



Funds Distribution Report

Recipient Organization:

Hopelink

Address:

8990 154th Ave NE
Redmond, WA 98052

Mailing Address:

PO Box 3577
Redmond, WA 98073-3577

Contact:

(425) 869-6000
<https://www.hopelink.org>

Organization's General Goals:

Hopelink's mission is to promote self-sufficiency for all members of our community to help people make a lasting change.

Date of Award:

2023 Q1

Level:

\$500 to \$2,500

For more information, please read the attached report from Hopelink.

8802 27th Ave NE
Tulalip, WA 98271

TulalipCares.org

Disclaimer: This report may be a summary of content provided by the recipient, not always complete quoted material.

Report to Tulalip Tribes Charitable Contributions on Hopelink's Community Services Programs for Calendar Year 2023

On June 1, 2023, Hopelink received your generous grant of [REDACTED] to support our Community Services of Financial Resiliency and Food Assistance Programs. All funds were dispersed as outlined in the request. This final report is an update on Hopelink's accomplishments, in part as a result of your gift. Together, we have helped change lives.

Report Code: Q1 2023 14.2

URL: www.hopelink.org

Hopelink's Impact:

- The Food Assistance program served 13,169 individuals.
- 5,065,571 pounds of food were distributed through Hopelink Markets.
- 518 households representing 1,243 individuals received flexible financial assistance.
- \$1,241,063 was distributed in financial assistance. Of that, \$1,134,514 went to housing costs – rent, move-in fees, and eviction prevention.
- 462 households received assistance with housing costs.

A total of 62,500 individuals were served through Hopelink's programs in 2023.

Who Benefits

Rebecca, a young adult living on her own, reached out to Hopelink for assistance. She ran into some financial difficulties when she needed to take time off work to care for her mother while she recovered from surgery. When she returned to work after almost a full month, she was unable to secure the hours needed to bring her income back up to the previous amount. The client used up all her savings during her short time

unemployed, and she was short on rent for September. After talking with our staff, she was approved for assistance to cover the remaining rent balance and to cover October's rent as well. Rebecca had reached out initially for help with the remaining balance for September rent and was so excited and thankful that we were able to help her with October as well. She has also enrolled in our Food Market and is looking forward to being able to stretch her food budget. Financial and food assistance gave Rebeca valuable time to catch up on other bills while she cares for her mother, ensuring she would be stably housed and fed during a time of crisis.

Financial Resiliency Program Updates

The Financial Resiliency Program continues to see high demand for assistance. Throughout 2023, our team saw over 5,900 requests for assistance. Approximately 63% of requests were for rent and housing-related assistance with a smaller percentage for other emergent expenses. As with many non-profits and direct assistance providers, the demand for services far exceeds what is available through our program. Our team is seeing a few different factors leading to high demand. Job loss or fewer hours at work,

Our vision: A community free of poverty

limited fixed incomes or underemployment, and impact of COVID-19, such as needing to take unpaid time off to care for themselves or loved ones, are the most common reasons our neighbors are seeking assistance.

Partnerships are integral in the Financial Resiliency Program. Many agencies across King County work together to address varying needs of our collective community. In 2023, we celebrated the 21st year of collaborating with another local organization, Solid Ground. Together, we utilize resources to support families and individuals living on low incomes across our service area to ensure families remain stably housed.

In 2023, we also piloted a new service to support individuals in more rural parts of our service area. Through funding from King County, we piloted a mobile office, a van complete with live interpreter video access, internet, and printer. Hopelink partnered with 5 food banks across the Snoqualmie Valley to engage clients in resource and referral services for additional support beyond food assistance. Service referrals included legal assistance, teen and family counseling, energy and financial assistance, WIC (women, infants, and children) appointments, and senior services. Having this service available in the Snoqualmie Valley was valuable as many residents are in more rural areas with limited access to transportation for services. By meeting clients at sites they were already going to, we created a more accessible pathway to receive holistic support and resources. Moving forward, we will continue to use the van for on-site appointments at our Carnation service center, outreach events,

and ongoing community engagement in the Snoqualmie Valley.

Food Assistance Program Updates:

Our Mobile Market, affectionately called “Herbie”, was upgraded in 2023 and has been serving our community. The previous Mobile Market was a sprinter van that did not allow for clients to self-select items they could see, and it had a more limited capacity for foods available. Now, we have a re-purposed food truck that includes a 24-inch panel that opens to show all of the options to our clients. Because this vehicle was previously a food truck, we are able to have greater variety available, including more fresh dairy, protein, produce, and bread products. Currently, there are 10 stops across North and East King County at locations in Bothell, Kenmore, Woodinville, Bellevue, Redmond, and Mercer Island. Our stops are busy as many families with limited transportation, disabilities, or other medical conditions find this to be an accessible alternative to going to an on-site physical market.

