



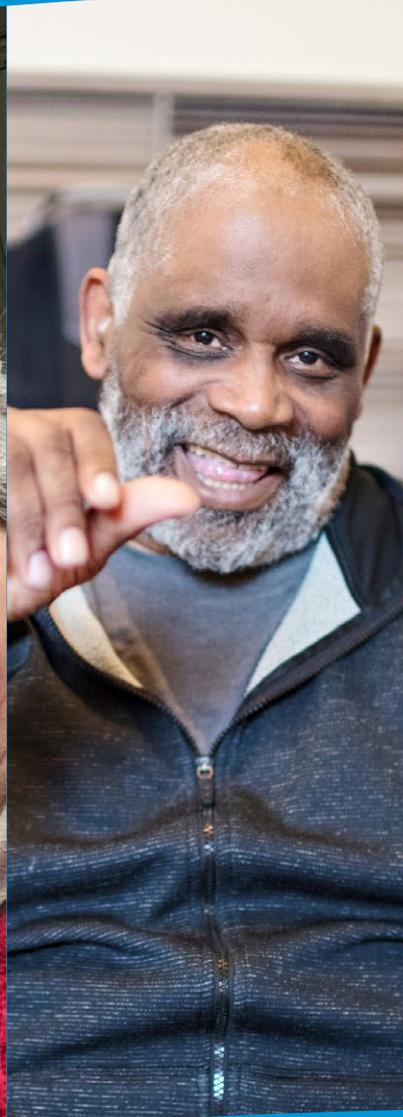
**Full Life**

*Small miracles. Extraordinary lives.*

FULL LIFE CARE'S 2018

# ANNUAL REPORT

TO THE COMMUNITY



# ABOUT US

## MISSION & VISION OF FULL LIFE CARE

### MISSION

Full Life is dedicated to enhancing the quality of life for frail elders and people with chronic or terminal illnesses and disabilities. We respect the dignity of our participants and provide for them with care and compassion.

We are committed, through our program of health and social services, to the independence and well-being of all participants and to providing respite for caregivers.

### VISION

Full Life is working toward a future where adults with serious illnesses or disabilities can be supported in the community rather than living in isolation or needing to resort to institutional care.

### BOARD OF DIRECTORS

Chair: John Iwanski  
Vice Chair: Scott Lumsden  
Jesse Bond  
Vincent Driano  
Torsten Hirche  
Jim Melhorn  
Karin Miller  
James Rand  
Mary Wagner

### BOARD EMERITUS

Mike Brandeberry  
Joe and Terri Gaffney  
Nancy Hooyman  
Barbara Isenhour  
Diane Kenny  
Jeff Nomi  
Betty Sanders  
Mike Scott  
Brian Wong

#### FULL LIFE CARE

800 Jefferson Street  
Suite 620  
Seattle, WA 98104

#### DONATIONS

206.224.3749

#### PROGRAMS

206.528.5315

[FULLLIFECARE.ORG](http://FULLLIFECARE.ORG)

Full Life Care is an affiliate of



## A MESSAGE FROM LEADERSHIP

Dear Friends,

Transition and growth were abundant at Full Life Care in 2018.

We marked one year of affiliation with Transforming Age. As partners stronger together, Full Life Care, along with Transforming Age and its affiliates, discerns how best to live our mission and bring the greatest benefits to a growing number of people.

Many transitions have been on the business side, including new software and adjusted reporting structures. The majority of these changes don't directly affect how we serve clients, yet new efficiencies allow us to broaden our reach—we expanded some programs and launched new services in 2018. Learn more in the pages ahead.

A notable change: Full Life Care transitioned our fiscal year to start October 1 rather than January 1. Thus, this 2018 Annual Report represents only a nine-month period, from January 1 through September 30, 2018. Our strongest quarter for charitable donations, which tend to come most generously in October and December, will be part of the 12-month period of our 2019 fiscal year.

