



Positive Aging

Senior Services is now Sound Generations

SUMMER 2018



Special Issue:
2017 Annual Report

Positive Aging is a publication of Sound Generations, a 501 (c) (3) nonprofit organization. To learn more, visit soundgenerations.org. Or, call 206.448.5757.

SOUND GENERATIONS PROGRAMS

- Pathways Information & Assistance
- Caregiver Support
- Meals on Wheels + Mobile Market
- Community Dining
- Health & Wellness
- Hyde Shuttle
- Volunteer Transportation
- Minor Home Repair
- Senior Rights Assistance
- Statewide Health Insurance Benefits Advisors (SHIBA)

COMMUNITY PARTNER SITES

- Ballard NW Senior Center
- Central Area Senior Center
- Lake City Seniors
- Senior Center of West Seattle
- Shoreline-Lake Forest Park Senior Center
- Sno-Valley Senior Center
- Southeast Seattle Senior Center

Connect with Us

To stay in the loop about special events, volunteer opportunities and other news, visit us at soundgenerations.org to sign up for our email newsletter and follow us on Facebook, Instagram and Twitter.



A MESSAGE FROM CEO:



Dear Friends,

Sound Generations is the largest provider of comprehensive services for older adults in the state of Washington. We have evidence-based practices aimed at **promoting the emotional, social, and physical well-being of older adults through a network of community connections and services.** For over 50 years now, our integrated continuum of care ensures positive aging by improving elder health, food security & social connection

In 2017, we served nearly 65,000 older adults, adults with disabilities, and their loved ones. Our ten core programs and seven Community Partner Sites remain passionate and committed to helping people age their way. Whether navigating resources, looking for community connections, or needing access to care, you can be assured that are our dedicated and resourceful staff will support you every step of the way on the aging journey. Our commitment of support prides itself in respecting all communities. Our staff is continually assessing access to our services to ensure all, especially our increasingly diverse underserved and marginalized elder communities, can access assistance when needed. Everyone deserves access.

We greatly appreciate the continued support of all our donors and funders to ensure our services and programs stay accessible so individuals and those that care for them can lead their best lives possible. It is because of your support that our work continues to make a real difference in the lives of those we serve. Thank you for recognizing the importance of supporting all in a caring community that affirms aging.

Sincerely,

Jim Wigfall
Chief Executive Officer

Our Vision

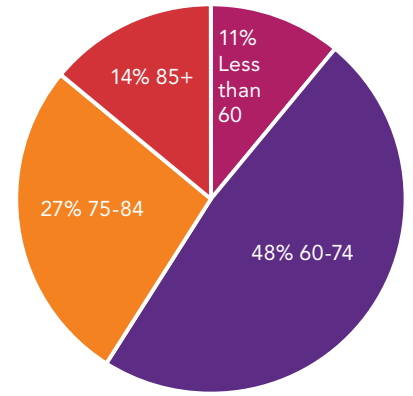
We envision a just society where aging adults and those who care about them can lead their best lives

Who We Serve

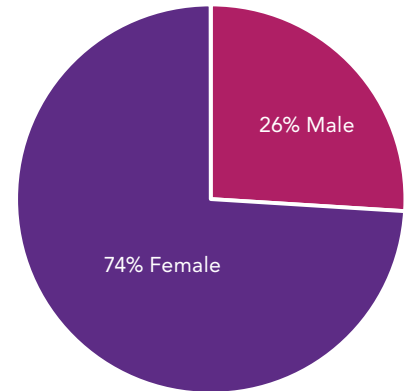
Our donors, volunteers, and staff help thousands of individuals improve their health outcomes as they age by....

