



WHO WE ARE

NEW NARRATIVE is a non-profit mental health agency providing integrative services for adults age 18 and older. We specialize in addressing the complex needs of individuals with mental health concerns and interrupting the cycle of poverty and stigma, so participants may find stability and recovery. Our goal is to ensure people seeking mental health care can develop the *tools to thrive, not just survive.*

We operate in 40 facilities across the Portland metro region in Oregon. In 2021, New Narrative served over 2200 participants with various mental health needs, provided housing and wrap-around services, including residential-support for over 250 individuals.



Our integrative programs include: **Clinical Care**, **Peer Support Programs** and **Housing Services**. **Two Out-Patient Clinics** at strategic locations provide a wide variety of supports to individuals living in the community and act as a hub of services for residents of New Narrative housing programs. An **in-house Pharmacy** provides medications to those enrolled in residential and outpatient services; and a **commercial catering** operation provides pre-made meals to many of the agency's residences and some colleague agencies.



OUR PROGRAMS

Clinical Care

Outpatient Mental Health Service

New Narrative's Tigard and Southeast Portland clinics provide a wide variety of supports to individuals living in the community and act as a hub of services for residents of our housing programs. They provide individualized care to suitably serve the needs of each participant. After intake, a team based approach consisting of clinicians, case managers, nurses, psychiatric providers, and peers are used to ensure the best fit for each participant. Services are provided in person at the clinic, telehealth, or in the community.

Other social-services teams are included based on individual need, and may include medical, addictions, legal, as well as connect with other community resources, groups, and providers that support mental health plan and goals.



Peer Support meeting in progress

Housing and Supportive Services

New Narrative recognizes that having a home is more than just a roof over one's head; at its core it is a sense of community that empowers people to thrive and is a foundation for recovery and achieving individual dreams and ambitions. We provide multiple programs along the housing continuum, which range from affordable apartments to residential single family style treatment homes, and include a variety of wrap around supportive housing services to ensure people retain their housing and progress towards their goals.

Residential Treatment Homes

Residential Treatment Homes provide structured housing and support in a welcoming, home-like setting and are designed to promote recovery, with the primary goal of supporting residents in moving toward more independence through activities such as skills training, case management, groups, therapy and medication management. Staff is available on site 24/7 to provide support with activities of daily living. Licensed by the state of Oregon and staffed 24 hours a day, every day, the Residential Treatment Homes program offers more than just a safe place to live.

Transitional Housing

The Bridgeview Community is New Narrative's transitional housing program serving houseless individuals as they transition into permanent housing. It is the only program of its type in the tri-county area, with staff available on site 24/7 to support residents, including Clinical and Housing specialist services. This low-barrier, short-term housing allows individuals to build a positive rental history while obtaining treatment and essential life skills training. By providing this crucial steppingstone in the housing continuum, the Bridgeview Community is an essential part of many people's journeys to stable housing and a life of their choosing.

Housing and Supportive Services cont.

Co-Occurring Enhanced Residential Treatment at BCR

This program provides residential treatment for men experiencing mental health concerns, as well as substance use. BCR's 15-bed facility is integrated with residential and clinical services on site. It provides the same 24/7 treatment services and supports as our Residential Treatment Homes, with the addition of services targeting the cycle of addiction and support long-term sobriety.

We have recently added a peer-driven transition team to provide wraparound services to individuals preparing to enter BCR and support accessing residential substance use treatment, which is particularly challenging in Oregon. The transition team also provides aftercare as the men graduate from residential services, providing ongoing support for sobriety in the community.

Permanent Supported Housing

This is an evidence-based style of affordable housing with wrap-around services to support individuals to remain in stable housing as a foundation to thriving and focusing on their recovery. This housing type does not require the individual to be enrolled in mental health treatment. By design it reduces as many barriers as possible to ensure people can gain access to housing, which includes areas such as relaxed guidelines on criminal history, allowance of property debt and poor rental history, and does not require sobriety. Some locations have staff and a variety of services offered on site. Residents live in their own private unit or Single Room Occupancy unit and enjoy all the same rights and freedoms of any person renting in the greater Portland real estate market.

Housing TEAM: Community Based Supportive Housing Services

The Housing TEAM has a rich and successful history of meeting people where they are in the community and in their life's journey, supporting them to plan, search for, and attain housing. The team is comprised of 6 smaller teams, supporting specific populations with similar proven interventions. These teams provide crucial rental payment subsidies to stabilize them in housing as they progress towards gaining employment or another long-term housing solution. The team spends as much energy, if not more, focusing on housing retention. Staff members build strong relationships with landlords, families, and clinical staff members to walk alongside participants during hard times to help avoid evictions and retain stable housing.





Peer Support Programs

Peer Support Programs focus exclusively on peer-to-peer engagement. With the support of peers having had lived experience, participants build and connect with a community while pursuing their own unique wellness goals.

[Self-Directed Services \(SDS\)](#) is a peer-run brokerage program designed to assist individuals in their wellness and recovery. This service supplements traditional mental health services and offers a one-year Wellness Program and a two-year Sustainable Housing Program. Participants are at freedom to explore options and strategies for creating their best life, being well, and growing as part of the community.

[NorthStar Clubhouse](#) is an accredited Clubhouse which provides psychiatric rehabilitation through strengthening social and vocational skills of members by engaging members in the clubhouse operations, providing access to employment, educational opportunities, wellness and nutrition skills and social engagement opportunities. Going back to work, school, or social engagements can be tough while addressing one's mental health needs. At NorthStar, participants practice work skills or learn new skills with other members and staff onsite.

[Comfort Zone](#) is a drop-in day center where participants join a community of peers in a friendly, safe, nonjudgmental space. Our peer staff helps participants navigate housing, create a resume or other job-seeking tools, connect to benefits, or simply get a new ID. Comfort Zone is staffed by highly compassionate peer support specialists who have experienced some measure of mental health concerns or trauma in their lives and can relate to participants on a personal level.

[Ascending Flow](#) Transitioning to the adult mental health system can be difficult for youth aging out of foster care and the youth mental health system. Ascending Flow helps ease that transition through mentorship and forms of self-expression such as hip-hop, rap, art, and multimedia education. We focus on building skills in photography, graphics and art, storytelling, and music production — or whatever form of artistic expression participants may be interested in. Through this engagement, we cultivate a level of consciousness and empowerment by healing feelings of shame, insecurity, and low self-esteem. Our peer mentors have lived experience within the foster care system, incarceration, and houselessness.

New Narrative Pharmacy

Effective use of psychiatric medications, as part of an individualized mental health recovery plan, is a critical element to leading a productive and rewarding life. In 2012, we launched our own pharmacy, specifically designed to meet the unique needs of the individuals we serve. The New Narrative pharmacy collaborates efficiently with other healthcare providers to ensure proper support for our participants.



OUR STRENGTH

NEW NARRATIVE IN NUMBERS

2021

2200+ participants served with integrative mental health care

250+ housed in Permanent Supportive and Transitional Housing

250+ received job skills training

600+ received Peer Support services

Multnomah County

Transitional Housing site

Residential sites

Supportive Housing sites

Washington County

Residential Homes

Supportive Housing sites

Independent living sites

Portland Metro Region

Out-patient Clinics

In-House Pharmacy

Commercial Catering

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.

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