Parkview Services

Creates affordable housing solutions for people with disabilities

Annual Report 2009

18551 Aurora Ave North  PHONE: 206.542.6644
Suite 200  FAX: 206.542.6608
Shoreline, WA  98133  www.parkviewservices.org

People with Disabilities at Home in the Community
Message From The President

I have served on the Parkview Service’s Board of Directors for over ten years. This year marks my first year as President, and I could not have chosen a more exciting time to assume the helm. Over the past year, Parkview has expanded into new areas of counseling and programming aimed at assisting the communities and constituents it serves.

Foremost was assuming management of the Washington Homeownership Resource Center (WHRC), a statewide nonprofit organization providing information and referrals to first-time homebuyers. Parkview also assumed operation of the Washington State Department of Financial Institutions (DFI) Homeownership Information Hotline, another state-wide service providing assistance to those within our community who are experiencing foreclosure or mortgage modification problems.

Parkview continues to be a leader in providing affordable rental housing solutions for people with disabilities, including affordable housing; down payment assistance for first time homebuyers; and classes on homeownership, financial education, and budgeting. Camp Parkview remains a mainstay, providing fun and joy for campers each summer on Vashon Island, of course, the Parkview Group Home is still going strong on Capitol Hill after over 40 years of operation. Additionally, Parkview has begun to explore the possibility of developing a cohousing community comprised of individuals with diversified incomes and needs.

None of Parkview’s wonderful programs and services could be possible without the hard work and dedication of its staff. They have worked tirelessly over the past year to streamline these programs and services, and otherwise maximize Parkview’s operational efficiency. They have also expended special efforts to strengthen Parkview’s already glowing reputation among regulators and funders across the state.

The Board continues to look towards the future of how Parkview can better serve those with disabilities in our community. The Board also held its annual strategic planning retreat, and affirmed a new mission statement for the organization: “Parkview Services creates affordable housing solutions for people with disabilities.” This reflects how Parkview is broadening its focus on both affordable housing and the populations it serves, which in the last year has included people with developmental and all ADA disabilities in King and Snohomish Counties, as well as our statewide outreach with the WHRC.

Volunteering on Parkview’s Board of Directors has never been more exciting. It has been and continues to be an honor to serve on the Board, and particularly as its President. I look forward to being a part of the growth and new ventures that Parkview is embarking on, and to sharing in Parkview’s continued success.

Michael Hemphill
President, Board of Directors

2009 Financial Statement (Unaudited)

<table>
<thead>
<tr>
<th>INCOME</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>$1,183,450</td>
</tr>
<tr>
<td>Contributions (Including Grants)</td>
<td>$165,524</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$20,724</td>
</tr>
<tr>
<td>Total Income</td>
<td>$1,369,697</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EXPENSES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating</td>
<td>$1,261,006</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$73,920</td>
</tr>
<tr>
<td>Total Expenses</td>
<td>$1,334,926</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER INCOME/EXPENSES</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Other Income</td>
<td>$88,487</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>($38,925)</td>
</tr>
<tr>
<td>Total Other Income/Expenses</td>
<td>$49,562</td>
</tr>
<tr>
<td>NET INCOME</td>
<td>$84,333</td>
</tr>
</tbody>
</table>

Annual General Meeting
Parkview Services

WHEN... June 17th, 2010 at 6:00pm
WHERE... Parkview Services Board Room
TO RSVP... Call (206) 542-6644 by May 19th, 2010

www.facebook.com/pages
search for “Parkview Services” & …“become a fan!”
Executive Director’s Report

The staff at Parkview Services have all been actively involved this past year in the growth and development of the organization. The team work, commitment and sharing of the Parkview vision has created a synergy that is reflected in the success we are experiencing.

The key highlights of 2009 and the first few months of 2010 include the following:

- Launched Parkview’s first affordable rental housing project in Snohomish County, the acquisition of two newly constructed affordable rental homes in Lake Stevens. One home includes rehabilitation funds to convert a daylight basement to a one bedroom apartment. Set to open spring 2010, the new homes will provide affordable rental housing for eight very-low income adults with developmental disabilities.
- Awarded King County Neighborhood Stabilization Funds (NSP) to acquire and rehab one home in South King County to be rented to three-four individuals with developmental disabilities; and to acquire and rehab two homes to be sold to first time homebuyers with developmental or ADA disabilities.
- Managed the Washington Homeownership Resource Center (WHRC), a statewide nonprofit organization that provides information to first time homebuyers, as well as operates the Washington State Department of Financial Institutions (DFI) Homeownership Information Hotline. In December 2009, Parkview assumed full responsibility for the WHRC, following a one year management contract, and now provides full administration and program staffing, creating efficiencies by sharing one Executive Director and Program Director, as well as overhead and ancillary services.
- Referred approximately five hundred people per month to housing counseling agencies for foreclosure assistance.
- Held a fundraising concert featuring the David Grisman Quintet at the Edmonds Center for the Arts.
- Provided down payment assistance for twenty qualified individuals and/or families purchasing homes through our Homeownership Program as first time homebuyers with an ADA or developmental disability in King and Snohomish Counties. This was double the number of homes closed last year.
- Hired a Housing Counselor to handle the increased volume in hotline calls generated by State Bill S810. Staff operators connect distressed homeowners with HUD approved housing counselors.
- Continued our involvement with the King County/Seattle Asset Development Collaborative; Bank on Seattle/King County, the Financial Education Network; and the Snohomish and King County Housing Development Consortiums.
- Organized a day long foreclosure prevention event in Everett to connect distressed homeowners with lenders, servicers and housing counselors for help with their mortgages, and participated in similar events in King and Pierce Counties.
- Held a wonderful week of Camp Parkview on Vashon Island with sixty campers, forty volunteers and one paid Director.
- Received the benefit of tremendous work on many of our Affordable Housing rental properties by hundreds of volunteers from Rebuilding Together Seattle. From landscaping to remodeling of kitchens to roof repairs and house painting, these volunteer efforts saved us tens of thousands of dollars in housing improvements, and will be repeated in 2010 to benefit more of our homes.

