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Who We Are

Hopelink serves homeless and low-income families, children, seniors and people with disabilities in north and east King County; providing a variety of programs and services aimed at helping people gain stability, and the tools and knowledge needed to exit poverty. Hopelink also provides transportation services throughout King and Snohomish counties.
Vision
A community free of poverty.

Mission
Hopelink’s mission is to promote self-sufficiency for all members of our community; we help people make lasting change.

In 2019, Hopelink served nearly 65,000 people within King and Snohomish counties through nine programs that help people meet basic needs for food, shelter, heat and transportation as well as provide adult education and financial capabilities classes, help finding a job and family development support in the form of comprehensive case management.

Hopelink’s unique Theory of Change model sees client needs and services on a continuum from stability to the ability to exit poverty; helping those in crisis meet essential needs, while also providing the skills and tools needed to create a path out of poverty for good. Clients are able to enter and exit Hopelink services at any point; utilizing one service or many.

This year’s Impact and Annual Report includes program data from Hopelink services provided in 2019, as identified by the organization's community needs assessment. Also included is financial data for fiscal year 2018-19.

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Message from the CEO

Hopelink’s 2019 Impact and Annual Report summarizes our impact over the past year. The report illustrates our work using data about our programs, services and client demographics, but ultimately, the report is about more than statistics; it is about lives changed.

It is also the story of Hopelink staff, whose hard work and commitment are key to our success.

As CEO, focusing on data about our programs and services is essential. But it is the stories of lives changed that remind me of why this work is so important.

- The grandmother who no longer worries about how she will get to a Hopelink food bank to ensure that she and her grandsons have enough to eat.
- The man who moved to the United States to join his family, and was able to access programs and services that enabled him to find his dream job and start a new life.
- The young family who have not only found safe housing, but the support they need to get back on their feet.

Lives changed. Members of our community who are gaining stability and the tools and skills needed to exit poverty.

A lot of things have changed since 1971, when the organization that would grow into Hopelink began serving our community. One thing that has not changed is that we are an organization comprised of – and sustained by – an extraordinary team of individuals.

The more than 350 staff members who are directly responsible for our impact choose to work at Hopelink for a variety of reasons; from the person who grew up in poverty and wants to help other families who may be experiencing the same thing, to the staffer whose intense sense of pride and ownership in their job easily translates into respect for our clients and their needs, to the person who values a safe and supportive work environment. Each has made a commitment to those we serve that goes beyond the work they do every day.

Over time, Hopelink has grown to serve the increasing needs of the area we are proud to call home; adding programs when necessary and expanding services to meet demand. That growth – whether over time or over the past year – would not be possible without the skilled and dedicated professionals who share our vision of a community free of poverty.

As you read through this report, please know that every single statistic tells many different stories, and that every single story began with a Hopelink staff member who is committed to helping people and changing lives.

Lauren Thomas | Hopelink CEO
Theory of Change

Hopelink’s Theory of Change visually demonstrates the goals and objectives of its services within the community.

Our Programs

- **FOOD ASSISTANCE**
- **ENERGY ASSISTANCE**
- **FAMILY DEVELOPMENT**
- **FINANCIAL CAPABILITIES**
- **FINANCIAL ASSISTANCE**
- **EMPLOYMENT SERVICES**
- **TRANSPORTATION SERVICES**
- **ADULT EDUCATION**
- **HOUSING SERVICES**
Hopelink’s Area of Impact

More than 65,000 clients served.

Map Key

- Blue: Full services available
- Light blue: Transportation services only
- Light gray: Outside of service area
- Dark gray: Bodies of water

SNOHOMISH COUNTY

Snohomish residents have access to our transportation services.

KING COUNTY

Service Center Clients Served
- Shoreline: 3,447
- Kirkland/Northshore: 6,340
- Bellevue: 5,930
- Redmond: 4,139
- Sno-Valley: 1,315

Hopelink Housing Number of Units
- Duvall Place in Duvall: 8 units
- Avondale Park in Redmond: 59 units
- Hopelink Place in Bellevue: 20 units
- Kenmore Place in Kenmore: 11 units
- Heritage Park in Bothell: 15 units

Transportation Services
- DART Transit: 978,564 rides
- Medicaid Transportation: 40,989 riders
- Mobility Management: 10,164 clients
“Thank you for the community van service. Because of the help of the van and Cameron, our driver, my life is easier. I no longer need to worry how I’ll get to the Hopelink food bank. As I struggle at age 74 to raise my two grandsons, the trip to Hopelink (for food) lightens my burden immensely. Due to vision loss, I no longer drive or worry how to get there. The peace of mind blesses us greatly.”
Building Stability

When someone is hungry, or doesn’t have a safe, warm place to sleep at night, stability is impossible. Hopelink programs aimed at ensuring that families and individuals have access to basic needs serve people in many different circumstances and stages in life; from the family experiencing homelessness who are in need of food, shelter and a new start, to the person living alone who can’t afford to buy groceries, heat their home or travel to a medical appointment.
Economic prosperity has passed over many members of our community.

