# North County Lifeline 2019-20 Annual Report



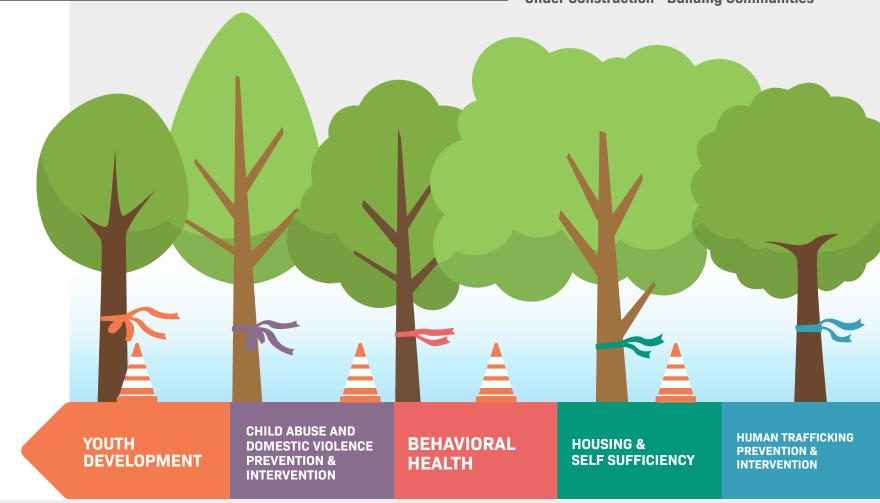
Resilient Youth
Strong Families
Community Partners
Self-Reliance





# **OUR MISSION**

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







Volunteers







# Building Stronger Communities **Since 1973**

For close to 50 years, North County Lifeline has been a fixture in San Diego County, nurturing resilient youth and adults, partnering to solve community problems, and cultivating strong families.

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#### **Dear Community Partners,**

As a community-based, human services organization, it is important that we remain open and in tune with the ever-changing needs of the community. Responsiveness is one of Lifeline's core values – Connected, Authentic, Responsive, Resourceful, and Engaged (CAR²E) – and our responsiveness played out in nimbleness and adaptability in this 2019-20 fiscal year.

Charles Darwin said, "It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change."

This last year brought change, challenges, and opportunities to be sure, but what I believe to be of greatest note is the nimbleness with which North County Lifeline's Board, staff, and participants responded to community needs and adjusted to new service methods during these challenging times.

Within 10 days of a global pandemic and with "stay-at-home" orders in place, North County Lifeline completely converted our outreach, case management, and therapeutic counseling services — individual, family and group — to virtual and telehealth services. An outpouring of support from our philanthropic community allowed us to purchase phones, laptops, and Wi-Fi for many of our program participants to cross the digital divide. Our Emergency Fund raised over \$250,000 to help nearly 1,000 program participants in the community with basic needs including food, utilities, rental assistance, telehealth services, and more.

Within the rising protests led by the #BlackLivesMatter movement, Lifeline doubled down on our commitment to look within our own organization and to increase our focus on addressing institutional bias in our community over the long term. Moving forward, we will take more thoughtful action on the racial and ethnic disparity within the systems where we partner to solve entrenched social problems

Through all of the challenges brought by this year's events, we have continued with the life-changing business of working with troubled and delinquent youth, preventing child abuse and reunifying families, helping with the recovery of children and adults with mental health and substance abuse disorders, intervening and supporting victims of human trafficking, and housing and supporting homeless and former foster youth and young adults to give them a new start in life.

It was a difficult year — one of amazing teamwork, inspired collaboration, and mostly, of adaptability. I have never been more proud of the Lifeline team, or "Lifeliners" as we call ourselves. The passion to be there, to help, and to make a difference even in the face of major obstacles — has been inspiring! Thank you to all of our community partners and the philanthropic advocates who helped to make this year a success!

#### Lifeline

## **EMERGENCY FUND**

The impact of COVID-19 has been felt worldwide and has posed unique challenges to North County Lifeline and the communities we serve. When "Stay at home" orders were issued in March, we had to quickly pivot our services to meet both the state guidelines, but also the needs of our clients. As our name implies, North County Lifeline has been an aid for people in San Diego County for close to 50 years, and in this time of crisis quick and effective decisions needed to be made

Our leadership and staff adjusted to set up, train for, and provide telehealth services, so clients wouldn't experience a disruption in treatment. Community partners and individual donors answered our call and provided emergency funds to support the growing financial needs of our clients, as well as the additional infrastructure needed to accommodate our new remote services. In total nearly 1/5 of North County Lifeline's clients have received additional assistance from our Lifeline Emergency Fund to date.

