



WESLEY

Community · Choice · Continuing Care

2018 ANNUAL AND SOCIAL ACCOUNTABILITY REPORTS

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A message from Kevin Anderson & Steven Storms

Achieving excellence is no easy feat, and the road to excellence is one filled with many ups and downs. Yet we continue to strive for excellence because of our calling, our commitment to serving older adults and the tremendous need to do so.

The Des Moines campus is a perfect example of the growing pains an organization faces as we reposition this campus for the future. In 2018, we were able to complete the first phase of a multi-phase redevelopment plan. Residents and staff lived and worked through all of the disruption and construction of this phase that, in the end, provided our residents with beautiful new Cottage and Brownstone homes. The same is true with the new Brownstone on the Bradley Park campus in Puyallup, which opened in July 2018. The Lodge will open in the spring of 2019. Both of these developments require perseverance and tremendous resources as can be seen in the financial statements. Once complete, the financial burden will be eased, and Wesley will be known for its new lifestyle options offering more choices in living accommodations, care and services.

We are proud to report that Wesley was recognized this year for excellence in care and services. Wesley Des Moines Health Center, Wesley Lea Hill Rehabilitation & Care Center and Wesley Home Health were all awarded five-star ratings from The Centers for Medicare and Medicaid Services. Achieving this certification level was challenging, but this accomplishment speaks highly of Wesley's commitment to providing quality services.

All of our accomplishments this past year could not have happened without the support of our board members, residents, donors and dedicated staff members. We are grateful to all of you and rejoice in the gifts you bring to us. We welcome you to join us as we continue to build a network of senior services offering a continuum of care throughout the Puget Sound area. Your support helps us achieve excellence!

Kevin Anderson
President / CEO

Steven Storms
Board of Trustees Chair





Catching Brownstone fever

Wesley Bradley Park and Wesley Des Moines Brownstone residents took advantage of the good weather to move into both Brownstone buildings in the summer of 2018. After keenly watching the construction progress by Absher Construction in Puyallup and Walsh Construction in Des Moines, residents were able to begin turning these new apartments into homes.

By the end of the year, the Bradley Park Brownstone was over 90 percent occupied. All 24 apartments in the Des Moines Brownstone were occupied, and residents began the process of becoming neighbors - which was easy for the McGlassons.

"We love it," said Caroline McGlasson. "Bill loves all the friends we met right away because we all moved in within a month. We've met so many people at the front desk and in the dining room. We live across from the Club Room, and that's so convenient for coffee hour on Monday mornings and our sort of combined happy hour and potluck on Fridays. It's just come as you are.

"We also love all of the activities that are included," Caroline continued. "Bill and I go to the music events every Tuesday at The Gardens. We love the classes, and we're thrilled that there are vespers right here in The Gardens.

"We love our new apartment, the compactness of it instead of a big house. Everything is handy and so easy to reach. There are no stairs, and we love that we're in new construction. We love our view."

The McGlassons are often seen with their pup, Buster, who enjoys visiting the front desk staff. He knows who has treats!

"Really, Bill, Buster and I fit in very well. The new apartment building will have the same feeling; it's not hard to like new construction, but it's the built-in family that comes with it that we love."

"Everyone loves this place!"

COMMENT FROM 2018 CUSTOMER SURVEY



Reaching for the stars and succeeding



Three Wesley health divisions have been awarded top marks for Medicare.gov's 2018 survey.

Nationally, only six percent of Medicare-certified home health agencies achieve this level of excellence. In Washington, only two home health agencies earned five stars. For Wesley Home Health, the continuity of care between the physician, hospital and home is a big part of their success.

"Medications prescribed from a hospital stay may differ from a prior dose, so our staff have clients gather all their medications for a review," said Director of Clinical Services Jolene Rhodes.

"This allows us to assure that new and existing medications throughout the home are reconciled to help prevent incorrect dosages, interactions or re-hospitalizations. Doing this prevents mix-ups and allows for client education, preventing complications upon returning home."

