



contents



"It feels like people care. It feels less clinical and more personal while still being professional and following guidelines."

- FORMER PATIENT

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Thank You, Supportors

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contact us



WRITE

P.O. Box 1678, Vancouver, WA 98668 info@lifelineconnections.org



CALL

(360) 397-8246



VISIT

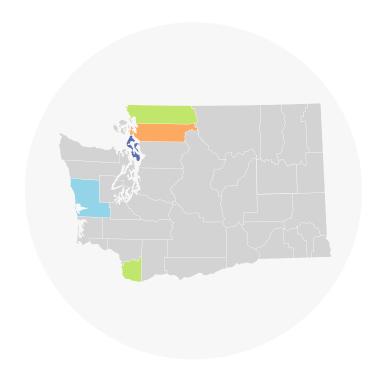
lifelineconnections.org



DONATE

Lifeline Connections is a private, not for profit 501(c)(3) corporation that has served the community since 1962. We rely on donations to help accomplish its mission. Become a donor today and help individuals find hope, help and Healing.

lifelineconnections.org/how-you-can-help/



LOCATIONS			
VA Campus Office	1601 E. Fourth Plain Boulevard, Building #17	Vancouver, WA 98661	(360) 397-8246
Aberdeen Office	311 South I Street	Aberdeen, WA 98520	(360) 787-9319
Bellingham Office	4120 Meridian Street, Suite 220	Bellingham, WA 98226	(360) 922-3030
Crisis Wellness Center	197 NW Lower River Rd.	Vancouver, WA 98660	(360) 205-1222
Meriwether Place	6221 NE Fourth Plain Blvd, Suite 120	Vancouver, WA 98661	(360) 989-3743
Mt. Vernon	2105 Continental Place, Suite A	Mt Vernon, WA 98273	(360) 399-6900
Oak Harbor	1791 1st. Ave.,	Oak Harbor, WA 98277	(360) 399-6900
Orchards Office	11719 NE 95th Street, Suite A	Vancouver, WA 98682	(360) 984-5511
Recovery Resource Center	9317 NE Hwy 99, Suite M	Vancouver, WA 98665	(360) 787-9315
Women's Recovery Center			(360) 690-3069

We transform lives giving hope, help, healing to those impacted by substance use and mental health conditions.

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

To be recognized as the premier provider of substance use and mental health services in the Pacific Northwest by providing integrated care, comprehensive services and enduring relationships.

Year	2021
Patient Satisfaction Rate	96%
Individual Therapy Satisfaction Rate	94%
Group Therapy Satisfaction Rate	97%

WE ARE

Lifeline Connections helps struggling adults find hope and healing. We treat substance use and mental illness with deep compassion and steadfast care. More than 5,000 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

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 substance use professionals
- Registered and licensed practical nurses
- Counselors who are bilingual and fluent with American Sign Language
- Peer support/recovery coaches

WE USE

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.

QUALITY

CUSTOMER SERVICE

INTEGRITY

DIVERSITY AND INCLUSION













board president's message



Wow! What a year to be in any kind of business! The COVID-19 pandemic has required all of us to adjust, redefine a new normal and remain nimble as we continue to navigate this major disruption in our daily lives.

First, I want to thank the Lifeline Connections staff who showed tenacity, flexibility, and heart to serve some of the most vulnerable members of our communities. Healthcare in general and behavioral healthcare is a tough profession during a pandemic. Quality behavioral health services are needed, and more in demand, than in recent history. I am pleased to report that Lifeline Connections is well positioned to meet the changing needs of our clients.

After several years of planning, through many setbacks and hiccups, and an ever-changing COVID-19 restrictions environment, we opened the Crisis Wellness Center, August of 2020. This facility is a tremendous resource to the entire region. Thank you to all for your commitment and sometimes herculean efforts to overcome barriers while keeping your eye on the goal of opening this beautiful new facility.

In February, Lifeline Connections received a nearly \$4,000,000 Substance Abuse and Mental Health Services Administration (SAMHSA) Improvement and Advancement Grant. The funding is the first of a two-grant series designed to transform the agency into a Certified Community Behavioral Health Clinic (CCBHC). In doing so, we will have the privilege of providing comprehensive, integrated, coordinated and personcentered behavioral healthcare to all regardless of their ability to pay.

