

1973 • 2023
50
YEARS



Lifeline
Community Services



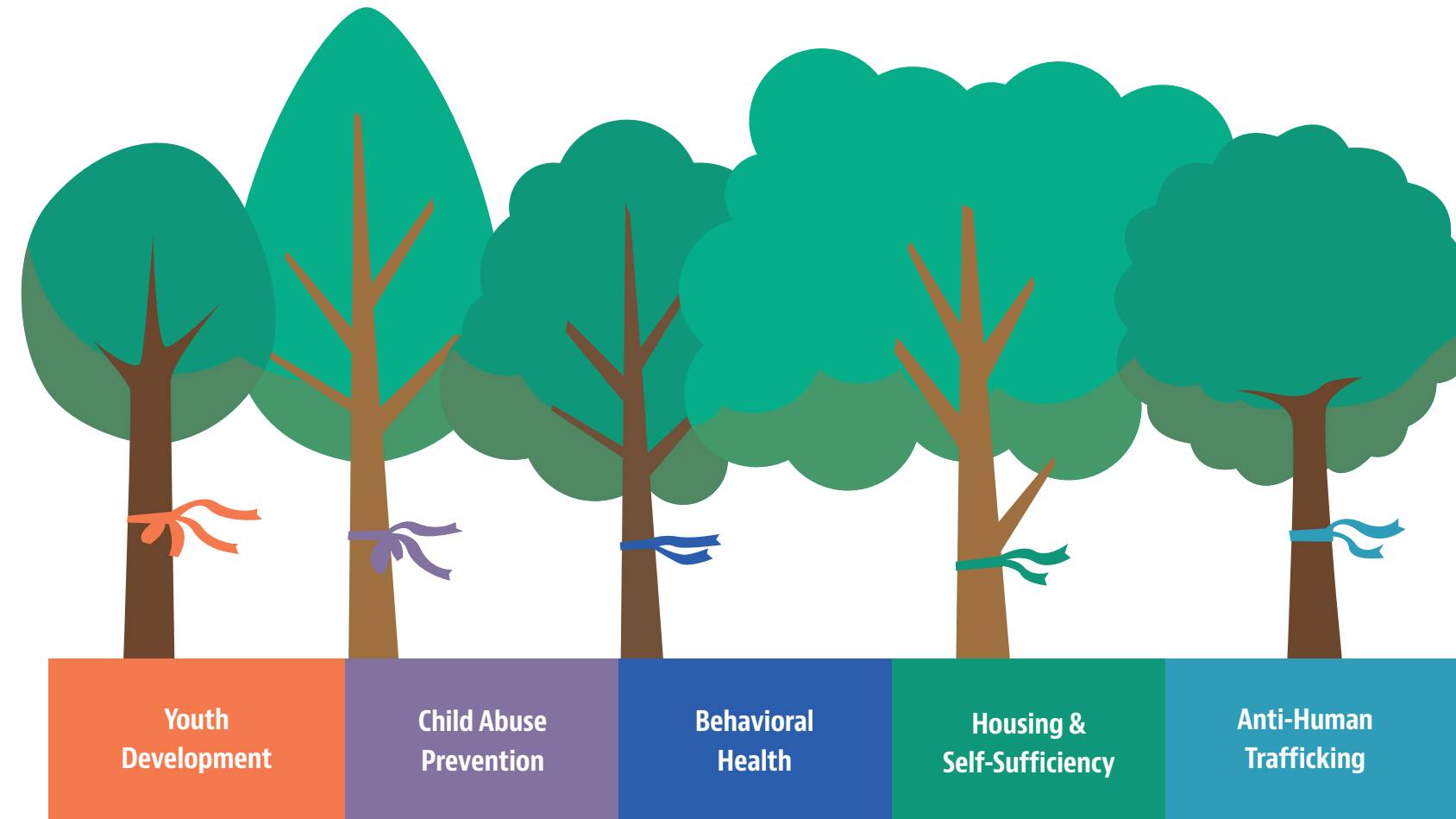
2022 - 2023 Annual Report

CELEBRATING 50 YEARS OF SERVICE & IMPACT

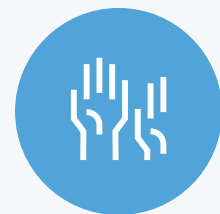


OUR MISSION

Lifeline’s mission is to build self-reliance among youth, adults, and families through high-quality, community-based services.