This is a sampling of the broad range of programs, activities and initiatives that Parkview is engaged with. We will be streamlining the services of Parkview and the WHRC in 2010 so that Parkview maintains its focus on providing affordable housing options for people with developmental and ADA disabilities while the WHRC continues to provide statewide referral assistance to homeowners in distress, foreclosure counseling and other homeownership intervention.

We are also updating the Capital Needs Assessments of our affordable rental housing portfolio, and formulating a schedule of the immediate and long term anticipated replacement of the major systems of these 49 properties. Aside from ensuring that our replacement reserves are adequate to cover these requirements, we will look toward the community to bring together volunteers, donations of services, equipment, supplies and labor, to mitigate the ongoing needs of these properties which endure excessive wear and tear due to our tenant’s particular challenges.

All of the work we have accomplished this past year would not have been possible without the dedicated team we have here at Parkview. Every person on staff has a strong sense of commitment to their program, and clients, as well as supporting their colleagues in their efforts to build their programs, deliver successful proposals and presentations, and provide a strong presence outside the organization in their areas of expertise.

The Parkview Board of Directors has provided leadership to our organization and has taken the time to hear presentations from staff on the different program areas and ask the questions which allow us to further explore our direction; they have attended meetings with funders; participated in strategic planning and volunteered with our home improvement events. The staff appreciates the Board’s volunteer work, and feels supported and encouraged by the active role our board members play in the organization.

Jane Elise Bloom
Executive Director

Jane Elise Bloom
Executive Director
As the new decade opens, the Parkview Group Home continues to be unparalleled in its support of our residents. The six men and women who live in the group home have been living together for almost two decades, becoming a family that shares their very full lives together. Most of the residents have been living together since teens, and the newest resident came to the group home approximately ten years ago and has done very well living within this community.

Aside from a trip to Yellowstone that the entire group home took together in the summer of 2009, everyone has a very full schedule. Five of our residents receive vocational support, by having jobs in the community or workshops that keep them busy. Our sixth resident has been trying to start her own small dog walking business with help of staff, and is now going to be served by a county vocational program to truly develop this job. Even their time off is filled with several community events, concerts, shows and local tours, as well as scheduled events such as Special Olympics basketball, Seahawks, Seattle Parks and Recreation classes, and many individual vacations, including Disneyland and Hawaii.

To support our six residents, the group home is very fortunate to have a stable, dedicated and dynamic team of staff. In the past year there has been very little turnover, which is amazing in the field of supported living. The seven core staff have worked here for well over a year, the most senior of whom will be marking his 16 year anniversary, and two others working here 14 years and 10 years respectively. We also have a work study contract through which students from surrounding universities provide extra support and companionship for the group home residents. In addition, we have hired two relief staff experienced in the field of disabilities who help round out the staffing.

The biggest change in staff was the hiring of a new program director for the group home. Terra McKeown was hired in September 2009 to fill the administrative support gap. She comes to us from nearly six years of experience as a case manager with the State Division of Developmental Disabilities (DDD), including three as the group home manager, as well as several prior years as a caregiver and counselor. Her goal is to get the group home’s administrative needs organized and running smoothly so that even more time may be spent meeting our resident’s needs.

Every August, Camp Parkview fills with volunteer counselors and campers who have fallen in love with the beauty of Vashon Island, the making of new friends and the memories shared between old.

For one week of summer, sixty adults with disabilities ride the ferry away from their every day lives for a busy week at Camp Parkview where they can dance, sing and laugh together. Campers are encouraged daily to broaden their horizons with fun activities like swimming, boating, playing bingo, exercising in the field and participating in arts, crafts and drama. The evenings are filled with movies, music and time to share with friends. With this much to offer, it is no wonder that Camp Parkview fills the cabins at Burton every August.

This summer is shaping up to be another fantastic week. Chelsea Laning, a long time volunteer who stepped up to direct camp last year, did such a fabulous job with 2009 that she inspired other volunteer counselors to do the same. This season Malia Alexander, another volunteer from years past, has chosen to follow in her footsteps and has signed on as Camp Director for 2010. The commitment of Camp Parkview’s volunteer base really shows the power that one-week at camp can have on the lives of everyone who participates.
A road trip to Yellowstone National Park had been near the top of the group home’s resident’s dream list for several years. In July of 2009 the six people who live at the group home and four support staff loaded up two van’s and headed east. The first stop was at the Silverwood Amusement Park, where there were no less than three roller coasters, and many other amusements to suit every degree of adventurousness. At night most folks cooled off in the motel pool, but a few with money burning the linings of their pockets gambled in the casino.

Weather in Montana was sunny, and comfortably cool. The rented cottage was comfortable, right in town, and only five miles from the west gate to Yellowstone. They ate family style meals at the long table in the huge kitchen, window shopped, drank leisurely lattes under umbrellas at sidewalk cafes, and explored every side street in West Yellowstone.

