

CASCADE CONNECTIONS

2023 OUTCOME REPORT

CASCADE CONNECTIONS
opportunities for everyone



TABLE OF CONTENTS

A MESSAGE FROM OUR EXECUTIVE DIRECTOR	3
OUR COMPANY	4
2023 AT A GLANCE	5
ALL PROGRAMS	5
RESIDENTIAL PROGRAMS	6
VOCATIONAL SERVICES	10
TRAINING	14
FINANCIAL REPORT	16
CONTACT	17





A MESSAGE FROM OUR EXECUTIVE DIRECTOR

Dear Friends and Supporters,

As we reflect on 2023, I am excited to share with you the transformative journey Cascade Connections has undertaken this year. It has been a period of significant transition, providing us with a valuable opportunity to look back on our achievements and forward to our future.

In 2023, we focused extensively on planning for growth and strengthening our management structures to accommodate the increased numbers of both staff and clients that we anticipate in 2024 and beyond. During 2023, we also successfully rebuilt our Board of Directors, welcoming several new members who are eager to contribute to our mission through fundraising and supporting our incredible team and the individuals we serve.

Another key moment this year was my transition into the role of Executive Director. In the fall, I began taking on some of the responsibilities previously held by George Beanblossom as he prepared for his well-deserved retirement in December of 2023. As I step into this new role, my commitment is to support and empower our people—both our dedicated staff and the individuals who rely on our services.

My focus is on enhancing our internal systems and structures to ensure that Cascade Connections operates as smoothly and efficiently as possible. By improving these systems, I believe we can create a more supportive environment for our staff and provide even better service to our clients. This is crucial as we aim to help our staff do their best work and find joy in their roles.

Another important aspect of my role is fostering unity and understanding across all departments. Cascade Connections boasts a diverse team, each member bringing unique experiences and talents. Our work demonstrates that, despite our differences, we share common goals and values. I am dedicated to creating opportunities for our staff to connect on a deeper level, fostering a sense of community that strengthens our collective efforts.

As we continue to grow and evolve, I am inspired by the commitment and passion of everyone involved with Cascade Connections. Together, we are making a meaningful difference and working towards a brighter future for those we serve.

Thank you for your continued support and belief in our mission. Here's to the exciting journey ahead!

A handwritten signature in black ink that reads "Allison Hill". The signature is written in a cursive, flowing style.

Allison Hill
Executive Director
Cascade Connections

OUR COMPANY

MISSION

Empowering individuals with disabilities to enhance their quality of life.

VALUE STATEMENT

SERVICE EXCELLENCE

Maintaining quality staff and services, which requires wisdom, expertise, respect, and integrity.

INTEGRITY

Doing what we say and taking responsibility for our actions and words. We hold each other accountable to the Mission and Values of Cascade Connections.

EMPOWERMENT

Striving to provide people with tools, skills, and connections to build a more positive future.

COMPETENCIES

Delivering services that meet physical, emotional, spiritual, mental, social, and environmental needs.

SERVICE EXCELLENCE

Maintaining quality staff and services, which requires wisdom, expertise, respect, and integrity.

BOARD CHRISTIAN LEADERSHIP

Adhering to bring glory to God and serve their fellow humankind.

SERVANT LEADERSHIP

Leading by example and putting others' needs and desires before our own. We are humble stewards of organizational resources: human, financial, and physical.

EQUAL OPPORTUNITY

Supporting personal growth through power and choice, competence, health and safety, positive relationships, status, and integration. All people are created equal.

INDIVIDUALIZED SERVICES

Providing services from a person-centered perspective.

