

# Lifeline Connections

ANNUAL REPORT 2022

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*Thank you for encouraging me when I called for help!  
You told me to come on in and I did. I got the help I needed.  
Thank you – you made a difference.*





# contact us & locations



## MAIL / EMAIL

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



## PHONE

(360) 397-8246



## WEB

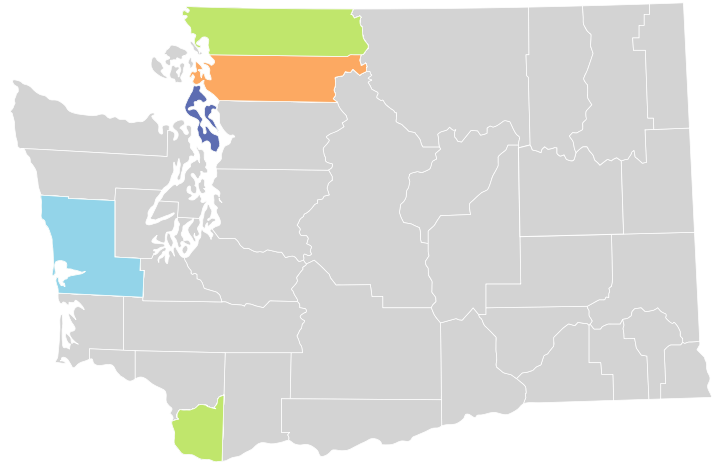
LifelineConnections.org



## DONATE

Lifeline Connections is a private, non-profit 501(c)(3) corporation that has served the community since 1962. We rely on donations to help accomplish our mission. Become a donor today and help individuals find hope, help and healing.

[lifelineconnections.org/how-you-can-help/](https://lifelineconnections.org/how-you-can-help/)



+ 9 + 2 remote offices providing MAT Rapid Response once a week.

+ 5 counties (Clark, Island, Skagit, Pacific, Whatcom)

## LOCATIONS

## JULY 2021 – JUNE 2022

<b>Bellingham Office</b>	4120 Meridian Street, Suites 220, 250 & 280 Bellingham, WA 98226
<b>Concrete Office</b>	44942 State Route 20, Concrete, WA 98237
<b>Crisis Wellness Center</b>	5197 NW Lower River Rd. Vancouver, WA 98660
<b>Men's Low-Intensity Residential</b>	1211 Girard St. Bellingham, WA 98225
<b>Meriwether Place</b>	6221 NE Fourth Plain Blvd, Suite 120 Vancouver, WA 98661
<b>Mount Vernon Office</b>	2105 Continental Place, Suite A Mt Vernon, WA 98273
<b>Oak Harbor Office</b>	1791 1st. Ave., Oak Harbor, WA 98277
<b>Orchards (East Vancouver) Office</b>	11719 NE 95th Street, Suite A Vancouver, WA 98682
<b>Recovery Resource Center</b>	9317 NE Hwy 99, Suite M Vancouver, WA 98665
<b>Vancouver (VA Campus) Office</b>	1601 E. Fourth Plain Boulevard, Building #17 Vancouver, WA 98661
<b>Women's Recovery Center</b>	Vancouver, WA

## 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 VISION

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.

## EQUITY STATEMENT

Lifeline Connections does not tolerate racism, prejudice, hatred, abuse, or violence in any form. As an organization committed to the behavioral health of all, we must speak out and join the national voice decrying the oppression, injustice, and suffering of black people in our country and in the communities we serve.

Inclusion and diversity are core values at Lifeline Connections. We are committed to equity and justice in our daily work. We also commit to actively participate in conversations and actions in the communities we serve to address and correct persistent injustice, systemic inequality, and structural barriers to equity.

We commit to standing beside and supporting the black community to change what can no longer be tolerated.

## WE ARE

Lifeline Connections helps youth and adults. 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). Curricula and treatment methods used at Lifeline Connections have passed rigorous independent review and meet the standards of evidence-based practices.



## **Greetings!**

### ***It has been another busy year at Lifeline Connections.***

One of the early highlights of this year was the opening of our first inpatient program outside of Clark County. This program was opened in partnership with the Bellingham, WA Opportunity Council, in October of 2021 nearly five years after a need was identified in Whatcom County. The Men's Low Intensity Residential Program is a 16-bed co-occurring unit and is one of only two 3.1 ASAM level of care programs in the state of Washington. This program provides a unique opportunity to address homelessness, incarceration, substance use prevention and recovery, and the opioid crisis as residents gain skills over an extended period and up to six months.