- Offering essential and accessible services at low or no cost
- Providing socialization and peer connections in their community
- Developing evidence-based programs with measurable outcomes that are vital to one's quality of life
- Supporting families caring for loved ones with resources

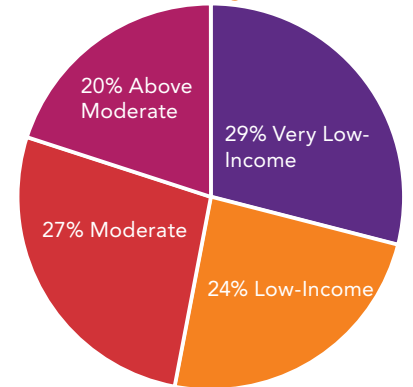
89% Aged 60 or Older



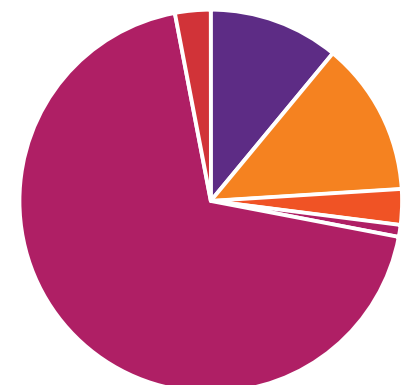
74% Women



53% Low- or Very-Low Income



31% People of Color



Commitment To Equity & Inclusion

Sound Generations and our

Community Partner Sites are constantly striving to expand our reach to underserved and marginalized populations, and decrease gaps that prevent communities of color, older adults, and adults with disabilities from obtaining the service they need.

Our organization's immersive self-assessment will deepen our understanding of the inadequacies experienced by communities of color. We are committed to supporting and respecting all regardless of ethnicity, gender, or sexuality; especially underserved and marginalized communities. Everyone deserves access.

- 11% Asian/Pacific Islander
- 13% African American
- 3% Hispanic/Latino
- 1% Native American
- 69% Caucasian
- 3% Other/multi-racial

■ Providing Personalized, Expert Guidance

What We Accomplished Together in 2017

“Thank you so much for all you have done for my family and me personally. There is no way I could have survived or navigated through all that’s transpired in my journey to help my elders.”

– from a Caregiver Client



Pathways

Our team of Pathways Information & Assistance staff and volunteers provided free, personalized guidance and resources for **3,010** people on **5,448** cases. **394** non-English speaking people utilized the language line to contact us. Over the course of the year, we helped our clients find the best solutions for questions regarding case management, housing, utility assistance, referrals to other community services, and more.



Senior Rights Assistance

We helped **481** people, on **521** Senior Rights Assistance cases, to become aware of their legal and consumer rights in order to make informed decisions.



Caregiver Support

We offered support and alleviated stress for **276** caregivers, for a total of **992** cases. Family Caregivers are oftentimes the backbone of support for aging seniors and adults with disabilities. Our program listens and identifies resources to help caregivers so they can maintain their own health and wellness.



Statewide Health Insurance Benefit Administrators

We assisted **8,275** people with questions or concerns about Medicare and other health insurance coverage. Our Statewide Health Insurance Benefit Advisors (SHIBA) work in tandem with the State Insurance Commissioner’s Office to provide free and unbiased information.

Helping People Age Their Way



Meals on Wheels

Our team of Meals on Wheels volunteers and drivers delivered **412,294** meals to **2,289** homebound seniors and adults with disabilities. **466** non-English speaking people utilized the language line to access this program. We not only assist those who are unable to shop or prepare affordable, well-balanced, culturally-appropriate, nutritious meals, but the sight of our friendly drivers also brings joy and happiness to an isolated client's day.



Minor Home Repair

Our program's skilled and professional technicians assisted **565** clients with **2,047** repair jobs. **420** non-English speaking people utilized the language line to access this service. This allows our low-income homeowners in Seattle, Shoreline, and Bellevue to safely age-in-place with minor repairs and accessibility modifications to their homes such as plumbing, carpentry repairs, installing wheelchair ramps, grab bars and handrails.



