



Looking Glass
Community Services



2 0 2 2 A N N U A L R E P O R T



Counseling Services

Looking Glass provides comprehensive counseling services to Lane County children, teens, and adults. Specialized treatment programs help youth dealing with abuse, depression/anxiety, addiction, and behavioral health issues.



Homeless Youth Services

Youth living in perilous situations can find safety and assistance through emergency shelter and crisis counseling. These services help youth get their lives back on track and provide the chance to reunite with their families. HYS services are available at our New Roads, Station 7 facilities, and Rural Program.



Education & Vocational Services

Looking Glass' highly trained staff of educators provide a variety of educational opportunities for teens who are homeless, have behavioral health issues, and for whom traditional education is inadequate for their needs. We have 3 alternative schools - Center Point, Riverfront, and New Roads School.



Residential Services

Looking Glass provides comprehensive residential and outpatient treatment services to teens. Specialized programs help youth dealing with abuse, delinquency, addiction, and behavioral health issues. These programs include our Pathway Girls and Regional Crisis Center.

In 2006, Looking Glass achieved national accreditation through the Council on Accreditation (COA) in New York. We undergo regular, rigorous program-wide evaluations in order to maintain our accreditation, confirming our use of best-practice standards, high quality of services, and continual efforts to strengthen service provision.

Looking Glass: Leading The Way Again

This past Spring, Looking Glass achieved our fifth national accreditation from the Council On Accreditation in New York. Since our first accreditation in 2006, we have continued to improve the quality and safety of our services. The rigorous review by COA ensures that we meet or exceed national standards of care. They objectively certified that our trauma-informed, culturally sensitive agency is among the best in the nation. This is a credit to our Board, and especially our staff for their dedicated efforts in serving our community.

With an ongoing pandemic creating a new normal, treatment and support to those most vulnerable are needed more than ever. Looking Glass is increasing services in response.

Our Counseling Program is adding therapists and providing more bilingual services. The Transitional Living Program has added an apartment building for youth and increased case managers. Street Outreach teams have added hours. A new facility in Cottage Grove will add much needed programs for unhoused youth in rural areas. Education remains a focus. We operate five Looking Glass education programs that includes three stand-alone schools. We continue to increase our therapy services to community school districts and now serve over 30 schools.



We are actively addressing the many inequities in systems of care in our society. Looking Glass partners closely with Trillium Community Health Plan and Pacific Source to improve medical and behavioral health care access to under-served members of our community.

Looking Glass has been a leader in collective impact long before it became a popular term. Our 24-hour crisis line has provided direct service and networking referrals to youth and families for over forty years. We continue to coordinate service networks with providers in Lane County as well as across the state.

We know that drug use and lack of treatment are critical issues, with a disproportionate impact on communities of color. Looking Glass has joined with White Bird, Willamette Family, Center for Family Development, Emergence and HIV Alliance to form One Network Coordinated Engagement (ONCE) LLC. ONCE is recognized by the state as a Behavioral Health Rehabilitation Network (BHRN) serving Lane County. ONCE will provide comprehensive care to those in need of alcohol/drug/mental health treatment. This includes service agreements with Centro Latino, Transponder, Laurel Hill and Shelter Care, among others. Looking Glass will develop a youth sobering center and increase services to drug-affected youth and their families.

Our state contractors are all asking us to increase services. Oregon Department of Human Services and Oregon Health Authority are supporting our expansion of Psychiatric Residential Treatment Services (PRTS). New programs will be added in 2023. These are greatly needed, life-saving services for high acuity clients. This will help prevent "hoteling" and out of state placements for Oregon youth.

Finally, I must take a moment to reflect. This coming Spring, I begin my 20th year of service to Looking Glass. Sometimes in a small way, sometimes in a large way, we have provided help, hope and healing to over 120,000 lives. I have truly been well led by our staff, Board and community. I have learned more than I have taught. I have gained more than I have given. I cannot adequately express the honor and gratitude I feel. I will simply say: THANK YOU!

