



Annual Report

Celebrating 2010, our last year under the name ElderHealth Northwest



MISSION

Full Life Care 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.

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www.fulllifecare.org

Message from the Leadership

The only man I know who behaves sensibly is my tailor; he takes my measurements anew each time he sees me. The rest go on with their old measurements and expect me to fit them.

—George Bernard Shaw

In 2010 we finished laying the groundwork to change our name from ElderHealth Northwest to Full Life Care. Over two years, with guidance from expert volunteers from the Taproot Foundation, we took a close look at both our service array and the families who use our programs to keep their loved ones as healthy as possible and living in the community.

In numerous interviews with clients, family members, partner agencies and other constituents, we learned that:

- Our extraordinary staff members' effort and passion for our mission far surpasses their job descriptions.
- Family members – often overwhelmed with daily care of their loved ones – view our services as critically important in preventing caregiver burnout.
- Participants in our programs thrive when we tend to their physical and emotional needs.

In the course of these extensive interviews we began to measure the distance between who we were 30 years ago – a provider of adult day health services, primarily to the elderly – and who we are today – a multiservice agency that serves as an indispensable support and ally for caregivers, frail elders, people with memory loss, developmental disabilities, multiple sclerosis, acquired brain injury ... and the list goes on.

The average age of our adult day health participants is just 58 years old, and our programs help those who are younger and much older. With an emphasis on improving the quality of life for adults of all ages who use our services, it makes sense that our new name and look should measure up to who we are today: Full Life Care.

Under our new moniker we remain strongly committed to providing compassionate support to people with disabilities and illness, helping those who would otherwise live in isolation or an institutional setting live fully and independently in our community.

In this annual report, you'll see a few of the full lives made possible by your generosity. Even in an economic downturn, supporters like you have rallied to spread the word about Full Life – to your friends, family, legislators and other advocates – to ensure that we can continue to offer our essential, cost-effective services to those with the greatest need.

On behalf of the thousands of families who rely on us, thank you for making our work possible.



Mike Brandeberry
Mike Brandeberry
President, Board of Directors



Nora Gibson
Nora Gibson
Executive Director



We celebrate the
achievements of
our clients, families,
staff, volunteers and
other supporters.
You are extraordinary.



“We strive to help elders and persons with disabilities to remain safely in their homes. When necessary, we can help arrange a move from home to an appropriate care setting.”

— Steve Emmer, MSW
Director of Care Consultation

CARE CONSULTATION

Full Life care consultants work with elders, adults with disabilities and their families to plan and coordinate care options.

We help families by consulting according to need – ranging from a single session to ongoing involvement and managing of a care plan.

Our professional network covers the spectrum of long-term care. We work with physicians, attorneys, guardians, assisted living staff and other care planning professionals.

“Full Life care consultation is innovative and very adept at leveraging resources for persons living with MS. Collaborating with staff from your adult day health to home care to ElderFriends is the foundation of a true partnership that is providing greater benefit to the MS community.”

— Allison Stephens, MSW, Director of Service Management
National Multiple Sclerosis Society, Greater Northwest Chapter



HOME CARE

Full Life's well-trained, reliable caregivers provide vital in-home support to elders and adults with disabilities.

We help vulnerable adults to remain living in their homes and provide peace of mind and respite for family members.

Hundreds of residents throughout King and Snohomish Counties rely on our services, which include housework, shopping, bathing and more.

MAINTAINING HEALTHY, INDEPENDENT LIVING

Before he connected with Full Life, Roosevelt spent time in-and-out of the hospital when he forgot to take essential medications. Now Renada visits him several times a week. She does his grocery shopping, prepares meals, and makes sure he takes his medicine. Over the years, they've formed a tight bond built on trust and mutual respect.

170,563 in-home hours of service were provided to 365 clients.

“On nice days we like to go out and run errands together. It's been a joy working with him and my other Full Life clients.”

— Renada
Caregiver



Sarah was in a car accident at 14 years old. Working with Full Life's occupational therapists, she has greatly reduced her risk for falls and is very proud of her improvements in speaking and writing.

ADULT DAY HEALTH CENTERS

Full Life's skilled nursing and rehabilitative therapies help adult day health participants remain living in the community.

Our participants have a variety of health concerns, such as diabetes, Parkinson's disease or stroke rehabilitation. We create and implement an individualized care plan for each participant.

Our educational and recreational programs are designed for every ability level. We challenge minds, keep bodies moving and lift spirits.

