



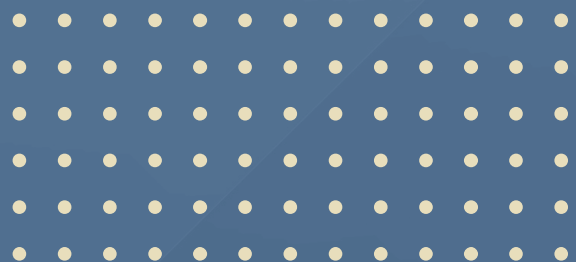
*LifeStream*  
BEHAVIORAL CENTER, INC.

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2024

ANNUAL REPORT

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# A MESSAGE TO OUR COMMUNITY

**This past year marked a significant transformation for LifeStream.**

As we reflect on the agency's transformative journey of the past year we are proud to celebrate the significant strides LifeStream Behavioral Center has made in our mission to bring "Hope to Life" in the communities we serve. This year has been a testament to our unwavering commitment to evolving into a true center of excellence in behavioral health, while also positioning ourselves as an employer of choice for individuals dedicated to making a difference in the lives of others.

Throughout this year, LifeStream has provided behavioral health services to over 41,000 individuals across six counties in Central Florida, delivering over 543,000 unique services. With more than 65 diverse programs that make up our comprehensive system of care, we are dedicated to addressing the unique and ever-changing needs of our community, working to transform lives through personalized care and support. We are proud of the services that we offer to our communities. By developing one of the largest and comprehensive systems of care in the state, LifeStream is able to meet the needs of the individuals we service in a holistic and person centered manner.

As we strive to become a center of excellence, we also remain deeply committed to being an employer of choice—attracting and retaining top talent who share our vision for transformation and passion for serving our population. Our dedicated staff are the heart of our success, and together, we are empowering individuals to lead healthier, more fulfilling lives.

The transformation we've witnessed this year would not have been possible without the trust and collaboration of our staff, board, stakeholders, and the communities we serve. Together, we are laying the foundation for even greater progress and excellence in the years to come.

As we look ahead, we are excited to continue our journey to excellence by providing the highest-quality care and serving as a pillar of support for those seeking hope and healing. We remain committed to creating positive, lasting change, and to being a transformative force in the lives of everyone we touch.



*Rick Hankey*

President/CEO

LifeStream Behavioral Center

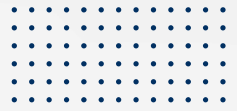


*Debbie*

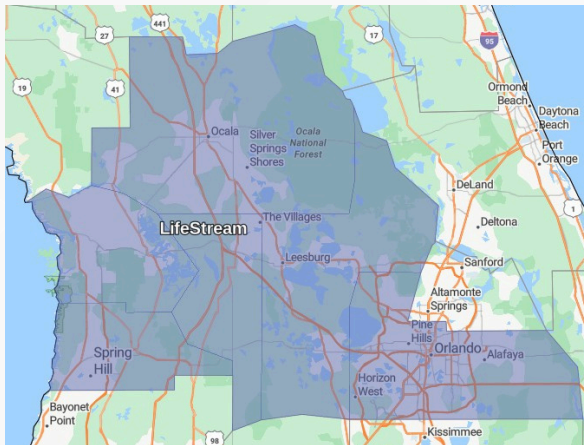
Chairman,

LifeStream Board of Directors

# WHO WE ARE



LifeStream Behavioral Center began its work in the community in 1969 as part of Waterman Memorial Hospital in Eustis, Florida, and became an independent nonprofit organization in 1971. Since then, it has expanded to operate 35 locations offering over 60 programs aimed at supporting individuals facing mental illness and substance use challenges. LifeStream serves residents across Central Florida, primarily in Lake, Citrus, and Sumter counties, with additional programs in Orange, Marion, and Hernando counties.



## MISSION

“Creating Hope,  
Supporting Recovery, and  
Promoting Health”



## VISION

“To Bring Hope to Life!”

## VALUES

We are Respectful • We are  
a Team • We are Honest •  
We are Excellent • We are  
Proud!

# CARF ACCREDITATION

We are pleased to share that LifeStream has been accredited for a period of three years for its behavioral health programs. The latest accreditation is the fifth consecutive Three-Year Accreditation that the Commission on Accreditation of Rehabilitation Facilities (CARF), the international accrediting body, has awarded to our organization.

