

NEW NARRATIVE™

Integrative Mental Health

**ANNUAL REPORT
FY2024**



FORWARD



Julie Ibrahim

JULIE IBRAHIM
CEO, NEW NARRATIVE



We are meeting people where they are, and getting them the quality care they need.

Friends,

In these times of great change, New Narrative’s commitment to an inclusive, wellness-centered approach to mental health remains steadfast.

This past year, our innovative clinical services, housing solutions, and peer programs have strengthened community resilience, proving that meaningful progress is possible even in challenging times.

We are meeting people where they are and getting them the quality care they need. Between July 2023 and June 2024, we served 2,040 participants. We increased our service delivery by 35% in both clinical and housing programs. We expanded our housing services through adding four new facilities, including two residential treatment facilities, which added 62 more units...a 24% growth in our housing portfolio! Thanks to the hard work of our staff and partner agencies, we were able to fill 95% of our open beds.

It takes a community to make our work sustainable. During this period, I had the honor and privilege of being elected to the Board of Oregon Council for Behavioral Health, and I am now serving as the current President of the Tri-County Behavioral Health Providers Association.

I take these assignments seriously and work hard, along with the rest of my team, to make sure our behavioral health workers receive the support and resources they need at this agency and in our region.

While we may face hurdles on the road ahead, our agency will continue to advocate for successful, proven behavioral health measures statewide so that our participants, staff, and community can thrive. Together, we will continue to build a stronger, more resilient future, ensuring that the opportunity for hope and healing is within reach for all adults seeking care in the Portland region.

Onward!



OUR TEAM

New Narrative continues to build on its goal of being a destination workplace in behavioral health. This year, we added two mental health days to our PTO offerings in response to the feedback received from our annual staff survey, and raises were given to all front-line staff at the beginning of 2024.

This was also the year we implemented our first-ever Leadership College course via a partnership with Portland State University, intended to develop leadership skills in areas such as budget management, conflict resolution, and equity and inclusion in our leadership staff. We are expanding benefits and opportunities for staff across the agency!

11% growth rate, with 324 staff on board by the end of FY24

5% increase in staff retention for the year

40% of staff report lived experience during their lifetime

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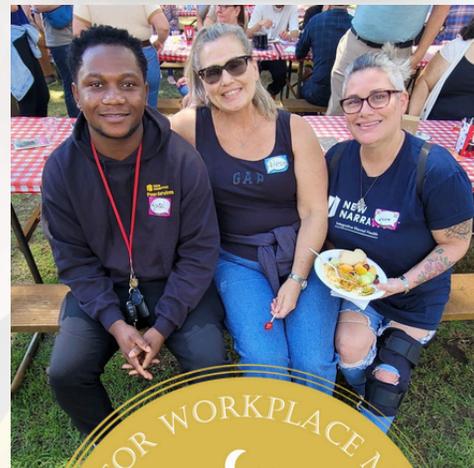
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2024
GOLD

AT-A-GLANCE

This year, we expanded our number of residential treatment beds in our portfolio. At the same time, we looked at our existing processes in order to decrease turnaround time to access those beds for people who needed them.

Peer support was integrated into all community residential treatment housing and facility sites as part of our team-based care initiative. In the midst of a growing need for mental health and housing services, we are learning and evolving to meet those needs in our region.



2,040

Participants reached



51,000+

Unique clinical visits



616

Peer Connections



141,255

Meals served



483

Adults safely and stably housed (a 7.1% increase from FY2023)



99,802

Hours of services



520+

Homeless outreach kits distributed

PARTICIPANT PROFILE



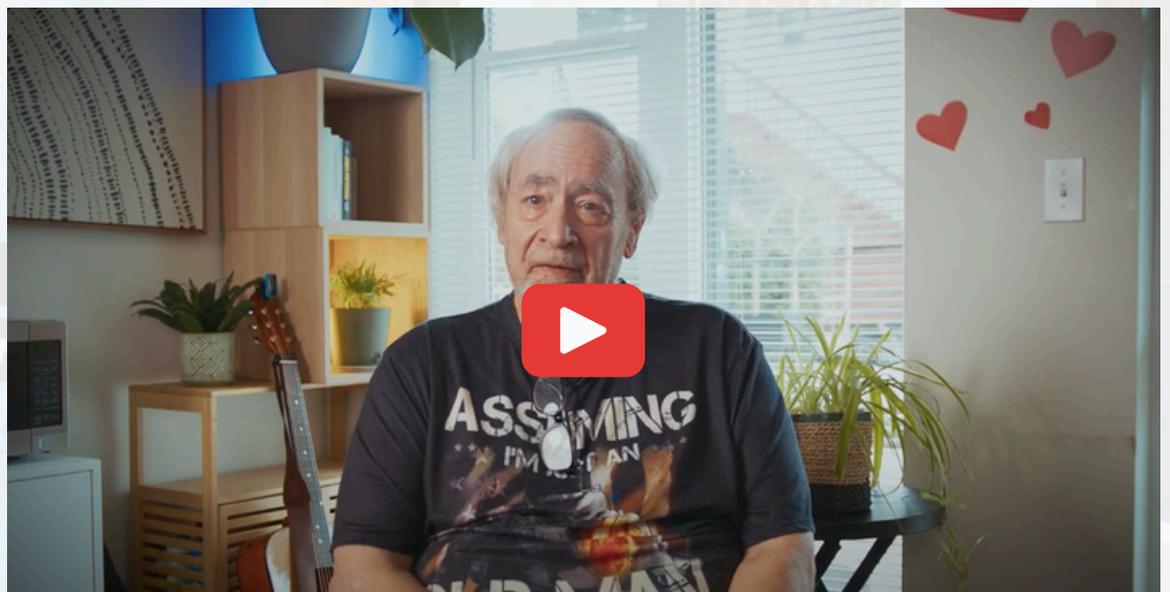
- Age range: 18 - 87 years old
- 69% shared that they've experienced houselessness
- 11 preferred languages spoken
- More than one-third have been involved with the Justice System

