



2024 ANNUAL REPORT



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A LETTER FROM THE CEO

Dear Supporters,

As we reflect on the past year, I am filled with gratitude for the dedication, passion, and resilience of our team, volunteers, and supporters. Together, we have made a meaningful impact in the communities we serve, overcoming challenges and finding new ways to expand our reach. Your commitment has allowed us to strengthen our programs, support those in need, and continue driving our mission forward.

This year we made progress around achieving some of our stated goals. The need for deeply affordable housing for those with behavioral health conditions is a pressing need in our communities. Valley Behavioral Health (VBH) has made a commitment to bring on more of this important housing. 2024 was a watershed moment for us around this goal, having secured the needed funding to develop a housing project that will bring **68 new housing units to the community**. This will be one of many new deeply affordable housing projects that VBH will bring online in the next 10 years.

Second, making sure that treatment services are easily accessible. **We continued to operate our walk-in clinics for both adults and children in Salt Lake County, we made progress in rolling out a similar walk-in clinic in Tooele County.** The goal being to get this clinic in place in 2025.

Last but not least, making sure we are using evidenced based practices across our programs. We've identified and are utilizing evidence-based-practices in our programs and have started to lay the groundwork for an evidence-based fidelity program that will be rolled out across the agency. **The goal being to help our staff use to fidelity the evidenced-based practices utilized at VBH.**

Looking ahead, we are excited about the opportunities to deepen our impact and broaden our reach. With your continued support, we will build on our successes, innovate where needed, and remain steadfast in our commitment to serving our community. We recognize that none of this would be possible without the generosity of our donors and payers, the dedication of our staff, and the trust of those we serve.

On behalf of our entire organization, thank you for being part of this journey. Your support fuels our vision and strengthens our ability to create lasting change. We look forward to another year of growth, service, and positive impact.

With gratitude,

Jared Sanford

Jared Sanford
CEO and President



A WORD FROM THE BOARD CHAIR

Dear Friends of Valley Behavioral Health,

This brief letter is to introduce the annual report of Valley Behavioral Health for the calendar year 2024. What follows is a profile of the operations, finances, and stories that reflect on the activities which take place in support of our mission. In the decades which Valley Behavioral Health has served the greater Salt Lake and Tooele communities, our work has continued to grow, evolve, improve, and lift up more lives.

Valley offers a broad and diverse array of programs and expertise. This ranges from supporting commonly treated behavioral health issues to the most complex and difficult mental health diagnoses. Often, Valley is the provider of last resort in our community. Our skilled and compassionate caregivers often help turn what are seemingly hopeless situations into productive, hopeful lives, on a regular basis. Valley seeks to understand the changing needs of our community.

As part of Valley's mission refinement, 2024 saw further commitment to its efforts in "deeply affordable" housing initiatives. There is a strong correlation between homelessness and mental health, and Valley is making substantial commitments to increase its capacity to provide affordable housing, accompanied by professional support. The model for this involves many stakeholders and much coordination and so far, results are promising.

The past year also saw the establishment of a more robust fund development function at Valley. The broad array of program offerings at Valley can present financial challenges. Some programs are able to cover their operational costs, while others require subsidization. All of these programs have positive community impact. The majority of revenues for Valley are government sponsored and are subject to the ebb and flow of federal and state budgets. The move into more comprehensive fund development is intended to stabilize some of that ebb and flow. In 2024, Valley hosted the Rise Together Celebration Gala to broaden community support through its fundraising efforts. Stay tuned to find out more about the 2025 efforts.

Finally, I would like to commend our staff, leadership team, and Board of Directors for enabling all of this great work. I cannot overstate the degree of expertise and compassion the Valley teams bring to work every day. As the demand for behavioral health services continues to increase, we at Valley are committed to being part of the effort to help people live healthy and meaningful lives.

Sincerely,



John Hanshaw
Board Chair



BOARD OF DIRECTORS

Words cannot adequately express the immense gratitude we have for our board members who work with us to make a profound difference in the lives of those that we serve.

JOHN HANSHAW
BOARD CHAIR

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VICE CHAIR

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SECRETARY

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TREASURER

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VP OF MEDICAL SERVICES
& CMO

RUSSELL OPATZ
VP OF HOUSING &
SUPPORT SERVICES

JULIE WINN
VP OF CHILDREN, YOUTH, AND FAMILY &
INTELLECTUAL AND DEVELOPMENTAL
DISABILITIES SERVICES



OUR MISSION

Valley is a responsive community partner empowering individuals and families to lead more fulfilling lives by providing appropriate, innovative, outcome-based programs, tools, services, and resources across the continuum of health and social needs.