Summer 2023 brought more favorable weather which meant a fruitful harvest season with our partner farms. The Hopelink Harvest program partners with volunteers and locally owned and operated farms to bring fresh produce to our Hopelink Markets. 2022 brought flooding, late frost, and heavy wildfire smoke, so we experienced a more limited amount of produce gleaned than usual. However, 2023 brought 61% more produce than the previous year. As we strive to provide fresh, nutritious, culturally appropriate foods across our markets, having produce from our local partners allows us to have a

variety of options for our shoppers to meet their unique needs.

Demand for food assistance continues to be high across our region. While grocery prices and inflation have cooled slightly since early 2023, costs add up quickly for many in our community, regardless of income.

Donations of food have started to increase again though there are still less donations coming in overall compared to pre-pandemic. One way we are working to address this is to partner with local small businesses and grocery stores. Small ethnic markets not only have specific food items that mainstream markets may not, but they also provide valuable insight on the needs of the communities they serve that, in turn, positions Hopelink to better serve our clients. Our grocery rescue program also remains strong and provides food to stock our shelves. Each of the five Hopelink Markets partners with various grocery stores in their area to collect excess food that would otherwise go to waste. Our volunteers have been an integral part in continuing the strong partnerships with our grocery stores to feed our community while also limited food waste.

Thank You!

Hopelink certainly appreciates your consideration and support, and we look forward to continuing our partnership. Hopelink doesn't accomplish all this work alone. Thank you once more for partnering with us.

2023 *Impact & Annual Report*



hopelink

TABLE OF CONTENTS

- 1** Vision & Mission Statements
- 2** Message from the CEO
- 3** Hopelink's Theory of Change
- 4** 2023 by the Numbers
- 5** Housing
- 6** Family Development & Financial Assistance
- 7** Employment Assistance & Adult Education
- 8** Food Assistance
- 9** Transportation
- 11** Energy Assistance & Financial Capabilities
- 12** Annual Report
- 13** Client Demographics



Our Vision

A community free of poverty.

Our Mission

To promote self-sufficiency for all members of our community; we help people make lasting change.

2023 BOARD OF DIRECTORS

Nickhath Sheriff,
Board Chair

Angela Birney

Aaron Marrow

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Krishnan Iyer

Dana Ralph

Gregory Nauman

April Berg

Lillian Strothers

Lynne Robinson

Message from the CEO

Hopelink's light burns so bright across Western Washington because it's refracted by a community who, time and time again, shows us that - together – we can realize a community free of poverty.

In 1971, drivers heading south from the Seattle Metropolitan Area were greeted by a large billboard along Interstate 5 that read, "Will the last person leaving Seattle turn off the lights?" After bolstering a thriving regional economy for decades, Boeing conducted mass layoffs due to market oversaturation, triggering cascading economic impacts and sending unemployment rates surging in the downturn known now as the "Boeing Bust."



About 25 miles north of this sign, a group called the Northshore Job Clinic came together to help laid off workers keep their lights on by finding employment. In 1976, the group acquired a 12-passenger van to offer transportation services. Another three years later, it established its first brick-and-mortar location, introduced new housing, food, and financial assistance programs, and took on a new name – Northshore Multi-Service Center. Over the years, this organization continued to grow its programs and impact across King and Snohomish Counties, serving as a source of light during some of our region's darkest days.

Today, that organization is Hopelink, and in this 2023 Impact & Annual Report, you'll see that while Hopelink never stopped providing services throughout the COVID-19 crisis, 2023 saw us fully emerge from this period to meet increasing needs with our commitment to quality, trauma-informed service for all.

As each Hopelink Center and Food Market began humming again with in-person services, we also welcomed

80 households home to Redmond's new Together Center, where Hopelink provides case management services. As refugees arrived from Afghanistan, Syria, and Ukraine, our new neighbors counted on our English for Work and Employment Assistance programs to bring their skills to US workplaces. As people returned to in person work, our Mobility Management team was there to help folks navigate accessible, affordable transportation options.

When the needs of each family or individual experiencing poverty can vary greatly, the breadth of Hopelink's nine programs allows us to provide more tailored services. We've come a long way since our days as a small job clinic.

