



Annual Report

—
2020-2021



WELL-BEING FOR ALL

"There's only one thing more precious than our time and that's who we spend it on." — Leo Christopher

LifeWorks NW celebrated its
60th anniversary in 2021.

We look forward to the next
60 years and beyond!



A LETTER FROM OUR BOARD CHAIR



“...we’re ready for the next 60 years—whatever it brings.”

ABBY WEAST
BOARD CHAIR

When LifeWorks NW thought about celebrating our 60th anniversary in fiscal year 2020-21, we weren’t anticipating a worldwide pandemic that would lead to changes in health, in social interactions and in cultural norms. We had not anticipated the need to move half our staff and clients to remote services. Or to be offering free COVID-related mental health services in collaboration with two counties. We didn’t know clients would need us to focus on providing life-sustaining basics.

But LifeWorks NW has always excelled at change. In 1961, we offered services only to children and in a single county. Today, we serve clients of all ages across the metro tri-county area.

So when the world changed in 2020, the staff rotated quickly and efficiently, providing Telehealth and other remote services within a few days of the state’s mandate to shelter at home. Staff delivered basics, such as food and diapers, to many clients. And, with the help of our funders, the IT department swiftly provided clients with phones or tablets, enabling them to access services remotely.

Throughout FY 2020-2021, the LifeWorks NW staff and our funding partners worked together to serve

consumers in a world we hadn’t anticipated, providing services we’ve always known were vital. While we didn’t anticipate the changes this year brought, we’re proud that the LifeWorks NW’s community clearly demonstrated we’re ready for the next 60 years—whatever it brings.

In deep appreciation,
Abby

A LETTER FROM OUR PRESIDENT & CEO

“LifeWorks NW’s 60th year was one of evolution and resiliency.”

MARY MONNAT
PRESIDENT & CEO



Anyone who read the news this past year is aware that the number of people in need of mental health care skyrocketed during the pandemic, while the health system struggled to meet these needs with fewer people entering the behavioral health field.

In response, LifeWorks NW’s 60th year was one of evolution and resiliency. For example:

We sought and received access for loan repayment programs. Now, many of our committed staff members can apply for up to \$150,000 in student loan forgiveness. At the same time, we invested in leadership training to strengthen mentorship, vision and innovation.

We expanded our equity, diversity and inclusion efforts—values intrinsic to the agency throughout our history. But in a year when numerous people of color died through violence, racial unrest became the community’s norm, and social inequity a national reproach, LifeWorks NW recognized that empowering our communities of color was never more important. We held listening sessions with our staff of color, hearing their concerns, their needs and their advice. These led to a comprehensive equity and inclusion plan, the creation of a Black,

Indigenous and People of Color Employee Resource Group, and the addition of a vice president of Equity, Inclusion and Workforce Development.

We responded to another nationwide issue—access to life saving services—by expanding choices for staff and consumers alike. Where appropriate, we heeded state and CDC recommendations to offer Telehealth and remote services during the pandemic. And as we began the transition back to more in-person outpatient care, we continued to make choice a priority for consumers and staff. Consumers are offered a mix of Telehealth, community based and in-person services. And staff can apply for on-site or fully remote work, or a combination of both.

Continuing to address both local and nationwide behavioral health issues is part of our commitment to proactively help restore hope and save lives for another 60 years and beyond. We welcome your continued partnership on this important journey of promoting well-being for all in the years and decades ahead.

Ever onward,
Mary

CELEBRATING OUR CONSUMERS



Prevention Services

A child at LifeWorks NW Main Street Children's Relief Nursery smiles, laughs and plays with his teachers and friends constantly, despite the fact that he can only cross a room by rolling or climb a jungle gym using knees and elbows. He was born with a congenital disorder that locks his joints, and his father says his Relief Nursery teacher has done wonders to improve both their lives.

"It's been nice letting him socialize with other kids and adults," says his father. "They've helped him a lot with things like using utensils. [His teacher] Romy helps him with art, with scissors, with drawing because he needs help with all that. He is constantly asking if he can come here. She's done wonders... and has been a big impact in his—well—in both of our lives.

"And it isn't just Romy, it is everyone at LifeWorks NW. I've been through some difficult times myself, and they've always been able to help with resources, like food or clothing for him...it's very much appreciated. Everyone's been amazing with what they do."