Our adult day health centers offer specialized programs:

- Health and Wellness Program for persons with a variety of chronic health concerns, such as diabetes, Parkinson's disease, heart conditions or stroke rehabilitation
- Memory Care and Wellness Services and DayBreak Senior Respite for persons with Alzheimer's or other dementia
- Heads Up Program for adults with acquired brain injury
- Get Active Program for adults with developmental disabilities
- MS Achievement Program for adults with multiple sclerosis

Adult Day Health and DayBreak Senior Respite provided 85,727 days of service, a slight increase from 2009.

“Full Life's adult day health is surely one of the best tertiary prevention interventions we have to keep ill persons in the community and as healthy as possible.”

— Wayne McCormick, MD, MPH
UWAMC Long Term Care Service, Harborview Medical Center



WHO WE SERVE

Demographics for our
Adult Day Health Programs

Age

Full Life serves
adults of all ages

58 Average Age

Gender

56% Female

44% Male

Income

98% Low Income

Ethnicity

79% Caucasian

12% African American

4% Hispanic or Latino

4% Asian or Pacific Islander

1% Native American

“Since he started attending, Warren has matured as an adult. He’s increased his confidence, become more independent and developed friendships with a nice variety of people. He’s been such a happy person since he started at Full Life.”

— Irene, Warren’s sister



SOLSTICE MENTAL HEALTH

Full Life understands the mind, body and soul equation and how it is core to our mission. This value is central to Solstice, our licensed community mental health program.

Solstice empowers people to maintain healthy, independent living by providing mental health services in a safe and supportive environment. Our staffing team includes geriatric mental health specialists, masters level case managers and an advanced registered nurse practitioner.

“*Dorothy has a renewed sense of meaning and purpose since joining the Solstice program.*”

— Megan, Case Manager

BEYOND THE DIAGNOSIS: OUR APPROACH TO CARE PLANS

Full Life’s holistic approach allows us to look at a participant beyond the diagnosis to create a care plan that addresses the complete individual.

Solstice, for example, may incorporate art, music and exercise into a participant’s mental health care plan.

Our team members frequently collaborate across programs to ensure continuity of care and reduce gaps in services. Gaffney House staff will consult with Solstice about residents’ mental health needs; adult day health may refer to home care to help participants with vital caregiving and support.

Again and again, we find that timely interventions delivered in an appropriate, community-based setting lead to the best outcomes for our participants.

Over 100 individuals participated in our Solstice Mental Health program.

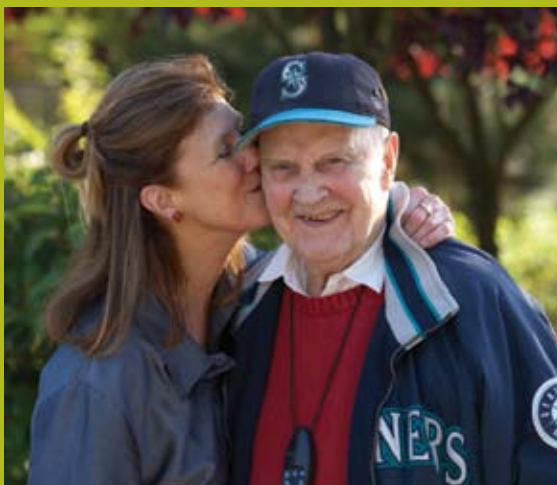
MEMORY CARE HOMES

Gaffney House and Buchanan Place are for people with memory loss who wish to remain in a neighborhood setting. Gaffney House is our gracious historical 14-bedroom home on Seattle's Capitol Hill. Buchanan Place is our beautiful 12-bedroom home next door to our adult day health center in the heart of South Seattle's Columbia City.



Gaffney House staff members are remarkable. As my father's diagnosis progresses, they've adjusted by creating very precise care plans. I'm relieved my dad is in very capable and caring hands.

— Amy (right) with sister Heather and father Earl



At his previous facility Father's mainstay diet was high-sodium, canned foods. At Buchanan Place he grazes on fresh fruits and vegetables throughout the day and even gets to play his drum. He's lost 15 pounds and his breathing has improved.

— Cynthia with father Les

ELDERFRIENDS

ElderFriends is rooted in life's simple pleasures, like close friends, laughter and good food in pleasant surroundings.

