

September 10, 2020

Lisa King
The Hudson Bay Way Foundation
210 S Hudson St, Ste 375
Seattle, WA 98134

Dear Lisa,

I hope this note finds you staying safe and healthy during these uncertain times. I am happy to be sharing our 2020 Bi-Annual Impact Report with you. As we reflect on the work we've done together over the past six months, we are very thankful and grateful for you. This report illustrates our collective accomplishments to move our mission forward.

Thanks in part to your investments, you have enabled us to pivot and respond to the needs of our at-risk clients and new aging neighbors who have been severely impacted by the pandemic. Through the provision of Food Security, Transportation, Health & Wellness, and Assistance Services we continue to serve the tens of thousands of older adults that reach out to us in need of a caring and supportive hand to meet them where they are at on the aging spectrum. Here are just a few voices of appreciation from our client base:

"Meal on Wheels; I want to thank you for your kindness and generosity. Food delivery particularly now is especially appreciated. I was elated to receive the masks and toilet paper, thank you. I thank you also for your delivery persons, men and women whom cheerfully present our meals to us, with a smile. May all of your work and effort be greatly rewarded."

-MOW client

"I have mobility issues and I don't own a car. I had my first ride on the Hyde Shuttle yesterday with Cindy. First time to a store in 7 weeks. She was so gracious and kind. There is no way that I would have been able to take the bus and carry home my purchases with a cane. Thank you so much, Cindy and Sound Generations. You are indeed Superheroes."

-Irene O.

"I love MHR [Minor Home Repair], you are the best, most reliable and skilled repair service bar none! I would not be able to live in my home without you. Prompt, polite and so efficient."

-MHR client

The enclosed report will allow you to see and read how your financial contributions have made an impact on our service delivery. We have enjoyed working with you and look forward to strengthening these partnerships to alleviate hunger, isolation, and loneliness for the aging community in King County. Enjoy!

Warmest Regards,



Brittany Blue,
Chief Marketing & Philanthropy Officer

2020



Bi- Annual Impact Report

2020

Assistance Services



Pathways Information and Assistance has continued to connect King County older adults and individuals with disabilities to critical services throughout these trying times.

Pathway's **Community Support Specialist** staff have stepped up during the pandemic to support a phone line dedicated to connecting residents of Kirkland and Bellevue with an emergency food box from Hopelink. This low barrier program connects homebound individuals in need of food with a volunteer from their community.

Caregiver Support's acquisition of additional funding from the Veterans, Seniors, and Human Services Levy has allowed Sound Generations to subsidize much needed respite for caregiver families. Through this program, veterans and their families are quickly connected to customized respite options and may be referred to one of Sound Generations' **Caregiver Counselors** for individual therapy.

Transportation

WE SERVED
773 families
452 children

WE
COORDINATED
THE DELIVERY OF
132 food boxes
731 food bags

Since March, **Hyde Shuttle** has responded to the COVID-19 pandemic by dedicating twenty-one drivers to deliver meals and groceries from fifteen senior, community, and cultural centers throughout King County including Sound Generation's Community Dining programs. Clients who depend on congregate meal sites (now closed) for their nutrition are assured of food delivered to their doors. Hyde Shuttle continues to provide demand-response transportation to older adults and persons with disabilities in communities through most of King County with destinations that include groceries and medically-related visits. Additionally, we partnered in Shoreline to deliver food boxes to families of need in April and May who had students in the Shoreline School District.

"Thank you for your wonderful service. We would not be able to get my mom to her treatments so painlessly w/out you. All of your drivers are wonderful & thoughtful & so respectful. We appreciate all of you."

-Grateful daughter

Our **Volunteer Transportation Program** provides rides to aging adults to ensure they are getting safe, personalized, and affordable transportation to medical, dental, and other health related appointments. During this time of crisis there is reduced volunteer support out of concern for the safety of the volunteers and their family members. Consequently, volunteer support has been replaced with UBER support which **costs 5 times more**. Normally, we provide 50-60 UBER rides per week, increasing UBER use from 15% to 40%. To protect our drivers who want to continue to be a resource, we are providing PPE gear. Our **Driving Companion Program** which aims to support communities of color is also experiencing some drop in service.

What's New?



The Geriatric Regional Assessment Team (GRAT) is a home-visiting team of behavioral health clinicians who can engage and assess cognitive and behavioral health difficulties in adults 55 and older living in King County. GRAT works with the elderly and their community to provide stabilization and avoid overuse of emergency services or hospitalization. During the pandemic, GRAT is providing telephone outreach with elders in the place of home visits. GRAT receives funding from the King County Veterans, Seniors & Human Services Levy and the MIDD Behavioral Health Sales Tax.

Equity and Inclusion Committee

Our organization has deepened our understanding of the inadequacies experienced by communities of color in terms of service delivery—invisible in terms of their access to resources and services. As a result of walking through an assessment, a continuous improvement plan, and making the financial investment into this work our equity and inclusion committee (comprised of an individual from every rung and department within the organization) has been able to redevelop and improve internal systems and processes to better evaluate our service delivery and expand our reach to underserved populations.