



***Annual Report
Fiscal Year 2014-2015***

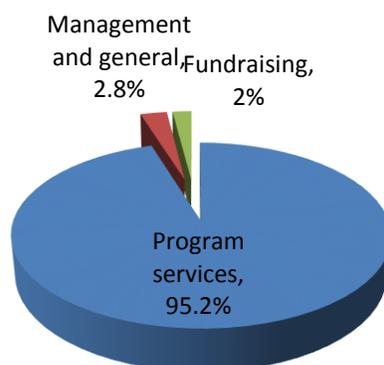
SHO's Mission: To provide and promote quality affordable housing and services in a caring environment for older adults in Colorado

SHO continues to provide nearly 500 people with critical housing in its six affordable apartment residences and housing and services in six assisted living residences. Services are in demand. For example, affordable apartments have waiting lists that are about a year long. In fact, because of the number of applicants on the lists, some residences have closed waiting list for the time being.

- **First and foremost, SHO continues to serve its 500 residents stressing dignity, independence and loving care for all!**
- **Our residents are happy at SHO.** SHO meets a number of regulatory agency standards. Safety and secure facilities are provided for assisted living and subsidized apartment residents. This is important, but far more important is that our residents and their families are happy. SHO practices “meaningful engagement” in assisted living providing special intellectual, creative, educational and spiritual activities. Subsidized apartments take advantage of services provided by other community agencies. All of these activities enhance independence and quality of life for our residents. And it works! SHO's residents and families are surveyed about how they feel about their satisfaction regarding services they receive. Responses to these surveys are most important to our operations. Surveys are conducted in each residence and include 38 measures. Overall categories include activities, care providers, meals, resident rooms, overall facility, management and personal issues. Each measure is ranked on a scale of one to five, with one being poor and five being outstanding. Results of the surveys are used by each residence management team to develop action plans to improve services. **The combined average score for residents in both assisted living and subsidized apartments is 4.4. These results indicate that SHO services are tops!**
- **Support from our communities.** **Madison House** in Cortez (Southwestern Colorado) was voted 2015 Best Assisted Living in Montezuma County voted by readers of the *Cortez Journal*, the regional newspaper for the **FIFTH YEAR IN A ROW!** Madison House's extensive and varied activities help to insure a high quality of life resulting in high ratings from residents and families.

- **A new model at Mesa Vista.** To help respond to changing community needs, Mesa Vista worked with the Garfield Housing Authority to modify eight units to become affordable housing. Subsidies allow lower income seniors to have a safe place to live and, if necessary, to receive some of the services provided to assisting living residents, like meals and grooming services. These changes are in addition to the Adult Day Care Respite program instituted last year, providing comprehensive services for Garfield and surrounding counties.
- **Continuous improvement.** All residence staff are provided with ongoing training to keep skills up to date. Some are involved in specialized training that enable them to provide enhanced services. Congratulations to Cliff View and Mesa Vista whose staff all received training that resulted in them being declared “A Leader in Dementia Care” by the Alzheimer’s Association of Colorado.
- **Helping others in the community with education.** For those in assisted care industries, a critical position is a “Qualified Medication Administration Person (QMAP). These are people who are certified to dispense medications to assisted living residents. For about 20 years, SHO has provided the QMAP classes to its own staff, but also offers about 75 percent of slots in this important training opportunity to others in the community. During this fiscal year, SHO trained to 138 people outside SHO staff.
- **SHO’s Plays continue to entertain and provide support.** *Westword’s* “**Best of Denver 2015**” recognized SHO productions at The Barth Hotel as “**Best Theater for a Good Cause.**” They note “The plays are always directed and acted by some of Denver’s top talent, and the venue adds an indescribable richness and resonance to the entire evening.” And another effort this year was successful. SHO produced “The Odd Couple: Female Version” directed by Edith Weiss and starring noted Denver actors Leslie O’Carroll and Sharon Kay White. Funds from ticket sales and sponsorships will help SHO purchase a new activities bus to be used by all Metro residences. Special thanks to the Olin Apartments for providing space for rehearsals and The Barth Hotel for hosting the production.
- **A well-run organization.** Our most recent audit as well as the IRS 990 report were completed. SHO continues to receive positive audits from our independent auditor. The audit also provided information about how SHO uses its dollars. Income for this fiscal year was \$6,288,709. Expenses totaled \$6,598,927. We are proud to report that our administrative and fundraising costs are less than five percent of our annual expenses. The remaining 95 percent of our funds are used to provide services to our residents. Year-end net assets were \$9,639,8035.