This fiscal year was dominated by a national search for a new President/CEO of Lifeline Connections. After an extended search and a thorough vetting process, we are confident and excited to start a new chapter in leadership at Lifeline Connections with Andrea Brooks, MSW, LSW as President/CEO. Andrea has a strong background in behavioral health and brings high-level leadership skills.

In April we held a Community Gathering event. This was the first in-person event Lifeline Connections held since the beginning of the COVID-19 pandemic. It was great to gather at the Royal Oaks Country Club with many industry partners and supporters.

The North Sound region (Whatcom and Skagit Counties) continues to grow and expand in offering additional community-based outpatient services such as the Peer Pathfinder Program which is designed to assist individuals in navigating and obtaining services to address barriers to independence and recovery.

Lifeline Connections has a rich history of 60 years in providing life-saving services to those in need. I am honored to have the opportunity to play a small role in helping the agency accomplish that mission.

### **BRIAN MACKENZIE**

*President, Board of Directors*

hope. help. Healing.

## BOARD OF DIRECTORS

<b>Brian MacKenzie</b>	President	Gunn MacKenzie Law Firm
<b>Brian Barry</b>	Vice-President	Contract Consultant
<b>Matt Lee</b>	Treasurer	Opsahl/Dawson CPAs
<b>Anita Johnson</b>	Secretary	Performance Contracting, Inc.
<b>Brian MacKenzie</b>	Director	Silver Eagle Manufacturing
<b>Harry White III</b>	Director	Waddell & Reed Inc.
<b>Jan Klepinger</b>	Director	Premier Property Group, LLC
<b>Kassandra Early</b>	Director	Business Contractor
<b>Dr. Robert Poole</b>	Director	Retired Psychologist
<b>Rusty Williams</b>	Director	Cost Management Services Inc.

## CRISIS STABILIZATION ADVISORY BOARD

<b>Brittany Davis</b>	Provider Experience Amerigroup
<b>Daniel Smith</b>	Community Health Plan of Washington
<b>Jim Hagar</b>	Port of Vancouver
<b>Jim Jensen</b>	Southwest Washington Accountable Community of Health
<b>John Horch</b>	Chief Criminal Deputy, Clark County Sheriff's Office
<b>Julie Walker</b>	Clark Regional Emergency Services
<b>Kathy McNicholas</b>	Vancouver Police Department
<b>Kimberly Whitten</b>	Peer Bridger Consumer Voices Are Born
<b>Kris DeVore</b>	Clark Regional Emergency Services, Operations Division Manager
<b>Marc Muhr</b>	Clark County EMS
<b>Victor Garcia</b>	Service Line Director PeaceHealth

## EXECUTIVE LEADERSHIP TEAM

<b>Joe Foster</b>	Interim President/CEO
<b>Joe Foster</b>	VP of Finance
<b>Arianna Kee</b>	VP of Crisis and Stabilization Services
<b>Brandy Branch</b>	VP of Outpatient and Community Based Services
<b>Jennifer Logan</b>	VP of Residential Services
<b>Jessica Hall</b>	VP of Human Resources
<b>Remi Smith</b>	VP of Quality Assurance and Corporate Compliance

## MANAGEMENT TEAM

- + **Brianna Dalton**  
*Program Director, Expanded Community Services, Clark County*
- + **Cayla Rauh**  
*Program Director, Men's Low Intensity Residential*
- + **Dan Jass**  
*Program Director, Child & Youth Services*
- + **Erica Linch**  
*Program Director, Substance Use Disorder Men's Residential Services*
- + **Esther Lloyd**  
*Program Director, Withdrawal Management Services*
- + **Gina Van Dyken**  
*Program Director, Recovery Support Services*
- + **Heather Talbot**  
*Program Director, Therapeutic Specialty Courts Outpatient Services*
- + **Jeff Zawada**  
*Development Director*
- + **Julie Grendon**  
*Regional Program Director, North Sound Region*
- + **Kaylee Collins**  
*Program Director, Medication Assisted Recovery*
- + **Kara Seibert**  
*Program Director, Crisis Triage & Stabilization Services*
- + **Liana Hategan**  
*Medical Director*
- + **Maria Calvert**  
*Program Director, Substance Use Disorder Outpatient Services*
- + **Raychele Kate Keeney**  
*Nursing Services Director*
- + **Sarah Wasilk**  
*Program Director, Women's Recovery Center*
- + **Trista Brietenbauch**  
*Program Director, Mental Health Services*
- + **Victoria Nita**  
*Operations Director*

