

Lifeline Connections

ANNUAL REPORT | 2023

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MESSAGE FROM THE BOARD PRESIDENT

MESSAGE FROM PRESIDENT/CEO



What a remarkable time to be a part of Lifeline Connections. As Chair of the Lifeline Connections Board of Directors, I am proud to share our board's reflections and collective passion for supporting individuals on their journey to recovery from mental health and substance use disorders. This past year has reinforced our understanding of the profound impact of behavioral health in our community, and strengthened our commitment to Lifeline Connections and our shared goal of ensuring a future where behavioral health treatment and services are available and accessible.

Our board is comprised of many with personal experiences with behavioral health challenges. These lived experiences bring insights and perspectives to our approach and reminds us that behind every statistic is a person deserving of compassionate, quality care. Our commitment extends beyond our roles as board members and is rooted in a deep empathy for those navigating their own path.

We are incredibly proud of the accomplishments listed in this report, including Lifeline Connections' ability to overcome the COVID-19 pandemic and provide vital services despite the unprecedented challenges. This fiscal year, we welcomed a new President and CEO, Andrea Brooks, MSW, LSW. A thoughtful and values-driven leader with a breadth of leadership experience in the behavioral health field, her keen eye for detail and appreciation for the bigger picture have proven invaluable in moving our organization and commitment to whole-person care forward. We are proud of the strides we have made and are excited for the future of Lifeline Connections.

It is a distinct honor to serve as the Board Chair of this esteemed organization, and I can't wait to see what we will accomplish together.

> **Brian MacKenzie Board Chair**

As I reflect on my first year as President & CEO of Lifeline Connections, I am filled with gratitude for the unwavering dedication of our staff, partners, and community. Together, we made significant progress in advancing our mission to support life-saving changes for people affected by substance use and mental health conditions

In Fiscal Year 2023, we focused on expanding our reach with new programs that promote inclusivity and address evolving needs. In 2022, we launched Lifeline Connections' Homeless Outreach, Stabilization, and Transition (HOST) team to bring direct, person-centered care to individuals experiencing houselessness and acute behavioral health challenges, and proactively engage community members who may not seek services on their own. In June 2023, we opened the first secure withdrawal management program in Southwest Washington for individuals on a mental health or substance use involuntary hold; providing critical services such as mental health evaluation/treatment and substance use withdrawal management (including initiation of Medication Assisted Treatment or MAT) in a safe and supportive environment. Additionally, Lifeline Connections broadened its care continuum to include primary care screening, with an emphasis on health promotion and disease prevention

Through innovative community partnerships, we made great strides in enhancing patient outcomes across our programs and services. Classes facilitated by the Clark County YMCA boost quality of life for our Pregnant and Parenting Women program as well as our men's inpatient unit. HOST's partnership with Community Court links individuals with low-level

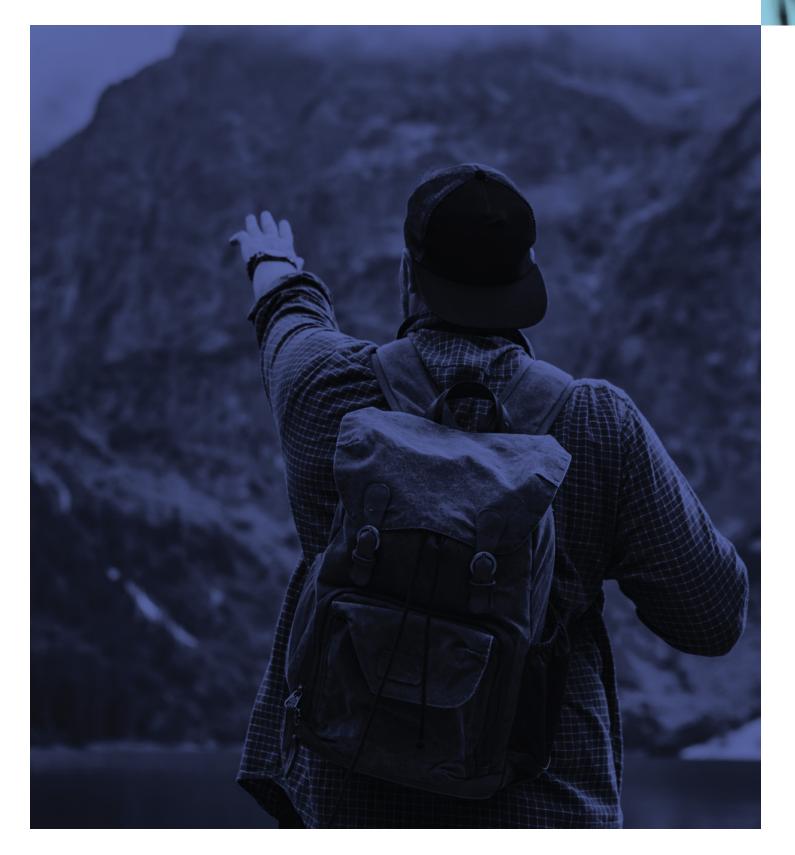
offenses and behavioral health conditions to mental health treatment, housing, and other supports. In addition to program development, we raised the community's awareness of Lifeline Connections' robust continuum of treatment and services by hosting our first annual A Lifeline to Wellbeing Luncheon at the Royal Oaks Country Club with keynote speaker, Khalid Asad, Ph.D., published author and national expert on leadership and organizational change.

