



hope. help. *Healing.*

2018 ANNUAL REPORT



Lifeline Connections is a private, not for profit 501(c)(3) corporation that has served the community since 1962.

LOCATIONS

Main Office

1601 E. Fourth Plain Blvd.
Bldg #17
Vancouver, WA 98661
Phone: (360) 397-8246

Aberdeen Office

311 S. I St.
Aberdeen, WA 98520
(360) 787-9319

Bellingham Office

4120 Meridian St., Suite 220
Bellingham, WA 98226
(360) 922-3030

Camas Office

329 Lechner St.
Camas, WA 98607
(360) 524-7924

Centralia Office

1611 Kresky Ave., Suite 114
Centralia, WA 98531
(360) 388-4048

Orchards Office (East Vancouver)

11719 NE 95th St., Suite A
Vancouver, WA 98682
(360) 984-5511

South Bend Office

1006 Robert Bush Dr. West
South Bend, WA 98586
(360) 787-9319

Recovery Resource Center

9317 NE Hwy 99, Suite M
Vancouver, WA 98665
(360) 787-9315

CONTACT US

Mailing Address

P.O. Box 1678, Vancouver, WA 98668
Phone: (360) 397-8246

Email: info@lifelineconnections.org
Website: www.lifelineconnections.org

We're Opening Doors

Lifeline Connections helps struggling adults find hope and healing. We treat substance use and mental illness with deep compassion and steadfast care. More than 4,000 people every year find the help they need at Lifeline Connections.

Since 1962, we've served our community with behavioral health treatment services grounded in proven practices. We're a private, non-profit 501(c)(3) corporation headquartered in Vancouver, WA.

We Offer Full-Spectrum Care

With skillful efficiency and a passion for healing, we can help no matter where people are in their recovery journey. Our professional staff includes:

- Board-certified psychiatrist and addictionologist
- Psychiatric nurse practitioners
- State-certified and licensed mental health professionals, social workers and chemical dependency professionals
- Registered and licensed practical nurses
- Counselors who are bilingual and fluent with American Sign Language
- Peer support/recovery coaches

We Use Evidence-Based Treatments

We're licensed by the Washington State Department of Health and accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). Our curricula have passed review by the Substance Abuse and Mental Health Services Administration (SAMHSA) and are listed in its Curricula and treatment methods used at Lifeline Connections have passed rigorous independent review and meet the standards of evidence-based practices.



A LETTER FROM OUR PRESIDENT

This past year has been full of opportunities for Lifeline Connections: We are providing new services throughout Western Washington, from opening up new programs in Clark County to new programs in Aberdeen, South Bend and Bellingham, WA. Lifeline has been recognized as an organization with strong leadership and excellent clinical services that provide successful programs. This has led to other Washington communities requesting Lifeline start providing services in their respective areas.

Lifeline Connections continues to help people within Southwest Washington who are struggling with mental health, drug, and alcohol use. We provide adult residential, court, youth outpatient, detoxification and sobering programs for many of our neighbors and family in Clark County. It is from this base Lifeline can provide services in other underserved areas in Washington State.

We have prepared this report annually to provide our communities an update on Lifeline Connections and the services provided to residents of Washington. The Board of Directors continues to be inspired by the efforts of Lifeline's CEO, executives, directors and staff.

Lifeline Connections has received generous gifts from many different donors. Lifeline held our first annual fundraising breakfast, A Light in the Storm, with Rock and Roll Hall of Famer Ricky Bird as our keynote speaker, with over 150 participants and donors. The donations raised through this event contributed to the opening of our new residential treatment program for women who have young children scheduled for the fall of 2018.

Lifeline has begun the process to open a Crisis Stabilization and Triage Center to provide a safe environment for people with an immediate mental health issue. Lifeline is also working on opening another detox center in Aberdeen, WA.

Lifeline will continue to explore other avenues to help the people in our region and state. We strive to develop better programs to help people improve on their potential while fighting mental health conditions and substance use disorders. We are continuing to look to improve the future for those families struggling to find answers.

