



Annual Report

2018-2019



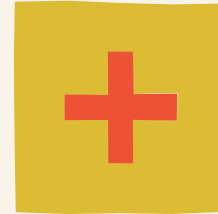
OUR ASPIRATIONS



Compassionate, Impactful Care

I may not be perfect, but I'm a lot better thanks to LifeWorks NW. They helped me get my life back in order. It's good to know I'm on this journey with people who understand and care about me.

- Consumer



Holistic Health

There is no better partner for total health than LifeWorks NW. They know our patients, understand our needs and know how to work with both to improve the whole health of our patients.

- Health Care Partner



Passionate Team

I love my job because I have the support I need to give our consumers my best. I'm surrounded by a skilled team that cares as deeply as I do. I believe in our vision and our plan to achieve it.

- Employee



Thriving Organization

We have the talent, the plan and the systems to improve the health of our community, and the financial stability to ensure we offer our consumers and other stakeholders a lasting partnership.

- Stakeholders

MESSAGE FROM OUR PRESIDENT/CEO



MARY MONNAT
PRESIDENT/CEO

You, LifeWorks NW's valued community partners and donors, help sustain the foundation on which our mission is built:

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

That's why much of this past fiscal year was spent in crafting the building blocks of our new strategic plan that will continue to keep us strong, help us grow and ensure the highest quality care.

Compassionate, Impactful Care ensures consumers receive the effective, supportive services they need to be the best they can be.

Holistic Health ensures integrated care through community partnerships with those who best know our consumers, understand their needs and join us in improving whole health.

A Passionate Team is made of the skilled professionals who care deeply about our consumers' wellbeing and work daily to support wellness for each and every one.

A Thriving Organization creates the systems and stability to improve the health of our community, and the lasting partnerships needed to ensure quality care, now and in the future.

In the years ahead, we will use these foundational pillars hewn from past successes to make our teams, our services, our clinics, our residential sites, our prevention programs and our relationship with you even stronger and more stable. At the same time, we'll use what we hear from you, our consumers and community members, to soar above this foundation toward an ever more cohesive and collaborative future.

MESSAGE FROM OUR BOARD CHAIR

What Makes LifeWorks NW Thrive?

What makes an organization thrive? Consumer engagement, passionate staff, resilient and nimble leadership at every level, and the ability to provide the services the community needs, within the framework of available funds.

At LifeWorks NW, success lies in the ability to provide care across all age groups and behavioral health spectrums, as well as flexible services that meet consumers where they are.

Our prevention, mental health and addiction services are available through a wide variety of programs, such as outpatient clinics, residential therapeutic care, children's relief nurseries, community-based outreach and integrated sites.

As with any thriving organization, partnerships are a key factor, including primary care and pharmacy services, both inside our sites and in primary care providers' locations.

By serving more than 30,000 people each year, LifeWorks NW helps individuals, families and the overall community achieve resilience and greater wellbeing. Ultimately, our goal is that we all thrive together.



CAMERON WILLIAMS
PAST BOARD CHAIR

COMPASSIONATE, IMPACTFUL CARE



A SUCCESS STORY

Anthony,* a singer/songwriter, began struggling with severe mental health symptoms at 14. Because he didn't know how to cope with the overwhelming emotions he was feeling, he left high school in his senior year.

Coming to LifeWorks NW was life changing. First, he took an eight-week program. Completing that showed him he could commit to new challenges. After his first six months of therapy, he began working with our Supported Education program, and got help completing his GED and applying to college. Now he's in school and has a job.

"Anthony has done a really great job," says Jen Burke in Supported Education. "At times it took a lot of problem solving. That's why Supported Education is here, to help students navigate systems that can be confusing. So they don't lose hope and give up."

"I think that is what is great about Supported Education, Supported Employment and LifeWorks [NW]," says Anthony. "It is not about giving up when it becomes overwhelming. That's what I learned from [LifeWorks NW]."

Now he wants to do for others what LifeWorks NW has done for him.

"My biggest dream is to...work on education and outreach for LGBTQ people of color, specifically, but also education for everybody on mental health," says Anthony. "LifeWorks [NW] inspired me...to work with people who still have a lot of big goals and dreams and want to make a difference."

