

Gold  
Transparency  
2023

Candid.

# Senior Services of Island County (DBA Island Senior Resources)

Serving Seniors, Adults with Disabilities, and those who care for them throughout Island County

aka Island Senior Resources | Freeland, WA | [www.senior-resources.org](http://www.senior-resources.org)

## Mission

Mission: To provide resources that enhance the emotional, social, and physical well-being of seniors, adults with disabilities, and those who care for them. Vision: Island Senior Resources envisions strong communities where seniors, adults with disabilities, and those who care for them are valued, heard and seen, cared for and about, afforded respect, treated with dignity, and supported to live their best life.

### Ruling year

1976

### Executive Director

Ms. Michele Cato

### Main address

P.O. Box 939  
Freeland, WA 98249 USA

[Show more contact info](#)

### EIN

52-1049443

### Subject area

Human services information  
Developmental disability services  
Senior services

### Population served

Adults  
Seniors  
Ethnic and racial groups  
People with disabilities

### NTEE code

Senior Centers/Services (P81)  
Public, Society Benefit - Multipurpose and Other N.E.C. (W99)  
Unknown (Z99)



### IRS filing requirement

This organization is required to file an IRS Form 990 or 990-EZ.

### Tax forms

[Show Forms 990](#)

### Communication



# Programs and results

## Reports and documents

[Download annual reports](#) ▾

[Download other documents](#) ▾

## What we aim to solve

SOURCE: Self-reported by organization

The senior population in Island County is increasing at a rate that exceeds the growth of senior populations in other areas. Seniors and adults with disabilities and their caregivers have no... [Read more](#)

## Our programs

SOURCE: Self-reported by organization

What are the organization's current programs, how do they measure success, and who do the programs serve?

### Senior Nutrition Program

Senior Services of Island County delivered "Meals on Wheels" and also provided meals at three community meal sites in 2022. SSIC also provided nutritional support through educational classes, farmer's market vouchers, and liquid nutritional supplements. Hot meals and frozen meals were delivered three times a week by regular volunteers. When meals were delivered, valuable wellness check-ins and human connections occurred at the client's front door, contributing to reduced isolation and improved well-being. A video on our Meals on Wheels program can be found at <https://senior-resources.org/pse-helps-meals-on-wheels-click-for-video/>

In 2022 we delivered 66,923 meals to hungry, isolated seniors; 1,195 meals were provided in community meal sites where seniors gathered for high-quality meals and essential social interaction. Overall we served over 3,770 individuals.

#### Population(s) Served

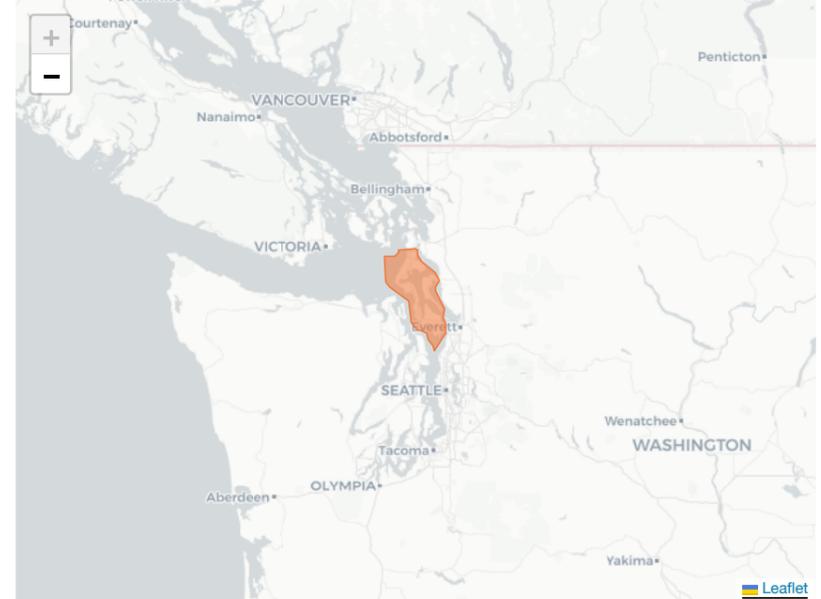
Seniors

Adults

Aging and Disability Resources	+
Support Groups	+
Medical Transportation and Volunteer Services	+
Family Caregiver Support	+
Medicaid In-home care and Case Management	+
Senior Thrift	+
Community Education	+

## Where we work

Island County, WA



## Videos



2020 Impact Report meeting

# Our results

SOURCE: Self-reported by organization

How does this organization measure their results? It's a hard question but an important one.

