

SUMMER 2025

A Publication of *Comprehensive Healthcare*

Vibrant Communities

THE FACES OF

Care





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What's New at Comprehensive Healthcare

Every time I walk through the doors of Comprehensive Healthcare, I'm reminded why this work matters. For more than 50 years, this organization has worked to expand access to care and bridge critical gaps in behavioral health support for individuals and families in Central Washington. But what truly sets Comprehensive Healthcare apart is its people.

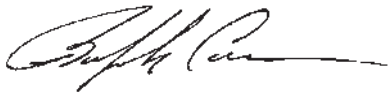
This issue of *Vibrant Communities* is a celebration of the compassionate and skilled team members who bring bold initiatives to life every day. Medical professionals, peer counselors, officer managers, IT professionals, and our property management team each play a critical role in changing lives.

Comprehensive Healthcare is equally dedicated to our team members. That's why we invest in our workforce through competitive compensation, student loan repayment programs, tuition reimbursement, an unmatched healthcare benefit package, ongoing professional development opportunities, and more. We're focused on fostering a culture of growth; one where employees are encouraged to build their skills, expand their experience, and pursue meaningful, purpose-driven careers at our organization.

Throughout the 25 years I've worked with Comprehensive Healthcare, first as an independent accounting professional and now serving as the chair of its board of directors, the organization's transformative impact has always remained clear. What keeps me engaged is the world-class team behind the mission—their drive, heart, and passion for bettering lives across our region.

As you read through this edition of *Vibrant Communities: The Faces of Care*, I invite you to get to know the people who make Comprehensive Healthcare what it is. Their stories reflect both professional excellence and a deep personal commitment to healing, hope, and human connection. We're honored to share these stories with you.

With gratitude,



Ralph Conner

Chair, Board of Directors
Comprehensive Healthcare

“
We're focused on fostering a culture of growth; one where employees are encouraged to build their skills, expand their experience, and pursue meaningful, purpose-driven careers at our organization.
”



Ralph Conner is the Chair of the Board of Directors at Comprehensive Healthcare.

THE FACES OF CARE



DAISY LUNA

*School-Based Therapist
Sunnyside*

Tell us about how your program serves the community.

As a school-based therapist at Sunnyside High School, I love working with the team at Comprehensive Healthcare in Sunnyside – it feels like family. I've worked with programs like WISE and the crisis response team, and it's inspiring to see how our collaboration helps clients. I serve students during and after school, making therapy accessible, giving them responsibility to attend appointments, and allowing them time to work through issues privately. I've seen the impact of school-based therapy firsthand, and I hope it's adopted more widely across the country.

What drew you to your role at Comprehensive Healthcare?

I've always wanted to help people and was drawn to Comprehensive Healthcare by the clear potential it has to make a difference. While pursuing my master's degree, I worked as a case manager for adolescents and was moved by their stories – working with them showed me that they just needed someone to listen. When the Sunnyside school-based therapist position opened in 2022, I knew it was my next step!

What's most rewarding about being a school-based therapist?

Seeing the growth of my clients is so rewarding. It's amazing to see the progress they make from the time they come in to when they are discharged.

What advice would you give to those starting their careers in this field?

Always be patient with yourself, ask questions, communicate with your supervisor, and truly take care of yourself. The first year can be challenging when trying to learn everything that comes with the role you're in.



**KEVIN
ENGBRETSON**

*Peer Support Counselor
for HARPS, Walla Walla
(Housing and Recovery
through Peer Services)*

How does your program serve the community?

Housing and Recovery through Peer Services (HARPS) is a grant-funded program that provides short-term financial assistance for individuals exiting inpatient mental health and substance use disorder facilities. It helps cover apartment application fees, move-in costs, utilities, and storage fees, while also offering peer support to help them find, obtain, and maintain stable housing. The program gives clients a second chance at a normal life and a place to call home. Even when others in life have told them "No," we tell them, "Let's work as a team and solve this issue together."

What about your career are you most proud of?

For one, the professionals I work with are the kindest I could have imagined. More than that, I am proud to support clients on their journeys to secure housing, especially those who have either never been housed or have experienced many barriers to housing. Recovery is possible for everyone and looks different for each person.

What drew you to become a peer support counselor?