While the data in this annual report details our achievements, it is the stories behind those numbers that truly inspire us. In this report, we highlight stories of recovery. I hope you will be as moved by them as I am—they are a powerful reminder that each person we serve is a testament to the importance of our mission. Many thanks to our leadership, staff, community partners, and stakeholders for their hard work, making our accomplishments possible. As we look ahead, our commitment remains steadfast: to provide compassionate care to all who seek it. We strive to combat stigma and facilitate recovery from mental health and substance use disorders to create the best possible future for our community, where everyone can thrive.

Gratefully,

Andrea Brooks, MSW, LSW

President/CEO



Lifeline Connections offers evidence-based trauma-informed treatment programs for individuals with behavioral health conditions. Our programs provide hope, help, and healing, empowering individuals to live healthy lives. We go beyond treatment to equip individuals with the tools they need to sustain their recovery and live life to the fullest.

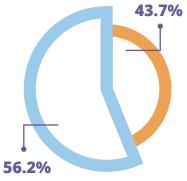
CONTINUUM OF CARE:

Lifeline Connections offers a comprehensive range of services designed to address the needs of the whole person while developing relationships for successful treatment outcomes. Our full continuum of care includes but is not limited to community-based outreach, medication-assisted recovery, residential, outpatient mental health and substance use, primary care services focusing on screening and monitoring, and behavioral health supports including peer support, rehabilitative case management and supportive housing. All services are performed by our skilled and compassionate professional team dedicated to delivering high quality behavioral health services every day.

SERVICES PROVIDED:

During the COVID-19 pandemic, we transitioned our outpatient behavioral health services from inperson to telehealth. Providing outpatient behavioral healthcare online allowed us to reach patients while they were in the safety and comfort of their own private spaces.

Telehealth has several benefits, such as preventing the spread of contagion, allowing flexibility for both the behavioral health care providers and the individuals seeking services, and saves time and expenses on travel and/or childcare.



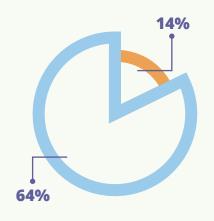
- **37,115** In person services provided **7/1/22 6/30/23**
- 28,814 telehealth services provided 7/1/22 6/30/23

For a **total of 65,929** services provided to **4,519** patients (non-duplicated)



SUPPORTIVE HOUSING:

Lifeline Connections supportive housing is delivered through a strength-based perspective with the goal of tenants remaining stably housed. The rent is affordable to the tenant (usually 30% of income) and wrap around support service are tailored to the unique needs and challenges of the person.



SUPPORTIVE HOUSING PROGRAM		
Unstably Housed Individuals Served	64 Adults	
Successfully completed Supportive Housing Program	9 Adults 14%	
Still in Housing Program	41 Adults 64%	
Still housed or successfully completed the program	78%	
Supportive Housing Services: worked with 212 individuals to overcome barriers		

Homelessness and behavioral health are inextricably linked and recognizing the social determinants of health is crucial to ending homelessness. Homelessness is an intricate and multifaceted issue with systemic issues related to housing affordability, economic opportunities, healthcare access, and stigma.

Efforts to increase accessibility to stable housing and treatment services while simultaneously addressing the social determinants of health can be an effective strategy to reduce health disparities for individuals experiencing homelessness.