According to Northwest Harvest, Washington state ranks 10th in the country in overall wealth – yet ranks 34th in food insecurity, with about one in 10 Washingtonians struggling with hunger. More than half are elderly, or children.

The consequences of hunger are well known – especially for growing children and for adults facing the health challenges that become more common with age. Threats to mental and physical health and performance in school or at work are the most obvious. But also, feeling hungry much of the time can make it impossible to focus on anything else.

It’s hard to imagine nutritionally sufficient food as a “discretionary” budget item – until you have to choose between buying medication, paying the rent to avoid eviction or putting gas in the car so you can get to work. In Washington state, tight budgets and tough choices too often add up to hunger.
Hopelink provides food

Hopelink’s food programs provide emergency and supplemental food to families and individuals; ensuring access to fresh, healthy, nutritious and culturally appropriate meals.

All five Hopelink food banks are set up like grocery stores, empowering families and individuals to choose foods as they would in a store; taking their time reading labels, choosing from items in refrigerated and frozen cases and speaking with volunteers about the latest fresh produce. Food bank signage is in multiple languages.

Hundreds of Hopelink volunteers ensure that food banks run smoothly – working behind the scenes or helping clients shop. They also provide home delivery to clients who are unable to visit a food bank, pick up “grocery rescue” food from local stores and offer cooking demonstrations.

FOOD ASSISTANCE
In 2019, Hopelink provided a total of 2,359,458 meals, with 15,436 clients receiving food assistance. The average number of food bank visits for all clients is about 11 per year. In addition to regular food bank visits, Hopelink provided a total of 5,614 emergency bags of food at centers and community partner sites, and served 2,367 children through its End Summer Hunger program.

HOPELINK HARVEST
Hopelink Harvest collects surplus produce for distribution at Hopelink food banks, increasing clients’ access to fresh fruits and vegetables. Partnering with local farms, farmers markets, community gardens and individual growers and with the help of volunteer gleaners, the Hopelink Harvest program provided 236,563 pounds of fresh produce for local families and individuals.

HOPELINK MOBILE MARKET
In 2019, Hopelink rolled out a mobile food bank, expanding access to fresh, healthy food for local families and individuals who are unable to travel regularly to a Hopelink food bank. Initially visiting six local communities, the truck offers fresh produce, bread, dairy and frozen food as well as canned and boxed products. During each visit, clients receive enough food for about 22 to 25 meals.
This region’s homelessness crisis stems from a complicated mix of causes; some systemic and policy driven, others the result of sudden adverse life events – such as domestic violence, a medical emergency or loss of a job.

Equally challenging is this area’s housing affordability crisis, which plays a significant role in both homelessness, as people are priced out of the market entirely, and housing instability, when an unsustainably high percentage of income goes toward rent.

And with the influx of high-paying tech jobs in recent years, skyrocketing rents continue to disproportionately affect low-income families and individuals whose wages are not keeping pace with the area’s economic boom.

Safe, affordable housing is essential. And for families that have experienced homelessness or are at risk of becoming homeless, Hopelink offers not only emergency shelter, transitional and permanent supportive housing, but the support services needed to help ensure that they are able to build a more stable foundation and become self-sufficient.
Hopelink provides housing

Keeping a roof over their heads provides a family with the stability to focus on gaining the tools and skills they need in order to exit poverty. Families living in Hopelink housing meet regularly with a case manager, and also are able to access other Hopelink services, such as employment assistance and financial coaching.

In the past year, Hopelink served 483 clients (135 families*) through housing programs, and they stayed an average of 16 months. Hopelink also provided 5,248 hours of case management services for clients in our housing program. Of the families exiting Hopelink housing, 40 percent improved their employment, 88 percent moved to more stable housing and 53 percent significantly increased their income.

