



**Mt. Si
Senior Center**



COMMUNITY NEEDS ASSESSMENT REPORT



Prepared By:
Community Attributes Inc.

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 www.mtsiseniorcenter.org

 PO Box 806, North Bend WA
98045

 425-888-3434

 411 Main Ave S, North Bend WA
98045

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Prepared by:



Prepared for:





*Community Attributes Inc. tells data-rich stories about communities
that are important to decision makers.*

President and CEO:
Chris Mefford

Project Manager:
Cassie Byerly

Analysts:
Carly Bednarski
Kortney Cena

Community Attributes Inc.
119 Pine St, Suite 400
Seattle, WA 98101

www.communityattributes.com

EXECUTIVE SUMMARY

This Community Needs Assessment includes outreach to seniors, service providers, and Mt. Si Senior Center (MSSC) staff and board, in addition to a community survey distributed throughout the valley. The qualitative and quantitative data gathered through this outreach will help identify pressing needs and challenges for the region's seniors, opportunities to expand or provide new Senior Center services, provide a comparison assessment of survey respondents with local and regional socioeconomic and demographic data. Upon completion, findings and data from this Assessment will inform a Strategic Plan that will guide the Senior Center's operations, services, and advocacy for Snoqualmie Valley seniors and their loved ones.

Five interviews were conducted with Senior Center staff, local service and health care providers, community organizations, and seniors. Three focus groups were held with the Senior Center board, current members and users, and under-utilized users and/or visitors. In addition, a community needs survey was distributed to all households in the Snoqualmie Valley through the Si View Metro Parks Guide. Community members could also complete the survey at the Senior Center and other community locations in North Bend and Snoqualmie. The survey received 294 responses from local seniors and older adults. More information about the methodology and findings from interviews and focus group outreach can be found in the [Community Outreach Summary](#). Analysis and summary of the survey responses can be found in the [Community Profile](#).

Summary of Key Findings

More information on the key findings and takeaways from outreach activities can be found in the [Key Findings](#) section.

MSSC and Service Area Perceptions

- Snoqualmie Valley is viewed as a beautiful and welcoming place with a strong sense of community. However, its rural nature limits access to caregiving and transportation.
- A majority of survey respondents have lived in the MSSC service area for 15 years or longer, indicating strong community roots.
- Survey respondents describe North Bend and Snoqualmie as a middling place when it comes to the ability to age in place, indicating a lack of support in the form of affordable home health care providers, health care professionals who speak different languages, a variety of health care professionals including

specialists, and well-trained, certified home health care providers.

- The lack of nearby medical facilities and specialists forces seniors to travel to larger cities for medical needs, complicating consistent medical support.
- Caregiving in Snoqualmie Valley is also difficult to find due to its rural setting, with limited in-home care, adult family homes, and assisted living options.
- Many of MSSC's existing programs are widely loved and appreciated, especially the lunch program, transportation services, senior housing, and social activities. Social programming is popular among survey respondents, and for those unfamiliar with the Senior Center, this type of programming elicited strong interest in future participation.
- Barriers or concerns to MSSC effectively meeting senior needs are primarily related to funding, awareness, and / or resistance to considering oneself a senior or eligible for Senior Center services.
- Survey respondents overwhelmingly want to age in place in the Snoqualmie Valley, but many face significant hurdles to staying in their home and community. Top considerations for survey respondents in thinking of moving away from their current community include access to quality health care facilities, the cost of maintaining their current home, access to transportation, and personal safety or security concerns.
- Housing was a chief concern among survey respondents, including access to affordable housing, the rising cost of living and maintaining a home, and a lack of suitable options for older adults. Personal safety, hoarding, or financial abuse are also sometimes concerns for seniors in Snoqualmie Valley.

Senior Demographic Trends

- Currently, 22% of the population in MSSC's service area are seniors. Demographic trends suggest that this percentage will grow in the coming decades.
- MSSC communication channels may not be reaching all of the diverse ethnic or racial groups present within the MSSC service area.
- Almost half of survey respondents indicate that they live with one or more disability. The most common disabilities selected were hearing impairment, physical impairment, or mobility issues.
- Approximately one-third of survey respondents earn less than \$50,000 annually, and approximately two-thirds earn less than

\$100,000. This is a larger proportion of these income groups than is seen in King County, North Bend, or Snoqualmie.

- Survey respondents most often live in a family household (approximately 80% of the time), and they are more likely to be homeowners than renters.
- Survey respondents also more often experience cost burden due to housing (40%) compared to King County's population as a whole (32%).
- Qualitative data indicates that there may be shifts in the demographics of older adults in MSSC's service area. As the region becomes more racially and ethnically diverse, so do seniors in MSSC's service area. Older adults are also increasingly healthier, more diverse, and more tech-literate.
- As communities grow and change, seniors can feel out of place, leading to isolation and loneliness, particularly among older seniors (aged 75 and older). About three-quarters of survey respondents have social contact with friends, family, or neighbors multiple times a week or daily. In the remaining quarter, 10% of respondents only have social contact monthly or less.

MSSC Programming and Outreach

- MSSC's most popular offerings, by participation and by awareness, are those which focus on social engagement with peers.
- Future demand for MSSC programs and services reveals a varied landscape, which includes widespread support for an expanded lunch program, continued fitness activities, an addition to offer day trips or travel opportunities, continued or expanded educational activities, and others, including potentially some demand for online programming among older seniors.
- Although most MSSC programs have substantial awareness among the community, some programs which center on connecting seniors to resources could benefit from increased visibility.
- Nearly one-third of all respondents do not utilize MSSC because they do not consider themselves seniors. Younger seniors are more likely to describe this as a barrier to using MSSC, while older seniors are more likely to cite difficulty in travelling to the center or paying for the offerings.
- Preferences around MSSC's communication methods are varied, indicating that the center may need to employ a multifaceted approach for outreach. Half of the survey respondents, especially those who already use MSSC, prefer Senior Center newsletters

for information. For the broader community, survey results suggest that social media is a popular source.

- More than half of all respondents would prefer MSSC programming to be offered during weekday mornings / afternoons. Younger seniors are more likely to prefer programming on weekday evenings or on weekends than other age groups.
- MSSC may be able to improve its outreach and marketing efforts to reach more potential users. Some engagement participants believe outreach should also aim to push back against stigma associated with aging.
- MSSC may be able to explore more partnership options with local organizations to mutually expand service offerings and reach. MSSC is seen as a suitable leader in improving advocacy and awareness of senior needs and resource shortages in the area.

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INTRODUCTION

Background and Purpose

Mt. Si Senior Center (MSSC) enhances the quality of life for older adults in the Snoqualmie Valley by providing a comprehensive network of services including health and wellness checks, fitness classes, information and assistance, social and recreational opportunities, educational programs, volunteerism, housing, and transportation. More than 1,100 seniors are currently served by MSSC, Sno-Ridge Apartments, and Cascade Park Apartments. Thousands more utilize transportation services which include Snoqualmie Valley Transportation's fixed, circulator, and demand response routes throughout the area.

The Senior Center is now positioned to undertake a new Community Needs Assessment and Strategic Plan. The Community Needs Assessment will compare primary data of the Snoqualmie Valley's older adults with regional data. This snapshot of the socioeconomic and demographic data includes data of existing and potential Mt. Si members; comparison with regional data will illuminate disparities between older residents and the broader community.

The Community Needs Assessment is funded with grants through the American Rescue Plan. Upon completion, the assessment will inform a Strategic Plan that will guide the Senior Center's operations, services, and advocacy for Snoqualmie Valley seniors and their loved ones.

Methods and Approach

This needs assessment integrates qualitative and quantitative approaches to understand the needs of seniors in the Snoqualmie Valley community, including data collection and analysis and community engagement activities. The approach to primary data collection, through an online and physical survey, incorporates guidance from American Association of Retired Persons (AARP) and National Institute of Senior Centers (NISC), as well as the Seattle Housing Authority Aging in Place Recommendations. Publicly available secondary data sources were also collected and utilized for comparative analysis.

Sources utilized for comparative analysis include:

- U.S. Census Bureau American Community Surveys (ACS)
- U.S. Census Bureau Aging, Independence, and Disability (AGID) Program Data Portal
- Washington State Office of Financial Management (OFM)

- U.S. Department of Housing and Urban Development (HUD)
- Centers for Disease Control and Prevention (CDC)
- Public Health Seattle King County
- U.S. Census Bureau Longitudinal Employer-Household Dynamics (LEHD)
- Washington Department of Social and Health Services (DSHS)
- Aging and Disability Services Seattle-King County

KEY FINDINGS

This section compiles and summarizes all key findings from the survey, from other outreach activities, and from data analysis. Findings have been aggregated by topic. Additional data and context on [focus groups](#) and [interviews](#) can be found in the [Mt. Si Senior Center Overview](#) and survey data in the [Community Profile](#).

Senior Center and Service Area Perceptions

Snoqualmie Valley is viewed as a beautiful, safe, and welcoming place with a strong sense of community. However, its rural nature limits access to caregiving and transportation. This makes it challenging for seniors to remain in their homes and access specialized medical care that may be located in Seattle, Bellevue, or Issaquah.

Seniors want to age in place in the Snoqualmie Valley, but many face significant hurdles to staying in their home and community. While survey respondents believe that the region is an average location when it comes to the ability to age in place, the majority respondents indicate plans to age in place in their current residence in Snoqualmie Valley (55%). 37% of respondents said that they wish to age in place in their current residence but are worried that they will not be able to. Only 3% said that they do not wish to age in place within their community. Rising costs of living, limited access to suitable and affordable housing, and decreasing ability and desire to care for property contribute to doubts about residents' future in the valley.

The Senior Center is praised for its lunch program, transportation services, senior housing, and social activities by outreach participants and by survey respondents alike. 30% of all survey respondents voiced general appreciation for the Senior Center and its programming when asked an open-ended question on feedback for the center. Outreach participants describe MSSC as an essential anchor for the senior community in North Bend and Snoqualmie.

Barriers or concerns to the Senior Center effectively meeting senior needs are primarily related to funding, awareness of MSSC, or resistance to considering oneself a senior or eligible for Senior Center services. According to survey responses, the most common barrier for seniors to utilize the Senior Center, is that respondents do not consider themselves to be an older adult or senior (21%). According to outreach participants, the term "senior center" can be off-putting due to age-related stigma. Several outreach participants

describe concerns related to the Senior Center's funding in the future, along with 4% of survey respondents. Survey respondents describe barriers to utilizing the Senior Center as household or other family obligations (18%), time conflicts (17%), or preference for other community center facilities (16%).

Senior Demographic Trends

Approximately half of the survey respondents report living with a disability, a proportion higher than the general population of King County. This suggests that the Senior Center is particularly successful in connecting with seniors facing mobility and other physical challenges. The most prevalent types of disabilities among respondents are hearing impairments (16%), physical impairments (14%), and mobility issues (12%).

Socio-economic factors and living arrangements of seniors in the Senior Center's service area underscore the importance of affordable services for seniors. While most survey respondents are retired (65%), 24% are still employed in some capacity and 13% are engaged in volunteer work. 5% of survey respondents identify as caregivers. Despite the overall higher household income levels in North Bend and Snoqualmie, survey respondents tend to have lower incomes, with a greater proportion being cost-burdened (two-thirds) compared to King County as a whole (one-third).

As the region becomes more racially and ethnically diverse, so do seniors in the service area. This presents opportunities for cross-cultural learning and appreciation as well as calls for inclusive environments and adaptive programming. Top responses for survey respondents that speak another language at home include Spanish, Telugu (the official language of parts of central India), Hindi, German, and American Sign Language.

The population share of older adults is increasing and older adults are showing up as increasingly healthier, more diverse, and more tech-literate. A significant share of adults in the 35-54 age range resides in the service area, signaling a growing cohort that will soon be engaging with senior services. The fastest-growing age groups in the area are those between 75-84 years (2.9% growth) and those over 85 years of age (4.6% growth). This demographic shift could indicate a need for more specialized services, reflecting increased life expectancy and the aging population's diverse needs.

Transportation, Caregiving and Medical Care

Due to Snoqualmie Valley Transportation (SVT), transportation is considered an asset to many seniors in the valley. Not only is appreciation for SVT shared among outreach activities, but SVT services also have a strong level of awareness among survey respondents, even among respondents who hadn't taken advantage of the program yet.

However, seniors across the valley still face transportation barriers, especially those with mobility issues. There's limited access to locations outside the valley, especially for medical services. Access to transportation is shown to be one of the most important factors affecting survey respondents' consideration to move away from their current community.

The lack of nearby medical facilities and specialists forces seniors to travel to larger cities for medical needs, complicating consistent medical support. Only 55% of survey respondents said they had good access to a medical clinic, specialty clinic, or hospital staff, 48% said they had good access to well-trained and certified home health care providers, 41% said they had good access to a variety of health care professionals including specialists, 35% said they had good access to health care professionals who speak different languages, and 31% said they had access to affordable home health care providers. Interviewees, focus groups, and survey respondents describe challenges related to travelling to Issaquah, Seattle, or Bellevue for care. Access to quality health care is the most important factor affecting survey respondent's consideration to leave their community.

Caregiving in Snoqualmie Valley is also difficult to find due to its rural setting, with limited in-home care, adult family homes, and assisted living options. 70% of survey respondents in the MSSC service area indicated that access to affordable home health care providers was less than good in their community. This creates significant strain for seniors needing specialized, local, or at home care.

Housing

Housing was a chief concern among survey respondents. Access to affordable housing (23%), the rising cost of living (including taxes) (14%), a lack of senior housing (8%), and the struggle to maintain their current home (8%) are the most common housing-related concerns. The cost of maintaining their current home is also identified by respondents as the second most important factor affecting their consideration to move away from their current community.

A majority of respondents have lived in the MSSC service area for 15 years or longer, indicating strong community roots, and 13% have been residents for over 45 years. Housing data shows a majority of seniors own their homes (63%), the remaining 37% rent. This ownership rate is higher than King County's, but lower when compared to North Bend and Snoqualmie. A significant portion of respondents live in family households (80%), with just over half residing with a spouse or partner.

High living costs, rising property taxes and associated expenses, and a lack of senior-friendly housing are challenges for seniors in the valley. Many seniors, particularly those on fixed incomes, face financial pressure if they want to stay in their home but there are few options within their community if they need to leave their home. Affordable housing suitable for seniors is limited, with long waiting lists for apartments or assisted living.

Senior Connection and Other Senior Needs

As communities grow and change, seniors can feel out of place, leading to isolation and loneliness, particularly among older seniors (aged 75 and older). This can be exacerbated by a lack of family support and social networks. The Senior Center plays a crucial role in providing meals and social interaction, helping combat isolation and loneliness, but reduced services on weekends can be challenging, according to outreach participants.

Social programming is popular among survey respondents, and for those unfamiliar with the Senior Center, this type of programming elicited strong interest in future participation. According to participation rates, as reported by survey respondents, the Senior Center's most popular offerings are those that focus on social engagement with peers. 43% of survey respondents selected general social activities as programming in which they'd like to participate in the future, bringing this category into the top five for demand in future programming.

Social isolation is a concern for the senior population in Snoqualmie Valley to many outreach participants, especially for seniors who live in outlying or unincorporated areas and those with mobility limitations. Survey results show that 10% of respondents describe a frequency of contact with family, friends, and neighbors that is monthly or less frequently.

In addition, seniors often struggle with technology, impacting their access to information and social connections. Outreach

participants describe seniors with limited internet access in Snoqualmie Valley or with low digital literacy, leading to disconnection or even being taken advantage of by technology sales tactics.

Finally, **personal safety, hoarding, and financial abuse are concerns for seniors in Snoqualmie Valley**. Survey results show that personal security concerns are one of the most important factors affecting survey respondents' consideration to move away from their current community. Personal safety concerns were mentioned by 2% of respondents in an open-ended question on concerns for seniors who wish to age in place in Snoqualmie Valley. Anecdotally, hoarding, and financial abuse are significant concerns for seniors for which there is little existing support systems to address.

Senior Center Programming and Outreach

The Senior Center is highly valued for its social and recreational activities (such as exercise classes, games and puzzles, arts and crafts, or the lunch program). Participation rates indicate that social engagement-focused activities have a higher turnout compared to services or programs which aim to connect seniors with resources. **The lunch program emerges as one of the center's most popular offerings across engagement types**, scoring high on the survey for respondent awareness of the program, for respondent participation in the program, and in respondent desire to participate in the program in the future. Following the lunch program, which attracted 38% of participants, fitness activities (31%) and general social activities (30%) also garnered significant interest.

Although most programs have substantial awareness among the community, some resource-based offerings could benefit from increased visibility. Services like health and wellness (68%), resource navigation and the Senior Advocate (63%), housing opportunities (63%), and Medicare advising (58%) were the least known among non-participants, despite a majority being aware of them.

Future demand for programs and services reveals a varied landscape. Participants engaged in qualitative outreach most often suggested expanding MSSC programming to include field trips, life-long learning opportunities, and support groups for grief and caregiving. Similarly, according to survey respondents, fitness activities (51%), day trips and travel opportunities (49%), and the lunch program (43%) lead the list of desired activities, followed by general social (42%) and educational (40%) offerings. Demand for programs and services also differed by age group. Older seniors tended to favor the lunch program and day trips, while younger seniors showed more interest in

educational activities. The 85 and older age group exhibited a higher demand for housing assistance and online programming than other age groups.

There may be demand for online programming at MSSC, especially among older seniors, or those aged 85 and older. Online programming can be a way for seniors experiencing mobility challenges to stay connected and involved with a larger community. Engagement on online programming reveals that it may particularly be suited to supporting life-long learning activities, or those with a focus on education, discussion, and social connection.

There is some demand for volunteering opportunities at MSSC, especially among younger seniors, however, it is ranked lower by survey respondents than many other programming opportunities. Engagement discussions reveal that some seniors see volunteering as an important way to stay active and continue giving to the community following retirement. At the same time, some engagement participants describe volunteer fatigue, and national trends for volunteerism show a decreasing rate in volunteering since 2019.¹

The Senior Center's current hours, including weekday mornings and afternoons, meet the needs of many survey respondents. However, weekend afternoons, weekday evenings, and weekend mornings still hold interest for a significant portion of participants. These later hours or weekend times may provide opportunities for seniors who still work to participate in senior center offerings.

To increase engagement and attract more participants, outreach participants suggest the Senior Center enhance its communication and marketing strategies. Suggestions include introducing guest passes, hosting "bring-a-friend" days, and using newsletters, flyers, and info cards in community spaces. In addition, collaborations with local organizations, medical offices, and home visits may help connect MSSC with isolated seniors. Partnership opportunities with other key organizations, including the food bank, local medical or educational institutions, or well connected, are also discussed in length, as they are considered ripe opportunities to multiply impact.

Half of the survey respondents, especially those who already use the Senior Center, prefer Senior Center newsletters for

¹ AmeriCorps, Current Population Survey Civic Engagement and Volunteering Supplement, 2019 & 2021; AmeriCorps, Civic Life State Trends Toolkit, 2021.

information. For the broader community, survey results suggest that social media is a popular source, followed by the Senior Center website, email blasts, and the Si View Metro Parks Guide. Outreach participants suggest the Senior Center should consider expanding its outreach through social media and mailers to attract a broader audience, including different ethnic groups and "younger seniors."

