



ALPHA

Supported Living Services

ANNUAL REPORT 2020

PROVIDING SUPPORT, EMPOWERING CHOICES, & ENCOURAGING INDIVIDUALITY

EST. 1974

LETTER FROM OUR CEO



“Adversity is like a strong wind. It tears away from us all but the things that cannot be torn, so that we see ourselves as we really are.”

This quote from writer Arthur Golden captures the impact of 2020 and what has been revealed about all of us, our agency, our dedicated employees, the clients we support, and their families. To try to summarize all that we experienced and withstood in one letter would be impossible. Suffice to say

that it was continually challenging and unprecedented, while also empowering and enlightening to see the adversity that we can overcome together.

As we started 2020, we were focused on some recent additions to our agency from the merger of Nellie Goodhue Group Homes into our agency and their two homes and the new contracted program in Spokane, which started in November serving 34 clients. At the beginning of the year, we were gathering contractor quotes to update and renovate the two homes acquired through the merger and making frequent trips to Spokane to ensure everything was running smoothly and assist with the transition of services to our agency practices and systems.

At the beginning of March, the first case of COVID-19 in Washington was recorded and in fact, it was in a skilled nursing facility within a few miles of several of our homes and our main office. We immediately began purchasing necessary supplies, researching CDC guidelines, finetuning our protocols, training our employees, and finalizing our COVID-19 Planning Guide. About three weeks after the first case in Washington, the Governor released the Stay Home, Stay Healthy Order. Though most people were able to transition to working remotely from home, our services were carved out as “essential” and so we provided all our employees with documentation to always carry so that we could continue our 24-hour support across approximately 90 homes in three counties.

Unfortunately, it was less than two weeks after that order was issued that the first instance of a client testing positive for COVID-19 occurred at our agency. Throughout the month of April, a total of 19 clients tested positive. Navigating the changes in the level of care and PPE when working with a client with COVID-19 and ensuring that staffing is maintained, especially when many of our staff had tested positive, was extremely challenging. As you will see in the report, two clients and two employees passed away from COVID-19 over the last year. Our hearts continue to go out to their families, as well

as all our employees who worked closely with them, some for many years. This was made even more difficult to endure as we were not able to properly mourn or celebrate their lives as the pandemic continued to impact our ability to gather or even stop for more than a few moments.

Numbers continued to increase, but by June we had no clients with active COVID-19. As was true for the rest of our state and the nation, numbers spiked even higher during the last six weeks of the year and during December, 32 clients tested positive, including our first cases in Spokane and Snohomish counties. Through all of this, we have faced these challenges, grown from what has been learned, and achieved many accomplishments that we never dreamed we would need to experience, or even master, during our careers.

- Purchased and distributed approximately \$282,000 in PPE to the homes
- Established screening protocols and systems for the homes and offices
- Reduced office capacity to 25% and provided technology and equipment for those able to work from home
- Installed air purification systems at our offices and our larger group training homes
- Implemented testing protocols for clients and staff, including drive-through testing at our offices
- Provided N95 mask fit testing days for all our employees in partnership with a contracted vendor
- Successfully advocated for Supported Living to be part of Priority Group 1a for the vaccine
- Conducted 9 vaccine clinics across our three offices, getting over 90% of our clients fully vaccinated

Looking back on this last year, it has been one of tragic loss, unprecedented challenges, and continual stressors, but also one of inspirational stories of dedication and commitment to overcoming all obstacles. To all our families, friends, employees, volunteers, community partners, and donors, we sincerely appreciate your continued support and vital role in the services we provide, especially over the last year as we faced and endured extremely challenging and uncertain times with continued dedication and commitment to our core values.

A handwritten signature in black ink, appearing to read 'Scott Livengood', written over a light-colored background.

