



**LifeView**  
GROUP  
Lakeview Center | FamiliesFirst Network | Global Connections to Employment

Annual Report

2022



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



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



**Allison Hill**  
President and CEO  
LifeView Group

Across our organization, we strive to listen, learn and adapt so that we can meet people where they are on their life journeys. Over the past 68 years, we have experienced so much growth that it is sometimes difficult to tell our story. Last year, we seized an opportunity to improve that.

Once we separated from our parent organization, we officially named our new parent company and put the wheels in motion to rebrand our organization. We decided on the name LifeView Group. "Life" incorporates our mission to help people throughout "life's" journey. "View" incorporates part of our long-standing name Lakeview Center to honor our organization's history and show our community that we are here for the long haul.

Everyone at all levels had an opportunity to participate in this process. In the end, our new brand shows that we are one family providing a variety of services. Our new logos have layers, much like the layers we see in the people we help. The color palette evokes a sense of innate resilience, which is what we want to help people achieve when they come to us for help.

We found a way to showcase the many ways we can help people through some of life's most difficult and personal challenges, but one thing did not change — our culture. We are focused on the same mission and are grateful for the opportunity to help people through our key service areas:

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

This report shares some of the specific things we did through each affiliate and features some of the people who played significant roles in helping others. Please let us know if we can help you. Each and every day, we aim to be your trusted partner.

Sincerely,

Gary Bemby  
Chairman of the Board of Directors  
LifeView Group

Allison Hill  
President and CEO  
LifeView Group





Lakeview Center made great strides last year in providing comprehensive behavioral health services and exemplifying our mission of helping people throughout life's journey. Across Northwest Florida, the need for mental health and substance misuse care is growing. Lakeview Center is adapting to meet our community's needs.

Our team formed a boots-on-the-ground program to serve the mental health needs of community members who are homeless. Specifically, the Homeless Evaluation Assessment Response Team, or HEART, formed to bring in-person or telehealth services, as well as medication management plans directly to people without homes.

Lakeview Center leaders also serve on the regional Mental Health Task Force led by Rep. Michelle Salzman. In addition to collaboration and conversations around improving access to care, the task force launched a digital ad campaign focused on jumpstarting conversations, removing stigma and creating momentum in supporting community mental health.

Our Lakeview Center and FamiliesFirst Network colleagues formed a special team to help children coming into the child welfare system with significant challenges. Our professionals understand that substance misuse, mental health, child abuse and neglect often are concurrent, and that parents often need help so that the entire family unit can heal. We considered each child's situation to help place them in the right home, reducing the need for future relocations - which can be traumatic for children - while directing parents to helpful resources.

### Key accomplishments

- From October 2021 to September 2022, Lakeview Center provided behavioral health services to **24,095** people last year in Escambia, Santa Rosa, Okaloosa and Walton counties.
- We provided **74,607** telehealth and phone appointments.
- Our Mobile Response Team served **4,105** people, of which **1,950** were children, recording approximately **12,000** services.

### Lakeview Center psychiatrist named statewide Medical Professional of the Year

It's hard to imagine sticking with anything for 43 years, but Annie Cherian, M.D., psychiatrist, did so, not for herself, but for countless people struggling with mental health disorders. Everyone knows Dr. Cherian simply as "Annie."

Annie started working with Community Mental Health Center of Escambia County (now Lakeview Center) in 1979. During her career, she oversaw 200 inpatient beds at three facilities, to include a community hospital psychiatric unit, an acute stabilization unit and a state mental hospital. She also served as medical director guiding a team of more than 30 psychiatric medical staff members at Lakeview Center. She even did home visits. She felt that psychiatry presented an opportunity to make a positive impact, and her Lakeview team quickly became her second family. "I always felt comfortable at Lakeview. I have worked with a lot of nice, kind and helpful people."

Annie always stopped to help clients even when they came in late or without an appointment. Her rule was: "Clients must always come first. You don't know what they are experiencing, and they need you." She said we make the most impact when we serve from the heart and engage with everyone involved. "We just need to work together, be careful, thoughtful, and most of all, be passionate about the work."

Dr. Cherian was selected by the Florida Behavioral Health Association as the 2022 Medical Professional of the Year, thanks to her deep commitment to improving the lives of those we serve across Northwest Florida.

Dr. Cherian retired in the summer of 2022, and Dr. Guido Ludergrani was named as the new chief of medical services.