MT. SI SENIOR CENTER OVERVIEW

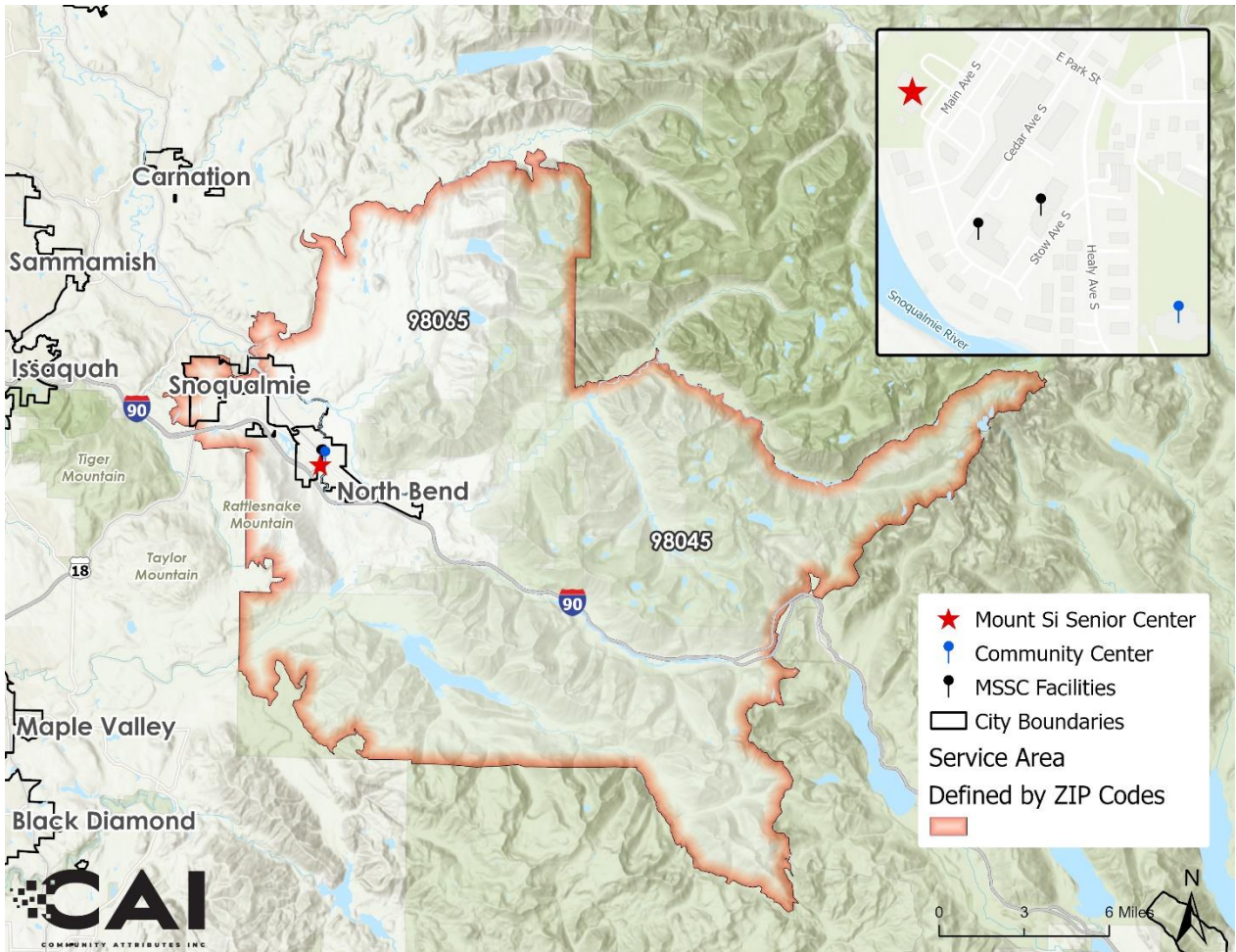
Overview

Mt. Si Senior Center, located in North Bend, Washington, is a community facility designed to serve the needs of seniors in Snoqualmie Valley. Spanning over 10,000 square feet, the center provides a welcoming environment for older adults to socialize, engage in recreational activities, and access various services. The primary constituents are residents aged 45+ from North Bend and the surrounding communities. The Senior Center serves as a crucial anchor point for senior residents by promoting well-being and enhancing the quality of life of seniors, connecting seniors to resources and advocates, fostering connections, and supporting seniors' mental and physical health through diverse programs and activities.

Service Area

The Senior Center's primary service area are the zip codes 98045 and 98065, which includes North Bend, Snoqualmie and much of the surrounding rural area (**Exhibit 1**). In addition, the Senior Center pulls some clients from "secondary" areas, represented by zip codes 98024 (Fall City, Preston, and north and west of Snoqualmie), 98104 (Carnation), 98029 (Issaquah), and 98027 (Squak, Tiger, Taylor, and Rattlesnake Mountain areas). In addition to these service area descriptions, MSSC's transportation activities further serve Duvall and Monroe.

Exhibit 1. Mt. Si Senior Center Service Area, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024. Community Outreach Summary

Several types of engagement were conducted to inform this Community Needs Assessment and the forthcoming Strategic Plan. Intentional outreach allows Mt. Si Senior Center to understand more about the community in its service area, learn about the needs of senior community members, and identify the opportunities and challenges involved with making North Bend and Snoqualmie a great place to live and to age.

This engagement included quantitative data collected via an online and in-person community needs survey. Qualitative data collection was achieved through in-depth discussions in interviews and focus groups. These activities work to fill gaps in primary data collection and gather specific insights, ideas, and strategies surrounding seniors needs and aging in the Senior Center's service area. Additional outreach activities included engaging with the board, collecting comments from staff, and maintaining an online presence and resource.

OUTREACH SUMMARY

This section outlines the methodology of outreach through focus groups and one-on-one interviews with Mt. Si members, community members, service providers, and Mt. Si staff and Board. Findings from the survey conducted in support of the Community Needs Assessment can be found in the [Community Profile](#).

Focus Groups

Three groups were identified to conduct focused discussion and gain insight for the community needs assessment and strategic plan. These include the board, Members and Users, and Under-Utilized Members or Visitors. The most common and prevalent themes have been summarized below.

General Themes

Snoqualmie Valley

Seniors love Snoqualmie Valley's community and culture; however, the rural nature of the area presents challenges for seniors to access medical care, caregiving assistance, transportation opportunities, and affordable housing.

Participants in all focus groups described **Snoqualmie Valley as a welcoming and close-knit community**, characterized by a mix of generational, racial, ethnic, cultural, and socioeconomic groups. The slow pace is attractive to seniors and there is a vibrant network of community groups and social services. The natural beauty, with views of Mt. Si and other outdoor attractions, is appreciated and seen as an opportunity for outdoor activities that contribute to a healthy lifestyle.

According to the focus groups, seniors in Snoqualmie Valley struggle with **transportation challenges**. While SVT is recognized for improving accessibility of the valley to residents, it does not connect local seniors to medical specialists or other uses in Bellevue or Seattle.

Seniors in Snoqualmie Valley also face challenges in finding **affordable housing**, especially when on fixed incomes. Seniors with homes describe difficulty in finding assistance with home maintenance as well as difficulties in finding caregiving and in-home care services.

Support and Community Connections

Mt. Si Senior Center is generally considered an inclusive and welcoming community space.

All groups appreciated **the Senior Center's inclusive and welcoming atmosphere**. It was seen as a place where people could make friends, regardless of background, and find support during challenging times.

The Senior Center's location within North Bend, along with its convenient transportation and parking, was considered a significant advantage by all groups.

The **diverse range of social and recreational activities and programming** offered by the Senior Center are important to focus group participants. These included exercise classes, card games, art activities, live music, and other events that encourage social interaction and engagement. The opportunity for seniors to volunteer and engage with others in a meaningful way was also appreciated.

Focus group participants call for **more transparency** into the challenges and efforts of the Senior Center. Participants note concern about staff burnout and capacity and would like to better understand how the Senior Center community can better support it as volunteers.

Community Engagement and Inclusion

Members and providers see an opportunity and need for welcoming diverse seniors and cultures into the Senior Center.

A key theme across focus groups is the **importance of fostering an inclusive environment** that appeals to a more diverse group of seniors, including those from different racial, cultural, socio-economic backgrounds or with LGBTQ experiences.

There were also many suggestions to strengthen community engagement with the Senior Center through **partnerships with local businesses, other senior centers, community organizations, churches, food banks, schools, and the local YMCA**. There is also an emphasis on increasing outreach efforts to raise awareness of the senior center's programs and services.

Program Expansion and Improvement

Many of MSSC's existing programs are widely loved and appreciated, especially the lunch program.

Many of the Senior Center's **existing programs are widely loved**, especially the lunch program, social activities, holiday and special events (such as tea parties), community building events (such as birthday celebrations), support services (such as podiatry, foot care, and

Medicare assistance), exercise programs, volunteer opportunities, and housing and resource coordination.

Suggestions to improve existing programs include **pairing transportation services with offered events or programs**, improving marketing of existing programs, and offering **discount membership options**. Although transportation options exist, some participants expressed a desire for organized transportation services for specific MSSC events to make it easier to attend without driving. For example, one suggestion was to organize, invite, and shuttle people to the kids Christmas concert. Another was to host a bingo night that is accompanied by a “bingo run” where a shuttle goes out and picks up regular participants. When it comes to outreach, participants suggested creating a monthly calendar of events, hosting quarterly open houses, or integrating MSSC events into community publications like the Si View catalogue.

When it came to program offerings, there was a strong desire from participants for **more investment in the lunch program**. Otherwise, there is also a recurring suggestion to **expand the variety of programs and activities to appeal to a wider range of seniors, including younger seniors**. There is a clear demand for day trips and field trips, along with support for the expansion of other social events like monthly dinners, group outings, and special events. Some participants suggested reintroducing online programs to engage a more tech-literate senior population. Intergenerational activities and life-long learning programs, such as digital literacy programs in which younger volunteers teach seniors or partnering with an educational institution for cooking programs are also popular suggestions.

There were also suggestions for more **practical assistance for older adults** facing transitions, including retirement preparation, grief groups, end-of-life planning, and assistance with adapting homes for aging in place. Similarly, there was a common suggestion to create support groups for caregivers and offer resources to help them manage their responsibilities by providing breaks or respite.

Themes by Focus Group

Board Members

The Board’s priorities for the Strategic Plan include financial resiliency, staffing sustainability, and facility planning.

Board members emphasized the importance of a **data-driven strategic plan to guide future development**, including clear priorities and actionable goals for the next decade.

The board also highlighted the need to **diversify revenue sources**, indicating concerns about reliance on grant funding and the desire to increase program revenue through rental opportunities, expanded fundraising, and partnerships.

Board members expressed **concern about succession planning for senior staff positions, low wages, and the potential impact of retirements**. They emphasized the need for staff attraction strategies and succession planning to preserve institutional memory.

The board discussed the **need for modernized facilities**, including potential satellite locations, and addressed concerns about the land lease and the potential impact of redevelopment plans on the senior center.

Members and Users

MSSC's role as a social hub is considered essential by engagement participants, and some users express interest in doing more to support the center's operations.

In this focus group, participants frequently highlighted how the Senior Center acts as a **social hub**, serving as an important lifeline for many seniors and enabling them to build meaningful relationships with other members.

This group appreciated the **Center's connection to broader community initiatives** as well, including intergenerational programs and collaborations with other local organizations, emphasizing the strong volunteer spirit.

According to members and users, the biggest challenges for seniors who want to remain in their homes are **failing health and limited mobility; inability to shop for essentials due to lack of transportation; increased cost for food, medication**, and other essentials; and **loneliness or depression** due to isolation from family and friends.

Members and users raised **concerns about changes in prices for programming, and called for increased transparency regarding budget and funding issues**, such as clarifying donation opportunities, creating opportunities for families to pay for their seniors, providing clear information about how funds are used, and involving members in

fundraising efforts. They also hope MSSC can work to **address ageism**. Participants discuss the importance of changing the stigma around aging and emphasizing the vibrant, inclusive environment at MSSC. They see an important opportunity to focus on enjoying becoming an older adult.

Under-Utilized Members or Visitors

MSSC may be able to improve its outreach to potential users through strategic marketing efforts.

Participants highlighted that they **weren't always aware of the center's programs or activities**, suggesting that MSSC could **improve its communication and marketing** efforts. Ideas included using more consistent outreach through newsletters, community flyers, and partnerships with other local organizations to increase awareness.

This focus group identified various other barriers to engaging with MSSC as well, including the **stigma associated with senior centers, limited transportation options, and a preference for other social activities**. Non-members describe busy personal lives and inconvenience associated with travelling to the senior center, however, they also describe the possibility of utilizing the center more in their future.

According to other non-users, **the barrier to participating in MSSC's programming for younger seniors is in timing**. Much of MSSC programming happens earlier in the day, while younger seniors are still working. Some ideas on what the center could offer later in the days to appeal to younger seniors were given, including writing or journaling workshops, home decluttering classes, book clubs, home décor classes, singing opportunities, learning on AI or emerging technologies, guided meditations, or classes to help those experiencing overwhelm or burn out. Younger participants also have less medical needs and have a stronger focus on eating healthily. They may be looking for vegetarian, organic, plant-based meals that are not offered at the center.

Stakeholder Interviews

Five key figures who are deeply involved in the senior community in Snoqualmie Valley were identified for individual interviews.

Interviewees were targeted for their role as service or care providers with the Senior Center or in the broader community. Input was also collected from MSSC staff. Interviews with these key figures offered insights spanning a broad spectrum of topics and areas of expertise concerning older adults, such as medical and community health, food

and resource availability, advocacy and accessibility, as well as lifelong learning and community engagement.

Senior Community Needs

As communities grow and change, seniors can feel out of place, leading to isolation and loneliness, particularly among older seniors (aged 75 and older).

The **sense of community and connectedness is a major advantage in Snoqualmie Valley**. However, **social isolation and loneliness**, especially among seniors over 75, those in remote areas, or those with mobility or chronic health conditions, is a significant concern. Stakeholders note that the further from the city, the less built-in community there is. While some seniors moved to North Bend to be independent, as they age, they may struggle without a support network and face isolation. Interviewees suggest ways to support and expand programs that foster social connections and reduce isolation, including outreach efforts to engage isolated seniors and promote social activities.

Seniors in rural areas face challenges accessing caregiving, medical care, and transportation. Snoqualmie Valley lacks specialized medical facilities. There are no geriatricians or consultants, and accessing in-home health services like physical therapy, occupational therapy, and nursing is difficult. This lack of specialized care forces seniors to travel to other areas, complicating consistent medical support. Health care and other service providers believe that a transportation service to appointments in Seattle, Bellevue, and/or Issaquah would be beneficial to help seniors access ongoing care. Seniors in remote areas need mobile medical services and caregiving support and may also be more reluctant to ask for help due to a strong sense of independence. Mental health services are also highlighted as an important need for seniors that is often unfilled.

The **rising cost of living**, rising property taxes, and limited affordable housing options create financial strain for seniors. There is only one assisted living facility in North Bend, and it does not have a Medicaid contract, and respite care is limited.

Mental health support and special needs, such as hoarding, require additional resources. Hoarding can be associated with health issues or mobility challenges, and there are few resources to address it.

Many seniors struggle with **technology**, limiting their access to information and services. Digital literacy and internet access are significant barriers, particularly for low-income seniors.

Senior Center Governance and Community Partnerships

MSSC is seen as a suitable leader in improving advocacy and awareness of senior needs and resource shortages in the area. Partnering with local providers and community organizations can be a path to expanding service offerings and reach.

Awareness of available programs and services is generally good among connected seniors but can be lacking among isolated or minority groups. There is a need for broader outreach and culturally relevant programs to engage a diverse senior community. Improving **marketing and outreach** – to potential users, elected officials, and potential community partners – is viewed as a crucial step in reaching under-served groups and maintaining a strong Senior Center.

Institutions like MSSC, Snoqualmie Valley Hospital, and the food bank play crucial roles in providing social activities, food support, and medical care. However, there are many **opportunities for stronger collaborations and broader outreach**.

There are many **community-based organizations with whom the Senior Center could partner to mutually expand service offerings and reach**. In some cases, these partnerships are already in place and may benefit from review and further collaboration. For example, the Snoqualmie Valley Food Bank suggested several ways in which it could further partner with Senior Center to expand the Senior Center's outreach and to supplement the Lunch Program.

There is an opportunity for more advocacy on behalf of seniors with local government, health institutions, and other service providers. **MSSC is seen as a suitable leader in improving advocacy and awareness of senior needs and resource shortages**. In particular, health institutions in North Bend which are lacking in geriatric care or other senior needs could benefit from advocacy efforts.

There is a call for **more transparency** into the challenges and opportunities facing the Senior Center. This includes interviewees who would like to understand better how they can help the Senior Center, as well as improving the efficiency of addressing clear and high-priority issues with the right community partners.

COMMUNITY PROFILE

This needs assessment examines the demographic profile of Snoqualmie Valley, evaluates the programs and impact of the MSSC, and identifies the specific needs of the senior community. It provides a foundational understanding of which groups MSSC serves, which groups might be served by other providers, and the barriers that prevent access to resources or services. The findings offer guidance on how the senior center can address unmet needs and effectively allocate resources to best support the broader community.

The community profile draws from primary data collected through survey responses and from publicly available secondary sources, as listed in the [Methods and Approach](#) to summarize individual and household demographics, explore the role of MSSC in supporting seniors, and explore community needs in the MSSC service area, especially for seniors.

Distribution and Methodology

A virtual and physical survey of over-45 years-of-age residents in the Senior Center's service area was conducted to help identify current and future community needs as well as gather data on demographics and opinions.

The distribution strategy for the survey was to collect as many perspectives of residents in MSSC's service area as possible, and bias related to distribution methods should be considered when examining survey results. Online survey links were shared via the project website, by social media and email blast, and by QR code on flyers and in publications. The primary digital distribution method was an advertisement in the Si View Metro Parks guide, which was distributed to all households in the region in March 2024. Hard copies of the survey were posted to several different locations around the community, including the Senior Center, the North Bend and Snoqualmie libraries, the North Bend and Snoqualmie


Mt. Si Senior Center

Community Needs Survey

WE WANT TO HEAR FROM YOU!

Mt. Si Senior Center would like to hear from **adults 45+** to learn about your community and what you'll need as you get older to make your community a great place to live. This survey is being conducted in support of Mt. Si Senior Center's Community Needs Assessment and Strategic Plan. **Your views are important!**

2 WAYS TO GET INVOLVED:

- 1 TAKE THE SURVEY ONLINE:** 
PROJECT WEBSITE QR CODE
- 2 TAKE THE SURVEY IN PERSON AT:**
 - Mt. Si Senior Center
 - North Bend and Snoqualmie Libraries
 - Si View Metro Parks
 - Snoqualmie Valley YMCA

*ADDITIONAL IN-PERSON SURVEY LOCATIONS LISTED ON THE PROJECT WEBSITE

Advertisement created to promote the survey.

Community Centers, and the two apartment complexes managed by the Senior Center.

The survey was open from March 4 to April 30, 2024. During this time, 126 hard copy responses were collected, and 168 responses were collected online, for a total of 294 responses. Of these, 292 responses come from MSSC’s service area, with the vast majority coming from zip codes 98045 and 98065.² While the survey does not meet the criteria for statistical significance, due to sample size, distribution methods, and other limitations, the data collected offers valuable qualitative insights and provides some perspectives of senior residents in North Bend and Snoqualmie. Further description of the survey questions and responses have been included in [Appendix A](#).

Respondents

The vast majority (96%) of respondents filled out the survey for themselves while 4% of respondents received help in filling out the survey from a family member, friend, or some other person.

Exhibit 2 shows the number of survey responses by user group type. The majority (61%) of survey respondents are active users of MSSC, having been to the center within the past year, while 35% of survey respondents make up the non-user group. Respondents in the non-user group selected that they hadn’t been to MSSC in the past year or longer. 3% of respondents did not answer this question.

Exhibit 2. Survey Respondents by User Group, 2024

User Type	Count of Respondents	%
MSSC Users	179	61%
Non-users	103	35%
No Response	10	3%

Source: Mt. Si Senior Center, 2024; CAI, 2024.

² Two responses were excluded from the analysis due to geographic distance and age.

Demographics

This section uses demographic data to provide a picture of the senior community in King County, North Bend, and Snoqualmie and compares this data with responses collected via survey.

