



# Annual Report

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# 2019-2020



# WELL-BEING FOR ALL

*"Look again at that dot. That's here. That's home. That's us. On it everyone you love, everyone you know, everyone you ever heard of, every human being who ever was, lived out their lives. The aggregate of our joy and suffering." –Carl Sagan*

In 2020, we were no longer able to think of our community as local. We were no longer a neighborhood, state or nation. The pandemic required us to see well-being as a global issue.



## MESSAGE FROM OUR PRESIDENT/CEO



**MARY MONNAT**  
PRESIDENT/CEO

*“Hope and belief in the possibilities for a better future is our foundation.”*

While our fiscal year runs from July 1, 2019 to June 30, 2020—I think for most of us worldwide, 2019 fades into the overwhelming shadow of 2020. The global pandemic, a national focus on systemic racism, combined with economic uncertainty dramatically increased the need for all forms of behavioral health. More than half of Americans reported mental health concerns based on COVID-19. Isolation and fear increased substance abuse, depression and anxiety across all populations.

These worldwide issues meant great change for our consumers and our staff. In March 2020, we immediately moved to Telehealth and remote service wherever possible. We're grateful for our outstanding IT, clinical and operations teams that made this a smooth transition for all. Along with the rest of the health community, we focused on the equipment, protocols and communications necessary to mitigate risks for staff and clients participating in residential, crisis and medically necessary site-based services.

Our staff demonstrated tremendous commitment and courage, as they placed the health and well-being of our consumers first. Our consumers demonstrated their ongoing faith in us and their focus on healing as they moved to remote counseling, group therapy, day treatment and respite care. And our community partners and donors supported us to ensure the continued strength of the behavioral health safety net.

Hope and belief in the possibilities for a better future is our foundation. As we look forward, I am confident that this past year's collision of COVID-19, glaring racial injustice, raging wildfires, and political upheaval has laid bare the deep healing we need as a community, a nation, a world. As always, I take heart in knowing that LifeWorks NW can be a source of such healing. The commitment to caring we saw with consumers, stakeholders and staff throughout this year assures us that there are many hopeful signs for brighter days ahead.

## MESSAGE FROM OUR BOARD CHAIR

*“ Health and social issues combined to make many feel isolated...[so] collaboration and caring meant so much. ”*



**ABBY WEAST**  
BOARD CHAIR

As LifeWorks NW continued to provide hope and healing to tens of thousands of children and adults, our community partners mirrored that support by helping us during the pandemic.

- County programs funded free short-term COVID-19 counseling services through LifeWorks NW and other providers. This opened up much needed support to many without insurance or experience with counseling.
- Payers, such as CareOregon, provided additional funding and equipment to ensure ongoing service.
- Many partner organizations offered protective equipment to staff and communications devices to consumers to keep us connected.

In a year when health and social issues combined to make many feel isolated and forgotten, this emphasis on collaboration and caring meant so much.

We also owe great thanks to the staff for their endless commitment to the well-being of others. Many worked remotely, providing consumers suffering from anxiety and depression with new opportunities to receive clinical care from their own homes. As a result, missed appointments decreased dramatically for some programs. Other staff continued to work in residential sites or out in the community—from our rapid response team meeting people in crisis to those who dropped off care packages of food and diapers to newly isolated families. We know now that the pandemic did not end with the fiscal year, and neither did this amazing work. Whatever it takes, our organization continues to step up and serve our communities, and I’ve never before been so proud to be associated with LifeWorks NW.

## CLIENT VOICES

**This last year brought challenges for many, and LifeWorks NW supported clients of all ages with a variety of needs.**

Families, staff and individual clients—from babies to seniors—have found a home at LifeWorks NW. Whether needs relate to mental health, physical health or the social determinants of health, we approach each one together—from a holistic, collaborative and cultural perspective.



“ I remember it was a beautiful day [when I arrived]. I’ve been very happy here, I love this place very much. I consider myself a lucky guy and a happy guy. ”

*HH, a long-term resident in Adult Foster Care*

“ The advocate helped us get through this time when everything is really hard with the pandemic, schooling from home and making ends meet, which has been really challenging,” Kathy said. “Some of the pressure is off...Everything happens for a reason and there are no accidents,” says Kathy. “Working with my advocate helped tremendously when I needed it.”

