

LifeView  
GROUP

Annual Report

2023



Helping people throughout life's journey



**Gary Bemby**  
Chairman of the Board of Directors  
LifeView Group



**Allison Hill**  
President and CEO  
LifeView Group

Our commitment to our community means that we constantly assess the needs of those we serve and make improvements in the services we provide. We also look at how we deliver those services. Needs are constantly changing, requiring that we be innovative while also moving quickly. A lot of serious challenges exist, and some have escalated to crisis levels. We aim to help remove barriers and assist people during such vulnerable moments.

Last year, we assessed collaboration across disciplines, navigation within our system of care, access to services, and the partners who can help us broaden our reach for greater impact. We considered needs and resources at all levels across all services. This report shows how we met our mission and introduces team members from each of our three service areas:

- Lakeview Center — Behavioral health services for adults and children
- FamiliesFirst Network — Child welfare services
- Global Connections to Employment — Jobs and training for people with disabilities

Our expert team members strive to accomplish results. It's not always easy, but we are grateful for the opportunity, because we know how much it means to the people we serve. Our work is strategic, but it also is work born of passion. It can be lifesaving and life changing.

We want to be your trusted partner too, so please reach out if we can help you or someone you care about.

Sincerely,

A handwritten signature in black ink that reads "Gary Bemby".

Gary Bemby  
*Chairman of the Board of Directors, LifeView Group*

A handwritten signature in black ink that reads "Allison Hill".

Allison Hill  
*President and CEO, LifeView Group*





Lakeview Center supports our mission by providing behavioral health services. Mental health and substance misuse often co-occur, and the need for comprehensive treatment is growing.

We are required to be even more innovative, approachable, and experienced. The best approach is a multidisciplinary approach, and we have an advantage with the comprehensive range of our key service areas. This report points out a few improvements in our continuum of care that's improving access and ultimately saving lives. Team members at our access points coordinate with partners inside and outside our organization to ensure the best possible care based on individual needs for children and adults.

We continue to collaborate with our community partners like Northwest Florida Health Network, the regional Mental Health Task Force led by Rep. Michelle Salzman and the Opioid Abatement Funding Advisory Board. We also work closely with local law enforcement. Together, we approach needs from all directions because comprehensive alignment brings greater benefits to families.

In this report, learn how we put a few ideas into action.

### Key accomplishments - (October 2022-September 2023)

- Lakeview Center provided behavioral health services to **27,350** people in Escambia, Santa Rosa, Okaloosa and Walton counties:
  - **21,089** adults
  - **6,261** children
- Our Mobile Response Team served **2,756** people, providing **11,847** crisis services in the communities we serve.



More than 1,300 law enforcement officers have now completed Lakeview Center Crisis Intervention Training.



Our Autism Care program received full accreditation from the Behavioral Health Center of Excellence.



Central Church Pensacola Beach donated \$15,000 to Lakeview Center group homes for foster teens.

### Our team is taking practical approaches to some life-threatening issues and making great progress.

#### Combatting the opioid epidemic

In our service area, the opioid-related death rate per 100,000 residents is almost twice the rate of the entire state of Florida. To combat this statistic, we opened a 10-bed Addiction Receiving Facility (ARF). The ARF provides specialized inpatient services to ensure a smooth continuum of care including detox, crisis support, community-based care, outpatient treatment and residential programs. Withdrawal is the biggest hurdle, and it occurs in the very beginning of the journey. Safe detoxification is the first step to a path of recovery.

#### Ensuring healthy babies and moms

In Walton County, we met a transportation need that is ensuring healthy moms and babies. Requesting an Uber or taxi may be simple when you can pay for the service. Some of our clients don't have those resources. A transportation grant is helping pregnant women in substance misuse treatment make it to their prenatal appointments. Removing that barrier helps ensure that clients at Lakeview Center of Walton County's JoAnn Birge Women and Children's Center have substance-free pregnancies and deliver healthy babies.

