For 46 years this organization has delivered its mission with quality, commitment, compassion, and consistency. Our board, staff, and volunteers are a remarkable group of people who have maintained a dedication and passion to listen and help every person we encounter. We see the whole person and strive to meet the multiple needs of our clients. We are dedicated to improving lives and community, one person at a time.

In the next ten years we will be challenged with meeting the needs of older adults and people with disabilities in this county. It is estimated that the sixty-and-over population will double from 150,000 to 300,000. Effective, efficient service and new ways to partner and do business will become more important.

We have taken big steps over the last year to position this organization for opportunity and for a strong future. We examined service needs of our current and future clients, funding trends and shifts, and alignment with the organization’s core competencies.

We have identified three main strategic directionals for Homage. The first is to broaden our revenue stream base and increase advocacy. Second is to focus on county-wide consolidations of transportation services, creating growth opportunities for Homage. Third is to increase emphasis on healthcare partnerships, reflecting a major shift in public healthcare funding nationwide.

All of us associated with Homage are public voices and thought influencers who are generating and increasing community and public engagement to reduce the marginalization of older adults and people with disabilities. We will continue to mobilize people and resources for the well-being, quality of life, and honoring of our older community members.

Warm Regards,

Kevin Clay, MD
President, Board of Directors

Steve McGraw
Chief Executive Officer
This is **purpose.**

Our 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 and Nutrition**
Helping people eat better through delivery of Meals on Wheels to homebound older adults and people with disabilities, group dining sites, and community nutrition classes.

**Health and Wellness**
Helping people take care of themselves through depression screening, increasing mental health access, and offering wellness support and classes.

**Home Repair**
Helping people live independently in their homes by providing health and safety repairs to those who need it.

**Social Services**
Helping people find the right service through conversations with knowledgeable staff and assistance navigating external resources.

**Transportation**
Helping people get where they need to go and providing reliable transportation.

This is who we **serve.**

We have the privilege of working with a diverse community. Our clients span different stages of life, income levels, ethnicity, and locations. No matter the differences, at Homage everyone is a neighbor.

In 2018, Homage received 9,663 calls from community members seeking resources. Here are the top six reasons for calls:

- **Informational Calls**: 2,202
- **Healthcare**: 1,573
- **Food**: 517
- **Transportation**: 496
- **Housing**: 943
- **Individual, Family, & Community Support**: 907

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**Women (65%)**

**Men (35%)**

**49%**

Have an income at or below the Federal Poverty Line

**39%**

Live alone in their home

---

**59 and younger (9%)**

**60-74 (44%)**

**75+ (51%)**

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This is **community.**

**Lunar New Year**
At the Center for Healthy Living (CHL), more than 250 people from our Chinese, Filipino, Korean, and Vietnamese cultural groups gathered together in their traditional clothing for the most festive of holidays, the Lunar New Year. Guests celebrated with fan dancing, singing, musical numbers, sword demonstrations, and a red envelope exchange signifying good fortune for the upcoming year. Participants also acted out skits to illuminate the importance of the New Year.

**Grand Opening**
More than 500 community members joined us to celebrate the opening of our new offices in Lynnwood, complete with a ribbon cutting and tours of the facility.
Lynnwood Mayor Nicola Smith welcomed CEO Steve McGraw and Homage to the city.

**Thanksgiving**
Thanksgiving is always special at Homage. Community members, volunteers, and Homage Board members and employees banded together to serve more than 300 homebound seniors and people with disabilities. Each client received a hot meal, a supply of traditional Thanksgiving leftovers, and a face-to-face visit from a caring volunteer. Younger volunteers made finger puppets and cards for deliveries, and others brought flowers and small gifts. Volunteers included representatives from many local organizations, including: Mountain Pacific Bank, Coastal Bank, Soroptimists of Everett, Boeing, the City of Everett, Office Interiors, Leadership Snohomish County, American Pacific Mortgage, the Navy, and the Everett Clinic.

**Partnership Renewed**
Since 2013, Homage has partnered with the Verdant Health Commission to provide a space for culturally diverse older adults to gather for meals, social activities, and educational classes. The Center for Healthy Living (CHL) operates primarily through a grant funded by Verdant. As a result of the success of the program and the tremendous benefits it provides our clients in their social engagement and quality of life, Verdant generously extended their grant funding for an additional three years.
This is real change.