"The future is a good life, with my family getting in touch with me again and coming to visit me...those things wouldn't have happened if I was still homeless.

Since I've been here, I've gotten my life back."

BOB

NEW NARRATIVE RESIDENT



HIGHLIGHTS



Two Residential Treatment Facilities Opened in Portland

Our agency welcomed two 11-bed facilities this year! Jade House opened in the spring of 2024 in Northeast Portland, and Magnolia House followed in early summer. Staffing is provided 24/7 at these facilities, which provide housing for adults experiencing severe mental illness exiting the Oregon State Hospital and other high-acuity care sites.

From Jade House Staff:

"Working at Jade House has been a deeply rewarding experience. The commitment to creating a safe, supportive environment for our residents is evident in every aspect of our work. Our staff is passionate about walking alongside our residents on their journey to recovery and stability."



New Narrative Selected for SHIFT Pilot Project

CareOregon launched the innovative Strategic Healthcare Investment for Transformation (SHIFT) initiative in the fall of 2023. New Narrative was one of six behavioral health agencies chosen to participate in the premier SHIFT cohort.

The SHIFT initiative aims to transform behavioral health services in Oregon by addressing key challenges to delivering timely, participant-centered care. The pilot initiative will wrap up in 2026, but its findings will continue to be implemented to determine what is working well and where additional support is necessary. We are very excited and hopeful about what the results of this collaborative approach will mean for a new standard of whole mental health care in Oregon!



AI Tech Decreased Documentation Times for Clinicians

In February 2024 we were able to launch, with funding support from CareOregon, the integration of augmented intelligence technology to support clinical staff with documentation. This technology uses a language learner model to build clinical notes based on snippets of the conversation - no recordings needed.

Through this integration we have been able to save staff 157 hours that would have been spent on documentation so they can devote more time to working directly with our participants.

PEER SERVICES

Hope for Veterans: Breitung Building

New Narrative took over management of the Breitung Building in Portland in July 2023. Breitung opened in 2020 as a collaborative project-based Permanent Supportive Housing Facility in partnership with Housing and Urban Development (HUD)'s Veterans Affairs Supportive Housing (HUD-VASH) and the Joint Office of Homeless Services (JOHS).

This 28-unit building offers on-site 24/7 staff support from peer support specialists with lived experience as veterans to negotiate life's obstacles. The program serves houseless and vulnerable veterans who qualify for support through the Department of Veterans Affairs.

New Narrative served 43 participants who identified as veterans in FY2024.



Housing for Former Foster Youth: Mitchell Street Apartments

Opened in late 2023, the Mitchell St apartments have given our Compass Rose participants exiting the foster care system the opportunity to experience a space that is entirely their own for the first time in most, if not all of their lives. This 12-unit apartment complex was built for them to use as a safe space for comfort, learning, and growth. All move-in supplies are included for participants, who also gain positive rental history through signing a lease.

Our youth get to experience the pride of decorating and maintaining their spaces and really learn what it means to take care of themselves and their living areas. We are better able to mitigate the re-traumatization that comes with living with other struggling youth. We teach these young adults to manage interpersonal conflict in a healthy way by using their skills in their space, and minimize the consequences of those conflicts as it relates to program participation.

Mitchell Street Apartments have all but eliminated issues of concern due to interpersonal conflict between participants. This complex also places our youth in a convenient location to access and learn about public transportation and many community resources, including our Compass Rose drop-in space located at Mill Park Center.

RESIDENTIAL



Getting (and Keeping) People Housed

Whether at one of our housing sites or working with a partner agency's housing services, we work hard to help Greater Portland's most vulnerable neighbors find a safe, secure place to call home.