Craig Opperman
President and Chief Executive Officer

LOOKING GLASS PROVIDES COMPREHENSIVE COUNSELING SERVICES TO LANE COUNTY CHILDREN, TEENS, AND ADULTS. SPECIALIZED TREATMENT PROGRAMS HELP YOUTH DEALING WITH ABUSE, DELINQUENCY, ADDICTION, AND MENTAL HEALTH ISSUES.

Counseling services

COUNSELING PROGRAM

The Counseling Program offers outpatient mental health services to children, youth, and adults who are experiencing difficulties in their lives. Therapists help families address a wide range of mental, emotional, behavioral, and situational issues, including abuse, ADD/ADHD, depression, anxiety, anger management, and self-esteem. Our programs take an individualized, strengths-based, solution-focused approach to help clients and families meet their unique treatment goals. Treatment recommendations are based on a comprehensive assessment of individual, family, and situational dynamics.

In partnership with Trillium Health Plans, the Counseling Program offers on-site and telehealth mental and physical health services using a Behavioral Health Home integrated treatment model to improve access, quality, and outcomes for low-income clients.

For more than 20 years, Looking Glass has embedded therapists in schools in Lane County, providing students from elementary, middle and high schools with a safe space to discuss anything that is on their minds. School Based Therapists, as they're called, are now embedded in schools across Eugene, Springfield, Bethel and Junction City school districts. Most of the therapists work at the schools 1 to 2 days per week and spend the rest of their time working out of one of several Looking Glass outpatient offices, located in Downtown, North, and West Eugene, along with our Springfield office. Throughout the Covid-19 pandemic, Looking Glass therapists have maintained connections and services to the students at these schools via telehealth and with many of the Covid-19 restrictions lifted, this year we began placing staff at schools in-person again.

SUCCESS STORY

“Rosa” is a 12-year-old self-identified Mexican female. She began seeking therapeutic services at Looking Glass Counseling Program in the Winter of 2021. “Rosa” first enrolled in services, utilizing telehealth, to better address her anger and alterations in mood, as well as familial distress. She attended both individual and family therapy sessions in an attempt to solidify familial relationships within the home. During her time in therapy, she utilized several therapeutic modalities, including family systems therapy, motivational interviewing, cognitive behavioral therapy, dialectical behavioral therapy and solution focused therapy. “Rosa” reports that over the span of services she has been able to better name and control her emotions through emotional regulation strategies. She also reports improvement in communicating her feelings in a positive manner with family.

Counseling Program:

230

Clients who received psychiatry services

112

Clients Provided Bilingual Services

1,112

Clients served

144

Transgender or Non-Binary Clients Served

320

Clients reporting abuse (physical/sexual/emotional)

410

Clients reporting depression

HOMELESS YOUTH LIVING IN PERILOUS SITUATIONS CAN FIND SAFETY AND ASSISTANCE THROUGH EMERGENCY SHELTER AND CRISIS COUNSELING. THESE SERVICES HELP YOUTH GET THEIR LIVES BACK ON TRACK AND PROVIDE THE CHANCE TO REUNITE WITH THEIR FAMILIES.

Homeless youth services

STATION 7 PROGRAM

Emergency shelter, family reconciliation, and a 24-hour crisis hotline are provided for homeless youth, ages 11-17. Project Safe Place offers youth safe locations to go when they feel afraid or have run away from home.

NEW ROADS PROGRAM

Transitional and independent living services are provided for homeless youth, ages 16-21. The drop-in center offers youth food, clothing, showers, and other basic needs such as internet and job search materials. Our Street Outreach Team offers homeless youth information and referrals, advocacy, and support. Counseling and medical services are also available. Education is offered through New Roads School.

RURAL PROGRAM

Based in Cottage Grove, our Rural Program offers basic needs, case management, shelter, education, counseling, and other services to youth, ages 11-17, who live in rural areas of South Lane County. At the end of fiscal year 2018 we purchased a new building that will help expand the resources available for our Rural Program clients and offer more counseling services – we are inching ever closer to reaching fundraising goals needed to begin renovations to this building.

