



Lifeline Connections



hope help *Healing*



ANNUAL REPORT
2017



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

Contact Information & Locations

Aberdeen Office

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

Camas Office

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

Orchards Office

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

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 3,000 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 and certified by the Washington State Department of Social and Health Services, 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 National Registry of Evidence-Based Programs and Practices.

Main Office

1601 E. Fourth Plain Blvd.
Bldg #17
Vancouver, WA 98661

Mailing Address

P.O. Box 1678 Vancouver, WA 98668
Phone: (360) 397-8246
Email: info@lifelineconnections.org
Web Address: www.lifelineconnections.org

Executive Team

Jared Sanford, MPA
Chief Executive Officer

Brandy Branch, LMHC,
CDP
Chief Clinical Officer

Joe Foster, MBA, CMA
Chief Financial Officer

Management Team

Maria Calvert, BS, CDP
*Program Director
Substance Use Disorder
Outpatient Services*

Kaylee Collins, LPN
*Program Director
Withdrawal
Management Services*

Linda Burnham
Billing Director

Phillip Muir, BS, CDP
*Program Director
Substance Use Disorder
Residential Services*

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

Jessica Hall, BS, PHR
*Human Resources
Director*

Arianna Kee, LMHC,
CDP
*Program Director
Mental Health Services*

Jeff Cotta, LICSW
*Program Director
Aberdeen/South Bend
Offices*

Liana Hategan, MD
Medical Director

Jeri Shumate, CFRE
*Fund Development
Director*

Sobering Unit Advisory Board

Mark Muhr – *Clark County EMS*

Peggy Sheehan – *City of Vancouver*

Amy Reynolds – *Share*

Chair: Kathy McNicholas – *City of Vancouver Police*

Kalen Beasley – *Veterans Administration Police*

Kate Budd – *Council for the Homeless*

Olivia Resnick – *Share*

Angela Graves – *Peachealth SW Washington
Medical Center*

Terri Owen – *CVAB (Consumer Voices are Born)*

Rusty Warren – *Clark County Sheriff*

Todd Skenandore – *Legacy Health Salmon Creek*

The Board of Directors

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Ginger Schmidt – Riverview Bank
Vice President

Matt Lee – Opsahl/Dawson Certified
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Treasurer

Harry Russell – Retired Law Enforcement
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David Artz – Retired Attorney
Director

Brian MacKenzie – Sam B. Gunn Law Firm
Director

Edie Blakley – Clark College
Director

Kasandra Early – Self-Employed
Director

JOHN COX AWARD
OF EXCELLENCE



Whitney Howard

COMMUNITY
PARTNER AWARD



Trevor Clark

ANNUAL AWARD
WINNERS

A MESSAGE FROM THE BOARD PRESIDENT



Lifeline Connections has been providing services for our community for over 50 years helping people within our community who are struggling with mental health, drug, and alcohol abuse. We provide adult residential, court, youth, outpatient, detoxification and sobering programs for many of our neighbors and family in the Pacific Northwest.

We prepare this report annually to demonstrate our staff's passion and efforts to help patients in Washington State. The Board of Directors are grateful by the efforts of Lifeline's CEO Jared Sanford, executives, managers and staff, to help this and other regions and grow our programs.

Lifeline Connections has continued to maintain the financial stability needed to provide services to residents in Washington State. We have opened new facilities in Aberdeen and South Bend, WA. We have reached our goal for funding a pregnancy and parenting women's inpatient program, which will allow mothers to receive treatment while caring for their young children. With further funding and fundraising we plan to open the program in the next fiscal year. We have implemented an electronic health record this year, helping coordinate medical care with our patients.

We will continue to develop better programs and funding to help people improve on their potential outcomes while fighting mental health conditions and substance use disorders.

Lifeline Connections Board of Directors thanks the Lifeline Connections staff, Advisory Boards and community for the support of all our neighbors and friends in need. We are continuing to look to the future for opportunities to help those families struggling to find answers.

Rusty Williams President.

RECOVERY

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.

In 2017, the program added a vehicle. 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.



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 session and pet therapy helping patients achieve overall wellness and balance.

"I found more tolerance (an attribute of love) at Lifeline than I had seen at other treatment centers." - Former Client



Substance Use Disorder Outpatient Programs

Clark, Grays Harbor and Pacific 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

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.