## Number of seniors, adults with disabilities, and caregivers served by Aging & Disability Resources

### TOTALS BY YEAR



### POPULATION(S) SERVED

Seniors, Older adults, Ethnic and racial groups, Caregivers, Families

### RELATED PROGRAM

Aging and Disability Resources

### TYPE OF METRIC

Output - describing our activities and reach

### DIRECTION OF SUCCESS

Increasing

### CONTEXT NOTES

59% of the people we serve are under 60 years old. 2020 data represents unduplicated clients

## Number of meals served to seniors and adults with disabilities who had access to nutrition support services in 2020 = 84,027

### TOTALS BY YEAR



### POPULATION(S) SERVED

Seniors, Older adults, Ethnic and racial groups

### RELATED PROGRAM

Senior Nutrition Program

### TYPE OF METRIC

Output - describing our activities and reach

### DIRECTION OF SUCCESS

Increasing

### CONTEXT NOTES

In 2019, we served 36,119 community meals and 44,860 home-delivered meals through Meals on Wheels.

## Number of miles driven for seniors and adults with disabilities to/from medical appointments in 2020= 117,728

### TOTALS BY YEAR



### POPULATION(S) SERVED

Seniors

### RELATED PROGRAM

Medical Transportation and Volunteer Services

### TYPE OF METRIC

Output - describing our activities and reach

### DIRECTION OF SUCCESS

Increasing

## Number of seniors and adults with disabilities served by Case Management in 2020 = 255

### TOTALS BY YEAR



### POPULATION(S) SERVED

Seniors, Older adults, Ethnic and racial groups

### RELATED PROGRAM

Medicaid In-home care and Case Management

### TYPE OF METRIC

Output - describing our activities and reach

### DIRECTION OF SUCCESS

Increasing

## Number of contacts with families and caregivers served by Family Caregiver support

### TOTALS BY YEAR



### POPULATION(S) SERVED

Seniors, Caregivers, Families, Older adults, Ethnic and racial groups

### RELATED PROGRAM

Family Caregiver Support

### TYPE OF METRIC

Output - describing our activities and reach

### DIRECTION OF SUCCESS

Increasing

## Number of clients served in 2017, 2018, 2019, 2020 = over 10,000 each year

### TOTALS BY YEAR



### POPULATION(S) SERVED

Adults, Ethnic and racial groups, Caregivers, Families, Grandparents

### TYPE OF METRIC

Output - describing our activities and reach

### DIRECTION OF SUCCESS

Increasing

### CONTEXT NOTES

Serving clients throughout Island County

# Our Sustainable Development Goals

SOURCE: Self-reported by organization



Learn more about [Sustainable Development Goals](#).

# Goals & Strategy

SOURCE: Self-reported by organization

Learn about the organization's key goals, strategies, capabilities, and progress.

## Charting impact

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Four powerful questions that require reflection about what really matters - results.

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What is the organization aiming to accomplish?

+

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What are the organization's key strategies for making this happen?

+

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What are the organization's capabilities for doing this?

+

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What have they accomplished so far and what's next?

+

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## How we listen

SOURCE: Self-reported by organization

Seeking feedback from people served makes programs more responsive and effective. Here's how this organization is listening.

✓ We shared information about our current feedback practices.

### **Who are the people you serve with your mission?**

We serve all residents of Island county, focusing on seniors, adults with disabilities and those who care for them.

### **How is your organization collecting feedback from the people you serve?**

Electronic surveys (by email, tablet, etc.), Paper surveys, Focus groups or interviews (by phone or in person), Case management notes, Community meetings/Town halls, Constituent (client or resident, etc.) advisory committees, Suggestion box/email,

### **How is your organization using feedback from the people you serve?**

To identify and remedy poor client service experiences, To identify bright spots and enhance positive service experiences, To make fundamental changes to our programs and/or operations, To inform the development of new programs/projects, To identify where we are less inclusive or equitable across demographic groups, To strengthen relationships with the people we serve, To understand people's needs and how we can help them achieve their goals,

### **What significant change resulted from feedback?**

We have developed and published a Welcoming statement: You are welcome here. You are safe here. Your needs are important. We at Island Senior Resources value, respect, and support individuals of every race, color, ethnicity, gender identity, sexual orientation, ability, age, socio-economic status, religion, non-religion, and national origin, who make up the whole of our community. We are committed to continually learning and challenging our own assumptions and biases around inclusion, equity, diversity, and justice. We invite all members of our community to join us in being informed, active allies, speaking up, acting peacefully, and being in solidarity with diverse communities.

