

# 2017 Annual Report



Northshore  
Senior Center

# About Us

The Northshore Senior Center is one of the largest senior centers in the country. We focus on providing holistic services and support to older adults, adults of all ages with disabilities, and family caregivers.

We serve the Northshore Region of North King County and South Snohomish County, including the communities of Bothell, Kenmore, Kirkland, Mill Creek and Woodinville.

**MISSION:** Northshore Senior Center promotes healthy living and well-being in our community through programs, services, resources and civic engagement.

**VISION:** We envision a community where everyone leads full, healthy and inspired lives.

## Organizational Values

The Northshore Senior Center ascribes to the following values to guide our work both as an organization and as individual staff, volunteers and community members.

We are a **WELCOMING** community. We treat everyone with respect, dignity, kindness and compassion. We value equity and inclusion, and work to ensure our services are accessible to all who need them.

Our services are **HOLISTIC**. We work to meet the social, emotional, educational, recreational, economic, health and wellness needs of older adults, adults with disabilities, and family caregivers, helping to promote overall healthy living and well being.

We are **COLLABORATIVE**, both within our organization and with others in the community. We value working together as a team to support the needs of people we serve, and operate our various programs and sites as "One Northshore."

We aim to be **IMPACTFUL** on both an individual level and on a community level. When possible, we employ best practice or evidence-informed practice, and we use data to evaluate our success. We strive to remain innovative in our approach to the challenges facing our community.

# From the CEO and Board of Directors

## Celebrating 45 Years

Since our founding in 1972, we have continued to evolve to meet the ever changing needs of our community and our constituents. 2017 marked our first full year since our split from Sound Generations, and we forged a path forward with an emphasis on our local community needs.



## Ensuring Financial Independence

Our 2016 split from Sound Generations was finalized in November of 2017. Our new found independence means we have greater local control, but also a greater need for internal infrastructure. As we move into 2018, we'll be asking our donors to invest in our organization so the we can reach our financial and program goals.



## Attract And Retain Highest Quality Leadership

Following an extensive search, we hired our first CEO. Brooke Knight joined our Northshore Senior Center team in September of 2017 and is making great strides in moving the organization forward. Likewise, our volunteer Board of Directors has expanded to include some of our community's most influential thought leaders.



## Innovate, Strengthen And Expand Programs

Over our 45 year history, our community's needs have evolved, and continue to change to meet them. Over the past year, we've partnered with Rock Steady Boxing to support individuals with Parkinson's Disease, and have secured funding from Evergreen Hospital to support a mental health professional.



## Increase Access

As our local community changes, we are as committed as ever to ensuring that everyone who needs our services can access them. We're working hard to ensure we have the language abilities, welcoming spaces and competencies to help everyone lead full, healthy and inspired lives.