#### Providing education about fentanyl

We started the OPUS program to target a high number of fentanyl overdose deaths by emphasizing the benefits of NARCAN®. OPUS stands for Overdose Prevention & Underlying Services. It's funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and the Center for Substance Abuse Prevention (CSAP). We launched an advertising campaign to get the word out about where and how to get NARCAN. We also have plans to install NARCAN dispensers on our campus, and we currently provide it free at our pharmacy. We want to make sure this lifesaving medication is available to every family coping with opioid misuse.

As you can see, we're zeroing in on issues that impair the human condition to arrive at the core challenge. Our programs and services are structured to ensure access to a safe and confidential environment, where the only thing clients need to do is focus on their well-being.



Team members participated in the annual Fred Levin Way community resources event in downtown Pensacola.



Team members marked International Overdose Awareness Day at a special meeting with community leaders in Crestview.



Dr. Irv Williams presented on suicide prevention in the workplace.



Cory Borcharding, new president of FamiliesFirst Network

FamiliesFirst Network (FFN) is our child welfare services provider. Being part of a comprehensive human services organization places the FFN team in a unique position to help families face challenges and thrive together.

When a biological parent experiences a mental health issue or substance use disorder, it can lead to harmful behaviors like child abuse and neglect. Being removed from their homes is traumatic for children – even when the situation is abusive.

Our first and foremost goal is to ensure the safety of children, but our range of services strive to resolve the core issues within each family. We know that unless we tackle the root problem, the cycle of abuse and trauma will repeat. Often, a case plan led by child welfare experts can help parents learn how to manage the life stressors that lead to challenging behaviors. Our multi-disciplinary team includes behavioral health specialists within Lakeview Center to provide treatment for trauma, substance misuse and mental illness.

If parents engage in their case plan and work to resolve their challenges, often the family can safely reunite. When that's not possible, our agency works to find good matches in forever homes with loving adoptive families.

Every year, we help ensure that hundreds of children are safe and positioned for bright futures.

### Key accomplishments - (October 2022-September 2023)

- FamiliesFirst Network served **3,736** children and young adults in Escambia, Santa Rosa, Okaloosa and Walton counties.
- We reunited **195** children with their families.
- We finalized **357** adoptions.



Adoption home study crew celebrated surpassing goal.



Adoption recruitment team members participated in an event at Artel Gallery.



We celebrated reunification month with our Santa Rosa County partners.

Last year, our team finalized more adoptions than any other agency in the state of Florida. New needs have pressed us to look for better ways to serve as a case management organization. We looked at performance, processes, structure and activities to align with the new struggles that families are facing so that we could adapt to better serve the community.

Providing services like case management, adoptive parent recruitment and specialized help for teens and young adults who are exiting the foster care system helps ensure the safety of abused and neglected children across a four-county area.

### New leadership

After four decades of service in the child welfare system, FamiliesFirst Network President Mark Jones handed the reins to Cory Borcharding. Mark was a pioneer in a never-ending quest to keep families and communities safe and healthy amid numerous challenges throughout the state and country.

Cory joined FamiliesFirst Network in 2005, serving as a family services counselor. Since then, he's worked in several leadership capacities, most recently as director of case management over six service locations throughout Escambia, Santa Rosa, Okaloosa and Walton counties. In that role, he led 130 team members supporting 12 programs.

Last year, Cory led the team through a transition as a Case Management Organization, with continued specializations in child welfare case management, adoption and young adult services.

Cory and the FFN team are dedicated to helping families across Northwest Florida in this challenging, yet rewarding work.



Adoption team participated in a Blue Wahoos event.



Chris Root, director of administration, spoke to Pensacola Rotary Club during National Child Abuse Prevention Month.



FamiliesFirst Network team members attended the 2023 Florida Coalition for Children conference in south Florida for a great opportunity to learn, share and build relationships. Past FFN president Mark Jones was recognized as one of three finalists for Leader of the Year.