OUR VISION

We are inspired by helping those we serve live more fulfilling lives, one person at a time.

OUR VALUES

- Empathy & Compassion
- Excellence
- Integrity
- Team Focus
- Resiliency
- Fun!

STRATEGIC PRIORITIES UPDATE

In 2022, we created an ambitious five-year strategic plan. In 2024, we made significant progress and achieved many of our key objectives. These goals are:



QUALITY OF CARE

Key Tactics:

- Prioritize health equity
- Establish and track outcomes
- Provide comprehensive training
- Adhere to national standards



COMMUNITY COLLABORATION AND COORDINATION:

Key Tactics:

- Be active and visible in the community
- Ensure timely access to care
- Identify and provide services that meet community needs



POSITIVE CULTURE:

Key Tactics:

- Create a culture of belonging
- Hire and retain talented people
- Strengthen and amplify communication



FINANCIAL STRENGTH AND SUSTAINABILITY:

Key Tactics:

- Build an adequate cash reserve
- Organization's revenue exceeds all expenses
- Grow and diversify revenue purposefully
- 80% of programs meet annual financial performance projections
- Maximize philanthropic efforts for the organization

In 2025, our focus will remain steadfast on advancing our Strategic Priorities: Quality of Care, Community Collaboration and Coordination, Positive Culture, and Financial Strength and Sustainability. Paramount importance will be placed on the following goals:

- Continue to ensure that treatment is easily accessible and barriers to entry are reduced.
- Identify and implement evidence based practices in all programs, and ensure they are being used to fidelity.
- Identify and development deeply affordable permanent supportive housing projects.
- Continue to prepare to become a Certified Community Behavioral Health Clinic (CCBHC).

Update from the Certified Community Behavioral Health Clinic (CCBHC) team

Valley Behavioral Health's outpatient and outreach programs began implementing the Certified Community Behavioral Health Clinic (CCBHC) standards in 2022 after receiving a Clinic-level CCBHC Expansion grant from Substance Abuse and Mental Health Services Administration (SAMHSA). We continued to maintain compliance and broaden the influence of CCBHC in the community throughout 2024. In 2025, we will implement reporting on "Quality Measures", a set of five measures designed to enhance service delivery and improve client care. To ready for this, we purchased an updated tool for screening social drivers of health, and implemented new practices to screen for remission of depression in adults.

Valley collaborated with various partners in the community this last year to increase visibility of the CCBHC model and encourage the official adoption of CCBHCs in Utah. The CCBHC model of care leads to positive health outcomes and cost savings in the larger state health systems. The State of Utah was awarded a CCBHC State Planning Grant, which means Utah is one step closer to being able to officially adopt and financially support the CCBHC model, potentially as soon as 2026.

2024 IN REVIEW: KEY MILESTONES AND MOMENTS

Events & Community Engagement

- First Annual Rise Together Celebration Gala
- Back to School Picnic
- Client Celebration Events in both Tooele & Salt Lake Counties
- Community Resource Fairs in partnership with Molina Healthcare
- Homeless Resource Fair in partnership with Salt Lake City
- Uniquely You Autism Acceptance Month Fundraiser & Art Night
- National Alliance on Mental Illness Walk
- Recovery Management Graduation Ceremony
- Recovery Day with USARA
- Gratitude and Giving Awards Breakfast at New Reflection House
- Branches of Giving End of Year Fundraiser

In 2024, through our Fund Development efforts, we raised **\$166,000+**, and we were **awarded 8 new & renewed grants.**

Positive Client Outcomes

88% of those discharged from hospital were seen within **7 days of discharge.**
98% of those discharged from hospital were seen within **30 days of discharge.**

91% Adherence to anti-psychotic medication for individuals with Schizophrenia.

99.1% children prescribed ADHD Medication had a follow-up visit **within 210 days.**

Maintained an **85% housing retention** for our HUD properties by reducing the number of negative exits.

Valley obtained a **4.7 out of 5.0 average** in client satisfaction surveys.

Valley averaged **89%** for all internal audit types in 2024.



