LIFE WORKS WHEN YOU GET THE SUPPORT YOU NEED

MENTAL HEALTH AND ADDICTION SERVICES FOR A HEALTHY COMMUNITY

LifeWorks NW has clinics in Beaverton; Cedar Mill; Gladstone; Gresham; Hillsboro; Milwaukie; North, Northeast, and Southwest 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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2016-2017 LIFEWORKS ANNUAL REPORT



MESSAGE FROM OUR PRESIDENT/CEO

MESSAGE FROM OUR BOARD CHAIR



2017 was a year of great change. At LifeWorks NW, we continued to advance one of our key strategic objectives: to enhance our client experience and improve outcomes. In our selection as an Oregon provider for the two-year federal Certified Community Behavioral Health Clinics (CCBHC) demonstration project, we embarked on a journey to strengthen connections between behavioral health and primary care. And in that effort, collaboration is flourishing within our own programs and with other healthcare provider partners. In the following pages, you'll learn more about the initial impacts for the people we serve.

Even as we launched our CCBHCs, our staff of 700 continued to walk with the courageous people who came to all LifeWorks NW programs for support. We strengthened our community by caring for more than 22,000 individuals and families seeking greater wellbeing. From our three Children's Relief Nurseries that served 250 children and families to our presence in public schools and partner health clinics — both out in the community and in our outpatient and residential sites — our team continued to contribute to the improved health of our region.

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 even greater inroads we can make now and in the future, to increase wellbeing for all.



On behalf of my fellow board members, we extend our great appreciation for your continued interest in and advocacy for LifeWorks NW and its mission to improve the health of our community.

LifeWorks NW leads the way as a voice for those who seek to emerge from the shadows of mental health and addiction stigma. Our work in prevention – especially for the most vulnerable children and youth who struggle to find their place in the world – stands out as a pillar of excellence. As the connection between mental and physical health gains greater understanding and mainstream acceptance, more and more people can receive the help and support they need to live their best possible lives. And, LifeWorks NW is here – as it has been for nearly 60 years – with open arms to restore hope to those who have faced darkness.

Your support of LifeWorks NW is instrumental in driving our ability to reach people across our community. Please accept our thanks for your commitment to LifeWorks NW and its outstanding work to serve people across the Portland metro area.

LIFE WORKS WHEN YOU GET THE SUPPORT YOU NEED.



That's the motto that we stand upon to care for our clients and our community. We believe that mental wellbeing is the foundation for an overall healthy life. From these platforms, we deliver our programs and services. We seek to provide care that is both innovative and effective. That is why we are pursuing ever-improved means to contribute to the health of our community.

In that effort, we've designated four of our outpatient clinics – Beaverton, Gresham, Hillsboro- and Northeast Portland – as the first of our sites to introduce "team-based care" as part of our participation in the Certified Community Behavioral Health Clinics (CCBHC) two-year Federal Government demonstration project. The concept behind CCBHC is that through integration of mental healthcare with primary care assessments, screenings and interventions, clients' whole health, including chronic conditions, will be better served – and with better patient outcomes.

The CCBHC model provided us with the platform to introduce a team-based approach to care, which has been a key objective for LifeWorks NW. Team-based care emphasizes collaboration between primary care and behavioral health providers to address health concerns through understanding and awareness of the connections between physical and mental health.

From taking height, weight and blood pressure vitals to offering sleep, nutritional and tobacco cessation counseling, we are helping clients make the connection between their physical and mental health; and they express relief to have a healthcare action plan. Meanwhile, our closer work with primary care and other providers ensures that we too can connect-the-dots to help people get the support they need on their journeys toward greater wellbeing.

"MENTAL
WELLBEING IS THE
FOUNDATION FOR
AN OVERALL
HEALTHY LIFE."

SUCCESS STORIES

A majority of clients who come in don't have a primary care or dental provider. We have been able to provide contact information based on their insurance provider to connect them with the care they need. One client teared up, thanking us for taking the time to help him set up an appointment for some much-needed dental care.

Many clients experience barriers – such as transportation or schedules – that make meeting appointments difficult. CCBHC engagement specialists work to remove those barriers. In one referral instance our specialist spoke with permission to the client's mother. The specialist explained the range of services available and emphasized our team-based approach to care. The mom was moved to tears. She expressed how much it meant to her that LifeWorks NW has hope for her daughter and is willing to walk alongside them to address the many struggles they face.

WHAT'S NEXT?

- Newly hired Engagement Specialists are working to reduce no-shows and help clients to remain engaged.
- Newly hired Wellness Facilitators are conducting client wellness assessments, which will provide insights and data to drive our integrated health approach to care.
- A Practice Manager at each CCBHC drives effective and efficient clinic operations that uses data to inform continuous improvements in client experience and outcomes.
- A newly hired Data Analyst is designing and generating reports that drive informed-decision making.

