

CASCADE CONNECTIONS
opportunities for everyone

VOCATIONAL



Outcome Report 2014

Cascade Connections is a non-profit whose mission is to empower individuals with disabilities to enhance their quality of life. We promote opportunities for everyone through community partnership and service excellence.

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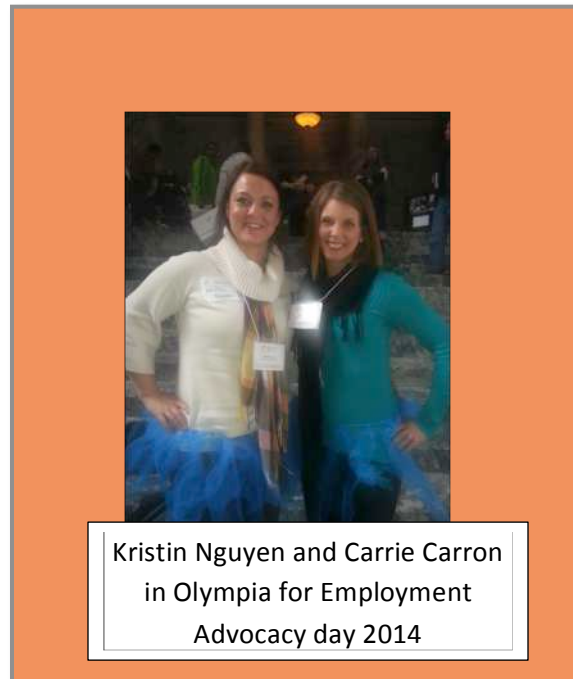
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Message from the Administrator

2014 will go down in Cascade's history as a pivotal year in which we focused on getting to the core of who we are, what we stand for and where we want to grow in our future. In this process we have had to make some tough decisions. One of those decisions was to change the name of our organization to better represent the organization as it stands today. This has allowed us to come together as an organization and as a community.

Our new name, Cascade Connections really represents all of the services we offer. Our mission is to "Empower individuals with disabilities to enhance their quality of life". In doing this we are supporting people to have find connections within our community. Our tag line has always been and will remain *opportunities for everyone*. We mean everyone! Everyone benefits by living in, working in, shopping in an inclusive and supportive neighborhood.



Amongst all of this change our work continues.

In 2014 Cascade Connections staff created 68 new jobs. This means since 1994 Cascade has created 706 jobs. We have a lot to be proud of; we have a dedicated group of staff that are passionate about what we do. They work with our customers and our employers to find the right match to create lasting connections between them

There is still a lot more to do. We are looking forward to our new look and new branding, but we will continue to do what we have always done- promote opportunities for everyone one job at a time.

Thank you to everyone who has contributed to our organizations mission. We appreciate the *Connections* we have made with you.

Sincerely,

Kristin Nguyen

Administrator

Our Mission

Empowering individuals with disabilities
enhance their quality of life.

Our Vision

We promote opportunities for everyone through community
partnership and service excellence.

Our Participants

Cascade Connections provides employment services to individuals
with a broad range of skills, interests and abilities. We believe
anyone who wants to can, and should, work.

Our Employers

Cascade Connections is committed to providing Whatcom County
with highly valuable applicants who add to the diversity and value
of the business. We pride ourselves in being a resource to local
employers on disability related issues.