Chemical Dependency

Maria* underwent numerous traumatic experiences in a short time, from severe domestic violence to contracting COVID. To try to forget her pain and sadness, Maria turned to alcohol and eventually got a DUII.

According to her Chemical Dependency counselor, Nancy, "Maria has really committed herself to her... treatment, and also engages in mental health therapy at another agency. She attends her two weekly CD treatment groups regularly and does her 'homework,' which includes practicing mindfulness meditation three times a day. When Maria told me she was actually starting to feel peaceful and happy, I thanked her for having the courage to honestly share her feelings with me at the beginning of her treatment and her commitment to follow through with the treatment program that she and I developed together."

*Not their real photos or names

CELEBRATING OUR CONSUMERS



Problem Gambling

Helen* was diagnosed with a pathological gambling disorder and severe amphetamine use disorder. These, plus mental and physical health problems, led to homelessness and threatened her life. Unable to keep a job, Helen frequently put herself in danger.

Through LifeWorks NW's integrated, holistic team-based care, she has been successful in managing her mental and physical health, and her addictions. She believes the collaborative, whole-person, consumer-centric range of services, saved her life.

"Even now, when I go by a video poker machine, I tell myself to keep going and distract myself; that was not possible before I entered treatment," says Helen.

Now in school to become an addictions counselor, she has earned her peer mentor certification. With a place to live, money in the bank and a full-time job, at the time of writing she hasn't gambled in over a year or used drugs in two.

"My life is so full, I am happy, joyful and I have finally found the true meaning of peace," says Helen. "LifeWorks NW [staff] were my angels and...inspired me to be an angel, too."

Supported Employment

A chef and restaurant owner discovered that the drug culture common in this field could destroy everything he cared about. He lost his restaurant, his family and his career. Eventually, the drugs affected his mental health, leaving him paranoid and angry. But when Patrick* connected with LifeWorks NW, he got the support he needed to begin putting his life back together.

The Supported Employment program began by helping him look for work in restaurants, but he was overqualified for most jobs. He changed goals and our staff helped him successfully retrain and obtain work in a different field. But he missed his first love. When restaurants struggled to find staff in 2021, it was our chance to help change Patrick's life.

After finding the perfect restaurant job, we made sure he had chef hats and appropriate kitchen attire. We helped him fix his bike for transportation and exercise, and removed other barriers to keeping the job he wanted so much.

"You never gave up on me," Patrick told the Supported Employment staff. "Now I have a job that I love where I feel valued and respected." And Patrick knows they will continue to be there for him, when and where he needs them.

*Not their real photos or names

CELEBRATING OUR VOLUNTEERS

Ebony Sloan Clark began her postgraduate career at LifeWorks NW as a clinician, then later as a director. She's currently Multnomah County's Health Department Director, but never stopped supporting LifeWorks NW, which she says will always be home. Ebony serves as a volunteer on our African American Advisory Board and, according to Mary Monnat, she has always had a key role in supporting our community growth.

"She inspires others and greatly advanced our cultural responsiveness then and now," says Mary. "LifeWorks NW is forever grateful for her many contributions over the years."

”



Dotti Cowart has served as a volunteer for almost two decades, as a board member or officer, and more recently on the Development Committee. One of the first things Dotti did when she began volunteering was to visit all the LifeWorks NW sites. By seeing the unique needs of each site, she found she was better able to support them.

"I think the most impressive change over the years has been just watching the organization grow," she says. "Just to see this growth and watch Mary's leadership and resiliency has been a joy. I think LifeWorks NW's role will be even bigger in the future."

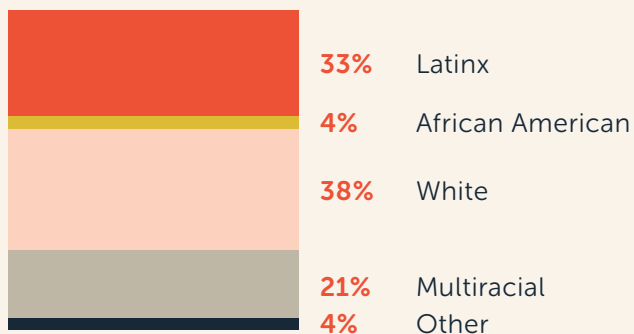
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PREVENTION SERVICES