Scott Livengood
Chief Executive Officer

BALANCE SHEET

ASSETS

Current Assets	\$5,529,149
Property & Equipment	\$5,706,687
Other Assets	\$2,090,089
TOTAL ASSETS	\$13,325,925

LIABILITIES & NET ASSETS

Current Liabilities	\$3,937,526
Long Term Liabilities	\$1,746,408
TOTAL ASSETS	\$5,683,934

NET ASSETS

Net Assets, Beginning of Year	\$6,881,476
Net Income	\$760,516
TOTAL ASSETS	\$7,641,992

TOTAL LIABILITIES & NET ASSETS **\$13,325,925**

INCOME STATEMENT

OPERATING REVENUE

DSHS Payments	\$41,950,476
Community Access, Private & Other Care	\$597,907
Grants, Donations, & Special Events	\$372,863
Accounting, Consulting & Non-Care Services	\$305,566
TOTAL OPERATING REVENUE	\$43,226,812

OPERATING EXPENSES

Direct Support Wages & Benefits	\$37,101,029
Administrative Wages, Benefits & Taxes	\$1,504,204
Vehicle Operation, Insurance & Transportation	\$970,256
Professional & Purchased Services	\$651,482
Office Rent, Supplies, Phone, Utilities, etc.	\$628,047
Program Supplies, Maintenance & Expenses	\$1,174,928
Interest, Taxes, Depreciation & Amortization	\$438,696
Accounting Services, Wages, & Benefits	\$66,834
Other Expenses	\$108,230
TOTAL OPERATING EXPENSES	\$42,643,706

NET-OPERATING INCOME **\$583,106**

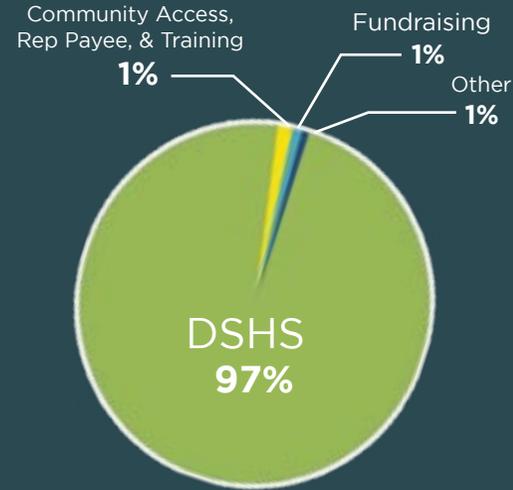
NON-OPERATING INCOME

Non-Operating Interest/Gain on Investment	\$177,409
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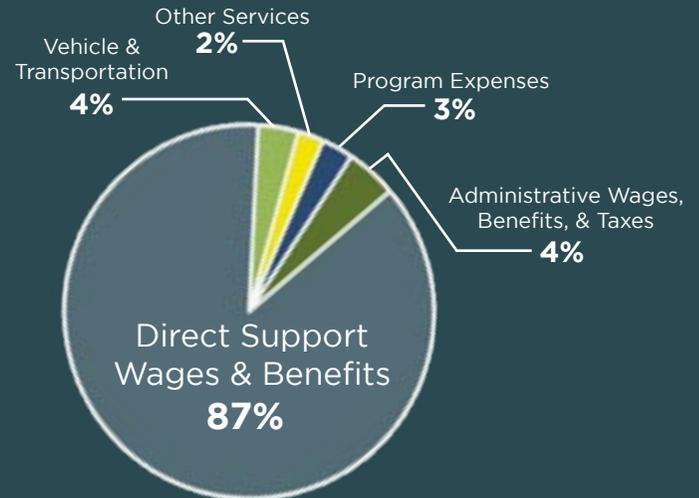
NET INCOME **\$760,515**

FINANCIAL STATEMENTS

REVENUE



EXPENSES



DONORS

We gratefully acknowledge the following individuals, families, and organizations who generously contributed \$100 or more in support of our mission in 2020.