Population

Currently, 22% of the population in MSSC’s service area are seniors. Demographic trends suggest that this percentage will grow in the coming decades.

Exhibit 3 shows the overall population of King County, in the MSSC two-zip code service area, and of the survey respondents. In 2022, King County had over 2.66 thousand residents, 25% of which were 55 years of age or older, identifying as Seniors. In the MSSC primary service area, including zip codes 98065 & 98045, there were 31,372 residents in 2022, of which 22% identified as Seniors aged 55 or older. In the survey conducted for this CNA, 87% of respondents identified as Seniors.

Exhibit 3. Total and Senior Population by Category, 2022 & 2024

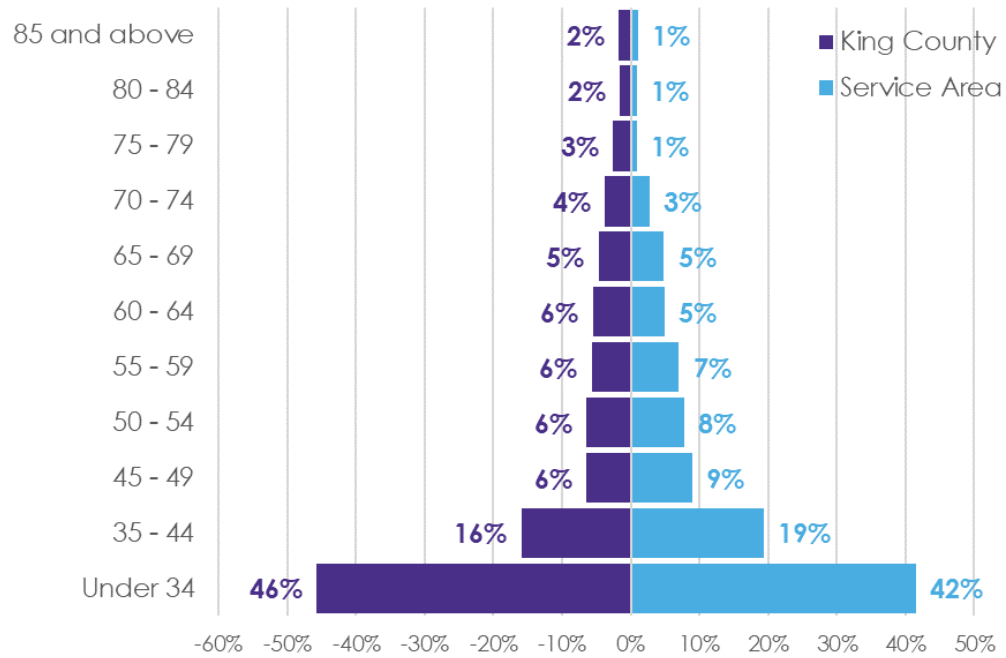
Population	King County	MSSC Service Area	Survey Respondents
	2022		2024
Total	2,266,789	31,372	292
Seniors (55+)	577,182	7,026	255
% of total that are seniors	25%	22%	87%

Source: MSSC, 2024; ACS, 2022; CAI, 2024.

Exhibit 4 is a population pyramid by age cohort of the service area and King County. The under 34 years of age cohort appears as the largest of the remainder are focused on cohorts grouped in 10-year age increments. The general shape of the population pyramid is largely due to mortality rates that increase with the age of the cohort.³ However, there is a larger share of adults aged 35 to 54 years in the service area compared to King County. This is an age cohort that will soon be aging into Senior Center services, programs, and activities, signifying future demand for services targeting these age groups.

³ Older Adult Health, Centers for Disease Control and Prevention, December 2023.

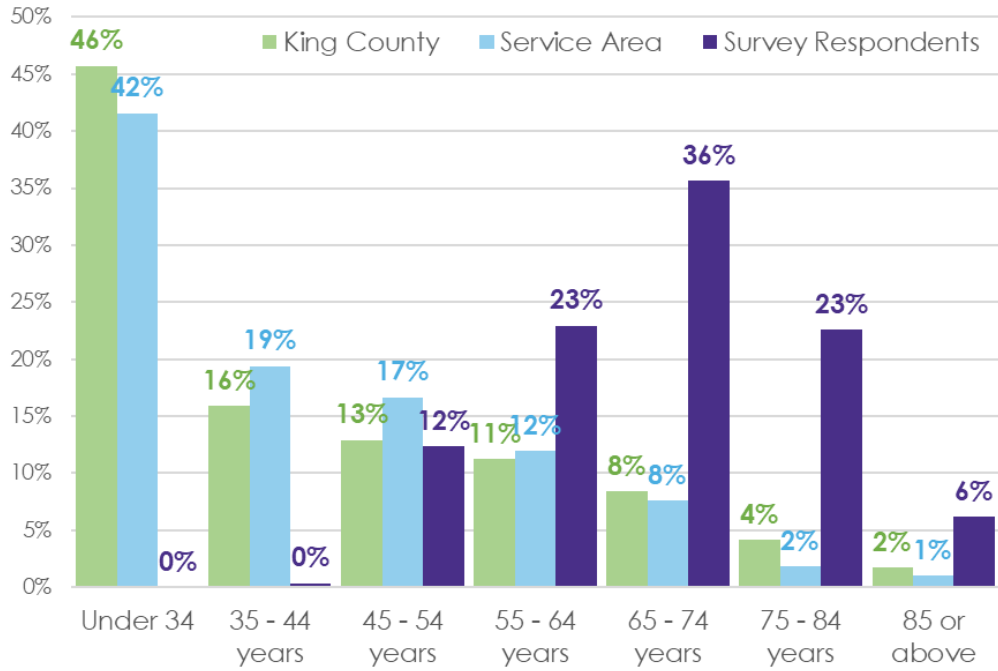
Exhibit 4. Age of Service Area and King County Residents, 2022



Source: ACS, 2022; CAI, 2024.

Exhibit 5 compares the age of survey respondents with the service area and King County. In line with distribution and advertising, survey responses are unsurprisingly concentrated among older residents in the MSSC service area. More than one-third of responses are from adults aged 65 to 74 years. The age cohorts of 55 to 64 years and 75 to 84 years both account for approximately one-quarter of all responses. Twelve percent of responses are from adults aged 45 to 54 years and an additional 6% of responses are from those aged 85 or older.

Exhibit 5. Detailed Age of Survey Respondents, 2024

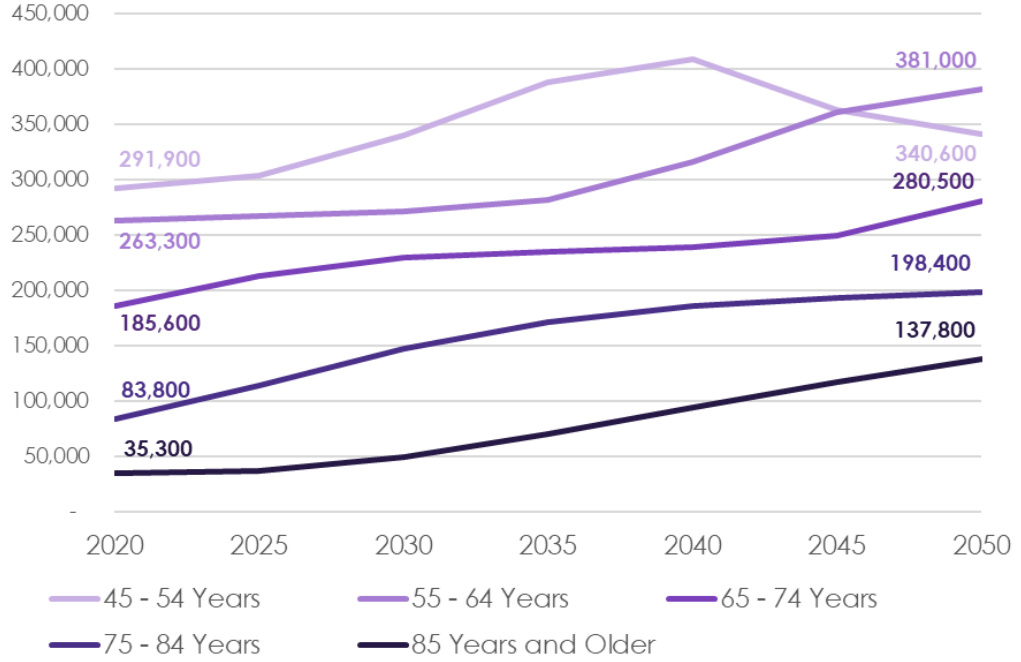


Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 6 shows the forecasted population growth in the older adult age cohorts in King County. The under 45 years of age cohort, not shown, includes 1.4 million residents and represents 62% of King County in 2022. This age cohort is forecasted to grow to 1.5 million in 2050, an increase by approximately 100,000 but a decrease in the share of the county’s population, at 54%.

Every older adult age cohort is expected to increase by 2050 and may include approximately 1.4 million King County residents. King County is forecasted to grow at an annual growth rate of 0.8% from 2020 to 2050. The age cohorts with the highest growth rate are those aged 75 to 84 years (2.9%) and over 85 years of age (4.6%), signifying anticipated increases in life expectancy and care for seniors.

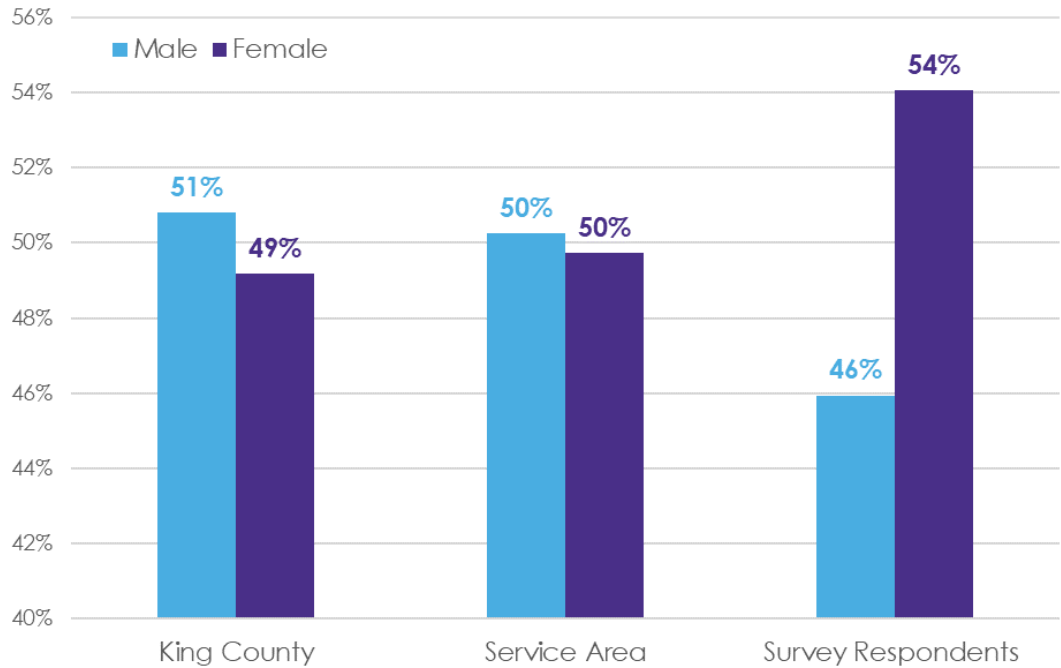
Exhibit 6. Population Forecast by Age Group, King County, 2022



Source: OFM, 2022; CAI, 2024.

Sex could play an important role in determining appropriate programs and services for participants. However, **Exhibit 7** shows that the age distribution in King County and in the MSSC service area typically remains within a few percentage points of a 50% split.. There is a slightly higher response rate from female respondents, at 54%; however, this distribution is still within this expected sex distribution.

Exhibit 7. Population by Sex, 2022 & 2024



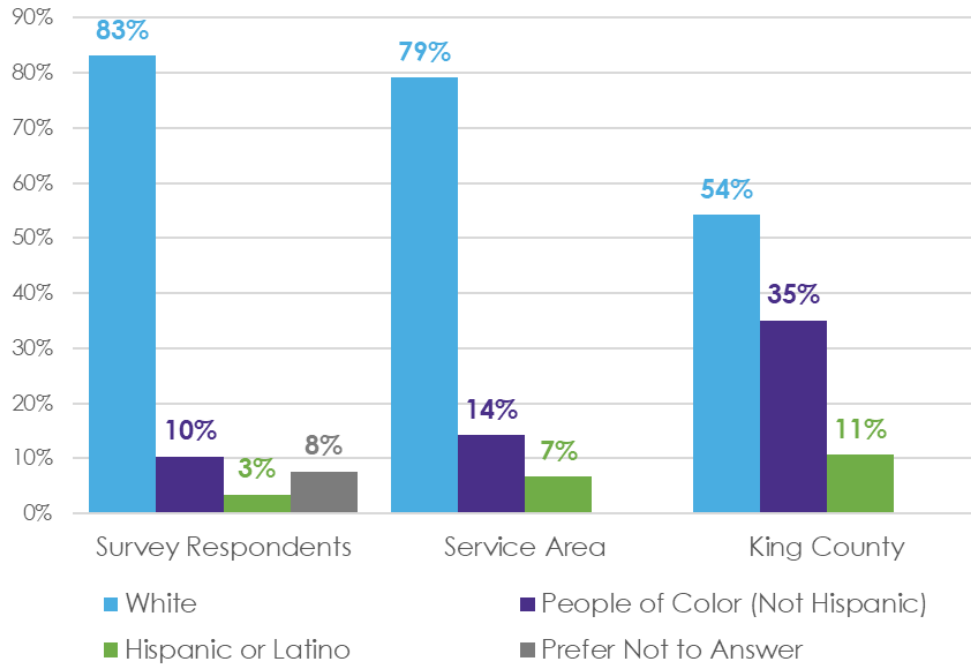
Source: Mt. Si Senior Center, 2024; ACS, 2022; CAI, 2024.

MSSC communication channels may not be reaching all of the diverse ethnic or racial groups present within the MSSC service area.

Mt. Si Senior Center’s service area is more homogenous than King County as a whole, and survey respondents predominantly draw from white residents (**Exhibit 8**). This suggests the MSSC’s communication and distribution channels may not be reaching all of the diverse ethnic and racial groups that are present within the MSSC service area boundary.

The vast majority (94%) of respondents speak English as the primary language at home (**Exhibit 9**). For the six percent of respondents that speak another language at home, the top responses include Spanish, Telugu (the official language of parts of central India), Hindi, German, and American Sign Language.

Exhibit 8. Race and Ethnicity, 2022 & 2024

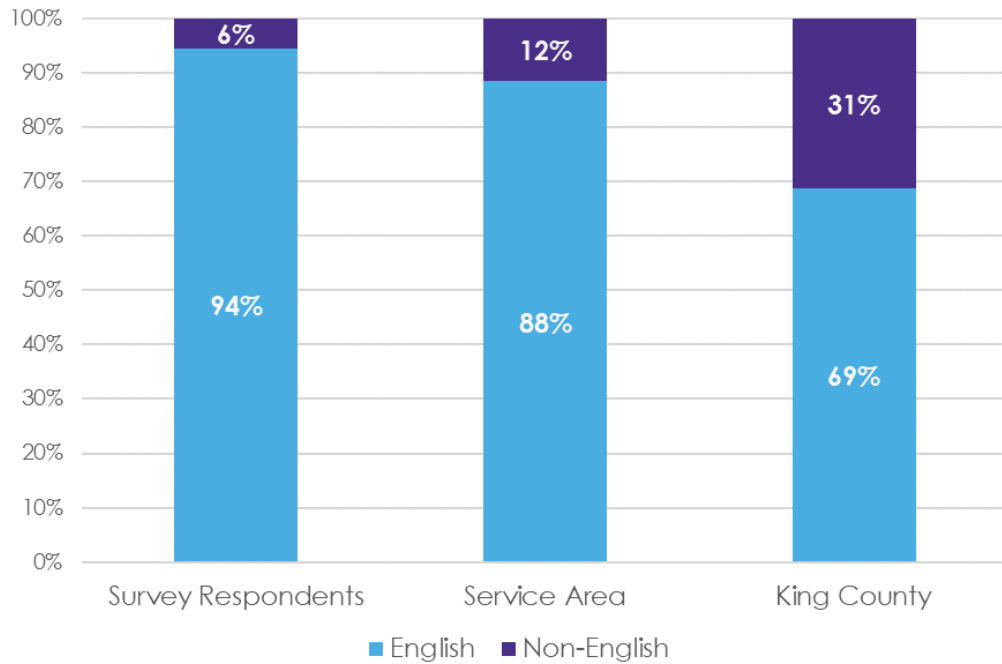


Source: Mt. Si Senior Center, 2024; ACS, 2022; CAI, 2024.

Note: Participants could select all which apply.

Note: People of Color category includes Asian, Black, American Indian or American Native, Native Hawaiian or Pacific Islander, multiple races, and other.

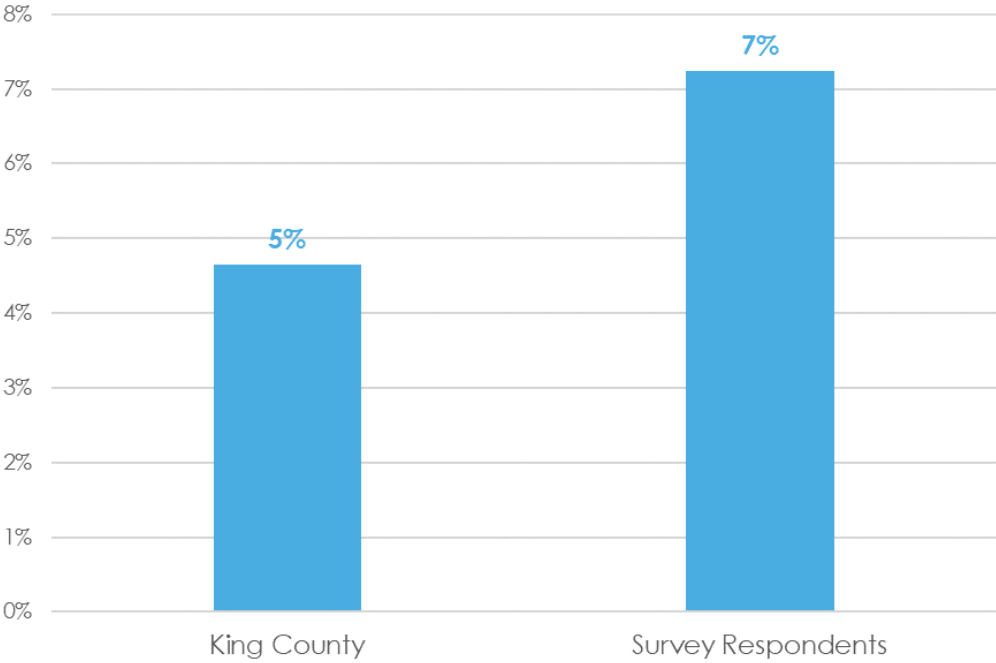
Exhibit 9. Language Spoken at Home, 2022 & 2024



Source: Mt. Si Senior Center, 2024; ACS, 2022; CAI, 2024.

A small share of King County and survey respondents have served in the military. Approximately 7% of survey respondents served compared to 5% of King County residents (**Exhibit 10**). The survey also asked respondents to identify if they are the spouse or partner of a veteran. More than twice as many respondents are the spouse or partner of a veteran at 16%.

Exhibit 10. Veteran Status, 2022 & 2024



Source: Mt. Si Senior Center, 2024; ACS, 2022; CAI, 2024.

Almost half of survey respondents indicate that they live with one or more disability (49%). The most common disabilities selected were hearing impairment, physical impairment, or mobility issues.

Understanding the range and prevalence of service area respondents who live with a disability or chronic condition allows the Senior Center to develop programs and services helpful to individuals living with a disability as well as better understanding the barriers in accessing Senior Center and other services and resources. **Exhibit 11** shows the rate of disability experienced in each of the three target jurisdictions, as well as the rate of disability for each jurisdiction for the population aged 65 and older.