CHILDREN'S RELIEF NURSERIES

57% Female **179** Children served
43% Male **191** Caregivers served

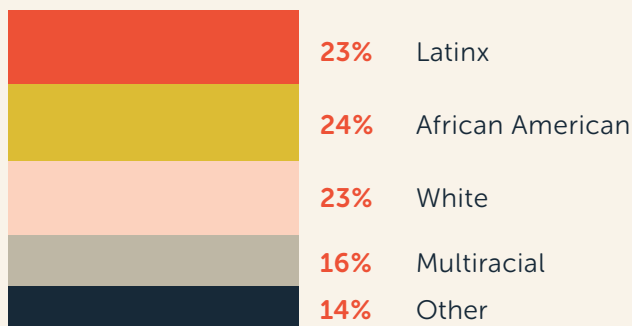
ETHNICITY



FAMILY & COMMUNITY ALLIANCE

63% Female **125** Children served
37% Male **68** Caregivers served

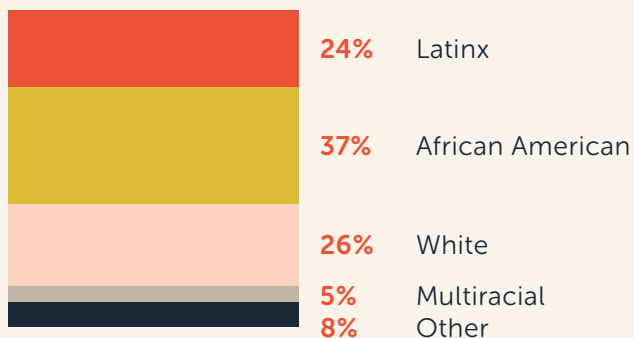
ETHNICITY



FAMILY SUPPORT & CONNECTIONS

62% Female **1057** Children served
38% Male **523** Caregivers served

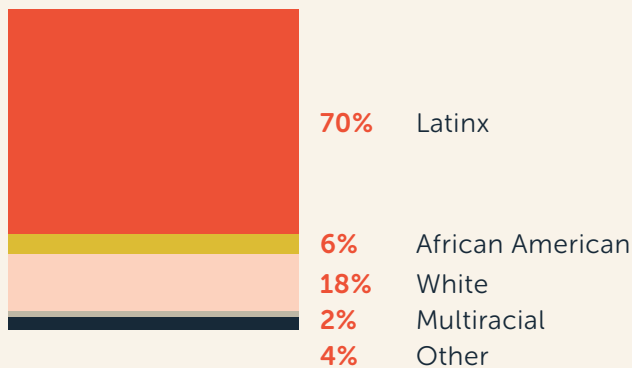
ETHNICITY



HEALTHY FAMILIES

49% Female **97** Children served
51% Male **136** Caregivers served

ETHNICITY



CELEBRATING OUR STAFF



Diane Benavides Wille has been with LifeWorks NW in a wide variety of clinical and operational roles for 15 years.

“ How often do you get to align your personal values with that of an organization? And it meets my bucket list. I know that by working at LifeWorks NW, I am part of an amazing team that is not only impacting our community—at the core of what we do—we are saving lives. I think I would be really hard pressed to find another job or another agency where all of these things align, and because of that, why would I ever choose to leave? **”**

Diane Benavides Wille, vice president, Equity, Inclusion & Workforce Development

TOTAL STATISTICS

(July 1, 2020-June 30, 2021)