SAMHSA: Addressing Social Determinants of Health Among Individuals Experiencing Homelessness

SUPPORTIVE HOUSING STORY:

Bryanna was only twenty years old when she enrolled in Lifeline Connections Supportive Housing Services. She was extremely shy, quiet, and withdrawn, with very low self-esteem and a lack of trust and comfort around males. Bryanna had been living in a metal shack in a back yard of her mother's friend's house, with no running water or electricity, for years. After reaching out to different agencies in search of housing, Bryanna was repeatedly placed on waitlists, but she was determined to find a way out of her dangerous living situation.

When Lifeline's Supportive Housing staff learned about an opening at Meriwether Place Apartments, they immediately thought of Bryanna. The day after, Bryanna completed the application and in about a month she received a move-in date. The expression on her face when she opened the door to her apartment was truly indescribable!

Now, over a year and a half later, Bryanna is thriving at Meriwether. She maintains an immaculate home, pays her rent on time, has a wonderful relationship with the property management, and most importantly has blossomed as an individual.

RECOVERY RESIDENCES:

Where we live is at the very core of our daily lives. Safe, affordable, stable housing plays a vital role in the recovery from substance use disorders. Substance use disorder can cause loss of employment and financial instability. Housing support services help individuals stay connected to supports they need to stabilize their lives. Lifeline Connections received our first Washington Alliance for Quality Recovery Residences (WAQRR) certification in December 2022. This recognition reflects the exceptional commitment to adhering to WAQRR's quality standards demonstrated by Lifeline Connections in creating supportive and compassionate environments for individuals seeking recovery.



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FISCAL YEAR 2022 (07/1/2022-06/30/2023)

Recovery Residences	(3*)
Residents Served	28 individuals
Successfully Moved	2 individuals 7%
Still Residents	19 individuals 68%

Recovery Residence: 75% of those served remained housed or successfully relocated.

RECOVERY RESIDENCE STORY:

Steve Van Tassell moved into Lifeline Connections' Men's Recovery Residence a year after the house opened. Prior to moving in, Steve had been living in his car. His therapist at Lifeline Connections connected him with the Supported Employment Supervisor who was also overseeing Lifeline's newly formed Housing Services Department. Steve interviewed with the House Lead on Halloween.

The four-bedroom two bath Recovery Residence provides safe, affordable housing to six men with each resident paying \$500 rent. It features a full kitchen with stainless steel appliances and comes equipped with a washer and dryer. The success of this house can be accredited to the collective effort of each individual living there. By promoting accountability, cleanliness, and order, residents are able to sustain recovery from mental health and substance use disorders.

According to Steve, "The three top rules of the house are clean, secure and safe because all three promote sobriety. If your living environment is not secure or safe, it's difficult to maintain sobriety. You can't have chaos."

Steve emphasizes the importance of stable housing, stating, "Having stable housing gives me a sense of having a home. I feel grounded. I've never felt welcomed or wanted my entire life. Having a home is comforting. This is my home. I love going home. I love the tree in the front yard!"

He also expresses his appreciation for the sober and committed individuals he lives with, noting, "I enjoy the guys I live with now because they are committed to being sober. As a group, we have learned to adjust so that everyone feels it is their home." Steve proudly claims, "This is the best recovery home in the area! We are well known, and there is a lot of chatter about 'our house'. Many guys would like to live here."

As the house lead, Steve is responsible for ordering supplies and resolving issues. When additional oversight is needed, he reaches out to the Lifeline Connections' housing team for assistance. According to Steve, "Being the house lead has helped me learn responsibility, develop patience, learn how to manage issues and create a house that I want to live in. It helps me stay on track. It takes a "house" to make this happen."



THE OPIOID EPIDEMIC IS AFFECTING OUR NATION,

including every state and every county. In Clark County, there were 121 fatal overdose deaths. In Whatcom County, there were 35 and in Skagit County, there were 22 between 7/1/2021 and 6/30/2022*

*https://doh.wa.gov/data-and-statistical-reports/washingtontracking-network-wtn/opioids/overdose-dashboard

LIFELINE CONNECTIONS IS RESPONDING TO THE OPIOID EPIDEMIC THROUGH:

- + Homeless, Outreach, Stabilization and Transition Team (HOST)
- + Installation of a Narcan vending machine at the Recovery Resource Center generously sponsored by SWACH
- + Medication Assisted Recovery including Rapid Response in all regions
- + Narcan distributed to all staff and patients
- + Patient education on Narcan
- + Narcan trainings in the community
- + Monthly review of medical protocols
- + Screening for HEP C
- + Response to community partner request in rural communities



