Ketcham
Dr. Christopher Schmelzer
Raul Martinez
Kami Allen

WHO IS TRIUMPH?

We serve individuals and families from across the state of Washington through inpatient short-term and long-term extended treatment residential programs, outpatient substance use treatment and mental health services, family support groups, assessment and referral, case management, and housing interventions. Triumph is a multifaceted community service provider offering a continuum of care for substance use and mental health disorder treatment.

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 assistance. We do this through evidence-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.

TRIUMPH

TRIUMPH BY

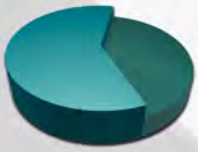
Overall in 2024

Age distribution of clients:

- **4%**.....Under 5*
- **21%**.....18 - 29
- **73%**.....30 - 64
- **2%**.....Over 65

**In the Pregnant and Parenting Women's Program*

Gender distribution of clients:
35% Female / 65% Male
<1% Other or did not disclose



Over **50%** of Triumph clients participated in two or more services offered by Triumph.

98% of Triumph clients live at or below the Federal Poverty Level.

55% of Triumph clients self-report as experiencing homelessness.

People Served By Triumph Programs

Residential and Outpatient Programs

- Intensive Inpatient (28 - 30 Days):
  1,184 individuals
- Pregnant and Parenting Women's Program (4 - 6 months)
  138 women and 77 children (under 5)
- Outpatient Substance Use Disorder
  228 individuals
- Outpatient Mental Health
  312 individuals

Peer Support

- Served **257 people in the community:** **186** in ongoing services, **40** individuals through street outreach, and **31** individuals were provided one-time services during walk-ins.

Housing

- Served **180 tenants and 203 children**
- **37%** successfully graduated from Triumph's two-year housing program.
- **31%** currently remain in Triumph housing.
- **16%** moved out of Triumph housing and into successful community placements while continuing treatment services.

THE NUMBERS

Clients by County

Yakima.....40.54%
Snohomish.....12.66%
King.....8.22%
Benton.....4.87%
Whatcom.....3.83%
Pierce.....3.35%
Skagit.....2.98%
Klickitat.....2.74%
Other 31 Counties.....4.74%

Triumph serves all 39 counties in Washington State. Clients from outside Yakima County receive support for their return home after treatment. See Transport.

Transport

The transportation team at Triumph works statewide to ensure that clients safely travel to Triumph for treatment. In 2024, they supported clients by driving a total of **73,161** miles and making **380** trips to Triumph residential treatment facilities. **A partnership with People For People ensures that clients return home safely after completing their treatment.** Triumph provided **499** paid shuttle or bus tickets for this purpose.

Financial Highlights

Income

Grants	$1,640,907
Donations	$262,823
Rent	$487,241
Program/Misc Revenue	$15,664,125
Total	**$18,065,096**

Expenses

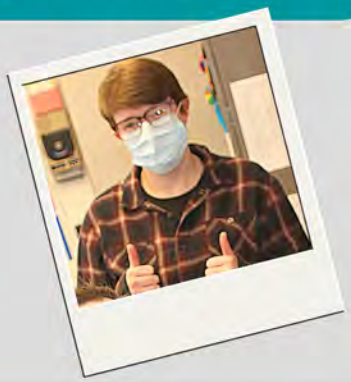
Salary/Benefits	$10,359,606
Operations/Maintenece	$1,918,158
Rent/Utilities	$431.394
Other	$3,091,131
Total	**$15,800,289**

DEFINING SUCCESS

HOW OUR STAFF DEFINE SUCCESS

It's when you love yourself enough that you choose the path that brings out the best of you instead of the one that brings out the worst.

Self-love, Self-respect, reconciliation, family, comfort, peace of mind, restoration, living my dreams, fulfilling, free, fearless, empowered, hopeful, rooted, joyous, confident, it gave me my voice and my life back!



Feeling deeply grateful each day, enjoying the simple things in life, finding peace within myself, valuing my relationships, and feeling purpose in my daily work of supporting others through challenging times. Having the strength to be honest and face things head on. Taking opportunities to have new experiences in life.