The most valuable transitions of all are those made to improve the lives of the people we serve. More than 500 employees provide care to more than 4,000 individuals each year. That's a 30% increase in clients compared to just two years ago!

Dedicated staff work with clients no matter where they are: in homes, public housing, homeless shelters or in pitch-tent encampments. Full Life provides a dozen programs to help people transition through life's changes.

We do what needs to be done, and go where we are needed, so adults of all ages—no matter their income—can live their fullest life.

Your support brings care to so many. Your continued investment in this mission allows individuals and families to rely on Full Life Care during their times of transition. Thank you for your generous support.



A handwritten signature in black ink that reads "Jesse Bond".

**Jesse Bond**  
BOARD OF DIRECTORS

# ADULT DAY HEALTH

## FRIENDSHIP & COMMUNITY

Full Life Care offers four adult day health locations in King and Snohomish counties. It is a place to go for a few hours a day to receive nursing care, exercise, rehabilitative therapy and a hot meal, as well as a sense of friendship and community. Programs focus on supporting the independence of older adults and people with chronic illnesses and physical or developmental disabilities who wish to continue living in the community.

Adult day health challenges minds, keeps bodies moving and lifts the spirits of each participant while providing respite for caregivers.

### HIGHLIGHTS

#### JOINED POST-ACUTE CARE (PAC) NETWORK

of providers, which  
reduces hospitalizations.

#### AWARDED

the Administration for  
Community Living grant  
for training and education  
in service of individuals  
living with dementia.

“

I LOVE COMING HERE. IT GETS ME PHYSICALLY ACTIVE AND KEEPS MY MIND WORKING. THERE'S A BIG SOCIAL ASPECT, AS WELL AS PHYSICAL AND EMOTIONAL. IT HELPS MY HEART.”

-DAPHNE, PARTICIPANT OF SOUTH SEATTLE ADULT DAY HEALTH



# HOME CARE

## LOVE, DIGNITY AND RESPECT

Full Life Care employs caregivers from many different backgrounds—men and women devoted to caring for vulnerable adults in the community, allowing their clients to continue living as independently as possible. Home Care Aides travel to clients' homes and help with personal care, cooking, laundry, housekeeping, shopping and more.

Our reliable, trained caregivers provide vital in-home support for elders and adults with disabilities who live alone or with family members.

