



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 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

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

A SUCCESS STORY

The ability to wrap individuals and families in a circle

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 (apists embed

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

7%

10%

14%

15%

54%

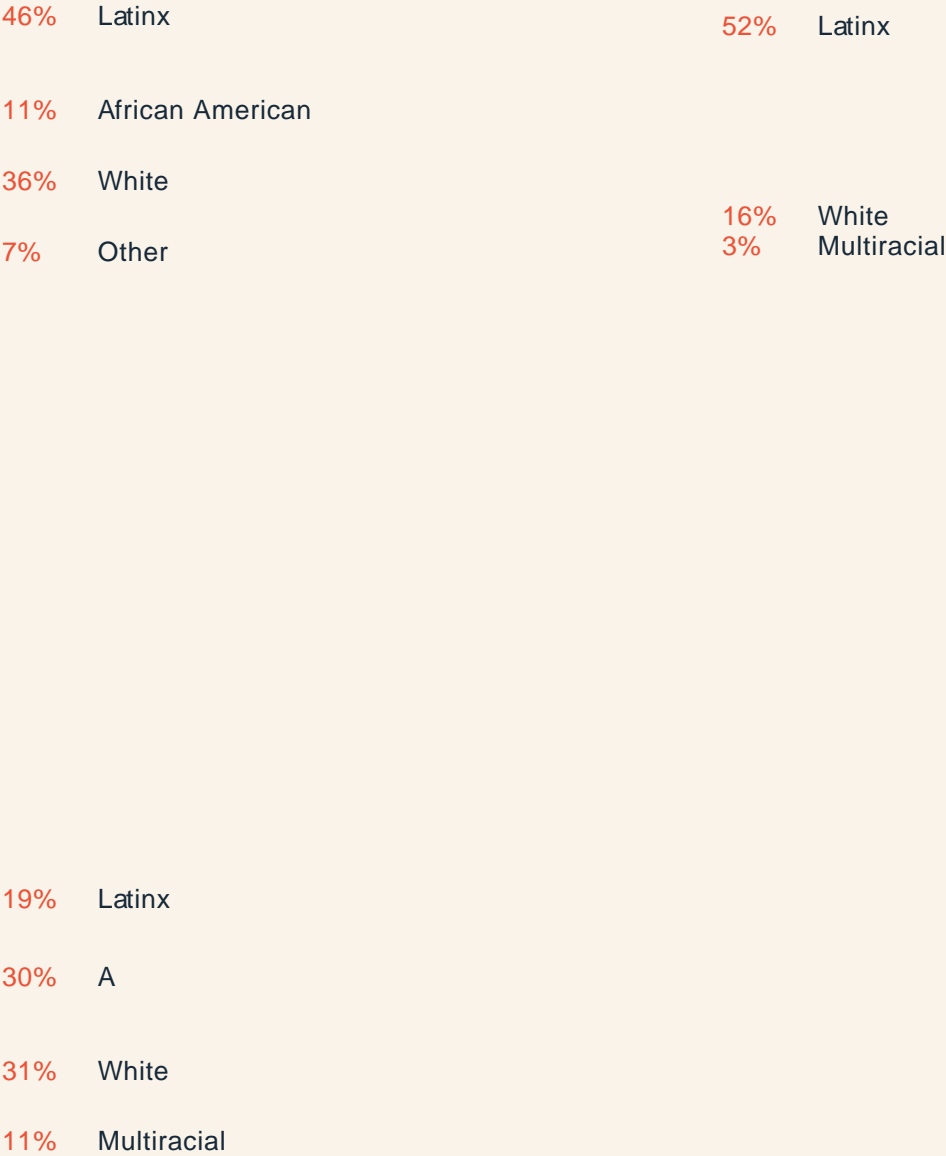
COMPASSIONATE, IMPACTFUL CARE

CHILDREN'S RELIEF NURSERIES

227 Children served

251 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.