*Not their real photos or names

PASSIONATE TEAM

A SUCCESS STORY

The ability to wrap individuals and families in a circle of care begins with a passionate team. Rachel,* 43, and Olivia,* 4, received help and support across programs and teams, all part of LifeWorks NW's holistic approach. Rachel, a meth user for half her life, was pregnant. She had already lost three children through divorce or to DHS, and she didn't want to lose this baby, too. She knew it wouldn't be an easy road, requiring help on many fronts.

Staff from LifeWorks NW Children's Relief Nursery-Gladstone (CRN) visited them at home, providing clothes and doing developmental activities with baby and mother. Next Rachel tried outpatient recovery support at LifeWorks NW-Milwaukie site, but continued to struggle, ultimately being arrested on drug charges. Then one of our clinicians introduced her to LifeWorks NW's Project Network.

"I decided enough was enough, I didn't want to have my daughter removed," says Rachel. "So I chose to come to Project Network, and when I walked in the door I left everything behind."

Because it was closer, Olivia transferred to our St. Johns CRN.

"Both CRNs were wonderful," said Rachel, who says the CRN teams were incredibly helpful in supporting Olivia's development. Today, Olivia is developmentally advanced. "She's perfect; I got lucky."

While Olivia was receiving much needed support at the Children's Relief Nursery, Project Network was helping Rachel. The six months she spent there not only helped her get clean and sober, it gave her the strength to change her life. Upon graduation, she still had almost a year-long prison sentence to



Olivia, 4, drew this picture of herself and her mother.

complete, but the tools she learned at Project Network helped her stay sober throughout this difficult time.

"LifeWorks NW continued to support my daughter," says Rachel, who transferred Olivia back to the Gladstone CRN. "I was receiving pictures, emails and updates from her teacher. They did counseling while I was in prison. They helped Olivia transition when I was getting ready to come out."

Once home, Rachel continued to visit Project Network weekly, because of the support and caring of this passionate team. Now she is in school and has joined them as an intern. Her goal is to graduate and become a permanent part of LifeWorks NW staff.

"I thought my life was over. I had no idea how I was going to give Olivia the quality of life she deserved. Everybody here has been wonderful. They really set us up well to move on."

HOLISTIC HEALTH

Why is Holistic Health Care so important?

- People with mental illnesses die 25 years earlier than the general population.
- 65% have at least one chronic health condition.
- 1 in 5 mental health consumers struggle with substance use.
- In medical care, 20% of the patients use 80% of the services. Those same 20% make up the majority of our consumers.

That is why for years now, we've had behavioral health providers embedded in primary health clinics at Virginia Garcia Memorial Health Centers and Neighborhood Health Centers. In 2011, the Native American Rehabilitation Association (NARA) brought primary care to LifeWorks NW sites, and by 2018-2019 we had four integrated clinics that included primary health services through NARA, Wallace and Virginia Garcia. Many of our consumers turn first to their behavioral health provider for all their concerns. Offering primary health care on site or with a trusted partner nearby builds comfort and collaboration that can save lives.

Our holistic approach led us to make it easier to get a same day appointment. Because more consumers can walk in and receive services that day, the wait times for first time appointments decreased by 18 percent. And our increased access means we went from serving 4,360 new consumers in 2017 to 6,360 in 2018 and up to 6,540 in 2019.

What does it look like?

- 4 integrated clinics include primary health services through NARA, Wallace and Virginia Garcia.
- Pharmacy services available onsite or by mail through Genoa Healthcare.
- Behavioral health therapists embedded in primary health clinics at Virginia Garcia Memorial Health Centers, Hillsboro Pediatrics, Wallace, Neighborhood Health Centers and Women's Healthcare Associates.

TOTAL STATISTICS

(July 1, 2018-June 30, 2019)