SUCCESS STORY

“Billy” began accessing New Roads services when he was 16 years old. During this time, he was living at home in an emotionally unsafe household. Due to conflict with parents, he left home and began to stay at Washington Jefferson Park and stopped attending school. While being homeless, his support system consisted of New Roads staff, his father, and his peers. After about a year of being on the streets and utilizing the resources at New Roads, such as mental health services, “Billy” got enrolled into the Transitional Living Program, a housing program through Looking Glass that allows the individuals to start off in their own apartment on a Looking Glass site before transitioning to a local apartment complex throughout Lane County. Three days after “Billy” moved into his apartment at the Looking Glass site, his father passed away unexpectedly. This was a huge setback for “Billy”, as anyone would expect with such a loss. However, “Billy” continued to ask for support with mental health services. He continued to communicate with his case manager and New Roads staff about his needs and where he was at day-to-day. He wants to pursue his future for his dad. About nine months later, “Billy” is working with the New Roads Outreach Team as a Peer Support Specialist. He is soon to be taking his final GED test before attending Lane Community College, and he is working with his case manager to find his own apartment in Eugene.

Station 7 Program

63

Total number of youth reunified with family

3,511

Total number of crisis calls

New Roads Program

549

Youth who accessed drop-in center, interacted with outreach team or case management services

100%

Percentage of youth screened as at-risk of trafficking are referred to our Trafficking Prevention Specialist

Rural Program:

58%

Percentage of youth who have developed skills to improve their emotional stability through access to a behavioral health professional and follow-up by a case manager

The Looking Glass New Roads Outreach Team goes out each day and interacts with homeless youth handing out water, socks and basic needs items in attempts to get the youth to come into New Roads and connect with case workers.

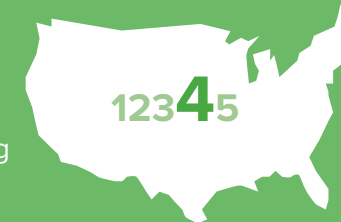
Building a better future for youth and families

THE NEED



Up to **15%** of Lane County students are considered to have a high level of psychological distress.

Oregon has the **4th** highest rate of homelessness in the nation, with Lane County consistently exceeding statewide averages for youth homelessness.



More than **1/4** of high school age children in Lane County do not graduate with a diploma in four years, putting Lane County below the state average graduation rate.

Oregon consistently fails to provide enough beds for youth in residential programs for drug treatment and mental health crises.



NOW



LATER

With every dollar invested in youth services, over \$4 is saved from local government spending on more intensive services.

THE SOLUTION

Looking Glass' evidence-based programs ensure that youth can receive the care they need, regardless of their economic situation

Looking Glass offers homeless youth a safe place to stay, resources for bettering their lives, counseling, and family reconciliation services. We believe that true progress cannot be made without a support system.

Looking Glass offers three stand-alone and three on-site, state-licensed schools to keep students with different needs on track to earn their high school diploma or GED.

Looking Glass provides and expands our comprehensive drug and alcohol treatment for youth using an individualized, strength-based, solution-focused approach.

Looking Glass' comprehensive services aim to solve all dominant issues our clients face. With your help, we can give youth a brighter, better future.

LOOKING GLASS' HIGHLY TRAINED STAFF OF EDUCATORS PROVIDE A VARIETY OF EDUCATIONAL OPPORTUNITIES FOR TEENS WHO ARE HOMELESS, HAVE MENTAL HEALTH ISSUES, AND FOR WHOM TRADITIONAL EDUCATION IS INADEQUATE FOR THEIR NEEDS.

Education & vocational services

RIVERFRONT SCHOOL & CAREER CENTER

This licensed alternative middle and high school offers academic courses and vocational training for at-risk and out-of-school youth, ages 14-21. The program includes the Independent Living Program for children aging out of foster care, the Job Training Program, which connects youth with on-the-job training and apprenticeships, and the Lane Metro Youth Corps, an employment, training, and education program for young adults. This year Riverfront also launched a new program offering hands-on experience in Skilled Trades – students will learn basic construction skills culminating in working on building a tiny house in collaboration with Square One Villages!