### HIGHLIGHTS

**943** CLIENTS  
SERVED

**450** ACTIVE HOME CARE  
AIDES

**28,000** AVERAGE  
CAREGIVING  
HOURS  
PER MONTH

“

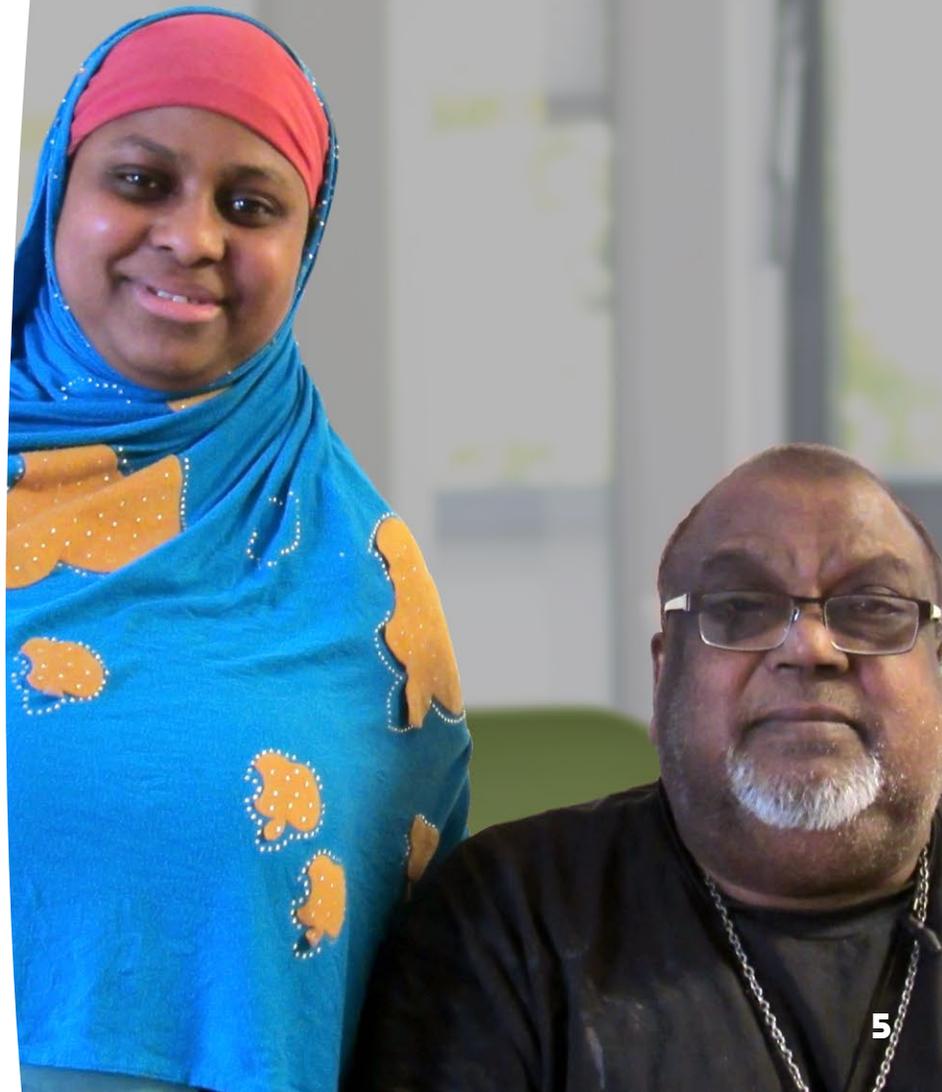
BEFORE THIS; I WAS LEFT ALONE. IT WAS NOT GOOD. I DIDN'T HAVE ANYONE TO HELP ME. NOW, IT'S LIKE A NORMAL LIFE.”

-JAI, HOME CARE CLIENT

“

OUR CAREGIVERS SEE THE GOOD IN SOMEONE WHO IS AT THEIR WORST AND THEN TREAT THEM WITH LOVE, DIGNITY AND RESPECT.”

-STEPHANIE, HOME CARE COMPLIANCE OFFICER



# SOLSTICE BEHAVIORAL HEALTH

## HOLISTIC COUNSELING

Solstice Behavioral Health is a small, community-based mental health program, operating in King County. Professional counselors use a team approach to help clients with mental and behavioral health challenges, using evidence-based methods for holistic healing. We specialize in geriatric mental health, developmental disabilities and brain injury.

Clients enrolled in mental health counseling may also participate in our Art and Wellness Studios, which provides collaborative art therapy and wellness education to guide participants toward joyful living.

### HIGHLIGHTS

**7** MASTER-LEVEL  
CLINICIANS

**4** GRADUATE-LEVEL  
INTERNS

**2,700+** HOURS  
of Client Services Provided

**4** LOCATIONS\*  
Where Counseling Services  
Are Offered

*\*In addition to dozens of individuals' homes*

## MIND, BODY, SPIRIT AT THE BUS STOP

Participants of the Art Studio at Solstice Behavioral Health worked as a group to create a colorful upbeat mural displayed in six panels at a nearby Seattle city bus stop. It depicts the ideals that staff and clients agree are quintessential to the program: mind, body and spirit.



# HOUSING SERVICES AND SUPPORTS

## HELPING TO FIND—AND MAINTAIN—HOMES

Full Life Care helps individuals find and retain stable housing via three programs: Community Transitions provides short-term intensive housing support; Foundational Community Supports helps individuals find and maintain independent housing; and the SHA Outreach Program coordinates services, wellness workshops and social events for Seattle Housing Authority residents.

Our teams help individuals whose housing may be in jeopardy, or who are experiencing homelessness. Some may need help with life skills that enable them to maintain their housing.

