

# FY '11 Annual Report to the Community

July 1, 2010 through June 30, 2011

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## An Update from Executive Director Lynette Ashmore

Like many people, I enjoy a good book and, having read many, I think this past year at LifeLinks had all the elements to make a great one – suspense, excitement, great characters, a happy ending and a sequel possibility. Here's how LifeLinks fit under those elements:

*Suspense* – what can be more suspenseful than not knowing when funding will be cut or when payments for services rendered will be received? LifeLinks is impacted greatly by the financial crisis of the State of Illinois and

continues to experience reductions in funding and payment delays. On a positive note, we have been able to manage these roadblocks to date.

*Excitement* – LifeLinks is never boring; we are constantly changing to meet the needs of our consumers, to work within the constraints of an ever changing budget and to offer the highest quality of behavioral health service. This past year, we contracted with a couple of surrounding counties for specialized services we had but they did not. We continued to make improvements to the appearance of our facility with the installation of lighted entrance and door signs. We continued to increase use of an electronic record system for improved efficiency and

accountability.

*Great Characters* – One of the greatest joys in working at LifeLinks is the opportunity to witness firsthand how the people we serve get better, improve their lives, and successfully participate in their recovery. Our clinical staff, one of the greatest around, work alongside these consumers, and each of them is committed to the success of their consumers as well as the organization. Of course that clinical success couldn't be accomplished without the active involvement of the support/financial staff, Leadership Team, and the Board of Directors. Collectively, they make a great group of characters!

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## FY '11 Board of Directors

**Ed Dowd**  
President

**Kathy Schmitz**  
Vice President

**Jay Fisher**  
Secretary/Treasurer

**Gregory C. Ray**  
Director

**Cathie Reynolds**  
Director

**Travis Spencer**  
Director

**Susan Harding**  
Director

**Abby Haughee**  
Director

**Diane Kauffman**  
Director

## Leadership Team

**Lynette Ashmore**  
Executive Director

**Sarah Gracey**  
Chief Financial Officer

**Judy Hester**  
MIS Director

**Debby Cook**  
Director of Communication  
& Development

## Our Mission

*To design and deliver an array of high quality, cost effective, outpatient behavioral health services oriented toward consumer recovery & responsive to the needs of the consumers.*

## A Note from CFO Sarah Gracey

As is well known, the State of Illinois has experienced, and continues to experience, severe financial distress. During Fiscal Year 2011 LifeLinks faced a cut of 6% in its grant revenues from the State. With approximately 79% of the agency's \$4.1 million budget being provided through an agency of the State of Illinois (Healthcare and Family Services, Department of Human Services, Division of Mental Health), cuts in awards and/or delays in payments of these funds can be very devastating.

Even in light of these cuts, LifeLinks has managed to pull through and provide quality care to the people of our community. Psychiatric services, case management, psychosocial rehabilitation, residential services,

outpatient therapy, intensive services for children at risk of psychiatric hospitalization, and crisis services are all available to those who need it. Unfortunately, many of those we serve do not have the resources to pay for these services. Therefore, LifeLinks offers these at a reduced cost, many times far below the actual cost of providing the service. This could not be done without the support of grant funding and voluntary contributions. **During this past year, LifeLinks provided over \$485,600 in free and/or reduced care to those in need.** Your continued financial support is very much appreciated in order to help maintain these much needed services.

- Sarah Gracey



## Accomplishments and Wishes

Last year, LifeLinks served approximately 2000 consumers, including 653 children with over 50,000 services and provided nearly \$490,000 in free and reduced care! To be able to provide this amount of care in our community at a time when our funding from the State of Illinois was precarious at best was quite an accomplishment! Thanks to your donations we made great strides in improving our property with exterior signage and landscaping. Durable benches for consumer use were placed at our entrances. But, there is still more to

do. We desperately need to replace the fence between the mall and our property. The current fence is an eyesore as well as a safety hazard. Additional durable seating for our PSR outdoor serenity garden would allow consumers and staff to gather there for socialization and contemplation. New, exciting materials are available which would help our staff in their work with individuals with trauma history, anger, depression and so much more. Our wish list is long, but with your continued support, we can make those dreams realities!

