



5th Annual IBC C.A.R.E. Conference 2020

General Information & Registration

August 27-28, 2020

C - Cultural Consideration
A - Addictions & Trends
R - Reducing Stress & Promoting Self-Care
E - Exploring Best Practice

This year's **IBC C.A.R.E. Conference** will be held on August 27-28, 2020 **VIRTUALLY**, and will be two full days plus an optional 3-hour Ethics session the evening of August 27.

The registration form can be found on the IBC website at www.iowabc.org, and needs to be completed and paid with debit/credit card – we are not accepting checks for this conference. Registrants will receive an automated email response after registering. ***This conference has been approved by the Iowa NASW for Social Workers.***

During this conference, you will be able to view and receive speakers' materials, ask questions in chat, access and message other attendees, participate in a social feed, view exhibitor materials and chat with them, etc. The conference can be accessed via your desktop, laptop, tablet or mobile device and instructions on doing this will be sent to you by August 1st after registering.

Carefully review the following session options and speaker info carefully before registering as you will only be able to access the session that you register for and cannot change sessions.

- Cost of registration for **both days** (12 hours) is \$160.00
- Cost of registration for **Thursday only, August 27** (6 hours) or **Friday only, August 28** (6 hours) is \$100.00
- Cost of registration for optional Ethics training (3 hours) on August 27 from 6:00-9:15 pm is \$40.00

A refund of 70% will be allowed for cancellations received at IBC by August 20; after August 20, no refunds will be given.

5th Annual IBC CARE Conference

August 27-28, 2020

Session Descriptions

Thursday, August 27

9:00-10:00: Keynote – Exploring Emerging Trends in Youth Substance Abuse & Behavioral Disorders
(Peter Komendowski) – 1.0 hour in Alcohol & Drug Specific or Special Populations

This presentation will explore the youth substance abuse and high-risk behavioral engagement landscape, including a view into the influence of digital information and experiences on high-risk behavior. I will also share some interesting aspects of epidemiological models as they pertain to substance use.

10:15-12:15 (Choose one)

Frontiers in Substance Abuse and Behavioral Health (Jeffrey Kerber) and A Conversation with a Teenage Brain (Denise Denton) – 1.0 hour in Alcohol & Drug Specific and 1.0 hour in Special Populations

Participants will:

- Learn about new relationships between media use and high-risk behaviors, including substance use disorder.
- Learn how to better contextualize prevention and treatment objectives with youth media use and disorders, thereby improving solution-focused outcomes.
- Learn the basic structures of the brain and how they adjust to their environment during adolescence.
- Learn about those environmental influences that make adolescents more likely to become involved in high risk behavior.
- Learn specific language to use in discussion with teens that can influence their choices and behaviors regarding substances and other high-risk behaviors.
- Gain an overview of ne new public health initiatives.

Gambling Attitudes and Behaviors in Iowa: Awareness and Action (Eric Preuss and Ki Park) – 2.0 hours in Special Populations

This presentation will raise awareness of the current behaviors and attitudes that adult Iowans have on gambling and the impact of gambling, and efforts and action taking place to mitigate the harms related to gambling. We will analyze current gambling trends, including sports wagering and gaming; learn about the prevention and treatment efforts funded by IDPH; and discover the DG-SPS and how to implement.

1:30-4:45 (Choose one)

Compassion Fatigue, Work Distress & Counselor Wellness (Yulanda Tyre) – 3.0 hours in Generic

This session will define compassion fatigue, dispel assumptions related to burnout, vicarious trauma, other forms of work distress and identify symptoms related to distressed counselor wellness. The session will review ethical implications of counselor wellness, provide wellness assessment resources, share self-care tips, meaning making, cognitive-restructuring and compassion satisfaction tools. Counseling is an emotionally demanding profession; this can be especially so when working with high risk, complex or an excessive load of clients. The demand on the emotional wellness of a counselor can lead to experiences of compassion fatigue, vicarious trauma or other forms of work distress. The session will be filled with engaging discussion, interaction, assessment resources and tools to mitigate issues and support increased wellness. Attendees will leave the session refreshed, empowered with knowledge, skills and tools to be their best selves!

Pills & Thrills (Linda Kalin) – 3.0 hours in Alcohol & Drug Specific

Wax. Pink. Johnnys. Speedball. It's almost impossible to keep up with the ever-changing drug trends and street names. Learn about the new and dangerous substances emerging on the drug scene, their clinical effects, how they're obtained, how they're used, how overdoses are treated and how these drugs impact communities.

