



# LAKEVIEW CENTER COMMUNITY IMPACT REPORT 2021

HELPING  
PEOPLE  
THROUGHOUT  
LIFE'S  
JOURNEY



# OURMISSION

Helping people throughout life's journey.

## OURVISION

To be *the* trusted partner for improving the quality of life in the communities we serve.

## OURVALUES

**OWNERSHIP** | accountable, engaged, stewardship, responsive, committed

**INTEGRITY** | honest, principled, trustworthy, transparent

**COMPASSION** | empathetic, merciful, sensitive, kind, giving, forgiving, hopeful

**EXCELLENCE** | safety, quality, distinguished, learning, improving

**SERVICE** | welcoming, attentive, humble, respectful, exceeds expectations, collaborative

**Lakeview Center**

BEHAVIORAL HEALTH • FAMILIESFIRST NETWORK • GLOBAL CONNECTIONS TO EMPLOYMENT

## MESSAGE FROM OUR BOARD CHAIRMAN AND CEO



**VINCE CURRIE**

Chairman of the Board of Directors  
Lakeview Center, Inc.



**ALLISON HILL**

President and CEO  
Lakeview Center, Inc.

Our dynamic team continues to create brighter futures for children, adults and families across the Gulf Coast, and throughout the nation. Our guiding principle remains simple: we help people. Our team knows that the thoughtfulness of one person can make a big difference in someone's life.

Science tell us that we are built to overcome barriers, conquer trauma and live happily, but in all honesty, we need a little help sometimes. We help people lean into resilience by providing the resources to face the tough stuff. Our team is energized by countless stories of recovery and growth - some of which you'll read in this report, and the people we serve are the true champions.

We continue to change with the times. COVID has emphasized the value of technology in our ever-changing world. New needs are guiding us to work even more cohesively across human services. Likewise, separating operations from our parent organization—a medical care provider—is helping us better focus on human services needs. After 25 years of shared, positive growth we remain partners and are grateful for the opportunity to continue making a difference.

We thank everyone involved in supporting our Mission. Please let us know if we can help you through our core service divisions:

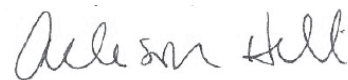
- Lakeview Behavioral Health Services
- FamiliesFirst Network
- Global Connections to Employment

In this report, learn more about us and see for yourself how we meet our Mission of Helping People throughout Life's Journey.

Sincerely,

A handwritten signature in dark ink, appearing to read "Vince Currie".

Vince Currie  
Chairman of the Board of Directors  
Lakeview Center, Inc.

A handwritten signature in dark ink, appearing to read "Allison Hill".

Allison Hill  
President and CEO  
Lakeview Center, Inc.



# A NEW JOURNEY

## WE ARE EXCITED!

Last year, we completed the process of separating from our parent organization, Baptist Health Care, a valued relationship that lasted for 25 years. Being an affiliate of Baptist shaped us in positive ways. As we move forward, we will still collaborate with our Baptist partner, but with a sharpened focus on ensuring the human services needs of the communities we serve. We look forward to learning new things, working toward new goals and forming new relationships.

We will continue to build on a rich history. Our organization started in 1954 as a small child guidance clinic. Over our 67-year history, we have consistently grown by adding lines of business, services and programs based on changing legislation or community needs. Consider a few examples by decade:

**1960s: Rehabilitative mental health models**

**1970s: Residential addiction services**

**1980s: Vocational services**

**1990s: Affiliation with Baptist Health Care**

**2000s: Child welfare services**

**2020s: Technological advances in providing telehealth services**

At each crossroads, we based our decisions on doing what's best for those we serve. Along the way we engaged the support of our team members, stakeholders and the community. We continue drawing on those supports today.

We may provide services that other organizations provide, but the way we accomplish our work makes us different. Our Mission, Vision and Values remain our guideposts, and we take pride in being an insightful, trusted partner for everyone who calls on us. Our culture is special because we value our team members. We enjoy working together to help people who are experiencing challenges. We love our work!

