



LifeView  
GROUP



Annual Report



2024



Fiscal year 2024 (October 2023 - September 2024)

Our Mission: Helping People



## Mission

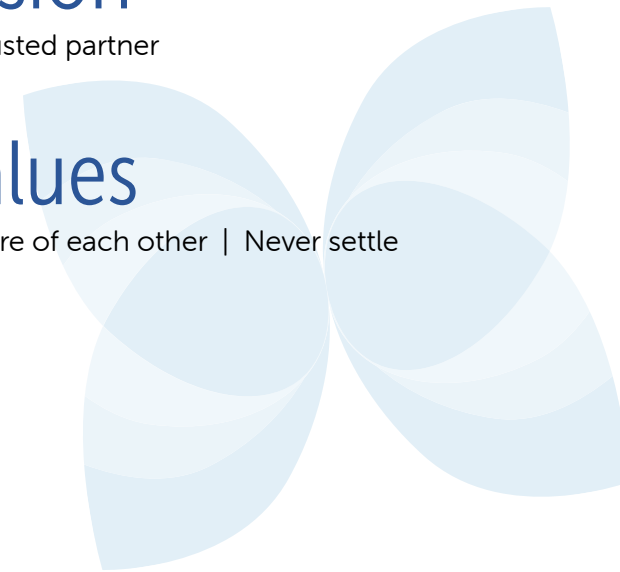
Helping people

## Vision

Be the trusted partner

## Values

Treat people right | Take care of each other | Never settle



LifeView Group

- Gary Bemby
- David Stafford
- Henry Britton Landrum, Jr.
- Pam Childers
- Hugh Hamilton
- Ruth McKinon
- Stephanie Powell

Lakeview Center

- Hugh Hamilton
- Charles Beall, Jr.
- John Gormley
- Eric Randall
- Robin Reshard

FamiliesFirst Network

- Stephanie Powell
- Dale Jordan
- Russell Beaty
- Pat Franklin
- Adrianna M. Spain

Global Connections to Employment (GCE)

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



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



**Allison Hill**  
President and CEO  
LifeView Group

Our commitment to the community drives us to continuously assess the needs of those we serve and improve how we deliver our services. Over the past year, we've prioritized collaboration, enhanced access to services and built partnerships to expand our impact. This report highlights how we've achieved our mission and strengthened community trust throughout our three core service areas.

Each year brings change throughout our company, and this year is no exception. We've taken a deliberate approach to building upon our team member engagement, recognizing that culture doesn't happen by accident—it's either shaped intentionally or left to chance. Over the past two years, we've actively gathered insights from team members, leaders, our board of directors and community stakeholders to ensure that our mission, vision and values authentically represent who we are. These core principles form the foundation that drives everything we do. In 2024, we launched our newly revised mission, vision and values:

**Mission: Helping people**

Whether guiding someone on their journey or helping them overcome challenges, the heart of our work is making a meaningful difference in the lives of those we serve.

**Vision: Be the trusted partner**

We aim to be the partner our community relies on—whether through behavioral health services at Lakeview Center, child welfare support at FamiliesFirst Network, or employment opportunities at Global Connections to Employment.

**Values:**

Treat people right: Fairness, kindness and transparency guide our actions, ensuring we do unto others as we would want for ourselves.

Take care of each other: We foster a sense of family, trust and teamwork, supporting one another as we serve our community.

Never settle: We go the extra mile, continually striving for better outcomes and never giving up on those we serve.

We are proud of these changes, knowing they reflect the passion, integrity and dedication of our entire team. Thank you for your input and ongoing commitment to living out our mission, vision and values every day.

Sincerely,

Gary Bemby  
Chairman of the Board of Directors, LifeView Group

Allison Hill  
President and CEO, LifeView Group



Lakeview Center is Northwest Florida's most comprehensive behavioral health care provider, with services for adults and children spanning 60+ programs from Escambia to Walton County, including residential programs, outpatient services, crisis treatment and community-based care.



Lakeview Center leaders with Rep. Michelle Salzman and Florida Behavioral Health Association President Melanie Brown-Woofter at the opening of our Central Receiving Facility.