26,331
People Helped



154
Volunteers



19,256
Volunteer Hours



50
Years
in San Diego County



270+
Employees & Volunteers



\$16.2m
Budget

Building Stronger Communities Since 1973

For 50 years, Lifeline has been a fixture in San Diego County, nurturing resilient youth and adults, cultivating strong families, and partnering to address community needs. We serve members of our community through clinically-strong and evidence-based programs that focus on positive youth development, child abuse prevention, housing and self-sufficiency, behavioral health, and anti-human trafficking services.



Lifeline Community Services 50 YEARS OF IMPACT

A Letter from Lifeline's New CEO

Dear Lifeline Community,

I am thrilled to join the Lifeline family as your new CEO. It is with great enthusiasm and a deep sense of responsibility that I step into this role, embracing the rich legacy of Lifeline's commitment to service and community impact over the past 50 years.

As we plan forward, we must honor our past. I extend my sincere gratitude to Don for his remarkable leadership during his 16-year tenure. His strategic vision and dedication have been instrumental in shaping Lifeline into the impactful organization it is today, serving over 25,000 individuals annually. I am proud to take up the baton and build upon the strong foundation he and other community leaders have created.

The range and quality of services Lifeline provides are truly commendable. Lifeline's impact is not just measured in numbers but in the lives transformed, families strengthened, and communities empowered. As we navigate Lifeline's next chapters, I am eager to contribute to the ongoing success of this organization in collaboration with our incredible staff, volunteers, and partners.

Together, we will continue to uphold the traditions of collaboration, responsiveness, creativity, and trust that have defined Lifeline. These values are the cornerstones of our ability to make a lasting impact in our community. I am confident that, with the dedication of our team, we will further empower individuals, strengthen families, and contribute to the well-being of our San Diego community.

I look forward to the journey ahead, working hand-in-hand with each of you to ensure Lifeline's continued growth and success. Together, let's create a future where Lifeline remains a beacon of hope and support for all.

With gratitude,

Lisette Islas
CEO, Lifeline



“

I am eager to contribute to the ongoing success of this organization in collaboration with our incredible staff, volunteers, and partners”

Lifeline's Legacy of Listening & Responding to our Community's Needs

Incorporated in 1973, Lifeline was founded by community volunteers passionate about making a difference in the lives of local youth, listening, and responding to our community's needs.

Fifty years later, this remains our focus as we continue to provide cutting-edge, trauma informed, community-based programming. Lifeline has flourished into an organization that serves and connects with over 25,000 individuals each year.

This year we also acknowledged our community-based approach and our San Diego-wide impact by utilizing our DBA name "Lifeline Community Services." Lifeline is a regional service provider embedded in the community and has expanded to serve the greater San Diego county area over the past several years.

This year was filled with milestones. While we look back, and celebrate our accomplishments, we also focus forward on new programs, new leadership, and new partnerships. Lifeline has been and will remain a vital resource for the San Diego community. We are proud to be part of Lifeline's legacy.

Thank you for joining us in making this work possible.



Lifeline Community Services OVERVIEW OF LIFELINE'S 50 YEARS HISTORY



1,000 families are adopted through Lifeline's Adopt-A-Family Program during the holidays (2022)

1973

1980

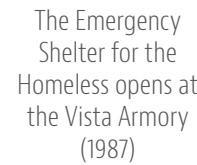
1990

2000

2010

2020

2023



Founded by passionate community volunteers, Lifeline incorporates in 1973, in response to community needs. Lifeline begins legal advocacy services, transportation services, and expands individual, family, and group counseling, drug education, and crisis intervention to youth and families.

Lifeline establishes the Student Internship Program, expanding Lifeline's reach to youth and families.
Disabled Services begins for vulnerable members of the community.
Lifeline's Volunteer Program is founded. (1980)

Lifeline locates to 200 Michigan Avenue address (1984)

Lifeline's Coastal Youth Services office opens in Oceanside (1988)

The Emergency Shelter for the Homeless opens at the Vista Armory (1987)

Gang alternative services begin (1990)
Youth Services expanded to multi-family counseling groups and parenting services to address community needs (1992)

The 302 N. Indiana property is purchased.
A 52-week domestic violence prevention and intervention program launches (1999)

The Community Services for Families program receives initial funding to begin services and reach children and families affected by child abuse and neglect (2003)

Don Stump is appointed Executive Director (2007)

