

CASCADE CONNECTIONS
opportunities for everyone



2017 Outcome Report



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MESSAGE FROM THE EXECUTIVE DIRECTOR



2017 was an amazing year with lots of changes. It was also a year with some challenges, and we had to make some tough decisions along the way. During this process, we have always had to come back to why we exist as an agency.

Our mission is "To empower individuals with disabilities to enhance their quality of life." We as an organization and the board of directors have really focused on what the values of our organization are and used those values to ensure we are doing all we can. The one constant is that change is inevitable and necessary to be sure we are serving our customers and our community in the best ways possible. What we have always done, what we are doing now, is not what we will be doing a year from now or twenty years from now. The only thing that stays the same is that the people we serve are at the core of every decision our organization makes. We are consistently evaluating how to serve more people without compromising the quality of services we offer.

Without our community partners we would be unable to achieve the success we have had. Our community support enables us to continue to provide support and encouragement throughout our years of services. This past year we were able, with community support, to purchase a needed Wheel Chair accessible van that will enable us to provide needed services to those people that have mobility issues.



In this year's Outcome Report, we have highlighted the impact we have made in the lives of people supported by Cascade Connections. When you are involved with the mission of Cascade Connections, you know your support matters to those we serve, our community and our organization. We truly appreciate your commitment to empowering individuals with disabilities to enhance their quality of life.

Sincerely,

A handwritten signature in blue ink that reads "George Beanblossom".

George Beanblossom



OUR MISSION

Empowering individuals with disabilities to enhance their quality of life.

OUR VISION

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

OUR CUSTOMERS

We provide residential, vocational, and home care services to individuals who have a broad range of skills, interests, and abilities.

