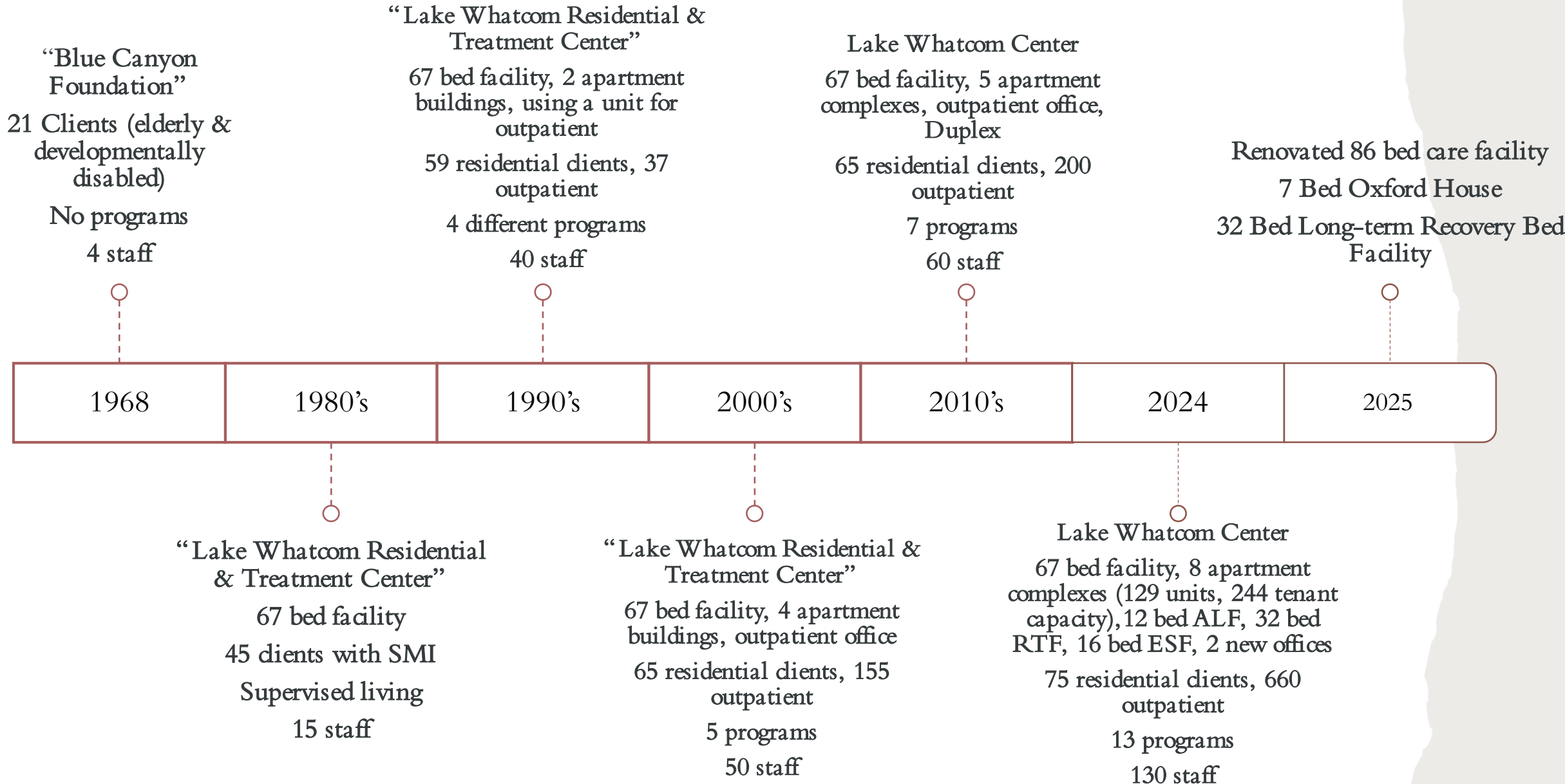


LAKE WHATCOM CENTER

Supporting Recovery, Empowering Growth

# LAKE WHATCOM CENTER TIMELINE







# ONE AGENCY LOTS OF SERVICES

Lake Whatcom Center serves adults with severe and persistent mental illness. Providing wraparound services so clients are able to meet multiple needs at one location is an important piece of care at LWC.