Senior Housing Options Expenses



- **SHO and the DONOR Bill of Rights.** SHO endorses the ten principles of the Donor Bill of Rights “to assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support...” that is also endorsed by multiple fundraising organizations and is a national standard.
- **Privacy at SHO.** SHO appreciates the privacy of all our donors. We do not share any of donor information with any other organization. Any information provided by donors is kept confidential within SHO and used only for contacts about SHO and its programs.

Anyone who wishes to have any of their information modified or removed from our lists: Names, addresses, telephone; email addresses, should contact Senior Housing Options by:

<u>Mail</u>	<u>Telephone</u>	<u>Email</u>
1510 17 th Street Denver, CO 80202	303-595-4464 ex. 10	info@seniorhousingoptions.org

SHO maintains all confidential information in house on a secure, protected network system.

- SHO participated in **Colorado Gives Day** and is a proud member of **Community Shares**.
- **Board of Directors.** SHO is fortunate to be governed by a dedicated and professional Board of Directors.

Laura L Hahn – President
Hudson Asset Management

**Mary Hobson – Vice
President**

EFL Associates

**Neil O. Schliemann –
Treasurer**

Community Volunteer

Teri Romero – Secretary

Kaiser Foundation Health
Plan of Colorado

**James A. Roberts – Past
President**

Community Volunteer

Stephen B. Clark

SB Clark Companies

Dan Griffin

Cobiz

Carol Mielke

Community Volunteer

Tim Mueller

Community Volunteer

Steve Watkins

Bradley Devitt Haas &
Watkins

Alisa Wilson

Colorado Housing Finance
Authority

- **Senior Housing Options -- Chief Administrative Staff**
- **EXECUTIVE DIRECTOR:** Teri Whelan. Ms. Whelan has worked with older adults since 1978 in many capacities; she joined Senior Housing Options (SHO) in September 1989 as the Director of Property Management. At that time SHO owned/managed a total of 5 properties with 212 units. She was appointed Executive Director in February 1994, and today SHO owns and/or operates a total of 12 properties with over 500 units. In the years she has been associated with SHO, Teri has made significant contributions of time and energy to the community representing aging and disabled citizens in need of affordable housing and supportive services. She has been able to integrate her nursing home administration, real-estate, and construction background in overseeing the development, acquisition, and/or management of over 1200 units of housing for seniors while assisting over a dozen other agencies and nonprofits.

- **DIRECTOR OF ACCOUNTING:** Kim Hussey. Ms. Hussey joined Senior Housing Options in 2015. For the past 11 years she has been involved in residential housing. Her real estate experience includes development, construction, lease-up and management after stabilization. Most recently she was responsible for the accounting, IT and human resources resource departments of a rapidly growing third-party property management company.

- **DIRECTOR OF HUMAN RESOURCES AND ASSET MANAGEMENT:** Wade Clark. Mr Clark comes to SHO with over 20 years' experience in Human Services. For the past nine years he served as Project Manager for several multimillion dollar government contracts providing employment opportunities for people with disabilities. Handling every aspect of the contracts from the bidding process through hiring, training and insuring a successful outcome for the employees and the employer was a challenge he enjoyed. It also provided him with extensive experience to share in his position at SHO.

- **DIRECTOR OF ASSISTED-LIVING:** Cathi Waters. Ms. Waters assumed her position with SHO in May of 1995 after nearly fifteen years of work in the long term care industry. Her extensive experience in the field spans all phases of operations. In her role as Director of Assisted Living Facilities at SHO, Ms. Waters combines her operational expertise with a genuine concern for the elderly and disabled to assure quality housing and services for our residents. Cathi is directly responsible for all aspects of regulatory compliance and facility management, and serves as a liaison between SHO and outside owners and partners.

- **DIRECTOR OF ASSISTED LIVING OPERATIONS:** Iva Prinsen. Ms. Prinsen has worked in the senior care industry for over 25 years. She worked at SHO for almost 10 years as the Administrator and Resident Services Director at Parkhill Residence. In 2012 she received her Bachelor's degree in Healthcare Administration and left Parkhill to seek other adventures in the senior care industry. During her time away from SHO, she managed private pay communities in the south Denver Metro area with other organizations. However, when the opportunity to work for SHO again arose, it was an easy decision for Iva and she rejoined SHO in her current capacity. She has served on the Colorado Health Department Assisted Living Advisory Board since 2006 and strives to be proactive and involved with ongoing changes in Colorado. She also loves to advocate for the residents and staff.

- ***Finally, we thank all of our loyal friends, families and contributors. We wouldn't be so successful without you!***