### HIGHLIGHTS

**29** SEATTLE HOUSING AUTHORITY BUILDINGS SERVED

**285 CLIENTS**  
Served via Community Transitions Program

**LAUNCHED**  
Foundational Community Supports

“

**DURING A WELLNESS CHECK, OUR REGISTERED NURSE FOUND THAT AN ELDER RESIDENT HAD DANGEROUSLY HIGH BLOOD-SUGAR LEVELS. THE RN WORKED WITH THE SERVICE COORDINATOR TO CONNECT THE RESIDENT WITH A PHYSICIAN TO MANAGE THE DIABETES.”**

**-TIMOTHY, SHA OUTREACH PROGRAM MANAGER**



# HEALTH HOME

## WHATEVER IT TAKES

Health Home is a program for Medicaid beneficiaries who live with chronic health conditions. Full Life Care is both a Lead Health Home agency and a care coordinating agency. Clients experience dramatic improvements to quality of life while the system sees significant health care cost savings.

Full Life Care provides person-centered and comprehensive long-term support to address the social determinants of one's health. Our care coordinators meet clients where they are, often in emergency rooms, skilled nursing facilities, homeless shelters or adult family homes. We help clients develop a health action plan around personal goals.

### HIGHLIGHTS

**555 CLIENTS**

in Full Life Care's  
Health Home Network

**318 HEALTH-RELATED GOALS ACCOMPLISHED**

Goals included:

- Obtain housing
- Get a working wheelchair
- Attend an outdoor concert
- Have enough food
- Lose weight

“

HE NEEDED DIALYSIS TO LIVE, BUT COULDN'T TAKE HIS DOG INTO THE CLINIC. SO I TOOK CARE OF THE DOG WHILE HE GOT HIS TREATMENTS. WE DO WHAT IT TAKES. EVENTUALLY WE GOT HIM—AND HIS DOG—IN A HOME.”

-ERIN, HEALTH HOME CARE COORDINATOR



# ELDER FRIENDS

## FRIENDS BECOME FAMILY

Our volunteer companionship program connects elders experiencing loneliness with trained volunteers for regular visits and occasional social gatherings.

### HIGHLIGHTS

**90** ElderFriends Active Pairs



“IT'S MORE THAN VOLUNTEERING. LUCIA IS LIKE A SISTER, MORE THAN A FRIEND, SHE'S FAMILY.”

-LYDIA, ELDER PARTICIPANT OF ELDERFRIENDS

# CARE MANAGEMENT

## NAVIGATING OPTIONS

The Care Management team helps individuals and families determine what they need, how to best navigate the long-term care system, and ways to fund care options. With a combined work history of a half-century, if they don't know the answer you can trust they know where to find it.

### HIGHLIGHTS

**30** Clients Served



“WE HELP OUR CLIENTS RECOGNIZE THAT IT'S OKAY TO SEEK AND TO ACCEPT HELP.”

-NORA GIBSON, CARE MANAGER AND FORMER EXECUTIVE DIRECTOR

# FRESH TAKE ON A FAVORITE FUNDRAISER

As Georgetown Brewing Company staff served their darn tasty beer, friends and donors of Full Life Care made the most of the adjacent tasting room. In April 2018, more than 250 people gathered for the cause—to ensure quality care for older adults and adults with disabilities, especially for those who have low incomes.

This ninth-annual fundraiser donned a new name—Peers & Beers for a Cause—adding “Peers” to better recognize the people who make all the difference. A committee of dedicated volunteers planned the whole event. Dozens more volunteered that day, and all attendees added to the fun and generosity. Emcee Julian Reisenfel welcomed the crowd with spirited charm and firsthand testimony of how Full Life Care helps adults in need.

Special thanks to Georgetown Brewing Company whose sponsorship made it possible. We raised nearly double per guest over previous years!

Thank you to all who contributed generously through this event. All donations of money, time, products and services directly support care for adults who both desire and deserve to live their fullest life possible.