OUR EMPLOYERS

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

2017 AT A GLANCE

Residential Programs



Cascade Christian Home



Cascade Supported Living



Bellingham Supported Living



Home Care

Training



**Total
Students**

Vocational Services



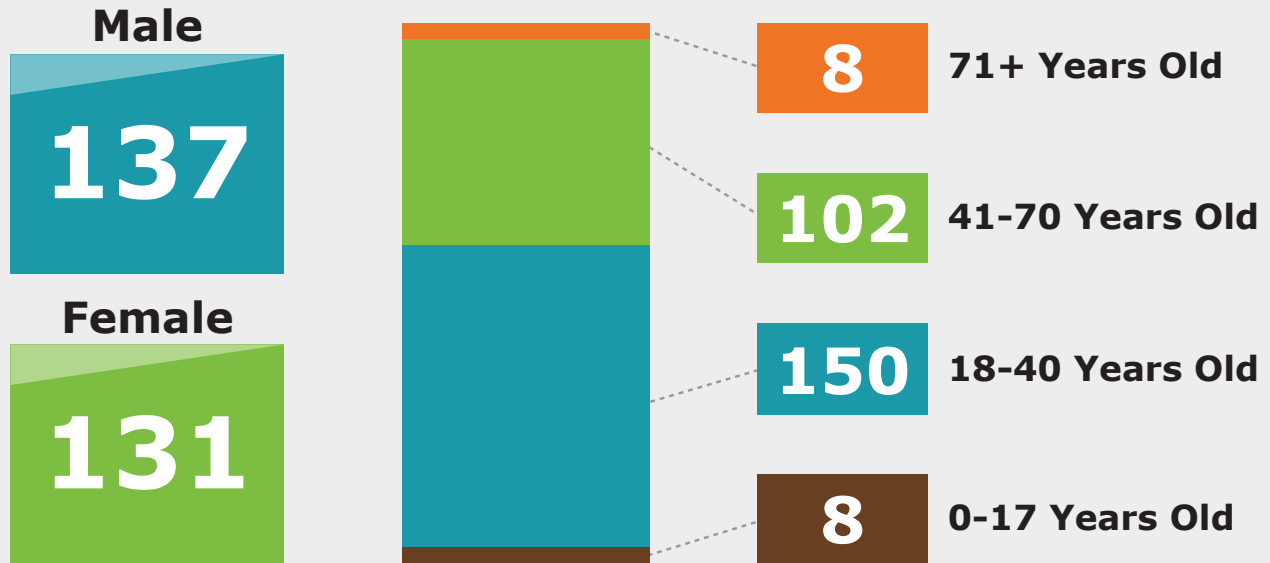
**Vocational
Rehabilitation**



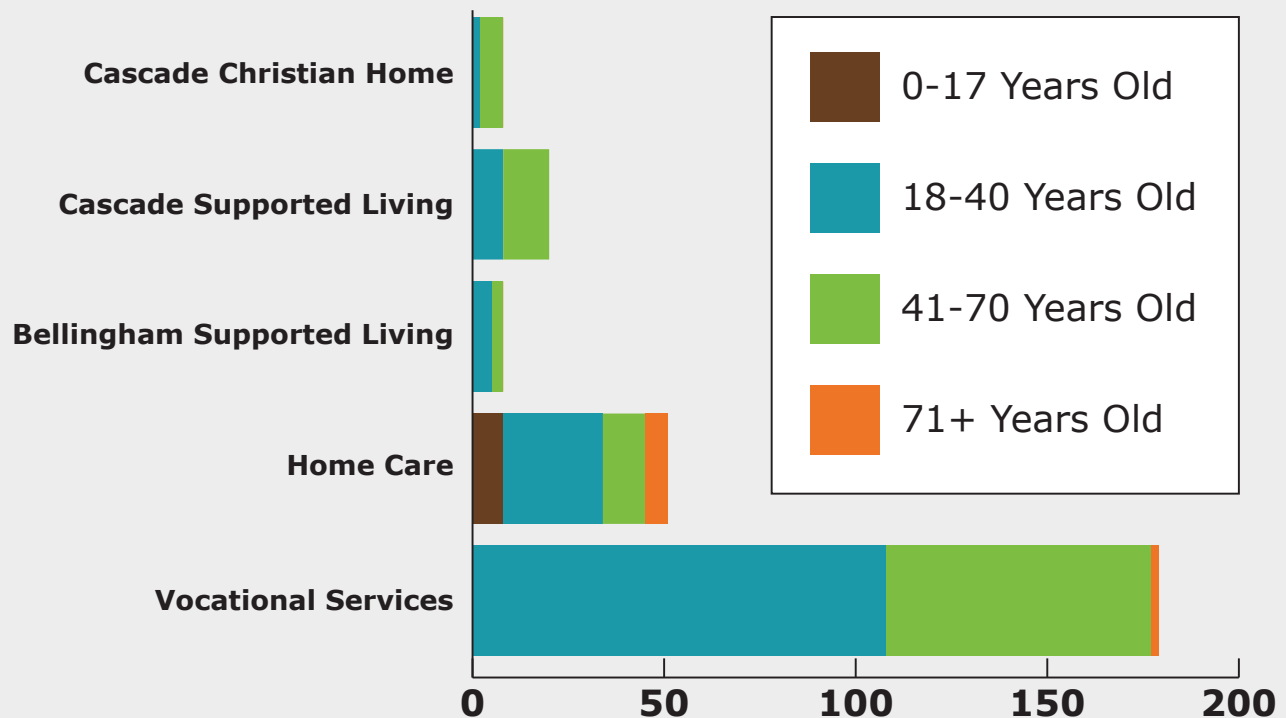
**Long-Term
Services**

CUSTOMER DEMOGRAPHICS

By Agency



By Department



BELLINGHAM SUPPORTED LIVING SUCCESS STORY



It has not been a typical year for siblings Tim and Kayla Day. The pair, who are both blind, grew up with their adoptive parents in Nooksack, WA. Last spring, they took the next step towards independence and moved out of their parents' home into their own apartment in Bellingham. For many of us, moving out of our parent's house is scary and takes a while to adjust, but not for this ambitious brother and sister pair. Not only

have they been thriving with 24-hour support from Cascade Connections, but they haven't missed a beat in striving for their goals.

Kayla, age 26, is actively working on her goal of becoming famous and has already been in the spotlight while working with Cascade Connections on two media projects. With help from her advocate, Kayla's always ready to explore new leadership opportunities. She also works part time at a local 7-Eleven and on her free time is busy finishing writing her first book, working out at the YMCA, or enjoying coffee and conversation with community members at one of her favorite coffee shops.