# Measuring Our Impact

5,492 Individuals Served

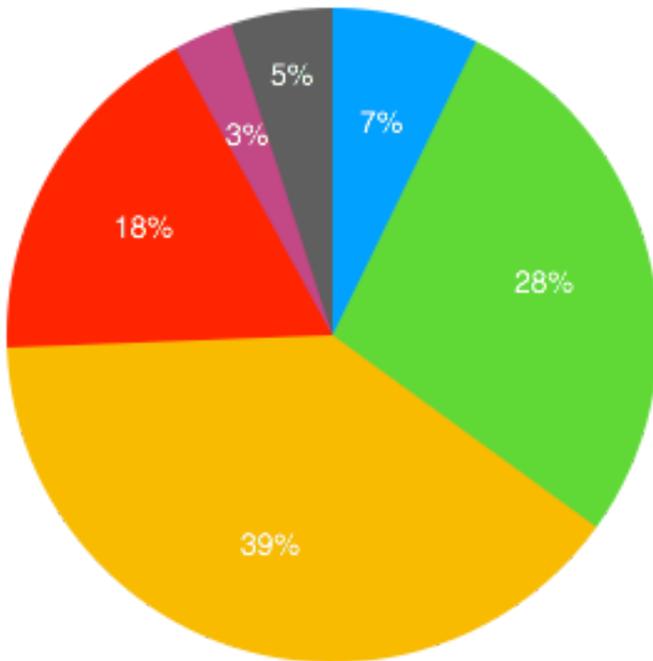
34% Veteran or Spouse of Veteran

66% Female, 34% Male

63% Low or Very Low Income

## Members By Age

● 90 plus ● 80-89 ● 70-79 ● 60-69 ● 50-59 ● under 50



300+ Programs and Services

165 Served in Adult Day Health Programming

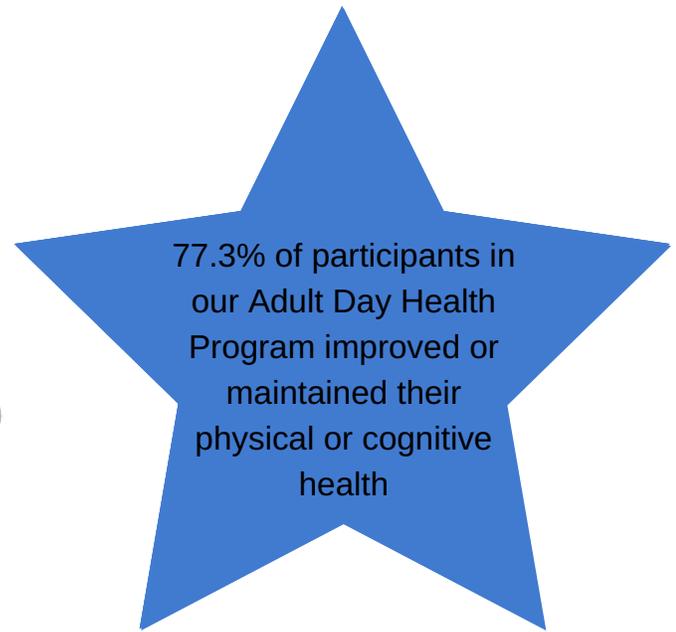
2,462 People Provided Social Services

6,304 Inclusion Services Provided

7,000 Meals on Wheels Deliveries

13,000 Accessible Rides Provided

*And So Much More...*



# Senior Centers

With three senior centers serving the Northshore Region, our members can access programs and services at any of our locations. With a unique feel at each center, all three offer high quality programs designed to meet the needs of the local community.

## Mill Creek Senior Center

The Mill Creek Senior Center is the "university" of Mill Creek -- a place where older adults come to engage in lifelong learning with friends. At a new location since May of 2018, this beautiful space is well equipped to serve everyone in the local community.



## Kenmore Senior Center

Housed in Kenmore's beautiful Rhododendron Park, the Kenmore Senior Center is an intimate space often referred to as Northshore's "living room." Come by for a class, for tea or to just to chat with a small group of friends. Everyone is welcomed warmly.

## Bothell Senior Center

The largest of our three senior centers, our Bothell Senior Center is a vibrant community hub always buzzing with activity. From our lunch program, to our coffee bar, to our large space that can accommodate pickleball and other activities, there is something for everyone here.



# Transportation

In the Northshore community, transportation is a basic need. Without access to safe, reliable, efficient, and affordable transportation, older adults and people with disabilities may be unable to access medical care, groceries, or activities at our senior centers, which isolates these individuals and diminishes their quality of life.

Northshore Senior Center Transportation partners with King County Metro, WSDOT and other agencies to provide transportation options to our community. All Northshore Senior Center Transportation mini-buses are wheelchair lift equipped, and we hire, train and expect our drivers to live up to our transportation motto: Safety, Courtesy, Comfort.



*"Since joining the Northshore Senior Center last spring I have come to appreciate the transportation department. I call 1-3 times a week for a ride. Each driver has been good-natured, kind and helpful. Rare to be off pick up times more than 5 minutes! I appreciate such outstanding service!! They are outstanding people."*



## Social Services and Wellness

The Social Services and Wellness Programs provide education and training, information, resources, referral, and consultation to older adults and their families. Our staff is professionally trained in the fields of aging, mental health, physical health, and community resources. If you or someone you care about is experiencing difficulties – emotional, mental, physical, legal, or financial - we can connect you to helpful programs and services.

We are proud to offer several Evidence Based Programs to our community, meaning programs that have been evaluated as demonstrating significant positive impact on people who participate. We continue to look for ways to expand these services to meet the ever-changing needs of our community.

One 76-year old member was looking for ways to help improve her well-being. The retired psychologist lives with the limitations of peripheral neuropathy and the daily chronic pain it brings to her feet.

Northshore Senior Center's "Program to Encourage Active Rewarding Lives for Seniors," or PEARLS, caught her attention. The program gives seniors tools to improve their emotional well-being and address the symptoms of mild depression, which affects up to 20 percent of all older adults.

*"I grew so much with this program. If you are trying to change something within yourself, it helps to have someone helping you along the way."*

# Adult Day Health

Caring for someone who is frail or has a disability is a demanding job. Our center can provide caregivers with a much-deserved break, secure in the knowledge that family members are receiving excellent care.

We are a non-profit, state-approved Adult Day Health Program serving adults experiencing physical,

mental, or social problems associated with arthritis, diabetes, stroke, isolation, confusion, developmental disabilities, Alzheimer's disease, Parkinson's disease, and other conditions.

Based on individualized assessments, our interdisciplinary staff develops care plans to meet the specific needs of each participant. Participants join us for 5 hours per day and can attend up to 5 days a week, giving them the opportunity to meet new people, participate in challenging activities, and enjoy daily life in comforting surroundings. A nutritious lunch in a family-style setting is provided daily.



