



LIFEWORKS
N O R T H W E S T

2015-2016 ANNUAL REPORT



MESSAGE FROM OUR PRESIDENT/CEO



MARY MONNAT
PRESIDENT/CEO

We're pleased to present you with this look back at our work over the past year. As we advance our strategic goals our accomplishments are many, yet the needs remain great. Even in the face of uncertain times, we are encouraged by the opportunities that lie ahead. We are fiercely committed to welcome, respect and serve all who grace our doors. With your support, LifeWorks NW remains a beacon of hope and recovery for all who need us.

In 2016, the LifeWorks NW team strengthened our community by caring for nearly 21,000 individuals and families seeking greater wellbeing. We did that in part, by launching a new Children's Relief Nursery at our Hillsboro Main Street location. With this addition, we now serve more than 300 children and their families, helping them achieve stronger, healthier relationships while at the same time reducing the threats of child abuse and neglect.

Additionally, last year we were chosen to be the service provider for the Washington County Department of Human Services new Hawthorn Walk-In Center for Mental Health and Addictions Care in Hillsboro. And, after months of preparation, we were thrilled to receive certification as one of the urban providers in Oregon for the two-year federal Certified Community Behavioral Health Clinic (CCBHC) demonstration project—the largest federal investment in behavioral health care in a generation! We'll share more about this key initiative in the coming year.

In these ways and more, LifeWorks NW believes that recovery is indeed truly possible, and together with your help, we will continue to walk alongside those facing mental health and addiction challenges, restoring mind, body and spirit.

We are ever grateful for our staff who are committed beyond belief and work hard to deliver and improve our innovative services. We also applaud our board of directors for their dedication and support for our work. Finally, we thank YOU—our funders, collaborators, donors and friends—for supporting us, and we especially honor our clients who we walk beside in their resilient quests for better wellbeing.

**"WE WILL CONTINUE
TO WALK ALONGSIDE
THOSE FACING
MENTAL HEALTH
AND ADDICTION
CHALLENGES,
RESTORING MIND,
BODY AND SPIRIT."**

MESSAGE FROM OUR BOARD CHAIR



TIM MCMAHAN
BOARD CHAIR

In my first term as board chair, and on behalf of my fellow board members, it is with pride that I tell you in 2016 LifeWorks NW served nearly 21,000 people—connecting with them on their journeys for greater wellbeing.

Even in the face of an ever-increasing demand for services, LifeWorks NW works to fulfill its mission by building strong relationships with local agencies, funders and stakeholders. And our devoted staff continue to commit themselves to ensuring that we stay true to our mission and vision, and that we achieve our commitment to meet our agency's strategic objectives:

- **LEADING THE WAY IN INTEGRATED HEALTH AND WELLNESS CARE**
- **IMPROVING CONSUMER EXPERIENCE AND OUTCOMES**
- **MAKING A DIFFERENCE AND EMPLOYEE ENGAGEMENT**
- **RETOOLING OUR INFRASTRUCTURE TO ADDRESS THE NEEDS OF THOSE WE SERVE**

**"IT IS WITH PRIDE
THAT I TELL YOU IN
2016 LIFEWORKS
NW SERVED NEARLY
21,000 PEOPLE."**

The initiatives that Mary outlined above touch on all of these objectives. The CCBHC project alone aims to provide greater, whole person care for our clients, ensuring better experiences and outcomes. It also integrates care using the team-based approach that we will eventually implement across the entire agency. That requires some retooling of our infrastructure that we believe will create efficiencies as well as enhance the work environment for our employees. And, speaking of employees, our attention to employee engagement has resulted in our lowest percent turnover since 2005.

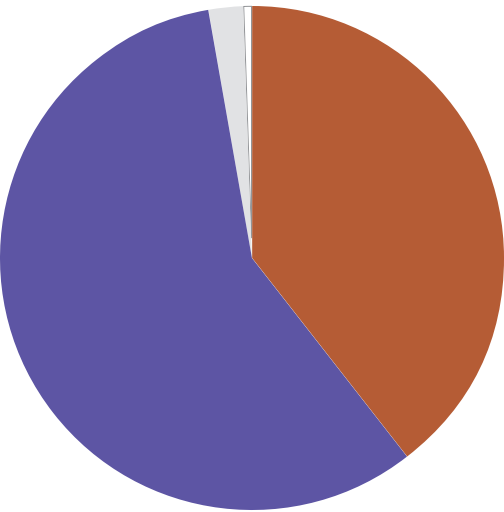
Your continued support of LifeWorks NW is instrumental in driving its ability to achieve such successes. Please accept our thanks for your commitment to LifeWorks NW and its untiring work to serve people across the Portland metro area.