STATISTICS

TOTAL ADDICTION CLIENTS: **3,432**

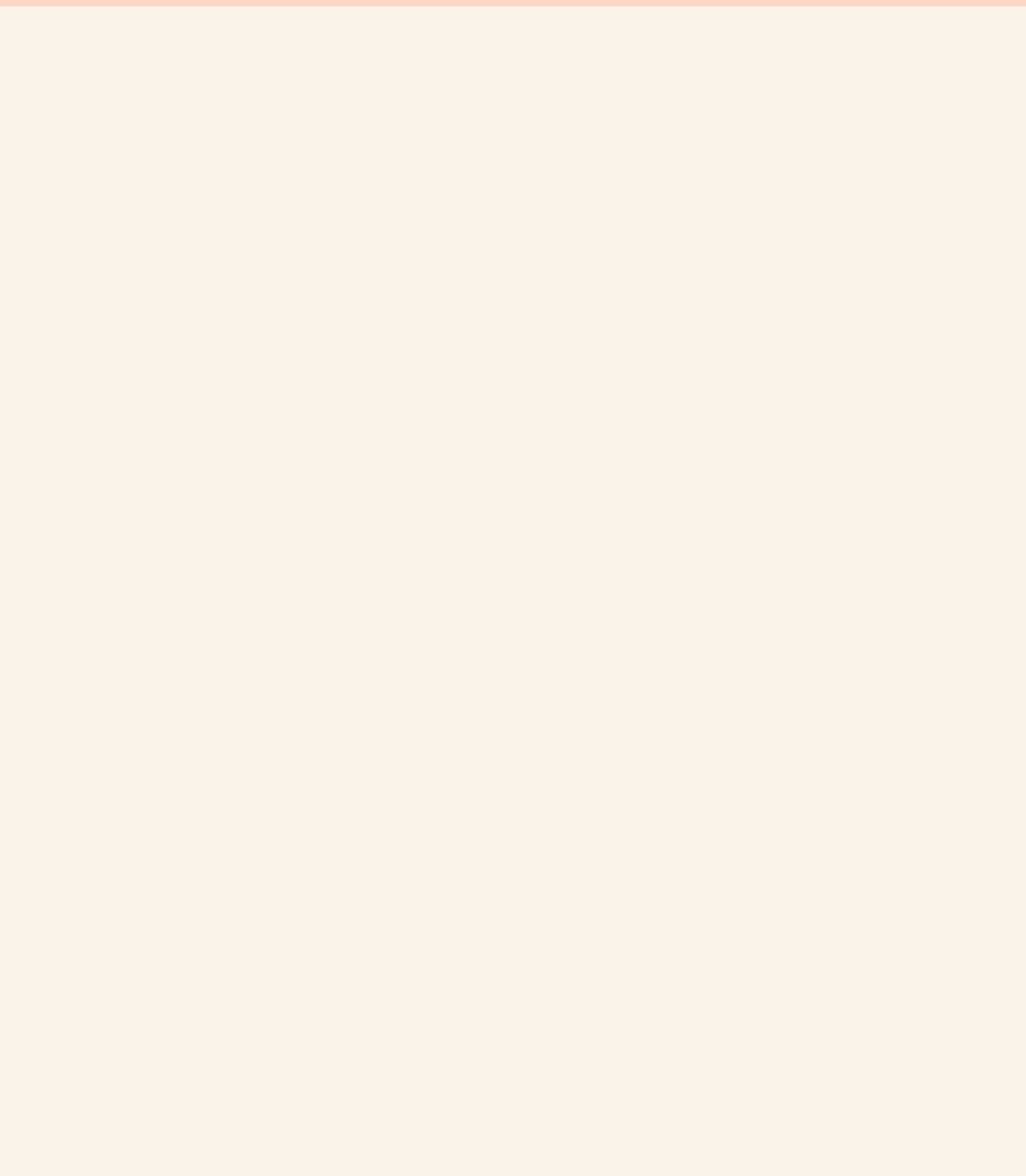
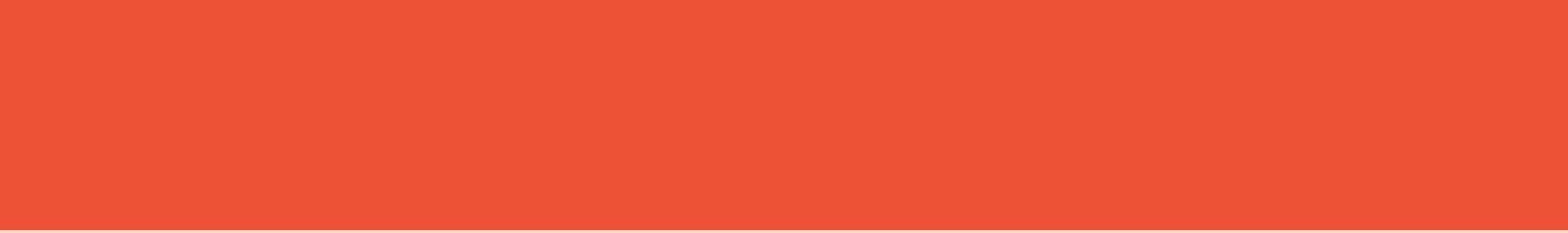
TOP DIAGNOSES TREATED