HOST STORY: NARCAN AND HOST TEAM SAVES LIVES

On 10/19/2022, HOST team members were handing out food & blankets to the homeless encamped around the SHARE house. A male and female approached and asked if we had Narcan for an unknown male that was unresponsive in his vehicle. A staff member grabbed Narcan and ran over to the vehicle where they observed the male slumped back in the driver's side of the vehicle. Three Narcan sprays were used along with a knuckle rub until he responded. The individual was informed that he was unresponsive and that Narcan was used to revive him.

RESPONDING TO A COMMUNITY REQUEST:

When managed care organizations and Klickitat County made Lifeline Connections aware of immediate behavioral health needs in Klickitat County, we quickly responded by providing support with inperson substance use assessments and services as an interim plan to help fill a gap in services within this region.



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CRISIS SERVICES:

Lifeline Connections is committed to providing immediate access to short term crisis residential services for adults experiencing an acute behavioral health crisis. The Crisis Stabilization program is an alternative to hospitalization.

These services are time-specific, patient focused, and strength based. The environment helps patients feel welcomed, valued, affirmed, and validated. Patients play an active role in the treatment planning which promotes empowerment and resiliency for future crises. The support team consists of licensed substance use and mental health professionals, licensed nurses, peer support specialists, licensed prescribers, and case managers.

We believe in supporting the recovery, health and well-being of the patients we serve and focus on enhancing their quality of life.



LIFELINE CONNECTIONS 2023 Number of Admits 687 Average Length of Stay 5.7 Referral Source: Self 58% 9% Referral Source: ED Discharge Status: Treatment **57%** Completed Discharge Status: 26% Individual's Choice Discharge Status: AMA 1% Discharge Location: To Community with Behavioral **57%** Health Support Discharge Location: 17% Voluntary SUD treatment Discharged Location: 2% Homeless CTS - 75% of patients discharged into the

community with Behavioral Health Support and or into a substance use treatment program.



COMMENTS & REVIEWS:



I stayed here for 12 days and it was just what I needed to get my mind on track and I learned a bunch of coping skills and all of the staff were so sweet and helpful and would lend an ear when you needed one and offered great advice as most of the staff have been in the same position in the past. Once I left this place I genuinely missed it and the workers because it had me on a good routine and schedule.



SCHOOL INVOLVEMENT:

Lifeline Connections school-based behavioral health team helps students experiencing a mental health or substance use conditions. This team plays a critical role in assisting students access to the resources they need. Some 70% of children* in the U.S. who seek and receive mental health support get it at school.

*https://www.ncbi.nlm.nih.gov/pmc/articles/ PMC2874625/

Our youth team of five clinicians served three SW Washington school districts where they provide a range of behavioral health services impacting kids, staff and parents. Youth Team engagements include:

- + Helping kids in crisis
- + Mental health and substance use assessments
- + Behavioral health treatment to students
- + Narcan training for both kids and staff
- + Coaching staff on working with LGBTQ2SAI+ kids
- + Providing support groups for this LGBTQ2AI+ kids
- + Connecting kids with community resources
- + Prevention education
- + Building self-esteem/self-worth with of the goal of reducing the likelihood of substance use
- + Providing resources to kids who are

YOUTH STORY:

Over the past year, we've witnessed remarkable growth in a student who struggled with social anxiety. At first, he wore a mask every day as a coping mechanism, protecting himself from what he felt was judgement and unease. With consistent interventions, including individual sessions and equine therapy, he began to develop inner confidence and resilience.

As he continued his therapeutic journey, there began to be gradual but significant progress. He relied less on the mask, which shows increased comfort in social settings. Eventually, he stopped wearing the mask altogether, demonstrating his newfound self-assurance. Additionally, he took on a leadership role by delivering the morning announcements, showcasing his growing sense of capability and voice.

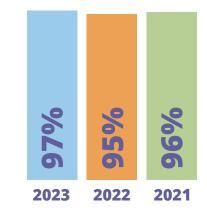
As he built stronger natural supports and relationships, his social circle expanded. He now hosts gatherings with friends and family, showcasing not only his improved social skills but also his ability to connect meaningfully with others. This transformation is a result of his hard work and determination, as well as social anxiety and embrace life more fully.

