

2024 Annual Report



Senior
Services

FOR SOUTH SOUND



ABOUT US

“ This place
gave me
purpose
again. ”
- Marlene



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OUR MISSION IS SIMPLE:

**To improve the quality of life
for people as they age.**

Founded in 1973, Senior Services for South Sound has been dedicated to supporting seniors in our community for more than 50 years. Our mission is simple: Improving the quality of life for people as they age.

Our programs and services include Brighter Days Adult Day Program, Meals on Wheels, Senior Community Dining, Senior Transportation, Supportive Services, Health and Wellness Programs, Trips & Tours Program, Adult Learning, and Independent Living Programs.

The largest program we offer is our Senior Nutrition Program, provided in both Mason and Thurston counties. This program alone provides more than 150,000 meals each year to well over 2,500 individual seniors.

We are proud to provide dozens of activities at the Virgil Clarkson Lacey Senior Center and the Olympia Senior Center.



A LETTER FROM THE EXECUTIVE DIRECTOR



Every year at Senior Services for South Sound is filled with individually great days.

I like to say that the real heart of our mission is what we do on Tuesday at 9 am. Not when anyone is looking, or the cameras are rolling. Just a day of the week at some time when we are doing all the little things necessary to fulfill our beautiful mission for seniors. To think of all the great things that happened on a Tuesday or Thursday in 2024 is overwhelming.

In my estimation, **2024 was our strongest year yet for overall mission success.** Just look at the numbers. We made and served more meals than ever before in the history of our Senior Nutrition Program. We've seen a real resurgence of participation in our activities and lobbies that surpasses anything prior. It's hard to walk into the Lacey or

Olympia centers these days and find an empty seat. We utilized the passion and energies of over 400 volunteers in 2024, a record, and **every one of them deserves our praise and respect.** So overall, all the little things had to happen for us to provide more and better service to seniors throughout the year.

On that note, I'd like to highlight the efforts of our staff. It's appropriate that we give enthusiastic credit to our volunteers, and it is also true that our paid staff are essential to everything we do. **We've carefully built an outstanding team of employees,** with the vital combination of heart and intelligence to do this work. I'm fond of saying we look for unicorns, as our staff are indeed rare beasts. And when we find them, they sparkle and shine in their work. Every employee we have does vital work, and does it with the sort of professionalism and empathy you would hope to see.

Finally, **we are proud of our leadership in addressing isolation and loneliness in our community.** Working with a coalition of partners at the YMCA, United Way and Timberland Regional Library, we approached the Thurston County Department of Health about the impact of these under-appreciated problems. Working closely with them over the span of the year, our efforts culminated in the declaration of a public health crisis for our community. **Thurston County was the first in the state to take this stand.** We will not be the last. The health impacts are too severe and the solutions too readily at hand to turn our attention away. Please get and stay connected, and **thank you for however you helped or engaged with our mission in 2024.**

A stylized, handwritten signature in blue ink. The signature appears to read 'Brian Windrope' and is written with fluid, connected strokes.

Brian Windrope
Executive Director

BY THE NUMBERS

2024 Year in Review



4,045

Miles traveled with Trips & Tours

261,619

Meals were served through our Senior Nutrition Program

80

Medicare presentations given by SHIBA

20



Individuals matched with Home Share

208



Low-income seniors kept their pets healthy with the PALS Fund

12,485



Caregiver relief hours provided by Brighter Days

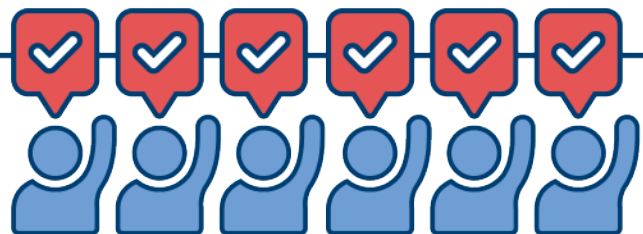
2,107

Active members of our centers

3,399



Rides provided to seniors through our Transportation Program



44,027

Hours donated by our dedicated volunteers

SENIOR NUTRITION



261,619 meals served

2,766
unique
clients

In 2024, our Senior Nutrition Program proudly celebrated the return of Community Dining to Shelton and Tumwater, **restoring vital services to two communities that had been without for several years.**

On February 14, we reopened dining service in Shelton at Shelton United Methodist Church, marking **the first time since 2020** that seniors in Mason County could once again enjoy meals in a welcoming group setting. Shortly after, we relaunched service in Tumwater at The Old Town Center, offering another vital hub for connection and nourishment in Thurston County. These milestones were the result of long-standing partnerships, detailed planning and a shared vision of supporting older adults.

