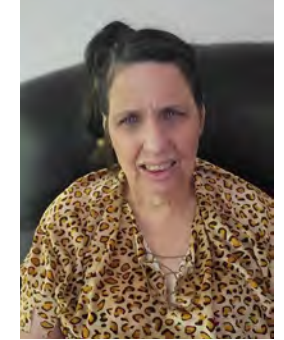
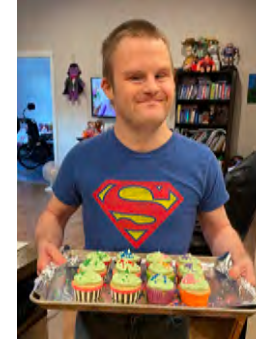
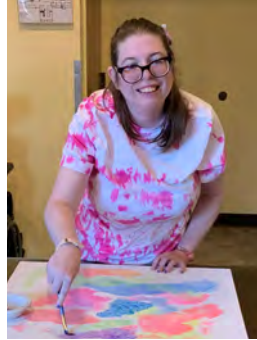


2021 OUTCOME REPORT



CASCADE CONNECTIONS
opportunities for everyone





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MESSAGE FROM THE EXECUTIVE DIRECTOR

Cascade Connections has weathered 2021, another year of challenge and change. Fortunately, the last few years have shown us how God allows adversity in our lives to give us new perspective and focus our attention on what is important. The year 2021 has continued to bear out this truth!

Our most significant challenge this year has been our ongoing caregiver shortage, which mirrors state and national trends. Before the pandemic, Cascade Connections had 267 employees and was growing steadily. By the end of 2021 we had lost close to 50 employees, which forced us to cut back our service offerings.

Fortunately, the year 2021 also yielded some valuable learnings and hopeful moments. We formed a Recruitment and Retention Committee to help us address the staffing shortage and increase employee satisfaction in various ways. We celebrated our first Employee Appreciation Month, and we implemented hiring bonuses and wage increases to attract new staff.

Meanwhile, as some businesses reopened during 2021, our Vocational Services staff were able to support some of those we serve in returning to work or finding new jobs. We anticipate that this trend will continue during 2022 as vaccination rates increase, COVID case rates drop, and restrictions lift.

The Training Department continued to expand and deliver our online offerings during 2021, and we hope to reinstate many of our in-person trainings during 2022. During slower times during the pandemic, our Training Department benefitted from some additional training from disability rights activists. Inspired by this training, we plan to create an Advocacy Committee and some new initiatives led by a new paid staff member who has a disability and some disability advocacy experience.

During 2022, our residential programs will work to restore services that were reduced during the pandemic. As we regain staff and many community activities resume, we hope to not only recover, but surpass the previous levels of community participation of those we serve. We plan to raise money for a new wheelchair van that will help those we serve recover from the pandemic and get involved in important activities such as advocacy, employment, volunteering, physical recreation, hobbies, holiday celebrations, and social life.

Thank you to our community partners, donors, staff, and those we serve for everything you have done to improve community access and inclusion for people with disabilities. Cascade Connections could not have survived this difficult time without your strength and persistence. We look forward to rebuilding and growing with you during 2022.



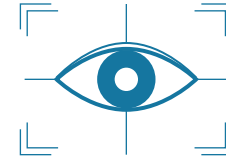
George Beanblossom, Executive Director

OUR COMPANY



Our Mission

Empowering individuals with disabilities to enhance their quality of life.



Our Vision

Promoting opportunities for everyone through community partnership and service excellence.