When the group home residents were teenagers (a long time ago) they all took horseback riding lessons. If they hadn’t, they probably would not have had the fabulous memory of a two hour sunset ride into the Montana hills, led by the kindest, most patient guide anyone could have hoped for. On what turned out to be the warmest day of the visit, they rented a power boat for an afternoon, and dragged interested parties around the lake on an inflatable raft. In truth, the water might have been just a little too cold to swim, but they were only going to be here once. Everyone got a chance to captain the vessel.

The group saw wildlife, which was very exciting. They spotted a fox, several bears, and unforgettably, at twilight, no less, a mother elk teaching her fawn how to safely cross a fast moving stream. Of course, before leaving the park, everyone sat on a bench, in the very front row, dog tired and dreading the long ride home, waiting for Old Faithful to work its timeless magic.

A successful trip and one the group home residents will not soon forget.
Parkview’s typical Homeownership Program applicant has some hurdles to jump before they are ready to purchase a home. It may be a collection account that needs to be paid, not enough savings, or they might need to pay down some debt. When Anthony Maciel (TJ) and his mom walked into Marc Cote’s office on March 14, 2009 for pre-purchase counseling Marc expected that he would uncover some typical issues and make a plan to correct them. He was very surprised to find none. TJ was on the fast track to purchasing his own home.

TJ was very responsible and asked many good questions. He knew how much he could afford to pay each month for his housing and he made sure that all the professionals helping him knew it.

He found a beautiful condo in Federal Way close to his family and his work. On May 29th he became the official owner in residence.

Housing Advocacy Day 2010

Every year the Low Income Housing Institute (LIHI) and the Washington State Coalition for the Homeless (WSCCH) cosponsor Housing Advocacy Day in Olympia, WA. This year it was spectacular! More than 450 advocates came together to tell our legislators that we can PRESERVE access to affordable housing, PROTECT resources for working families, and REBUILD funding for the Washington State Housing Trust Fund. Our legislators heard the message, and they need to keep hearing it. Linda Roche and Marc Cote attended to represent low-to-moderate income households with special needs.
To Whom It May Concern . . .

Thank You!

I would like to take this opportunity to thank Parkview Services for the guidance during the purchase of my new home. I am a single mother of a twelve year old boy who has dreamed of home ownership for the last ten years. Parkview services helped make my dream for me and my family a reality in October 2009. We were blessed with a beautiful home in the Seattle area and can now have a sense of belonging to a community. Parkview services was very helpful in the buying process as well as explaining how their program benefits families struggling to achieve homeownership with limited incomes and disabilities. I can honestly say without this program it would have not been possible for me and my son to have a home of our own. I pray that the funding sources for this program continue so that other families in similar situations can utilize Parkview to help make their dreams a reality. I not only gained homeownership through this process but made friends with people in the program that will last a lifetime. Thank you for helping change our future.

Sincerely, Virginia P

Down Payment Assistance 2009

Parkview Services Homeownership Program assisted 20 families realize the dream of homeownership in 2009. The permanency of homeownership is key for our clients to achieve the security they so often lack while renting. These individuals and families purchased homes in Snohomish, King and Pierce Counties. It was a very exciting year as we moved into Snohomish County.

Sources for down payment assistance came from the Washington State Housing Trust Fund, Snohomish County, King County, the City of Seattle, the Washington State Housing Finance Commission and the Federal Home Loan Bank. Down payment assistance averaged $83,965 per household with an average of 3.5 sources of down payment assistance.

In support and preparation for our homebuyers, Parkview sponsored six first time homebuyer classes and partnered with supportive realtors and lenders.
The Washington Homeownership Resource Center (WHRC) is a 501(c)3 nonprofit organization which provides information and referral services to first time homebuyers, as well as operates the Washington State Department of Financial Institutions (DFI) Homeownership Hotline for people in crisis with their mortgage. In March of 2009, Parkview Services was awarded a contract to manage the WHRC. In December 2009, Parkview assumed the full management and operations of the WHRC, and is providing economies of scale for administration by sharing an Executive Director, Program Director and administrative support.

With the housing foreclosure crisis rampant across the United States, our state has also been hit with the ramifications of all the issues related to foreclosures: high unemployment; mortgages which adjust to higher interest payments and homes which are upside down in value. The Washington State Homeownership Hotline is a resource, essential in helping homeowners not knowing where to turn, how to proceed or who to call, as well as those looking to purchase their first home and find out about homebuyer education, down payment assistance and financial education.

Unfortunately, the greater number of calls currently focuses on mortgage delinquency and foreclosure. Due to the downturn in the economy in recent years, many people are still lacking employment essential to paying everyday living expenses let alone paying larger amounts such as mortgage payments. The Washington State Homeownership Hotline Information and Referral Specialists take calls all day, every day, and provide 500 referrals a month to housing counselors or other support. Our specialists speak with people from all walks of life facing the same issues, many whom never would have dreamed they would be in this position. We are happy to help people find their way to the help they have been unable to find elsewhere.

We answer calls from all over the state, including every county area. The cross-section of people that we serve every day ranges from the 80 year old woman and her 75 year old husband who are struggling to stay in their home of 48 years, or the single mother who works two jobs to the self-employed construction owner who lost his business and income and is now afraid of losing the home he and his wife built next door to his elderly parents. No one ever expected to be in this position, but the economy, the loss of jobs and incomes have changed their lives dramatically. These are the voices of the people who call us looking for help. Many of our callers have paid companies who scam them out of thousands of dollars with the promise of helping them modify their loan, and in fact take their money and never contact the homeowner again.

Questions and emotions paint every call. Where will I go if I cannot keep my home? I have lived here for 30 years and do not intend to leave! How do I save my home? I have done everything they have asked me to do, and yet my home is being foreclosed upon.