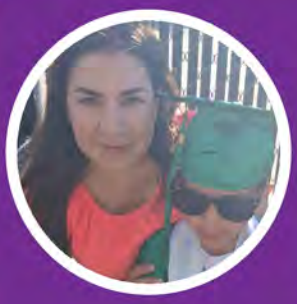
PARENT-CHILD ASSISTANCE PROGRAM (PCAP)

In 2024, 113 women and 113 children were enrolled and served in PCAP.

93% were in or completed substance use treatment.

62% had stable housing at exit.
(compared to 16% at intake)

74% abstained from substances for over a year.



After initially drinking socially in high school, Maria's addiction worsened following a breakup, leading to tumultuous relationships and the loss of her son, Angel, to foster care. Through treatment and the support of PCAP, she reclaimed her life and reunited with Angel on Valentine's Day 2022. She emphasizes that it is challenging to quit drinking alcohol in a society where it's prevalent, but her resilient spirit has made her successful in her recovery, which she attributes to faith, personal goals, and the belief of those who support her, including her PCAP case worker, Alexis Garcia.

Maria Veduzco Mendoza
PCAP Graduate

TERRY'S STORY

Terry Biarnesen's story is one of resilience and transformation. Born in Chicago in 1964, he endured an abusive upbringing that led him to substance abuse from a young age. After a failed attempt to get sober in Seattle in 2022 and living on the streets for seven months, he sought help at James Oldham Treatment Center (JOTC) in Yakima.

In August 2023, during his third stay at JOTC, Terry experienced a life-changing spiritual moment that marked the beginning of his sobriety. He credits his recovery to his faith and the support of his wife, Eva, with whom he recently celebrated their first anniversary.

Reconnecting with family members has been a healing experience for Terry. He recently met his daughter and granddaughter for the first time and rekindled relationships with his cousins. These connections have brought joy and fulfillment to his life.

Terry's story is a testament to the power of perseverance, faith, and the support of a loving community. He hopes that by sharing his journey, he can inspire others to believe in the possibility of recovery. Terry's transformation is a beacon of hope for anyone struggling with addiction, proving that recovery is possible and beautiful things can grow from a once very broken place.

"My motivation for doing this is that maybe one day a guy will hear this story and think, 'Wow, man, this dude was in prison for 12 years of his life, and man, if he could do it, maybe I could do it,' you know, and just plant that seed."

Terry Biarnesen
James Oldham Treatment Center Graduate

STRATEGIC PLAN

Year 1 Focus

High-Quality Care and Experience

Goal

Provide trauma informed high-quality and whole-person care to everyone we serve using data to continuously improve our services.

Infrastructure

Goal

Prioritize therapeutic spaces and standardize systems across the organization.

Year 1 Focus

Build Culture and Workforce Capacity

Goal

Build a culture that provides positive experiences with clients and develops workforce capacity.

Triumph Leadership held staff and community focus groups to compile data on what matters most to the staff and the community alike. In these groups, Triumph Leadership found that high-quality care and building culture and workforce capacity mattered the most to both staff and community stakeholders.

Four themes identified by staff and the community to focus on are:

- *Visibility*
- *Trust*
- *Communication*
- *Connection*

FOCUS GROUP FEEDBACK

Focus on quality of care and increasing positive experiences with clients and staff by creating a culture that provides safety and inclusion.

2026-2028

Development, Communications, and Partnerships

Goal

Respond to community needs by building relationships.

Sustainable Growth

Goal

Strengthen financial sustainability by optimizing current revenue streams and developing mission-aligned opportunities.

FOCUS GROUP FEEDBACK

The need is so big in our community. Too big for any one organization. Partnerships can harness the power to make a bigger impact.

Risk and Compliance

Goal

Assess organizational compliance and risk.

IMPACT

Fund*	% Raised from Donations, Sponsorships, Donations/Grants
Genesis Building	46%
Areas of Greatest Need	17%
Housing	13%
Peer Support Services	8%
Individual and Family Resources Fund	6%
Women's and Children's Services	5%
Men's Services and Activities	3%
Fitness For All Project	2%

**Money set aside or made available for a specific purpose within Triumph.*

GRANTS

In 2024, Triumph was awarded 18 grants, receiving a total of $6,485,143.