Our Services

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



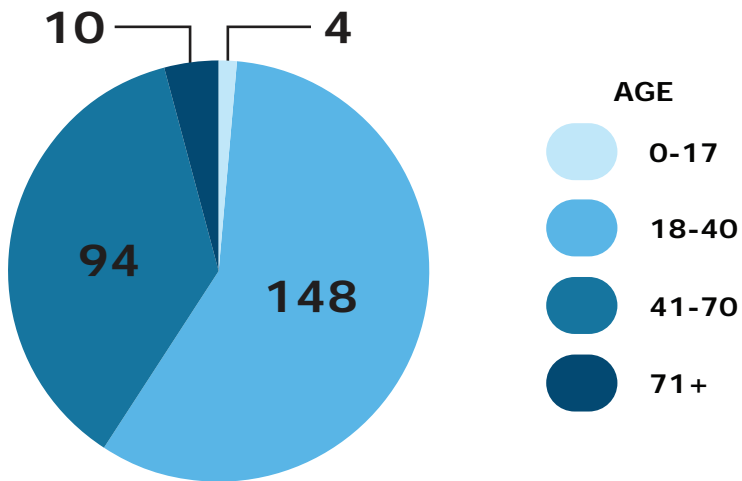
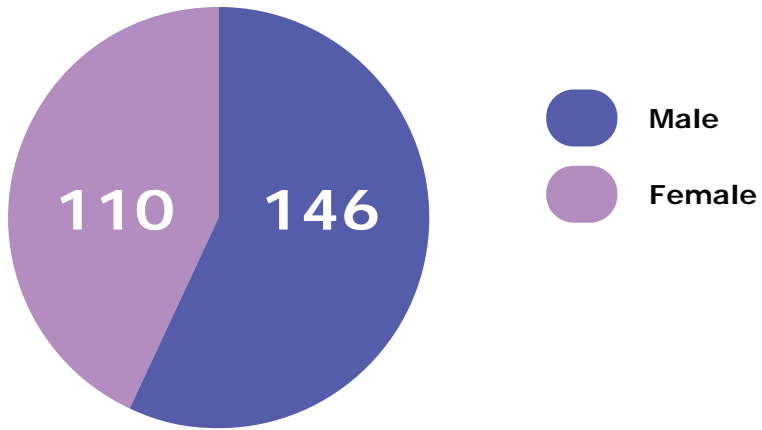
Connect with Local Employers

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

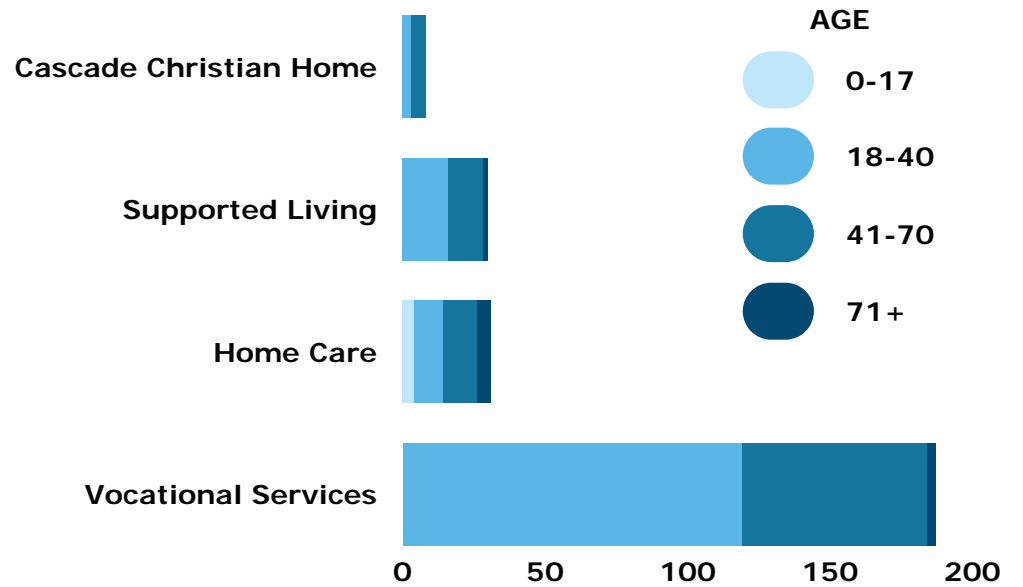
AGENCY

Individuals Agency Served

By Agency



By Department



Age Distribution

	0-17	18-40	41-70	71+
Cascade Christian Home	0	3	5	0
Cascade Connections Supported Living	0	16	12	2
Home Care	4	10	12	5
Vocational Services	0	119	65	3