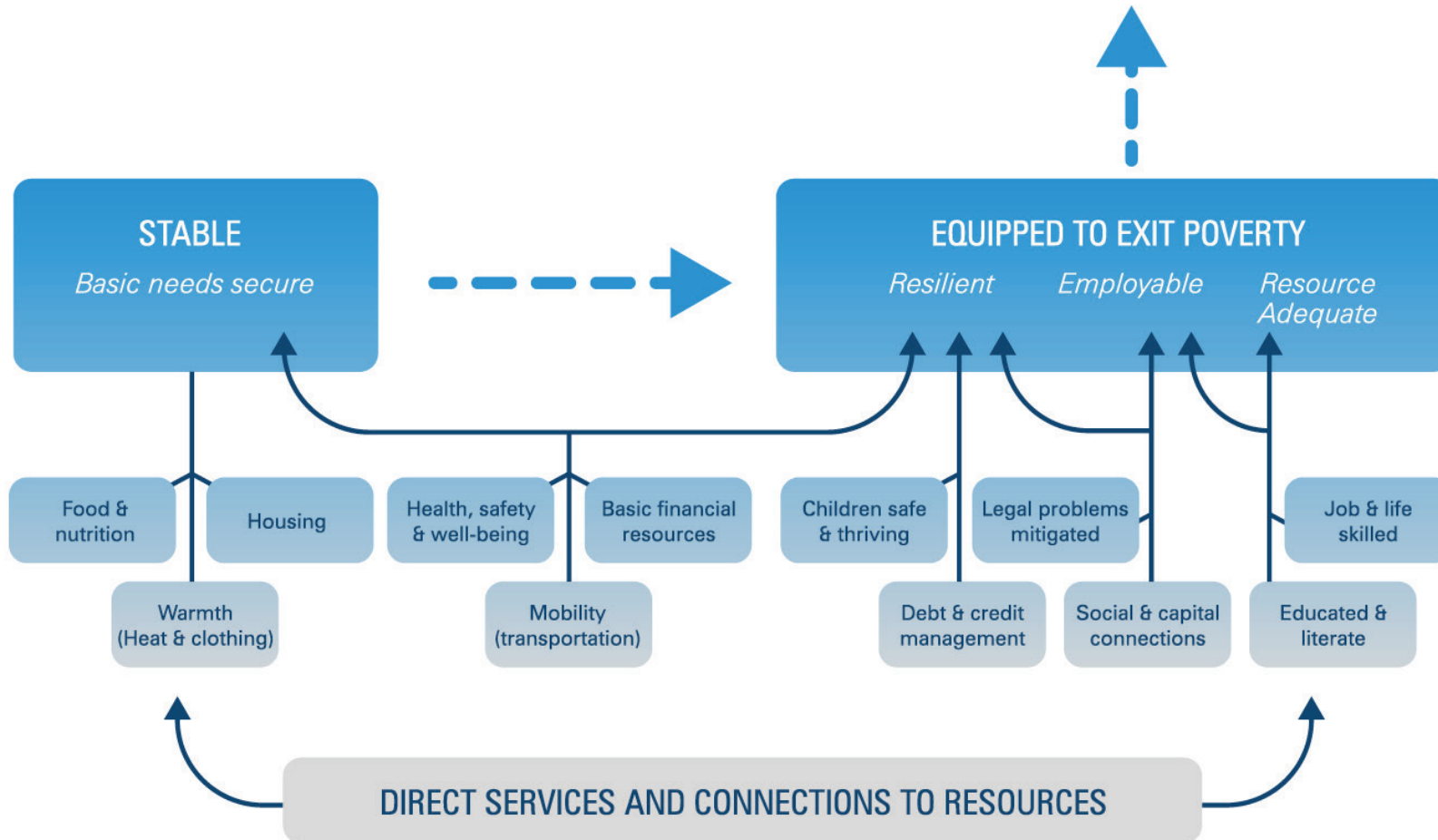
With sincere gratitude,

A handwritten signature in black ink, appearing to read "Geoff Crump". The signature is stylized and somewhat abstract, with a long horizontal stroke extending to the right.

**Geoff Crump,
Hopelink CEO**

Our How

Our **Theory of Change** represents that when community members are able to meet their most essential needs and develop stability, they're able to gain skills and become equipped to exit poverty.



Hopelink's 2023 By the Numbers



utilized Hopelink services in 2023.

