

2024

ANNUAL REPORT



February 2025

LETTER FROM THE EXECUTIVE DIRECTOR



Nancy Riggle, Executive Director

Dear Friends and Supporters,

It is with great pleasure that I present to you this combined Annual Report and Newsletter, a testament to the vibrant life and continuous growth at Valley Residential Services. This year has been filled with exceptional stories and developments, all of which are detailed in our full PDF report found on our website.

2 years ago, we unveiled an inspiring video showcasing our Family Support Program, which highlights the strength and resilience of the families with whom we work. In the past year, we unveiled an inspiring video of two of our CORD (Homeless Veterans) Case Managers, who came through the CORD program and now work in it.

A vision for deeper community involvement has been a beacon for our efforts, guiding us towards more meaningful connections and shared successes. Our ever-popular Dancing With the W2 Stars event raised crucial funds, fueling the impactful work we do every day.

This report spotlights the tremendous impact made possible through fundraising efforts and grants. Although we get a huge amount of funding through government sub contracts, 95% of our agency budget goes directly to support our

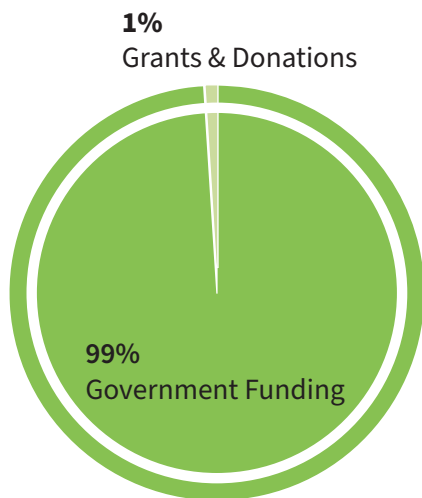
clients in our three different programs. We serve the most vulnerable populations of any Non-Profit organization, and our clients come first. In most of our Supported Living clients' residences, we provide 24 hour staffing, which is very expensive. Since only 5% of our huge budget funds Administrative costs, we always have needs, including funding vehicles to transport agency clients, office needs, and Administrative support personnel to do Quality Assurance and manage agency finances. "Making a Difference" is not just a phrase; it is the very essence of our work, driving the positive changes in our programs and the lives of our clients.

Last but certainly not least, we shine a light on our dedicated employees. The Employee Spotlights section shares personal stories and achievements, reminding us of the compassionate individuals who are the heartbeat of VRS. Thank you for your continued support and for being a part of our journey.

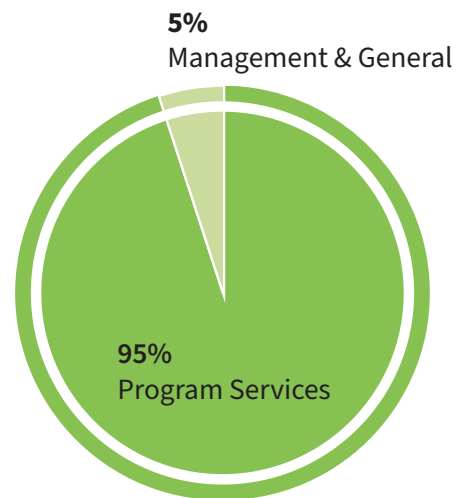
Together, we create a place of hope, growth, and opportunity.

Warm regards,
Nancy

FINANCIAL INFORMATION



Revenue



Expenditures

VALLEY RESIDENTIAL SERVICES: A VISION FOR 2025

As Valley Residential Services (VRS) looks to 2025, we're invigorated by the opportunity to reinforce the foundations that make our community strong.

CORD PROGRAM REVITALIZATION

Our Corps of Recovery Discovery (CORD) Program has been working on revitalization after a long recovery from the COVID pandemic. We are focusing on reconnecting with the RRU at the VA Hospital, which is still not at capacity, and building new connections with other referral sources that allow us to serve those in recovery. Without the federal COVID funding that bolstered us temporarily, we've had to navigate these waters with prudence and a sharpened focus on sustainability. We are committed to rebuilding this critical program to its full capacity, ensuring a continuum of care that our community relies on.

STABILIZING STAFFING

Staff stability is at the forefront of our agenda. Our Supported Living Program forms the core of our services, and we are dedicated to creating an environment that not only attracts but also retains the compassionate professionals who bring our mission to life. We will continue to educate our State legislators, who appropriate funding for Supported Living, and push for equity in Direct Support wages between Supported Living and State-Operated Living Alternatives. This takes a strong commitment in an industry where the Statewide turnover rates loom at 72%. We are happy to report that the VRS Supported Living turnover rate was MUCH LESS than the State average in all preceding years, but it is still a big challenge with the multiple requirements that we have in staffing our clients.

