2026

Impact & Annual Report

hopelink

OUR VISION: A COMMUNITY FREE OF POVERTY.

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Message from the CEO

Each year since 1971, Hopelink has stood for a combination of community, connection, impact, and belonging for individuals and families across King and Snohomish counties.

From its roots as a job clinic established on the heels of a recession, to expanding its service areas and offerings to incorporate food, housing, transportation, and more, the organization has responded to meet the evolving needs of people throughout our region for 55 years.

For more than two decades, including the past two years as CEO, I have been fortunate to witness that community, connection, impact, and belonging that Hopelink cultivates. As the agency celebrates its 55th anniversary, I am overwhelmingly appreciative of the community members who have put their trust in us through the years, believing in earnest that Hopelink will help them when they are struggling. Our organization's deep focus on and lengthy history of serving its local communities continues to motivate me in this role each day.

Yet for every person we are able to assist, more than a dozen others reach out to us for help. It's a pattern that has presented itself for years, particularly as the cost to meet basic needs continues to rise amidst ongoing economic uncertainty.

In King County, it takes a family of two adults, one infant, and one preschooler more than $140,000* per year to meet their basic needs. Compare that with the 57% of households who utilized Hopelink's programs this past year that earn less than $20,000 annually, and you can start to understand the type of gaps that exist.

Through the tremendous work of our clients, staff, and volunteers, as well as the generous support of our donors, we have been able to help fill several of those gaps, serving more than 75,000 people during our 2026 fiscal year.

Source: United for ALICE, Household Survival Budget, King County, Washington, 2024

That's thousands of individuals and families who reached out to us in their most challenging moments. In those moments, Hopelink was there, providing a place to call home, a grocery bag full of healthy food, or transportation to a pressing medical appointment.

Not only did 2026 see Hopelink serve an agency record number of clients, it also saw us design our guide for operational success over the next three years. In June, we introduced our 2027-2029 Strategic Plan, outlining how we will move forward in this work together. Our focus will be on three key pillars: building organizational strength for future growth; deepening connections to our community across our region and beyond; and increasing the impact of our mission-driven work.

We are committed to building stronger, more connected communities where everyone has an opportunity to thrive. It is an honor to continue walking alongside each of you as we work together toward a shared vision: a community free of poverty. .

