



Annual Report

2017-2018



MESSAGE FROM OUR PRESIDENT/CEO



MARY MONNAT
PRESIDENT/CEO

Thank you for your wonderful support of LifeWorks NW and our mission to build a healthier community. Strengthening the wellbeing of people across our region is a team effort and takes the partnership of all of us working together.

In 2018, we saw a continued shift in the behavioral health landscape: one where voices are being raised, stigma is being reduced and connections between physical and mental health are gaining greater awareness. LifeWorks NW is leading the way in this shift. Our team is dedicated to caring for our consumers' overall wellbeing and increasing opportunities for healthier outcomes in all aspects of one's life.

Through our wholistic team-based approach to care, we have seen a decrease in consumer visits to emergency departments and have helped connect people to primary care and other providers who can address the full spectrum of their health. Additionally, in our commitment to the national Zero Suicide initiative, we stand apart as a leader in evaluating suicide risk, which has resulted in a significant decrease in completed suicides among our consumers.

We are proud of the accomplishments of the past year, and we look forward to what's next on the horizon. With the support of our dedicated board of directors, our staff and volunteers, and YOU—our funders, collaborators, donors and friends— we feel confident about the future and our role in building a healthier community for us all.

MESSAGE FROM OUR BOARD CHAIR



JOCELYNNE MCADORY
BOARD CHAIR

On behalf of my fellow board members, we extend our sincere thanks for your interest in and advocacy for LifeWorks NW and its mission to improve wellbeing for all.

LifeWorks NW leads the way in emerging trends in behavioral health. We are a respected partner, collaborator and advocate among healthcare providers in our community.

The agency's service to more than 26,000 people of all ages makes an impact on serious and complex mental health and addiction issues that face our region. The need for such expert and compassionate care remains high. LifeWorks NW's integrated and team-based approach to behavioral health is helping define what mental health and substance abuse services should be to truly meet the needs in our communities.

LifeWorks NW is an invaluable resource for people and their loved ones who seek renewal and recovery. Together with your support, we can continue to bring vital healthcare services to people across the Portland metro area.

MENTAL HEALTH: Wellbeing for All

SUCCESS STORIES

When Conner first enrolled in our Early Assessment and Support Alliance (EASA) he was not sure if it would be helpful or not. Conner was experiencing symptoms of psychosis and had recently gone to the hospital, due to concerns about his thoughts and behaviors.

Conner slowly came to trust the EASA team. They helped him explore his experiences, learn about recovery from psychosis and get back to school and work. He worked with a counselor, peer support specialist, skills trainer, nurse and prescriber; and his family participated in the multi-family group. He actively engaged with his team and with the critical EASA support moved toward his life goals.

Conner graduated from EASA and because of his journey, decided that he wanted to help other people experiencing mental health challenges. He is now working as a LifeWorks NW Peer Support Specialist and he participates in regional leadership opportunities to effect change in the mental health system. He also returns to EASA to support new participants and their families by sharing his story of recovery with them.



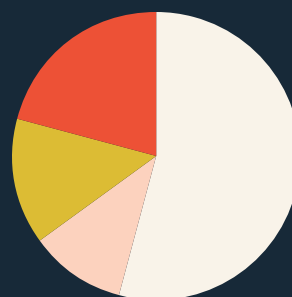
Statistics

(July 1, 2017-June 30, 2018)

TOTAL MENTAL HEALTH CLIENTS:
11,117

TOTAL CRISIS CLIENTS:
1,459

TOP THREE DIAGNOSES TREATED



- 21%** Depressive Disorder
- 14%** Post Traumatic Stress Disorder (PTSD)
- 11%** Anxiety Disorder
- 54%** Other

MENTAL HEALTH: Wellbeing for All

A SUCCESS STORY

Haley came to the Hawthorn Walk-In Center during a period when she had been feeling suicidal for weeks. She was about to attempt suicide when her dog knocked the pills out of her hand. That was a powerful moment for Haley; and led her to reach out for help. At the Hawthorn Center, Haley found that the team there genuinely cared and listened to her to be able to tailor help that would work for her.

Peer specialists who have their own lived experiences with mental health challenges gave Haley safe and non-judgmental people to talk with and who provided critical support. From experiencing suicidal feelings after going through a difficult breakup, Haley is now walking a path of recovery, which includes becoming a certified peer specialist. She is also planning to become a counselor and use her lived experience to support people in the community.



WHAT'S NEXT?

