



# Lifelines Counseling Services

*Take the First Step.*

## 2021 Annual Report

# SUCCESS STORY

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Tara was a victim of domestic violence; scared; unemployed and shifting from her daughter and son's home, while occasionally sleeping in her car. She needed help and called 211.

A 211 Case Manager, Tracie, scheduled an appointment for her, with a therapist at FCC. This has helped her tremendously with the issues she was going through. In October 2021, Tracie helped Tara find housing at one of the partnering hotels. While there, Tara asked about employment. The hotel manager informed her she couldn't occupy a room and work there too.

Because of circumstances beyond her control, Tara had to check out. She went back, applied for a housekeeper's position, and got the job. Management impressed by her previous job's skills offered her another position as an Executive Housekeeper.

Her therapy sessions have been a great help and support for her as she continues to seek housing. We continue to follow up with her until she finds stable housing



# ABOUT US

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We are a multi-service agency providing counseling, assistance, resources and education, to Southwest Alabama, since 1958. Our divisions include the Family Counseling Center, Consumer Credit Counseling Service, Rape Crisis Center and United Way 211.

The Family Counseling Center programs include Helping Children Cope with Divorce classes, female and youth anger management groups, rollercoaster counseling groups for children of divorce, Infant and Early Childhood Development, Help Me Grow, and Head Start and Early Head Start programs in local schools, and our child trauma unit for children of sexual abuse at the Child Advocacy Center.

Consumer Credit Counseling Service programs include budget counseling, credit and debt management, bankruptcy counseling, housing counseling and home buyers assistance, foreclosure prevention, free financial workshops and trainings, student loan counseling, and identity theft counseling.

Our programs through the Outreach & Education division include the Rape Crisis Center, 211 Resource Line and Answering the National Suicide Prevention Lifeline, Help Me Grow Alabama, QPR Suicide Prevention, Mental Health First Aid Training, Homicide Counseling, Suicide Counseling, Bullying Prevention, Healthy Relationship Courses and Sexual Assault Prevention in local schools, with a focus on Ending the HIV Epidemic.

## OUR VISION

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To build strong individuals and families to sustain a healthier community.

## OUR MISSION

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To help individuals and families live more productive lives through counseling, assistance, referrals, and education.

## KEY VALUES

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Lifelines Counseling Services values the diversity of our clients by delivering expert, innovative approaches to life's challenges within the context of the client's cultural experience. Lifelines Counseling Services will always provide competent and thorough services to our community.

# OUR HISTORY

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Lifelines Counseling Services is a private, non-profit organization, formed in 1958 under the auspices of the United Way, to help strengthen families and individuals in the community.

Prior to that time, two separate agencies existed: Traveler's Aid and Child Family Services. However, because of recommendations of individuals involved in a community study, the new agency was formed. Its mission was to continue to provide services in three major areas: family and marital counseling, traveler's aid, and child placement.

In 1989, Consumer Credit Counseling Service was established to provide counseling for families overwhelmed by debt and financial problems. In 1995, we began offering the Children who Witness Divorce Classes along with the Establishing Non-Violent Direction, an anger management class for women.

In late 2002, the Board of Directors voted to approve the addition of Helpline and the Rape Crisis Center to the existing services and programs operated under the umbrella of the Family Counseling Center of Mobile, Inc. It added the name of Lifelines to its corporate identity with a tag line (or slogan) "Help Begins Here".

Lifelines began providing 211 through a contract with United Way of Southwest Alabama in 2006. In 2008, we began contracting with the Child Advocacy Center to provide a therapeutic unit to sexually abused children. We also began working with Strickland Youth Center by offering Strengthening Families and the Juvenile Anger Management Program to parents and children.

As our community changes, the agency has increased its involvement in Southwest Alabama family issues and stands ready to meet the changing mental health and financial needs in the community.