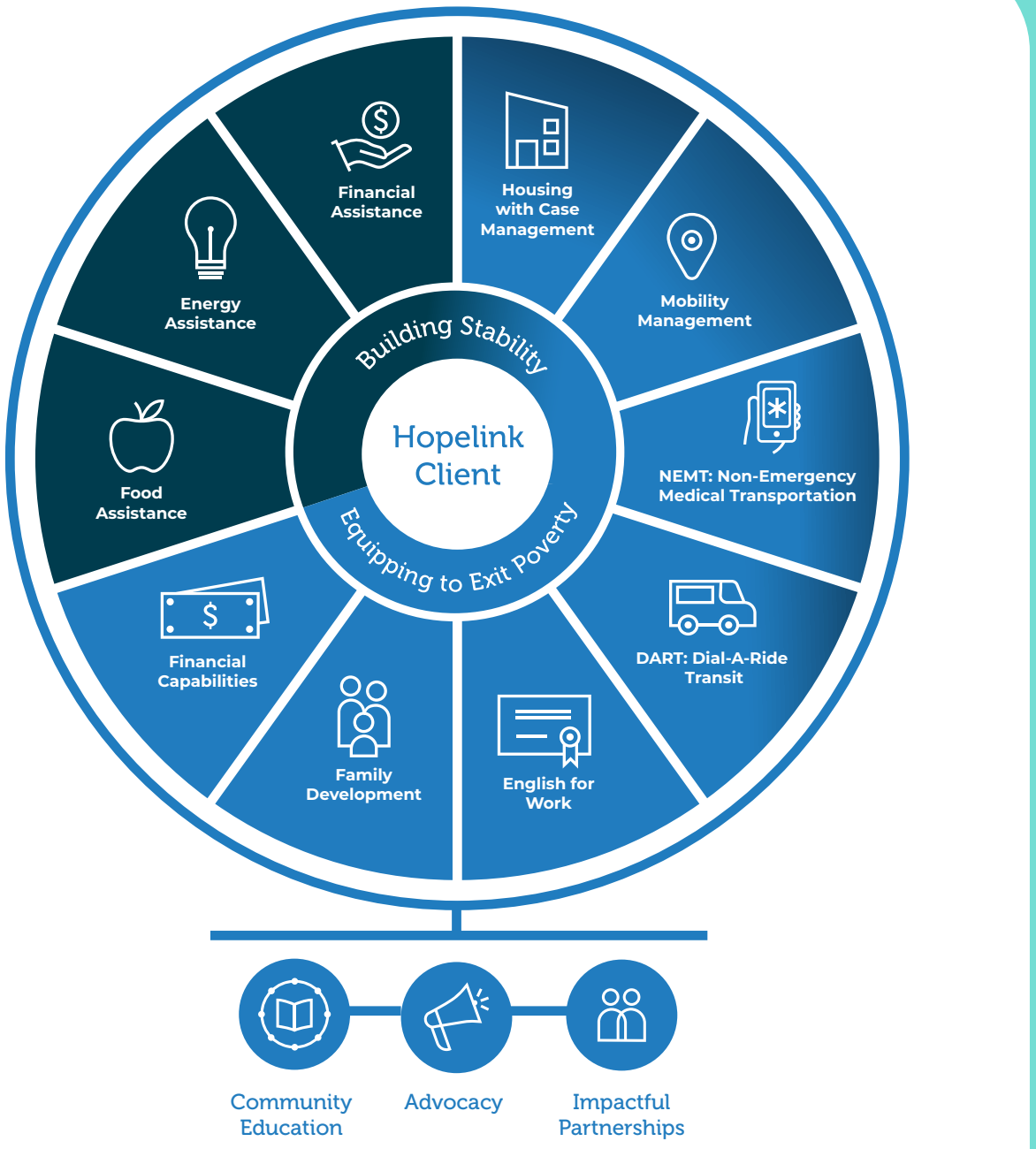
With deepest gratitude,

MEGHAN ALTIMORE, HOPELINK CEO

OUR THEORY OF CHANGE

Centering Those We Serve

Our Theory of Change shows how we support community members at any stage – whether they're facing immediate challenges or building toward long-term security. Our programs provide both stability and the tools needed to exit poverty. Through advocacy, partnerships, and community education, we work to address the root causes of poverty and expand equitable opportunities for all.



OUR MISSION

Hopelink equips people to exit poverty through comprehensive services, impactful partnerships, and advocacy for equitable opportunities for all.

OUR VALUES

GROWTH & HUMAN POTENTIAL

QUALITY OF OUR WORK

RELATIONSHIPS BUILT IN TRUST

COMMUNITY-CENTERED

CULTURE OF BELONGING

FISCAL & DATA STEWARDSHIP

OUR BOARD OF DIRECTORS

MARK BERRY
Chair (2026), Vice Chair (2025)

CHERÉ BAUTISTA
Chair (2025), Past Chair & Secretary (2026)

PEARL LEUNG
Vice Chair (2026)

JOSH KENSOK
Treasurer (2026), Secretary (2025)

CHRIS GEHKRE
Treasurer (2025)

BYRON SHUTZ
Past Chair (2025), Chair (2024)