COMMUNITY

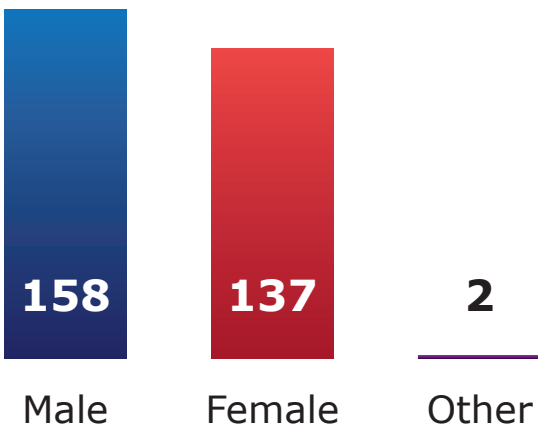
Partnering together to create a barrier-free community. Belonging is a two-way street, and everyone benefits from inclusion.

2023 AT A GLANCE

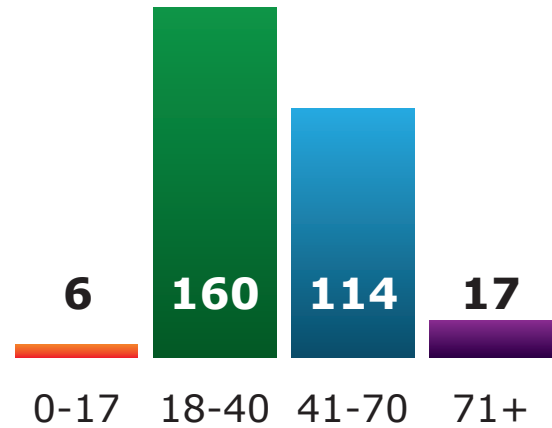
ALL PROGRAMS

297

Total Number of Individuals Served



GENDER



AGE GROUP



RESIDENTIAL PROGRAMS

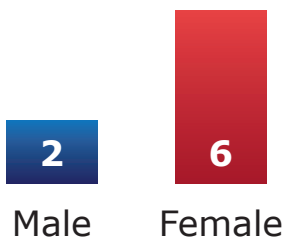
96

Total Number of Individuals Served

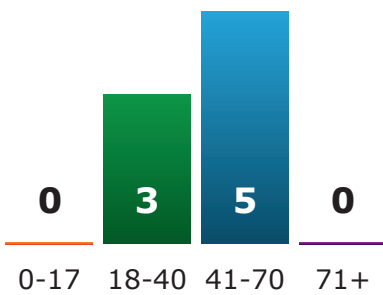
CASCADE CHRISTIAN HOME

8

Individuals Served



GENDER

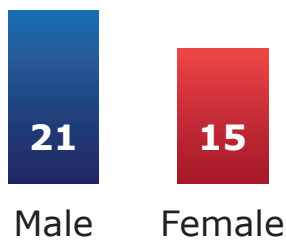


AGE GROUP

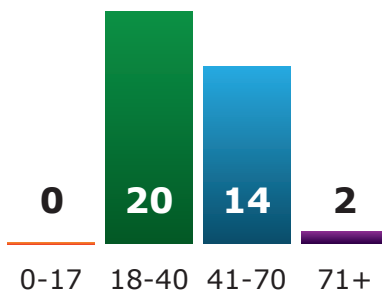
CASCADE CONNECTIONS SUPPORTED LIVING

36

Individuals Served



GENDER

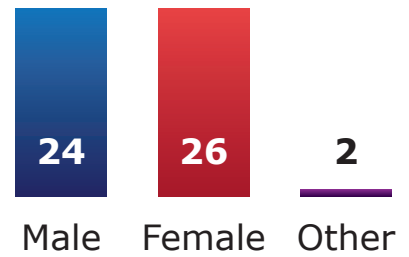


AGE GROUP

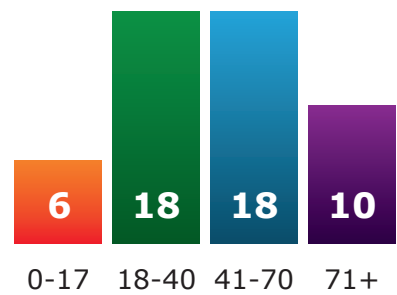
HOME CARE

52

Individuals Served



GENDER



AGE GROUP

As a part of our mission to empower individuals with disabilities to enhance their quality of life, Cascade Connections' residential services include a group training home, a supported living program, and a home care program.

