



**NorthwestCenter**  
People of all abilities



*Every Step of the Way*



Maddie, who has Prader-Willi syndrome, and her typically developing sisters Sam and Harper, all benefit from inclusive early learning at Northwest Center Kids.

## Our Mission

To promote the growth, development and independence of people with disabilities through programs of therapy, education and work opportunity.



Jakob, who has cerebral palsy, keeps up with his peers at Northwest Center Kids.

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# Early Intervention



**“Northwest Center has taught us to communicate with Kam.”**

**K**am grabs a slice of “watermelon” from the play food on his family’s coffee table. He pretends to eat it, then offers some to Ricky, his dad.

It’s more than a happy moment, says Susannah Major, Speech Language Pathologist with Northwest Center Kids: “This is huge. Pretend play is such a prerequisite for language.”

Kam was diagnosed with autism spectrum disorder after his family became concerned that he wasn’t talking at age 2, says his mother Christine. After a year of therapy services, Kam is communicating through signing, gestures, and a bit of speech.

“Northwest Center has taught us to communicate with Kam, which we at first struggled with,” says Ricky.

“Now instead of asking Kam to ‘Give me a kiss’ to get what he wants, we’re asking him to point to what he wants or use the sign for ‘milk,’” says Christine.

Adds Major, “We’re meeting Kam where he can be successful.”

*Kam, who received Early Intervention services, with his parents Christine and Ricky.*

Early Intervention  
*Children achieving critical milestones before age 3*

# 2017

# 255

children



**W**  
UNIVERSITY of  
WASHINGTON

The Early Intervention team has partnered with the University of Washington to begin research on the dynamic assessment and evaluation of multi-lingual children in early intervention.



The number of babies served by our NICU-to-Home team **quadrupled** in 2017.



The EPIC (Expanding Play, Interaction and Communication) team was established to increase supports for children with autism or social communication delays.



The Early Intervention team spearheaded efforts to create an equity committee within NWC to serve as a community leader, taking action for social justice by challenging existing societal beliefs through education, awareness, and self-reflection.

# ↑ 66%

increase in the number of children served



Owen was kicked out of his first preschool. He went on to thrive at Northwest Center Kids.

Rachel understands the power of inclusion. Her son Owen was abruptly kicked out of his preschool when he was 2. The school offered little outdoor play time, and Owen “had a lot of energy,” Rachel says. “The day we got asked to leave, he was headbutting the wall of the school out of frustration. They gave us a list of inclusive schools, and Northwest Center was at the top of the list.”

Owen stayed with Northwest Center Kids for two years. “The teachers worked with him,” she says. “They never once pulled him out. They never once made him feel like he needed to be isolated if he had issues. They gave him good coping skills that he still uses to this day.”

Today Owen is happily enrolled in kindergarten, where he is hitting all the milestones for children his age.



**“The teachers never made him feel like he needed to be isolated.”**

# Early Learning | 2017

Children with and without disabilities sharing classrooms, playgrounds, and high expectations



Our Greenwood school was rated as a high-quality early learning center once again by Early Achievers, Washington state’s quality early learning rating system.



The Incredible Years parent training program was added to the already extensive list of offerings for families enrolled at our Chinook and Greenwood schools. The 14-week, evidence-based program is intended to strengthen the bond between parent and child, while increasing parent competencies and fostering the development of the child’s social, emotional and academic skills. The program was provided at no cost to families.



A volunteer program was launched at both the Chinook and Greenwood early learning schools. Volunteers from the University of Washington, Seattle Art Institute and the local community were included as members of our classrooms to learn more about inclusion and early childhood education.

**\$800,000**  of uncompensated care provided

770 kids served by Northwest Center Kids’ Early Intervention and Early Learning teams **770** 

**154** children enrolled in inclusive Early Learning 

**13** children age 5-12 in after-school and summer camp programs 

**40%** children in our classrooms with a delay or disability 



*"I love this job!"*

**E**rika's first few shifts at Amazon Prime Now warehouse had their challenges. The pace was hectic, she was learning a scanning system, and she was navigating a dizzying assortment of quadrants and aisles. But Erika was still all smiles. "It was a good day today," she would say. "I learned a lot!"

Her optimism gave Northwest Center and Prime Now management confidence that Erika would get the hang of things. It didn't take long for their faith to be rewarded.