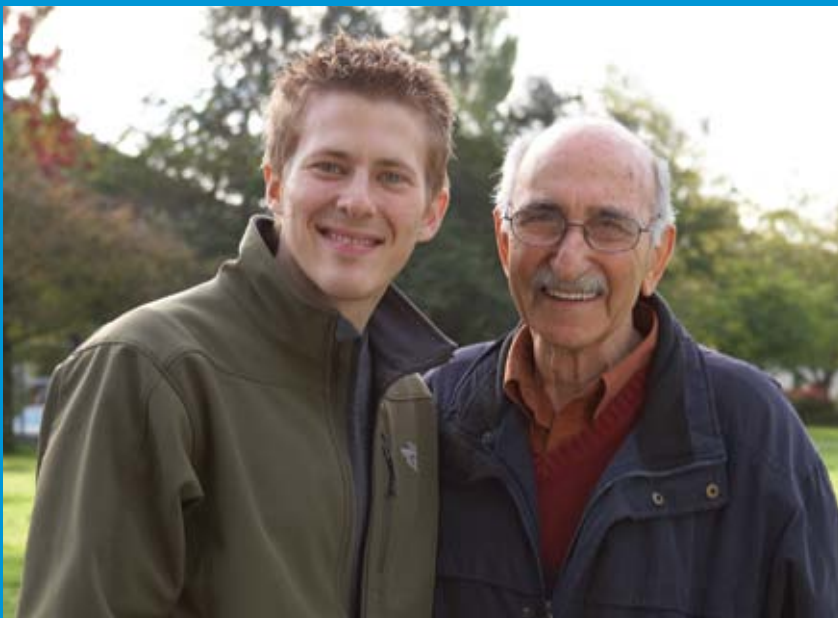
We match elders with friendly visitors who help relieve isolation and loneliness.

Besides fostering individual friendships, ElderFriends offers quarterly social gatherings, a Thanksgiving meal delivery and special holiday recognition, helping participants enjoy life to the fullest.

FRIENDS ARE LIFE SAVERS

Elders living alone can be at an enormous disadvantage during a medical emergency, but ElderFriends has come to the rescue on more than one occasion. One recent example:

Volunteer Amy knew something was wrong when she spoke to her elder friend Frances on the phone. Normally quick-witted and conversational, Frances described feeling terrified but could not explain why. Amy visited her in-person and convinced her to go to the hospital where she was told she had suffered a stroke. Because of her ElderFriends relationship, Frances received urgently needed medical care and had a trusted friend advocating for her in the emergency room and during her hospital stay.



“My wife died several years ago, but I feel less lonely since I met my ElderFriends volunteer. We like to spend time cooking, talking, and going out for walks to the movies or to the museum. I feel more hopeful and happier.”

— Mohammed
ElderFriends participant

VOLUNTEERS

Over 400 individuals contributed 31,000 hours, equivalent to an investment of \$651,000 in Full Life Care.

- 172 day health volunteers engaged 1,500 adult day health clients in social and recreational therapeutic group activities, exercise, pet visits, and entertainment.
- 155 isolated older adults received over 2,300 friendly visits in their own homes from ElderFriends volunteers.
- 75 isolated older adults attended social events in the community through ElderFriends.

Volunteers helped Gaffney House (16 residents) and Buchanan Place (12 residents) with:

- “Watercolor Wednesday” art groups;
- Field trips to the zoo, aquarium and other enjoyable destinations;
- Discussion groups, gardening activities, piano sing-alongs and pet visitations.

Resources and education

- 15 interns gained experience in social work, care giving, and community healthcare, nursing and occupational therapy.
- 53 students gained college credit through service-learning placements in our adult day health centers and supported living homes or special projects.
- We became Full Life Care as the result of two years of work by professional volunteer teams from the Taproot Foundation.



National Service Volunteers

Full Life engaged the services of four AmeriCorps members, two VISTA members, two Lutheran Volunteer Corps members, and one Jesuit Volunteer Corps member. As a result:

- 539 clients were engaged in therapeutic and health promotion activities;
- 30 isolated elders were matched with friendly visitors;
- \$7,500 in-kind support generated;
- \$31,000 cash donations generated;
- 123 community volunteers engaged with 2,865 volunteer hours generated.

Special Projects

Local businesses, schools, and church groups volunteered their time for one-day projects. Comprising 24 teams, these volunteers:

- Helped with holiday and theme parties;
- Cleaned and painted activity rooms;
- Landscaped and assisted with other gardening projects.

SUPPORTERS COMING TOGETHER FOR OUR 2010 EVENTS



BOARD ALUMNI REUNION—MAY 20

Dorsey & Whitney graciously hosted our 30-Year Board Alumni Reunion in their beautiful offices in the Columbia Tower. Full Life supporters enjoyed sweeping views of the city, delicious appetizers and live jazz music provided by Chris Monroe and Dave Pascal. Several people received awards but all 170 attendees in the room were thanked for helping shape Full Life into the venerable organization it is today.