Housing and Support Services Division

231,424

Services Provided



Adult Services

273,357

Services Provided



Tooele County Services

45,232

Services Provided



Children, Youth, and Family Services

49,947

Services Provided



Intellectual and Developmental Disabilities Services

31,147

Services Provided



40 YEARS OF VALLEY

1970's

- Federal legislation creates Community Mental Health Centers nationwide
- Salt Lake County creates three Community Mental Health Hygiene Centers

1990's

- 1991 – VMH becomes a Managed Care Organization (MCO) for Salt Lake County, Tooele County, and Summit County
- VMH awarded the contract for Jail Mental Health Services in Salt Lake County
- VMH expands services for children and refugee communities; substance use and housing programs open
- First permanent supportive housing program opens
- Created Valley Services to provide employment opportunities for VMH clients
- Centralized evaluation open and senior programs expands

2010's

- 2011 – VMH shifted from a Managed Care Organization (MCO) to solely a behavioral health service provider in Salt Lake County
- 2013 – Rebranded from Valley Mental Health to Valley Behavioral Health (VBH)
- Carmen B. Pingree School for Children with Autism rebranded to the Carmen B. Pingree Autism Center of Learning
- Residential programs continue to expand to include mental health and substance use disorders
- ValleyLab opens to serve clients and employees with laboratory testing
- Services for adolescents with autism begin
- Employee Health Clinic opens
- ValleyRX, an internal pharmacy, opens to serve clients and other providers with medication needs
- VBH transitions out of Summit County as a Managed Care Organization (MCO) and as a provider

1980's

- Salt Lake County combines the three Community Mental Health Hygiene Centers
- Salt Lake County starts work to privatize the county-run Mental Health Hygiene Center
- 1984 – Valley Mental Health (VMH), a private nonprofit 501(c)(3) organization, opens
- VMH opens the first mental health clubhouse in Utah
- Case manager programs begin, based on one of the first evidence-based models in the country
- Higher level care management programs begin and accept commercial insurance

2000's

- Valley's first outpatient program focused on individuals involved in the criminal system opens
- Alcohol & drug services expand
- The Carmen B. Pingree School for Children with Autism is formed
- Residential programs expand to include mental health and substance use disorders

2020's

- VBH transitions out of Tooele County Managed Care Organization (MCO) role, continues services as behavioral health provider
- Services for adults with autism begin
- Mobile Crisis Outreach Team (MCOT) starts serving Tooele County
- Children, Youth, and Family Program expands
- Services for adults with Intellectual and Developmental Disabilities (IDD) begin
- Housing programs expand

HOUSING AND SUPPORT SERVICES

Valley's Housing and Support Services Division offers a variety of programs and services designed to meet the diverse needs of adults, including housing, independent living, and social engagement.



In 2024 some of the most notable highlights from the Housing and Support Services were:

- Securing project based vouchers and Low-Income Tax Credits to construct 68 deeply affordable supportive housing units.
- Safe Haven II received a systems upgrade, converting to all electric mini-splits with thermostat and individual control in each unit.
- The housing team has several staff who either interned or obtained licenses in existing positions that advanced to therapist and Social Service Worker positions on the housing team.

For 2025 we have set the following goals for our Housing and Support Services programs:

- Standardize training that align with supportive housing best practices, including but not limited to: Trauma Informed Care, Motivational Interviewing, Harm Reduction and Fair Housing.
- Increase group and life skills classes across all Valley Supportive Housing properties.
- Expand tenant councils for all Valley Supportive Housing properties.
- Expand Pharmacy clinic space to accommodate future growth with ValleyRx.



“

“Valley Behavioral Health gave me the tools to be able to live in a safe and positive environment. I am happy to have a roof over my head living at Valley's Safe Haven.”

—KEN, SAFEHAVEN

ADULT SERVICES

Valley's Adult Services Division is dedicated to supporting individuals in their journey toward recovery and successful integration back into the community. We offer a diverse array of services to address substance use treatment and mental health needs.



In 2024, key highlights from the Adult Services include:

- Valley Access Clinic opens, enabling adult and children clients to be seen on a same-day walk-in basis.
- Valley Steps Program stabilized and reached full census in 2024.
- Substance Abuse and Mental Health Services Administration (SAMHSA) awarded a Certified Community Behavioral Health Clinics (CCBHC) state-level planning grant to the State of Utah, which enhanced the ability of Valley to serve access to integrated, high-quality behavioral health services, particularly for underserved populations, while improving care coordination and workforce development.

For 2025, some of the top goals for the Adult Services Division include:

- Create a Day Treatment program for mental health residential clients to step down to.
- Create new housing for 20 additional clients on the EPIC campus, following the move of our South Valley Outpatient Program to a new location at our Valley West building.
- Maintain an average 90% census for residential and ACT Teams to ensure optimal resource utilization, support program sustainability, and provide consistent care for clients in need of these critical services.

