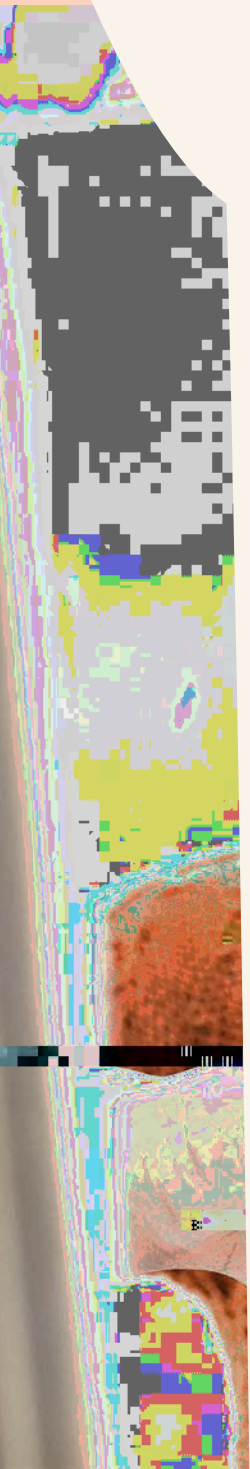
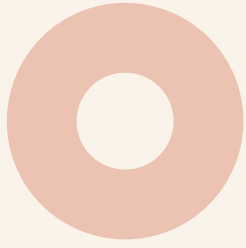


Annual Report

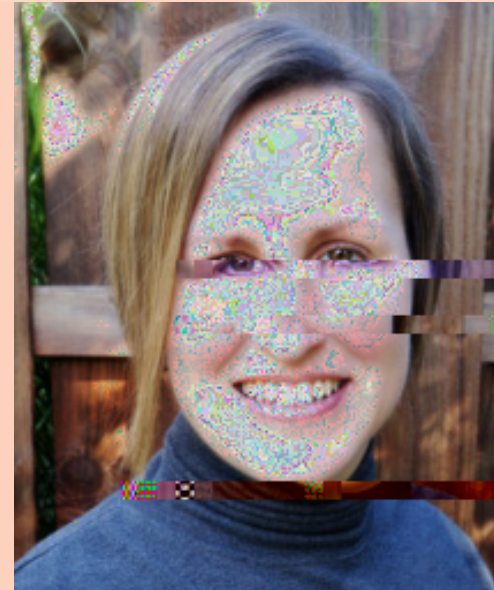




While our fiscal year runs from July 1, 2019 to June 30, 2020—I think for most of us worldwide, 2019 fades into the overwhelming shadow of 2020. The global pandemic, a national focus on systemic racism, combined with economic uncertainty dramatically increased the need for all forms of behavioral health.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

MESSAGE FROM OUR BOARD CHAIR

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



")) \$%* + " , (%
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.

