

Lifeline Connections



hope help *Healing*

hope.



help.



healing.



2015 Annual Report

MANAGEMENT TEAM

Maria Calvert, BS, CDP
Program Director
CD Outpatient Services

Jennifer Logan, LMHC, LASW, CDP, MPA
Program Director
Residential Services

Arianna Kee, LMHC, CDP
Program Director
Mental Health Services

Shalyn Crimmel, RN
Program Director
Detoxification Services

Pat Upshaw, BA, CDP
Program Director
Therapeutic Specialty Courts
Outpatient Services

Judy Whitt
Fiscal Director

Linda Burnham
Billing Director

Jessica Hall, BS, PHR
Human Resources Director

Liana Hategan, MD
Medical Director

EXECUTIVE TEAM

Jared Sanford, MPA
Chief Executive Officer

Joe Foster, MBA, CMA
Chief Financial Officer

Brandy Branch, LMHC, CDP,
CRC
Chief Clinical Officer

BOARD OF DIRECTORS

President: Susan Taylor, CPA

Vice President: Armando Herrera – *Geneva Woods Pharmacy*

Treasurer: David Artz – *Retired Attorney*

Secretary: Rusty Williams – *IGI Resources*

Director: Lynn Johnson – *Evergreen School District*

Director: Matt Lee – *Opsahl/Dawson Certified Public Accountants*

Director: Ginger Schmidt – *Riverview Bank*

Director: Leslie Macknosky – *Geneva Woods Pharmacy*

Director: Tom Breitenbauch – *SHARE*

SOBERING UNIT ADVISORY BOARD

Kathy McNicholas – *Chair, City of Vancouver Police*

Angela Graves – *Vice Chair, Peachealth SW WA Medical Center*

Marc Muhr – *Clark County Emergency Medical Services*

Bill Springmeyer – *Clark County General Services*

KC Kasberg – *Clark County Sheriff's Office*

Pete Monroe – *Clark County Department of Community Services*

Terri Owens – *Consumer Voices are Born*

Amy Reynolds – *Share*

Peggy Sheehan – *Vancouver City*

Olivia Resnick – *Council for the Homeless*

Kalen A. Beasley – *Veterans Administration Police*

GRAPHIC DESIGN

Amber Psiropoulos



Susan Taylor, President



Dear Friends,

Lifeline Connections provides vital services to our friends, family and community through its mental health, drug, alcohol, adult residential treatment, youth, detoxification and sobering unit programs.

The following pages provide program highlights demonstrating some of the accomplishments of the past year. The board of directors is proud of our dedicated managers and staff and the work they do.