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its programs and services are of the highest quality, measurable, and accountable.



# CENTER OF EXCELLENCE 2024

60+

Unique Programs

35

Different Locations

41,819

Individuals Served

Individual Services

543,904

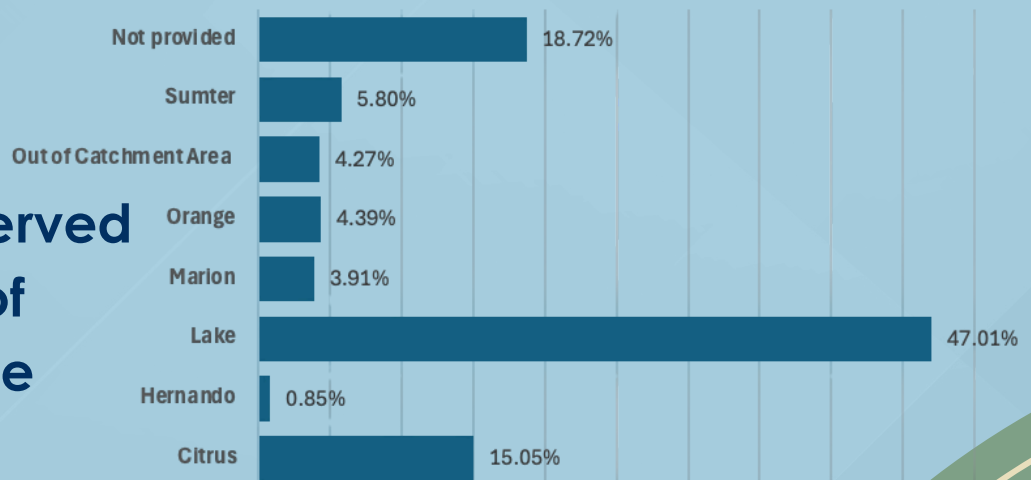
1,251

Voluntary Admissions

3,027

Involuntary Admissions

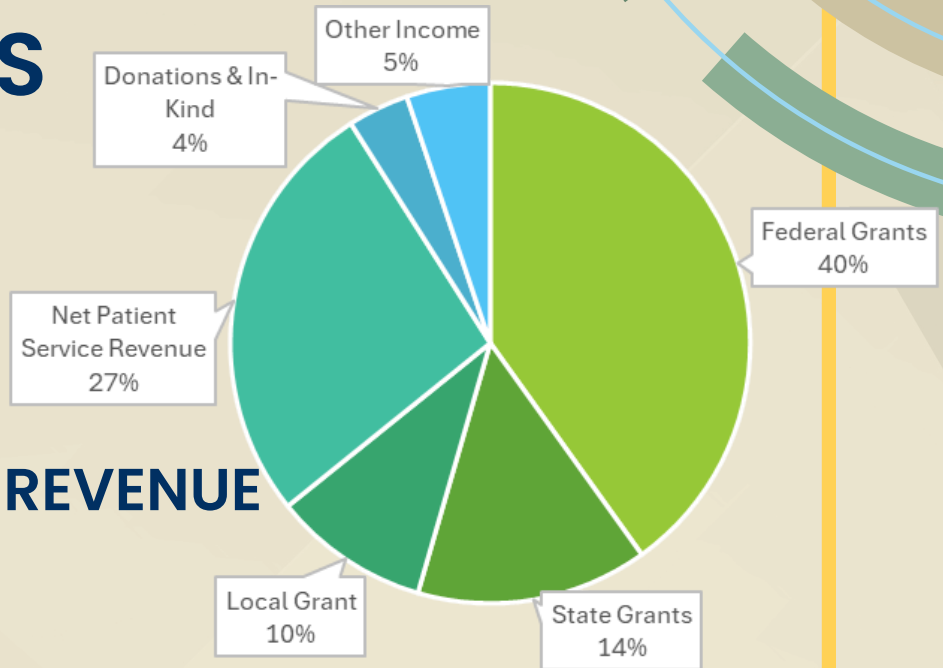
## Individual Served County of Residence