### **With whom is the organization sharing feedback?**

Our staff, Our board, Our funders,

### **Which of the following feedback practices does your organization routinely carry out?**

We collect feedback from the people we serve at least annually, We aim to collect feedback from as many people we serve as possible, We take steps to ensure people feel comfortable being honest with us, We look for patterns in feedback based on people's interactions with us (e.g., site, frequency of service, etc.), We engage the people who provide feedback in looking for ways we can improve in response, We act on the feedback we receive,

### **What challenges does the organization face when collecting feedback?**

It is difficult to get the people we serve to respond to requests for feedback, It is difficult to find the ongoing funding to support feedback collection,

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## Financials

Senior Services of Island County (DBA Island Senior Resources)

# Financial data

SOURCE: Self-reported by organization

## Revenue & expenses

## Balance sheet

### Senior Services of Island County (DBA Island Senior Resources)

#### Revenue & expenses

Fiscal Year: 2019

SOURCE: Self-reported by organization

#### Revenue

Contributions, Grants, Gifts	\$3,232,213
Program Services	\$162,595
Membership Dues	\$2,430
Special Events	\$0
Other Revenue	\$45,855
<b>Total Revenue</b>	<b>\$3,443,093</b>

#### Expenses

Program Services	\$3,019,280
Administration	\$176,193
Fundraising	\$136,611
Payments to Affiliates	\$0
Other Expenses	\$0
<b>Total Expenses</b>	<b>\$3,332,084</b>



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# Operations

The people, governance practices, and partners that make the organization tick.

Executive Director

## Ms. Michele Cato

Michele Cato, MBA, received her Masters of Business Administration from the University of Washington, Seattle. She provides leadership and management to the staff of Island Senior Resources, oversees financial management, business... [Read more](#)

Officers, directors, trustees, and key employees

Highest paid employees

Board of directors

### Senior Services of Island County (DBA Island Senior Resources)

Board of directors  
as of 02/14/2023

SOURCE: Self-reported by organization

Board chair

June Nailon

Kathryn Beaumont

Jason Pryde

## Board leadership practices

SOURCE: Self-reported by organization

GuideStar worked with BoardSource, the national leader in nonprofit board leadership and governance, to create this section.

### Board orientation and education

Does the board conduct a formal orientation for new board members and require all board members to sign a written agreement regarding their roles, responsibilities, and expectations? **Yes**

### CEO oversight

Has the board conducted a formal, written assessment of the chief executive within the past year? **Yes**

### Ethics and transparency

Have the board and senior staff reviewed the conflict-of-interest policy and completed and signed disclosure statements in the past year? **Yes**

### Board composition

Does the board ensure an inclusive board member recruitment process that results in diversity of thought and leadership? **Yes**

### Board performance

Has the board conducted a formal, written self-assessment of its performance within the past three years? **No**

## Organizational demographics

SOURCE: Self-reported; last updated 2/14/2023

[Candid has made improvements to the race and ethnicity options.](#)

Who works and leads organizations that serve our diverse communities? GuideStar partnered on this section with CHANGE Philanthropy and Equity in the Center.

### Leadership

No data

### Race & ethnicity

No data

### Gender identity

No data

No data

### Sexual orientation

No data

### Disability

No data

## Equity strategies

Last updated: 02/14/2023

GuideStar partnered with Equity in the Center - an organization that works to shift mindsets, practices, and systems to increase racial equity - to create this section. [Learn more](#)

### Data

We ask team members to identify racial disparities in their programs and / or portfolios.

We analyze disaggregated data and root causes of race disparities that impact the organization's programs, portfolios, and the populations served.

We disaggregate data to adjust programming goals to keep pace with changing needs of the communities we support.

We employ non-traditional ways of gathering feedback on programs and trainings, which may include interviews, roundtables, and external reviews

with/by community stakeholders.

We disaggregate data by demographics, including race, in every policy and program measured.

We have long-term strategic plans and measurable goals for creating a culture such that one's race identity has no influence on how they fare within the organization.

#### **Policies and processes**

We seek individuals from various race backgrounds for board and executive director/CEO positions within our organization.

We have community representation at the board level, either on the board itself or through a community advisory board.

We help senior leadership understand how to be inclusive leaders with learning approaches that emphasize reflection, iteration, and adaptability.

We engage everyone, from the board to staff levels of the organization, in race equity work and ensure that individuals understand their roles in creating culture such that one's race identity has no influence on how they fare within the organization.

# Candid.

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Foundation Center and GuideStar are Candid.