

2023 Impact & Annual Report



hopelink

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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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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.

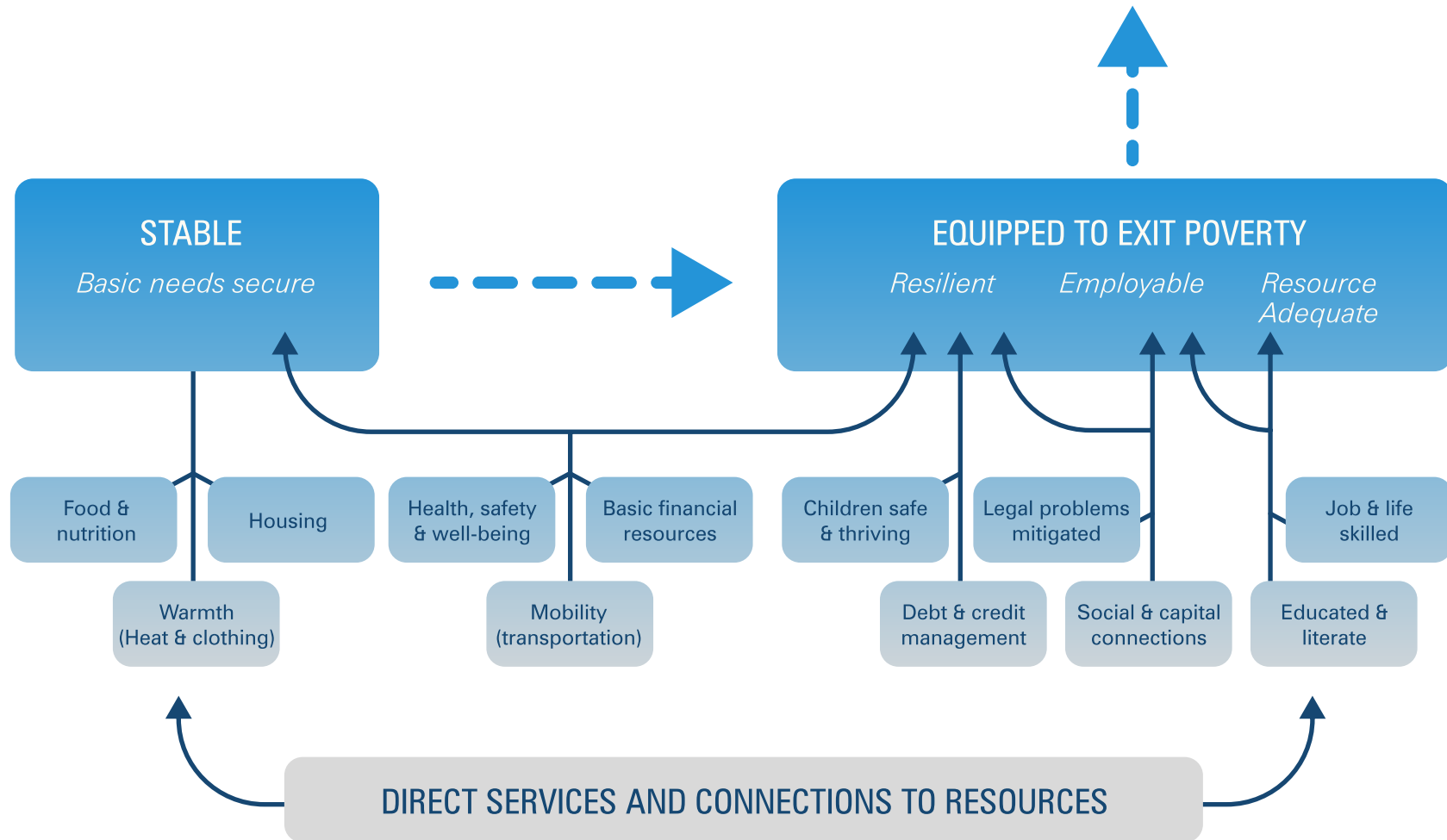
With sincere gratitude,

A handwritten signature in black ink, appearing to read "Geoff Crump". The signature is stylized with a large, sweeping "G" and a long, horizontal stroke at the end.