PATIENT AND EMPLOYEE SATISFACTION:

Client satisfaction is a crucial component of achieving positive outcomes. This year, we attained a combined 97% satisfaction rate from a survey of over 1,500 patients participating in our behavioral health programs.

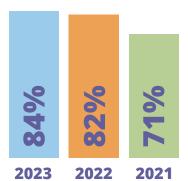
Patients were surveyed on a variety of topics, including dignity and respect, quality of treatment, and the benefits of treatment on their recovery. By meeting individual needs, we are contributing to continued improved outcomes.

PATIENT SATISFACTION:



EMPLOYEE SATISFACTION:

Overall Job Satisfaction



90%



COMMITTED TO SUPPORTING PATIENTS:

Lifeline Connections is committed to serving our community regardless if programs regardless of payment.

- More than 90% of all patients served by Lifeline Connections are below the federal poverty level and many are homeless before treatment. Lifeline Connections provided **\$315,895** in charity support through **ten** categories of financial assistance including:
- + Sliding scale adjustments
- + Scholarships
- + Hardship balance forgiveness

This support ensures that no patient is denied services due to inability to pay.

inquiring about help for their friends the effectiveness of personalized therapeutic interventions that empowered him to overcome 5

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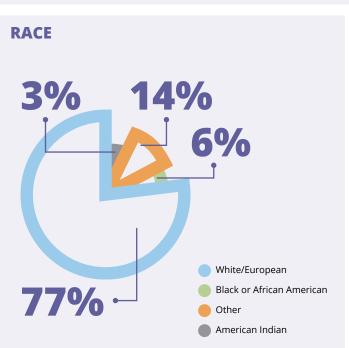
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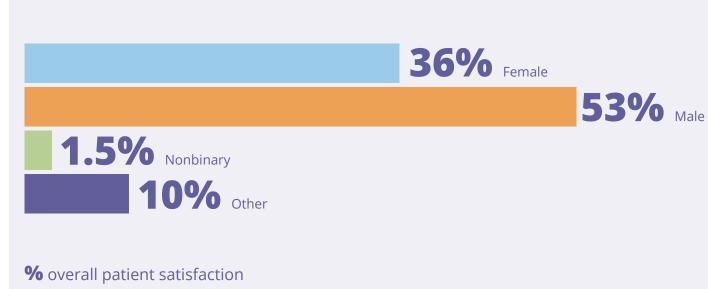


121 veterans served





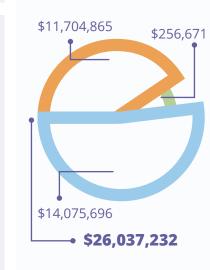
GENDER



MODEL FROM 2020 ANNUAL REPORT

ASSETS	
Cash and Cash Equivalents	\$5,253,857
Accounts receivable	\$4,253,120
Investments	\$2,733,213
Prepaid Amounts and Other	\$47,135
Property and Equipment, Net of Accumulated Depreciation	\$7,607,039
Total assets	\$19,894,364
LIABILITIES	
Accounts Payable	\$178,696
Accrued Payroll and Related Payables	\$1,190,712
Notes Payable	\$1,537,668
Refundable Advances	\$2,722,827
Total Liabilities	\$5,629,903
TOTAL	
Total Liabilities	\$5,629,903
Net Assets	\$14,264,461
Total Liabilities and Net Assets	\$19,894,364

FUNDING SOURCES



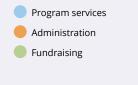
FUNDING SOURCES

Grant and government assistance revenue

Third party insurance contract revenues

Investments, contributions and other income

ANNUAL EXPENSES





FINANCIALS

ANNUAL REPORT INFORMATION FYE 6/30/2023

ASSETS	
Cash and cash equivalents	\$5,240,351
Accounts receivable	\$6,919,187
Investments	\$4,391,993
Prepaid amounts and other	\$249,522
Property and equipment, net of accumulated depreciation	\$8,747,569
Operating Lease Right-of-Use Asset	\$10,224,417
Total assets	\$35,773,039
LIABILITIES	
Accounts Payable	\$2,016,569
Accrued Payroll and Related Payables	\$1,876,718
Operating Lease Liabilities	\$10,224,417
Notes Payable	\$1,448,383
Total Liabilities	\$15,566,087
TOTAL	
Total Liabilities	\$15,566,087
Net Assets	\$20,206,952
Total Liabilities and Net Assets	\$35,773,039
FUNDING SOURCES	
Insurance Contract Revenue	\$18,443,289
Grant and Government Assistance Revenue	\$17,617,984
Contribution and other income	\$1,007,455
Total Liabilities and Net Assets	\$37,068,728