Our promise is to continue listening and adapting to meet you where you are on your life journey. We are here to help, and we look forward to helping you and your loved ones.





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## FAMILIESFIRST NETWORK

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**As a comprehensive human services organization, we can bridge gaps that other agencies are unable to. For instance, our team serves foster children who have special needs.**

Addiction and mental health issues in adult parents can lead to child abuse, abandonment and neglect. Traditional foster care was designed to help protect children in those circumstances. However, we are seeing more children come into care with additional significant challenges such as delinquency and acute mental health histories. Fortunately, we have a Behavioral Health Services division to lean on as we develop innovative alternatives. Our team is doing everything possible to serve children and parents, and we're doing it together.

We're making strides by strengthening partnerships with the Department of Juvenile Justice, the Agency for Persons with Disabilities, faith-based communities and foster parent advocates to help ensure opportunities that position children to not only survive, but to excel in life.

This report shares accomplishments from last year, and our goal for the future is to build on such valuable collaborations to meet families' needs. Reunification is always the initial goal when a child is removed from the biological home, but when that goal shifts to adoption, we recruit some incredible people who wrap them in love and provide safe homes.

### KEY ACCOMPLISHMENTS

- Child Protective Services served more than **2,700** children last year in Escambia, Santa Rosa, Okaloosa and Walton counties.
- We worked with families to keep children from going into out-of-home placements in more than **500** instances.
- We experienced our highest year ever, placing **346** children in adoptive homes.
- We celebrated a milestone using Family-Match technology by exceeding **100** adoptions through the relational compatibility matching program.
- Zoom technology removed barriers to attendance in our foster parent classes. Last year **109** foster parents graduated from foster parent training classes using the technology.



## HERE'S A SNAPSHOT OF ACCOMPLISHMENTS OVER THE PAST TWO DECADES:

Facilitated **3,665** adoptions • Reunified **6,447** children with their families • Kept **9,380** children safe in in-home non-judicial services • Served **13,991** children in out-of-home care • Provided oversight (prevention) of family support services to **6,470** children • Served **15,400** children

## VICTORIA'S STORY OF REUNIFICATION



Born to a teen mom, Victoria was exposed to a lot of “life stuff” at a young age. She started drinking alcohol in elementary school and later began using other substances. “When I grew up to be an adult, it was hard to cope with life. I didn’t know how.”

In 2013, her newborn baby tested as a substance-exposed infant and was promptly placed in the care of Victoria’s elderly grandparents along with her other child. Had they not been there, foster parents would have been called in to help. Victoria began working through a dependency drug court case plan, eager to get her children back.

Victoria’s children were among the 80% of children placed in out-of-home care because their parents struggle with substance use disorders. What’s the reason for so much addiction? “Untreated childhood trauma,” she said. The cycle of trauma is perpetuated because people are ashamed to ask for help. “I was ashamed to attend a 12-step meeting with my pregnant belly. Asking for help is a huge challenge.”

Victoria was one of the fortunate ones. Her stepdad flew down from Michigan to help her grandparents. “I had a lot of support, but many birth parents don’t have that. When children come into foster care it means that the birth parent didn’t have one adult in their life that could be counted on.”

That’s why Victoria now works as a Community Voice Advocacy Coordinator (CVAC) at Quality Parenting Initiative (QPI). Her mission is to make sure the voices of all birth parents, foster parents, and youth are heard. She promotes co-parenting between birth and foster parents and engages birth parents in making positive changes to policies within the child welfare system.

“Most parents who come into the system don’t naturally trust people. I tell them, I’ve been there. I’ve worked on a case plan. Their voices soften when I say this.” You have to build relationships to heal families. Foster care is family care with the goal of making families whole and safe again.