Wesley Des Moines Health Center earned an overall five-star rating based on a state review of health inspection, fire safety, staffing and care quality.

"Our five stars signal superior care and personal service," said Des Moines Health Center Director of Nursing Noel Donato. "The ratings help families know they are making the right decision when they choose Wesley to care for their loved one."

Wesley Lea Hill Rehabilitation & Care Center also earned a five-star quality measures rating. Director of Nursing Services Alhaji Suwaneh credits the center's staff for its success.

"All of our staff do whatever it takes to give residents the best experience," said Ali. "Their dedication really comes through."

Wesley's team approach is a road map to success, and the five-star ratings reflect how hard Wesley works to maintain its reputation of providing quality care for its residents. The community trusts Wesley to take excellent care of residents and guests.



Setting the standard for outstanding contributions

Because Wesley puts people first, it becomes natural for us to focus on what's important: older adults and the staff who provide for them. Wesley Des Moines was recognized at LeadingAge™ Washington's Awards and Recognition Program for the difference they make every day in the lives of those they serve.

LeadingAge™ recognizes people who put quality first, deliver excellence and inspire others to do the same. The program also acknowledges those individuals and organizations who have made outstanding contributions in the fields of aging, health care, housing and community-based services. It is their way of showcasing those who do more than what is merely expected of them and who do the right things for the right reasons.

Executive Director Alex Candalla was presented the Excellence in the Workplace award. The award recognizes organizations that demonstrate effectiveness in fostering a healthy workplace culture in an environment that promotes the recruitment, retention and development of staff at all levels of the organization. It was a

recognition for innovation in the workforce, development of policies and practices, training for all levels of staff and the values and promotion of diversity in the workforce.

Naniofa Poulivaati-Mounga accepted the Community Service Award for the campus's Intergenerational Program. Wesley Des Moines continues to successfully bring Wesley residents, Highline College students and children in the Highline Public Schools district together to keep all generations connected.

Wesley Lea Hill received recognition as the Best of Auburn in the Senior Living Community category. The honor, as voted by the readers of the Auburn Reporter, brings great pride to the staff who exemplify excellence and heart. Residents, reservation list members and the greater Auburn area continue to look forward to the popular and themed ice cream socials, emergency response training, dinner-and-a-show evenings, guest entertainers, prime rib brunches, scenic drives, National Night Out and more.





Wesley's winning team, a wealth of knowledge

Sometimes, finding the right fit is easy. Just ask any of the 26 staff members who celebrated twenty or more years with Wesley in 2018.

Forty years ago, Rita Lambert thought it would be fun to try working at a retirement community for a while. It's definitely been fun and valuable for Wesley to have Rita, a wonderful social worker who's been nominated for Employee of the Month several times and was selected Employee of the Year by her peers in 2017.

Debbie Palmer started out as a nursing assistant at the health center in Des Moines. She was drawn to the family-like working environment. Over her 37 years with Wesley, she's experienced some of the organization's growing pains. Throughout it all, Debbie, Wesley's very reliable accounting clerk, saw one thing that hasn't changed.

"Wesley cares about its employees. This is a place where you can work long-term and grow," said Debbie.

Of course, one key aspect that encourages staff to stay with Wesley are the residents. When residents were asked on a satisfaction survey what they like most about living at Wesley, one said, "Very supportive, friendly staff and fellow residents. A culture of caring."

Selfless service, model employee, work ethic, asset for the company and advocate for residents are often words used to describe these long-time employees who are gems in Wesley's crown of excellence.

With Silver Star Awards, LeadingAge™ Washington recognizes employees who have demonstrated their dedication to serving seniors through their long-term employment and continued service. In 2018, Silver Star Awards went to Rita Lambert, Sheryl Shaffer, Kayahna Moore and Susan Manthey.