### Mental health crisis care

One of the year's most significant advancements at Lakeview Center was the launch of the new Central Receiving Facility (CRF) at the main campus in Pensacola in April 2024. This facility addresses the growing need for accessible mental health crisis care in Northwest Florida. The CRF now serves as the designated entry point for adults requiring Baker Act screenings in Escambia and Santa Rosa counties. With our extensive network of programs and services, we ensure a seamless continuum of care, connecting those in crisis with the appropriate follow-up treatment, whether that's inpatient care, outpatient services or community-based support.

Opening CRF increased efficiency and allowed law enforcement officers to return to their patrols faster, ultimately impacting community safety. The time for law enforcement to drop off someone needing a Baker Act screening decreased from potentially hours waiting in a hospital emergency room to 12 minutes by the end of our fiscal year, with further improvements expected as the program grows in efficiency.

In partnership with local law enforcement and health care providers, the CRF exemplifies our commitment to comprehensive, person-centered care. This project created 90 new jobs and is one of our key contributions to improving access to behavioral health services in our community.

### Expanding access to services

Convenient access to care means more adults, children and families can get the mental health services they need. To help, Lakeview Center launched a new Central Access program in February 2024. The Central Access program offers a thorough screening process. Based on this assessment, clients are connected with the program that best fits their

needs. This may include counseling, psychiatry or a range of specialized programs. Lakeview Center's Central Access Program is available to adults and children of all ages.

### Community partnerships

As part of our vision to "be the trusted partner," Lakeview Center continues to collaborate with community allies like the regional Mental Health Task Force led by Rep. Michelle Salzman, the Opioid Abatement Funding Advisory Board and the National Alliance on Mental Illness (NAMI) Emerald Coast Chapter on peer support and educational classes.

After working closely for years with local law enforcement on crisis intervention training, we expanded our services in 2024 to include a co-responder program for mental health-related calls with the Escambia County Sheriff's Office. The goal of this program is to connect community members with the care they need quickly while avoiding unnecessary incarcerations and promoting safety for citizens and law enforcement.

Lakeview Center was honored to receive the Sapphire Award, along with \$25,000 from the Florida Blue Foundation. Lakeview Center was among nine award recipients recognized at Florida Blue's Community Health Symposium for doing exemplary work to improve health outcomes and increase access to care. Lakeview Center was also awarded a mental wellbeing grant for \$320,000 over the next four years from the Florida Blue Foundation. This grant will be instrumental in enhancing our efforts to develop a robust behavioral health workforce pipeline through expanded internship opportunities and community outreach.

To recruit talented team members, Lakeview Center has built strong partnerships with educational institutions, such as the University of West Florida. In FY24, 75 students from targeted fields such as social work, counseling, nursing and advanced nursing received valuable internship experience across Lakeview Center's 60 behavioral health programs.

Healthy communities need healthy schools, and the Escambia Children's Trust's Healthy School Initiative was approved for funding in 2024. This program – led by the United Way of West Florida with Lakeview Center as the mental health care provider – will bring much needed services to targeted Escambia County elementary schools.



**1,774**  
PEOPLE

experiencing a mental health crisis underwent a Baker Act screening in our new Central Receiving Facility.

For those not needing to be admitted

**65%**  
**Received**  
**follow up**  
**within 60 days**

(This reflects care provided from Lakeview Center. Some clients may choose to follow up with their current provider or may be from out of the area, while others may have declined follow-up at this time.)

**1,463**  
Clients  
Connected

to counseling services by our new Central Access program, which reduced wait times by 60-70% for those needing assessment for services

**63,420**  
Calls answered by our Central Client Registration team

**50** new clients each day



Kelly Jasen, President and CEO of United Way Emerald Coast, announced Lakeview Center as a 2024 partner agency at United Way's annual meeting.

Local outreach

Lakeview Center was named a United Way Emerald Coast partner agency for 2024 with a \$19,066 grant towards our PATH team – or Projects for Assistance in Transition from Homelessness. Lakeview Center's PATH team supports mental health clients struggling with homelessness in Okaloosa and Walton Counties. Lakeview Center's PATH team goes directly to where homeless clients are to provide much-needed mental health care and case management they would otherwise go without, due to barriers such as transportation.



The inaugural LandrumHR 5k raised \$15,000 towards Lakeview Center services, and the second event took place Oct. 12, 2024.



**Rethink "not my child."**  
N.W. Florida ranks high in opioid-related deaths per capita. Contact the OPUS Program for support.