LEADERSHIP CIRCLE

Premier Barry and Judy Ohai

Sustaining Tom Alberg and Judi Beck
Steve and Ruth Gimpel
Mark and Diane Midkiff
David Rind

Principal Mike and Mary Lee
Sharon Lee
Bob and Jackie Wells

Patron Linda and David Connell
Anne and David Crandall
Suzanne and Tom Hall
Carol Jackson and Richard Fenske
Scott Livengood and Ricardo Rizo-Ruiz
Steve and Diane McCloud
Luther McLean
Joe Monaghan
John and Mary Pat Osterhaus
Barri Rind
Frederick and Connie Scheetz
Joshua and Eileen Schnarr
Bob and Mary Stearns

Supporter

Mac and Susan Archibald
Hari and Ramona Bell
Valerie Bell
Robert and Rebecca Brubacher
Rob and Nisha Burmaster
Marilyn and Don Covey
Lisa Ellis
Brenda and Don Ellwood
Ginny Groesbeck
Cynthia Hohlbein

Janessa Hunter
Mark and Linda Johnson
Mark Keeler
Cliff and Kay Kurtzweg
Penny Martin
Gina Madeya and Eileen Vincent
Isabella McPeak
Loraine Mills
Sally Puff
Brad Purvis and Christine Sienkiewicz

Investor

Arthur and Ines Bryant
Paul and Christen Donovan
Jeanne-Marie Eayrs
Cheryl and James Felak
Craig Fujisaki
Katharyn Gerlich
Ruth Ann Halford
Hal and Leslie Harber
Nancy Jewett
Carla Kepler
Ronald Johnson
Jan Johnston
Leslie and Ron Kinkade
Dean and Priscilla Kyrios
Larry Logue
Dale and Anne Martin
Chauncey McLean
Kris and Brian Morimoto
David and Jeanne Moussette
Jane Powers
Joan and Chuck Sienkiewicz
Jonathan Skamser
Donnel Steele
John Van Buskirk
Jim and Kathi Whittaker
Herb and Maggie Zeller



Contributer

Dan and Judy Adams
Ron and Mary Barrow
Lennis Boyer Watts
Brandon Chisolm
Penny Christen
Barbara Christensen
Celia Cohen
Kathleen Davis
Dov Gartenberg
Debbie Goss
Ruse Heise
Mike and Claudia Hunter
Linda Hunter-Suzman
Jim Kuresman
Vicki Mar
Jaime Martin
Robert and Nancy Nersveen
Diane Perry
Sitaram Pillarisetty
Catherine Potts
Clark and Rebecca Puntigam
Amanda and Bennett Reinhard

Stacey Robinson
Brian and Lisa Rohrback
Brooks Romano
Katie Stilinovic
Tom Youngs
Patricia Twigger

Friends

Andrew Bennett
Anita Both
Phil Boyd
Kent Breidensten
Jill and Chris Brubacher
Patti Bunnell
James Carlson
Joseph Carman
Mae Chin
Jane Cho
Lorie and Eric Daniels
Andrew Dillman
Andrew and Stacy Dym
Craig Eidsmoe and Yoko Kuramoto-Eidsmoe
John Eikanger

Mary Ely
Mary Erickson
Ted and June Evans
Tess Forte
Ina Gartenberg
Joanne Gartenberg
John and Ruth Halsell
Laurel Hansen
Melinda Hansen
Maria Hatcliffe
Evan Jacobs
Sally LeFeber
Jennifer Martin
Edward Mason
Katie McCall
Alan Merry
Alan Robert Mitchell
Fumiko Nakamura
Steve and Sylvia Peck
Karin Pelan
Charles Perkins
Richard Perry
Raeanna Pittman

Heather Rosewarne
Ed and Annette Schacher
Salvador Segura
John Springer
Mary Springer
Karen Stanley
Janet Taggart
Brett Tauscher
Jean Thomas
George Totten
Theresa and Masaru Tsukahara
Eva and Steve Tyler
Carl Vander Hoek
Laurie Wedrosky
Jean Withers
Joni Wolfe
Sock Yoon
Jianyou Zhan

SUPPORTING ORGANIZATIONS

Premier

City of Issaquah

Major

City of Kirkland
Gertrude and Eldon Sallee Foundation
Jewish Federation of Greater Seattle Area
Lakeside Industries
Raven Foundation
Snoqualmie Tribes

Leader

Innovia Foundation
Liberty Mutual Foundation
Williams Foundation

Associate

Clipped Wings
Enterprise Fleet Management
Kaiser Permanente Foundation
Mercury Pharmacy Services
Muckleshoot Indian Tribe
The Partners Group
South Lake Union Rotary Club
Umpqua Bank Charitable Fund

Supporter

City of Bothell
Ehrlich-Donnan Foundation

Partner

Woodinville Whiskey, Co.