One of our first steps in implementing the many requirements of the SAMHSA grant was to expand and remodel our Orchards (East Vancouver) office to accommodate five exam rooms so that integrated care could be offered to our patients.

These many accomplishments are only possible with strong executive leadership, a committed Board of Directors, and staff who believe that if we provide good, quality, affordable, evidence base services lives can transform and become better and by so doing we truly are making a positive impact in the communities we serve. I am grateful and proud to be associated with such an organization.

MATTHEW LEE

President, Board of Directors

BOARD OF DIRECTORS

Matt Lee	President	Opsahl/Dawson Certified Public Accountants
Edie Blakley	Vice President	Clark College Career Services
Ginger Schmidt	Treasurer	Riverview Bank
Kasandra Early	Secretary	Self Employed Business Contractor
Robert Poole	Director	Retired Psychologist
Harry White III	Director	Waddell & Reed Financial Advisors
Rusty Williams	Director	Cost Management Services Inc.
Brian MacKenzie	Director	Gunn Law Firm PLLC
Brian Barry	Director	Contract Consultant
Brian MacKenzie	Director	Silver Eagle MFG

CRISIS TRIAGE AND STABILIZATION ADVISORY BOARD

John Horch	Chair	Clark County Sheriff's Office
Brittany Davis	Vice-Chair	Amerigroup
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Victor Garcia	Member	Peace Health
Daniel Smith	Member	Community Health Plan of Washington
Jeffrey Hite	Member	Beacon Health Options
Sky Wilson	Member	Southwest Washington Accountable Community of Health
Dave Kester	Member	Peace Health
Kathy McNicholas	Member	Clark County Sheriff's Office
Marc Muhr	Member	Clark County EMS
Ana Sifuentes	Member	YWCA Clark County
Kimberly Whitten	Member	Consumer Voices are Born
Brad Berry	Member	Consumer Voices are Born
Chiara Caballero	Member	NAMI SW WA
Estefania Tran	Member	RN
Cathy Doriot	Member	Ridgefield Police Department
Kris De Vore	Member	CRESA

RECOVERY RESOURCE CENTER ADVISORY BOARD

Keith Wells	Chair	
Randy Strutz	Vice Chair	
Lyn Anderson	Member	
Julie Jo Cole	Member	
John Dyer	Member	
Tim Ranger	Member	
Bill San Nicolas	Member	
Orvie Wake	Member	

MANAGEMENT TEAM

Jared Sanford, MPH
Chief Executive Officer

Joe Foster, CMA, MBA Chief Financial Officer

Remi Smith, MSW, MBA Chief Quality and Assurance Officer

Brandy Branch, LMHC, SUDP Chief Clinical Officer

Arianna Kee, LMHC, SUDP Deputy Clinical Officer

Amanda Scharfe, MS, SUDP
Program Director, Substance Use Disorder
Men's Residential Services

Amber Martin, RN
Program Director,
Withdrawal Management Services

Brianna Dalton, LMHC
Program Director, Community Based
Treatment Services, Clark County

Carolyn Mason, MS, SUDP, WSCGC-II, ICGC-II
Regional Program Director,
North Sound Region

