



**NEW
NARRATIVE™**

IMPACT REPORT

FY 2023



WELCOME.

As we reflect on the past fiscal year, I am filled with gratitude for the incredible work of our team and the support of our community. Together, we have made great strides in advancing our mission to provide integrative mental health care that empowers individuals to live the lives they choose.

At New Narrative, we believe mental health is a journey, not a destination. We understand that each person's journey is unique, and we are committed to providing personalized, evidence-based care that addresses the whole person: mind, body, and spirit. This holistic approach has been at the core of our work since we first opened our doors, and it continues to guide us as we evolve and grow.

This past year has been marked by significant achievements and milestones for our organization. We expanded our team of dedicated mental health, peer support, and housing professionals, launched new programs and services, and forged new partnerships with community organizations. We also continued to invest in innovative ideas to ensure that we are providing the most effective and up-to-date care for our participants.

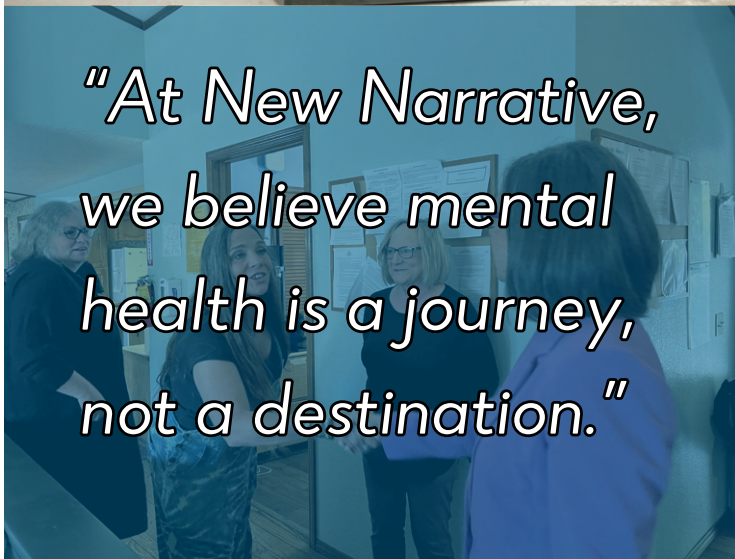
Looking ahead, we remain committed to our vision of a world where mental health is prioritized and accessible to all. We will continue to advocate for mental health awareness and education, and we will work to break down the barriers that prevent our neighbors from seeking the care they need.

Thank you for your ongoing support of New Narrative Integrative Mental Health. Together, we can continue to make a positive impact on the lives of people and communities.

Julie Ibrahim
JULIE IBRAHIM

CEO, NEW NARRATIVE

*"At New Narrative,
 we believe mental
 health is a journey,
 not a destination."*





Members and staff of New Narrative's NorthStar Clubhouse program prepare food in the kitchen.

CARING FOR THE WHOLE PERSON



"Team-Based Care" is the intentional collaboration to center participant experiences through the seamless delivery of holistic services, creating a confident and empowered community where members are engaged and excited. In FY 2023, we expanded the Team-Based Care model across our organization in the areas of residential treatment and transitional and supportive housing. Peer Services play an important part in this model, and every new program we open now includes peer support. We have plans to expand Team-Based Care into our clinics in FY 2024. This means we will be able to more fully meet the individual needs of

participants and to creatively collaborate on solutions for treatment options across teams.

INTENSIVE CASE MANAGEMENT

Intensive Case Management (ICM) is a program where mental health professionals provide mental health services, skills training, and resource navigation for individuals in the homes and in the community. In this program, participants are seen often and by an inter-disciplinary team. Individuals served are typically folks experiencing multiple barriers to engaging in traditional mental health services and may be frequent utilizers of hospital level services.

