Diana and her husband were at that stage in life where they could relax, enjoy their retirement, and spend time together doing whatever the day would bring. But then the unthinkable happened. Diana’s 83-year-old mother experienced a devastating reaction to surgery that left her weak and struggling with permanent memory loss. With her need for full-time physical and emotional care, her only option was to move in with Diana.

Within the first week their world turned upside down and they were left exhausted and worried. They knew they couldn’t do this without help. That’s when a friend told them to contact Senior Services.

"I am so thankful for the reassurance and support I received from this wonderful organization," says Diana. “Caregiving is an emotional roller coaster and they helped us focus on solutions rather than problems. Together we worked on a care plan that included Meals on Wheels so mom could have a nutritious meal when she was hungry. They helped us access VA benefits, health insurance, and respite care. And, their family caregiver support program gave my husband and me the tools and encouragement we needed to move forward with hope. Thanks to Senior Services – I know we can do this."
Message from the President of the Board and the CEO

Dear Friends and Supporters

The year 2015 marks the 50th anniversary of landmark legislation that created the Older Americans Act, Medicaid, and Medicare. These incredible programs provided a safety net for millions of Americans by offering access to health care and services that help people live as independently as possible in their own homes. Services like Meals on Wheels, Family Caregiver Support, Aging and Disability Resources, and Transportation were all part of the original legislation that remains in place today.

As the population of older adults and people with disabilities continues to accelerate over the next 20 years, so, too, does the need for resources that will continue to keep this population safe and healthy. The future of these programs will build upon the work of the last 50 years with services adapting to the changing needs of each generation of older adults. Changes in technology, health care delivery, and funding will create challenges as well as opportunities.

There is one thing that is certain – we cannot go down this road alone. Our success in keeping this huge wave of seniors living independently will depend on creating and maintaining effective partnerships with government, nonprofit organizations, and the business community. It will also require an equally strong partnership with our donors and volunteers.

Senior Services of Snohomish County is a respected and innovative partner, a provider of quality services, and a leader who advocates on behalf of older adults, people with disabilities, and those who care for them.

As the President of the Board of Directors and the Chief Executive Officer of Senior Services of Snohomish County, we look forward to working with our partners, donors, and volunteers to fulfill our collective promise of promoting independence and preserving dignity.

Sincerely,

Dr. James Lee
President of the Board

Stephen McGraw
Chief Executive Officer

Board of Directors

James C.M. Lee, MD, President
Amy Drewel, Vice President
Julie Bogue-Garza, 2nd Vice President
Dan Leach, Secretary
Char Pike, Treasurer

Marilyn Boe
Van Dinh-Kuno
Pam LeSesne
Rick Ressegue
Reid Shockey

Donnetta Walser
Don Whitfield
Carrie Zambrano

Our Mission
Senior Services mission is to promote independence, preserve dignity and enhance the quality of life through the provision of services for older adults and people with disabilities.
food & nutrition
Helping people with food and friendship

“My husband and I are underweight and weak. The meals have been a life saver for us.”  Margaret, age 82

FACT: 46,000 seniors in Snohomish County lack appropriate daily nutrition which is critical to overall health and quality of life

183,972 Meals on Wheels delivered
85,604 Senior Dining meals served at 13 senior activity centers
1,803 Farmers Market vouchers distributed

health & wellness
Helping people take better care of themselves

“I was never able to open up with others and discuss my problems until now. At last, I got the help I needed.”  George, age 74

FACT: Older adult suicide rates are the highest of any group in Snohomish County.

264 people with complex health needs supported through Care Coordination
135 people participated in Chronic Disease Self-Management classes
131 people treated at the Dental Clinic
318 people received Depression Screening
238 people counseled through Mental Health Services
122 seniors counseled by Senior Peer Counseling volunteers

transportation
Helping people get where they need to go

“The drivers were so friendly, nice and helpful, and went the extra mile for me!”  Bettie, age 78

FACT: 11% of Snohomish County residents and 37% of older adults live with a disability. Seniors and adults with disabilities are particularly impacted by limited transportation options.

176,609 trips provided by DART (Dial-A-Ride Transportation)
16,833 trips provided by TAP (Transportation Assistance Program)
330 clients served by SNOTRAC’s Pay-Your-Pal, Ride-Around-the-Sound, and Travel Ambassador Programs

FACT: 46,000 seniors in Snohomish County lack appropriate daily nutrition which is critical to overall health and quality of life

FACT: 11% of Snohomish County residents and 37% of older adults live with a disability. Seniors and adults with disabilities are particularly impacted by limited transportation options.

