



Lifelines Counseling Services
Real Solutions for Real Problems

2011 ANNUAL REPORT

THANK YOU!

FUNDERS

Bank of America
Citibank
Wells Fargo
Barclaycard
Discover
U.S. Department of Housing and Urban Development
United Way of Southwest Alabama
United Way of Baldwin County
United Way of Central Alabama
NeighborWorks
Housing First, Inc.
Project Rebound – Alabama Department of Mental Health
Regions Bank
James T. Strickland Youth Center

Alabama Department of Economic and Community Affairs
Alabama Department of Public Health
Child Advocacy Center of Mobile, Inc.
Alabama Coalition Against Sexual Violence
The Bridge, Inc.
DESI
Mobile Community Action – Headstart
GRMCA Early Childhood Directions – Early Headstart
National Foundation for Credit Counseling
Mental Health Association of New York

HOME BUYER SEMINARS SPONSORS AND PRESENTERS

Nationwide Insurance – Marie Brackett
Saraland Area Chamber of Commerce
Mobile County DPA Program – Mobile County Commission
State Bank & Trust – Steve Davitt
Jon Archer Center
Whitney Bank – Stephanie Johnson
Regions Bank – Kay Mashburn
Alfa Insurance – Vanessa Young
Colonial Bank
BB&T
State Farm – Adrienne Fisher, Makeda Nichols, Stan Chavis
RBC Centura Bank – Rufus Hudson
Midtown Mortgage – Gloria Mitchell
First Federal Mortgage – David Keenum
A Pro Allinace Home Inspection Service – Steve Mears
Farmers Insurance – Crystal Miller, Anthony Stutts

COMMUNITY PARTNERS

Women's Business Center
Community Foundation of South Alabama
Habitat for Humanity – Mobile County
Habitat for Humanity – Baldwin County
Penelope House
Sybil Smith Village
The Shoulder
Baldwin County Interagency Council
NAACP
Mobile Gas
Mobile County Public School System
Mobile County Health Department
Federal Reserve Bank of Atlanta
FDIC
Alabama Department of Veterans Affairs
Community Church Ministries
DHR
University of South Alabama
ReMax Partners
WKRG TV 5
South Alabama Asset Building Coalition
Recovery Response – Bayou La Batre

2011 RAPE CRISIS VOLUNTEERS

Erica Barron
Shannon Beale
Barbara Bell
NaTasha Dysart
Diane Fairly
Kelly Fountain
Morgan Glusman
Rashaud Grayson
Rachel Hoadley
Virginia Inge
Caitlin Jennings
Sean Mayberry
Phillip Norrell
Kayla Oglesby
Shauna Pettey
Daniel Robinson
Kelly Reese
Shermica Porter
Caroline Pratt
Maryleigh Salter
Carlyn Sullivan
Ashley Thomas
Janell Toland
Matthew Turppa
Richard Williams
Caitlin Wolford
Doressa Wright

2011 SPONSORS AND DONORS

Infirmary Health Systems
Xanté
Assistance League of Mobile, Inc.
Mobile International Speedway – Rick Crawford and Ida Fields
Chambliss Nationwide Insurance
Preslar Brothers Motorsports
Volkert
Bob's Speed Shop
Press Register
Kevin Rehwinkel
The Shed
Buddy Noojin
Ashland Pub
Bubba & Pam Blanton
Smoothie King
Dr. Grace Pilot
Dr. David Formwalt
Callaghan's Irish Social Club
Jay Wilson
RSA Tower
Reel Time Adventure
Camille's Sidewalk Café
Fresh Market
Carpe Diem
Crooked Martini
Foosackley's
Chick-fil-A
Nadine DaLati





Lifelines Counseling Services

Real Solutions for Real Problems

EXECUTIVE MESSAGE

Since 2005, our community has dealt with continuing change – hurricanes, economic downfall, oil spill. Add to these external factors, everyday life struggles – relationship worries, financial woes, job insecurity. We are a dis-stressed community. During these difficult times, the quality of Lifelines' services are imperative to our community members.

In 2011, the board and staff approved our 5 year strategic direction. Along with our strategic plan, we also had a PROMPT Assessment through NeighborWorks which helped us define our strengths and areas of improvement as we move forward.

Our board and staff also agreed upon a new name that encompasses the vastness of who we are – Lifelines Counseling Services, Inc and a new logo. We received capacity funding through the United Way of Central Alabama and the Mental Health Association of New York to respond to those in need due to the economic downturn and the BP Oil Spill.

Finally, we received our re-accreditation from the Council on Accreditation for Children and Families through 2014. This thorough review delves into our agency's ethical practices, transparency, financial oversight, performance improvement and program services. It solidifies the hard work done by our staff on behalf of our community members. Take a moment to celebrate our achievements of this past year.