MENTAL HEALTH: 11,417

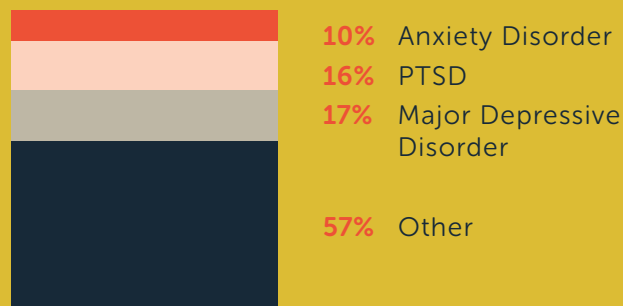
ADDICTIONS: 2,324

PREVENTION: 2376

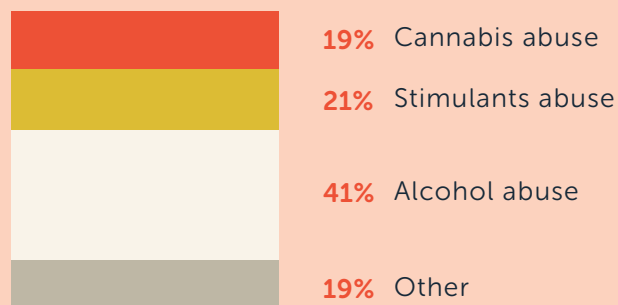
CRISIS: 5,503

INTEGRATED HEALTH: 1,122

TOP MENTAL HEALTH DIAGNOSES



TOP ADDICTIONS DIAGNOSES



CELEBRATING OUR STAFF

Tesfaye Denbi, in the Recovery Empowerment Achievement in Life (REAL) Program, provides culturally specific substance use and mental health treatment services for African American youths and families. He joined us in 2014, bringing a broad range of experiences and knowledge to the community.

“ I enjoy being a part of the REAL Program, because it encompasses trauma-informed care, a holistic and Afro-centric approach” says Tesfaye. “My favorite African proverb that guides our teamwork is, ‘If you want to go fast, go alone. If you want to go far, go together.’ ”

Tesfaye Denbi, clinical supervisor, REAL



Tim Kelly, a Peer Wellness and Peer Support specialist, met only remotely with participants during 2020-21. He started in March 2020, just as the pandemic hit Oregon, and a week and a half later his team moved to remote work. Fortunately, he'd been engaging with LifeWorks NW since 2006, so Tim already knew and liked the agency from a variety of perspectives. As with all our peers, Tim has lived experience that he can draw on to support participants in the program. He knows first-hand how to navigate LifeWorks NW's therapy, groups and psychiatry, and has volunteered on our Consumer Advisory Committee.

“ I would not be here today if it were not for LifeWorks NW,” Tim says. “LifeWorks NW has been a big part of my life, and I wanted to work here to give back.”