“Minor Home Repair has given me my life back. They’re like family.”

This is Alma.
Alma is a quiet, modest, 78-year-old woman who has been living alone in her 1978 mobile home for nearly 20 years. Alma doesn’t like to ask for help. But when the original landing and stairs of her mobile home fully rotted away, Alma found herself homebound. It was nearly impossible and extremely dangerous for her to leave her home.

Fortunately, one of Alma’s neighbors noticed she hadn’t seen Alma taking her daily stroll for a few weeks and went to check on her. On her fixed income, she couldn’t afford to replace the landing and stairs and she had no one to turn to. Her neighbor had a connection with Homage through her Senior Center and made the call for Alma.

Because of the generosity of friends and donors, Paul from our Minor Home Repair program was able to rebuild her landing and stairs. Today, Alma can come and go as she pleases, and Paul continues to check in on her and her safety.

This is Laura.
Laura is a 78-year-old woman living at home with her husband, Don, who is struggling with Alzheimer’s disease. Laura is Don’s primary caregiver, but after a series of chronic medical issues and hospitalizations, she was referred to Homage for depression screening. Laura held a powerful position during her working years and now she felt that professionals were judging her. She felt anxious, embarrassed, and hopeless. However, after scoring within a severe range for depression on the Geriatric Depression Scale (GDS), Laura agreed to accept help.

Christine, a Homage Social Worker, facilitated a family meeting so they could collectively determine how to support Laura and Don. Christine helped arrange for Meals on Wheels to provide healthier food options and for a caregiver to visit every week to assist with Don’s care. They also agreed to work with their daughter and a financial planner to review their finances and plan for future care needs.

Within a short time, Laura became comfortable enough to work with Homage on other issues. She began to consider what was still within her ability to control. She and Christine discussed Don’s Alzheimer’s progression and her vulnerability caused by allowing him to continue to be in control of important aspects of their life. They discussed the importance of connecting to long-term counseling so she could continue to get support as she navigated through the critical decisions she would need to make in the coming months.

After meeting with Christine over the course of a few months, Laura saw a 12-point improvement on her GDS rescreen. She has now connected with an individual counselor and continues to work on her personal wellness.

MINOR HOME REPAIR PROGRAM

631 clients served
1,315 jobs completed

MENTAL HEALTH AND WELLNESS PROGRAM

900+ clients served
600+ hours of classes and workshops

• Geriatric Depression Screening
• Senior Peer Counseling
• Care Coordination
• Older Adult Mental Health Access
• Health Homes Program
• Chronic Disease Self-Management Education
This is more than a meal.

In addition to delivering Meals on Wheels (MOW), Homage provides clients with wellness checks, free pet food, and vouchers for fresh produce. For individuals who are not homebound, nutrition education and cooking demonstrations are provided at our congregate meal sites and other community locations.

Each MOW client is screened for nutrition risk in their home and provided with relevant education and resources. All MOW clients receive a five-day emergency supply of shelf-stable meals, in the event that regularly scheduled meals cannot be delivered.

Our MOW drivers have regular routes and get to know the clients. Drivers are often the only personal contact our clients have during the week. The drivers are trained to check on the well-being of the client and can connect them with other services as needed.

This is Bob.

Richard is one of our MOW drivers. He became concerned when Bob, an elderly gentleman on his weekly route, had not been home for two weeks. As this was highly unusual, and knowing that Bob did not have a phone, Richard alerted Homage's Nutrition Program Assistant, Kayla. Kayla immediately contacted the apartment manager, Raul. She learned that Raul hadn't seen Bob in weeks either and, in fact, at the direction of the property owner, had just put an eviction notice on his door. Kayla was worried. She knew Bob was having problems paying rent since the recent rental increase, so she called for a welfare check. The Everett Police Department located Bob at a hospital where he was hoping the hospital staff could find a place for him to stay.

Over the years, Raul had become friends with Bob, so he went to the property owner to discuss Bob's situation. The property owner agreed to reduce the rent to the original amount and Bob was able to move back into his apartment. As soon as Bob was back home, Kayla made sure his MOW deliveries were resumed.