Project LIFE (Living in Freedom from Exploitation) launches (2012)

The Club Crown Heights afterschool program expands to two locations (2013)

The LifeSpring program expands to offer housing units to foster youth in the North Santa Fe Apartments (2015)

Lifeline opens "The House" Drop-In Center for foster youth. Lifeline greatly expands Behavioral Health Programs (2019)

Lifeline opens their first San Diego office location.
Lifeline provides uninterrupted therapeutic services throughout the COVID-19 pandemic (2020) as well as offering emergency financial assistance to help clients with their greatest needs.
The True Life Recovery program opens to provide outpatient substance abuse treatment services to teens in the community and local schools. (2021)

Lifeline celebrates 50 years of service to the San Diego community. (2023)

Lifeline Community Services 50TH ANNIVERSARY



Lifeline Community Services marked its milestone year with a memorable celebration at the Seabird Resort in Oceanside on October 21, 2023, commemorating 50 years of empowering youth, adults, and families in San Diego County. The event also served as a poignant farewell to CEO Don Stump, concluding his remarkable 16-year tenure and 35-year commitment to non-profit service.

Under Don's visionary leadership, Lifeline tripled its annual budget to \$16 million and expanded its impact to over 25,000 individuals annually. Lifeline has broadened its scope, addressing critical needs such as transitional housing for former foster youth, anti-human trafficking services and expanded youth services, and mental health support.

The celebration, attended by over 230 supporters, local businesses, and nonprofit partners, was a night of reflection and gratitude. Dr. Patricia Prado-Olmos, Lifeline Board President, emphasized the organization's invaluable role, stating, "One thing we consistently do is know what the needs of the community are. Then we go out and we find the opportunities to support those needs as we continue to respond to community."

The evening was a testament to the dreams Lifeline has had as an organization, and the dreams and hope it has provided to countless individuals through our programs and services. Melody, a former LifeSpring Program participant shared, "I have real dreams today. Dreams I never could have imagined. But before I believed in my own worth, Lifeline treated me like I was worthy. This program gave me a life I didn't think I could have. Even before I could believe in myself, Lifeline believed in me."

U.S. Bank, as the title sponsor, played a pivotal role in making the event possible. Lifeline extends sincere appreciation to all our event sponsors including the William H. Donner Foundation, Darlene Marcos Shiley, Kaiser Permanente, California State University San Marcos, Genentech, PNC Bank, SBSC, MAAC, Harshwall & Company LLP, Marsh McLennan Agency, TrueCare, The Stump Family, Mira Costa College, Nordson, Rancho Mesa, Coastal Payroll, Neil and Clarice Hokanson, and Mr. Jim Mickelson and Dr. Karen Haynes.

As Lifeline bids farewell to Don Stump, this celebration stands as a marker of honoring this organization's legacy and reaffirming its unwavering commitment to fostering resilience in the San Diego community for years to come.



Watch the Story.



Scan the QR Code to watch a video about the 50th anniversary event.

Lifeline Community Services

YOUTH DEVELOPMENT

In Lifeline Community Services' 50th Anniversary year, our Youth Development programs have continued to make a profound impact on the lives of young individuals. With a total of 1,157 clients directly served, we are proud to report that 95% of youth clients reduced or had no substance use after completing our Juvenile Delinquency Prevention and Early Intervention program. 90% successfully completed the RESPECT Program, a 13-week academy designed to build character and mentor teenage youth.

Club Crown Heights, Lifeline's early intervention afterschool program for youth, celebrated the high school graduation of six young people this year! Jose's story is one example of the impact of this program:

José encountered many challenges in his young life, but with resilience and the benefit of Lifeline's support, he is a proud college graduate with a bright future. José childhood was difficult as he barely knew his father and his older brother was incarcerated. His

mother struggled to provide for José and his two sisters. Through Lifeline's Club Crown Heights and other positive youth development programs, we were able to give José the support he needed to overcome the challenges of his early years. **Last year José graduated from Cal State San Marcos** with a major in Psychology and a minor in Sociology and, fittingly, Pancho, Club Crown Heights' Program Manager, was in the first row. **Now José is working full-time** at a non-profit organization very similar to Lifeline. José's goal is to have a career just like Pancho's and give back to his community.

