Special Issue: 2017 Annual Report
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

A MESSAGE FROM CEO:

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

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.
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
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

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.
"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!"

**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.

"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, Leitz, 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 Geraldsen (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

- Meals On Wheels Satellite Sites
- Community Partner Sites*
- Sound Generations Headquarters
- EnhanceFitness Sites
- Community Dining Sites
- EnhanceWellness Sites
- SHIBA Community Counseling Sites

*Each Community Partner Site includes multiple programs
2017 Financial Summary

Public Support and Revenue

Total Revenue $14,936,081

Earned and Other Revenue $2,077,544
Government Grants and Contracts $7,464,907
In-Kind Contributions $556,150
Contributions and Non-Government Grants $4,837,480

Fundraising (for Sound Generations and Community Partner Sites) $694,410

Operating Expenses

Total Expenses $14,132,593

Management and General $2,197,079
Program Services $11,241,104
Thanks To Our Generous 2017 Donors

### Foundations, Corporations and Civic Organizations

The following lists reflect total contributions made in 2017.

<table>
<thead>
<tr>
<th><strong>$50,000+</strong></th>
<th><strong>$20,000-49,999</strong></th>
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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+
- Anonymous
- Anne Evelyn Snow
- Revocable Trust
- Michelle M. Blanchette
- 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
- Anonymous (2)
- James and Marie Borgman
- La Tasha and Tony Byers
- Marjorie Chadsey
- Gagan and Rashmi Chopra
- Joshua Cooper
- Shannon Fuhrman
- David Haack
- Eddy Hall Gooden and Peter Gooden
- Richard and Nora Hinton
- Janet Leahy
- Holly McNeill
- James and Susan Powell
- Steven Schickler and Belinda Stern
- Trevor Shaw

$1,000-4,999
- Anonymous (7)
- Nancy Alvord
- Ray Aspiri
- Heidi Aylsworth
- John Balciunas
- Judith and W. Dale Bauer
- Paul Beck and Jacqueline S. Durgin-Beck
- Thosne and Vidhya Bhat
- Willie and Julie Blue
- Trina and Dennis Bortko
- Molly Brackett
- Cheryle and Dave Broom
- Carroll Bryan
- Steve Bryant
- Carla Calogero
- Janet Ceballos
- John P. Chilcote
- Stan and Elise Ching
- Gretchen Claflin
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- John Cogley
- Emilie Coueignoux
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- Barbara Davidson and Charles Dudley
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- Lyle Evans
- Alayne and Michael Fardella
- Kristin J. K. Ferguson
- Rosemary Forte
- Jane and Richard Gallagher
- Stacy Gallagher
- Hamilton Gardiner
- Katharyn Gerlich
- Catherine Goethals and Thomas Goodwin
- Teri Hansen
- Lawrence and Hylton Hard
- Jeffrey and Carol Harrang
- Christopher Hiatt
- Cheryll and Douglas Hill
- Tim and Barbara Hill
- Ilene Hogaboam
- J. Marilyn Holstad
- Dr. Nancy R. Hooyman
- Loren and Isobel Hostek
- Piruz Huda and Uzma Khan
- Barbara Innes
- Curtis and Karen Jennings
- Paul and Janet Joseph
- Dorrise Kalbfleisch
- Anne T. Kannapell
- Harry W. Keaty
- Thomas and Deborah Kennedy
- David & Doreen Keyes Foundation
- Reiley and Deborah Kidd
- Nancy King
- W.M. Kleinenbroich
- Daniel J. LaFond
$1,000-4,999

Gary Larson and Toni Carmichael
Louise LaRue
Barbara and Matthew LePage
Joseph Lewis
Walter Liang
Glen M. Light
Rory C. Livesey
Barbara S. Llewellyn
James R. Lockrem
Craig Lorch
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Naomi Manabe
Melvin Matsui
Debbie and David McCarten
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Judy Melieliat and Reilly Jensen
Louis and Paula Mendoza
Catherine and Ravi Menon
Louise and Bill Mnich
Susan Mochizuki
Maryse J. Monteiro
Edsel and Lorraine Newman
Susan B. Nordवे-Smith
Ethan Norris
Ruth and Tom Norwood
Gretchen Nott Gould
Barbara and Rodney Nuss
Emmett M. Omar
Ronald and Laura Orr
Barbara A. Paolini
John M. Pesando
Elizabeth Pison
Brian Pouch
Darryl Price and Wendy Graff
Fred and Tana Reed
Mona Reed
Ginger Reeves
Dolores D. Reid
Mrs. Brigid Rhine
Richard and Sharon Richards
Byron and Diane Richards
David and Laura Richardson
Barbara Russell
Rick and Jill Salwen
Ann Sauer and Richard Ladner
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Deborah Terry-Hays
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Sally Thomson
Timothy Vandermyer
Dennis Wackerbarth
Vince and Beatriz Wallace
Walt and Ida Washington
Roger and Judith West
Rebecca Whitmire
Turi Widsteen
Harold Wiggers
Richard Wight
K. Warner Schaefer and Sherry Willis
J. E. Woods and L. M. Arango
David and Patricia Yoder
Jim Yragui and Ann Marie Murray

