



2013-2014 Annual Report

Collaborating
for a **HEALTHY**
Community



Message From Our Board Chair



David Lippoff
Board Chair

2014 was a year of unprecedented change and opportunity for LifeWorks NW due to the changing landscape in prevention, addiction, and mental health services as a result of health care reform. Our main charge as a board was to provide support for the agency as we planned for exponential growth and unique opportunities to better serve our community. To tackle this challenge, we embarked on a new strategic planning process focused on increased access, innovative care models, and better outcomes in preparation for anticipated changes ahead.

Providing access and innovative care to those in need are critical to the health of our community. More than half of the 61 million people in this country with a diagnosable mental health issue have not sought services. Here at LifeWorks NW, we open our doors far and wide to ensure we are visible and available to those searching for services.

To effectively implement our strategic plan, LifeWorks NW will continue to rely on our generous donors and volunteers. On behalf of the board of directors, thank you for your meaningful contributions and we appreciate your continued support. Because of you, agency clinicians provided mental health and addiction services last fiscal year to more than 17,000 clients across the lifespan – children, families, adults, and older adults.

Going forward, our board will actively commit to support the community and this agency by:

- Reaching out to those most in need
- Reducing stigma by engaging community members in Mental Health First Aid
- Leading the way on emerging trends, such as providing integrated care with primary care partners and other key community partners

Thank you to my fellow board members for your vision and leadership and to the dedicated professionals who work for this agency. We appreciate the important work you do. As a result, we are poised, ready, willing, and able to better serve our community.

**We open our
doors far and
wide to ensure
we are visible
and available**

Message From Our President/CEO



Mary Monnat
President/CEO

It is with great pride, and a sense of relief, that we present our 2014 annual report. The relief comes from having successfully navigated one of our most challenging years ever. A year of unprecedented change and promise as we readied for the rapid expansion of those seeking services under the new health care reform. We literally welcomed hundreds of new consumers into our care and redesigned our services to be more effective and efficient.

I am so proud of our team for rising to the occasion. Truly, we have heroes in our midst, but none more than those who turn to us for help.

With the greater flexibility allowed with the new reform, we have developed several innovative and effective programs specifically targeted at those in highest need, our consumers with chronic health conditions, to help keep them safe, healthy, and actively engaged in our community. As we integrate medical care with our services, these new programs are achieving incredible results while offering greatly needed alternatives to more costly levels of care.

We also completed construction on a new facility for addicted women and their young children that combines residential treatment with a seamless transition to adjacent permanent, affordable alcohol- and drug-free family housing. This model promises such hope for our community as we disrupt the cycle of addiction and abuse for generations to come.

While our challenges were many, they pale in comparison to the significant challenges our consumers face every day as they grapple with the aftermath of serious trauma, addiction, and mental illness. It is their resilience and courage that continually inspire us to do more, better, faster to help heal our community. We could not do this without the amazing commitment of our staff who compassionately respond day in and day out to help others find a better way. We are also extremely grateful to our stellar board of directors and volunteers who help lead and assist our efforts and to all our community partners, funders, and donors who stand by us and support this important work. We look forward to next year as we help even more clients find their way to recovery.