"I would like to thank you for all the meals you provided for my mom. She is now in an adult family home fighting her battle with dementia. She weighted 88lbs when I finally took over her care and found you to help with her meals. She is a stout 140lbs now. Thanks again for all you did. ps...I wish I had more to give."

– from a Meals on Wheels client's family member

"Your drivers and handymen/women are extremely courteous, prompt and do an excellent job. I just had a pipe break and was very impressed with how quickly and professionally the whole matter was taken care of."

– a Minor Home Repair customer's comment

Improving Community Connections



Transportation Program

In 2017, our team of drivers provided **5,185** people a total of **115,791** one-way trips. **597** non-English speaking people utilized the language line to access these services. For elderly and disabled persons who can't drive because of physical limitations, getting to and from various places or running errands can become nearly impossible. Individuals can then become isolated and withdrawn. We take seniors where they need to go.

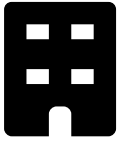
Our free transportation services provides shuttles to community meal programs, senior centers, and rides to medical appointments. Additionally, individual escorts and neighborhood vans are provided for errands such as grocery shopping, banking or visiting friends. Connecting our clients with their local community is a vital component to help maintain their independence and quality of life.



"We have been using your services for a few years and I can't tell you how much we appreciate this service being available. I work full-time so it's always a challenge to get Mom to her appointments but this service allows me to reduce the hours I have to be away from my job. Mom really enjoys the social interaction with the drivers."

– a Volunteer Transportation client's family member

Improving Community Connections



Community Partner Sites

Our seven Community Partner Sites throughout King County opened their doors to **16,460** participants who made a total of **211,653** visits. These Centers provided a vital environment for seniors to learn new skills, expand their social networks, take classes, volunteer to help others, and so much more!

2017 Community Partner Sites

Ballard NW Senior Center
Central Area Senior Center
Lake City Seniors
Senior Center of West Seattle
Shoreline-Lake Forest Park Senior Center
Sno-Valley Senior Center
Southeast Seattle Senior Center



Community Dining

We served **3,982** people with a total of **121,983** delicious, nutritionally balanced made-from-scratch meals at **18** congregational dining sites located throughout King County. Meals are prepared using fresh, whole ingredients that provide one-third of the adult daily nutritional requirements. This is not only nourishing bodies, but also satisfies the social needs that research has shown is so important for long-term mental, emotional, and physical well-being.

"The soup was excellent! It is so nice to come here and go to classes before lunch. It is great to get waited on and not eat alone. Thank you so much!"



"Visiting with everyone gets me out of the house. The food is really good!"



Enhancing Human Connection with Evidence-Based Outcomes



Our evidence-based fitness and wellness programs, Enhance®Fitness and Enhance®Wellness were utilized by **23,315** people. These programs provide consistent, positive, and measurable outcomes that are vital to the quality of life for older adults.

While all of our services are available throughout King County, Project Enhance programs are offered nationwide and include:



Enhance®Fitness

Ongoing Physical Activity Falls Prevention classes designed especially for older adults and proven to improve physical and social function, decrease depression, save healthcare dollars, and decrease unplanned hospitalizations.



Enhance®Wellness

One-on-One Health Action Planning to help those who are aging, have chronic health conditions and disabilities work through barriers to meet their health goals.

Additionally, we offer a range of nationally recognized evidence-based self-management workshops locally to help older adults address the fear of falling and manage chronic pain, chronic disease, diabetes, and depression.

"I come to EnhanceFitness to get consistent exercise and the proper kind. I know I won't do it on my own. Having cheerful, encouraging, and wise instruction helps me stay fit."
– from an Enhance Fitness participant



Together We Can Do More



Volunteers

Our **2,294** dedicated volunteers donated **174,955** hours to Sound Generations in 2017. Their passion and commitment, totaling an equivalent of **\$5,256,000*** is crucial to help our organization carry out our mission on a day-to-day basis. From preparing meals, safely transporting individuals to their appointments, and providing assistance and guidance. We are truly grateful for their service.