# 2021 BOARD OF DIRECTORS

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## Executive Committee

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# LIFELINES PROGRAMS

## FAMILY COUNSELING CENTER

Our counselors conduct programs to help our community with many relationship struggles, divorce, parent-child conflicts, grief, domestic violence, sexual assault, and trauma.



## CONSUMER CREDIT COUNSELING SERVICES

We provide preventative and rehabilitative programs to help community members manage finances, become debt free, increase financial literacy, purchase homes, or avoid foreclosure and become more financially stable.



## RAPE CRISIS CENTER

Providing advocacy, education, and support to community members in Mobile, Clarke & Washington Counties. Our staff provide services for sexual assault victims and their families, as well as prevention education to students at local schools. Our programs also aid homicide victims, suicide survivors and victims of other crimes.



## 211 RESOURCE LINE

The 2-1-1 call center covers 8 counties in Southwest Alabama as a resource directory for anything our community may need. Our call center also works during disasters to link the community to emergency services they may need.



# FAMILY COUNSELING CENTER

The Family Counseling Center provides counseling & groups for children, adults and families dealing with divorce, death of a loved one, traumas, marital issues, parent- child conflicts, sexual abuse, anger management, and child behavior problems.

In 2021, we provided emotional care to 1,066 children, adults and families through 4,352 sessions, groups, observations and trainings.