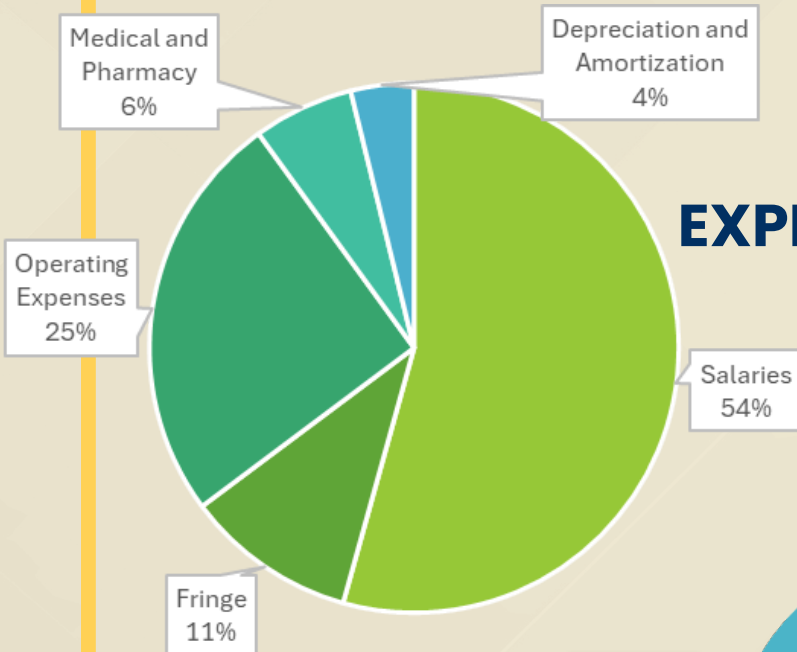
- Launched CORE programs in both Lake and Citrus counties.
- Commenced construction on our Citrus Behavioral Health facility.
- LifeStream was awarded the SAMHSA Certified community behavioral health center grants, enabling same-day assessments in Lake and Citrus Counties.