During 2023, all three of our residential programs have recovered fully from pandemic staffing shortages. We added dozens of new staff and therefore were able to expand our services to more individuals.

Our group home underwent some accessibility renovations to better accommodate current and future residents with limited mobility. Our Supported Living team began laying the groundwork for a new site and team in Ferndale, and our Home Care program extended our services to several new clients. We look forward to continued growth in 2024!

HOME CARE



Cascade Connections' Home Care program provides personal, respite, and private-pay care to individuals in their own homes.

Our Home Care program lost a significant number of staff and had to exit many clients during the pandemic, but since then we have rebuilt the Home Care team and restored services to many previous clients as well as some new clients. The Home Care department hired a new director in 2023 and focused on building positive relationships with management, resulting in strong staff retention.

In 2023, Home Care onboarded a total of 24 clients, including four private-pay clients. In the coming year, Home Care will work on expanding our private-pay client base, which contributes to the program's fiscal sustainability.

CASCADE CHRISTIAN HOME (CCH)



Cascade Christian Home, our group training home, currently supports eight residents in meeting their goals and desires.

After several years of staffing shortages, the CCH community really appreciated having a committed team of staff during 2023. Stable staffing and more relaxed COVID guidelines enabled the group home to host several fun events this year, including an outdoor movie night, a carnival, and a Halloween party that attracted about 80 people from the Cascade Connections community.

Thanks to a substantial grant from the Dan Thompson Fund, CCH was able to complete some significant remodeling projects. We renovated several bathroom showers to make them safer and more accessible, and we installed an overhead electric Hoyer system for each resident and bathroom. With the help of volunteers from Christ the King Church in Bellingham, the CCH community also repainted the home's main areas this year.

Last but not least, the group home welcomed a new resident during 2023, and he is thriving with the support of his new community.



CASCADE CONNECTIONS SUPPORTED LIVING (CCSL)



