

News LINE

Spring 2010 Edition



Building Blocks Preschool Teacher, Arvis Boone, hugs a former student at the annual Project Wish List Christmas party. (See page 4 for more.)

Worthy

by Mark Terrell, CEO

Each year, the amount of mail that I receive grows exponentially. Not only do I receive letters from politicians and retailers, I also receive a slew of mail from other nonprofits. I receive countless letters, newsletters, end-of-the-year reports ... and this doesn't include the inquiries that hit my email!

Given my role here at Lifeline, I'll usually read these items. Not only am I interested in what they are doing from a personal perspective, but I am also curious to know what they are doing to raise dollars for their programs and services.

While I may read through these types of items, I wondered about those of you who are outside the nonprofit world. I would guess that the majority of it either gets deleted or thrown in the trash, just given the sheer number of requests! As I considered this fact, I came to the realization that Lifeline needs to take a different approach. We need to be perfectly clear as to why we believe Lifeline is worthy of support. In fact, a Lifeline supporter once told me that he wished nonprofits would get to the point and tell him two things: What they want from him and why he should support them (i.e. why they are worthy).

With that in mind, I thought it would be a good idea to share with each of you the worth of the work we're doing every day at Lifeline ...

Mission: Our mission of *changing hearts and bringing hope* to the families and children we work with is not only worthy of support, but it may also be the difference in generations to come. Unless we help families remain together, we will be forever supporting the consequences of broken homes across this country.

Outcomes: We track not only our successes, but also our failures. Unless you know where you are, how can you take the steps to improve or continue what you are doing?

Financial Stability: We are an organization that takes responsibility to run itself with sound business principles. This has allowed us to not only be successful, but to grow in a time when other organizations are closing or cutting programs.

Vision: It is our vision to change the lives of those we work with forever. We believe that it is necessary to help families come to a place where they experience lasting change. Lasting change means that they no longer need our services and are prepared to be self-sufficient. Wouldn't it be refreshing to know that your dollars aren't going down a bottomless pit?

Credibility: We were able to save the state of Indiana \$34.4 million in a single year due to the success we had with families.

Success: 88% of the families we work with in Home-Based Services are intact at the end of services!

Growth: Lifeline has grown from an organization that worked with 200 children and families 15 years ago, to an organization that will work with 10,000 children and families this year.

We welcome your thoughts and questions as you determine who and what is worthy of your support in 2010. We're doing great work, but we can't do it alone!

Change Starts Here

Residents Get New Gymnasium

As you may have heard, there's a lot of activity going on at Lifeline's Pierceton Woods Academy! In addition to the 60+ youth in our care at any given time, construction of our new gymnasium is well underway. "We need to be able to provide year-round athletic activities for the kids in our care," says Lifeline CEO Mark Terrell. "Having gone through a couple of Indiana winters at our new campus already, we're anxious to have a gym on our property."

This gym, however, is not your standard gym. Thanks to funding from the K21 Health Foundation, it will house an indoor ropes course and a climbing wall. "Challenges like these not only provide a variety of physical activity and fun for our kids, but they can also be used as therapeutic tools as well," says Residential Director Kevin Hedrick. "It helps them get out of their comfort zone and build trust with others, while pushing them to achieve something they didn't think they could." For example, that climbing wall may look intimidating—much like trying to get a diploma or deal with their anger issues—but with teamwork and support, they can conquer it.

Construction on the gymnasium began this past August and is expected to be completed in May. K21 Health Foundation is also



supporting our need for an athletic field which will be ready for use this summer, allowing our students to play team sports like soccer and relay races—just another way we're building character, discipline, and confidence in the youth in our care.

*Our thanks to the **K21 Health Foundation** for their support and to the **Fish with the Pros** participants who have partnered with us to provide the athletic equipment needed to make use of our new facility! If you'd like to help support this project, contact us at info@lifelineyouth.org or send a contribution marked "athletic equipment" to us at P.O. Box 80487, Fort Wayne, IN 46898-0487.*

Thank You!

Our thanks to the individuals and businesses who have supported us most recently:

Beacon Credit Union
Tom & Denise Blackburn
Bussick Orthodontics
Karen Cain
Neal & Joy Carlson
Richard Cashman
The Chapel
Dave & Mary Ann Creighton
D.O. McComb & Sons Family
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Pfizer Foundation
Matching Gifts Program
Pinnacle Mechanical Services
Tom & Jeanne Rethlake
Rifkin Family Foundation
RJ Miller Family Foundation
Chris & Karin Sherbahn
William & Diane Sherbahn
John & Ruth Skeel
Donald & Elizabeth Smith
Ms. Irene Smith

Stafford Solid Waste Service
David & Elizabeth Steiner
Strayer Family Trust
Chuck & Lisa Surack
Dick Teets
John Teevan
Mrs. Lorene Terrell
Jim & Colleen Tiefenthal
Wallace & Zelda Tiefenthal
Tri-Star Trucking
Trinity Evangelical Presbyterian
Church
Ed Vessels
Wagner-Meinert, Inc.
Weigand Construction
Harry & Karen Wild
Mark & Linda Wilson
Bill & Sherry Winn
Daryl Yost
Michael & Martha Zurcher

Technology at Work

Can a computer change someone's life? At first glance, it sounds absurd. Yet, we've seen the impact of computers and technology throughout our organization, with results that are trickling down directly into the lives of those we serve. Last year, we were serving 800 families per week in our Home-Based Services program. As the needs of families who are struggling have increased, so has the number of referrals we've received. Today we're working with 1,200 families per week in the same program. However, thanks to software developed by our own in-house IT gurus and laptop computers in the hands of our field staff, we have been able to take on the growth of 400 new cases—with one less administrative support staff than last year! And administrative dollars saved means more dollars directly to the program.