374

New clients

1,516

Counseling sessions provided

4.15

Average counseling sessions



147

Adults attended Helping Children Cope with Divorce

## HEAD START & EARLY HEAD START - MOBILE COUNTY

86

Classroom observations

10

Families received referrals

## Infant Early Childhood Mental Health (Or Help Me Grow)

0

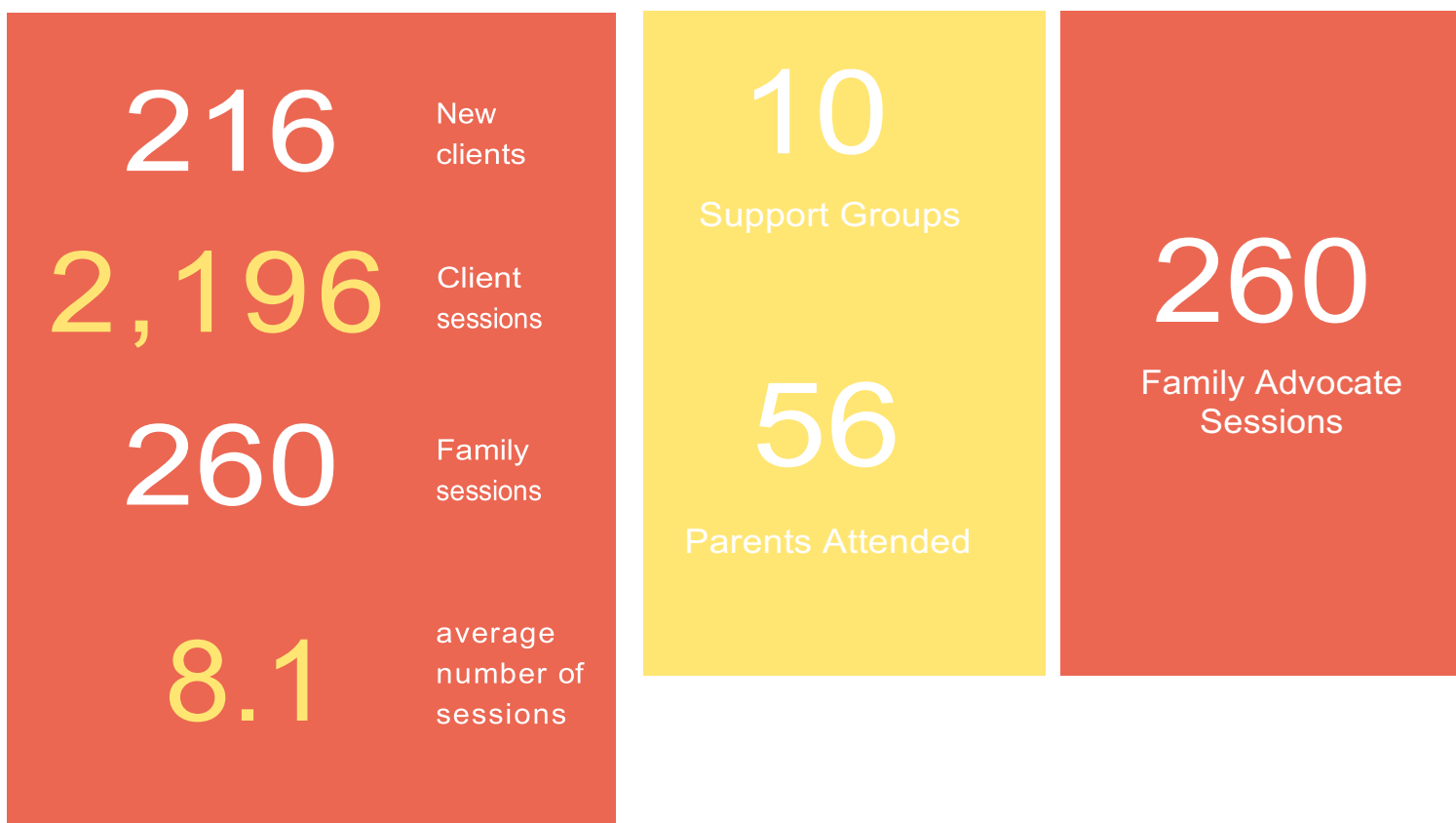
Classroom Observations

0



# THERAPEUTIC UNIT AT CAC

The Child Therapeutic Unit works with children of sexual and domestic abuse. Children and their non-offending parent will take part in counseling sessions and group therapy. Our family advocate works with families and children to prepare them for the court process. This unit is housed with 6 other partner agencies in the Child Advocacy Center of Mobile.



10



**Brent Vance,**  
**CAC- Clinical Supervisor Since 2014**

# CONSUMER CREDIT COUNSELING SERVICES

In 2021, 1,774 individuals/families were given the tools to be more financially self-sufficient through budgeting, credit management, housing counseling, bankruptcy counseling, student loan counseling, identity theft counseling and workshops.

## OUR STAFFHELD

16

Financial  
education  
workshops

453

Attendees

350

Budget counseling or debt  
management sessions

56

Bankruptcy counseling  
sessions

56 clients currently enrolled in  
the debt management program.

**\$1,905,059.13** in debt paid off!

307

# RAPE CRISIS CENTER

In 2021, we provided services to 488 sexual assault victims and their families. Our services reduced trauma symptoms and returned victims to pre-crisis state, while their family members were given the tools to provide appropriate support and to feel less hopeless.



291

Crisis Calls Answered

504

Follow Up Calls

166

Hospital

Accompaniment

&

13

Court

Accompaniment

42

Clients seen for intake  
counseling

126

Counseling sessions  
completed

12

Volunteer

13

Vi

97

Sexual assault  
victims received  
clothing



# CRIME VICTIM ASSISTANCE

In 2021, we helped to advocate for over 80 crime victims. We believe advocating for victims' rights, training professionals who work with victims, and serves as a trusted source of information on victims' issues is at the core of what we do. We aim to work with crime victims and their families where we focus and address all types of crime from

32

Homicide survivors assisted

462

Counseling sessions completed

3

Court Accompaniment

Sexual Assault Kit Initiative

171

Rape Kits Completed

533

Follow-Up Services

7

Victim accompaniments

37

Victims of  
Identity theft.

19

Identity Theft  
Workshops  
Completed

598

Workshop  
Attendees



# OUTREACH & EDUCATION

School Based and Community Prevention Programs give children and community members the information/skills to deal with bullying, unhealthy relationships, sexual assault, dating violence, conflict, suicide prevention and other life skills.