Tim, age 35, lives an equally ambitious life. He is proficient with computers and email and enjoys playing video games. Some of his other hobbies are making music and jam sessions on his keyboard with his band Out of the Ashes at the VFW hall or at Boundary Bay Brewery in the summertime. One of Tim's goals is to become fluent in as many languages as possible. This sounds daunting to most of us, but not for Tim who is already fluent in English, Spanish, and French, and also knows some words from 17 different languages!

This determined duo would undoubtedly be successful no matter their circumstances, but with support from Cascade Connections there is nothing limiting them from reaching their goals. We are so happy to see them succeed in reaching their goals and continue to grow and be a part of our community.

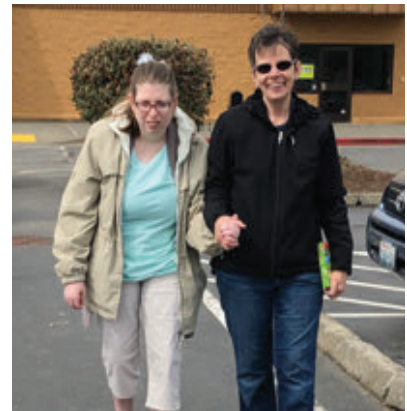
CASCADE CHRISTIAN HOME SUCCESS STORY



Amy, who lives at Cascade Christian Home, is a humorous, artistic, and caring woman. She loves to sing songs and dance to upbeat music. She enjoys laughing at funny noises and watching America's Funniest Home Videos. She helps out at the library cleaning books and is a very responsible and loving pet owner to her pet guinea pig.

But only a few short years ago describing Amy would've sounded a lot different. When Amy first came to live at Cascade Christian Home, she hardly ever spoke, other than giving yes or no answers. She was often scared and would either freeze or physically lash out if someone got too close. She needed a large amount of assistance with all daily tasks.

Now, her housemates and staff are so pleased to see her enjoy her life. Her direct support professional Bridget says when she first met Amy, "She was very quiet and was scared to even walk next to other housemates or speak to anyone not talking directly to her. Now she's developed a huge personality no one had seen before! She will talk to her housemates across the room, she loves to joke around and pull pranks on staff. In public she will greet the checker at the store, say her order at a restaurant, and generally she is less afraid of being herself, both at home, and in the community."



She now also needs less assistance in daily tasks. She brushes her own teeth, brings her dishes to the kitchen and puts them in the sink, and is able to walk to and from the bathroom all on her own. Amy's staff at Cascade Christian Home are all very proud of her accomplishments. Her housemates enjoy her sense of humor and her dance moves! We're all excited to continue to watch Amy grow in her independence.

CASCADE SUPPORTED LIVING SUCCESS STORY



Challen is delightful and energetic with a warm smile and bright laugh. Challen lived with her family most of her life, but her parents were desperate to find her a supported living agency as health issues made it impossible for them to continue caring for her.

Cascade Supported Living (CSL) in Lynden had an open apartment at the 2nd St. cluster in the summer of 2016. Mom, dad and Challen visited, saying “yes” on the spot for the move. Throughout 2017, Challen became one of the tight-knit group at 2nd Street Cluster.

Prior to the move, staff visited Challen at her home on Orcas to get a feeling for her life, goals and interests. Mom and dad were certain Challen would thrive with younger, more active staff. They were right.

Challen attends art class weekly, spin dances monthly and hasn’t missed a CSL birthday celebration or holiday party yet. She has bowled with Special Olympics in the fall, and also with a neighbor on occasion. She is artistic and built with staff’s help a tree on her wall for fall, cutting out and decorating leaves to tape onto a trunk.

After checking out several area churches, Challen settled at NCCTK. She goes weekly, sitting with many friends and staff.

She doesn’t miss a holiday. Her apartment is festooned with all the appropriate gear be it Christmas, Easter, St. Patrick’s Day or Valentine’s Day.