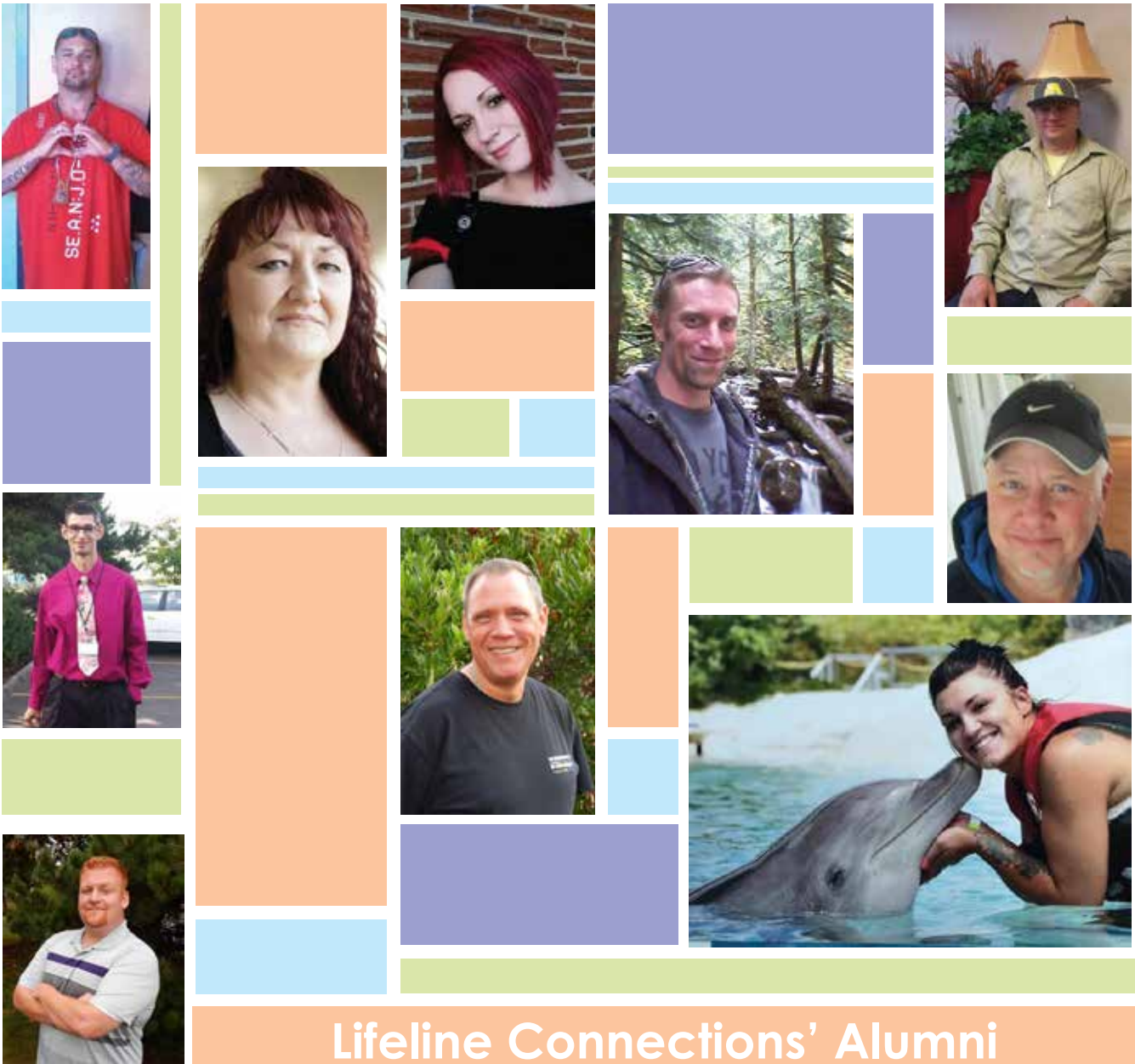
This past year the agency continued to focus on its financial health. This is the third consecutive year where the agency ended the fiscal year with a positive net income. Although we appear to be upon firmer financial footing we continue to look for ways to minimize expenses and increase revenues.

In the next fiscal year we will be opening two mental health outpatient clinics, one in the Orchards area of Vancouver, WA and the other in Camas, WA, to better serve our clients. Changes in the way we receive our state funding and planning and implementing an electronic health record are future areas to focus on.

The Sobering Unit is up and running and has benefited the community and increased our networking with local stakeholders. The future of Lifeline Connections is bright. Having successfully weathered the financial challenges over the past several years, I am confident we can meet the needs of our clients and the community for many more years to come.

The board would also like to acknowledge and thank the members of the Sobering Unit Advisory Board. We feel thankful and fortunate to have stakeholders from every area actively engaged and participating in our efforts to provide a safe and secure environment for individuals who are high, intoxicated or otherwise impaired.

I would like to close by saying the work done by clients, friends and family, staff, and the board of directors makes Clark County and the world a better place. I appreciate the struggle clients encounter dealing with alcohol and drug addiction and/or mental health conditions, the worry, concern and often helplessness friends and family feel for their loved ones, the professionalism our staff exhibit in carrying out their jobs, and each board member's willingness to serve on the board of directors.



Lifeline Connections' Alumni

2015
ANNUAL AWARD
WINNERS



Patty Katz
Community Partner Award



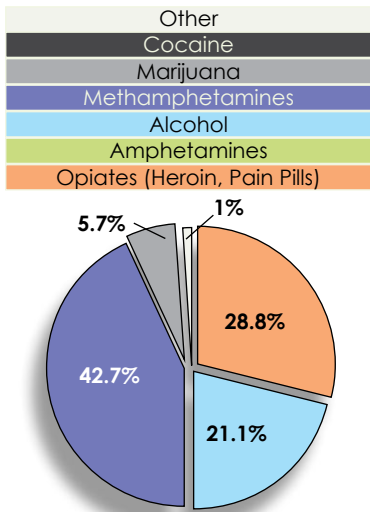
Bill & Vicky Smith
John Cox Award of
Excellence

OUR MISSION

Through the use of superior customer service, high quality programs and a well trained and dedicated staff, our mission is to inspire hope and support life saving changes for people affected by substance use and mental health conditions.