2014 at a Glance

Participants Served ⇒ 172

Number of People with Disabilities Employed by CC contracts ⇒ 55

Volunteer Hours Provided by CC Participants ⇒ 1591

Total Number of New Jobs ⇒ 68

NEW JOBS CREATED

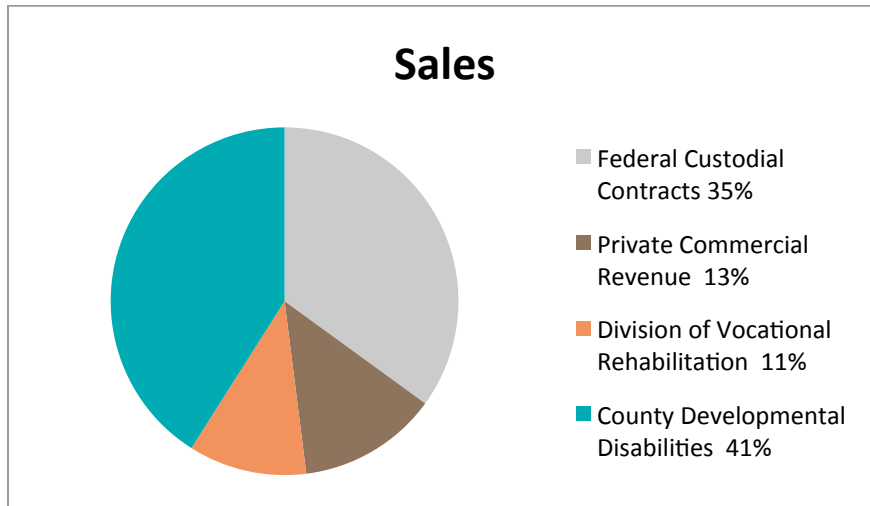
68 new jobs in 2014

Cascade has created a total of 706 jobs since 1994

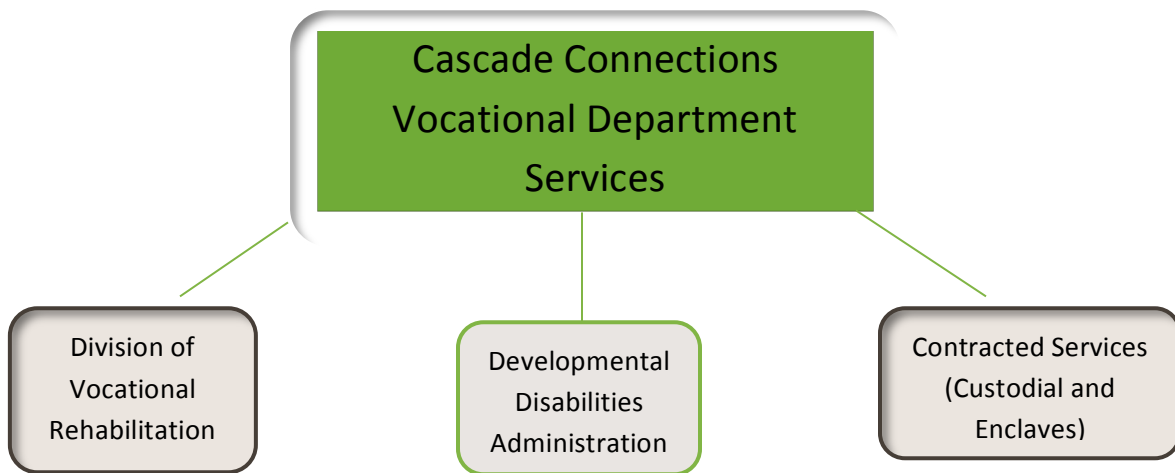


Aaron works to keep the Downtown Partnership offices to keep them clean. Cascade has had a relationship with the partnership since 2007.

Revenue Sources



Vocational Services Structure



Developmental Disabilities Administration Services

Description

Cascade Connections vocational department provides services which are authorized through the Developmental Disabilities Administration (DDA). These services may include: job development, job coaching, and job preparation.

Outcomes

Total Number of Participants \Rightarrow 93 people

Total Wages Earned \Rightarrow \$229,332

Total Hours Worked \Rightarrow 21,112 hours



Michelle has been a part of the Hardware Sales

Family for over fourteen years!



DVR Services

Description

Cascade Connections provides services which are contracted through the Division of Vocational Rehabilitation (DVR). These services may include independent living skills, trial work experiences, placement, and retention services.

Outcomes

- Total Number of Participants Served ⇒ 79
- Total Contracts Completed: 102
- Average Starting Wage: \$9.90 per hour
- Average Starting Weekly hours: 19 hours per week

- Average days per type of contract:
 - Community Based Assessment: 116 days
 - Job Placement Services: 95 days
 - Job Retention Services: 97 days

Contracted Services

Description

Cascade Connections employs individuals with disabilities on mobile custodial crews and enclaves throughout Whatcom County. These crews provide long term employment for many participants. In 2014 CVS contracted with the following locations:

Outcomes

Total Employed by
CC contracted services ⇒ 55

Total Hours Worked
by CC crew employees ⇒ 19,415

Total Wages Earned by CC crew employees ⇒ \$268,848



Evelyn has works for Northwest Health Care Linen a local business Cascade Connections has worked with since 1996