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!

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.



THRIVING ORGANIZATION

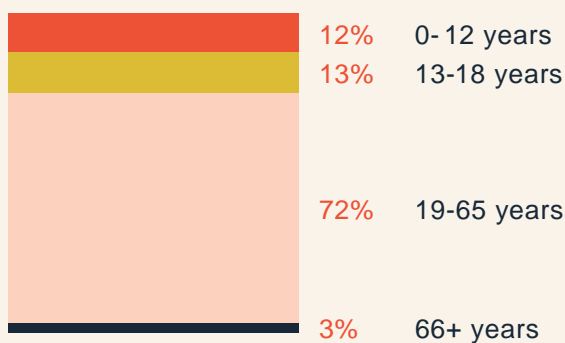
NUMBER OF PEOPLE SERVED

30,874

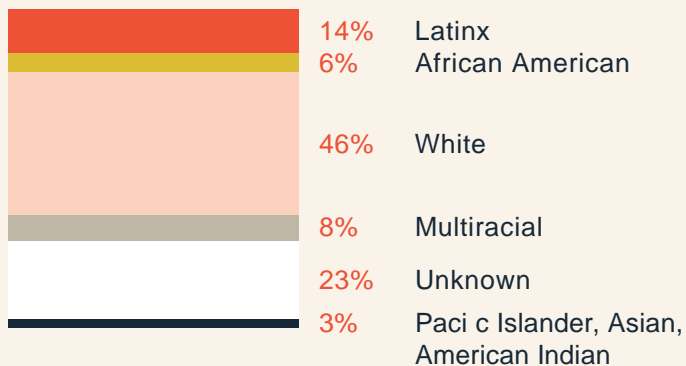
OVERALL CLIENT GENDER

51% Female 48% Male 1% Other

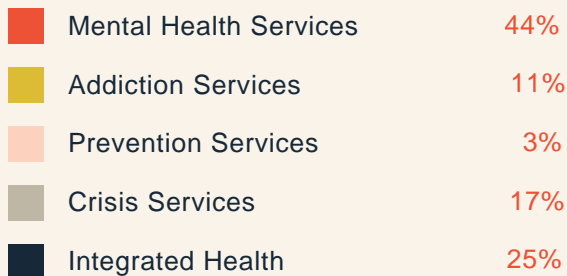
OVERALL CLIENT AGE



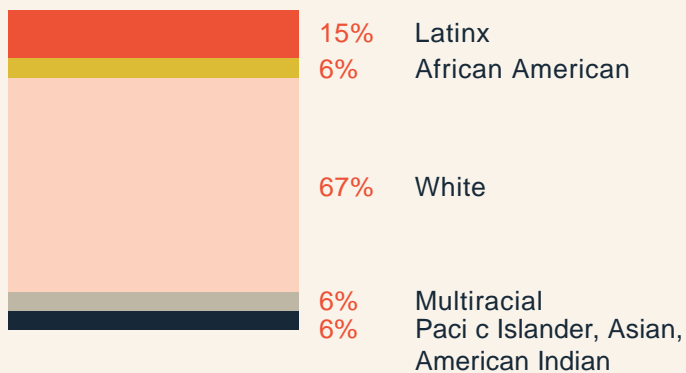
OVERALL CLIENT ETHNICITY



OVERALL CLIENT STATISTICS



OVERALL STAFF ETHNICITY



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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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