Our Mission. . .

SUBSTANCES IDENTIFIED AT INTAKE:



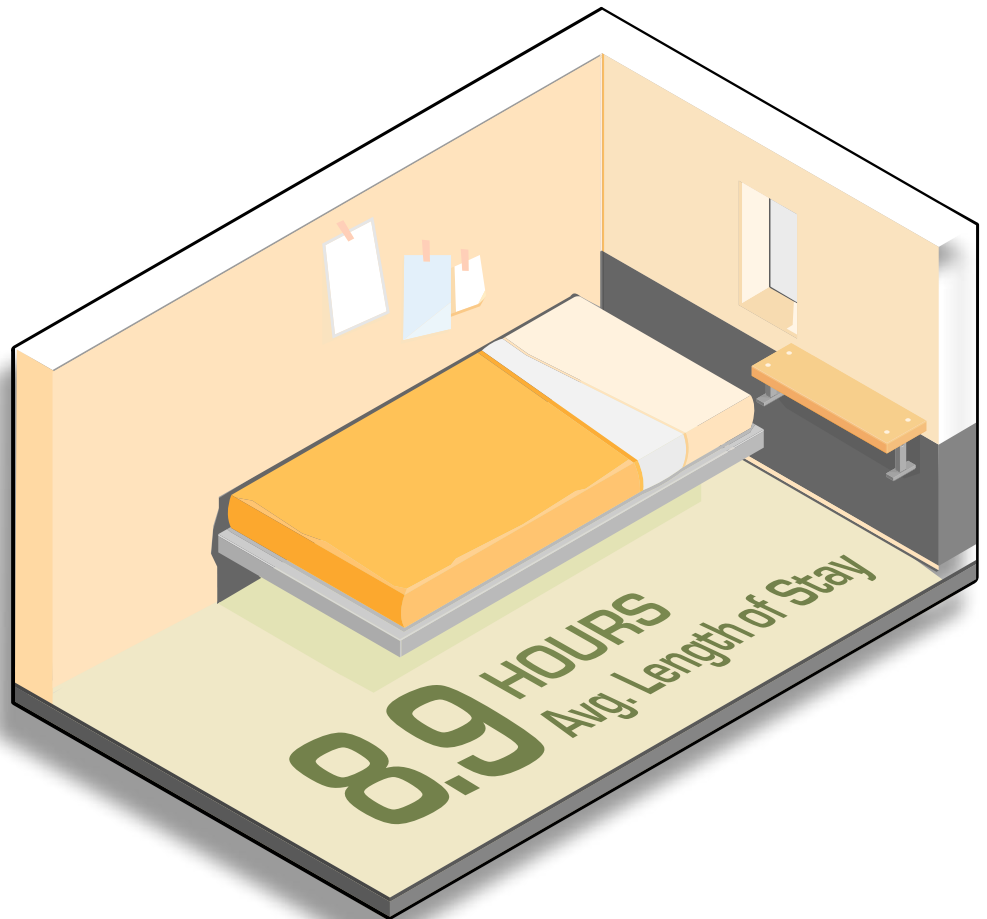
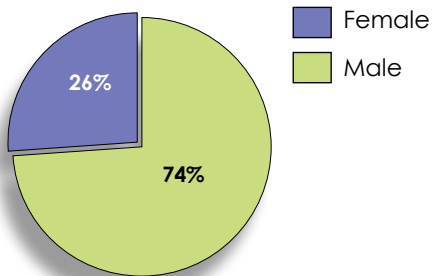
SOBERING PROGRAM

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 includes persons apprehended by police who are impaired or as a diversion from jail. Local emergency departments also refer impaired individuals that do not present immediate medical needs.