# thank you supporters

## **FISCAL YEAR ENDING JUNE, 2022**

Alyssa Eng  
Amazon Smile  
Amy Reynolds  
Ashley Gaffney  
Beacon Health Options  
BNSF Railway Foundation  
Brian MacKenzie  
Carla-Jo Whitson, LICSW, MSW, CBIS  
Carol Van Natta  
Carolyn Mason  
Carr Allison  
Chan Johannes  
Charis Fund  
Christina Waterhouse  
Clark County REALTORS Foundation  
Community Foundation for Southwest Washington  
Cowlitz Tribal Foundation Clark County Fund  
Curtis Schulz  
Debbie Abraham  
Debbie Murphy  
Diana Grossarth  
Edie Blakley  
EMPOWER Women+Girls Giving Circle  
Erin Wright  
Fred Parrish  
Ginger A Schmidt  
Giving Group Realty Tesha Perry  
Givinga Foundation  
Greg Cabanos  
Greg Gulliford  
James Goodman  
Janet Railsback  
Jared Sanford  
Jean Westgate  
Jeff Zawada  
Jeri Mortimore  
Jim and Maryann Egging  
Joe Foster  
John Horch  
John McCormick  
John Post  
Julia Wagner  
Kasandra Early  
Kim Harless  
KMR Group Foundation  
Kroger - Fred Meyer Community Rewards  
Leah Becknell  
LeeAnn O'Neil  
Linda Moore  
Looking Out Foundation  
Lori Oberheide  
Marc & Annie Adams  
Marcus Robinson  
Marcus Skinner  
Matt Lee  
Meredith Walker  
Merrie Armour  
Myk Becknell  
Norma Ninomiya  
Patti Garland  
Randall Strutz  
Rebecca Gonzales  
Richard Hart  
Richard Star  
Robert A Poole  
Rusty Williams



# thank you supporters

Sarah Huntington  
Shannon Edgel  
Southwest Washington Surgery Center  
Steve Sacks  
StrappedUp Gaming  
Substance Abuse and Mental Health Services  
Administration (SAMHSA)  
Susan McCartney  
Susan MuirTeri Giles  
Tom Breitenbauch  
Tori Ann Bernard

Ty Stober  
United Way of Grays Harbor County  
Vanessa Gaston  
Wallace Williams  
Washington State Combined Fund Drive  
Washington State Office of Superintendent of Public  
Instruction



# 2022 timeline & awards

# 2022



## 2022 COMMUNITY AWARDS



**2022 AWARD OF EXCELLENCE**  
*Ami Hanna, Collaborative Impact  
Project Manager at Southwest  
Washington Accountable Community  
Health (SWACH).*



**2022 COMMUNITY PARTNER AWARD**  
*Recovery Café Clark County*

## ASSETS

Cash and cash equivalents	\$6,901,345
Accounts receivable	\$4,905,229
Investments	\$3,218,821
Restricted cash (Note F)	\$177,612
Restricted cash – 501(c)(3) Trust	\$69,291
Prepaid amounts and other	\$41,560
Property and equipment, net of accumulated depreciation	\$8,381,956
<b>Total assets</b>	<b>\$23,695,814</b>

## LIABILITIES & NET ASSETS

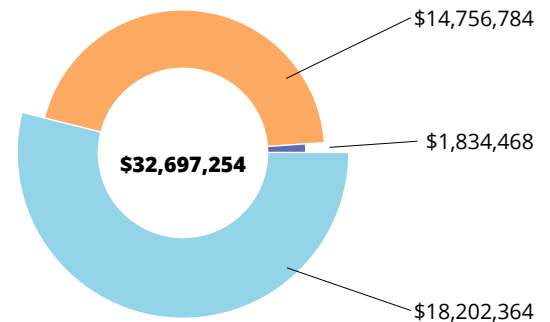
Accounts payable	\$130,430
Accrued payroll and related payables	\$1,381,228
Accrued vacation and sick leave	\$388,158
Refundable advances (Note F)	\$177,612
Notes payable	\$1,371,431
<b>Total liabilities</b>	<b>\$3,448,859</b>
<b>Net assets</b>	
Without donor restrictions	\$20,208,462
With donor restrictions	\$38,493
	<b>\$20,246,955</b>
<b>Total liabilities and net assets</b>	<b>\$23,695,814</b>