Lifeline Connections' Board of Directors thanks the Lifeline Connections' staff, Advisory Boards and our communities for the support of all our neighbors and friends in need.

Rusty Williams
President
Lifeline Connections' Board of Directors

Executive Team

Jared Sanford, MPA <i>Chief Executive Officer</i>	Brandy Branch, LMHC, CDP <i>Chief Clinical Officer</i>	Joe Foster, MBA, CMA <i>Chief Financial Officer</i>
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Management Team

Maria Calvert, CDP <i>Program Director, Substance Use Disorder Outpatient Services</i>	Liana Hategan, MD <i>Medical Director</i>
Phillip Muir, CDP <i>Program Director, Substance Use Disorder Residential Services</i>	Jeri Shumate, CFRE <i>Fund Development Director</i>
Arianna Kee, LMHC, CDP <i>Program Director, Crisis Services</i>	Carolyn Mason, CDP <i>Program Director, Bellingham Office</i>
Kaylee Collins, LPN <i>Program Director, Medication Assisted Treatment Services</i>	Jessica Spencer, LMHC, CDP <i>Program Director, Mental Health Services</i>
Pat Upshaw, CDP <i>Program Director, Therapeutic Specialty Courts, UA Services</i>	Kim Nuesse, CDP <i>Program Director, Women's Services</i>
Jeff Cotta, LICSW <i>Program Director, Aberdeen, South Bend and Centralia Offices</i>	Brianna Dalton, LMHC <i>Program Director, Community Based Treatment Services</i>
Jessica Hall, PHR <i>Human Resources Director</i>	Ashley Costello, RN <i>Program Director, Withdrawal Management Services</i>

The Board of Directors

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Dave Kester <i>PeaceHealth</i>
Marc Muhr <i>Clark County EMS</i>
Chiara Caballero <i>NAMI SW WA</i>
Brad Berry <i>CVAB</i>

Recovery Resource Center Advisory Board

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Randy Strutz, Vice-Chair
Keith Wells
David Artz
John Dyer

Withdrawal Management Programs

Clark County

Sobering Services Program

The Sobering Unit can serve as the “front door” to sobriety in getting help with addiction. This unit offers persons over the age of 18 a safe environment in which to overcome the immediate effects of alcohol and/or other drug intoxication. This program serves as a diversion from jail and the local emergency departments.

The service operates free of charge to Washington State residents and is a 26 bed inpatient program, which is open 24 hours a day seven days a week with a maximum 12 hours length of stay. Admission is based on a brief assessment upon arrival. No referral is required. The goal is to maximize the “window of opportunity” in which an individual might be most amenable to make life changes.

The Sobering Urgent Response Vehicle (SURV) works with local law enforcement, emergency medical and local hospitals to coordinate the pickup of individuals and transport them back to the Sobering Unit.

Detoxification Program

Lifeline provides a medication-assisted detoxification program to help patients attain mental and physical stability without harmful side effects. Detoxification is a 1-5 day inpatient stay, where patients are assisted by our medical team of doctors and nurses as well as caring support staff. We provide compassion and are dedicated to helping our patients reach their goal of sobriety.

“This facility gave me a chance and the resources I needed to overcome my addiction, and also the resources to continue with a plan to keep my sobriety.” - Former Patient

Substance Use Disorder Residential Program

Clark County

After an individual has safely detoxed from drugs and/or alcohol they are encouraged to continue treatment into our residential program. The goal of this program is to provide individual, group and family counseling and support to help individuals learn skills to live a substance-free life. This program lasts 21-30 days on average and is located just down the hall from our detoxification unit. Patients enjoy an environment that includes community access and structure to help them build life skills.

To assist patients in achieving overall wellness, the unit offers a fitness room featuring an elliptical, recumbent bikes, and a stand up bike along with free weights, stretching bands and balance/stability ball. Rounding out the wellness offerings, professional community volunteers provide weekly yoga and pet therapy, helping patients achieve overall health and balance.