The U.S. Census Bureau defines disability based on six types of functional limitations, as used in the American Community Survey

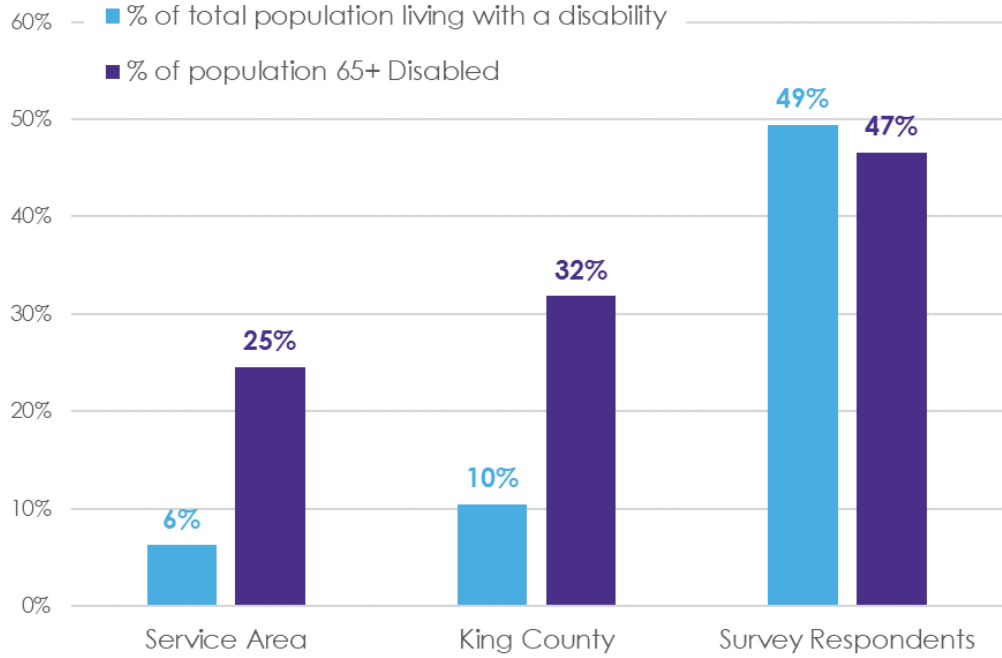
(ACS). The ACS asks questions to identify individuals who have serious difficulty in the following areas: hearing disability, vision disability, cognitive disability, ambulatory disability, self-care disability, and independent living disability. However, the AARP definition of disability, and the definition utilized in the MSSC community survey, is broader, allowing for respondents to select for hearing impairment, vision impairment, cognitive impairment, developmental disability, physical impairment, mobility issues, chronic illness or pain, mental disability, sensory disability, unknown, or other.

Approximately half of all survey respondents live with a disability such as described above. In the MSSC service area and in King County, as recorded in the American Community Survey, the percent of population that lives with a disability is smaller, at 10% in King County and 6% in the service area. In both the service area and in King County, the percent of those living with a disability is much higher when only looking at the population aged 65 and older, at 25% and 32% respectively.

Exhibit 12 further shows the types of disability of respondents by user group. Survey respondents could select all disability options which apply. The percent of total disability selections to total survey respondents is high at 0.72, indicating that there are almost 3 disability selections for every 4 survey respondents. When looking only at responses which answered the survey question on disability, this ratio is slightly higher for the MSSC non-user group (0.82) than for the MSSC user group (0.74). However, these rates are similar, and this discrepancy is more likely due to differences in group sizes than a relationship between disability status and usership of MSSC. For those who answered this question, the MSSC user group is made up of 179 responses while the non-user group is made up of only 96.

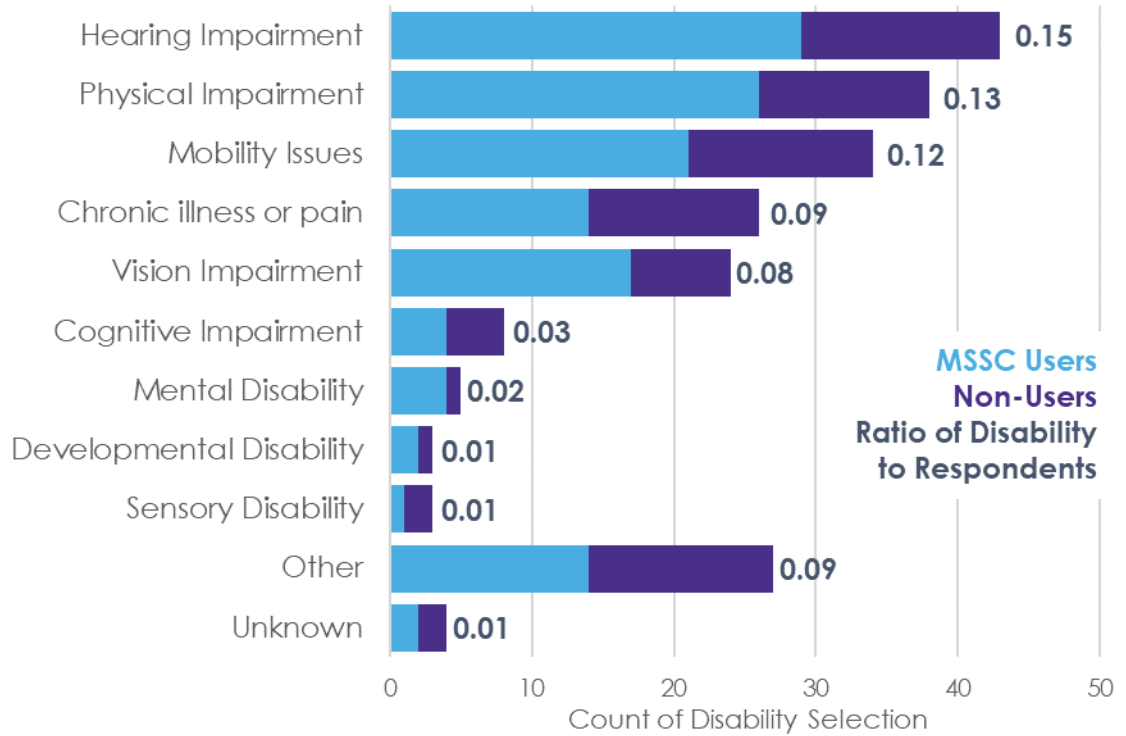
The most prevalent types of disability among respondents included hearing impairment, with a ratio of 0.15, physical impairment (0.13), and mobility issues (0.12).

Exhibit 11. Population with a Disability, 2022 & 2024



Source: Mt. Si Senior Center, 2024; ACS, 2022; CAI, 2024.

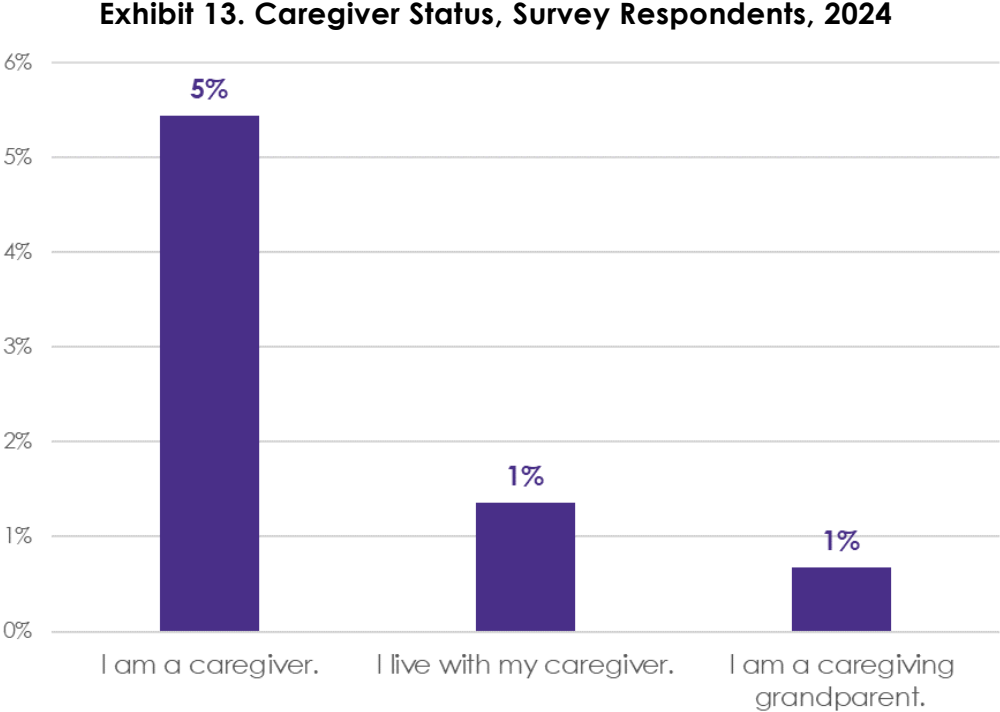
Exhibit 12. Type of Disability by User Group, Survey Respondents, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

Note: The other category includes write in responses such as arthritis, bad back, cancer, and PTSD.

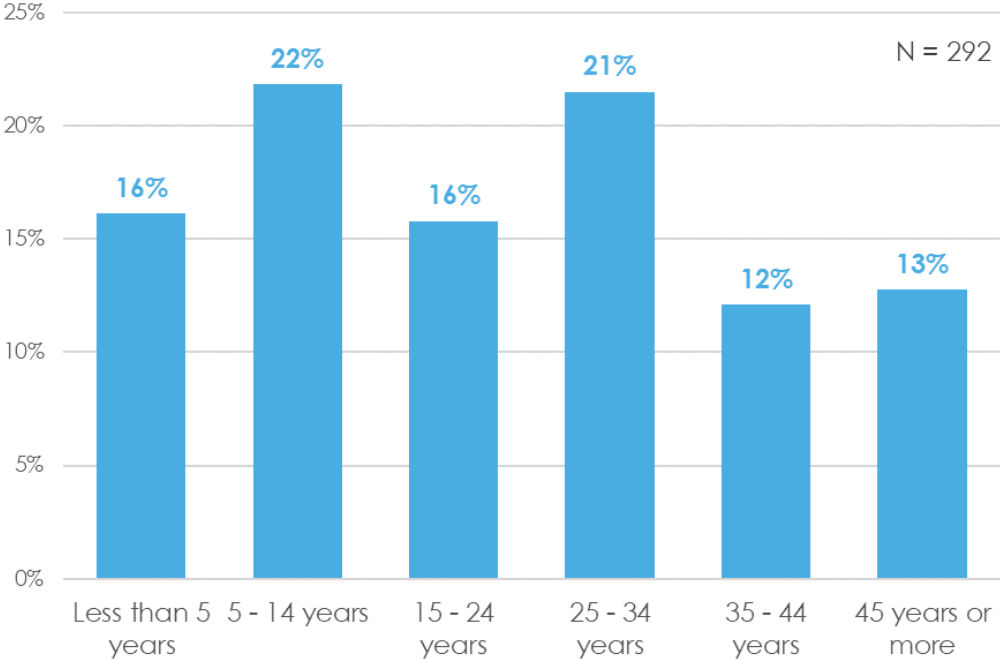
Exhibit 13 shows responses to a question about the role of caregivers. Approximately 5% of respondents identified as a caregiver. In addition 1% of respondents either live with their caregiver or are a caregiving grandparent or family member.



Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 14 shows how long respondents have lived in the service area (this does not signify how long a respondent has lived in their current home). Respondents are not clustered in any particular length of time living in the North Bend and Snoqualmie area. Slightly fewer respondents have lived in the region for more than 35 years.

Exhibit 14. Length of Time Living in Current Community, Survey Respondents, 2024



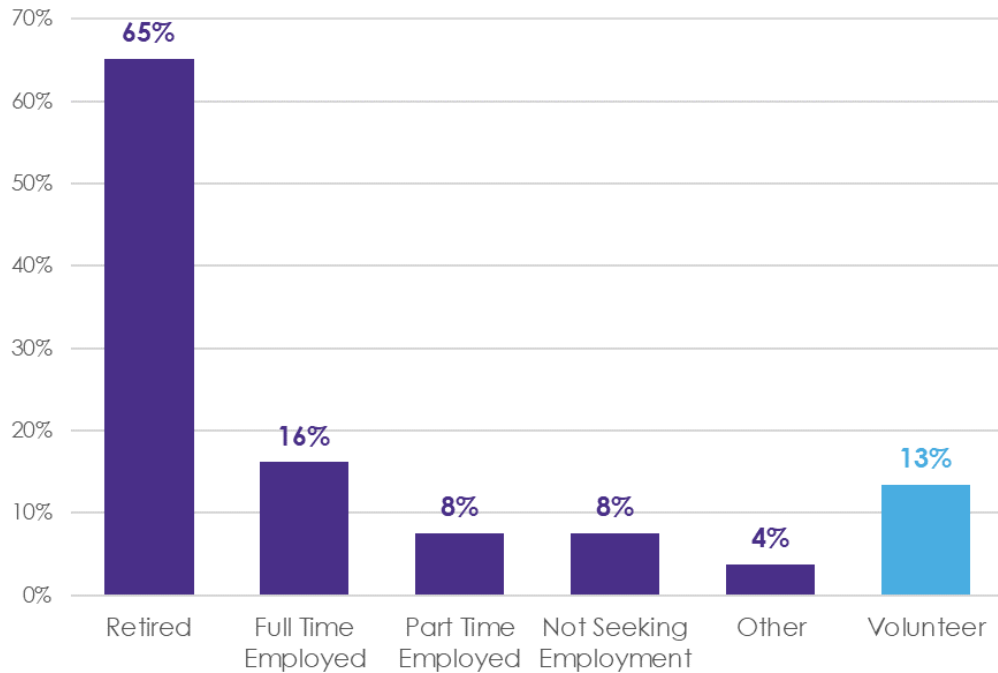
Source: Mt. Si Senior Center, 2024; CAI, 2024.

Employment and Income

Approximately one-third of survey respondents earn less than \$50,000 annually, and approximately two-thirds earn less than \$100,000. This is a larger proportion of these income groups than is seen in King County, North Bend, or Snoqualmie.

The majority of respondents are retired (65%), as shown in **Exhibit 15**. Approximately 16% are still employed full-time and 8% are employed on a part-time basis. Across all employment levels, 13% of respondents volunteer in some capacity.

Exhibit 15. Employment Status, Survey Respondents, 2024



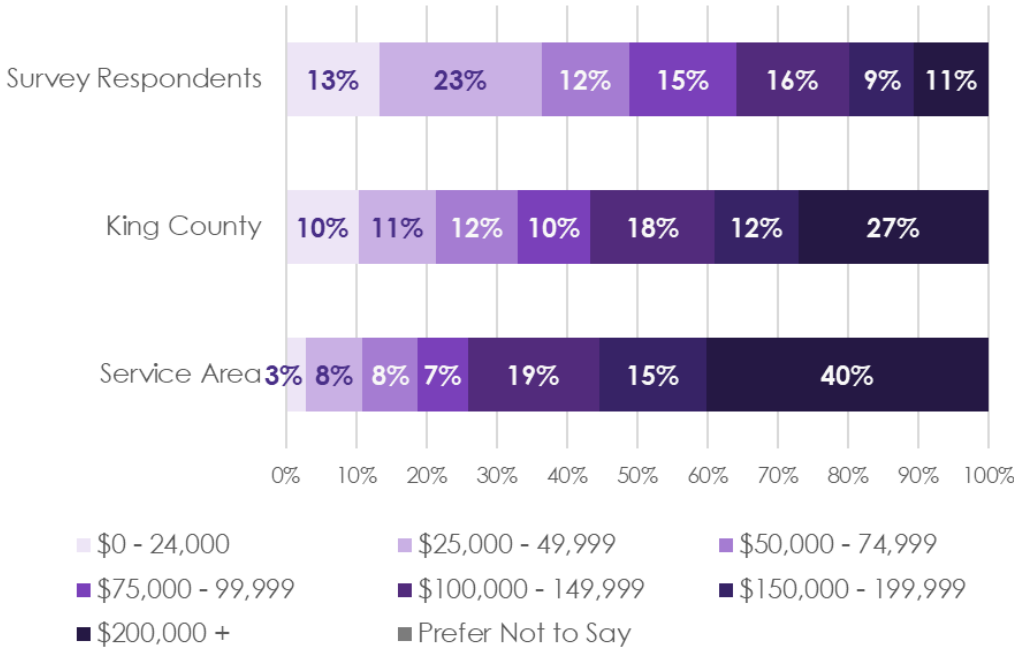
Source: Mt. Si Senior Center, 2024; CAI, 2024.

Household income in North Bend and Snoqualmie is significantly higher than King County, with nearly half of all service area households earning more than \$200,000 annually compared to 27% of King County households (**Exhibit 16**). Less than 20% of North Bend and Snoqualmie households earn less than \$100,000 annually, compared to 43% of the county's households. In 2022, King County's median household income was just over \$116,000, while that of North Bend was \$171,000 and Snoqualmie's was \$186,000. Conversely, King County's poverty rate in 2022, 8.5%, is higher than that of North Bend (6.1%), or Snoqualmie (0.3%).

The service area and King County as a whole each have higher household income levels than survey respondents. Approximately one-third of respondents earn less than \$50,000 annually, and approximately two-thirds earn less than \$100,000. In contrast, MSSC’s service area shows 74% of the population earning more than \$100,000 annually or more, while King County shows 57%. For survey respondents, only one-quarter earns between \$100,000 and \$200,000 and 11% earn more than \$200,000 annually.

According to the National Council on Aging, as many as 40% of older Americans rely solely on Social Security income for all expenses.⁴ This is a monthly benefit up to \$4,960, depending on the age of retirement.⁵

Exhibit 16. Annual Household Income, 2022 & 2024



Source: Mt. Si Senior Center, ACS, 2022; CAI, 2024.

⁴ National Council on Aging.
⁵ Social Security Changes – COLA Fact Sheet, Social Security Administration, January 2024.

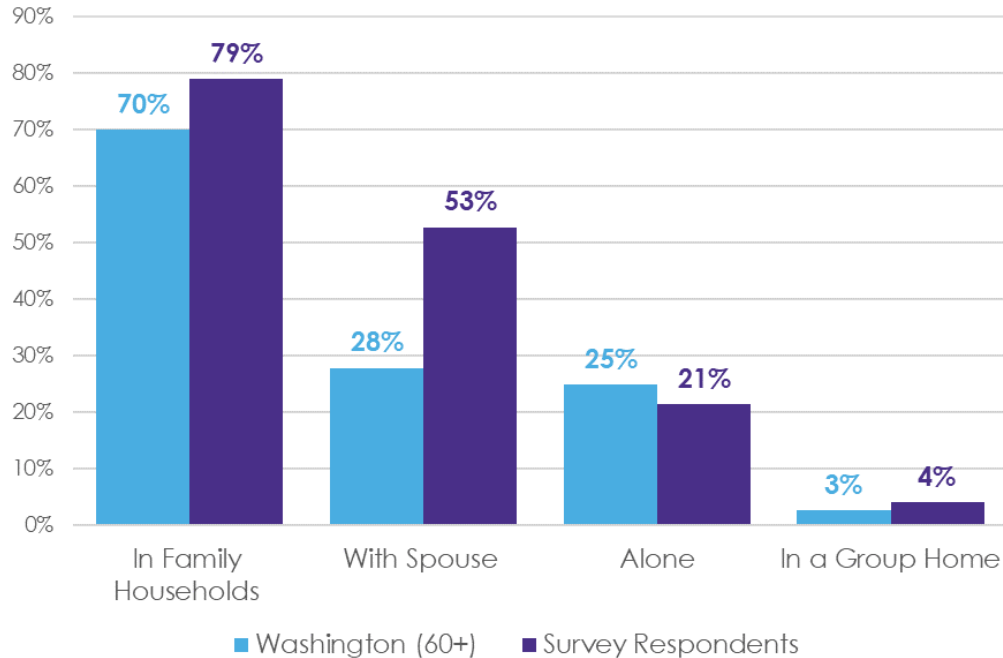
Housing and Cost Burden

Survey respondents most often live in a family household (approximately 80% of the time), and they are more likely be homeowners than renters.

