

PEOPLE'S MEMORIAL ASSOCIATION

2020

ANNUAL REPORT



PREPARED JANUARY 2021 FOR THE
2020 ANNUAL MEETING
EDITED APRIL 2021

A MESSAGE FROM OUR EXECUTIVE DIRECTOR

LEADING DURING A PANDEMIC

Over the last year, many organizations have struggled with how to lead and continue to provide vital services during a pandemic that came on so suddenly and has been so devastating.

We all have a story of when the realization hit us, and where we were at the time. I started the year with a trip to the Grand Canyon with my son and parents. Little did I know that would be the last trip I would be taking for a while.

People's Memorial Association and The Co-op Funeral Home moved into our new offices March 1st, and our plans to create a warm, welcoming space quickly shifted to just finding ways to keep everyone safe while remotely serving our members and community.

Over the last year, we have learned to communicate in new and different ways, guided by the cooperative principles: Voluntary and open membership, democratic member control, members' economic participation, autonomy and independence, education, training, and sharing information. Cooperation among cooperatives, concern for community and supporting that community, all with a constant focus on diversity, equity, and inclusion.

We have worked through many challenging moments, and many more rewarding ones. I'm so proud of what our organizations have accomplished as we've continued to grow and serve so many.

We've made some great administrative progress, too: updating our strategic plan and increasing our educational programming, while continuing to build



FROM OUR EXECUTIVE DIRECTOR

lasting relationships with individuals and organizations in our community.

For so many of us, it has been a year of grief amid constant change.

Which brings me to each of you who have helped us achieve all of the above. Now more than ever, we need your support so that our communities can access the help they need during the pandemic and the recovery that we are all hoping comes soon.

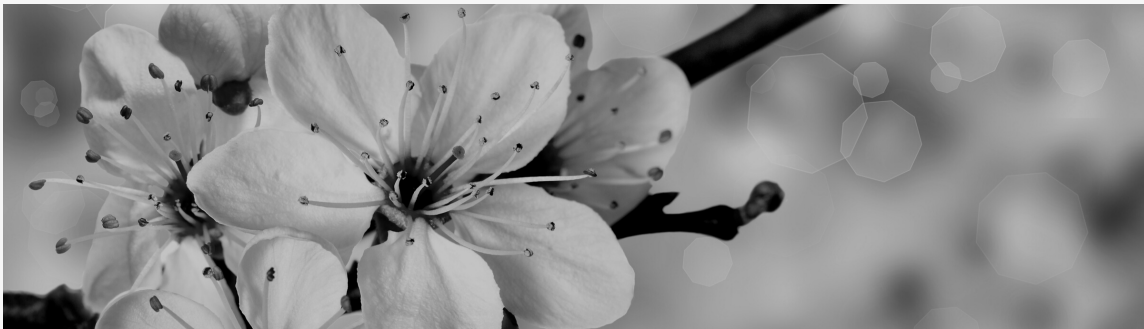
We just launched our Spring Appeal, a special fundraiser happening now through June 31st.

Our goal is to raise \$15,000 so we can supply our 71,300 members and their families with legal documents, consumer protection resources, organizational tools, and staffing. Every dollar invested in our team is a dollar invested in our members. As you know, the most valuable resource we provide is a compassionate and knowledgeable person who can respond to questions during life's most difficult moments.

I invite you to make a gift today by visiting www.peoplesmemorial.org/donate, or by mailing a check to our address below. We understand that these are difficult times, so any amount you are able to give is very much appreciated.

In partnership,

Nora Menkin





ATTEND THE **ANNUAL MEETING**

April 24, 2021 from 10:00 to 11:00 am *online only*

Register online at www.peoplesmemorial.org/annualmeeting for your unique link to join the Zoom meeting. We will share updates about PMA and The Co-op Funeral Home, review financials, and provide a tour of the office space on Queen Anne. Our partners in deathcare will also be sharing updates - hear about natural organic reduction, aquamation, using theatre to discuss advance planning for healthcare, support services, and more!

NEW OPPORTUNITIES!