- Our ability to impact client outcomes – and in the process, community health – can be evaluated through data analysis. We are implementing new systems and adding analyst staff to examine opportunities to innovate pathways for access to care and strengthen effective relationships with the people we serve as well as those who still need our help.
- Through regular use of suicide risk analysis in client therapy sessions and by routine evaluation of an individual's overall health, we have reduced suicide completions and emergency department visits among the people we serve. Those practices are being further adopted across our agency so we continue to have a positive impact for our entire community.

PREVENTION & COMMUNITY:

Supporting Healthy Children, Families and Communities

A SUCCESS STORY

Natalie began attending the Children's Relief Nursery through a referral from our Healthy Families program. During home visits it became apparent that the family was experiencing various risk factors. Mom reported struggling with mental health issues, underemployment was a financial burden, and they were also struggling with Natalie's challenging behaviors. In addition, the family was living in a multi-generational home, had limited access to transportation, and was struggling to communicate effectively with one another. The home visitor suggested that they might all benefit from enrolling Natalie in a Relief Nursery therapeutic classroom.

As Natalie made progress in the Nursery classroom, the parents were able to move into a home of their own and there, the mom was able to focus on finding employment, which she did. While these big changes were happening, the family remained engaged in the home visits and Natalie's classroom attendance was nearly perfect.

After a tumultuous start, the family now reports much lower levels of stress and Natalie is calmer, happier and more engaged in class. Her teachers have observed significant progress in her language development and her social-emotional growth. Overall, through ongoing monthly home visits, the family dynamic has improved and Natalie continues on a path to a healthy childhood.

WHAT'S NEXT?

- There remains a high demand for services that intervene to provide parents/ caregivers with home visits and parenting support. Home visits in particular, help encourage parents and children to have positive interactions. These actions combined with therapeutic classrooms and respite care have increased improvements in parent-child relationships.
- With the addition of mental health therapists to Relief Nursery staff, we have been able to work with children and families on-site and in homes to address early childhood mental health needs. Our continued focus on integrated care gives us greater insight into potential risk factors such as domestic violence and substance use so we can take proactive steps toward healthier outcomes for the child and the family.

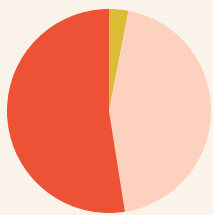


PREVENTION & COMMUNITY:

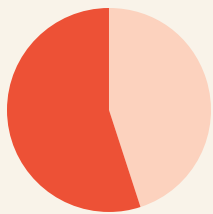
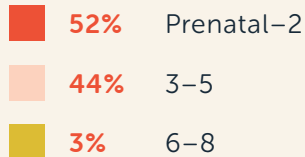
Supporting Healthy Children, Families and Communities

CHILDREN'S RELIEF NURSERIES

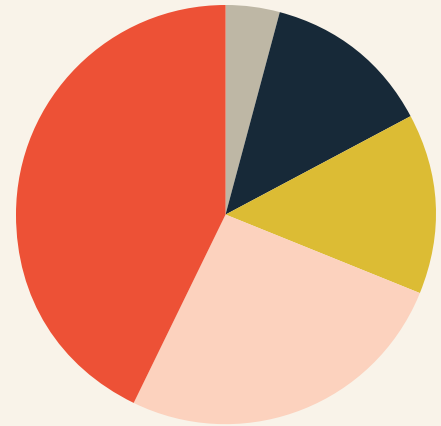
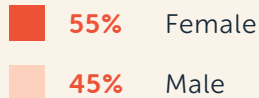
Children served: **245** Caregivers served: **264**
Clients living at or below the federal poverty level: **76%**



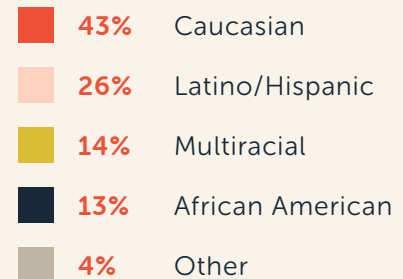
AGES



GENDER



ETHNICITY



OTHER LIFEWORKS NW PREVENTION PROGRAMS

	CHILD/YOUTH	CAREGIVER
Healthy Families	358	189
Independent Living – Clackamas County	76	
Independent Living – Washington County	103	
Family Community Alliance	163	126
Family Support & Connections	818	481

COMMUNITY CLINIC PARTNERSHIPS

Our behavioral health therapists are embedded in health clinics including **Virginia Garcia Memorial Health Centers, Hillsboro Pediatrics, Wallace Medical Concern, Neighborhood Health Centers** and **Women's Healthcare Associates**. In 2017-18, we saw **8,375** consumers in our community health clinic work.