Our nutrition staff and volunteers keep track of the status of over 1,500 homebound clients and go above and beyond delivering meals. The team exemplifies what “more than a meal” means.

NUTRITION PROGRAM

3,984 clients served
293,303 nutritious meals
1,822 farmer's market vouchers

MEALS ON WHEELS (MOW)
MOW delivers meals to homebound older adults and people with disabilities throughout Snohomish County. Since 1974, MOW has provided more than 10,000,000 meals to local residents.

CONGREGATE MEAL SITES
People ages 60+ can receive delicious, hearty meals at congregate meal sites. In addition to enjoying a nutritious meal, guests socialize with friends, participate in activities, and receive help finding needed services.
This is Maggie.

Maggie has been raising her seven-year-old grandson for a few years now. She knew she needed a more positive environment than what he was experiencing in his mother’s home. At 61 years old, Maggie was single and struggling financially, but she also knew she had no choice but to bring her grandson into her home.

After Maggie lost her job, she and her grandson found themselves living in transitional housing. It was through the transition home that Maggie learned of the Kinship Program at Homage. At first, Kinship assisted with her most pressing needs: transportation costs, clothing for her grandson, and basic hygiene and household supplies. Reaching out to Homage for support was a big step for Maggie, but everything changed after that.

She is now working and increasing their household income and is eagerly participating in Kinship Caregiver Support Groups. She is developing friendships with other Kinship families and is learning about self-care, nurturing, and how to advocate for herself and her grandson.

“I used to feel isolated and lonely but now I have people in my life that make me feel supported and valued.”

KINSHIP CAREGIVER PROGRAM

- Kinship Connections Group: connecting kin-caregivers in a safe space to ask questions, be heard, and share in the kinship journey.
- Resource navigation
- One-on-one consultations
- Family meeting support

Last year in Washington, an estimated 690 children did not have to enter foster care because of intervention by a relative or kinship caregiver.

This is Sunny.

Sunny is a strong, independent, 70-year-old woman. She and her husband divorced when she was 50. Sunny had never worked outside the home while she was married; she raised their two children and ran the household. After the divorce, Sunny was left financially well off and quite comfortable. Unfortunately, her son made some unwise and hurtful decisions and Sunny ended up with nothing.

At 51, she decided to go back to school and become an esthetician. Shortly after, and through a series of fortunate events, Sunny became the owner of her own spa. Sunny continued to build her business and was very successful. But when she was 66, she was diagnosed with Parkinson’s Disease and ultimately was forced to retire and sell her business.

Sunny had never been afraid to face a challenge head on; however, Parkinson’s was something beyond her control and she was frightened. She wanted to live a normal life and yet she knew she had to do something.

In 2016, Sunny found the multi-cultural center at Homage. The Center for Healthy Living was a place where she could go and participate in many forms of exercise and group activities with other Korean older adults. Not wanting the other participants at the Center to know she has Parkinson's, Sunny times her medication carefully. She knows she has a two-hour window at the Center before her tongue starts to get stiff and the shaking becomes obvious.

Two of the activities that help her most are line dancing and bingo. “The line dancing at the Center is so much better than at the gym. Here we have the same 11 songs with the same 11 dances. Any changes to the steps are made gradually. This is so good for my mind, and the exercise helps with my balance and my symptoms. And, after line dancing is bingo — I love bingo! It helps with my brain and concentration.”

In addition to group activities, Sunny has the opportunity to talk with one of Homage’s Korean outreach social workers. The social worker continues to encourage her and helps identify other resources Sunny may need.

CENTER FOR HEALTHY LIVING (CHL)

The CHL provides a space for guests to engage with others through activities, cultural celebrations, and educational workshops. Bilingual social workers are available to help connect clients to resources dealing with housing, medical, financial, caregiver, or long-term care needs.
This is moving.

This is Margaret.

Margaret had relied on her husband for transportation for many years. When her husband became ill and passed away, she had no one to count on for her transportation needs. Living in rural Snohomish County meant she had to have reliable transportation in order to access everyday needs: grocery stores, doctor appointments, banking, church, etc. It was while she was reading the Homage newspaper that she learned about our Transportation Assistance Program (TAP), and she immediately applied. Today, Margaret uses TAP frequently for her required appointments and has also expanded her horizons: joining a garden club, attending retiree luncheons, and so much more.

