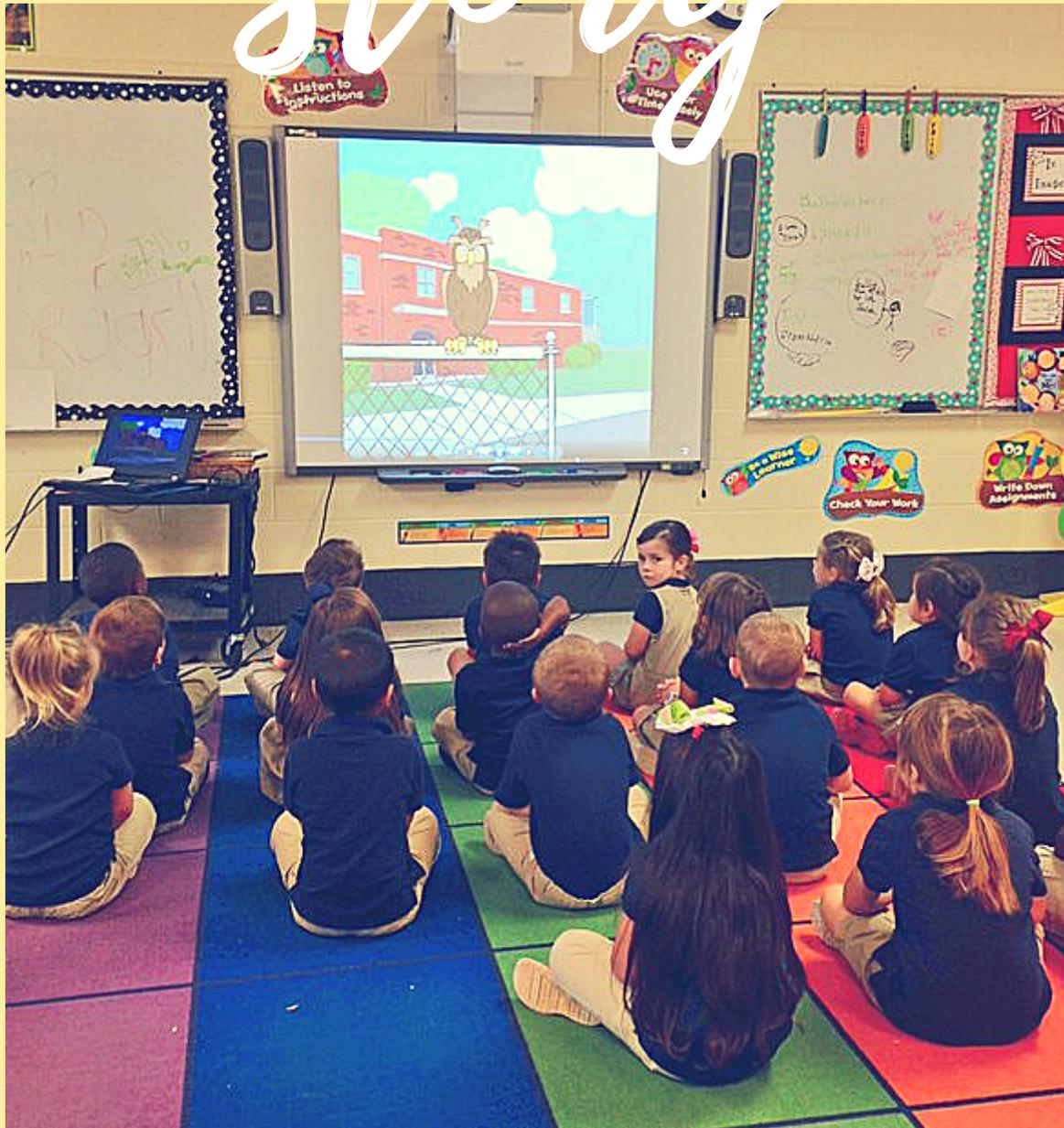


THIS IS OUR *story*



LIFELINES COUNSELING SERVICES

ANNUAL REPORT 2017

LIFELINES COUNSELING SERVICES

P.O. BOX 91068

MOBILE, AL 36691-1068

MAIN: 251.602.0909

FAX: 251.660.2831

www.lifelinesmobile.org

OUR STORY

Lifelines Counseling Services is a full-service agency providing family counseling, financial counseling, crisis services and resources to Southwest Alabama since 1958.

