



Looking Glass
Community Services



2 0 2 3 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: Change, Growth and Continuous Improvement

As the year 2023 ends, Looking Glass has added services to improve the health of our community.

We have again increased capacity at our Regional Crisis Center (RCC). The RCC is serving extremely vulnerable youth who are often responding to their trauma with behaviors that endanger themselves or others. This helps prevent Oregon from sending youth out of state to receive psychiatric services.

In response to Measure 110, OHA and community requests, the Looking Glass PEER Shelter opened in October 2023, providing shelter, treatment and transition services for youth ages 16-24 with substance abuse and mental health needs.

The continuing impact of the pandemic on mental health, especially our young people, is evident. Schools are struggling to meet educational and behavioral needs of challenged students. Looking Glass schools and educational services specialize in achieving success and academic advancement for students. Looking Glass therapists provide mental health support to over 30 schools in our County.

Our partnerships make Looking Glass a regional leader in collective impact. We are founding members of LLCs with White Bird, Willamette Family, Center for Family Development, Emergence, HIV Alliance, Child Center, Jasper Mountain and Options Counseling. We have MOUs with most behavioral health providers in our County.

Looking Glass is a key member of the Oregon Alliance of Children's programs and leads legislative advocacy on behavioral health. We are also members of the National Network for Youth and the Association of Children's Residential Centers.

While Looking Glass is a leader in local, state and

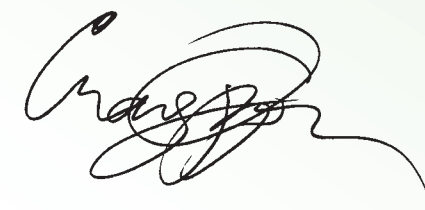
national efforts on behalf of children and families, we know that value is only personified by our direct treatment of people that come through our doors.

Bias and unfair barriers are often present in access to health/behavioral health care. Our Cultural Awareness and Equity Committee informs every Looking Glass program. We partner with Blacks In Government (BIG), Shifting Paradigms and other local and national trainers for continuing education. Special thanks to Linda Hamilton, President of BIG, and Dr. Johnny Lake for the extra training and support in our equity endeavors. We work with elected officials and government contractors to improve diversity, equity and inclusion in our community. The Council On Accreditation reviews all our programs with an equity lens. All our programs are trauma-informed, culturally sensitive and strength-based.

Quality, safety and customer service has been the primary focus of the last twenty years. Six different government agencies review our programs. These include unannounced visits by state licensing agencies. In 2006, Looking Glass became the first, and still only, youth-serving organization in Lane County to achieve national accreditation. We remain currently accredited with commendation by the Council On Accreditation in Washington, DC. We meet or exceed national standards of care in all our programs and operations. This is a credit to our Board and Staff for commitment to quality of care. Continuous Quality Improvement committees engage Board, Staff, customers and the community in reviewing and improving our services.

As I complete 20 years of service to Looking Glass, I am confident about the next 20 or more years of success ahead. That is due to the continuous improvement commitment by the Board and Staff. We know that being the best agency on Monday doesn't mean we will automatically be the best on Tuesday. That takes hard work on continuous improvement.

I am eternally grateful to the Board, Staff and our community for making Looking Glass better than when I began. And especially grateful that it will continue to get better after I leave it....



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.

Staffing challenges for Looking Glass have been most prevalent in the Counseling program. Hiring therapists has been highly competitive throughout the country, in part due to increased need for therapy as a bi-product of the pandemic.

SUCCESS STORY

“Allison” began attending therapy in summer of 2022, during middle school and was presenting issues including depressive symptoms, suicidal ideation, self-harm, feelings of worthlessness, isolation/withdrawal, and anhedonia (reduced ability to experience pleasure). Early in treatment, Allison’s therapist focused on safety planning as well as using Acceptance and Commitment Therapy (ACT) to support client with processing depressive thoughts/feelings/beliefs. They also utilized Attachment Focused Family Therapy to support client and mom with identifying and repairing ruptures in attachment. In early 2023, Allison was able to identify her strengths, advocate for herself, and clearly articulate beliefs of self-worth. During a later session, Allison pronounced “I know who I want to be. I am who I want to be.” By the summer of 2023, Allison reported that she now feels so much more comfortable in her own skin and her mom expressed how wonderful it has felt to watch her grow into herself and bloom in the past year. She now talks about her future with excitement, optimism, and passion.