## SUPPORT & EXPENSES

Third party insurance contract revenues	\$14,756,784
Grant and government assistance revenue	\$18,202,364
Investment income	\$722,681
Contribution and other income	\$460,787
<b>Total revenues and other support</b>	<b>\$32,697,254</b>
<b>Expenses</b>	
Program services	\$25,128,609
Administration	\$4,894,079
Fundraising	\$143,416
<b>Total expenses</b>	<b>\$30,166,104</b>
Change in net assets	\$2,531,150
Net assets, beginning of year	\$17,715,805
<b>Net assets, end of year</b>	<b>\$20,246,955</b>

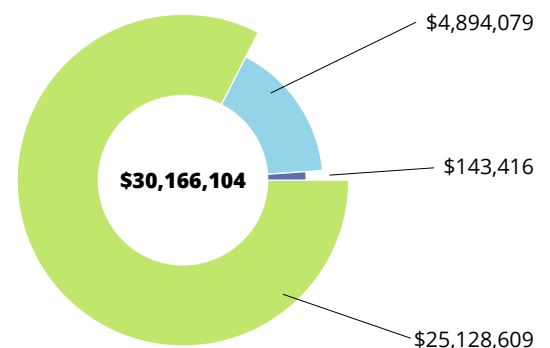
## FUNDING SOURCES

- Grant and government assistance revenue
- Third party insurance contract revenues
- Investments, contributions and other income

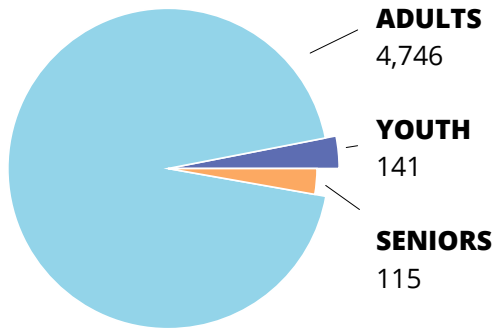


## ANNUAL EXPENSES

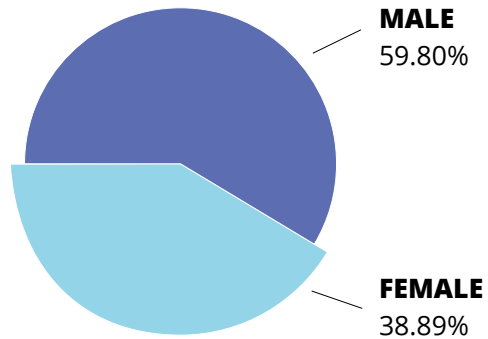
- Program services
- Administration
- Fundraising