**Based on Washington State average of \$30.04 per hour (Source: Bureau of Labor)*



Workplace Giving

Our partnership with corporate and holiday giving partners bring basic necessities, gift cards, matching donations, and joy to our seniors throughout the year. Especially during the much-needed holiday and winter season. In 2017, the generosity of employees at Microsoft, Boeing, Symetra, Prowess Consulting, Wilson Sonsini Goodrich & Rosati, AGA Seattle Chapter, Litz, QualChoice and Facebook raised almost **\$81,000!** Seniors all across King County and our Community Partner Sites are blessed to have the support of your organizations and compassionate employees.

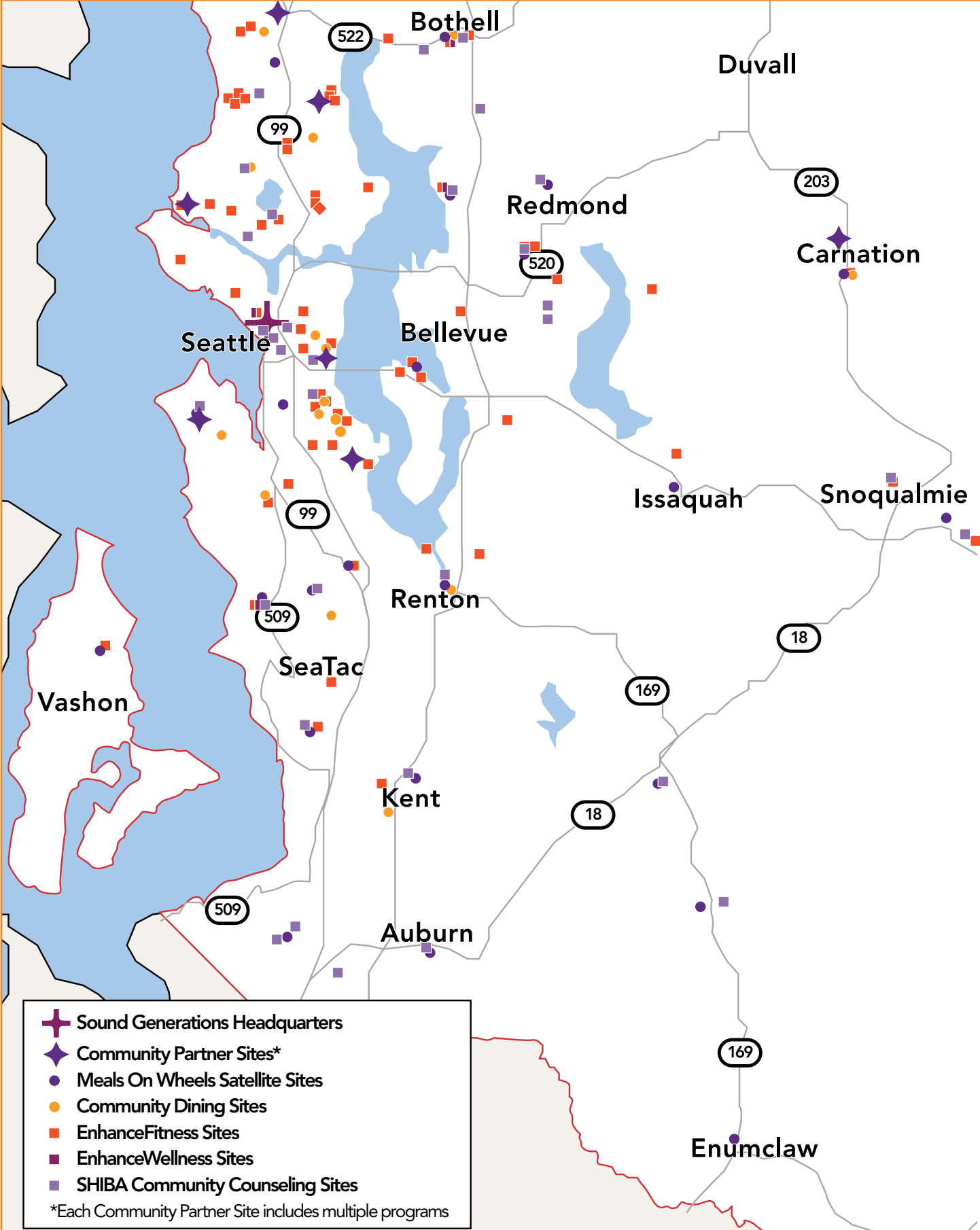