Our programs through the Family Counseling Center include Helping Children Cope with Divorce classes, female and youth anger management groups, rollercoaster counseling groups for children of divorce, Headstart and Early Headstart programs in local schools, youth choices and consequences groups for males of Strickland Youth Center, and our child trauma unit for children of sexual abuse.

Our programs through Consumer Credit Counseling Services 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 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.

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.

A MESSAGE FROM THE

board president



It has been my distinct honor to have served as Lifelines Family Counseling Services Board President for 2017.

During my six years on the board, I have seen this organization grow in unimaginable ways. As we look forward to celebrating our 60th anniversary, I could not be more proud of the work we are doing for this community. Serving as President has allowed me to more intimately experience the challenges associated with assisting our clients during some of the most traumatic times of their lives. In reviewing this annual report you will have an opportunity to see, in numbers, the impact this organization has made over the previous year.

However, I want to share with you the intangible values which make this group great.

"As we look forward to celebrating our 60th anniversary, I could not be more proud of the work we are doing for this community."

Our Executive Director, Chandra Brown Stewart, is in a word: A-M-A-Z-I-N-G!

Whether you prescribe to the belief that leaders are born or made, Chandra is a TRUE LEADER. It is Chandra's servant leadership which has allowed her to manage through some of the most challenging times of her career. I have seen her put the needs of this organization and others first.

We are truly fortunate to have her serving at the helm.

Focused synergy most often yields strong results, and this team is no exception. The highly capable counselors of this organization truly care about the well-being of their clients. Our counselors carry the weight of abuse, mistreatment, and injustice on their shoulders.

The recent suicide deaths of high profile celebrities Kate Spade and Anthony Bourdain, have underscored the fact that no one is immune to the peaks and valleys of life. Far too many people are going at it alone.

We must continue working together to bring awareness that there is a better way, and there are better days ahead.

Our counselors choose to come to work each day with one singular goal in mind: changing the lives of the clients they serve for the better.

The passion they feel for the work they are doing is unwavering and truly an honor to witness.

I must take a moment to acknowledge our Deputy Director, Finance Manager, Marketing Manager, and other support personnel. Lifelines could not do what we do without these knowledgeable and reliable individuals.

These folks work in the shadows, so that our organization can continue to provide light. Think of it this way: A table cannot stand without legs to stabilize it.

Thank you for being our legs, and holding us up!

As I transition, from President to immediate past president, and subsequently to cheerleader and advocate, I am committed to continuing this great work.

I challenge our remaining board members to fervently remain dedicated to the larger issues of serving the mentally ill, sexually assaulted, and financially devastated people of this community. This board, organization and community, needs your energy, tenacity, and most importantly your passion. I know your talents and resources will continue moving this mission forward. Our fundraisers are fun, but, working together for the greater good of the communities we serve and love is EPIC!

In closing, I leave you with this: “The best way to find yourself is to lose yourself in the service of others-Gandhi”.

To every donor, sponsor, volunteer, and partner; your contributions matter! With every second of time and dollar donated, you have made a difference in the life of someone! Please accept my sincere gratitude for your efforts.

Sincerely,

Robyn Anderson

2017 Board of Directors

Ms. Robyn Anderson
President

Dr. Sharee Broussard
Vice President

Ms. Alexandra Garrett
Secretary

Mr. Jack Johnson
Treasurer

Ms Bess Creswell
Past-President

Ed Bowron
President Emeritus

Ms. Sabrina Alexander
Dr. Rachel Banks

Ms. Deb Becker

Ms. Michelle Bernard

Mr. Joseph Dennis

Mr. Scott Eastmen

Dr. Jamie Franco-Zamudio

Ms. Brenda Hetrick

Ms. Amanda Jones

Ms. Shelley McLendon

Mr. T. Dale Watts

thoughts

FROM THE EXECUTIVE DIRECTOR...