In Escambia County, our OPUS program (Overdose Prevention & Underlying Services) continued educational efforts and local community outreach. Funded by the Substance Abuse and Mental Health Services Administration (SAMHSA) and the Center for Substance Abuse Prevention (CSAP), our advertising campaign promoted NARCAN®, available for free from multiple Lakeview Center locations.



Road to Recovery, Lakeview Center's 46-bed residential substance misuse treatment program on the downtown Pensacola campus, was awarded a grant from the Bear Family Foundation. Enhancements from this grant have made group counseling sessions and educational classes more comfortable while providing a more welcoming environment for those we serve.

**2,798**

people in mental health crisis served through our Mobile Response Team, including 1,155 children

**1,155**  
CHILDREN

MRT provides 24/7 mental health crisis support via telephone triage or by coming to you in-person when needed.

**24/7**  
MENTAL HEALTH  
CRISIS SUPPORT

Those we serve

The most common diagnoses our team treated include:

- 1 Depression
- 2 Adjustment disorder
- 3 ADHD
- 4 Anxiety
- 5 Opioid use disorder
- 6 Bipolar disorder
- 7 Posttraumatic stress disorder
- 8 Schizophrenia
- 9 Disruptive mood dysregulation
- 10 Schizoaffective disorder

**27,907**

people provided with behavioral health services in Escambia, Santa Rosa, Okaloosa and Walton counties.

**23%**

of those served were children



Each month, our team performed on average:

**1,980**

counseling sessions



**510**

outpatient psychiatric evaluations



**3,177**

psychiatric follow-ups





FamiliesFirst Network provides child welfare, foster care and adoption services in Escambia, Santa Rosa, Okaloosa and Walton counties. Our specialized team is passionate about helping abused and neglected children and their families. We collaborate with partners throughout the state, in Northwest Florida's four-county area and within our faith-based communities to ensure the safety and well-being of children.

Growing forever families through adoption



FamiliesFirst Network adoptions team

While adoption success highlights our dedication to building forever families, we are equally committed to family reunification, as well as prevention — helping parents and children stay together whenever possible. Our efforts to engage parents, through initiatives like our Parent Advisory Council and our new customer satisfaction survey, drive us to enhance services and empower families to navigate difficulties successfully.

As an affiliate of LifeView Group — a comprehensive human services organization — our team is uniquely positioned to support families in times of need, connecting those we serve with behavioral health care through Lakeview Center or job support through Global Connections to Employment (GCE). By addressing core issues like substance misuse, alongside the multidisciplinary team at Lakeview Center, or career options through GCE, we help parents address the core issues challenging their family and ultimately work toward reunification. These efforts are reflected in our growing reunification rates, as families receive the tools and support needed to thrive.



As a case management organization, FamiliesFirst Network plays a pivotal role in helping families overcome challenges and grow stronger together. Our team has set record adoption numbers, connecting children with loving, permanent homes. In 2024, FamiliesFirst Network was recognized with a national Adoption Excellence Award from Children's Bureau. This tremendous honor reflects the number of forever families our team has helped over the past few years, coupled with the innovative ways we worked to streamline the experience for families going through that process.



adoptions finalized



When parents fully engage in their case plans and work to overcome challenges, safe reunification is often possible. If reunification is not an option, our agency is committed to finding loving adoptive families to provide forever homes.

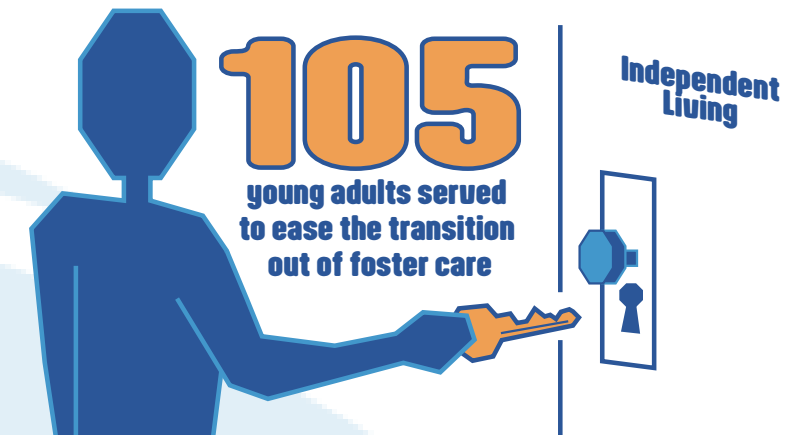
Support for young adults

Young adults aging out of foster care deserve the very best support, and our Young Adult Services and Independent Living team certainly offers that — even achieving a 100% score on this year's contract audit. Our Young Adult Services program provides extended foster care, helping current and former youth ages 18 to 21 return to a foster home or a supervised, independent living environment. The program gives young adults living options, life skills development and guidance to help them become self-sufficient adults.