**Victoria got her children back in 2014, and in her experience, a positive can come out of a negative when a caring team is involved.**



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## BEHAVIORAL HEALTH SERVICES

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The Behavioral Health Team is grateful for all the lessons learned in 2021. It was a challenging year, but once the dust settled, we clearly saw opportunities on which to capitalize. We experienced a workforce shortage, just like countless organizations across the country. Ironically, that shortage pointed us in a direction that is allowing us to provide better service.

We had to quickly innovate and turn a potential negative situation into a positive. We did so by sharing human resources across all programs and services to ensure proper staffing with the appropriate professionals. For instance, when our children's residential program was fully staffed, their team shared counselors with our crisis unit where we were short on staff. It initially pushed us out of our comfort zones, but our team members filled many gaps to avoid interruptions in service. Today, it's just how we operate.

The situation nudged us to work in a more cohesive manner instead of working in silos. Once we saw how well it was working, we assessed our entire division and reorganized making it easier to access programs, navigate services and ensure staff coverage.

We look forward to collaborating with partners in the coming year to reorganize on a larger scale. Efforts are underway to remove the stigma associated with mental health and substance use disorders to allow a shift in how we deliver services across the industry. We'll be working to design a future vision at the local and state levels, and we will keep you posted.

### KEY ACCOMPLISHMENTS:

Behavioral Health Services served **28,205** people last year in Escambia, Santa Rosa, Okaloosa and Walton counties.

### Services our community needed fell into two categories:

**49%** Mental Health • **51%** Substance Misuse

The Mobile Response Team (MRT) provided **7,312** service contacts to community residents in crisis.

We provided **96,706** telehealth appointments.



## SCOTT'S RECOVERY JOURNEY

At 23 years old, Scott's life was "shattering." He came from a home of abuse and neglect and started running the streets and using drugs at 12 years old. By the time he was a young adult, he was carrying guns and still using drugs. Fortunately, he entered the Pathway Drug Court Program in the spring of 2021 and got his life back on track.

"I had to take the initiative to get myself there, which made me take it seriously."

**That may sound easy, but Scott's only vehicle is a bicycle. "I showed up early every time, and I rode my bike over eight miles one way to get there."**

He really made a connection with his counselor. "He understood a variety of people. He knew how to treat every individual person, and there were a lot of personalities in the program – way more than the counselors! The whole staff adapted to each person, and that was pretty awesome."

Scott said the biggest lesson he learned was that drugs and emotions can dictate behavior. In his old lifestyle, he felt bad about everything and thought life would be horrible forever. When he got sober, he realized he had accomplished so much.

If Scott were asked to rate his experience he'd give it a perfect score because mental health counselors do change lives. "I would probably be dead, shot, or in prison if I didn't get help. Addiction is a mental health problem. If you look at all the people who do drugs, they've been through some kind of trauma in life. No one gets high because life is great. They do it to escape."

Stigma still exists, but Scott believes if we address mental health issues, we can prevent most addiction. He said no one has any right to judge anyone. Sober or not, everyone needs help sometimes. "We're the tough ones – the ones who work through a 'real' solution not a temporary one. I hope my story helps someone else do the same thing I've done. I feel like I'm going to be happy from here out – severely happy!"





## GLOBAL CONNECTIONS TO EMPLOYMENT

Global Connections to Employment (GCE) has a long history of finding jobs for people with significant disabilities. Our vocational services teams have evolved over the past four decades to serve as many people as possible under the AbilityOne® Program in communities across the nation.

We forge relationships with partners whose values align with ours to provide high-quality levels of service, filling most of those positions with people who have disabilities including U.S. Veterans. Our team members work at military installations, in businesses, IT and health care environments. We don't plan to stop there.

As we look to the future, we plan to continue creating employment opportunities for these individuals. We will keep our eyes open to new service possibilities, while researching and growing our current service lines and adding new ones. It's important to us that we provide a mix of jobs that appeals to the diverse pool of candidates. We've seen amazing talent within this population – people like Eddy and Alan. Read their stories on the facing page.

