



LIFEWORKS
N O R T H W E S T

A Message From Our Board Chair

You are probably acutely aware, as am I, of the overwhelming needs within our community for mental health and addiction treatment services.



As a board member of LifeWorks NW for the past eight years, I am in awe of the work the agency does to change lives and build a healthier community.

Each year we face new challenges to providing the quality care our clients need. And each year, I am inspired by the dedicated staff and stories of courage and success demonstrated by our clients. For the past fifty-three years, LifeWorks NW has evolved to meet the growing needs of the community and we continue to do so today. As a leader in healthcare integration we have experienced a terrific year in building partnerships and seeking innovation in providing the greatest service using evidence based practices for our clients.

In these changing times of economic uncertainty and changing models of care, LifeWorks NW has demonstrated great flexibility and leadership in addressing the needs of our community.

To our funders, employees, community and those we serve, LifeWorks NW commits to:

- Serving those most in need;
- Focusing on client outcomes;
- Leading the way in healthcare innovation;
- Investing in our people, empowering them to provide the best possible care.

LifeWorks NW is driven by its strong mission, visionary leadership and dedicated and talented staff. These core values along with the generosity of our funders and the creativity of our partners, has allowed us to build the foundation for a better tomorrow. ■

A Message From Our President/CEO

Integration...Innovation...Impact! These are the words that guide our work daily in providing intentional care for those we serve. As we lay the groundwork for healthcare reform we are committed to establishing LifeWorks NW as a leader in providing the most effective and highest quality “integrated” care to those with addiction and mental health challenges in Washington, Multnomah and Clackamas Counties.



At LifeWorks NW, we have worked strategically to transform the agency to lead the way in coordinated care. We implemented new finance software to better handle our complex fiscal needs. We selected and are preparing to implement a new medical record system to better interface with our primary care providers. We implemented a new training model to prepare staff and better engage them in their work. We have centralized our intake process to provide greater access and entry to care. We have added staff and tools to increase our ability to report impact of care. LifeWorks NW is leading the way! We are ready!!

But we cannot rest. We must continue to have our eye to the future, seeking new partnerships and innovative care models to provide services for those most in need. It is an honor and a privilege to travel the road to recovery with our courageous clients. Their stories reinforce the need for the critical work we do. I am thankful for the dedicated staff who walk beside them on their journey and for our committed funders and partners who make it all possible.

We reflect on the past with great pride and look to a future filled with promise. ■

Integrating Care for a Healthier Tomorrow

For adults living with severe mental illness, getting help for even basic medical needs can be overwhelming. Medication side effects, mistrust of doctors, or even simply the inability to navigate the healthcare system can all have a negative impact on their health. For this and other reasons, these adults die, on average, 25 years earlier than those without mental illness.

With the support of The Providence Health Plan — Kaiser Permanente Behavioral Health Fund of the Oregon Community Foundation, LifeWorks NW and Virginia Garcia Memorial Health Center have teamed up to fight this statistic. As of July 2013, we are now offering primary healthcare services at our Hillsboro site.

Two days a week, a Virginia Garcia nurse practitioner sees LifeWorks NW clients at the site. As a part of our clinical team, she provides basic health screenings, shares the importance

of preventive health measures, and helps clients develop a wellness plan, tracking their progress at subsequent appointments. She also helps them access more specialized medical services when necessary, as part of our coordinated care initiative.

Providing those with severe mental illness with primary health care in a setting they are already comfortable with not only helps to increase their access to medical care, it also builds trust and reduces the frequency of emergency room visits, as we strive to enhance the quality and extend the length of our clients' lives.

LifeWorks NW has been proud to partner with Virginia Garcia Memorial Health Center for more than ten years, with behavioral health staff located in their Washington County clinics. This bi-directional care is a natural next step in the process, and we are so grateful to our partners for sharing in and supporting our vision. ■



“Coming together is a beginning; keeping together is progress; working together is success.”