AARON MORROW

REP. APRIL BERG

CAROLYNN FERRIS

GABEE JUAREZ

GREGORY NAUMAN

JANET RICHARDS

KRISHNAN IYER

LILLIAN STROTHERS

MELODY CALLIER

MICHELLE VARGO

REP. OSMAN SALAHUDDIN

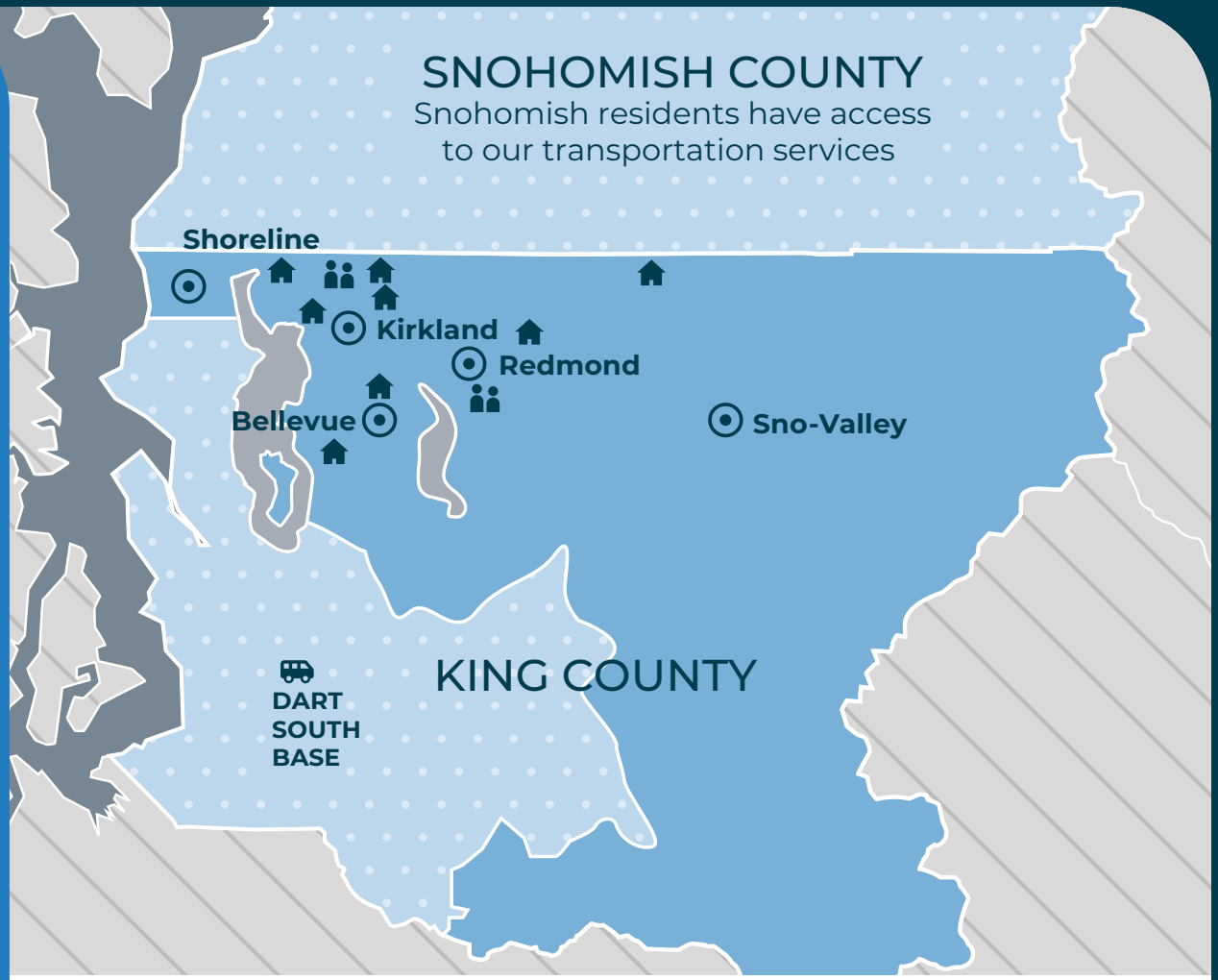
SUNITA SHASTRI

VANESSA KRITZER

**Hopelink Board of Directors' terms begin in January and end in December of each calendar year. Hopelink's fiscal year runs from July 1 to June 30 of the following year.*

Our Service Areas

As a Community Action Agency, Hopelink's service area encompasses North and East King County, with service centers located in Redmond, Bellevue, Kirkland, Shoreline, and Sno-Valley (Carnation). Our Transportation programs - Dial-a-Ride Transit, Non-Emergency Medical Transportation, and Mobility Management - reach even further, supporting residents of Snohomish County. Hopelink works closely with partners within and outside of our service area to support and advocate for communities in need.



