

LIFE WORKS WHEN YOU GET THE SUPPORT YOU NEED

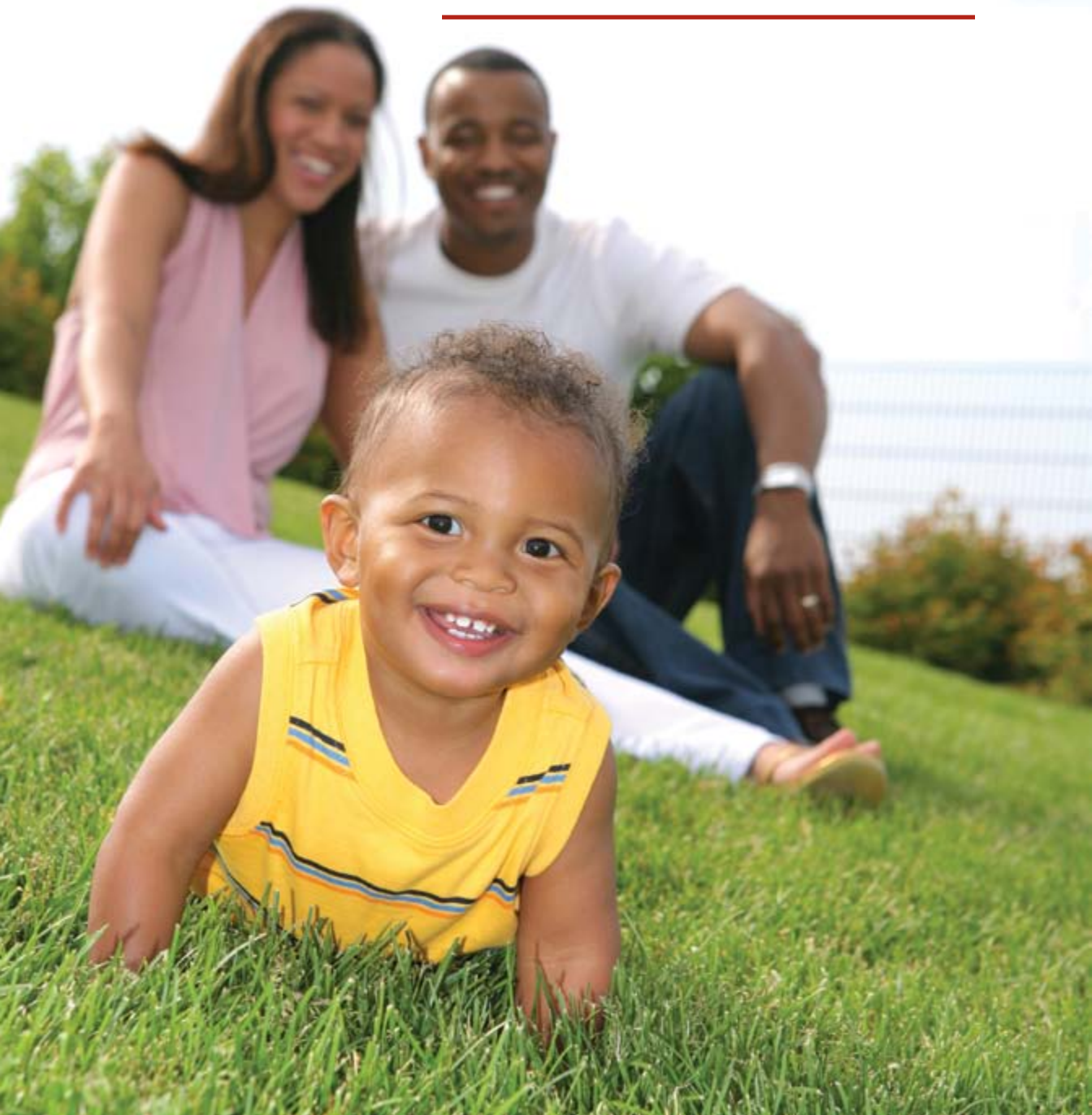


LIFEWORKS
N O R T H W E S T



2008-2009 ANNUAL REPORT

3,048 children and families received mental health services.