Although we may not have the ability to help every person to keep their home at this time, we strive to direct them to programs and information that may help them through these times of uncertainty. Also, it is critical that we help people get the immediate attention they need so that, if they lose their homes to foreclosure, they do not become homeless.

Many of the people we speak with are ready to give up on their situation due to lack of information or belief in the help that is out there, and we have had these same people call back to say, “Thank you so much, I called the number you referred me to and they are helping me right away, they are sending me their forms in the mail today!”

Even those people who have had to realize that they cannot remain in their home are thankful that a human has answered the phone and done the simple, yet uncommon, task of listening. We know we send these people into good hands when we refer them to the housing counseling agencies in our state, as well as the nonprofits working to help people with other assistance to ensure people have housing, food and supports as they may transition from homeownership to renting.

For those callers who need information about purchasing their first home, our specialists provide them with free and unbiased information about the home buying process, what it takes to purchase their first home and answer the many questions that arise right up to the closing of their home. When callers contact us, we refer them to our website, and may also mail them a packet of detailed information.

Although the emphasis over this past year has been to assist distressed homeowners through the Washington State Homeownership Hotline, we have received calls from people interested in purchasing a home. Although the current economic climate is more heavily focused on people afraid of losing their homes, we expect an increase in new homeownership calls as the economy recovers.

The goal of the staff of WHRC’s is to meet the needs of each caller with professionalism and care and immediately provide them with resources that help them move forward in their situation.

Call the Washington State Homeownership Hotline, 1-877-894-HOME (4663) if you need help preventing foreclosure or for new homeownership information. All services are free of charge.
Foreclosure Prevention 2009

Parkview Services began providing foreclosure prevention services in mid 2008. During 2009, Parkview added a full time foreclosure prevention counselor (Loren Shekell) to assist with the increased volume of Washington state residents experiencing difficulty paying their mortgages. Funding in support of foreclosure prevention counseling comes from Neighborworks America as well as funding from the Washington State Housing Finance Commission (WSHFC).

The Federal government’s Making Home Affordable program, launched in March 2009, was designed to encourage mortgage services/investors to modify loans under specific conditions to prevent foreclosure.

Parkview staff Marc Cote, Loren Shekell and Marnie Claywell counseled clients at three foreclosure events in conjunction with other organizations including the Urban League, Solid Ground, and the FDIC, as well as mortgage servicers. These events were held in Snohomish County in August at Cascade High School; and in King County at Cleveland High School in August and November. Parkview took the lead on organizing the Snohomish County event where there was an excellent turnout of clients, counselors and servicers.

The goal of these foreclosure prevention events was to facilitate face to face meetings between homeowners and their servicers to discuss resolution of mortgage delinquencies. Non-foreclosure resolution options include loan modification, forbearance, short sale or deed in lieu of foreclosure. If the homeowner’s servicer was not present then homeowners had the opportunity to meet with foreclosure prevention counselors.

Additional funding for foreclosure prevention counseling was generated as a result of the settlement between Countywide and a handful of states including Washington State which totaled $600,000.

Thank You!

My name is Susanna and this is my daughter Lily outside the house that Parkview Services helped me purchase. With their guidance and support I was able to work out a budget and mortgage that I could manage and buy a home for my daughter and myself. I would like to thank Marc and Marnie who made themselves available for all my endless questions and were so helpful from the beginning of the process to the end of it.

Footnotes

*On Wednesday, July 30, 2008, Former President George W. Bush signed major housing legislation, Public Law 110-289, the “Housing and Economic Recovery Act of 2008 (HERA).” The legislation includes several initiatives which MBA has long advocated, such as reform of government sponsored enterprise (GSE) regulation and modernization of the Federal Housing Administration (FHA).

**On February 17, 2009, President Obama signed into law the $787 billion economic recovery package titled the American Recovery and Reinvestment Act of 2009 (“ARRA”).
Senate Bill 5810 Funds Housing Foreclosure Counselor

The Washington Homeownership Resource Center (WHRC), now fully operated by Parkview Services, enhanced its infrastructure and capacity to support foreclosure intervention in fall 2009 by hiring a foreclosure default counselor, Loren Shekell. Loren attended the Neighborworks of America Foreclosure counseling training in September 2009 and received her professional certification. Neighborworks of America is the highest quality professional development, skill building and career enhancement in community development and affordable housing. The classes explore a wide variety of intervention options available to homeowners in distress focusing on loss mitigation tools that best address the homeowner’s mortgage problems.

With funding from Senate Bill 5810, the housing foreclosure counselor are able to respond to callers who have been referred by servicers, who are required to inform borrowers at risk of default on their mortgage, to call for counseling support. The WHRC responds to homeowners in financial distress by referring callers to HUD certified housing counselors within the state. Counselors in turn call the borrower emphasizing his or her ability to work with the borrower and help the borrower work out a solution with the lender. The WHRC saw a significant increase in activity after Senate Bill 5810 was enacted. In addition to the servicers’ requirements to notify eligible borrowers of the availability of homeownership counseling, Parkview has counselors available to help with imminent foreclosures where they provide immediate counseling.

Parkview is committed to helping people stay in their homes. Counselors work with service providers and advocate for the best solution for homeowners who are facing existing or impending loan delinquency. When a homeowner is in jeopardy of losing their home, Parkview works to develop a plan that will prevent homelessness.