“Boy, she is a strong advocate for her kids,” says Neomi. “Part of the reason she was open to sharing her story was that maybe there will be another grandparent out there who will hear her story and know that there’s hope and there is help for them, too. And that they are not alone. ”

*Kathy, grandparent of four; and Neomi, her Family Support and Connections advocate*

## CLIENT VOICES

“ Our staff demonstrated tremendous commitment and courage, as they placed the health and well-being of our consumers first. ”

”



“ The teachers/counselors on your staff have been absolutely amazing. All other programs [my son] has been involved with would have given up on him by now; in fact, did. But your staff hangs in there with him. I get at least a daily call or email. And more support than I have ever experienced. They go above and beyond by far, and I am more than happy we finally made it "home" to Nickerson. ”

”

*Parent of student at Nickerson Adolescent Day Treatment*



“ I received a phone call from one of Megan's clients, who shared that he has been with LifeWorks NW for years and has always had good therapists, but Megan has been supporting him through a move and he would never have been able to do that without her... he said that Megan has helped him with his trauma symptoms and depression and that it has changed his life. I acknowledged all of the effort that he has put into his mental health, as well. ”

”

*Elizabeth, senior program director, Child & Family Mental Health, about a client and Megan, a dual diagnosis therapist*

## CLIENT VOICES

“ You may never know what you have done for us and [our son]. Our time at LifeWorks [NW] has been very healing. [Our son] has finally experienced success at school. He has had a safe place to grow and learn through mistakes. He has learned the satisfaction in a job well done. He is calmer, happier, and more confident. There are many other differences in him that I just don't have the words to describe, but I see and feel. Others in our circle of family and friends also are amazed and happy at his growth. ”

*Letter from parent at Tigard Adolescent Day Treatment*



“ I am something of an oddity: a single biological father, who has had full custody of their child since taking them home from the hospital. To add on to that, I am genderqueer, and at the time of my child's birth, I had almost no support system here in Oregon. As such, I struggled to find resources in the first several months of my baby's life...Nilza's support through Healthy Families was and continues to be an irreplaceable foundation of my relationship with [my baby]. Having access to a caring professional, and working through rich curriculum... all these things have contributed to me being a better parent, and [my baby] having a better quality of life as a result. ”