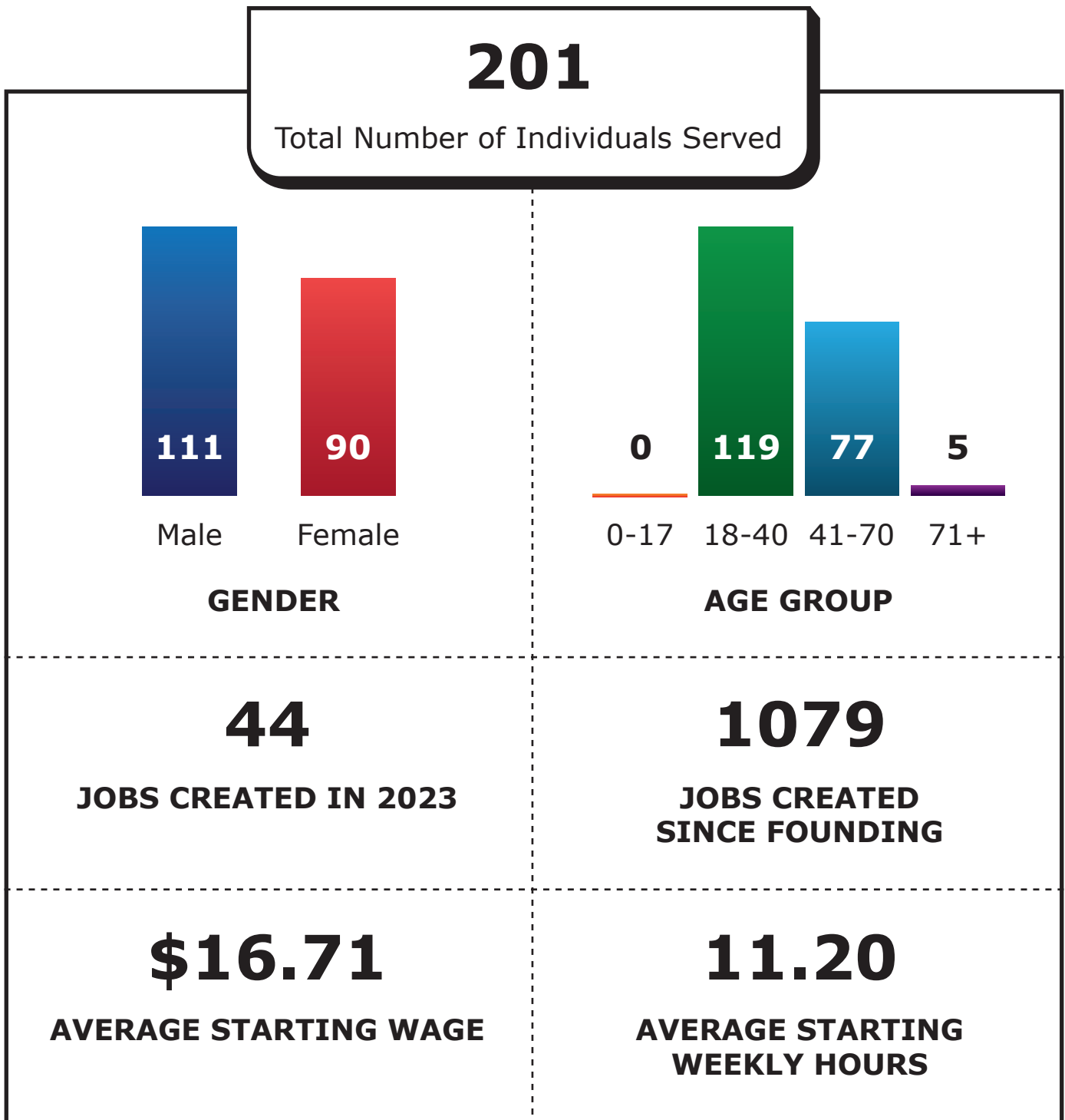
Cascade Connections' Supported Living program supports adults with developmental disabilities to live as independently as possible in their own homes and to thrive in their communities. During 2023, our CCSL staff in Bellingham strengthened their team culture by cultivating a mutually supportive environment while they focused on greatly expanding opportunities for client community integration. In East Lynden, CCSL expanded their support efforts, stabilized management and staffing, and implemented methods to promote overall well-being. Over in West Lynden, staff supported clients through housing transitions, encouraged new client interests, and created a cohesive and collaborative team.

In this successful year, Cascade Connections Supported Living also laid the groundwork for building a new team in order to serve clients at a new location in Ferndale the following year. As we grow, Supported Living continues to emphasize building strong teams by recruiting and retaining conscientious caregivers who can skillfully support those we serve.



VOCATIONAL SERVICES

Cascade Connections Vocational Services partners with businesses in Whatcom County to understand their needs and devise innovative solutions to enhance workplace diversity and inclusiveness. We also assist individuals with disabilities by guiding them through a discovery process to identify their skills, abilities, and interests. This enables us to effectively match employers with suitable candidates who meet their business needs.



DIVISION OF VOCATIONAL REHABILITATION (DVR)

51

Total Number of Individuals Served

111

**TOTAL DVR CONTRACTS
COMPLETED**

130.10

COMMUNITY BASED
ASSESSMENT

173.51

JOB PLACEMENT
SERVICES

105.16

JOB RETENTION
SERVICES

AVERAGE LENGTH (IN DAYS) OF CONTRACT

DEVELOPMENTAL DISABILITIES ADMINISTRATION

\$728,023

TOTAL WAGES EARNED

42,555.00

TOTAL HOURS WORKED

101

INDIVIDUAL
EMPLOYMENT SERVICES

6

GROUP SUPPORTED
EMPLOYMENT

13

COMMUNITY
INCLUSION

NUMBER OF INDIVIDUALS SERVED

FOUNDATIONAL COMMUNITY SUPPORTS (FCS)