### SERVICE LINES:

- Business Services
- Custodial Services
- Facilities Maintenance
- Food Services
- Health Care Environmental Services
- IT Services
- Employment and Support Services

### KEY ACCOMPLISHMENTS:

Employed **1,008** people with disabilities

Employed **134** Veterans with disabilities, and **56** who have a significant disability

Prepared an average of **11,000** meals a day for military service members, mostly possible by persons with disabilities

Cleaned approximately **15,000,000** square feet of office space

Provided service with excellence and maintained **98%** site safety

## ALAN'S AND EDDY'S EMPLOYMENT JOURNEYS

Alan Garrone was born with a significant disability. He started working at GCE 11 years ago. At one time, he was responsible for trash removal in a 255,000-square-foot building. Today, he works in a grounds maintenance position. His work provides a regular schedule, a great boss, and he loves working outside.

On weekends, Alan cuts grass to help support himself and his mom who is a breast cancer survivor. A couple of times a month he coaches surfing athletes who have Autism, and he's also been involved with the Special Olympics most of his life competing in soccer, paddle-boarding, bowling, and surfing. Alan volunteers with a local fire department, a passion he's been involved with since he was 14 years old. "I'm trying to get certified to fight fires."

**Alan is always helping in some way. "I like my job. What I like the most is getting to know people and working like a team." He's a busy guy and the perfect GCE team member!**

Ediberto "Eddy" Cruz Cruz, an infantryman in the United States Marine Corps, was on deployment in Afghanistan when his armored military vehicle was hit by an improvised explosive device (IED). Eddy walked away with hearing loss, back pain, tinnitus and eventually depression. Today, he finds strength in helping others.

"I feel bad about having my whole body when other Veterans lost limbs and are in worse shape. It's good for me to help others because sometimes I get depressed."

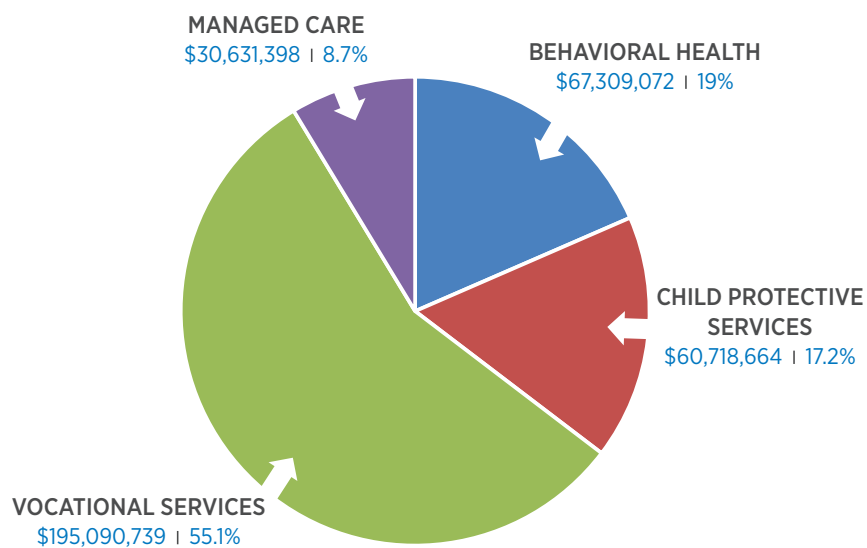
**Transitioning to civilian life with a disability was challenging, until he discovered the GCE. He was hired as a Trainee II, and is now a software developer and trainer for users on a military warfare tracking system.**

Eddy helps his sister who works at a nonprofit for the homeless, and he helps his brother, a military veteran who receives behavioral health services through the VA. Eddy highly recommended the GCE culture to a fellow veteran who was interested in GCE. "I told him, you'll enjoy this place." Eddy is known for helping coworkers too, saying: "Call, text or email me anytime, and I'll be glad to help."