TOOELE COUNTY SERVICES

Valley is a proud community partner and resource in Tooele County. We are here to help by providing support and treatment with a variety of mental health services.

In 2024, some of the most notable highlights from the Tooele County services were:

- New Reflection House received a 3-year accreditation. This recognizes we are meeting high standards of care, ensuring continued quality service for those we support over the next three years.
- Hosted a successful client appreciation event celebrating the achievements of our clients, fostering a sense of community and gratitude, while highlighting their hard work and progress.
- Assisted in organizing the Tooele County Resource Fair to help connect local residents with resources and services.
- Held our inaugural Gratitude and Giving breakfast to honor those who contribute to our mission.

For 2025, some goals we have set for the Tooele County services include:

- Implement a means of tracking client outcomes in our Drug Court program. We will be tracking clients that have graduated from the program for a minimum of 6-months post Drug Court.
- Fully implement a walk-in clinic at our Tooele County location.
- We aim to help place two members of the New Reflection House into community workplaces.



“

“This place is amazing. Everyone there is about helping you. They are awesome. They're nice. I would recommend you giving this place a shot. Out of all the places and people I've been to so far, I like this one the most, that's because they got good people that work there. You need to experience it yourself and you'll see what I mean.”

- JESS, FORMER CLIENT

CHILDREN, YOUTH, AND FAMILY SERVICES

Children, Youth, and Family services are behavioral-based programs designed to assist children, youth, and families in stabilizing their homes and communities by providing appropriate treatment interventions, teaching necessary skills, and assisting parents/guardians in employing behavior management skills at home.

Key highlights from 2024 for our Children, Youth, and Family (CYF) services include:

- Established Valley Access, a same day access clinic which allows individuals and families to be seen immediately. The Valley Access Clinic was able to complete 276 intakes.
- Installed a fun playground for clients to use daily at the Day Treatment program. Funds for this playground were given to Valley through a legislative appropriation.
- We have partnered with the Children's Center to enhance our service offerings by learning Child Parent Psychotherapy. This collaboration allows us to provide expanded support and care to younger children and their families.



Goals for the Children, Youth, and Family Services Division for 2025:

- Establish Substance Use Disorder outpatient services at the CYF Outpatient Clinic.
- Expand the Acute Children's Extended Services (ACES) summer program to include teens.
- Create support services program for CYF Outpatient Clinic.
- Collaborate with the Quality Assurance team on a fidelity project for our Dialectical Behavior Therapy program, aimed at strengthening the evidence-based practices we provide in our day treatment program.

INTELLECTUAL AND DEVELOPMENTAL DISABILITIES SERVICES

The Carmen B. Pingree Center and Adult Ability Center were designed to increase independence for clients based on their abilities and interests and work towards improving their quality of life. Our programs provide comprehensive treatment, education, and related services for children, adults, and families with autism, intellectual, and/or developmental disabilities.

Top highlights from our Intellectual and Developmental Disabilities Services Division in 2024 include:

- The Pingree Center retention improved significantly, with turnover decreasing from 98% in 2023 to 37% in 2024. Staff retention creates stability for our clients, which is critical in the treatment we provide. Staff are able to provide consistent support to our clients for a more 'typical' school setting.
- The Pingree Center increased census from averaging in the 50's to current census of 86. Increasing census means we are better serving our community and our goal is to get to full census (130) and maintain that.
- The Adult Ability Center began billing for ABA Medicaid and developed expansion plan. While ABA was always infused into the services we provide, in 2024, we formalized the program and provide 1:1 ABA services to clients. This gives them more skilled and focused support. It also allowed for staff promotions into Registered Behavior Technician positions.

Goals we have for our Intellectual and Developmental Disabilities Services Division in 2025 include:

- Reach full capacity at The Pingree Center (130 clients).
- Brighten up and remodel The Pingree Center.
- Increase census by 6 clients annually at The Adult Ability Center.



“

We knew our son needed to be in a safe environment where the staff would be as patient and loving as we would be, and he would be challenged to learn in ways that suit his needs. The Pingree Center has fit those expectations for the last ten years. It is truly his home away from home and we appreciate every person that has contributed to this program.”