There have been some challenges along the way; banks have not been staffed for the volume and there has been quite a backlog of files for the processors. The banks are also working through their learning curve and education is a challenge as the industry is changing daily. Loan modifications that don’t qualify are being submitted and clogging up the bank pipelines because so many homeowners are trying for a modification even when they cannot qualify because of income and other issues. Despite all the challenges, there have been successes with at least 30% of Parkview’s pipeline receiving trial and/or permanent modifications. Our Counselors have a can-do attitude; they never stop trying and are persistent and professional. Our counselors have been able to postpone a foreclosure even when a qualified homeowner calls the Washington State Homeownership Hotline just days before foreclosure, allowing time for the work out.

One of Loren’s successes was helping a single woman facing imminent foreclosure receive a loan modification. Here is her story:

This homeowner’s mother had a heart attack and she left work immediately to fly home. She was away from work for a month. She thought she would have a paid leave of absence but when she returned, she found out she didn’t accrue enough sick time and the 30-day leave was an unpaid leave of absence. This caused her to fall behind on her bills including her mortgage. She contacted her lender and they said they had no programs available to help her. She called for six months, getting further behind and each time the lender said they could not help her, even though she explained she had a $10,000 tax refund coming. She tried to resolve her situation during that six months; she even tried sending in a payment and it was returned. One day, she came home from work and a trustee sale notice was posted on her house. She called the Washington State Homeownership Hotline and was referred to Loren. Loren contacted her lender and after a few phone negotiations, Loren was able to secure a loan modification, keeping the homeowner in her home and enabling her to attain an affordable mortgage payment.

Attorney General Holds Foreclosure Prevention Press Conference

Attorney General Rob McKenna held a press conference on February 11, 2009 to highlight $1.8 million for local foreclosure prevention programs and cash for directly impacted consumers. This money is part of $150 million Bank of America will spend nationwide on foreclosure relief. This comes from a settlement negotiated by Attorney General McKenna and five other state attorney generals who worked jointly to address the unfair lending practices of Countrywide Financial (purchased by Bank of America in June 2008).

Participating organizations were the Washington Homeownership Resource Center, the Washington State Housing Finance Commission and the Washington State Bar Association.
In 2009, Parkview Services successfully secured a total of $993,660 in funding awards from the Washington State Housing Trust Fund and Snohomish County Neighborhood Stabilization Program (NSP) to develop Parkview Homes IX, two new affordable rental homes for eight very-low-income adults with developmental disabilities in Snohomish County.

We will purchase two newly constructed three-and-four bedroom, fully accessible single family homes, in Lake Stevens. The project also includes rehabilitation funds to convert an unfinished daylight basement in one home into a one-bedroom apartment. Creating this apartment will enable us to serve an additional tenant. This rehabilitation also will create temporary jobs for a month for five trade’s people.

The open concept, barrier free layout and ADA wheelchair accessibility design, including roll-in showers, is ideal for the tenants we will serve in partnership with the Volunteers of America, their supported living service provider.

Our new homes will be open for occupancy in late spring or early summer 2010.

In 2009, Parkview Services acquired its first outside maintenance services contract with Tessera, a small growing Woodinville-based nonprofit organization. Thanks to this outsourcing effort, Gary Cole, our Home Maintenance Manager now takes care of the maintenance and repair needs of Tessera’s single-family rental home in Woodinville that serves four adults with developmental disabilities.

Our fee-paid services are provided at $55.00/hr (on business days/hours) and $100.00/hr (on non-business days/hours, weekends and holidays).

The tenant’s 24/7 on-site support services are provided by a supported living service provider with whom we have a long-term relationship through our Affordable Housing Program. If your organization needs low-cost, high-quality skilled home maintenance management services, please call us at 206-542-6644.

After more than a year of negotiations with the King County Housing Finance Program, Parkview Services successfully secured $50,000 to help finance the $94,435 total development cost to demolish and rehabilitate five failed roll-in bathrooms in four Affordable Housing Program rental homes at 185th St, 23rd Ave, 168th St & Ashworth Ave N in Shoreline.

Other funding sources include $1,370 from the State Division of Developmental Disabilities (DDD) for the tenant-damage portion of one of the Ashworth Ave N. bathrooms, $33,065 in one-time O&M funds from the Washington State Trust Fund and $10,000 from Parkview. These five critically-needed rehabilitation projects, will be completed in early 2010.
**2009 Spring Rebuilding Day**

On April 25, 2009, more than one hundred Rebuilding Together Seattle volunteers improved the quality of life for more than 30 Parkview Services tenants by rehabilitating and revitalizing nine Affordable Housing Program homes in Seattle and Shoreline!

A team of more than 40 volunteers from Panattoni Construction, IFMA of Seattle, Adobe and Kibble & Prentice accomplished miracles at our NE 115th St, Seattle home (pictured here). These skilled, hardworking volunteers repainted the entire house, inside and out, renovated and remodeled the entire kitchen, tore out and rebuilt the patio, built a brand new shed, and cleaned up the yard.

Just around the corner at 30th Ave NE, at least 35 volunteers from the Seattle Junior League and Howard S. Wright cleaned up the yard, created gardens, planted shrubs and trees, cleaned and repainted the entire interior, and cleaned out the garage. Our tenants were absolutely thrilled with the results!

At our NE 144th St, Seattle house, more than 30 volunteers from the Retired Seattle Ironworkers Union and Gonzaga University Alumni Association teamed up to repaint the entire two-story house and carport, built a fence, cleaned up the yard and replaced an old, hard to open, inoperable sliding door with beautiful (and accessible!) French doors. The one-day transformation was remarkable!