~Henry Ford

Leading Innovation Across the Lifespan

It's a place where the sound of music can be heard as soon as you enter the door and where Camille has been able to once again enjoy her favorite activity — walking independently.

In September, Providence ElderPlace and LifeWorks NW began offering Adult Day services to eligible older adults in Washington County. Every Tuesday and Friday individuals like Camille join fellow participants in a safe and enriched community-based environment where independence is restored and creativity and socialization are encouraged.

Those in the program participate in planned activities, share meals together, exercise, and receive healthcare and therapeutic interaction.

For Camille, who has been attending the program since it first began, it's her social outing from the Adult Foster Home where she lives. She has grown very fond of the staff and shared "If I need help, he's right here," referring to LifeWorks NW clinician, Bill Mayer. As she turns to smile at Mayer it's clear that the respect between them is built on trust and earned appreciation for the care she receives.

We are delighted to be partnering in providing this critical care. As you walk through the front doors past the proudly displayed welcome sign, the sounds of music and laughter are only surpassed by the smiling faces of Camille and her friends as they greet you. ■



“Autumn is a second spring when every leaf is a flower.”

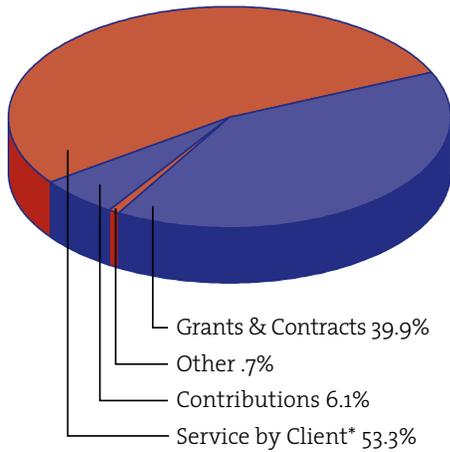
~Albert Camus

Financial Summary

Revenues	FY 2012-13
Public Grants & Contracts	12,782,443
Service by Client	17,049,938
Contributions	1,950,187
Other Revenue	236,065
Total Revenue	32,018,633

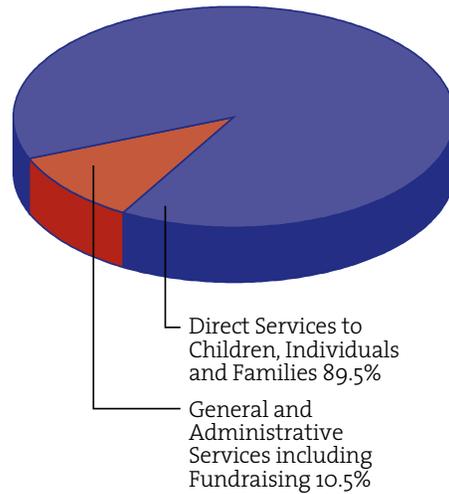
Expenses	
Personnel Costs	25,209,011
Professional Fees	1,321,423
Operating Costs	1,838,624
Occupancy Costs	2,981,407
Total Expenses	31,350,465

2013 Revenues: \$32,018,633



* Including Oregon Health Plan and Private Insurance.