# KEY FINANCIAL HIGHLIGHTS

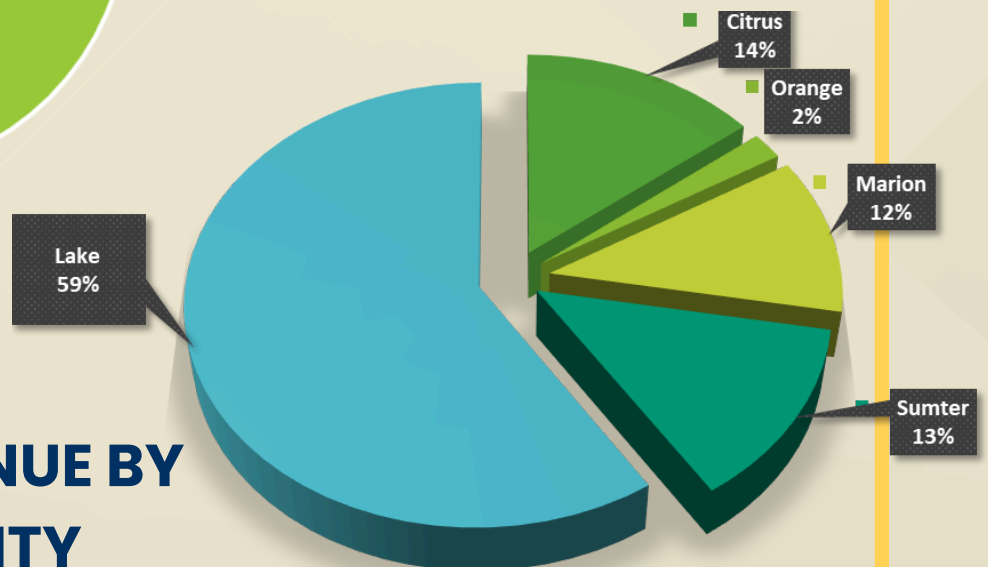
## REVENUE



## EXPENSES



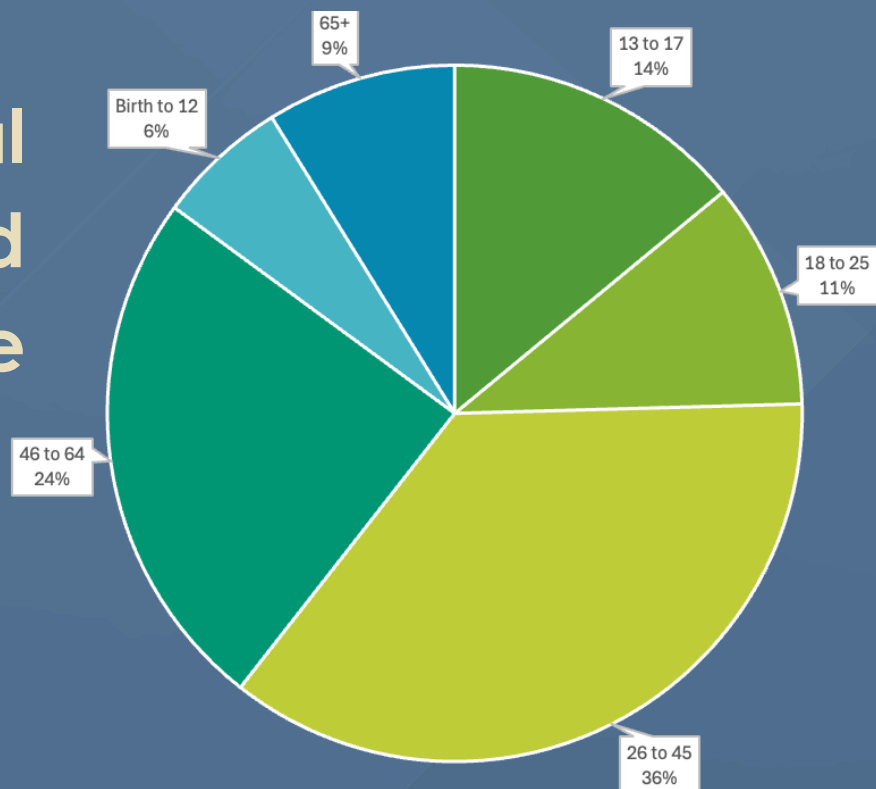
## REVENUE BY COUNTY



# CENTER OF EXCELLENCE



## Individual Served Age



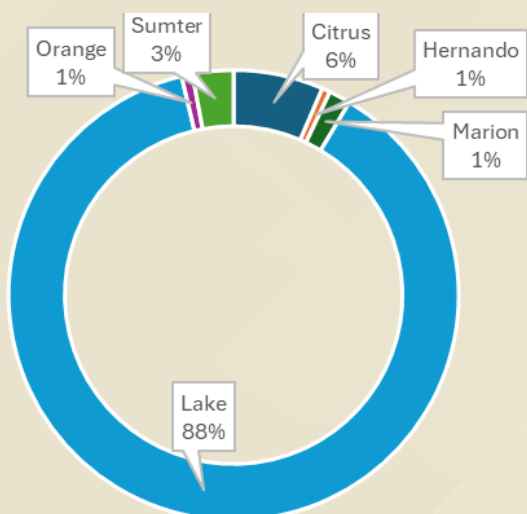
# EMPLOYER OF CHOICE

Total employee count: 879

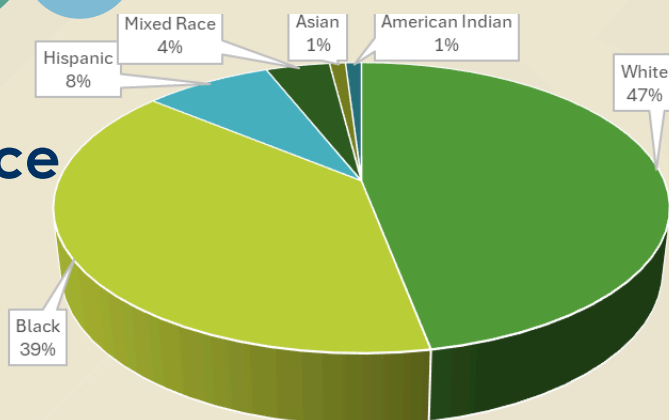
**FEMALE**  
77%

**MALE**  
23%

## Employee Race



## Employee Job Site Location




- Revitalized our employee recognition efforts through the HOPE Committee.
- Established the President's Award to recognize an employee who exemplifies LifeStream's core values.
- Recognized the RED Employee —honoring staff members who exemplify Respect, Empathy, and Dignity.
- Each quarter, individuals are recognized with the Spirit of LifeStream Award, honoring those who exemplify exceptional performance and embody the values of our organization.



# *LifeStream*

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