Seniors aged 60 and above who visit any of our six Community Dining sites receive a hot, nutritious meal for just the request of a nominal donation. No one is ever turned away for lack of funds!

Meanwhile, our Meals on Wheels program continued to provide critical support to homebound seniors across Thurston and Mason counties. Our dedicated volunteers **delivered 156,590 meals directly to seniors' doors**, offering not just food, but also a friendly face.



VOLUNTEERS



44,027

volunteer
hours
donated

430

active
volunteers

107

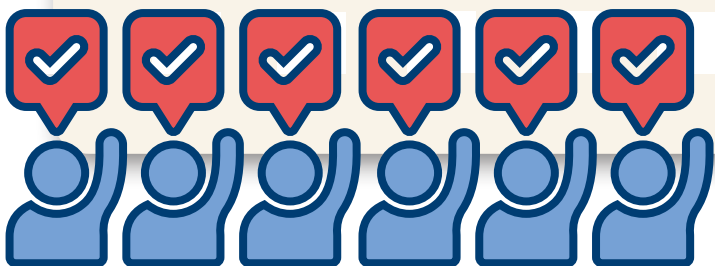
more than in
2023

Our volunteers **brought more than time and talent — they brought heart.** Whether delivering meals, offering rides or welcoming folks at our senior centers, they made connection and care possible every single day.

With seniors making up **over 90%** of our volunteer force, many told us they came to give back but stayed because of what they gained. “I thought I was just helping others, but it turns out I was helping myself too,” said George, a Transportation volunteer.

For some, volunteering became **a way to rediscover purpose after retirement or the loss of a partner.** For others, it sparked joy, routine and the friendships that make life richer. Whatever their reason, these individuals helped us serve thousands of older adults with warmth and dignity.

Volunteers don't just support our mission — **they embody it.** We're deeply grateful for every ride given, meal delivered, phone call made and smile shared. **Their generosity fuels our work and strengthens the communities we all call home.**



PALS FUND



\$63,554

paid in vet bills

208

seniors assisted

213

pets provided with care

For many seniors, their pets are more than just animals — they're companions, confidants and a source of comfort. In 2024, the Pet Assistance for Low-Income Seniors (PALS) Fund played a pivotal role in helping seniors keep these beloved pets healthy and by their side. By providing financial assistance for veterinary care, **we were able to ensure that seniors facing financial hardship didn't have to choose between their pet's health and their own.**

With the generosity of our community, the PALS Fund supported 208 seniors, covering essential medical expenses for their pets that might otherwise have been out of reach. These funds didn't just help pay for vet bills, **they gave seniors peace of mind** with the knowledge their pets could continue to live healthy lives.

One senior shared, "I don't know what I would have done without the PALS Fund. **My dog is my best friend**, and thanks to this program, I didn't have to choose between her health and my own."

Thanks to the incredible support of our donors, the PALS Fund made it possible for seniors to keep the companionship that brings so much joy and stability to their lives.





12,485 caregiver relief hours

42
unique clients

For seniors living with dementia and Alzheimer's disease, **each day is an opportunity for connection, growth and joy**. Through the Brighter Days Adult Day Program, participants engage in meaningful activities that stimulate their minds and enrich their lives, all while providing their caregivers with the respite they need.

Whether it's creating art, moving to music or simply sharing a meal, **the Brighter Days program fosters community and well-being**, helping seniors feel empowered and connected. At the same time, it gives families the peace of mind they deserve, knowing their loved ones are in a caring environment where they are treated with dignity.

"Brighter Days has been a lifesaver for me. I feel like I'm not carrying the whole burden alone anymore," shared one caregiver, whose loved one has flourished in the program.

Thanks to our incredible team and the support of the community, the Brighter Days program continued to make a meaningful impact in 2024, helping families navigate the challenges of dementia and Alzheimer's with compassion and care.



PROGRAM IMPACTS

INCLUSION

10 clients per day

275 collective activity hours

The Inclusion Program is for seniors with developmental disabilities. It provides the foundation to build strong social, recreational and educational networks in our community. Inclusion offers engaging activities, resources, and support, creating relationships that enrich and enhance clients' lives.



HOME SHARE

20 individuals matched

\$526 average monthly rent

The Home Share Program connects people seeking safe and affordable housing with people who have space in their home. Home providers may ask for rent, help with household tasks or transportation. Each match is made by the Home Share team with longevity in mind.



SHIBA

2,580 clients assisted
80 presentations

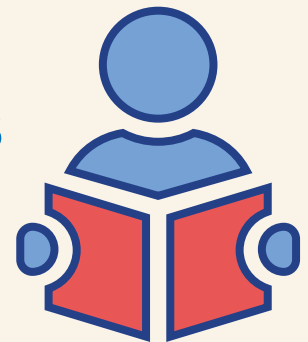


Our Statewide Health Insurance Benefits Advisors (SHIBA) is a free program that helps seniors navigate the complexities of Medicare. Our SHIBA volunteers answer Medicare questions, make referrals and help evaluate and compare health insurance policies.