FACT: 11% of Snohomish County residents and 37% of older adults live with a disability. Seniors and adults with disabilities are particularly impacted by limited transportation options.
home repair
Helping people live safely in their home

“Thank you guys for all you have done – toilet, hot water tank, roof, broken water pipe, and now we have heat.” Alma, age 67

FACT: 4,000 low income seniors in Snohomish County live in homes that need health and safety repairs.

social and information services
Helping people find the right service at the right time

“I was so stressed and concerned and didn’t know where to turn. I am so appreciative and grateful for your services.” Beatrice, age 73

FACT: People receiving services through a single organization where multiple services are delivered are four times more likely to remain self-sufficient and independent.

social enterprise

The Opportunity Shoppe is a unique 2nd hand thrift store located at 6915 Evergreen Way. The store features gently used clothing, furniture, home décor, collectables and more. We also depend on donations of gently used items to keep the store stocked. 425.740.3797

“This store is the best little thrift store in Snohomish County. I find wonderful treasures every time I shop.” Edwina

Home Solutions offers handyman services to the general public at affordable prices. Services include: minor carpentry; minor plumbing; ramp or step repair; tub to shower conversions; home safety assessments; and more. 425.265.2222

“I am so relieved I have found someone I can trust to fix my roof.” Larry

852 low income senior and disabled homeowners received services through Minor Home Repair

47,774 requests for information answered by Aging and Disability Resources

40,000 Senior Source Resource Guides distributed annually

22,500 Senior Focus Newspapers distributed bi-monthly

5,658 people found health insurance through Statewide Health Insurance Benefits Advisors

4,836 requests for support answered by Family Caregiver Support

1,819 residents in Senior Housing supported by Housing Social Services

653 ethnic elders benefitted from meals and services through the Multicultural Senior Center
Senior Services is deeply grateful for the financial support provided by our donors and strategic partners. We proudly acknowledge the following champions in this community who truly make a difference in the lives of seniors, people with disabilities, and those who care for them.

**Community Sponsors**
Adams & Duncan Lawyers
Airline Catering
Alexander Printing Company
Applied Technical Services Corporation
The Boeing Company
Chateau Ste. Michelle Winery
Coast Real Estate Services
Coastal Community Bank
Creative Bus Sales
The Daily Herald
The Everett Clinic
Food Services of America
Garden Court
Group Health
Heritage Bank
HomeStreet Bank
HUB International
Office Interiors
Premera Blue Cross
Providence Hospital
Puget Sound Kidney Centers
Regence Blue Shield
Shawn’s Produce

**Foundation, Corporate, and Community Grantors**
Bank of America Charitable Foundation
Employee Community Fund of Boeing
Puget Sound
Campbell Soup Foundation
Catherine Holmes Wilkins Charitable Foundation
Coastal Community Bank
Community Foundation of Snohomish County
E&H Humbly Bumbly Foundation
EverTrust Foundation
Hazel Miller Foundation
Home Depot Foundation
McLendon Hardware, Inc.
Microsoft/TechSoup Global
National Association of Nutrition and Aging Services

**Strategic Partners**
Since 1993, Senior Services and Community Transit have worked together to ensure that people with disabilities have safe and accessible transportation throughout Snohomish County. Our DART (Dial-A-Ride Transportation) contract with Community Transit allows us to provide more than 194,000 rides each year with 54 wheelchair accessible vehicles.

**Snohomish County**
Snohomish County has been the largest funder of aging and disability services since Senior Services inception in 1974. Through the Area Agency on Aging, the county plays a vital role in ensuring that services reach the most vulnerable among the older adult population. This 42 year partnership shares the common goal of independence, dignity, and quality of life.

**United Way of Snohomish County**
United Way of Snohomish County has been a significant part of Senior Services history since 1976. Whether it is funding access to timely information or healthy food, or safe and reliable transportation, United Way represents the generosity and spirit of giving in this community. They have supported our mission generously for more than four decades.

Individual donors provide the lifeline that makes our work possible. Our sincere and heartfelt thanks to these wonderful individuals who help feed frail homebound seniors, who help keep people living safely in their own homes, and who help connect people to services that keep them independent and healthy. To see a complete list of donors, please visit our website at www.sssc.org.
2015 Operating Support & Revenue

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<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>United Way</td>
<td>140,517</td>
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<tr>
<td>Contributions</td>
<td>2,124,289</td>
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<tr>
<td>Professional Fees</td>
<td>308,215</td>
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<tr>
<td>Government Grants &amp; contracts</td>
<td>10,543,809</td>
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<tr>
<td>Interest Income</td>
<td>17,612</td>
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<tr>
<td>Sales, advertising and other income</td>
<td>790,992</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>13,925,434</strong></td>
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2015 Expenses

<table>
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<tr>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Social &amp; Wellness services</td>
<td>2,704,248</td>
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<tr>
<td>Nutrition Services</td>
<td>2,123,141</td>
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<tr>
<td>Transportation Services</td>
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<tr>
<td>Minor Home Repair</td>
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<tr>
<td>Administration</td>
<td>1,051,340</td>
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<tr>
<td>Fundraising and Public Relations</td>
<td>774,568</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>14,088,081</strong></td>
</tr>
</tbody>
</table>

Total Assets: 34,099,381
Total Liabilities: 5,746,513
Net Asset Balance:
Unrestricted: 8,155,287
Temporarily restricted: 20,197,581

This information represents agency operations including housing affiliates.

Audited financial statements prepared by Clark Nuber P.S., PLCC are available for review at Senior Services’ office in Everett or on our website at www.sssc.org