2013 Expenses: \$31,350,465



Impact

**339 youth received
addiction services.**

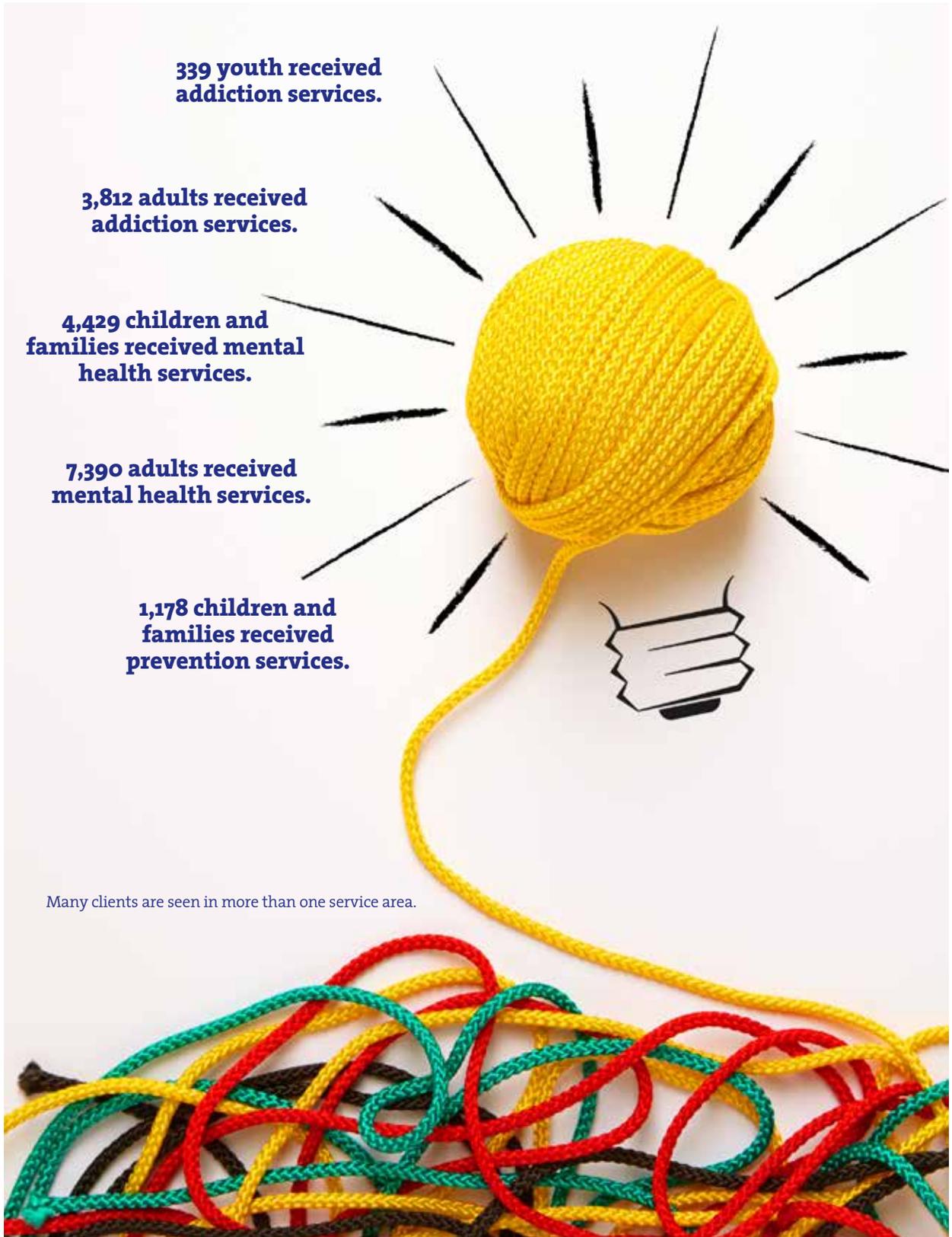
**3,812 adults received
addiction services.**