Global Connections to Employment (GCE) is a nationwide team providing jobs and training for people with significant disabilities. Each year, the GCE team collaborates with partners and team members to improve employment opportunities and grow our lines of business.

In Colorado, we entered a new partnership with the military to provide call center services for the Colorado Military Health System at Fort Carson, for the U.S. Air Force. We hired more than 60 new team members to assist service members with essential health care services.

GCE also supports and promotes advocacy. True change requires collaboration, and we want federal, nonprofit and business sectors to share our passion. Our Team Member of the Year travels with us to Capitol Hill every year for the annual SourceAmerica Grassroots conference to share their lived experience of meaningful work as a person with a disability. Compelling stories like Hayli Gourley's have the power to engage congressional leaders in our mission.

Our business lines of service include:

- Business services
- Custodial and health care environmental services
- Facilities management
- Food services
- IT services
- Employment and support services

## Key accomplishments - (October 2022-September 2023)

- We employed more than **1,500** team members, including approximately **900** who have a significant disability.
- We employed more than **100** veterans – more than **40** whom have a significant disability.
- Our custodial teams cleaned multiple sites across the country totaling **14 million** square feet each day.
- We served more than **3.1** million meals last year at three of our largest sites - Naval Air Station Pensacola and the Armed Forces Retirement Homes in Gulfport, Mississippi and Washington, D.C.
- We were designated a Military Friendly® employer.
- NAS Pensacola and Naval Station Newport Rhode Island earned 5-star accreditation.
- Naval Station Newport Rhode Island received the Ney Award for food service excellence.
- We were named a 2023 Florida Exceptional Employer for hiring individuals with disabilities.



GCE President Dwight Davis, spoke at the SourceAmerica Conference.



We launched a new Project SEARCH site at Fort Walton Beach Hilton.

## Meet GCE's Team Member of the Year - Hayli Gourley

Hayli Gourley was born with a learning disability. She worked hard to earn her high school diploma. Her first job was at a hotel, but she longed for teamwork. Today, Hayli is on the food services team at Global Connections to Employment (GCE) in Tacoma, Washington. She works with a lot of different people and has thrived so well, she was promoted to shift supervisor.

Hayli started working at GCE 13 years ago as a dining facility attendant, and immediately wanted to advance. She learned almost every food services job before signing up for the GCE Lead Program to learn how to support a team. She also took the SERV Safe test multiple times, scoring higher each time. She dedicated herself to studying outside of work and with the management team until she passed.

As a shift supervisor, Hayli leads two teams: 1) pots and pans, a 5-person team and 2) the clipper room (dish room), a 4-person team. She has a hectic schedule but enjoys helping coworkers be successful in their roles. "Depending on the work area, I show team members how to do the job. I got help once too, so I know how to help others the same way I learned," Hayli said. "I show them step-by-step how to do the best they can." For example, a critical task in the dish room is to monitor the water temperature every 30 minutes for sterilization purposes. She also keeps an eye out for customers who need assistance. If she can't help them, she personally escorts them to someone who can.

On her days off, Hayli volunteers at the local food bank because, in her words, "I like helping other people." Hayli's supervisor, assistant project manager Doreen Weed, said, "Hayli is a selfless person. She always puts others ahead of herself and always strives to do bigger and better."

Project Manager Don Stewart said Hayli takes her role seriously and is very dedicated. "Hayli recently put in for some vacation time for her birthday, but she proactively asked to be on the call list. She ended up coming in a day early because someone was unable to work their shift."