Inspire Positive Aging Awards (IPAA)

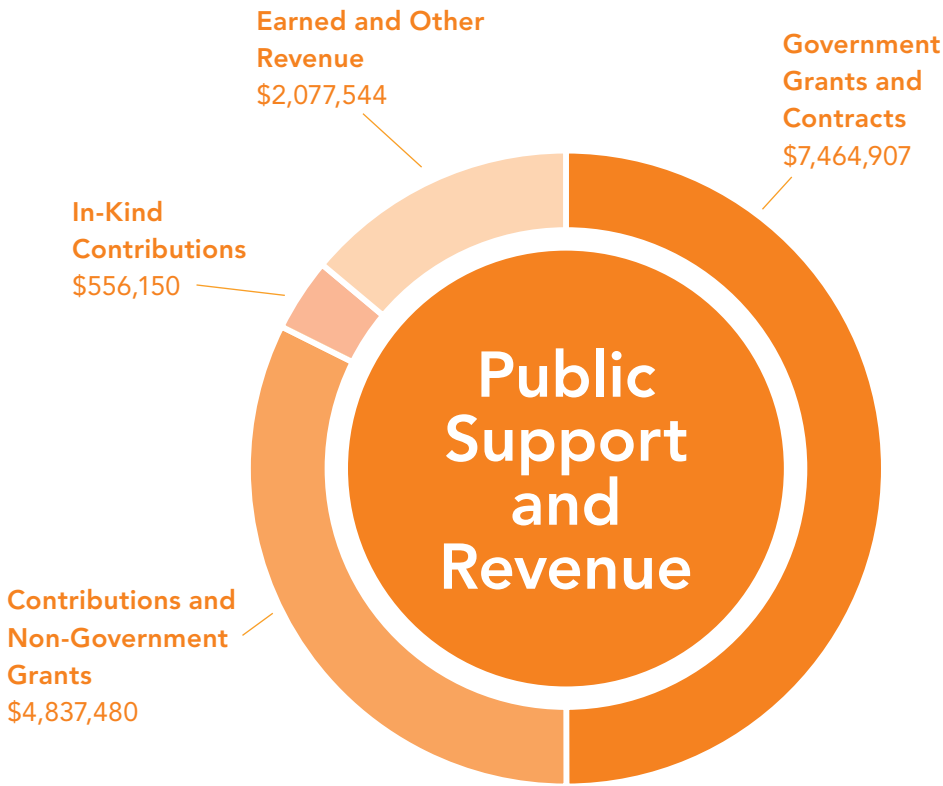
The 2017 Annual Inspire Positive Aging Awards Luncheon at the Bellevue Hilton was an exciting opportunity for our community to come together to showcase the phenomenal seniors that help make King County a better place to live. All of the nominees were truly inspirational, making the judges' final decision of the seven exceptional award recipients difficult: Feanette Black Bear (Advocacy & Activism), Barbara Peete (Community Service), Fred Geraldson (Defining Inspiration), Michael Neguse (Health & Wellness), Pam Berry (Intergenerational Impact), Kelsi Watson (Lifelong Learning), and Zen Fen Huang and Meng Qi Huang Chen (Outstanding Team).