ADDICTIONS: Renewing Lives

A SUCCESS STORY

Through our partnership with Legacy Health, we embed an addictions counselor on-site in a program called Project Nurture, which helps pregnant women struggling with addictions get into recovery.

There we met Emma, a young woman who had been using drugs throughout her pregnancy. After giving birth, with the help of our counselor, Emma was placed in our Project Network residential recovery center. Emma wasn't totally convinced her substance use was a problem, but our team worked with her to help her understand the negative impacts for not only herself, but her newborn child.

She became involved in support groups and eventually graduated into outpatient treatment at our Northeast Portland/King site. She also was able to move into our Beech Street apartments, get a job, and continue to be actively involved in the local recovery community. From giving birth in the hospital to transitioning to outpatient treatment, Emma was able to keep her child and together they are on the path toward a healthy future.

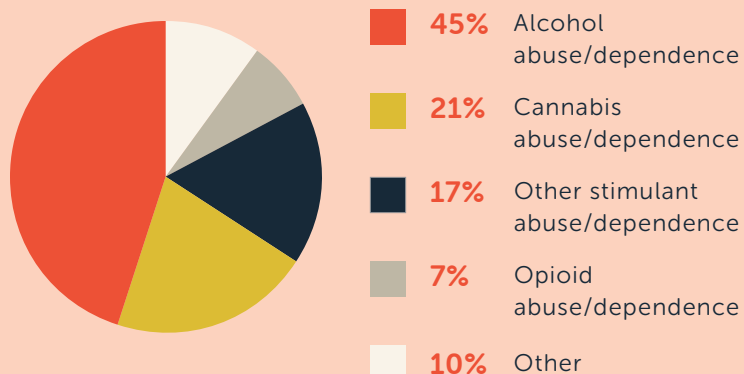
WHAT'S NEXT?

- Oregon has the fourth-highest addiction rate in the country, according to data from the Substance Abuse and Mental Health Services Association (SAMHSA). As a state we rank at the bottom for addiction treatment options. That's why, more than ever, we continue to partner with community healthcare providers to ensure they know we are a trusted and effective resource to treat people struggling with addiction.
- Through our integrated care approach we have been able to address the co-occurring issues that are common for people who have mental illness and addiction challenges. Using a team-based model, we will continue to work to achieve greater physical and mental wellbeing for our addiction clients.

Statistics

TOTAL ADDICTION CLIENTS: 3,015

TOP FOUR DIAGNOSES TREATED



CCBHC: The Impact of Integrated Care

SUCCESS STORIES

In April 2017, we launched our participation in the Federally-funded Certified Community Behavioral Health Clinics (CCBHC) demonstration project. Since then and over the past year, we have been operating four of our outpatient sites as CCBHCs.

In this model, we approach our clients from a whole health perspective. We understand the evidence-based research that proves the links between physical and mental health and overall individual health. People presenting with mental health issues tend to have higher tobacco and alcohol use; suffer from chronic diseases such as diabetes, obesity, asthma and arthritis; and are at greater risk of injury. Therefore, we work with clients to not only assess their mental health, but also to determine what other physical health issues they may face. The result is that we can help share information with an individual's primary care physician or connect them with other healthcare providers to improve their state of wellbeing.

In addition, we have worked to remove barriers that keep people from receiving mental healthcare. We launched "open access" times at our CCBHCs where clients can drop-in without an appointment and be seen by a therapist. This approach works well. One person said it took them several weeks thinking about coming in. They wanted to, but their mental state made it difficult. Then, one morning they woke up and said, "Today's the day." By providing open access, they were able to come in and begin their journey toward better health.

WHAT'S NEXT?

- Among many opportunities to learn more about our clients – as well as potential clients – the CCBHC project has helped us increase our use of data to analyze our client population. In so doing, we can uncover and work to address gaps in overall healthcare, seek new strategies to coordinate with other providers across the spectrum of care, optimize efficiencies and revenue and, most important, improve individual outcomes.
- Although federal funding for the demonstration project potentially concludes in June 2019, we have always planned to continue to deliver integrated, team-based care across our agency. We know that the state of a person's whole health combines both physical and mental wellbeing. Going forward we will strengthen our focus on ways we can continue to impact overall wellness for our clients.



FUNDRAISING SUCCESS



Photo credit: Bella Barcellona

2017 PORTLAND'S ORIGINAL IRON CHEF

Hundreds of people packed the Kridel Grand Ballroom at the Portland Art Museum, Thursday, Oct. 19, 2017 to show their support for our Children's Relief Nurseries. Sharing concern for the issues of child abuse and neglect, guests came together to eat good food, enjoy camaraderie and raise funds to help our Relief Nurseries continue their vital work to keep kids safe and build strong families.