Pregnant & Parenting Women's Program

This is a long-term residential, 3 to 6 months, 16 bed program which allows mothers to keep their children, birth to five, with them during their substance use treatment.

We welcome women who are in many different stages of parenting and support them as they deliver their baby, increase parenting knowledge, obtain visitation and/or custody, and embrace motherhood. We offer family therapy, encourage family involvement, and provide mental health support.

“I have been able to grow and learn about myself.” - Patient

Substance Use Disorder Outpatient Programs

Clark, Grays Harbor, Pacific, Lewis and Whatcom Counties

Substance Use Disorder Outpatient

Outpatient treatment includes individual and group therapy sessions; the intensity of sessions depends on the individual's needs from weekly to monthly meetings. During sessions patients are educated on relapse prevention and coping skills amongst many other tools to help adjust and continue a substance free lifestyle. The goal of this program is to help patients achieve and maintain sobriety, and reintegrate into their communities.

Intensive Substance Use Disorder Outpatient

There are times and situations where Lifeline Connections' substance use disorder intensive outpatient program is the best way to achieve and maintain sobriety. This program provides intensive individual and group therapy. We provide confidential and comprehensive intensive outpatient treatment options in four or more group sessions per week to help individuals achieve sobriety and stay clean and sober, while still living in the community.

Medication Assisted Treatment

Patients who are enrolled in our outpatient programs also have the option of being prescribed medication to help with their opioid addiction or alcoholism. In Lifeline's Medication Assisted Treatment program a variety of medications are used, including Suboxone® and Vivitrol®. These medications help individuals gain stability in their life so they can engage in individual and group therapy where new life skills are taught and learned.

Deaf & Hard of Hearing Program - (Clark County)

Lifeline's Deaf and Hard of Hearing Program is one of only a handful in the nation. Treatment for drug and alcohol addiction is provided using American Sign Language. Outpatient services include group sessions for anger management, coping skills, and relapse prevention. Treatment is experienced with other individuals in the deaf community.

Recovery Coach

Through the process of Recovery Coaching, patients deepen their learning, improve their performance, and enhance their quality of life. In each meeting, the patient chooses the focus of conversation, while the coach listens and contributes observations and questions. This interaction creates clarity and moves the patient toward action. Recovery Coaching accelerates the patient's progress in recovery by providing greater focus and awareness of choices, actions, and responsibility. Coaching concentrates on where patients are now and what they are willing to do to enjoy a better tomorrow.

Mental Health Programs

Clark, Grays Harbor, Pacific, Lewis and Whatcom Counties

Mental Health & Co-Occurring Outpatient

Individual counseling, group therapy, case management, peer support, and medication management provide hope for individuals struggling with a mental illness and who could also be struggling with a substance use disorder. Individuals struggling with a mental health condition can and do gain stability through the use of effective therapy.

ORCS

Offender Re-Entry Community Support (ORCS) - (Clark County and Pacific County)

The ORCS program provides ongoing support for individuals who are transitioning from prison whose crime was violent and exacerbated by their mental illness. The program offers assistance with housing and basic needs for up to 5 years so long as the patient remains active in mental health services. Engagement begins prior to release in order to make a strong transition plan and to build rapport.

Jail Transition Services - (Clark County and Pacific County)

Jail transition services provide individuals that are currently incarcerated in the Clark County Jail with services that helps them transition to mental health programs upon release. Staff engage referred individuals while incarcerated and generally pick them up on release day to assist in the required activities to set them up for success.



Therapeutic Specialty Courts

Clark County

Through a community partnership with the Clark County Superior and District court systems individuals who have been accepted into the adult drug court, substance abuse court, family treatment court, or the juvenile drug court program are offered an opportunity to participate in an intensive program for a minimum of one year.

Part of this program is receiving treatment at Lifeline Connections instead of going to jail and/or prison. Lifeline Connections' clinicians provide substance use disorder treatment. Case management services are also provided to assist the patients in successfully graduating from the court program and gaining access to community resources.