**EMERGENCY FAMILY SHELTER**

With a goal of ensuring that Hopelink families have the stability needed to obtain permanent housing, Hopelink’s emergency shelter program provides month-by-month housing. In 2019, Hopelink helped 158 homeless clients (44 families) with emergency shelter.

**TRANSITIONAL HOUSING**

Hopelink’s transitional housing provides more than a place to live; it helps families gain employment, increase their income and obtain permanent housing. In 2019, Hopelink housed 161 clients (43 families) in transitional housing. Of those who exited the program, 82 percent achieved permanent housing, and monthly incomes increased by 62 percent on average from entry to exit.

**PERMANENT HOUSING**

Hopelink’s permanent housing helps families continue their progress toward self-sufficiency. Through one-on-one case management designed to help them achieve their goals, residents have access to the services needed to help them gain employment and continue to increase their household income. An escalating rent structure motivates families to ultimately achieve market-rate housing. In the past year, Hopelink housed 198 clients (57 families) in permanent housing. Of these, 13 families obtained permanent housing outside of Hopelink.

*Some families utilize more than one housing program during the year.*
Safe and reliable transportation is essential. And for low-income families and individuals, it can be the difference between keeping and losing a job, getting to a doctor’s appointment or missing essential treatment, and ensuring access to food and other support services and becoming isolated.

In Washington state, the cost of owning a car exceeds the total income of many Hopelink clients. In fact, 46 percent of Hopelink households have an annual income of $10,000 or less, which means that not only would car ownership absorb every single dollar they have coming in over the course of a year, but they would still fall nearly $4,000 short.

In addition, relying on public transportation requires flexibility that isn’t always an option for a patient traveling to a medical facility. A client who needs to get to a chemotherapy appointment or travel in a lift-equipped van needs to know there will be a safe, efficient ride available to get to the appointment and home again.

Access to reliable, affordable transportation also requires accommodating the differing needs of riders, including those who are elderly, living with disabilities or need to travel with medical equipment. Other potential riders need help navigating the public transportation system.
Hopelink provides transportation

Hopelink provides safe and reliable transportation options for people throughout King and Snohomish counties. Through three programs—Non-Emergency Medical Transportation, Mobility Management and Direct Area Response Transport (DART)—the agency helps people access vital services and also helps them navigate the transportation system. Hopelink also provides free bus tickets.

**NON-EMERGENCY MEDICAL TRANSPORTATION**

Through a contract with the Washington State Health Care Authority, Hopelink provides Non-Emergency Medical Transportation (NEMT) brokerage services in King and Snohomish counties for Medicaid recipients. By connecting low-income clients with available NEMT-certified transportation partners, this service helps provide access to life-saving treatment for clients with varying medical needs. Transportation services include bus fare, gas reimbursement, cars and lift-equipped vans for wheelchair mobility.

With access to health care, clients are better able to sustain employment and work toward exiting poverty. In 2019 alone, Hopelink arranged more than 20,000 trips for cancer care, about 169,000 for dialysis, 1,935 trips for people with disabilities and 297,267 for mental health care.

In total, for 2019, Hopelink provided 40,989 clients with rides to and from appointments. The service facilitated 1,524,763 one-way trips and related services. Of all of the trips Hopelink provided, 515,859 were on public transportation.

<table>
<thead>
<tr>
<th>Total Riders</th>
<th>Total Trips and Other Services</th>
<th>Of Those Trips Were on Public Transportation</th>
</tr>
</thead>
<tbody>
<tr>
<td>40,989</td>
<td>1,524,763</td>
<td>515,859</td>
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</tbody>
</table>
**MOBILITY MANAGEMENT**

For many King County residents, an inability to understand or navigate the public transportation system becomes a barrier to access. This is especially true for vulnerable populations and those who are new to this country; including people with disabilities, older adults, low-income individuals and those with limited English proficiency.

Hopelink’s Mobility Management team provides education and resources through various travel training programs throughout King County. Programs provide information about travel options, trip plans, one-on-one transportation assistance and training for partners who work with clients. In 2019, Hopelink provided assistance to 10,164 clients.

**BUS TICKETS**

In 2019, Hopelink distributed a total of 11,036 Metro bus tickets through programs to help clients access various services. The estimated value of these tickets was $30,349.