Dr. Ludergrani is board certified in both child and adult psychiatry and has been with Lakeview Center since 2007. He has served a broad range of programs and services, including acute inpatient care, child/adolescent residential programs, and outpatient clinics for both adults and children.

"During a thorough selection process, Dr. Ludergrani demonstrated incomparable expertise, experience and a clear example of our mission and culture," said Shawn Salimida, president of Lakeview Center. "I am confident he will provide the medical leadership needed to move our organization forward."





As a child welfare agency and affiliate of a comprehensive human services organization, FamiliesFirst Network is in a unique position. We can not only help children, but also parents.

Being taken from their homes is traumatic for children, especially when the family is faced with substance misuse or mental illness. Children want their parents to find healing so the family can be together again.

Our first and foremost goal is to ensure the safety of children, but our behavioral health colleagues can treat “parents experiencing substance misuse, depression and anxiety, which often go hand-in-hand with child abuse and neglect. If the parents can resolve their challenges, often the family can safely reunite.

Last year, we saw many children come into care with challenging histories. We responded by bringing together a diverse group of team members to discuss each child’s situation. We focused on making sure each child was in the best home to begin with to prevent movement between multiple placements. This multi-disciplinary approach provided vast insight from all angles.

This report shares some of our accomplishments from the past year, as well as a feature story about Alyson Adams, who works tirelessly to help reunite families and keep children safe.

### Key accomplishments

- FamiliesFirst Network served **2,895** children last year in Escambia, Santa Rosa, Okaloosa and Walton counties.
- We worked with **525** families to keep their **1,176** children from going into out-of-home placements.
- We facilitated the finalized adoptions of **276** children.
- We reunited **246** children with their families.
- We celebrated **135** successful adoption matches using Family-Match technology, a relational compatibility matching program.
- We helped **113** parents graduate from foster parent training classes using Zoom technology and in-person learning.
- Our team licensed **68** new foster homes and relicensed **28** homes to expand the capacity and care for more children.

### Meet Alyson Adams

“All parents face obstacles,” said Alyson Adams, foster mom and parent mentor. She should know. Alyson has been a foster mom since 2017, welcoming more than 50 children into her home. Many children stay briefly, but 10 children have consistently been under her watchful eye and caring heart. To help reunify families, she’s also worked closely with parents. One of those parents is Amber.

Amber was struggling with the disease of addiction, and it caused her children to be removed from her home. That’s when she hit rock bottom and realized her kids were the best reason to be clean and sober. Alyson ensured the safety and care of Amber’s children, so that Amber could focus on her recovery.

“I’ve known parents who experienced addiction, poverty, mental illness and their own childhood abuse or trauma. This is common in all communities,” said Alyson. “Helping a parent is about simple but genuine connections. It’s easy to help. For instance, you can sit and supervise phone calls and video visits with their kids, take them to doctor appointments and school events, have them over for dinner or just check in on them.”

People have told Alyson that they can’t foster a child or mentor a parent because they’ll get too attached. To this, Alyson says, “Getting attached is the point. We can’t be afraid of relationships if we are truly going to help these children and parents.”

It takes courage for anyone to pull out of addiction, and love of family is usually a guiding force. Alyson remains close to Amber and is the godmother of her kids. She said Amber, who is three years sober, is one of the best parents she knows.

“Foster parents like me meet families on the worst day of their lives – the day their children were taken from them – but we also get to help them work their way back to a safe, stable, thriving home. That’s incredibly rewarding.”





Global Connections to Employment, or GCE, focuses on connecting persons with disabilities to employment to help them live independently. Last year, we came up with some creative ways to recruit and create opportunities for new team members.

We hosted numerous hiring events at military installations, colleges, AMVET halls and even local farmer’s markets. We recognized an opportunity to expand services by becoming a transportation provider to Vocation Rehabilitation in Northwest Florida. Not only did our initiative provide new jobs to people with disabilities, we also resolved a transportation dilemma for some of them.

Another opportunity in the hospitality industry opened the door for young adults with disabilities to learn on-the-job skills through our Project SEARCH program. The high school transition-to-employment program expanded into a new county and also produced 16 graduates last year who are now ready for competitive employment.

We continue to advocate for persons with disabilities who want to work by meeting with congressional leaders. We have a captive audience when we attend the annual SourceAmerica Grassroots conference with our Team Member of the Year, who shares a compelling lived experience.

