

# 2019 OUTCOME REPORT



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Bellingham Office



Ferndale Office



# A MESSAGE FROM THE EXECUTIVE DIRECTOR

As we enter our 40th year of existence, Cascade Connections faces new challenges in the pursuit of our mission to empower individuals with disabilities to enhance their quality of life. I am proud to present to you our 2019 Outcome Report.

We began the year with staffing shortages throughout our residential programs. A booming economy and higher minimum wage led to a very competitive hiring environment. Many of our contracts did not see an increase to match minimum wage until July, making it difficult to budget adequate staffing throughout our programs. To maintain the highest quality of care for our clients, we placed a temporary freeze on taking new residential program clients.

During the past year, our Training Department continued its growth. We provided training for an increased number of community members and local agencies. Its curriculum diversified, and we now offer more online classes.

The Vocational Services Department took the strong economy in stride, connecting many more individuals with jobs while developing new relationships with local businesses.

Change is hard but it is inevitable. This past year we said goodbye to some longtime staff and clients. Hard times make you appreciate the good times, and we had many ups and downs.

We are so appreciative of the community members and partners who make our mission possible. You have helped us weather many storms over the years, and for that we are grateful. In this year's Outcome Report, we highlighted the impact you have helped us make. When you are involved with the mission of Cascade Connections, 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, matching the name of the Executive Director.

**George Beanblossom**  
Executive Director

# OUR COMPANY



## MISSION

Empowering individuals with disabilities to enhance their quality of life.



## VISION

Promoting opportunities for everyone through community partnership and service excellence.



## CLIENTS AND CUSTOMERS

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



## EMPLOYERS

We are committed to connecting Whatcom County employers with valuable applicants who contribute to companies with new skillsets and perspectives. We pride ourselves in being a resource to local employers on disability related issues.