**DART TRANSIT (DEMAND AREA RESPONSE TRANSIT)**

Through a contract with King County Metro, Hopelink provides mission-aligned public transit service to the general public. DART buses operate on a fixed schedule, but one that has more flexibility than regular Metro Transit; the smaller buses can go off regular routes to pick up and drop off passengers in service areas defined by Metro. These routes connect with major bus routes to provide riders with more transportation options, as well as ease access to services and places of employment. Standard public transit fare applies to this service.

In 2019, Hopelink operated 31 routes for DART. The buses traveled a total of 1,863,007 miles and provided 978,564 rides.
Hopelink’s Transportation Service Area

**Map Key**
- Transportation services available
- Outside of service area
- Bodies of water

Hopelink transportation services cover all of King and Snohomish counties.

**Transportation Services**
- DART Transit
  - 978,564 rides
- Medicaid Transportation
  - 40,989 riders
- Mobility Management
  - 10,164 clients
Warmth is a necessity; not a luxury.

When high utility bills force tough choices, the consequences can go beyond tighter budgets. Families worry about turning on the heat, and seniors sometimes confine themselves to one room in their home, knowing they can’t afford to heat a larger space.

Hopelink provides energy assistance to ensure that seniors, people with disabilities and low-income families and individuals can stay warm in their homes. Hopelink administers two energy assistance programs that help low-income renters and homeowners with their heating and energy bills. These are the federally funded Low Income Home Energy Assistance Program (LIHEAP) and the Puget Sound Energy (PSE) HELP program, funded by Puget Sound Energy.

DID YOU KNOW?

30 percent of a low-income family’s earnings are spent on energy bills, according to the Low Income Home Energy Assistance Program.

$2,682 income or less, per month, qualifies a family of four for help with their energy bill from the Low Income Home Energy Assistance Program Grant.

$2,691,370 in energy assistance distributed

8,634 clients received heat and energy assistance
Weathering a short-term financial crisis can help prevent future storms.

Living paycheck-to-paycheck can mean living one step away from homelessness. When budgets are already stretched thin, a financial shock — such as an unexpected car repair, or an injury that causes someone to lose their job and only source of income — can lead to homelessness; setting off a downward spiral from which it’s nearly impossible to recover.

Finding a new place to live following eviction can mean not only carrying a blemished rental history, but having to come up with first and last month’s rent and a security deposit that may total $7,000 or more — a near-impossibility for a family in financial crisis.

Hopelink provides financial assistance

Hopelink’s Financial Assistance Program helps families maintain stable housing and helps ensure they do not fall through the cracks into perpetual homelessness. In 2019, Hopelink expanded its financial assistance program to include not only eviction prevention, move-in assistance and first month’s rent, but also short-term crises, such as car repair and other emergency needs that could lead to homelessness.

The financial resiliency program provides households with temporary financial assistance coupled with short-term case management; helping clients create short-term goals and a step-by-step action plan to build greater financial stability.

$549,859 in financial assistance distributed
1,803 clients received financial assistance
90 clients (34 households) helped with utility costs
1,105 clients (441 households) helped with eviction prevention and/or move-in assistance
611 households helped with additional needs such as bus tickets or vehicle repairs

*DID YOU KNOW? 40 percent of Americans do not have available cash to cover a $400 emergency expense, according to the Federal Reserve.

76 percent is the increase in average rent for a two bed, one bath apartment in King County over the past 20 years. Meanwhile, the national median household income has increased only 3 percent in the same time period.

*Data from King County, Zillow and the Federal Reserve. Both statistics are adjusted for inflation.
“There were times when we were all sleeping in the van, and I just couldn’t rest … I couldn’t sleep. And I would look in the rearview mirror and just see my little angels in the back seat. And I would think, ‘how did this happen?’ Now we are surrounded by people who truly care. We were pushed back – time after time after time – and for Hopelink to reach out a hand and help us … that changed everything.”
Tools for Exiting Poverty

A community free of poverty requires that all families and individuals have access to the tools and knowledge they need to build a strong, resilient foundation for their lives. Hopelink programs and services that help provide these building blocks include adult education and one-on-one working relationships with case managers, employment specialists and financial coaches; all of which are designed to support clients as they chart a steady course toward their goals and dreams.
The path from poverty to self-sufficiency is about more than safe shelter and enough to eat. It’s also about goals and action plans, guidance and support, hopes and dreams.

Stable housing – a warm, safe place to live, with a door that locks and a space that feels like home – is an essential first step on the journey out of poverty. Yet housing is only a first step; the stability of one foot firmly on the ground. It is always the second step that holds the power to propel us forward, while also providing the opportunity to build a new, stronger foundation; one that enables a family to continue to make progress on their own.

