



**HEROHouseNW**

IMPACT REPORT | 2021



Hope  
Empowerment  
Relationships  
Opportunity



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**HEROHouseNW**

# A Message From the Board President & CEO

Resilient. Focused. Determined. That was our unofficial theme of 2021 and looking back, we did just that. As an organization, we continued to navigate the complex changing world while ensuring that the focus on mental wellbeing for members and staff stayed our top priority.

While we kept our doors open, we had to limit how many members and staff were allowed in our Clubhouses the first half of 2021, to ensure the health and safety of everyone. This challenge brought a unique perspective on how we communicate and reach out to our members. We know that isolation is one of the most serious symptoms of mental illness and we were dedicated to making sure that no one felt alone. We continued to expand on our virtual Clubhouse and doubled down on our outreach efforts.

We continued to focus on sustaining each of our three Clubhouses, which included our Seattle Clubhouse moving into a bigger and newer space, expanding our Career Development and Education Unit at Bellevue Clubhouse, and obtaining space for Everett Clubhouse's new kitchen unit. The expansion of these spaces will allow each of our programs to provide the most critical components of the Clubhouse model, which includes Work Ordered Day, Employment, Education, Socials, Housing support and Health & Wellness.

HERO House NW has also been a leader in advocating for increased funding for Clubhouses across Washington State and is committed to helping Clubhouses open in every community.

Though this past year was not without struggle, we know that these challenges make us stronger and push us to think outside the box. Our dedicated Board of Directors, staff and members embody the philosophy of the Clubhouse model in every decision and action taken.

As we strengthen our Clubhouses and welcome everyone back, we know we cannot do this alone. You, our supporters, have been key to our success and sustainability over the past year and it proves that when we work Side by Side, We Are Stronger Together.



**Scott Rerucha**  
Board President



**Kailey Fiedler-Gohlke**  
CEO

## CLUBHOUSES



# BELLEVUE REPORT

- We worked on the safe reopening and tracking of COVID-19 protocols throughout the year.
- Held our first annual Block Party with Sen. Manka Dhingra and many friends of Clubhouse in attendance.
- Hiring quality candidates has been a constant effort this year and we have had some great new hires.



# BELLEVUE CLUBHOUSE

“ I entered this world in 1967 with an unsuspecting disease called manic-depression. This illness became very pronounced in 1989 when I experienced my first manic episode. I subsequently purchased a motorcycle and was thrill-seeking when I collided with a moving vehicle. I incurred a closed head injury that required an induced coma. Contrary to doctor’s prognosis, all my mental functions were recovered with therapy, allowing me to complete an architectural degree in 1991.

It was at this time that I began to draw my way out of the mental chaos that was created by my illness. My mind was clouded by the emotional turmoil. Art and writing became my voice. During graduate school I learned a variety of mediums to draw and render my thoughts. As my focus was still compromised, I managed to persevere and complete my Master of Architecture from Texas A&M University.

For several years following, episodes of confusion, depression, and paranoia lambasted me over and over throughout my career. In 1996, I believed that my life was a worthless failure and that my life was worth ending. It was at this time that I began electro convulsive therapy (ECT). This treatment would become a major part of my manic-depressive journey. A side effect of ECT is memory loss and I suffered a profound amount. Thus, many of my images

I will never remember rendering. The vehicle of drawing navigated me through this distressful time and gave me hope.

The year 2007 brought on many changes. An amazing doctor, Steven Juergens, M.D., recommended a life changing protocol that helped me manage manic-depression and end a repeated need for psychiatric hospitalizations. In addition, psychotherapy is still a necessity that helps me design strategies and cope with mental illness and life’s roadblocks. I also joined Bellevue Clubhouse and developed new relationships and skills. For me and many others, this is a pivotal resource for psychiatric rehabilitation.

Now, I no longer require ECT. Drawing, writing, and clubhouse have become a staple in my recovery and an integral part of my daily regimen. My journey is to share my story, so that others can become motivated to use art and writing as a vehicle in coping with mood disorders and become better informed about clubhouses in their area.”