Counseling Program:

1,067
Clients Served

217

Clients who received psychiatry services

80%

Clients who ended therapy services this year and reported progress in their goals:

17

Number of Schools with embedded therapists

309

Clients reporting Abuse (emotional, physical, sexual)

121

Transgender or Non-Binary Clients Served

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 runaway and homeless youth, ages 11-21. 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. In 2023, with new grant funding, we were able to expand staffing and hours for New Roads dramatically!

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 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

“Brittany” came to Station 7 when she was 17 and pregnant. Brittany’s mother was no longer able to take care of her as she was overwhelmed with caring for her other two younger children on her own. Station 7 staff provided Brittany a safe space, helped her connect with health care resources to prepare for arrival of her baby and connected her with job opportunities. She found a job she could do remotely and through partner connections, Station 7 staff also found Brittany stable, independent housing. She completed her GED while in shelter and is excited for her baby to be born in October 2023.

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:

88%

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



Client Success Story: Emily

Emily recently graduated from Riverfront School & Career Center, which was not always necessarily in the cards for her. She had a lot of challenges at her prior high school and had limited parental support – her father has been incarcerated her entire life and her mother told her she would not amount to anything. Raised partly by her grandfather and receiving encouragement and support from Riverfront staff, Emily thrived at Riverfront and also received paid work experience via Riverfront job training placement in partnership with Vinnie’s Smokin BBQ food truck. Emily also received emotional support from Looking Glass therapists and is very thankful for all the resources Looking Glass has provided her.

“Emily is our star student,” Marielle Hart, Riverfront Teacher said. “She is a perfect example of a student with motivation to succeed and a willingness to show up and do the work – she can accomplish anything she wants to now.”



Learn more about Riverfront School & Career Center and hear Emily’s story from her video at www.lookingglass.us/riverfront or scan this QR code

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 homeless, or at-risk. Students are able to work towards credit recovery or towards earning their GED.

SUCCESS STORIES

A.C. came to Riverfront as a freshman. For an entire school-year he refused to attend class. Riverfront staff set up a small table in the lobby for him to work at. The various interventions tried were unsuccessful in changing his behavior. During the year, A.C.'s father passed away under tragic circumstances. The death of his father served as a motivator for A.C. to take his education more seriously. In his 2nd year at Riverfront, A.C. made some amazing changes! His participation in Lane-Metro Youth Corp program was a real motivator for A.C. to stay in school and his willingness to attend class. Working alongside other students as a team member increased his social skills with peers and school staff. Willie, the crew supervisor, referred to A. C. as "the golden standard" because A.C. had perfect attendance, diligently worked toward his GED, and was a hard worker on crew. A.C. attained his GED and is still working on the summer crew program. A.C.'s mother was moved by the changes in A.C. and was thrilled that he graduated. She expressed that she was thankful that Riverfront staff didn't give up on her son.

Center Point School

92%

Average daily attendance rate, compared to 73% for similar subends across Oregon

Riverfront School and Career Center

39

Youth who participated in paid work experiences - (Double to prior year!)

17

Students who graduated with a diploma or GED

Independent Living Program

16

Participated in an ILP Housing Subsidy Program

28

Enrolled in college or continued in college

7

Accessed housing after experiencing homelessness

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

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.

In Spring of 2023, in partnership with the state, the RCC expanded capacity and staffing to be able to serve more youth.



RCC staff gather. In March of 2023 and celebrate 4-year anniversary and expansion of the program to almost double prior capacity.

ADJUDICATED YOUTH SERVICES (AYS) PATHWAYS GIRLS PROGRAM -

Residential mental health, alcohol, and drug treatment is provided for female facilities for 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.