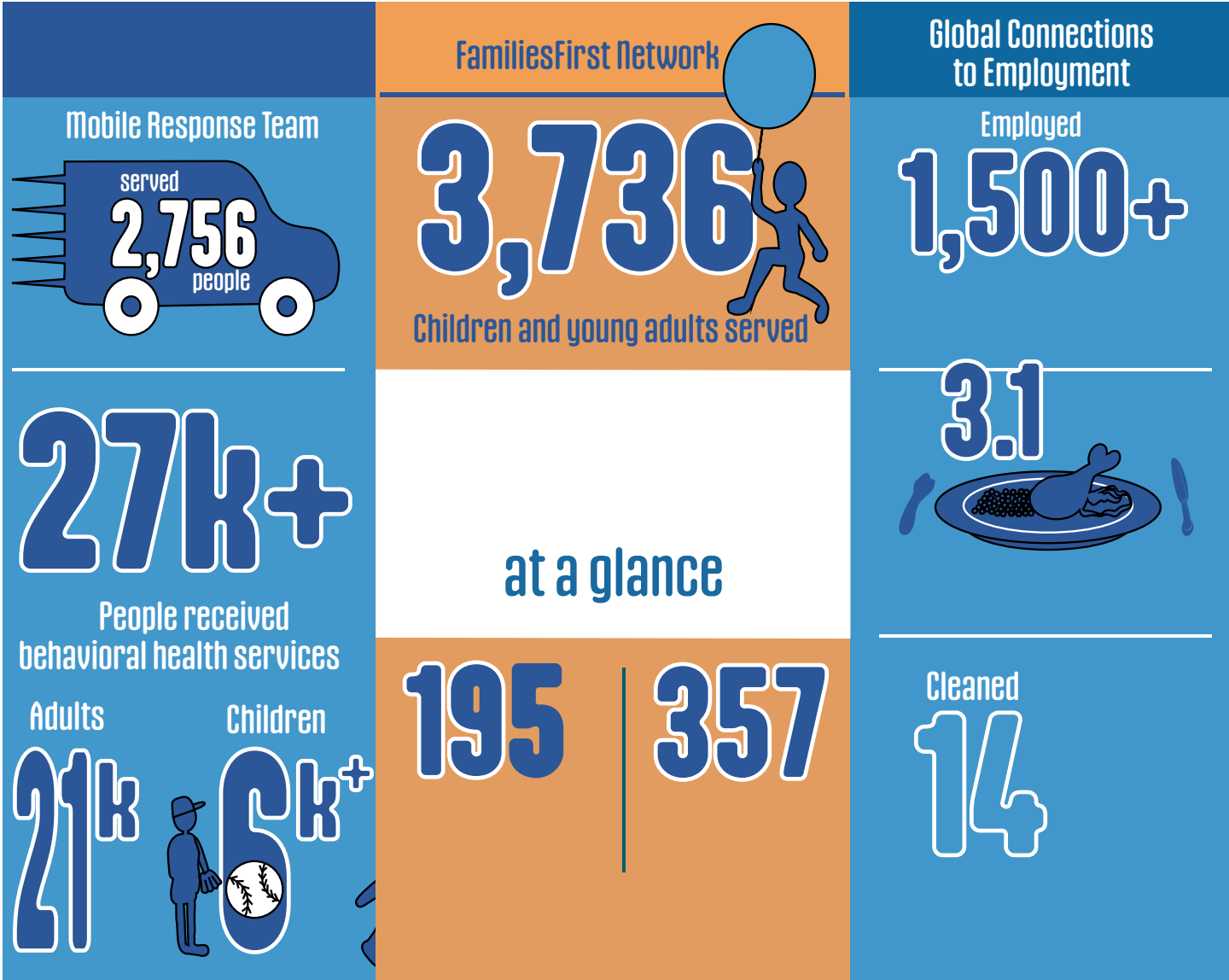
Hayli takes public transportation, which isn't always easy, but she arrives ready to tackle anything. "GCE has taught me how to be responsible and to have a good attitude. GCE helps me learn how to treat others and earn respect," Hayli said. "I appreciate all of that."

Hayli's story leaves no doubt as to why she was selected to be the 2023 Team Member of the Year.