**-Kimberley R**

# SEATTLE REPORT

- The largest area of focus for 2021 was identifying a new Clubhouse location and in October we moved into our new space!
- We hired an employment generalist to get to a fully staffed Clubhouse for the first time!
- Presented at multiple agencies throughout the year, continually reaching out to our Seattle community.



# SEATTLE CLUBHOUSE

“ I joined Clubhouse in Seattle in the late 1970’s and it was called the Wallingford Supper Club and they served dinner and offered social opportunities. In 1981, I moved to Florida and discovered Fellowship House and joined. I was more immersed in Fellowship House because Clubhouse was far more developed, with housing and an active employment program. I moved through the housing program and retained a job at an engraving store. I’ll never forget the people that worked there, especially the owners who were so welcoming of someone with a mental health diagnosis.

After living on the east coast for about 20 years, I moved back to the Pacific Northwest. In 2009, I left Washington for a state government job, and experienced a couple of difficult years. I’d been off medication - even though the decision was made with a psychiatrist’s ok - and encountered some legal issues while I was homeless. The court system was terrifying. I was scared to go to court, in and out of jail, and sleeping outside. The fines and continued legal struggles only perpetuated my homelessness.

Desperate at the local general hospital cafeteria one day, I took a grilled cheese sandwich without paying and was arrested inside. It was a low point, but I slowly recovered and took care of my legal issues by doing community service and paying fines. Later, I returned to that hospital with friends to buy a grilled cheese sandwich as part of my return to recovery.

In the years since, I’ve continued to recover. My medication regimen has changed substantially, and Clubhouse raised the bar to my involvement in advocacy work. I’ve found a way to leverage my experiences to make a difference for others experiencing mental illness. Last year, I was appointed to sit on the Global Mental Health Peer Network, where I advocate internationally, network, and work with the organization to embrace mental health.

I testified on senate and house bills this legislative session and organized events to help others navigate Olympia’s waters. I’ve continued attending Seattle Clubhouse on the weekends when I’m available. It’s important to me to be with members and help others feel a sense of empowerment.

Clubhouse continues to be a place where I don’t have to explain myself. I stay in touch with the owners of the engraving shop where I worked when I first came to Clubhouse. Having people believe in me and a place to belong rooted me in my recovery, and I’m committed to ensuring that others experiencing mental illness have the support and community they need.”

**-Laura V**

# EVERETT REPORT

- Everett Clubhouse is ready to expand. We acquired the space next door, got our plans approved by the city and received some funding from 100 Women Who Care About Snohomish County and the Biella Foundation. We are now in the bidding phase. We hope to have our kitchen completed in 2022.
- We increased our total membership by almost 1/3 and our work-ordered day is strong and growing.



# EVERETT CLUBHOUSE

“ My name is Peggy Halminiak and I have been a member of the Everett Clubhouse since August 2021. I’m so happy that I fit right in with the other members. I’m learning new skills from the W.O.D. (work ordered day), learning new computer programs through Professor Teaches, and developing data entry skills.

I have had several accomplishments at Everett Clubhouse. For example, I’ve been on the front page of two different monthly newsletters (Dec. 2021 and Jan. 2022), and this January, I had my own cooking show at one of the Clubhouse socials. I showed the members and staff how to make homemade potato chips and how to make a parfait on Zoom!

The Everett Clubhouse has a lot of Zoom socials, but they do meet in person sometimes. Recently, I applied for a position on the Everett Advisory Board, and I was accepted at their February 2022 Board retreat.

I love researching fundraising ideas, and have many to share. During the retreat, I shared grant sources such as Bill & Melinda Gates Foundation, Boeing, and Microsoft.”

**-Peggy H**

# OUR PROGRAMS

## WORK-ORDERED DAY

Members who volunteer work side-by-side with our facilitators and other members in all aspects of Clubhouse operations. This develops skills and abilities and strengthens talents as well as increases self-esteem and confidence in each individual. Each member is invited to attend unit meetings where jobs within HERO House are offered. The members can participate in Business or Hospitality units.