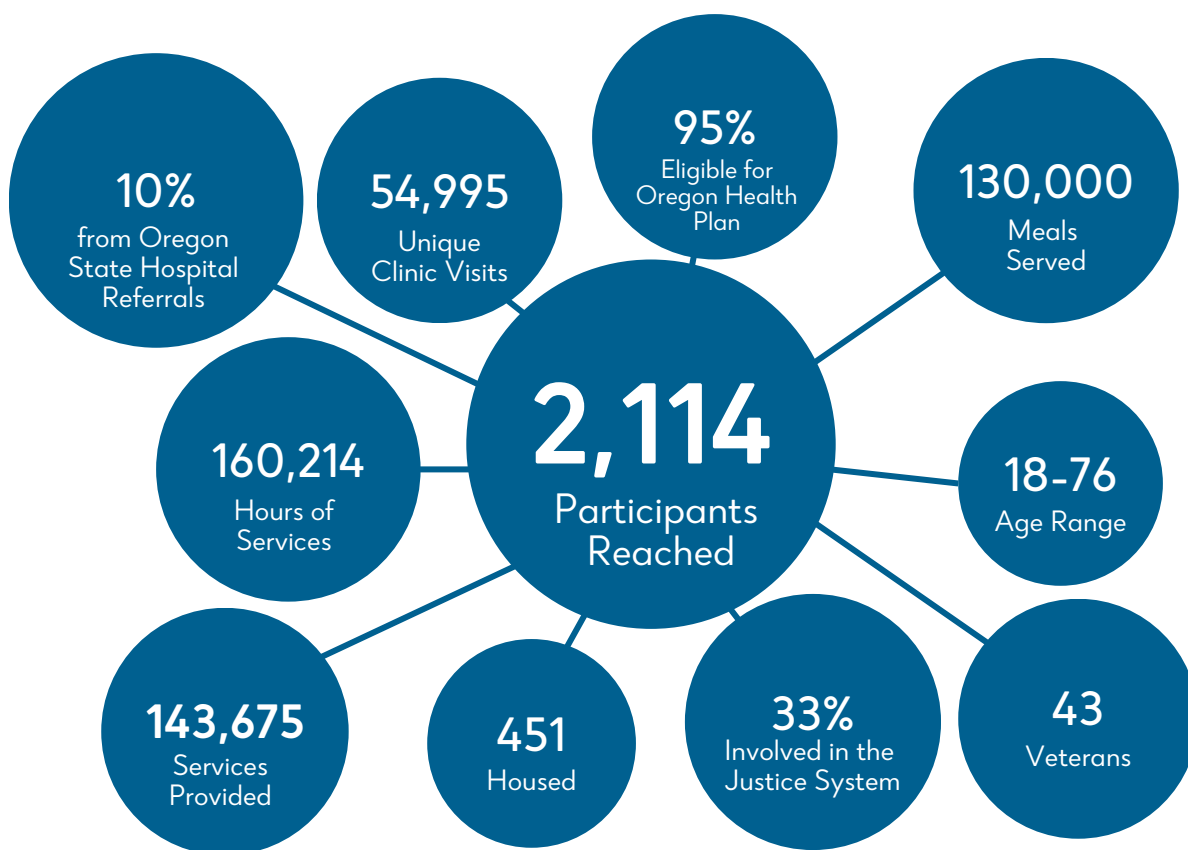
Our ICM team does an excellent job of finding creative solutions to complex needs and works to treat the whole person, rather than a set of symptoms. This year we expanded these services to increase the number of folks served in Multnomah County and started providing these services in Washington County for the first time.



"Without [the Self-Directed Services, or SDS, program] I wouldn't have a place to live. SDS helped me find an apartment. Supported me in figuring out self-care routines and helped me find solutions to problems in my daily life.

SDS is giving me the confidence to live independently in the future."

-SDS Program Participant



OUR IMPACT

How do we improve the quality of lives versus simply reducing symptoms in adults experiencing severe mental illness?

This question drives our decision-making and continues to push us to pursue the best quality of care for as many adults in the Greater Portland area as possible. Working within Multnomah and Washington Counties,

we will soon be expanding into Clackamas County with additional services as we explore what is possible with partner agencies and our dedicated team.

We continue to dedicate our time and care to working with participants experiencing severe mental illness (SMI), offering sustainable treatment and long-term care. **Everyone deserves to live the life they choose and to find belonging in the community.**



Guests at New Narrative's 2023 Fundraiser, courtesy of Brandi Delfosse, FlashbackPDX Photography



PAULA'S STORY

"New Narrative is great. They're the ones that introduced me to Red Rock Creek Commons. I was with their rental assistance program. They don't just help you with rental assistance. They have therapy, they have psychiatry. They have classes for people to get together, people that feel lonely and depressed, that don't have friends and they cannot make friends. They help you.

You have to do the footwork as much as they do the footwork."

- Paula Morrison,
New Narrative Participant & Community
Partners for Affordable Housing Resident




OPENING DOORS TO HOUSING



In FY 2023, New Narrative welcomed a new 15-unit permanent supportive housing complex: [Douglas Fir Apartments](#). This multi-year project brought together a host of community partnerships. It was made possible through vouchers from the Multnomah County Joint Office of Homeless Services (JOHS) administered through Home Forward. It relies on referrals from CareOregon and the Native American

Rehabilitation Association (NARA), as well as from New Narrative's Intensive Case Management (ICM) Program. Residents have access to on-site clinical and residential support services in a safe environment.

IN 2023, NEW NARRATIVE OVERSAW:

-  11 Licensed Residential Sites (inc. 4 RTFs)
-  15 Supportive Housing Sites
-  3 Motel & Shelter Programs



Douglas Fir Apartments, courtesy of Pete Eckert



Grand Opening of Douglas Fir Apartments, May '23

“A lot of the folks feel like previously, they never had the support they needed. I work to treat people like people and not a diagnosis.”