Challen’s vocabulary has benefitted from exposure to many different staff and friends. She uses a combination of words and signing. Many signs are creative and clever: For Becky she signs a key; Sierra she makes a sign that looks like a river; Courtney, she points to her knee. Challen calls all staff “guests” and throughout the day questions “Guests?” with her hands up to indicate she’d like to know who else is coming.

Challen misses her parents and two Yorkie terriers, but speaks to her parents frequently on the phone and has pictures of the dogs.



Challen is only one of the many blessings at CSL. She wears our heart on her sleeve.

HOME CARE SUCCESS STORY

Laura is a fun, talented, and ambitious woman. Not only is she active in a variety of sports, including basketball, swimming, and horseback riding, but Laura is also an avid poet and loves arts and crafts. In her spare time, Laura enjoys reading, writing, researching, and learning new and exciting things. When she is not busy completing all these activities, Laura works at the local university as a utility worker, where she has worked for over 12 years. Because of her packed schedule, Laura greatly appreciates Cascade Connections: Home Care and their flexibility in her care aide schedule, so she can balance her busy life.



Laura started with Cascade Connections: Home Care in 2016. Since then, Laura has thoroughly enjoyed spending quality time with her care aides as they help her accomplish her many goals. Laura's goals include trying Western style horseback riding in wide open spaces as well as living a healthy lifestyle by exercising, eating balanced meals and practicing beneficial relationship skills with her boyfriend. Laura likes to work with supportive care aides to help her accomplish her goals. For her health goals, Laura loves to dance and play sports with Special Olympics for exercise. Laura regularly attends a Zumba class and dances with care aides at home. Laura and her care aides also prepare healthy meals together and create balanced plates to make sure Laura is getting all her essential nutrients.

Laura's favorite part about Cascade Connections is that the agency is reliable and always sends care aides that match her personality and lifestyle. We greatly appreciate Laura for sharing her story and experiences with Cascade Connections: Home Care.

VOCATIONAL SERVICES SUCCESS STORY



The Rusty Wagon is no stranger to Cascade Connections, they have provided amazing catering for many of our events over the years. Rusty Wagon Old Tyme Food Company is a proud family owned eatery serving fresh, tasty classics and new twists on old favorites. The Rusty Wagon serves the finest steaks, ribs, chicken, and the freshest seafood in the NE County. There are few people in the area who have not had the pleasure of dining at this establishment.

Cascade Connections had a working relationship with the Rusty Wagon many years ago. It only took the interest of one young lady to rekindle that relationship. Local student Tiffany was in her senior year at Nooksack Valley High School and had come to Cascade Connections through a new program initiated by The Workforce Innovation and Opportunity Act (WIOA). Services known as Pre-Employment Transition Services now provides vocational services for youth with disabilities while still in school. This provides young people who are eligible with opportunities to explore work experiences.

Tiffany was interested in restaurant work and was able to observe and try out hosting, bussing tables, and dishwashing. Dishwashing seemed to be the best fit for her. Tiffany found the employees at the Rusty Wagon to be very friendly and supportive. This is important to anyone who is as social as Tiffany is; all of the employees reported that they really enjoyed working with Tiffany. Tiffany is now one step closer to her future goals and will use the information she obtained in making plans for her future.

In September 2016, Jordan, a recent graduate of the Lynden Transitions Program, performed an assessment at the Rusty Wagon. An assessment allows Cascade Connections to gather information about an individual's skills, abilities and interests. Sometimes it can also lead an employer to their next qualified applicant when a position becomes available.

This is exactly what happened for Jordan. He had tried out the dishwashing job and performed very well. He also really enjoyed the type of work and atmosphere at Rusty Wagon. When a position came open the Rusty Wagon already knew it had a qualified applicant. The owner offered Jordan a paid position. The job has been a positive for everyone. "I love that place!" Jordan said of his new workplace.