ACHIEVE YOUR CHARITABLE GIVING GOALS

Did you know you can save money on taxes and support your favorite cause without affecting your current financial situation? Many people are looking to these types of gifts because they're tax-efficient and easy: bequests or gifts from your will, IRA charitable rollovers, IRA required minimum distributions, and gifts of stock. Visit www.peoplesmemorial.org/plannedgiving for more information.

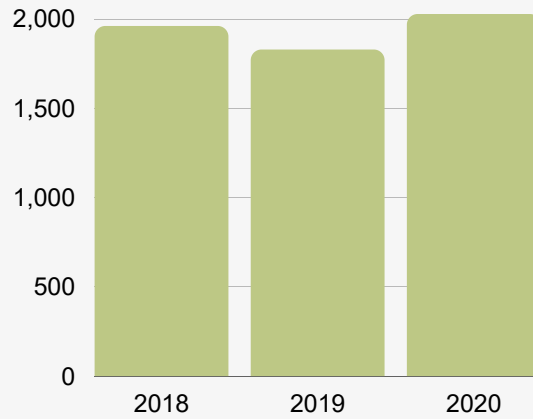
MEMBERSHIP

When the global pandemic hit, there was a surge in new members. With the threat of COVID-19, restrictions on nursing home visits, and people being hospitalized alone, many turned to PMA for support. PMA is the only nonprofit in Washington State dedicated to funeral education and advocacy. Our staff responded to an average of 370 emails and phone calls each month in 2020.

Access to affordable funeral arrangements plus resources to plan for end of life are more important now than ever. Many people are reviewing and updating their end-of-life plans. Visit our website to review

your member benefits, attend an online class, or download free legal documents to get your wishes down in writing.

71,300 MEMBERS AND THEIR FAMILIES DEPEND ON PMA



NEW MEMBERS



JEFF COHN
BUSINESS MANAGER



AMANDA STOCK
MEMBERSHIP &
DEVELOPMENT DIRECTOR



BEVERLY TRYK
COMMUNICATIONS
MANAGER



JESSICA RUNNER
ADMINISTRATIVE
ASSISTANT



EDUCATION

As a result of hosting our classes virtually in 2020, more people were able to attend and many joined us from all over. The classes were recorded and are now on our website in the new Webinar Library.

In 2021 we will explore topics in more depth and offer presenters a modest honorarium. Each month there will be a thematic class series designed to meet the unique needs of various member demographics. These new classes will

be available for a small fee. PMA members will receive discounted access - just \$5 per class! Nonmembers are welcome for \$10 per class. There will be a few sessions that remain free and open to all. Visit our website to check out the events calendar.

230%
INCREASE
IN CLASS
ATTENDANCE IN
2020

NATURAL ORGANIC REDUCTION

NOW AVAILABLE

Also known as recomposition or human composting, this eco-friendly option is a process where

microbes, oxygen, and plant matter combine to gently convert human remains into soil. Recompose is now offering this option with cost savings for PMA members. Visit our website for more information.



FUNERAL HOME PRICE SURVEY

In 2020, People's Memorial conducted its biennial survey of Washington State funeral home pricing. With the coronavirus pandemic, the need to have cremation and burial pricing available to consumers online is even more important. Washington State funeral homes are leading the nation in this increasing transparency with 51% of funeral homes including at least partial pricing on their websites.

Top findings:

- Cremation prices vary by over 745%;
- The average cost for Direct Cremation is \$1,600;
- Burial prices vary by over 400%;
- The average price of Direct Burial is \$2,900 (plot not included); and
- A Complete Funeral Service averages \$5,000 (plot not included).

