

# Laurel Hill

## C E N T E R

Mental health  
recovery  
happens here!

2019 ANNUAL REPORT

Live



Learn



Work



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Friends and Colleagues,

This is the time of year where we take a moment to evaluate our successes over the past year and identify areas where we can improve. This year, we have accomplished a number of key initiatives through expanded community partnerships and new services at LHC.

In the past year, LHC has added multiple partnerships with community agencies. With Willamette Family Treatment, we are now able to offer primary care services at LHC once a week. With PeaceHealth, we offered four medical transition beds for individuals that are unhoused and in need of a safe environment to complete the healing process after (physical) hospital discharge and to connect with community resources for ongoing assistance. With the Human Services Commission (HSC), we are providing street outreach services for the FUSE (Frequent User Engagement System) program.

After arranging on-site hours for physical health care, LHC now offers walk-in care and pre-scheduled medical appointments. We have made internal changes to improve access for participants by creating a direct referral system for behavioral and physical health care professionals in addition to walk in we have successfully implemented a Home and Community Based Services team offering intensive personal care services to assist individuals with learning or improving their ability to successfully complete activities needed for independent living.

Outcomes for the 835 individuals served this year remain positive

- 97% of individuals with stable housing were able to successfully maintain it throughout the year.
- LHC assisted 44 unhoused individuals in obtaining supportive housing.
- While the agency's overall employment rate has dropped to 8%, 46% of those enrolled in Supported Employment obtained employment.
- 92% of participants enrolled experienced no mental health inpatient hospital stays
- 86% did not utilize the emergency department for mental health concerns.

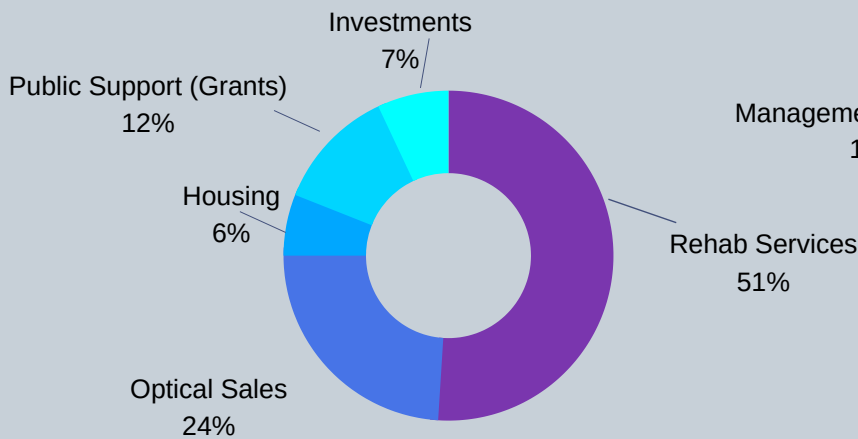
Over the next year, LHC will continue to explore new opportunities and partnerships that focus on our mission of helping individuals diagnosed with a serious mental illness to live, learn, and work in the community. This includes a focus on adding evidence-based practices to our service delivery, seeking additional housing resources, and expanding opportunities for financial empowerment and community integration. As you read this annual report, I hope you will both take inspiration from the individuals in our community who have made exceptional strides in their personal recovery, as well as continue to advocate for those who require our community's support and additional resources on their journey to recovery. For those of you who have committed time and energy to the success of this organization, I thank you. For the many of you who are new, I welcome you to a growing group of community members that believe mental health recovery is possible for everyone.