Young Adult Services and Independent Living team

Each year, FamiliesFirst Network helps thousands of Northwest Florida children find safety, stability and brighter futures — truly a regional, statewide and national leader in child welfare services.



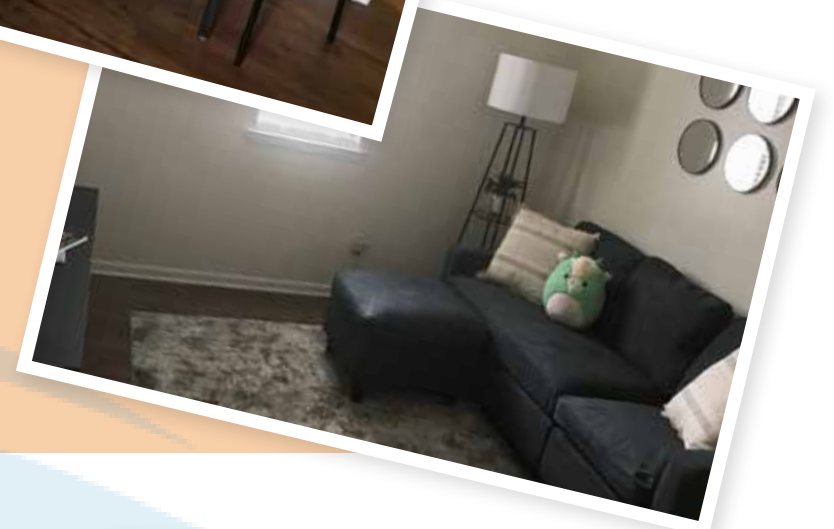
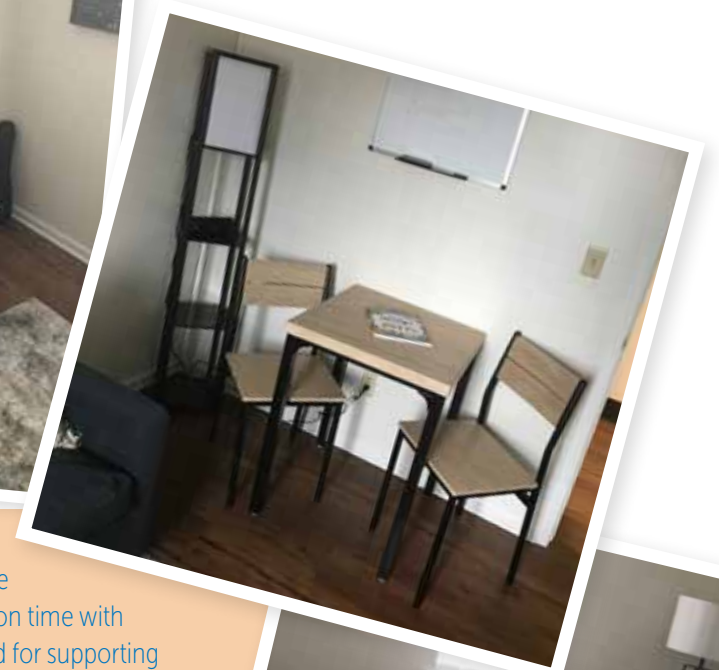
On average, 39 children are removed from their homes each month by the Department of Children and Families across Circuit 1 and brought into case management services with FamiliesFirst Network. Fluctuations occur throughout the calendar year, with more removals occurring when children return to school after summer break.

### Preventing Child Abuse

Each year, 500 children and their families work with our specialized team on child abuse prevention services, which focuses on preventing removals and keeping families safely together in their homes.

When most people hear child welfare, they picture foster care or adoption. While those are vital, a significant part of our mission focuses on prevention. These are children who remain with their biological families as we provide the support they need to thrive.