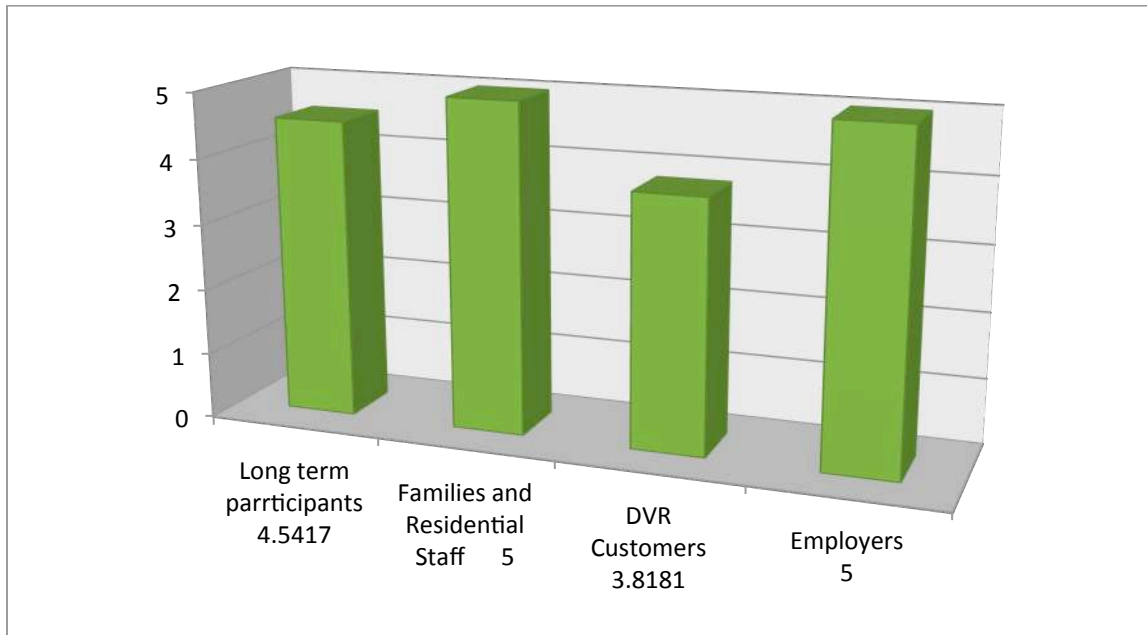


Mark is one of 14 crew members who work to keep our border crossings clean 365 days a year for the past 20 years.

2014 Satisfaction Surveys

Customers of CVS Satisfaction of Services:

On a scale of 5 = excellent 😊 to 1 = not good at all ☹️



Comments:

“The program instilled in me the confidence and determination I needed to seek, obtain and keep a new job.” – DVR Customer

“All Employees are good at communicating, trustworthy, responsible and kind.” – Residential Advocate

“We have worked with other agencies and never felt 100% confident that the clients were well trained or supervised. I never worry with the folks from Cascade. Great Team!” –Local Employer

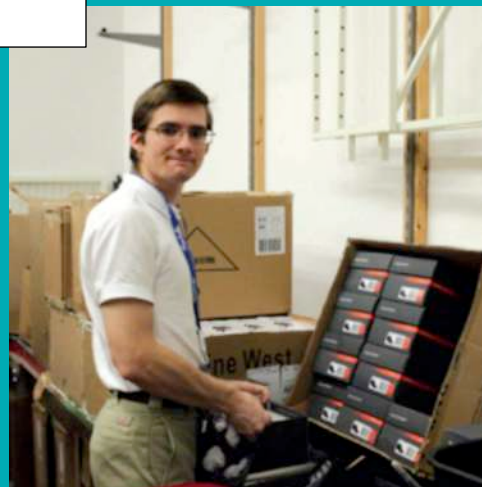
“Our clients like that we use Cascade to work on their properties” – Local Property Management company

FEATURED EMPLOYERS

Millard Mall Services Employer of the Quarter Winter 2014



Soy House Employer of the Quarter Spring 2014



Josh is one of three people hired by our local Marshall's. Their inclusive environment made them a great choice as Employer of the Quarter



CARF Three-Year Accreditation was awarded to Cascade Connections In October 2014 for the following services:

Employment Services:

Employment Planning Services

Community Employment Services: Job Development

: Job Supports

: Job-Site Training

About CARF

CARF is an independent, nonprofit organization focused on advancing the quality of services used to meet needs for the best possible outcomes.