The service operates free of charge to Washington State residents and is a 20 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 maximize the “window of opportunity” in which an individual might be most amenable to make life changes.

This program was opened January 2015 and extends the continuum of care offered by Lifeline Connections.

GENDER ENROLLMENT





Athena F.

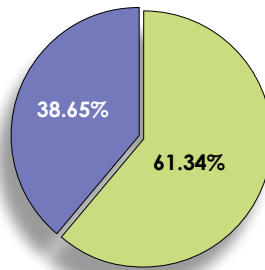
DETOX PROGRAM

Lifeline provides a medication-assisted detoxification program to help patients attain mental and physical stability without the harmful side effects.

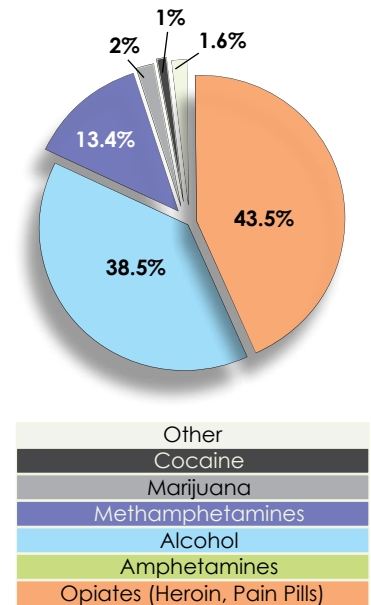
Detoxification is a 1-5 day inpatient stay, where patients are assisted by our medical team of doctors and nurses as well as caring support staff. We provide compassion and are dedicated to helping our patients reach their goal of sobriety.

GENDER ENROLLMENT

Male Female



SUBSTANCE CHOICE AT INTAKE:



4 DAYS

Average length of stay in our **DETOX** program



Monique D.

RESIDENTIAL PROGRAM

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.

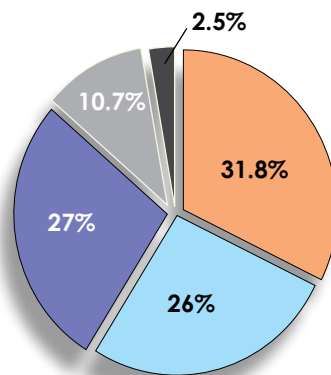
This program lasts 20–30 days and is located just down the hall from our detoxification unit. Clients enjoy an environment that includes community access and structure to help them build life skills. To assist clients in achieving overall wellness, and through generous grant funding, this unit now offers 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 physician visits, massage therapy, and weekly yoga sessions helping clients achieve overall wellness and balance.

Hope...

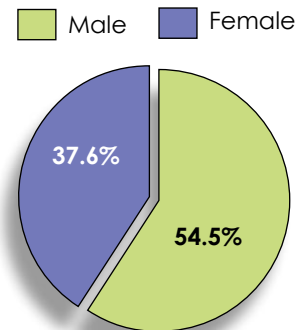
WELLNESS INITIATIVES:

- Yoga
- Workout equipment
- Massage Therapy
- Primary Care Physician visits

SUBSTANCE CHOICE AT INTAKE:



GENDER ENROLLMENT





98%
of Clients say,
"The medical staff
treated me with
respect & dignity."

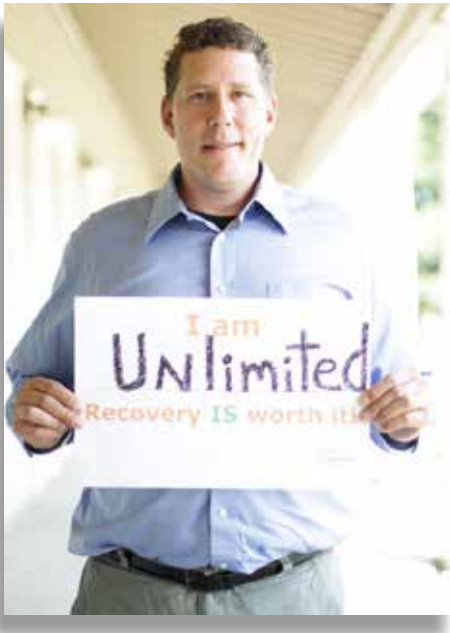


627

Total number of clients
served by our
RESIDENTIAL program

20 DAYS

Average length
of stay in our
RESIDENTIAL program



Immanuel S.