Brain Injury and Substance Use Disorders (June Klein-Bacon and James Pender) – 3.0 hours in Alcohol & Drug Specific or Counseling Theories

Attendees will review the incidence and prevalence of brain injury, the new Iowa Dept. of Public Health endorsed brain injury screening tool and learn about services available for individuals experiencing brain injury.

6:00-9:15

Ethics for Human Services Professionals – What You Don't Know MIGHT Hurt You (Thomas Eachus)

This session is option and requires an additional registration/fee – 3.0 hours in Ethics

This session will provide an awareness of ethical issues in the field of human services, review of the ethical decision-making process, and resources to help professionals manage both difficult decisions and ethical dilemmas in an effort to think before doing.

Friday, August 28

9:00-12:15 (choose one):

Techniques to Increase Your Multicultural IQ (Roberto Swazo) – 3.0 hours in Racial/Ethnic

At the conclusion of this session, participants will be able to self-evaluate their own multicultural level of awareness and knowledge to be demonstrated via practical applications. Participants will be engaged in a self-exploration process to determine their level of Cultural IQ. Dyads will be formed to process the content; then the content will be processed within the large group. Participants will have the opportunity to identify their cultural strengths and biases. A direct relationship will be established between the areas of strength and growth and the implications in clinical work.

Nicotine's Contribution to Healthcare (Lorene Mein) – 3.0 hours in Alcohol & Drug Specific

This session will look at treating a nicotine addiction by understanding the prevalence of tobacco addiction, recognizing the effects of tobacco/nicotine on the body and reviewing current FDA approved tobacco treatment and medications. The session will also cover electronic cigarettes, vaping and Juuling as well as second and third hand smoke.

Moving Towards Change: Using Motivational Interviewing to Elicit Change Talk (Tony Raymer) – 3.0 hours in Counseling Theories

Following a brief review of Motivational Interviewing, participants will learn and practice ways to elicit change talk as a method to increase the likelihood that clients make the changes they want for their lives. This will be a highly interactive practice/use-based workshop on Motivational Interviewing. This workshop is directly applicable to both Bachelor and Master level professionals and the concepts and techniques of Motivational Interviewing are applicable to many client populations. Participants can expect to engage in several “real-plays” with fellow participants.

1:30-4:45 (choose one):

Vicarious Trauma 101 (Sharaine Conner) – 3.0 hours in Generic

In this session, participants will learn the definition of vicarious trauma, will learn and identify the different responses to vicarious trauma, will explore the negative effects of vicarious trauma, will identify symptoms to look out for in others who are at risk to vicarious trauma, will explore ways to combat vicarious trauma at the individual and organizational levels and explore resources.

MAT Panel (Dr. Frank Filippelli, Misty Angrick, LeeAnn Albright, Malissa Sprenger, Monica Wilke-Brown) – 3.0 hours in Alcohol & Drug Specific

Peer Support in Iowa (Todd Noack and Todd Lange) – 3.0 hours in Generic

The goal of this session is to provide professional development for Peer Support Specialists with a focus on advocacy and peer-run organizations. At the end of the session, attendees will be able to explain the roots of the peer support movement in Iowa, identify unique attributes of peer-run wellness and respite services, and identify action steps to promote the interest of peers through leadership, group advocacy and establishment of peer-run services.

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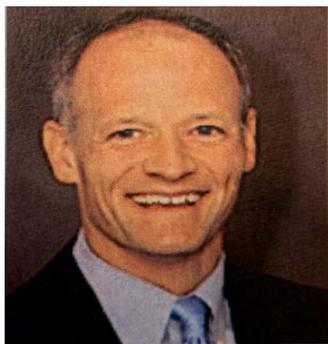
August 27-28, 2020