I was once a Comprehensive Healthcare client, and my life was changed by the compassion the team brought to helping me. Without Comprehensive Healthcare, I would not be living my best life today.

Do you have any advice for people entering the behavioral healthcare field?

Always provide trauma-informed care to the clients that you serve. Be a sponge – learn new things and remain open to change. Be empathetic to people's situations, not sympathetic. And finally, make sure to take time for self-care – if you are not at 100%, it is very difficult to give 100% to your peers.

**SILAS WILLOUGHBY**

*Psychiatric Nurse
Practitioner at Selah E&T*

What does your program do for the community?

I work with the acute care inpatient team at the Selah Evaluation and Treatment facility. We stabilize patients who are in crisis, and that may be suffering from suicidal ideation, homicidal ideation, or grave disability and are unable to care for themselves and require acute intervention. We're able to stabilize and support them with medication management, later helping them reenter the community.

What does a typical day look like in your position?

As a psychiatric nurse practitioner, I spend my day assessing patients' progress since starting treatment and making adjustments to their care plans as needed. Each morning, our team of providers and staff meets to review patient updates and share insights that inform individualized treatment plans. We also work closely with patients to encourage active participation in group therapy and other supportive services.

What drew you to become a psychiatric nurse practitioner?

My family has a long history of mental illness, including schizophrenia, depression, and substance use, which led me to want to become a provider in this field.

What about your work are you particularly proud of?

Every day, patients leave our facility functional and grateful, often thanking us for caring and changing their lives for the better.

What do you wish your community knew about Comprehensive Healthcare's role in the community?

Comprehensive Healthcare welcomes community members who have loved ones in an inpatient facility to actively participate in their care, provide vital information to help guide treatment, and support our clients along their journey.

**LESLIE THOMPSON**

Intake Specialist, Yakima

What drew you to work with Comprehensive Healthcare?

Comprehensive Healthcare has wonderful therapists and providers, all of whom offer accessibility for clients to receive the best possible care, and I think very highly of our therapy team.

What do you find rewarding about being an intake specialist?

Helping clients receive the services that they need, beginning with an accurate diagnosis and pairing individuals with an experienced and knowledgeable therapist, is very rewarding to me. I appreciate being able to have a hand in helping so many lives.

What advice would you give to someone starting a career in the behavioral healthcare field?

Community outpatient behavioral health is a great place to gain experience by working with clients from a wide variety of backgrounds and mental health needs. It was a learning curve for me to get used to the rapid pace of assessments, but it's vital to helping our community.

What do you want the community to know about Comprehensive Healthcare?

Comprehensive Healthcare is based on a foundation of collaboration, not only with families and caretakers of clients, but with other teams, both within and outside of Comprehensive Healthcare. We also work closely with the community and schools.



LOUISE THESMAN
Peer Support Specialist

What do you do at Comprehensive Healthcare?

In my role as a Peer Support Specialist, I support clients with mental health struggles and substance use disorders one-on-one, as well as facilitate groups where we discuss mental health strategies for recovery. I value peer support because of my experience with mental illness and addiction recovery. Peers show people they are not alone and that someone understands their journey and recovery potential.

What drew you to your role as a peer support specialist?

I was drawn to Comprehensive Healthcare because I was originally a client here. Then, for several years I worked as a dental hygienist in the community, and people would often talk about their lives and the struggles they had during those appointments. I referred them to Comprehensive Healthcare because it saved my life. When I learned about Peer Support, I knew I could give back what was given to me through this organization, by supporting people through their journeys.

What you do enjoy doing outside of your work at Comprehensive Healthcare?

I enjoy spending time with my teenage children, watching them grow into responsible adults who love themselves and others. I also have pets who are great listeners, and I love spending time with them. I enjoy baking for neighbors and friends and listening to music whenever I can.

I'm proud to facilitate a support group for NAMI, helping people with mental illness, and work with kids at my church, which is very rewarding.

What do you want the community to understand about your role?

There are people here, like me, who can relate to some of the challenges our clients face, and we are willing to walk alongside them to help them see their full potential. It's possible to meet your goals and learn valuable skills to achieve the life you never thought possible.



DR. GILLIAN ZUCKERMAN

Opioid Treatment Program (OTP), Walk-in Clinic and Pathways Medical Director

What does a typical workday look like for you?