We know that housing alone is not a path out of poverty, and that support services are essential. We also know that one-on-one support is a powerful tool for families that have lived through crisis and instability. Hopelink’s family development case managers help families create — and realize — their goals, ambitions, hopes and dreams.
Hopelink’s Family Development Program helps families gain stability and develop the tools and skills they need to exit poverty. Working one-on-one with a case manager, families identify goals and strategies for success, map out a plan for their future and regularly check back in to ensure they’re on track. Hopelink case managers also provide referrals to other resources within Hopelink and the community.

All families living in Hopelink housing participate in the Family Development Program. The resource also is available, however, to all low-income families in Hopelink’s service area – whether they are homeless or sheltered. In 2019, case management hours for clients not in Hopelink housing totaled 3,112. They also work with clients to help them find jobs that align with their specific household budget needs.

Hopelink’s comprehensive approach to working with clients now also acknowledges and addresses the evidence-based effects of childhood trauma. In 2019, that commitment helped increase the total number of case management hours spent with client families.

In 2019, Hopelink provided family development services to 495 clients (142 families). Of the families who exited the program, 94 percent achieved and/or maintained stable housing. In addition, 31 percent of adults improved their employment status and 39 percent of families increased their total income by at least 30 percent.
Employment

Finding a job can be difficult under the best of circumstances. Finding the right job is a true challenge.

Finding a job, or a better job, is about so much more than filling out an application and waiting for a call back. It is about research, preparation and practice. And it is about finding a way to get the job that's right for you, and knowing you will be supported every step of the way.

DID YOU KNOW?

76 percent* of Hopelink clients have a job, are on Social Security or have a pension and still struggle to ends meet.

44 percent of U.S. workers (including 560,000 in Seattle) are employed in low-wage jobs that pay median annual wages of $18,000 or less, according to the Brookings Institution.

Hopelink provides help finding a job

Hopelink Employment Specialists work one-on-one with low-income adults who are looking for guidance and support in their job search. Whether someone is currently employed and looking for a different position, newly unemployed, new to the workforce or out of work for a while, Employment Specialists work with clients where they are, and help them get to where they want to be. They also work with clients to help them find jobs that align with their specific household budget needs.

Services include help preparing to find work, such as assistance with resumés and cover letters, interview skills and practice, networking, navigating online application systems, consultation on attire and, most importantly, coaching on the critical skills needed to not only get, but keep, a job.

Hopelink Employment Specialists also help connect clients with opportunities for employment. They work with employers to identify job opportunities, notify clients of community hiring events and help them prepare to attend. Hopelink Employment Specialists guide clients through the entire job-seeking process until they achieve employment.

246 clients served through employment programs

$17.78 per hour average wage of those exiting the program employed

51% exited with improved employment status

*Community services clients
Financial Capabilities

In all things, we can practice only what we have already learned.

A family living paycheck-to-paycheck rarely feels they have the luxury of deciding how they will spend their money. And if budgeting skills are not something they have ever been exposed to, even the simplest decisions about spending and saving can be a mystery. Meanwhile, worrying about money can affect every part of a person’s life; adding stress and keeping them from moving ahead.

Hopelink provides financial education

Whether someone is feeling overwhelmed by their financial situation or looking for guidance on how to create — and follow — a regular budget, Hopelink’s Financial Capabilities Program provides tools and services that guide clients toward financial stability. Clients receive one-on-one support and access to workshops covering topics such as budgeting, banking and risk management. In 2019, 88 clients received 166 hours of consultation services, 62 clients received financial coaching and staff held 20 financial education workshops.

DID YOU KNOW?

62 percent of individuals in Washington could not answer more than 3 out of 5 questions on a basic financial literacy quiz.

25 percent of adults who are still in the labor force have no retirement savings or pension.

62 clients received financial coaching
20 workshops provided
168 participants in the workshops provided
Our clients have a destination in mind. Education is a key step in that journey.

Preparing to get a job or succeed in the workforce requires a variety of tools, skills and information – from the knowledge gained in earning the equivalent of a high school diploma or post-secondary degree, to the on-the-job skills needed by a non-native English speaker preparing to work in the United States.

Education is key; helping ensure stability and economic wellbeing. It also builds confidence, and oftentimes, holds the power to turn dreams into reality.

DID YOU KNOW?

52 percent* of Hopelink clients have some post-secondary education, yet are still low income.