Speaker Bios



PETER KOMENDOWSKI is one of Iowa's leading advocates for health, drug-free communities. In the face of the opioid epidemic, a resurgence of meth use, and a marijuana industry targeting Iowa youth, he is a sought-after speaker as an expert in substance abuse prevention and high-risk behavior management. Peter serves as president of The Partnership for A Health Iowa and the Face It Together (PDI/FIT) coalition, and co-director of the Iowa Digital Literacy & Wellness project. He succeeded Senator Grassley as Chair of the Face It Together Coalition's health communities' initiative, which still stand to this day as the oldest statewide coalition of substance abuse prevention resources in Iowa. Peter travels throughout Iowa

coordinating projects including the Iowa Media Literacy Project, Take5Iowa, the Drug-Free Workplace Program, Speak out 4 Kids, the Power of Grandparents, the Blueprint for Healthy Communities and the Iowa Care Communities Tour. He was invited by Mediacom to host the TV series, *Children & Drugs: Secrets for Parents*, which aired 8 episodes in 2013. Building on that success he was invited back to host the TV show *Surviving Bad*, now in its 6 year on the air. He is co-founder of the internationally renowned Iowa Digital Literacy & Wellness Conference, and as a writer and speaker, has been entertaining audiences of all ages with his observations on "living in the digital world – life at the speed of human." He also speaks to children and adults on topics ranging from substance abuse and media. He has enjoyed a healthy dose of media exposure, has been a TEDx speaker, and is often aired on Iowa radio and TV stations as a subject matter expert on substance abuse, prevention and youth high risk behaviors. Peter can be reached at Peter@AHealthyIowa.org, and additional info is available at www.AHealthyIowa.org.



JEFFREY KERBER joined the Iowa Dept. of Public Health in October 2019 after 21 years with UnityPoint Health Des Moines. He spent the past 12 years managing outpatient counseling and psychiatry services and integration behavioral health and primary care. Dr. Kerber has been a licensed Marriage & Family Therapist since 1995 who was in full time clinical practice for 13 years prior to his management work. He holds a PhD in Human Development and Family Studies from Iowa State University, a master's degree in marriage & Family Therapy from the University of Wisconsin-Stout and undergraduate degrees in psychology and religion from St. Olaf College in Minnesota. A division director for behavioral health, Dr. Kerber is responsible for oversight of the Bureau of Substance Abuse, which includes the division's

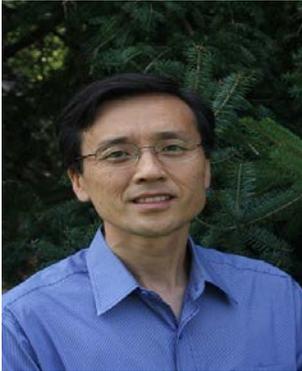
problem gambling and suicide prevention programs, the Bureau of HIV, STD and Hepatitis and the Office of Injury, Disability and Violence Prevention. The division also houses the Office of Medical Cannabidiol, as established by the state legislature in 2017, as well as the department's Anatomical Gift and Child Protection Center programs.



DENISE DENTON is a Certified Prevention Specialist who has worked in the area of substance abuse and prevention for over 40 years. Since 1992 Ms. Denton has taught classes on Drug Education and Substance Abuse Prevention at both the undergraduate and graduate levels as an Associate Teaching Professor at Iowa State University. Ms. Denton also served as a guest instructor at the University of Iowa from 1985 to 2012. Denise has provided consulting and training services as an Associate with the Center for Applied Prevention Technology and a subject matter expert for National Guard Bureau. She is a past 18-year member of the Governor's Juvenile Justice Advisory Council as well as a member of the Story County Critical Incidence Response Team and the Story County Prevention Policy Board.



ERIC PREUSS is the Program Manager for the Iowa Gambling Treatment Program (IDPH/Division of Behavioral Health) and has been with the Department since 2010. Eric provides daily functional oversight of all statewide problem gambling activities (prevention, treatment and recovery support services, helpline, data, NIATx, health promotion, QA, evaluation and research). Additionally, Eric is the project lead for Your Life Iowa and serves on the Board of Directors for the Association of Problem Gambling State Administrators (APGSA). Prior to joining IDPH, Eric spent over 20 years as a counselor, educator and leader in the areas of substance use disorder treatment and homelessness. He holds a Master's degree from the Methodist Theological School in Ohio.



KI PARK is Senior Research Scientist at the CSBR. He holds a PhD in community and behavioral health with an emphasis in health communication from the College of Public Health at the University of Iowa. He has been part of the CSBR research team collaboration with Iowa Gambling treatment Program (IDPH/Division of Behavioral Health) initiated more than 10 years ago.