RESIDENTIAL PROGRAMS

Cascade Connections rose to the challenge that COVID-19 brought to healthcare organizations such as ours. We came together as a team and not only met those challenges, but excelled in providing services to those we serve. We thank our community support network, which has really carried us through COVID. All of our staff and the families of those we serve really appreciate your ongoing support and encouragement during what has been a very challenging couple of years.

Individuals Served in Each Program

8

Cascade Christian Home

30

Cascade Connections
Supported Living

31

Home Care



RESIDENTIAL PROGRAMS

Cascade Christian Home (CCH)



In 2021, the CCH team worked hard to support our residents in building and maintaining community relationships through participation in vocational programs, clubs, events, family visits, and classes. One person attained a new vocational placement, and they are now currently building skills for their resume and starting new relationships in their community. CCH dealt with staff shortages during much of 2021 and has constantly worked on hiring, training, and retaining staff.

Cascade Connections Supported Living (CCSL)



In 2021, we faced the greatest staffing shortages that we've seen in recent years. CCSL's staff peak was 120 employees, but in 2021 our staffing levels dropped to a little above 80 - a total deficit of 25-35 staff. The coming year's focus will be on retention of our current staff and recruitment of new staff, which will hopefully allow us to serve more people who need our services. The individuals we currently support are slowly returning to what life looked like before the pandemic. Folks have returned to work, they are playing sports again, they're involved with the Max Higbee Center and their community, and they're enjoying barbecues with friends.

Home Care



Our Home Care program provides personal, respite, and private pay care to individuals in their own homes. Like most programs in the healthcare field, Home Care experienced a great deal of staff turnover during 2020-2021, which forced us to discontinue services to many of those we served. Since then we have focused on restructuring the program and rebuilding the management team so that we can start to rebuild and grow. An abundance of new referrals come in every week, but our staffing level currently limits to how many people we can serve. As we replenish our staff, we plan to serve more people.

VOCATIONAL SERVICES

Vocational Services works with Whatcom County businesses to find creative solutions that increase diversity and inclusiveness in the workplace. We do this by providing employment services to people with disabilities in our community.

Challenges that we faced in 2021

- The pandemic left many people unable to work or engage in their communities, so we had to find some new approaches.
- We had many people who were considered essential workers and remained employed throughout the pandemic, so we needed to figure out how to keep them safe as well as keep our staff safe.
- We lost a lot of staff. Some people moved out of the area, and some people decided that the challenge of working in a variety of different locations and remote work was too much.
- Due to the pandemic, we struggled to maintain a level of service, make sure that people are engaged, and receive enough service dollars to pay everyone and pay all of our bills.

Accomplishments in 2021

- We were able to remain engaged and support people throughout a really challenging year.
- We had a number of people that were returning to jobs that they were laid off from temporarily due to the pandemic.
- We were given the opportunity to pay our staff to take trainings in place of some of the service hours.
- We had the opportunity to receive some technical assistance dollars, which we used to have some discussions around diversity, equity, and inclusion.
- We have trained a quality team of staff and hired some really great new staff with fresh eyes and new perspectives.

Vocational Services Outcomes

187

Total Individuals Served

34

Total Jobs Created

1009

Jobs Created Since Founding

\$14.93/hr.

Average Starting Wage

11.91/week

Average Starting Weekly Hours

VOCATIONAL SERVICES

Vocational Rehabilitation Services

Individuals are referred by the Division of Vocational Rehabilitation (DVR) and contracted for short-term services, including:

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

The DVR is a state-wide 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.