Meeting Basic Needs in North & East King County

To learn more, visit SelfSufficiencyStandard.org

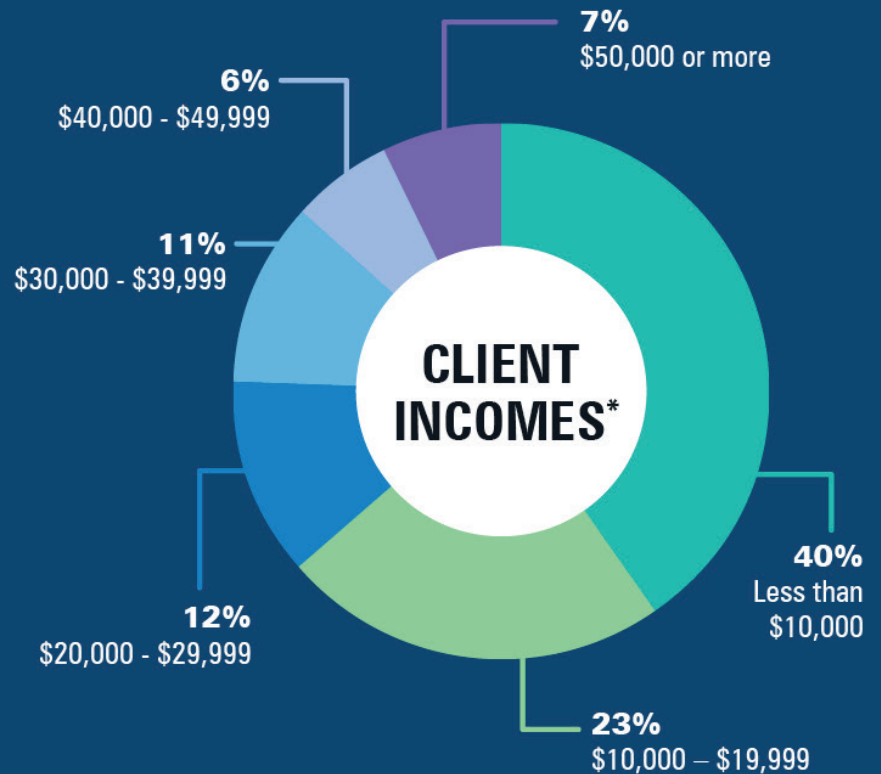


63% of households served make \$20,000 or less annually.



For two adults and one infant to meet their basic needs in east King County in 2023, it took an annual income of at least \$104,810.

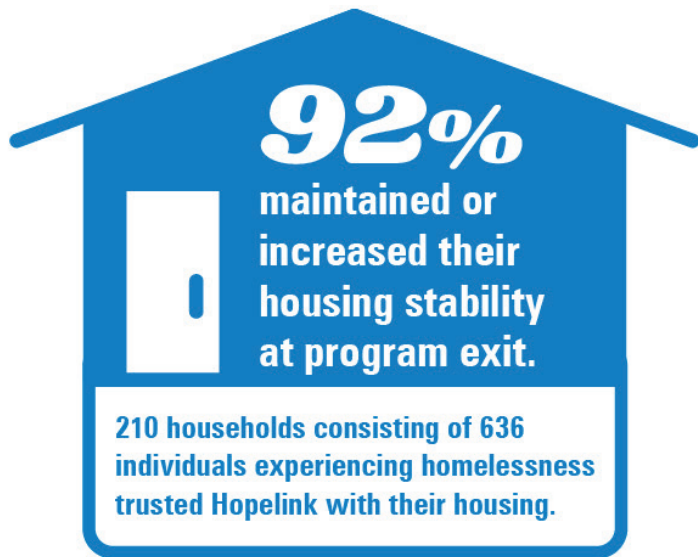
Source: Self-Sufficiency Standard, University of Washington Center for Women's Welfare



*Client income information was collected from 15,763 individuals.

HOUSING

Safe, affordable, and warm shelter is the most essential building block for a family's journey to become equipped to exit poverty. In addition to providing shelter, transitional, and permanent housing at six sites, Hopelink's Housing staff offers comprehensive case management to support families as they build stability.



FAMILY DEVELOPMENT

Family Development case managers work with families throughout the community, creating a long-term, step-by-step action plan to gain and sustain stability.




98%
of participants
maintained
or established
stable housing
at program exit.

29% increased their
income by at least 30%.