Our job is to open doors, remove barriers, and provide training and mentorship. Read stories about Antanika Doukkali and Stan Hays on the following pages to see what success looks like.

Our business lines of service include:

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

### Key accomplishments

- We employed more than **1,400** people with disabilities.
- We employed more than **100** veterans – **46** whom have a significant disability.
- Our custodial teams cleaned multiple sites across the country totaling **171,649,940** square feet.
- 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 and Washington, D.C.

### Meet GCE’s Team Member of the Year - Antanika Doukkali

Antanika Doukkali was born with a disability and moved from house-to-house with her mom resulting in a chaotic childhood. It prompted her grandmother to raise her. She started working at Global Connections to Employment eight years ago. At first, she didn’t think she could do the job. Back then, she was a self-conscious, timid, scared new employee, but today, she handles all issues that come her way in a kind, professional and patient manner.

Prior to joining GCE Food Services at Naval Air Station Newport Rhode Island Ney Hall Galley, Antanika tried working in the fast-food industry, but it was too fast-paced, and she had trouble understanding others. At GCE, her coworkers have become like a second family. She has thrived, working multiple stations to include the food serving line, floor runner, salad bar attendant and skullery.

She doesn’t wait for coworkers to ask for help. Instead she proactively tries to assist and teach them. “I work the way I do because my nana taught me when I was young.”

Antanika has been recognized as Team Member of the Month five times in eight years! She was also an asset in achieving the U.S. Navy Captain Edward F. Ney Memorial Award - the highest honor given to U.S. Navy food service operations to recognize food service excellence.

“Antanika impresses everyone - the food services officer, Navy sailors, coworkers and other customers. They ask to go through her food line because she’s so friendly,” said Rodney Novak, project manager.

For the last five years Antanika has been working to get her driver’s license and thinks this will be the year she passes the test! In her downtime, she loves to take walks and help her grandmother with errands. When asked how she feels about her relationship with GCE, she said, “I love this job, and my boss is very kind and helpful.”





### Meet GCE's Veteran of the Year - Stan Hays

Stan served in the U.S Army for 10 years, which included combat deployments. He was medically retired due to injuries and multiple fractures sustained during his last tour of duty. He underwent surgery and spent many months in physical therapy. It took him about eight months to learn how to walk again.

Regardless of his arduous journey, he maintains a positive attitude in all things. When he started searching for a civilian job, he thought it would be ideal to find a position that utilizes the skills he learned in the military – order, attention to detail, and problem-solving – and an employer focused on values like teamwork, integrity and respect, to name a few.

In 2021, during an online search, he discovered a job opening at Global Connections to Employment. The job was located at Hurlburt Field Air Force Base in Fort Walton Beach, Florida, working in the Official Mail Center. Managing official government mail requires the exact skillset that Stan possessed. What made it an even better opportunity is that GCE is an employer who trains and supports persons with disabilities, including veterans, in finding meaningful employment. The job was the perfect fit!

He got the job, and in 2021 Stan was promoted to shift lead. Leading comes naturally to Stan. He leads by example, jumping in with a can-do attitude. The workload can be excessive, but he's made improvements, been exemplary at accountability and is always supportive of his team.

"Stan is in tune to his surroundings and quick to respond to situations," said Pam Nabors, project manager. "He is just a great role model, leader and person."