Employee Based & Matching Gifts Employers

Aetna Foundation
Amazon Smiles
BECU
Boeing Corporation
Casey Family Programs
Chevron Foundation
King County Employee Giving Program
Kroger
Microsoft
Network for Good
Oracle Corporation
Propel Insurance
Starbucks
Union Bank



IN-KIND DONORS

The silver lining during 2020 was the outpouring of support from our community. At the beginning of the pandemic, the shortage of supplies was a real challenge. Alpha struggled to find PPE to keep our clients and staff safe. Through the generosity of our parents and guardians, donors, individuals, corporations, and organizations we were able to secure the supplies we needed.

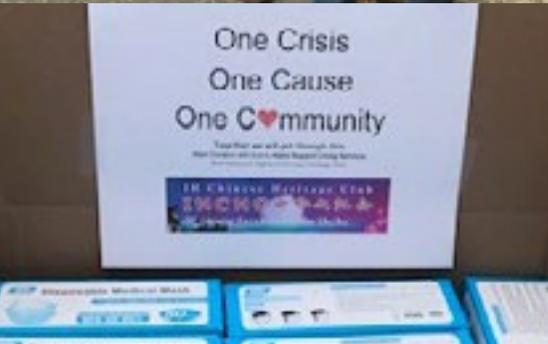
We had countless community members provide hand-sewn masks for our clients and staff. While hospitals and clinics were a priority for many in terms of mask donations, our dedicated community members and supporters prioritized Alpha.

We also struggled to find medical gowns to provide for our staff. One of our clinical managers took it upon herself to organize gown donations for Alpha. She reached out to her friends and family and joined groups to ask for help via social media. Little did she know that her post on Facebook would spread and turn into a full-blown community effort to help Alpha. Helping Hands in Washington along with other volunteers began sewing gowns with donated material.

Monica Negrila, Human Services and Social Sustainability Coordinator for the City of Issaquah reached out to Alpha to find out how the City could support us during this time. After hearing about our clients and the one home that had 4 clients that tested positive for COVID-19, she immediately went into action to seek out resources for us. Within days we received hundreds of masks from the City as well as from the Issaquah Highlands Chinese Heritage Club.

Alpha found itself with a shortage of hand sanitizer to adequately provide for our clients and staff. We were very fortunate to have received hand sanitizer donations from Dry Fly Distilling, Woodinville Whiskey, Co., Glass Distillery, and the Fremont Mischief Distillery. All these distilleries shifted their production over to hand sanitizer which was provided to various members of the community free of cost.

These are just a few of the amazing stories of support. We are grateful for all the in-kind donations we received during this time.



Thank you for your donations!

Through our in-kind donors, we received...

- 4,371** Gloves
- 24,600** Gowns
- 98,650** Masks
- 2,480** Faceshields



The following individuals and organizations generously donated in-kind items to Alpha in 2020.