MENTAL HEALTH: 13,708

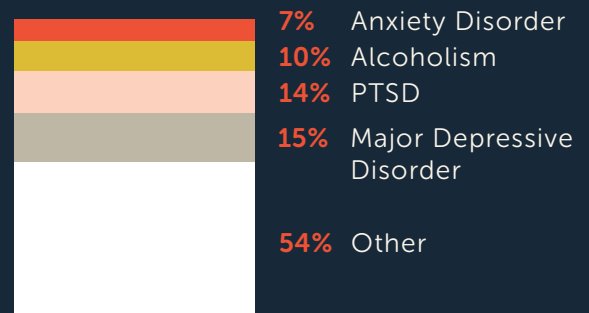
ADDICTIONS: 3,432

PREVENTION: 867

CRISIS: 5,100

INTEGRATED HEALTH: 7,767

TOP DIAGNOSES TREATED

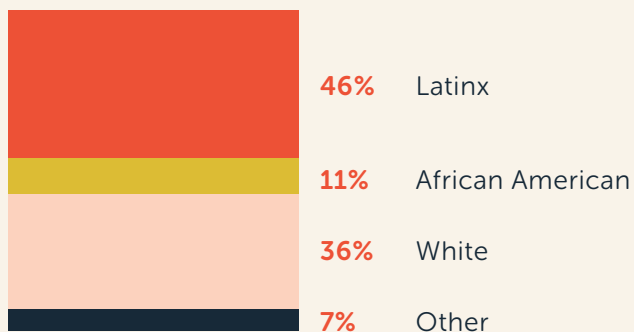


COMPASSIONATE, IMPACTFUL CARE

CHILDREN'S RELIEF NURSERIES

227 Children served **49%** Female
251 Caregivers served **51%** Male

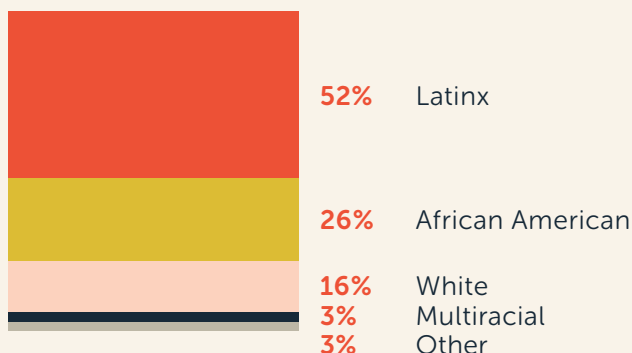
ETHNICITY



FAMILY & COMMUNITY ALLIANCE

196 Children served
108 Caregivers served

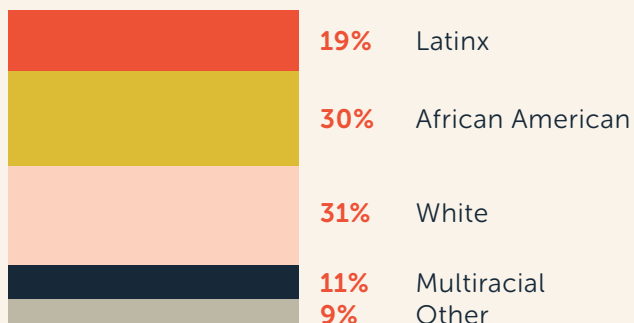
ETHNICITY



FAMILY SUPPORT & CONNECTIONS

802 Children served
372 Families served

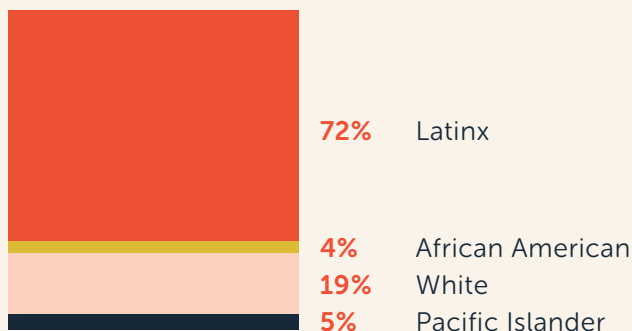
ETHNICITY



HEALTHY FAMILIES

289 Children served
256 Caregivers served

ETHNICITY



COMPASSIONATE, IMPACTFUL CARE

Oregon's suicide rate outstrips national trends, so we became active in a national Zero Suicide Initiative.

We've initiated a variety of efforts, including screenings and safety plans for all clients, followed by ongoing support to at-risk clients and their families.

We help clinicians and families become comfortable discussing suicide, and we provide much needed training and tools.

Our efforts helped reduce client suicide attempts ending in death by 29 percent in the first year.