19 percent* of Hopelink clients are not proficient in the English language.

*Community services clients
Hopelink provides adult education

ENGLISH FOR WORK
English for Work classes help immigrants and refugees improve their English skills to prepare for—and retain—employment in the United States. Classes focus on helping students learn specific job-search skills such as writing a resume and cover letter and preparing for interviews. Hopelink staff also teach skills needed on the job, such as communicating with diverse groups, working in a team and using a computer.

Hopelink’s English For Work program served 260 students in 2019. Of those who completed the course, 81 percent had significant gains in their English language skills. Of all employed students who completed the course, their average wage when exiting the course was $19.02 per hour.

GENERAL EDUCATION DEVELOPMENT (GED)
For those who dropped out of school in the United States or moved here without a high school credential, earning a GED—the equivalent of a high school diploma—is an essential step toward exiting poverty.

Hopelink’s GED program provides classes to help students prepare to take the four tests that must be passed in order to earn a high school credential. Classes help students improve their math, reading, writing, social studies and science knowledge, while also providing basic computer training. Support services include helping students identify and enroll in the best possible education path to help them progress toward living-wage employment and out of poverty.

A total of 88 students enrolled in Hopelink’s GED program. The program can take more than a year to complete so not every student is tested each year. In 2019, 14 students earned their GED, while another 9 students completed at least one of the four required tests.

| 260 | students enrolled in English for Work program |
| 88  | students enrolled in GED program             |
| 81% | completing the course had significant gains in English language skills |
| 14  | students earned their GED                   |
| $19.02 | per hour average wage upon completion of English for Work |
“My Hopelink Employment Specialist really helped me. My resume was totally different; I learned that the process of applying for jobs – including attending job fairs and other things – was different here. The support Hopelink provides to people who are new to this country really makes a huge difference. To find Hopelink … it was a privilege to my family, and I am so thankful.”

Services used:
Advocacy

Through advocacy and education, Hopelink is working to address the root causes of poverty and eliminate the systems that create, maintain and perpetuate poverty through generations.
Realizing our vision of a community free of poverty requires a commitment to ensuring equity, fairness and opportunity for everyone.

Hopelink’s 2018-2022 Strategic Plan outlines a roadmap for growth that not only expands our services in a way that increases reach, impact and efficiency, but also takes aim at the broader issues that perpetuate poverty.

The expression “cycle of poverty” isn’t about a lack of essential social and economic resources, and it isn’t about the families and individuals who find themselves constrained by circumstances they did not choose, yet are unable to escape. It is about the systemic issues, policies and practices and institutional racism that not only hold people back, but perpetuate poverty through generations.

In the legislative arena, our commitment includes an effort to ensure that lawmakers are fully aware of the impact of proposed changes to programs and policies – especially those that will fortify, rather than inhibit, the systems that perpetuate poverty.

In the policy arena, Hopelink’s specific legislative efforts include:

• The Advocacy Committee meeting weekly during the legislative session to review and provide analysis regarding the impact of legislative proposals on our clients.

• Leading an advocacy group to Olympia during budget-year sessions to meet with legislators, attend hearings and answer questions about our work and priorities.

• Meeting regularly with city, county and state staff and elected officials to brief them on our work, our clients and the needs in our community.

• Collaborating with social service partners to identify priority initiatives and strategies prior to, during and after legislative sessions.

In the past 40 years:

63 percent increase in income for the top five percent of income earners.

15 percent increase in the median hourly wage.

National statistic from the Economic Policy Institute
During every state legislative session, Hopelink works closely with lawmakers to support policies and budget priorities that advance our goal of ensuring a strong and equitable foundation for all members of our community.

**During the 2019 session, we advocated for successful measures that will:**

- Authorize counties and cities to fund additional affordable or supportive housing.
- Fund the Housing Trust Fund and the Building Communities Fund to build additional capital projects across the state.
- Increase access to nutritious fresh fruits and vegetables for those with limited incomes.
- Revise economic assistance programs to reduce barriers to accessing services.

Our commitment to advocacy and to addressing some of these root causes – a lack of understanding and respect for one’s history, the oppression and childhood trauma that shape who we are and the belief systems rooted in stereotype and discrimination that close the doors of fairness and opportunity – is aligned with our vision, mission, values and goals. It is also the right thing to do.