Jaime Gonzales Vallejo, Lifeline Board Member, emphasized the impact of Club Crown Heights, stating, "Club Crown Heights isn't just a place where students come to get help with their homework; it's a place where families can come and get resources. I always see myself in a lot of these students here. If I just had a little bit more help early on, maybe I could have connected the dots a lot earlier and gained some of the experiences that I didn't gain till I was a lot older."



91%

Positive BEHAVIOR

91% of clients reported increased positive behavior changes after completing Lifeline's IMPACT Program



677

Family MEMBERS

677 Family members participated in family therapy sessions in Lifeline's Families SHINE Program



86%

School ATTENDANCE

86% of youth improved their school attendance through our Club Crown Heights Program



“

Before Lifeline's JFAST Program, I was at a really low mental state struggling through many things. During probation, I had the chance to have JFAST help me throughout everything. I was still struggling with depression and so many other things but JFAST never gave up on me, and it showed me that I can keep moving on and bettering myself with the people that I had around.”

JFAST Program Participant



Watch the Story.



Scan the QR Code to watch a short video and hear life changing stories from clients & staff in Lifeline's Youth Development Programs.

Lifeline Community Services

CHILD ABUSE PREVENTION

During Lifeline's 50 years of service to our community, our Child Abuse Prevention programs continue to foster impactful outcomes in the lives of those in need. Serving 797 clients directly and reaching 2,599 individuals through outreach, we have witnessed significant positive changes for individuals and families. A remarkable 77% of parents in the program improved their parenting skills, creating safer environments for their children. The CalAIM program, aiding medical recipients in receiving more equitable and better access to care, successfully coordinated 93 care pathways for individuals this year, connecting those in need to resources, appointments, and collaborated with other providers on their care team. As we commemorate 50 years of service, Lifeline remains devoted to preventing child abuse and providing essential support to families, reflecting our ongoing dedication to the community.

Martha, Lifeline Parent Partner, emphasized the community impact, stating, "I have seen many parents actually use Lifeline as a resource, and so they come back many times to ask for different types of resources. We have so many programs that specialize in working with so many different people and populations, and it's a space where people in the community know that they can go and get support and help."



80%

Received **REFERRALS**

80% of families with children 5 years and younger, who needed to begin or resume receiving well-child visits, received referrals or began visits within 3 months of connecting with Lifeline



77%

Increased **SAFETY**

77% of parents in the program increased their parenting skills and ability to provide a safe environment for their child/children



99%

Reunified **FAMILIES**

99% of parents whose children had been removed from their care were able to reunify their families safely in their homes



“

These services allowed me to get back on my feet, and to have someone believe that I could do it and was with me all the way. Never was I judged for my past, I was motivated to go forward.”

Program Participant



Watch the Story.



Scan the QR Code to watch a short video and hear life changing stories from clients & staff in Lifeline's Child Abuse Prevention Programs.

Lifeline Community Services

BEHAVIORAL HEALTH

Over the past 50 years, Lifeline’s Behavioral Health Services have expanded and grown to have a significant impact on the mental well-being of nearly 8,200 clients annually. In VIVA Counseling, Lifeline’s school-based mental health program, 53% of clients participating in counseling demonstrated improvements in their mental health symptoms. Lifeline’s TrueLife Recovery program (TLR) successfully supported 100% of youth in maintaining sobriety, with 89% avoiding new involvement with the juvenile justice system. Marisa, Lifeline’s TLR Program Manager, emphasized the program’s impact, stating, “We know that [clients] can learn a lot of things but once they step out of these doors we are not there with them, and so when we hear from our parents, from school counselors, from the youth themselves coming back and saying, ‘Hey, I just implemented a new coping skill that I learned last week,’ that is success to us. It’s the small steps that lead them into greater successes.

This year, Lifeline launched the Bridgeways program, a brand new program providing quality mental health services to eligible youth while decreasing additional law enforcement involvement and increasing knowledge around substance use. This program offers care, support, therapy, and guidance for children and youth up to 21 years old who are justice impacted or at-risk for justice involvement. Our Connections Community Counseling program, praised by clients as “an incredible experience,” had 90% of clients avoid psychiatric hospitalization. In the HERE Now Suicide Prevention and Early Intervention program, a parent of a student participant expressed gratitude, stating, “I’m so thankful this program exists. I wish it would have been there when I was in school!” Of the 5,348 students who attended suicide prevention and early intervention presentations, 13% needed an additional safety assessment due to having suicidal ideations, histories of self-harm, thoughts around hurting others, having questions about suicide, or showing vulnerable behavior during the presentation. Lifeline remains steadfast in promoting mental health, providing crucial support, and fostering resilience within our community.