Studies show that separating a child from their biological home can be deeply traumatic. That's why FamiliesFirst Network focuses on tackling the root causes—like poverty, illness, or job loss—that can create overwhelming stress. When a parent needs help with food, housing, a job, transportation, anger management, or financial skills, our specialized case managers create a plan, helping the family address these stressors and stay safely together. By supporting parents in managing these challenges, FamiliesFirst Network is breaking the cycle of trauma and building stronger, healthier families.



Thank you to Kia AutoSport Pensacola for highlighting FamiliesFirst Network through the Kia Cares in the Community initiative! Kia collected donations of items for children and families to use when they visit our service centers, as well as car seats for case managers and foster parents to use for safely transporting children. One local business was particularly inspired by the work FamiliesFirst Network does and decided to join the cause! Hanto + Clarke General Contractors donated \$5,000 to support FamiliesFirst Network and the children and families we serve. Thank you to these amazing community partners for believing in our mission!

Walton County teens in foster care have a newly updated space to enjoy visitation time with their families! Seeing an increased need for supporting teens in foster care, FamiliesFirst Network alerted partners with CarePortal – a nationwide platform that connects supporters to meet the needs of kids and families in crisis. Crosspoint Church in Niceville purchased and collected items transforming a visitation room at FamiliesFirst Network's DeFuniak Springs office to serve families of teens.



All In Credit Union's generous donation of school supplies helped the children and families in our care be ready for a successful school year of learning and growing.

Our annual Adoption Family Spring Fest was a fun day of games, food, live music and activities. Community members interested in adoption were invited to learn about the necessary steps, connect with other parents who have gone through the process and find out about resources available to support adoptive families.





Global Connections to Employment (GCE) provides jobs and training for people with significant disabilities. As one of the country's largest private employers of persons with disabilities, GCE works with customers from the U.S. military, commercial businesses and community partners – as well as federal, state and local governments. Our 1,570 team members serve in contracts across 14 states plus Washington, D.C.

Each year, the GCE team collaborates with partners and team members to improve employment opportunities and grow our lines of business, which include:

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



GCE President Dwight Davis spoke to team members during a celebration for National Disability Employment Awareness Month.

## Business growth

FY24 saw the launch of several new contracts:

- In December 2023, GCE successfully launched our food services contract at MacDill Air Force Base in Tampa, Florida.
- Our custodial contract with the Veterans Administration Outpatient Clinic in New Port Richey, Florida, started in March 2024.
- GCE moved into the prime contractor role for custodial work at Fort Knox, Kentucky.
- Our food services contract with U.S. Army 7th Special Forces Group at Eglin Air Force Base in Fort Walton Beach, Florida, expanded into cook augmentation services in September 2024, creating 24 more full-time employee positions.
- The momentum continued with the launch of our custodial services contract at Maxwell Air Force Base in Alabama in fall 2024, adding approximately 77 jobs.

GCE continues to grow into new lines of business to expand opportunities for people with disabilities. This year saw the launch of two new contract sites offering contact center services, marking a significant step in demonstrating GCE's ability to support complex government contracts with a variety of job opportunities for people with disabilities.

## Project SEARCH

The opening of GCE's Project SEARCH on the campus of Santa Rosa Medical Center in Milton, Florida, means access to a new job training site for young adults with disabilities.

Project SEARCH is a national program – operated by GCE in Northwest Florida since 2007 – helping young adults with disabilities transition to employment over the course of a school year. Interns gain hands-on experience and develop valuable skills that help prepare them for future employment. The latest Project SEARCH site is a collaboration between GCE, Santa Rosa Medical Center, Santa Rosa County District Schools and Vocational Rehabilitation. This represents GCE's fifth Project SEARCH site in Northwest Florida.



Project SEARCH ribbon cutting at Santa Rosa Medical Center

Nationally, the unemployment rate for people with disabilities continues to be more than double the rate for those without disabilities. But thanks to the support of the Project SEARCH program, 100% of graduating interns found jobs in their local community in FY24.

## Recognized for quality

GCE continued to receive national recognition in 2024 for our commitment to quality service.

- GCE team members at Naval Station Newport Rhode Island earned their twelfth five-star accreditation.
- Our team at Naval Construction Battalion Center in Gulfport, Mississippi – known as the Navy Seabees base – earned the Ney Award for the East Coast General Mess Category.