YULANDA TYRE is in counselor education and has been working as a counselor, counselor educator, author and higher education professional for the past 15 years. She currently services Liberty University in the position of Associate professor in the Dept. of Counselor Education and Family Studies. Prior to this position she served at Auburn University Montgomery as Assistant Vice Chancellor Student Affairs; in that role she managed Counseling and Health Promotion Services, Career Development Center, Disability Services, served as Assessment Director for the division and Chair for the Athletic Appeals Committee. Dr. Tyre is a Nationally Board Certified and State Licensed Counselor and Supervisor. She obtained a PhD in Counselor Education from Auburn University Montgomery in Community Agency Counseling. She is Past-President for the Alabama

Association for Counselor Educators and Supervisors, the current Conference Committee Member for the Alabama Counseling Association Board, and a Past-President of the Alabama College Counseling Association. She was selected as the 2008 Alabama Emerging Leader. She is a current board member of Montgomery Area Mental Health, an active member of the Montgomery Junior League, and a graduate of Leadership Montgomery, Class XXXIII, Emerge Montgomery and the AUM Leadership Team. She has presented and published at several state and regional conferences in the area of counseling and student affairs.



LINDA KALIN is the Executive Director of the Iowa Poison Control Center, a 24/7 hotline serving all of Iowa's 99 counties. Linda has over 30 years of experience in clinical toxicology and poison center activities. She began her career as an emergency room nurse and in 1989 became Iowa's first Certified Specialist in Poison Information. She is an adjunct faculty member and preceptor for the University of Iowa and Drake's College of Pharmacy and was awarded Preceptor of the year from both pharmacy schools. Linda has served on numerous boards and committees and currently serves on the Board of Directors of the American Association of Poison Control Centers. She is a frequent lecturer and speaker on topics involving drugs of abuse.



JUNE KLEIN-BACON joined the Brain Injury Alliance of Iowa in 2013. June provides Neuro Resource Facilitation services to Northern Iowa and serves as a Brain Injury Projects Manager coordinating grant and contract activities that have included projects with concussion management, case consultation and technical assistance for programs serving under and unserved individuals with multi-occurring conditions including brain injury, mental health conditions, substance use disorders and high-risk populations involved with the criminal justice system. June is involved at multiple tables for systems and public policy advocacy including the Iowa Consumer Olmstead Taskforce, Iowa Therapeutic Alternatives to Incarceration Coalition, Northeast Iowa Brain Injury Leadership Support team, County Social Services children's services advisory board and County Social Services I-START advisory board. June is dual licensed with the State of Iowa as a foster and adoptive parent and is passionate about serving children and families, connecting them to the supports and services needed to facilitate change in the community.



JAMES PENDER is the Brain Injury Grant Manager at the Iowa Dept. of Public Health (IDPH) and has served in this role since early 2019. Currently his role includes outreach to underserved and inappropriately served individuals with a brain injury improving individuals' and families' access to services, developing and implementing brain injury screening tools, and enhancing the systems that serve individuals with a brain injury. Prior to this role, Jim spent 20 years at the Iowa Det. Of Human Services working in the Targeted Case Management unit. While at DHS, Jim's primary roles were to provide training, policy guidance and technical assistance to the Bureau and field staff. In addition to his duties at IDPH, Jim serves on ChildServe's family advisory council and is a tireless advocate for individuals living with disabilities. Jim and his wife are adoptive parents to 5 special needs foster children, 2 of whom have a brain injury. They continue to serve the community by mentoring newly arrived refugees. Jim received his Bachelor's degree in Human Services from Grand View College (Des Moines) and Master of Social Work degree from the University of Iowa.



THOMAS EACHUS is the Executive Director of UnityPoint Health, Black Hawk-Grundy Mental Health Center, and is a Licensed Independent Social Worker in the State of Iowa. He graduated from the University of Northern Iowa in 1980 with his Bachelor's Degree in Social Work and worked at the Bremwood Lutheran Children's Home for 6 months when he joined the staff at the State Mental Health Institute in Independence, working on the Cromwell Children's Unit. He was employed with the State of Iowa from 1980 to 1983 at which time he attended graduate school at the University of Iowa Social Work. He graduated in 1985 with his Master's Degree in Social Work, and returned to work at the Children's Unity at MHI where he remained until 1988. In August 1988, he began working at the Black Hawk Grundy Mental Health Center coordinating their Community Support Program while providing outpatient clinical services; in 1993 he was appointed Executive Director. In January 2015 he became an employee of Allen Health Systems, UnityPoint Health when the Mental Health Center became an affiliate of Allen Health Systems. He continues to provide a variety of clinical services to patients of the Center as well as serving on a number of local and statewide advisory boards and committees.