*Please note: Full Life Care's 2018 Benefit Luncheon will be reflected in the 2019 annual report.*

## VOLUNTEER EVENT COMMITTEE

Nick Anderson  
Aurora Bennett  
Ali Hooks  
Desiree Jones  
Kelly Matlock  
Cheryl Schwartz



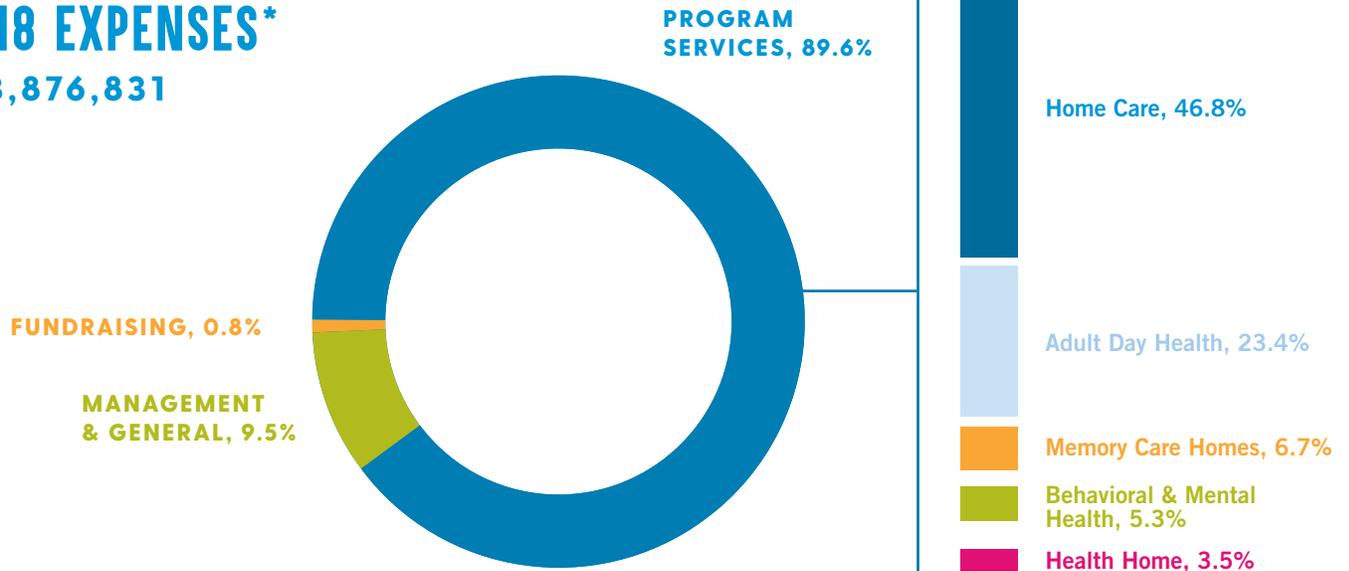
# FINANCIALS

**\* SPECIAL NOTE:**

Full Life Care transitioned to a new fiscal year schedule. This financial information reflects a nine-month period, from January 1 to September 30, 2018.

