A Message From Our President/CEO

Success can be measured in many ways and on many levels. At LifeWorks NW, we measure success one person, one family at a time. Growing up can be challenging, especially for youth who struggle with mental health and addiction issues. Too often as these young people grow up, they can fall through the cracks of a fragmented service system. In an effort to better engage youth and families, we launched our Transitional Aged Youth program which provides additional support to help teens successfully move into adulthood.

Everyone needs to feel successful. For adults with serious and persistent mental illness, being a productive member of society with meaningful work makes a world of difference in their outlook and treatment progress. We are incredibly proud of our supported employment staff who received the Dartmouth Supported Employment Award for best outcomes.

At LifeWorks NW we know that life is a journey, and we are so grateful every day to all of the individuals and families we serve for allowing us to walk with them on their path toward success. We are also thankful for our dedicated staff, committed partners, funders — and all our supporters for helping us build a healthy and successful community.

A Message from Our Board Chair

As we work toward an economic recovery in Oregon, prevention, mental health and addiction services continue to be at the forefront of our community needs. I have great faith that LifeWorks NW has the organizational strength under the incredible leadership of Mary Monnat and her outstanding team to continue to successfully support those in need in our community even as demand continues to rise.

LifeWorks NW will build and support success by:
- Reaching out to serve those most in need,
- Responding to new and emerging needs,
- Reducing stigma by engaging with our community in person and online.

As a board member, I am thankful for the opportunity to engage with such a talented and professional group of staff and volunteers. LifeWorks NW is grateful to all who support us, especially our donors and volunteers. We could not do the important work we do without you.

3,048 children and families received mental health services.
Supporting Successful Youth

By Courtney Towne, Child & Family Service Director

Carrying the after hours pager one night last August I had a call from a local emergency room doctor. “I don’t suppose you can help, but…” began his story of concern about an 18-year-old young woman in his ER. She was not currently involved with LifeWorks NW but had been years before; after the death of her mother and before she hit the streets of Portland. Diagnosed with Bipolar Disorder, Kelsey had a long history of hospitalizations for suicidal thoughts and attempts. Full of self-loathing and survivor instincts; she was battling her demons daily. Refusing medication, she was subject to the extreme highs and lows associated with her diagnosis. She was in the ER that night in one of her lows. I told that doctor we might actually be able to help Kelsey. We agreed a Transitional Aged Youth (TAY) program staff person would meet her at the ER to see if she would be interested in our services.

Meeting in coffee shops, game stores, malls and on the streets; youth in the program text with the staff to coordinate where and when to get together. Our staff work to build trust and support whatever the primary needs may be for each individual. From help with housing and employment to support for tough choices around relationships and education, our team offers equal parts cheerleading and mentoring, coaching and caring. Serving young men and women with severe mental illness between the ages of 16-25, TAY offers a community-based approach to treatment that is driven by the goals identified by each young adult. Our dedicated program staff work with their clients in a variety of supportive ways.

Six months later Kelsey, sober and living in supported housing, is taking classes through Portland Community College. She has the support of her therapist and is motivated by her goals of working in graphic design. She meets with our psychiatrist on a regular basis and for the first time in her life reports feeling in charge of her treatment. Stories such as Kelsey’s continue to inspire the team working with these young adults. Whenever I face the challenge of hearing “I don’t suppose you can help…” I think of Kelsey’s courage and perseverance and find my own strength to prove these assumptions wrong. □

1,221 youth received addiction services.
Succeeding through Employment

Most people who choose to work in the non-profit world are not doing it for the money. They are not expecting big bonuses or major awards. Most enter the field because they want to help people — that is their primary reward. This year, our Supported Employment program was delighted to receive the prestigious 2009 Johnson & Johnson — Dartmouth Achievement award. As part of the award, the program received $10,000 for showing the most significant improvement in the number of people helped through top-notch supported employment services. Yet our team’s motivation remains the same.

“What inspires me most...is seeing clients actually working, liking their job...happy...reporting that their life, self esteem and mental health symptoms have improved because they are working,” says Miho Shimba, program director, LifeWorks NW Supported Employment.

Our team is inspired because the program works for so many. Our program consistently places more adults with mental illness into competitive employment than any other similar program in the country. “Supported employment is another treatment approach for people with mental illness, just like cognitive behavioral therapy or motivational interviewing...Having success in employment often has huge and positive impact on mental health,” according to Shimba.

“The award recognizes the excellence of the LifeWorks NW team in helping people with persistent mental illness find and keep meaningful jobs,” said Sandy Reese, former director, who founded the program in 1998.

Despite being publicly acknowledged for their superior work, the team remains humble.

“What stood out for me in the experience of going to the national awards ceremony is the fact that we were selected from among all these other agencies who are also doing great work,” said Shimba. “They are all so proud and committed to implementing supported employment.”