In my position, I spend much of my time seeing clients at the OTP, assessing their needs, and prescribing medications like suboxone and methadone. I also see patients at Yakima County's correctional facility. On the administrative side, I work with my fellow admin and staff to ensure the programs I oversee are functioning well.

What drew you to your role at Comprehensive Healthcare?

After three years practicing family medicine and providing addiction treatment at a clinic in Yakima, I was excited to join the Comprehensive Healthcare team to further treat substance use disorder (SUD) patients by prescribing methadone. It's truly rewarding to have the ability to dispense methadone to clients and observe their recovery journeys.

What are you most proud of in your work?

I'm blessed to see the recovery journey of each client – I've worked with folks who couldn't stabilize initially and have now been sober for over a year! It's exciting when they've made changes to their life they're proud of, even if they haven't reached the finish line yet. The incremental steps and victories carry progress forward. I feel fortunate to witness people stabilizing on methadone and finding success.

Do you have any advice for someone beginning a career in this field?

Be kind to yourself and remember you're human; mistakes are normal – there's no perfect solution for any of this! It's important to connect with the person directly in front of you and collaborate on a human level.

**JOVANNA CENTRE***Outpatient Therapist,
Walla Walla***What do you do each day in your role?**

Each day as an outpatient therapist is different – which is something I enjoy about working at Comprehensive Healthcare. I work mainly with adults and elders, providing individual and group therapy and conducting intake mental health assessments twice a week at various locations.

Another role I fill is an Illness Management and Recovery (IMR) consultant, where I'm responsible for overseeing chart reviews, group observations, monthly consultations and staff training for IMR. I'm also proud to be an at-large member of Comprehensive Healthcare's Justice, Equity, Diversity and Inclusion (JEDI) committee, which addresses service and care improvements through discussion and problem-solving.

What drew you to this role at Comprehensive Healthcare?

I originally worked at Comprehensive Healthcare as a Day Support/Clubhouse Coordinator, offering a safe, sober environment for clients, along with ongoing symptom monitoring and care coordination. When I pursued my master's degree in social work, I shifted to a therapist-in-training role and completed my clinical field of practice. Over my eight years at Comprehensive Healthcare, I've taken on additional roles and found a variety that aligns with my career goals.

What do you find most rewarding?

One of my passions is to provide therapy to Native communities as a telehealth provider for Yakima County and those living in Walla Walla County. It's a rare opportunity to have a provider with a shared identity and cultural background available to provide therapy to other Native Americans. I'm deeply aware of the history of ongoing oppression and racism that exists in American society, and it's not common to encounter a professional that looks like ourselves or family. My goal is to infuse cultural considerations into clinical practice for Native clients, with an active recognition that culture and background influences our health beliefs, behaviors, and preferences, in order to provide more effective and equitable care."

**SCOTT POOL***Maintenance Worker***What do you find rewarding about your position at Comprehensive Healthcare?**

I like using my cabinetry and carpentry skills here at Comprehensive Healthcare to help create a more comfortable environment for our residents. I've built countertops at some of our commercial buildings, adding value to the different sites. I enjoy being part of the organization's success and working with our maintenance and staff members.

What advice would you give to those starting their careers in this field?

Don't be afraid to ask fellow maintenance staff members questions; they may have a better way to do certain tasks, or an easier way to repair a specific item. There is never a stupid question, but there is always an answer!

What do you enjoy doing outside of your position at Comprehensive Healthcare?

Outside of Comprehensive Healthcare, I serve as a trustee on the Vintiquescar club board. I've been a member for 35 years and have collaborated with different charities like YWCA, Rod's House, Veterans Food Bank and Children's Wishes and Dreams to raise funds. I enjoy visiting the retirement home to share my vintage cars with residents, putting smiles on their faces and even sometimes giving them rides.

SHAPING THE FUTURE OF BEHAVIORAL HEALTHCARE IN CENTRAL WASHINGTON

By Jodi Daly, PhD, CEO of Comprehensive Healthcare

When we talk about the impact of Comprehensive Healthcare, we often focus on our programs and services, and our ability to help clients achieve their goals for recovery. And that, certainly, is meaningful.

But to me and many others, our impact as a large regional employer is equally important. This shows up in multiple ways – including as an economic engine, as a magnet for top talent to the region, and as an employer of choice that readily invests in a supportive workplace culture and competitive compensation.