SUCCESS STORIES

When “Carla” came to AYS program, she was almost 18 years old, and was 10 credits behind in school. Carla wanted to earn her diploma so that she could set a good example for her siblings and be the second person in her family to graduate high school. Carla worked diligently throughout her stay at AYS program. She sacrificed her free time to do homework and treatment work, even staying up late some nights to finish assignments. In 6 months, Carla was able to complete all 10 credits and graduate high school!

While at AYS program Carla also worked diligently in Substance Use Disorder (SUD’s) counseling and in Mental Health Therapy. During the final portion of her stay Carla created new SUD’s workbooks by hand, for incoming youth. Carla has now graduated from AYS program and is looking into college and trade schools.

Regional Crisis Center

65%

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).

4.7

Average score from guardians and community partners when asked: On a scale from 1 to 5 where 1 is totally disagree and 5 is totally agree, RCC was responsive to their youth’s needs

Adjudicated Youth Services (PGP)

2

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

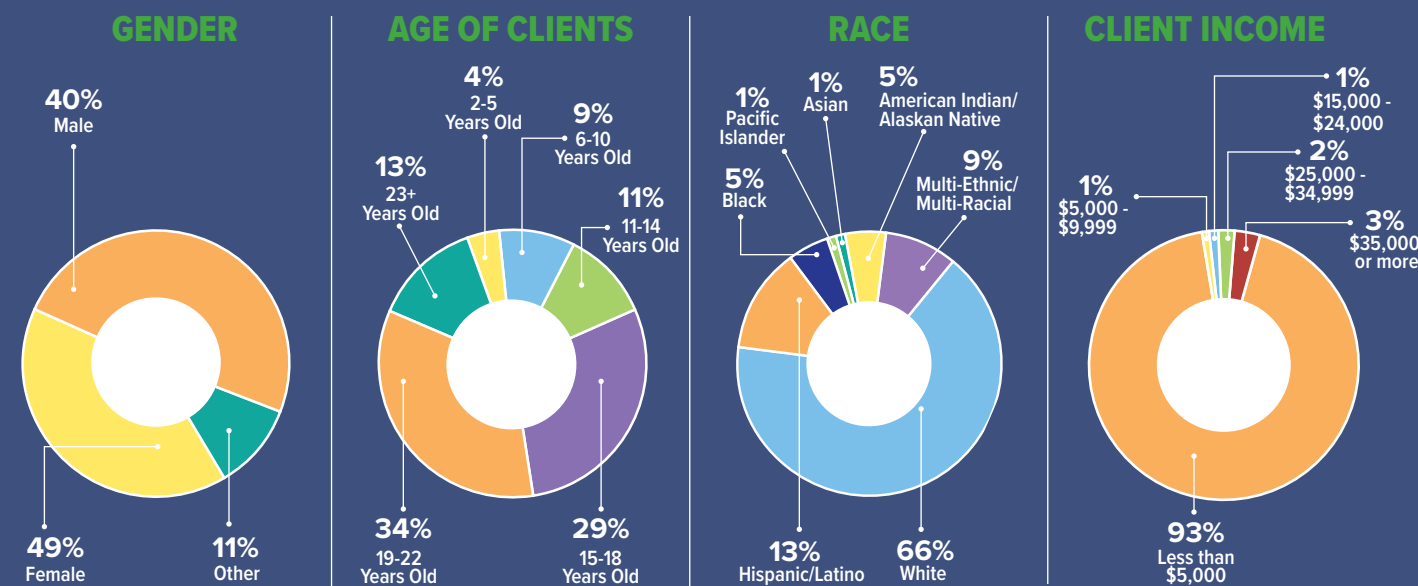
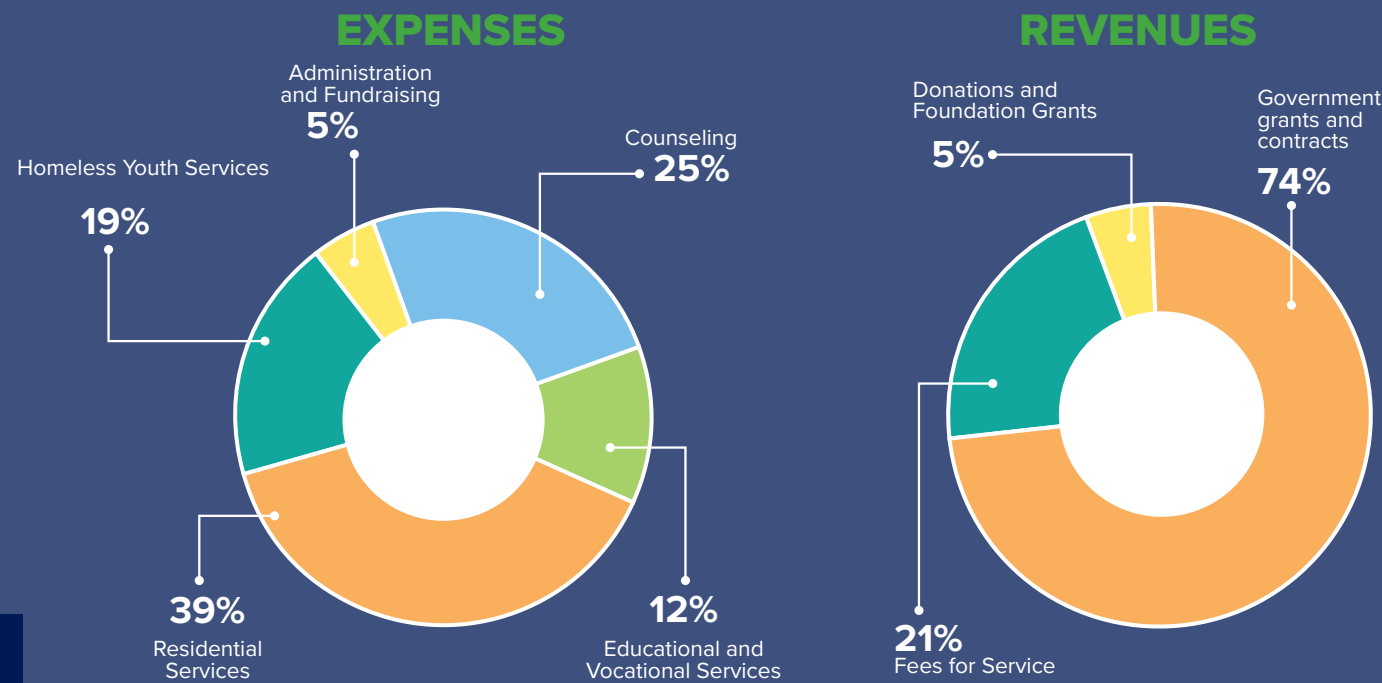
10