Community Based Programs

Jail Re-Entry Program

The Jail Re-Entry Program enables those individuals currently incarcerated in the Clark County Jail to have access to a substance use disorder assessment and linkage to community resources once they are discharged. The jail re-entry staff member goes into the jail to provide an assessment and provides referrals for treatment resources.

COMET

COMET is an assertive community treatment program that operates in Clark County and provides intensive, community-based services to individuals with severe mental illness and substance use disorders. We offer individual, group, peer support, medication management, nursing, housing, employment, and case management services on a 24 hour basis to help adults gain and maintain their stability.

Expanded Community Support (ECS)

Our ECS team provides behavioral support to adults residing in adult family home placements across Clark County. We offer training and collaboration with the providers and work to help manage challenging behaviors which can jeopardize the successful placement of a patient in a new home. Last year we provided services to 57 adults with an average age of 59 years old.

School-Based Programs - (Clark County and Pacific County)

The mental health school based programs provide individual therapy to students that the prevention specialist at the school has identified as being in need of mental health services. Often times the students are dealing with high levels of stress and family conflicts. The students are able to connect with the therapist throughout their school day/week making for easier access of mental health services.

Recovery Support Programs

Clark County

Health Home Services

Health Homes is not a place, but a set of services to provide care coordination for high cost/high risk Medicaid patients in Washington. Eligible patients have chronic health conditions including physical health conditions (e.g. diabetes, cancer, HIV) and/or behavioral health conditions (e.g. a mental health condition or substance use disorder). Health Homes is service offered through a partnership between the Healthcare Authority, Department of Social and Human Services, Medicaid Managed Care Organizations and Care Coordination Organizations like Lifeline Connections.

This optional program allows patients who are in the top 10% of Medicaid costs to work one-on-one with a state-trained health home care coordinator in a collaborative relationship to provide culturally competent care both in-home/community and over-the-phone. Care coordinators provide comprehensive care management through the development of a patient-centered care plan including self-identified long and short-term goals, care coordination between the patient's providers, health promotion and health education, referrals to social and community support programs and resources, and transitions of care when patients visit the emergency room or are admitted to the hospital.

Services are provided to patients and also include the involvement of many members of their care team including social supports, family, caregivers, and guardians.

Supportive Housing Services

Our Supportive Housing program is assisting people with behavioral health conditions who are also experiencing homelessness or are transitioning out of institutional settings, as well as people with a behavioral health condition.

A Supportive Housing Specialist helps individuals to prepare, move into and maintain permanent housing. The housing support process begins with a thorough assessment of individual's housing needs and identifies the individual's housing preferences and obstacles to access housing. An individualized housing placement and support plan is developed to empower the person in their recovery with their goal to obtain stable housing.

The Recovery Residence is for men in recovery from substance use disorders. This single family home gives a helping hand to men in recovery who need housing supports for their success. Individuals who meet the eligibility requirements for residency are offered a month-to-month lease with affordable rent. The home occupancy has a maximum 11 men and is managed by a live-in house lead with oversight by Lifeline housing staff.

Recovery Support Programs

(Continued)

Supportive Employment Services

Our Supported Employment program is an approach to vocational rehabilitation that emphasizes assisting people in their efforts to achieve steady, meaningful employment in mainstream competitive jobs. The employment support process begins with a thorough assessment of the individual's skills, strengths, and interests and identifies the individual's work preferences and obstacles to gain or retain employment. An individualized job search and support plan is developed to empower the person in their recovery with their goal to achieve stable employment. The benefits of employment for people in recovery include increased income, improved self-esteem, increased social and quality of life, better control of symptoms, reduced substance use, and reduced hospitalization or incarceration.

Our business venture, Connections Café and Catering (CCC), was a business started for the purpose of hiring individuals who have a behavioral health condition and have either completed or who are still engaged in treatment services. CCC helps individuals develop job skills and provides them with much needed income while they start on the road to long-term recovery.