## EDUCATION

Our supported Education program supports club members who are currently attending school and also supports those planning future attendance. A variety of resources are accessible in the "Supported Education" area of the club. Members utilize Clubhouse computers and space to study and do their homework.

## EMPLOYMENT PROGRAM

Members interested in employment get support in finding jobs that interest them. HERO House offers resources such as resume writing, interview skills, transportation issues, dress code and on-the-job coaching. There are 3 types of job support: Independent, Supported, and Transitional Employment.

## OUTREACH

Members are always encouraged to participate in Clubhouse activities. Those who stop attending are contacted, in a variety of ways, to be informed of upcoming events as well as to check on their well-being. This is done with phone calls, emails, greeting cards, social media, newsletters, and texts. On occasion, members are visited at hospitals and/or their homes in an effort to lift their spirits when the member is struggling or isolating,

## TRANSPORTATION

We are committed to meet members' transportation needs. Members schedule pick-up and drop-off from/to the Clubhouse for those who are not able to use public transportation.

## SOCIALS

Weekly events are hosted by HERO House to develop social skills. Members mutually support each other in these informal setting while having fun. Socials are usually free to all members and include: museums, advocacy trips, outdoor activities, and game nights. Socials occur on Thursday evenings and every other Saturday. We even have socials on the occasional Sunday. Socials are planned and organized during the work order day by members and staff.

## SUPPORTED HOUSING

Our new Supported Housing program is building partnerships around our community to offer safe and affordable housing for our members. As we expand into the future, we will assist members in securing housing, supporting members with rental assistance, and connecting members with vital housing resources.

## WELLNESS

***Our Clubhouse follows a non-clinic psychiatric rehabilitation model of recovery.***

- Hope, empowerment, relationships, and opportunity are offered for members recovering from mental illness such as bipolar disorder, depression, anxiety, and schizophrenia.
- Yoga and meditation are part of our daily routine.
- Well-balanced, delicious lunches prepared by members and staff for \$2/meal Monday-Friday.
- Periodic healthy cooking classes are offered.

# KEY PARTNERS

## BUSINESSES

3R Technology LLC	Confluence Environmental	John Knox Presbyterian	Private Asset Management,
Banner Bank	Company CEC	Church	Inc.
Bank of America	Costco Wholesale	Legacy Group Capital LLC	Raymond James Charitable
City of Bothell	Eli Lilly and Company	Lucky Seven Foundation	Fund
City of Issaquah	Evergreen Marketing	Lumen Technologies Service	Schwab Charitable Fund
City of Kirkland	F45 Training Bothell	Group	Swinomish Casino and
City of Redmond	Fidelity Charitable	Ohlfs Family Fund	Lodge
Coldwell Banker Danforth	Frontstream	PhRMA	Temple B'nai Torah
Compass Health			The BlackBaud Giving Fund