MENTAL HEALTH PROGRAMS

Individuals struggling with a mental health condition can and do gain stability through the use of effective therapy. Lifeline offers individual therapy, case management, group therapy, medication management and peer support in an outpatient setting.

COMET PROGRAM

COMET is an assertive community treatment program that 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. Individuals in this program are often engaged over long-term periods — an average of 2 years.

JAIL TRANSITION SERVICES

Jail Transition Services provide individuals that are currently incarcerated in the Clark County jail or juvenile detention with services that help 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.

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 who also have a substance use disorder.

Help . . .

*CLIENT SURVEY Q&A

Q: What helped you get better?

A1: "Homework every week that requires me to evaluate and work on mastering tools to help me in the issues I face. My counselors also connected me with resources. We discuss things in the office and I leave with tools to help me keep it going at home."

A2. "Consideration and helpfulness toward meeting my needs, not a personal agenda."

A3. "Learning some coping skills."

Q: What did you like most about the service you received at Lifeline Connections?

A1: "The general friendliness and helpfulness everyone seems to have. It makes it easier to feel comfortable enough to continue wanting to get help, especially when you have a successfully functioning treatment plan."

A 2. "The input from the therapists, getting to know the counselors. Being involved in conversations, being able to express myself."

A 3. "Ability to speak freely with confidence. Always felt at ease. Professionalism is first rate."

95%

of Clients say,
"The services I received
helped me deal more
effectively with my
problems."

98%

of Clients say,
"If I were to seek help
again, I would come
back to the Mental
Health Program."

Lifeline Connections
hope help Healing

90%

of Clients say,
"The clinical staff treated me
with respect
& dignity."

**Client survey conducted by
independent third party.*



CHEMICAL DEPENDENCY OUTPATIENT PROGRAMS

MEDICATION ASSISTED TREATMENT

Clients who are enrolled in our outpatient program also have the option of being prescribed medication to help with their opiate 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 required individual and group therapy where new life skills are taught and learned.

INTENSIVE OUTPATIENT

There are times and situations where one of Lifeline Connections' chemical dependency outpatient programs is the best way to achieve and maintain sobriety. A chemical dependency assessment is conducted with each client to determine if a problem exists and, if treatment is needed, we make a recommendation tailored to your unique situation. We provide confidential and comprehensive intensive outpatient treatment options in four or more group sessions per week to help you achieve sobriety and stay clean and sober.

CHEMICAL DEPENDENCY OUTPATIENT

Outpatient treatment includes individual and group therapy sessions, and the intensity of sessions depends on the individual's needs from weekly to monthly meetings. Individuals who have completed our inpatient programs are encouraged to continue treatment in an outpatient setting. Individuals who don't have the flexibility to attend an inpatient program are referred to our outpatient programs. During sessions clients 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 clients achieve and maintain sobriety, and reintegrate into their communities.

DEAF & HARD OF HEARING PROGRAM

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, domestic violence, and relapse prevention. Treatment is experienced with other individuals in the deaf community who understand the cultural and social needs specific to the deaf.

GENDER ENROLLMENT

Male Female

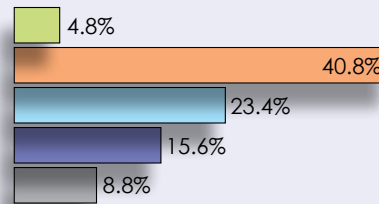
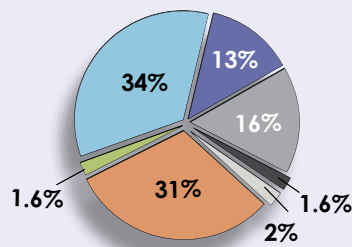
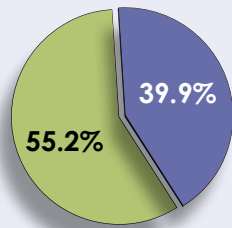
SUBSTANCE CHOICE AT INTAKE:

Other
Cocaine
Marijuana
Methamphetamines
Alcohol
Amphetamines
Opiates (Heroin, Pain Pills)