ROBERTO SWAZO has served as a school counselor in private and public schools, college counselor and as a mental health consultant for private practice and non-profit organizations. He is a full professor of the school and Mental Health Counseling program at the University of Northern Iowa (UNI), Cedar Falls, and has served as a Program Director at Florida Agricultural and Mechanical University (FAMU) in Tallahassee, Florida, and Roosevelt University (RU) in Chicago. In addition to teaching, Dr. Swazo is a frequent speaker at professional conferences and conducts workshops throughout the U.S. and abroad on multicultural issues and psycho-bilingual training (teaching basic Spanish interventions) for schools and mental health agencies. He has presented or has been invited as a keynote speaker in Mexico, Puerto Rico, Nicaragua, Guatemala, Costa Rica, Ecuador, Russia, Spain, Romania, Czech Republic, and Italy. He also

teaches frequently as an invited professor at the Universidad del Valle in Guatemala in the school and mental health programs. He is a former Fulbright Scholar at the University of Palermo, Italy where he lived for a period of time. Dr. Swazo is a dual citizen from the European Union (Spain) and the USA.



LORENE MEIN is A Family Nurse Practitioner currently working at Mercy East Village in Des Moines. She completed her BSN at Grand View College in Des Moines in 1994. In 1999 she received her Master's degree from the University of Minnesota FNP program. In 2012 she completed he Doctorate of Nursing Practice at the University of Iowa. Lori has been providing tobacco treatment throughout her career, and since 2013 ahs been providing a tobacco treatment program for Mercy patients. She is an American Lung Associate volunteer and on their Distinguished Service Council. She was appointed in 2016 to the Tobacco Commission for the State of Iowa and works to increase access to treatment for tobacco users and education to prevent tobacco initiation.



TONY RAYMER is an LISW and Registered Play Therapist-Supervisor who has worked in the field of mental health and disability supports in Polk County since 2007. A graduate of Wartburg College and the University of Iowa with his Master's in Social Work, Tony has supported children and families, as well as adults with disabilities in not only the therapy office individually, but in the community and through group therapy with the goal of maximum independence in mind. He currently is the Director of Clinical and Community Services at Candeo, a not for profit in Johnston, providing mental health and disability services as well as outpatient mental health Services to the wider community. He also teaches as an Adjuncts instructor at DMACC in the Human Services Dept. and serves as the Chair of the Iowa board of Social Work and the President-Elect of NASW-Iowa.



SHARAINE CONNER, LMSW, IADC, is currently working as a therapist and addictions counselor in private practice and an adjunct instructor for the University of Iowa School of Social Work. She completed her undergraduate degree in Social Work with an emphasis in education at the University of Iowa, and received her Master's degree in Clinical Social Work from the University of New England. She has been a certified alcohol & drug counselor since 2012 but has been working in the field for long before that point. Sharaine has researched and developed several evidence-based curriculums for adolescents and adults, as well as provided trainings in the community on topics such as diversity, human sexuality, addiction, LGBTQIA+, and clinical aspects (i.e.

assessment, evaluation, ASAMs, treatment planning) to others in the profession. She is also a member of IBC's Training and Ethics Committees, the Iowa Club of Des Moines, the Polk County JCS African American Case Review Team, and the Iowa Chapter of NASW.



FRANK FILIPPELLI attended the University of Iowa, and received his undergraduate degree in Pharmacy, and a Master's and PhD. After completing a post-doctoral fellowship at University of Missouri at Columbia, he accepted a position teaching at Drake University in the College of Pharmacy. Dr. Filippelli then attended medical school at Des Moines University and went on to complete his internship and residency in Family Medicine at the Cedar Rapids Medical Education Foundation. After graduation, he began working for the Iowa Dept. of Corrections where he has continued to work for the past 16 years. Dr. Filippelli joined UCS Health Care in 2010 as Medical Director of MAT Services. He also served as Medical Director for Prelude Behavioral Services in Des Moines from 2010-2018. Dr. Filippelli is treating patients in the Iowa Dept. of Corrections MAT program starting 3 years ago and is helping patients transition from incarceration to release.



LEEANN ALBRIGHT is a family nurse practitioner in Des Moines, Iowa. She received her Master's in Nursing from Frontier Nursing University. She works at UCS Healthcare and serves individuals in two main settings in their clinic: she splits her time between the MAT unit and in family practice. In the MAT clinic, she supports individuals working toward recovery through a trauma informed lens within a harm reduction framework and is especially passionate about being able to work first-hand with women and parents navigating substance use disorders. The other part of the time she sees individuals across the lifespan in the UCS family practice clinic, with an additional interest in children, women and LGBT care.