Number of Residential Youth (PGP) Struggling With Substance Abuse: 10

Financials

Looking Glass prides itself on fiscal accountability and continues to be financially healthy. We provide quality services in a cost-effective manner, with 95% of funding used for client services. Our budget for the 2022-2023 fiscal year was \$19,501,485. 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.



Not all programs track client demographic data.

2022-2023 Fundraising Events Highlights



Lookalikes Marty, Doc and Clock Tower Lady helped provide Back to the Future fun!



2023 "Looking Forward, Giving Back... to the Future!" Auction Gala – In April 2023, we gathered fully in-person for the first time in three years to enjoy going “Back to the Future” with a DeLorean, 80’s cover band and Marty and Doc lookalikes. Thanks to this year’s event chair, Jennifer Revoal, and our amazing corporate sponsors and event attendees we raised crucial funds and had a lot of fun as well. And we were able to award this year’s Community Leadership Award to our longtime board member and supporter George Russell.

See full event recaps and more recent fundraiser info and program updates on our website – www.lookingglass.us/news

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Looking Glass CEO Craig Opperman presents award to George Russell



New Roads Staff Show Off 2022 Sock Drive Donations



Thank You

Thank you to our donors! Looking Glass is grateful to our supporters for their generous contributions from July 1, 2022 to June 30, 2023.