**4,429 children and
families received mental
health services.**

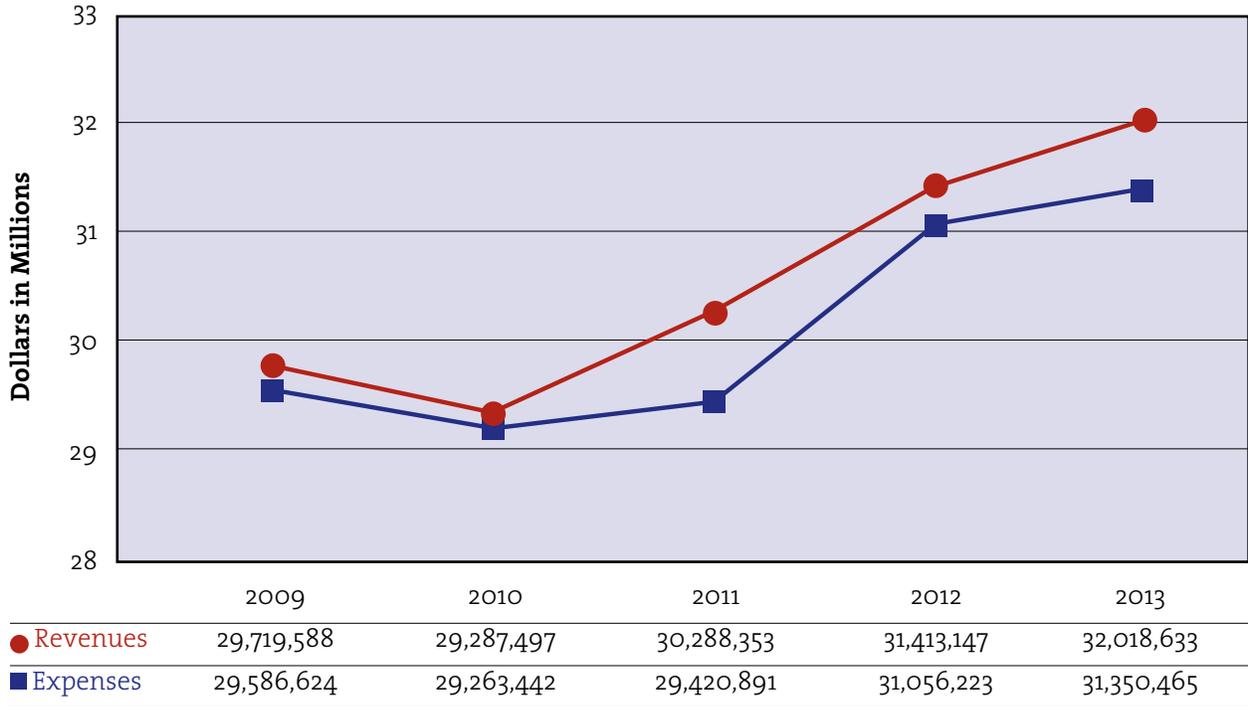
**7,390 adults received
mental health services.**

**1,178 children and
families received
prevention services.**

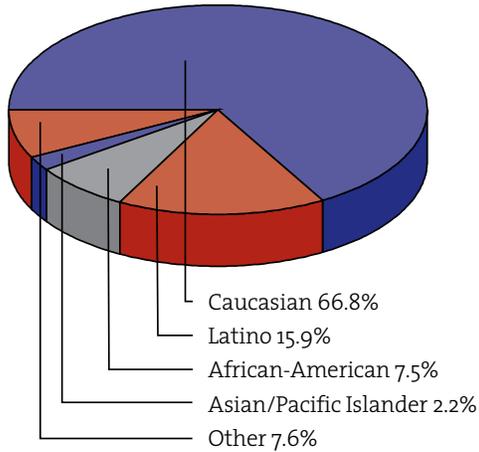
Many clients are seen in more than one service area.



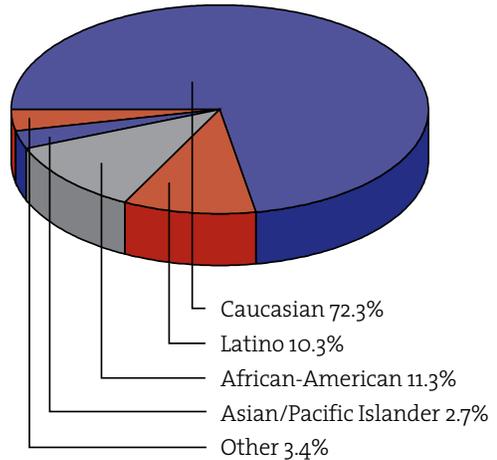
Five-Year Perspective



2013 Ethnicity of Clients



2013 Ethnicity of Staff





“Never never never give up.”

~Winston Churchill

Our Mission:

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

Administrative Office

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