#### 

Thank you for helping me. I was afraid that I was going to have to quit my job because I couldn't afford insurance and my registration for my car that I need for work. COVID-19 has really affected me and I can't afford to not work right now.

Lifeline client & recipient of Emergency Fund assistance



people received Food and Basic Needs (Grocery store cards, hygiene, clothing)
people served through Housing & Utilities (rental assist, hotel stays, utility bills)
people served through Technology (internet services, phones, computers)
people served through Transportation (gas cards, bus passes, license fees)

**100** people served through Multiple Needs (household items, insurance, others)

#### Sincerely,





"

## YOUTH DEVELOPMENT

Every child deserves the right to succeed. That's why North County Lifeline prioritizes building and maintaining strong youth development programs. Our goal is to prepare the youth in our programs to face the challenges of adulthood and realize their full potential.

Despite the significant impact of COVID-19 on our agency, in 2019-20 North County Lifeline's Youth Development programs served over 1,300 at-promise youth between the ages of 6 to 17. Our services provided resources and support, both online and in-person, for youth who were isolated at home, struggling with distance-learning, overcoming addictions and the influence of gangs, and feeling increased stress because of their family's financial burdens.









100%

93%

87%

#### Youth **Graduated**

100% of high school seniors participating in the Club Crown Heights after school program graduated from high school in 2020. One participant was awarded a full scholarship to John's Hopkins University.

#### Youth IMPACT

93% of youth clients in the IMPACT program had no entry, or re-entry, into the Juvenile Justice System as measured by probation records check six months after case closure.

#### Youth CHOICE

87% of youth who completed CHOICE program were successful, as determined by no new sustained petitions at 3 month follow-up.

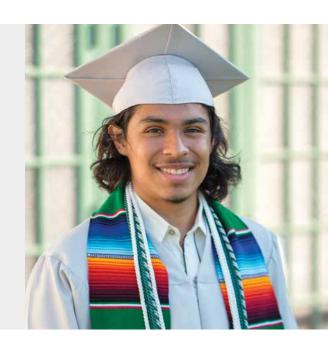




"

I learned the importance of surrounding yourself with good people. The counseling helped me improve my relationships at home and with my peers. In the group, I learned about negative influences and how easy it is to relapse. I also learned how to avoid putting yourself in unsafe situations.

2019-20 Alternatives to Detention (ATD) participant



# CHILD ABUSE AND DOMESTIC VIOLENCE PREVENTION & INTERVENTION

Recent statistics show that the San Diego County "Stay at Home" order, due to the coronavirus, has had a significant impact on reported incidents of child abuse and domestic violence. Between 2019 and 2020 the number of cases where there was physical injury and/or arrest increased over 300%. With this in mind, North County Lifeline's child abuse and domestic violence programs adjusted services quickly to offer telehealth sessions and parenting classes for individuals and groups.

In 2019-20 North County Lifeline's Child Abuse and Domestic Violence Prevention and Intervention programs added measures to ensure all of their clients had access to WIFI and electronic devices and were successful in connecting with over 1,200 children and parents through home visits, online and in-person parenting classes, and domestic violence intervention groups.

100% Community Services for 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 the Service Plan.

92% of participants who are Domestic Violence batterers were free from further Domestic Violence arrests while in the program, as measured by: court documents, Automated Regional Justice Information System data, self-reports, probation, or Children's Welfare Services.

Over 1,200 children and parents through home visits, online and in-person parenting classes and domestic violence intervention groups.







100%

Families and Children

100% Received referrals or began visits within 3 months of the Service Plan.

92%

Free from **Arrests** 

92% of Domestic Violence batterers were free from further Domestic Violence arrests.

93%

Parents Improved

93% of enrolled parents improved their parenting skills.

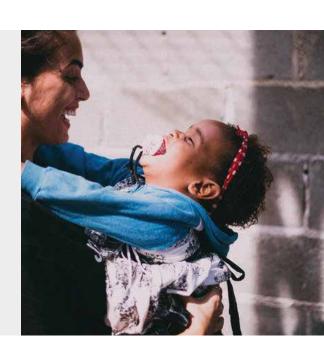




"

I was very happy and comfortable with [my case manager], she is easy to talk to. She has good listening skills. Felt good to trust someone to talk about my problems. The sessions I had with her help me a lot. She is the best

2019-20 Community Services for Families (CSF) Participant



## **BEHAVIORAL HEALTH**

Lifeline's Behavioral Health programs work with youth and adults who are struggling with mental health issues, emotional trauma, substance abuse, and thoughts of suicide. Through clinically based services the School Based FSP, HERE Now, and Recovery for Life programs continue to identify and treat mental health issues, which directly correlate to higher rates of imprisonment, homelessness, and substance abuse when left untreated.