Across our five-county region, Comprehensive Healthcare employs over 800 team members, placing us in the top percentiles of regional employers. In fact, we invest more than \$75 million annually across Central Washington through our robust organization-wide compensation.

We also invest directly in projects that make our region a great place to live, including the Yakima Air Terminal upgrade to expand flight options and a better travel experience, and the Yakima Valley Community Foundation's Martin Luther King Jr. Swimming Pool to ensure water equity and access to safe pools and swim

lessons for children and their families. We show up for the community as a sponsor of 5K fundraisers, community festivals and fairs, and more.

Last year, we announced a significant initiative to help fill the gap of behavioral health specialists in the region. Comprehensive Healthcare provided the Central Washington University Foundation with a generous gift to reestablish the CWU Mental Health Counseling (MHC) graduate program, enabling the university to prepare master's-level candidates for graduation – and for work in the community – as early as 2026.

To strengthen our workforce pipeline, we've redoubled our recruitment efforts to bring highly skilled medical and mental health professionals to our area by embracing a new approach to recruitment outreach. Refining our employer brand and highlighting what makes our organization an exceptional workplace through targeted social media campaigns, storytelling that features our employees, and a revamped careers website has attracted candidates who align with our mission and values.

Recruiting is only one piece. We're equally focused on building a



Jodi Daly, PhD
CEO of Comprehensive Healthcare

workplace culture where people feel heard, supported, and motivated; one that is continuously shaped by employee feedback. Every two years, we conduct a culture survey among our staff to identify what's working well and where we can improve, using insights to determine high-priority resources, such as personal coaching or workshops, that help to elevate the lives of our people.

It just so happens that we wrapped up the most recent culture survey in July. Here's what we found:

- **74%** of respondents feel **personally driven to help this organization succeed.**
- **72%** of respondents are **highly committed to the organization.**
- **74%** of respondents believe **the organization staff provides excellent customer service.**

- **70%** of respondents believe **clients are likely to return to the organization if necessary.**

This year's culture survey highlighted that team members deeply value humility, gratitude, and teamwork. It also showed that our leadership is recognized for promoting innovation and integrity – key qualities that support our growth and help us continue delivering exceptional mental health services across Washington.

We've also invested in and are conducting an agency-wide DEI assessment, including focus groups and leadership interviews, to better understand what our staff need and where we can grow as an organization.

As the landscape of behavioral healthcare continues to change, we're increasingly dedicated to the continuum of care we provide and, beyond that, the people who make

it happen. We'll continue to provide tuition assistance and student loan repayment, in addition to highly competitive compensation and rewarding, mission-driven work.

At the end of the day, it's our people who make the difference. Their excellence and resilience power our mission – and the communities we serve – every day.

WHAT WE DO MEANS MORE

As you can see, what we do means so much to individuals, their families and to the communities we serve. It means a lot to us too, because we're doing meaningful work in a place where we are all encouraged to grow our knowledge and develop our careers.

We recognize that it takes a lot of resilience and energy to support others on their journey. So, we foster a caring, supportive, and inclusive environment where our team has the resources needed to help others and continue their own growth.

Whether it's a life journey or a career development journey, helping people move forward means a lot to us. Our growth, diversity of services, and commitment to innovation mean that we can offer people in every role, and at every level, opportunities to move forward and continue their career journey.

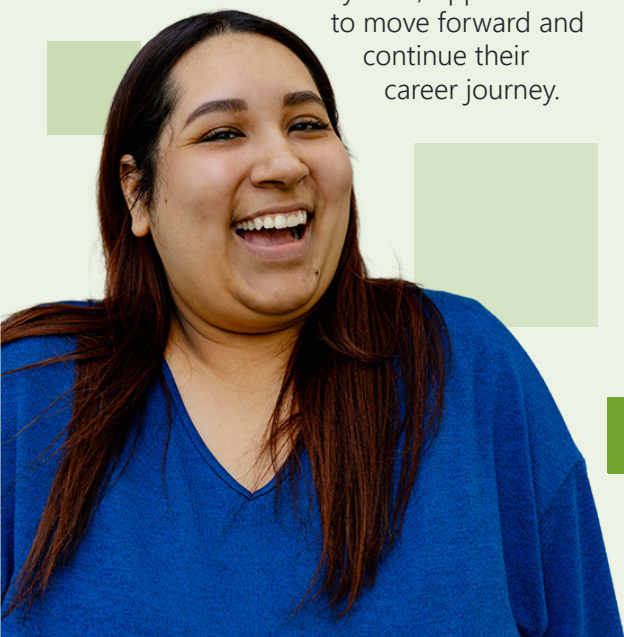
Comprehensive Healthcare offers a robust, competitive compensation package, including:

- Up to 22 vacation days per year plus sick leave and holidays
- Student loan assistance
- Tuition reimbursement
- Robust health insurance plans
- 403(b) long-term savings plan with employer match

And much more!