"I started timing myself to finish faster," Erika says. Now she puts away, or "stows," over 160 products an hour—more than two and a half per minute. Soon she was also "picking" (fulfilling customer orders) faster than the warehouse average.

"I love this job," Erika says. "I try to go fast and be a good worker. I'm so glad I work here."

For her managers and coworkers, the feeling is mutual.

Erika has broken several speed records in her job at Amazon, which she found through Northwest Center.

# Employment Services

Employment Services  
*Training and support for people of any ability to gain a path to meaningful employment*

# 2017

## Results of employees placed at Amazon



7% higher attendance rates



Productivity rate at 98% of the business average



37% better quality work than general population



Perfect safety record compared to a 1.1% warehouse incident rate



10% more adults served



356 clients received job coaching and retention services

195 clients placed in jobs

550+ adults received services

4.4 months average time to placement in Seattle

40+ hours per week

210 clients received career development, vocational assessments, and job matching services

38,168 HOURS job support and training in Seattle

uncompensated service



## Our Businesses

### Northwest Center Social Enterprise, 2017

#### Argus Building Services

Comprehensive building services for commercial customers in Seattle, WA

#### Argus Janitorial

Comprehensive janitorial services for commercial customers in Spokane, WA

#### The Big Blue Truck™

Collects clothing and household good donations throughout Washington state to sell to Value Village™, generating revenue for our programs of inclusion

#### Electronics, LLC

Custom magnetic component design for the aerospace, medical, defense, audio and telecommunications industries

#### Northwest Center Assembly & Packaging

Assembly, packaging, warehousing, shipping and distribution services

#### Northwest Center Integrated Facility Services

Janitorial, building maintenance, ship provisioning, mail room and reception services

#### Puget Sound Laundry Services

Commercial laundry services to large hotels and hospitals in Puget Sound, using energy efficient systems

Northwest Center-owned companies like Electronics not only provide best-in-class services, they help fund our programs and employ an inclusive workforce.

## NORTHWEST CENTER STATS:

**900** employees at Northwest Center  
**40%** employees with a known disability

**253,746** cases of food loaded onto **302** U.S. government ships

**6.5** million square feet of government and commercial spaces cleaned and maintained each day

### Commercial laundry services provided to:

- 18** Hotels each week
- 5** Hotels on call
- 4** Resorts
- 2** Hospitals

**AND 4 FT. LEWIS ACCOUNTS**

- 1** Barracks
- 2** Kitchen & dining
- 3** Army & Air Force uniforms
- 4** Miscellaneous

Equivalent to **451** 53-ft. semi trucks!

The Big Blue Truck™ picked up 16.5 million pounds of donations.

## The Big Blue Truck™

### Celebrating 50 Years of Partnership with Value Village



In 2017, our legacy partnership with Value Village™ reached a significant milestone as Northwest Center earned Value Village's 50 Year Partnership Award.

Since 1967, Northwest Center has partnered with Value Village to collect clothing and household donations with The Big Blue Truck™ and our bright blue donation bins. Value Village buys that merchandise

to sell in its stores, and the revenue funds our education and employment services for children and adults with developmental disabilities throughout Washington state.

The partnership also drives inclusion in the workplace as Value Village works with Northwest Center to hire employees with disabilities.



**15** counties

**30** TRUCKS

**700** collection bins

**81** employees

The Big Blue Truck™ drives 470,000 miles each year, equivalent to:

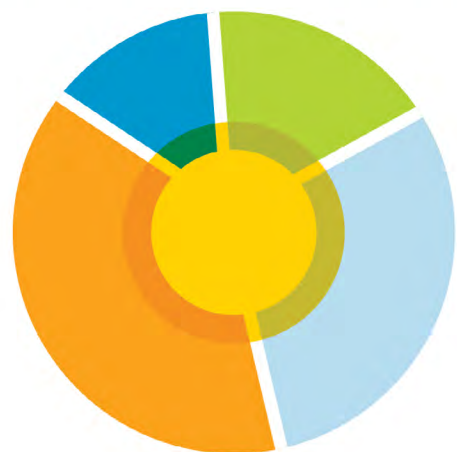
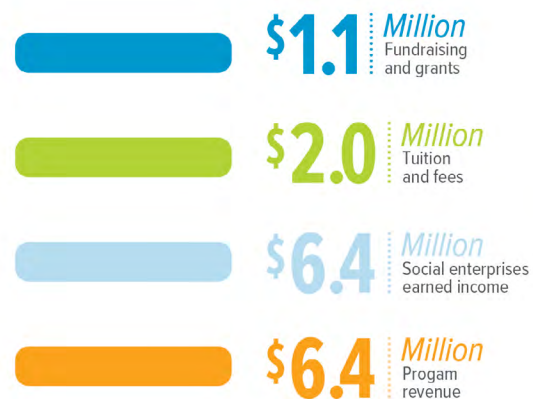
**19** trips around the world!