*Healthy Families parent*

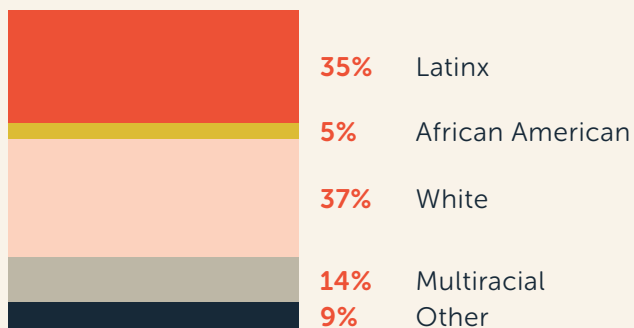


# PREVENTION SERVICES

## CHILDREN'S RELIEF NURSERIES

**198** Children served      **56%** Female  
**220** Caregivers served      **44%** Male

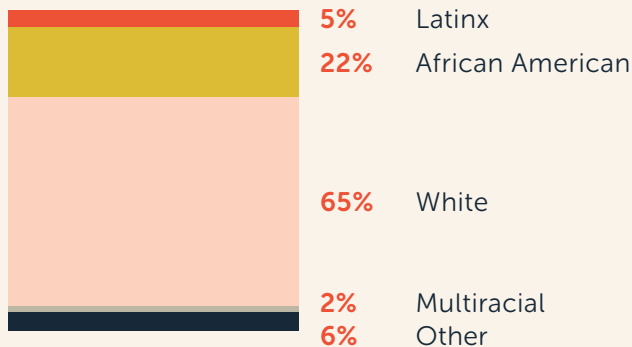
### ETHNICITY



## FAMILY & COMMUNITY ALLIANCE

**76** Children served      **61%** Female  
**50** Caregivers served      **39%** Male

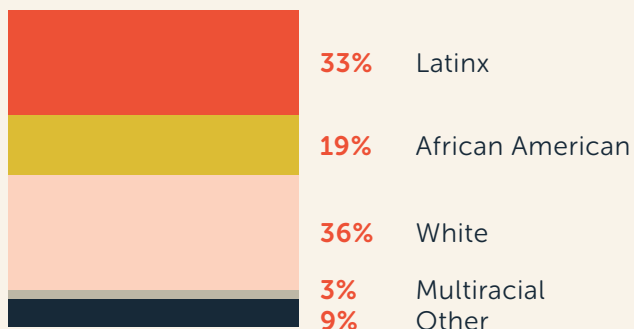
### ETHNICITY



## FAMILY SUPPORT & CONNECTIONS

**868** Children served      **63%** Female  
**410** Caregivers served      **37%** Male

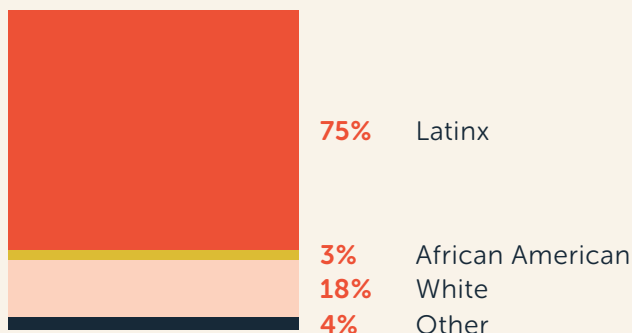
### ETHNICITY



## HEALTHY FAMILIES

**184** Children served      **60%** Female  
**262** Caregivers served      **40%** Male

### ETHNICITY





# CLIENT VOICES



## TOTAL STATISTICS

(July 1, 2019-June 30, 2020)

**MENTAL HEALTH: 12,066**

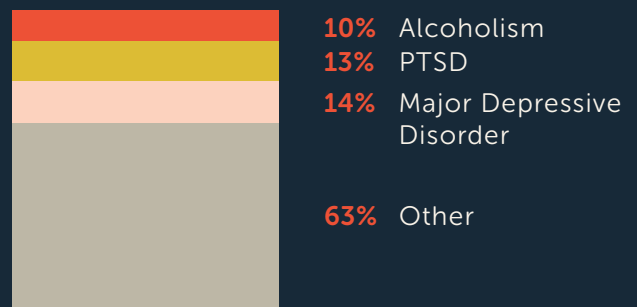
**ADDICTIONS: 2,875**

**PREVENTION: 2,564**

**CRISIS: 6,959**

**INTEGRATED HEALTH: 7,077**

### TOP DIAGNOSES TREATED



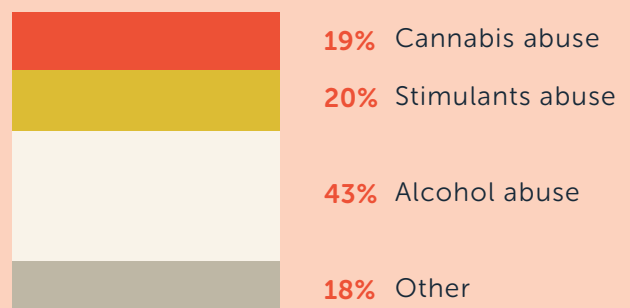
“ Prior to LifeWorks NW, every year I would spend New Year’s and Christmas on the fifth floor at the hospital,” FL says. “[My] inability to successfully live on my own...[or] to maintain a healthy, clean apartment. The other part was not eating. I ended up working at two or three different companies every year. LifeWorks NW finally provided the correct diagnosis of Bipolar 1, which enabled me to take the right steps to finally complete my education and get closer to being ready to have a full-time job. ”

*FL, a client of Supported Education & Employment and Rehab Therapy*

## ADDICTIONS

**TOTAL CLIENTS: 2,875**

### TOP DIAGNOSES TREATED



## DONOR SPOTLIGHT



### JANET NICKOLAUS

Janet Nickolaus has recognized the importance of peers in behavioral health services since the late 1990s. Peers are individuals who have lived experience with mental health or addictions challenges. At LifeWorks NW, they work with our consumers to help them navigate our services, support wellness, and give them a connection with someone who has been in their shoes.