Champions \$10,000 and above

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Jeanne Staton
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BUSINESS & ORGANIZATION

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

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Lane Forest Products
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Donor \$100 to \$249

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Jane Wagner
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Folkways
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Sunriver Brewing Company
Sweet Life Patisserie
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The Drift Inn
The Enchanted Forest
The Jazz Station
The Shedd Institute
The Vintage
Urban Waxx
Wags! Dog Emporium
Young Cuts Barber Shop

Volunteers and Interns:

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

Moss Adams
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Collaborative EDO
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Hearing Associates

Volunteer of the year Southtowne Rotary

The Southtowne Rotary Club in Eugene is this year's Looking Glass Volunteer of the Year! Southtowne members constructed animal kennels for New Roads youth to safely house their pets while receiving services, donated new beds to HYS programs and spruced up Station 7's backyard among other amazing support this year.

"Southtowne Rotary club has shown a huge commitment to serving homeless youth in Lane county. They understand that sometimes, what our youth need the most is to feel basic comforts and like they are heard," said Homeless Youth Services Director, Maleigha Myers. "Southtowne pays attention to youth voice and always puts them first."

Photo: Southtowne Rotarians Lonny and Jantzen install the animal kennel at New Roads homeless youth drop in center.



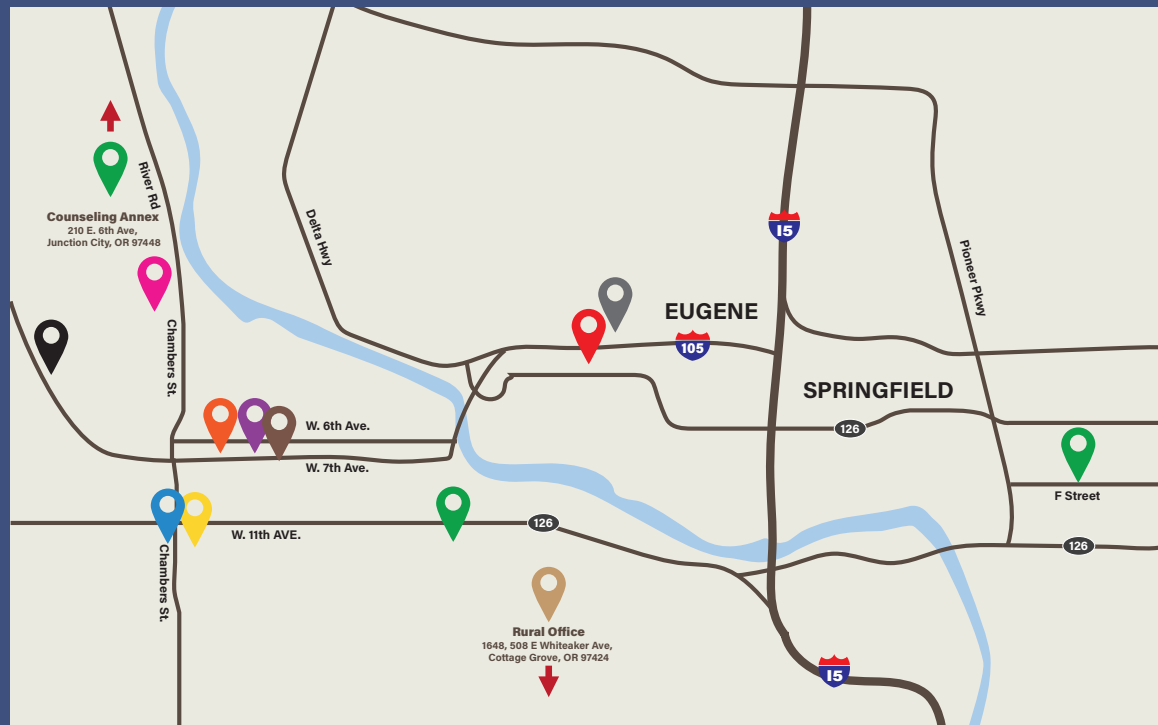
At Looking Glass, we strive to build a better future for youth, adults, and families by helping them navigate the challenges of childhood, adolescence, and adulthood.

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 (24/7 Call Center)
- -Regional Crisis Center
- -PEER Shelter
- -Pathway Girls Program
- -Rural Program
- -Vocational Center
- -New Roads School



Administration Office

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24-Hour Information & Helpline

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