A FOCUS ON HOUSING

Housing remains a pressing issue, and our collaborations with Blue Mountain Action Council and the Housing Authority of Walla Walla are more crucial than ever. We're developing sustainable solutions for affordable housing. Our commitment to secure housing is unwavering. With these focused efforts, we step into 2025 ready to embrace the challenges and triumphs that await.

EMPLOYEE SPOTLIGHT #1

My first experience with the CORD Program was back in 2011 as a client who desperately needed the structure, support, and services that the program had to offer. With their guidance, I was able to access much-needed mental health and medical treatment through the VA while living in a clean and sober environment. Once I was stabilized I was able to begin working on becoming self sufficient through budgeting, seeking gainful employment, and paying down debt while increasing my savings.

This journey led me to enroll in school at Walla Walla Community College where I graduated with honors with a degree emphasis in chemical and alcohol dependency, all while living in CORD housing. Once I graduated from the program, I decided to continue on with my education and ultimately graduated from Central Washington University with a Bachelor's Degree in Psychology.

I then returned to the Walla Walla area with the intention of giving back to the program that saved my life. I started out as a house manager for the College Place houses and eventually worked my way up to supervisor of case management, which is the position I currently fill today.



Braven Bendzak

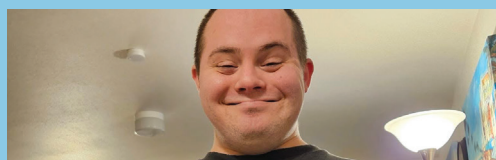
Supervisor of Case Management
CORD Program

Transitional Housing for Homeless Veterans



Jersey Mike's Subs opened a new location in College Place in early January, launching a fundraiser in support of Valley Residential Services. Through their efforts, they raised \$2,000, and we sincerely appreciate their generosity and commitment to our community.





A VISION FOR COMMUNITY INVOLVEMENT:

As we look back on 2024, VRS is thrilled to share the remarkable strides we have made in our commitment to integrate our clients into the community, fostering social inclusion and engagement.

This initiative holds special significance for us, as 2024 was the year we had to really combat the effects of COVID 19 on clients and staff members. We believe that actively involving adults with developmental disabilities and veterans in recovery in community events and activities is essential for their well-being and overall growth.

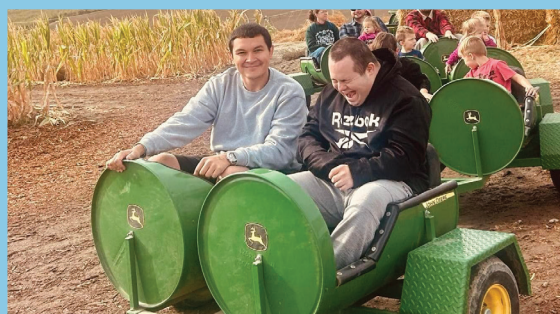
During the COVID 19 pandemic, the global health crisis took a toll on everyone's lives, but the impact was particularly pronounced for those already facing challenges. VRS' Supported Living Program had to adhere to Nursing home standards as far as masking and integration in the community. It has been a long and concerted effort the past few years to get our clients connected in the community again.

Recognizing the importance of community engagement, VRS has set its sights on facilitating a renewed sense of belonging for our clients. Participation in community events and activities not only enhances the quality of life for our clients but also contributes to the overall vibrancy of the community. It is a mutually beneficial relationship that fosters understanding, breaks down barriers, and creates a more inclusive society.

One of the challenges we face in pursuing this goal is the associated costs. It's not just about the expense of our clients' participation; it also involves the cost of our dedicated VRS employees who provide crucial support. Additionally, transportation is a significant and often overlooked cost. Getting our clients to and from various community events often requires specialized vehicles, trained staff, and careful planning.

VRS secured a Rural Equity Grant in 2023 through Walla Walla County. This grant empowered us to hire an Activities Coordinator, a dedicated professional committed to curating and coordinating a variety of community-based experiences for our clients. We are continuing to fund this position, and that of our Cooking and Craft Class Coordinator, through grants and proceeds with our yearly fundraiser. The Cooking and Crafts classes were also originally funded through Walla Walla County, and we continued this after funding was over.

As we continue to focus on Community Activities and Inclusion, we understand that it requires a concerted effort to fundraise and find sponsors and grants. The difference in our clients is remarkable when they are able to fully engage in community events and activities. Valley Residential Services is committed to making a lasting impact, one that extends far beyond our organization and resonates within the hearts of those we support.