AGE DEMOGRAPHICS:

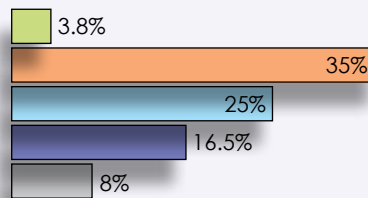
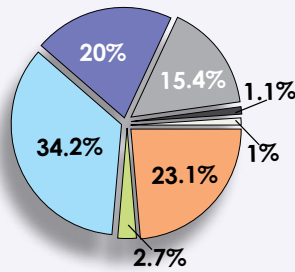
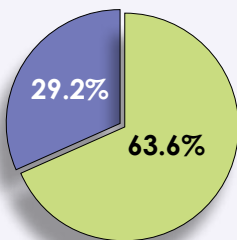
Ages 19-20
Ages 21-30
Ages 31-40
Ages 41-50
Ages 51-65

TOTAL NUMBER OF CLIENTS SERVED BY EACH PROGRAM



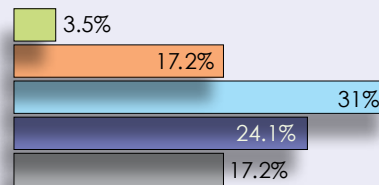
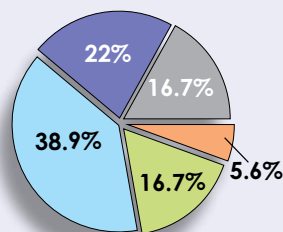
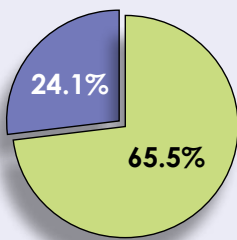
434

Total number of clients served by our **INTENSIVE OUTPATIENT** program



679

Total number of clients served by our **OUTPATIENT** program



29

Total number of clients served by our **DEAF** program



Dallas W.

THERAPEUTIC SPECIALTY COURTS

Through a community partnership with the Clark County Superior and District court system 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 includes receiving treatment at Lifeline Connections instead of going to jail and/or prison. Lifeline Connections' clinicians provide chemical dependency treatment and mental health treatment. Case management services are also provided to assist the clients in successfully graduating from the court program and gaining access to community services.

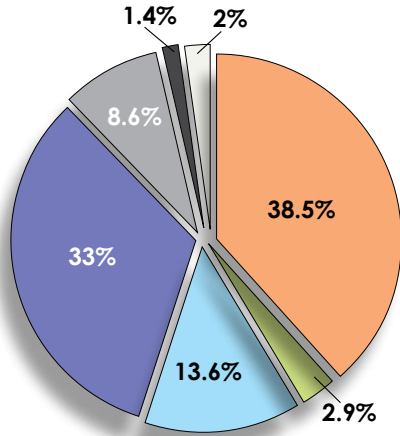
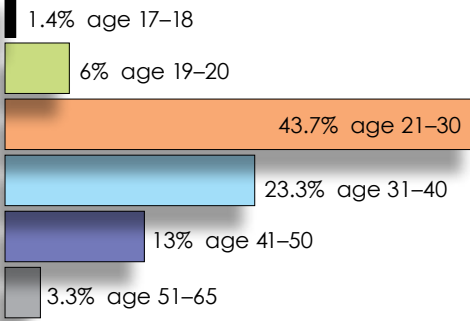
This program expanded, through funding from a SAMHSA grant, to provide mental health services to clients involved with drug court. Mental health services offered to drug court clients include individual therapy, case management, group therapy, and medication management in an outpatient setting.

In conjunction with Clark County, Lifeline received a \$975,000 SAMHSA (Substance Abuse and Mental Health Service Administration) to service individuals involved with Drug Court and Substance Abuse Court.

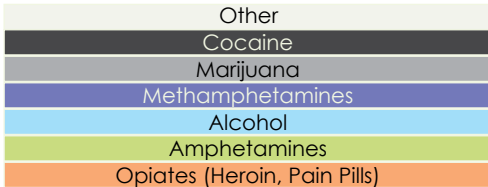
2014–2015 fiscal year was the second year of this three year grant which provides one full time mental health professional and a half time mental health case manager. Services also include medication management and medication assisted therapy.