Over this past year, I've struggled with how do you create a sense of community during tumultuous times? It seems like each day, we're witnessing and experiencing personal and community traumas that shake us to the core. Then, I realized that it is during these times that we need community the most.

Over the past 60 years, Lifelines has been the organization to help rebuild our community members after personal and community tragedies. Our board, staff, and volunteers are here (and have been here) to not only stand with you in your pain and as a bridge to healing. Through our work of counseling, assistance referrals, and education, we have continually helped our community members lead more productive lives



Katrina Kennedy, Maggi Fields, Chandra Brown, and Jan Preslar

Real Solutions for Real Problems

MISSION

Lifelines Counseling Services has as its mission facilitating positive changes in individuals, families and communities by providing comprehensive education, referral and counseling services for social, emergency and financial problems.

VISION STATEMENT

Lifelines Counseling Services is the agency of choice to help people find real solutions to real problems.

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/Family Counseling Center of Mobile, Inc. will always provide competent and thorough service to each client.



HISTORY

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, as a result 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 1984, Traveler's Aid was placed under the Salvation Army. 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 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 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

Annual Giving Fund

Annual Fund Donation Form

Name: _____

Address: _____

City: _____

State: _____

Phone: _____

Email: _____

I have enclosed a one time gift of \$ _____

I pledge a total gift of \$ _____ to be paid over _____ months.

I have donated/pledged \$ _____ online. (see website)

I would like to give a donation of securities/stock. (please contact Cary Quint, 251-602-0909)

Would you like your gift to remain anonymous? _____

Please return this completed form along with a check made payable to Lifelines Counseling Services to the following address:

Lifelines Counseling Services
P.O. Box 91068
Mobile, AL 36691-1068

**If you would like to make a donation in honor of someone, if your employer has a donor matching program or if you have any questions, please contact Cary at 251-602-0909.

STATS



In 2017, we provided services to 22,146 community members through our programs.



In 2017, we provided emotional care to 1,053 children, adults and families through 3,257 sessions, groups, observations and trainings.



In 2017, we ran all of our programs with a full time staff of 24 and part time staff of 8.

LIFELINES PROGRAMS

FAMILY COUNSELING CENTER

Offering a number of programs to help individuals and families through emotional and mental health problems.

Counseling helps individuals overcome marital discord, divorce, parent-child conflicts, death of a loved one, a family member suffering from chronic illness, domestic violence or drug and alcohol abuse. Our innovative program for divorcing parents provides in-depth techniques for successfully moving their families through the transition of separation and divorce.

CONSUMER CREDIT COUNSELING SERVICES

Providing consumers with assistance in managing personal finances.

Financial counseling provides preventative and rehabilitative programs to help community members manage monthly finances, become debt free, increase financial literacy, purchase homes or avoid foreclosure, and become more financially stable and self-sufficient.

RAPE CRISIS CENTER

Providing advocacy, education and support to community members in Mobile, Clarke & Washington Counties.

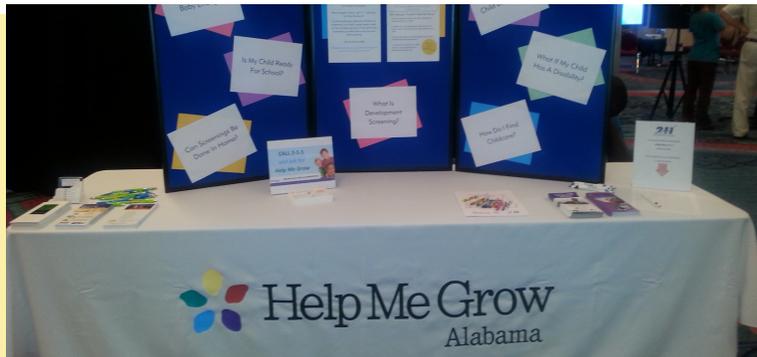
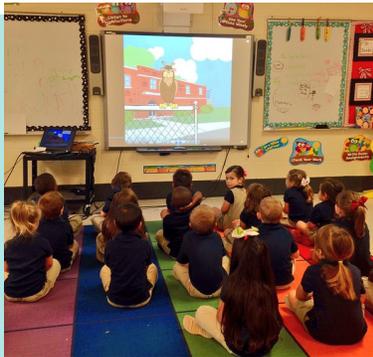
At the Rape Crisis Center we continue to provide services for sexual assault victims and their families, as well as prevention education in local elementary through college aged schools. Our programs also aid homicide victims, suicide survivors and victims of other crimes.