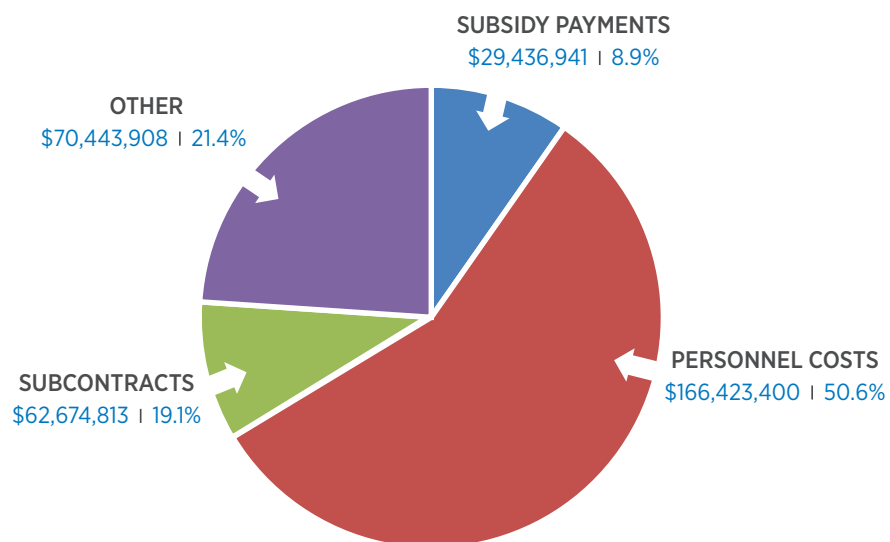
Working at GCE is a perfect fit for Eddy. He loves the Mission. "I'm thankful to work with some great people."



## OPERATING REVENUE BY SERVICE AREA



## OPERATING EXPENSE





# THE FUTURE

With our Mission serving as our guiding principle, our organization remains open to change. It's not always easy, but we always do what's right to ensure we can meet people where they are.

**We are inspired when looking back on our history, and looking ahead to new possibilities. Since 1954, we have grown to be a comprehensive human services organization serving thousands of people at sites across the nation. Just look at the diverse array of meaningful services we provide:**

- Jobs and training for people with significant disabilities
- Resources and job opportunities for Veterans
- Evidence-based treatments for people with substance use disorders
- Therapeutic counseling for adults and children experiencing mental health issues
- Safety and healing for traumatized children

Our board of directors, our leaders and our team members do not surrender to complicated issues. We are not daunted. We enjoy researching solutions and will remain flexible to continue changing with the times because people need us. Our commitment is to learn and serve you. Our goal is to improve your innate abilities so that you can manage your life in a state of well-being to reach your highest potential.

What a privilege!

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## NOTES

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Lakeview Center has been awarded the highest level of accreditation by CARF International for Assertive Community Treatment; Assessment and Referral; Case Management/ Services Coordination; Community Housing; Community Integration; Court Treatment; Crisis and Information Call Centers; Crisis Intervention; Crisis Stabilization; Day Treatment; Detoxification/Withdrawal Management; Diversion/Intervention; Intensive Family-Based Services; Intensive Outpatient Treatment; Outpatient Treatment; Residential Treatment; Adoption; Foster Family and Kinship Care; Specialized or Treatment Foster Care; Supported Living; Support and Facilitation; Community Transition; Community Employment Services; Comprehensive Vocational Evaluation Services; Opioid Treatment Program; Inpatient Treatment; Partial Hospitalization.



Lakeview Center is a United Way partner agency.



Lakeview Center receives funding from the State of Florida, Department of Children and Families, and the Agency for Health Care Administration (AHCA).



**Lakeview Center is an Equal Opportunity/Affirmative Action Employer.** Minorities, females, protected veterans and individuals with disabilities are encouraged to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, disability or protected veteran status.

## COMMUNITY IMPACT REPORT 2021

If you have comments or questions about our services, please call **850.908.3700**.

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