cross-country road trips **150**

**1,173** trips across Washington state

## Financial Information | 2017

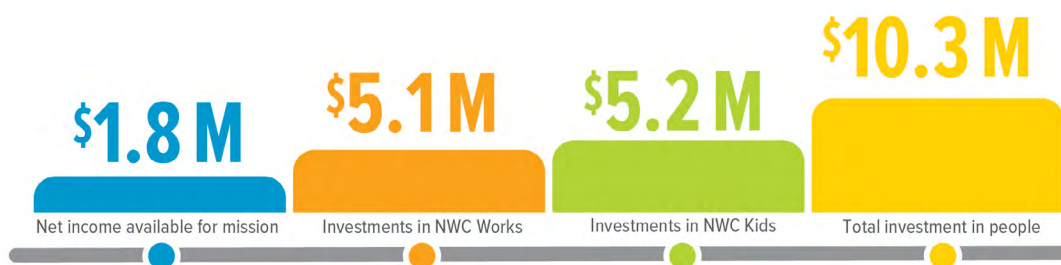
Total Revenue **\$50.6 Million**



Administrative Overhead **\$4.7 Million**



Operating Surplus **\$1.0 Million**



Thanks to Employment Services in Spokane, WA, Mercie is working toward her dream of becoming a veterinarian.

## Donor List | 2017

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- Keith Johnson
- Amy Johnson
- Tracy Johnson
- Theodore Johnson

Children with and without disabilities share classrooms and play time at Northwest Center Kids.

Annik Johnson  
David Johnston  
Benjamin Jones  
Cassandra Joyner  
Patsy Kano  
Barry Kaplan  
Leslie Karaka  
David Kearns  
Athena Kennedy  
Sam Kennedy  
Whitney Keyes  
Jonathan Kil  
Augustin Kiss  
Kal Klass  
JD Klein  
Ira Klein  
David Klekotka  
Laura Kneedler  
Karin Koonings  
Cary Kopczynski  
Deborah Kosche  
Steve Kramer  
Marty Kramer  
Eric Krispin  
Robin Krueger  
Bill & Jo Krueger  
Chanel Krueger  
Naveen Kumar  
Hugh LaBossier  
Larry LaBossier  
Rich Lacher  
Derek Lactaon  
Jennifer Lambert  
Greg Lambert  
Allan Langg  
Elizabeth Larter  
John Laughlin  
John Lawless  
Bill Lee  
Robert Lemon  
Michael Leslie  
Daniel Lewis  
Paula Lieberman-Huffman  
Colleen Lilly  
Shin-Yi Lim  
Joel Lipson  
Dawn Long  
Marti Louthier  
William Ludlam  
Thomas Lyman  
Thomas Lyman  
Robert MacAulay  
John MacKenzie  
Mary Maddox  
John Maihofer

Maurice Manca  
Richard Mannion  
Frank Marez  
James Marsh  
Julia Marsh  
Stephen Marsh  
Paul Martin  
Daniel Martinez  
Kevin Mather  
Melinda Matich  
Kenneth McCabe  
Lavina McClam  
Dennis McCormick  
Lynne McCullough  
Douglas McDaniel  
Neil McDevitt  
Scott McGilvray  
Mark McGregor  
Patrick McGuire  
Tom McLaughlin  
Amy McNary  
Elizabeth McQueen  
David McRae  
Mark Meadowcroft  
Ahlyshawndra Means  
Matthew Medlin  
Richard Medway  
Todd Menenberg  
Eva Meneses  
Angela Mentink  
Matt Meyers  
Amy Michael  
Pete Miller  
Madalena Miller  
Emily & Josh Miller  
Greg Milner  
Leslie Minalia  
Matthew Mirarchi  
Samia Mohazzabfar  
Christopher Monger  
Erik Morgan  
Thomas Mormino  
Matthew Mormino  
Kevin Morris  
Chad Morrison  
Robert Mortell  
Ahmad Moshiri  
Eric Mountcastle  
Jennifer Mueller  
Allan Munro  
Kimberly Muska  
Elizabeth Nagy  
Thomas Nance  
Angela Nedelisky  
Steve Neighbors