**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


62,500 PEOPLE
utilized Hopelink
services in 2023.

Meeting Basic Needs in North & East King County

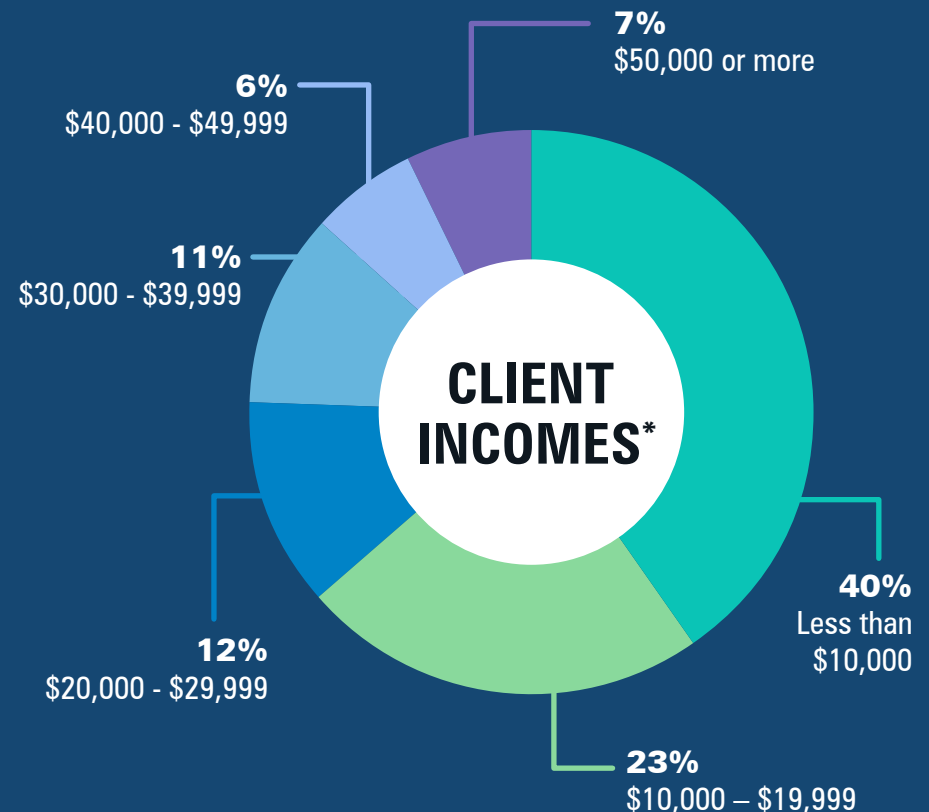
To learn more, visit
SelfSufficiencyStandard.org


\$20,000

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


\$104,810

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.



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

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

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.



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.

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!