100%

Individual **COUNSELING**

100% of youth struggling with substance abuse received individual counseling services to assess substance use history and risk factors to maintaining sobriety



90%

Avoid **HOSPITAL**

90% of clients avoided psychiatric hospitalization, or re-hospitalization, while in treatment (Connections Community Counseling)



100%

At-Risk **CONTACTED**

100% of the parents of students who presented at assessment with thoughts of suicide and/or at-risk behaviors were contacted, and the youth and families were connected with services in the community (HERE Now Suicide Prevention & Early Intervention)



“

Lifeline changed our lives. Other service providers said it would take 9 months to a year to be seen or helped. By that time, who knows what would happen, hopefully my daughter’s still alive. [So I needed help] not in 9 months, not a year, I need help today, and that was the difference with Lifeline; [they were the help I needed that day].”

Jose, TrueLife Recovery Program Participant



Watch the Story.



Scan the QR Code to watch a short video and see the impact of community-based services in Lifeline’s Behavioral Health Programs.

Lifeline Community Services

HOUSING & SELF-SUFFICIENCY

Celebrating our 50th Anniversary, Lifeline’s Housing & Self-Sufficiency programs continue to work with youth who are transitioning out of foster care, who are homeless and who are at risk of becoming homeless, reaching 460 youth exiting the foster care system this year alone. In the LifeSpring Program and Apartments, 80% of youth achieved full-time productivity within three months of move-in. “The House Drop-In Center” celebrated 10 years of offering services to youth at risk for or currently experiencing homelessness. *“We are seeing unprecedented need for support with housing and basic needs [for local youth]. We are working hard to prevent each youth and young adult we meet [from entering the] adult homeless system that is so chronically impacted right now. We are also trying to change the way the system works to divert young people from homelessness,”* says Don Stump, previous Lifeline CEO.

With remarkable success this year, 70% of youth successfully completed the program by moving on to safe and sustainable housing. Reflecting on their experience, a participant expressed

gratitude, stating, “I am extremely appreciative of this program. Thank you. This has helped me grow into the adult I wanted to see myself become!” As we mark five decades of service, Lifeline remains dedicated to fostering independence, providing housing stability, and supporting the journey of Transition Age Youth.

This year, Lifeline’s House Drop-In Center in Vista celebrated the completion of our backyard beautification project. Thanks to the collaboration with The County Board of Supervisors and The Church at Rancho Bernardo, the backyard now provides a safe and comfortable space for homeless youth and young adults who have aged out of foster care. The renovations, including modern bench seating, outdoor furniture, market lights, and a mural by local artist Hanna Daly, were unveiled in a Backyard Beautification Celebration and Ribbon Cutting Ceremony.



74%

Skills IMPROVED

74% of those engaged in case management demonstrated improvement in daily living skills, financial management, and job readiness. (The House Drop-In Center)



80%

Full-Time ACTIVITY

80% of youth achieved full-time productivity by going to school or obtaining a job within three months of move-in. (LifeSpring Program)



100%

Counseling SERVICES

100% of those in need of counseling services were connected with a community provider. (LifeSpring Program)



“

This program gave me a second chance at anything, like no other program would have taken me. I was homeless for 6 months and so turning 23; they stop giving funding at 24, so the fact Lifeline let me in at the last year saved my life. It really did.”

Melody, LifeSpring Program Participant



Watch the Story.



Scan the QR Code to watch a short video and see the impact of community-based services in Lifeline’s Housing & Self-Sufficiency Programs.

Lifeline Community Services

ANTI-HUMAN TRAFFICKING SERVICES

In our 50th Anniversary year, Lifeline's Anti-Human Trafficking Services directly served 76 clients and provided outreach to 12,261 individuals. Through Project LIFE (Living In Freedom from Exploitation), 55% of clients achieved stable housing, showing great improvement in coping, life skills, and relationships. Sadly, San Diego continues to be one of the worst regions in the United States for human trafficking with over 8,000 trafficking victims per year.