—THE BURGESS FAMILY

ORGANIZATIONAL DEVELOPMENT OVERVIEW

In 2024, we made significant progress towards developing and engaging our team members by:

- Launching Train to Lead - three days of leadership training plus a 90-day training roadmap for new leaders.
- Launching Arbinger training for leaders based on the “Leadership and Self Deception” book.
- Launching Milestone Meetup luncheons for 5, 10, 15, 20, 25, etc. year milestone team members.
- Holding our annual Employee Appreciation Event and a fun Summer Showdown competition between programs.
- Launching new training software and implemented training plans for clinical education and career development.
- Improving overall retention by 6%, and 90-day retention by 6%.

We also added in new benefits for our employees in 2024:

- Launched On-Demand Pay, where employees could access portion of their paycheck before payday.
- Added Garner HRA benefit with \$2,000/4,000 benefit to help reimburse employees for out-of-pocket medical costs.
- Increased the 401k employer match to 6%.



Valley Belonging

In 2024

- We enhanced the New Hire Orientation presentation to include Belonging and the importance of pronoun usage.
- Updated internal resources for staff to celebrate monthly cultural heritages, receive announcements of upcoming Belonging events, & ask questions regarding Belonging-specific and cultural competency needs while working with clients.
- Monthly internal celebration acknowledgements of cultural and heritage celebration and appreciation months.

2025 Goals

- Begin working with Culture Ally to put together implicit bias training for the company.
- Quarterly Lunch-n-Learns open to team members on various topics of belonging.
- Consistent reporting on staff demographics within our Paylocity system for Equal Employment Opportunity Reporting.
- Adding in a “Belonging Corner” to update employees on initiatives in our internal newsletter, Valley Vibes.

Belonging Statement:

At Valley, we are committed to creating a community where everyone belongs. We embrace belonging as essential to our mission, recognizing that our differences strengthen and enrich us. Through collaboration, communication, innovation, and education, we weave belonging into our core values and strategic priorities.

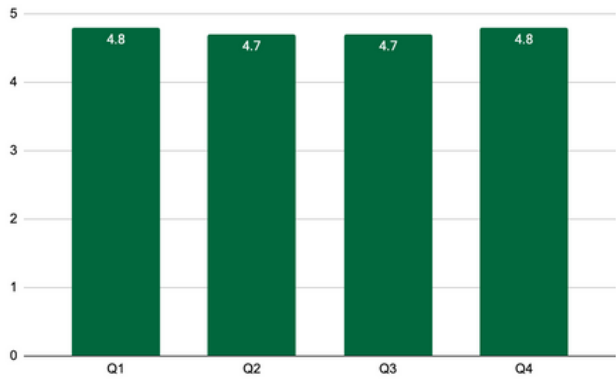
We celebrate and honor every individual's unique perspective and experience; fostering an environment where all voices are heard, valued, and respected. By continuously evaluating and enhancing our initiatives, we ensure that belonging remains a fundamental part of who we are and what we do. Together, we build a stronger, more diverse, inclusive community that empowers all to thrive.

CLIENT SATISFACTION

Average client satisfaction score for 2024: **4.7/5**

1,161 surveys were completed in 2024

Average Score by Quarter:



How would you rate the quality of the service you received?	4.6
Were staff respectful and professional?	4.8
How much do you trust your provider?	4.53
How safe did you feel during your visit?	4.8
How clean was the location you visited?	4.7

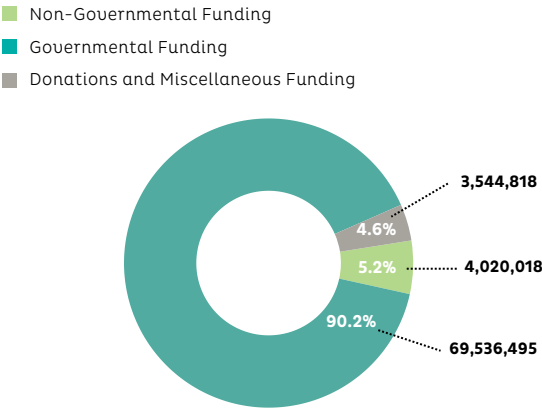
STATEMENT OF FINANCIAL POSITION

ASSETS	
Cash	\$8,609,172
Accounts Receivable	\$6,367,939
Prepays & Other Assets	\$3,992,686
Fixed Assets	\$40,433,848
Total Assets	\$59,403,645