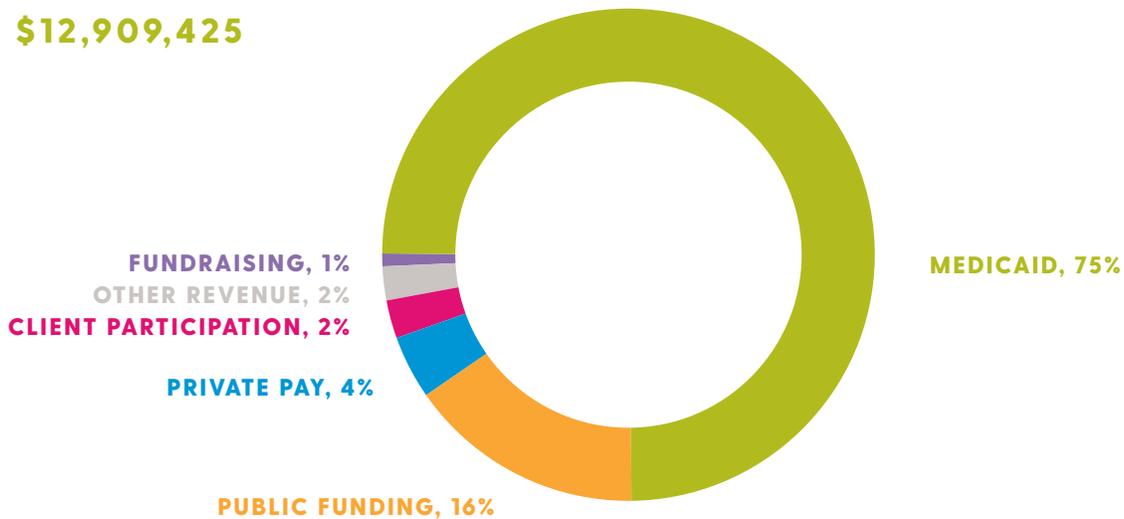
## 2018 EXPENSES\*

\$13,876,831



## 2018 REVENUE\*

\$12,909,425



Our audited financial statements are available upon request.

Full Life Care provides fiscally sound solutions to the long-term care needs of adults at home and in the community.

# THANK YOU

\*Thank you to the generous donors who gave January 1 through September 30, 2018.

## GIFTS OF \$100 OR MORE allow us to sustain our mission.\*

### \$10,000+

Estate of Carmel H. Pope  
The Glaser Foundation

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

Jesse Bond  
Moccasin Lake Foundation  
Sustainable Housing for Ageless  
Generations (SHAG)

### \$2,500 - \$4,999

Bank of America Foundation  
Katharyn A. Gerlich  
Enzo and Janet Guarda

### \$1,000 - \$2,499

Anonymous  
Irene Bryant  
James Degel and Jeanne E.  
Berwick  
Ernest R. and Audrey M. Turner  
Foundation  
Frances Holtman and Eric Peterson  
Barbara Isenhour and John Strait  
Jane and Peter Lamb  
John J. Leary  
Microsoft Employee Giving Program  
Jeanie Miller  
Margie and Jeff Nomi  
SEIU 775  
Cheryl and Tim Swartz  
Nancy Worssam and Bill Seach

### \$500 - \$999

Mohamed Aboubakr  
Acrowood Corporation  
Hans Anderson  
Catherine and Ronald Ayers  
Jack Bautsch  
Jay and Loui Bond  
CFC of North Puget Sound  
Patrick Ford  
Ireta Graube  
Regina Haslam  
Lindsey Ismailova  
Larry Jin  
Bruce and Joanne Jones  
King County Employee Giving  
Program  
Kathy and Mike Kirwan



Patricia Kravey  
Lyn Piel  
Christina Reip  
Marilyn Ring-Nelson  
Katherine Timar  
Sandra Timmer  
Dr. Kathryn Treit  
Barry Wong

### \$200 - \$499

AIG Matching Grants Program  
Maria Balajadia  
Lisa Bergstrom and Rush Green  
Boeing Employees Community Fund  
Mike and Susan Brandeberry  
Dave Budd  
Kathleen Cunningham  
DA Davidson & Co.  
DA Martensen Construction  
Nancy Dapper  
Gail de Hoog  
Jennifer Fairbanks  
Nora Gibson  
Emma Hughes  
Carmen Jones  
Mari Karlstad  
Miles Logsdon  
Chris Nosko and Erin Rohan  
Kent Opheim and Anne Marie Lynn  
Rodney Mowrey  
April Musick  
Valerie Nelson  
Jacob Oshins  
Dallas and Ann Pasley  
Kelley and Kent Phillips  
Ruben Rivera-Jackman  
Susan Roe and James Shaker  
John and Kathy Rohan  
Betty Sanders and Bruce Carter  
Scott Slater  
Nancy Slote  
Natalie Spangenberg  
Gordon and Mary Starkebaum  
Steve Tadelis  
Alicia Taff  
Jennifer Tice  
David van Der Werff  
Vimly Benefit Solutions