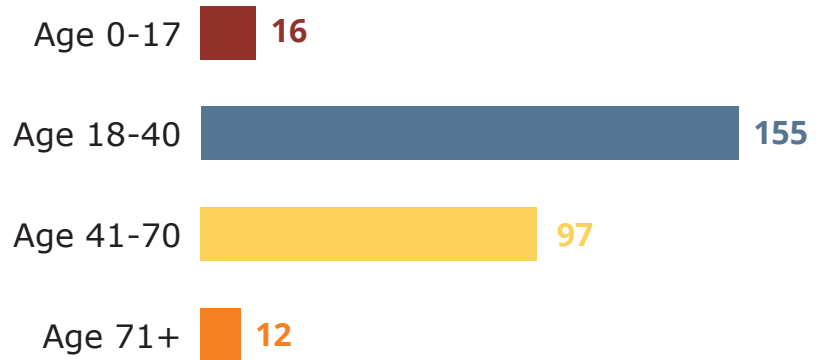
# 2019 AT A GLANCE

## CLIENT/CUSTOMER DEMOGRAPHICS BY AGENCY

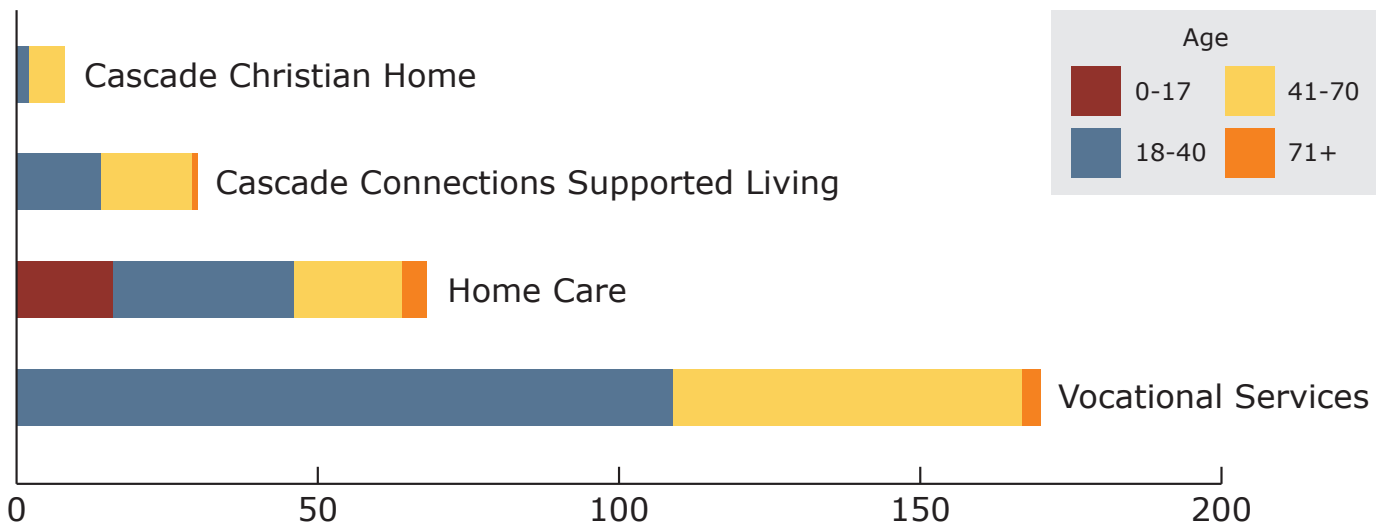
140 Male

135 Female

5 Unknown

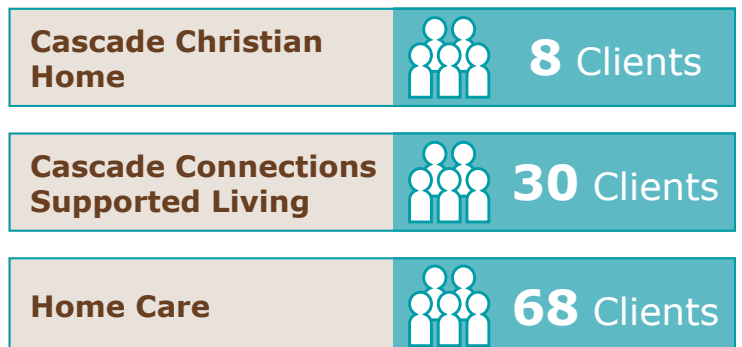


## CLIENT/CUSTOMER DEMOGRAPHICS BY DEPARTMENT



## RESIDENTIAL

### TOTAL NUMBER OF CLIENTS



# 2019 AT A GLANCE

## TRAINING

The Cascade Connections Training Department was founded in 2012. Since that time, the instructors of Cascade Connections have become some of the best in the state, and have trained thousands of students.

### TOTAL NUMBER OF STUDENTS



**301** Students

Company Staff

**250**

Students

Community Members

**51**

Students

### TOTAL TRAINING HOURS



**8,991.00** Hours

### PROMETRIC TEST TAKERS



**338** Test Takers

### HOSTED PROMETRIC TESTING DAYS



**59** Days

### CLASSES TAUGHT BY THE TRAINING DEPARTMENT IN 2019

- 2-Day/12-Hour CE Bundles
- Beyond Mandatory Reporting
- Blood Borne Pathogen
- Caring For Bedridden Residents
- CORE Curriculum
- CPR/FA/AED
- CPR/FA/AED Review Class
- DD Specialty Training
- Dementia Specialty Training
- Diabetes
- Diabetes Delegation
- DSP Staff Roles, Self-Care, and Boundaries
- Eating and Swallowing Guidelines
- Effective Communication
- Elimination
- Emergency Procedures
- HCA Skills Review Class
- Incident Reporting (video/teaching)
- Infection Control
- Managing Challenging Family Situations
- Mental Health Specialty Training
- Mobility
- Monitoring Residents for Changes in Condition
- Navigating Challenging Behaviors
- Nurse Delegation
- Nutrition
- Oral Health
- Orientation and Safety
- Peer Coaching
- Professional Boundaries for Staff
- RIGHT RESPONSE Advanced
- RIGHT RESPONSE Advanced Re-certification Workshop
- RIGHT RESPONSE Elements
- RIGHT RESPONSE Elements Plus
- RIGHT RESPONSE Elements Re-certification Workshop
- RIGHT RESPONSE Elements+ Re-certification Workshop
- Skin Care
- The Caregiver - Basic Job Responsibilities
- Traumatic Brain Injury - "Strategies for Surviving & Thriving"
- Vitals
- Your Client's Diagnosis

# 2019 AT A GLANCE

## VOCATIONAL SERVICES

**TOTAL JOBS CREATED IN 2019** .....



**35** Jobs

**JOBS CREATED SINCE FOUNDING** .....



**957** Jobs

**AVERAGE STARTING WAGE** .....



**\$12.53** Per Hour

**AVERAGE STARTING WEEKLY HOURS** .....



**9.00** hours/week

## VOCATIONAL REHABILITATION SERVICES

**Vocational Rehabilitation Services:** Customers are referred by the Division of Vocational Rehabilitation (DVR) and contract for short term services, including:

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

The DVR is a statewide resource assisting people with disabilities to prepare for, secure, maintain, advance in, or regain employment. DVR partners with Cascade Connections and businesses to develop employment opportunities for customers.