“I saw how positive and meaningful it was for peers to be recognized for what they naturally do,” says Janet. “They help so much – I don’t have the lived experience they have, so they can help in a different way.”

A former employee and longtime donor, Janet wanted her gift to LifeWorks NW to help our peers expand their knowledge and improve their skills.

“I really believe in education,” says Janet, “I have always supported LifeWorks NW but now I have found a niche for my support.”

Janet says that choosing to give her donation monthly, rather than annually, gives the program consistency, so staff can plan and prepare. And the peers are so grateful for her support.

“The peer funds have allowed us to hold continuing education and socializing workshops for the peers at the agency,” says Nadia Dunkle, coordinator of Peer-Delivered Services. These funds also created a library of books and videos staff can check out, and enable staff to attend an annual conference. We are all grateful for Janet’s commitment and support.



# FINANCIALS

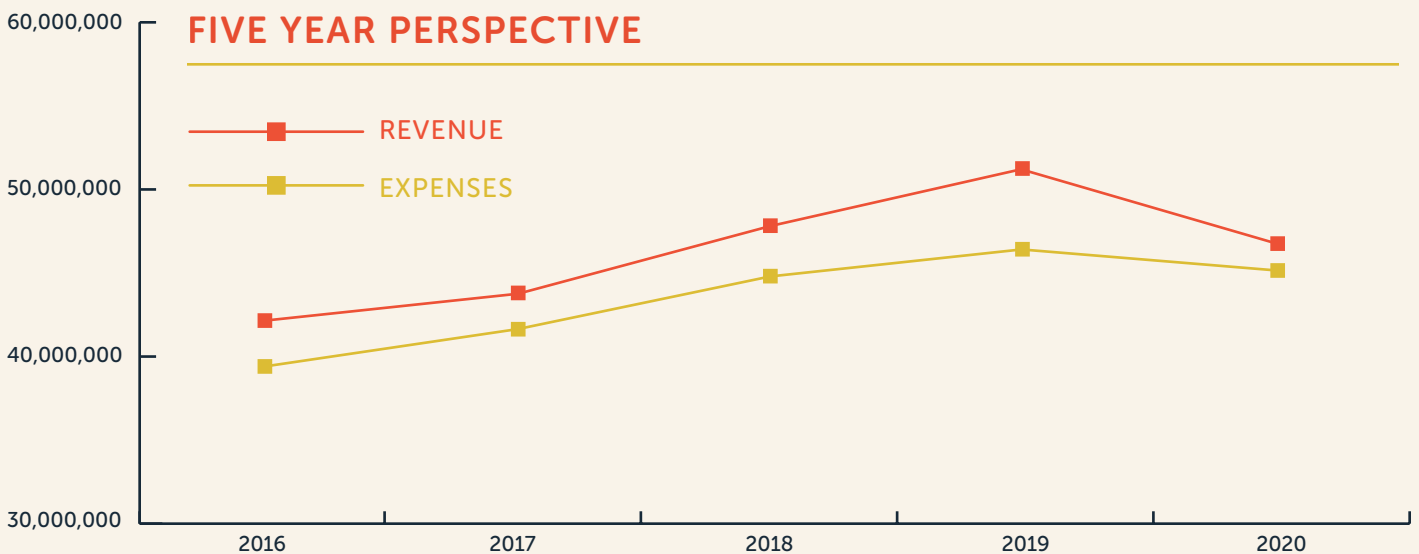


## REVENUE FOR YEARS 2019–2020

<span style="color: red;">■</span> Services by Client	<b>\$26,293,583</b>
<span style="color: yellow;">■</span> Public Grants & Contracts	<b>\$20,491,546</b>
<span style="color: lightpink;">■</span> Contributions	<b>\$1,263,664</b>
<span style="color: darkblue;">■</span> Other Revenue	<b>(\$325,435)</b>
<b>Total Revenue</b>	<b>\$47,723,358</b>