Lifeline prides itself on listening and responding to the community's needs and advancing systemic change. "Launching Project LIFE in 2012 was one of those systematic interruptions we jumped into to address the growing concerns around human trafficking. Human trafficking in San Diego we know is a major issue and huge problem and so Lifeline stepped in because of community demand and we were able to develop this program and an area of expertise that I think stands out across the county," shares Dr. Patricia Prado-Olmos, Lifeline Board President. Collaboration is key as Lifeline works to prevent, combat, and offer services to survivors. Across San Diego County, Lifeline's Project LIFE program continues to collaborate and provide leadership in the prevention and intervention efforts surrounding

the issue of human trafficking. Lifeline remains a key partner with the REACH Coalition, LGBTQIA+ Survivor Taskforce, and the San Diego Human Trafficking Task Force.

This program has been instrumental in aiding individuals to overcome challenges, as a participant attested, "This program helped me get out of jail and find housing, helped motivate me to succeed in getting my child back, and to keep a job." As we celebrate 50 years of impact, Lifeline remains resolute in its commitment to combating human trafficking, restoring lives, and fostering a community free from exploitation. In a significant development this past year, Lifeline's Project LIFE program was featured on CBS8 for the collaborative work done alongside the human trafficking task force and law enforcement, resulting in the rescue of eight children from a sex trafficking operation in San Diego. It is situations like this that showcase the severity but critical services that Project LIFE provides survivors including timely crisis intervention, connection to safe housing, and ongoing support. As we continue our fight against human trafficking, this recognition underscores the importance of collective efforts in combating this pervasive issue.



12,261

Services PROVIDED

Project LIFE provided education, referrals, and outreach, and training to 12,261 individuals.



76

Assistance RECEIVED

76 survivors of trafficking received direct services and assistance



55%

Stable HOUSING

55% of clients were stably housed prior to exiting the program



“

Project LIFE has helped me to live a healthy lifestyle for myself and my children.”

Project LIFE Program participant



Watch the Story.



Scan the QR Code to watch a short video and see the impact of community-based services in Lifeline's Human Trafficking Prevention & Intervention Program.

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 CMR Risk & Insurance Services
 Continuing Life, LLC
 Costco
 Dr. Bronner's
 Element Biosciences
 Environmental Science Associates
 Equation Technologies, Inc
 Ernest Packaging Solutions
 FirstService Residential
 Flock Freight
 Frazier Farms
 Frontstream
 Gap, Inc.
 Genentech
 Grind House Cycle
 In-N-Out Burger Foundation
 Insignia Environmental
 Instantly Lost Adventure Advisor
 Island Staffing
 Ken Blanchard Companies, The
 KTUA Planning and Landscape Architecture
 Kura Oncology
 Luna Care Inc
 Marsh & McLennan Insurance Agency
 MC Painting
 Michael Baker International
 Mirati Therapeutics
 Moonlight Stage Productions
 NewRez

North County Automotive
 NOVA Services, Inc.
 PNC Bank
 Portavoce PR
 Rancho Mesa Insurance
 Raytheon Technologies
 Redback
 Richard & Richard Construction
 Robert Half
 RWM Home Loans
 Salesforce
 SDG&E
 Sempra Energy
 Sendlane
 Six Flags Magic Mountain
 Smart & Final
 Sonic
 Starbucks
 Target
 U.S. Bank
 Union Bank
 Wave Waterpark, The
 Wells Fargo
 Wilson Creek Winery
 Yum Yum Donuts
 Zone Nine Landscape & Design

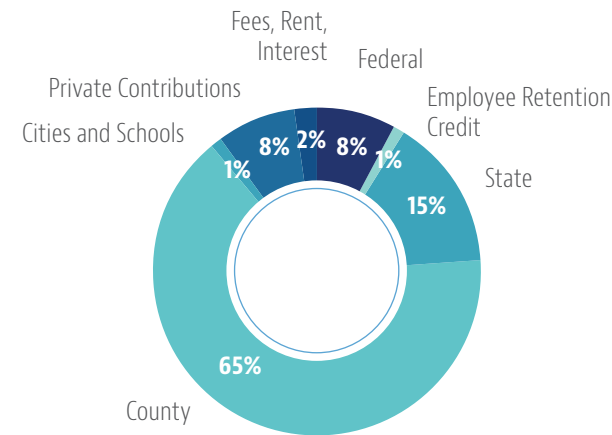
THANK YOU FOR HELPING LIFELINE COMMUNITY SERVICES AS WE HELP CLIENTS CHANGE THEIR OWN STORY.