$500-999

Anonymous (15)
Mary E. Abrams
Marlene and Richard Akesson
Susan I. Allen
Jane E. Alley
Gerald L. Anderson
Robert and Roxanne Baker
Gary L. Baker
Rick and Dana Banner
Sherry Barchus
Pauline Bariola
Linda M. Barnes
Patricia J. Barthe
Lewis and Shari Beatty
Anselma Beckwith
Shelley Beery
John A. Bellaire
Diane and Edward Belleba
Mindy S. Berg
Jane H. Berry
Eileen and James Birge
Wayne W. Bitterman
Brittany Blue
Dr. and Mrs. Anthony G. Bohorofoush, III
Joanne Bourgeois
Jean O. Bowman
Charlene Boyd and Steve Smith
John and Kathy Bray
Robert and Claire Brine
James and Madeline Briody
Patricia E. Brock
Jack and Judy Broom
Natalie Brown
Dorothy and William Brown
Kathleen E. Burgess
Ms. Linda Bush
Jay and Rebecca Buxbaum
Nancy G. Byers
Ron Calkins
George and Audrey Campbell
Robert and Colleen Carroll
Paul Cassella
Carol and Douglas Christensen
Marcia and Matthew Christian
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Ann Collin
Pamela and Michael Courtneau
Nancy and Grady Cunningham
Julia C. Cutting
Kris De Jonge
Robert Devine and Karen Edgerton
Carey Dietz
David Dolan
Carolyn Dorratague
Karen and Thomas Easton
Jocelyn J. Ellis-Wang
Linda and C. Douglas Elsner
Mary Ann and Thomas Engler
Georgette and Robert Essad
James Estes
Joanne R. Euster
D. Vaughan and Lynne Evans
Kim and Scott Fancher
Dian Ferguson
Susan Findley and W. Robert Findley
Mary Fisher
Jamie Flaxman
Anne M. Flowers
Barbara Follett
Anne and John Fontaine J. Forbes
Chris and David Fordyce
Virginia C. Forte
James and Patricia French
Elizabeth Friedland
Dennis Friedman
Beverly and Stephen Fuhs, M.D.
Michael Gale
Marjorie R. Gemeny
Shelley and David Gere
Robert Gerth
Bernard E. Goldberg
Kathleen Golden
Paul Grace
Daina and Malcolm Graham
Katherine Gregory and John White
Alice Greisch
William and Marjorie Griffin
Joseph and Jerrilou Grillo
Patty Grossman
Rolf Gruen
Gordon J. Gump
Kristi J. Hafner
Joseph and Karen Hardiman
Lori Harding
Linda K. Harding
Annie Harper
Phyllis Harper
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Leo and Karen Hassa
Allison and Danny Hatch
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Charles Heffernan and Roberta Newell
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Jocelyn B. Helm
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Bryan Houghton
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David Johansen and Patrice McDermott
Mary Johnson
Jane and Allen Johnson
Jerry W. Jorgensen
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Sing Bing Kang
Jeanne Kapsi
Michele Kellett
Carol Kiene
Tallis King George
Lynne and Michael King
Molly and Paul Kledzik
Mr. and Mrs. Gareld Kneepkens
Cathy Knight
Mary Ann Knowles
June Kubo
Anne-Marie La Porte
Camille Lamoureux
Toby Langen
Maria Langlais
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Robert Lohmeyer  
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Susan and Will Lutgen  
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Ellen McGovern  
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Byron and Betty Moye  
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Ms Pamela O’Gorman  
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What Your Gift Provides:

$25  Ensures a homebound elder has 5 nutritious meals delivered through Meals on Wheels.

$50  Provides training for a volunteer to help seniors understand their health insurance options & legal rights.

$100 Provides minor home repairs that prevent falls and allows a senior to remain safe in their home.

$200 Provides a social worker-hosted support group for unpaid caregivers or people affected by memory loss.

$500 Provides 50 made-from-scratch lunches for older adults in our Community Dining Program.

$1000 Provides 45 safe & reliable rides to the doctor from a friendly Volunteer Transportation driver.

The more you give, the greater the impact!
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
QUESTIONS pinpins@soundgenerations.org or 206.727.6267
SPONSORSHIP OPPORTUNITIES brittanybl@soundgenerations.org or 206.727.6261