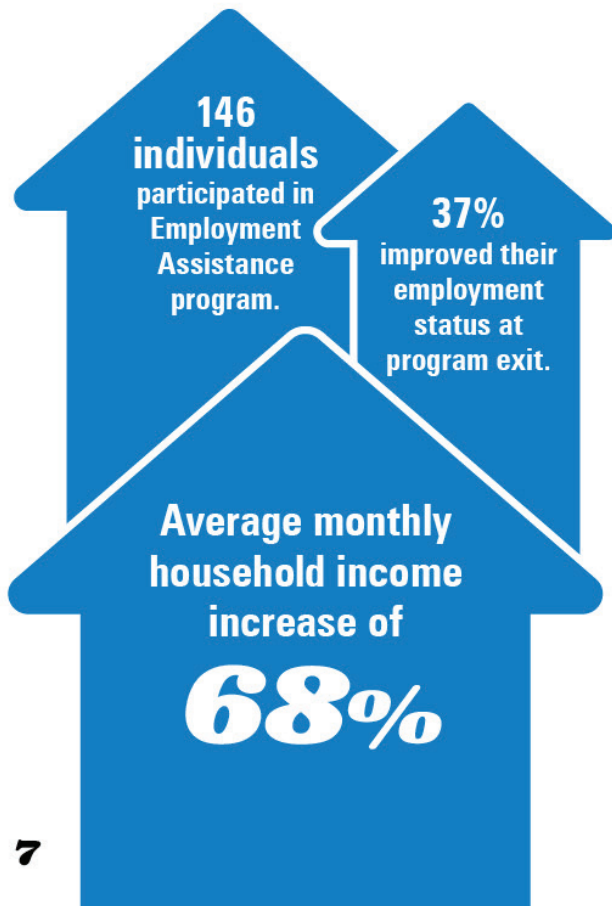
FINANCIAL ASSISTANCE

Hopelink's Financial Assistance program helps our neighbors maintain stability by providing funds to assist with rent, cover moving costs, or meet other emergency financial needs.


\$1.2 million
in financial assistance
was provided, with
\$1.1 million helping
people maintain housing.

EMPLOYMENT ASSISTANCE

In addition to workshops and events provided throughout the community, Hopelink's Employment Specialists work collaboratively in one-on-one sessions with clients, exploring and identifying the skills, knowledge, and resources needed to find employment.



ADULT EDUCATION

Fostering inclusive learning environments for adult learners, Hopelink's Adult Education program offers multiple services which create opportunities for students to identify and develop skills to reach their goals.



In our increasingly digital world, the Adult Education program introduced a new sub-program in 2023, Digital Skills. Through workshops, classes, and one-on-one coaching, this program works to bridge the digital divide, so community members have skills and resources to participate online – whether it's applying for jobs, using email, or joining Zoom meetings.

19% of participants increased their employment at program exit.



FOOD ASSISTANCE

Community members can access free, nutritious foods at the five Hopelink Food Markets at each service center, in addition to the Hopelink Mobile Market.



13,691
people
served



191,155
pounds of food
acquired with
Hopelink Harvest*

4.1
million
meals
were provided

5 million
pounds
of food
provided



Thanks to grant funding from the Washington State Department of Agriculture, a 24-foot-long truck outfitted with freezer and refrigeration features hit the road as the new Hopelink Mobile Market. This new vehicle allows the program to distribute more free, fresh groceries in areas that lack access to affordable and nutritious food options across east King County.