Individuals

Brandon Barkema
Mary Barrow
Shannon Beatty
Bob Breskovich
Rebecca Brubacher
Nisha Burmaster
Suzanne Cameron
Marliana Capes
Celia Cohen
Karen Dawson-Bushnell
Paul Donovan
Jeanne-Marie Eayrs
Cheryl Felak
Pat Balluff Fitch
Robin Grannel
Ruth Ann Halford
Colleen Heins
Stephen Heins and Eagle Scouts Troop 49
Janessa Hunter
Linda Hunter-Suzman
Valerie Johnson
Carla Kepler
Deliane Klein
Yoko Kuramoto-Eidsmoe
Ryan Lewis
Larry Logue
Nicole Maas
Gina Madeya
David and Katie Matison
Andy Miller
Leo Miller
Kris Morimoto
Mary Petrie
Robert Puff
Sally Puff
David Rind
Lynn Sanborn

David Schlosser
Mary Kay Schuelke Voss
Salvador Segura
Karen Severson
Catherine Shephard
Joan and Chuck Sienkiewicz
Diane Taylor
Candy Tribbett
Marcia Warby
Rachel Warby
Jim Wester
Jean Withers
Austin Yost

Companies & Organizations

The Arboretum Foundation
Cave B Winery
Chubb Insurance
City of Issaquah
City of Kirkland
Cort Party Rentals
Dry Fly Distillery
Ewing Clark
Fashion Girls for Humanity
Fremont Mischief Distillery
Game of Threads
Glass Distillery
Helping Hands in Washington
Hubbard Broadcasting
Hyatt Regency Bellevue
Issaquah Christian Church
Issaquah Highlands Chinese Heritage Club
LuxuryRealEstate.com
Mission with a Heart
Muslim Community Resource Center
Prinstata
Skydive Snohomish
Stop the Bug
ThoseTechGuys
Woodinville Whiskey, Co.



THE MISSION

OF ALPHA SUPPORTED LIVING SERVICES

To serve individuals with developmental disabilities by providing residential and community services that maximize each person's quality of life.



THE WORK

- ◆ Treating each client with dignity, respect, and full consideration of individuality and civil and human rights;
- ◆ Recognizing our staff members' abilities and enhancing their growth and professional skills;
- ◆ Working cooperatively with other individuals and organizations that share our goals; and
- ◆ Developing broad-based sources of support to maintain financial stability.

BOARD OF DIRECTORS

PAUL VLCEK

President

KRIS MORIMOTO

Vice President

JIM KURESMAN

Treasurer

GINA MADEYA

Secretary

BOB BRESKOVICH

RUTH ANN HALFORD

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SCOTT LIVENGOOD

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ARTHUR BRYANT

Director of Finance

GRETCHEN WEINSTOCK

Director of Human Resources

MARCEY MCCABE

Clinical Director

DIANE PERRY

Development Director

DAVE BUSHNELL

Special Programs Director

DEBBIE GOSS

Controller

JAMES OKANO

Human Resources Manager

KRIS BROWN

Financial Operations Manager

ALFONSO CAMPIS

Area Business Manager

BRANCHES

WEST

PENNY CHRISTEN

Branch Director

SOUTH

MARY BARROW

Branch Director

NORTH

JILL BRUBACHER

Branch Director

NORTHWEST

JESSE VON PAPP

Branch Director

SPOKANE

KATIE MCALL

Area Director

NEPHTALI STACKHOUSE

Client Services Manager

ALIEU KAMARA

Client Services Manager

ISATOU CEESAY

Client Services Manager

AISHA CRUTCHFIELD

Client Services Manager

ALORA IOANE

Client Services Manager

CARLA KAMMER

Clinical Manager

KAITLIN GROTHE

Clinical Manager

RYAN DANIELS

Clinical Manager

LORI DELA TORRE

Clinical Manager

JACOB POWELL

Clinical Manager



COVID-19 TIMELINE

JANUARY 2020

◆ MARCH 2020

Washington announces Stay-At-Home order. Direct Support Professionals are listed as essential workers.

◆ MAY 2020

Two clients and one staff member pass away due to COVID-19. The urgency for safety measures increases as we call on our community for support.

◆ JULY 2020

Due to our generous donors, Alpha is able to provide a safe work environment for our Direct Support Professionals through donated PPE. (over \$282,000 worth of supplies).

◆ APRIL 2020

Alpha's first instance of a COVID-19 positive client in the agency. Staff and houses are quarantined for safety.

◆ JUNE 2020

COVID-19 cases peak nationwide. Alpha is hit hard with a rise in clients testing positive for the virus.