ACTIVITIES

4,250 instructional hours
117 classes offered



From offering academic-style courses through our Senior Academy program, to exercise classes, hobbies, low-cost health and wellness services and bingo, our Activities Program keeps seniors active, engaged and entertained.

PROGRAM IMPACTS

TRIPS & TOURS

31 local trips

4,045 miles traveled



Trips & Tours offers local day trips and extended travel through partners to destinations nationwide and abroad. Concerts, museums, sporting events, hikes and even whale watching, this program has it all. Keeping seniors and different physical abilities in mind, there is truly something for everyone.



TRANSPORTATION

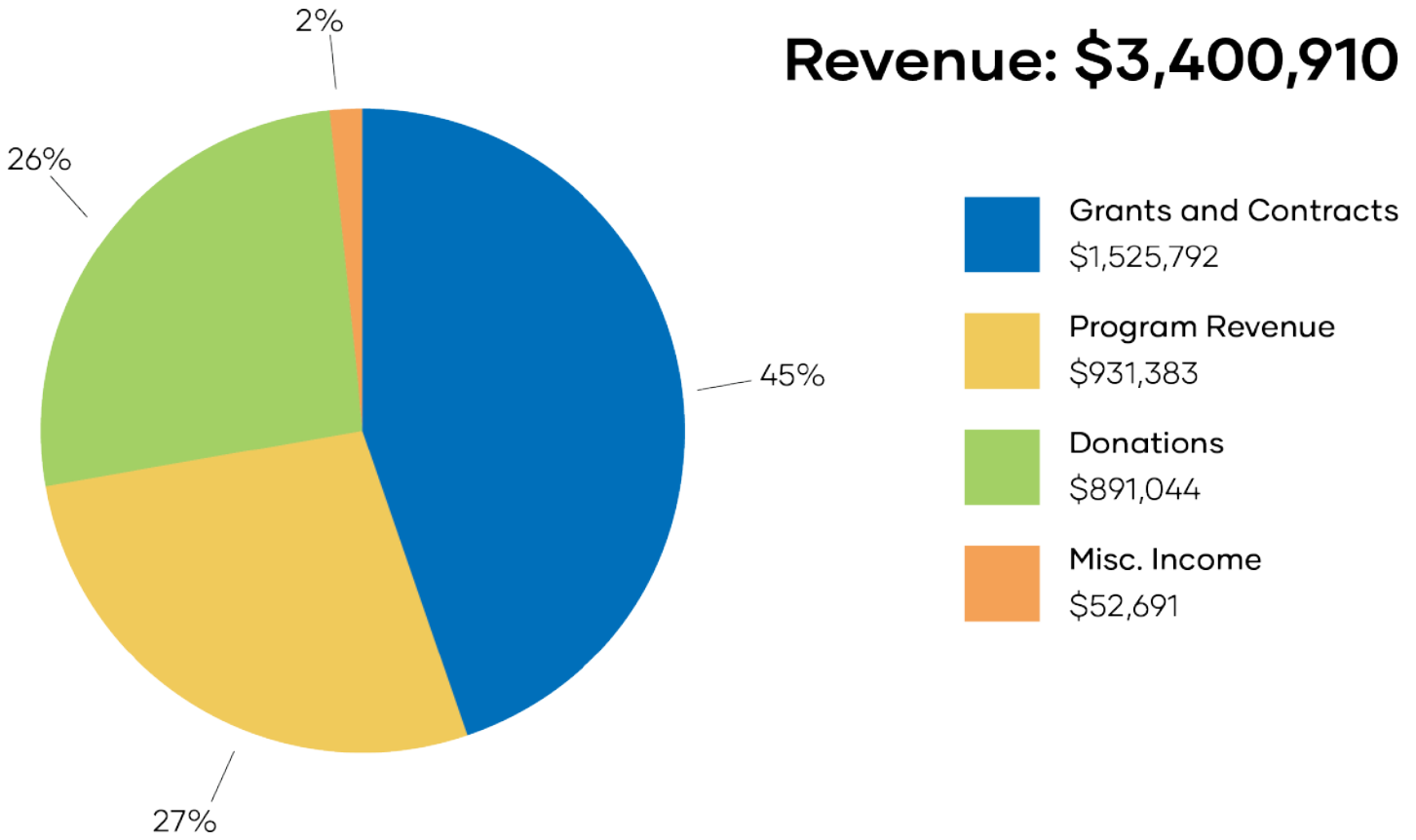
119,557 miles driven

221 unique clients

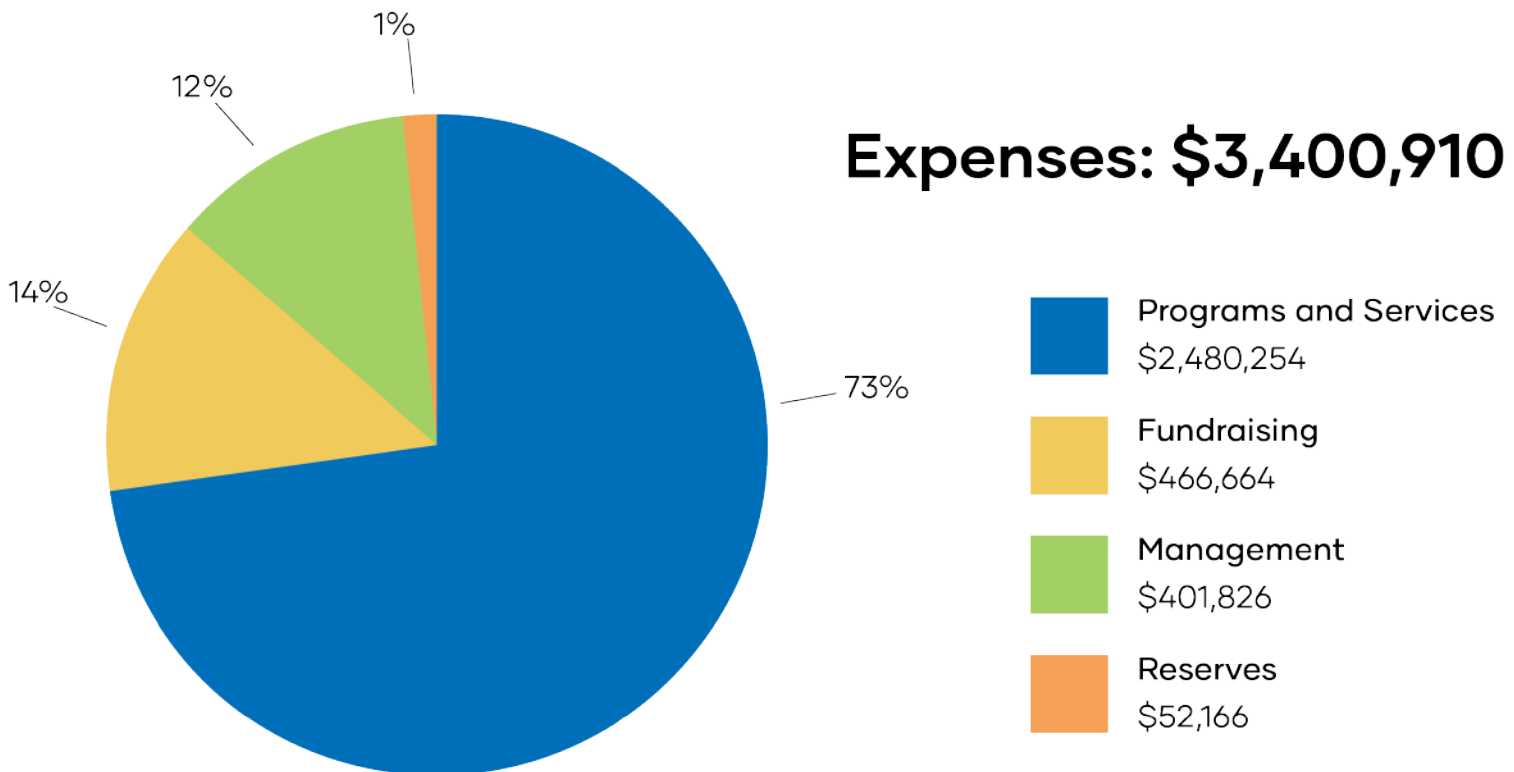


The Transportation Program serves those 60 and older with no means of transportation, providing rides to essential errands such as medical appointments or trips to the grocery store. 98% of rides given in 2024 were medical trips, highlighting the importance of this program!

Revenue: \$3,400,910



Expenses: \$3,400,910



SUPPORTERS

Senior Services for South Sound sincerely thanks the individuals, businesses and foundations that generously supported our work. Every donation makes a difference, no matter its size. Reflected below are contributions received or pledged between January 1 and December 31, 2024.

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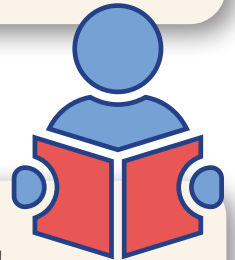
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