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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

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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 downtown 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,

Geoff Crump,
Hopelink CEO
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

Meeting Basic Needs in North & East King County

To learn more, visit SelfSufficiencyStandard.org

$104,810

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.

$20,000

7% $50,000 or more

6% $40,000 - $49,999

11% $30,000 - $39,999

12% $20,000 - $29,999

23% $10,000 - $19,999

40% Less than $10,000

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.

92% maintained or increased their housing stability at program exit.

210 households consisting of 636 individuals experiencing homelessness trusted Hopelink with their housing.
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.

FINANCIAL ASSISTANCE

98% of participants maintained or established stable housing at program exit. 29% increased their income by at least 30%.

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.

146 individuals participated in Employment Assistance program.

37% improved their employment status at program exit.

Average monthly household income increase of 68%.

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.

256 adults participated in the English for Work program.

65 community members enrolled in GED/HS+ program.

7 students achieved their GED!

19% of participants increased their employment at program exit.

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.
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

4.1 million meals were provided

191,155 pounds of food acquired with Hopelink Harvest*

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/
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.
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.

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.

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

Over 1.2 million miles driven
613,123 passengers picked up.

745,466 trips were provided
32,510 Medicaid recipients provided transportation.

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.

$10.7 million distributed in Energy Assistance

FINANCIAL CAPABILITIES

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

92 people built their money management skills with Financial Capabilities

24 workshops were provided throughout the community on topics including credit building, saving strategies, and more.
### OPERATING SUPPORT AND REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Fees and Grants from Government Agencies</td>
<td>$76,188,014</td>
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<tr>
<td>Contributions and Grants</td>
<td>$10,233,717</td>
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<tr>
<td>In-kind Contributions</td>
<td>$5,779,199</td>
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<tr>
<td>Earned &amp; Other Revenue</td>
<td>$2,063,234</td>
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<tr>
<td>United Way</td>
<td>$22,093</td>
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<tr>
<td><strong>Total Operating Support &amp; Revenue</strong></td>
<td><strong>$94,286,257</strong></td>
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### OPERATING EXPENSES

#### Program Services:

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<tr>
<th>Description</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Transportation</td>
<td>$60,586,398</td>
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<tr>
<td>Community Services</td>
<td>$26,692,311</td>
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<tr>
<td><strong>Total Program Services</strong></td>
<td><strong>$87,278,709</strong></td>
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#### Supporting Services:

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<th>Description</th>
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</thead>
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<td>Management &amp; General</td>
<td>$6,521,075</td>
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<tr>
<td>Fundraising</td>
<td>$2,225,140</td>
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<td>Rental Property Activities</td>
<td>$128,241</td>
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<tr>
<td><strong>Total Supporting Services</strong></td>
<td><strong>$8,874,456</strong></td>
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**Total Operating Expenses (Including Depreciation of $2,002,847)**

<table>
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<tr>
<th>Description</th>
<th>Amount</th>
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<tr>
<td>Change in Net Assets</td>
<td>($1,866,908)</td>
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### NET ASSET BALANCES

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<th>Description</th>
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<tr>
<td>Without donor restrictions</td>
<td>$27,397,525</td>
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<tr>
<td>With Donor Restrictions</td>
<td>$17,158,186</td>
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<tr>
<td><strong>Total Net Assets</strong></td>
<td><strong>$44,555,711</strong></td>
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Client Demographics

Race:
- 35% White
- 27% Hispanic/Latino
- 9% Black or African American
- 1% Native Hawaiian or Pacific Islander
- 1% American Indian or Alaskan Native
- 1% Multi-Racial

Disability:
- 83% No disability
- 17% Reports a disability

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

- **26%** 25 to 44 years
- **11%** 45 to 54 years
- **4%** 60 to 64 years
- **4%** 55 to 59 years
- **8%** 0 to 5 years
- **8%** 14 to 17 years
- **14%** 6 to 13 years
- **6%** 75 years or older
- **10%** 18 to 24 years

**GENDER**

- **52%** Female
- **41%** Male

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