In Shoreline at Ashworth Ave N, at least 15 hardworking volunteers from the Windermere CoHo Team and Copier’s Northwest cleaned up and landscaped the yard, pruned trees and shrubs, power-washed the patios, ramps and walkways, and cleaned the roof and gutters.

Across town at our NE 185th St, Shoreline home, about 20 volunteers from Concierge Guild of Seattle went above-and-beyond to rebuild gutters, repair and rebuild the fence, rebuild the deck and ramp, restore and landscape the yard, repair and paint the entire interior, and build shelving and storage areas.

Farther north at our 23rd Ave NE, Shoreline house, more than 25 volunteers from the Gonzaga University Alumni Association painted the kitchen, removed an old carpet, cleaned and refinished wood floors to make this area of the house accessible, installed new paneling, cleaned up the yard and rebuilt a large fence.

---

**2009 Capital Improvements - Health & Safety Issues are Top Priority**

Among the Parkview Services Affordable Housing Program major 2009 Capital Improvements, Parkview replaced a failed shower in the Wallingford Ave N, Seattle master bathroom, a faulty, unsafe electric panel and mast at NE 204th St, Shoreline, restored the driveway and installed a drainage system at N 165th St, Shoreline, and installed a new furnace at NE 128th St, Seattle.

In other improvements, Parkview replaced four stoves and fan hoods, three dishwashers, two refrigerators, three toilets, one water heater, a number of light fixtures and smoke detectors, and about a dozen faucets.

Further, Parkview installed flooring and window treatments at the one bedroom 5th Avenue NE, Seattle condominium and then completely refurbished the two bedroom Bellevue Condominiums, vacant for the first time in a 10-year occupancy.

---

Parkview Services is grateful to the Lucky Seven Foundation for contributing $12,000 to replace the floor in the kitchen, dining room and sitting room of the Capitol Hill Parkview Group Home. A beautiful hand scraped wood floor will be installed. Pictured here is John Backus and Phil Stoller, members of the Lucky Seven Foundation presenting the $12,000 check to Parkview Services Executive Director Jane Bloom.

---

**Welcome New Staff Members!**

👩‍💼 Coni J. Mackey  📚 Candace Sheehan  📚 Loren Shekell  📚 Susan Tatelman
In January 2009, the Parkview Services Board of Directors voted and approved making the Cohousing Initiative an official Parkview program. The program goal is to develop a model intentional cohousing community in the Puget Sound area. This intentional community will embrace and support families and people of all ages and abilities to have a life of purpose, dignity and opportunities for full inclusion in the community. It will be sustainable beyond the lifetime of the founding members and residents, and it will be funded by a combination of personal family funds, existing government services, and non-profit programs.

Each model cohousing community will operate like a small scale neighborhood of private residences clustered around a common space. This common space will include a large kitchen and dining room where the residents will share in food preparation responsibilities and meals. The dining room will also function as a meeting or recreation room, which accommodates activities that link the surrounding neighborhood with the cohousing community residents.

The program’s Strategic Planning Committee meets monthly, and is creating a small parent task force to start our lengthy research and development process. Additionally, the committee has already started meeting with city planners, attempting to identify potential sites that would complement program goals. That the cohousing community will not only provide a more meaningful life for its residents, but will also promote increased community interaction, as well as potential revitalization, for the surrounding neighborhood. A classic win-win.

The committee is also meeting with government agencies to assess how the project might be developed to maximize public funding. By uniting the talents and resources of the numerous, existing local non-profits, and linking current government funds and services to the special needs community, the committee hopes to achieve more efficient and effective results. Susan is proud to be part of Parkview’s vision and mission and its strong track record of programs and services for the special needs community, including the Affordable Housing Program, Homeownership Program, and Low-Cost Home Maintenance Program. All of these programs will be incorporated into the future Cohousing Initiative to create a brand new option for people with and without disabilities, to be able to live together in this model cohousing community.

The 30th Annual Legislative Reception

The 30th Annual Legislative Reception was held at the State Capitol in Olympia on January 20, 2010. The purpose of the reception was to show the diversity among the community of people with disabilities in Washington State and provide an informal atmosphere where constituents met with their State Legislators to talk about the issues that impact people with disabilities.

The Legislative Reception concluded a day of advocacy events in Olympia such as Developmental Disabilities Advocacy Day, constituent meetings in Legislative Offices, and a rally in the Capitol Rotunda for Autism. The Reception was attended by over 330 people and 35 Legislators.

The Reception is a collaborative effort by many community groups including Parkview Services and the Washington State Developmental Disabilities Council. Nearly 48 community organizations and individuals contributed funds to assist people with travel expenses for those who normally may not be able to afford the trip to Olympia.

Next year’s Legislative Reception will be held at the State Capitol in Olympia on January 19, 2011. We hope to see you there.
David Grisman Quintet Fundraiser

On August 1, 2009, Parkview Services hosted a fundraising concert with the David Grisman Quintet at the Edmonds Center for the Arts. The location could not have been more gorgeous on a warm summer day with an exquisite sunset, fantastic gourmet catering for those who bought VIP tickets, and an intimate theater with very accommodating and helpful staff.

The David Grisman Quintet played over three hours to an enthusiastic crowd, many of whom have been following David Grisman for decades. We were also fortunate to have Jef Jaisun, a well known photographer of musicians, on hand to take pictures. Additionally, Jef found some film prior to the concert of David Grisman from long ago, and had the pictures enlarged, framed and signed and then auctioned off during the concert.

The concert was a great success and brought new people into the Parkview circle who were not previously familiar with us. While we had hoped for a much larger scale event in 2009, certain circumstances caused us to rethink the endeavor and instead put on this wonderful concert. We are very happy we did!