CARF provides accreditation services worldwide at the request of health and human service providers. Whether you are seeking rehabilitation for a disability, treatment for addiction and substance abuse, home and community services, retirement living, or other health and human services, you can have confidence in your choice. Providers that meet our standards have demonstrated their commitment to being among the best available.

What does accreditation mean to persons served?

Accreditation demonstrates to customers that our organization is committed to reducing risk, addressing health and safety concerns, respecting cultural and individual preferences, and providing the best possible quality of care.

Accreditation demonstrates that our organization values the input of our clients and is accountable to the community.

Accreditation demonstrates that our organization has made a specific commitment to put the needs of our participants the center of everything we do.

Accreditation indicates that our organization respects the rights and individuality of our participants.



Thank You to our Community Partners!

12th Street Shoes
5 Guys Burger and Fries
Ace Hardware Sehome
Affordable Auto
Albertsons
Altair Advanced Industries, Inc.
Anvil
Appliance Depot
Associates in MH
Baay
Bellingham Baptist
Bellingham HC/Avamere
Bellingham Public Library
Benjamin's Hair Salon (Steve Sweet Shop)
Best Western Lakeway Inn
Big Fresh
Big Lots
Blaine Senior Center
Bookkeeping Solutions
Boys and Girls Club
Bramble Berry
Brigid Collins
Burlington Coat Factory
C9 photo and designs
Caffé Adagio
Cascade DAFO
Cascades Rehab
Chinook Enterprises
Christ the king Bellingham
Christ the King Lynden
Christian Health Care Center Lynden
City Bible
City Dogs
City of Bellingham
Clothes Rack
Club Barbell
Conservation Northwest
Cornwall Church
Costco
Creatures Comfort
CrossWater Café

Crystal Creek Logistics
Downtown Bellingham Partnership
E-Cig Express
Evergreen Supported Living
Family Christian
Ferndale Chamber
Ferndale Library
Flax for Life
Forever 21
Fountain Community Church
Foxy Browns
Fred Meyer Bakerview
Fred Meyer Lakeway
General Services Administration
Generations Early Learning & Family Center
Glacierview Animal Hospital
Good to Go Bakery
Goodwill
Goodwill
Grace Church
Greenbarn
Haggen - Corporate
Haggen Ferndale
Hand Dancer
Hardware Sales
Hawley's Auto Supply
Health Care Svs. Group
Healthy Pet
Hearing Speech and Deafness Center
Hertco Kitchens
Homestead Fitness
Hope House
Hope In Christ
If we want to include volunteer places:
Instinct
Interfaith
Kelly's O'Deli
Kids World NW
Kmart
Landmark Property Management
Larson Gross

Launching Success Learning Store
Light House Mission
Light of the World Prayer Center
Lynden Christian Book Store
Lynden Door
Lynden Food Pavilion
Lynden Library
Marshalls
Martin's Feed
McDonalds
Millard Mall Services
Mobile Hardware
Mt Baker Products
Napa Auto Parts-Bellingham
Natural Way Chiropractic
North Cascades Health and Rehabilitation
Northwest Center
Northwest Health Care Linen
NW Computer Repair
Office Max
Old Navy
Opportunity Council
Orchard Park
Pacific Continental Reality
Pegasus Trucking
Pickford Theater
Portal Way Complete Automotive
Portal Way Farm and Garden
Q Laundry
Red Cross

Rent-a-Center
Restore
Rite Aid Ferndale
Rouse Chiropractic
Rover Stay Over
Rude's Auto
Safeway- Lynden
Safeway- Sunset
Sara Geballe- Interpreter
SMC
Soy House Bakerview
Soy House downtown
St James Prebyterian
Tart Beauty
The Leopold
The Muljat Group Ferndale Branch
TJ Maxx
Trico Office Int
Unlimited Service
WeCare
Whatcom Alzheimer Society
Whatcom Community College
Whatcom Computer
Whatcom Humane Society
Whatcom Literacy Council
Whatcom New Life Assembly
Woodway
WorkSource
Yeagers
YMCA Daycare



Thank you from the Cascade Team! We are proud to serve our community!