

OUTCOME REPORT



2018



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A MESSAGE FROM THE EXECUTIVE DIRECTOR



“The pessimist sees difficulty in every opportunity. The optimist sees the opportunity in every difficulty.”

- Winston Churchill

“Now faith is confidence in what we hope for and assurance about what we do not see.”

- Hebrews 1:11

Looking back on the past year, we can definitely say that 2018 was an interesting ride for all of us. We saw an economy that grew and a lot of businesses that were looking to expand and hire. This led to a low unemployment rate, which meant a smaller pool of people looking for jobs and a very competitive job market. Another factor was that Washington state has been raising the minimum wage each year and due to the nature of the state contracts that provide much of our funding, we have not been receiving additional funds to keep up with these changes. It has been challenging to offer higher wages to keep up with these changes. Because of this, we have had a year of not having the staff that we need to provide services to the people we support. This has meant that a lot of the staff we have had to work extra, long hours to insure that the people we support have their needs met. It is during these times that you find out as an agency and staff if you are really committed and believe in your mission. During this time we've really had to prioritize what was important and what really isn't important and have faith that things will get better and turn out. During our existence as an agency I've seen many good years and many hard years where we wondered where the funds would come from to provide services but things have come out in the end. Adversity is a good thing in that it helps you learn to grow and make changes where needed and ensures that you don't become complacent.

These difficulties have also helped us appreciate all the good things that have happened this past year. This past year brought some heart ache in that we had to say goodbye to some of our friends we have been supporting for many years.

But during this past year we were able to serve new people and partner with more businesses to provide more job opportunities for people that live in our community. With all this change and adversity it's helped us appreciate you our partners and supporters. These things couldn't happen without our partnership and support from our community.

In this year's Outcome Report, we have highlighted the impact you have helped us make 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.

A handwritten signature in blue ink that reads "George Beanblossom". The signature is fluid and cursive.

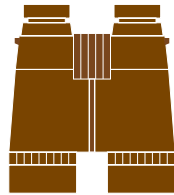
George Beanblossom
Executive Director

OUR COMPANY



MISSION

Empowering individuals with disabilities to enhance their quality of life.