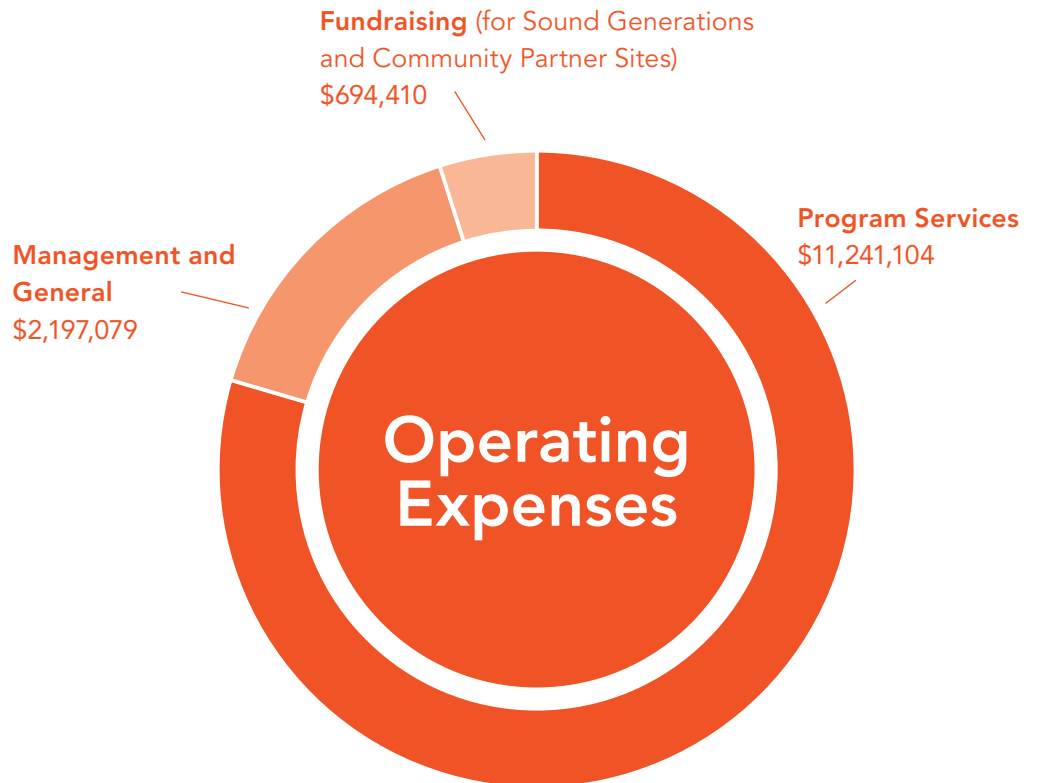
Serving People Throughout King County



2017 Financial Summary



Total Revenue \$14,936,081



Total Expenses \$14,132,593

Thanks To Our Generous 2017 Donors

Foundations, Corporations and Civic Organizations

The following lists reflect total contributions made in 2017.

\$50,000+

Benevity Community Impact Fund

Kaiser Permanente Community Health & Benefits

The Biella Foundation
The Seattle Times

United Way of King County
Walmart, Inc.

\$20,000-49,999

American Property Development, Inc.
Bellevue Christian Church

Margie Suskin Charitable Trust Foundation
Premera Blue Cross

Senior Housing Assistance Group
Swedish Medical Center

\$10,000-19,999

Elizabeth A. Lynn Foundation
Friends of Sound Generations
Horizons Foundation
Joshua Green Foundation

Microsoft Philanthropies
Paul Glaser Foundation
RealNetworks Foundation
Renton Community Foundation

Safeway Foundation
Schuler Family Foundation
The Bradley Family Foundation
The Foster Foundation

\$5,000-9,999

AAA Washington
Aegis Living
Azose Commercial Properties
Costco Wholesale
Employees Community Fund of Boeing Puget Sound