**A year of
unprecedented
change and
promise**

More Than 17,000 Clients Served

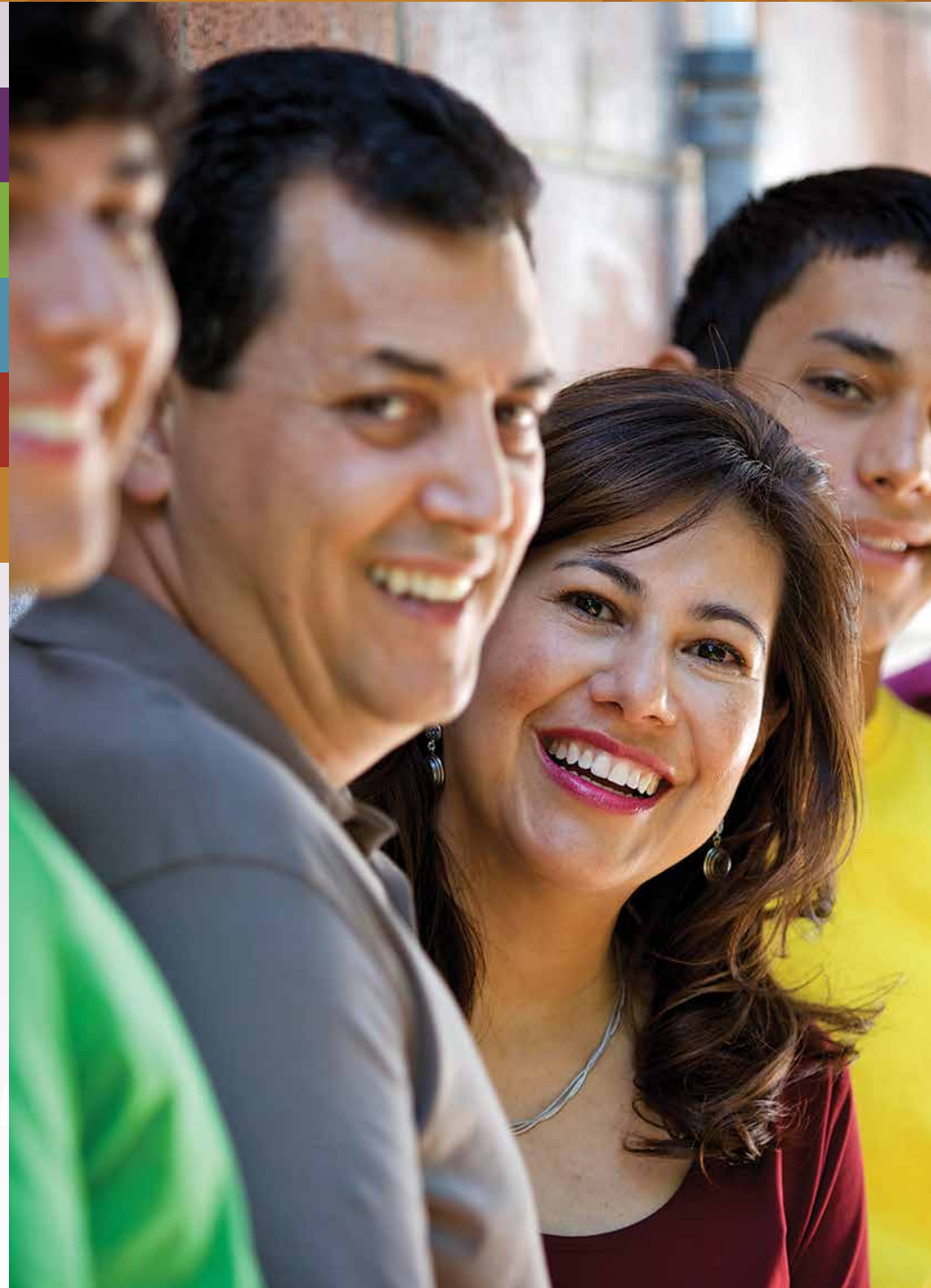
3,337 children and families received mental health services