“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 ap()68.5 (36 0.78 k

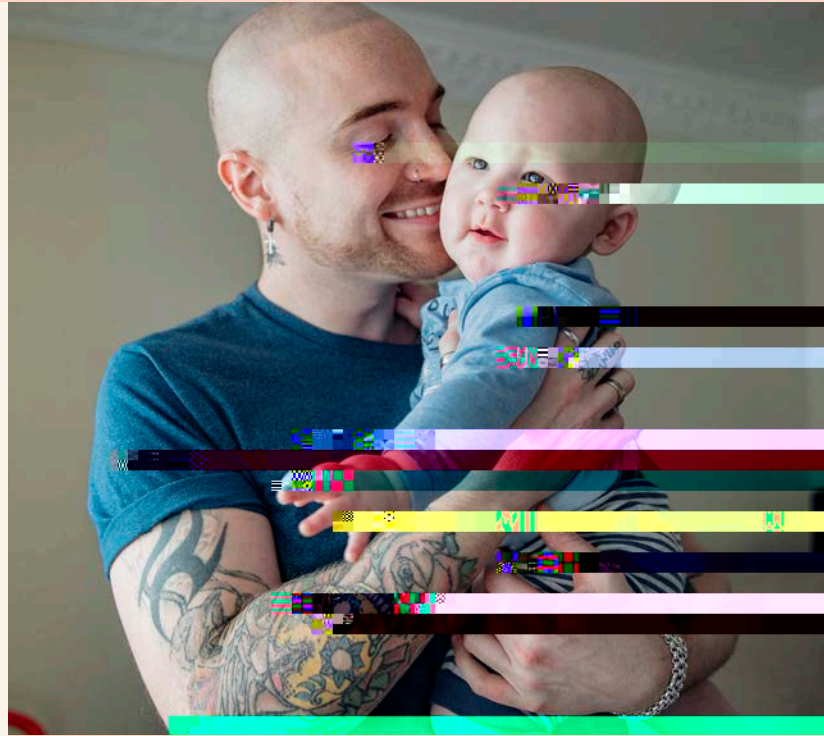
CLIENT VOICES

“ 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

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

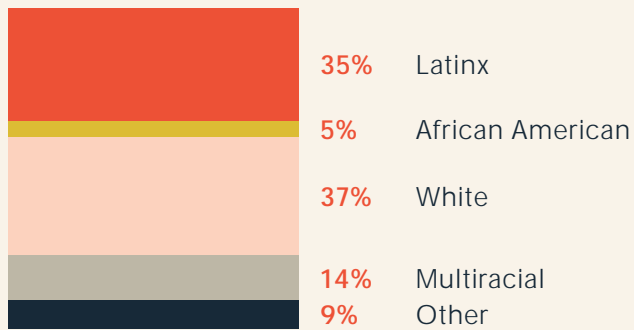


PREVENTION SERVICES

CHILDREN'S RELIEF NURSERY

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

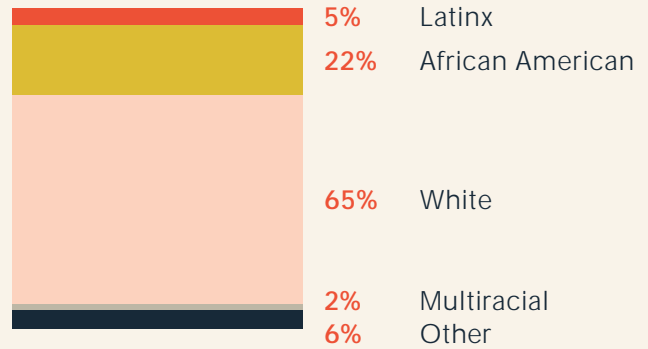
ETHNICITY



FAMILY & COMMUNITY ALLIANCE

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

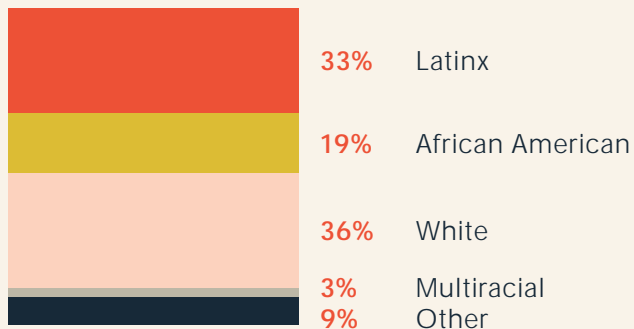
ETHNICITY



