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Position Title Chief Executive Officer

Quarter Report Quarter 2 (April to June '25 - DUE by July 14th, 2025)

Select Contract Submitting Report for:

Opioid Settlement

Contract Number: TTS-OSF-Rec-2025

Confirming that none of the information you share includes client-identifying details. Names, dates of birth, and Social Security numbers are all protected information and should not be submitted to this portal.

Yes, I confirm.

Total Number of Clients (both duplicated/unduplicated number):

Triumph's Peer Counselors provide support across the full continuum of care settings, including residential treatment facilities (RTF), outpatient programs (OP), housing services, walk-in engagements, and street outreach. Services are focused on individuals aged 18 and older. Interaction numbers provided may include duplicates, as unique identifiers are not collected during walk-in or street outreach engagements for several reasons, including the undue administrative burden such tracking would require on Triumph's limited resources for the program. Although reporting was not required for Q1, we have included data from January 2025 onward to provide a more comprehensive overview of services delivered.

From January 1 to March 31, 2025, Triumph Peer Counselors recorded a total of 254 service interactions. Of these, 228 were individuals currently enrolled in Triumph programs, including outpatient services, housing support, or residential treatment facilities. An additional 26 interactions were with individuals who accessed services through walk-in engagements. During this period, 45.67% of individuals served identified as

male, while 53.15% identified as female. In terms of age distribution, 9 individuals were between the ages of 18 and 24, 120 individuals were between ages 25 and 55, 35 individuals were ages 55 and older, and 2 individuals had an unknown age.

Between April 1 and June 30, 2025, the number of recorded interactions increased to 390. Of these, 300 were individuals actively participating in Triumph services, 62 were the result of street outreach efforts, and 30 were from walk-in engagements. Gender demographics during this quarter showed 49.23% male and 50.51% female participants. The age breakdown included 5 individuals ages 18 to 24, 335 individuals ages 25 to 55, 44 individuals ages 55 and older, and 6 individuals whose age was not recorded.

During both the first and second quarters of 2025, Peer Counselors provided a wide range of support services to clients across Yakima County. A significant portion of this work involved assisting individuals to navigate public assistance systems. This included helping clients apply for programs such as the Aged, Blind, or Disabled (ABD) program, Temporary Assistance for Needy Families (TANF), and Supplemental Nutrition Assistance Program (SNAP) food assistance program, as well as support to understand and utilize public transportation. Counselors also played a key role in helping individuals enroll in health insurance, which is often a critical step in accessing behavioral health services.

In addition to public assistance, Peer Counselors provided housing support by helping clients identify living arrangements that matched their income levels, background histories, and credit profiles. Many individuals faced barriers such as criminal records or poor credit, and counselors worked closely with them to address these challenges, often in tandem with public assistance resources due to limited or no income.

Employment support was another core service area. Counselors assisted clients in building resumes, searching for job opportunities, completing applications, and preparing for interviews through mock interview sessions. A particularly impactful aspect of this work involved helping clients recognize the value of informal or non-traditional work experiences—such as volunteering, caregiving, or employment during incarceration—and how these could be translated into marketable skills.

Finally, Peer Counselors connected clients to a variety of community-based resources and support groups. These included recovery meetings such as Alcoholics Anonymous (AA), Narcotics Anonymous (NA), and Celebrate Recovery, as well as trauma-informed support groups, bereavement groups, and grief counseling services. These connections were especially meaningful for individuals coping with significant loss, including parents grieving the death of a child.

With the support of this county grant, Triumph has successfully expanded its Peer Support team by hiring two additional Peer Counselors. This strategic growth has significantly enhanced our capacity to engage with individuals across Yakima County, particularly those served through street outreach. Peer Counselors have been actively working in 36 designated outreach zones, which include areas such as West Valley, Selah, Moxee, Toppenish, and Wapato. Among these zones, Outreach Area “Zone Y3”—spanning from Pine Street to Yakima Avenue near downtown Yakima—recorded the highest number (202) of peer and outreach interactions during Q2 2025.