Wesley thanks the following staff members for their dedicated years of serving older adults:

Rita Lambert.....	40	Jill Brewer.....	24
Sheryl Shaffer.....	39	Robin Smith	23
Deborah Palmer.....	37	Peggy	
Gloria Collins	36	Smith-Rodriguez.....	23
Kristine Rios	34	Marlene Knoppi	22
Chris Kinkade	33	Marisel Briggs.....	22
Alicia Acayan	33	Raminder Ghuman	22
Kayahna Moore.....	31	Karen Bjelland	22
Susan Manthey.....	30	Virginia Yacas.....	21
Rosemarie Gatchalian ..	28	Lonica Mahugh	21
Frank Harding.....	27	Ronald Turner	20
Gloria Barrientos.....	27	Michael McMonagle ...	20
Babette Gardner	25	John Burdine	20
Linda Johnson.....	24		

Wesley launches novel program: Catered Living

Catered Living is a home care program offered in The Commons neighborhoods at Wesley Lea Hill and Wesley Bradley Park.

Similar to traditional assisted living, Catered Living provides scheduled and unscheduled services with certified nursing assistants and registered nurse oversight 24 hours a day, 7 days a week.

What makes Catered Living different from other programs is the care package point system, which assigns a point value to each service based on the

time and level of involvement required to perform that service. A care coordinator from Home Care by Wesley, the personal care service division of Wesley Health & Home Care, reviews services and levels with each resident to determine the best package to meet their needs. The individualized care package is designed so program participants receive and pay only for the services they need to remain as independent as possible for as long as possible. For those in transition, this flexible program allows residents to increase or decrease support as needed.

Wesley and City of Des Moines create public-private partnership

When the director and manager of the Des Moines/Normandy Park Senior Activity Center retired, the City of Des Moines decided to forgo a recruitment process to fill those positions and chose to work with Wesley Des Moines.

The two-year pilot agreement enables Wesley to plan, implement, manage and evaluate senior services programs, including recreation, social, continuing education, health, human services and nutrition programs. The center's Senior Engagement Program Manager, Kathy Burrows, was hired and is paid for by Wesley, but the city reimburses Wesley. Through Kathy, Wesley is also responsible for creating and managing the center's budget; evaluating and making repair recommendations for the facility; obtaining sources of funding and grants; and coordinating personnel, volunteers and special events.

Wesley President / CEO Kevin Anderson, Wesley Des Moines Executive Director Alex Candalla

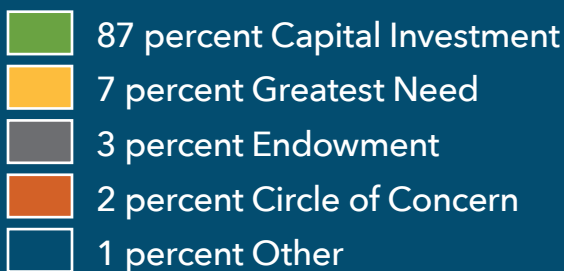
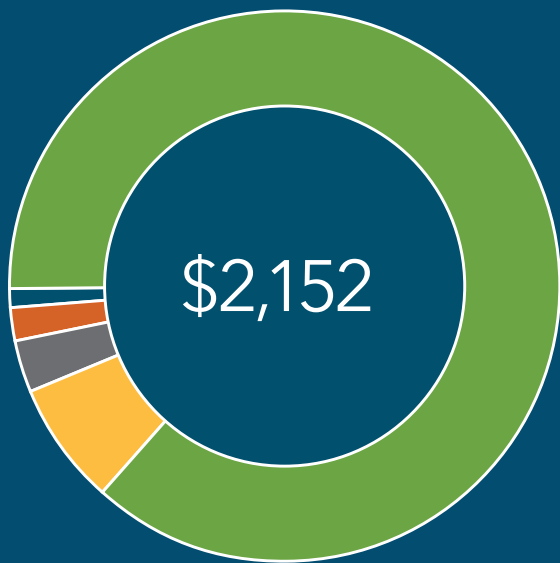
and the city manager have oversight of the pilot project. The agreement between the city and Wesley can be reviewed, re-evaluated or terminated by either party after 90 days or extended for an additional two years.