Exhibit 17 outlines the living situation of survey respondents compared to the population aged over 60 in the state of Washington. Approximately 80% of respondents live in family households (which could include multi-generational households), and just over half of survey respondents live with their spouse or partner. Each of these categories has a higher concentration than Washington households. 21% of respondents live alone, slightly less concentration than statewide. Very few respondents live in a group home, reflective of Washington state as a whole.

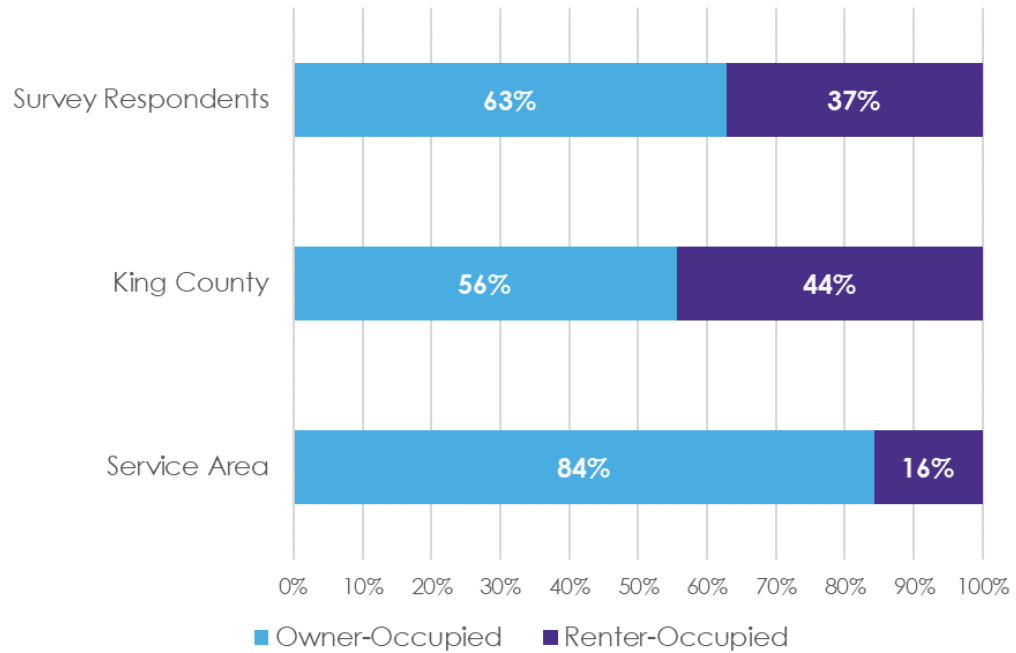
Many seniors who responded to the survey own their homes (63%), while 37% reported renting (**Exhibit 18**). This is a higher concentration than King County as a whole, but a lower owner-occupation tenure than shown in the MSSC service area. In addition, 5% of survey respondents report living in a family member's home, another 5% live in some type of senior home, and 2% indicated that they do not have stable housing.

Exhibit 17. Living Situation, 2021 & 2024



Source: Mt. Si Senior Center, 2024; AGID, 2017-2021; CAI, 2024.

Exhibit 18. Housing Tenure, 2022 & 2024



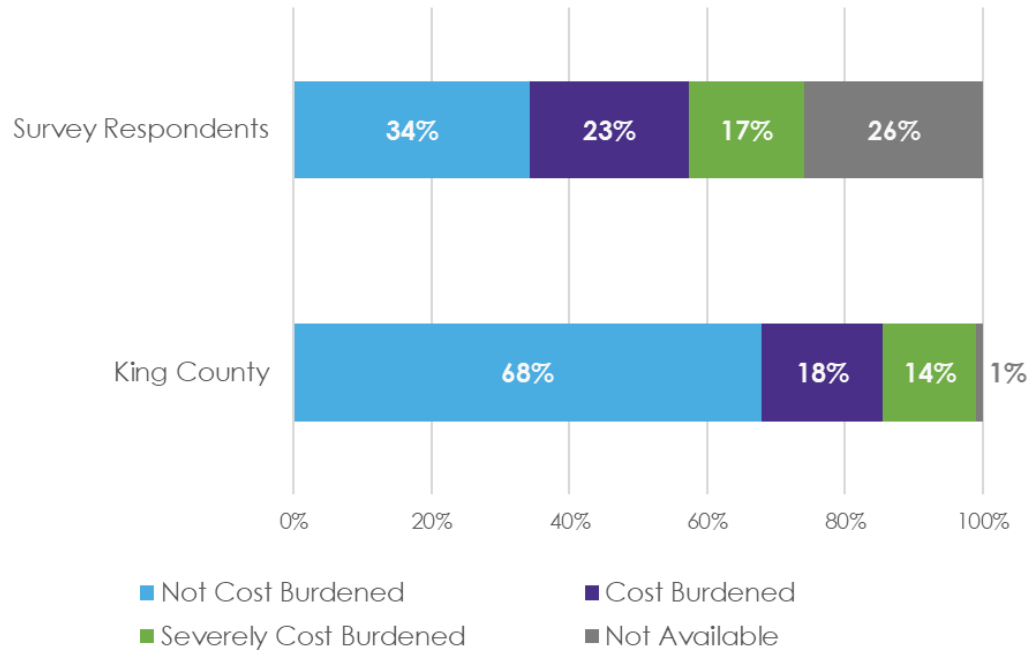
Source: Mt. Si Senior Center, 2024; ACS, 2022; CAI, 2024.

Survey respondents more often experience cost burden due to housing (40%) compared to King County’s population as a whole (32%).

Cost burden is a result of low incomes combined with affordable and accessible housing shortages. A household is cost-burdened when it spends more than 30% of its income on rent and utilities and severely cost-burdened when it spends more than 50% of its income on these expenses.⁶ Survey respondents are more likely to be cost-burdened compared to King County as a whole (**Exhibit 19**). Approximately two-thirds of King County households are not cost burdened, compared to one-third of survey respondents. Higher shares of survey respondents are cost-burdened (23%) and severely cost-burdened (17%) compared to the county.

⁶ The Gap: A Shortage of Affordable Homes, National Low Income Housing Coalition, March 2024.

**Exhibit 19. Cost Burden by Household,
King County & Survey Respondents, 2020 & 2024**



Source: Mt. Si Senior Center, 2024; HUD CHAS 2016-2020; CAI, 2024.

Engagement with Mt. Si Senior Center

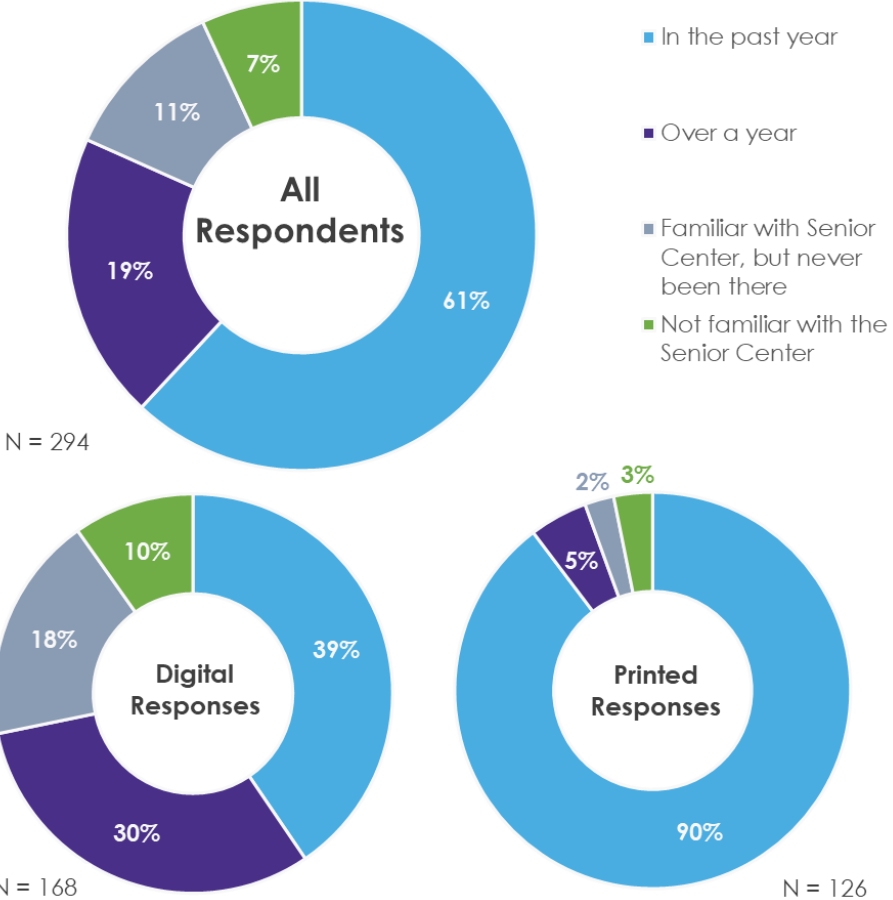
This section explores the role of MSSC in supporting seniors in North Bend, Snoqualmie, and the Snoqualmie Valley. Survey responses are used to understand community awareness and engagement with MSSC and its activities, programs, and services.

MSSC’s most popular offerings, by participation and by awareness, are those that focus on social engagement with peers. Although most MSSC programs have substantial awareness among the community, some programs which center on connecting seniors to resources could benefit from increased visibility.

Overwhelmingly, survey respondents were familiar with Mt. Si Senior Center (93%), and overall, the majority (61%) of total respondents have visited MSSC in the past year (**Exhibit 20**). Respondents who filled out paper surveys were much more likely to have visited MSSC in the past year than those who filled out the survey virtually. This may correspond more to the distribution of physical surveys at the Senior Center and the two apartment complexes owned by the Senior Center. Of virtual respondents, which were distributed to all households in the

service area, 30% have not been to MSSC in over a year and 28% have never been to the center. Only 10% of these respondents were not familiar with the Senior Center.

Exhibit 20. Familiarity with Mt. Si Senior Center, Survey Respondents, 2024



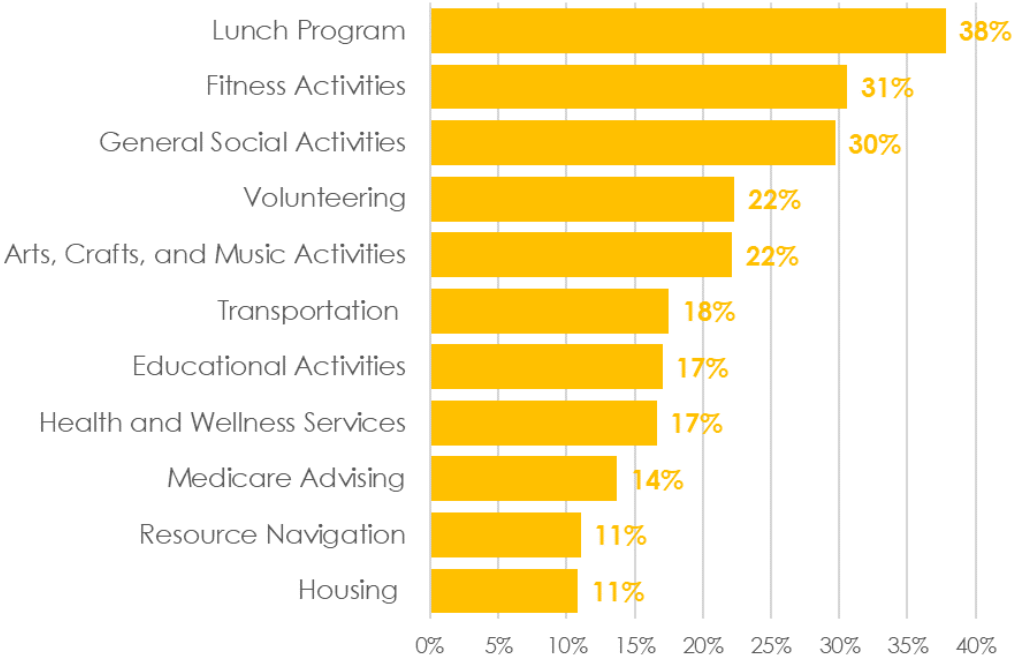
Source: Mt. Si Senior Center, 2024; CAI, 2024.

The following exhibits outline the current awareness of, participation in, and demand for activities, programs, and services. **Exhibit 21** and **Exhibit 22** show the responses to the same survey question, which is on the level of engagement of a respondent with the Senior Center. Respondents had the option to mark whether they had participated in, were aware of but have not participated, or were not aware of each Senior Center event.

Exhibit 21 shows the participation rate in each Senior Center offering. The most popular offerings are those that focus on social engagement with peers. Resource and service-based offerings have lower participation rates. The most popular program among respondents is the lunch program (38%), followed by fitness activities (31%) and general social activities (30%). 22% of respondents participate in

volunteer opportunities and arts, crafts, and music activities. Offerings with less than 20% participation include Snoqualmie Valley Transportation (18%), educational activities and health and wellness services (each at 17%), Medicare advising (14%), the Senior Advocate’s resource navigation services, and housing (each at 11%).

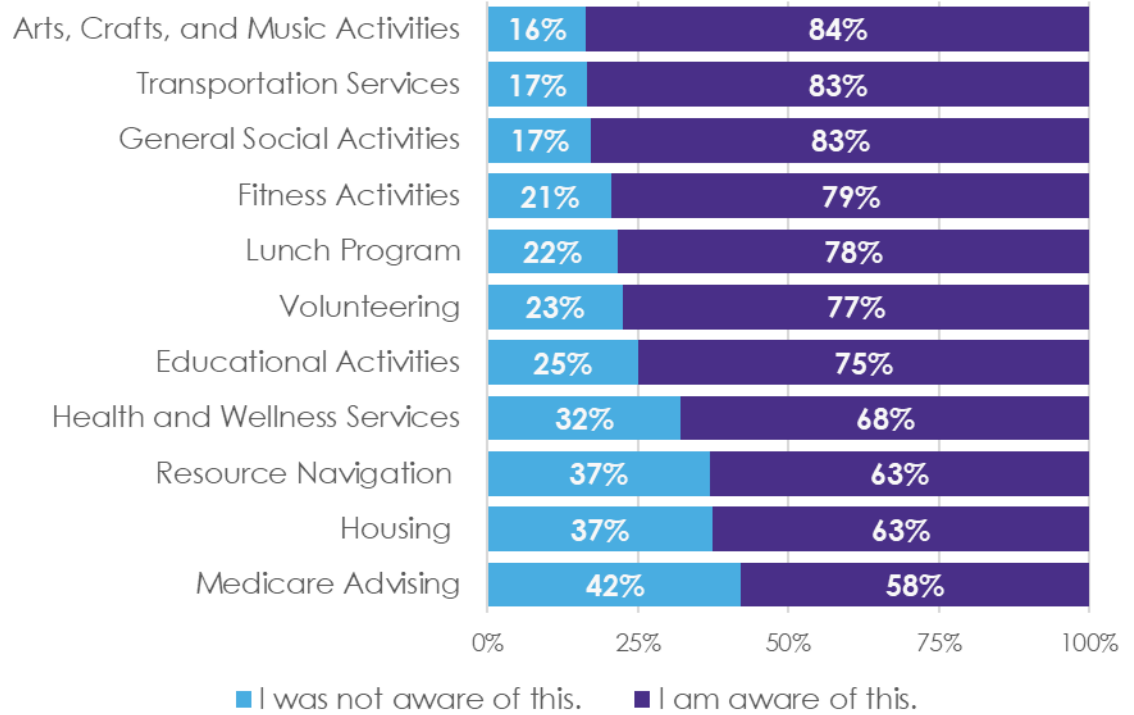
Exhibit 21. Participation in Senior Center Activities, Survey Respondents, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 22 outlines the awareness of Senior Center services among the remainder of respondents who have not participated in these activities. Similar to the participation rates, awareness is concentrated among social engagement-based offerings, with the exception of Snoqualmie Valley Transportation services, which has a strong level of awareness among non-participants. Arts, crafts, and music (84%), Snoqualmie Valley Transportation services (83%), and general social activities (83%) are the top three programs that respondents are aware of but have not participated in. More than three-quarters of respondents are aware of fitness activities (79%), the lunch program (78%), volunteer opportunities (77%), and educational activities (75%). The offerings with the least awareness (but still with over half of respondents responding in the affirmative of awareness) are health and wellness services (68%), resource navigation and the Senior Advocate (63%), housing opportunities (63%), and Medicare advising (58%).

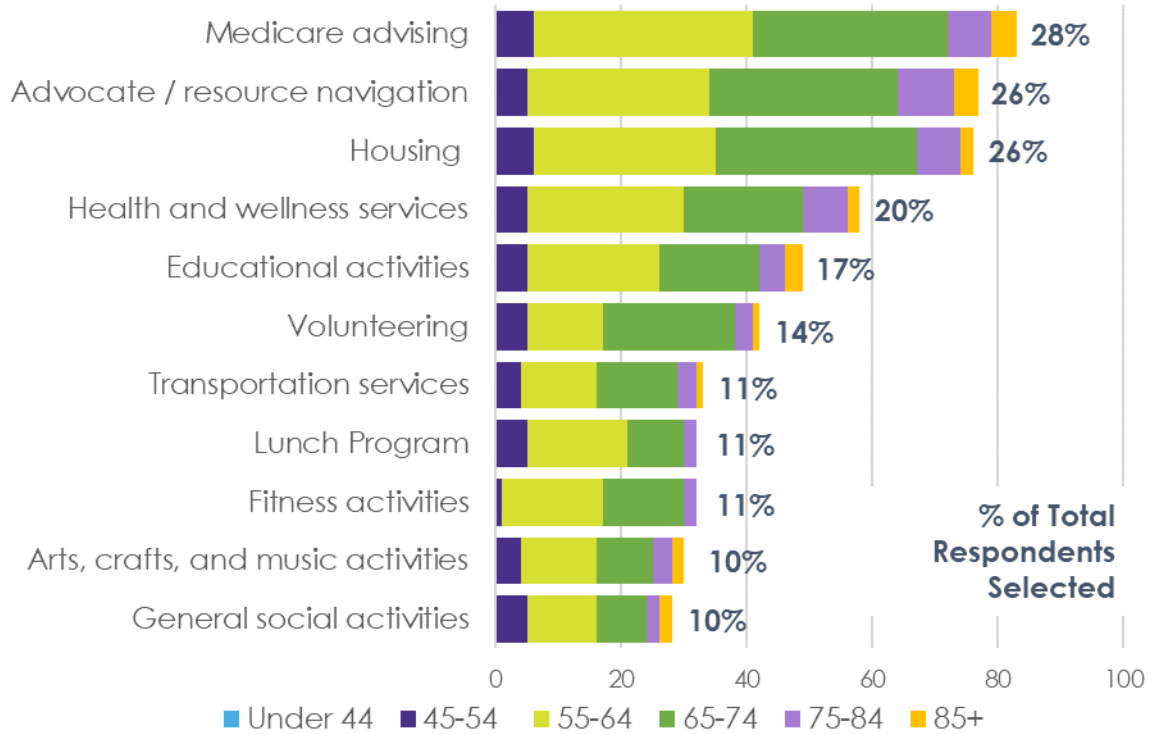
Exhibit 22. Awareness of Senior Center Activities, Survey Respondents, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 23 explores the number of respondents who selected that they were not aware of an offering at Mt. Si. These values are further broken out by age group. Survey respondents were most unaware of MSSC’s Medicare advising offering, with 28% of respondents selecting this option. Senior advocacy (26%) and housing (26%) were also unknown by many survey respondents. Selections were largely similar across age groups, though results suggest that seniors 85+ and seniors 45 and younger may be more likely to know about MSSC’s fitness activities.