CENTER POINT SCHOOL

Academic and therapeutic services are provided for middle and high school aged youth with behavioral health challenges. Our highly trained and professional staff offers expertise in mental health treatments, special education, and counseling. Services for families address trust, communication skills, conflict resolution, incentives and consequences for behavior, and relationship dynamics.

NEW ROADS SCHOOL

New Roads School is an alternative educational program for middle and high school students ages 11-21 who are runaways, homeless, or at-risk. Students are able to work towards credit recovery or towards earning their GED.

SUCCESS STORIES

Desi has been in ILP since the age of 16 and has a history of severe trauma, having suffered emotional and sexual abuse before coming into care as a teen. She struggled throughout high school with self-harm and at one point attempted suicide. ILP has had the honor to be able to support her through some very tough times and be a constant in her life. ILP was able to provide support with college applications and help Desi do everything she needed for college planning. Desi applied to four schools and got accepted into every one of them. She decided to attend the University of Oregon and is enrolled for Fall '22.

Center Point School

90%

Average regular attender rate at Center Point, compared to 73% for similar students across Oregon

94%

Percentage of students who earned 90% or above their academic seat hours

Riverfront School and Career Center

18

Youth who participated in paid work experiences

34

Students who graduated with a diploma or GED

Independent Living Program

13

Participated in an ILP Housing Program

LOOKING GLASS PROVIDES COMPREHENSIVE RESIDENTIAL TREATMENT SERVICES TO LANE COUNTY TEENS. SPECIALIZED PROGRAMS HELP YOUTH DEALING WITH ABUSE, DELINQUENCY, ADDICTION, AND MENTAL HEALTH ISSUES.

Residential treatment services

REGIONAL CRISIS CENTER

The Regional Crisis Center provides 24-hour supervised group living combined with clinical treatment in a therapeutic setting. Youth learn new skills and behaviors, and as they increase their responsibility, they are rewarded with privileges appropriate to the recovery process. Youth and families work with counselors to create individualized service and support plans to determine their goals and the activities to achieve them.

Supervised group living combined with clinical treatment in a therapeutic setting for youth experiencing an acute mental health crisis. Counselors teach youth new skills and behaviors while working with their families to create individualized service and support plans. These plans address areas such as mood and behavior regulation, social skills, and family centered relational therapy.

ADJUDICATED YOUTH SERVICES (AYS) PATHWAYS GIRLS PROGRAM -

Residential mental health, alcohol, and drug treatment is provided for female juvenile offenders, ages 12-18. This program combines therapy with 24-hour supervised group living for youth to learn new skills and behaviors appropriate to the recovery process and their individual treatment plans.

Criminal thinking and behaviors are addressed through role playing, group exercises, and written assignments. Youth learn to think critically about situations and practice new behaviors.

Academic Instruction/Alcohol & Drug Education: The state-certified, on-site school provides lessons in language arts, math, health education, living skills, speech/communications, and physical education. Some youth prepare for GED tests while others earn credit toward high school diplomas.

SUCCESS STORIES

“Phoebe” had significant substance abuse addiction and severe anxiety when she came to PGP. She had been charged with disorderly conduct and assault. One of her goals while she was in program was to build and strengthen her family relationships on top of getting clean of any substances. While in program, she received counseling interventions to support her treatment in substance abuse and participated in group counseling to help her achieve her goals. After ‘Phoebe’ was in program for 609 days, she successfully completed it and was able to discharge and return to her family.

Regional Crisis Center

72%

Youth discharged to a lateral or lower level of care (This may include another residential facility that is less secure than our facility, a group home, foster care, or home).