Wesley & Subsidiaries

Including Wesley Homes Des Moines, Wesley Homes Lea Hill, Wesley Homes Bradley Park, Wesley Homes Foundation and Wesley Homes Community Health Services.

Funds your Gifts Supported



Statement of Operations

Income Statement for the year ended December 31, 2018

Unrestricted	(in thousands)
Operating Revenue	\$48,788
Operating Expenses	\$52,828
Operating Income	(\$4,040)
All Other Unrestricted Activity	\$1,175
Change in Unrestricted Net Assets	(2,865)
Change in Donor Restricted Net Assets	(\$1,415)
Change in Net Assets	(\$4,280)

Statement of Financial Position

Balance Sheet as of December 31, 2018

Assets	(in thousands)
Cash and Unrestricted Investments	\$31,109
Restricted Investments	\$28,607
Property and Equipment	\$159,840
Other Assets	\$4,071
Total Assets	\$223,627

Liabilities & Net Assets	(in thousands)
Accounts Payable and Accrued Expenses	\$11,618
Resident Entrance Fees	\$38,330
Annuities Payable	\$801
Loans and Mortgages	\$146,655
Total Liabilities	\$197,404
Net Assets	\$26,223
Total Liabilities & Net Assets	\$223,627

94 percent of residents would recommend Wesley as a place to live

The portions of operating expenses spent on administrative and fundraising for Wesley Homes and its subsidiaries were 15.99 percent and 1.36 percent respectively.

Wesley Homes financial highlights are presented for convenience and information purposes. A copy of the audited financial statements will be provided upon request.

Lifetime Giving Societies

The Lifetime Giving Societies recognize the cumulative contributions of donors.

Century Circle \$100,000 and above

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Wesley Lea Hill Resident Council
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Soroptomist International of Auburn
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Washington Federal Foundation
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Anonymous (1)



Stanley Logan Club

The Stanley Logan Club recognizes the annual contributions of donors totaling \$1,000 or more in a calendar year. These gifts support initiatives, such as resident and staff programs, resident and staff assistance, capital campaigns and greatest needs.

John Aakre and Cynthia Michael	Marilyn Brown Suzanne Burke	GE Foundation Jay Gruenfeld	Marilyn Knutson Mary Kohli	Roger and Dorothy Neill	Carolyn Sundvall Harold and Peg Sutlief
Dan and Daria Absher	Greg and Angela Byrge	Betty Hall Helena Hanna	Korum For Kids Foundation	Dianne Nelson Jeanne Pearson	JoAnne Swanson Christine S. Tremain
Absher Construction Company	Peggy J. Campbell Alex Candalla	Jennifer and Douglas Hanson	Jean Kuehn John M. Lang	Alice Pohl and Richard Baker	Marilynn Van Hise The Taxpayers of Washington State
Kevin and Barb Anderson	Patricia Carney Lee-Lee Castor	Leland and Gloria Heemink	Noriko Lao Eloise Lauritsen	Jean Richmann Everett Rightmire	WCP Solutions Wesley Gardens Resident Council
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Sue and Virgil Baker Carl Ball	Will and Priscilla Clardy	Margo and Paul Hightower	Jeannine Lee Leon and Janet Leonard	Janet and Philip Schempf	Wesley Lea Hill Resident Council
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Richard and Ruth Barnhart	Ray and Deanna Dally Bernie Dorsey	Jennifer Johnson Wilma and Ron Johnson	Irene McCoy Phyllis and Clair Mitchell	J. David Snow and Barbara McLain	Jim Yamamoto Anonymous (4)
Millard and Martha Battles	Virginia Dymont Harriet J. Farman	Evelyn Joneson Grace Kanda	Carol Mohler Eugene Moon	Sherman and Barbara Snow	
Carolee Berntsen Debbie and Jim Bevier	Brian and Gretchen Frederick	Ray and Charlotte Kanemori	William Morgan Dr. Donald & Beret Mott	Corinne Spicer Edmund and Blythe Stanton	
Chuck and Leila Booth	Ruth Frederick Dr. William Freitag, Sr.	Kert Kertson and Norma Lee Smith		Edmund and Blythe Stanton	
BPCI Barbara Brassfield	Kathryn Garnett			Milton Stark Bobby and Joyce Stratton	