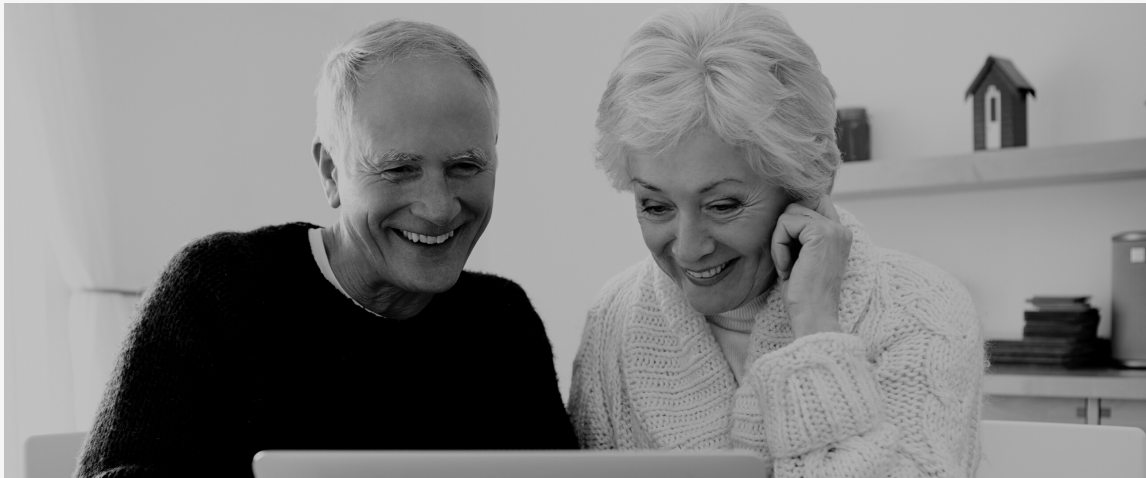
This study reinforces the importance of shopping around and planning ahead to assure that you receive the final arrangements that you want at a price you can afford. Visit www.peoplesmemorial.org/pricesurvey for full results and to search the funeral homes in your county.

PROTECT CONSUMER RIGHTS

Make a gift today to protect consumer rights. Your contribution will empower consumers to make informed decisions, will reduce their stress when shopping for affordable services, and will protect families from spending thousands of dollars unnecessarily. Visit www.peoplesmemorial.org/donate or mail a check to the address below.

SUPPORT PMA

HELP YOUR COMMUNITY ACCESS CLEAR INFORMATION



The coronavirus pandemic has shown us how important it is to have access to clear information about what to do when a death occurs. With strict protocol forcing people to be hospitalized alone, it's more important than ever to have an organized end-of-life plan. It's critical that family members supporting from outside the care facility can find answers to their questions in a timely matter. By making a gift during the Spring Appeal, you will ensure families can access the information they need when they need it.

Help raise \$15,000 by June 30th to ensure your community has access to:

- legal documents like the Disposition Authorization,
- consumer protection resources like the Price Survey,
- organizational tools like the Ducks Checklist, and
- compassionate and knowledgeable staff to respond to their needs on a daily basis.

Your gift will help a family prepare for the end of life and make a difficult time less stressful. Visit www.peoplesmemorial.org/donate or mail a check to the address below.

THE CO-OP FUNERAL HOME

OF PEOPLE'S MEMORIAL

The Co-op Funeral Home is the only not-for-profit funeral home in Washington State. It is one of the top five highest volume funeral homes in the state, caring for over 900 people each year. When the "Stay Home. Stay Healthy." orders were established, our team quickly pivoted to meet the safety standards to protect ourselves and the families we serve. Our team cared for the first person in Washington State who died from COVID-19.



KIM FORSYTHE
FUNERAL DIRECTOR



ANTHONY ESTRELLA
FUNERAL DIRECTOR
INTERN



CHRIS RONK
FUNERAL DIRECTOR



RACHEL LEBLANC
FUNERAL DIRECTOR
INTERN

AQUAMATION

NOW AVAILABLE

Legally known as alkaline hydrolysis, this eco-friendly alternative to flame-based cremation uses water, temperature, pressure, and alkalinity to reduce the body to bone. The bones are then processed and returned to the family as "ashes" in an urn.

Member price \$1,250

Non-member price \$1,500

**FAMILIES
SERVED BY
THE CO-OP IN
2020: 925**

DISPOSITION CHOICES:

Cremation 848

Burial 54

Aquamation 23

STATE AND NATIONAL TRENDS

76% of Washingtonians choose cremation compared to the national average of 54%. Considering the environmental benefits of aquamation and natural organic reduction, it will be interesting to see how these trends change over the years.