LIFEWORKS
N O R T H W E S T

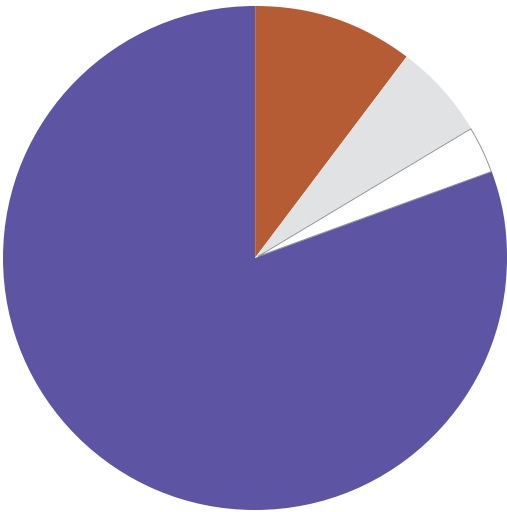


FINANCIAL SUMMARY & FIVE YEAR PERSPECTIVE



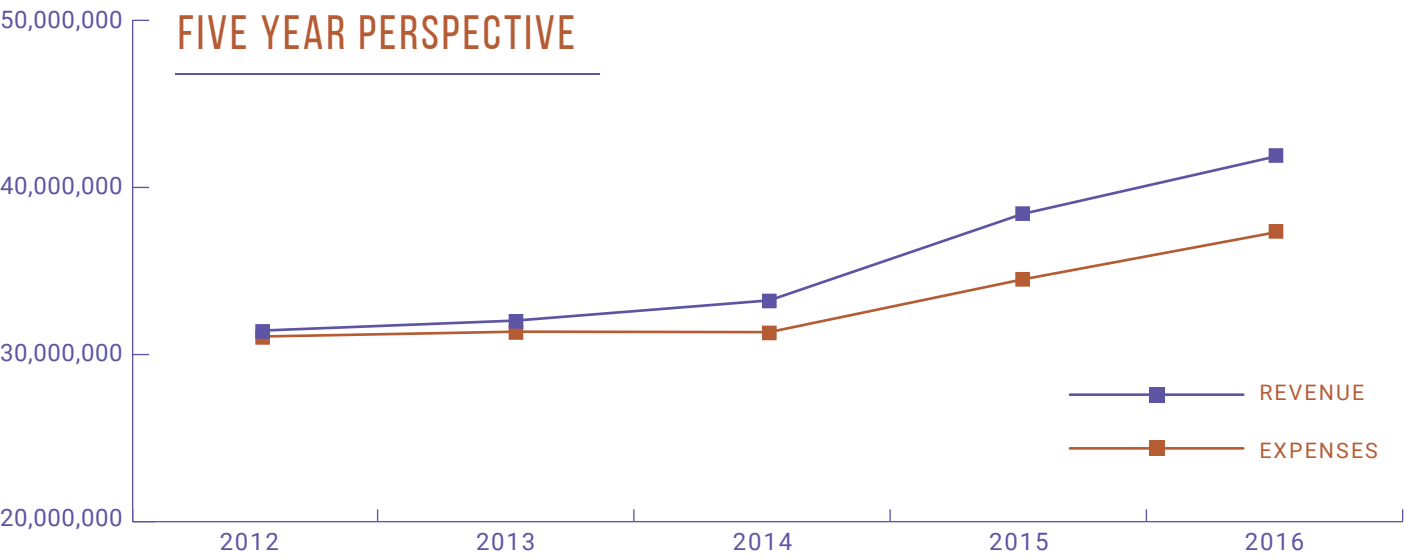
REVENUE FOR YEARS 2015–2016

SERVICES BY CLIENT	\$24,280,894
PUBLIC GRANTS & CONTRACTS	\$16,645,143
CONTRIBUTIONS	\$830,512
OTHER REVENUE	\$220,952
TOTAL REVENUE	\$41,977,501



EXPENSES FOR YEARS 2015–2016

PERSONNEL COSTS	\$30,186,863
OCCUPANCY COSTS	\$3,835,443
OPERATING COSTS	\$2,234,180
PROFESSIONAL FEES	\$1,165,764
TOTAL EXPENSES	\$37,422,250