VOCATIONAL SERVICES

Long-Term Vocational Services

People who receive services from our long-term contracts receive wages for hours worked, which we report on a monthly basis to our funders. Cascade Connections is creating taxpayers and helping people to live fulfilling lives. Vocational services make it possible for individuals to spend their own money, do things they want to do, meet their own needs and wants, and have some choice in how they spend their resources.

Individuals with developmental disabilities receive services including:

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

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

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)

137

Individual Employment Services

205

Group Supported Employment

84

Community Inclusion

84

Individuals Served

\$402,901

Total Wages Earned

25,555 hours

Total Hours Worked

VOCATIONAL SERVICES

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. This past year, we have contracted agencies such as:

- General Services Administration (Blaine - Pacific Highway, Sumas, and Lynden border stations)
- Department of Homeland Security
- Barkley Company
- City of Bellingham
- Northwest Health Care Linen
- Opportunity Council
- Pacific Continental Realty
- First Christian Church
- Landmark Property Management

We sincerely appreciate our commercial partnerships as they provide employment opportunities for people we serve.

49

Individuals in the Program

\$445,774

Total Wages Earned

25,116.50 hours

Total Hours Worked

VOCATIONAL SERVICES

2021 Employers

- A Childs Life Learning Center
- Ace Hardware
- Adult Care Lynden
- Among Friends
- Anvil
- Appel Farms
- Avamere Bellingham Health Care and Rehabilitation
- Barkley Company
- Barlean's
- Bellingham Athletic Club
- Bellingham Music
- Bellingham Pet Supply
- Bellingham Promotional
- Bellinghome Builders LLC
- Big Lots
- Bookkeeping Solutions NW
- Cafe 544
- Captain Kirk's San Francisco Sailing
- Cascade DAFO
- Cat Nap Inn
- Checkmate Pawn
- City of Bellingham
- Community Meals Program
- Connections Christian Store
- Connections Speech Language Pathology
- Costco
- Dementia Support Northwest
- Department of Homeland Security
- Developmental Disabilities Administration
- Dollar Tree (Meridian)
- Elenbaas Country Store
- En Christo LLC
- Endless Potential Applied Behavior Analysis
- Evergreen Supported Living
- FastCap
- Five Guys Burgers and Fries
- Fred Meyer
- Frontline Cleaning Services and Supplies
- Garden Path Adult Family Home
- General Services Administration
- Generations Early Learning and Family Center
- GLDN
- Grandview Business Center/Grandview Aviation
- Green Barn
- Gym Star Sports Center
- Haggen
- Holiday Inn and Suites - Airport
- Homestead Fitness Center
- Horseshoe Cafe and Ranchroom
- Joann Fabrics and Crafts
- Justesen Industries
- Landmark Real Estate Management
- Liquidation Car Company
- Lydia's Imagination Photography
- Lynden Door
- Lynden Hardware Company
- Malissa Perry Art
- Marlin's Auto Service
- Marshalls
- Max Higbee Center
- McDonalds
- Meridian High School
- MGM Solutions
- Motel 6
- Mt. Baker Care Center
- NAPA Auto parts
- Nooksack Salmon Enhancement Association (NSEA)
- Northwest Healthcare Linen
- Opportunity Council
- Pacific Continental Realty
- Pacific Security
- Pederson Bros. Inc
- Pegasus Corporation
- Petes Auto Repair
- Rebound
- Rite Aid
- Ross Dress For Less
- Ruckus Room
- Rudes Auto
- Rusty Wagon
- Safeway
- Samuels Furniture
- Senior Support Services
- Soy House
- Steves Sweet Shop
- Tangled Threads
- The Seedlings Early Learning Center
- Tractor Supply Co.
- Unity Spiritual Center
- Walmart
- Westside Pizza
- WinCo
- Woods Coffee
- Woodway Senior Living

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

TRAINING

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

In 2021, Cascade Connections Training Department offered virtual, in-person, blended, and self-study classes to staff and community members. We offered hundreds of hours of classes in over 25 different subjects. Challenges in 2021 included keeping our staff and the individuals that we support safe while still providing tools and training for our support staff. We were able to continue our contract with Prometric and offer the state Home Care Aide certification testing here at Cascade Connections. This was really helpful in keeping our staff and community members licensed and able to provide services. Our trainers were able to take the opportunity to go and take some additional trainings and then share those trainings with our staff.