REDUCTION IN COMPLETED SUICIDES

29%

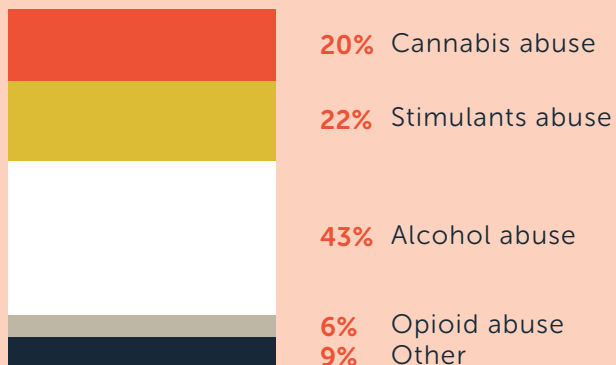
FOR INITIAL TWO YEAR PILOT



STATISTICS

TOTAL ADDICTION CLIENTS: 3,432

TOP DIAGNOSES TREATED



THRIVING ORGANIZATION



2018 PORTLAND'S ORIGINAL IRON CHEF

Portland Art Museum was abuzz September 27, 2018, as eight chefs vied for the title of *Portland's Original Iron Chef* and hundreds of people turned out to eat, vote and raise funds for LifeWorks NW's children's relief nursery programs. Christian Russell of The Steakhouse at 9900 won, and more than \$180,000 was raised helping to keep children safe and families strong!



2019 SOMETHING TO TALK ABOUT BREAKFAST

Hundreds of people gathered at the Oregon Zoo for our 17th annual fundraiser on April 18, 2019. Inspirational stories of help and hope were shared, including several from former service recipients who became our interns or employees. Nearly \$200,000 was raised to support our many programs.



DONOR SPOTLIGHT: RITA SILEN

Rita has been generously giving her time and photography talent since 2007, when she photographed Project Network's graduation ceremonies. In 2008, she began taking Mother's Day portraits at Mountaindale Recovery Center. "Since then I have spent every Mother's Day at Mountaindale, in part honoring my own mom, who I could not visit in Tennessee," said Rita. Her favorite memory was a time when a mother asked for a portrait of her toddler son without his shirt, because she did not have any photographs of him as an infant. "The photos document the bond between the mother and her children, as well as the beginning of this new journey of health and recovery," said Crystal Bartlett, program director.

THRIVING ORGANIZATION

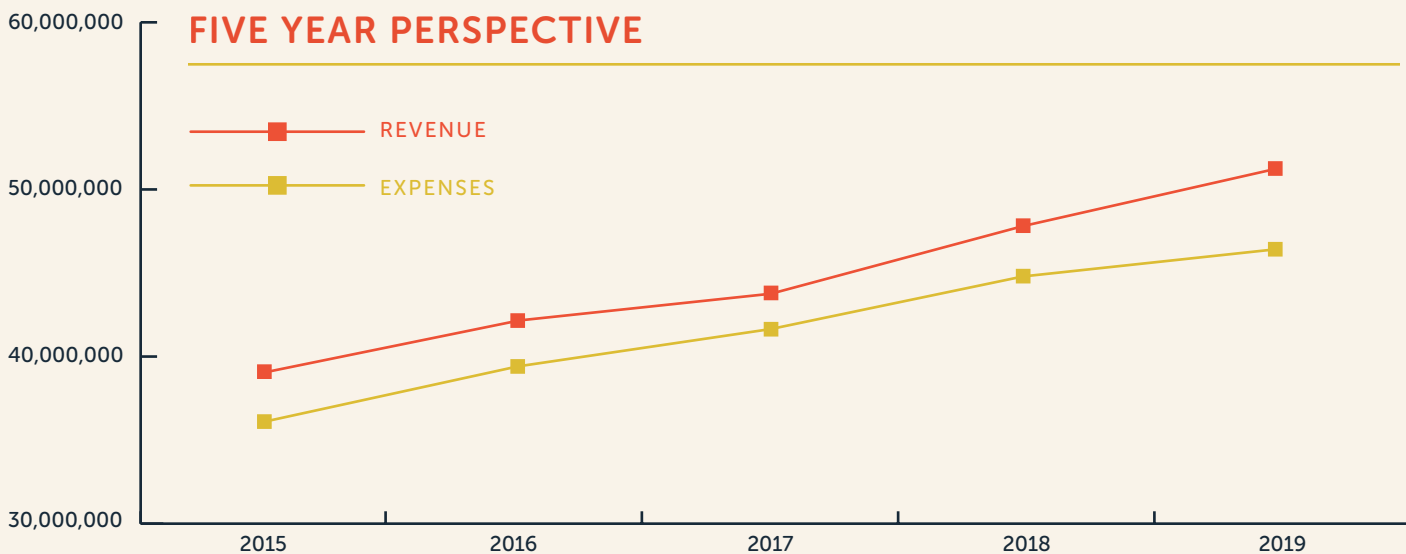


REVENUE FOR YEARS 2018–2019

■ Services by Client	\$28,230,846
■ Public Grants & Contracts	\$21,183,260
■ Contributions	\$1,083,096
■ Other Revenue	\$474,164
Total Revenue	\$50,971,366