17

Total Number of Individuals Served

COMMERCIAL CONTRACTED SERVICES

47

Total Number of Individuals Served

\$487,267

TOTAL WAGES EARNED

23,819.00

TOTAL HOURS WORKED



LIST OF EMPLOYERS

- A Childs Life Learning Center
- Adult Care Lynden
- American Alpine Institute
- Among Friends
- Appel Farms
- Attentive Professional
- Barkley Company
- Red's Aquarium & Pet Supply
- Big Lots
- Blaine Bouquet
- Bookkeeping Solutions NW
- Brio Laundry
- Cascade DAFO
- Cat Nap Inn
- Chartwells Higher Ed
- CHS Northwest - Nooksack
- Connections Christian Store
- Connections Speech Language Pathology
- Costco
- Department of Homeland Security
- Developmental Disabilities Administration
- Domino's Pizza (Ferndale)
- Elenbaas Country Store
- En Christo LLC
- FastCap
- Fitness Evolution
- Five Guys Burgers and Fries
- Fred Meyer Bakerview
- Fred Meyer Lakeway
- Frontline Cleaning Services and Supplies
- General Services Administration
- Green Barn
- Grocery Outlet (Ferndale)
- Gym Star Sports Center
- Haggen (Ferndale)
- Highline Construction
- Hoagland Long Term Care Pharmacy
- Holiday Inn and Suites - Airport
- Homestead Fitness Center
- Horseshoe Cafe and Ranchroom
- Justesen Industries
- Landmark Real Estate Management
- Lynden Door
- Maple Bar
- Marlin's Auto Service
- McDonalds (Telegraph-Pioneer Food Service)
- Meridian High School
- MGM Solutions
- Mt. Baker Care Center
- Nooksack Salmon Enhancement Association (NSEA)
- Northwest Healthcare Linen
- Opportunity Council
- Pacific Continental Realty
- Park Bowl/Splitz Grille
- Pegasus Corporation
- Pickford Film Center
- Rite Aid (Sehome Village)
- Rome Store
- Ross Dress For Less
- Ruckus Room
- Rudes Auto
- Rusty Wagon
- Safeway (Lynden)
- Sigs Funeral and Cremation Services
- Slice of Heaven
- Smokestack Diner
- Soy House
- Steve's Sweet Shop
- Superfeet
- Tangled Threads
- Target
- The Seedlings Early Learning Center
- Tractor Supply Co.
- Van Wingerden Greenhouses
- Walmart
- Westside Pizza Ferndale
- Woods Coffee

**THANK YOU TO THE COMMUNITY PARTNERS WHO
HAVE EMPLOYED SOMEONE THROUGH CASCADE
CONNECTIONS IN 2023!**



TRAINING

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

During 2023, Cascade Connections Training taught 45 classes to staff and community members. A total of 119 students graduated from our Training Center's 75-hour HCA certification program. Our Training Center also continued its contract with Prometric to offer state Home Care Aide certification testing at Cascade Connections.

In addition to training our staff, our Training Center offered virtual, in-person, blended, and self-study classes to community members during 2023. We added several new in-person continuing education classes for caregivers this year. To accommodate the agency's growing training needs, the department added another trainer to the training team during 2023 as well.