211 RESOURCE LINE

The 2-1-1 Call center provides resources for basic human needs, physical & mental health, and much more.

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 specialists are trained to help real people find real solutions. Our call center also works during disasters to link the community to emergency services they may need.

LIFELINES PROGRAMS



FAMILY COUNSELING CENTER

In 2017, we provided emotional care to 1,053 children, adults and families through 3,257 sessions, groups, observations, and trainings.

766 general counseling sessions were held with 196 new client appointments. An average of 4 sessions were attended by each client.

Our Headstart program held 94 classroom observations and 15 parent trainings with 49 parents attending.

Our Early Headstart program held 54 classroom observations and 2 parent trainings with 20 parents attending.

Our Helping Children Cope With Divorce workshops held 36 groups with 263 parents attending.

Our Rollercoasters program held 2 classes of 4 sessions each.

The Therapeutic Unit inside the Child Advocacy Center was able to complete 204 new client appointments, 308 family sessions, and 1,806 counseling sessions.

16 parent support groups for 32 parents were held.

Through our Youth Violence Prevention programs, we had 31 youth & their parents participate to improve their communication, anger management, and conflict resolution.

52 Juvenile Anger Management (JAM) groups were held.

Choices & Consequences had 23 new client enrollees. 46 groups were held and 10 clients completed the program.

Our END (Establishing Non-Violent Direction) groups in Mobile & Clarke Counties had 26 clients complete the program.

33 New client appointments

83 Groups

CONSUMER CREDIT COUNSELING SERVICES

In 2017, through our financial counseling division, 1,279 individuals and families were given the tools to be more financially self-sufficient.

Budget Counseling, Credit/Debt Management Counseling & Education - 356 sessions

Our certified credit counselors help clients work through budget concerns or set up a debt payment plan to repay unsecured debts.

Bankruptcy Counseling & Education- 38 sessions

Certified counselors assist clients to find what options would work best for them. In office, phone or online bankruptcy counseling offered.

Community Education- 112 Workshops for 1149 attendees

Home Buyer Education- 12 sessions

Monthly financial education workshops and homebuyers seminars offered to clients at our main office or offsite.

Pre-Purchase Counseling for 1st time Home Buyers- 346 sessions

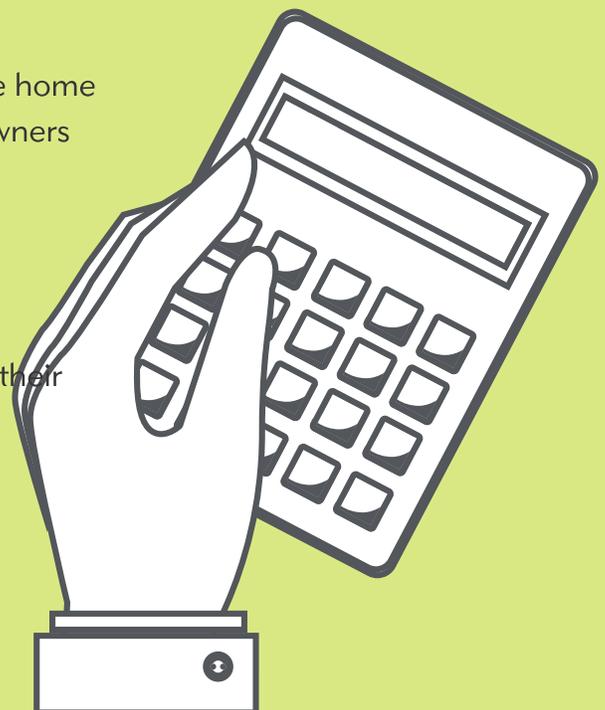
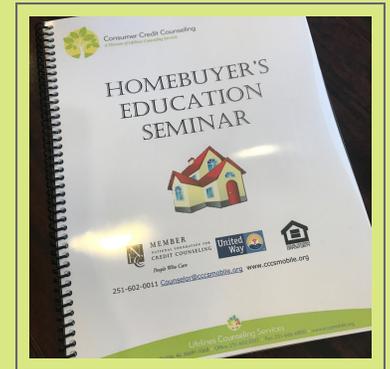
Our HUD-certified counselors work with first time home buyers to teach about selecting a home, homeowners insurance and more.