VISION

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



CUSTOMERS

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

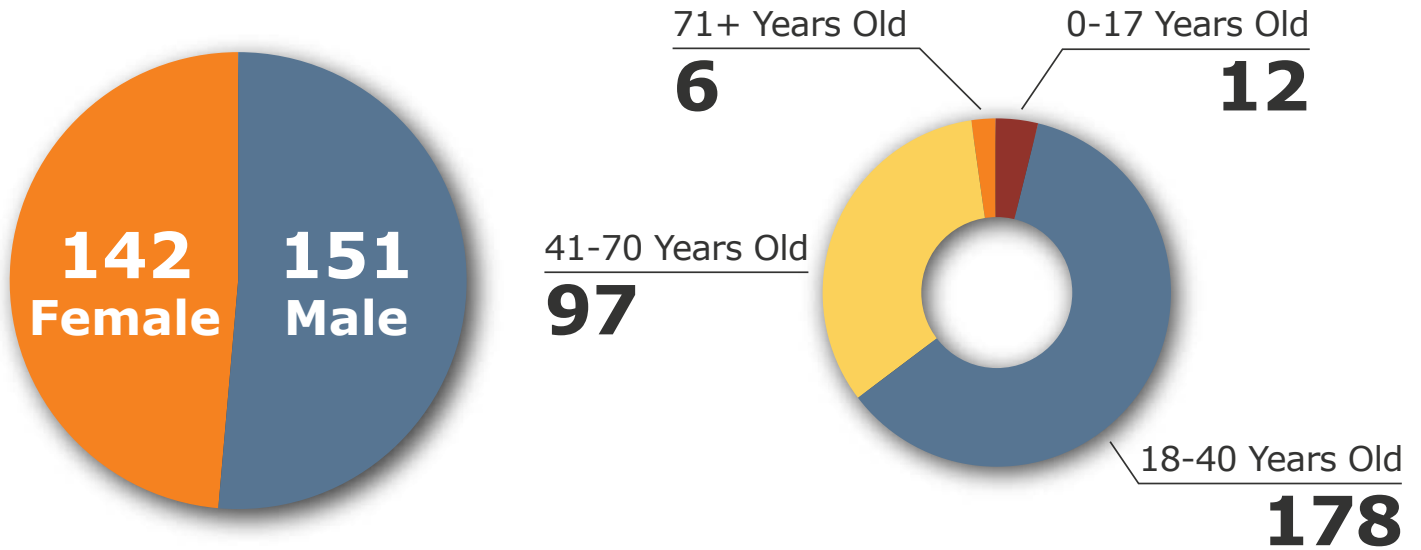


EMPLOYERS

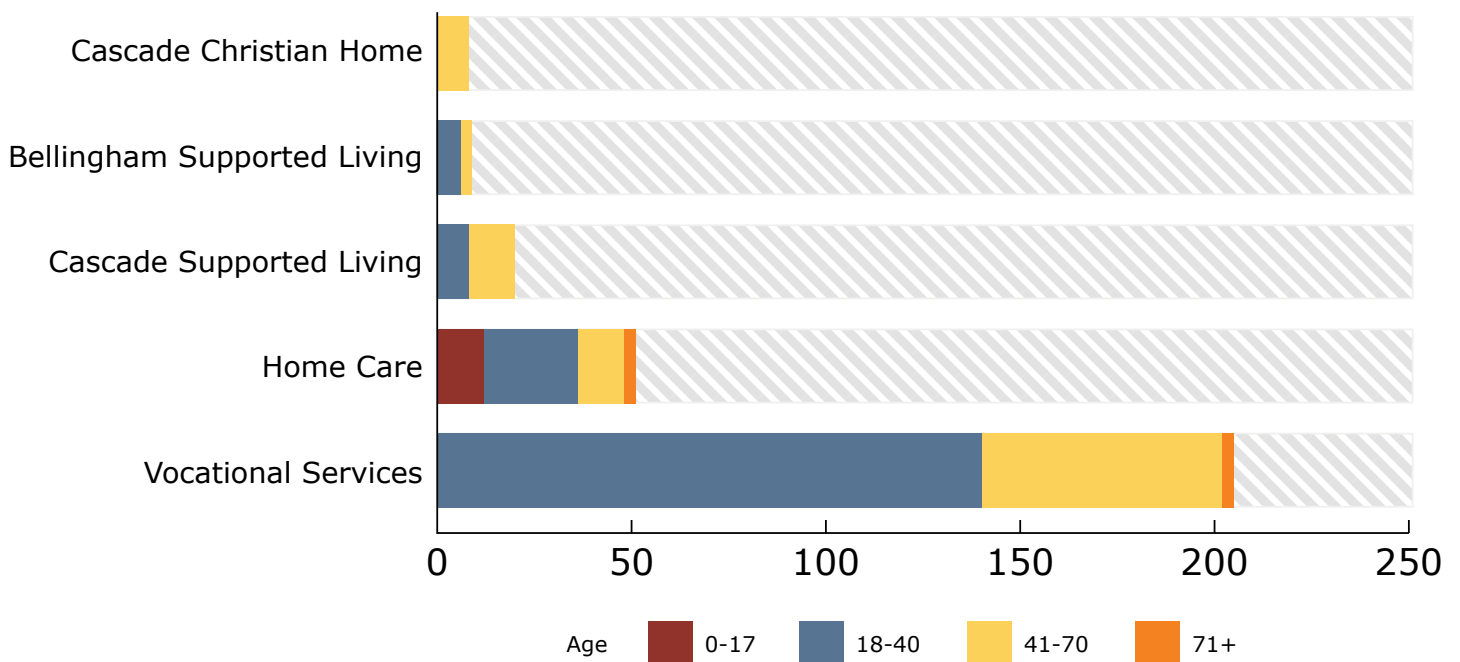
We are committed to providing Whatcom County with highly valuable applicants who add to the diversity and value of businesses. We pride ourselves in being a resource to local employers on disability related issues.