Cayla Rauh, BS, SUDP
Program Director,
Men's Low Intensity Residential

Dan Jass, MA, LMFTProgram Director Child & Youth Services

Gina Van Dyken, MSWProgram Director, Recovery Support Services

Jeri Mortimore, CFRE
Development Director

Jessica Hall, BS, SPHRDirector of Human Resources

Julie Grendon, MS, MHP Community Based Services Director, Northern Region

Kara Seibert, MSW, LSWAIC
Program Director, Crisis Triage
and Stabilization

Kaylee Collins, LPN
Program Director,
Medication Assisted Recovery

Liana Hategan, MD Medical Director

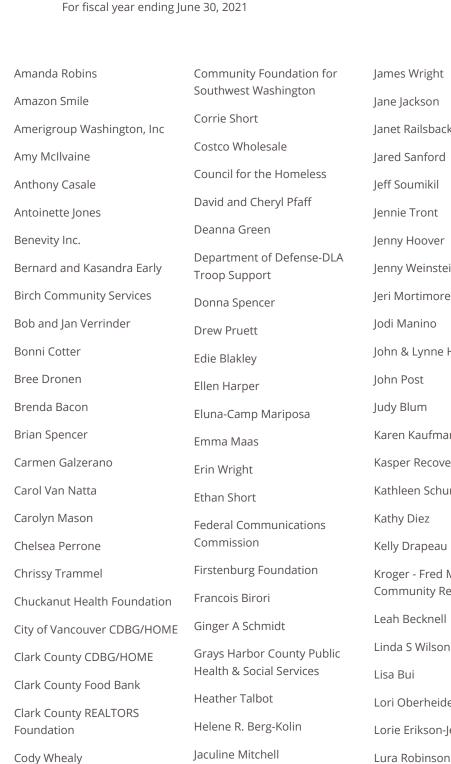
Maria Calvert, BS, SUDP
Program Director, Substance Use Disorder
Outpatient Services, Clark County

Pat Upshaw, BA, SUDP Program Director, Therapeutic Specialty Courts Outpatient Services, Clark County

Sarah Wasilk, SUDP Program Director, Women's Recovery Center

Victoria Nita
Operations Director

thank you, lifeline supporters



James Goodman

Columbia Sportswear

James Wright Jane Jackson Janet Railsback Jared Sanford Jeff Soumikil **Jennie Tront** Jenny Hoover Jenny Weinstein Jeri Mortimore Iodi Manino John & Lynne Hart John Post Judy Blum Karen Kaufmann Kasper Recovery Housing Kathleen Schumock Kathy Diez Kelly Drapeau Kroger - Fred Meyer **Community Rewards** Leah Becknell Linda S Wilson Lisa Bui Lori Oberheide Lorie Erikson-Jeffcoat

Lynette Tracy

Maradee Potter Matt Lee Merrie Armour Michele Scott Michelle Beal Michelle Lim Michelle Stults Molina Health Care of Washington-North Sound Network for Good Nisqually Tribe No Child Left Inside Nonstop Wellness North Sound Behavioral Health Opsahl Dawson CPA PacificSource Foundation Pamela Zink-Brown Patricia Reves Patti Garland Peggy Mulhy **Price Foundation** Printforia **Project Linus** Quinault Indian Nation **Charity Fund** RANDALL STRUTZ

Recovery Cafe of Clark County

Remi Smith Richard Hart Robert A Poole Rushing Waters Restaurant Group, Inc. Sarah Macdonald Savior Socks Shannon Edgel Sheryl Johnson Shiela K Osheroff Simon Denison Simply Sweets Southwest Washington Accountable Community of Health Substance Abuse and Mental Health Services Administration (SAMHSA) Summit Pacific Medical Center Suresh Palani Susan Muir Target - Bellingham Store Teresa Burt Teresa Davis Todd and Jill Klantchnek

Wallace Williams Washington Health Care Authority Washington State Combined Fund Drive Washington State Department of Commerce Whatcom Community Foundation Whatcom County Health Department Whatcom Educational Credit Union Workforce Southwest Washington

Untitled Poem

Of all the things

I've kept from me.

The biggest lie;

I could not see.

Why one would choose,

to hide themselves:

I would not know...

Now seems: a hell.

A hell no man

Should have to bare.

A waste of time,

No answers there.

But, there you stayed;

for oh, so long.

Until your pasts;

Undid their wrongs.

And now you journey,

Along the path,

Of those who learned,

to do the math.

-H. H.