If you're interested in pursuing a fulfilling career, visit careers.comphc.org to learn more and view our open positions.



JUST IN TIME PRESCRIBER SCHEDULING

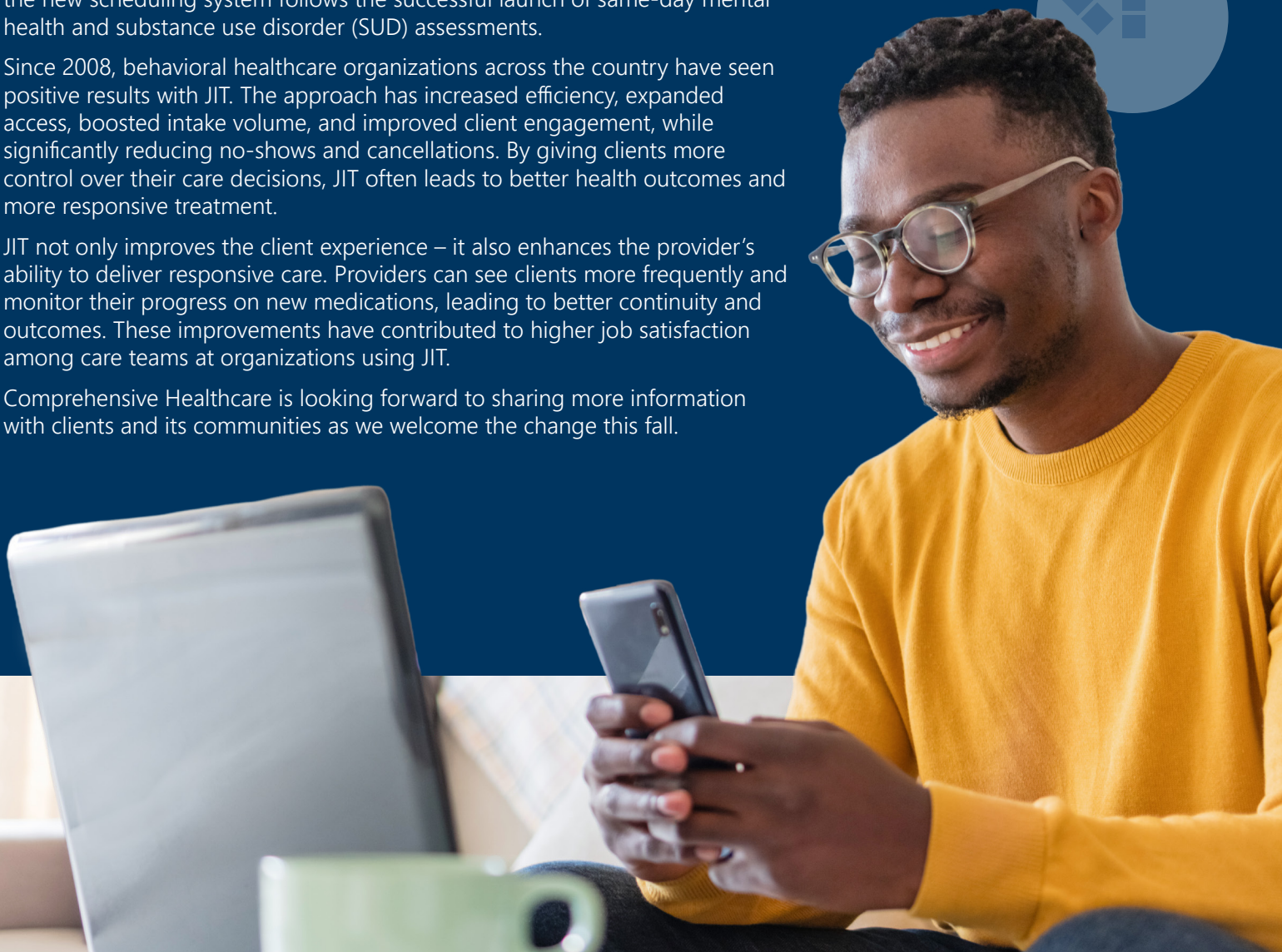
Comprehensive Healthcare is looking forward to beginning its Just In Time (JIT) Prescriber Scheduling program. Clients will soon be able to schedule appointments with their provider within three to five days, allowing for a medication refill right when they need it. By limiting scheduling to within a week, Comprehensive Healthcare eliminates the waiting periods – often up to three months – seen in other systems.