Map Key

- Hopelink Housing
- Case Management provider*
- Hopelink Center
- Full services available
- Transportation services only
- Outside of service area
- Bodies of water

*Hopelink provides comprehensive case management at these properties owned and managed by our partners.

FISCAL YEAR 2026

Annual Report

July 1, 2025 – June 30, 2026

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	$ 91,643,466
Contributions and Grants	$ 10,184,415
In-kind Contributions	$ 8,849,003
Earned & Other Revenue	$ 3,921,447
United Way	$ 97,456
Total Operating Support & Revenue	**$114,695,787**
OPERATING EXPENSES	
Program Services:	
Transportation	$ 72,378,433
Community Services	$ 32,645,243
Total Program Services	**$105,023,676**
Supporting Services:	
Management & General	$ 7,898,917
Fundraising	$ 1,954,463
Rental Property Activities	$ 74,492
Total Supporting Services	**$9,927,872**
Total Operating Expenses (Including Depreciation of $2,420,402)	**$114,951,548**
Change in Net Assets	**($255,761)**
NET ASSET BALANCES	
Without donor restrictions	$ 34,174,436
With Donor Restrictions	$ 15,617,260
Total Net Assets	**$49,791,696**

OUR 2026

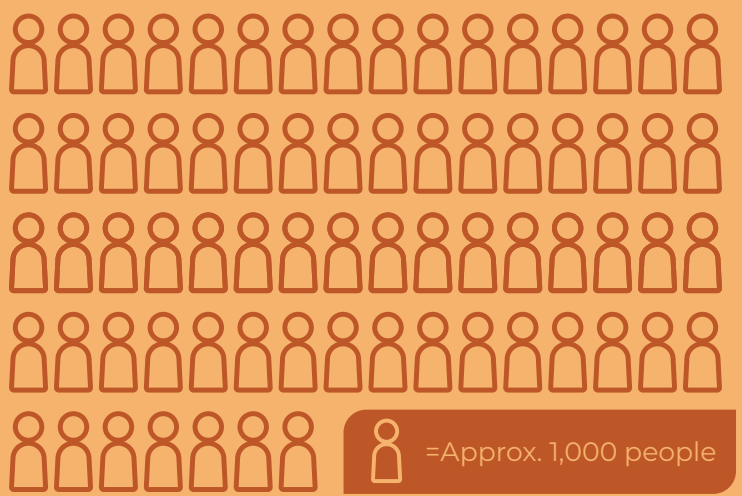
By the Numbers

The following data was collected during the 2026 fiscal year, which began on July 1, 2025 and closed on June 30, 2026.

MORE THAN **75,220 people**

UTILIZED HOPELINK'S SERVICES.

3% increase from 2025 fiscal year



MEETING BASIC NEEDS IN NORTH & EAST KING COUNTY

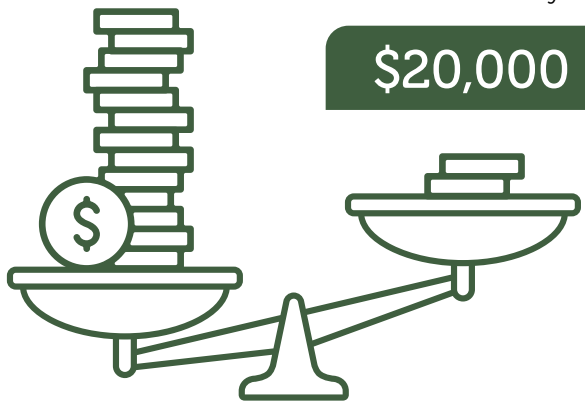
For two adults, one infant, and one preschooler to meet basic needs in King County in 2024, it took an annual income of $141,240.