ANNUAL REPORT 2021 LIFELINE CONNECTIONS

Ty Stober

United Way of Grays Harbor County

United Way of Whatcom County

Vancouver Public Schools

Vanessa Gaston

timeline of events

statement of financial position

For fiscal year ending June 30, 2021





FEBRUARY HARPS program begins in Bellingham



Community panel discussion with Brady Branch, LLC VP of Outpatient Based Services, Dr. Kira Mauseth, co-leader of Behavioral Health Strike Team, WA State Dept. of Health, Ty Stober, councilmember, Vancouver City Council



JUNE

Integrated Health Services begin to expand in the Eaast Vancouver Office (Orchards)

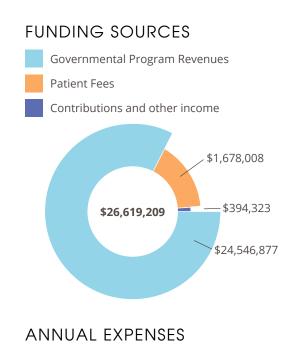
early in the COVID-19 pandemic

AUGUST Crisis Wellness Center opens

ASSETS Cash and Cash Equivalents \$ 5,201,387 Accounts Receivable \$ 4,880,545 \$ 3,736,939 Investments 36,776 Prepaid Amounts and Other Property and Equipment, \$ 7,840,591 Net of Accumulated Depreciation **Total Assets** \$ 21,696,238

LIABILITIES	
Accounts Payable	\$ 172,767
Accrued Payroll and Related Payables	\$ 1,310,774
Notes Payable	\$ 1,406,097
Refundable Advances	\$ 1,090,795
Total Liabilities	\$ 3,980,433

TOTAL	
Total Liabilities	\$ 3,980,433
Net Assets	\$ 17,715,805
Total Liabilities and Net Assets \$ 21,6	





2021 community awardees



2021 Community Partner Award

VANESSA GASTON 2021 Award of Excellence

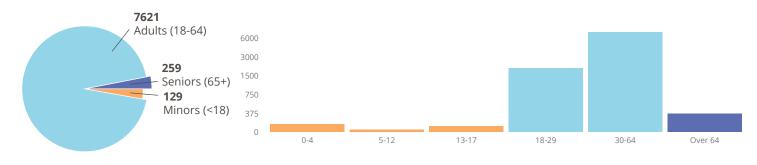
"[Lifeline Connections] helped me deal with [my] past and get through it. It never left me hanging out to dry when I was talking about hard issues."

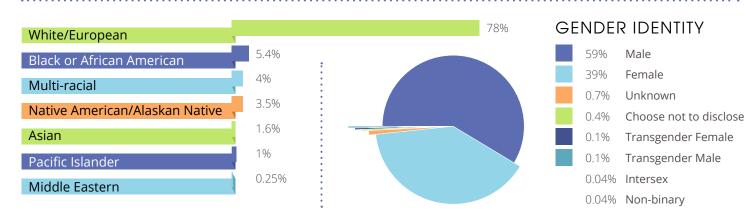
- FORMER PATIENT

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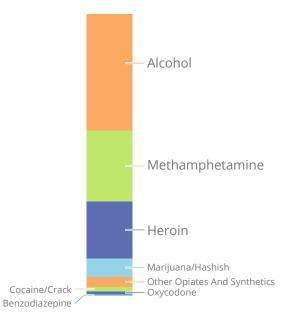
patient data reports

AGE RANGE





PRIMARY DRUGS USED



Avgerage Stay

In Days, Lifeline Connections Programs

5.35

Crisis Stabilization

82.84

Pregnant and Parenting Women

3.05

Withdrawal Management

19.2

SUD Residential

TELEHEALTH

Patients Receiving Telehealth



I've gained awareness on my mental health obstacles/ disorders. I've made great improvements and progress. I got great insight from my appointments

- FORMER PATIENT

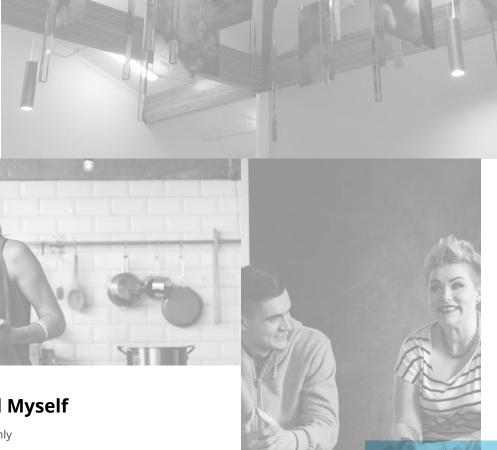


I Understood Myself

I understood myself only after I destroyed myself and only in the process of

fixing myself did I understand

who I really was.



