

# 2020 / Annual Report





# Letter from Our CEO & President

2020 will be remembered for many things, but I will remember it as the year our Peer Washington community powerfully rose to meet the pandemic with compassionate peer recovery supports for thousands of adults across our state.

No longer the small house on Seattle's Capitol Hill, Peer Washington is now a statewide organization with locations in Seattle, Spokane, and Kent – and soon to open in Olympia.

In 2020 alone we successfully launched Peer Kent, rolled-out supported employment and supportive housing services through the Foundational Community Supports program, expanded our community partnerships with King County's Drug Diversion Court, Jail Health Services, the Washington Listens initiative, and others, and even transitioned to our new name of Peer Washington. And this all took place against the backdrop of COVID-19.

The timing of Peer Washington's expansion could not have been better. With the pandemic's onset, adults in recovery across the state faced progressively increasing stressors, from isolation and loss of access to support systems, to job loss and elevated anxiety levels. Over the year, more and more of our community of recoverees began to struggle.

I could not be more thankful for Peer Washington's amazing staff, peer coaches, group facilitators, front desk volunteers, interns, and all of our other volunteers and members who stepped up to ensure recovery support services not just continued during the pandemic but evolved to meet this new challenge. Because of their efforts, even though we had to temporarily close for in-person services, not a day went by without Peer Washington being there to actively support our community whether over the phone, on Zoom, or through socially distanced outdoor meetings. It was our honor to serve over 2,000 Washington residents and provide the range of compassionate peer supports that lead to healing, wholeness, and health.

On behalf of myself and our Board of Directors, I'd like to shout out a huge thank you to everyone who played a role during 2020 in helping Peer Washington become the organization it is today, including our many financial supporters.

With the pandemic continuing to drive escalating behavioral health challenges, now is the time to rise to meet them. Peer Washington commits to continuing to grow and evolve along with the needs in 2021. Please join us!

A handwritten signature in blue ink that reads "Josh Wallace". The signature is fluid and cursive, written in a professional but personal style.

Joshua Wallace  
CEO & President



2020 was a year like no other for Peer Seattle – and not only due to the pandemic. As our organization’s founding program site, Peer Seattle was the incubator for our new Peer Kent program and our new identity as Peer Washington. From helping to implement our customized Smartsheet and Salesforce software data systems, to taking our training on the virtual road to deliver CCAR Recovery Coach academies and group facilitator trainings for our sister sites, almost every member of Peer Seattle’s staff stepped up to the challenge of new roles and responsibilities.

In 2020, Peer Seattle also took our commitment to training up a level through our collaboration with the Northwest Addiction Technology Transfer Center (NWATTC). Together we developed and led a two-day workshop for all Peer Washington staff focused on the intersection of peer support and Motivational Interviewing. This collaboration continued every month, bringing staff together to focus on deepening our skills and practice. The feedback we received was so positive that we delivered the training at the virtual 2020 Peer Pathways Conference in August.

And of course, there was the pandemic. Peer Seattle led the pivot to delivering online support services through digital platforms. After being forced to abruptly close our doors in March, we had peer coaches connecting with their recoverees and online groups up and running within a few weeks. Peer Seattle also developed a COVID Community Response Survey as a means for members to connect with staff early in the pandemic, ultimately expanding it to be active on a variety of social media channels with the opportunity to engage directly with a peer.



*“2020 has been a year filled with many ups and downs. I am extremely proud of our staff, members, and community for their unwavering commitment to providing peer support during these times of uncertainty. We are stronger together, and by coming together, we demonstrate the power of HOPE – RECOVERY – PRIDE.”*

**Cody B. West, Peer Seattle Director**

# Peer Seattle / By the Numbers



**1,407**  
total people  
accessed support



**24**  
active peer  
coaches



**43**  
total coach-  
recoveree matches



**44**  
unique support  
groups



Peer Spokane had been open for just six months when COVID-19 hit, but that had been long enough for the community to already know that we would be a lifeline during this particularly difficult period.

While we had to close our doors for in-person services for a few months in the spring, we never stopped providing peer support to Spokane adults. Whether over the phone or on digital platforms, our staff and volunteers stepped up their support for our community. Peer Spokane continued to enroll new members and adapt services such as our highly popular Reducing Stigma group, a part of our State Opioid Response service, for online delivery.

We pressed pause on the guideline that peer coaches and their recoverees meet just once per week, recognizing that during this period of isolation more frequent sessions could make the difference between recovery and relapse. We also refused to let the pandemic get in the way of launching our Foundation Community Supports (FCS) supported employment and supportive housing services. After starting this program at Peer Spokane, we assisted Peer Seattle later in the year to roll-out FCS services for their members.

Peer Spokane also focused in 2020 on the development of partnerships throughout our community. One of our primary collaborations was with The ZoNE Project. Together, Peer Spokane and The ZoNE Project developed and launched a parent peer support group serving the parents of Northeast Spokane. In the face of COVID shutdown, the group proved essential to supporting parents now home with their children 24/7. With our support, parents from the group successfully spun off additional groups to widen the reach and impact.