“TAP has been a life saver for me. If it wasn’t for this program, I would feel isolated and wouldn’t be able to visit with my friends. They are not just a pickup and drop-off service. It’s like having my own chauffeur even when other guests are on board riding. I love all the kind and caring employees at TAP.”

TRANSPORTATION PROGRAMS

200,010 guests 186,904 trips 1,769,888 miles

DIAL-A-RIDE TRANSIT (DART)
DART is designed for people whose disability or health condition prevents them from using regular fixed-route bus service. DART operates 3/4 of a mile outside Community Transit routes.

TRANSPORTATION ASSISTANCE PROGRAM (TAP)
TAP provides safe and reliable transportation for older adults and people with disabilities who live outside the DART service area. TAP clients are picked up at their door and delivered to their destination or, if needed, transferred to another transportation provider.
The older adult population in Snohomish County is expected to double over the next ten years. With your help, Homage will be there to meet the needs of our aging neighbors. We are engaging our community through safe and reliable transportation, nutrition services, crucial home safety repairs, and mental health access. Together, we can protect vulnerable populations and provide well-being as we age.

The years ahead promise to be very dynamic times for us all, including Homage. The federal government has adjusted its funding to begin the integration of healthcare and social services in this country. Historically siloed sectors are being integrated to achieve better health and quality of life for citizens and higher efficiencies in cost per capita with consumers of healthcare. This is a paradigm shift in health and human services in the US. At this time, Homage is a leader in Washington State. As the senior population doubles in the next ten years, these initiatives will be critical in order to meet the needs of our growing senior population.

**IMPROVED QUALITY OF LIFE**

Congress passed the Chronic Care Act of 2018. Starting in 2019, the Centers for Medicaid and Medicare Services (CMS) are paying for social determinants of health (Homage’s core services) after many years of positive data from demonstration projects around the country. These monies will flow through the state Health Care Authority and will increasingly flow through Managed Care Organizations. Homage is aligning with managed care organizations to be strategically and successfully positioned in this new value-based healthcare and community services integration of the care environment.

**ENHANCED PARTNERSHIPS**

Homage has made significant strides in healthcare partnerships. We continue a multi-year patient care coordination program with Swedish Edmonds, funded by Verdant. In 2017, we launched a pilot project with Providence Everett with funds from the Providence Foundation. Such projects are the local vanguard of the new nationwide transformation of healthcare and community-based integration of services. Early evidence is showing improved health, patient satisfaction, and reductions in hospital readmissions of up to 49%. Last year we secured a contract with Molina Healthcare for the Health Homes program. We are finalizing a new project called HomeAdvantage® to be available in January 2020.
This is commitment.

Times with Larry
by Ernie Kawamoto

My wife Debbie and I believe in charitable works, either by deed or by monetary contribution, so I searched for volunteer activities to spend my free time after I retired. Being a senior myself, I thought assisting Homage would be a good fit. I initially requested a route as a Meals on Wheels driver, but all the positions were filled. Then I learned there was need in the Senior Companion program.

I was assigned to Shirlee “Larry” McNamee, an elderly single man with dementia and a kind demeanor. Larry and I met about three times a week and got along well. I got to meet several of his relatives, all of whom were supportive. He and I would meet at his memory loss facility, go on walks, go to restaurants, or go on drives. We enjoyed each other’s company.

After Larry’s passing, I felt I would honor him with a donation to the Meals on Wheels program because of my affection for him. My wife and I strongly believe in sharing what God has given us and our charitable contributions are primarily for help with food, clothing, and shelter. I encourage others to give time, free work, or financial donations to Homage. My reason is simple and can best be summarized by paraphrasing Portia’s famous monologue in Shakespeare’s The Merchant of Venice: The quality of mercy is not strained and blesses twice. It blesses the giver and blesses the recipient.

VOLUNTEER PROGRAM

500+ volunteers
69,061 hours
$1,705,124 in-kind value

This is investment.