◆ AUGUST 2020

Clients continue to test positive entering the fall season. Gov. Inslee and DSHS outline new "Safe Start WA" guidelines to move safely through new uptick in cases.





◆ **SEPTEMBER 2020**

Alpha's Development Department successfully secured grants to offset the cost of pandemic care. We are so grateful for the generosity of our community.

◆ **NOVEMBER 2020**

Officially 12 weeks without a new client case. First news of vaccine announced. Through continued advocacy, supported living agencies have now been moved to group 1a vaccine prioritization.



◆ **JANUARY 2021**

Alpha holds its first vaccine clinic to start moving towards a safer work environment for our staff and clients.

◆ **OCTOBER 2020**

As the pandemic continues, our Community Projects team think of creative new ways to facilitate fun projects, Zoom social groups, and in-home activities.

Outdoor Drive-Thru movie night was an agency favorite.



◆ **DECEMBER 2020**

Thanks to a few generous donors, we were able to deliver holiday gifts to many of our clients throughout our five branches.

Alpha experiences another wave of COVID-positive clients, 32 being the highest amount recorded for the winter season.



#AlphaStrong

IN MEMORY

Remembering our staff and clients who lost their lives to the COVID-19 pandemic.

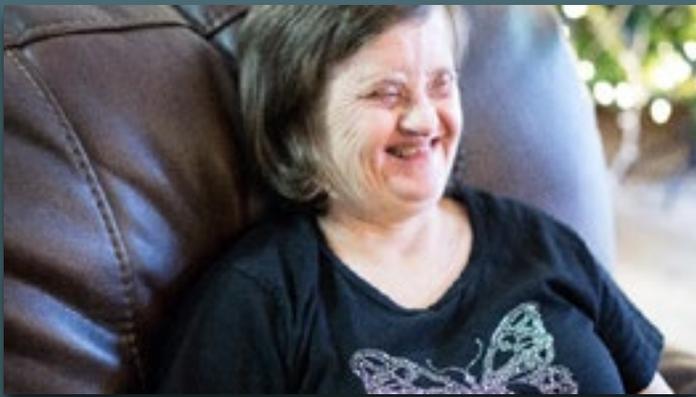
Isatou was the first staff to succumb to COVID-19 in April. She had been a dedicated employee at our agency for almost 12 years and reported to us that she had become exposed to an individual she was supporting at a different job and immediately ceased working shifts in Alpha homes.

She started exhibiting more significant symptoms and was eventually hospitalized before passing away. Isatou was very close with her co-workers, clients, and the family and guardians of those she cared for over the years. Her clients referred to her as “Mama.” She will be missed by everyone who admired her steady and caring presence in the homes, as well as those who were fortunate enough to call her a friend.

Isatou



Sharon



Sharon passed away after battling COVID-19 in the hospital for over a week. She had been served by our agency for over six years, where she received great support from the dedicated and caring staff.

Sharon enjoyed spending time with her family and friends, as well as taking part in a variety of activities, including Special Olympics, walking club, arts & craft projects, and dancing. Sharon always lit up any room and enjoyed a fun and fulfilling life while supported by Alpha.

Miriam was a client at Parkwood House in Shoreline. She passed away in May after battling COVID-19 in the hospital. Miriam came to us at the beginning of 2017 from a group home provider in Pierce County.

She had a boyfriend and many friends in the Seattle area and wanted to be closer to them as she enjoyed their company. She was a very articulate and independent-minded person that advocated for what she wanted, including doing her own research and selecting Alpha as a provider.

Staff remember her as very friendly, funny, and thoughtful with an irresistible smile that would quickly cheer the saddest of hearts. Miriam was characterized as selfless and amazingly considerate, often shelving her own needs just to ensure her roommates were taken care of first.

Miriam



Ramazani



Ramazani had worked for Alpha as a Direct Support Professional for over three years and was loved by his co-workers and the clients he served. He worked in two of our more challenging homes and was viewed by other staff as a humble man who was always willing to help when called upon. His flexibility made him a key asset and assisted in helping our homes run smoothly. He had a caring attitude when working with our clients and always treated them with dignity and respect.