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/

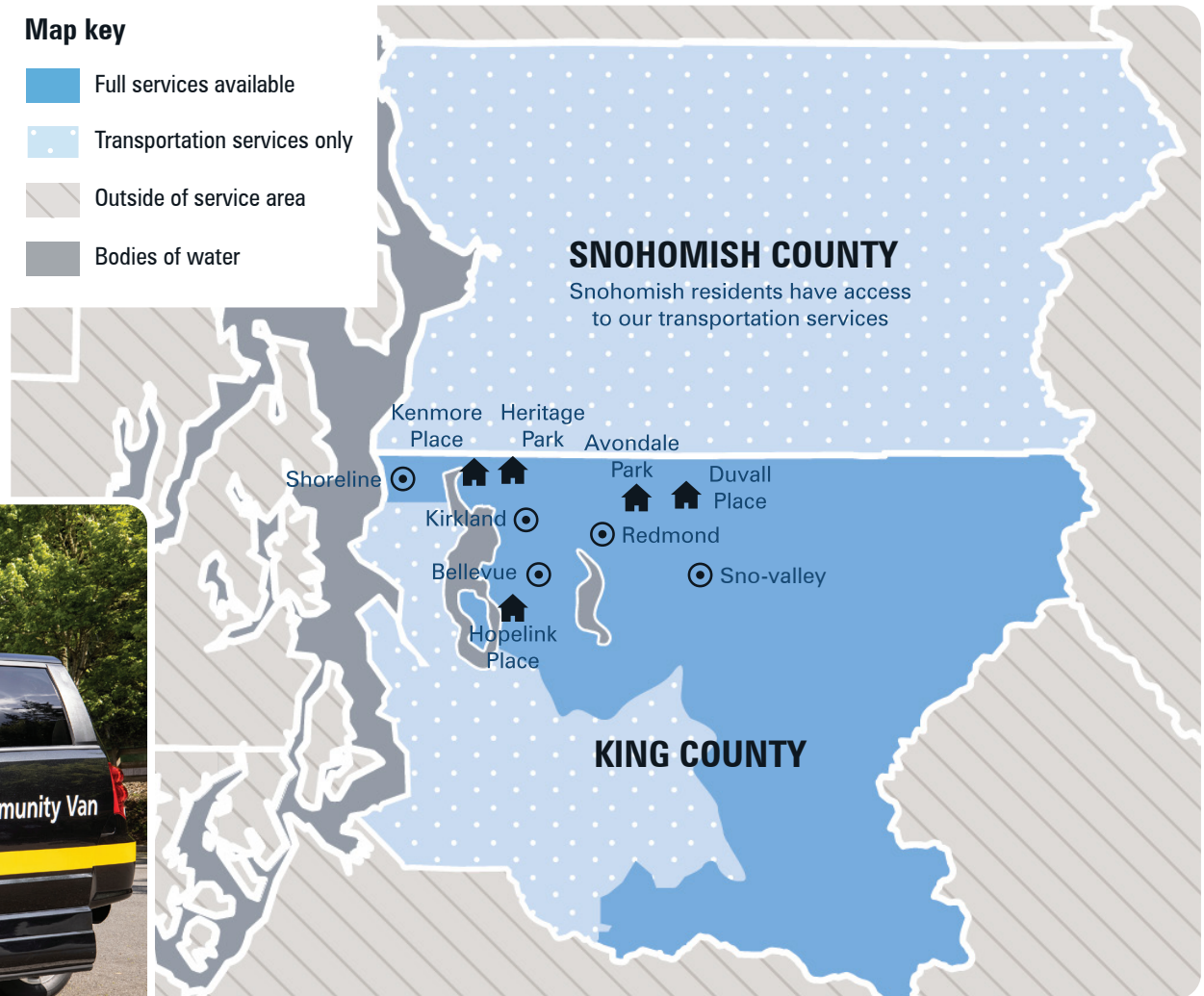
TRANSPORTATION

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.