In a popular vote, Chef Chip Barnes of Alto Bajo restaurant was named the 2017 Portland's Original Iron Chef and a record-breaking \$217,000 was raised!



2017 FERGUSON MURPHY RUN & BIKE RIDE

Community partners like Ferguson Murphy Charities, Inc., provide vital support for our programs and services. In December 2017, Ferguson Murphy donated 75 bikes to LifeWorks NW for children in our programs like Project Network — a residential facility for women and their children. Project Network helps women recover from substance abuse, reconnect with their children and rebuild healthy families.

Pictured from left to right, Keya Newton, LifeWorks NW and the team from Ferguson-Murphy Charities: Teddy Ferguson, Ennis Ferguson, Emily Ferguson, Bart Ferguson, Ted Ferguson, and Eric Larpenteur.



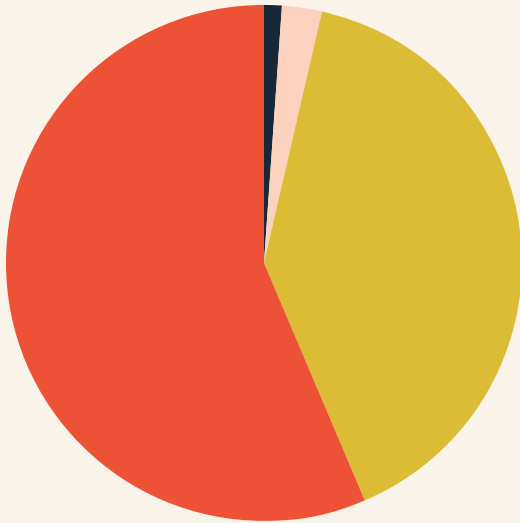
Photo credit: Andie Petkus

2018 SOMETHING TO TALK ABOUT BREAKFAST

Our 16th annual breakfast fundraiser was held Thursday, April 19. More than 350 people gathered at the Oregon Zoo Cascade Crest Banquet Center to show their support for our work. They listened to compelling stories of recovery and contributed more than \$200,000 that helps to fund the full scope of LifeWorks NW's programs and services.



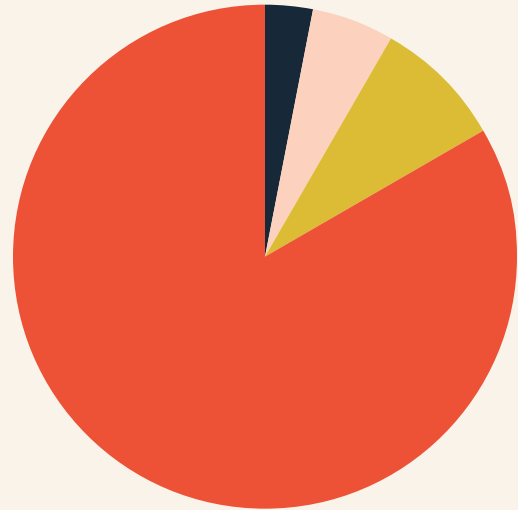
FINANCIALS AND FIVE YEAR SUMMARY



REVENUE FOR YEARS 2017-2018

Services by Client	\$26,966,962
Public Grants & Contracts	\$19,020,945
Contributions	\$1,187,788
Other Revenue	\$418,297