FINANCIALS

Statement of Revenues and Expenditures Unaudited, Fiscal Year ending June 30, 2023

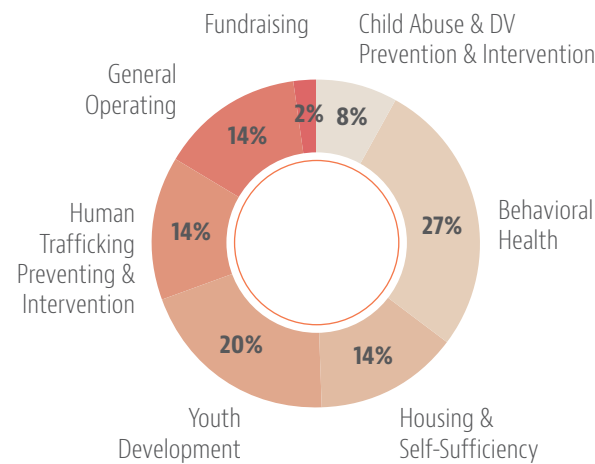
Revenues

Federal	\$ 1,204,498	8%
Employee Retention Credit	\$ 156,713	1%
State	\$ 2,265,316	15%
County	\$ 9,503,282	65%
Cities and Schools	\$ 168,736	1%
Private Contributions	\$ 1,116,094	8%
Fees, Rent, Interest	\$ 316,797	2%
Total Revenue	\$ 14,731,437	100%



Expenditures

Child Abuse & DV Prevention & Intervention	\$ 1,142,527	8%
Behavioral Health	\$ 3,999,918	27%
Housing & Self-Sufficiency	\$ 2,088,274	14%
Youth Development	\$ 2,931,756	20%
Human Trafficking Preventing & Intervention	\$ 2,003,228	14%
General Operating	\$ 2,061,834	14%
Fundraising	\$ 329,745	2%
Total Revenue	\$ 14,557,281	100%



Net Income From Operations	\$ 174,156
Gain/Loss on Asset	\$ 1,567,469

Net income

Total Income	\$ (1,393,313)
In-Kind Contributions	\$ 962,367

Balance Sheet Unaudited, Fiscal Year ending June 30, 2022

Assets

Cash	\$ 2,055,180
Temporarily Restricted Support	\$ 114,285
Grants Receivable	\$ 2,133,066
Other Current Assets	\$ 695,113
Right-of-use (ROU) Asset	
Property & Equipment at cost, less depreciation	\$ 2,158,232
Total Assets	\$ 6,556,010

Liabilities

Accounts Payable & Accrued Expenses	\$ 147,375
ST Lease Liabilities	\$ 589
Deferred Revenue	\$-
LT Lease Liabilities	\$ 1,322,318
Notes Payable	\$(250,000)
Accrued Payroll, Taxes, and Benefits	\$ 817,243
Total Liabilities	\$ 2,037,525

Net Assets

Unrestricted Net Assets	\$ 4,404,200
Temporarily Restricted Net Assets	\$ 114,285
Total Net Assets	\$ 4,518,484

Liabilities & Net Assets

Total Liabilities And Net Assets	\$ 6,556,010
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Resilient Youth
Strong Families
Community Partners
Self-Reliance

CELEBRATING 50 YEARS OF SERVICE & IMPACT

BOARD OF DIRECTORS

Dr. Patricia Prado-Olmos - PRESIDENT

Dr. Darjené Graham-Perez - VICE PRESIDENT

Rick Martinez - PAST PRESIDENT

Megan Provost - TREASURER

Jim Mickelson - SECRETARY

Sam Brown

Conor Boyle

Paul Cevolani

Leilani DeLeon

Paul Garza

Jim Hagar

Taylor Hindle

Barbara Levine

Henry Pennerman

Luis Valdivia

Jaime Gonzales Vallejo

Yameeka J. Williams



LOCATIONS

Vista

200 Michigan Ave, Vista, CA 92084

Oceanside

707 Oceanside Blvd, Oceanside, CA 92054

Club Crown Heights, La Casita

402 Brooks St, Oceanside, CA 92054

Club Crown Heights, La Escuelita

1210 Division St, Oceanside, CA 92054

The House, Drop-In Center

302 N Indiana Ave, Vista, CA 92084

San Diego

3890 Murphy Canyon Rd. #250 San Diego CA 92123

200 Michigan Ave, Vista, CA 92084

Tel: 760-726-4900 | Fax: 760-726-6102



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