"I like seeing all the help Lifeline gives others." - Patient

CORPORATE & FOUNDATION

72nd Ave Bargain Center
 A Better Today Recovery
 AmeriCorps*VISTA
 Babies in Need
 Ben B Cheney Foundation
 BNSF Railway Foundation
 Boeing Employee Community Fund
 BP Foundation
 Brake Zone
 Burgerville
 Camas-Washougal Community Chest
 Cash & Carry
 Changepoint
 Charis Fund
 Child & Adolescent Clinic
 Combined Federal Campaign
 Community Foundation for Southwest Washington
 Creative Paper Crafting, Inc
 Dave & Buster's
 Envirocrete
 Eric Fuller & Associates
 Firstenburg Foundation
 Free Geek
 Giving Circle - Nonprofit Network of Southwest Washington
 Grays Harbor Community Foundation
 Grocery Outlet
 Kaiser Permanente
 Liberty Mutual Foundation
 Lifeline Connections Alumni Committee
 MOD Super Fast Pizza
 Nonstop Administration & Insurance Services
 Northwest Premier Investments
 Office Mart Liquidators
 Open House Ministries
 Opsahl Dawson CPA
 PeaceHealth Southwest Washington
 PeaceHealth Southwest Washington Foundation
 Premera Blue Cross
 Propel Insurance
 Riverview Bank
 Rotary Club of Greater Clark County
 Salon 10/10
 Salvation Army
 Sans Midman Furniture
 Savior Socks
 Seabrook Community Foundation
 Share
 Smith-Root
 Sock It To Me
 Source Climbing Center
 Vancouver Energy Community Fund
 Weyerhaeuser Giving Fund

INDIVIDUALS

Brad Anderson
 Catherine Arp
 Chris Attaway
 Bridget C Ball Cabral
 Rachel Beck
 Sandy Berger
 Cassie Bettis
 Christie Bettis
 Jeannie Bettis
 Edie Blakley
 Ann Bray
 Nora Brewington
 James Paul Bryant
 Amber Burhyte
 Roger Callis
 Maria Calvert

THANK YOU

To our donors & Supporters

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 Darwin Zimmerman

GOVERNMENT

Amerigroup
 Beacon Health Options
 Cascade Pacific Action Alliance
 City of Vancouver Community & Economic Development
 Clark County Department of Community Services
 Clark County District & Superior Courts
 Community Health Plan of Washington
 Great Rivers Behavioral Health Organization
 Hockinson School District
 Molina Healthcare Washington
 North Sound Accountable Community of Health
 North Sound Behavioral Health Organization
 Pacific County Health and Human Services
 Southwest Washington Accountable Community of Health
 Substance Abuse and Mental Health Services Administration
 Vancouver Public Schools
 Washington State Department of Commerce
 Washington State Department of Corrections
 Washington State Department of Health



As a nonprofit organization Lifeline Connections relies on donations to help accomplish its mission. Become a donor today and help individuals find **hope, help and Healing.**

Visit the link to donate: www.lifelineconnections.org/how-you-can-help/

2017-2018 Milestones

July 2017

- Lifeline secured a grant from the State of Washington to expand medication assisted treatment in Clark, Pacific and Grays Harbor Counties.

August 2017

- Lifeline implemented an Electronic Health Record, Carelogic by Qualifacts.

October 2017

- Lifeline secured a \$2.6 million dollar SAMSHA grant over five years for its new Pregnant and Parenting Residential program.

January 2018

- Lifeline secured state funding to open a Crisis Stabilization and Triage Center in Vancouver, WA.
- Lifeline was awarded a contract from Pacific County to provide mental health services in the Raymond, South Bend and Willapa Valley School Districts.

March 2018

- Lifeline opens a Recovery Resource Center in Vancouver, WA.

May 2018

- Held our annual fundraiser - "A Light in the Storm."

June 2018

- Lifeline purchases a single family home to be used as their first recovery residence for men.

July 2018

- Medication Assisted Treatment Rapid Response Clinic opens.
- Social enterprise Connections Café and Catering opens.

August 2018

- Opened our Meriwether Place office in Vancouver, WA.

September 2018

- Opened a behavioral health outpatient location in Bellingham, WA.