Deborah and Mike Walters  
Bryce Whitehurst  
Marjorie and Bob Wooten

### \$100 - \$199

Ria Abelon  
Amazon Smiles  
Anonymous  
Kelly Barnebey  
Sybil Barney  
Ryan Barrett  
Vincent Beatty  
Jane Brem  
Madison and Paul Buxton  
Caregiver Help  
Phyllis Christianson  
Christina Coulter  
James Cox  
Mary Crivell  
Tamara Cunitz  
Mallory Dorman  
Judith and Gist Farr  
Rena Ferretti  
Anthony Floyd and Susie Wu  
Justine Guarda  
Kathi Hand  
Doug Harkness and Alison Mandaville  
Carrie Hayes  
Julia Hecht and Kenneth Walkky  
Ann Hedreen and Rustin Thompson  
Cheri and Brett Herzer  
Wendy Holman  
Ali Hooks  
Jimmy Horn  
Beverly Hunter  
William Huntington  
Austin Kellogg  
Deborah Kerdeman and David Tarshes  
Ashu and Sara Keto  
Melanie King  
Laura Kinman  
Justin Kirk  
Tek Kuong  
Jennifer Kychakoff and Mathias Ricken  
Kristine Lau  
Emily Lazar  
Patrica Lemus  
David Lion  
Caron and Richard McCune  
Sarah McDonald  
Ross McDorman  
Irene McDowell

Mark W Mead  
Kevin Mehlhaff  
Nancy and Michael Merrill  
Anne and Stewart Moore  
Tegenu and Meti Negi  
Andrew Nordi  
Butch and Julie Nosko  
Megan Ochoa  
Matthew Parker  
Rachel Parks  
William Pharr  
Mike Pollack and Mike Hendrix  
Megan Posey  
Jim Pullen  
Bryan C. Purkis  
Jeffrey Reidhead  
Julie Ritter  
Carolyn and Philip Rogers  
Diane Rose  
Peggy Schlesinger  
Ginger Seybold  
Elaine and Brad Shapiro  
Holly Snell  
Carla Stevens  
Carol Vogt  
Ryan Walsh  
Garret Wilkerson and Elisabeth Lindley  
Wise Patient Internal Medicine

# THANK YOU

\*Thank you to the generous donors who gave January 1 through September 30, 2018.

## IN-KIND GIFTS of good and services enhance our programs and fundraising.\*

Janet Abel	Madison Kitchen
ACT Theatre	Marriott Hotels, Seattle Southcenter Courtyard
Mark Anderson	Museum of Pop Culture
Anonymous	Puzzle Break
Anthony's Restaurants	Redbird Transmutation Services
AT&T	Salty's Seafood Grills
Avalon Glassworks	Seattle Boulderling Project
The Beer Junction	Seattle Mariners, Community Relations
Blaine Memorial United Methodist Church	Seattle Rep
The Canlis Family	Seattle Shakespeare Company
Capitol Cider	Squirrel Chops
Ryan Davis	Timothy Stephens
DSquared Company	Cheryl and Tim Swartz
Edmonds Center for the Arts	Third Place Books Ravenna
Cricket Farr	Thriftway
Fran's Chocolates	University Bookstore
Fremont Brewing Co.	University of Washington Athletics Department
Georgetown Brewing Company	University Presbyterian Church Sewing Group
Bill and Teri Hensen	Priscilla Wayne
Indeed.com	Whittaker Outdoors
Jones Soda	Charles Wolfe
Alicia Kerlee	Yi-fen Yang
Luna Park Cafe	

# TRIBUTE GIFTS

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We honor and remember these special people and occasions for whom donors gave in tribute January 1 through September 30, 2018.