ACCOMPLISHMENTS (APRIL-JUNE 2017)

TOTAL NUMBER OF CLIENTS SEEN IN CCBHC CLINICS: 4,833

NEW PHYSICAL HEALTH SCREENINGS: BMI, BLOOD PRESSURE AND TOBACCO USE.

IN THE FIRST MONTHS ALONE, HUNDREDS OF CLIENTS WITH ABNORMAL BMIs AND TOBACCO USE WERE IDENTIFIED AND PROVIDED WITH OPTIONS AND ACTION PLANS.

MENTAL HEALTH & CRISIS: BUILDING STRONG FOUNDATIONS

ADDICTIONS: FACING THE DARKNESS

A SUCCESS STORY

Martha initially came to LifeWorks NW for employment support. She had been chronically unemployed, but did not think she had a mental illness. Through a collaborative effort, our team helped Martha, starting with counseling and medication. As her condition stabilized, the Supported Employment team joined the effort to continue Martha's road to restored wellbeing. And, that resulted in Martha eventually securing a job – one that she has now held for two years.

"I can take care of myself," Martha expressed. "The main reason I first came to LifeWorks NW was to find a job so I could feel less dependent on others. Now, I feel like I can be successful in my job, while managing my illness."

Indeed, Martha has achieved great success. In May 2017, she received an outstanding performance review and a pay raise at work. What's even more exciting for her, she recently was able to travel to Hawaii to visit with her daughter and grandson! Martha's story is a testament to our motto, "Life works when you get the support you need."

WHAT'S NEXT?

- Our Hillsboro-Walnut site will be renovated to better accommodate a broad range of clients and mental health conditions.
- Using Netsmart's Carequality application, we will be able to securely share critical client information with acute care and community providers that are part of a different network. Now, when a LifeWorks NW client experiences a mental health crisis and receives care in a walk-in or acute care setting, the Carequality framework will provide access to critical clinical data to facilitate direct recommendations about next steps for the individual's care.
- In collaboration with Washington County Department of Human Services, LifeWorks NW continues to staff the Hawthorn Walk-In Center, serving people facing mental health and addiction crises.

A SUCCESS STORY

A client shared her story on social media: "I was convicted of a DUII and I was required by law to attend 90-day outpatient treatment. If you are looking for a good outpatient recovery center, I would recommend Beaverton LifeWorks NW. The counselor I talked to was amazing and really knew how to get me interested in recovery.

"I came in thinking I was going to just get through this and go back to drinking the way I was, because I felt that I didn't have a problem, minus the drinking and driving of course. But after some classes, my counselor changed my mind. He talked about the negative effects of alcohol/drugs with actual updated research and science. And, he did it in a non-pushy way that kept my interest, instead of pushing me away. Thanks to LifeWorks [NW] and my counselor, I have a new perspective and I know my life has changed for the better!"

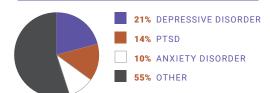
WHAT'S NEXT?

- As the Opioid crisis grows, LifeWorks NW has a seat at the table in the legislative and advocacy arena to lead conversations about increasing support and bridging the gap in access to treatment.
- More peer recovery mentors will be hired to work with people who have survived a drug overdose and guide them toward and through treatment after acute episodes.



STATISTICS (JULY 1, 2016-JUNE 30, 2017)

TOP THREE DIAGNOSES TREATED



TOTAL MENTAL HEALTH CLIENTS:

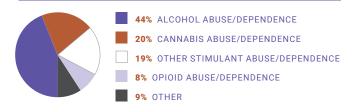
11,004

TOTAL CRISIS CLIENTS: 1.731

STATISTICS

TOTAL ADDICTION CLIENTS: 3,230

TOP FOUR DIAGNOSES TREATED



PREVENTION: KEEPING CHILDREN SAFE, BUILDING STRONG FAMILIES AND CREATING PATHWAYS TO SUCCESS

PREVENTION PROGRAMS

A SUCCESS STORY

A family of four came to our Gladstone Children's Relief Nursery in 2015 with multiple risk factors: High stress, PTSD, an infant with a disability, and the mom who had suffered abuse and neglect in her own childhood. At the Nursery, the family immersed themselves into programs. They received consistent home visits, joined parenting classes and enrolled both children in age-appropriate therapeutic services.

By 2017, the family had made remarkable progress. The older child began Head Start and the child with special needs is enrolled in Center-Based Services with an early childhood specialist helping to set classroom and home goals for him. At a recent home visit, the family shared that the dad is on track to graduate with a nursing degree, the mom spoke at a parenting forum about her own childhood trauma, and even though they are still under some financial stress, the Nursery staff are helping provide access to resources such as local food banks. The family is optimistic about the future and once the dad begins his career they hope to buy their own home.