Seattle-King County
Asset-Building Collaborative

The Seattle-King County Asset Building Collaborative (ABC) is a voluntary collaborative of more than 50 public, private, and non-profit agencies that are working to help low-income and working people achieve their financial goals through asset development. ABC leads its partners in innovative financial empowerment strategies to help connect people to the services they need to increase their financial stability and security.

A major initiative led by ABC is the Bank on Seattle-King County. Launched in September 2008, the program has already opened more than 6500 checking and savings accounts for people who did not previously have bank accounts. These accounts enable people to stop wasting their money on check cashers. The initiative will soon launch a "small dollar loan" program to help people access affordable loans so they will not have to pay the exorbitant fees of payday lenders.

ABC has also created a Financial Education Providers Network to increase the quality of and access to financial education in our region. This Network provides the expertise and services promoted by ABC through the Seattle Asset Building Initiative, Money Helpline, and Working Benefits Project, all of which are designed to bring financial empowerment services to low-income people in the most accessible, convenient way possible.

The ABC has also convened a Foreclosure Prevention Action Team, which sponsored two major events in 2009 to connect distressed borrowers to their lenders, housing counselors, and attorneys. Finally, ABC is a partner with the United Way to bring free tax preparation and access to the Earned Income Tax Credit to low-income individuals and entrepreneurs in King County.

Parkview Services is actively involved with all of these initiatives. From working with the non profits to promote the work of Bank on Seattle and encouraging clients to engage with a financial institution; to hosting classes on financial and homebuyer education; and taking the lead in 2009 on a foreclosure event held in Everett to enable people in Snohomish County to easily connect with lenders and housing counselors. Parkview was also involved in the King County foreclosure prevention day long events, as well as provided workshops and trainings in conjunction with ABC.

Housing Washington 2010, Reaching the Pivotal Point

The Housing Washington planning team is busily working on developing another strong program for its 2010 conference that will take place in Tacoma on October 19 & 20, 2010. At least 700 people working in the affordable housing domain are expected to attend.

Everyone is concerned about the topsy-turvy economy and gloom in the housing markets. That's why the 2010 conference agenda will focus on "reaching the pivotal point" for recovery by looking at how new federal and local policies, local and global economics, and financial developments will provide opportunities for affordable housing.

Sessions will provide insights and ideas in the foreclosure arena, housing preservation, and sustainable, affordable, energy efficient, green strategies. Solutions for all areas of society and culture, including the aging, disabled, very low-income and homeless, plus the farm worker and low-to-moderate-income service worker will be considered. Issues surrounding successful community development in rural and urban areas plus single and multi-family options will also be discussed.

Now in its 17th year, Housing Washington has already received sponsorship commitments from Bank of America, Chase, Union Bank of California and U.S. Bank. Their support partially underwrites the conference scholarship program where registration fees and expense stipends are provided to individuals who serve as staff or board members of nonprofit organizations.

Conference special events include a Showcase Reception with Exhibitors and the annual Friend of Housing Awards Celebration.

Conference information, including scholarship, sponsorship, exhibiting and program details, is updated frequently at www.wshfc.org/conf. To receive a Registration Brochure, please email a request to conf@wshfc.org.
2009 was an emotion-filled year at Parkview Services with over five hundred calls a month from people in mortgage crisis, very low-income people with developmental disabilities who are homeless or in danger of being homeless, and limited-income families with children with special needs who need affordable homes near schools that meet their children’s intensive needs.

**FORECLOSURE:** The circumstances and desperation of people reaching out to us for referrals and counseling because they are losing their homes is astounding. People are facing foreclosure due to unemployment, illness, death of spouse, adjusting higher interest rates or difficulties getting their loan servicers to respond. The seven phone lines ring continuously from people in crisis. Our dedicated staff continue to take these calls, even when caseloads are full because we cannot let people at risk of losing their homes wait weeks for a response.

**AFFORDABLE RENTAL HOUSING:** When low-income people with developmental disabilities need accessible and affordable rental housing in safe and friendly neighborhoods they reach out to Parkview. In 2010, we will open community-based rental properties in Lake Stevens and South King County to provide safe, secure, affordable, well-maintained homes for at least twelve new tenants. Our three new homes will bring our affordable rental housing portfolio to fifty one properties accommodating over one hundred and fifty low-income tenants with developmental disabilities.

**HOMEOWNERSHIP:** For families and individuals living with a developmental or ADA disability who want to pursue the dream of homeownership, saving for down payments and finding affordable, accessible homes can be a challenge. In the past few years, we have provided down payment assistance to forty homeowners with special needs who are income and credit qualified. Thanks to our first time home-buyer education classes and pre-purchase counseling, not one of our first time homebuyers has experienced foreclosure.

Please help Parkview continue our work to prevent those in crisis from losing their homes and provide safe, secure, accessible and affordable homes for people with developmental or ADA disabilities.

Your donation will help us continue to respond quickly and with compassion to prevent the vulnerable people we serve from being homeless.