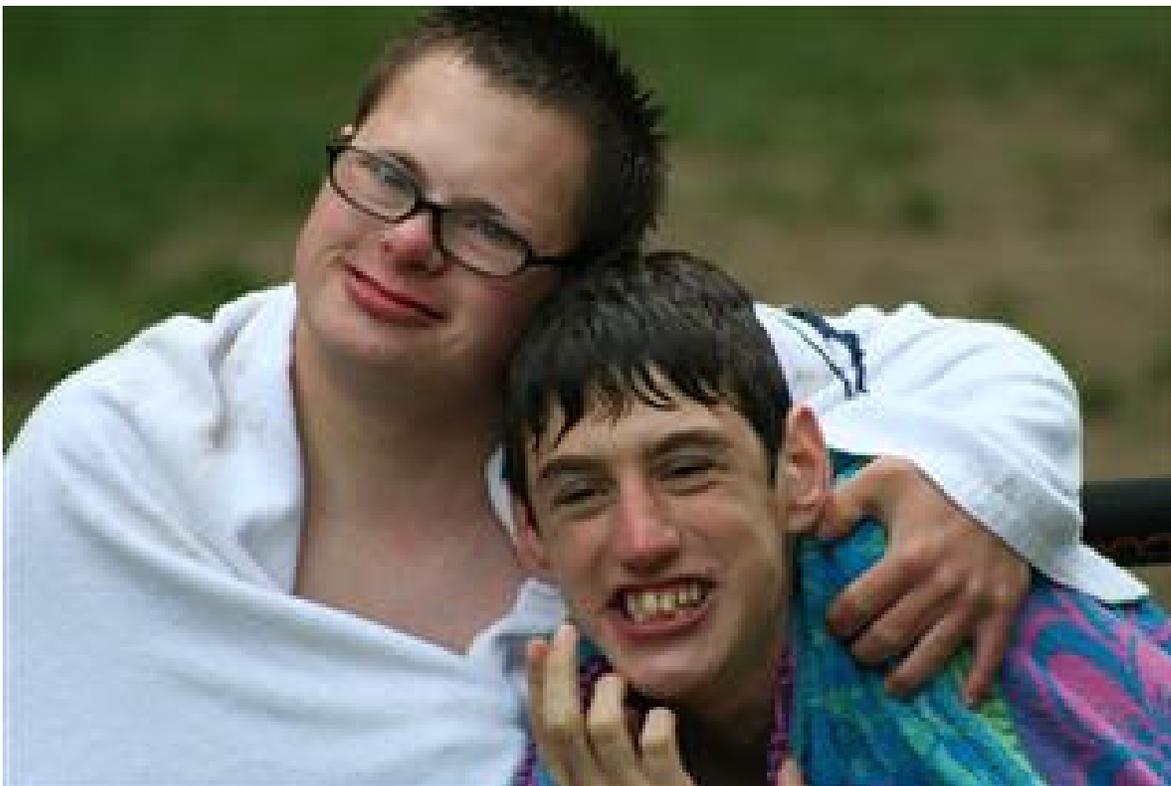
*"My husband has a chance to be with others in a comfortable social setting. After his first month, when we was telling me about how he liked the day program, he added, "Nobody looks at me funny there." He has found a place of belonging and acceptance which the wider world no longer offers. Thank you so very much for your care of my dear husband over these past 2 years. Your welcoming smiles and acceptance provide him with something priceless—a chance to be accepted for who he is now. You also provide me with much needed relief from my caregiving duties, knowing he is in good hands."*



# Inclusion Program (The "Wranglers")

Promoting "Fun For All", the Northshore Wranglers Inclusion Program provides inclusion, fun and friendships for individuals of all ages and abilities through year-round inclusion, recreation, skills and socialization opportunities, as well as advocacy and family support.

Founded in 1998 and serving Bothell, Woodinville, Kenmore and surrounding communities, programming is a non-profit service of the Health and Wellness Department operated by the Northshore Senior Center.



# Corporate and Foundation Support

## **\$10,000+**

Chateau at Bothell Landing  
Senior Housing Assistance Group  
Senior Support Services Inc.

