

Spring 2020 Newsletter

Hope in Uncertain Times



You've seen examples of resilience, of people and communities coming together to take care of each other. Musicians entertaining from their balconies...people clapping for healthcare workers...high-school students manufacturing face masks for hospitals. When times are tough, we take care of each other.

You can be part of building resilience and spreading hope. In the next few months, Lifeline Connections' services will become more critical than ever. Your help and donations have never been more needed to allow us to purchase these essential items:

- 1) Personal protective equipment & cleaning supplies for our inpatient units
- 2) Clothing for people coming off the streets into our detox and sobering programs
- 3) Child care for essential staff whose children aren't in school
- 4) Operating costs to keep our doors open and our lights on for as long as it takes

Will you help? Click [here](#) to give your gift of resilience and hope.

Thank you.

Camp Mariposa Copes With COVID-19 by Supporting Campers and Families



Camp Mariposa-Southwest Washington has found new ways of staying in touch with campers since camp was cancelled in March. A new interactive website was created with exclusive access for campers to stay in touch and get creative at home activities. Care packages with supplies were also delivered and virtual meetings are keeping everyone connected and involved.

Patient Satisfaction Is High

Patients at Lifeline Connections reported a high level of satisfaction with the services they receive on a survey administered during February 26 to March 3. A total of 567 respondents gave the agency an overall satisfaction rate of 94%. "The annual patient satisfaction survey gives us great information about how we're doing through the eyes of the people that matter most - our patients," said Gina Van Dyken, Lifeline Connections' Quality Assurance Specialist. "We're pleased that, year over year, our patients tell us where we're doing well and where we need to make improvements."

Eighteen programs were surveyed. Patients were asked to assess all aspects of the agency including clinical, medical, billing, admissions and support activities, and their own experience in treatment. 96% percent said the program they were reviewing was beneficial to their recovery.

"We take this survey very seriously," said Jared Sanford, Chief Executive Officer. "If there's a problem in any of our departments we need to know it, and we take whatever steps we can to correct it."



Colin Mallory – Perseverance and Recovery

I have really good parents that provided a good home. My friends and I liked to do the extreme sports and were often looking for trouble. At the age of 13, alcohol was my first drug of choice with buddies around a camp fire. As a teenager, I always felt uncomfortable in social situations and at school I did not fit in. I found alcohol made me feel normal and be able to talk to others. When drinking I thought that I was the king of the world.

The summer after 8th grade (14) I started smoking weed. I started selling marijuana at 15. At 16 I was selling cocaine. I started selling because I wanted to smoke as much weed as I wanted and the only way I could afford that was to sell. I have a good business mind for sales. Eventually I got in over my head. I was selling to dealers making quite a bit of money. That turned into me experimenting with other drugs

I remember how fast and how addicted I was to opiates. I was staying at my friend's house who was an opiate addict. I brought a lot of cash to this guy's house. When he saw the amount of money he gave me opiates and from that time on I was doing a lot of opiates every day for 3 years. Oxy was my favorite. In our delusional state we thought we were too good to do Meth or Heroin. We were spending every single dollar we could get on Oxy. I had other jobs that were real jobs that I was getting fired from. We were no longer making money so we resorted to smoking heroin.

I got really serious about staying sober while in jail. I didn't have a plan for treatment except for AA. When I got out of jail and went home to find my family and friends are all there where they proceeded with an informal intervention. They were surprised how willing I was. They thought I was going to fight them. At that point, I realized I was hurting them. When I agreed to go to treatment my family wanted to keep me locked down. I hadn't used heroin for 6 months but found my friend, who was living at my parents' house, was using. I drank beer and then proceeded to get high with him that night and then went to inpatient that next day.

I really liked inpatient. Lifeline started the journey.

I have responsibilities now. I have my own place. I have a girlfriend that I love. We do lots of healthy stuff together. I've saved money and I have a job that I like. Thus far in my recovery, I was driving hard to make a lot of money. I'm finally at the point where I don't need to work 6 days a week. I got really out of touch with AA because of my working. I wasn't doing any service work or talking with my sponsor. It was better when I brought my life back into balance.

My relationship with my family is amazing. I have mended my relationship with both my sister and brother. My relationship with my parents is awesome; I go there and hang out with them. They are two of my best friends. I just like hanging out with them. Life is awesome. It is great being clean and sober and being part of AA.



iQ Credit Union gives back to the community it calls home in Southwest Washington and Portland, Oregon. Recently iQ For Kids awarded a generous grant to Camp Mariposa, Lifeline Connections' year-round camping program supporting kids impacted by the substance use disorder of their loved ones.

Every Friday, iQ employees get to wear jeans if they donate part of their paycheck to iQ for Kids. Thank you, iQ employees!



Rosie the Riveter in the 21st Century

The original Rosie the Riveter probably didn't work in the Vancouver shipyards during World War II, but the community certainly had its share of women helping the country's war effort. Today, dozens of groups of women and youth have volunteered their time and resources making masks, face shields and other personal protective equipment for Lifeline Connections during COVID-19.