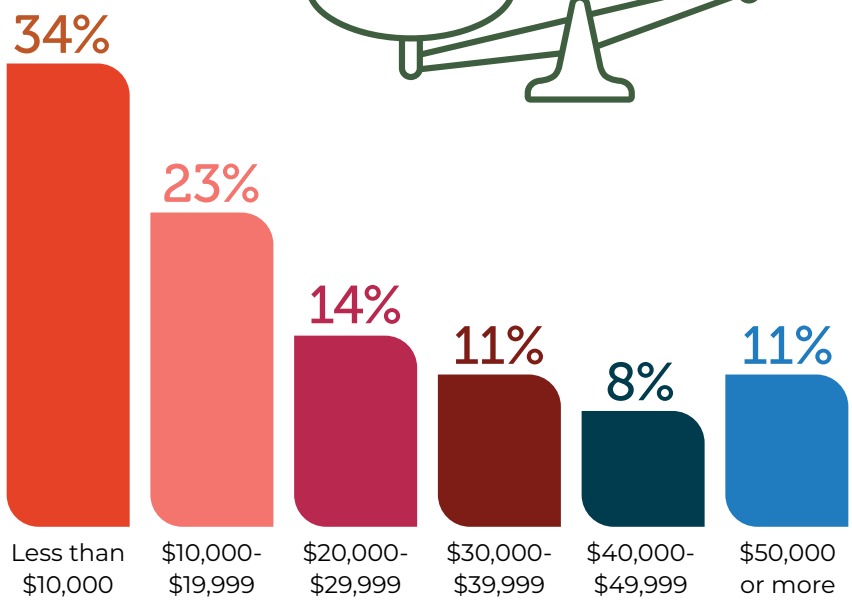
Source: United for ALICE, Household Survival Budget, King County, Washington, 2024

$141,240

57% of households served by Hopelink make $20,000 or less annually.

$20,000





Client Incomes*

**Income information was collected from 9,502 households.*

FOOD ASSISTANCE

Over 4.6 million meals provided

7% INCREASE FROM 2025 FISCAL YEAR

Over the past year, amid the rising cost of food and changes in eligibility requirements to access federal food assistance programs, more people turned to Hopelink to help meet their needs.

At any of our five no-cost Food Markets and Mobile Market, community members can shop for nutritious, culturally relevant foods.

Learn more at hopelink.org/food

21,771
people served

6% increase from 2025 fiscal year

69,603 lbs.
of fresh food
PROVIDED BY HOPELINK HARVEST

56% increase from 2025 fiscal year

210,257 Food Market visits,
INCLUDING MOBILE MARKET

9% increase from 2025 fiscal year

HOUSING

261 households of 826 people

TRUSTED HOPELINK WITH THEIR HOUSING, INCLUDING 7,436 CASE MANAGEMENT HOURS

Stable housing is one of the most critical building blocks to exit poverty. Our Housing program helps people experiencing homelessness find safe, affordable, and warm places to stay – transitional and long-term – at our sites across North and East King County.

When families live in our housing, they're connected with a skilled case manager to identify strengths, overcome obstacles, and set and meet goals designed to maintain or increase their housing stability.

IMPACT 84% maintained or increased their housing stability at program exit

Learn more at hopelink.org/housing

FINANCIAL ASSISTANCE

Nearly $1 million

IN FINANCIAL ASSISTANCE DISTRIBUTED

Our Financial Assistance program supports low-income individuals and families experiencing unexpected financial shock, helping them maintain stability by providing funds to assist with emergency financial needs. The program's unique approach is made possible through gifts from the community.