October 2018

- Opened a behavioral health outpatient location in Centralia, WA.
- Opened a Pregnant and Parenting Residential program for women with young children in Vancouver, WA.

November 2018

- Opened a home to house men in early recovery in Vancouver, WA.

2018 AWARD WINNERS!



Mary Renaud
Winner of the 2018
Community Partner Award



Tom Breitenbauch
Winner of the 2018
John Cox Award
of Excellence

The Complexities of Behavioral Health Disorders – One Man's Story



In a lot of ways, my story is like many people I meet at Lifeline Connection's Recovery Resource Center. I grew up in a broken family that had a lot of instability. That had a huge impact, more than I could see for a long time. I started using when I was twelve years old. It's an impressionable age, and peer pressure and wanting to fit in pushed me to experiment with alcohol and other drugs and use even more.

I didn't have a social life for a long time, 'til I was nearly 24. I was mostly using marijuana, but in trying to build some relationships I got involved with speed, and before long that led to meth. Within three years, my whole life was destroyed. I pretty much lost everything. I finally got into treatment, and I was able to quit everything for a while. But well, you know, life still has pressures and after about eight years I started drinking again.

Over the next thirty years, though, my health deteriorated. I was hospitalized twice and, after

almost losing my life I finally realized I had to stop making excuses and get help. Two years ago, I found Lifeline Connections. And this time, there was something new to learn, something that changed everything else.

Lifeline helped me take a look at everything that was impacting my substance use. The counselors, staff and I figured out there was other stuff going on—anxiety, depression, and even bipolar disorder. With this knowledge I started to really dig inside myself and look at the things in my past that were causing turmoil and damage. All that stuff was a huge barrier to being able to live the way I wanted to live.

The past two years I've learned a lot—how to ground myself, how to recognize triggers, and how to start managing those mental health challenges. I've gained a lot of self-confidence. I'm feeling validated for the first time in my life. I'm still figuring it all out, trying to understand who I am. It's the biggest learning experience I've ever had—but it's the best.

With my work now, I have the most amazing opportunities! I get to show people they can face their problems, address their issues, find peace and happiness, and do it all without relying on drugs or alcohol to get through the day. I want to spend the rest of my life helping people find recovery. Because of my own journey and the support Lifeline gave me, I'm living proof that recovery is possible. I live it every day! And I have the privilege of helping others on their journeys. It doesn't get any better than that.

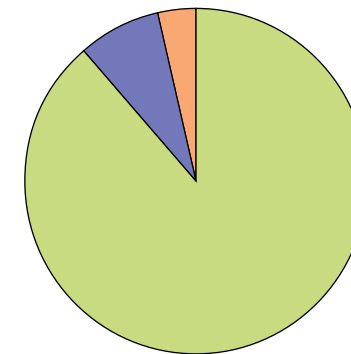
Lifeline Connections

Statement of Financial Position
June 2018

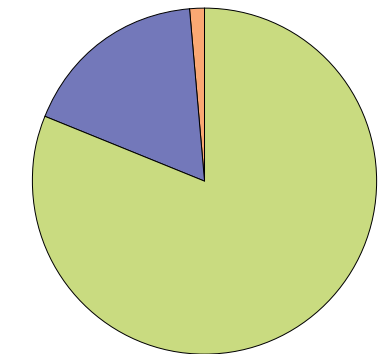
"The staff is very easy to talk to, made me feel very comfortable. It seems as though they genuinely care and go above and beyond to help someone who is trying."