# LWC LOCATIONS

Coming  
★ SOON.  
STAY TUNED



Maplewood  
2626 Maplewood



Baker Creek 2  
1661 Baker Creek



Recovery Beds  
1727 E Sunset



Orchard  
3600 Meridian



Agate  
3400 Agate Heights



Baker Creek  
1641 Baker Creek



Community Center  
1725 E Sunset



Alabama House  
3630 Alabama

# LWC SERVICES

## Maplewood-ESF

- Enhanced Services Facility
- Clients have both mental health and medical needs
- 16 beds
- Clients may choose to have Case Management
- All staff are HCAs
- 4:1 Staff:Client ratio
- Supervisor: Brian Francis
- MH Coordinator: Cameron Gardener

Maplewood  
Operational  
24/7





# LWC SERVICES

## Agate- AH

Residential mental health treatment

67 Bed facility

9 Case Managers

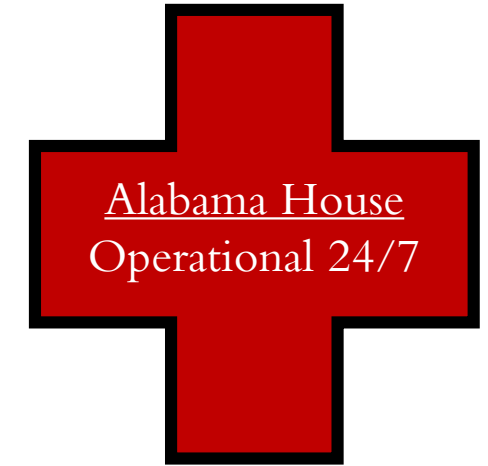
2 Medical staff

Caseloads are 5-10 clients

Supervisor: Linda Dunn

Coordinator: Charlie Butz





## Alabama House-ALF



- Assisted living facility for medically fragile clients
- Clients have both mental health and medical needs
- All clients are in IOP
- 12 Bed facility
- 6 On-site staff
- 1 Medical staff
- Supervisor: Lafarro Williams
- Coordinator: Justine Griffith

# LWC SERVICES

Baker Creek  
Operational  
24/7

## BCRTF

Baker Creek Residential Treatment Facility

- Residential substance use and mental health treatment
- Serves LWC and non-LWC clients
- 32 Bed facility
- 11 Clinical staff
- 1 Medical staff
- Supervisor: Jacqueline Hause
- Coordinator: Chelsey Branch