In 2021

245 Presentations  
were given

5,496

elementary, middle, high,  
and college youth attending

54 community  
trainings, fairs &  
exhibits were held

4,277  
in attendance



Girls Night Out, University of South Alabama

# 2-1-1 SERVICES

211 connects individuals with resource specialists in Southwest Alabama helping individuals navigate and connect to critical health, social, and disaster services. As our community comes together to address the COVID-19 pandemic and other needs, 2-1-1 Southwest Alabama remains steadfast in our commitment to provide important, accurate, and verified information, and assistance.

In 2021, our trained 2-1-1 call center staff answered

11,883  
calls

Through the National Suicide Prevention Lifeline, our staff answered

593  
suicide calls.

Through our Veteran's Initiative, our staff provided resource information to

272

Veterans and their families

Provided

9,987

Referrals to community organizations

&

Made

987

Follow up calls to ensure services were received

The A-RESET program is an employment and training program offered to community members receiving SNAP benefits.

1,888

Answered "Yes" to receiving SNAP Benefits

## Top 5 Needs

1. Utility Assistance
2. Rent Payment Assistance
3. Homeless Shelter
4. Food Pantries

# HELP ME GROW

Help Me Grow (HMG) connects families to health and developmental resources so children (birth to age eight) can start school healthy and ready to succeed. With this proven model, HMG helps to ensure all children to have the best possible start in life.

137

calls received

221

referrals given to  
community  
resources

1,227

follow up calls  
made to area  
families

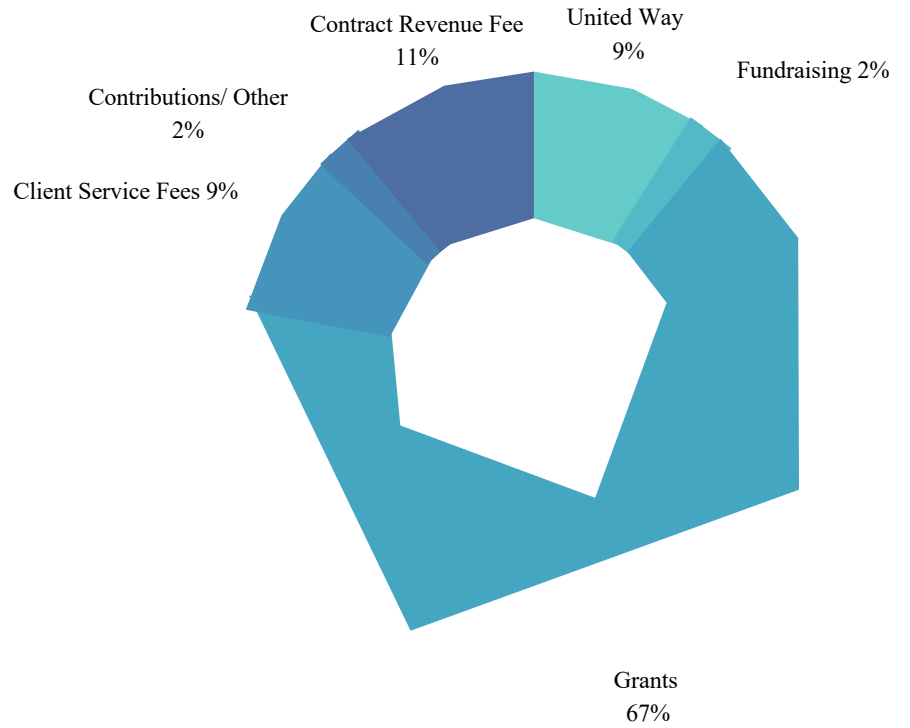


# FINANCIALS

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## INCOME

TOTAL INCOME  
\$ 2,522,668.91



## EXPENSES

TOTAL EXPENSES  
\$ 2,259,89.38







## Lifelines Counseling Services

*Take the First Step.*

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[WWW.LIFELINESMOBILE.ORG](http://WWW.LIFELINESMOBILE.ORG)