2024 Grantors

JCPenney's Communities Foundation
Junior League of Yakima
Legends Casino
MultiCare Community Partnership Fund
Starbucks Foundation
Triumph Aviation
United Way of Central Washington
Washington State Department of Commerce
Washington State Health Care Authority
Washington State Legislature
Washington Women's Foundation
Yakima County
Yakima Valley Community Foundation

FITNESS FOR ALL - EMPLOYEE GIVING CAMPAIGN

Men's Gym

Before

After

Over the past year, eight board members, 59 employees, and one anonymous donor raised a record-breaking $16,288 to launch the Fitness for All project and enhance our fitness centers at both residential locations. Because our leadership and staff worked together, Triumph patients at JOTC and Campus will have a new, safe, and clean fitness center to enjoy during their stay with us.

New Women's Gym

PARTNERSHIPS

2024 CORPORATE SPONSORS

Gesa Credit Union

United Way Central Washington

Yakima Federal
Checking • Home Loans • Savings

ziply fiber

Wellpoint

Legends Casino • Hotel

Umpqua Bank

"At Gesa, we're committed to making a positive impact in the communities we serve. Meaningful change happens when we team up with organizations who share that same passion for making a difference, which is why we are proud to continue our partnership with Triumph Treatment Services. Our shared dedication, and Triumph's compassionate work, directly addresses some of the most pressing health and well-being challenges our neighbors face. We're proud to stand alongside Triumph as they provide the help people need to achieve stability and hope for the future."

Don Miller, CEO

Gesa Credit Union first partnered with Triumph Treatment Services in 2023. In 2024, Gesa extended the partnership for a multi-year term to further impact areas of well-being for those in need.

Gesa Credit Union

PARTNERSHIPS

PEOPLE FOR PEOPLE

Celebrating 45 Years of Service! epic Early Learning

children's village

Yakima Valley Farm Workers Clinic

Pacific Northwest University of Health Sciences

Greater Health Now

SKILLS LINE

YAKIMA RECOVERY EVENTS

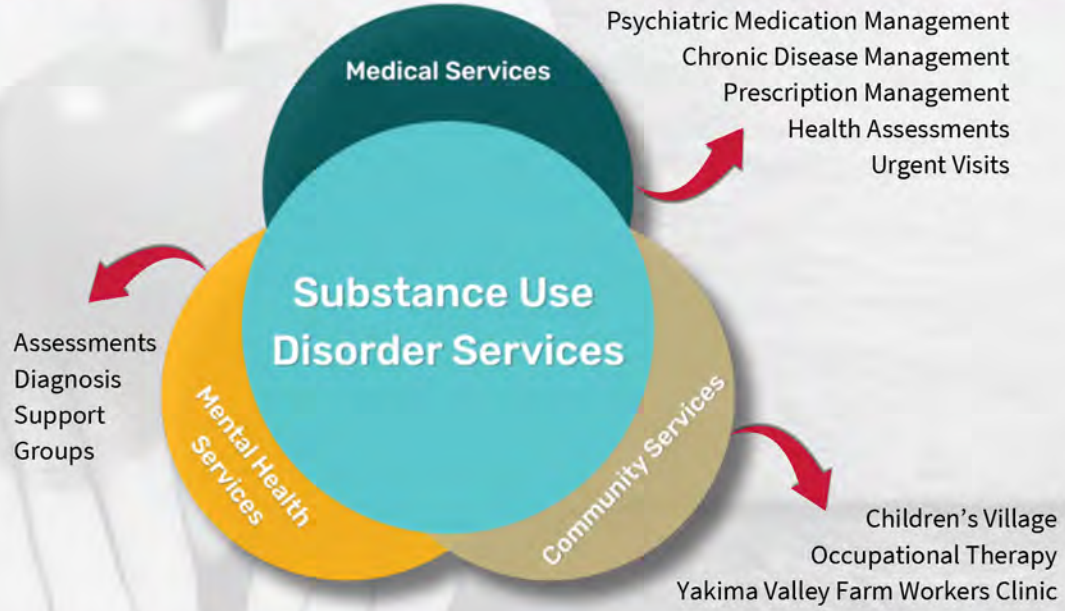
Yakima Recovery Events is collaborating with Triumph to plan activities for International Overdose Awareness Day and Steps to Recovery. This local nonprofit organization is guided by a dedicated committee of seven individuals, all of whom are in recovery themselves. Their mission is to unite Yakima's recovery community and inspire a lasting commitment to recovery through connection and service. By organizing impactful events and promoting compassionate outreach, Yakima Recovery Events aims to build a stronger, more supportive community where recovery is celebrated and sustained.