## INDIVIDUALS

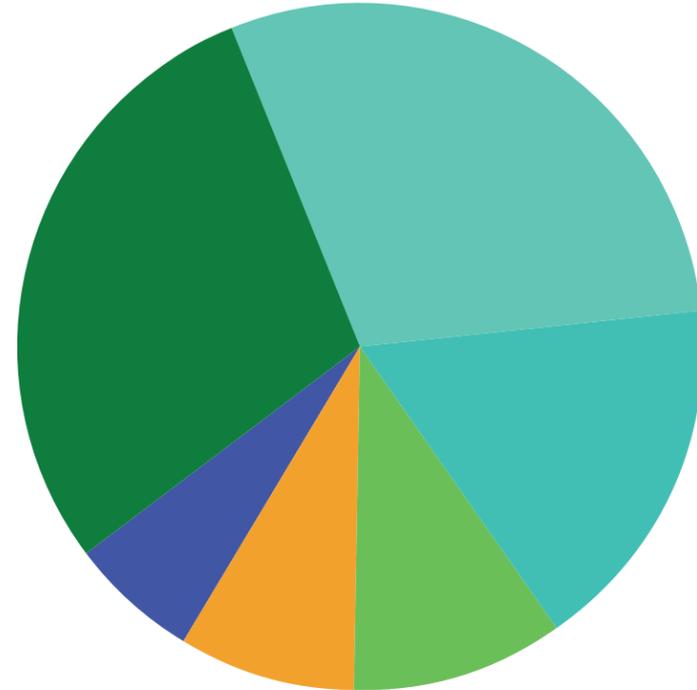
Abenie Adams	Keri Binsacca	Travis Colton	Stephan Gohlke &
Salim Addi	George Bonney	Joyce Crane	Kailey Fiedler-Gohlke
Stacey Agena	Maria F Pacheco Bravo	Caitlin Crane	Roger Flaeafine
Bob Agopsowicz	Jurgen Brenkert	Carol Crane	Gualtiero Forte
Lalita Airan	Janet Brinkman	Gary Cross	Glen Gaidos
Lois & Robert Anderson	Rob Brodie	Ben Curtis	Virginia Gannon
Peter Anderson	Carla Brown	Kari Dahl	Andrew Garrett
Terrie Rae Anderson	Frank Busichio	Melinda G. Davies	Thayer Garrett
Micah Arnson-Serotta	Lori Call	Donna Day	Raquel Gaston
Zack Arnson-Serotta	Kathleen Callahan	Manka Dhingra	Ellen Glowen-Leon
Alissa Baier	Lindsay Campbell	Melissa Eller	Ronald Glowen
Brenda Bakke	Lorilee & Chris Campbell	Janet Erickson	Jacqui Goldman
Rita Ballard	Julei Campos	John Dammarell	Dias Gotama
Haley Ballast	Beryl Cantrell	Savinay Dangi	Nancy Granger
Mark Barbieri	Janet Carey	Scott Davis	David Gunter
June & Richard Barkett	Robyn Carter	Pamela De La Torre	Randy Haacke
Scott Bassage	Emilia Casillas	Susan Duckett	Jenny Haidle
Jonathan Beard & Grace	Ralph Casillas	Jim Dunn	Leah Hair
Nordhoff	Joe Casillas	Teresa Dunn	Lucile Hammond
Tim Benjamin	Teri Chadwick	Catherine & Patrick Eakin	Ron Harris
Judi Bergsagel	Joe Chambley	Melissa Effer	Adrian Harrison
Corinne Betzendorfer	James Charles	Linda Eilers	Robert Hause
Renee Betzendorfer	Uli Chi	Matt Eilers	Gretchen Hawkins
Kayann Beverick	Barb Christopher	David & Melissa Eller	Susan Hawkins
Pamela Bienes	Paula Clark	Ryan England	Donald Heffern
Mary Bingham	John Clum	Janet Erickson	Elizabeth & Donald
Lee Blackstock	Larry Clum	Angie Farmer	Heffern
Robert Bleck	Maria Cocerhan	Joseph Farrington	Nikolas Herrera
Lynn Bloss	Lisa Coleman	Jeffrey Favreau	Marsha Hicks
Raymond & Ortrud Bly	Lori Coleman	Patricia Fiedler	Ricardo Hidalgo