575 youth received addiction services

3,550 adults received addiction services

9,727 adults received mental health services

893 children and families received prevention services



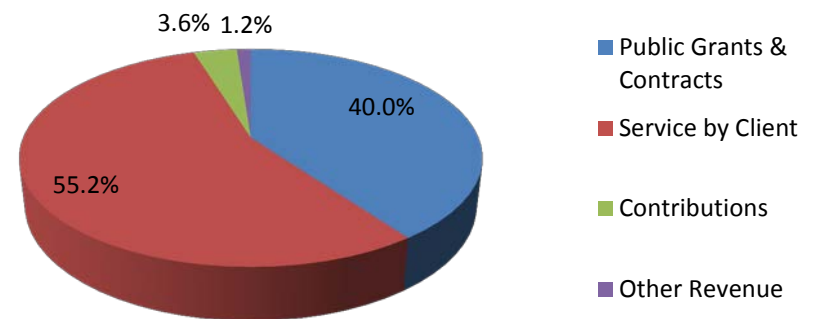


Financial Summary

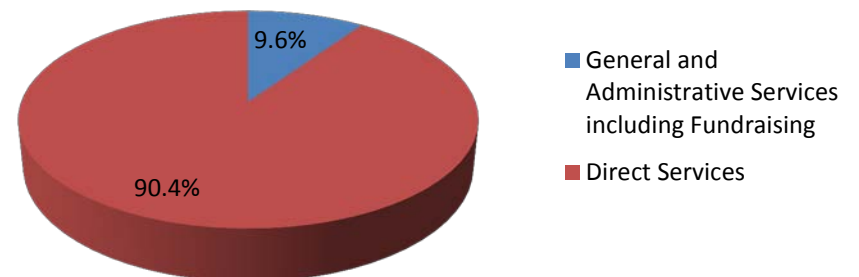
Revenues	FY 2013-14
Public Grants & Contracts	13,303,740
Service by Client	18,348,993
Contributions	1,201,201
Other Revenue	388,700
Total Revenue	33,242,634

Expenses	
Personnel Costs	24,805,443
Professional Fees	1,296,560
Operating Costs	1,767,279
Occupancy Costs	3,454,131
Total Expenses	31,323,413

2014 Revenues: \$33,242,634

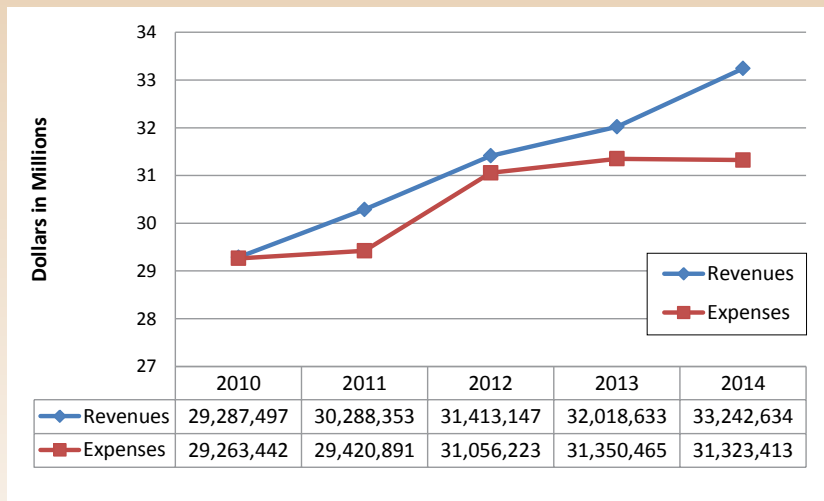


2014 Expenses: \$31,323,413

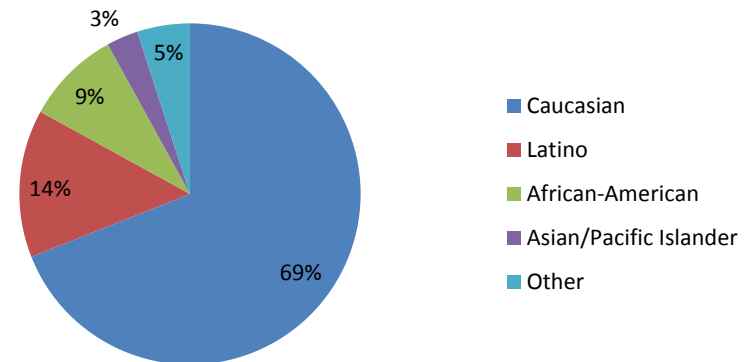


Five-Year Perspective and Ethnicity Data

Five-Year Perspective

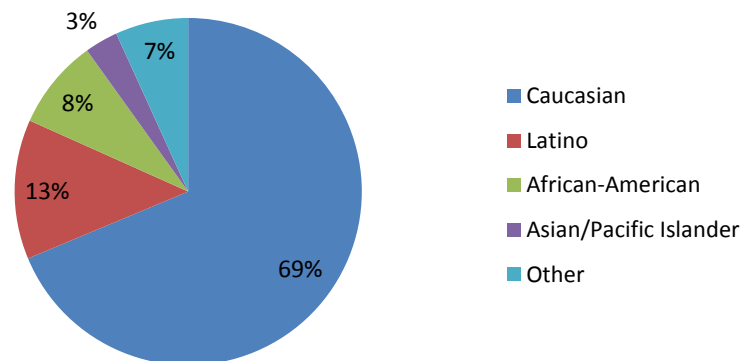


2014 Ethnicity of Clients



Ethnicity data includes clients who choose to participate.