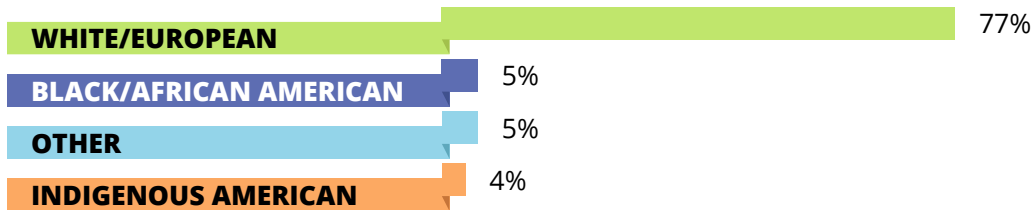
## AGE RANGE



## GENDER



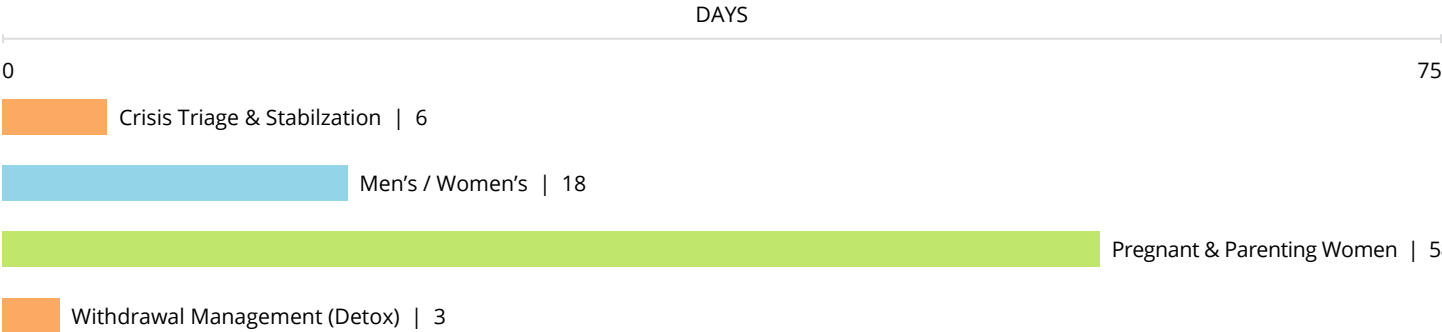
## RACIAL MAKEUP



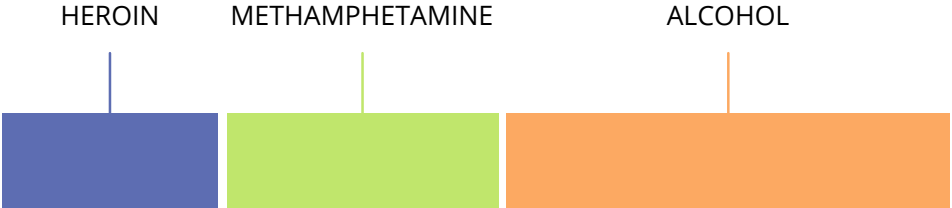
## LIFELINE CONNECTIONS AT-A-GLANCE



# AVERAGE LENGTH OF STAY, RESIDENTIAL PROGRAMS



# SUBSTANCES OF CHOICE



# VETERANS SERVED



142

# TELEHEALTH SESSIONS



## CONTINUUM OF CARE

We are committed to meeting individuals where they are in their journey to wellness while offering a wide spectrum of services to meet their specific needs. Our holistic approach encompasses substance use disorder and mental health treatments for adults and youth. To support individuals through their journey we also provide low barrier access to both mental health and substance use treatment services along with many evidence based nonclinical recovery support programs designed to support those working toward sustained recovery.

**PROGRAMS/SERVICES: 38**

**BEDS: 161 TOTAL**

- + 108 Substance Use Disorder
- + 20 Mental Health (4 triage, 16 stabilization)
- + 29 Housing (11 men, 12 women, 6 Outpatient Competency & Restoration (OPCR))

RECOVERY RESIDENCES	LOCATION	# OF BEDS
<b>Men's Recovery Residence</b>	Vancouver, WA	11
<b>Women's Recovery Residence</b>	Vancouver, WA	16
<b>Tri-Plex (OPCR)</b>	Vancouver, WA	6
<b>Total</b>		<b>33</b>

INPATIENT FACILITIES	LOCATION	# OF BEDS
<b>Crisis Triage &amp; Stabilization</b>	Vancouver, WA	20
<b>Men's Low-Intensity Residential</b>	Bellingham, WA	16
<b>Men's Residential</b>	Vancouver, WA	44
<b>Pregnant and Parenting Women</b>	Vancouver, WA	16
<b>Women's Residential</b>	Vancouver, WA	16
<b>Withdrawal Management</b>	Vancouver, WA	16
<b>Total</b>		<b>128</b>

AGENCY WIDE TOTALS	LOCATION	# OF BEDS
<b>Inpatient Facilities</b>	Vancouver & Bellingham, WA	128
<b>Recovery Residences</b>	Vancouver, WA	33
<b>Total</b>		<b>161</b>

## OUR PROGRAMS

### QUICK ACCESS PROGRAMS

We believe that individuals should have access to treatment services when they are ready with no barriers or delays. That is why our Crisis Wellness Center admits those in an acute mental health crisis and our Withdrawal Management/Detox admits those ready to remove harmful substances from their bodies on a 24/7 walk-in basis. Individuals wanting to address their alcohol or opiate use disorder can walk-in to our Medication Assisted Treatment program 3 days a week. While our HOST Team meets folks where they are in the community to help address needs.