5070

THE AVERAGE NUMBER
OF HOURS INDIVIDUALS
SPEND IN OUR SOBERING
UNIT EACH MONTH:

2190

THE AVERAGE NUMBER
OF DRUG SCREENS
PERFORMED EACH MONTH



"To be honest, Lifeline was great. I have good memories of my time there." - Former Client



Mental Health Programs

Clark, Grays Harbor and Pacific Counties

Mental Health & Co-Occuring 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.

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.

ECS & ORCS

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.

Offender Re-Entry Community Support (ORCS)

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. After releasing, patients begin services within the COMET program and then transfer to lower levels of care as they remain stabilized in the community.



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/

Therapeutic Specialty Courts

Clark County

Jail Transition Services

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.

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.

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.



OCTOBER 2016

*Lifeline Connections
Becomes a Health Home*

FEBRUARY 2017

*Lifeline Connections
Offers Free Aftercare to
Individuals Who Have
Completed Outpatient
Treatment*

MAY 2017

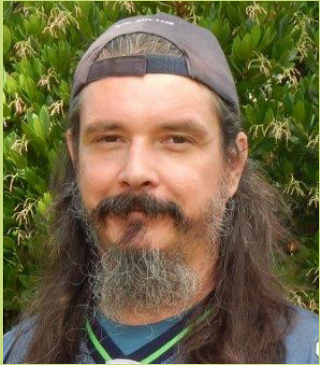
*Lifeline Connections
adds the Sobering
Urgent Response Vehicle
(SURV) to the
Sobering Unit*

MAY 2017

*Lifeline Connections
Implements an
Open Access Walk-in
Assessment System*

JULY 2017

*Lifeline Connections
Opens a Behavioral
Health Outpatient
Program in Aberdeen
and South Bend
Washington*



Patrick Farley (Left)

The transition from elementary school to middle school can be tough for any kid but proved to be especially difficult for Patrick. Patrick grew up in a very rural community, the type of community where you know everyone. The average class size in the very small elementary school was 18 students with a maximum student body of only 110 in the whole school. Transferring to the middle school in Tumwater meant a change of schools and a complete change of environment. Patrick's love of music found him gravitating to the music scene where he found kids that were drinking.

In 2016, Patrick had given up on trying to get into treatment but happened to be seeing a nurse at SeaMar in Tumwater for a medical issue when she referred him to the addiction medicine department. A bed happened to be available the next day at Lifeline. He jumped on a train and found himself in residential treatment the next day with \$22 to his name and a bag of tobacco. He was scared and feared the unknown.

Patrick instantly found Alex, Residential Floor Staff, too was a diehard SeaHawks fan so there was someone to connect with. Christi, counselor, made a big impact and then there was another counselor that spent 45 minutes with him when he was struggling with severe depression, although he didn't have an appointment with her. He knew that staff really cared and wanted to see him succeed.

When asked what was different about the inpatient treatment at Lifeline Connections he said he was just done. When entering treatment in the past it was to stay out of jail or he was fighting for his son. This time he was fighting for himself. The move from Tumwater to Vancouver allowed him to feel safe in Vancouver's strong recovery community.

Patrick found support and that made all the difference in where his life is today. He credits Kleen Street for providing housing, recovery coaches for requiring accountability, ATR funds for giving him a start, HEN (Housing and Essential Needs) for rent assistance, Blue Door AA Meetings, and his strong work ethic, skills as a roofer, and goal driven personality to much of his success.

With over a year of sobriety Patrick keeps a laser focus on his goals which include his recovery, working toward his associate's degree, and having fun with his son and granddaughter. Congratulations Patrick!