**To learn more, visit hopelink.org/harvest-program/*

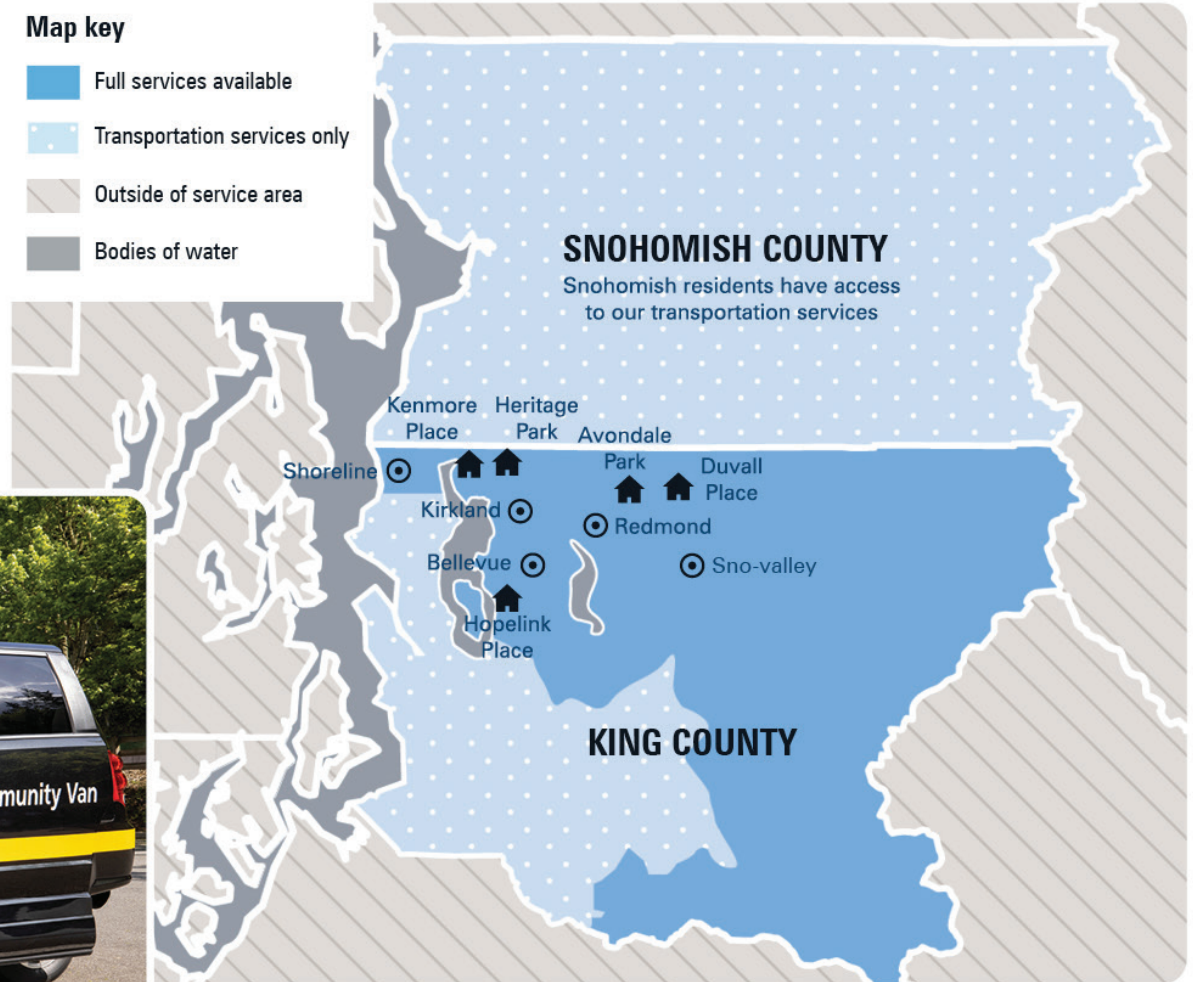
TRANSPORTATION

Access to reliable, affordable, and accessible transportation is essential for all members of our community, whether accessing food, employment, healthcare, or other necessities. Transportation at Hopelink consists of three departments that work to address these gaps.

Hopelink's Service Area

Map key

- Full services available
- Transportation services only
- Outside of service area
- Bodies of water





DART

A King County Metro service operated by Hopelink, DART (Dial-A-Ride Transit) is a fixed-route transit service which uses smaller vehicles, picking up passengers at Metro bus stops and getting them closer to their destinations.



Over 1.2 million miles driven

613,123 passengers picked up.

NEMT

Medicaid recipients in King and Snohomish Counties use Hopelink's NEMT (Non-Emergency Medical Transportation) program to get to and from their medical appointments.



745,466 trips were provided

32,510 Medicaid recipients provided transportation.

MOBILITY MANAGEMENT

Using both community outreach and coalition building, the Mobility Management program addresses gaps in transportation that impact travelers across King County.



12,345 people served

726 people commuted using Community Van for 635 trips.