This work is not simple. It requires that we challenge the assumptions we all have about our history, and it can be a difficult and uncomfortable process. But we also know that addressing not only the symptoms, but the systems that create and maintain a lack of equity, fairness and opportunity is essential to realizing our vision of a community free of poverty.
Conclusion

At the end of the day, it is about lives changed.

For the nearly 65,000 people who turned to Hopelink for help last year, “impact” isn’t about statistics and outcomes; it’s about finding the services and support they need to gain stability, or to build a new, stronger foundation. It’s about having a place to turn when they need help. And it’s about hope.

The numbers in this report – the more than 2.3 million meals, more than 1.5 million Non-Emergency Medical Transportation trips, more than 8,300 hours of case management support, to name a few – represent families and individuals; each with their own life stories and circumstances, hopes and dreams.

From the young woman experiencing homelessness who comes into a Hopelink center for an emergency bag of groceries, to the grandmother who can’t afford to turn on the heat in her apartment, to the single dad who is committed to earning his GED and finding a better job, every Hopelink client is met with dignity and respect. Each is then able to access a comprehensive network of programs and services that can stand alone or work in tandem, provide support temporarily or over a longer term, and help provide stability or a path out of poverty for good.

That unique combination of programs and services – along with a commitment to meeting all people where they are, without judgment or assumption, and helping them move forward – is the Hopelink difference. And it is the reason why this report is about not only program data and numbers; it is about lives changed.
Appendix A - Client Demographics

The charts on the following pages were created using census data or from information provided by clients who receive Hopelink services. Where possible we have shown a comparison between the data for people living within our service area, and that of the clients we serve within that same area.

Demographics of Non-Emergency Medical Transportation Clients
Demographics of Community Services Clients

Total service area source: U.S. Census Bureau ACS 2010-2015 5-year estimates.

Demographic Comparison by Age

<table>
<thead>
<tr>
<th>Age</th>
<th>Served by Hopelink</th>
<th>Total in service area</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;18 yo</td>
<td>37%</td>
<td>23%</td>
</tr>
<tr>
<td>18-44 years</td>
<td>32%</td>
<td>36%</td>
</tr>
<tr>
<td>45-64 years</td>
<td>21%</td>
<td>28%</td>
</tr>
<tr>
<td>&gt;=65 years</td>
<td>14%</td>
<td>13%</td>
</tr>
</tbody>
</table>

Demographic Comparison by Gender

<table>
<thead>
<tr>
<th>Gender</th>
<th>Served by Hopelink</th>
<th>Total in service area</th>
</tr>
</thead>
<tbody>
<tr>
<td>female</td>
<td>56%</td>
<td>44%</td>
</tr>
<tr>
<td>male</td>
<td>44%</td>
<td>56%</td>
</tr>
</tbody>
</table>

Demographic Comparison by Housing Status

<table>
<thead>
<tr>
<th>Housing Status</th>
<th>Served by Hopelink</th>
<th>Total in service area</th>
</tr>
</thead>
<tbody>
<tr>
<td>own</td>
<td>11%</td>
<td>67%</td>
</tr>
<tr>
<td>rent</td>
<td>77%</td>
<td>33%</td>
</tr>
</tbody>
</table>
Demographic Comparison by Household Composition

- **Single Person**: 49% Served by Hopelink, 24% Total in service area
- **Two Parent Household**: 28% Served by Hopelink, 14% Total in service area
- **Two adults**: 30% Served by Hopelink, 12% Total in service area
- **Single Parent Female**: 17% Served by Hopelink, 4% Total in service area
- **Other**: 13% Served by Hopelink, 8% Total in service area

Demographic Comparison by Employment Status

- **38%** employed Served by Hopelink, **62%** unemployed Total in service area
- **95%** employed Served by Hopelink, **5%** unemployed Total in service area

Demographic Comparison by English Proficiency

- **81%** speak English Served by Hopelink, **19%** limited English Total in service area
- **91%** speak English Served by Hopelink, **9%** limited English Total in service area
Demographics of Community Services Clients

Demographic Comparison by Immigrant/Refuge Status

- Served by Hopelink: 33% yes, 24% no
- Total in service area: 67% not immigrant, 76% not immigrant

Demographic Comparison by Households Receiving Food Stamps (SNAP)

- Served by Hopelink: 55% receiving food stamps, 95% did not receive food stamps
- Total in service area: 45% did not receive food stamps, 5% receiving food stamps