Reverse Mortgage Counseling Sessions- 35 sessions

Counseling offered to clients who are behind on their mortgage payments.

Foreclosure Prevention- 195 sessions

Counseling to help clients who are in danger of losing their homes find better options.



We Are Here

In 2017, we provided services to 478 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 helpless.

Counseling - 65 survivors attended 142 sessions
- Victims and family members are offered counseling services for healing and emotional well being

Hospital accompaniment- 163 individuals
-Trained volunteers accompany victims at the hospital 24/7 to provide comfort and direction during Sexual Assault Forensic Exam

Court accompaniment- 31 individuals
-Victim advocates accompany victims & family to court for support throughout the trial process

Crisis Calls- 1,596 calls received
-Our 24/7 hotline is answered by trained staff & volunteers to assist victims in crisis or for information

Follow Up Calls- 1,056 calls made
-Victim advocates follow up with all victims and family members to ensure needs are met and to offer continued support



The Sexual Assault Kit Initiative is a program funded by The Bureau of Justice Assistance, Department of Justice to address the growing number of un-submitted sexual assault kits in law enforcement custody, and to help provide resolution for victims when possible. The Mobile Police Department (AL) was awarded this grant and partners with the Rape Crisis Center, USA Department of Psychology and the Mobile County District Attorney's office to provide trauma-informed and victim-centered advocacy to survivors of sexual assault.

In 2017, our victim advocates worked with the Mobile Police Department, the Mobile County District Attorney's office and the FBI.

420 Cold Cases processed

8 MPD trainings conducted

13 Outreach calls made with 29 follow up calls

9 Victim Accompaniments

29 Multi-Disciplinary Team meetings attended

1 Court Accompaniment provided

EDUCATION

School-based and community education programs give children and community members the information/skills to deal with bullying, unhealthy relationships, sexual assault, dating violence, conflict and other life skills.

690 presentations were provided to 6,799 students age 4 to college.

90 community trainings, fairs & exhibits with 2,895 in attendance



OUTREACH

As the local provider for United Way 2-1-1 for Southwest Alabama, our agency is part of a statewide 2-1-1 network. Through this center we assess caller's needs and provide appropriate area agency referrals. Follow up calls are made to each caller as well.

8,531 calls answered

7,576 referrals given

1,593 follow up calls made

643 suicide calls answered through the National Suicide Prevention Lifeline

Help Me Grow Alabama is an initiative of the Alabama Partnership for Children to provide early childhood developmental screenings and resources. Through a partnership with 2-1-1, callers can get connected to our Help Me Grow Coordinator.

210 calls received and 1,289 follow up calls made

330 referrals given to community resources

51 community presentations, fairs & exhibits

Our services are offered to victims of crime and in 2017 we assisted 147 victims. This includes survivors of homicide, other violent crimes such as armed robbery, assault, and vehicular manslaughter, and financial fraud/identity theft.

100 homicide survivors assisted- Homicide survivors include all family and loved ones who have lost someone to homicide.