## **\$5,000-\$9,999**

Care Partners  
Margie Suskin Charitable Foundation  
The Elizabeth Foundation  
Tortoise & Hair Race Timing

## **\$1,000-\$4,999**

Ebay  
Fred Ebsworth, DDS  
Jani-King  
Liberty Mutual  
Microsoft  
Puget Sound Energy  
Senior Care Consultants  
The Prime Foundation

## **\$500-\$999**

Bank of America  
CapTel Outreach  
Evergreen Washelli  
Fairwinds Brittany Park  
Kindred at Home  
Knoff & Fettig  
Kroger  
Provail  
Schoenfeld Foundation  
Union Bank  
Vallue Village

## **\$100-\$499**

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Care Partners  
Cascade In Home Care  
Cele's Meals  
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Concierge Care Advisors  
Cue Services  
Executive Home Care  
Helping Hands  
Home Court NW  
King County Library System  
Lund Orthodontics  
Premier Physical Rehabilitation  
Red Door Team  
Riverside East  
Signature Care  
Silver Age Housing  
Vantage Data Centers  
Vibrant USA  
Vision Matters  
Woodinville Classic Cruisers  
Woodlawn Optical

## **Government Funders**

City of Bothell  
City of Kenmore  
City of Kirkland  
City of Mill Creek  
City of Seattle  
City of Woodinville  
Dept. of Veterans Affairs  
EvergreenHealth Hospital District  
King County  
King County Metro Transit  
Snohomish County  
WSDOT





# Individual Donors

## Diamond (\$20,000+)

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## Emerald (\$10,000+)

Anonymous (2)

## Ruby (\$4,500+)

Anonymous

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Iva Jean and Roger Iwen

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## Sapphire (\$2,500+)

Claire McLaughlin and Rex Allison

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Sharon and Gene McCain

Phillip Redd

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Roy McIntosh  
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Dorothy Workman  
Annie Wright  
Diana Wurn  
Bernadette Yarbrough  
Irma Yorgesen  
Tommie Zabrowski  
Corinne Zibelli



# Volunteers

Founded by volunteers in 1972, volunteers remain the lifeblood of our organization. With 479 volunteers in 2017, volunteers outnumber staff 10 times over! We rely on volunteers for nearly every aspect of what we do. For more information on our current volunteer opportunities, please email us at [volunteer@mynorthshore.org](mailto:volunteer@mynorthshore.org).



**479** Volunteers.

**57%** of volunteers are members.

Total of **57,699** volunteer hours!

**\$1.7M** of service contributed.

**\$228,000** raised  
through volunteer  
led events and  
activities!!

## Board of Directors (2017)

Liz Aspen

Mary Benz

Randy Busch

Terry Busch

John Dolin

Betty Hayes

John Hugg

Ann Kelleher

Brent Korte

Sharon McCain

Ken Moriyama

Pat Parkhurst

Paul Stern

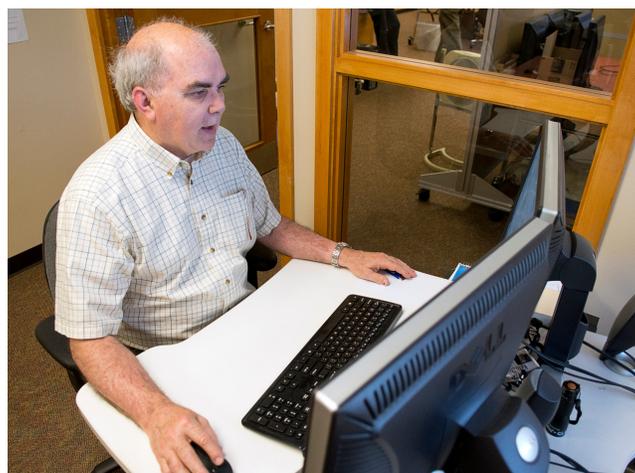
## 2017 Income Statement

<b>Income</b>	
Grants	1,313,789
Adult Day Health	489,432
Program Fees	412,128
Contributions	127,159
Rental Income	292,181
Special events (net)	119,785
Other Income	53,508
Investment Income	10,116
<b>Total Income</b>	<b>2,807,429</b>
<b>Expenses</b>	
Program Services	2,304,594
Management and General	655,310
Fundraising	43,809
<b>Total Expenses</b>	<b>3,003,713</b>
<b>Net Income</b>	<b>(196,284)</b>



## Balance Sheet (12/31/2017)

<b>Assets</b>	2017	2016
Cash	356,456	984,641
Accounts Receivable	355,058	380,813
Other Assets	19,911	159,406
Property	131,883	
<b>Total Assets</b>	<b>863,308</b>	<b>1,524,860</b>
<b>Liabilities &amp; Equity</b>		
<b>Liabilities</b>		
Accounts Payable	36,969	36,888
Other Current Liabilities	282,610	750,675
<b>Total Liabilities</b>	<b>319,579</b>	<b>787,563</b>
<b>Total Equity</b>	<b>543,729</b>	<b>737,298</b>
<b>Total Liabilities &amp; Equity</b>	<b>863,308</b>	<b>1,524,860</b>



Northshore  
Senior Center

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[information@mynorthshore.org](mailto:information@mynorthshore.org)