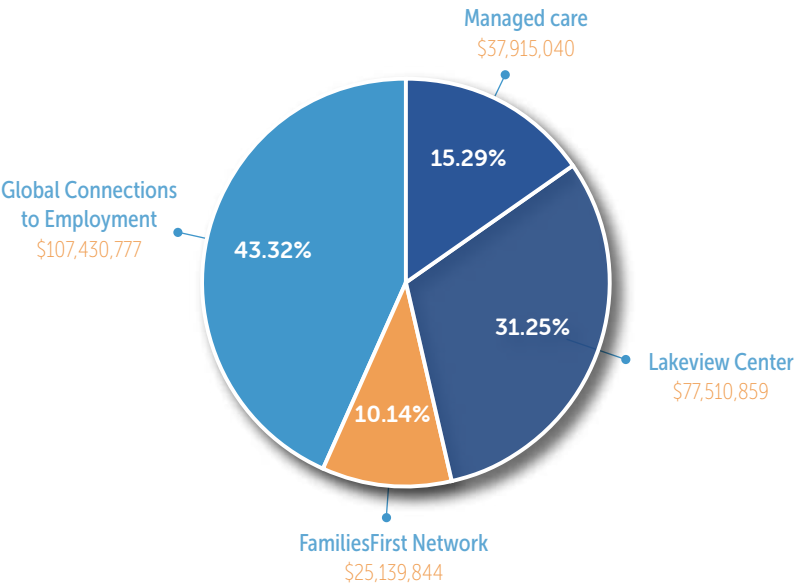


Thank you

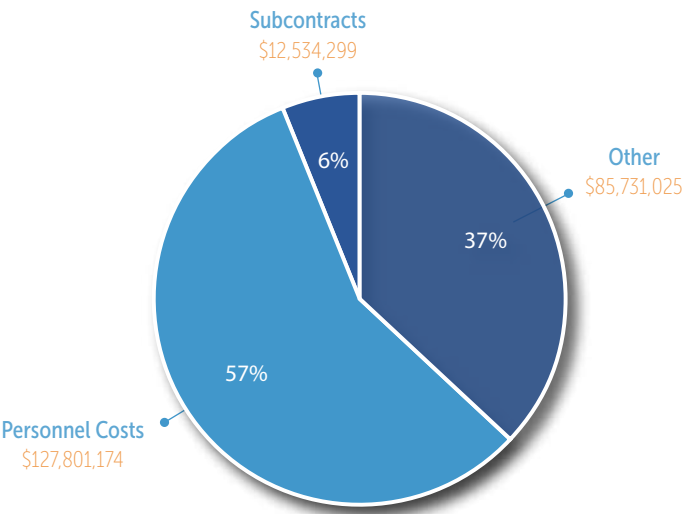
Our services and programs are a success because of you. Whether you are a team member, a donor, a partner or a client, you help improve lives in our community. You believe in our mission, and we appreciate you!



Operating revenue by service area



Operating expenses



LifeView Group

- Gary Bembry
- David Stafford
- Henry Britton Landrum, Jr.
- Pam Childers
- Vince Currie
- Hugh Hamilton
- Ruth McKinon

Lakeview Center

- Vince Currie
- Charles Beall, Jr.
- Kristen Rodriguez
- Frankie White
- Eric Randall
- Robin Reshard

FamiliesFirst Network

- Hugh Hamilton
- Dale Jordan
- Adrianna M. Spain
- Stephanie Powell

Global Connections to Employment (GCE)

- David Stafford
- Larry Perino
- David Mayo
- Johnathan Taylor
- Al G. Coby
- Tim Kinsella



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 Intervention; Crisis Stabilization; Detoxification/ Withdrawal Management; Intensive Family-Based Services; Intensive Outpatient Treatment; Outpatient Treatment; Prevention; Residential Treatment; Adoption; Foster Family and Kinship Care; Specialized or Treatment Foster Care; Supported Living; Support and Facilitation; Community Transition; Community Employment Services; Opioid Treatment Program.



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



**LifeView Group 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.

## Annual Report 2023

If you have comments or questions about our services, please call 850-503-8164.  
Connect with us on Facebook, LinkedIn, Instagram, Twitter and YouTube.

