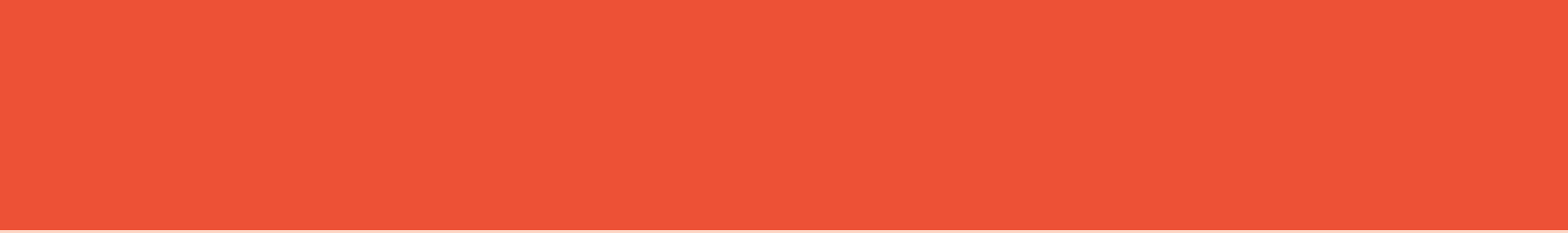




Annual Report

2020-2021



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

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

CELEBRATING OUR VOLUNTEERS

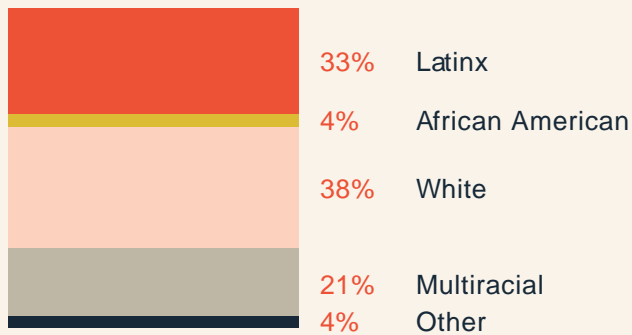
“ She inspires others and greatly advanced our cultural responsiveness