Cher Hill	Donald Miller	Toni & Timothy Stevens
Ann Hinken	Tanzee Miller	Sean Stoudt
Cynthia Hohlbein	Laura Baltierra Moraila	Denise Stratton
Nadine Holm	Jim & Saranne Moreschi	Rosemary Struiksma
Erica Horn	Nicole Morton	Kelly Swan
James Humphries	Joan Mouer	Tom & Margaret Symons
Scott Humphries	Shirley Ann Mouer	Diana Thompson
Daniel & Brittany Hunt	Alexandra Murphy	Ann Torrence
Emily Inkpen	Carla & Leo Neufeld	Karen Valentine
Virginia Ishihara	Joyce New	Brian Velategui
Diane Jardine	Darcy Newman	Danice Warnke
Bengt Johnson	Leslie Newman	Charlotte Watson
Jill Johnson	Raney Newman	Hans & Sharon Wehl
Sally Jones	Michael J Nist	Jim Wiechmann
David & Kristine Jung	Justin & Yini Nordin	Sean Weisberg
Isabelle Kalisa	Erin Nordman	Wendi Werner
Alexandra Kazaras MD	Daniel Nordstrom	Daniel Wharton
Laura Kelley	Sharon O'Brien	Laurel White
Jacob Kemmerer	James & Lina Odom	Melet Whinston
Karleen Kennedy	Peter Ogbac	Megan Whinnie
Sandie King	Marie Oren	William & Rebecca Wilder
Marc A Kriger	Tamalyn B Page	Lynn Wilkinson
John Laboe	Lindsay Pargman	Susie Willard
J Adele LaCombe	LiAnn Pennington	Debi Williams
Loreyna Lagunas	Barbara Peterson	Judd Williams
Evelyn Lambert	LaVonne Peterson	Tammy Williams
Brance Lanning	Amy Phillips	Debbie Woltring
Jana Larson	Suzanne Phillips	Ka Lai Carrie Wong
Lindsay Leffelman	Lisa Pizzitola	Janet Woodward
Will Leslie	Terry Proctor	Scott Worley
Janice Lentz	Julie Rawlins	Andrew Young
Ryan Likes	Scott Rerucha	Jon Zieger
Chris Locke	Crystal Robertson	Carol ZumBrunnen
Lynn Lockwood	Michael & Judy Robertson	
Lori Loescher	Christina Horst Roseman	
Adam Loewy	Jeffrey Ryan	
Calvin Lundell	Felicia Sadowski	
Jan & Kasey Mandich	Meghna Sareen	
Lorna Martins	April Savage	
Dana Martin	Karen Schilde	
Nitish Matthew	Minna Schiller	
Bill & Deanna Matzen	Karin Schmitt	
Tucker Maxwell	Gerald Serotta	
Margaret A McClure	Isaac Serotta	
Geoffrey McClure	Scott Sinclair	
Cari Lyn Mclalwain	Janet & Paul Sjoholm	
Soozee McNamara	Karen Mae Smith	
James McPherson	Amy Soto	
Verity Meese	Scott Sowle	
Beth Merrick	Andy Spletzer	
Matt Miera	Grace Stefanovic	
Anamari Camis Milam	Liz Steinbach	

# 2021 FISCAL YEAR IMPACT

## EXPENSES

- Career Development
- Work Ordered Day
- Meals & Snack Bar
- Management
- Social & Recreation
- Fundraising



## OPERATING EXPENSES

Career Development:	35% (\$497,001.49)
Work Ordered Day:	35% (\$497,001.49)
Meals & Snack Bar:	20% (\$284,000.85)
Management:	12% (\$183,873.09)
Social & Recreation:	10% (\$142,000.43)
Fundraising:	7% (\$112,271.41)