EMPLOYEE SPOTLIGHT #2



Lindy Tibbling

Comprehensive In-Home
Support Provider
Residential Valley Services

I'm from Walla Walla, and I've been married for just under a year to my amazing husband, Kevin Grimes. Together, we have two beautiful children—Ella, who's 12, and Avery, who's 9 months old. We're also proud pet parents to two cats, Milo and Sophia, and a dog named Valley (her name is quite fitting because we got her before I started working with Valley Residential Services!). As a family, we love to travel, camp, golf, and BBQ together.

I earned a BA in Law and Justice, although I've never worked directly in that field. When I was in my late 20s, I was lucky enough to become a foster parent to a wonderful young girl who was part of the WISE (wraparound with intensive services) program in Walla Walla. After I graduated, they hired me as a Care Coordinator, and I spent about three years working in both Walla Walla and Tri-Cities. From there, I moved on to work for Communities in Schools at a choice high school in Kennewick. During that time, I also started doing in-home services, which Valley Residential calls Family Support.

Now, I'm a Family Preservation Services (FPS) provider and recently became a Family Functional Therapy (FFT) Therapist at Valley Residential. I was hired as an FPS provider, and over time, I've added Family Support admin work to my responsibilities. Most recently, I've taken on FFT, expanding my role even further. I've been with Valley Residential for almost two years now—my anniversary will be in August.

What I love most about working here is the support I get from my colleagues. My direct supervisor, Nancy, is an incredible mentor. She's a wise and experienced human who I can learn from every day. I love that Valley Residential is a "do as I do" environment rather than a "do as I say" one. I reached out to Nancy and Valley Residential when I wanted

a place where I could truly grow and practice FPS services. I told her that I liked to think outside the box, but I'd had some negative experiences at other agencies where my ideas weren't allowed to flourish. Nancy gave me the space to grow both professionally and personally, which speaks volumes about her and the supportive culture here.

The culture at Valley Residential is something special. It's a place where people are happy to be here. There's always a smile, a friendly face, and people greeting each other in the halls. Everyone here adds value to our mission, and I think that's what allows us to carry positive energy to our clients and our community.

One of the things I've noticed working at Valley Residential is that we're all in this together, especially when it comes to our work with clients. The situations we deal with in the Family Support team can be tough, but I truly believe we're successful because we remain client-centered and focused. We're encouraged to have fun and laugh, to care for our own mental health, and to prioritize well-being. That's part of what makes Valley Residential such an amazing place to work.



DANCING WITH THE W2 STARS

Valley Residential Services Annual Fundraiser: A Huge Success!

We are thrilled to announce that the 7th annual Dancing With the W2 Stars fundraiser was a spectacular success, raising over **\$74,000** for Valley Residential Services! This event is crucial in helping us achieve goals that are otherwise out of reach due to financial constraints, while also raising awareness for the work we do to support some of the most vulnerable members of our community.

Last year, the donations from this event helped provide vital support for our clients in the Supported Living and CORD programs, including covering household expenses and funding recreational activities. These programs are designed to provide 24-hour care and assistance to those who need it most, and are especially important for our clients, the majority of whom live on very low incomes.

Thank you to our amazing dancers!

They raised an impressive **\$37,661.35** independently, and we're incredibly grateful to everyone who supported us through this event. Your contributions make a real difference in the lives of our clients, providing essential needs and enriching their lives in ways that might not be possible otherwise.

This year, we are excited to announce that the event will be moving to **Cordiner Hall** on the Whitman College campus, which will allow us to accommodate more guests and raise even more funds for our programs. We're also planning a few exciting surprises that we can't wait to share with you as we get closer to the event.

Please mark your calendars for **October 11th**, when we'll host the **8th Annual Dancing With the W2 Stars**. We can't wait to see you there as we continue to make a meaningful impact in our community, one dance step at a time.



EMPLOYEE SPOTLIGHT #3

Tye Cerny is a dedicated staff member at Valley Residential Services (VRS), known for his passion and commitment to enhancing the lives of his clients. Born and raised in Walla Walla, Tye is 34 years old and enjoys a full and vibrant life with his lovely fiancée, two amazing children aged 9 and almost 4, and a house full of plants thanks to his fiancée's green thumb. A self-described avid gamer, Tye relishes playing video games with his kids, taking them out for walks and runs, and engaging in various sports with them at the park. His oldest child shares his passion for science and video games, while his youngest enjoys sports and pretending to be a zombie. For the past five years, Tye has been a crucial part of the VRS team, focusing on helping his team at VRS makes his job not feel like work at all, but rather a rewarding journey. Tye's favorite aspect of his role is witnessing the remarkable growth and transformation of his clients, a testament to the positive impact he and his colleagues make every day.