2018 REVENUE

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<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONTRIBUTIONS</td>
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<tr>
<td>PROFESSIONAL FEES</td>
<td>$178,622</td>
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<td>GOVERNMENT GRANTS AND CONTRACTS</td>
<td>$12,781,865</td>
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<td>SALES, SPECIAL EVENTS, ADVERTISING, AND OTHER INCOME</td>
<td>$688,036</td>
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<td>INVESTMENT RETURN</td>
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2018 EXPENSES

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<td>SOCIAL AND WELLNESS SERVICES</td>
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<tr>
<td>NUTRITION SERVICES</td>
<td>$2,262,900</td>
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<tr>
<td>TRANSPORTATION SERVICES</td>
<td>$8,440,480</td>
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<td>MINOR HOME REPAIR</td>
<td>$897,773</td>
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<td>ADMINISTRATION</td>
<td>$1,861,968</td>
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<tr>
<td>FUNDRAISING AND PUBLIC RELATIONS</td>
<td>$558,843</td>
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</table>

TOTAL ASSETS $16,025,843
TOTAL LIABILITIES $9,007,184
NET ASSET BALANCE $7,018,659
WITHOUT DONOR RESTRICTIONS $6,521,682
WITH DONOR RESTRICTIONS $496,977

Audited financial statements prepared by Clark Nuber P.S., PLLC are available for review at Homage’s office or at homage.org.
This is generosity.

2018 DONORS (JANUARY 1, 2018 - DECEMBER 31, 2018)
Every donation received helps further Homage’s mission to empower and protect vulnerable populations in Snohomish County. We appreciate gifts of every size and all of our donors.

DIGNITY $20,000+
Anonymous
EverTrust Foundation
Group Health Foundation
Dennis and Kathryn Hutson
Providence General Foundation
The Everett Clinic Foundation
William E. Wockner Foundation
Wockner Foundation

QUALITY OF LIFE $10,000+
Harvest Foundation
Kaiser Permanente Washington
Debbie and Ernie Kawamoto
Subaru of America
Northsound Cares
RealNetworks Foundation
Chris and Cheryl Roth

COMPANION $5,000+
Anonymous
Bethany of the Northwest
Boeing Employees Community Fund
The Everett Clinic
Mary Guernsey
Hazel Miller Foundation
Jim and Anna Hoag
Howarth Trust, Inc.
Hubbard Family Foundation
Lawrence and Mary Ellen Hughes
Herbert and Martha Reynolds
Frank and Juli Simons
Stilly Valley Plumbing, LLC
Umpqua Bank

US Bank Foundation
Wells Fargo Foundation
Linda* and Dave Whitesell

PEACE OF MIND $2,500+
Anonymous
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Adams & Duncan Lawyers
BNSF Railway Foundation
The Boeing Company
Nancy Buchholz
Jerry and Leann Burke
Constantine Builders, Inc.
Angeline Dick
Jullie and Jerry Elkington
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HomeStreet Bank
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Jane Jones
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North Sound Emergency Medicine
Terry Osborn
PetroCard
Premier Blue Cross
Karyn Rasmussen
Shawn Slack and Anne Rees
Stephen Stachowiak
Mary Vanderway
Vanguard Charitable

David Wolf-Buck

COMMUNITY $1,000+
Anonymous (4)
Susan Ace
Christine Acker
Airline Catering Co., Inc.
Jim Anderson
Joseph Bagcki
Robert Bell
Bonnie Belford
Bison Gardens
Peggy Blanchard
Rita Boddy
Bob* and Wanda Bolerjack
Tony and Milki Brower
Keith and Jan Brown
Willis Brown
Edward Caffee
Kristine and Richard Calawa
Cambia Health Solutions, Inc.
Martin and Soo Chase
Coastal Community Bank
Rob and Janet Coe

Ron and Colleen Collins
Community Health Center
Community Transit Corporate
Betsy Connell
D.A. Davidson
Carol Davis
John and Kathy Dewhirst
Tom and Kim Dietz
Jonnee and Willard Dormier
DST Systems, Inc., Matching Gifts Program
Rita Durand
E & H Humbly Bumbly Foundation
Ecotane
John Elder
Janine and Marcus Erickson
Lyle and Linda Eveland
Barbara and Pat Fahey
Shelly Finns* and Douglas Stevens
George and Julia Francis
Michael Galbraith
The Garden Chapel
Pam and John Geer
Jeanette and Alex Goltizin
Good Shepherd Lutheran Church
Lisa Gordon and Jim McKinnon
Jim and Tesa Grage
Jean Graham
Diane Hansen
Harley Exteriors, Inc.
Steven Harris
Naomi Harris
Heidi Haugeberg
Rick Hershow
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Wendy Hoerner
Pat and Mike Holcomb
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Fred Ingham
Faythe and David Irwin
Cheryl and Tim Izbicki
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Richard and Elizabeth Jelinek
Anne Jenkins
James and Joyce Johnson
Edward and Kathleen Jones
John King
Edmund Kirisits