-Tini Thai, Residential Support Specialist

Our 2023 staff survey results showed that

44%

of New Narrative staff identified as having lived experience in the field, and

99%

of New Narrative staff surveyed agreed with the statement, “The work I do at New Narrative is consistent with my values”.



PEER SUPPORT

New Narrative witnessed tremendous impact within its five peer programs in FY 2023.



Ribbon-cutting at Comfort Zone building, Fall '22

The new location for our **Comfort Zone** program opened to great fanfare! Comfort Zone is a low-barrier community of peers offered in a friendly, safe, non-judgmental space and a place to relax. The space is run by Peer Wellness Specialists with lived experience. The offerings include weekly outings, resource navigation, and peer-led groups focusing on the needs of the LGBTQ+, BIPOC, Hearing Voices, Wellbriety Recovery, and Alt2Suicide communities.

One of our newest programs **Polaris Transition Teams** partners with SAMHSA, Oregon Health Authority, and the Washington County Forensic Team to provide peer-based transition support for individuals exiting the Oregon State Hospital (OSH) Community Restoration Services under the "370" designation, which means they are in various stages of determination for fitness for a court trial. This critical mental health work is made possible through funding provided by the Oregon Health Authority through grant-based SAMHSA funds. Referrals began in the Fall of 2022.

WILLIAM'S STORY

William lost his job and his home when his mental health took a turn for the worse. After living on the streets for eight months, an altercation led to his arrest and jail time, followed by a stay at OSH.

With the help of Polaris' Peer Support Specialists, William was able to secure housing and necessities including food, new glasses, and a phone.

He's now employed, living in an apartment, and managing his mental health care.



Peer staff pose at the May '23 Peerpocalypse Conference



Catering Team poses at a staff event



Staff at an appreciation event

BUILDING A CULTURE OF FEEDBACK

Every day we are re-imagining what is possible for mental health care in Oregon and beyond. From surveys and listening tours to casual conversation, we take the feedback from staff, participants, and partners seriously, updating programs and treatment options based on best practices and responses to direct experience.

Priscilla Zeuz Trần, a Mental Health Clinician at New Narrative, found opportunities to re-imagine the experience for participants.

Priscilla says, "During my time here at New Narrative, I have been able to explore therapy in more creative ways....I think adding elements of representation such as holistic approaches - especially including spirituality, cultural humility, and collectivist aspects to our space - has made it a more approachable environment."

They note, "At Mill Park Center I am running a cooking group. I just think about how in my own culture healing is often done over a meal. Together we get to cook food and anyone who comes into our clinic is encouraged to grab some food as well!"

Priscilla's conclusion? "I think there are so many fun things to do with social work to break barriers!" We completely agree.



"I have worked at Luke-Dorf, now New Narrative, for 18+ years now and have seen so much growth in that time. I have always been proud of the compassion, forward thinking and dedication of my coworkers that bring it daily.

I feel we have always been ahead of the times with client-centered care and trauma-informed approaches. I have had so many blessings working here with this population. I have grown as a person and have learned so much about courage and inner strength, observing their struggles and feeling blessed to have shared in their journeys.

New Narrative encourages out of the box thinking and is always looking for bold new ideas to build our team together in our approach and care for the individuals that we serve."

- Kathy Griffith, House Manager

COLLABORATION IS KEY



As we build solutions for accessible and sustainable mental health care, we continue to advocate for policies which promote community wellbeing. We pursue and cultivate partnerships with elected officials, agencies and businesses to offer new opportunities with our participants and share resources with providers working for mental health and housing stability.



ADVOCACY FOR OUR COMMUNITY

In FY 2023 our staff and partners advocated for groundbreaking legislation aimed at providing more funding and stability for service providers in Greater Portland and beyond through testifying before legislative committees, writing letters of support, meeting with elected officials, and other activities.



BUILDING CONNECTIONS FOR EMPLOYMENT

We worked with local employers to provide pathways for participants who are interested to pursue meaningful work in the community. Our peer program NorthStar Clubhouse maintains strong relationships to provide connections between employers and participants.

"In 2023, 35% of Ground Up PDX's employee referrals came from NorthStar. They consider the specifics of our business and the skills and readiness of the candidate so that we're setting folks up for success. The advocates at NorthStar are great at determining who from their program would be a good candidate for ours. What I appreciate most about the team at NorthStar is their commitment to supporting staff members through any challenges that may come up while they're working with us. NorthStar has been such an incredible partner!"

-Wendy Mullen, Director of Operations at Ground Up PDX



PARTNERSHIPS ACROSS AGENCIES

We partnered with agencies to provide mission-based property management services through our Horizon Property Management operation. We rely on our partner agencies for referrals and to ensure holistic care is continued once participants are housed.