During the unprecedented COVID-19 shutdown, Tye Cerny showcased extraordinary dedication by staying for two weeks in his client Marc's home, ensuring Marc's safety and continuity of care in a time of global uncertainty. Marc navigated the challenges of the shutdown with remarkable resilience, buoyed by the unwavering support of his family, who helped him understand the necessary adjustments to his routine. Despite his propensity for activity, Marc adapted well to indoor life, engaging in crafts and gardening to stay occupied. During this period, he experienced moments of fatigue, using his energy wisely for essential tasks around the house whenever possible. Tye, on the other hand, spent much of his time in the staff room, maintaining quarantine protocols to prevent any potential spread of the virus. Both he and Marc took necessary precautions, including spending most of their time in separate rooms and minimizing contact.



Tye Cerny

Direct Support Professional
Supported Living

Despite the limitations, Marc's family and VRS played a pivotal role in supporting them, providing coffee, meals, treats, and supplies, ensuring a smooth transition through the quarantine period. Remarkably, Tye did not contract COVID-19, marking a significant win in a challenging situation. This experience underscores the deep commitment and adaptability of both Tye and Marc, reflecting the strength and support within the VRS community.

THANK YOU FOR YOUR SUPPORT!



Thank you to everyone who generously contributed to Dancing with the W2 Stars. Your support has made a meaningful impact on our community, helping us provide vital resources and services to those in need. We are deeply grateful for your kindness and commitment to making a difference!

DANCING with the **W2 STARS**

TITLE SPONSOR:

**WALLA WALLA
TOYOTA**

DANCER SPONSORS

Price Computers
Coldwell Banker Walla Walla
Wall 2 Wall Furniture and Mattress
Michael J Fluharty, CPA
Community Bank
Herring-Groseclose Funeral Home
Edward Jones
Banner Bank

BACKSTAGE SPONSOR

Columbia REA

TROPHY SPONSOR

Lloyd's Insurance

LODGING SPONSOR

The Marcus Whitman Hotel and
Conference Center

REHEARSAL SPACE

Walla Walla Housing Authority

VENUE SPONSOR

Warren Family Community Action
Foundation

VIDEO SPONSOR

Nancy Riggie

AFTERPARTY SPONSORS

Kontos Cellars
Banner Bank

GOLD SPONSOR

AV Farms
Diana G. Bergevin Memorial Foundation
Wingman Birds & Brews
Matt Mahan
Windemere Foundation

SILVER STAR DONORS

Mortgage Express
Bob & Jill Zagelow
Herring Groseclose

Funeral Home
Grassi Refrigeration
Joe Burlingame

SUPPORTING SPONSORS

Lindsey Oldridge
Linda Brown
P1FCU
Runway Market
Sarah Thorson
Lindsay Professional
Services LLC
Dumas Station Wines
Title One
Brian and Shari Loftquis

WINE SPONSORS

Pepper Bridge Winery
Amavi Cellars
Dumas Station
Cavu Cellars
Leonetti Cellar
Lagana Cellars
Rotie Cellars
Dossier Wine Collection
Bledsoe Family Wines
Henry Earl Estate Wines
Gard Vintners
El Corazon
TruthTeller Winery

RAFFLE DONORS

Teresa Fausti
Linda Brown
Falkenbergs Jewelers
Hope Heals

HAIR AND MAKEUP SPONSOR

Misbehaven Spa & Salon

LODGING FOR DANCERS

George and Peggy Konzek
Celeste Maddocks
Kerry McEwen

MEALS

Sandy Wingfield
Linda Brown
Jim Fortner
Michael Fluharty
Nancy Riggie
Angie Witt

EVENT VOLUNTEERS

Kain Evans
Claire Evans
Linda Brown
Teresa Fausti
Brian Berry
Jim Fortner
Sarah Archer
Sandy Wingfield
Joe Zarate

TECH SUPPORT

Price Computers - Chris Price

VRS FUNDERS

Bald Trust
Blue Mountain Community Foundation
Braden Trust
Exchange Club of Walla Walla
Sherwood Trust
Stubblefield Trust
Sunny Day Foundation
United Way of Walla Walla
Wildhorse Foundation
Yancey Winans Trust
Esary Trust

VRS BOARD MEMBERS

President: Linda Brown
Vice President: Sandra Wingfield
Treasurer: George Konzek
Secretary: Angie Witt
Teresa Fausti
Brian Berry
Duane Lucas-Roberts