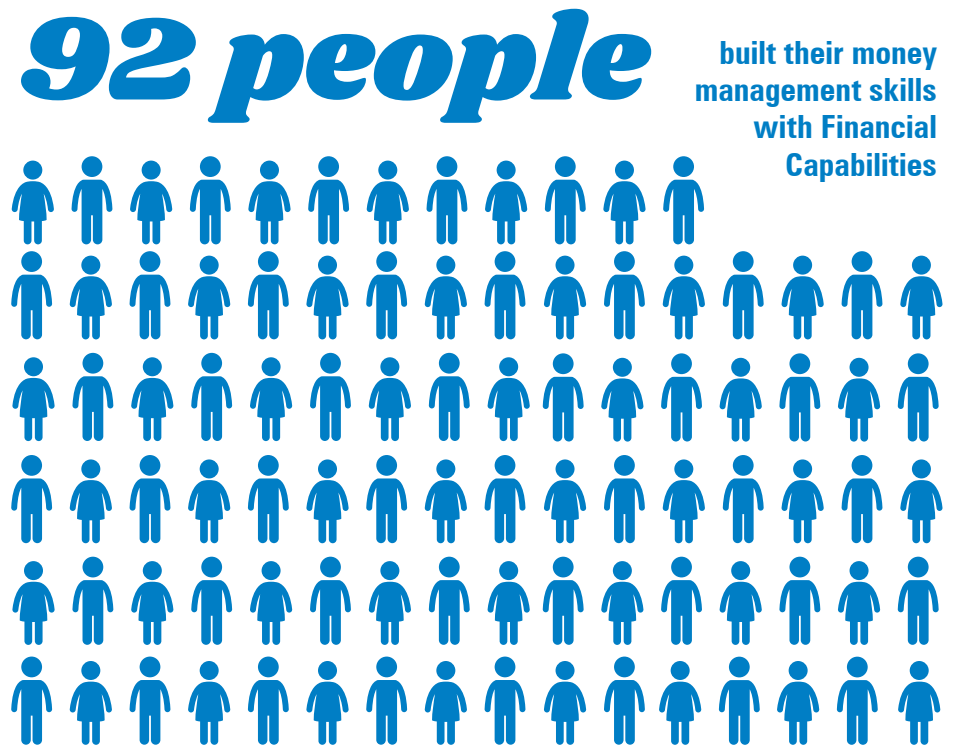
ENERGY ASSISTANCE

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.



24
workshops

were provided throughout the community on topics including credit building, saving strategies, and more.

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

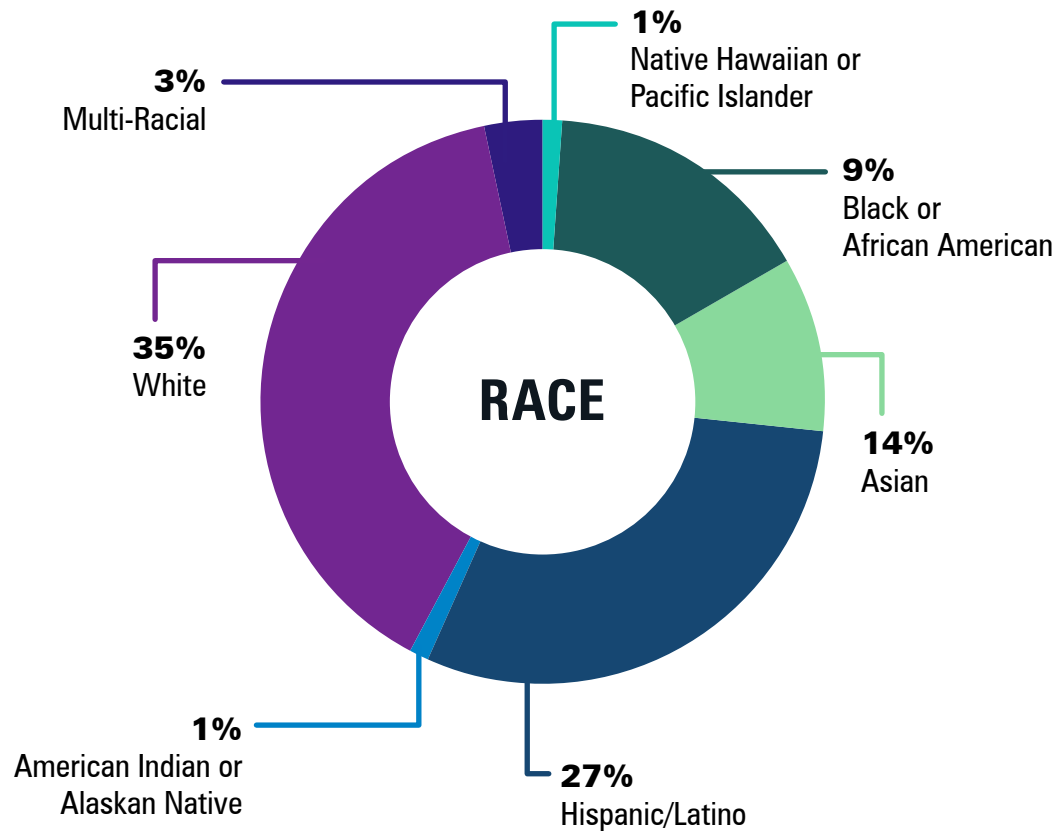
Total Operating Expenses (Including Depreciation of \$2,002,847)	\$96,153,165
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Change in Net Assets	(\$1,866,908)
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NET ASSET BALANCES