Velda's Story:

Velda, one of our Multnomah Rental Assistance Program (MRAP) participants, received a Regional Long-Term Assistance (RLRA) voucher and worked with her team to find the right housing in the community to fit her needs. Once she found a place she liked, New Narrative staff made sure she had her paperwork, ID, and everything else she needed to sign a rental agreement.

After living in a shelter for nearly two years, she was able to celebrate both her 70th birthday and 1-year anniversary of living in her new apartment this year!

-  **4 Transitional Housing Sites, 118 housed**
-  **13 Licensed Residential Sites, 87 housed**
-  **16 Supportive Housing Sites, 118 housed**

“



New Narrative is a blessing. Whenever you need something, they take care of you.

VELDA GREEN
NEW NARRATIVE PARTICIPANT



Housing Specialist Wendie Smith works with formerly houseless residents through our Bridging Connections motel shelter program, which is supported by the Supportive Housing Services (SHS) measure approved by voters in 2020. “We’re meeting people where they are at and partnering with them toward their goals. Our team works extremely closely, so while I’m working on housing, our case managers are also supporting them with employment,” Smith said.

Sustainable housing placement takes time. “We all work together with the end goal being housing as fast as possible. That may be as soon as a couple of weeks or as long as a year,” Smith added.

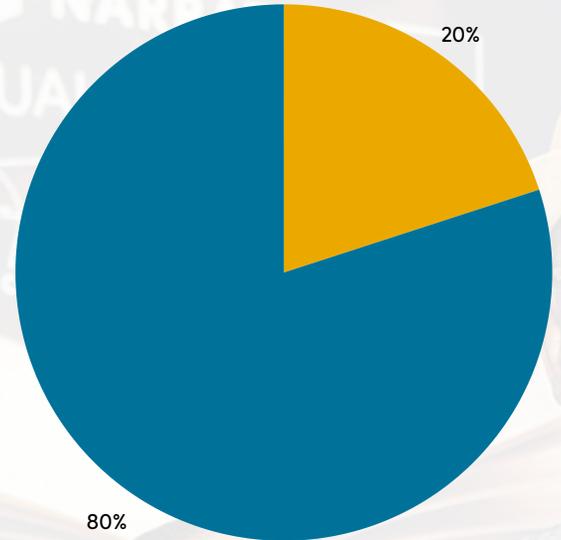
OUR FINANCIALS

Financial Summary

This year was on-trend for New Narrative's continued agency growth, realizing a 22% revenue increase* over FY2023. This allows us to keep up with wage rate increases and cost inflation while also looking ahead to provide better services to our participants.



● Program Services ● Operational Costs



REVENUES & SUPPORT

CURRENT ASSETS

Contributions:	\$272,019
Fee for Service:	\$528,021
Government Grants & Contracts:	\$18,495,857
Other Income†:	\$12,249,490
Pharmaceutical Sales:	\$3,847,641
Rental Income:	\$2,460,154

TOTAL NET SUPPORT & REVENUE: \$37,853,182

OBLIGATIONS

OPERATING EXPENSES

Auxiliary Services:	\$10,873,726
Clinical Services:	\$6,667,717
Management & General:	\$5,336,259
Peer Services:	\$2,089,584
Residential Treatment:	\$9,223,730

TOTAL EXPENSES: \$35,683,998



Our in-house pharmacy allows New Narrative's clinical and residential teams to respond rapidly to participants' needs, providing real-time adjustments to medication regimens when necessary. As Pharmacy Technician Tiffany Tom-Laughlin shares, "The benefits of having an in-house pharmacy are that meds can be readily available to our clients and staff."

Tiffany added, "I have worked for this agency going on 14 years and I have held many job titles, but I think the most important thing about my job is that we are making a positive impact in our communities."

Note: FY2024 information is derived from pre-audited financial statements which are available upon request.

* Values to calculate YOY revenue increase based on COGS as OPEX which differs from prior year where COGS were included as revenue line item; this reflects internal accounting practices.

† Includes net assets released from restrictions in the amount of \$45,669.47.

THANK YOU

Thank you to everyone who supported mental health and housing in Greater Portland in FY2024! Now more than ever we are grateful for our donors who sustain our mental health initiatives with generosity and hope. Your gifts make our programs possible as funding priorities shift on a national level. Learn more at www.NewNarrativePDX.org/Donate.

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Get Involved.

Choose how you participate in ensuring accessible mental health care for all! From attending our "Change the Narrative" Gala on May 15, 2025 in Portland to giving a monthly gift, you make the difference. Visit www.NewNarrativePDX.org for more information, or scan the code to learn more.



OUR MISSION

From clinical care and peer support programs to housing, we provide resources so people seeking mental health care can develop the tools to thrive, not just survive.



NewNarrativePDX.org



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