FINANCIALS

PMA

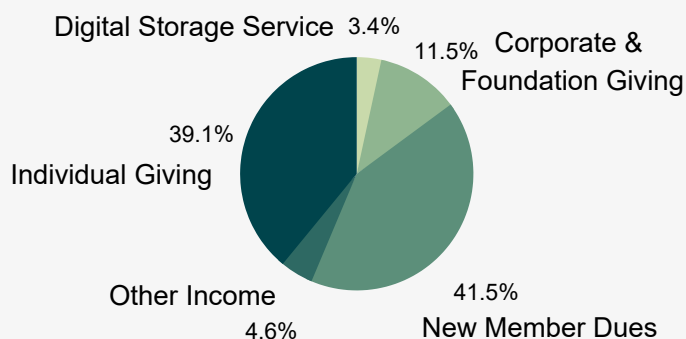
- Revenue: \$234,987
- Expenses: \$189,750

The Co-op Funeral Home

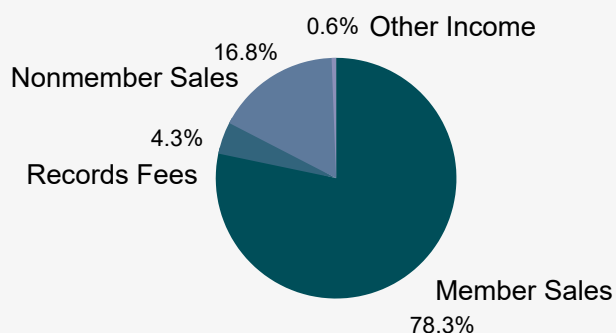
- Revenue: \$952,401
- Expenses: \$974,506*

*The Co-op Funeral Home took out an \$80,000 loan for the relocation to and renovation of our new office in Queen Anne. The community contributed \$15,400 during the Spring Appeal in 2020 to support this project. Additionally, we received a Paycheck Protection Program (PPP) loan of \$79,340. This loan was 100% forgiven through the PPP Loan Forgiveness Program, which is reflected in The Co-op's expenses. Please contact us if you'd like to see a more detailed look at the financials.

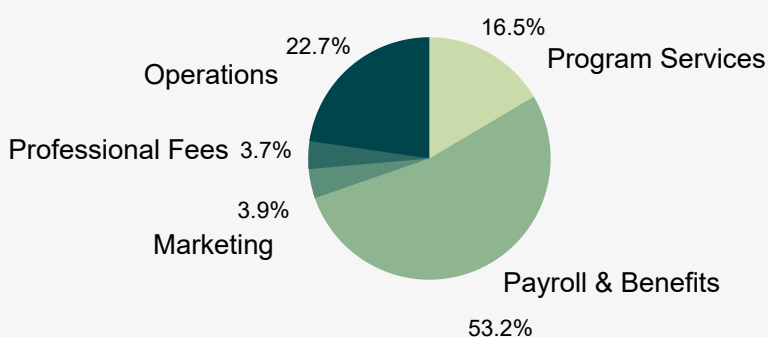
PMA INCOME



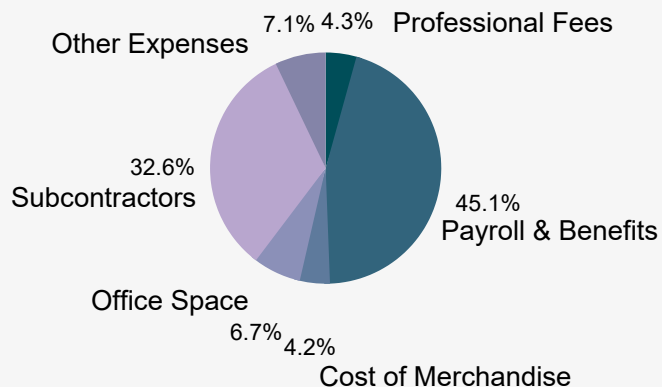
THE CO-OP INCOME



PMA EXPENSES



THE CO-OP EXPENSES



SATISFACTION SURVEYS & FAMILY TESTIMONIALS

We survey each family who utilizes the services of a PMA Contracted Funeral Home to ensure our members and their families are treated with dignity and respect. 265 people responded to our survey about services received in 2020. Here are the results:

99%

received no upselling

99%

satisfied with the selection and quality of merchandise and services

95%

overall satisfaction with the funeral home



"THE FUNERAL HOME IS HOLDING OUR DAUGHTER'S ASHES UNTIL WE ARE ABLE TO COME TO SEATTLE WHEN COVID LESSENS. WE APPRECIATE THIS."
- BOB & PAT

"MY FAMILY AND I ARE GRATEFUL FOR PMA. WE FELT SENSITIVELY GUIDED DURING OUR TIME OF LOSS." - DAVID

"IN AN INDUSTRY THAT IS OFTEN RIFE WITH SHADY PRACTICES, YOUR INTEGRITY MAKES YOUR ORGANIZATION STAND OUT AS A SHINING STAR." - MARILYN

"IT'S NICE TO KNOW THERE ARE PEOPLE WHO REALLY CARE ABOUT THEIR WORK AND HELP PEOPLE AT A DIFFICULT TIME. THANK YOU." - SHANON

CREMATION ASSISTANCE FUND

EVERYONE DESERVES A DIGNIFIED GOODBYE

25 families received funeral financial support in 2020: a total cost of \$14,500. This fund covers 75% of the PMA member cost of cremation. PMA is committed to supporting 25 families again in 2021. There has been an increase in applications from people who have lost their jobs and this fund provides pandemic relief in a very real and direct way. That's why we created a new way for you to help:

BECOME A FAMILY ALLY

Support one family this year by setting up a \$50 monthly donation. Your gift will provide a dignified goodbye and space for the family to heal as the stress of searching for funds is reduced. While \$50 a month covers 75% of the cost of cremation for one person, any amount is welcome! Visit www.peoplesmemorial.org/givemonthly to start!

Here's a story of a family who recently applied for assistance:

Patricia lives in Colorado and found out her sister Terri died on Whidbey Island. Patricia can't afford the cremation, let alone the airfare to Washington to see her sister's body one last time. If she can't come up with the money, she will be forced to go through the county indigent program. Neither sister is indigent; they're on fixed incomes which have been further strained due to the pandemic.

By becoming a Family Ally, you can help Patricia provide Terri with a dignified goodbye.

www.peoplesmemorial.org info@peoplesmemorial.org
206.325.0489 2011 1st Ave N, Seattle, WA 98109

THANK YOU

OUR GENEROUS DONORS KEEP US GOING

Margaret Adams and Jiri Zapletal
David Aggerholm and Gwendolyn Lundberg
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Jacqueline Alten
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Tristan Crippen
Dagmar and Robert Cronn
Carol and Raleigh Curtis
Renee and David Dagseth
Lore Dahlstrom
Mark Dalton
Glen Danielson
Joyce Danielson
Rosemary Daszkiewicz
Sylvia Davids
Patrica Davis
Joan Davis
Linda Dawson
Ronald Dear
Robin and Gary Dearing
Richard and Georgie Decker
Kristin Delancey
Betty Deters
Barbara Dietrich
Sally and Mark Ditzler
Roscius Doan and Ginger Warfield
William Ferris and Marsha Donaldson
Dwyla Donohue
Kay Douglas
Lavinia Downs
Kerrin Duff
Myrlene and Henry Dumlao **In loving memory*

THANK YOU

OUR GENEROUS DONORS KEEP US GOING

Diana Dundore
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Cheryl Jennings
James and Paula Jobe
Patricia and Paul Kaald
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Richard and Sang Karl
Thelma Kauffman
Spider Kedelsky
Brian Keeler
Ursula Keeler
Margaret Kelly
Allison Kelsey
Angela Kennedy
Carrie Kenner
Catherine and David Kettrick
Marilyn and Edgar Kidd
Sharon Kifer
Chang Kim
Patricia Kimble
Virginia Kinsman
Paul and Lynne Kipping
Gail Kirgis and Thomas Cornwall
Don Klatt and Candace Smith
Gary Klontz
Alan Knapp
Mark Kolner
Judith Koven