WHAT'S NEXT?

- Our prevention work will continue to provide behaviorists embedded in partner health clinics: Virginia Garcia Memorial Healthcare, Wallace Medical Concern, Hillsboro Pediatrics, Women's Healthcare Associates and Neighborhood Health Center.
- LifeWorks NW's prevention services are anchored by three Children's Relief Nurseries, and also serve families, children and youth in other programming, such as Family Support and Connections, Healthy Families, Tigard-Tualatin Schools Care Coordination, Independent Living for youth transitioning out of the foster system and Promotoras, a program to help Latino families with parenting supports and community connections.
- Portland's Original Iron Chef event will be held Thursday, Sept. 27, 2018. This signature event featuring prominent local chefs and silent and live auctions, raises funds to support our Children's Relief Nurseries in their work to keep children safe and build strong families.

STATISTICS

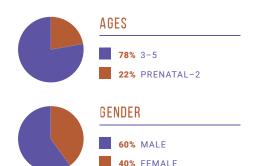
CHILDREN'S RELIEF NURSERIES

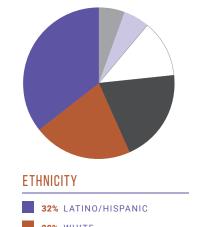
CHILDREN SERVED: 247

CAREGIVERS SERVED: 266

CLIENTS LIVING AT OR BELOW THE

FEDERAL POVERTY LEVEL: 86%





29% WHITE
18% MULTIRACIAL
11% AFRICAN AMERICAN
5% AFRICAN
5% OTHER

OTHER LIFEWORKS NW PREVENTION PROGRAMS	CHILD/YOUTH	CAREGIVER
HEALTHY FAMILIES	196	196
INDEPENDENT LIVING - CLACKAMAS COUNTY	115	
INDEPENDENT LIVING — WASHINGTON COUNTY	81	
FAMILY COMMUNITY ALLIANCE	194	93
BEHAVIORAL HEALTH	3,624	

OUR FUNDRAISING EVENTS



SOMETHING TO TALK ABOUT BREAKFAST 2017

Our annual fundraising breakfast took place Thursday, April 20, 2017 at the Oregon Zoo. Nearly 400 LifeWorks NW friends came together to hear about our work and our continuing quest to raise voices in support of mental wellbeing for all. As a result, the generosity of our guests raised nearly \$220,000 to support our efforts to give compassionate care to those struggling with mental illness and addiction.



PORTLAND'S ORIGINAL IRON CHEF 2016

More than 300 people gathered at the Portland Art Museum on Thursday, Oct. 20, 2016 to show their support for LifeWorks NW's Children's Relief Nurseries. As a result, more than \$125,000 was raised to help our St. John's Relief Nursery and satellites in Gladstone and Hillsboro continue their work to support children and families at risk of child abuse and neglect. In a friendly competition for the popular vote, Chefs Dustin Koerner and Yen Tejada of Andina overtook six other chefs to win the 2016 Iron Chef title.



2016 FERGUSON-MURPHY RUN & BIKE RIDE

Community partners like Ferguson Murphy Charities, Inc., provide vital support for our programs and services. In December 2016, through the Ferguson-Murphy Run & Bike Ride, 75 bikes were donated to LifeWorks NW for children in our programs. Cam Werschkul (left) and Dugan Duffy (right) from Ferguson Murphy, presented the bikes to staff member Keya Newton at LifeWorks NW's 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.

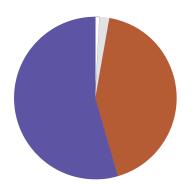








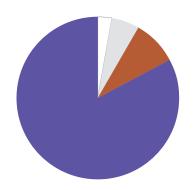




REVENUE FOR YEARS 2016-2017



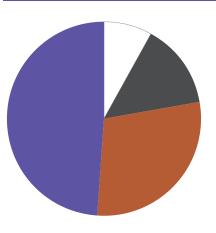
TOTAL REVENUE \$43,191,681



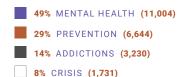
EXPENSES FOR YEARS 2016-2017







OVERALL CLIENT STATISTICS



NUMBER OF PEOPLE SERVED

22,609

GENDER

MALE: 50.2%

FEMALE: 49.6% OTHER: 0.1%

AGE

0-12 YEARS: 11%

13-18 YEARS: 11%

19-65 YEARS: **75%**

66+ YEARS: 4%

YOUNGEST: <1

OLDEST: 98

OUR DONORS 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 2017. Donations received after June 30, 2017, will be listed in the 2018 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 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 generous pledged to contribute a minimum of \$5,000 over a multi-year period.

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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 raises at Portland's Original Iron Chef.

INNOVATORS (\$100,000+)

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