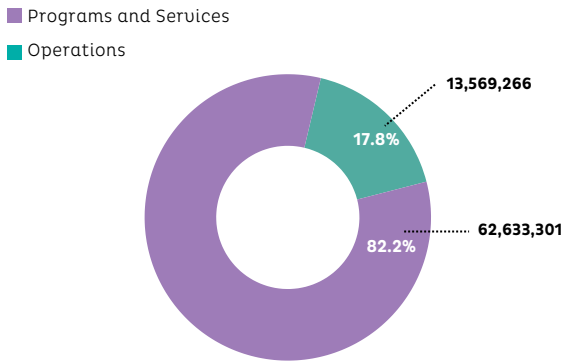
LIABILITIES	
Accounts Payable	\$1,337,267
Accrued Payroll & Benefits	\$3,443,648
Other Liabilities	\$6,155,921
Total Liabilities	\$10,936,837

TOTAL	
Liabilities	\$10,936,837
Equity	\$48,466,808
Total Liabilities and Net Assets	\$59,403,645

FUNDING SOURCES



ANNUAL EXPENSES



“

“Valley Behavioral Health has been an amazing part of my life. I'm happy with both of my providers. Keep up the good work!!!”

-DAVID, FORMER CLIENT

THANK YOU COMMUNITY SUPPORTERS AND DONORS

We are so thankful for the generosity of our community supporters and donors that help us make a difference in the lives of others. We simply cannot provide the support we do without your contributions. Thank you for working with us toward our mission to help others live more fulfilled lives.



UK ONLINE GIVING FOUNDATION



AMERICAN ONLINE GIVING FOUNDATION



We sincerely apologize if we missed you on this page.
Please let us know and we will be sure to update this information.

THANK YOU TO ALL OF OUR DONORS

These critical funds have helped our clients gain important personal documentation like IDs and government paperwork. They have helped clients secure temporary or permanent housing, provided necessary therapy supplies for children and youth, and funded important client necessities like hygiene kits and clothing. We are so grateful to each individual and company that has donated, it has truly made a difference in the lives of those we serve and our community.

Corrie Bagley
Trent Bangert
Stan Beagley
Marc Beesley
Jill Bennett
Nicole Bennion
Mandy Bird
Paulette Blair
Chris Blanchat
Robert Boyce
Todd Brown
Trenton Brown
Jennifer Burton
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Mindy Hitchcock
Julia Hodd
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Cindy Huggard
Jeana Hutchings
Kristine Hyde
Mark Ibrahim
Spencer Kagie
Colleen Kearns
Pam Keller
Alex Kim
Catherine Kim
Janice Kimball
Edward Klarich
Layne Koyle
Mark Law
Cathy Leonard
David Levine
Cody Liu

Shane Long
Dorothy Longshaw
Megan Lopez
Teri Lyman
Dan Maldonado
Christopher Manning
Logan Marr
Kirk Masters
Robert Matthiesen
Adam McLachlan
Natalie Monsen
Glen and Marnie Montgomery
Suzy Mosher
M. Brandon Mucci
Rick Murphy
Frank Nuding
Jim & Barbara Dresslar Oldroyd
Bill Phillips
Al Pino
Ernestine Pippas
JuLaine Price
Jessica Quintana
Monica Rafferty
Nicole Reilly
Calogero Ricotta
Dawn Roberts
Janelle Robinson
Larry Romero
Jason Rosvall
Lisa and Chris Rundell
Heather Saldivar
Brenda and Dave Salzetti
Walter Schanuel
Jayne Schneider
Atul Shah
Helen Shiflar
Thomas Simmons
Crystal Siratsamy

Cheryl Smith
Stephanie Smith
Donna Squires
Roy Stover
Breanne Stump
Cherise Sutherland
Troy Stover
Breanne Stump
Cherise Sutherland
Rene Tago-Felise
Craig Thomas
Tammy Tibbitts
Mary Tiede
Clif Uckerman
Jamie Van De Wiele
Vickey Walker
Reg Williams
Bryan Winn
Jeff Wybrant
Pat Yeaman
Jamie Young

Special thank you to our Valley Employees that donated in 2024!

Since we began our Workplace Giving Fund in 2016, more than \$100,000 has been donated. These funds are used for essential client needs like housing and rental deposit assistance, toiletries and hygiene items, medication support, medical equipment and supplies, utilities, education and skills training, outings and activities, transportation, and so much more!

If you or someone you know would like to donate visit

ValleyCares.com/donate



Inspired by **helping others.**

Phone

Toll Free: (888) 949-4864

Utah: (801) 263-7100

Text us: (385) 474-8887

Email

Info@ValleyCares.com

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