A key part of the Certified Community Behavioral Health Clinic (CCBHC) model, JIT is a streamlined approach, opening more capacity for new patients to complete intakes and assessments more quickly. The implementation of the new scheduling system follows the successful launch of same-day mental health and substance use disorder (SUD) assessments.

Since 2008, behavioral healthcare organizations across the country have seen positive results with JIT. The approach has increased efficiency, expanded access, boosted intake volume, and improved client engagement, while significantly reducing no-shows and cancellations. By giving clients more control over their care decisions, JIT often leads to better health outcomes and more responsive treatment.

JIT not only improves the client experience – it also enhances the provider's ability to deliver responsive care. Providers can see clients more frequently and monitor their progress on new medications, leading to better continuity and outcomes. These improvements have contributed to higher job satisfaction among care teams at organizations using JIT.

Comprehensive Healthcare is looking forward to sharing more information with clients and its communities as we welcome the change this fall.



WHAT'S NEW AT COMPREHENSIVE HEALTHCARE

At Comprehensive Healthcare, we're proud to continue expanding access to quality behavioral healthcare in Central Washington. Recently, we've made several strides: opening a new permanent supportive housing facility, expanding same-day assessments for individuals with substance use disorders (SUDs), renaming our Yakima walk-in clinic to reflect our whole-person approach to care, and offering community education courses to raise awareness around mental and behavioral health.

- **In May, we welcomed residents to the newly-built Vista Del Sol-2 (VDS-2), a 20-unit long-term residential housing facility in Sunnyside**, for low-income adults with a diagnosed chronic mental health condition. Located next to the 12-unit Vista Del Sol-1, the new facility strengthens an already vital resource supporting housing stability and behavioral health in Sunnyside and surrounding communities.



- **We recently began offering same-day access to substance use disorder (SUD) assessments**, eliminating the need for intake assessment appointments, significantly reducing wait times, and ensuring immediate support for community members seeking help. Anyone seeking support for substance use in Central Washington can now walk into any open Comprehensive Healthcare outpatient location, receive an on-the-spot assessment, and be promptly connected to tailored SUD services that meet their unique needs.

- **Yakima's Walk-In Clinic, opened in 2024, has been renamed the Wellness Now Clinic** to better reflect its role as a trusted, accessible provider of whole-person medical care. The clinic will continue to offer walk-in, no-appointment-needed services, such as treatment for minor illnesses and injuries, routine check-ups, and other essential health services for individuals seeking medical attention.



Our work doesn't end here. We're looking forward to sharing new resources for clients – such as a dedicated recovery center – and continuing to invest in the people, programs, and partnerships that make lasting change possible. As we grow, our mission remains the same: to provide innovative, integrated healthcare, community education, and services to individuals, families, and organizations across Central Washington.



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We're Hiring!

If you want to make a difference in our communities, we have roles for you!

We value our team members with competitive benefits, including tuition reimbursement, holiday pay, and student loan assistance. Our employees are team-minded, creative and compassionate individuals who enjoy being challenged and continually strive for excellence. We have a variety of openings from clinical and medical providers, to care coordinators, crisis outreach experts, and beyond. Scan the QR code to learn more about job openings.

Why Work for Us

- Bonuses for eligible staff
- Tuition Reimbursement Program
- Student Loan Repayment Assistance
- Employee Assistance Plan
- Online, text-based primary health care – 98point6
- Legal Service Plan
- Funded team-building activities

For employment opportunities with Comprehensive Healthcare visit **careers.comphc.org**