## Improvements Made at Courtyard Square

LifeLinks was chosen as a service project by The Fields Church as part of Serve Weekend. The Fields Church partnered with three other Mattoon churches the last weekend in June to serve the Mattoon/Charleston community.

The project included the painting of a few rooms and a complete landscaping “extreme makeover” of the courtyard area at Courtyard Square, our supported apartment complex in Charleston.

Twelve people from The Fields Church volunteered their time and talents for the betterment of LifeLinks; the before and after photographs below are a testament to their work.

Travis Spencer, pastor of The Fields Church, who also serves on the LifeLinks Board of Directors, was pleased that LifeLinks could receive the help during this annual weekend of service, and LifeLinks is very appreciative of the service provided.



## An Update from Executive Director Lynette Ashmore (Continued from Page 1)

*Happy Ending* – LifeLinks happily ended FY '11 with many accomplishments and with revenue over expense, but the story does not end here. Our mission cannot end here. Each new year brings more opportunities, obstacles, and challenges to tackle. Our commitment to providing quality services to our consumers is strong, and to be a healthy, viable organization responsive to community needs is high.

We at LifeLinks do our best to excel in our service provisions and management operations each and every day. Your support, encouragement, and positive feedback is valued and appreciated. I am very proud of how the people who make LifeLinks what it is have come together in these challenging times and am honored to work with them and serve the consumers and the community in the coming year.

This past year has been a real page turner. Stay tuned, the sequel has just begun.

*-Lynette Ashmore*





# In Appreciation.

We thank our individual and corporate supporters who gave so generously to LifeLinks in FY '11 to help us provide high quality, accessible, and affordable mental health services.

## Founder's Society \$500 or more

The Checkley Agency

Carle Foundation

People's Bank and Trust

Gregory C. Ray

Heller, Holmes and  
Associates, P.C.

Law Offices of Bob Dunst

Jack & Lynette Ashmore

Richard & Debby Cook

Rick & Becky Reed

Common Links

## Director's Appeal

Ed Dowd

Kathy Schmitz

Gregory C. Ray

Abby Haughee

Cathie J. Reynolds

Travis Spencer

Susan Harding

Jay Fisher

Diane Kauffman

## FY '11 Employee Appeal

Debra Allen

Lynette Ashmore

Kim Basham

Debby Cook

Chris Cottet

Sarah Gracey

Danny Heiland

Lori Loop

Tiffany Monroe

Lisa Rincker

Angie Sowers

Vanessa Vassar

Athia Williams

Susie Wilson

Barb York

Sarah Zike

## FY '11 Annual Appeal

Arlene Armantrout

Nicole Chronic

Doehring, Winders and Co., LLP

John & June Dooley

Edward J. and Marion Dowd

Edward P. and Mary Dowd

Fred Edgar

Exchange Club of Mattoon

Financial Logic, Inc.

Margaret Floyd

HBAC Webdesigns – Christy

Blew

John & Patty Hedges

Mariana Hughes  
Helen Krehbiel-Reed  
Nancy L. Kull-McGow  
Bob & Betty Miller  
Doehring, Winders and Co., LLP  
Mark S. Nelson  
Calvin N. Smith  
Striglos Companies, Inc.  
Joyce Zachow

## In Honor of Dr. Thomas Minogue

Dona Nichols  
Andrea Barr  
Karen Siebens  
Stacie Teak  
Judy Barding  
Leslie Campbell  
Dianne Kauffman

# Your Contribution is Sincerely Appreciated.

Name

Phone (Home)

Phone (Office)

Address

City, State, Zip Code

E-Mail Address

Yes, I want to help support LifeLinks and be a partner in mental health and wellness! Please accept my gift of:

☐ \$25

☐ \$50

☐ \$100

☐ \$500

☐ Other \_\_\_\_\_

Matching gift company information: \_\_\_\_\_

Payment Method:

☐ Check, made payable to LifeLinks

☐ Credit Card (Visa)

☐ Credit Card (MasterCard)

Card Number

Expiration Date

Privacy Code

Signature

Please mail your form to:  
LifeLinks  
Attn: Development  
750 Broadway Avenue East  
Mattoon, IL 61938