The impact of this expansion is reflected in numerous individual success stories. For example, one individual contacted our team by phone after a previous outreach interaction, expressing continued interest in services, though not yet ready to engage. Another call came from Rod’s House, requesting peer support for a recently released individual seeking intensive outpatient services. In another instance in May, a staff member was approached regarding a woman in a wheelchair who had been looking for a specific Triumph Peer Counselor since the December homeless vigil. Another peer, who successfully graduated from Triumph’s residential and outpatient services, visited the Peer Office in April 2025 to access hygiene

Narrative Summary Detailing Program Success:

supplies and proudly shared that she had achieved one year and seven days of sobriety and secured her own apartment. Other interactions included providing phone-based support to a peer awaiting residential treatment admission, re-engaging with individuals seeking to restart services, and assisting a young adult who was connected through a convenience store encounter. This individual, aged 18–24, was provided with clothing, food, hygiene supplies, and support in enrolling in Triumph services, ultimately leading to coordination for residential treatment admission.

Encountered Barriers:

Despite these successes, the program has faced some challenges. Our two newly hired Peer Support staff have completed all the required steps for certification by Washington State Department of Health (DOH) to receive their completed Peer Counselor license. However, DOH has experienced significant delays in processing new certifications. While these staff members are actively contributing to outreach, walk-in support, and services for existing clients, we are currently unable to bill for their services due to the pending credentials. For the time being this issue is partially mitigated by the county grant, however delays like this restrict full integration into our reimbursement model. Additionally, without grant support, the program continues to not be self-sustaining especially when it comes to Yakima and Lower Valley Street outreach efforts.

Another ongoing challenge is the high turnover rate within the peer support workforce. Many individuals view the Peer Support role as a stepping stone to careers in social work or substance use disorder professional training (SUDPT). While this trend contributes positively to the broader behavioral health workforce, it presents strategic difficulties in maintaining and growing a stable Peer Support Program.

Significant Changes to the Program:

The addition of two new Peer Counselors has prompted valuable internal improvements. We have refined our operational processes to enhance team coordination, communication, and consistency in service delivery. Regular check-ins and informal supervision sessions have become standard practice, creating a supportive environment where staff can share challenges, celebrate successes, and receive timely guidance. Documentation practices and workflow protocols have also been updated to improve efficiency and ensure consistency across the team. These internal enhancements are designed to build a more structured and sustainable foundation for the program, which we hope will be evident to both Yakima County stakeholders and private funders.

Submission of current staffing model (Including vacant positions)

The Peer Support program currently consists of four staff members. One serves as the fully credentialed Lead Peer Support Specialist, providing direct client support while also mentoring and guiding the team. A second fully credentialed Peer Support Specialist, hired prior to the grant, continues to offer consistent, client-centered care. The county grant has enabled the hiring of two additional Peer Support staff, whose contributions have expanded our outreach capacity and strengthened community trust. Looking ahead, our program lead is exploring opportunities to integrate peer outreach with Yakima Police Department ride-a-longs, with an aim to increase engagement and assess the potential impact of law enforcement partnerships.

Our long-term vision for a fully staffed Peer Support Program includes ten Peer Counselors and one program lead. This structure would allow three peers to support residential locations and assist with post-discharge transitions, one to two peers stationed at the main office to support individuals in early recovery, four-five peers dedicated to street outreach and police ride-a longs, and one program-lead to oversee operations.

With increased staffing, we have significantly expanded our community outreach efforts, which were previously limited by personnel constraints. We are now more visible and active in the community, directly connecting individuals to treatment programs and public resources. In Q2 of 2025, out of the 62 street outreach interactions, a substantial percentage involved providing information and support for enrolling in Triumph Treatment Services, including assistance with overcoming barriers related to insurance, admissions, and detox access.

Anything Else?

Not at this time