*"Isolation and alienation were realities the recovery community faced due to the pandemic. I believe the opposite of addiction is connection and the team at Peer Spokane provided that and beyond in 2020. "How can we help you?" is a phrase spoken every time a person calls or walks through our doors. The Peer Spokane staff, volunteers, and peer coaches provided countless hours of support to each other and our members."*

**Georgia Butler, Peer Spokane Director**

# Peer Spokane / By the Numbers



**464**

total people  
accessed support



**20**

active peer  
coaches



**53**

total coach-  
recoveree matches



**13**

unique support  
groups



“Flexibility” was the word of the year at Peer Kent. Being flexible proved to be absolutely essential to successfully opening a new program site in the midst of a pandemic. Thankfully, our staff, volunteers, and members proved they had an abundance of that essential quality. While COVID caused some delays in our initial timeline for launching Peer Kent services, we moved full steam ahead with completing renovations for our new site, putting data systems into place, hiring and training staff, and working to integrate with the South King County community.

Our second word of the year was “partnership.” With Peer Kent’s focus on serving justice-involved adults, in 2020 Peer Kent took on managing services to King County Drug Diversion Court, and in September began work on a new collaboration with Public Health’s Jail Health services. Through this initiative, we are now bringing peers into the jail system to connect with people and provide transition supports. In just its first few months, word got around about this project, and we began receiving inquiries from other area justice systems. Peer Kent was also the lead in providing services through a contract with Washington Listens, a statewide phone line designed to provide a listening, supportive ear to people struggling due to COVID.

By the end of the 2020, Peer Kent had 11 staff members including 2 peers based at Drug Court, and 2 peers with Jail Health services, a pool of over 30 trained volunteers, an intern through partnership with the Pathways program, and a 4-member advisory committee from the local Kent community. To sustain this phenomenal growth, we are focused on staff training and organizational processes. We are building a trauma-informed, wellness culture where staff, volunteers, and members alike are supported to heal, grow, and thrive in their recovery.



*“Recovery is hard and often strips us of our self-worth. We are committed to developing the unique skills and gifts of each individual and I believe that is what makes it a special place. We are fortunate to have such a resilient group of people and I am grateful for the talented and passionate staff that have been willing to join the team at Peer Kent. Their heart and effort create a solid foundation as we move into 2021.”*