In addition, laptop computers (about 140 agency-wide) are making our staff more efficient in serving families as well. Addie Brandell, Lifeline's State Director for the Home-Based Services Program estimates that she used to spend 10 hours a week or more on paperwork and administrative tasks that are now eliminated thanks to this technology and software—a fact evidenced by an overall increase of 25% in the amount of time our Family Consultants spend directly with families each week. Melissa Fadley, one of Lifeline's family consultants, is also grateful for the changes technology has brought: "When I got a wireless card for my laptop, my life changed!" Melissa now has ready access for clients to look for employment, complete resumes, fill out college applications, and a multitude of other support services that are available online. "Our computers not only allow us to give more quantity time to families, but also more quality time—we are so much more productive."

But beyond some of the practical help technology has brought to our program and the families we serve, it has also touched the lives of at least one family on a heart-level. Samantha* lived with her mom and, while her dad was serving out of the country in the military, her mother fell deep into heroin addiction. The Department of Child Services got involved and, in order to protect her, sought to find an alternative, safe, and loving environment for Samantha. It was about this time that Samantha's dad returned from his service overseas. He desperately wanted custody of his daughter, but they were practical strangers living in two different states as he continued with the military here in the US. Over the course of the next 6 months, Lifeline therapist Aaron Custer, worked with Samantha as they had weekly "virtual" therapy sessions with her dad, thanks to a computer and webcam. "Samantha and her dad could see each other, talk, draw pictures together, and interact online in real time," says Aaron. "By the time we finished, Samantha was comfortable and looking forward to living with her dad ... a complete change from when we first started." Samantha was given back her father. What a gift for this young girl. So can a computer change someone's life? Absolutely.



**Name has been changed to protect confidentiality.*

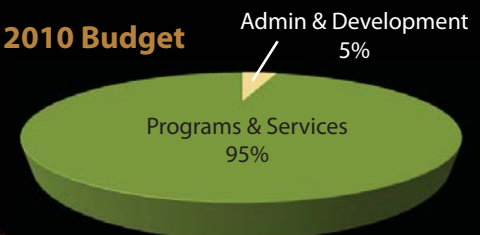
Our thanks to those who have supported our growth-based technology developments over the past year:

Community Foundation of Grant County
Heritage Fund - The Community Foundation of Bartholomew County
Good Works Indiana Strengthening Families Grant (Indiana OFBCI)
Steuben County Community Foundation
Swiss Re
Tipton County Foundation, Inc.
Wabash Valley Community Foundation

Where It All Goes

In these challenging economic times, it's more important than ever to make the most of every dollar that's invested. We're proud to share that 95% of Lifeline's resources are being applied directly to our programs! What's more is that over the past 6 years, the number of children and families we've served has grown by 247%, while our overall budget only increased by 184%—the result of strong fiscal management, careful planning, and increased efficiencies.

2010 Budget



News & Events

- **Thank You!** Over 1,000 Christmas gifts were donated by churches and individuals in the community as part of our annual **"Project Wish List"** gift drive. This outpouring of love means so much to us and to those we serve. We especially thank those from The Chapel, Westview Alliance Church, and Fellowship Missionary Church for supporting us again this year!
- **Leadership: My Inspired Journey.** Lifeline CEO Mark Terrell spent the better part of a year interviewing proven leaders from our community to see what lessons he could learn from them. You can read about his journey in upcoming issues of *Business People Magazine*. The compiled results of this project are also available now. Contact Executive Assistant Becky Graham at bjraham@lifelineyouth.org or (800) 509-6884 to request an electronic copy of this publication or to order a hardcover edition.
- **Empowering Women Now.** Join us for an evening of fellowship and information at our monthly "Empowering Women Now" group. Upcoming meetings at Brookmill Court Apartments are scheduled for April 2nd and May 7th. Contact Bernice Bush at bbush@lifelineyouth.org to find out more.
- **Responsible Thinking Classes:** Lifeline has free parent classes on responsible thinking going on now in Adams, Allen, Bartholomew, DeKalb, Hancock, Jackson, Jasper, Jennings, LaPorte, Newton, Porter, Pulaski, Shelby, Starke, Steuben, and Tipton counties. Contact Rich Troyer at rtroyer@lifelineyouth.org for details.



Cookies and hot cocoa were just a few of the treats on hand to celebrate this year's Project Wish List.

Coming Up

April 2010

National Child Abuse Prevention Month

June 3 - 6, 2010

Rapid City Fish with the Pros Event

June 20, 2010

Coldwater Charity Fishing Tournament

September 5, 2010

Muskegon Charity Fishing Tournament

September 24, 2010

Spider Lake Fish with the Pros Event

October 15-18, 2010

Spider Lake Fish with the Pros Event