VOCATIONAL SERVICES

Outcomes

**Total Jobs
Created
in 2017**

43

**Jobs
Created
Since
Founding**

872



Vocational Rehabilitation Services

Customers referred by Division of Vocational Rehabilitation (DVR) & contract for short term services, including:

- Independent Living Skills
- Community based assessments
- Job placement
- Retention services

Outcomes

**Total
Number of
Participants**

64

**Total
Contracts
Completed**

121

**Average
Starting Wage**

\$12.54
Per Hour

**Average Starting
Weekly Hours**

17.47
Hours Per Week

Average Days Per Type of Contract

**Community Based
Assessment**

94
Days

**Job Placement
Services**

155
Days

**Job Retention
Services**

93
Days

Long-Term Vocational Services

Customers with developmental disabilities receive long term vocational services including:

- Discovery
- Job Preparation
- Job Development
- Job Coaching
- Retention Services

Outcomes

Total Number of Participants

114

Total Wages Earned

\$305,165.19

Total Hours Worked

25,047.21



Contracted Services

Cascade Connections contracts to provide custodial, production and landscaping services throughout Whatcom County. These commercial contracts provide employment opportunities for people with disabilities. The contracts include the following:

- Barkley Company
- Bellingham Food Bank
- City of Bellingham
- Department of Homeland Security
- First Christian Church
- St. James Presbyterian Church
- Flowserve
- General Services Administration
- Landmark Property Management
- Max Higbee Center
- Connections SLP
- Northwest Health Care Linen
- Opportunity Council
- Martin's Feed
- MGM Solutions
- Saratoga Property Management
- Son-Rise Property Management



Outcomes

**Total Employed by
Contracted Services**

70

**Total Hours Worked by
Crew Employees**

26,756

**Total Wages Earned by
Crew Employees**

\$453,414

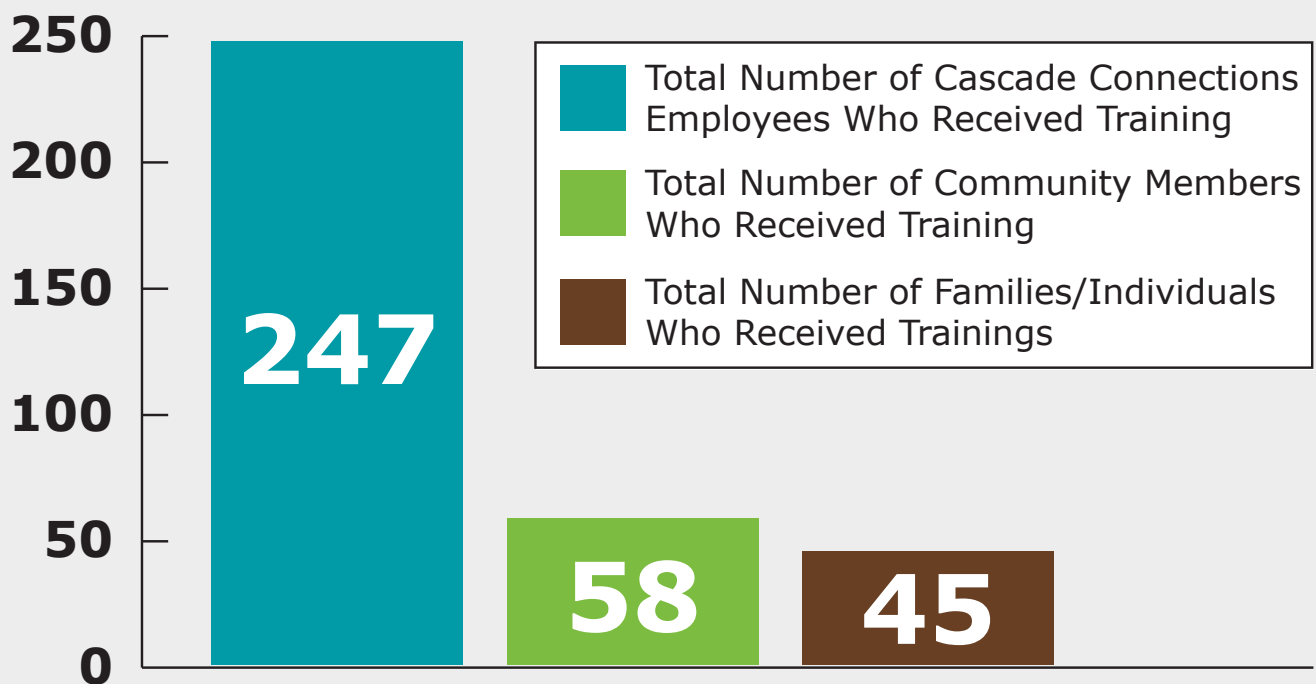
TRAINING

Cascade Connections created a training department in January 2012. Since that time, the trainers of Cascade Connections have become some of the best in the state, and have trained hundreds of students.