INTEGRATED CARE

"Integrated care helps substance use disorder (SUD) professionals effectively support the people we serve on their recovery journey. By providing a strong network of continuous support and a variety of personalized services, this approach improves the healing process, creating a caring environment that encourages resilience and personal growth."

Jamie Simmons, MD
Chief Medical Officer

HOW INTEGRATED CARE LEADS TO HIGH-QUALITY CARE



"Our partnership with Triumph, through a 2-year Yakima County behavioral health grant, has helped to create and demonstrate examples of Occupational Therapy service delivery in behavioral health settings that are now being used by other behavioral health agencies across the state."

Jennifer Pitonyak, PhD, MSOT
Professor, School of Occupational Therapy, PNWU

Pacific Northwest University of Health Sciences

JOSH'S STORY

As a young boy, Josh and his older brother were adopted by an older family in Yakima. Josh was a vibrant child who loved being outdoors, but his love for the outdoors led him into a challenging life of drugs and gangs. He faced anger and feelings of abandonment, getting suspended from school for smoking in fourth grade and dropping out during his sophomore year. By age 14, he was involved with gangs and drugs, which escalated into homelessness and criminal charges.

After a series of overdoses and incarcerations by the age of 20, Josh lost his older brother, Joe, to an overdose, which deepened his depression. However, his life took a turn when he met three fellow recovery mates in treatment who inspired and continue to encourage him to change. He completed treatment and reconnected with Ashley, a high school friend who also battled with substance use.

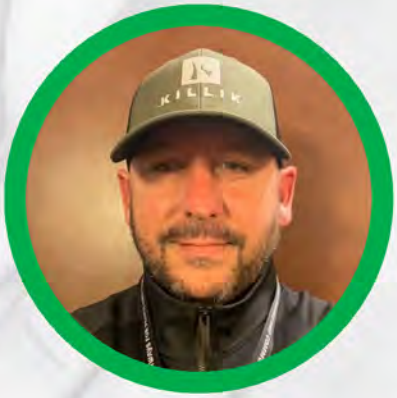
Despite relapsing with alcohol, Josh found strength in his support network and has been on the recovery journey ever since. One night, Josh knew something was wrong with Ashley, and he was able to save her from an overdose. Their bond grew stronger, and together they founded a group called *Pursuit to Sobriety*, meeting every Thursday to help others in recovery.

Josh now dedicates his life to giving back to the community. His brother's passing motivated him to recognize the impact of actions on others. Today, he enjoys an open, loving relationship with his family and is expecting his first child with Ashley in 2025. Josh's journey from substance use to a life committed to helping others exemplifies the power of recovery and the belief that anyone can change.

"When you have opportunity, ability, and willingness, anyone can change their life."

Josh Lacey
Outpatient SUD Treatment Graduate

GREG'S STORY



Growing up in Everett, WA, Greg faced numerous challenges, leading to early substance use and multiple incarcerations. At age 25, following two DUIs in one week, he realized he needed to change. While in Grant County Jail, he learned about Medication-Assisted Treatment (MAT) and later sought help at Triumph's James Oldham Treatment Center (JOTC) in 2009. Unlike previous programs, JOTC offered personal counseling that helped him envision a better future.

After completing treatment, Greg moved to Okanogan County and remained drug-free for several years, building a strong relationship with his wife and advancing in his career. Later, he worked for Boise Cascade as a power plant operator and was able to reunite with and care for his father until his passing in 2019. He joined Advance Northwest in August 2022 as a Recovery Navigator. He now runs a jail program in Chelan County and is working on a similar initiative in Grant County, helping those in jail access treatment and support services.

Greg's journey from addiction to recovery and his dedication to helping others is a testament to the power of resilience and the impact of supportive programs. His work with Triumph Treatment Services and other centers has transformed countless lives, proving that with the right support, recovery is possible.

In 2024, Greg honored Triumph with the "Helping Hand Award" from Advance NW, recognizing organizations that provide exceptional support and resources to enhance their mission. This award highlights our commitment to improving the lives of those we serve and is a testament to our partnership with Advance NW and Greg.

"We get to choose what we decide to do.... I don't think I'm going to stop until I'm stopped. I'll take it like I take everything else, as far as I can."