CUSTOMER DEMOGRAPHICS

BY AGENCY



BY DEPARTMENT



2018 AT A GLANCE

RESIDENTIAL

**BELLINGHAM
SUPPORTED
LIVING**

9 Clients

**CASCADE
SUPPORTED
LIVING**

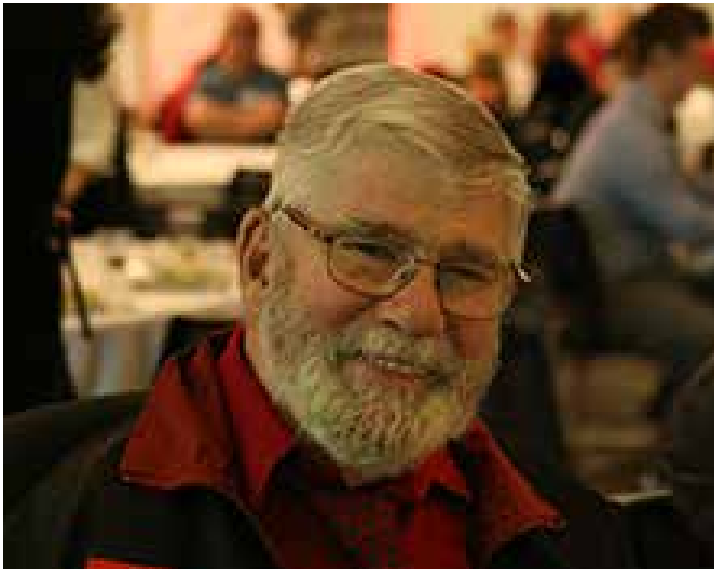
20 Clients

**CASCADE
CHRISTIAN
HOME**

8 Clients

HOME CARE

51 Clients



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 thousands of students.



TOTAL NUMBERS OF STUDENTS

329 Students



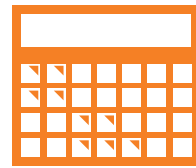
TOTAL TRAINING HOURS

9865.50 Hours



NUMBERS OF PROMETRIC TEST TAKERS

396 Test Takers



HOSTED PROMETRIC TESTING DAYS

61 Days

CLASSES TAUGHT BY TRAINING DEPARTMENT IN 2018

- Bloodborne Pathogen
- Caring For Bedridden Residents
- Confidentiality HIPAA
- CORE Curriculum
- CPR/FA/AED
- CPR/FA/AED Review Class
- DD Specialty Training
- Dementia Specialty Training
- DSP Staff Roles, Self-Care, and Boundaries
- Effective Communication
- Emergency Procedures
- Fall Precautions in Assisted Living
- Food Handling For Home Care Aide
- Grief and Loss
- Habilitation Skills
- HCA Skills Review Class
- Individual Instruction and Support Plans for Individuals
- Introduction to Positive Behavior Support
- Medications Assistance
- Mental Health Specialty Training
- Mobility
- Nurse Delegation
- Nutrition
- Oral Health - Basic Care and Disease Prevention
- Orientation and Safety
- Peer Coaching
- Population Specific Training
- Professional Boundaries for Staff
- Residential Service Guidelines and Individual Services
- RIGHT RESPONSE Advanced
- RIGHT RESPONSE Elements
- RIGHT RESPONSE Elements Plus
- RIGHT RESPONSE Advanced Re-certification Workshop
- RIGHT RESPONSE Elements Re-certification Workshop
- RIGHT RESPONSE Elements+ Re-certification Workshop
- Self-Care and the Caregiver
- Skin Care
- The Buzz on Adult Learners
- Traumatic Brain Injury - "Strategies for Surviving & Thriving"
- Unconscious Bias
- Understanding Burnout and Ways to Prevent
- Vitals
- Writing an Effective Individual Instruction and Support Plan (IISP)
- Your Client's Diagnosis