Patrick Knappert
Jane Koening
Jane and Peter Lamb
Chuck and Doreen Lauby
Michael and Mary Leary
Pam* and Patrick LeSesne
Liberty Mutual - Give with Liberty
Gary Lintz
Maplewood Presbyterian Church Deacons Fund
Jon and Pam Watts
Chris Mart

Kit and Randy Massengale
Thomas Maxwell
Rebecca McAndrew
Thomas and Donna McClendon
Steve and Michele McGraw
Patricia Ann McNees
Roderick Mesecar
Carrie Misener
Sandra Monsen
Michael Moody
Joseph Morrison
Megan Morrison
Mosaic Insurance Alliance, LLC
Judy Muanch
Elaine Nasco
Norman Archibald Charitable Trust
Northwest Bus Sales, Inc.
Pat and Jim Oakley
David Pearson
Mindy Penn
William and Luscille Prenevost
Quail Park at Lynnwood
Vashti and Tony Quirros
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Leslie and Tamera Russell
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Charles and Phyllis Saylor
Susan and Daniel Scheffler
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Lisa* and Alex Silvestre
Pamela and John Smith
Nancy and John H Smith
Tony and Mikki Brower
Bob* and Wanda Bolerjack
Tony and Milki Brower
Keith and Jan Brown
Willis Brown
Edward Caffee
Kristine and Richard Calawa
Cambia Health Solutions, Inc.
Martin and Soo Chase
Coastal Community Bank
Rob and Janet Coe

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HOMESTREET BANK

PREMIER PERMANENT

KAISER PERMANENTE

HUMANA

HOME STREET BANK

Premera

Kaiser Permanente

Humana

Premera Blue Cross

Kaiser Permanente

HUMANA

BOB* and Wanda Bolerjack
Tony and Milki Brower
Keith and Jan Brown
Willis Brown
Edward Caffee
Kristine and Richard Calawa
Cambia Health Solutions, Inc.
Martin and Soo Chase
Coastal Community Bank
Rob and Janet Coe

This is generosity.
HELPING HANDS (CONT.) $250+

David Irlé
Lilley Jackson
Donna Johnson
Susan Johnson
Joseph Johnson
Marjorie Johnson
Margaret Johnson
Carole and Bruce Johnson
Carolyn Johnson
Jeff Jones and Susan Ridgley
Bill Jordan
Gwen Kearse
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Randall and Brenda McLeod
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Janet Mondra
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Betty and Edward Morrow
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Mountain Sound, Inc.
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Rolf Nordquist
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Gigi and David Palmer
Simi and Jim Pearse
Robin Peck
Scott and Melanie Peterson
Heidi Peters
Julie and Norm Peterson
Margaret Peterson
Rock and Maggie Peterson
Khari Plehn
Catherine Pickett
Christoph Ponath
Port Gardner Neighborhood Association
Penelope and Richard Potter

Julie Powers
Dale Prebowski and Paul Kautanski
Robert Purfeinst
Laxmish Ramasubramanian
Janet Rapelje
Larry and Tena Rauch
Robert Reed
Joan Rendler
Daniel Rice
Eileen Richards
Suzanne and James Ries
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Gigi and David Palmer
Simi and Jim Pearse
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Scott and Melanie Peterson
Heidi Peters
Julie and Norm Peterson
Margaret Peterson
Rock and Maggie Peterson
Khari Plehn
Catherine Pickett
Christoph Ponath
Port Gardner Neighborhood Association
Penelope and Richard Potter

Patricia Sweeney
Larry and Jamine Taggart
Deborah and Michael Tagliavore
Karen Taylor
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Linda and Duane Wardlaw
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