ELDERFRIENDS BENEFIT—MAY 22

The second annual “Better with Age” wine tasting and silent auction benefit brought 100 supporters to FB Foote Winery in Burien. Over \$8,500 was raised for ElderFriends, our volunteer-based program that provides companionship, outreach, and advocacy services to isolated older adults throughout Seattle and King County.





BENEFIT BREAKFAST—SEPTEMBER 22

Over 500 guests attended our annual breakfast, thanks to the efforts of event co-chairs John Peoples and Sheri Dofelmier and 60 hard-working table captains. Big thanks to Dr. Chris (Himes) Fordyce for her powerful and inspiring keynote, and to all of our sponsors including presenting sponsor, Dorsey & Whitney and Silver Sponsor Group Health. The event raised \$130,000 and is Full Life's most successful fundraiser to date.

BEER FOR A CAUSE—AUGUST 4

Over 300 guests came to LTD Bar & Grill for this casual fundraiser. Hosted by our young professionals committee, guests of all ages enjoyed cool refreshments on the sunny deck and won prizes: Alaska Airline tickets, an overnight stay at the Edgewater hotel, and much more. The 2010 Beer for a Cause committee is grateful to sponsors Slalom Consulting, Georgetown Brewery and LTD Bar & Grill for helping us raise \$7,000 at our inaugural Beer for a Cause.



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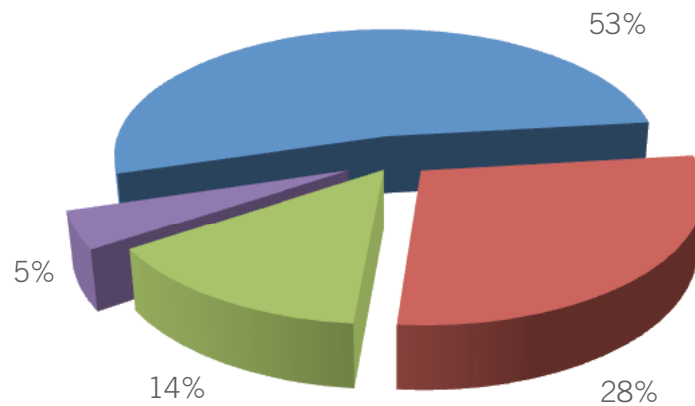
Full Life ended 2010 with revenue exceeding expenses by \$17,282. Expenses reflect 90 cents out of every dollar going directly to programs and services.

Our audited financial statement is available upon request.

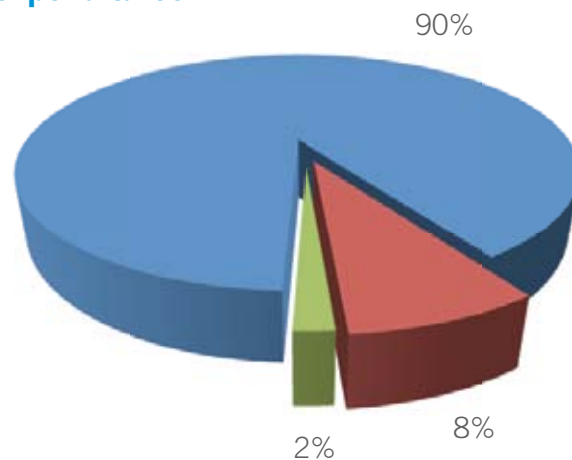
REVENUE \$9,819,105

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Expenses by Programs



Functional expenditures



Full Life provides fiscally-sound solutions to the long-term care needs of the most vulnerable members of our community: those who are frail and low-income.





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Featured Speaker: William H. Gates, Sr.

Philanthropist, community leader, social justice advocate, businessman, attorney and family man, Mr. Gates is truly one of Seattle's greatest treasures. He is a tireless advocate for the most vulnerable members of our local and global community, and Full Life Care is honored that he will be a guest speaker at our annual benefit breakfast.

Mr. Gates will speak at the Breakfast in an interview format with Nancy Hooyma, Ph.D., Endowed Professor of Gerontology at the School of Social Work, University of Washington. They will have a conversation about aging, care giving and his vision for a community where elders and adults with disabilities receive the care they need and respect they deserve.

All proceeds will benefit the programs of Full Life Care*, the premier provider of community-based long-term care options to frail elders, adults with disabilities and caregivers.

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