## IN HONOR OF

ElderFriends participants and volunteers

Nora Gibson

Robert and Helen Harvey

Kurt Horn

Chris Nosko and Erin Rohan

Roger

Danielle Rogers

Betty Sanders

Shirley, Buchanan Place resident

Robert Timar

## IN MEMORY OF

Nancy Alvord

Janet Andeson

Karen Anne Bliesner

Joan and Bill Gibson

Alicia Lemus

Dorothy Otis

John Sagafi

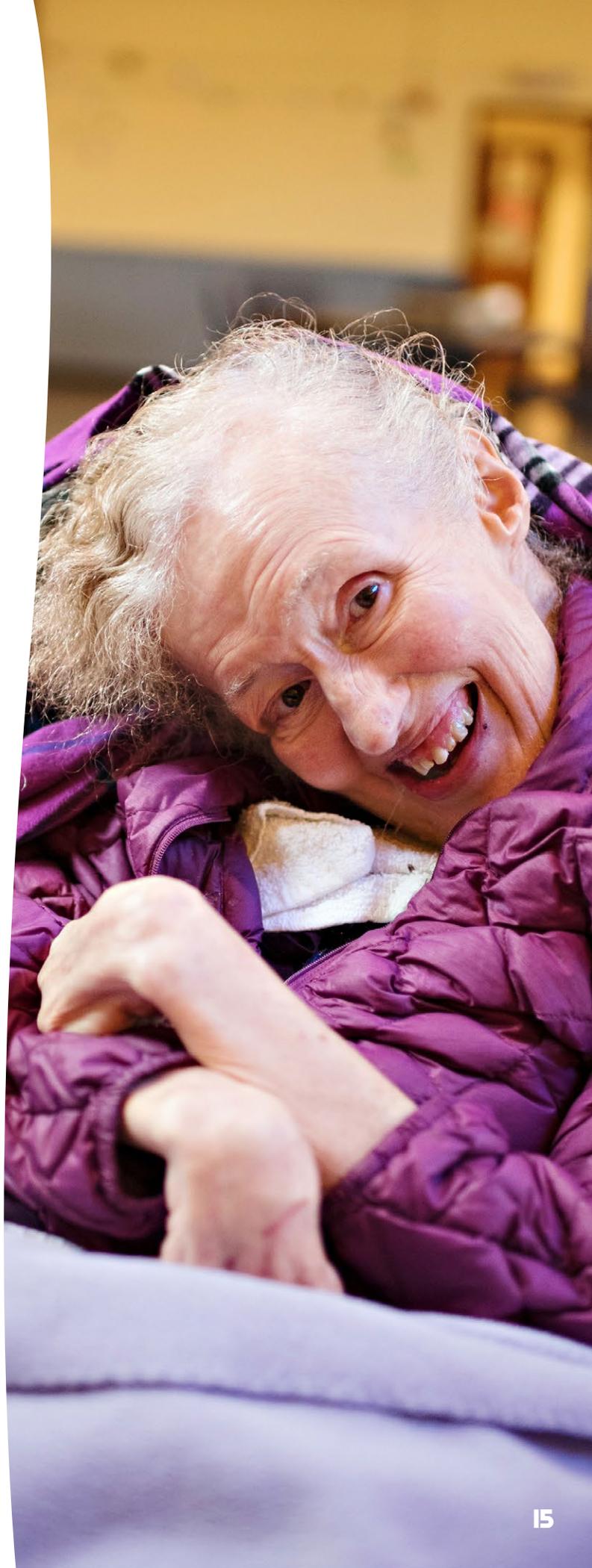
Virginia Solseng

Jim Truitt

P Alonzo Truitt

Harry Williams

We strive for a complete and accurate list of individuals, organizations and companies who support Full Life Care. To correct any errors, please contact Erin Rohan at 206.224.3749 or [erinr@fulllifecare.org](mailto:erinr@fulllifecare.org).



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[fulllifecare.org/donate](https://fulllifecare.org/donate)