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LOCATIONS 4 COUNTIES (CLARK, ISLAND, SKAGIT, WHATCOM)

LOCATIONS	JULY 2022 - JUNE 2023
VA Campus Office	1601 E. Fourth Plain Boulevard, Building #17, Vancouver, WA 98661
Bellingham Office	4120 Meridian Street, Suites 220, 250 & 280, Bellingham, WA 98226
Concrete	44942 State Route 20, Concrete, WA 98237
Crisis Wellness Center	5197 NW Lower River Rd., Vancouver, WA 98660
Men's Low Intensity Residential	1211 Girard St., Bellingham, WA 98225
Meriwether Place	6221 NE Fourth Plain Blvd, Suite 120, Vancouver, WA 98661
Mt. Vernon	2105 Continental Place, Suite A, Mt Vernon, WA 98273
Oak Harbor	1791 1st. Ave., Oak Harbor, WA 98277
Orchards Office	11719 NE 95th Street, Suite A, Vancouver, WA 98682
Recovery Resource Center	9317 NE Hwy 99, Suite M, Vancouver, WA 98665
Women's Recovery Center	Vancouver, WA

BEDS

Recovery Residences	Location	# Of Beds
Men's Recovery Residence	Vancouver, WA	11
Women's Recovery Residence	Vancouver, WA	12
Tri-Plex (OPCR)	Vancouver, WA	6
	Total	29
Inpatient Facilities	Location	# Of Beds
Crisis Triage & Stabilization	Vancouver, WA	24
ITA	Vancouver, WA	16
Men's Low Intensity Residential	Bellingham, WA	16
Men's Residential	Vancouver, WA	44
Pregnant and Parenting Women	Vancouver, WA	17
Women's Residential	Vancouver, WA	16
Withdrawal Management	Vancouver, WA	16
	Total	149
Total Beds Agency Wide	Location	# Of Beds
Inpatient Facilities	Vancouver, Bellingham, WA	145
Recovery Residences	Vancouver, WA	33
	Total	178

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EQUITY STATEMENT

Diversity, Equity, and Inclusion Statement Established October 2020, revised November 2023

Lifeline Connections does not tolerate racism, prejudice, hatred, abuse, or violence in any form for every person in our community. Lifeline Connections believes that diversity, equity, and inclusion supports our staff, interns, volunteers, and patients and enhances the passionate work we do.

As an organization committed to the behavioral health and whole-person health care of all, we must speak out and join the national voice decrying the oppression, injustice, and suffering of black, indigenous, people of color (BIPOC), LGBTQ2SIA+ youth and adults, and individuals with disAbilities in our country and in the communities we serve.

Inclusion, equity, and diversity are core values at Lifeline Connections. We are committed to these standards in our daily work. We also commit to actively participate in conversations and take action in the communities we serve to address and correct persistent injustice, systemic inequality, and structural barriers to equity. We hold ourselves accountable to the diverse communities we serve, and pledge to ensure that each person seeking support at Lifeline Connections has an opportunity to participate in equitable services.

We commit to standing beside and supporting BIPOC individuals, LGBTQ2SIA+ individuals, and individuals with disAbilities to ensure all individuals have an equal opportunity to thrive in our community.