**Pattie Marshall, Peer Kent Director**

# Peer Kent / By the Numbers



**139**

total people  
accessed support



**20**

active peer  
coaches



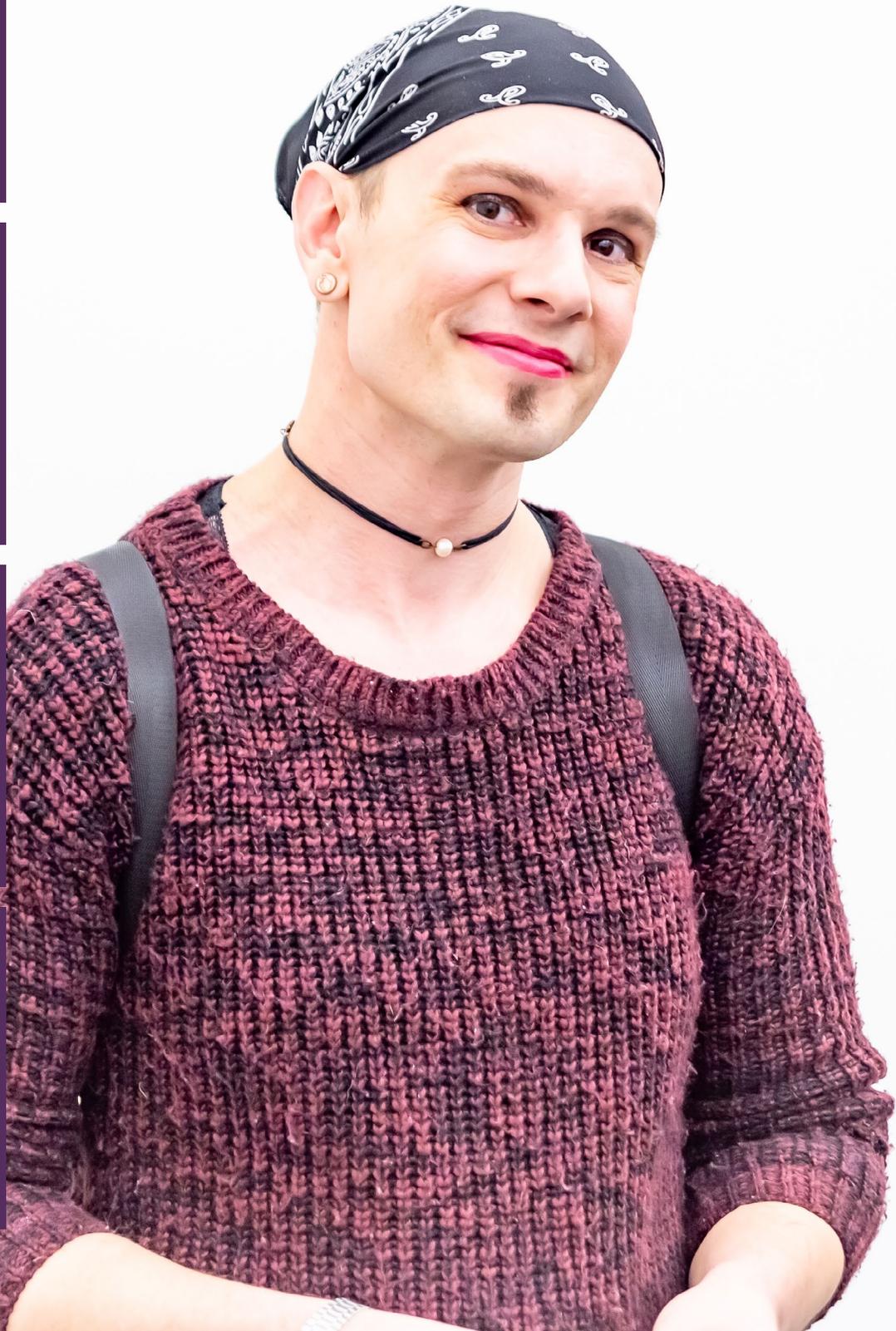
**3**

unique support  
groups

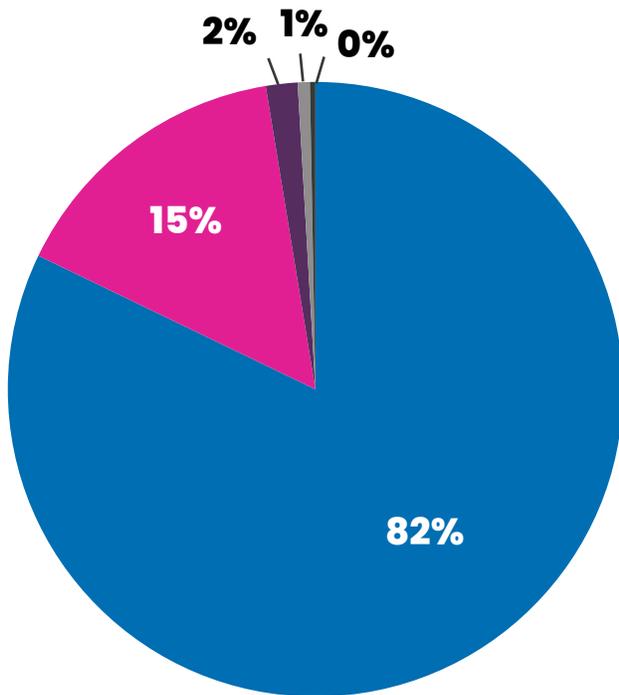


**22**

total coach-  
recoveree matches

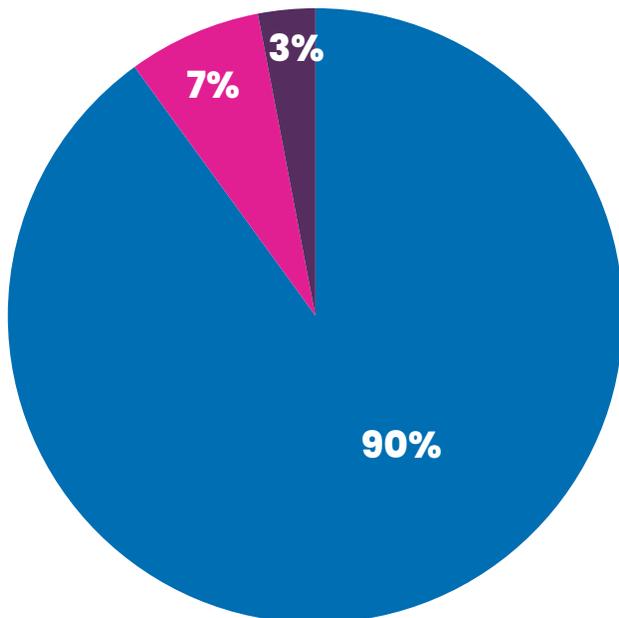


## Revenue



Contracts	\$2,666,865
Grants	\$495,365
Donations	\$53,900
Events	\$20,710
Miscellaneous	\$9,216

## Expenses\*



Program	\$2,810,313
Administration	\$218,580
Fundraising	\$93,677

\*Final, unaudited financials

*Peer Washington cultivates powerful, healthy lives by providing peer emotional support and development services to disparately impacted communities throughout Washington state.*



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