Tim Kelly, Peer Wellness & Support Specialist

FINANCIALS



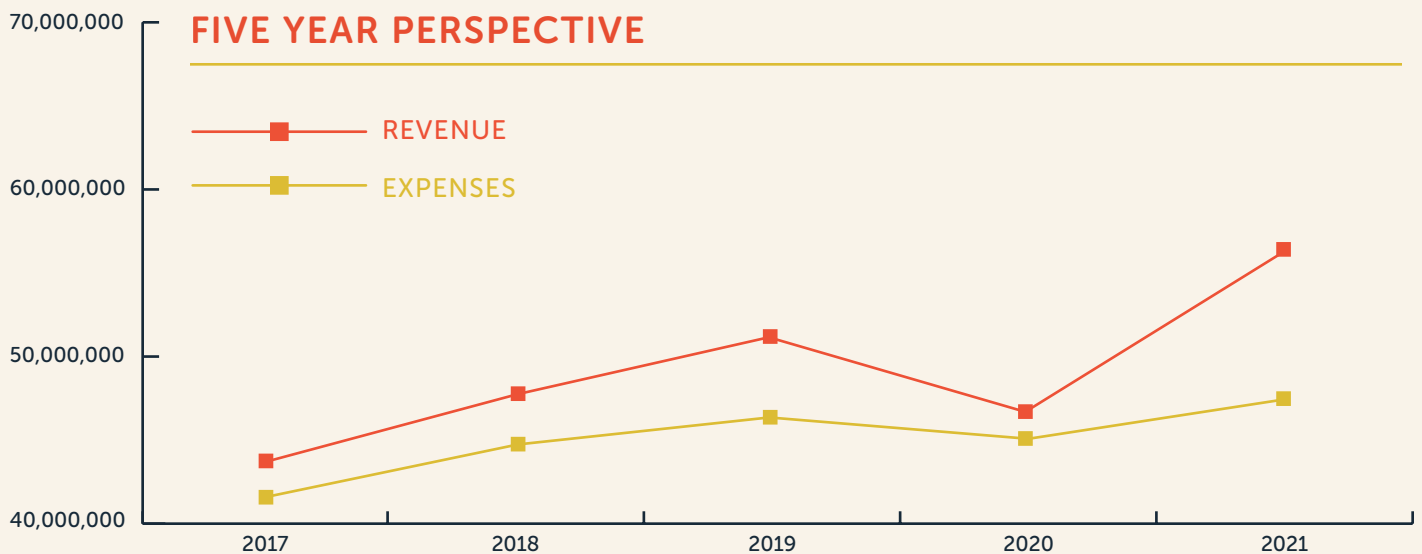
REVENUE FOR YEARS 2020–2021

■ Services by Client	\$27,377,346
■ Public Grants & Contracts	\$22,434,491*
■ Other Revenue	\$5,006,862**
■ Contributions	\$1,300,133
Total Revenue	\$56,118,832

EXPENSES FOR YEARS 2020–2021

■ Personnel Costs	\$37,182,989
■ Occupancy Costs	\$3,689,568
■ Direct Program Costs	\$2,575,417
■ Professional Fees	\$2,298,054
Total Expenses	\$45,746,028

*Includes One-time Funding of \$2.3 million
 **Includes Net Investment Return of \$4.9 million



CLIENTS & STAFF

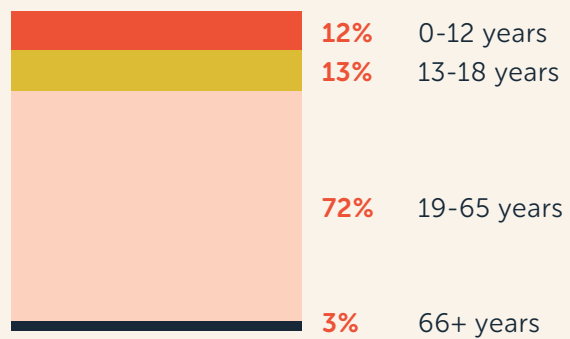
NUMBER OF PEOPLE SERVED

22,742

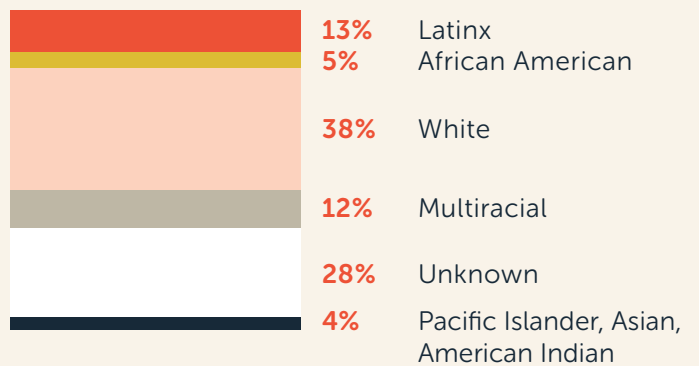
OVERALL CLIENT GENDER

53% Female 46% Male 1% Non-binary

OVERALL CLIENT AGE



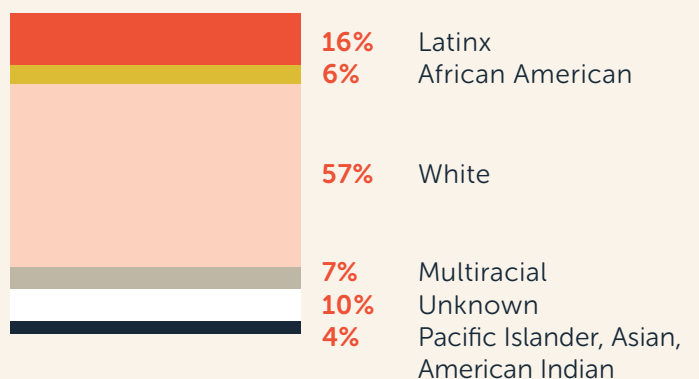
OVERALL CLIENT ETHNICITY



OVERALL CLIENT STATISTICS



OVERALL STAFF ETHNICITY



OUR DONORS

Thank you for investing in well-being for all.

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 2021 (July 1, 2020 – June 30, 2021). Donations received after this time will be recognized in the 2022 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* breakfast, and sponsorships and/or paddle raise contributions at *Portland's Original Iron Chef*.

INNOVATORS (\$100,000+)

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**Deceased Member*

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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