**In loving memory*

THANK YOU

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Joanne Kroll
Richard Kroll
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John and Ann Lamanna
Rebecca Lane
Louise Langley
Kelly Larkin and Dean Holmes
Joyce and Joseph Lavalle
Amos Leavitt Iii
Sheung-Pun and Lop Lee
Richard and Dianne Lee
Verlin and Linda Leonard
Roberta Leonard
Michael and Marline Lesh
Ann Lev
Robert Lewis
Dorothy Lilly
Rebecca Lister
Kathy and Jim Long
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Sheila Lowthian
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Dorli Rainey
Michael Ramey
Sandra and Stephen Randels
Barbara Ray
Susan and Richard Reanier
Taral Reece-Sinclair
Stephen and Mary Ann Reichley
Julie Richmond
Jayne and Raymond Riggs
Julia Ringrose
Jenny Roben
Nancy Roben
Stebbins Rohrback **In loving memory*

THANK YOU

OUR GENEROUS DONORS KEEP US GOING

Betsy and Israel Rosen
Randi Ross
Gwen Ross
Catherine Roth
Katherine Roth and Donald Swenson
David Ryan
Frances Ryba
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Kathryn VanWinkle
Carole Veitch
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Marilyn Wagar
Kim Waggle
Meghan Walker
Colleen Waterhouse
Stuart Weibel and Walter Kuciej*
Barbara and Robert Welsh
Elizabeth Wery
Ellen and Arthur West
Patricia Whisler
Amy Wicklund
Willard and Katharine Wilcox
Robert Wiley
Marjorie Wilkinson
Donald and Marlene Willard
Janet and Donald Wodjenski
Ernest and Vivienne Wolf
David and Susan Womeldorff
Jeanette and David Woodruff
Lorraine Woods
Roselynn Woodward
Anne Woolf
Jean Worthen
Allen and Lois Wyse
Penelope Yonge
Billie Young and Larry Macmillan
Marlene Young
Joan Zegree

**In loving memory*

MEMORIAL GIFTS

WE ARE HONORED TO DO THIS WORK IN THEIR MEMORY

Anabel Amis for Robi Dean
Peter Andresen for Patricia Noeddelund
Janet and James Arkills for Robert and Mary Arkills
Larry Atkinson for Betty Atkinson
Judith Barbee for Don L Barbee
Lesa Barnes for Tom Berg & Will Barnes
Lloyd Berg for Roberta Berg
Mark Bishton for Marlys Darlane Trygg
Cecelia Boulais for Stephen Hallstrom
Jane Ann Bradbury for Robert Bradbury
Doris Brevoort for Miriamma Carson
Mary Burkland for Martin Burkland
Flora Burlingame for D Arvin Burlingame
Jocelyn Cain for John William Strassburger
Carol and Michael Cameron for Tahlia Boyd
Erika Campbell for Margaret Kitchell
Paula Chalupnik for James Chalupnik
Jennifer Chermoshnyuk for William Robert Pew
Jennifer Christensen for Brett
Ingrid Cloud for Bill Cloud
Elizabeth and Scott Coplan for Michelle Abad
Esther Davis for Paul W Davis
Sherry Dega for Charles Dega
Jennifer Delanty for William Delanty
Genevieve Dolan for Joseph Kangolin
Pegi DuBois for Dorothy Irene Popovich
Ruth Eller for Alvin Eller
Audrey Ellingsen for Clair Ellingsen
Linda Elsner for C Douglas Elsner
Phillip Escandon for Barbara Escandon
Eunice Evanger for H Glen Evanger
Janet and Haywood Fabling for Marylee Hadley
John Farhat for Abraham Farhat
Darlene Franz for Bill Van Horn
Linda Fredrickson for Marvin Fredrickson
Sharon Friel for Carolee Mathers
Stephen Groening for Joe Joeebgen
Richard Gross for Cornelia Gross
Karen Gwilym for Donald Gwilym
Roth and Maily Hafer for Lucille Hafer
Yong Han for Won Han
Susan and Kenneth Harding* for Libby Crabb
Elizabeth Harnasch for Michael Paul Johnson
Roxana Harper for Gordon Harper
Allison Harris for Roger Harris
Ace Harrison for Doris L Harrison
James Haviland for Devona Haviland
Stephen Hayden for Julian Dodge Hayden
Jeri Helgeland for Miriam and Neil Helgeland