Greg Bland
In-Custody Recovery Coach Program Manager, Advance Northwest
James Oldham Treatment Center Graduate

INFRASTRUCTURE

Inspirations
October 2024

Inspirations
June 2025

LOOK AHEAD TO 2025

Triumph's Director of Project Management, Kevin Moreau, shares that in 2025, plans are underway to upgrade the emergency shelter's building system and make other improvements at the James Oldham Treatment Center. These improvements will make our buildings more modern and safer, which will support the growth of our programs and the high-quality care we provide to the people we serve.

"In May of 2024, Triumph completed a fully executed contract with the Department of Commerce as a result of capital appropriations awarded in the previous biennium to build a newly expanded, flagship women's program at the Inspirations facility in Yakima. Demolition quickly ensued, and key construction milestones were delivered on time, including the framing of the three-story new building before New Year's Eve. "

Kevin Moreau
Director of Project Management

HOUSING

Bob Douthitt, Housing Case Manager at Beckett House, has played a key role in helping the residents at Beckett House create a fruit and vegetable garden, symbolizing hope and self-nurturing.

His experience helps residents understand the therapeutic benefits of gardening, promoting a healthier lifestyle and a sense of responsibility. The garden is a vibrant space where they learn sustainable practices and develop teamwork skills. By participating in its maintenance, they strengthen their bonds and support their recovery. Bob highlights the positive impact of nature on mental health and sobriety, using the garden as a tool for personal growth.

BECKETT HOUSE RESIDENT

"Beckett House is my home, I feel proud of it. We all work together to keep it nice. We have a place to receive visitors and we are able to cook fresh and warm meals."

"Our 2024 housing operations were highly successful, with case managers actively engaged throughout the year. We're thrilled to share that we received funding for our Family Emergency Shelter, which will support substantial improvements: installation of mini-splits [air conditioning] in each unit, upgraded electrical panels, new cabinetry and flooring, and a fresh coat of paint for every unit. The project is now officially underway, and I'm truly excited—it finally feels real."

Sophia Sanabria
Housing Program Manager

BUILDING CULTURE &

"At Triumph, we are building a culture of respect where everyone feels valued, heard, and supported. We believe that strong communication and accountability are key to helping our team grow and succeed together. That's why we offer training and development opportunities, including Trauma Informed Care, to help employees better understand and respond to the needs of others. Through this learning, we strengthen our commitment to our core values—Heart, Inclusivity, Excellence, and Integrity—and create a workplace where people can do their best work while caring for one another." *Lisa Hagreen, Organizational Development Consultant*

WORKFORCE CAPACITY

Celebrating Staff Milestones

Certifications

Mary Correa
Peer Support Program Lead
Certified Peer Support Program Specialist

Brittany Gefroh
Peer Support Specialist
Certified Peer Support Program Specialist

Lisa Hagreen
Organizational Development Consultant
Certification - Fundamentals Skills of Emotional Intelligence

Leadership Yakima

Kevin Moreau
Director of Project Management
Class of 2023

Sophia Sanabria
Housing Program Manager
Class of 2025

Other Milestones

John Hubbs
Moved from Mental Health Intern to Associate Mental Health Counselor

Chelsea Kuk
Moved from Mental Health Intern to Associate Mental Health Counselor

University Degrees

Yanett Alvarez
PCAP Case Manager
Walla Walla University
Master of Social Work

Kristin Anglin
Substance Use Disorder Professional
City University of Seattle
BA in Applied Psychology
Moved from Trainee to Professional in 2024

Nancy Arzaga
Substance Use Disorder Professional
Yakima Valley College
AAS in Substance Use Disorder

Kayla Duffield
Associate Mental Health Counselor
Northwest University
Master's in Clinical Mental Health Counseling
Moved from Intern to Counselor in 2024

Jessica Espinoza
Utilization Review Specialist
Southern New Hampshire University
BA in Psychology

Tiffany Hansen
Substance Use Disorder Professional
Yakima Valley College
AAS in Substance Use Disorder

Enrique Licona
Substance Use Disorder Professional
Eastern Washington University
Master of Social Work &
Graduate Certificate in Addiction Studies

TRIUMPH

triumphtx.org
(509) 248-1800
info@triumphtx.org