"Both of our organizations value innovation, supporting residents from a trauma-informed lens, and supporting our residents and community members with dignity and care...For this [work] to happen, both Bridge Meadows and New Narrative recognize that property management must understand the impact of trauma in mental health and operate from a trauma-informed lens."

-Renee Moseley, LCSW, Associate Director of Bridge Meadows



CEO Julie Ibrahim stands with community leaders and providers to witness Governor Tina Kotek sign bills supporting behavioral health



VP of Operations Will Allen and Property Management Director Julia Jaure speak on a Housing Oregon Conference panel

FINANCIAL OVERVIEW

REVENUES & SUPPORT

OBLIGATIONS

CURRENT ASSETS

Government Grants & Contracts:	\$15,375,844
Fee for Service:	\$11,821,839
Rental Income:	\$1,187,328
Contributions:	\$248,089
Pharmaceutical sales, net of related expenses of \$2,930,268 in 2023:	\$458,314
Conditional grants recognized:	\$104,315
Other income:	\$1,414,443

OPERATING EXPENSES

Auxiliary Services:	\$5,246,982
Clinical Services:	\$6,048,703
Management & General:	\$8,179,798
Peer Services:	\$1,240,649
Residential Treatment:	\$9,802,809

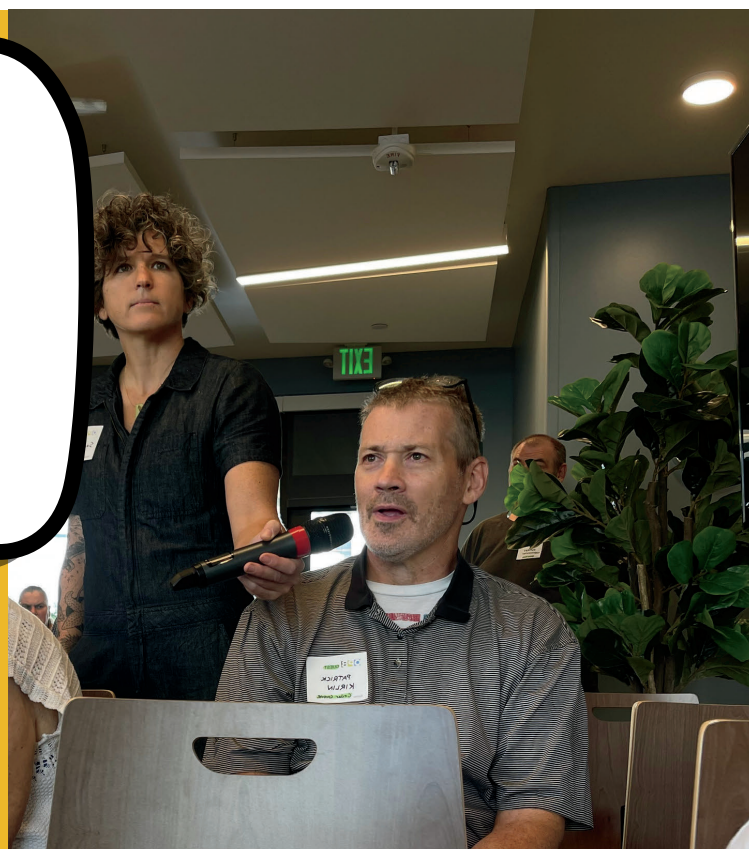
TOTAL NET SUPPORT & REVENUE:	\$30,610,171	TOTAL EXPENSES:	\$30,518,940
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PATRICK'S STORY

"I grew up in this area. Around COVID, I became homeless and luckily I had applied for Section 8 when I was losing my house.

...I got in touch with New Narrative and they were able to get me in [to housing with CPAH] and this place changed my life."

-Patrick Kirlin,
New Narrative Participant
& Community Partners for
Affordable Housing Resident



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



Zeke and Brayden are participants in Compass Rose, our supportive living program for former foster young adults exiting DHS.

THANK YOU.

Your support and dedication to mental health and housing solutions make this work possible, and we wouldn't be able to do what we do without the generosity of this community. To learn more about how your funding can change lives and to get involved with this critical work, please visit <https://NewNarrativePDX.org/Donate/>.

FY 2023 SPONSORS

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 Helen Warberg
 Karlene Webster
 Xelerate Agile Recruiting



OUR MISSION

From financial 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.

OUR COMMITMENT TO EQUITY

New Narrative is committed to an equitable and inclusive cultural transformation. We engage our key stakeholders at New Narrative, seek feedback, and respond with intention and transparency. We take corrective action and dismantle any inequities created by white supremacy within our policies, systems, programs, and services. To learn more about our journey, visit our Equity and Inclusion page on our website.



www.NewNarrativePDX.org



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