- Former Patient

Assets	
Cash and cash equivalents	\$1,529,817
Accounts receivable	\$1,861,996
Investments	\$1,202,455
Inventory	\$11,812
Prepaid expenses	\$124,660
Property and equipment, net of accumulated depreciation	\$2,249,571
Total Assets	\$6,980,311
Liabilities	
Accounts payable	\$281,358
Accrued payroll and related payables	\$494,323
Note payable	\$1,646,710
Net Liabilities	\$2,422,391
Net Assets	\$4,557,920
Total liabilities & net assets	\$6,980,311



Funding Sources	
Governmental program revenue	\$12,311,604
Patient fees	\$1,081,752
Contributions & other income	\$485,421
Total	\$13,878,777



Expense Categories	
Program Service	\$9,215,395
Administration	\$1,988,449
Fundraising	\$136,755
Total	\$11,340,599

"They are very understanding, helpful and they listen; they help you understand your illness." - Former Patient

Lifeline Connections

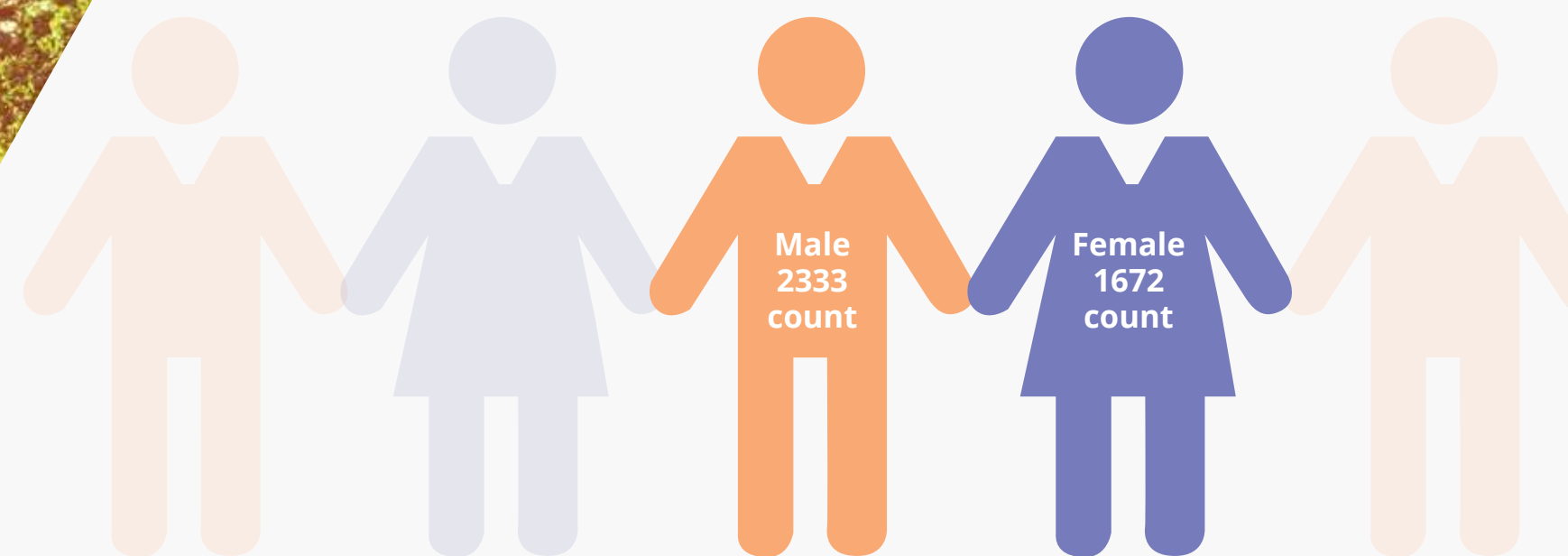
Activity Statistics
between 08/14/2017 and 06/30/2018

“Very educational, excellent food, excellent program director, very personable.” - Former Patient

Primary Substance at Admits	
Alcohol	598
Heroin	577
Meth	279

Unduplicated Counts of Clients	Count	Percentage
Total Carryover Patients	294	7.11%
Total New Patients	1335	32.29%
Total Discharged Patients	2505	60.60%

Age Group	Count	Percentage
Between 13 and 17	54	1.31%
Between 18 and 29	1199	29.00%
Between 30 and 64	2796	67.63%
Over 64	84	2.03%
Unknown	0	0.00%



92% of patients report satisfaction with their treatment services.



It's never too late to call.

1.800.604.0025

www.lifelineconnections.org

info@lifelineconnections.org

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