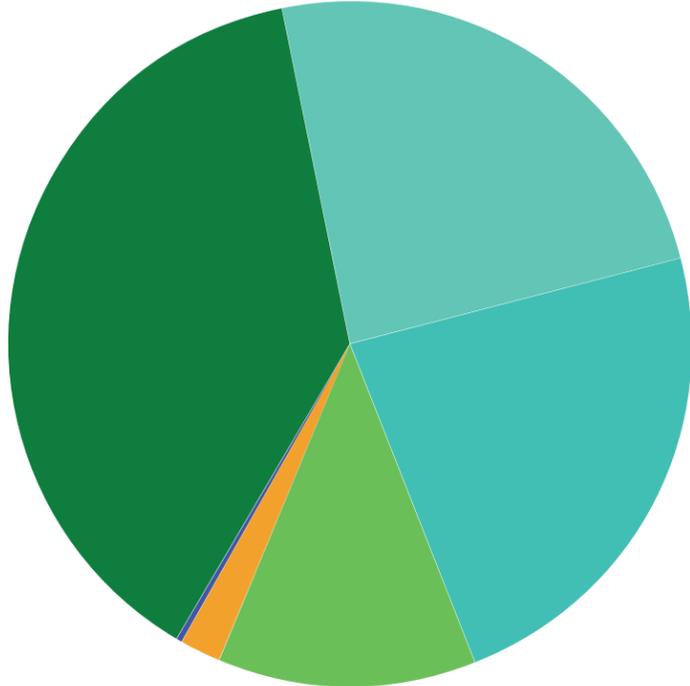
**TOTAL: \$1,716,148.76**



# 2021 FISCAL YEAR IMPACT

## REVENUE

- King County/Cities
- COVID-19 Grants
- WA Health Care Authority
- Individual Donors/Fundraising Events/Foundations
- HERO House Cafe/Tenant Rent
- Washington DVR/FCS



### 2021 REVENUE

King County / Cities:	38% (\$709,551.13)
COVID-19 Grants:	24% (\$438,308.55)
WA Health Care Authority:	23% (\$431,713.00)
Individual Donors/Fundraising Events/ Foundations:	12% (\$232,123.42)
HERO House Cafe/ Tenant Rent:	2% (\$39,864.70)
Washington DVR / FCS:	0.04% (\$7,925.13)

**TOTAL: \$1,859,485.93**



# STATISTICS

## NEW MEMBERS

**16**

BELLEVUE

**9**

SEATTLE

**11**

EVERETT

## MEMBER VISITS

**5889**

BELLEVUE

**1215**

SEATTLE

**1494**

EVERETT

## AVERAGE MONTHLY ACTIVE MEMBERSHIP

**73**

BELLEVUE

**19**

SEATTLE

**13**

EVERETT

**39** MEMBERS IN SUPPORTED EMPLOYMENT

**18** MEMBERS IN SUPPORTED EDUCATION

**16** MEMBERS IN SUPPORTED HOUSING



# COME STAND WITH US

## VOLUNTEER OPPORTUNITIES

### EVENT HELPERS

We could use your assistance to prepare for our special events by working with our board, members, and staff. Various responsibilities are available: decoration, selling tickets and clean-up.

### WORK ORDER DAY ASSISTANTS

We offer an opportunity to work side-by-side with members during business hours to accomplish a variety of tasks at the Clubhouse.

### BOARD MEMBERSHIP

Are you interested in serving a role of governance for the organization and helping HERO House Northwest become sustainable? If so, email your interest to **KaileyF@herohousenw.org**. The Chief Executive Officer or Board President will contact you to discuss this opportunity further.

## WAYS YOU CAN HELP

You can help HERO House Northwest assist those with mental illness by using planned giving and estate planning. HERO House Northwest is a 501(c)3 nonprofit organization.

For information on some ways to give, including annuities and charitable lead trusts, see the Planned Giving page on our website: [www.herohousenw.org/planned-giving/](http://www.herohousenw.org/planned-giving/). We recommend you contact an estate or financial planner to assist you in filing the correct paperwork and getting the right tax benefits from your gift.

**Our Tax ID is 01-0925282.**

## GIVE NOW

- Set up a monthly or yearly contribution via our website
- If your employer matches gifts, be sure to apply for matching funds
- Through Amazon Smile—make your purchases count! Check it out at [www.smile.amazon.com](http://www.smile.amazon.com)
- Name HERO House Northwest as a beneficiary in your will, estate plan, retirement, or life insurance
- Refer CB Bain Realtor, Lilian Bergsma, for home and property sales
- Give stock or securities for tax benefits.

For more information on HERO House Northwest, please check out our non-profit profile on [www.guidestar.com](http://www.guidestar.com) and visit our website at [www.herohousenw.org](http://www.herohousenw.org)



# BOARD OF DIRECTORS



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*CEO*



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*President*



**Savinay Dangi**  
*Vice President*



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**Michael Brown**  
*Chief Program Officer*



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