He loved taking clients to explore areas in the community. In his personal life, Ramazani was a professional singer, songwriter, and musician.

Ramazani immigrated to the United States over 30 years ago. He found the Northwest and made it his home because he loved the outdoors, the evergreen trees, and the mild climate. He will be greatly missed by our clients and Alpha family.

HEROES OF THE PANDEMIC

Although all of Alpha's staff stepped into the work required to push through this pandemic, we want to recognize our 2020 "Heroes of the Pandemic" award recipients.



Josephine
South Branch

When the four clients she supported tested positive for COVID-19 in April of 2020, Josephine volunteered to continue to work without giving it a second thought. Her leadership and support during this time far exceeded her team's expectations. From facilitating telehealth appointments in the client's home to coordinating the procurement of PPE supplies, Josephine was up to the challenge.

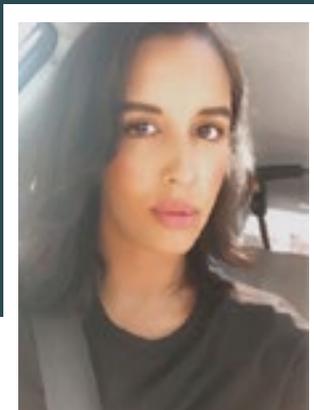
Josephine is the epitome of what it means to sacrifice for the sake of others. She is known for taking initiative and jumping in when and where she is needed. Her patience during these trying times set the tone for her team and as a result, her peers looked to her for guidance.



Tina
Spokane Branch

Tina has consistently gone above and beyond for the clients she supports. When the home she worked in went into quarantine she did not hesitate to work overtime to ensure that all the shifts were covered and the clients were safe. She was committed to ensuring that the home had the proper staff coverage and client support while maintaining consistent and continual care.

Many staff were afraid to work in the homes. Tina took the time to educate the staff on health protocols and how to keep themselves and the clients safe. Tina's knowledge and patience was instrumental in easing the anxiety of staff and creating a calmer and more productive work environment.



Shante
Northwest Branch

At the beginning of the pandemic, the Northwest Branch received news that a client in one of their homes tested positive for COVID-19. In the coming days, two more clients in the home tested positive. At the same time, Alpha was also experiencing an increase in staff testing positive. This led to a challenge in staffing. As our options for coverage were running out, we reached out to Shante.

Without hesitation she agreed to work with the positive clients and cover as many shifts as needed to keep the home functioning. Shante made a significant impact on the program all while having a positive attitude and keeping up with a fast-paced environment. Her dedication and hard work throughout the home's isolation period surpassed expectations.



George
North Branch

George is a hero every day, but especially now during the pandemic. He always focuses on the comfort and safety of his clients. When one of his clients was not feeling well and started exhibiting COVID-like symptoms, he did not hesitate in getting the client the medical attention they needed.

While his client's diagnosis was still unclear, George continually chose to support and help his client every step of the way. Thankfully, this client tested negative for COVID-19 and was able to make a full recovery with the help of George's diligence and positive attitude.



Ousman
West Branch

Ousman may not consider himself a hero, but his actions show otherwise. He risked his own health and safety caring for our clients who are at high-risk for contracting COVID-19. He worked around the clock administering care for the individuals he supports.

For several weeks, Ousman was not able to see his own family. He did not want to accidentally transmit COVID-19 to his loved ones. He was asked about his decision to live and work away from home. His reply was simple: "My heart goes out to those who cannot care for themselves."



1,295

COVID-19 vaccine doses administered to staff and clients

\$3,273,300

Dollars spent on COVID-19 related expenses in 2020



2,200

Number of in-person and tele-health medical appointments assisted with in 2020

91

Number of client Zoom activities & meetings



1.4 million

Direct Service Hours provided in 2020

21.8%

Alpha's rate of annual growth over 13 years