100%

Youth who attended the River Road school and earned credits towards their diploma

Adjudicated Youth Services (PGP)

2

Number of youth who graduated program and went to a lower level of care

100%

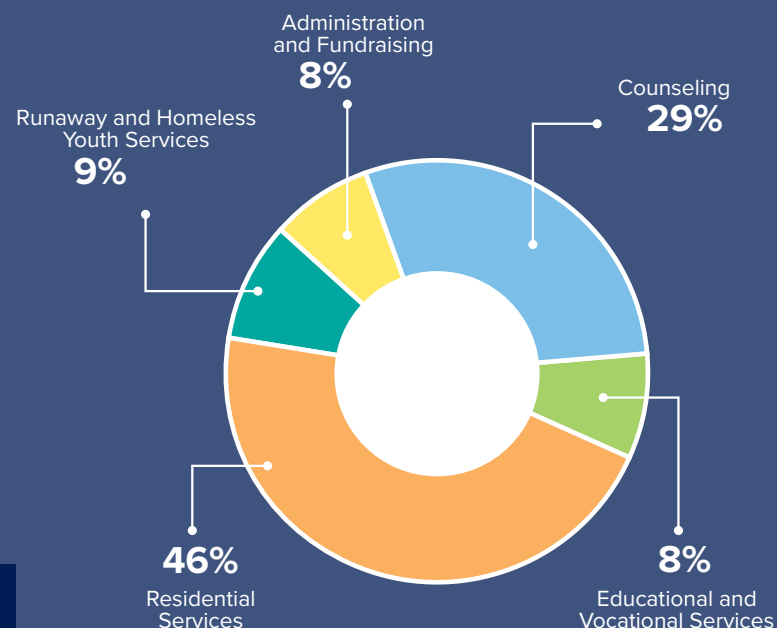
Percentage of youth who earned HS credit while in program

Financials

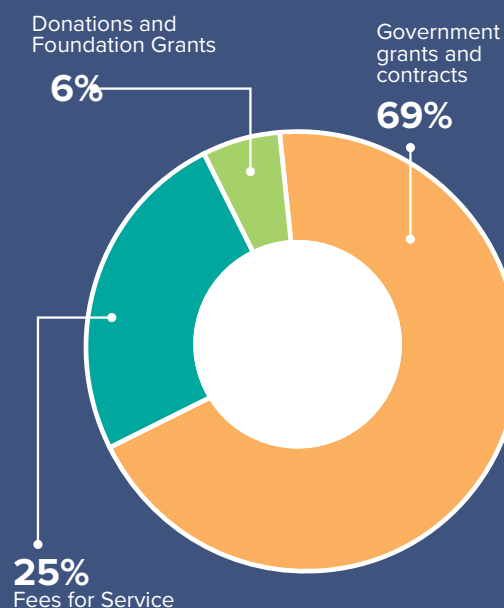
Looking Glass prides itself on fiscal accountability and continues to be financially healthy. We provide quality services in a cost-effective manner, with 92.3% of funding used for client services. Our budget for the 2021-2022 fiscal year was \$17,831,622. Most of our funding is restricted for specific program use, which always leaves us in need for more unrestricted funds to allow for more flexibility.

Your donations in the last year helped us accomplish so much for youth in our community. Our fundraising was used to support Looking Glass through an unprecedented crisis, by allowing us the flexibility to utilize unrestricted funds as needed.