**TOTAL NUMBER OF CUSTOMERS** .....



**57** Customers

**TOTAL CONTRACTS COMPLETED** .....



**77** Contracts

**AVERAGE LENGTH OF CONTRACT** .....

**Community Based Assessment**



**122** Days

**Job Placement Services**



**147** Days

**Job Retention Services**



**95** Days

# 2019 AT A GLANCE

## LONG-TERM SERVICES

**Long-Term Vocational Services:** Customers with developmental disabilities receive services including:

- Discovery – Informational interviews, job shadows, community based assessment
- Job Development
- Retention Services

**Community Inclusion Services:** Available to individuals who are of retirement age (62 years or older), or over 21 years of age and have tried employment services for nine months or more.

**Foundational Community Supports (FCS):** A program offering benefits for supportive housing and supported employment for Medicaid-eligible beneficiaries with complex needs.

### TOTAL NUMBER OF CUSTOMERS

(Including Community Inclusion Services Customers)



**127** Customers

### TOTAL NUMBER OF FCS CUSTOMERS



**15** Customers

### TOTAL WAGES EARNED



**\$407,808.00**

### TOTAL HOURS WORKED



**28,835.00** Hours

## 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 NUMBER OF CUSTOMERS



**60** Customers

### TOTAL WAGES EARNED



**\$451,989.00**

### TOTAL HOURS WORKED



**26,396.00** Hours



# 2019 AT A GLANCE

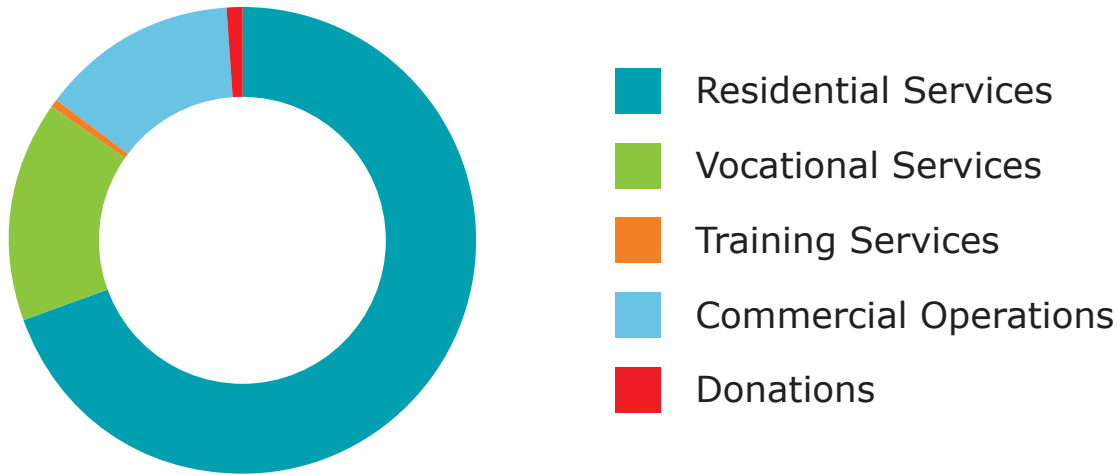
## VOCATIONAL SERVICES – EMPLOYERS

- A Childs Life Learning Center
- Alignment and Brakes Plus
- Among Friends
- Anvil
- Appel Farms
- Applebees
- Barlean's
- Bellingham Food Bank
- Bellingham Music
- Bellingham Pet Supply
- Bellingham Promotional
- Bellingham Railway Museum
- Big Lots
- Blaine Senior Center
- Bookkeeping Solutions NW
- Brigid Collins
- Burlington Coat Factory
- Cafe 544
- Cascade DAFO
- Checkmate Pawn
- Christ the King (Lynden)
- Christian Healthcare Center
- City of Bellingham
- Connections Christian Store
- Connections Speech Language Pathology
- Cornwall Church
- Costco
- Dementia Support Northwest
- Department of Homeland Security
- Developmental Disabilities Administration
- Edaleen Dairy Farm (Lynden)
- Endless Potential Applied Behavior Analysis
- Evergreen Supported Living
- FastCap
- Ferndale Public Library
- First Christian Church
- First Congregational Church
- Five Guys Burgers and Fries
- Fred Meyer Lakeway
- Garden Path Adult Family Home
- Generations Early Learning and Family Center
- Good Samaritan Society Stafholt
- Grace Church
- Grandview Business Center/Grandview Aviation
- Green Barn
- Gym Star Sports Center
- Habitat for Humanity
- Haggen (Ferndale)
- Hardware Sales
- Healthcare Services Group - Bellingham Healthcare and Rehabilitation Services (Avamere)
- Homestead Fitness Center
- Hope House
- Landmark Real Estate Management
- Liquidation Car Company
- Lynden Door
- Lynden Pioneer Museum
- Lynden Public Library
- Marlin's Auto Service
- Marshalls
- Max Higbee Center
- McDonalds (Telegraph Road Location)
- Meridian High School
- MGM Solutions (and POS Guys)
- NAPA Auto parts (Sumas)
- Nooksack Valley Christ Community Church
- North Cascades Health and Rehabilitation Center
- Northwest Healthcare Linen
- Oasys/Be Variant (previously Big Fresh)
- Opportunity Council
- Pacific Security
- Parks and Recreation
- Pederson Bros. Inc
- Petes Auto Repair
- Pickford Film Center
- Rawganique Hemp Clothing and Lifestyle Store
- Rebound
- ReStore
- Rite Aid (Sehome Village)
- Ross Dress For Less
- Rudes Auto
- Rusty Wagon
- Safeway (Lynden)
- Salvation Army
- Saratoga Property Management
- Seedlings Early Learning Center
- Sehome High School
- Service Alternatives
- Soy House Vietnamese Cooking
- St. James Presbyterian Church
- Steves Sweet Shop
- Tangled Threads
- TJ Maxx
- United Church of Ferndale
- Unity Spiritual Center
- Walgreens
- Walmart
- We Care
- Whatcom Humane Society
- Whatcom Parks and Recreation Foundation
- WinCo
- Woods Coffee (Boulevard Park)
- Woodway Senior Living
- WorkSource