119

Total Number of Students Who
Graduated Home Care Aide (HCA)
Training Classes



45

Total Number of Classes Taught

LIST OF CLASSES TAUGHT IN 2023

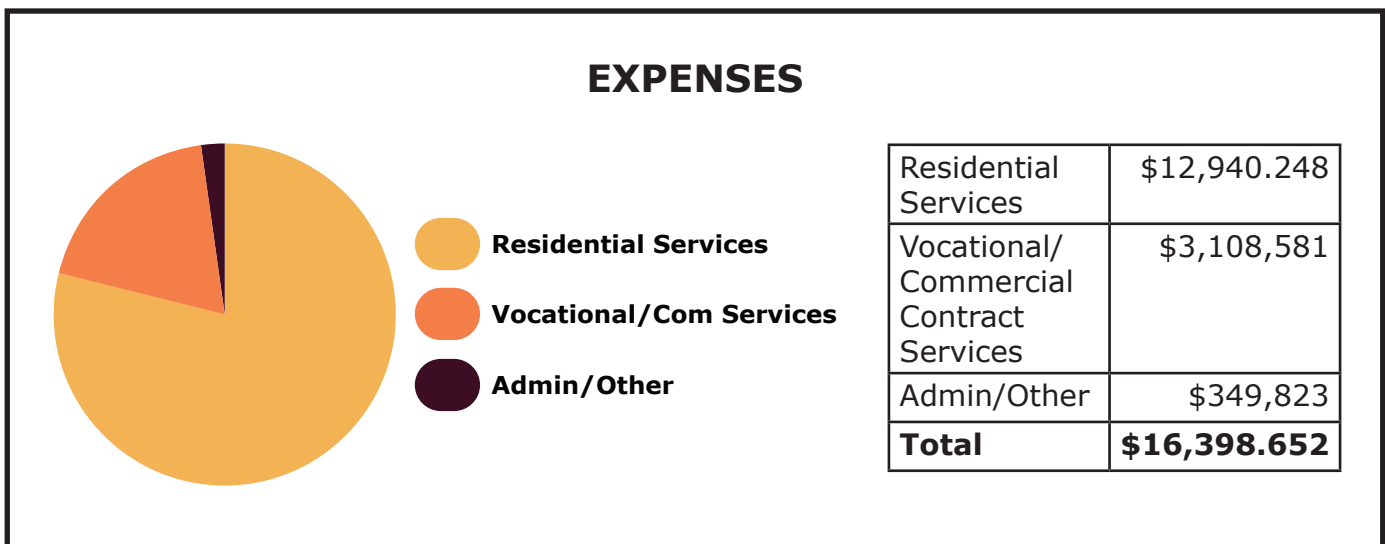
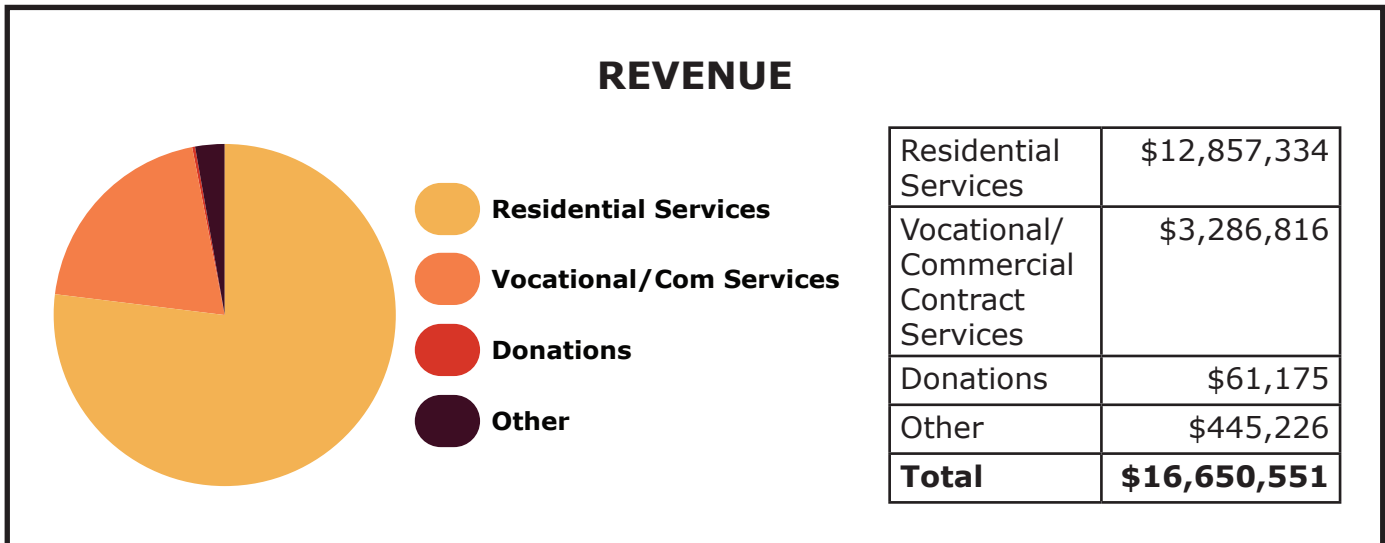
- 2-Day/12-Hour CE Bundles
- 54 Hours CORE Curriculum
- Adult and Pediatric CPR/First Aid/AED
- Adult and Pediatric CPR/First Aid/AED - Challenge Class
- Adult and Pediatric CPR/First Aid/AED Review Class
- Beyond First Aid
- Beyond First Aid: Recognizing and Responding to Emergencies
- Beyond Mandated Reporting
- Bloodborne Pathogens
- Bravo ASL Sign Language Session 1
- Bravo ASL Sign Language Session 2
- Bravo ASL Sign Language Session 3
- Building Healthy Relationships in the Workplace
- COVID for the Caregiver
- CPR/First Aid/AED
- DD Specialty Training
- Dementia Specialty Training
- Developmental Disabilities and Sexuality Staff Training: How to Communicate One on One with People with I/DD
- Diabetes Specialty Training
- Eating and Swallowing Guidelines
- FOC Module 2 Person-Centered Care CE
- FOC Module 5 The Caregiver CE
- FOC Module 7 Mobility CE
- FOC Module 8 Skin and Body Care CE
- FOC Module 10 Toileting CE
- FOC Module 12 Self-Care for Caregivers CE
- Food Handling For Home Care Aide
- Grief and Loss
- HCA Skills Review Class
- HCA Skills Review Videos
- Hoyer Lift Training
- Introduction to ID/DD and Dementia
- Mental Health Specialty Training
- Navigating Challenging Behaviors
- Nurse Delegation
- Nurse Delegation Diabetes
- Orientation and Safety
- Peer Coaching
- RIGHT RESPONSE Advanced
- RIGHT RESPONSE Advanced Re-Certification
- RIGHT RESPONSE Elements+
- Start ASL Sign Language Session 1
- The Buzz on Adult Learners
- Traumatic Brain Injury Specialty Training Level 1
- Unconscious Bias