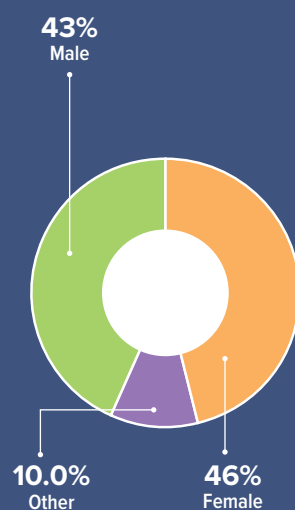
EXPENSES



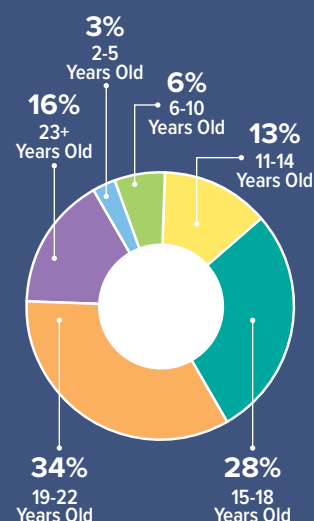
REVENUES



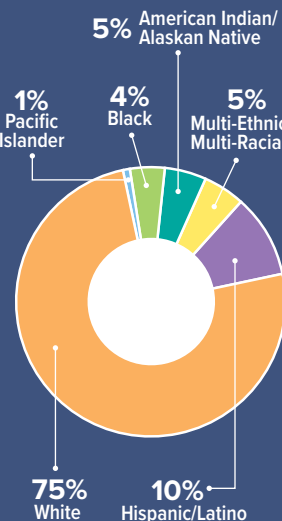
GENDER



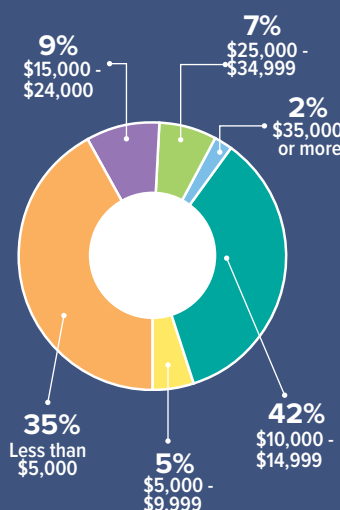
AGE OF CLIENTS



RACE



CLIENT INCOME



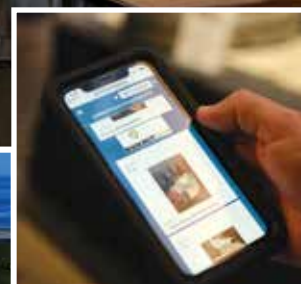
Not all programs track client demographic data.

2021-2022 Fundraising Events Highlights



Alder House Auction – In November of 2021 an auction was held to support the new Alder House project, which provides transitional housing for formerly homeless youth. The Alder House was purchased by Kelly and Bryan Ranstad, owners of Hybrid Real Estate, for the express purposes of leasing all 9 units to Looking Glass transitional living youth clients. Learn more about the Alder House project at www.lookingglass.us/alder

2022 Auction “Looking Forward, Giving Back” was held in hybrid fashion with some supporters in-person and some participating online. Donors and event sponsors helped ensure that the annual event was successful despite the smaller in-person gathering.



2021 Hike for Hope – In August we gathered for our 4th annual group hike fundraiser where Board of Stewards member Nick Hammond spoke to supporters prior to the hike up Mt Pisgah.



Thank You

Thank you to our donors! Looking Glass is grateful to our supporters for their generous contributions from July 1, 2021 to June 30, 2022.

Champions \$10,000 and above

INDIVIDUALS

Richard Ahrens
Alex & Amanda Haugland
Linda McKay Korth
Jim & Barbara Sly

BUSINESS & ORGANIZATION

Chambers Family Foundation
Guthrie Charitable Foundation
Hamilton Construction Company
Haugland Family Foundation
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Lane Community Health Council
Meyer Memorial Trust
Morgan Stanley Financial Advisors
National Philanthropic Trust
United Way of Lane County
Washington Federal

Benefactor \$5,000 to \$9,999

INDIVIDUALS

Alicia Beymer
Barbara & David Brazelton
Jessica & Mario Cristobal
Patricia Frishkoff
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BUSINESS & ORGANIZATION

River Road Grocery Outlet
Jerry's Home Improvement Center
Poston Family Foundation
Richard & Sandra Gerber
The Roberts Foundation
The Woodard Family Foundation
US Bank Foundation

Patron \$2,500 to \$4,999

INDIVIDUALS

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Kurt Katsura
Duane King
Daniel & Dian LaCoste

Donovan & Ann Baker Mack
Liz & Scott Ness
Bonnie & Herb Severson
Fred & Debbie Sittner
Jeanne Staton
Ellen Tykeson & Ken Hiday

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FOOD For Lane County
McKay Investment Co.
Next Step ReUse Store
R&M Clark Family Foundation
Timber Products Company
Umpqua Bank
Umpqua Bank Charitable Foundation
Wayfair
Wildish Group of Companies

Sustainer \$1,000 to \$2,499

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Nikki Bratton
Shirley Braunstein
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BUSINESS & ORGANIZATION