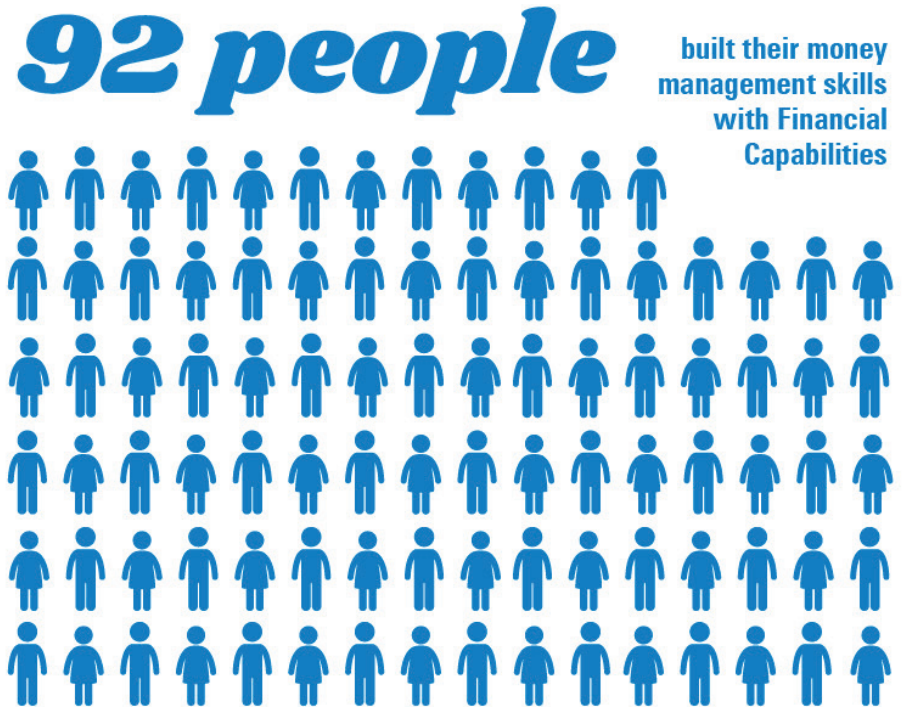
ENERGY ASSISTANCE

The utilities that power our homes are essential in maintaining stability. Hopelink's Energy Assistance program supports our neighbors with energy costs, including water, heat, and air conditioning.



FINANCIAL CAPABILITIES

Through one-on-one financial coaching sessions and community workshops, the Financial Capabilities program partners with individuals in building money management skills.



Annual Report

Fiscal Year
7/1/2022 – 6/30/2023

Audited Financial Statements are available for review at the Hopelink Administrative office. The IRS form 990 is available at hopelink.org/about-us

OPERATING SUPPORT AND REVENUE

Fees and Grants from Government Agencies	\$76,188,014
Contributions and Grants	\$10,233,717
In-kind Contributions	\$5,779,199
Earned & Other Revenue	\$2,063,234
United Way	\$22,093
Total Operating Support & Revenue	\$94,286,257

OPERATING EXPENSES

Program Services:

Transportation	\$60,586,398
Community Services	\$26,692,311
Total Program Services	\$87,278,709

Supporting Services:

Management & General	\$6,521,075
Fundraising	\$2,225,140
Rental Property Activities	\$128,241
Total Supporting Services	\$8,874,456

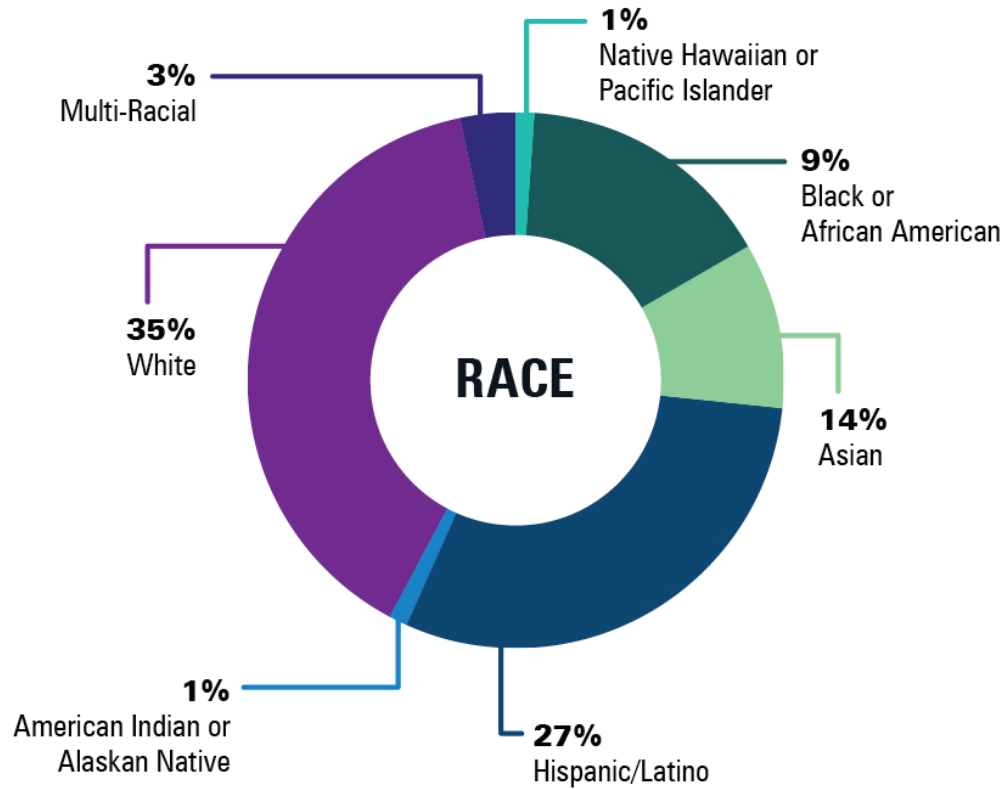
Total Operating Expenses (Including Depreciation of \$2,002,847)	\$96,153,165
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Change in Net Assets	(\$1,866,908)
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NET ASSET BALANCES