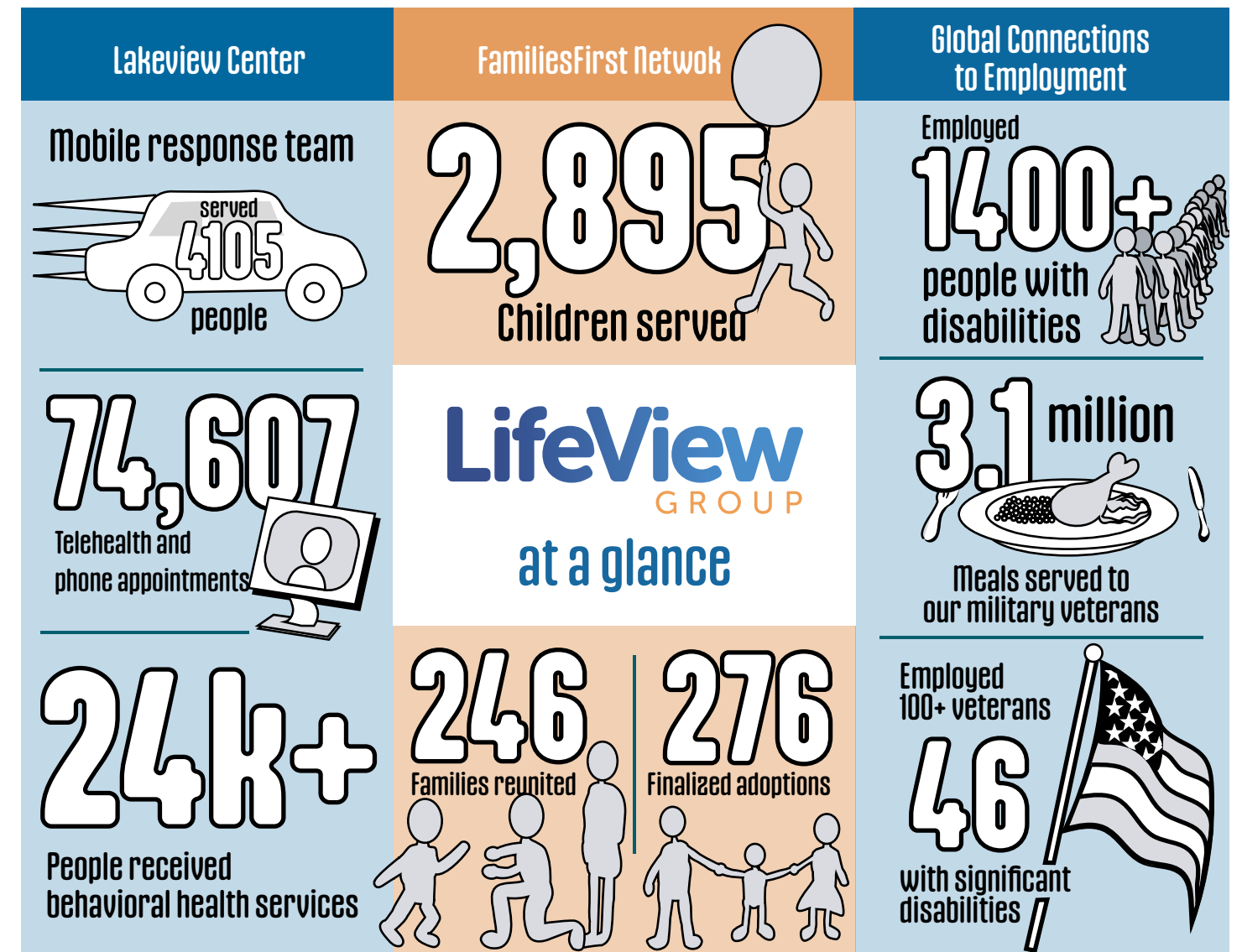
Stan's True North is his family. Regaining his health allows him to play sports with his children again. His job with GCE gives him the independence needed to support them.

"I get to work with the military every day doing something I enjoy with a great team, and I get to go home and be with my family at night. What could be better?"