BOARD OF DIRECTORS

Brian MacKenzie

Gunn MacKenzie Law Firm Chair

Brian Barry

Contract Consultant Vice Chair

Matt Lee

Opsahl/Dawson Certified Public Accountants
Treasurer

Anita Johnson

Performance Contracting, Inc. Secretary

Rusty Williams

Cost Management Services Inc.
Director

Kasandra Early

Business Contractor
Director

Harry White III

Waddell & Reed Inc.
Director

Dr. Robert Poole

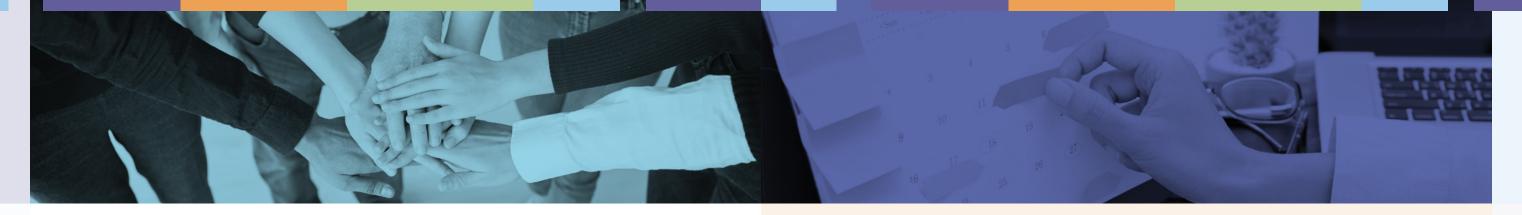
Retired Psychologist Director

COMMUNITY AWARDS

- + 2023 Award of Excellence, Ami Hanna, Collaborative Impact Project Manager at Southwest Washington Accountable Community Health (SWACH).
- + 2023 Community Partner Award Clark County Recovery Cafe







SUPPORTERS

- + Allison Carr
- + Amazon Smile
- + American Legion Tum Tum Post 168
- + Amerigroup Washington, Inc
- + Ann Cotton
- + Benevity Inc.
- + Blackbaud Giving Fund
- + Bob and Jan Verrinder
- + Bright Funds
- + Camas-Washougal Community Chest
- + Carelon Behavioral Health
- + Chai Albright
- + Chris Attaway
- + City of Vancouver CDBG/HOME
- + Clark County CDBG/HOME
- + Clark County Food Bank
- + Clark County Realtors Foundation
- + Cowlitz Tribal Foundation
- + Dan Scott
- + Edie Blakley
- + Erin Wright
- + Facebook

- + Frontier Nursing University
- + Gayle Hutton
- + Ginger A Schmidt
- + Greg Gulliford
- + Holly Bard
- + James K Folger
- + Janet Railsback
- + Jeri Mortimore
- + Joe Foster
- + Josh Hammock
- + Julianna Marler
- + Katelyn Lavalley
- + Kathy Diez
- + KMR Group Foundation
- + Kroger Fred Meyer Community Rewards
- + Larry and Carol Hansen
- + Leah Becknell
- + Lynette Tracy
- + Mary Baddgor
- + Mary Lee Marty
- + Mary Richter
- + Mighty Cause
- + Molina Healthcare of Washington
- + Network for Good

- + Nola Burke
- + Paddle for Life
- + Portland General Electric
- + Randall and Stacey Strutz
- + Robin and Chris Drago
- + Sarah Huntington
- + Shannon Edgel
- + SAMHSA
- + The Firstenburg Foundation
- + Ty Stober
- + Union Pacific Foundation
- + United Way of Grays Harbor County
- + Wallace Williams
- + Washington Health Care Authority
- + Washington State
 Department of Children,
 Youth & Families
- + Washington State Recreation & Conservation Office
- + Whatcom County
- + Workforce Southwest Washington

AUGUST 2022

- + 60th Anniversary Celebration
- + Homeless, Outreach, Stabilization, and Transition (HOST) team launches
- + CCBHC Advisory Board established

SEPTEMBER 2022

+ Andrea Brooks, MSW, LSW begins tenure as President/CEO

DECEMBER 2022

- + Outpatient Competency Restoration Program Tri-plex
- + Kinh Reynolds begins tenure as Chief Financial Officer
- + Annual Community Partner Awards given at community event

MARCH 2023

- + Management Team Strategic Planning Retreat
- + Primary Care Services launched

APRIL 2023

+ HOST team in partnership with Clark County District Court and Recovery Café Clark County participated in Community Court

MAY 2023

- + Mt. Vernon College Way location opens
- + Men's Low-Intensity Residential celebrates one year anniversary
- + Board of Directors Strategic Planning Retreat

JUNE 2023

- + The Involuntary Treatment Act Program opens at the Crisis Wellness Center
- + Recovery Resource Center Celebrates 5 year anniversary
- + Victoria Nita begins tenure as the first Chief Operating Officer
- + EDMR offered for SUD in the youth program in Bellingham





At Lifeline Connections, our doors are open to all who experience a substance use or mental health condition – regardless of ability to pay.

Donate today!



1601 E. Fourth Plain Blvd Bldg, #17, Vancouver, WA 98661 | (800) 604-0025 | (360) 397-8246

LifelineConnections.org