At LifeWorks NW, we are very proud of our supported employment team as well. We are also extremely proud of the individuals we serve, who every day they go to work are making a difference in our community.
2009 Expenses:
$29,586,624

Direct Services to Children, Individuals and Families 90%
General and Administrative Services including Fundraising 10%

2009 Revenues:
$29,719,588

Grants & Contracts 56.2%
Contributions 1.9%
Other .4%
Service by Client* 41.5%
* Including Oregon Health Plan and Private Insurance

Financial Summary

<table>
<thead>
<tr>
<th>Revenues</th>
<th>FY 2008-09</th>
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</thead>
<tbody>
<tr>
<td>Public Grants &amp; Contracts</td>
<td>16,717,584</td>
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<tr>
<td>Service by Client</td>
<td>12,322,321</td>
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<tr>
<td>Contributions</td>
<td>552,850</td>
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<tr>
<td>Other Revenue</td>
<td>126,823</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>29,719,588</strong></td>
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<table>
<thead>
<tr>
<th>Expenses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel Costs</td>
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<tr>
<td>Professional Fees</td>
</tr>
<tr>
<td>Operating Costs</td>
</tr>
<tr>
<td>Occupancy Costs</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
</tr>
</tbody>
</table>

Net Revenue from Operations
132,964

7,435 adults received mental health services.
1,547 children and families received prevention services.

2009 Ethnicity of Clients
- Caucasian 70%
- Latino 12%
- African American 8%
- Multiracial 5%
- Asian 2%
- Other 3%

2009 Ethnicity of Staff
- Caucasian 73%
- African American 12%
- Latino 11%
- Asian 4%

Five-Year Perspective

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenues (in Millions)</th>
<th>Expenses (in Millions)</th>
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</thead>
<tbody>
<tr>
<td>2005</td>
<td>17,301,078</td>
<td>16,611,547</td>
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<td>2006</td>
<td>21,031,020</td>
<td>20,629,629</td>
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<tr>
<td>2007</td>
<td>22,157,985</td>
<td>21,828,657</td>
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<tr>
<td>2008</td>
<td>25,460,950</td>
<td>25,163,581</td>
</tr>
<tr>
<td>2009</td>
<td>29,719,588</td>
<td>29,586,624</td>
</tr>
</tbody>
</table>
Our Donors
July 1, 2008 – June 30, 2009

We thank all of you who invest in the emotional health of our community. The following list represents those who made a donation during fiscal year 2009. Donations received after June 30, 2009, will be listed in the 2010 annual report. We have made every effort to ensure that our lists are accurate. We recognize our donors once a year in our newsletter and in our annual report, and do not share any personal information. Please contact the Development Office at 503-617-3821 if you would like your gifts to remain anonymous or if we have inadvertently omitted your name. We sincerely apologize for any mistakes.

Donors with an asterisk gave to LifeWorks NW through United Way, Black United Fund, and other workplace giving programs.

Circle of Wellness
Our Circle of Wellness members have generously pledged to contribute a minimum of $5,000 over a multi-year period.

MENTORS ($25,000+)
Bob’s Red Mill Natural Foods
Denis Burger & Elaine McCall
Mark & Ann Edlen

FRIENDS ($5,000 - $24,999)
Scott & Linda Andrews
Paul & Laurel Brennan*
Andy & Nancy Bryant
John Chaney
City Center Parking Fund of the Oregon Community Foundation
Deborah Coleman
Scott & Dana Crew
Mark & Leslie Cushing
John & Jane Emrick
Brian & Jill Faherty/Schoolhouse Electric Co.
John & Marilyn Faherty
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West Coast Bank
Keith & Julianne White*
Michael & Faye Whitman
W. Roger & Margery Yost
Dr. Kathryn Zerbe

Annual Giving Campaign

Innovators ($100,000+)
M.J. Murdock Charitable Trust
Portland Children’s Levy
Providence Health & Services
United Way of the Columbia-Willamette

Sustainers ($15,000 - $99,999)
City of Tigard
Ford Family Foundation
Meyer Memorial Trust
Oregon Community Foundation
Sauer Family Charitable Fund of the Oregon Community Foundation
Spirit Mountain Community Fund
Washington County Commission on Children & Families

Stewards ($10,000 - $14,999)
Northwest Health Foundation
Pacific Foundation
Standard Charitable Foundation
Wheeler Foundation

Champions ($5,000 - $9,999)
Bank of America Foundation
Fred Meyer
Heffernan Group
Jaan Young Trust-Western Division
NW Natural

OCF Joseph E. Weston Foundation
Portland Women’s Foundation
United Way of Clatsop County
West Coast Bank

The Williams Companies

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Renege Employee Giving Campaign
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Rhoni Seguin
Peter & Julie Shott
"Taiyaki Valley Fire & Rescue
John J. and Shannon Wagner*
Washington County Board of Commissioners
West Coast Bank
Doug White
Women’s Care Foundation

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Bethany Presbyterian Church
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Peter & Janice Burger
Dr. James Carlisle
Deborah Chen
CIT Foundation
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"Taiyaki Valley Fire & Rescue
John J. and Shannon Wagner*
Washington County Board of Commissioners
West Coast Bank
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Women’s Care Foundation

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**John Chaney**
**Andy & Nancy Bryant**
**Paul & Laurel Brennan* **
**Scott & Linda Andrews**
**FRIENDS**
**MENTORS**
**ANNUAL GIVING CAMPAIGN**

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**ACTIVITIES IN THE COMMUNITY**

- Our Circle of Wellness members have generously pledged to contribute
- Members have made every effort to ensure that our lists are accurate.

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**CONTRIBUTIONS**

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**IMPACT**

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**GIVING CAMPANEG**

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**OUR 2009 ANNUAL REPORT**

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Mental Health & Addiction Services for a Healthy Community


Our Mission: LifeWorks NW promotes a healthy community by providing quality and culturally responsive mental health and addiction services across the lifespan.

14600 NW Cornell Road
Portland, OR 97229
phone: 503.645.3581
www.lifeworksnw.org

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