VOCATIONAL SERVICES

**TOTAL JOBS
CREATED IN 2018**

50 Jobs

**JOBS CREATED
SINCE FOUNDING**

922 Jobs

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



**TOTAL NUMBERS
OF CUSTOMERS**

91 Customers



**TOTAL CONTRACTS
COMPLETED**

147 Contracts



**AVERAGE STARTING
WAGE**

\$12.13 Per Hour



**AVERAGE STARTING
WEEKLY HOURS**

14.66 hours/week

AVERAGE DAYS PER TYPE OF CONTRACT

COMMUNITY BASED ASSESSMENT.....	131 Days
JOB PLACEMENT SERVICES.....	140 Days
JOB RETENTION SERVICES.....	104 Days

LONG-TERM SERVICES

Customers with developmental disabilities receive long term vocational services including:

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



TOTAL NUMBERS OF CUSTOMERS

118 Customers



TOTAL WAGES EARNED

\$371,025.83



TOTAL HOURS WORKED

27283.03 Hour

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.



TOTAL NUMBERS OF CUSTOMERS EMPLOYED BY CONTRACTED SERVICES

65 Customers



TOTAL WAGES EARNED BY CREW EMPLOYEES

\$407,561.00



TOTAL HOURS WORKED BY CREW EMPLOYEES

26353.00 Hour

DEPARTMENTS

CASCADE CHRISTIAN HOME



Our effort to bring independence and community living to adults with developmental disabilities was born in 1980 when Cascade Christian Home opened in Lynden, WA. Nestled in the county, this home continues to provide quiet living with quick access to surrounding communities. Cascade Christian Home (CCH) is currently home to eight adults who we support in meeting their goals and desires. We are able to make this possible by understanding and supporting each individual's abilities

and disabilities. At CCH, it is our goal to empower individuals in every aspect of their lives so that they may flourish spiritually, physically, emotionally, and intellectually. CCH offers a community focused on belonging, respect, choice, integrity, and competence.



"2018 was a rough year for many of the staff here at the group home. We had a client really decline on us tremendously. Seeing the staff pull together and to get her back to baseline was incredible. Every one of the staff encouraged, supported each other, anything they need to do, they did. We spent long days in the hospital just trying to figure out what to do. Staff were checking up on each other. It was just very nice to see the team pull together. This client is now doing way better."