Despite the impact of COVID-19 on in-person services, in 2018-19 North County Lifeline's Behavioral Health programs provided mental health and substance abuse services for over 1,700 youth and adults. This was accomplished through school based child mental health services and teen suicide prevention (in-person through March 2020), as well as adult addiction recovery support services.

88% of clients had no reentry episodes while in the Recovery for Life program.

100% of the students in the HERE Now program who presented at initial assessment with thoughts of suicide and/or at-risk behaviors, were connected with services in the community, along with their parents/quardians.

94% of child and adolescent clients participating in individual, family, and/or group counseling in the School-Based Full Service Partnership program demonstrated improvement in their mental health symptoms as measured by CANS scores (California Child & Adolescent Needs & Strengths).



88%

Recovery for **Life** 

88% of clients had no reentry episodes

while in the Recovery for Life program.

100%



#### Students Connected

100% of the students in the HERE Now program were connected with services in the community, along with their parents/quardians.



94%

#### Client Improvement

94% of clients demonstrated improvement in their mental health symptoms as measured by CANS scores.





"

Helping one person might not change the whole world, but it could change the world for one person. I loved my experience with HERE NOW because we try to destignatize a mental health issue and try to reach the hearts of youth."

HERE Now Program Volunteer



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# **HOUSING & SELF SUFFICIENCY**

San Diego County has the fourth largest homeless population in the nation. Coupled with a global pandemic, the possibility of evictions, unemployment, and homelessness loomed on the horizon for many of our clients earlier in the year. The Housing & Self-Sufficiency staff stepped up to provide an additional level of support for participants who were struggling to fulfill even the most basic of needs.

In 2019-20 North County Lifeline's Housing and Self Sufficiency programs provided services for well over 300 families and former foster youth through transitional housing, financial literacy, and life-skills training. Our housing and self-sufficiency clients have shown an incredible amount of resiliency in this difficult time and continue to build strong foundations with the tools they have been given.

80% of transition age foster youth successfully complete the LifeSpring transitional housing and support program by moving on to safe and sustainable housing.

75% of participants engaged in services at The House Drop-in Center showed an improvement in the following competencies: daily living skills, financial management, job readiness, career development.

229 households living below the federal poverty line and 99 very low income households received supportive referrals, guidance and community resources.



80%

Foster **Youth** 

80% of transition age foster youth

successfully complete the LifeSpring

transitional housing and support

program.

75%

#### Daily Living **Skills**

75% of participants engaged in services at The House Drop-in Center showed an improvement in daily living skills.



229

#### Households Supported

Living below the federal poverty line and 99 very low income households received support.





"

I am extremely elated with the personal and caring help to my situation in my life at this point in time. [The Lifeline staff] go above and beyond with personal concern to help me get back to a place of independence and self-sufficiency.

Communities in Action client



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# HUMAN TRAFFICKING PREVENTION & INTERVENTION

Human Trafficking continues to plague San Diego County. Being the 2nd underground economy, after drug trafficking, human trafficking is a modern-day slavery where perpetrators profit from the sexual exploitation and/or forced labor of men, women, and children countywide and increasingly online.

In 2019-20 North County Lifeline's Human Trafficking Prevention and Intervention programs provided services for over 650 victims of trafficking and at-risk youth. This was accomplished through 24/7 on-call victim services, online telehealth, and community prevention workshops. With Project LIFE's multi-phase program model, support, and

services are provided to clients in three phases, with interventions customized based on client needs, strengths and interests.

67% of clients had a stable and reliable source of transportation by program exit.

53% of clients made progress toward achieving their employment and educational goals.

71% of clients were stably housed, an improvement of 6% over the previous fiscal year.







67%

53%

71%

#### Stable **Transportation**

67% of clients had a stable and reliable source of transportation by program exit.

#### Jobs and **Education**

53% of clients made progress toward achieving their employment and educational goals.

#### Stably **Housed**

71% of clients were stably housed, an improvement of 6% over the previous fiscal year.





"

The wonderful people at North County Lifeline rescued me from a life of constant fear. With their help, I lost the fear that consumed me for so many years and began to believe in myself.