Outcomes

**Total
Training
Hours**

10,836



Prometric Testing

Hosted Testing Dates

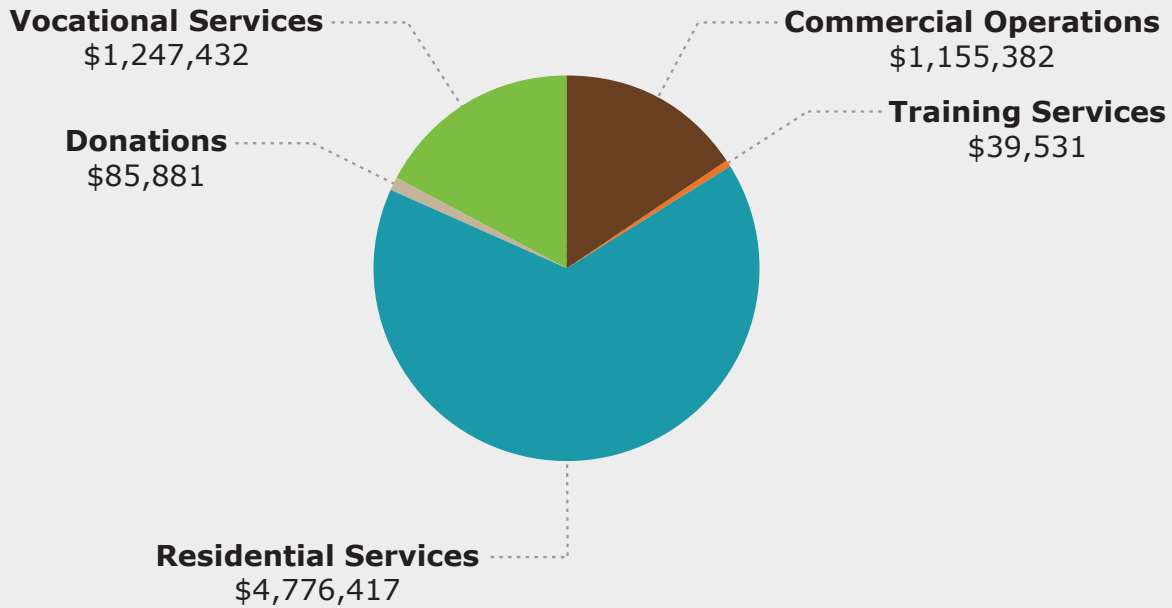
44

Total Number of Test Takers

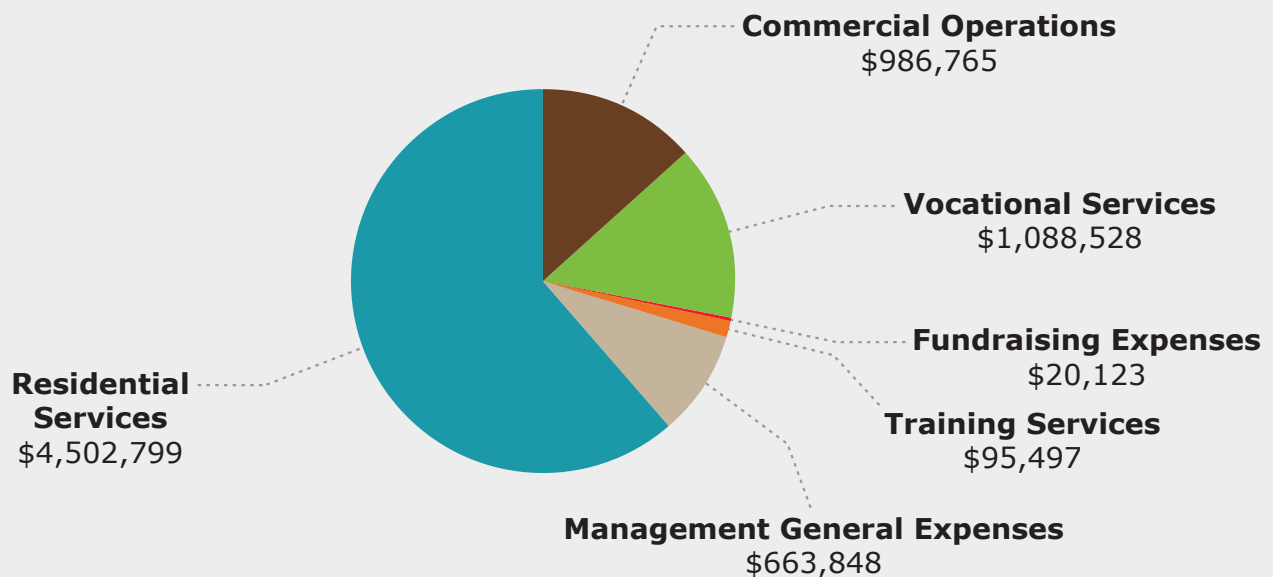
490

FINANCIAL REPORT

Revenue by Services



Expenses by Services



THANK YOU TO ALL OF OUR COMMUNITY PARTNERS WHO HAVE EMPLOYED SOMEONE THROUGH CASCADE CONNECTIONS IN 2017

12th Street Shoes
5 Guys
A Child's Life Learning Center
Ace Hardware
Adult Care Lynden
AES Transportation
Alignment Brake Plus
Alzheimer Society
Anvil Corporation
Appel Farms
BAAY
Bellingham Food Bank
Bellingham Healthcare and Rehabilitation
Bellingham Pet Supply
Bellingham Promotional
Big Fresh
Big Lots
Bookkeeping Solutions
Cascade Connections Training Center
Cascade DAFO
Checkmate Pawn
Circle of Life
City of Bellingham
Clean Me Janitorial Services
Connections Christian Book Store
Connections SLP
Costco
Dalquist Kitchens
Department of Homeland Security
Developmental Disabilities Administration
Domino's Pizza
Downtown Bellingham Partnership
Endless Potential
Evergreen Supported Living
Faithlife
FastCap
First Christian Church
First Congregational Church
FloServe
Haggen Food & Pharmacy
Hardware Sales

Healthcare Services Group
Home Port Learning Center