At last count, more than 1,100 homemade face masks have been stitched and delivered to support staff and patients. This project began when a handful of Lifeline staff began sharing patterns and ideas on Saturday, March 21, before the CDC had even decided masks could be helpful.

"We knew staff and patients would feel more comfortable with protection, especially our inpatient programs where people live and work so close together" said Amber Martin, Director of Withdrawal Management & Sobering. "The outpouring of generosity has been amazing!"

CAMAS HIGH SCHOOL students put their energy to work making plastic face shields for the medical staff in those same programs. "Patients recognize that we're concerned about all their healthcare concerns," said Martin. "We're so grateful for the ingenuity and gift from these students. When supplies were so hard to get, they stepped up and filled the gap for us." Thank you, Camas High School, and all the sewers in the region.



Generosity is Alive and Well!

Campapalooza, Lifeline's fundraising event previously scheduled for Saturday, May 2nd in Clark County, was cancelled in mid-March due to the COVID-19 pandemic. We're grateful to the many organizations and individuals who were actively involved in helping us launch what was going to be a fun evening.

Since the decision was made to cancel, we've been touched by the spirit of generosity from vendors and sponsors who continue to stand with us. We want you to know about our amazing partners, and ask you to thank them with us.

Amerigroup – this health insurance and managed care health provider stepped up with generous support after touring our facilities. They were particularly touched by needs in our residential units.

Nonstop Wellness – this health insurance company serves nonprofit organizations, including Lifeline Connections, and through their sponsorship their compassion extended to our patients.

Providence Health Plan – Lifeline Connections offers Providence Health to our employees, and we're grateful they in turn supported our event.

Speakers For Change – this speakers' bureau connected us with our guest speaker, Mackenzie Phillips, the renowned actress who now works as a substance use counselor. Speakers For Change has heart and commitment for all the people we serve—they also made a direct gift to Camp Mariposa.

Hilton Vancouver Washington – Angie Gross and the rest of the event planning staff at Hilton Downtown Vancouver were a delight to work with and helped smooth so many hurdles.

NW Natural – for the second year, NW Natural awarded a programming grant for agency operations following our Campapalooza outreach. The company's spontaneous award will help us meet patient needs we can't otherwise address through normal funding streams.

Our sincerest thanks go to these wonderful community partners. Your generosity lifted our hearts during these challenging times. You demonstrate what makes this community, this state, and this country great. Thank you!



Thank you to all of the staff at Lifeline Connections for your continued flexibility and dedication to our patients and each other as we pave this new road ahead during COVID-19 and develop high quality telehealth services!

Lifeline Connections & COVID-19 – Flexible, Innovative, Compassionate



How does a nonprofit behavioral health agency meet the needs of more than 5,000 patients when a pandemic strikes? By calling on its 270 staff and asking them to be flexible and innovative while maintaining the same high level of compassion and commitment to its patients that it always has.

“We have an amazing team at Lifeline Connections,” said Jared Sanford, Chief Executive Officer. “Our technology team, to start with, deserves our recognition and thanks. Ed and Merrie immediately assessed what we’d need to make sure our clinicians could provide tele-healthcare, whether working from home or meeting with patients who were in self-quarantine. They brought in extra resources and when hiccups surfaced, they fixed them - sometimes in minutes.”

The agency quickly built a COVID-19 Response team to review and update policies and practices to maintain patient confidentiality and care. The team also directs communications both internally and with the community and stakeholders about how services will be provided in the weeks and months ahead.

Staff across the agency have shown resilience and a willingness to figure out new ways to do their work. “The services we provide and the work that we do at Lifeline are essential to our nation’s response to COVID-19,” Sanford recently told staff. “I am grateful for all the strength and support you show each other and to our patients!”

Thank You



SWACH



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Community Foundation for Southwest Washington, Southwest Washington Accountable Community of Health Meet Lifeline COVID-19 Needs

Even before Washington State Governor Jay Inslee issued a stay-at-home order, the Community Foundation for Southwest Washington put together a [COVID-19 Response Fund](#) to help local nonprofits serving those hit hardest by the pandemic. Within a week, [Southwest Washington Accountable Community of Health](#) announced its own round of emergency funding.

Combined, support from these funds allowed Lifeline Connections to rapidly deploy telehealth services across Southwest Washington. This effort ensures that all patients continue receiving the essential treatment they need for their behavioral health disorders. And just last week, the Community Foundation stepped up *again* with a second gift that will ensure Lifeline’s six inpatient units have PPE and cleaning supplies to provide safety for everyone who needs critical on-site treatment.

“Our patients are especially vulnerable right now,” said Jeri Mortimore, Lifeline’s Fund Development Director. “Recovery happens when you can connect with other healthy people—and social/physical distancing makes that hard. Because of the support from these two wonderful community partners, no one needs to feel they’re alone and without the help they need. And those who need to come in for care can feel safe doing so.”

Patients say it’s making a difference. One person put it this way: “I really appreciate the consistent telephone contact. It shows that you guys really care about us.”

A huge shout-out to the Community Foundation for Southwest Washington and Southwest Washington Accountable Community of Health for quickly responding and being excellent community partners.

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