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Chambers Construction
Church Women United of Lane County
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Cuthbert Amphitheater
Dari-Mart
Eugene Airport
First Interstate Bank
First Presbyterian Church
In Memory of Carolyn Spector
John Hyland Construction
Kappa Delta Sorority (Alpha Lambda Chapter)
KPD Insurance
Larson Family Foundation
Lions Clubs of Springfield
Lund Development Solutions
Olsson Industrial Electric
OnPoint Community Credit Union
Oregon Community Credit Union
Oregon Pacific Bank
Redtail Fund of the Oregon Community Foundation
Rosboro
Rotary Club of Cottage Grove
Schwab Charitable Fund
Staton Companies
Summit Bank
Tacovore
The Clorox Company
The Commerce Company
The Oregon Community Foundation
The Rockwood Trust
Windermere Real Estate

Sponsor \$500 to \$999

INDIVIDUALS

Tammy Alley
Desiree Baker
Jeannette Baker
Sara and Jonathan Brandt
Gary Collins
Barbara Cowan
Marjorie Enseki
Susan Fahey
Ann & David Fidanque
Gemmell Family Fund of The Oregon Community Foundation
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Jeri Scharpf Trust
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Fidelity Charitable Gift Fund
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Heather Mills Photography
Lane Forest Products
Powell's Book Store
The Drunken Fish

Supporter \$250 to \$499

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Robert Sprick

Rebecca Stone
Fred Thomsen
Caitlin Vargas
Lynda Whitener
Tracy Wright
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Mark Young

BUSINESS & ORGANIZATION

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Brenner's Furniture
Charities Aid Foundation
Cuthbert Amphitheatre
/Flying Ink Media
Eugene Emeralds
Falling Sky Brewery
King Estate Winery
Ophelia's Place
REI
St. Andrew's Church
The Blackbaud Giving Fund
Thinking Tree Spirits
Tokatee Golf Club
Wild Light Yoga

Donor \$100 to \$249

INDIVIDUALS

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Mary Bartlett
Jeanette Beard
Zach Bessett
Anna Blansit
Jessica Bott
Margaret Boutell
Lin Boyea
Scott Brenneman
Megan Burrows
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Yvonne Wildish
Kathleen Wiley & Robert Carolan
Cory Wisun
Julie Yamane
Douglas Yook

BUSINESS & ORGANIZATION

Bricks and Minifigs Eugene
Broadway Metro Theater
Carlyn Wierda
Eugene Concert Choir & Vocal Arts Ensemble
Eugene Numismatics
Eugene Symphony
Goldworks
Hop Valley Brewing
Jewell Plastic Surgery
Kidsports
Moroccan Buzz
Mountain Rose Herbs
Ninkasi Brewery
Oakshire Brewing
Oregon Contemporary Theatre
Pegasus Pizza
Prime Time Sports Bar
Rexius
Rexius Forest Products
Sea Lion Caves
Tractor Innovations LLC
University of Oregon Alumni Association
Yachats Ladies Club

Friend-In-Kind Donors \$1 - \$99

INDIVIDUALS

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Susan Archbald
Renee Arreola
Christine Baird
Brandi Baravilala
Jesse Baravilala
Debra Bartlett
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Lisa Blendheim
Sharon Blick
Barbara Bohn
Stephen Bradley
Kathy Brenner
Brandy Brown
Jason Brown
Tara Buscher
Anna Butler
Marie Callahan
Anthony Carcolice
Jason Chapman

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Reta Cochrane
Elke Crafts
Deborah Dailey
Curtis Dama
Dorothy Dilliplane
Trisha Eaker
Barbara Elliott
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Nancie Fadeley
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Sunriver Brewing Company
Sweet Life Patisserie
The Caddis Fly
The Drift Inn
The Enchanted Forest
The Jazz Station
The Shedd Institute
The Vintage
Urban Waxx
Wags! Dog Emporium
Young Cuts Barber Shop

New Roads Kitchen – Where Food is Prepped with Love and Creativity

The Looking Glass New Roads Program provides 3 to 4 hot meals to youth each weekday — about 80 meals a month. New Roads staff collect upwards of a 1,000 pounds of food from FOOD for Lane County each week to use for meals and to-go boxes.