**Jane Elise Bloom**
Executive Director

---

**YES! I want to make a tax deductible contribution to Parkview Services.**

Name(s) __________________________________________
Business Name _______________________________________
Mailing Address _______________________________________
City, State, Zip _______________________________________
Email Address _______________________________________
Daytime Telephone ________________________

Please make checks payable to: Parkview Services
Mail your contribution to: Parkview Services
18551 Aurora Ave North, Suite 200
Shoreline, WA 98133

☐ $ ________ for ______________
☐ $ ________/ Month for Monthly Donations
☐ $ ________ for Camp Parkview ______-/____

☐ Please bill my credit card: ☐ VISA ☐ MC CVV Number (3 digits on back of Card)

Name on Card: ______________________________
Credit Card Number: ________________________ Exp. ____/____
Signature: _________________________________

Thank You!
Save Postage, Donate Online Now!
www.ParkviewServices.org
Thank You to Our 2009 Donors & Staff

Business and Non Profit Donors
- Bank on Seattle
- BECU
- Boeing Global Corporate Citizenship
- Family Fun Center
- Guild Mortgage
- Housing Development Consortium
- JP Morgan Chase
- Kent Valley Ice Centers
- Key Bank (Employee Matching)
- Microsoft (Employee Matching)
- Rebuilding Together Seattle
- Ride the Ducks of Seattle
- Safeco (Employee Matching)
- Sara Robbins
- Seattle Art Museum
- Seattle Mariners
- Sterling Savings Bank
- The Pride Foundation
- United Way
- Wells Fargo Bank
- Woodland Park Zoo

Donations $1,000 or More
- Bob and Jane Bloom
- Jordan Fund
- Lucy Helm
- John Holliday

Individual Donors to $999
- Tom Ackerman
- E. Shary Almasi
- Galen & Nyle Barnes
- Robert and Claire Brine
- Phillip Bruan
- Frank & Martha Brumbaugh
- Michael & Lynne Bush
- Marcia Noel
- Carter Camp
- Phil Camp
- Karen Carson
- Stella Chivers
- Marnie Claywell
- Ron Cowan
- Estelle DiJulio
- Cheryle Dunlap
- Melvin Dunn
- Terril Efrid
- Ruth Fay
- Steve Foust
- Fry Fabrications
- Tom Gill
- Charles Gordon
- Bonnie Granquist
- Kristina Green
- Wayne Green
- Richard Hadley
- Lee Handy
- Heather Haywood
- Michael Hemphill
- K. Herndon
- Molly Herndon
- Carolyn Hinthorn
- Jonathan Hoekstra
- William Holliday
- Elizabeth Holverson
- Sonja Holverson
- Joseph Hughes
- John Hunt
- Robert Hunt
- Christopher Jensen
- Peter Jobs
- Donald & Mary Johnson
- Joyce Jones
- Bill Katica
- Hugh Kelso
- Mary Kenny
- Shirley and Ping Kiang
- David Kinkela
- Robert and Judith Knopp
- James Lambka
- Sally Leendecker
- William Lenney IV
- Roger Lervick
- Gibbs Lincoln
- Ingrid Long
- Los Arboles Management, LLC
- Patricia Lott
- Irene McCoy
- Bernie McCravy & Associates
- John McCrory
- Kathleen Mcmonigal
- Robert Meador
- Michael C Moore
- Janice Morgan
- Frank E. Mulrine
- Jeffrey Murray
- Greg Musick
- J. Roger Nelson
- Jeffrey Ohlstrom
- Oneonta Trading Corp
- Eric Opsvig DDS
- Eleanor Orth
- Susan Osterman
- Gordon Peterson
- William Petschl
- Todd Pietzch
- J. Pigott
- Walter Piper
- The Pipers
- K. Pollock
- H. J Prodzinski
- Douglass & Katherine Raff
- Laurie Riley
- Leonard Rosoff, Jr, MD
- Debra Ross
- Elizabeth Rowley
- Safeco
- Ken Sanberg
- Pam Sanberg
- Cliff Sanderlin
- Charles Schultz
- A Schwin
- Robert Sharpe
- Candace Sheehan
- Marilyn Shelton
- Sarajane Siegfriedt
- Paul Slatt
- Stephen Smith and Charlene Boyd
- Burnley Snyder
- Jen Steele
- Terence Sullivan
- Summit Family
- Tom Swanson
- Terry Thomas
- Barney & Sylvia Till
- Kurt Winje
- Harrison Wolfe
- Wyckman Properties, LLC
- Snohomish County Office of Housing, Homelessness & Community Development
- Washington State Division of Developmental Disabilities
- Washington State Department of Commerce
- Washington State Housing Finance Commission
- Washington State Housing Trust Fund

2009 - 2010 List of Current Staff
- Jane E. Bloom
  Executive Director, Parkview Services and WHRC
- Marc Coté
  Director, Homeownership Program, Parkview Services and WHRC
- Linda Roche
  Director, Affordable Housing Program
- Marcia A. Noel
  Staff Accountant
- Terra K. McKeown
  Director, Group Home
- Coni J. Mackey
  Executive Assistant
- Marnie D. Claywell
  Housing Counselors
- Loren Shekell
  Foreclosure Counselor, FR 5810
- Stefan R. Patton
  Counselor
- Candace G. Sheehan
  Information and Referral Specialists
- Gary J. Cole
  Manager, Low Cost Home Maintenance

Group Home Staff
- Terra K. McKeown
  Director, Group Home
- Malia D. Alexander
  Counselor
- Kelly L. Andrews
  Work Study
- Jon Dumont
  Counselor
- Jeffrey T. King
  Counselor
- Melinda Mann
  Counselor
- Timothy O. Nelson
  Counselor
- Jordan Walton
  Counselor
- Shawn T. Young
  Counselor
- Malia D. Alexander
  Camp Director
- Also Having Served in 2009
- Kellie Anabel
- Judith Enders
- Julie Huffman
- Chelsea Laning
- Sarajane Siegfriedt
- Romeo Dino
- Kristine Gardner
- Ben Sokolow

WHRC is the Washington Homeownership Resource Center