Demographic Comparison by Education Level

- No HS Degree: 18% Served by Hopelink, 4% Total in service area
- HS or GED: 30% Served by Hopelink, 11% Total in service area
- 2yr Degree/Some College: 21% Served by Hopelink, 24% Total in service area
- Bachelor's Degree: 25% Served by Hopelink, 36% Total in service area
- Grad/Prof Degree: 6% Served by Hopelink, 24% Total in service area
Demographic Comparison by Disability Status

- Served by Hopelink
- Total in service area

<table>
<thead>
<tr>
<th>Disability Status</th>
<th>Served by Hopelink</th>
</tr>
</thead>
<tbody>
<tr>
<td>No disability</td>
<td>92%</td>
</tr>
<tr>
<td>With disability</td>
<td>8%</td>
</tr>
<tr>
<td>Total in service area</td>
<td>79%</td>
</tr>
<tr>
<td></td>
<td>21%</td>
</tr>
</tbody>
</table>

Demographic Comparison by Health Insurance Status

- Served by Hopelink
- Total in service area

<table>
<thead>
<tr>
<th>Health Insurance Status</th>
<th>Served by Hopelink</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insured</td>
<td>94%</td>
</tr>
<tr>
<td>Not insured</td>
<td>6%</td>
</tr>
<tr>
<td>Total in service area</td>
<td>87%</td>
</tr>
<tr>
<td></td>
<td>13%</td>
</tr>
</tbody>
</table>

Demographic Comparison by Race/Ethnicity

- Served by Hopelink
- Total in service area

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Served by Hopelink</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>67%</td>
</tr>
<tr>
<td>Asian</td>
<td>43%</td>
</tr>
<tr>
<td>Hispanic/Latino</td>
<td>12%</td>
</tr>
<tr>
<td>Black/African American</td>
<td>2%</td>
</tr>
<tr>
<td>Pacific Islander</td>
<td>1%</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>1%</td>
</tr>
<tr>
<td>Other</td>
<td>3%</td>
</tr>
<tr>
<td>Multi-Racial</td>
<td>5%</td>
</tr>
<tr>
<td>Total in service area</td>
<td></td>
</tr>
</tbody>
</table>
### Appendix B - Financial Highlights

**Fiscal Year July 1, 2018 to June 30, 2019**

**Operating Support & Revenue**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fees and Grants from Government Agencies</td>
<td>$55,206,753</td>
</tr>
<tr>
<td>Contributions and Grants</td>
<td>$6,895,787</td>
</tr>
<tr>
<td>In-Kind Contributions</td>
<td>$8,001,782</td>
</tr>
<tr>
<td>Earned and Other Revenue</td>
<td>$1,819,659</td>
</tr>
<tr>
<td><strong>Total Operating Support &amp; Revenue</strong></td>
<td><strong>$71,923,981</strong></td>
</tr>
</tbody>
</table>

**Operating Expenses**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transportation Services</td>
<td>$48,983,711</td>
</tr>
<tr>
<td>Community Services</td>
<td>$18,493,430</td>
</tr>
<tr>
<td>Management and General</td>
<td>$4,707,215</td>
</tr>
<tr>
<td>Fundraising</td>
<td>$2,036,815</td>
</tr>
<tr>
<td><strong>Total Operating Expenses</strong></td>
<td><strong>$74,221,171</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in Net Assets from Operations</td>
<td>$(2,297,190)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in Net Assets from Non-Operating Activities</td>
<td>$10,119,973</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change in Net Assets</td>
<td>$7,822,783</td>
</tr>
</tbody>
</table>

**Net Asset Balances**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Without Donor Restrictions</td>
<td>$22,762,123</td>
</tr>
<tr>
<td>With Donor Restrictions</td>
<td>$17,659,171</td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td><strong>$40,421,294</strong></td>
</tr>
</tbody>
</table>

*Audited financial statements are available for review at the Hopelink office.*

*The IRS Form 990 is posted on the Hopelink website at hopelink.org*
Operating Support & Revenue

$71,923,981

FEES AND GRANTS FROM GOVERNMENT AGENCIES
$55,206,753

IN-KIND CONTRIBUTIONS
$8,001,782

CONTRIBUTIONS AND GRANTS
$6,895,787

EARNED AND OTHER REVENUE
$1,819,659

Operating Expenses

$74,221,171

COMMUNITY SERVICES
$18,493,430

FUNDRAISING
$2,036,815

MANAGEMENT AND GENERAL
$4,707,215

$48,983,711
TRANSPORTATION SERVICES

OTHER

$18,493,430

$2,036,815

$4,707,215