—Lacy

ANNUAL REPORT 2021 LIFELINE CONNECTIONS

crisis and stabilization inpatient programs



Crisis Triage and Stabilization Program

Lifeline provides short-term crisis residential services for adults experiencing an acute mental health crisis. The Crisis Triage and Stabilization program is an alternative to hospitalization or can decrease the length of hospitalization.

These services are time-specific, patient focused, and strength based.

Available in: CLARK COUNTY

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. We provide compassion and are dedicated to helping our patients reach their goal of sobriety.

Available in: CLARK COUNTY

Sobering Services Program

The Sobering Unit can serve as the "front door" to sobriety in getting help with addiction. This unit offers those 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.

Available in: CLARK COUNTY

"The way I have been treated...Lifeline has saved my life. Everyone has gone above and beyond to help me stay alive. Thank you."

- FORMER PATIENT

substance use disorder residential programs



Men's and Women's Residential Program

The goal of this program is to provide individual, group and family counseling while providing skills to help individuals learn to live a substance-free life. This program lasts 30-45 days on average.

Available in:

CLARK COUNTY

Pregnant and Parenting Women's Program

This is a long-term residential, 3 to 6 months, 17 bed program which allows mothers to keep their children, birth to five, with them during their substance use treatment. Women are welcome in all different stages of parenting and supported as they deliver their baby, increase parenting knowledge, obtain visitation and/or custody, and embrace motherhood.

Available in: CLARK COUNTY

Invictus

Out of the night that covers me Black as the pit from pole to pole I thank whatever gods may be For my unconquerable soul In the fell clutch of circumstance I have not winced nor cried aloud Under the bludgeoning of chance My head is bloody, but unbowed Beyond this place of wrath and tears Looms but the horror of the shade And yet the menace of the years Finds and shall find me unafraid It matters not how strait the gate How charged with punishment the scroll I am the master of my fate, I am the captain of my soul

- William

substance use disorder outpatient programs



mental health programs



Outpatient Treatment

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.

Medication Assisted Recovery

Patients enrolled in the Medication Assisted Recovery Program have the option of being prescribed medication to help with their opioid addiction or alcoholism. Medications used include Suboxone® and Vivitrol®. These medications help individuals gain stability in their life so they can engage in therapy where new life skills are taught and learned.

Available in:

CLARK COUNTY
GRAYS HARBOR COUNTY
ISLAND COUNTY
SKAGIT COUNTY
WHATCOM COUNTY

Deaf and Hard of Hearing Outpatient Program

Lifeline's Deaf and Hard of Hearing Outpatient 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.

Available in:

CLARK COUNTY

"Very welcoming and a nurturing environment to heal and grow in."

- FORMER PATIENT

Outpatient Mental Health

Individual, group therapy, case management, peer support, and medication management provide hope for individuals with a mental health condition. Individuals with a mental health condition can and do gain stability using effective therapy.

Available in:

CLARK COUNTY
GRAYS HARBOR COUNTY
SKAGIT COUNTY
WHATCOM COUNTY

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 health condition. The program helps 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 to all for a strong transition plan and to build rapport.

Available in:

CLARK COUNTY

"[Lifeline Connections] has benefited me greatly in my individual recovery. I was able to have a treatment tailored to my life, my home, my family, and my individual family plan."

- FORMER PATIENT

therapeutic specialty courts



community based programs



Therapeutic Specialty Courts

Through a community partnership with the 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 individuals in successfully graduating from the court program and gaining access to community resources.

Available in: CLARK COUNTY WHATCOM COUNTY

What is your deepest fear?