Learn more at hopelink.org/financial-assistance

**Increase from federal fiscal year 2024*

34,773 people served

ENERGY ASSISTANCE

Over $13.7 million

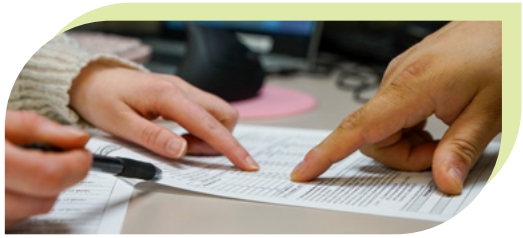
IN ENERGY ASSISTANCE DISTRIBUTED

According to the Washington State Department of Commerce, more than 270,000 low-income households in Washington (25% of low-income households) are energy burdened, spending more than 6% of their income to power their homes.

Our Energy Assistance program works to alleviate this challenge by helping with energy costs, including heat and air conditioning.

Learn more at hopelink.org/energy

ENGLISH FOR WORK



226 students

PARTICIPATED IN ENGLISH FOR WORK COURSES

Our English for Work program helps community members with limited English language proficiency prepare for the U.S. workplace.

Beginner English teaches students fundamentals of the English language, such as letters, numbers, and basic speaking, while Intermediate/Advanced classes build on this foundation through resume writing, job searching, and interviewing.

13,898 CLASSROOM, TUTORING, AND ADVISING HOURS PROVIDED.

IMPACT 78% of students improved employment status or enrolled in an educational program

Learn more at hopelink.org/english-for-work

FINANCIAL CAPABILITIES

91 people

BUILT MONEY MANAGEMENT SKILLS

Through one-on-one coaching sessions and community workshops, the Financial Capabilities program helps people build confidence to increase their financial well-being.

35 WORKSHOPS PROVIDED THROUGHOUT THE COMMUNITY.

IMPACT 85% of those who completed the program improved their Financial Capability Score

Learn more at hopelink.org/financial-capabilities

FAMILY DEVELOPMENT

44 households

(143 PEOPLE) SERVED

Our Family Development Program partners with families to build on their strengths and create pathways toward lasting stability. Case managers provide personalized support that honors each family's unique experiences, needs, and goals.

645 CASE MANAGEMENT HOURS PROVIDED

IMPACT 97% maintained or increased housing stability; 37% increased income by at least 30%

Learn more at hopelink.org/family-development

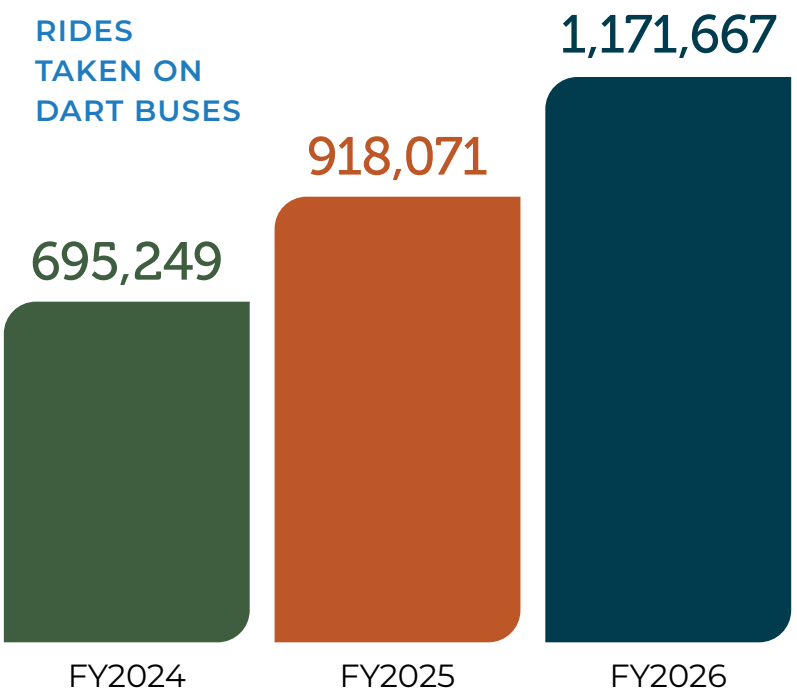
DIAL-A-RIDE TRANSIT

Over 1.5 million miles traveled

MORE THAN 1.1 MILLION RIDES PROVIDED ACROSS 21 ROUTES, TOTALING 128,430 SERVICE HOURS

DART (Dial-A-Ride Transit) is a fixed route transit service operated by King County Metro under contract with Hopelink. The program uses smaller vehicles with the flexibility to perform a limited number of off-route deviations upon request.

