LIFE WORKS WHEN YOU GET THE SUPPORT YOU NEED

2009-2010 ANNUAL REPORT
3,902 children and families received mental health services.
**A Message From Our President/CEO**

At LifeWorks NW, we know that as communities change so do their needs for prevention, mental health and addiction services. When neighborhoods are in flux due to rising poverty or increasing drug use; LifeWorks NW strives to be part of the solution to help keep communities healthy and strong. Sometimes this means opening new offices, other times it means joining with others to ensure their vital work continues. Always it means being responsive to the needs of the communities we serve.

When the House of Umoja Board began looking for a safe harbor to help keep Umoja’s vital gang prevention services in the community, we responded to the call.

When Clackamas County expanded their network of community partners to provide for the ever-growing need for services in the area, we opened our Milwaukie office in early 2010.

Mental health and addiction services are vital to the health of the communities we serve and we eagerly look forward to broadening our reach to those most in need as we plan for healthcare reform here in Oregon. We are grateful every day to those who allow us to support them on their way to recovery. We are also thankful for our dedicated staff, our insightful board of directors, committed partners, generous funders – and all of our loyal supporters for helping us continue building healthy and successful communities.

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**A Message From Our Board Chair**

With the local economy only beginning to recover and our health care system going through a potential overhaul at both the national and Oregon state level, mental health and addiction services will continue to be at the forefront of community needs. I am confident that Life Works NW has the organizational resilience under the exemplary leadership of Mary Monnat and her team to continue to successfully support those in need through whatever the future holds.

As a board member, I am thankful for the chance to engage with such talented and professional staff and volunteers. I am regularly amazed at the client stories of hope and recovery that are shared with me. We at LifeWorks NW are grateful to everyone who supports us, especially our donors and our volunteers. We could not possibly do the work we do without you and we need you more than ever in order that we can continue providing our important services and strengthen our community.

In the coming year, we commit to continue:
- Reaching out to those most in need,
- Responding to new and emerging trends,
- Reducing stigma by engaging with community members in person and online.

There have been ups and downs in the economy and changes in the healthcare world since LifeWorks NW’s founding in 1961. The organization has weathered them and come out stronger. I have confidence we will do so again.
At only eight years of age, James had already received multiple out-of-school detentions, was involved with law enforcement and the Juvenile department. His mother regularly had to leave her job to pick him up from school at the request of the principal. Things were not going well. James and his mother were referred by Clackamas County to LifeWorks NW in Milwaukie.

“When I first met with him and his mother, things looked pretty dire,” said Diane Benavides-Wille, James’ counselor. The question was where to start.

After some initial difficulties, it was decided James might benefit from Intensive Community Treatment Services. Within just a few short months, the entire family dynamic changed. Mom received support through the program and her mental and physical health improved.

The program provided individual and family therapy in the family’s home as well as skills training in the community, along with crisis supports and intervention. James is doing well at his new school and has just received the best report card of his life. No longer having conflicts with his peers, he is spending more time interacting with his family who are no longer worried he might hurt them.

Back at LifeWorks NW, staff is looking to transition him to outpatient services, as he no longer requires higher levels of care. His life has changed dramatically.

James and his family are thankful they could access services through LifeWorks NW in Clackamas County. Since moving to Clackamas County, LifeWorks NW is able to help other clients through a collaborative effort at the Gladstone Center for Children and Families where LifeWorks NW provides a therapist on site.

LifeWorks NW staff began providing services at the Gladstone Center in 2009 and opened its own site in early 2010. The Milwaukie site started with only services for children and families, but has since expanded to provide mental health and addiction services for adults. Additionally, the site is shared with Care Oregon who provides medical services to LifeWorks NW clients as well as the general public. Sharing reception areas and staff provides a seamless experience for clients.
1,448 youth received addiction services.
Going Where Needed — Umoja Center

Most people would find it hard to believe a young man could go from needing gang prevention services to a full college scholarship, but not the staff at LifeWorks NW Umoja Center. They work toward these types of successes every day.