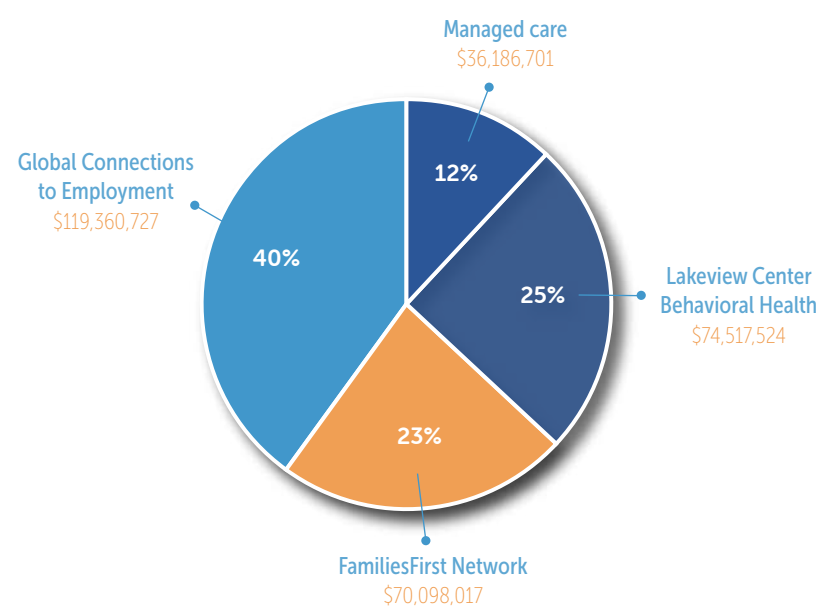


### Thank you for believing in our mission

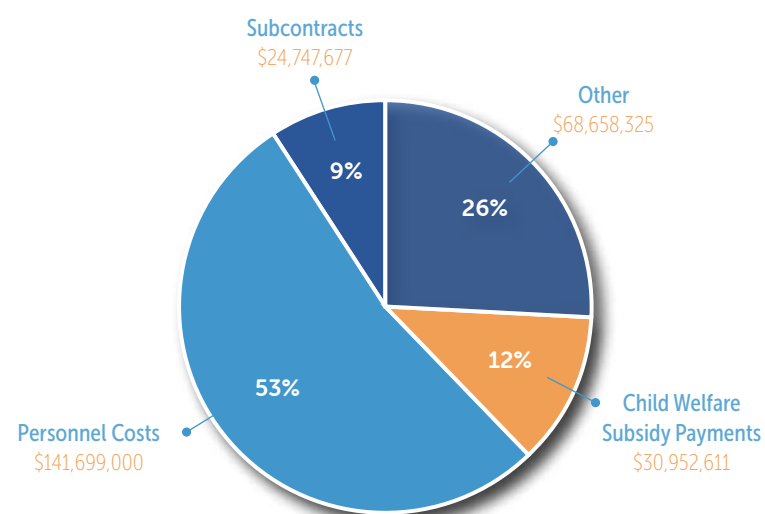
Whether you worked at one of our locations, donated money to our programs, partnered with us on a project or utilized our services, you made 2022 great because you helped improve a life in our community. You believed in us as your trusted partner, and we are grateful for your support.



Operating revenue by service area



Operating expenses



LifeView Group

Gary Bemby, Chair  
 David Stafford, Vice Chair  
 Henry Britton Landrum, Jr., Treasurer  
 Pam Childers, Secretary  
 Vince Currie  
 Hugh Hamilton

Lakeview Center

Vince Currie  
 Charles Beall, Jr.  
 Kristen Rodriguez  
 Adrianna M. Spain  
 Frankie White

FamiliesFirst Network

Huge Hamilton  
 Dale Jordan  
 Ruth McKinon

Global Connections to Employment (GCE)

David Stafford, Chair  
 Larry Perino, Vice Chair  
 David Mayo, Secretary  
 Johnathan Taylor, Treasurer  
 Al G. Coby

In addition to normal business activities, we saw opportunities to make unprecedented improvements across our system. Having disaffiliated to work as an independent agency, our operations can now function to meet the specific human services needs of the communities we serve.

Improvement projects required commitment, dedication and a lot of collaborative expertise from our team members. We appreciate your patience and your faith in our team allowing us the year to do important work that will positively impact programs and services for years to come.

**LifeView Group** – With input from team members, board members, partners and our community, we selected a new parent company name.

**Governing structure** – We installed a new governance structure, shifting board members and selecting new board members, to ensure coverage in key roles that serve all affiliates.

**Strategic plans** – We updated corporate and division strategic plans to align with human services goals of providing child welfare and behavioral health services as well as jobs and training for persons with disabilities.

**Branding** – Our rebranding initiative included new email addresses and websites for our parent company and our affiliates to retain name recognition among all key service areas.

**Enterprise resource planning** – We launched innovative software programs to manage accounting, procurement, project management, risk management and compliance activities.

**IT environment** – We enhanced communication technology such as Zoom and smartphones while ensuring confidentiality, with no breaks in service to our communities.

**Contracts** – We engaged in contracts to help us retain a compliant security posture and to provide internal support for our new IT programs and systems.

**Fiscal stewardship** – Amid an ending pandemic, recruitment challenges and a disaffiliation, thanks to good stewardship, we ended the year better than expected with a stable cash balance.





LifeView Group 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; Diversion/Intervention; 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



Lakeview Center is a United Way certified partner agency.



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 2022

If you have comments or questions about our services, please visit [lifeviewgroup.org](http://lifeviewgroup.org).  
Connect with us on Facebook, LinkedIn, Instagram, Twitter and YouTube.