Without donor restrictions	\$27,397,525
With Donor Restrictions	\$17,158,186
Total Net Assets	\$44,555,711

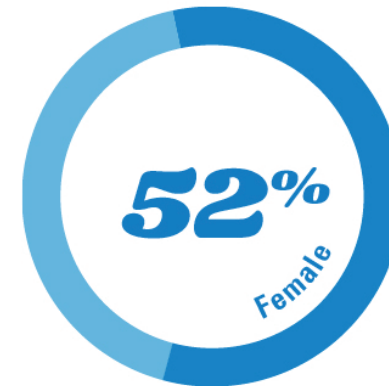
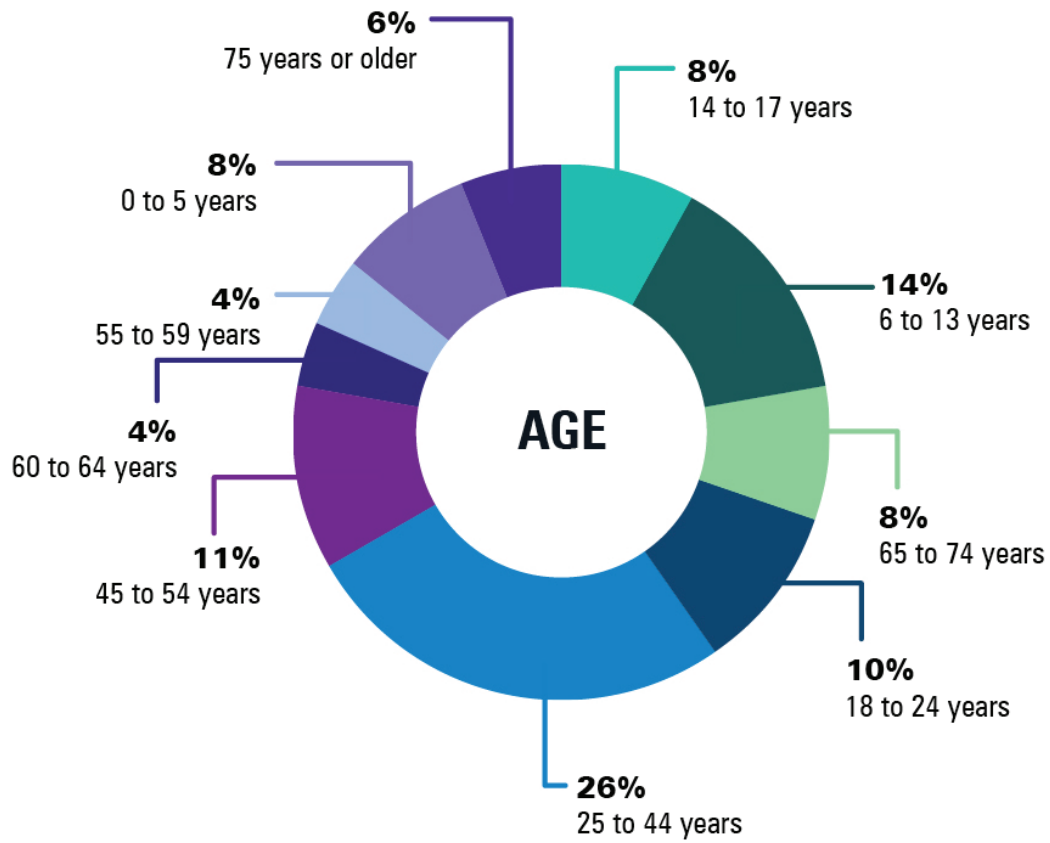
Client Demographics*



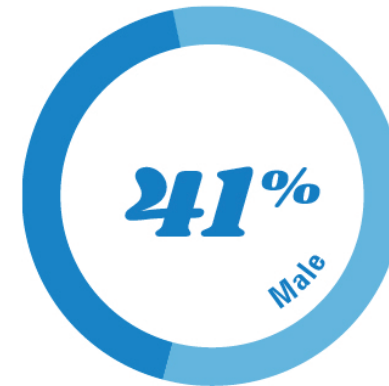
DISABILITY



*Client demographics represent Community Services clients who were invited to share how they identify with race, disability status, and gender.



GENDER



***0.3% of clients self-identified as transgender and/or gender non-conforming.*



50,403
volunteer hours
donated by 1,992 volunteers in 2023



Join us!

Scan the QR code
to learn more or visit
hopelink.org/take-action

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HopelinkHelps



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