FINANCIAL REPORT

In 2023, Cascade Connections continued its streak of unprecedented growth in nearly every department by generating a 20+% increase in revenue. Expenses went up at a similar rate, with unexpectedly higher expenses due to investing in the fortification and the restructuring of the administrative teams. This administrative restructuring was performed to both accommodate our current levels of growth, and to allow the agency to better predict and realize growth in the coming years.

The agency’s primary financial objective for the coming year is to invest in our programmatic team structures and our people to better recruit and retain our most valuable asset: our staff. The belief is that, by doing so, we can maximize our impact on the growing number of individuals who require the services that we provide.



CONTACT

CASCADE CONNECTIONS
opportunities for everyone



CASCADE CONNECTIONS

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Fax: 360-312-0332

Website: cascadeconnections.org

BOARD OF DIRECTORS

Scott Duffey, President

Scott Lindsey, Vice President

Gary McGill, Secretary

Shara Davis, Treasurer


Larry Stegink, Board Member

SOCIAL MEDIA

 **Facebook:** @cascadeconnections (facebook.com/cascadeconnections)

 **Instagram:** @cascade_connections (instagram.com/cascade_connections)

 **LinkedIn:** cascadeconnections (linkedin.com/company/cascadeconnections)

 **YouTube:** @cascadeconnections (youtube.com/@cascadeconnections)