MISTY ANGRICK took her nursing career and passion for behavioral health care and pursued opportunities to expand access to care for patients across the State of Iowa. As the Medical Services Director at UCS Healthcare, Misty has led the charge to expand medication assisted treatment units from one to 14 locations. These UCS Healthcare medication units are embedded within certified opioid use disorder treatment centers in Iowa where patients receive medication from UCS and therapy from the treatment partner. Recently Misty became a CARF certified accreditation surveyor and will travel the country assisting agencies attain and maintain CARF standardization. She is a sought-after speaker and frequently called upon to

share her expertise with other agencies, government partners and medical industry operations professionals. Misty holds a B.S. in human services from Upper Iowa University and a Master's of Public Administration degree from Drake University. She is a certified International Alcohol & Drug Counselor (IADC) and also holds associate degrees in human services and as a licensed practical nurse.



MALISSA SPRENGER is Regional Vice President of Mission Integration for MercyOne's Eastern Iowa Region. Previously, she had served as Coordinator of Turning Point Treatment Center, including medication assisted treatment services, and was the Clinical Opioid Lead for MercyOne Dubuque Medical center. She holds a Master of Science degree in Clinical Psychology and an International Advanced Alcohol & Drug Counselor (IAADC) certification. She is currently pursuing a Bioethics PhD through Loyola of Chicago. For the past 4 years, Malissa has facilitated an Opioid Response Team with city, county, state and federal representation. Malissa is Vice President of the Iowa Board of Certification and chair of the MercyOne System Opioid Task Force.



MONICA WILKE-BROWN, LMSW, is the Project Director for the Opioid Response grants at the Iowa Dept. of Public Health. She has experience with several opioid grants as well as County Substance Abuse Prevention grants. The Iowa's Child Protection Centers' grants, and the Screen, Brief Interview and Referral to Treatment (SBIRT) grant, which integrated substance use screenings into primary care, other medical services, and the National Guard. Monica's prior experiences include HIV Prevention work as a Peace Corps volunteer in Ecuador, substance abuse and violence prevention services in central Iowa, and work with international students and immigrant groups in St. Louis. Monica spent 10 years managing community-based programs at a Central Iowa nonprofit prior to joining the Department. Monica received her BA degree from Loras College in Dubuque and her Master's of Social Work degree from the Brown School at Washington University in St. Louis.



TODD LANGE is the Recovery & Resiliency Coordinator for Amerigroup in Iowa. Todd was formerly the Integrated Health Home Peer Support Coordinator at Magellan of Iowa, Director of the Office of Consumer Affairs, and Director of the Iowa Advocates for Mental Health Recovery. In addition, Todd facilitates the Adult & Family Peer Support Committee for the East Central Mental Health and Disability Services Region, is a member of the Dubuque Jail Diversion Committee and is a member of the Mental Health Conference Planning Committee. He has been a Board member of the National Coalition for Mental Health Recovery and President of the national Alliance on Mental Illness Dubuque. Todd fueled his recovery from depression and anxiety through service to the National Alliance on Mental Illness and a peer-run Wellness Center in Dubuque. He credits his ongoing recovery to building connections with others and finding purposeful work.



TODD NOACK is the Executive Director of Life Connections Peer Recovery Services. He has 18 years' experience in management and sales in the rent to own business as well as the car business. Todd has been a Regional Coordinator of the Office of Consumer Affairs twice since the IAMHR held the grant and has been the OCA Director for a second term as well. Todd holds the certified Peer Recovery Specialist (PRS) credential, is a 2010 Peer Support Training Academy graduate, and is one of two advanced level Wellness Recovery Action Plan facilitators in Iowa. Todd's volunteer and advocacy experience includes serving as a Board member for IAMHR and member of the Advisory Committee for the Iowa Peer and Family Peer Support Training Program. Todd is now actively involved in all aspects of mental health recovery by overseeing and facilitating support groups, public relations, and business management. He keeps up to date with the latest developments in Peer Support Recovery movements and ongoing changes in state and local capacities involving individuals, their family members and children. Todd is also a person with lived experience and can speak on a variety of topics including pain management, available resources for those with mental health issues, and living with mental illness. He has recently started a new peer-run nonprofit (Life Connections Peer Recovery Services).