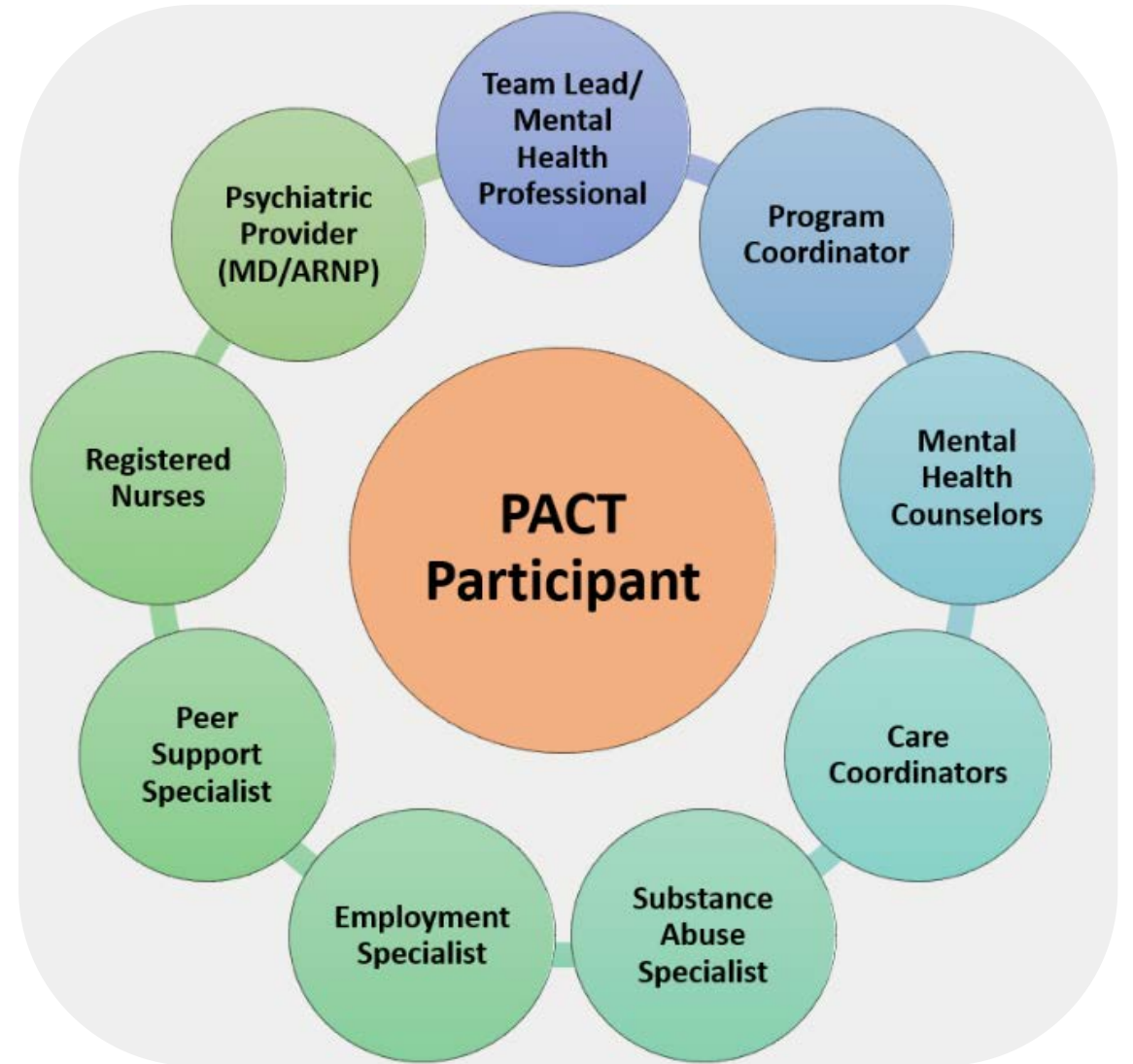


# LWC SERVICES

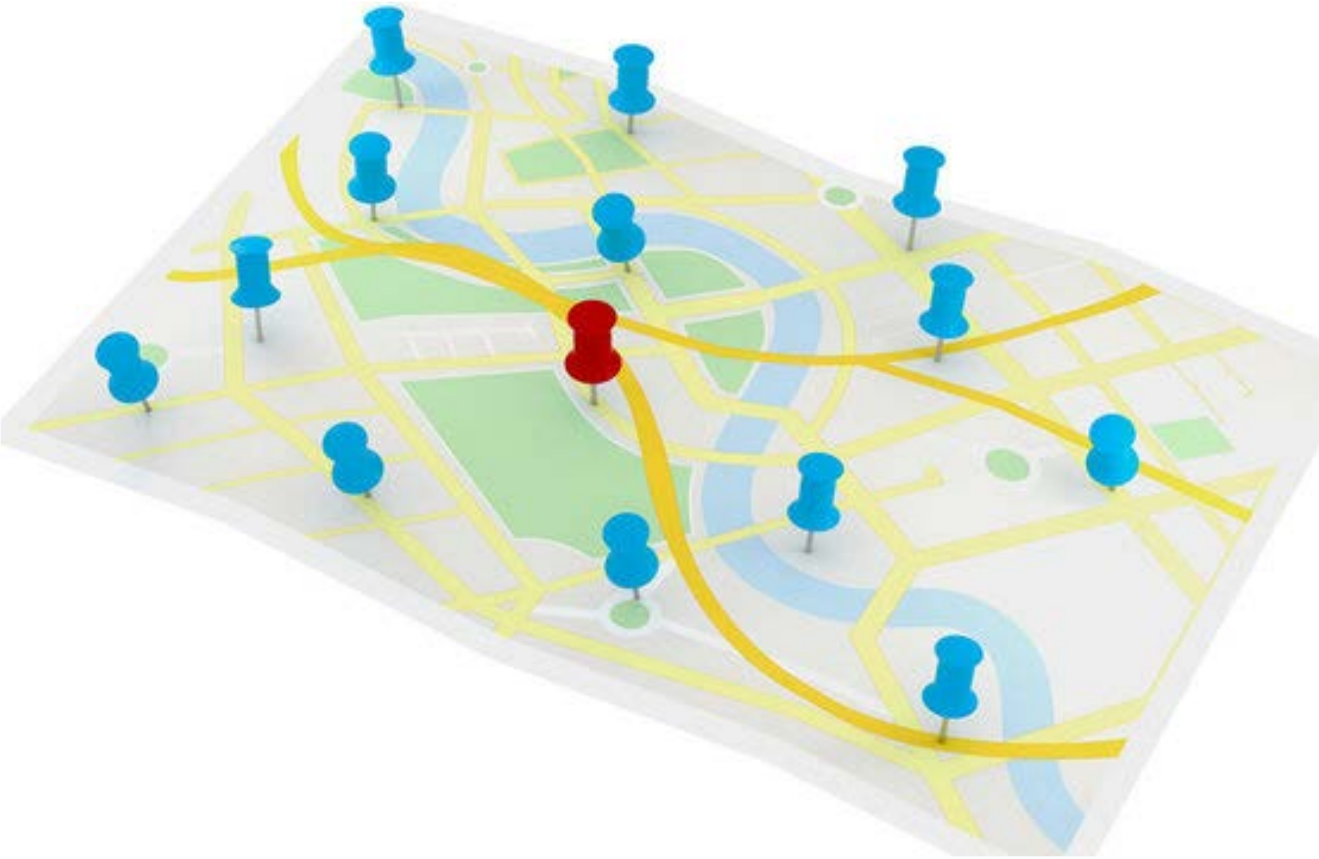
## PACT

Program for Assertive Community Treatment

- Wrap around services for high-need outpatient clients
- Clients are met with up to 2-3x a day
- 50 Clients
- 7 Clinical staff
- 2 Medical staff
- Supervisor: TBD
- Coordinator: Jennifer Ervin



# LWC SERVICES



## IOP

### Intensive Outpatient Program

- High intensity services for outpatient clients
- Clients are met with up to 2-3x a week
- Caseloads are 15 clients
- 10 Case Managers(per team)
- Supervisor: Yvonne DuBois (Green Team)
- Supervisor: Andrea Northey (Blue Team)
- Coordinator: Hailey Wilson



# LWC SERVICES

## CCM

Community Case Management

Less intensive case management for outpatient clients

Clients are met with once every 3-6 weeks

Caseloads are up to 60 clients

5 Case Managers

Supervisor: [Esther Heckman](#)



# LWC SERVICES



## HEART

Holistic Engagement through Allied Recovery & Treatment

- Crisis support & stabilization
- Community Center & Recovery Beds
- Embedded Library Program
- 8 Clinical staff
- Serves all LWC clients (and some non-LWC folks)
- Supervisor: [Alice Ferwerda](#)



LWC SERVICES

HEART-

Community Center & Recovery Beds

Holistic Engagement through Allied Recovery & Treatment

- Short-term transitional housing
- 8 shelter beds
- 4-5 groups run at Community Center weekly
- Holiday celebrations at community center
- Serves all LWC clients (and some non-LWC folks)
- House Case Manager: Charlie Bradford

HEART Team  
Operational  
24/7



LWC SERVICES

HEART-

# Embedded Library Program

Holistic Engagement through Allied Recovery & Treatment

- Case Manager at Bellingham Downtown Library daily
  - De-escalation
  - Community Referrals
- Serves all LWC clients (and some non-LWC folks)