2014 Ethnicity of Staff



Integrated Care: “Leading the Way”

LifeWorks NW is a pioneer in the tri-county region providing integrated behavioral health services within primary care clinics and other health care settings. The agency has collaborated with Virginia Garcia Memorial Health Center for more than a decade and continues to roll out new initiatives.

For the past two years, LifeWorks NW and Virginia Garcia have been participating in a successful pilot project, along with Providence Health & Services, that is designed to reduce the high use of Providence St. Vincent’s Emergency Department and hospital.

Many underserved patients – especially those without insurance – utilize emergency departments and inpatient services for primary care needs. These people account for a small number of patients, but they generate high cost for services.

Viola G. is one of the clients whose story drives home the powerful impact of the collaboration. Viola was rushed to St. Vincent’s Emergency Room because she was considering suicide. Once stabilized, Viola was referred to the Virginia Garcia Beaverton clinic where she was treated for diabetes and depression. She credits the mental health services provided with saving her life. “I wouldn’t be here today without LifeWorks NW,” she says.

During the pilot project, 259 patients were referred from Providence St. Vincent to Virginia Garcia’s Beaverton primary care clinic. There, an integrated team consisting of a Virginia Garcia nurse practitioner and an on-site LifeWorks NW mental health therapist developed treatment plans for patients.

More than 80% of the patients required mental health or addiction services.

The treatment team collaborated to provide integrated in-home medical and mental health care for patients – services not typically offered by primary care clinics or mental health agencies.



The value of integrated care

Shifting from the emergency room and hospital to a community clinic drastically slashed the cost of care. Prior to the pilot program, the 259 patients made 408 emergency room visits and had 168 inpatient admissions. Since participating in the project, those same patients have reduced emergency room visits to 251, and inpatient admissions to 70.

Overall, the project saved more than \$2.8 million dollars, a savings of 3:1. Beyond cost savings, this project reinforced the need for personalized, integrated medical and behavioral health care, proving that it can not only save money, but also lives.



New Project Network Meets Community Need

LifeWorks NW celebrated several significant milestones last year, including momentous progress on our capital campaign to fund, build, and open the LEED-certified 36-bed Project Network residential drug and alcohol treatment facility in Northeast Portland.

Project Network is a beacon of hope because it helps disrupt a cycle of addiction and abuse for mothers, while limiting costly school interruptions and future foster care placements for their at-risk children. These families are taking recovery by storm and their children are ready to learn and lead the way to a better future.

Ed Washington, LifeWorks NW's board member emeritus, says the community had overwhelming need for the treatment facility and attached housing. "Project Network and the substance-free housing are tremendous assets for the local community – and for the city, the county, and the state. The new development has lifted the spirits of the young women getting treatment and their children."

The former Project Network facility was built in the 1920s and, while safe and adequate, was extremely limited in its ability to adapt to changing client needs. The new facility has allowed us to add new services that greatly benefit the women and children in treatment. Those include Parent-Child Interaction Therapy, a highly effective parent skills training program, and a medical office on site that will allow us to provide integrated medical care. There is also space for a host of volunteer-led extracurricular activities – such as Zumba, knitting, and line dancing – that help the women to learn to relax and have fun without drugs and alcohol.

Women who complete treatment face their greatest barrier to success in the form of safe and affordable housing. Until now, families have at times remained in the program longer than necessary while seeking appropriate housing. To help overcome this challenge, LifeWorks NW partnered with Home Forward to co-locate Project



Network with the Beech Street Apartments, 32 units of affordable drug- and alcohol-free family housing.

The co-located treatment and housing model improves access by helping families to transition more quickly, freeing up space for other families.

LifeWorks NW thanks its partners – Gerding Edlen, Home Forward, Holst Architecture, and O'Neill/Walsh Community Builders, and all the generous supporters who helped make Project Network possible. For a list of donors, see the Our Donors section of this report.





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July 1, 2013 - June 30, 2014

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 2014. Donations received after June 30, 2014, will be listed in the 2015 annual report. We have made every effort to ensure that our lists are accurate. We recognize our donors once a year in

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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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