Gloria Nemechek  
Ann Nemitz  
James Nettles  
John Nina  
Carol Nissen  
Steven Norlin  
Craig Norsen  
Jordan Nugent  
Maxine Ogino  
Charlie Ogle  
Lars Oldenburg  
Teruyuki Olsen  
Lottie Oliver  
Sheila Park  
Carl Paschke  
Scott Patterson  
Nicholas Patterson  
Ivar Pedersen  
Steve Pelton  
Sara Pendergast  
Sara Perdue  
Reagan Perry  
Jonathan Pett  
Brian Pfau  
Evan Pham  
Traci Pierce  
John Pietromonaco  
Faina Pik  
Daniel Podoll  
Lara Pollack  
Maneesha Prasad  
Darren Prentice  
Stephany Primitivo  
Susan Putnam  
Leni Pveciado  
Mike Quinn  
Michael Ramires  
Peter Raven  
Mark Raynault  
Robert Razminas  
Donovan Regan  
Bryan Reich  
Laura Reigel  
Laura Reynolds  
Gregory Rice  
Kathleen Riley  
Dave Roberts  
Dan Robin  
Eric Robinson  
Daniel Rodriguez  
Paul Roney  
Jim Rose  
Robert Rosenthal  
Anne Rosnow  
Mary Ross

Nathaniel Rothbauer  
Sarah Rothman  
Shelley Rotondo  
Jeffrey Roush  
David Rowe  
Gregory Rucker  
Christie Rupp  
Ingrid Russell-Narcisse  
Terry Sagona  
Cynthia Sandell  
Bob Santucci  
Shahrazad Sarram  
Denise Sauve  
Michael Scalzo  
Gretchen Scarbrough  
Bella Schinleal  
Russet Schmidtke  
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Felice Walsh  
Michael Wang  
Grant Warner  
Robert Watt  
Christine Webb  
Lauren Weinberg  
Perry Weinberg  
David Weiss  
Jen Weiss  
Stephanie Welty  
Helene Wentink  
Heidi Westling  
Veronica Wetzal  
Edward White  
John Wiggins  
Pat Wiley  
Susan Wilkinson  
Kellea Williams  
Cheryl Williams  
James Winkelman  
Jack Wires  
Jim Wood  
Kristen Woody  
Tessa Worley  
Mark Worthington  
Don Zender  
Jeff Zirkle  
Meagan Zoerb  
Andy Zook

## Letter from our CEO | 2017

I want to start by saying THANK YOU to all our donors, partners, and staff for making 2017 such an impactful year!

In 2017, our Early Intervention and Early Learning teams served a record number of kids, we expanded our Neonatal Intensive Care Unit (NICU) program, and we charted a course for how we will teach other Early Learning institutions how to do what we do: serve children of all abilities.

Our Employment Services team placed 195 people of all abilities into jobs, added 50 new employers who've embraced an inclusive workforce, and expanded our School-to-Work program. Our Social Enterprise portfolio of seven commercial businesses produced more than \$1.0M of profits that helped fuel our programs, all while proving that an inclusive workforce makes great business sense. We celebrated 50 years of partnership between Value Village™ and The Big Blue Truck™ and are well-positioned to ensure the visionary program started by Value Village founder Bill Ellison continues well into the future.

We locked in a five-year plan with two strategies—One Northwest Center and Increase Impact—and created our blueprint for the future: one where everyone can engage and contribute according to their own talents, so that we all can reach our potential.

Thank you for helping show the world the power of inclusion, and for demonstrating firsthand that we are better together.

Onward & Upward,



Gene Boes | President & CEO



**Northwest Center**

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[www.nwcenter.org](http://www.nwcenter.org)



**NorthwestCenter**  
People of all abilities