Chandra Brown
Executive Director

During 2011, Lifelines Counseling Services EMPOWERED 38,395 INDIVIDUALS TO LIVE MORE FULFILLING LIVES. By building stronger individuals and families we made great strides towards our vision of a HEALTHIER COMMUNITY.

By receiving Lifelines services, our community members become a change agent. Not only is that individual changed, but the lives of their families, friends, coworkers and employers are impacted. The impact creates a better community for all of us.

BOARD OF DIRECTORS

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GEORGE YURCISIN

ED BOWRON - HONORARY

COUNSELING

2,970 individuals/families received assistance to overcome OBSTACLES such as the ups and downs of marriage, divorce, parent-child conflicts, child behavior issues, death of a loved one, chronic illness, domestic violence, abuse and addictions.

Joan was arrested for domestic violence. She was ordered to END (Establishing Non-Violent Directions, a 32-hour, court mandated class for women charged with Domestic Violence). While attending END, Joan began sharing her group lessons and homework with her friends. After a few more classes, Joan and her friends decided to form a weekly support group. She would distribute her work from END as handouts. They discussed domestic violence, the wheel of violence, effects of domestic violence on children, warnings signs of stress, etc. After completing END Joan returned to group and told the new participants how her life has changed because of the program. She has since divorced her husband and is living with her children. She is considering going to school and states that she hasn't engaged in any violent behaviors since she began the program. She credits her participation in the program for this change, noting that when she began she did not want to be here and even resisted being in the group. Once she realized that she needed help, she jumped in with both feet. She is very proud of her efforts to help her network of friends and family have healthier relationships.



ASSISTANCE

270 children and their families received assistance to begin HEALING by beginning the process of repairing lives from child sexual abuse and/or severe physical abuse by providing a safe place to express their sadness, anger and grief.

4 year old Alli was referred to the Child Advocacy Center after being diagnosed with a STD. During an Extended Assessment with a Lifelines counselor she disclosed horrible sexual abuse by her mother's boyfriend. Alli was placed in DHR foster care because her mother chose to support her boyfriend over her daughter. She began attending counseling sessions with a Lifelines counselor. She was struggling in the home, as well as preschool, and there was concern that Alli may be developmentally delayed and depressed. After 2 foster placements, Alli was placed in the home of a very loving, nurturing foster family who began to work with her and participate in counseling with her. Alli testified before the Grand Jury after much preparation and support by Child Advocacy Center staff, including a Lifelines counselor. Her mother's boyfriend was indicted on several counts of child sexual abuse, yet her mother continued to stay with him. Alli has now been in counseling for 2 years, is making straight "A's" in school, and is a very well adjusted little girl. Alli's court date is scheduled for the Fall of 2012, and she will have to testify in front of her mother's boyfriend, and she is ready. Alli wants to do her part to keep other children safe, and feels that she can by telling the judge about her experiences. And the icing on the cake — Alli's adoption by the wonderful foster family is set to be finalized in August!

REFERRALS

32,849 people received Compassion through community referral assistance, a listening ear for those contemplating suicide, reassurance to sexual assault victims and their families, advocating for the prevention of sexual violence.

Mr. Jones, 77 years old, called United Way 2-1-1 needing assistance with getting eye glasses. He was recently widowed, suffers limited eyesight and has difficulty hearing. The call specialist gave Mr. Jones a referral to the Lions Club. Mr. Jones shared with the call specialist that due to his disabilities, he was unable to connect with the referral. The Call Specialist connected him with the agency via conference call and completed the application with him over the phone. While following up with Mr. Jones, the call specialist discovered that he received his new glasses 4 days later. Mr. Jones was so thankful to United Way 2-1-1 for their help and for his new glasses. He is now able to enjoy the simple pleasure of reading again.

Often, we see community members struggling with several stressful issues simultaneously. As a multi-service agency, Lifelines is able to meet their multiple needs.

Ms. Hart was referred to the Mental Health Consultant by the Head Start center her child attended. As she worked on behavioral issues concerning her child, she revealed a past history of rape. The mental health consultant referred Ms. Hart to the Rape Crisis Center for further support and counseling. Ms. Hart also decided that she wanted to get her finances in order to purchase a home for her family. She was referred to Consumer Credit Counseling Service for money management and financial literacy. Although Ms. Hart may have a ways to go in her healing process, she has begun to gather the tools needed to build a solid foundation.



EDUCATION

2,306 people received assistance to have more STABILITY by overcoming the stress of debt and building financially stable lives.

Mr. Smith, a married senior citizen living on an extremely low fixed income, came to CCCS for assistance with his delinquent mortgage. Due to a reduction in income from his side job, he became delinquent and had sought a mortgage modification through his lender, but had been denied numerous times. The mortgage was a conventional loan with an interest rate over 10%. With the assistance of his counselor, he was approved for a loan modification which lowered his monthly payment by more than half and lowered the interest rate to 2%. The reduction will save his family over \$300 per month. He was so overwhelmed that he began to cry and was extremely grateful for his counselor's help.