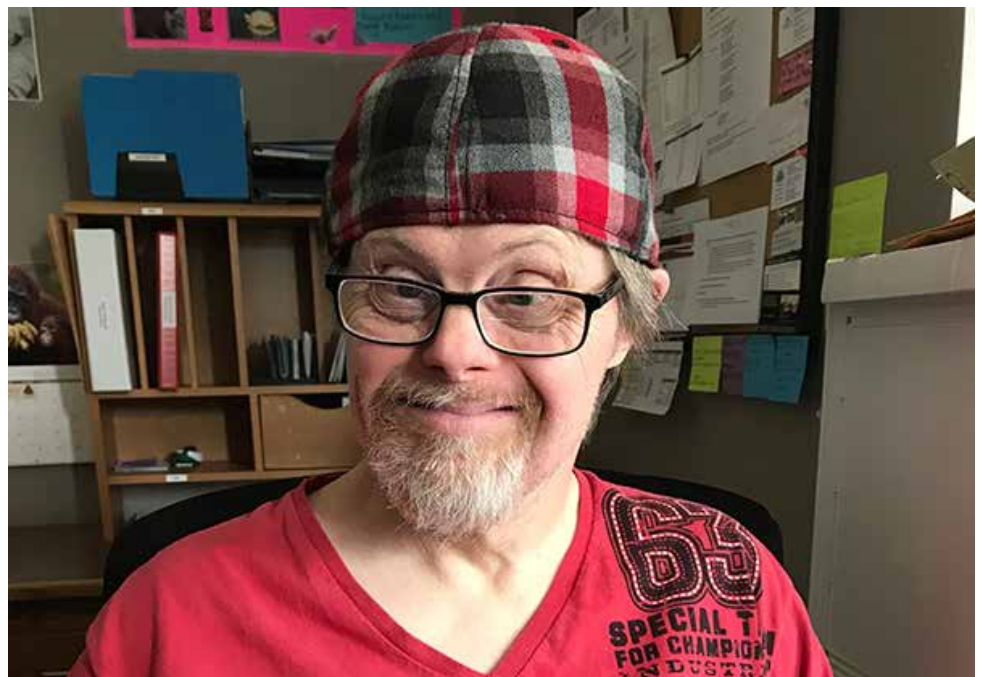
- Cascade Christian Home Manager

BELLINGHAM SUPPORTED LIVING AND CASCADE SUPPORTED LIVING

Since our humble beginnings, Cascade Connections has grown to serve 30 adults who live in their own homes as part of our Supported Living programs.

The hours of service provided is based upon need and safety concerns. Some clients require just a few hours of help per week, while others have 24-hour support. Clients pay their own rent, utilities, food and other personal expenses.

It is imperative that our clients feel they have the same access to community activities, jobs, dreams, trips, and plans as any other community member. While health and safety are at the forefront of our daily work, we are also mindful to encourage as much independence as possible, and to foster relationships with family and members of our community.





Cascade Connection's Home Care department was founded in 2002 to provide services to adults with developmental disabilities in their own homes throughout Whatcom County. In 2009, the program expanded to serve children with developmental disabilities and individuals with Traumatic Brain Injury (TBI). In 2014, the department began providing in home services to seniors. By providing compassionate, competent care, we help extend

independent living while promoting physical and mental well-being. It is our goal to enhance the quality of life for each and every person we serve. The Home Care department which now serves 51 clients, is growing to meet the community demand. We met 11 new clients over the last two months of 2018, and are in the process of finding each individual a qualified provider that is a good fit for them.

"The Home Care department met 11 new clients over the last two months of 2018, and is in the process of finding each individual a qualified provider that is a good fit for them."

- Home Care Staff

"One of the children Home Care serves has had a harder time following directions and tended to avoid doing what was requested of her. Now, during activities we work together on listening to instructions, and she now follows directions more often."

- Home Care Staff

"There is a client in Home Care who has had a difficult time meeting new people. We've worked on this together over the past year, and now she is more comfortable meeting new people and works with two different Care Professionals regularly."

- Home Care Staff



"Over the past two months, one of our clients has worked with her Home Care Professional on becoming more confident with food prep, and making meals independently. She now enjoys being able to cook for herself, and would like to develop this skill alongside staff in a safe and supportive fashion. This has been very important to the client as being able to maintain a healthy lifestyle and live independently are important goals both the client and her family."

- Home Care Staff

TRAINING



The Training Department at Cascade Connections was started in January 2012. The Training Center offers in-person and online certifications for staff and community members. Students also have hands on opportunities to learn new skills or sharpen current skills through our continuing education classes. All of the instructors have many years of hands on experience working with people with disabilities, and are able to bring their unique perspectives to the classroom. Students can take all of the classes they need for their home care aide certification and state test with the Training Department. Instructors are Department of Health (DOH) approved to provide Washington State Department of Social and Health Services (DSHS) required trainings for staff and family members.