Healing . . .

AGE DEMOGRAPHICS



SUBSTANCE CHOICE AT INTAKE:



245

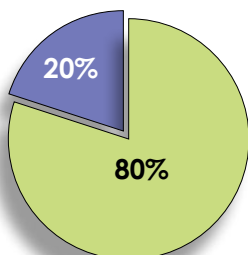
Total number of clients served by our TSC program

FACTS ABOUT DRUG COURT:

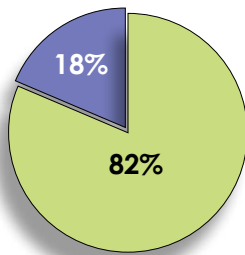
- Nationwide, for every \$1.00 invested in Drug Court, taxpayers save as much as \$3.36 in avoided criminal justice costs alone.
- When considering other cost offsets such as savings from reduced victimization and healthcare service utilization, studies have shown benefits range up to \$27 for every \$1 invested.
- Nationwide, 75% of Drug Court graduates remain arrest-free at least two years after leaving the program.
- Drug Courts significantly reduce crime as much as 45% more than other sentencing options.

GENDER ENROLLMENT

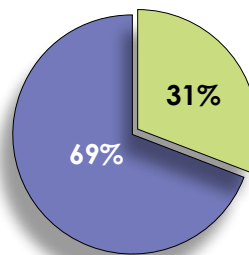
Male Female



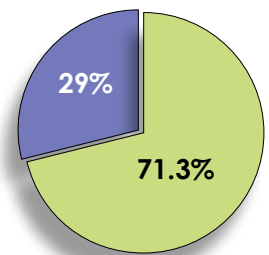
SUBSTANCE ABUSE COURT



JUVENILE RECOVERY COURT



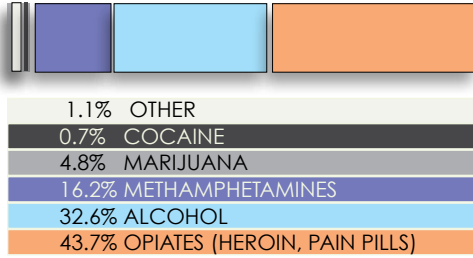
FAMILY TREATMENT COURT



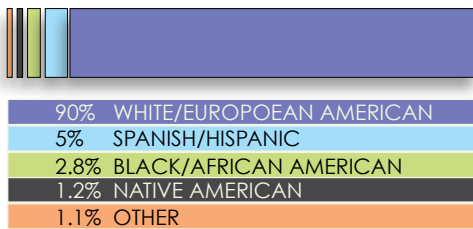
DRUG COURT

OVERALL AGENCY

SUBSTANCE CHOICE AT INTAKE



RACE/ETHNICITY



GENDER RATIO



3,907

Total number of **UNDUPLICATED** clients served

54,095

Urinalysis testing services (both monitored & unmonitored).

2015 STATEMENT OF ACTIVITIES

Changes in unrestricted net assets, Revenues and other support	
Governmental program revenues	\$6,506,756
Client fees	\$2,078,876
Contributions and other income	\$128,817
Total revenues and other support	\$8,714,449
Operating expenses	
Program services	\$6,325,823
Supporting services	\$1,883,851
Total operating expenses	\$8,209,674
Change in unrestricted net assets	\$ 504,775

2015 STATEMENT OF FINANCIAL POSITION

Cash and cash equivalents	\$317,040
Accounts receivable	
Client fees, net of allowance for doubtful accounts	\$202,295
Governmental program contracts	\$ 503,684
Inventory	\$17,993
Prepaid expenses	\$ 9,303
Property and equipment, net of accumulated depreciation	\$25,239
Total assets	\$1,075,554
Accounts payable	\$ 358,032
Accrued payroll and related payables	\$ 209,405
Accrued vacation and sick leave	\$120,795
Deferred rent liability	\$136,377
Contract working capital advances	\$ 275,000
Total liabilities	\$ 1,099,609
Net assets (deficit)	(\$24,055)
Total liabilities and net assets	\$1,075,554

January 2015 - Project Homeless Connect Hair Cut



Lifeline Connections was proud to participate in Project Homeless Connect with approximately 30 other agencies to provide services and resources in a one stop shop for over 300 homeless individuals.