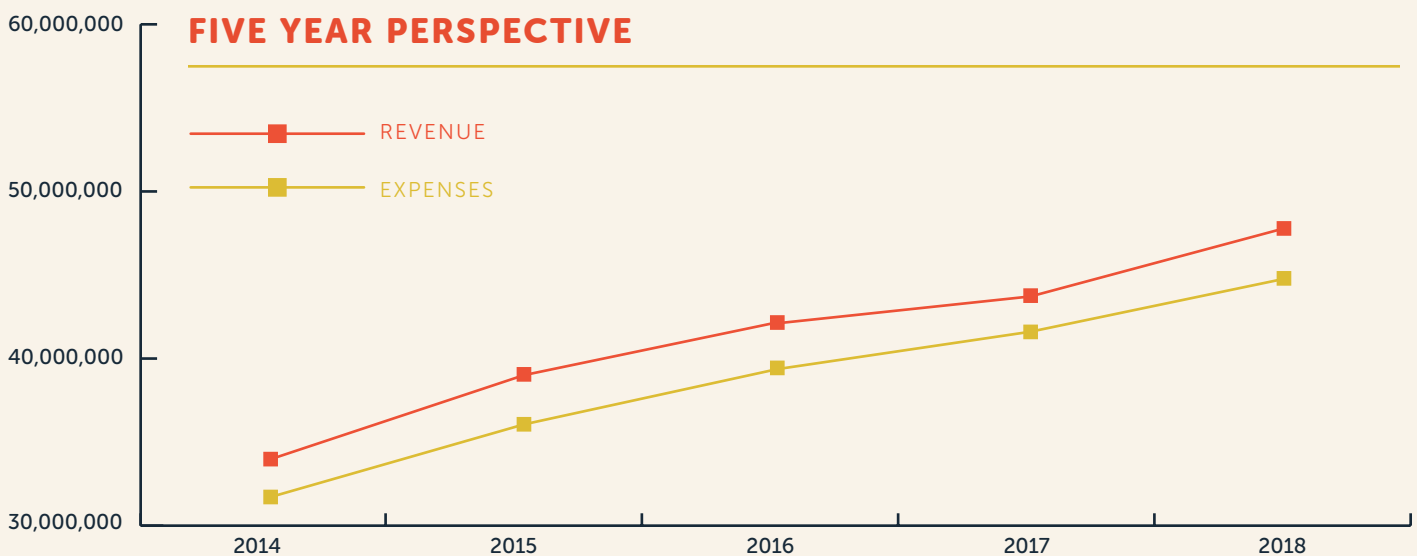
Total Revenue **\$47,593,992**



EXPENSES FOR YEARS 2017-2018

Personnel Costs	\$36,413,180
Occupancy Costs	\$3,604,298
Operating Costs	\$2,397,180
Professional Fees	\$1,221,423

Total expenses **\$43,636,081**



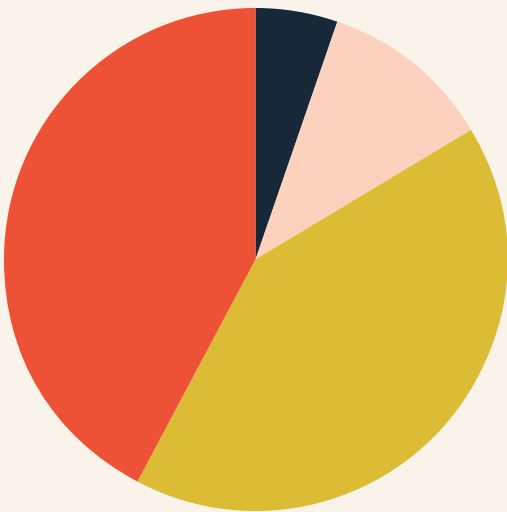
OVERALL CLIENT STATISTICS

NUMBER OF PEOPLE SERVED





26,600

AGE

0-12 years	9%
13-18 years	12%
19-65 years	75%
66+ years	4%
Youngest	<1
Oldest	98





OVERALL CLIENT STATISTICS

	Mental Health (11,117)	42%
	Prevention (11,009)	41%
	Addictions (3,015)	11%
	Crisis (1,459)	6%



GENDER

	Female	50%
	Male	48%
	Other	2%

OUR DONORS

We thank all of you who invest in the health of our community.

The following list represents those who made a donation during fiscal year 2018. Donations received after June 30, 2018, will be listed in the 2019 annual report. We have made every effort to ensure that our lists are accurate. We recognize our donors once each year 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 future gifts to remain anonymous or if we have inadvertently omitted your name. We sincerely apologize for any errors.

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+)

Andy and Nancy Bryant
Miller Family Foundation
John and Mary Anne Wagner

FRIENDS (\$5,000 - \$24,999)

Scott and Linda Andrews
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Tara Bergeron
Paul and Laurel Brennan
Richard and Elise Brown
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Steven Slater and Mary Monnat
Shelley Stevens
Robert and Marcia Walsh
Michael and Faye Whitenack
Lisa and Mike Whitlock
Craig Wright and Ruth Fischer-Wright

Annual Fund

Donors to our annual fund support LifeWorks NW in a variety of ways throughout the year, including general and program-specific cash donations, sponsorships of our Something to Talk About Breakfast, and sponsorships and/or paddle raise contributions at Portland's Original Iron Chef.

INNOVATORS (\$100,000+)

M.J. Murdock Charitable Trust
Portland Children's Levy

SUSTAINERS (\$50,000 - \$99,999)

OCF Joseph E. Weston Public Foundation

STEWARDS (\$25,000 - \$49,999)

Anonymous
The Collins Foundation
Miller Family Foundation
Providence Health & Services
Spirit Mountain Community Fund

CHAMPIONS

(\$10,000 - \$24,999)

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