FAMILY SUPPORT & CONNECTIONS

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

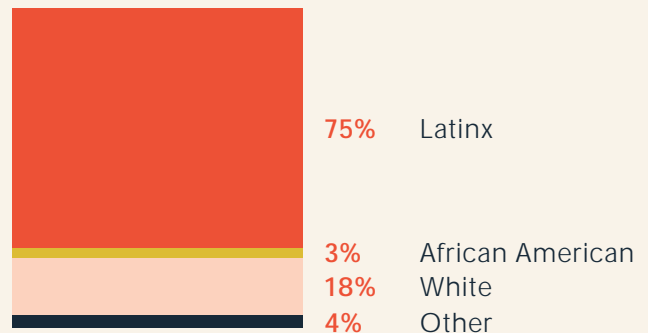
ETHNICITY



HEALTHY FAMILIES

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

ETHNICITY



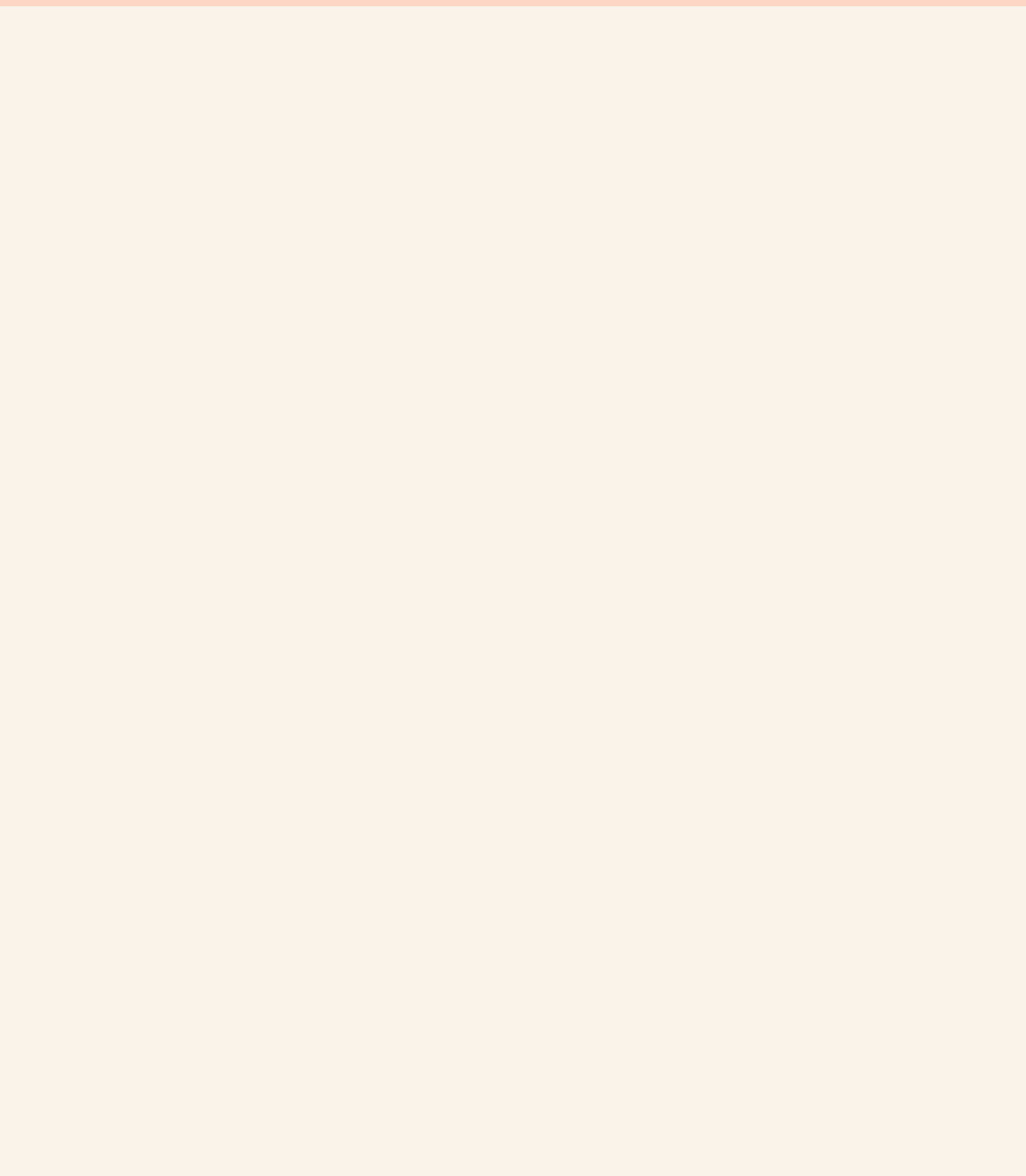
CLIENT VOICES

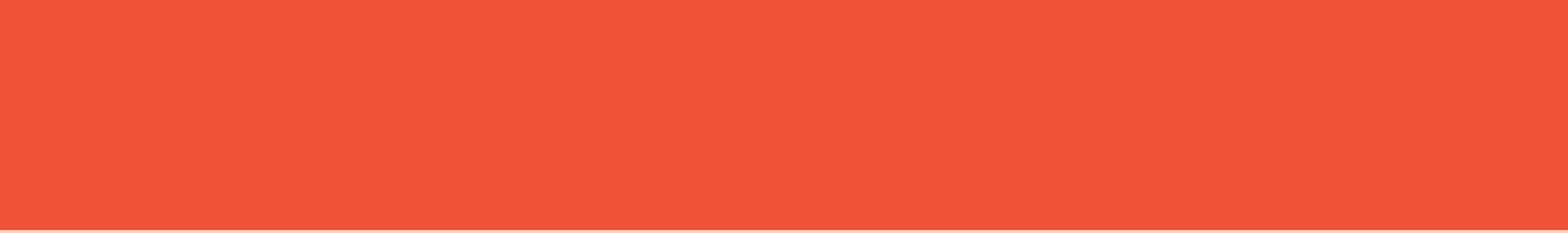
ADDICTIONS

TOTAL CLIENTS: 2,875

TOP DIAGNOSES TREATED

43%





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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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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