TRIBUTE GIFTS

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Paul Heneghan for Barbara Heneghan
Michael and Josette Hertel for Ron Hansen
Sally Hufbauer for Karl Hufbauer
Susan Huot for Won Chin
Sharyl Jackson for Curtis Jackson
David James for Thomas Rudd and Margaret Kitchell
Bonnie Jennings for Lauren Solinger
Joseph Johnson for Joseph C Johnson
William Jolliff for Anna Jolliff
Lawrence Kambich for Janet Lois Kambich
Ruth Kelley for Jim Kelley
Paula Knauer for Martin Timothy Hurt
Fred Krick for George A Miller
Wendy and Matt Larson for Dorothy Clegg
Calvin Larway for Jeanne Larway
Donald Lemaster for Diana M LeMaster
Kathryn Levenhagen for Michael Rausch
Carolyn Lewis for Lynn K Henderson
Ray Mayfield for Jane Mayfield
Juliane Mcculloch for Carol Mae Cook and Clayton Clair Cook
Elizabeth McKenzie for Donald S McKenzie
Martha McLaren for Sam Kehl
Nancy Merrill for Sam Merrill
Noelle Million for Mark Wheless and
In Honor of Dixie Million
Medora and Anthony Moburg for Sherman and Victoria Sloan Bayless
Diane and Stephen Moseley for Lupita Moreno
Peter Nelson and Meadow Pederson for Karen
Angelina Lee for Paul Hensel
Hilva and Frederick Novota for Meine Mutti
Raleigh and James Nowers for Doris Lela Raudstein
Thomas and Jonlee Nunn for Eric Forrest Nunn
Elizabeth O'Connell for Dick O'Connell
Marcia Olson for Eldon L Olson
Heather Pahl for Kurt G Pahl
Ingeborg Paulus for Roy Potter
Marka and John Perkins for Grace Weinmann
Caulda Pope for O'Delya Stucks and Nathan Pope
Joan Ritzenthaler for Tom Ritzenthaler
Marcia Rizzuto for Les and Nancy Pennington
Nancy Rotecki for Frank and Sabina Rotecki
John Ryan for Ronald Lehman
Janice Sandison for Josephine Gould
Lynn Scott for Wil Nelp
Faith Seetoo for Kurchta Harding
William Shecket for Susan Shecket
Kathryn Shields for Charles Shields
Patricia Siggs for Joan Trunk

MEMORIAL GIFTS

WE ARE HONORED TO DO THIS WORK IN THEIR MEMORY

Elisabeth Sleeth for Charles Henry Sleeth
Scott Smith for Alan Smith
Donna Smith for Patrick D Smith
Daniel Smith for Sandra Smith
Arthur Smith IV for my Uncle Don
Linda and Julian Snow for William D Smith
Jan and William Snyder for Keith Kingsbury
Harish Srivastava for Margarete Srivastava
Ingrid Stipes for James Stipes
Lin Sun for Li Lin
Shawn Sutton for Tobin Zerba
Eric Tabb and Jeanne Bourget for Tamaara Tabb
Frances Thomas for Amber Ashley Wilson Francis
Workinesh Tianen for Walter J Tianen
Helen Tim for Joe Lo Peng
Lavinia Touchton for Steven J Schroepel
Thomas Ventur for those unknown to anyone
Elyette Weinstein for Aaron Weinstein
Janet West for Holgar and Gladys West, TH Cliff, and Bessie Harding
Elizabeth White for R Standlea White
Nadya Zawaideh for Gayle Zawaideh
Dennis Ziehe for Julie K Ziehe
Thomas Zitzer for Julia Zitzer

HONORARIUM GIFTS

WE DO THIS WORK IN CELEBRATION OF YOU!

Diane and Robert Cipra for Robert Shimmin
Alberta Golden for Jessica Fauconnier
Phil Olson for Rod Stout
Linda Wolf for Guiana Gobel and Seattle's first responders