The Captain Edward F. Ney Memorial Award is the highest recognition for Navy food service operations. The galleys honored must achieve a five-star rating from the Navy evaluation team during an annual evaluation. Five-star recipients can be nominated for the Ney Award. GCE's history of excellence includes receiving five-star annual accreditation at Naval Air Station Pensacola every year since 2001 and earning the Ney Award in 2010 and 2023.

Commitment to quality led GCE to begin implementation in 2024 of the ISO 9001 standards. This endeavor is part of our strategic plan and demonstrates our ability to consistently provide products and services that exceed customer and regulatory requirements.



GCE food services team members at Naval Station Newport Rhode Island



GCE food services team members at Naval Construction Battalion Center in Gulfport, Mississippi



Advocating for people with disabilities

GCE advocates for systemic change by collaborating with federal, nonprofit and business sectors. Every year, our Team Member of the Year joins us at Capitol Hill for the annual SourceAmerica Grassroots conference, sharing their meaningful work experiences as individuals with disabilities. Inspiring stories from our team members help raise awareness, champion important policy needs and shape a more inclusive and equitable future for people with disabilities across the country.

Hayli Gourley and Nicole Boatner spoke to congressional members in Washington, D.C.



Focus on team members

In FY24, our Naval Air Station Pensacola food services team was nominated by Florida Vocational Services - Division of the Blind and ultimately selected by the state of Florida as an "Exceptional Employer" for our work hiring individuals with disabilities. The award was presented in Tallahassee, Florida.

GCE team members at Naval Air Station Pensacola



GCE Senior Director Government Affairs Lori Kain, Hayli Gourley, Nicole Boatner, and Stephanie Walker of SourceAmerica/Porter Group on the House Speaker's balcony



**1,570** EMPLOYED

1,570 team members employed, including 1,050 with a significant disability

**106** VETERANS



106 veterans employed, 50 of whom have a significant disability

**1/2 million** TRANSACTIONS

1/2 million transactions managed by GCE contact center team members for the Colorado Military Health System at Fort Carson – helping to minimize patient wait times and ultimately improve the quality of care for military members seeking medical services