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Legacy Society members have made a deferred gift commitment to support Wesley's communities or programs.

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Paul and Betty Beeman	Lena Dumesic Janet Eby Norris	Ken Hoben Patty Jalbert	Irene McCoy Wilda McOmber	Denman and Janet Smith	Anonymous (3)
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Lee-Lee Castor	Will and Betty Gering	Noriko Lao	James and Carol Russell	Harold and Peg Sutlief	
			Lawrence R. Sachs	Edwin and Marian Towle	

Estate Gifts

Corporate Matching Gifts

We gratefully recognize these estate gifts ranging from \$10,000 to \$1,000,000.

Alice Jensen Unitrust	Estate of June Harris
Estate of Aaron Powers	Estate of Kenneth T. Worthington
Estate of Agnes Lee	Estate of Marie Pankey
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Estate of Josephine St. Jean	Lowe Family 1998 Trust

Benevity Community Impact Fund
Boeing Company Matching Gift Program
GE Foundation
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Every gift is greatly appreciated, and every effort has been made to ensure the accuracy of this listing. We apologize for any errors and ask that you report omissions or corrections to the Foundation office at (206) 870-1334.

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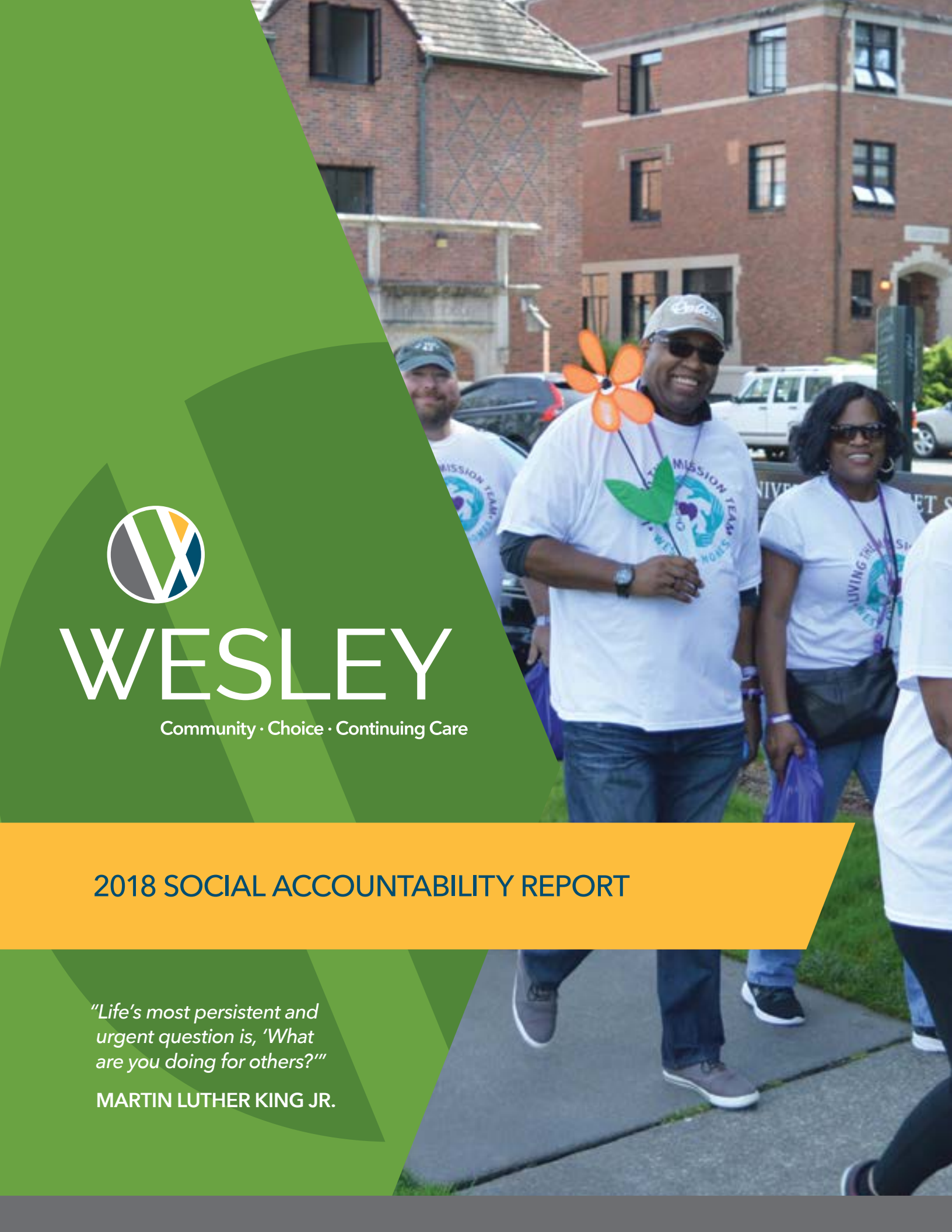
WESLEY