Our deepest fear is not that we are inadequate. Our deepest fear is that we are powerful beyond measure. It is our light, not our darkness that most frightens us. You are a child of God Your play small does not serve the world There is nothing enlightened about shrinking so that other people won't feel insecure around you. We are all meant to shine as children do. It's not just in some of us; He's in everyone and as we let our own light shine, we unconsciously give others permission to do the same. As we are liberated from our own fear,

our presence

-Anonymous

automatically liberates others.

Expanded Community Support (ECS)

The ECS team provides behavioral support to adults residing in adult family homes. 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.

Available in: CLARK COUNTY

CAMP MARIPOSA

This year-round program serves youth ages 9-12 who have been affected by the substance use of a loved one. Lifeline Connections has partnered with the Eluna Network, a nationwide organization, to host the thirteenth Camp Mariposa, Serving a capacity of 36 youth throughout the year, Camp Mariposa of SW Washington provides opportunities for youth to connect with peers who have experienced similar adversities and mentors who are enthusiastic to offer their support and kindness throughout camping weekends.

Available in: CLARK COUNTY

COMET/PACT

This assertive community treatment program provides intensive, community-based services to individuals with severe mental illness and substance use disorders by offering individual and group sessions including successful placement of a patient into a new home.

Available in: CLARK COUNTY

The Jail transition service provides individuals that are currently incarcerated 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.

The Jail Re-Entry Program enables individuals currently incarcerated 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.

Available in: CLARK COUNTY

| Jail Services

School-Based Programs

Behavioral health school-based programs provide individual therapy to students that the prevention specialist at the school has identified as being in need of behavioral health services. Often students deal with high levels of stress and family conflicts. The student can connect with the therapist throughout their school day/week making for easier access of behavioral health services.

Available in: CLARK COUNTY

recovery support programs



Supportive Employment Services

Supportive Employment is an approach to vocational rehabilitation that emphasizes assisting people in their efforts to achieve steady, meaningful employment in mainstream competitive jobs.

Available in: CLARK COUNTY

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.

Available in: CLARK COUNTY

Recovery Residences

Lifeline Connections operate a men's and a women's recovery residence. These homes provide a safety net for individuals new in recovery by providing a safe, healthy, family-like, substance free living environment that supports individuals in recovery from substance use disorder. Peer support services are key in promoting long-term recovery.

Available in: CLARK COUNTY

Recovery Resource Center

The Recovery Resource Center (RRC) helps individuals in early and long-term recovery sustain and strengthen their recovery. The RRC serves as a location for self-help meetings and education classes.

Available in: CLARK COUNTY

Peer Supports

Peer Support Specialists are professionals who are linked with individuals enrolled in substance use disorder outpatient programs. Through the process of mentoring, patients deepen their learning, improve their performance, and enhance their quality of life.

Available in:

CLARK COUNTY
GRAYS HARBOR COUNTY
SKAGIT COUNTY
WHATCOM COUNTY

■ Home Services

other

programs

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 a 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.

Available in:

CLARK COUNTY

Alcohol Drug and Information School

Alcohol drug and information school (ADIS) are a set of classes geared to educate individuals around the harmful effects of alcohol and drug abuse. Many individuals are court mandated to attend these classes after a DUI or DWI offense.

Available in:

CLARK COUNTY
WHATCOM COUNTY

Problem Gambling

Individuals with a gambling problem receive individual and family therapy to help them get their lives back on track. Problem gambling treatment provides individuals with the skills and tools they need to overcome their gambling addiction and live a fulfilling life.

Available in:

CLARK COUNTY
WHATCOM COUNTY

"Able to participate in sessions with other ASL users and the therapist knows ASL, which is awesome! Don't need to go through the hassles of getting an interpreter."

- FORMER PATIENT



how you can help

At Lifeline Connections, our doors are open to all who struggle with substance use or mental health conditions—regardless of ability to pay.

Visit our site for more information

lifelineconnections.org/how-you-can-help/

"The help with my addictions and the inpatients men's residential was awesome. I found a lot of the tools to use to stay clean."

- FORMER PATIENT



It's never too late to call.

1.800.604.0025 www.lifelineconnections.org info@lifelineconnections.org

Facebook: /lifelineconnections.org Instagram: @lifelineconnections