"Everything was wonderful, no improvements." - Former Client

2016 STATEMENT OF FINANCIAL POSITION

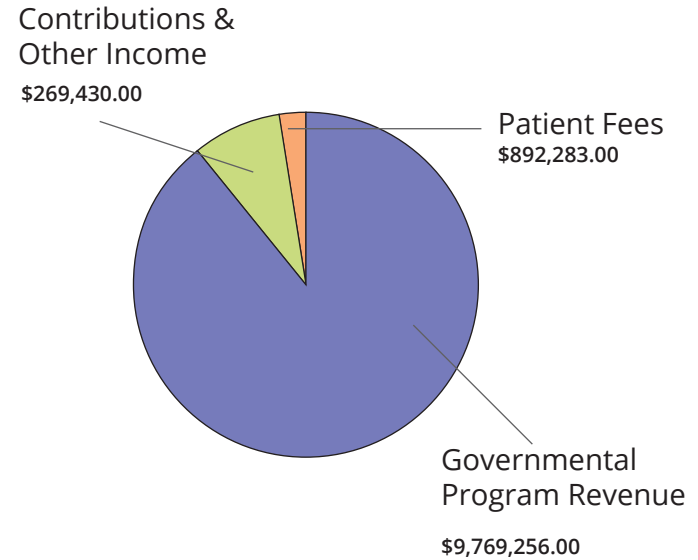
ASSETS

Cash and cash equivalents	\$1,236,024 .00
Accounts receivable	\$1,375,797 .00
Inventory	\$22,083.00
Prepaid expenses	\$84,724.00
Property and equipment, net of accumulated depreciation	\$302,310.00
Total Assets	\$3,020,938.00

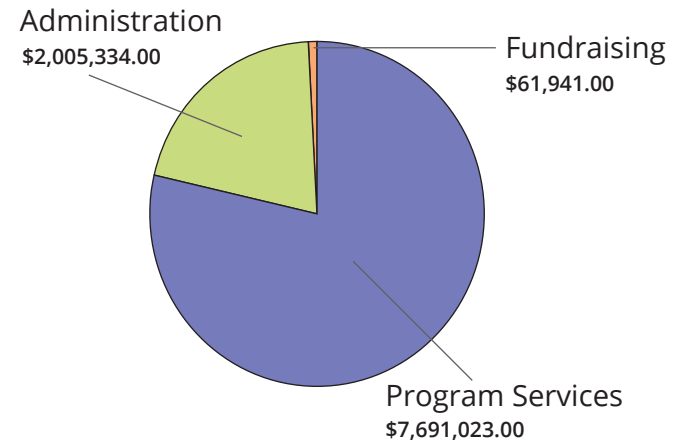
LIABILITIES

Accounts payable	\$407,494 .00
Accrued payroll and related payables	\$423,111 .00
Line of credit	-
Working capital advances	\$20,924.00
Note payable	\$149,667.00
Total Liabilities	\$1,001,196.00
Net assets	\$2,019,742.00
Total liabilities and net assets	\$3,020,938.00

FUNDING RESOURCES



EXPENSE CATEGORY



DID YOU KNOW?

92%

OF PATIENTS ARE REPORTING SATISFACTION WITH THEIR TREATMENT SERVICES

82%

OF EMPLOYEES REPORTED SATISFACTION WITH THEIR JOB

90%

OF OUR FUNDING COMES FROM PUBLIC SOURCES

FACT:

EVEN SERIOUS SUBSTANCE USE DISORDERS CAN BE TREATED EFFECTIVELY, WITH RECURRENCE RATES EQUIVALENT TO THOSE OF OTHER CHRONIC ILLNESSES. MORE THAN 25 MILLION PEOPLE WITH A PREVIOUS SUBSTANCE USE DISORDER ARE ESTIMATED TO BE IN RECOVERY.

FACT:

ONLY 10.4 PERCENT OF PEOPLE WITH A SUBSTANCE USE DISORDER RECEIVE TREATMENT AND OF THAT 10.4 PERCENT, ONE-THIRD RECEIVE ONLY THE MINIMAL STANDARD OF CARE.

FACT:

MORE THAN 10 MILLION FULL TIME WORKERS HAVE A SUBSTANCE USE DISORDER. THIS IS A LEADING CAUSE OF BOTH DISABILITY AND REDUCED WORKER PRODUCTIVITY.

Goodbye Substances

Today I say goodbye
to drugs and alcohol
I know it's hard but necessary
for if I don't, I will fall

You broke me down
And you tore me up
threw me around
I've had enough

I do not need you
Nor do I want
to give my soul
for you to haunt
Another day
another breath
You took it all
With nothing left

For me to have
and call my own
You took my life
My friends and home

There's nothing left for me to say
Except it's time for my goodbye
For me to move on with my life
and take that road less traveled by

- Former Client



It's never too late to call.

360.397.8246
www.lifelineconnections.org
info@lifelineconnections.org

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