OUR SERVICES

Family Counseling

- Establishing Non-Violent Directions-Domestic violence group for women 83
- Helping Children Cope with Divorce-educational seminar for parents 562
- Rollercoasters-group for children to deal with divorce 16
- Head Start/Early Head Start-mental health services provided to children, staff and families..... 1,753
- Juvenile Anger Management/Strengthening Families 82
- Individual and Family Counseling 474

Consumer Credit Counseling

- Individual sessions-to gain knowledge and skills to manage household finances 1,642
- Workshops-consumer education on a variety of topics 664

Child Advocacy Center

- Children/families seen for counseling/supported through criminal proceedings..... 270

Outreach and Education

- Rape victims/families assisted 158
- 211-callers given information/referrals to community resources 19,681
- Prevention education in area schools 13,010

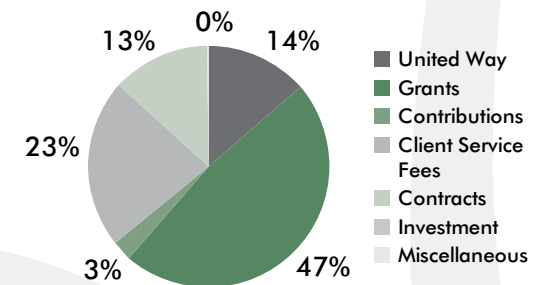
Total Individuals/Families Serviced in 2011 38,395

FINANCIAL REPORT

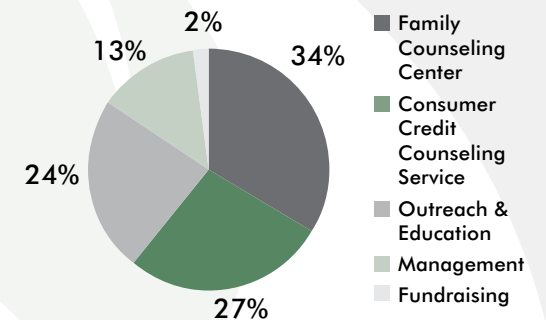
2011 Financial Highlights

- 18% increase in United Way allocation from 2010 to 2011
- 25% increase in federal, state and local grants from 2010 to 2011
- Received one-time grants from United Way of Central Alabama and Mental Health Association of New York to build agency and program capacity

Income Total – \$1,528,939



Expense Total – \$1,532,658



OUR ACCOMPLISHMENTS

Family Counseling Center

- Revised current clinical documentation to attain COA standards.
- Began weekly staffings for all clinical staff.
- Add additional groups for the Establishing Non-Violent Direction program and Juvenile Anger Management.
- Continued quality masters level internship program with area universities.
- Continued providing services to area Headstart programs and began providing services to Early Headstart families.

Child Advocacy Center Therapeutic Unit

- Supported and encouraged 121 children through the court process which allows the children to become more self-sufficient and a role model to others.
- 2.5 full-time staff provided 1,633 sessions to sexually and physically abused children and their families.
- Offered Equine Therapy to clients
- Reinvigorated Court Advocacy Program with Child Advocacy Center staff where 12 volunteers were trained
- Participated and provided a presence for clients in criminal proceedings in federal court, grand jury and criminal court

Consumer Credit Counseling Service

- With the leadership of Mel Ann Sullivan and First United Security Bank, a luncheon of area banks was convened to discuss reviving CCCS services in Clarke county.
- Through the United Way of Central Alabama, we collaborated with the Community Foundation of South Alabama to conduct the Managing Household Finances Survey. The survey showed us our community members attitudes and beliefs toward financial literacy and their readiness to receive assistance.

Rape Crisis Center

- Continued Teen sexual assault support group in Grove Hill.
- Trained 408 Mobile Police Department officers to respond to sexual assault victims and their families
- 2nd Annual Kickball Tournament raised over \$8,000 to “Kick Out Sexual violence” in our community
- Placed 11th in the *Stay Classy* National Awards for the Most Effective Awareness Campaign by a Charity for Sexual Assault Awareness Month activities.

United Way 211

- 16% increase in calls from 2010 to 2011
- Screened 17,000 calls in 15 months through the Homeless Prevention and Rapid Re-housing program through a contract with Housing First, Inc.
- Trained 4 volunteers through the volunteer disaster training

Help Lifelines Continue to Grow

- *Tell one new person about our agency services this year.*
- *Send us a note about how involvement with Lifelines has touched your life.*
- *Consider a first-time financial gift or an increase in your giving this year.*

Our Vision
Build strong
individuals
and families
for a healthier
Community.

Our Mission
Empowering
individuals and
families
to live more
fulfilling lives
through counseling,
assistance,
referrals
and **education.**



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705 Oak Circle Drive East
Mobile, Alabama 36609
251-602-0909 (Telephone)
251-660-2831 (Fax)