Exhibit 23. Survey Respondents Who are Not Aware of MSSC Offerings, by Offering Type and Age Group, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

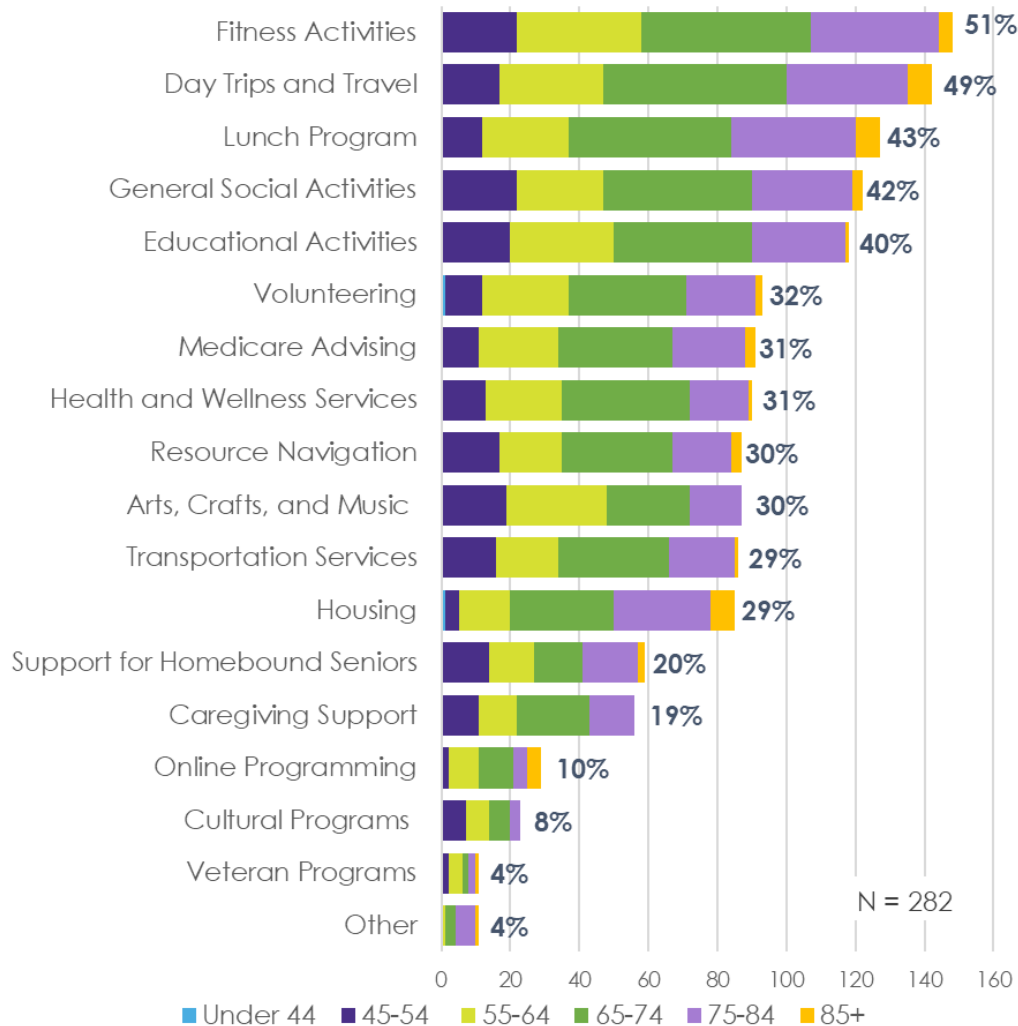
The top five activities in demand for future MSSC service include fitness activities, trips and travel opportunities, the lunch program, general social activities, and educational activities.

Exhibit 24 shows the response to which activities, programs, and services a respondent would like to participate in the future. Fitness activities (51%) and day trips and travel opportunities (49%) each had a strong response rate with around half of respondents. These activities are followed by the lunch program (43%), general social activities (42%), and educational activities (40%), each of which have a demand rate between one-third and half of all respondents.

Approximately one-third of respondents are interested in opportunities to volunteer (32%), Medicare advising (31%), health and wellness services (31%), support with resource navigation (30%), arts, crafts, and music (30%), Snoqualmie Valley Transportation services (29%), and housing (29%). The offerings with the least amount of demand include support for homebound seniors (20%), caregiving support (19%), online

programming (10%), culturally specific programs (8%), and veteran specific programs (4%).

Exhibit 24. Demand for Current or New Activities by Age Group, Survey Respondents, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

Other than those mentioned before, arts, crafts and music offerings rise as a top 5 priority for younger seniors while housing and online programming fall into the top 5 priorities for older seniors.

Exhibit 24 also shows how the desire to participate in future programming varies by age group. On the whole, the lunch program, day trips, and housing tend to be of more interest for older seniors while younger seniors show more interest in educational activities, arts, crafts, and music, transportation, and caregiving support.

Fitness activities rated as a top priority for most age groups, excluding respondents aged 85 years. For this age group, the top three program types selected were day trips, the lunch program, and housing programming. Online programming was also a higher priority for respondents aged 85 years or older compared to other age groups, falling within this group’s top 5 activities in demand. However, it is worth noting that this group size is small, with the survey having received only 18 total responses from adults identified as aged 85 years and older.

Educational activities were selected at a higher rate by respondents in the 45 to 54 age group (with 56%) and the 55 to 64 years age group (with 45%). These two age groups also showed a higher preference for arts/crafts and music programming than other aged groups as well. Respondents aged 45 to 54 showed that general social activity programming was a top priority with 61% of respondents in this age group selecting this option.

For the largest age group of survey respondents, those aged 65-74, the top three activities in demand were day trips (51%), fitness activities (47%), and the lunch program (45%). The 75 to 84 years age group shared these top three activities in demand. Finally, general social activities generally were a priority across age groups.

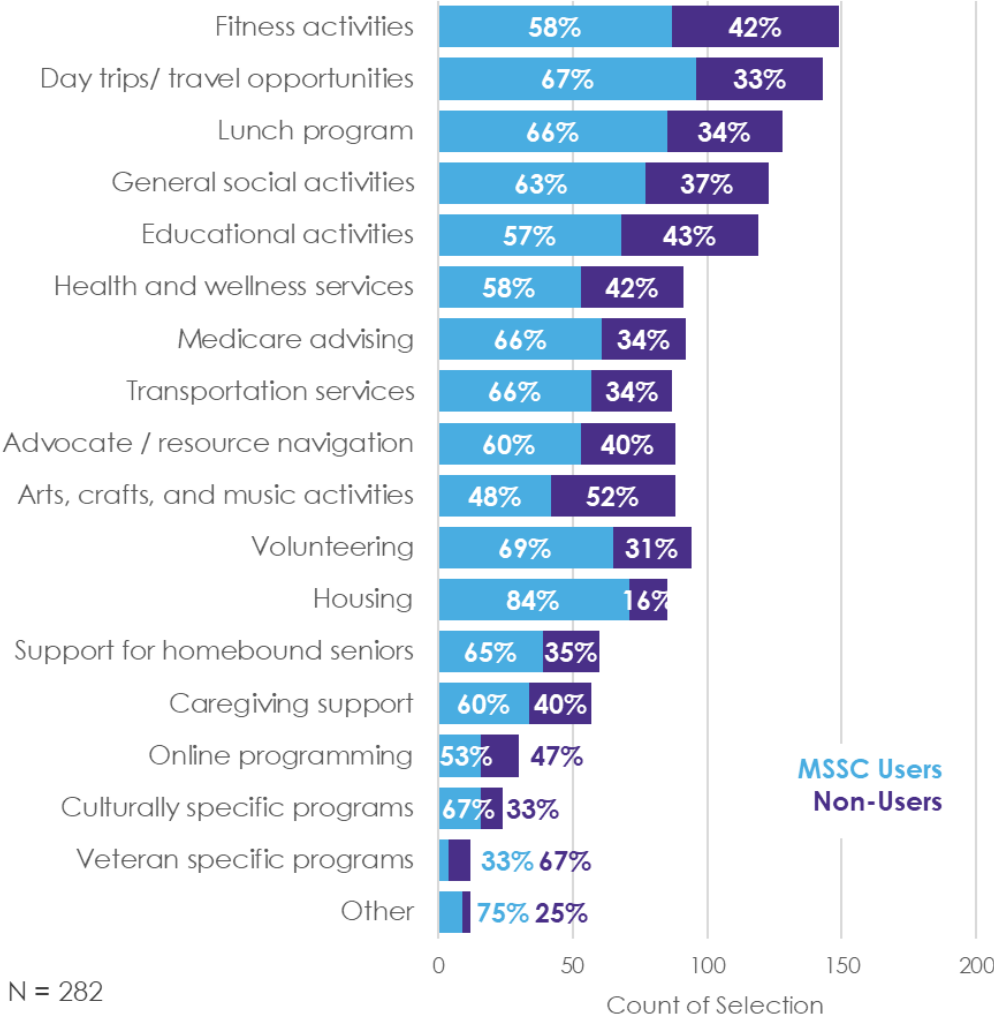
Exhibit 25. Top Activities in Demand by Age Group, Survey Respondents, 2024

Age Group	Total Count of Respondents	Top Activities in Demand				
		1	2	3	4	5
Under 44	1	Housing	Volunteering	N/A	N/A	N/A
45-54	36	Fitness activities	General social activities	Educational activities	Arts, crafts, and music activities	Day trips/ travel opportunities
55-64	67	Fitness activities	Day trips/ travel opportunities	Educational activities	Arts, crafts, and music activities	Lunch program
65-74	104	Day trips/ travel opportunities	Fitness activities	Lunch program	General social activities	Educational activities
75-84	66	Fitness activities	Lunch program	Day trips/ travel opportunities	General social activities	Housing
85+	18	Day trips/ travel opportunities	Lunch program	Housing	Fitness activities	Online programming
Total	292	Fitness activities	Day trips/ travel opportunities	Lunch program	General social activities	Educational activities

Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 26 shows the demand for current or new activities split out by user group. While many of the activities experience similar demand from the MSSC user group as the non-user group, MSSC users (who make up 61% of all survey responses, per **Exhibit 2**), are more likely to select housing, volunteering, day trips /travel opportunities, and the lunch program than non-users. Non-users, on the other hand, (making up 35% of total survey responses) were more likely to select arts, crafts, and music activities and veteran-specific programs than MSSC users.

Exhibit 26. Demand for Current or New Activities by User Group, Survey Respondents, 2024

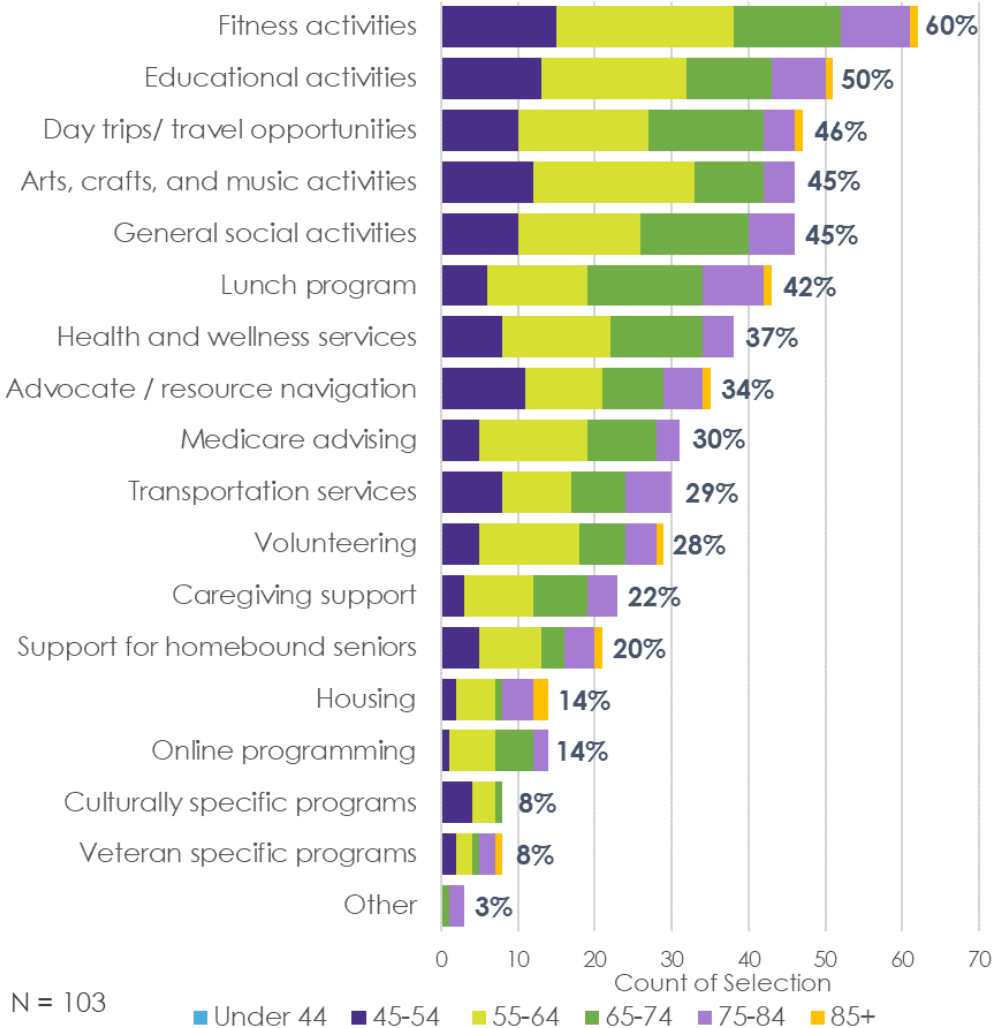


Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 27 shows the demand for activities of non-users of MSSC, broken out age group. This analysis shows that there is widely similar interest in the activities across age groups for non-users. However, there are a few small differences to consider. Younger seniors, who are

not users of MSSC, show slightly stronger demand for senior advocacy and for transportation than their ordinary share. Similarly, older non-users of MSSC, or those aged 85 and older, show some more demand for housing and for veterans' programs than the group's ordinary share.

Exhibit 27. Demand for Current or New Activities by Age Group, MSSC Non-Users Only, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

Nearly one-third of all respondents do not utilize MSSC because they do not consider themselves seniors. Younger seniors are more likely to describe this as a barrier to using MSSC, while older seniors are more likely to cite difficulty in travelling to the center or paying for the offerings.

Exhibit 28 outlines the barriers for respondents to access the Senior Center and its offerings. The most common barrier is that respondents

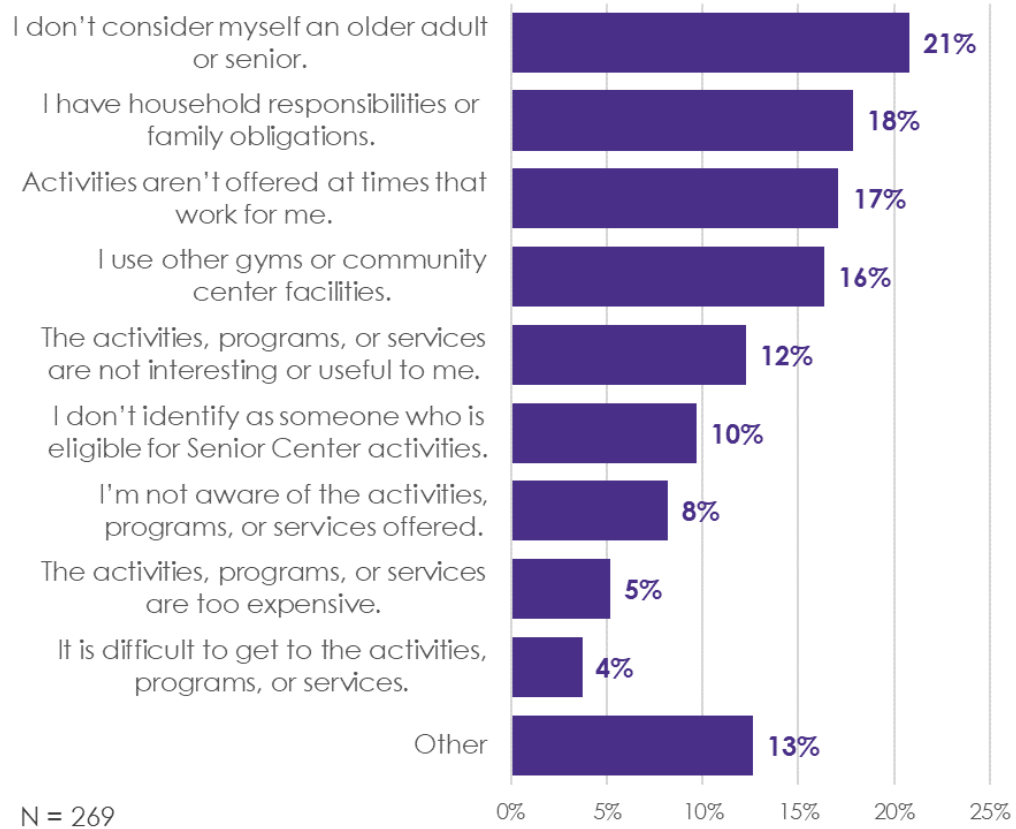
do not consider themselves to be an older adult or senior (21%) and an additional 10% of respondents either don't identify as or understand that they are eligible for Senior Center activities. This is nearly one-third of all respondents. Additional conflicts include household or other family obligations (18%), time conflicts (17%), or preference for other community center facilities (16%).

Interest and awareness of the Senior Center and activities are less of a deterrent for respondents. 12% of respondents do not find Senior Center programming interesting or useful and 8% are not aware of offerings. In addition, 5% of respondents note the price of offerings as a barrier, and 4% note mobility as a barrier to physically attending offerings.

13% of respondents wrote in additional barriers, including:

- Decreased capacity of the lunch program or the hesitation to “take spots” away from those who need it.
- A lack of programs targeting those in the younger age cohorts of older adults and opportunities to engage with other “early seniors.”
- Hearing, physical, cognitive or other constraints related to disability or chronic illness.
- Having to choose between many personal obligations, social/recreation opportunities, and volunteering opportunities.
- A lack of time due to still working full-time.
- The sense of “not being ready” for Senior Center activities despite knowing they are eligible.