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. ■

Ben Berry



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. ■

Mary Monnat

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. ■

**3,678 adults received
addiction services.**





**7,435 adults received
mental health services.**

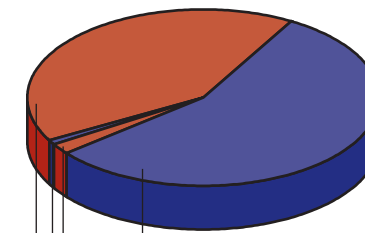
Financial Summary

Revenues	FY 2008-09
Public Grants & Contracts	16,717,584
Service by Client	12,322,321
Contributions	552,850
Other Revenue	126,833
Total Revenue	29,719,588

Expenses	
Personnel Costs	22,705,744
Professional Fees	1,846,978
Operating Costs	1,718,601
Occupancy Costs	3,315,301
Total Expenses	29,586,624

Net Revenue from Operations **132,964**

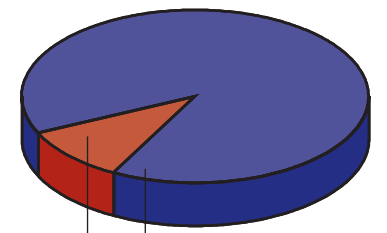
**2009 Revenues:
\$29,719,588**



Grants & Contracts 56.2%
Contributions 1.9%
Other .4%
Service by Client* 41.5%

* Including Oregon Health Plan
and Private Insurance.

**2009 Expenses:
\$29,586,624**

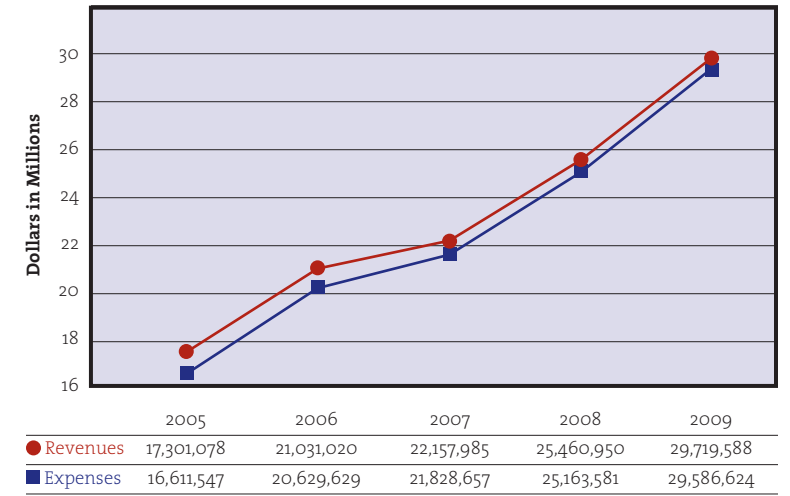


Direct Services to
Children, Individuals
and Families 90%
General and
Administrative
Services including
Fundraising 10%

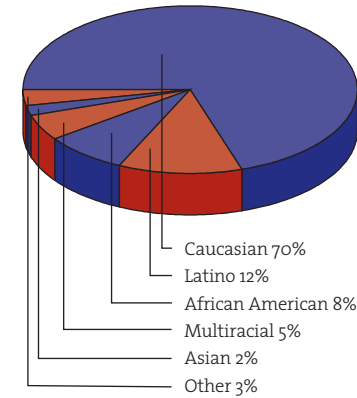


1,547 children and families received prevention services.

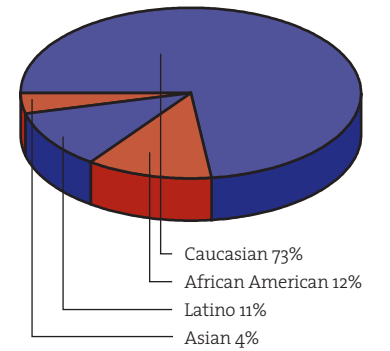
Five-Year Perspective



2009 Ethnicity of Clients



2009 Ethnicity of Staff





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 gifts to LifeWorks NW through United Way, Black United Fund, and other workplace giving programs.

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

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Mental Health & Addiction Services for a Healthy Community

Clinics in: Beaverton, Cedar Mill, Gresham, Hillsboro, Milwaukie, N, NE, SE, and SW Portland, Rockwood, and Tigard.

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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