“On 12/14/18 I taught the physical safety technique on how to rescue someone from choking, we finish practicing back blows and abdominal thrusts at 12pm and I sent class to lunch. A group of four students/new staff went to McDonalds for lunch and one of them choked with a full blockage. The remaining three students worked together exactly as I showed them, one began back blows and abdominal thrusts, as the second student called 911 and the third controlled onlookers and kept the other two students focused and calm. This group stuck together and was able to clear the blockage enough for their fellow student/staff to breathe past the blockage. Medics arrived and student was transported to the ER where they had to take forceps to remove the remaining blockage. If it had not been for these students/new staff paying attention, remembering their training and sticking together, this could have ended in a tragedy.”

- Training Department Manager

VOCATIONAL SERVICES



Vocational Services works with Bellingham and Whatcom County businesses to find creative solutions that increase diversity and inclusiveness in the workplace. Vocational Services provides employment services to people with disabilities in our community.

Since 1994, Vocational Services has helped more than 922 individuals with disabilities to become employed.

“One of our customers found great success in advocating for herself. When her employer offered her more hours she replied she would love more hours if they could be clerical tasks, increasing her responsibility of only cleaning tasks. Her employer said they would love to have her add to her job description. She now works an additional one day a week assisting with scanning and filing documents.”

– Vocational Services Staff

“One of our customers had volunteered for a non-profit in Whatcom County for a very long time. One day the staff of Cascade Connections asked if it were possible for him to be paid for his work. The employer agreed and added a position on the payroll for him. Sometimes you just have to ask for what you want to make it happen.”

– Vocational Services Staff

“Cascade Connections received a generous grant award from the Alcoa Foundation to fund Interview Skills Workshops throughout 2018. The culmination of this project helped bring local employers together with applicants with disabilities to practice their interviewing skills.”

– Vocational Services Staff



“One of our customers celebrated his eleven-year anniversary working for Anvil Corporation – 40 employees showed up to have cake with Isaac and to express their gratitude for his hard work.”

– Vocational Services Staff

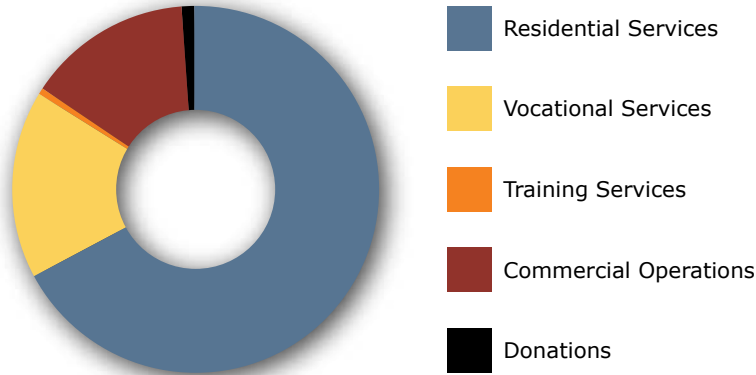


“Cascade Connections staff established a great working relationship with Walmart in 2018 resulting in the creation of employment opportunities for six of our applicants.”

– Vocational Services Staff

FINANCIAL REPORT

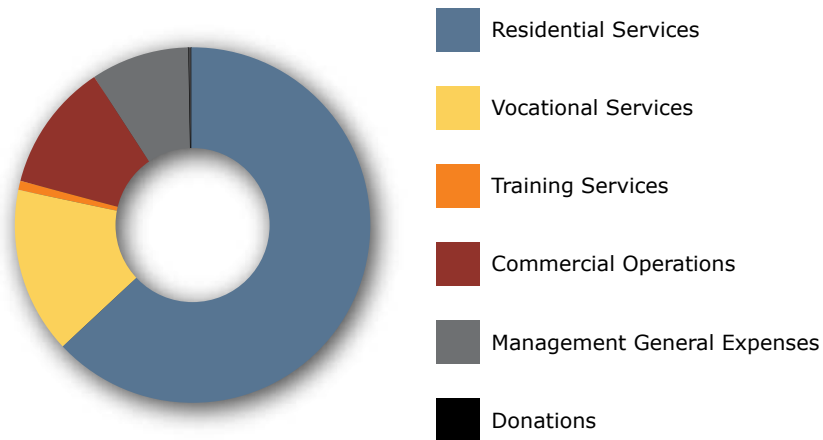
REVENUE BY SERVICES



Revenue

Residential Services	5,441,213
Vocational Services	1,356,241
Training Services	42,854
Commercial Operations	1,159,172
Donations	79,593
Total	8,079,073