Community · Choice · Continuing Care

2018 SOCIAL ACCOUNTABILITY REPORT

"Life's most persistent and urgent question is, 'What are you doing for others?'"

MARTIN LUTHER KING JR.



Support during a time of need

When Wesley receives awards, thanks must always go to the hardworking employees who dedicate so much to our goal of excellence. Wesley is grateful to be able to support staff when needed.

Wesley Community Foundation distributed 23 educational and emergency grants to staff that desired to increase their skills or needed help during a crisis. When a series of ill-timed events - major surgery, eviction notice and car troubles - occurred to a single parent, the Foundation delivered a check directly to the apartment complex to keep the family in their home. Grants were also provided to staff for airfare to visit a mother in hospice care and attend a funeral.

The Foundation sponsored three Leadership Academy trainees for a year-long leadership development program. The course is designed to enhance the leadership skills and core competencies of nonprofit leaders within the LeadingAge membership.

Subsidizing Care

Wesley provides a significant contribution to the greater community, and our efforts are representative of our mission to serve others.

The Bishop McConnell Scholarship Program provided nearly \$155,932 in subsidies to 16 qualifying residents, allowing them to live at Wesley and receive care as needed.

Wesley Community Foundation raised funds for the Des Moines and Lea Hill Circle of Concern endowments to help support qualifying Wesley residents who have exhausted their resources through no fault of their own. Residents, family and friends also financially supported this program.

The Circle of Concern program provided \$216,735 in subsidies.

When Medicaid reimbursements fall short for long-term care residents of Wesley Des Moines Health Center, Wesley Lea Hill Rehabilitation & Care Center and Wesley Health & Home Care, Wesley absorbed this shortfall of over \$3 million.

Our mission guides us to give back to the communities where we live and work, and Wesley's community programs help improve the quality of life of those we serve.



Value of Community Benefit and Subsidies

Community Involvement	\$1,125
Meeting Space	\$67,850
Community Programs offered on our campuses	\$199,461
Education	\$18,676
Community Benefit (subtotal)	\$287,112
Reduced Rent, Subsidized Care and Assistance	\$450,073
Medicaid shortfall	\$3,035,225
Total	\$3,772,410



Spreading the love by giving back

Wesley welcomed old and new friends to our communities, and supported other non-profit organizations in the South Sound.