Classes Taught in 2021

- Home Care Aide (HCA) Training Classes
 - Orientation and Safety
 - CORE Curriculum
 - HCA Skills Review
- Beyond First Aid
- Beyond Mandatory Reporting
- Bloodborne Pathogens
- DD Specialty Training
- Dementia Specialty Training
- Diabetes Specialty Training
- First Aid/CPR/AED
- Food Handling For Home Care Aide
- Mental Health Specialty Training
- Navigating Challenging Behaviors
- Nurse Delegation
- Nurse Delegation Diabetes
- Peer Coaching
- RIGHT RESPONSE Advanced
- RIGHT RESPONSE Elements+
- Traumatic Brain Injury
- ...and more.

30+

Classes Taught by Training Department

25+

Hosted Prometric Testing Days



FINANCIAL REPORT

Cascade Connections' 2021 finances show good one-year growth despite ongoing pandemic-related financial challenges and losses. Major losses included lack of income from in-person fundraisers, which we cancelled in 2021 due in part to the pandemic-related strain our business partners were facing. Training Department annual revenue dropped substantially for similar reasons, and donation and grant funding incomes also fell well below pre-pandemic norms. However, Cascade Connections stewarded funds carefully and responded quickly to changing community needs.

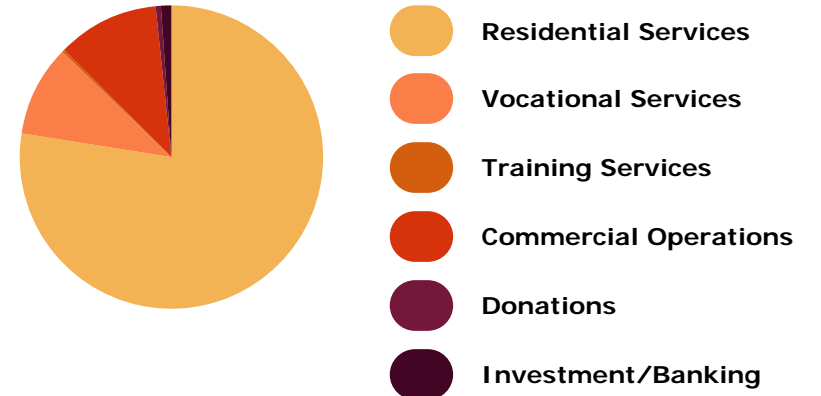
Learning from 2020's staffing challenges, we prioritized proper training, compensation, and retention of our high-quality staff during 2021. Although restricted somewhat by the state budget and fee rates, we remained competitive by raising wages several times and instituting hiring bonuses.

Although we have taken great care in managing our resources and maintaining our services in the face of various tribulations, Cascade Connections cannot weather years of this turmoil without help from donors. We sincerely hope that donations will increase during 2022 to help offset our losses and keep our valuable work available to those we serve.

Expense



Revenue



Residential Services	8,213,777
Vocational Services	1,471,936
Training Services	65,882
Commercial Operations	1,190,752
Management General Expenses	337,368

Total **11,279,716**

Residential Services	9,383,060
Vocational Services	1,190,969
Training Services	4,603
Commercial Operations	1,330,621
Donations	54,852
Investment/Banking	123,035

Total **12,087,141**

CONTACT INFORMATION

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

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

 Instagram: www.instagram.com/cascade_connections

 LinkedIn: www.linkedin.com/company/cascadeconnections

 YouTube: <https://bit.ly/cascade-youtube>