May 2015 - Alumni Hazel Dell Parade



The Lifeline's Alumni participated in the local Hazel Dell Parade in an effort to educate our community about recovery. The theme of the parade was wild wild west. The Alumni's float won 1st place for float entry and 2nd place for spirit.

June 2015 - County Loan Payoff



February 2012 Lifeline Connections representatives approached the Clark County Board of Commissioners requesting a loan to help bridge a financial downturn. The loan of **\$1,102,708.20** was paid in full, with interest, when the final check was handed to Mark McCauley, Acting Clark County Manager by Susan Taylor, Board President on Thursday, June 25, 2015.



February 2015 - Alumni Giving it Back



Lifeline Connections' Alumni Committee held its winter event at Clark College. Over 300 individuals attended to hear stories of recovery and to honor those in our community that have actively supported the local recovery community.

June 2015 - Alumni BBQ



The final Alumni event for the year was held at the local Xchange Church. The event was well attended and provided a great atmosphere for sharing recovery, supporting others in recovery and having some safe and sober fun.

June 2015 - Camas Farmers Market



Lifeline participated in the opening day of the Camas Farmers Market featuring a health and wellness fair. The interactive board game was a big hit with kids!

October 2014 - June 2015



Lifeline Connections worked in conjunction with Leadership Clark County to produce the Book seen here.



LISA SCHELLER – STORY OF RECOVERY

I began experimenting with marijuana at the age of 15 with a boyfriend. He was both physically and verbally abusive. He introduced me to cocaine at the age of 18. By 25, I had moved to meth; my drug of choice. Eventually I left the boyfriend for Greg. We were married in 1990.

As I continued in my addiction I needed more; more drugs and more money, so I became a drug dealer. The money was good and life was good. During this time I had two children (a son and a daughter). The substance use had significant impact on my marriage and children but I couldn't see it. In 2006, our home was raided by the police where they found \$10,000 in cash and 47 guns along with drug paraphernalia. I was arrested and sent to prison. Because of a plea bargain, my sentence was for only one year.

I stayed clean for one year after I got out of prison, but went back to my same lifestyle and habits. Recovery is a lonely place. I wanted the money and my friends back. On November 12, 2013 my heart stopped due to the meth. "I blew my heart up." I was in a coma for seven days and ICU for 13 days. While in the coma, I had an out of body experience where I went to hell and back and experienced creatures biting me. It was the most frightening experience of my life. The doctors told my husband that I had 15% chance of survival. During this time, Greg bought me a bicycle helmet and titled it the "Helmet of Hope" knowing that if anyone could survive it would be me.

While in the hospital, the chaplain told Greg about Lifeline Connections and arranged for a social worker to work on getting me into treatment. I assessed at the outpatient level and entered treatment December 10, 2013.



In treatment, I learned that I am a woman worthy of love, honor, trust, dignity and respect. I learned that I had to completely change my lifestyle if I was going to be successful. The most difficult barrier for me to overcome in recovery was losing my friends but once I was willing to give up those relationships that were so toxic, I found and reconnected with my best friend, Greg, my children and my Dad.

My children and I have begun to redefine our relationship in a more positive way with work still to do. I am proud of my children and they are beginning to be proud of

me. My daughter said that "As an addict, mom wanted to run from me or create an argument. Now, she is kind of pushy with things. She's changed for the better. I think the experience in the hospital took all the evil out of her. It was like living with the devil."

Finally, my story is a story of true love. My husband Greg has followed me through this journey. He is a man of integrity and honor. When my mom was dying, and we were 20 something years old, he promised my mother he would take care of me. He has done more than that - he has loved me and for that I am truly blessed!



Your gift is vitally important in helping Lifeline Connections meet our mission of inspiring hope and supporting lifesaving changes for people affected by substance use and mental health conditions. There are many ways in which to support us: donate, volunteer or give-in-kind items. Visit: [Lifelineconnections.org/how-you-can-help/](https://lifelineconnections.org/how-you-can-help/)

To all donors who contributed to further Lifeline's mission this year,
thank you.