PREVENTION SERVICES

CHILDREN'S RELIEF NURSERIES

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

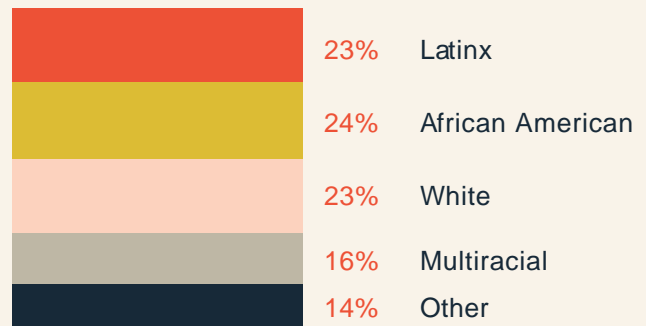
ETHNICITY



FAMILY & COMMUNITY ALLIANCE

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

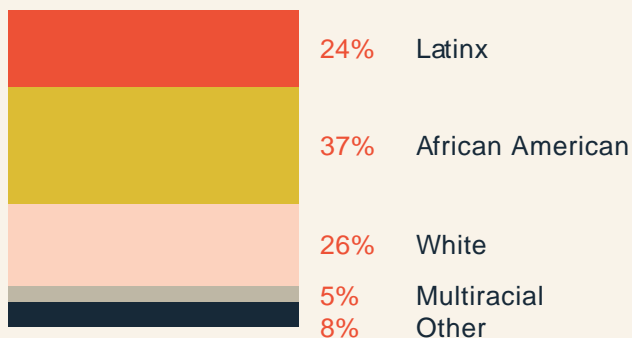
ETHNICITY



FAMILY SUPPORT & CONNECTIONS

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

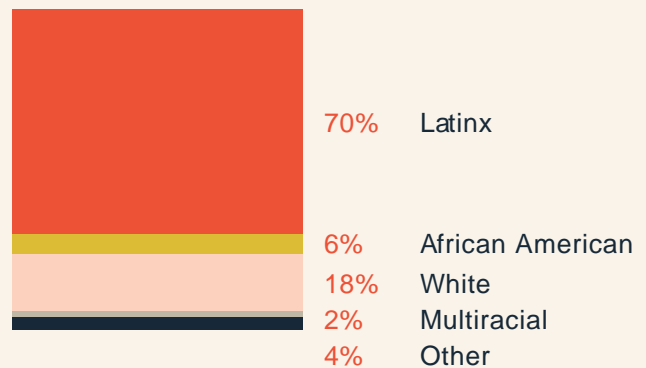
ETHNICITY



HEALTHY FAMILIES

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

ETHNICITY





CELEBRATING OUR STAFF

“ 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

“ 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

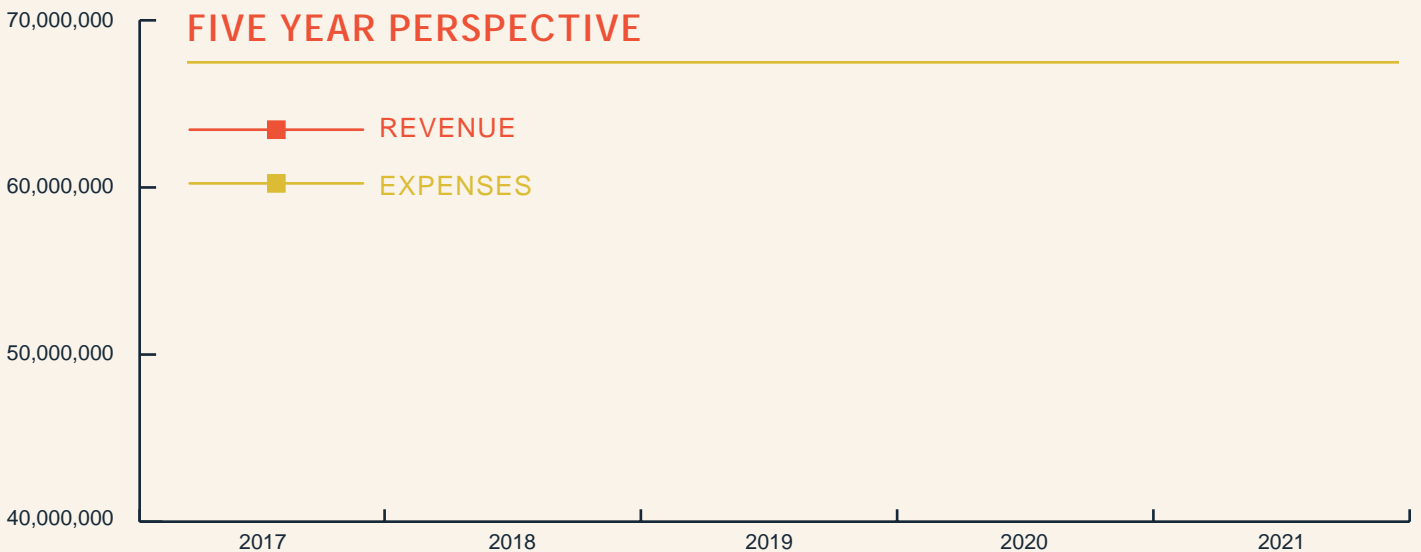


REVENUE FOR YEARS 2020–2021

EXPENSES 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

■ 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



CLIENTS & STAFF

NUMBER OF PEOPLE SERVED

22,742

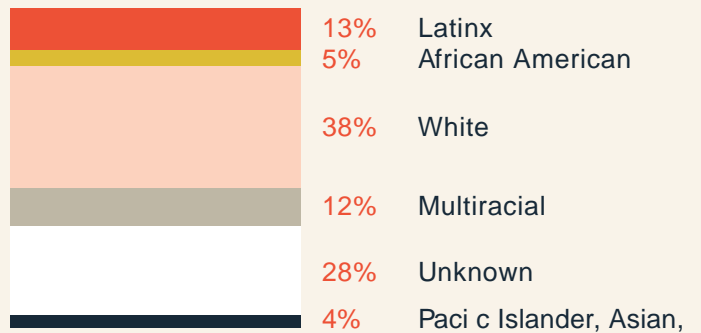
OVERALL CLIENT GENDER

53% Female 46% Male 1% Non-binary

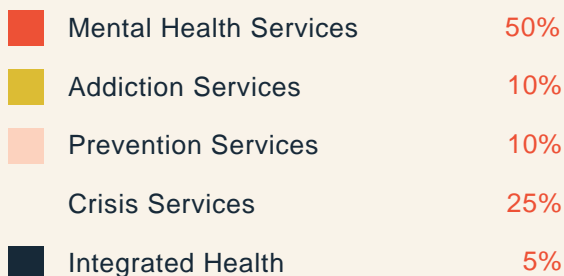
OVERALL CLIENT AGE

12% 0-12 years
13% 13-18 years
72% 19-65 years
3% 66+ years

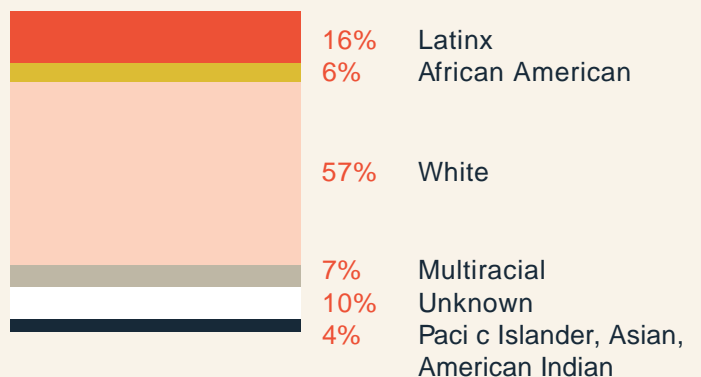
OVERALL CLIENT ETHNICITY



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.

MENTORS (\$25,000+)

Miller Family Foundation
John & Mary Anne Wagner

FRIENDS (\$5,000 - \$24,999)

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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+)

Anonymous (2)
Portland Children's Levy

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

Anonymous
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(\$1,000 - \$2,499)

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Ssk

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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