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

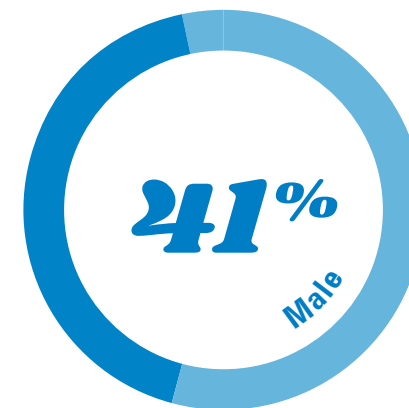
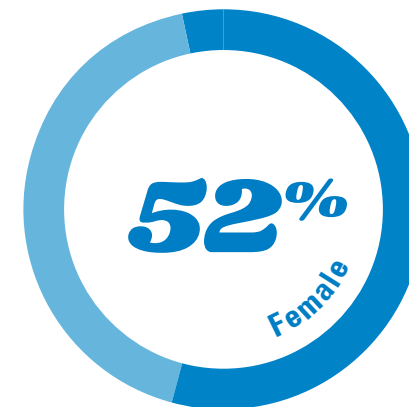
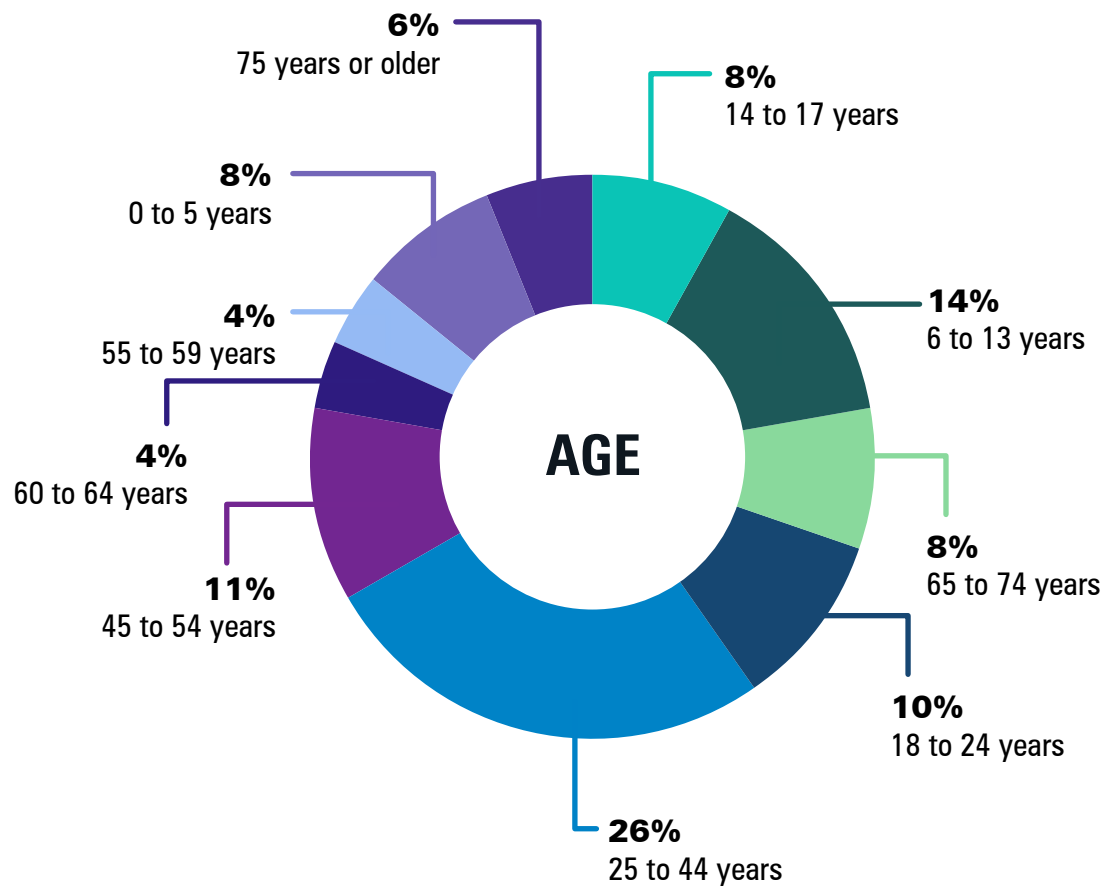
Client Demographics*



DISABILITY



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



***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

hopelink



HopelinkHelps



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425.869.6000 | 8990 154th Ave. NE, Redmond, WA 98052 | hopelink.org

Hopelink is a registered 501(c)(3) organization