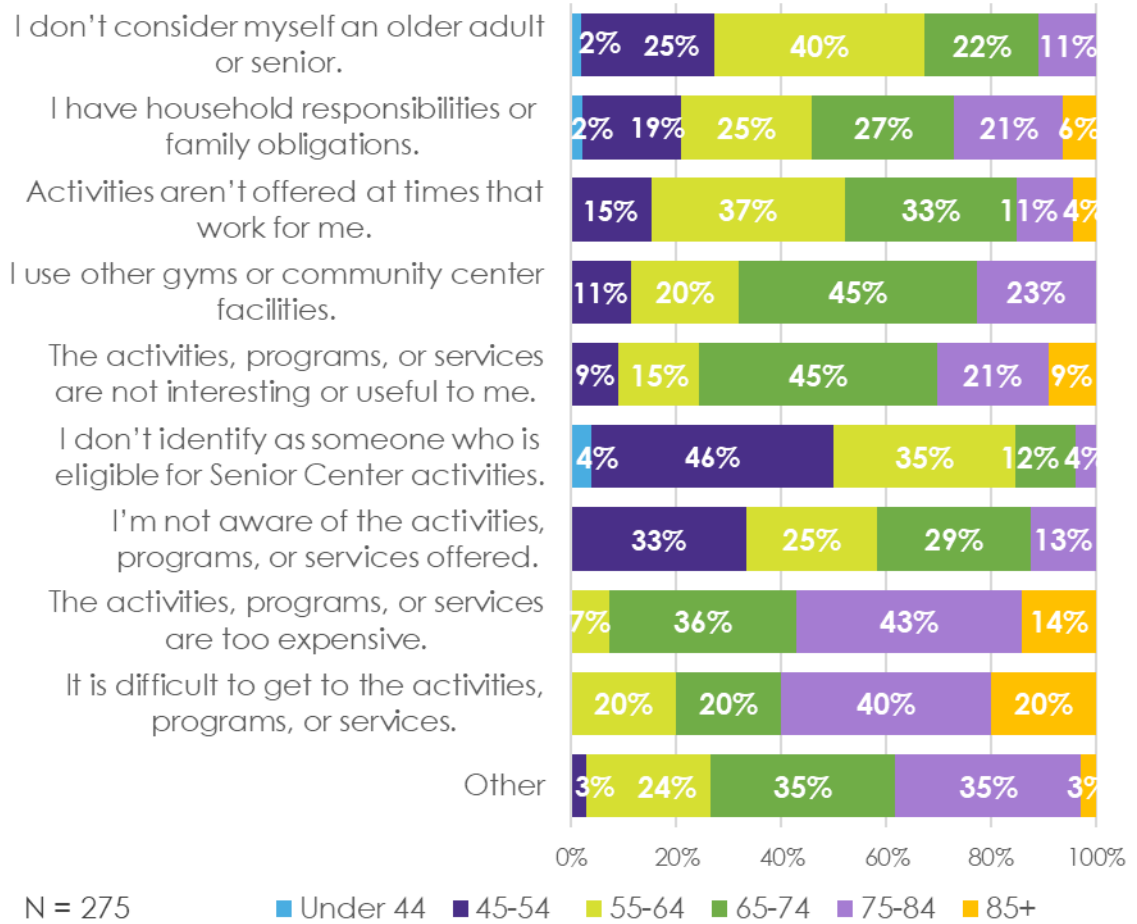
Exhibit 28. Barriers to Accessing Mt. Si Senior Center, Survey Respondents, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 29 explores the selections of barriers for respondents to access the Senior Center and its offerings by age group. This analysis shows that older seniors, or those in the 75- 84 or the 85 and older age groups, more often selected that they experience difficulty in travelling to the center (making up a combined 60% of the selections for this option), or that the activities, programs and services at Mt. Si are too expensive (57%). Younger seniors, or those falling within the younger than 44, 45-54, or 55-64 age groups, more often selected that they do not know that they are eligible for MSSC offerings (making up a combined 85% of the selections for this option), that they do not identify as seniors (67%), or that they are unaware of what MSSC’s offerings are (58%). Seniors who are aged 65-74 years old more often selected that they use other gyms or facilities (45%), or that the offerings at Mt Si are not useful to them (45%).

Exhibit 29. Barriers to Accessing Mt. Si Senior Center by Age Group, Survey Respondents, 2024

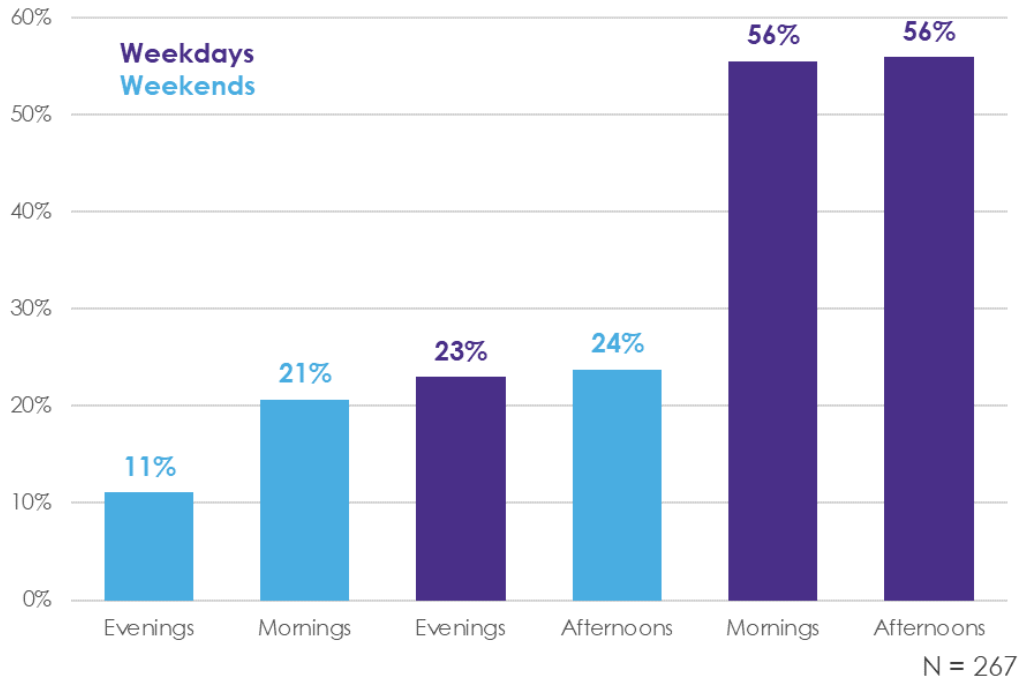


Source: Mt. Si Senior Center, 2024; CAI, 2024.

MSSC's current hours, including weekday mornings and afternoons, meet the needs of many survey respondents. However, about 20% of respondents preferred programming to be offered on weekday evenings or weekend mornings/afternoons. Younger seniors are more likely to prefer these timings than other age groups.

Exhibit 30 shows the preference of respondents on the timing of Senior Center offerings. More than half of all respondents prefer offerings on weekday mornings and afternoons (56% each). About one-quarter of respondents would like to attend events on weekend afternoons (24%), weekday evenings (23%), or weekend mornings (21%). 11% would like events on weekend evenings.

**Exhibit 30. Preference on Timing of Activities,
Survey Respondents, 2024**

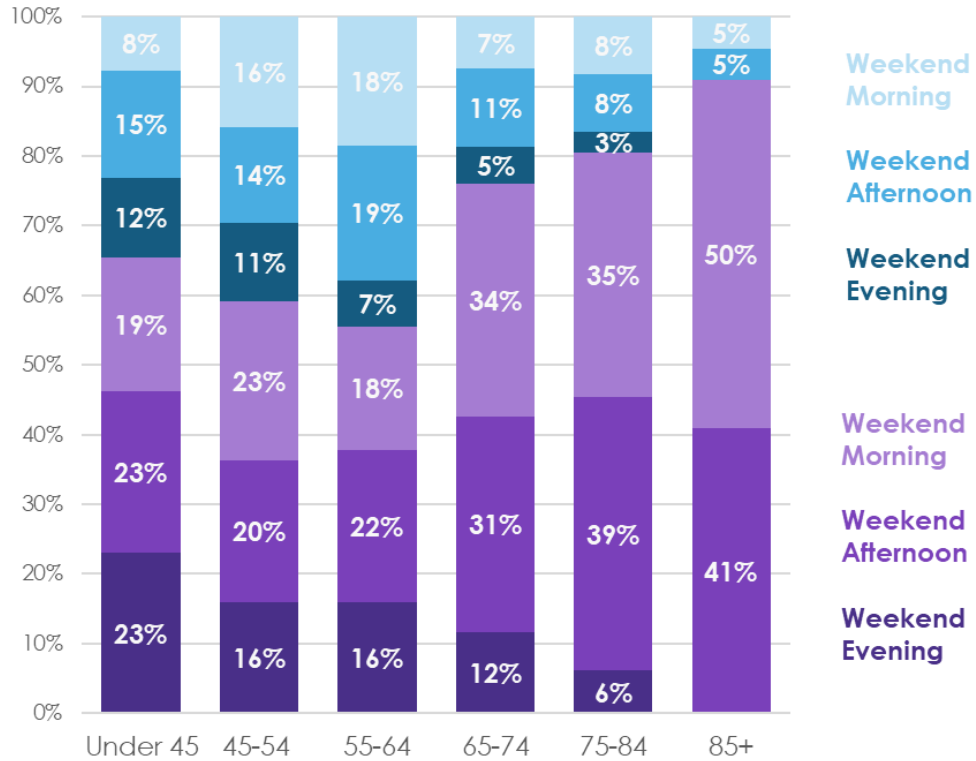


Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 31 breaks out the responses to preferred timing of activities by age group. Weekday mornings and afternoons, the two most preferred times, received particularly strong support from respondents aged 65 and older. Zero respondents aged 85 and older would like to attend evening events on any day of the week. Evening events are more popular among respondents aged 65 and younger, particularly weekday evenings.

Respondents 65 and younger have a more even distribution of time preferences generally. Between 55% and 65% of respondents in the three age cohorts younger than 65 prefer weekday events.

Exhibit 31. Preferred Timing of Activities by Age Group, Survey Respondents, 2024

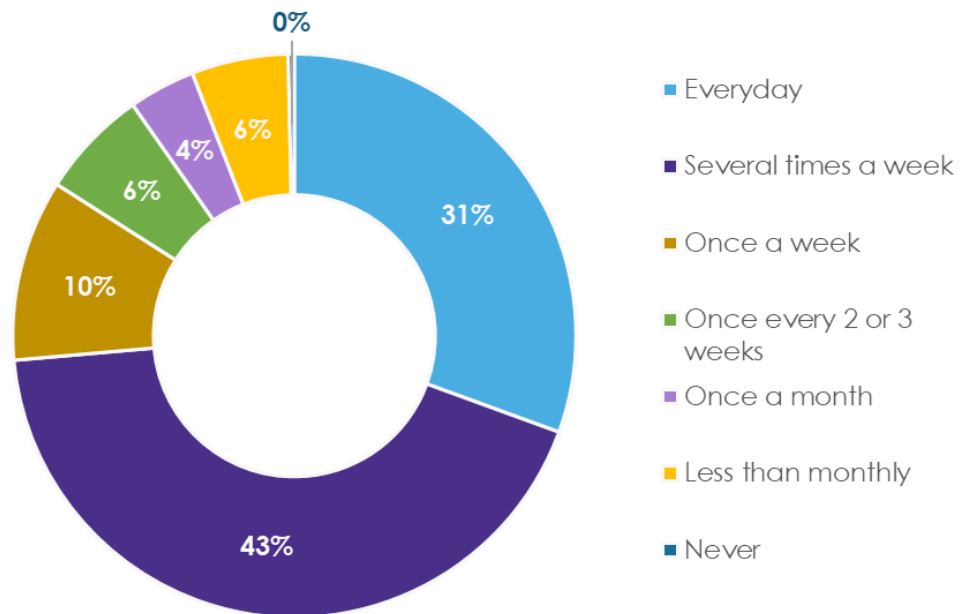


Source: Mt. Si Senior Center, 2024; CAI, 2024.

About three-quarters of survey respondents have social contact with friends, family, or neighbors multiple times a week or daily. In the remaining quarter, 10% of respondents only have social contact on a monthly basis or less.

Exhibit 32 aims to measure the potential level of social isolation through the frequency of regular contact a respondent has with family, friends, and neighbors. Nearly three-quarters of respondents (74%) have regular contact with family, friends, and neighbors at least several times a week (43%) or everyday (31%). The remainder of respondents (26%) have regular contact between once a week and once a month. 10% of these only see family, friends or neighbors once a month or less and one respondent reported that they never have contact with family, friends, or neighbors.

Exhibit 32. Regular Contact with Family, Friends, and Neighbors, Survey Respondents, 2024



N = 288

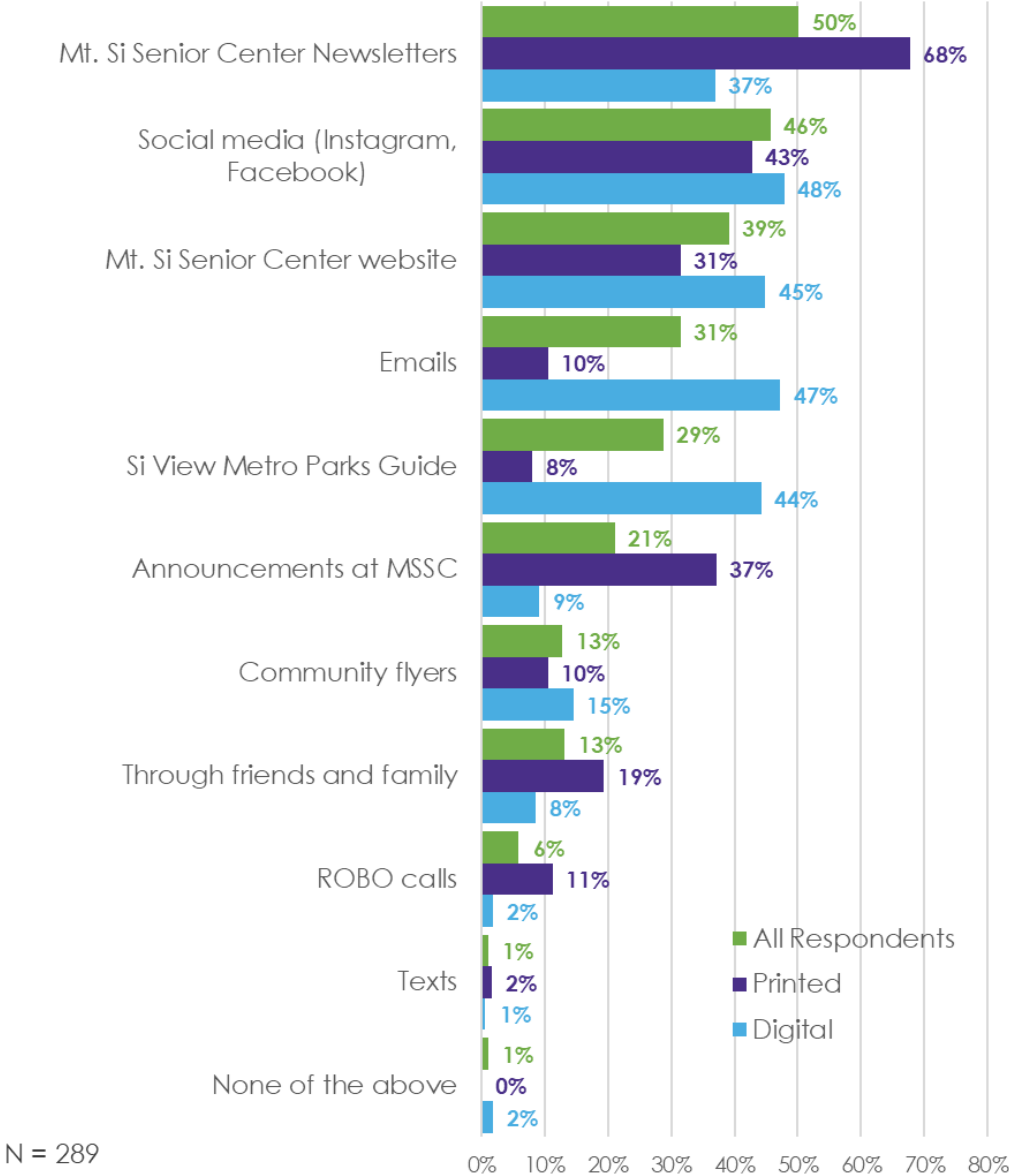
Source: Mt. Si Senior Center, 2024; CAI, 2024.

Preferences around MSSC’s communication methods are varied, indicating that the center may need to employ a multifaceted approach for outreach. Half of the survey respondents, especially those who already use MSSC, prefer Senior Center newsletters for information. For the broader community, survey results suggest that social media is a popular source.

Exhibit 33 outlines the preferred method of communication of respondents to learning about the Senior Center’s activities, programs, and events. The responses to this survey question are displayed by the method of collection – printed, digital, and total responses. Printed responses skew more heavily to respondents who are already utilizing Senior Center services, while digital responses more generally represent the broader community and service area residents who are not already utilizing the Senior Center. Half of all respondents prefer Senior Center newsletters as their source of information. More than two-thirds of printed responses prefer this method compared to one-third of digital responses. Nearly half of all respondents, printed and digital, rely on social media for information about the Senior Center. The next most preferred method is the website (39% of all respondents).

Email blasts from the Senior Center (31% of total) and the Si View Metro Parks Guide (29% of total) have strong total responses and have a strong preference from the broader community (signified by the digital response rate). Announcements at the Senior Center are a strong information sharing method for those who already attend the Center. Community flyers (13%), word of mouth (13%), ROBO calls (6%), and texts (1%) each received low rates of preference by all respondents.

Exhibit 33. Preferred Method of Communication with Mt. Si Senior Center, Survey Respondents, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

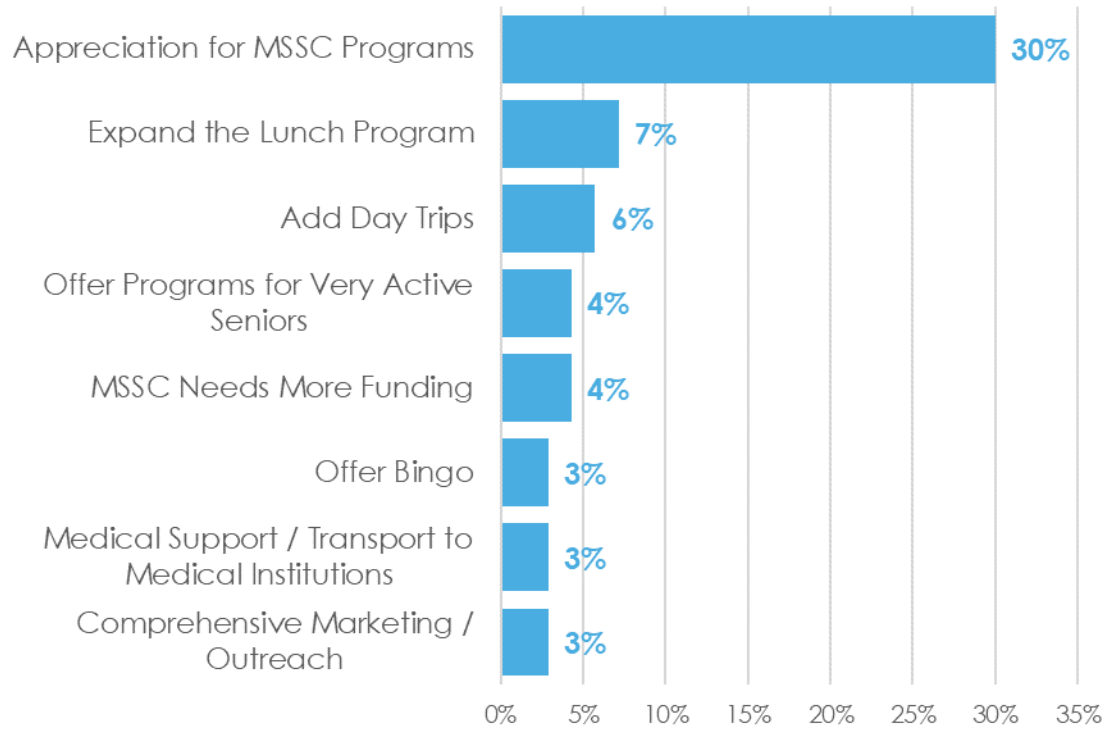
The following exhibit, **Exhibit 34**, summarizes the open-ended responses to the question: “Is there any other feedback you’d like to provide the Mt. Si Senior Center to help improve program offerings to the community?” The most common response, representing 30% of all respondents, is to voice general appreciation for the Senior Center and its programming. One respondent wrote, “continue to offer the variety of activities that you currently offer. Hopefully find funding to reduce price of exercise programs offered.”

Following this, the most common responses include expansion of the lunch program and to stop turning people away (7%), the return of day trips (6%), offer fitness or activity-based programming (4%), concern about funding sources (4%). Respondents wrote:

- “The most important service to me are the day trips/field tips.”
- “Please buy up the other apartment complexes in the area and other housing too and turn it into affordable senior housing.”
- ““Bringing in some professionals to do talks/series on:
 - How to keep your brain sharp.
 - How to keep you healthy as you age: diet, exercise etc...
 - How to keep on laughing and having fun as you age.”
- “Center needs more funding to adequately service the current and growing senior population in North Bend. More city/county/state support. More health care services.”