Friends of Central Area Senior Center
Holland America Line
Kaiser Foundation Health Plan of Washington
Madrona Grocery Outlet
Meals on Wheels Association

of America
Moccasin Lake Foundation
Noble Fir Foundation
Norman Archibald Charitable Foundation
Office of Secretary of State
Peg and Rick Young

Foundation
Puyallup Tribe Charity Trust Board
Uwajimaya Renton
Van Ness Feldman
Wheeler Family Foundation

\$1,000-4,999

AARP Washington
Alzheimer's Association Washington Chapter
Ballard Northwest Senior Center
Ben Bridge
Benefit Administration Company
Burien Grocery Outlet
Carillon Point
Central Area Senior Center
Friends of Ballard NW Senior Center
Full Life Care
Hartman Giving Fund
Kaiser Permanente
Kawabe Memorial Fund

King County Employee Giving Program
Liberty Mutual Group
Living Care Lifestyles
Lovsted Family Charitable Foundation
Lutheran Church of Christ the King
Mary, Queen of Peace Parish
Mattaini Family Foundation
Milliman
New Seasons Market
Northwest Charity Donation Service
Older Women's League
Perkins Coie
Peterson Sullivan LLP

Posner-Wallace Foundation
Regence BlueShield
Saint Spiridon Orthodox Cathedral
Seattle Heights Home Owners Association
Seattle Police Employees Charity Fund
Seattle Shares Employee Giving & Volunteer Program
Seattle-King County Realtors Association
Senior Center of West Seattle
Sound Generations Board of Directors
Sprague Israel Giles, Inc.

Symetra Financial
The Ernest R. & Audrey M. Turner Foundation
The Marcia Paulsell Zech Foundation
The Richard Foundation
Transforming Age Foundation
Truist
UnitedHealthcare
Westside Unitarian
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\$500-999

Bristol-Myers Squibb
Canlis
CASC Quilters
Chateau Ste. Michelle
Combined Federal Campaign
of King County
Crown Hill Grocery Outlet
El Gaucho
Endless Knot
Family Life Christian Center
Friends of Senior Center of

West Seattle
Gersher Fund of the Jewish
Federation of Greater
Seattle
Grand Hyatt Seattle
Greater Seattle Women's
Public Golf Association
Jack Henry & Associates Inc.
James Parks Premier Yard
Services

Lautman Maska Neill &
Company
Medtronic
Merck Foundation
Nesbit's Fine Watch Service
Network for Good
Parker, Smith & Feek
Renaissance Seattle Hotel
Robison Family Fund
SASH Program

Sisters of Providence St.
Anne Community
Sisters of Providence St.
Joseph Residence
Soen International, Inc
UBS Employee Giving
Program
Wilson Sonsini Goodrich &
Rosati Foundation

**Individuals**

The following lists reflect total contributions made in 2017.

\$10,000+

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Revocable Trust

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Jim Boshaw
Estate of Betty L. Barden

Estate of George Arnold
Smith and Betty Louise
Hurd Smith

Richard and Susan Fade
Jeannie and Bruce
Nordstrom
Katrina Russell

\$5,000-9,999

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\$250-499

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Leon Younger
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A decorative banner for the Golden Gala event. The background is a warm, golden bokeh with a masquerade mask on the right side. The text "Golden Gala" is written in a large, elegant, cursive script in gold. Below it, "Unmasking the Future of Aging" is written in a bold, black, sans-serif font.

Golden Gala

Unmasking the Future of Aging

October 13, 2018

Dinner & Auction 6:00pm | Grand Hyatt Seattle

Come join us for a spectacular evening as we celebrate and unmask the future of aging with a masquerade ball. It's our biggest event of the year!

GRAND HYATT SEATTLE 721 Pine Street, Seattle, WA 98101

WEBSITE www.soundgenerations.org/GoldenGala

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