EXPENSES BY SERVICES



Expense

Residential Services	5,155,657
Vocational Services	1,236,863
Training Services	82,216
Commercial Operations	933,672
Management General Expenses	726,208
Fundraising Expenses	17,066
Total	8,151,682

THANK YOU TO ALL OF OUR COMMUNITY PARTNERS WHO HAVE EMPLOYED SOMEONE THROUGH CASCADE CONNECTIONS IN 2018

PAID JOBS

- A Child's Life Learning Center
- Adult Care Lynden (Dahlia House)
- Adult Care Lynden (Front St. House)
- AES Transportation
- Alcoa Intalco Works
- Alignment Brakes Plus
- Alzheimer's Society
- Anvil
- Appel Farms
- Avamere Bellingham Healthcare Center
- BAAY
- Barlean's
- Bellingham Pet Supply
- Bellingham Promotional Products
- Big Fresh Media
- Big Lots
- Bookkeeping Solutions
- Cascade Dafo
- Cascade Supported Living
- Connections Christian Store
- Connections SLP
- Costco
- DDA
- Endless Potential
- Evergreen Supported Living
- Fast Cap
- Five Guys Burgers and Fries
- Fred Meyer Bakerview
- Fred Meyer Lakeway
- Generations Early Learning and Family Center
- Gym Star
- Hagen Ferndale
- Hardware Sales
- Homestead Fitness Center
- Liquidation Car Co.
- Lynden Door
- Management Services NW (Northstar Medical)
- McDonald's (Telegraph)
- NAPA Auto Parts (Sumas)
- Pete's Auto Repair
- Ross
- Rude's Auto
- Rusty Wagon
- Safeway (Lynden)
- Samuel's Furniture
- Senior Support Services
- Service Alternatives
- St. Francis of Bellingham
- Steve's Sweet Shop (Self-Employment)
- Tangled Threads Quilt Shop
- The Green Barn
- The Jamison's (Private weeding)
- TJ Maxx
- Tonja's Stones (Self-Employment)
- Trader Joe's
- United Church of Ferndale
- Unity Spiritual Center
- Walmart

CONTRACT JOBS

- 12th Street Shoes
- Barkley Crew
- Bellingham Food Bank
- Cascade Connections Office (State Street)
- CC Laundry
- Checkmate Pawn
- Christ Church
- City of Bellingham
- Department of Homeland Security
- East Whatcom Regional Resource Center
- FaithLife
- First Christian Church
- FlowServe
- General Service Administration (Border)
- IdentiGo Fingerprinting
- Landmark Property Management
- Max Higbee Center
- MGM Solutions, Inc.
- NWHCL
- Ohio Street Properties
- Opportunity Council
- Pacific Continental Reality, LLC
- Rebound of Whatcom County
- Son-Rise Property Management
- WorkSource

CONTACT INFORMATION

CASCADE CONNECTIONS ADMIN OFFICE

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Mailing Address P.O. Box 3174 Ferndale, WA 98248
Phone 360-714-9355
Fax 360-312-0332
Website www.cascadeconnections.org

DEPARTMENT PHONE NUMBER

Cascade Christian Home 360-398-2052
Home Care 360-594-4216
Supported Living 360-922-0171
Training Center 360-714-9355
Vocational Services 360-647-9087

SOCIAL MEDIA LINKS

Facebook (Cascade Connections)  [cascadeconnections](#)
Facebook (Hamster Events)  [HamsterEvents](#)
Instagram  [cascade_connections](#)
LinkedIn  [cascadeconnections](#)
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