Three percent of respondents would like to see bingo offered, transportation to medical institutions and appointments, and better marketing and outreach. One respondent wrote, “consider a more comprehensive marketing program to educate the whole community about the services offered thru Mt Si Senior Center as many, many people young and old in this community do not know about the center.”

Exhibit 34. General Feedback for Senior Center, Survey Respondents, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

Community Assessment

This section explores the role of the community in supporting seniors, drawing out the strengths and weaknesses of the Senior Center’s service area. Questions below were shaped by the Senior Center’s future goals of accreditation by AARP and NISC.

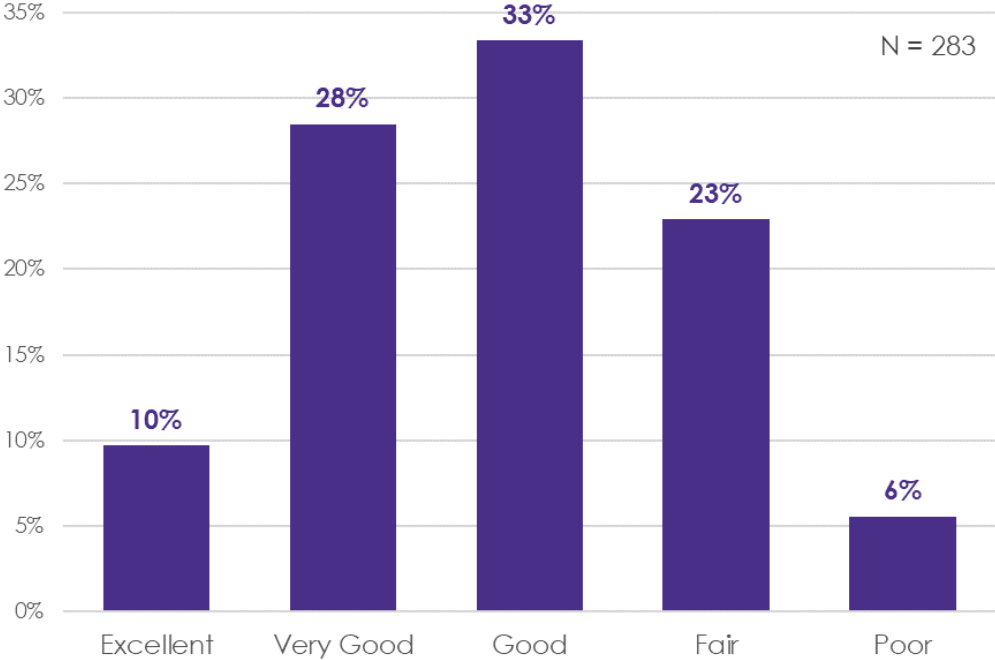
Survey respondents describe North Bend and Snoqualmie as a middling place when it comes to the ability to age in place, indicating a lack of support in the form of affordable home health care providers, health care professionals who speak different languages, a variety of health care professionals including specialists, and well-trained, certified home health care providers.

Survey respondents believe that the North Bend and Snoqualmie area is a middling place when it comes to the ability to age in place (**Exhibit 35**). Aging in place means to remain living independently and comfortably in one's own home or community as one grows older,

regardless of age, income, or ability level and often with necessary support and accommodations.⁷

One third of respondents rated the service area as good to age in place. More than one-quarter rated it as very good and 10% as excellent. Almost one-quarter of respondents rated it as fair and 6% as poor.

Exhibit 35. Community Rating for Aging in Place, Survey Respondents, 2024

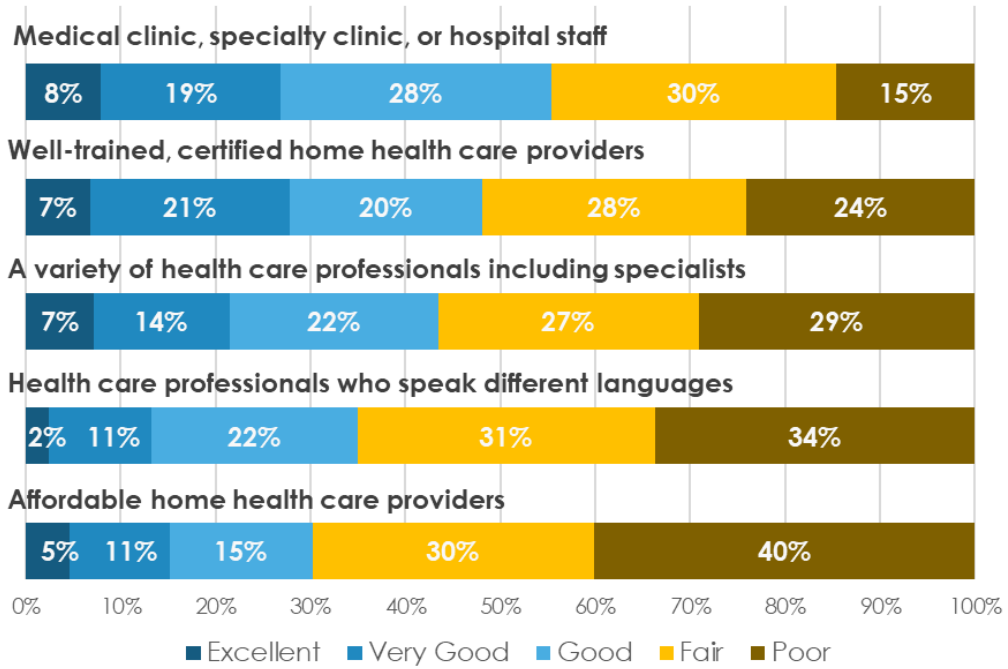


Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 36 shows the responses to a question asking respondents to rate, from poor to excellent, each community asset and type of support the region’s seniors. The sole asset with a positive rating above 50% (rated good, very good, or excellent) is access to medical clinics, specialty clinics, or hospital staff (55% positive rating). About half of respondents have a positive rating for home health care providers (48% positive and 52% negative). Access to a variety of health care professionals, including specialists, received a 47% positive rating, and access to health care providers who speak different languages received a 34% positive rating. Access to affordable home health care providers received a 31% positive rating, with a 70% negative rating (30% fair and 40% poor).

⁷ Aging in Place: Growing Older at Home, National Institute on Aging, October 2023.

Exhibit 36. Community Assets and Support for Seniors, Survey Respondents, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

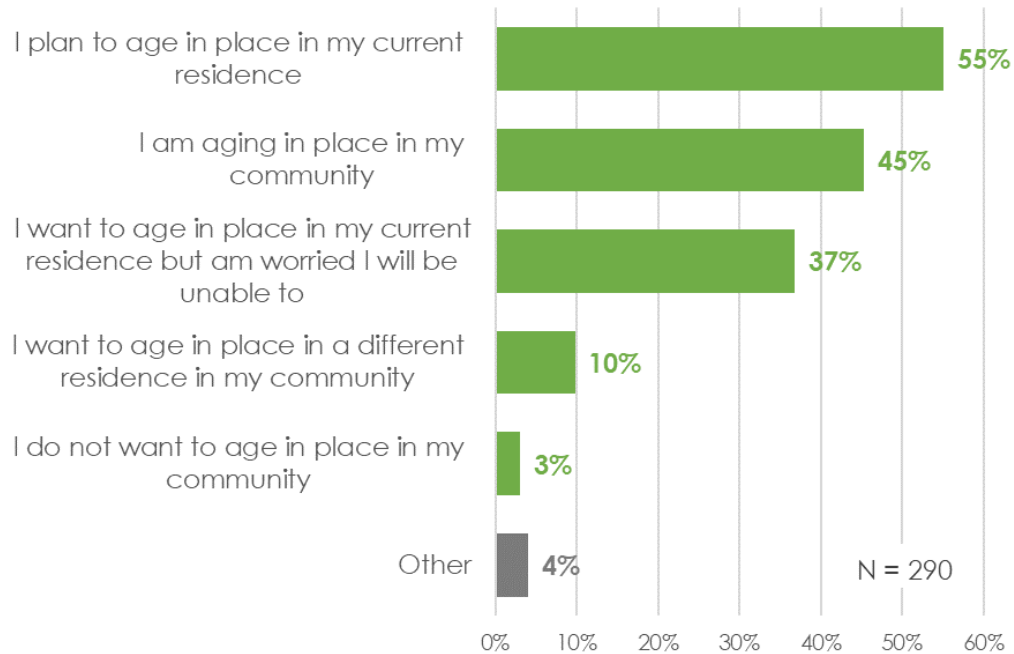
Seniors want to age in place in the Snoqualmie Valley, but many face significant hurdles to staying in their home and community. Top considerations for survey respondents in thinking of moving away from their current community include access to quality health care facilities, the cost of maintaining their current home, access to transportation, and personal safety or security concerns.

Exhibit 37 denotes respondents’ plans to age in place within the current community. The majority of respondents (55%) plan to age in place in their current home or residence. More than one-third (37%) would like to age in place in their current residence but are concerned that they will not be able to. A smaller share of respondents (10%) are planning on aging in place in the service area but in a different residence or home. Only 3% of respondents do not wish to remain in the North Bend and Snoqualmie area. Twelve respondents selected other; their responses include:

- Five respondents are not sure what their plans are.
- Four respondents are uncertain about housing or other resources for them to remain in their community.

- Three respondents note their need for different housing than they currently have, including assisted living facilities or one-story homes.

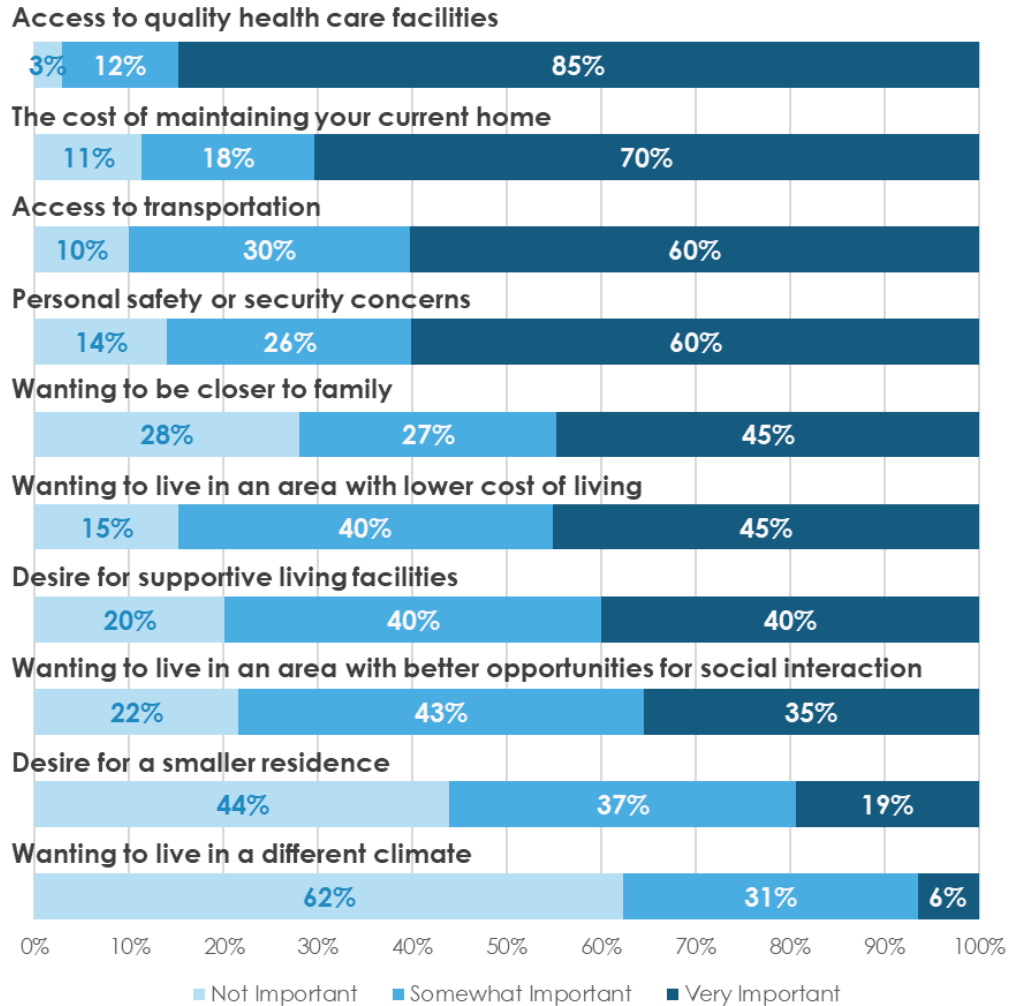
Exhibit 37. Plans to Age in Place in Current Community, Survey Respondents, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 38 asked respondents to rate the importance of each factor in their consideration of where to age in place using the response options of not important (lightest blue), somewhat important, or very important (darkest blue). The most important considerations with more than 50% of respondents indicating each as very important are access to quality health care facilities, the cost of maintaining their home, access to transportation, and personal safety or security concerns. The next most important considerations include wanting to be closer to family (45% very important and 27% somewhat important), wanting to live somewhere with a lower cost of living (45% very important and 40% somewhat important), desire for supportive living facilities (40% rated somewhat and very important each), and wanting to live in an area with better opportunities for social interaction (35% very important and 43% somewhat important). A desire for a smaller residence did not receive as much priority with 44% responding it is not important and 37% as somewhat important. The climate also received low priority as a consideration of where to age in place with 62% noting it is not an important consideration and 31% rating it as somewhat important.

Exhibit 38. Considerations for Moving from Current Community, Survey Respondents, 2024



Source: Mt. Si Senior Center, 2024; CAI, 2024.

Exhibit 39 summarizes open-ended survey responses to the question of “What is your biggest concern related to aging in place in your community?” The most common response are concerns related to housing. Access to affordable housing (23%), the rising cost of living (including paying taxes) (14%), a lack of senior housing (8%), and the struggle to maintain their current home (8%) are the most common housing-related concerns. Respondents wrote:

- “Not being able to afford to live here. Having spent the majority of my life here I would like to die here too but am seriously looking at more affordable areas to live.”
- “The cost of living. The prices are too high, and I am unable to meet the cost of living on my monthly income. I have to use

limited retirement funds to supplement. Worried that I will run out of funds.”

- “There really isn’t anywhere. The cost to stay in your home is too high. The apartments that are here are run down. We should have a senior neighborhood with smaller houses and low income for seniors.”
- “Need affordable (subsidized) apartment housing. I’m on the waiting list but will never see my spot come up before I’m dead.”
- “I am 51 and already cannot afford to maintain or improve my current home.”

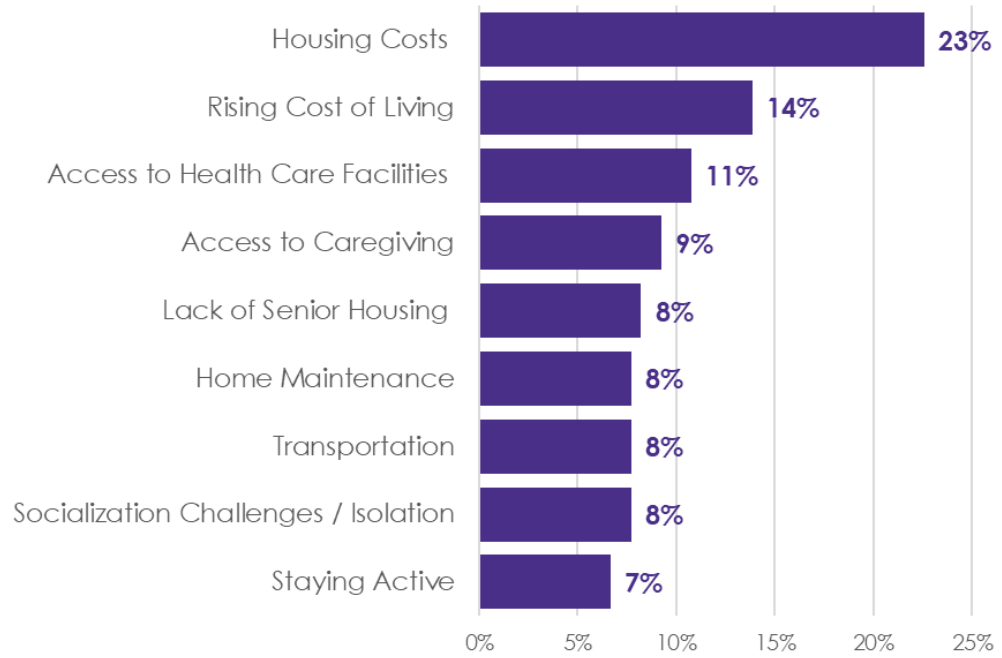
The next most common responses are related to access of care. 11% are concerned with access to health care facilities and caregiving services. Respondents wrote:

- “Access to medical providers and even local outings when I’m unable to drive.”
- “When the time comes, getting people to come to our house for daily care / maintenance.”
- “I have fallen a number of times. I am worried about being kicked out of my apartment due to so many hospital visits. I don't want to lose my apartment.”
- “Medical facilities are almost all Issaquah or west.”
- “Cost of care and proximity to medical specialists.”

Additional areas of concern include transportation and general mobility concerns (8%), isolation or access to social activities (8%), and staying active (7%). Respondents wrote:

- “Access and transportation to medical appointments.”
- “Public transport to SEATAC, Health care specialists and hospitals, and activities in Seattle.”
- “Having physical activities to keep active and social opportunities. Physical activities such as exercise classes, pickleball, hiking etc.”
- “Isolation.... no family to watch over/care for us.”

**Exhibit 39. Concerns Related to Aging in Place,
Survey Respondents, 2024**



Source: Mt. Si Senior Center, 2024; CAI, 2024.

APPENDIX A. SURVEY QUESTIONS

1. Are you answering this survey for yourself or for a family member/friend?
2. How long have you lived in your community?
3. How would you rate your current community as a place for people to live as they age?
4. How would you rate your community for having each of the following?
 - a. Well trained, certified home health care providers
 - b. Affordable home health care providers
 - c. A variety of health care professionals including specialists
 - d. Health care professionals who speak different languages
 - e. Medical clinic, specialty clinic, or hospital staff
5. Thinking about your future years, please select all of the following that apply to you: (*Note: Aging in place means to remain living independently and comfortably in one's own home or community as one grows older, often with necessary support and accommodations.*)
6. Rate the importance of the following factors as they figure into your consideration of where to age in place:
7. How recently have you been to Mt. Si Senior Center?
8. Select the option which best describes your experience with the following activities, programs, or services sponsored by the Mt. Si Senior Center:
9. Which of the above programs, or additional programs, would you like to participate in the future?
10. Do any of the reasons below prevent you from using Mt. Si Senior Center's activities, programs, or services?
11. When do you prefer for programs to be available?
12. How often do you have contact with family, friends or neighbors who do not live with you?
13. What is your preferred method to receive information about Mt. Si Senior Center activities, programs or services?
14. What is your zip code?
15. What is your gender?
16. What is your age?
17. Are you of Hispanic, Latino(a), or Spanish origin?
18. What race best describes you?
19. What language do you speak at home?
20. Which best represents the annual income of your household before taxes?
21. Approximately what percentage of your household's monthly income goes to housing costs, including rent/mortgage and essential utilities? (*Note: Essential utilities include electricity (including gas),*

water, sewer, and other fuels used for heating purposes (oil, coal, wood, kerosene, etc.)

22. What is your Military/Veteran Status?
23. What best describes your living situation?
24. What is your employment status?
25. Do you have a disability?
26. What is your biggest concern related to aging in place in your community?
27. Is there any other feedback you'd like to provide the Mt. Si Senior Center to help improve program offerings to the community?