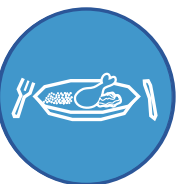
**3.2+ million** MEALS SERVED

**15 million** SQ FT CLEANED

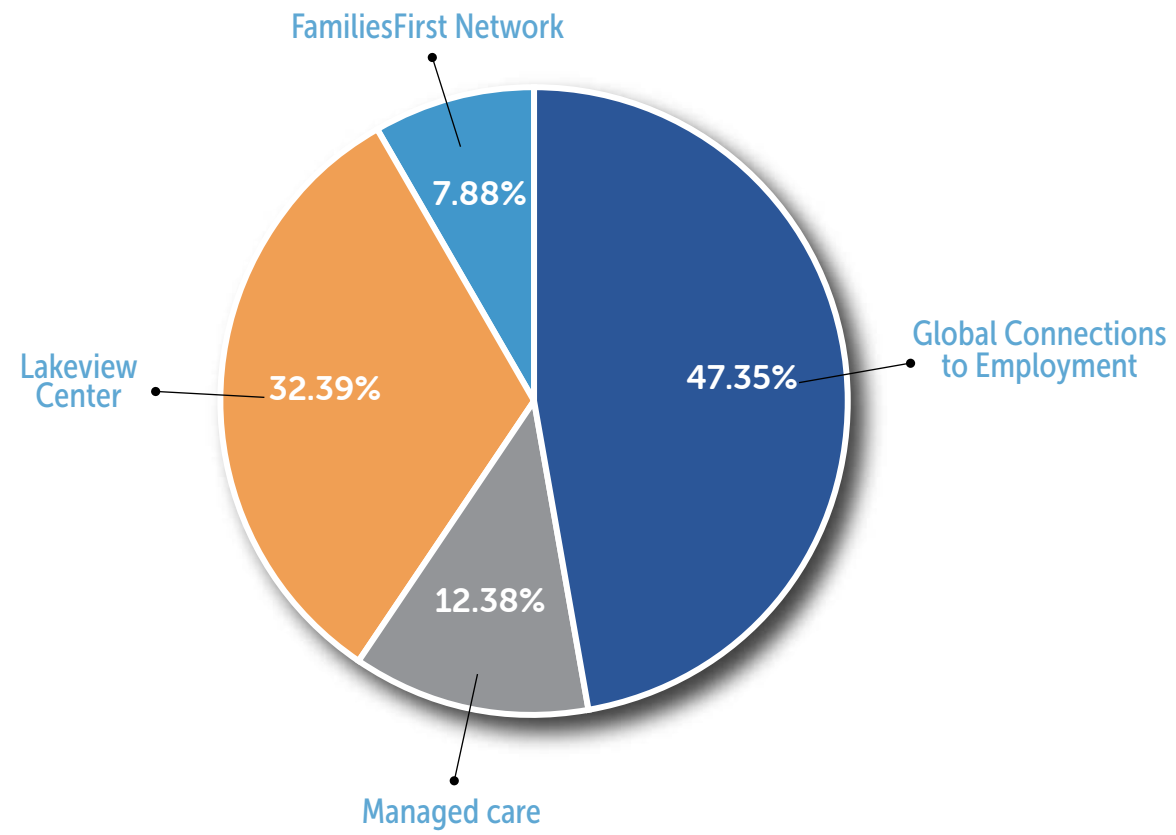


15M square feet [1,391 buildings] cleaned each day by our custodial teams

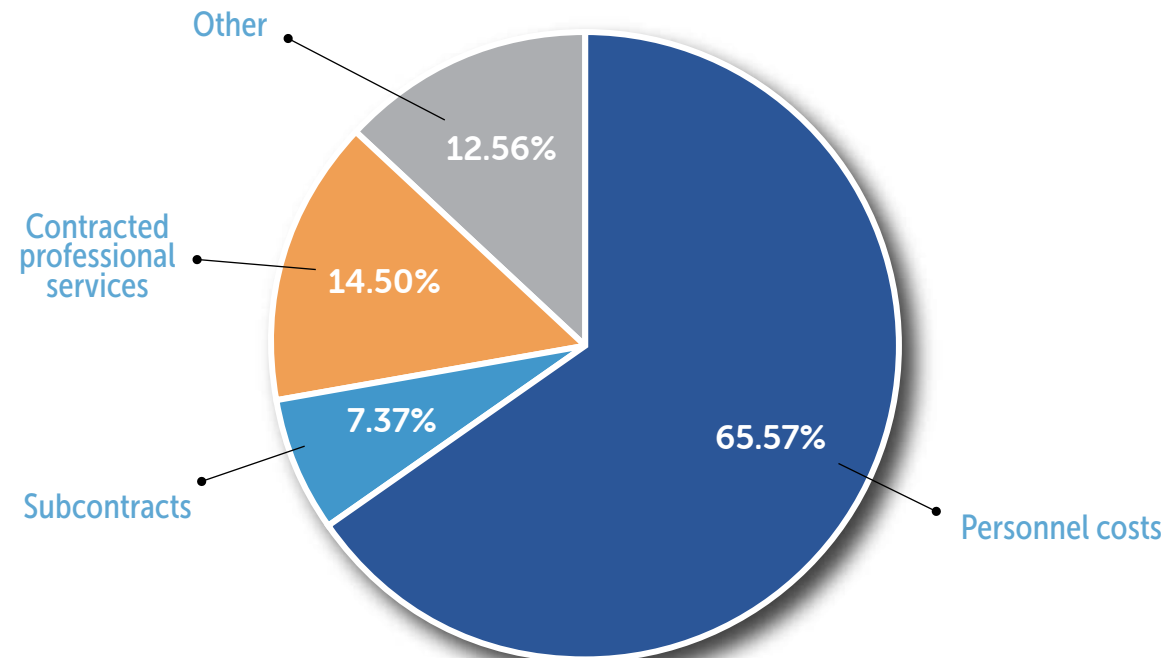
3.2+ million meals served at four of our largest sites – Naval Air Station Pensacola and MacDill Air Force Base in Florida, plus the Armed Forces Retirement Homes in Gulfport, Mississippi, and Washington, D.C.



Operating revenue by service area



Operating expenses





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).



## Annual Report 2024

To learn more about our services, visit our website or connect with us on social media. LifeView Group affiliates can be found on Facebook, LinkedIn, Instagram, X and YouTube.