## EXPENSES FOR YEARS 2019–2020

<span style="color: red;">■</span> Personnel Costs	<b>\$36,277,199</b>
<span style="color: yellow;">■</span> Occupancy Costs	<b>\$3,599,135</b>
<span style="color: lightpink;">■</span> Direct Program Costs	<b>\$2,715,175</b>
<span style="color: darkblue;">■</span> Professional Fees	<b>\$1,898,972</b>
<b>Total Expenses</b>	<b>\$44,490,481</b>



# CLIENTS & STAFF

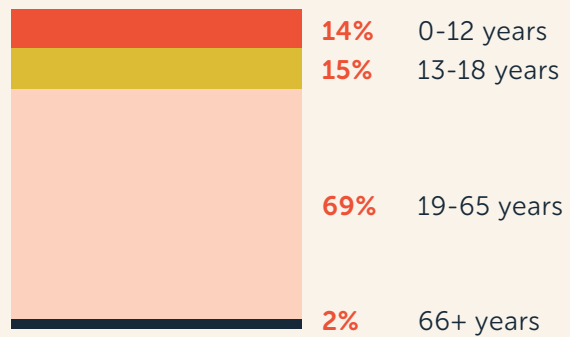
NUMBER OF PEOPLE SERVED

31,541

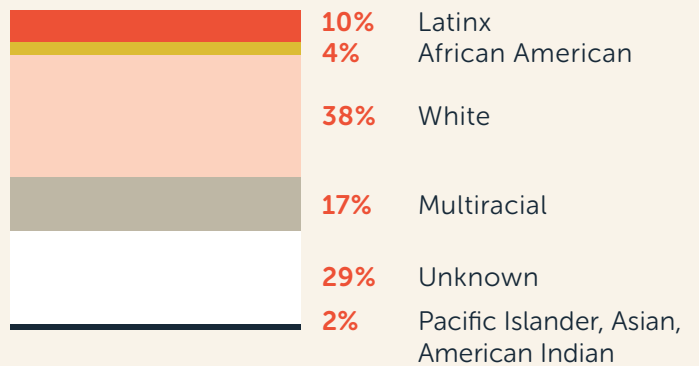
## OVERALL CLIENT GENDER

52% Female 47% Male 1% Non-binary

## OVERALL CLIENT AGE



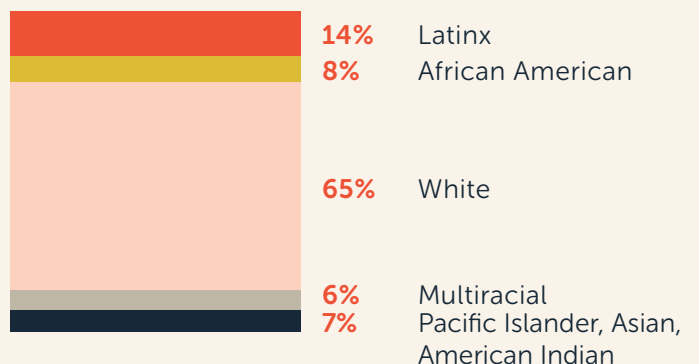
## OVERALL CLIENT ETHNICITY



## OVERALL CLIENT STATISTICS



## OVERALL STAFF ETHNICITY



# OUR DONORS

## Thank you for investing in well-being for all.

The following list represents those who made a donation during fiscal year 2020 (July 1, 2019 – June 30, 2020). Donations received after this time will be recognized in the 2021 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.**

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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* fundraiser, and sponsorships and/or paddle raise contributions at *Portland's Original Iron Chef*.**

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

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

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

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*\*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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Community Liaison for Diversity Initiatives  
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