558 crisis calls and follow up calls with homicide survivors

14 homicide support groups with 31 attending

47 identity theft/ financial fraud victims

70 identity theft/ financial fraud workshops completed

795 clients attending workshops



The Assistance League

Community Partners

Lifelines Counseling Services is grateful to work with so many of our area agencies to accomplish the work we are able to do. Our work would not be complete without the efforts of everyone involved.

The Family Counseling Center works with local courts to provide the Helping Children Cope With Divorce to parents of young children who are going through a separation to learn how to co-parent together.

Our partnership with the Child Advocacy Center allows us to provide counseling to children and their families, prepare families for the criminal justice system, and provide educational and training programs in child abuse prevention.

Our certified credit counselors of Consumer Credit Counseling Services work with many community non-profits, banks, credit unions and other institutions to provide financial workshops and teachings. Some partners include Dumas Wesley House, Bank On South Alabama, the Mobile County Down Payment Assistance Program and City of Mobile Down Payment Assistance program.

The Assistance League provides clothing and toiletry bags for all victims of sexual assault our volunteer advocates see at the USA Children's & Women's SANE room.



The Assistance League



Jessica, Amelia, & Chalisse with Back To School supplies for child victims of sexual assault.



Terri, Synovus Bank, Dropping gifts for clients.

donors & volunteers THANK YOU

Individual Donors

Charlean Brown
Peggy Buckley
Tony Waldrop
Elizabeth Tonsmeire
Joyce Collier
Lisa Turner
Dr. James Ruffus Vaughan Stefurak
Kati James
Katrina Kennedy
Jennifer Langhinrichsen-Rohling
Diana Vo Nguyen McNaughton
Angela O'Neal
Laura Powell
Daniel Rickert
Janet Scott
Shannon Shelley-Tremblay
Laura Angle
Lee Banks
Barbara Caddell
Tommie Carlisle Jr.
Joshua Cogswell
Patricia Davis
Joseph Farmer
Dr. William E. Gillis
Deborah Hines
Ann & Danny Sirmon
Episcopal Women of St. Paul's
Church

Businesses

Mobile County Commissioners
Mobile County Visitors Marketing
Burr Forman
Wind Creek Casino
Infirmiry Health
5 Star Nutrition
Hargrove Engineers
Spherion Staffing Services
Armstrong & Associates
Crow Shields Bailey
Thompson Engineering
Whole Foods
Candlewood Suites
BugMaster
Christopher L. George, P.C.
The Shoppes at Bel Air
Fox10 News
Ashland Pub
The Law Office of John Teague
Wyndham Vacation Rentals
Big Charlie's Produce
Greer's Food Market
Polish Boutique
G. Harvell
Sway Yoga Studio
Mobile Cryotherapy
Buffalo Rock
iHeart Radio
Lagniappe Marketing
Woodforest National Bank
Bake My Day
Winn Dixie
Callaghan's Irish Social Club

Volunteers

Gabrielle Agnew
Lydia Burden
Cassie Crocker
Paige Dicus
Deanna Harrelson
Cassie Holmes
Kenishia Jackson
Madeline Johnson
Elizabeth Laster
ShaQuita Moore
Laura O'Brien
Kadijah Oliver
LaPorsha Pettway
Rebecca Reid
Carson Sanders
Thalia Shaw
Erin Ward
Stephanie Ward
LaKendra Pugh
Annie King
Mary Christine Bosarge
Philip Moore
Debi Burns

FINANCIALS

INCOME

8% United Way

61% Grants

1% Contributions/ Other

2% Fundraising

14% Client Services Fees

14% Contract Revenue

Total Income-
\$1,675,444

EXPENSES

15% Administrative/ Fundraising

28% Mental Health Counseling, Education,
Assistance, & Referrals

14% Financial COounseling, Education,
Assistance, & Referrals

43% Education, Assistance, and Referrals

Total Expenses-
\$1,635,159

thank you





LIFELINES COUNSELING SERVICES
705 OAK CIRCLE DRIVE E
MOBILE, AL 36609
251-602-0909
WWW.LIFELINESMOBILE.ORG