Homestead Fitness Center
Jamison Family
Landmark Property Management
Little Red Bird Gift Boutique
Lynden Door
Management Services NW
Martin's Feed
Max Higbee Center
McDonalds
MGM Solutions
Millard Mall Group
Morpho Trust
Northwest Health Care Linen
Opportunity Council
Pavlosky Accounting Solutions Inc
Pete's Auto Repair
Pitalo Family
Rebound of Whatcom County
ReStore
Ricoh, USA
Ross
Rude's Auto Repair
Rusty Wagon
Samuels Furniture
Senior Support Services
Service Alternatives
Smith Kia
Son Rise Property Management
Soy House
St. James Presbyterian Church
The Barkley Company
The Green Barn
TJMaxx
Trader Joe's
Unity Spiritual Center
Walmart
Woodway Senior Center
WorkSource

CONTACT INFORMATION

Website: www.cascadeconnections.org

Main Office

1354 Pacific Place, Suite 101
P.O. Box 3174
Ferndale, WA 98248

Phone: 360-714-9355
Fax: 360-312-0332

Bellingham Office (Vocational Services)

1611 N. State St.
Bellingham, WA 98225

Phone: 360-647-9087
Fax: 360-647-1675

Bellingham Supported Living

Phone: 360-922-0171

Cascade Christian Home

Phone: 360-398-2052

Training Center

Phone: 360-714-9355

Cascade Supported Living

Phone: 360-318-8070

Home Care

Phone: 360-594-4216

Vocational Services

Phone: 360-647-9087