- + 24/7 Walk-in Withdrawal Management (Detox)
- + 24/7 Access to Crisis Triage & Stabilization
- + Homeless Outreach Stabilization and Transition – HOST (only available to those with substance use disorder and who also are experiencing homelessness)
- + Medication Assisted Treatment (MAT) Rapid Response



## **COMMUNITY-BASED PROGRAMS**

Our diverse community-based workforce is committed to meeting and working with individuals in their environment. These compassionate teams work with individuals in many different settings from adult group homes to schools, to camps and campgrounds.

- + Expanded Community Support (ECS)
- + Homeless Outreach, Stabilization and Transition (HOST)
- + Program for Assertive Community Treatment (PACT)
- + School-Based Programs
- + Camp Mariposa®

## **JUSTICE INVOLVED PROGRAMS**

We know that individuals involved in the criminal justice system have difficulty accessing services and reintegrating back into the community. That is why we are committed to providing services to those that may need a little more assistance in meeting their goals and rebuilding their lives.

- + Behavioral Health & Reentry Services
- + DUII/Deferred Prosecution
- + Peer Pathfinder (Pilot)
- + Jail Transition & Assessments
- + Outpatient Competency Restoration
- + Reentry Community Support
- + Therapeutic Specialty & Diversion Courts

*Thanks to my counselor for being my lifeline. I showed up and had no idea what to do or where to go and she went above and beyond getting me help and made sure I felt safe and not judged. Helped me know I was doing the right thing by going to treatment. I was lost and she helped me find my way. Thank you from the bottom of my heart! Each and every person here treated me as well as all others with respect and genuine care. Thank you all.*





## **MENTAL HEALTH**

Everyone deserves to have access to quality mental health services. Our diverse array of mental health services help to bring mental health back in balance allowing individuals to enjoy life and the people in it. Our services provide opportunities for individuals to develop and strengthen components of mental wellness including creating, learning and trying new things.

- + Case Management
- + Crisis Triage & Stabilization 20 (4/16) beds
- + Healing Animal Partners
- + Medication Management
- + Peer Support

## **RECOVERY SUPPORTS**

Recovery is an ongoing journey. Lifeline Connections is committed to providing many recovery support services. Our programs include on-the-job training for those coming out of inpatient care, housing and housing support, 24 access to the online emotional support platform myStrength® and a community gathering place known as the Recovery Resource Center.

- + Business Ventures
  - Connections Café & Catering
  - Connections Janitorial
- + myStrength®
- + Recovery Based Housing
  - Men's House – 11 beds
  - Women's House – 12 beds
  - True Blood Housing – 6 beds
- + Recovery Resource Center
- + Supportive Employment
- + Supported Housing

## **SPECIALIZED CARE**

Our commitment to the most vulnerable members of our community is evidenced by the specialized care programs we offer. We believe that all people have the right to high quality behavioral healthcare and work hard to ensure our services are inclusive of some of the most vulnerable.

- + Deaf & Hard of Hearing Substance Use Treatment
- + Integrated Medical Care
- + LGBTQIA+ & Queer Affirming Counselors (Youth Program)
- + Pregnant & Parenting Women's Substance Use Treatment

## **SUBSTANCE USE DISORDER**

Our dedicated staff is committed to providing individualized patient-centered care for each patient that walks through our doors. Inpatient programs offer a safe, structured healing environment allowing the patient to focus on their journey to wellness. Outpatient programs offer different treatment approaches along with peer support specialists that walk beside those new in their recovery journey.

### + Inpatient

- Men's Residential
- Men's Low-Intensity Residential
- Women's Residential
- Withdrawal Management (Detox)
- Pregnant & Parenting Women's

### + Outpatient

- Intensive Outpatient & Outpatient
- Peer Support
- Case Management

## **CHILDREN AND YOUTH PROGRAMS**

We know that children and youth too are impacted by substance use. Camp Mariposa® brings kids and teens together every other month for a year in a transformational camp that combines traditional camp activities and educational support sessions. Our youth mental health team works with youth 13-17 years of age to provide a safe, confidential place to heal.

- + Camp Mariposa®
- + Outpatient Mental Health and Substance Use Disorder Services
- + School Based Services



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