Sincerely,

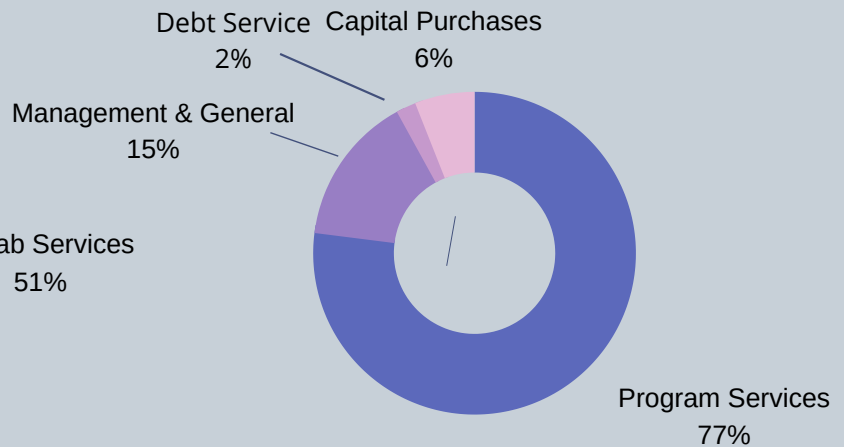


# Financial Summary 2018-2019

## Sources of Funding



## Use of Funds



## Community Integrated Services (CIS)

The Laurel Hill Center CIS team provides habilitation services to current Laurel Hill Center participants that are enrolled with either the Assertive Community Treatment (ACT) team or the Community Support Services (CSS) team. Change to: The Laurel Hill Center CIS team provides habilitation services to current Laurel Hill Center participants and Lane County Behavioral Health participants residing in their 8 bed transitional housing program. The current range of Habilitative services are primarily personal care services, while rehabilitative services (mental health treatment and skills training) are provided by LHC treatment teams.



LHC's CIS Team: LaJeana (left), Sheryl (right) and Hannah (center)

“Habilitative Services” are defined as services designed to help an individual attain or maintain their maximal level of independence, including the individual’s acceptance of a current residence and the prevention of unnecessary changes in residence. Services provided by CIS are designed to assist an individual to acquire, retain, or improve skills in one or more of the following areas: assistance with activities of daily living, cooking, home maintenance, recreation, community inclusion and mobility, money management, shopping, community survival skills, communication, self-help, socialization, and adaptive skills necessary to reside successfully in home and community-based settings.

The goal of the CIS team is to work in collaboration with the participant to maintain their independent living situation. They focus on working with individuals in areas of cooking, cleaning, laundry, shopping, etc. In the event the individual is determined to not be in able to complete these tasks, the CIS team will provide direct service.

The CIS team recently expanded to also include services to individuals referred by community partners who are not necessarily part of the Laurel Hill Center service array.

SWEEP Optical is proud to announce the opening of our new storefront location

## Evergreen Eyewear



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We accept DMAP, OHA Open Card, PacificSource (OHP and some commercial plans), Trillium (OHP), private pay, and ORPIN. Please contact Lori Jones at 541-357-4496 for additional information.

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Evergreen Eyewear is a locally owned retail optical boutique founded with the belief that eyewear should be fun, fashionable, and affordable. Evergreen Eyewear uses SWEEP Optical's full-service ophthalmic laboratory, employing individuals with a disability in a competitive wage career. Purchasing eyewear through Evergreen Eyewear will help to support these permanent, competitive jobs in the community. Evergreen Eyewear will set aside 5% of all public sales in a fund that will assist OHP adults that require corrective hardware without an eyeglass benefit.

Evergreen Eyewear maintains more than 600 frames in stock including name brands such as Ray-Ban, Jimmy Crystal, Vera Wang, Adin Thomas, Nike, and many more. Additionally, we offer safety-rated frames including Wolverine and WileyX.



Evergreen Eyewear's new location  
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# FUSE Outreach Services

FUSE Street Outreach works with homeless individuals who frequently use costly services, such as Emergency Departments, jails, courts, and other crisis services. Many of the individuals on the FUSE list also struggle with complex medical issues, behavioral health challenges, and substance use disorders. Our goal is to help each person get set up with individualized community support services to help improve their overall quality of life, while setting them up to be successful and able to maintain housing. One individual from the FUSE program has come a long way and would love to share his success story.



*Eugene proudly displaying the keys to his new home.*

Eugene Winters had been homeless off and has now been working with FUSE for about a year and happily, he has been housed. Prior to engaging with FUSE, Eugene hadn't seen his PCP in years or received any kind of consistent treatment for his behavioral health needs. Eugene agreed to work with the FUSE team about a year ago. Despite the ups and downs of the past year, Eugene has maintained a high spirit and an appreciation for those that have always come back to help. We're excited to report, that together Eugene and the FUSE team have successfully worked with other community providers such as ShelterCare and Willamette Family Treatment to help him get housing and re-engage in medical and behavioral health services. Eugene decided that he would remain with Laurel Hill Center for some of his ongoing services and has started to transition from the FUSE program to CSS and medication management. As with FUSE, his new team will work closely with Eugene to create and maintain a treatment and recovery plan that can work for him. Eugene is just one of the success stories that FUSE were able to celebrate in the past year. In partnership with SAMHSA and Lane County Human Services Division, that the next five years will include many more success stories such as Eugene.

Thank you

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