**THANK YOU TO THE COMMUNITY PARTNERS WHO HAVE EMPLOYED SOMEONE THROUGH CASCADE CONNECTIONS IN 2019!**

# FINANCIAL REPORT

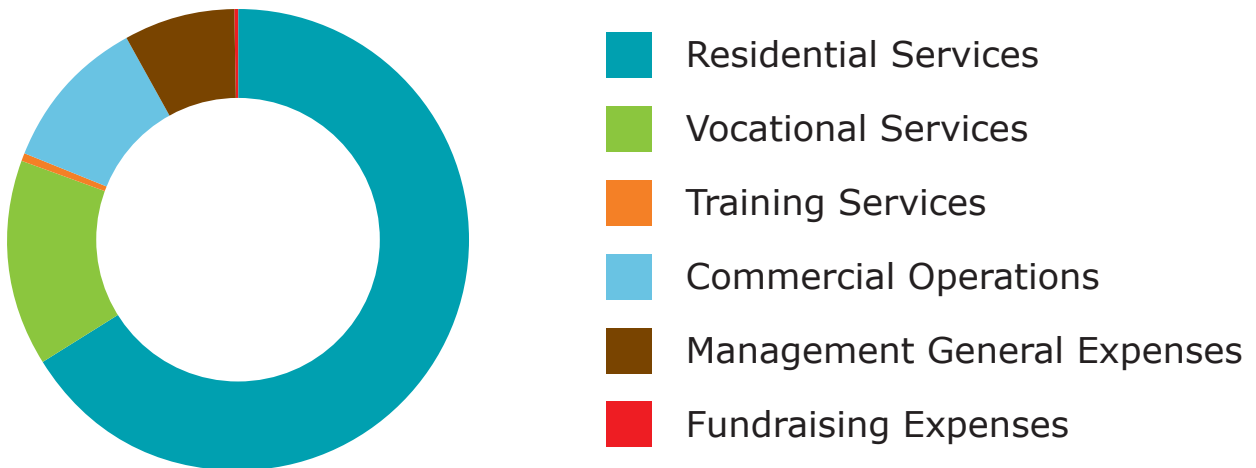
## REVENUE BY SERVICE



### Revenue

Residential Services	6,106,665
Vocational Services	1,338,951
Training Services	30,968
Commercial Operations	1,191,352
Donations	94,027
<b>Total</b>	<b>8,761,963</b>

## EXPENSES BY SERVICE



### Expense

Residential Services	5,778,514
Vocational Services	1,248,526
Training Services	40,257
Commercial Operations	943,539
Management General Expenses	673,002
Fundraising Expenses	22,797
<b>Total</b>	<b>8,706,635</b>

# CONTACT INFORMATION

## CASCADE CONNECTIONS MAIN OFFICE

Physical Address: 1354 Pacific Place, Suite 101 Ferndale, WA 98248

Mailing Address: P.O. Box 3174 Ferndale, WA 98248

Phone: 360-714-9355

Fax: 360-312-0332

Website: [www.cascadeconnections.org](http://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



Facebook: [www.facebook.com/cascadeconnections](http://www.facebook.com/cascadeconnections)



Instagram: [www.instagram.com/cascade\\_connections](http://www.instagram.com/cascade_connections)



LinkedIn: [www.linkedin.com/company/cascadeconnections](http://www.linkedin.com/company/cascadeconnections)



YouTube: Search for "Cascade Connections"