EXPENSES FOR YEARS 2018–2019

■ Personnel Costs	\$37,219,561
■ Occupancy Costs	\$3,618,536
■ Direct Program Costs	\$2,520,712
■ Professional Fees	\$1,469,318
Total Expenses	\$44,828,127



THRIVING ORGANIZATION

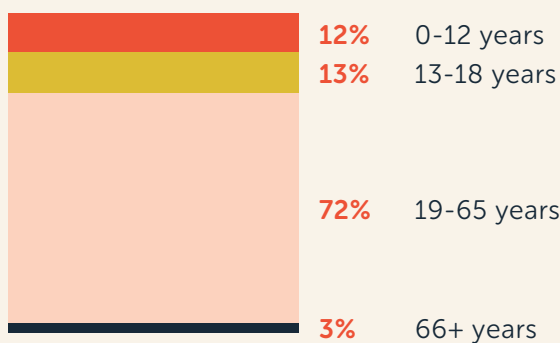
NUMBER OF PEOPLE SERVED

30,874

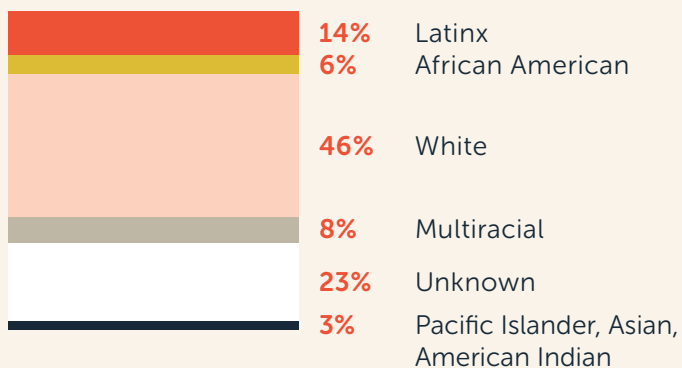
OVERALL CLIENT GENDER

51% Female 48% Male 1% Other

OVERALL CLIENT AGE



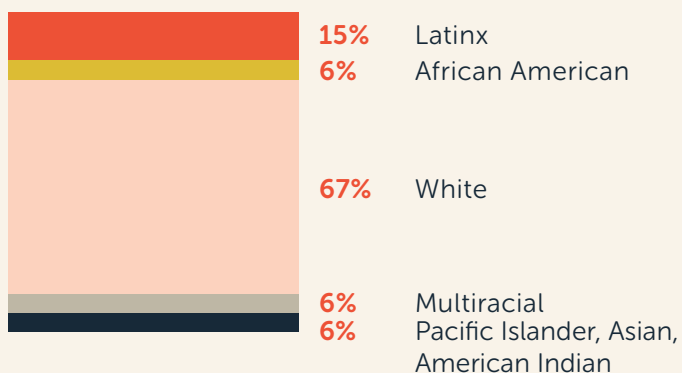
OVERALL CLIENT ETHNICITY



OVERALL CLIENT STATISTICS



OVERALL STAFF ETHNICITY



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 2019 (July 1, 2018 – June 30, 2019). Donations received after this time will be recognized in the 2020 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.

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+)

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Annual Fund

Donors to our annual fund support LifeWorks NW in a variety of ways throughout the year, including general and program-specific monetary 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+)

Portland Children's Levy

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

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Anonymous

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Jeffrey & Constance Uncapher
Karen Warr
Abigail & Aaron Weast
Keith White
Roger & Margery Yost
**deceased members*

Mental Health & Addiction Services for a Healthy Community

LifeWorks NW has clinics in Beaverton, Gladstone, Hillsboro, Tigard and Milwaukie. We also have them in North, Northeast and Northwest Portland.

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