Project LIFE client and human trafficking survivor



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#### INDIVIDUALS AND **FAMILY DONORS**

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**THANK COUNTY** 

**HELPING CHANGE LIVES** 

# **YOU FOR**

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Leichtag Foundation The Oceanside Charitable Foundation, an affliate of The San Diego Foundation The Parker Foundation

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**COMMUNITY ORGANIZATIONS** 

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Cakes4Kids

Christ Episcopal Church

The San Diego Foundation

Alumnae Chap Easter Seals

Price Philanthronies Foundation

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Youth Philanthropy Fund of the Jewish

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Life After Project Midwife Your Midlife Group - Palomar Unitarian Universalist Fellowshin

Genentech

MOMS Club Of Carmel Mountain Ranch Museum Of Making Music New Community Church

> Redbock Richard & Richard Construction Rubio's Coastal Grill SAP Americas SDG&F

Unity Way Church

Vista Elks Lodge

USS Midway Museum

Vista Irrigation District

"The Woman's Club of Vista"

North Coast Church

North County Wine Moms

Oceanside Elks Lodge #156

Oasis Community School

Oceanside Rotary Club

Education and Safety

Rotary Club Of Carlsbad

San Diego Nice Guys

Reindeer Games

North County Philanthropy Council

Oceanside Unified School District - After School

San Diego Regional Task Force On The Homeless

Soroptimist International of Vista & North County

United Methodist Church of Vista

United Way of San Diego County

Sewing Machines Plus Sharp Memorial Hospital

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Raising Cane's

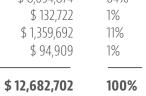
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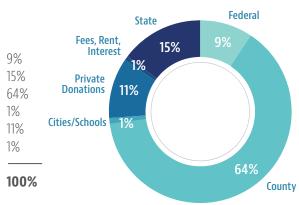
W STAN

# **FINANCIALS**

### Statement of Revenue and Expenditures Unaudited, Fiscal Year ending June 30, 2019

# Revenue Federal \$ 1,184,406 State \$ 1,856,098 County \$ 8,054,874 Cities/Schools \$ 132,722 Private Donations \$ 1,359,692 Fees, Rent, Interest \$ 94,909

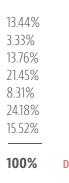




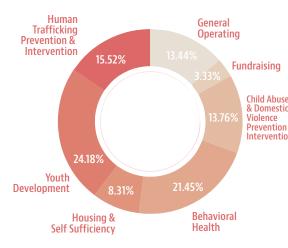
### Expenditures \_\_\_\_\_

**Total Revenue** 

Total Expenditures	\$ 12,022,380
Human Trafficking Preventing & Intervention	\$ 1,866,020
Youth Development	\$ 2,906,716
Housing & Self-Sufficiency	\$ 998,976
Behavioral Health	\$ 2,579,301
Child Abuse & DV Prevention & Intervention	\$ 1,654,475
Fundraising	\$ 400,507
General Operating	\$ 1,616,384



\$ 301,929



#### Net Income \_\_\_\_\_

Total Income	\$ 660,322

One-time capital costs - Agency remodel @ \$210,558

- Two new minivans @ \$91,371

# Balance Sheet Unaudited, Fiscal Year ending June 30, 2019

#### Assets \_\_\_\_\_

Cash	\$ 1,219,652
Temporarily Restricted Support	\$ 469,754
Grants Receivable	\$ 2,260,096
Other Current Assets	\$ 328,936
Property & Equipment at cost,	\$ 1,910,764
less depreciation	

Total Assets \$ 6,189,201

#### Liabilities \_\_\_\_\_

Accounts Payable & Accrued Expenses	\$ 170,422
Deferred Revenue	\$ 75,279
Notes Payable	\$ 693,950
Accrued Payroll, Taxes, and Benefits	\$ 609,018

Total Liabilities \$ 1,548,668

#### Net Assets \_\_\_\_\_

Unrestricted Net Assets	\$ 4,170,779
Temporarily Restricted Net Assets	\$ 469,754

Total Net Assets \$ 4,640,532

#### Liabilities & Net Assets \_\_\_\_

Total Liabilities & Net Assets \$ 6,189,201





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#### **LOCATIONS**

#### Vista

200 Michigan Ave, Vista, CA 92084

#### Oceanside

707 Oceanside Blvd, Oceanside, CA 92054

#### **Administrative**

3142 Vista Way, Suite 400, Oceanside, CA 92056

#### 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

Check out the NEW Lifeline website.

# www.nclifeline.org

3142 Vista Way, Suite 400, Oceanside, CA 92056

Tel: 760-842-6201 Fax: 760-529-0421