Creativity is key when cooking at New Roads. Available ingredients vary week to week depending on donations and limited kitchen space means all food is prepared using only hotplates and a microwave oven. Meals are made to be nutrient-dense and with the goal of always including a protein, carb and sweet.

“Cooking meals for clients is immediately rewarding,” said Blue Newswander, a Street Outreach Worker at New Roads. “You know you’re meeting someone’s need then and there while giving them a safe place to eat and spend time.”

Photo: Alejandro Salas Hernandez, Street Outreach Worker, prepares food for homeless youth at New Roads.



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Volunteers and Interns:

Looking Glass would like to extend a thank you to our volunteers and interns who have helped make our work possible.

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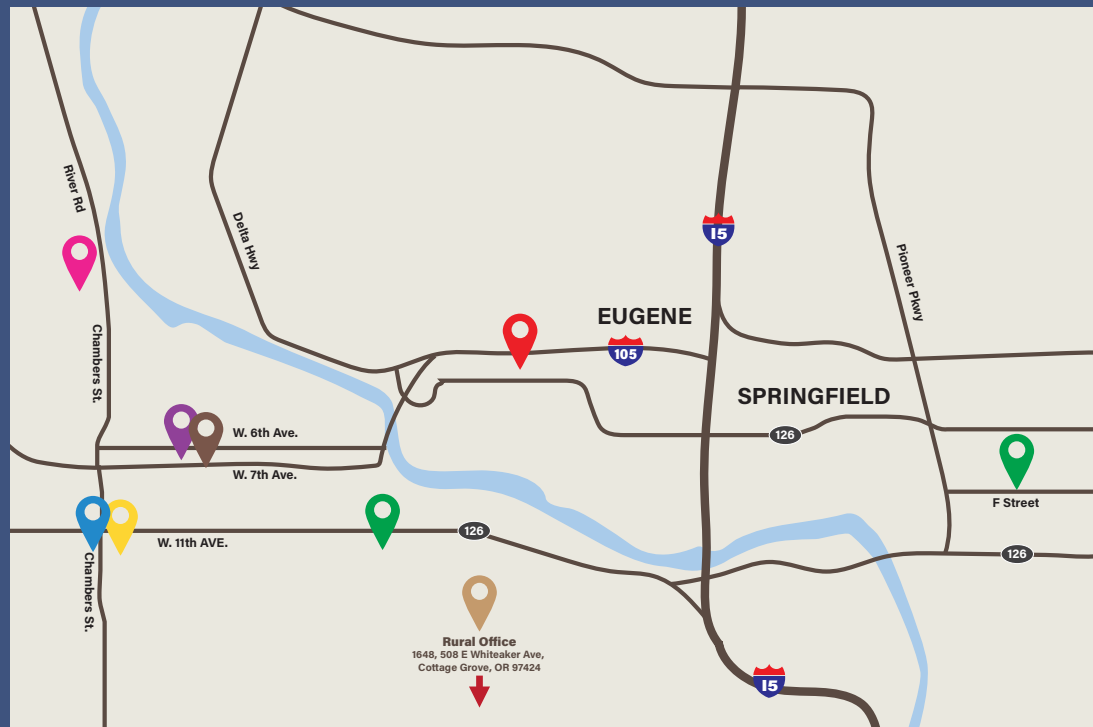
At Looking Glass, we strive to build a better future for youth, adults, and families by helping them navigate the challenges of childhood, adolescence, and adulthood.

We do this by:

Providing quality services to all of our clients, regardless of their age, gender, race, color, religion, creed, political beliefs, nationality, ancestry, sexual orientation, marital status, mental or physical disabilities, or ability to pay

- Showing sensitivity and caring
- Being accountable and responsive
- Pursuing professional excellence

- -Center Point School Administration Office
- -Riverfront School and Career Center
- -Counseling Program
- -New Roads
- -Station 7
- -Regional Crisis Center
- -Pathway Girls Program
- -Rural Program



Looking Glass
Community Services

Administration Office

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24-Hour Information & Helpline

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