Through much of Portland’s history, the House of Umoja has been present, working to prevent gang violence in the North and Northeast sections of the city. In 2008, Umoja’s board of directors was looking for an organization to maintain their programs in the N/NE community. LifeWorks NW, after a year of providing administrative support, was happy to bring Umoja (now called the Umoja Center) into its family of programs.

It is easy to see just how important the continued presence of Umoja is to young men and women, along with their families. One such young man, Andre, accessed services with the House of Umoja through their community services years ago. He came back in 2010, and was able to work with the center’s prevention program, allowing him to not only stay connected but also move into leadership roles with the program.

Services have evolved since Andre first came to what was then the House of Umoja. African American skill building groups are now offered in schools such as Ron Russell and Parkrose middle schools. Led by African American staff, the curriculum is designed to support healthy development and identity in African American youth. Recent additions to the program include a Black Parenting Class which utilizes a curriculum developed to address many issues unique to African American families. Umoja can now also provide recreational and skill building activities on school vacation days, such as trips to the Seaside Aquarium and bowling.

For Andre, the staff and services at Umoja Center have helped him move out of a foster home and into a more supportive and structured environment. He has been better able to work with his developmental delays with support for both his school work and his desire to play sports. In 2011, Andre will graduate from high school and move on to Portland State University, where he has received a full ride scholarship and will play on their football team. Umoja Center staying in the community as a part of LifeWorks NW has been a win-win proposition for all involved, including Andre.
4,077 adults received addiction services.
7,738 adults received mental health services.
## Financial Summary

<table>
<thead>
<tr>
<th>Revenues</th>
<th>FY 2009-10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Grants &amp; Contracts</td>
<td>15,035,805</td>
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<tr>
<td>Service by Client</td>
<td>13,669,313</td>
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<td>Contributions</td>
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<tr>
<td>Other Revenue</td>
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<td><strong>Total Revenue</strong></td>
<td><strong>29,287,497</strong></td>
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<tr>
<th>Expenses</th>
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<td>Personnel Costs</td>
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<td>Professional Fees</td>
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<td>Operating Costs</td>
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<td>Occupancy Costs</td>
<td>3,414,589</td>
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<td><strong>Total Expenses</strong></td>
<td><strong>29,263,442</strong></td>
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</table>

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<thead>
<tr>
<th>Net Revenue from Operations</th>
<th></th>
</tr>
</thead>
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2010 Revenues: $29,287,497

- Grants & Contracts 51.3%
- Contributions 1.7%
- Other 3%
- Service by Client* 46.7%

* Including Oregon Health Plan and Private Insurance.

2010 Expenses: $29,263,442

- Direct Services to Children, Individuals and Families 90%
- General and Administrative Services including Fundraising 10%
1,596 children and families received prevention services.
2010 Ethnicity of Staff

- Caucasian 74%
- African American 12%
- Latino 9%
- Asian 4%
- Other 1%

2010 Ethnicity of Clients

- Caucasian 66%
- Latino 16%
- African American 9%
- Multiracial 4%
- Asian 2%
- Native American 2%
- Other 2%

Five-Year Perspective

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenues (in Millions)</th>
<th>Expenses (in Millions)</th>
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<td>2006</td>
<td>21,031,020</td>
<td>20,629,629</td>
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<td>2007</td>
<td>22,157,985</td>
<td>21,828,657</td>
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<td>2008</td>
<td>25,460,950</td>
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<td>29,719,588</td>
<td>29,586,624</td>
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<tr>
<td>2010</td>
<td>29,287,497</td>
<td>29,263,442</td>
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</tbody>
</table>
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July 1, 2009 – June 30, 2010

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 2010. Donations received after June 30, 2010, will be listed in the 2011 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.

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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.

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