Our Living the Mission team held food and warm clothes drives for the needy and raised funds for the Walk to End Alzheimer's. The walk is a Wesley favorite event because it brings residents, staff and their families together for a worthy cause.

Keeping our wisest and youngest connected is a great way to convey values and traditions from one generation to another. Visits from the children at Busy Bee Preschool in Auburn are always welcomed by Lea Hill residents.

Intergenerational programs, such as our Highline Montessori at Wesley preschool, are great ways to share technology, promote independence, encourage residents to volunteer and build a sense of individuality while encouraging tolerance. These programs also help reduce the isolation older adults sometimes experience and help fill the void for children who may not have grandparents available to them.

Highline College students participated in the Students-in-Residence program, which provided

affordable housing at Wesley Des Moines. The students volunteered with residents, providing social connectivity and cognitive stimulation for residents.

World Relief refugees were also a source of social interaction for residents. These folks were able to live at Wesley Des Moines at a reduced rental fee as they improved their English, often with the help of residents, took classes to become employable and became independent.

Residents volunteered at the preschool, but they volunteered for other organizations, too. The hours of their contribution to the greater community is valued at nearly \$14,000.

Wesley Lea Hill hosted several Auburn Foster Parent First Aid/CPR and Blood Borne Pathogens classes. To become a licensed foster parent in Washington, applicants must complete this class.

The Lea Hill campus also held a blood drive with Cascade Regional Blood Services. The blood will go to people who need it in the Pierce and South King county areas.



Popular Wesley U, extended learning courses that began at Wesley Des Moines, expanded to Wesley Lea Hill and Wesley Bradley Park in 2018. Highline College, King County Library, Des Moines/Normandy Park Activity Center, Humanities Washington and Pierce College helped provide content. Classes continue to be free to residents and older adults within the greater community. Wesley Community Foundation helps fund the program.

Providing meeting space for fellow non-profits, Wesley welcomed our long-time friends at the United Methodist Church, the Sunuppers chapter of Toastmasters International®, the Home Care Association of Washington, the Daughters of the American Revolution® and LeadingAge® Washington.

Other long-time friends of Wesley included the Cub Scouts, the Genealogical Society, the Rainbow Girls Foundation, the Children's Therapy Center and the beeping Easter Egg Hunt for blind children.

For the first time, Wesley supported the mission of Seattle's Union Gospel Mission: KentHOPE Day Center for Women and Children. Their

“My husband and I would not trade our Terrace Cottage for any house we’ve ever lived in. No teasing. This is the place to come if you like people and like to communicate and also like to take part in classes, programs, and other social events.”

JOANNE MARR

Faces of Hope Gala raised funds to help reduce homelessness in our community. Wesley was pleased to support their work to help provide free meals and shelter and to meet the emergency needs of community members.

Both Wesley Lea Hill and Wesley Des Moines continued to serve the greater community through their Fifth Monday and Fifth Tuesday night dinners. Over 300 hot meals were served in the Auburn and Des Moines communities throughout the year.

Wesley Executive Leadership

Kevin Anderson
President/CEO

Greg Byrge
Executive Director, Lea Hill

Alex Candalla
Executive Director, Des Moines

Jesse Dykshoorn
VP Information Technology

TC Fraser
Campus Administrator, Bradley Park

Susan McConnell
Executive Director, Foundation

Melinda Moore
Executive Director, Health & Home Care

Aija Stapars
VP Human Resources

Christine Tremain
VP Marketing & Development

Jim Yamamoto
VP Finance



WESLEY

Community · Choice · Continuing Care

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Wesley is a faith-based, not-for-profit organization offering a full spectrum of lifestyle options for aging well, including residential communities and in-home health services in King and Pierce counties.