HEART Team

Operational

24/7





# LWC SERVICES

## Housing & Employment Services

### Housing

- 2 administrative staff
- 8 apartment complexes
- Supervisor:  
Hannah Moore



### Employment

- 3 staff
- ~100 clients
- Supervisor:  
Ethan Dodgson



# LWC SERVICES

## Medical & Prescribing Services

### Medical

- 3 staff at main office
- ~200 clients
- Supervisor: Angela Belcaster

### Prescribing

- 4 Prescribers
- ~375 clients
- Supervisor: Angela Belcaster



# LWC SERVICES

## Therapy & Payee Services

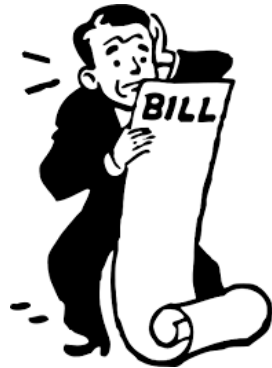
### Therapy

- 3 staff
  - 2 interns
- 70+ clients
- Supervisor:  
Andrew Hovenden



### Payee

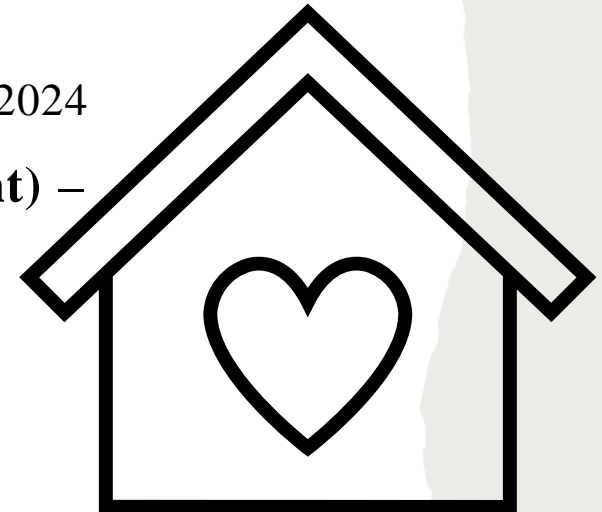
- 1 staff
- ~170 clients
- Payee:  
Kelsey Wood





# STATS & SIGNIFICANT ACCOMPLISHMENTS IN 2024

- **Baker Creek RTF** –
  - 561 admits since June 2019 (average of 12/month)
  - 5 successful 60 day stays graduated per month
- **Agate Heights Assisted Living** –
  - 50 referrals annually. Average 12 transitions annually
- **Maplewood ESF (Enhanced Services Facility)** –
  - \$4 million dollar renovation for a 16 bed facility completed and licensed in late 2024
- **HEART (Holistic Engagement Through Allied Recovery and Treatment)** –
  - Emergent stabilization and outreach - 9269 client contacts 2023 and 2024
  - Embedded Library Services – 1436 client contacts 2024
  - MH Court – approximately 60 clients served annually
  - Emergent Shelter Beds – 58 referrals in 2024



# STATS & SIGNIFICANT ACCOMPLISHMENTS IN 2024

- **IOP (Intensive Outpatient Program)** –
  - Doubled the number of clinicians from 10 to 20, each carrying a case load of 15 clients
- **PACT (Program for Assertive Community Treatment)** –
  - Created and developed a shower/restroom and clothes facility to assist homeless clients with personal hygiene need
- **Therapy/intake** –
  - Open access 2 days a week and scheduled intakes performed upon release from jail, shelter beds, and Baker Creek RTF.
- **Housing** –
  - Over 175 clients in supported housing
  - 22 unhoused to LWC housing
  - 12 unhoused to non LWC housing
  - 15 tenants transitioned from LWC supported housing to non LWC independent housing
- **Agency Wide** –
  - Average client contact hours is 53 hours per month per employee
  - 19878 total client contact hours





Thank  
you!

WE APPRECIATE YOU  
SPENDING YOUR TIME  
WITH US