2015-2016 ANNUAL REPORT STATISTICS

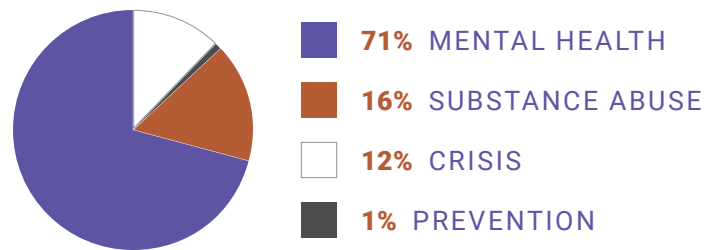
NUMBER OF
PEOPLE SERVED
20,976

MALE: 47%
FEMALE: 53%
YOUNGEST: <1
OLDEST: 102

TOP THREE DIAGNOSIS TREATED

POST TRAUMATIC STRESS DISORDER
(PTSD): 10%
ANXIETY DISORDER: 7%
DEPRESSIVE DISORDER: 5%

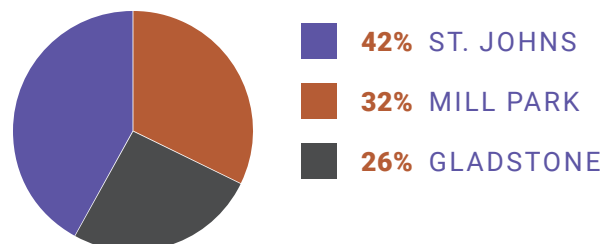
CLIENTS SEEN PER PROGRAM CATEGORY



AGE OF PEOPLE SERVED



CHILDREN IN CHILDREN'S RELIEF NURSERY



SUCCESS STORY: THE QUEST FOR A JOB



Getting a job and going to work seems like the normal course of adult life...unless it isn't. And often, it isn't for individuals who lacked a support system that could set them on the right path. Maybe they never had an entry-level job as a teen or their home environment was unstable—whatever the situation, getting and keeping a job can be tougher than it might seem.

That's the life Richard faced. With minimal employment skills and unhealthy coping mechanisms, Richard just couldn't hold down a job. His overall mental state was poor enough to result in hospitalizations and what seemed like a never-ending downward spiral.

When Richard connected with LifeWorks NW, he began to see a positive change. The LifeWorks NW Supported Employment team worked with Richard, not only in helping him learn better ways to cope and express his emotions, but also in aiding him in identifying the kind of work that might best suit his interests and skills.

With a stronger sense of self and a new found positive outlook, Richard began working as a dishwasher in April 2016—a position he still holds today. While continuing his connections with the LifeWorks NW Supported Employment team, Richard has had fewer hospitalizations and uses healthy coping skills to de-escalate the kind of situations that might previously have caused him problems.

Additionally, now that he has a steady income, Richard has purchased a television and was able to take his cat to the vet for a wellness check—the things of routine life. Thanks to the support of LifeWorks NW, Richard has turned his modest dreams into reality.

"HE GAINED A STRONGER SENSE OF SELF AND A NEWFOUND POSITIVE OUTLOOK."

SUCCESS STORY: TAKING A STAND FOR HIMSELF



At 20 years old, the world and all its opportunities lie ahead. Unlimited possibilities await unless, that is, you are shackled by deteriorating mental health. Even when you can see interests, the debilitating effects of mental illness overshadow everything else.

That's how it felt for Cody. Feeling depressed compounded his decreasing lack of enthusiasm for activities, resulting in a complete sense of apathy toward life. Although he had a vision of education and job goals, those were hard to reach as he began experiencing psychotic symptoms including occasional audio and visual hallucinations. Understandably, he became ever more anxious.

For Cody, the turnaround began to happen when he found his way to LifeWorks NW and its Early Assessment and Support Alliance (EASA)/Supported Employment program. Adamant that he did not want to take medication, Cody committed to taking an active role in his journey back to good mental health. He worked closely with his service coordinator, supported employment specialist and occupational therapist, and regularly attended multi-family group meetings. In every instance, Cody's LifeWorks NW EASA/Supported Employment team helped him cope with his symptoms through natural means.

And the outcome is that through EASA, Cody has improved relationships with his family and friends and has balanced work and full-time schooling while maintaining excellent grades. Most importantly, Cody has learned to advocate for himself, taking a healthy approach to symptom management, which has helped him get back to doing the things he enjoys.

The things he enjoys include attending school at Portland Community College and working as its new director of legislative affairs. In addition to his new role, he has another part-time job teaching ceramics to children. Through his involvement in politics he plans to do his part to raise awareness and reduce the stigma to ensure that others can regain a sense of mental wellbeing, just like he has.

"HE LEARNED TO ADVOCATE FOR HIMSELF, TAKING A HEALTHY APPROACH TO SYMPTOM MANAGEMENT."



LIFEWORKS
N O R T H W E S T



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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 2016. Unless otherwise indicated, donations received after June 30, 2016, will be listed in the 2017 annual report. We have made every effort to ensure that our lists are accurate. We recognize our donors once a 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 gifts to remain anonymous or if we have inadvertently omitted your name. We sincerely apologize for any errors.

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

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