RIDES TAKEN ON DART BUSES



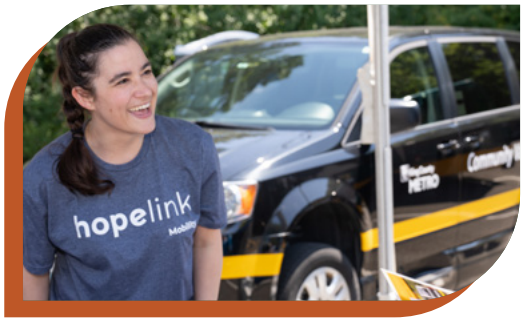
MOBILITY MANAGEMENT

9,254 people served by Mobility Education & Outreach

12,204 RIDER BOARDINGS WITH COMMUNITY VAN

Through community outreach and coalition building, our Mobility Management program addresses gaps in transportation that impact travelers across the Puget Sound.

The program works to make it easier to get around King County by building awareness of existing transportation options, collaborating to coordinate transportation needs, and leveraging data to recommend and implement improved transportation services.



NON-EMERGENCY MEDICAL TRANSPORTATION

720,815 trips brokered

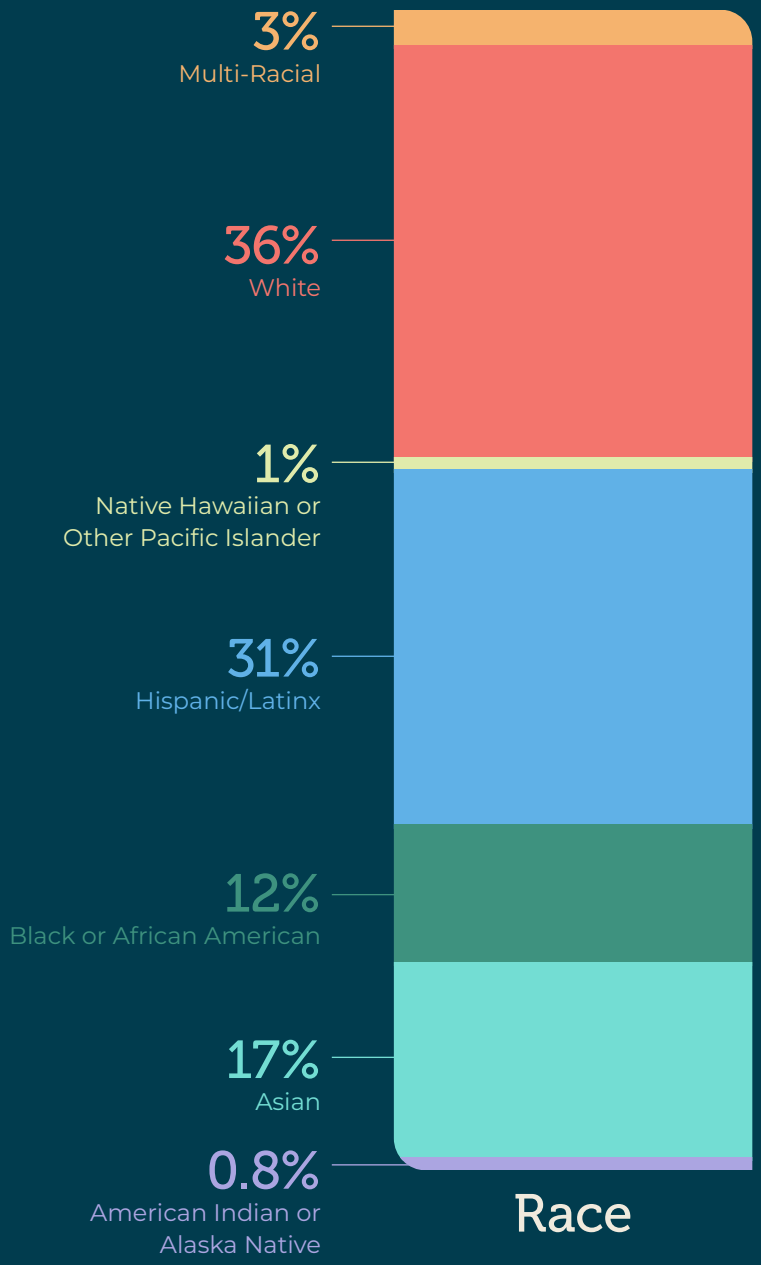
32,793 MEDICAID RECIPIENTS PROVIDED TRANSPORTATION SERVICES

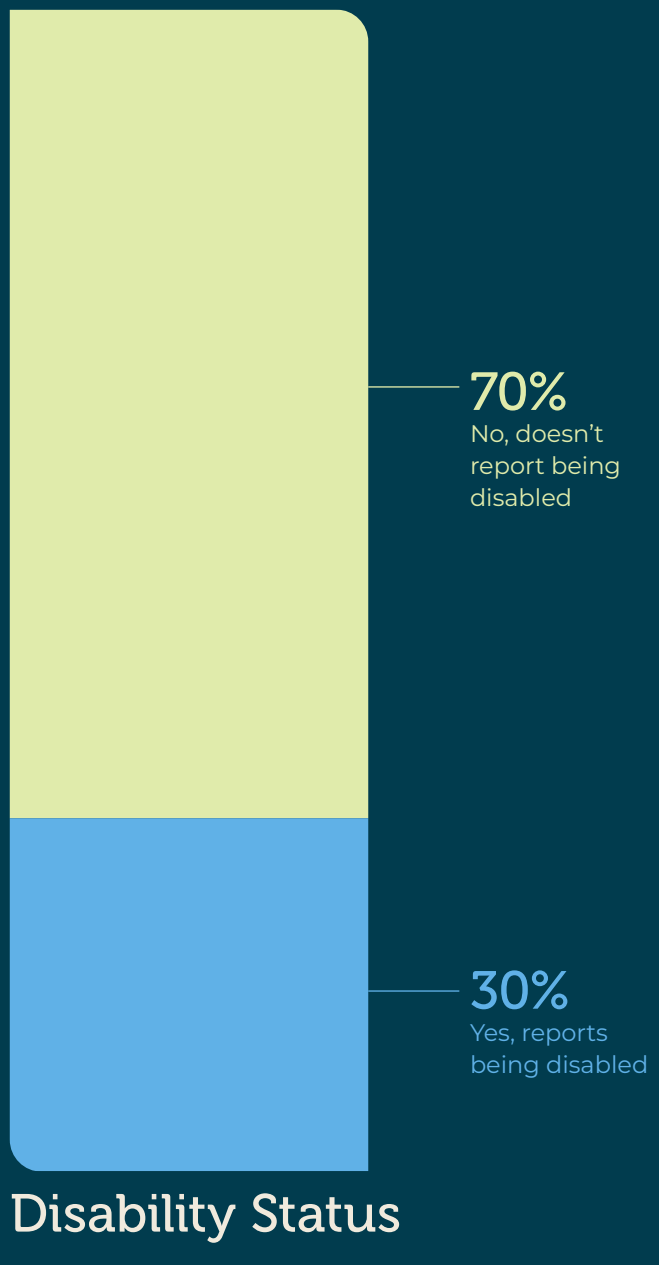
Non-Emergency Medical Transportation (NEMT) is an essential service for many Medicaid recipients to access services such as kidney dialysis and cancer care. We broker trips with transportation providers across King and Snohomish counties for patients to safely get to their destination and receive the care they need.

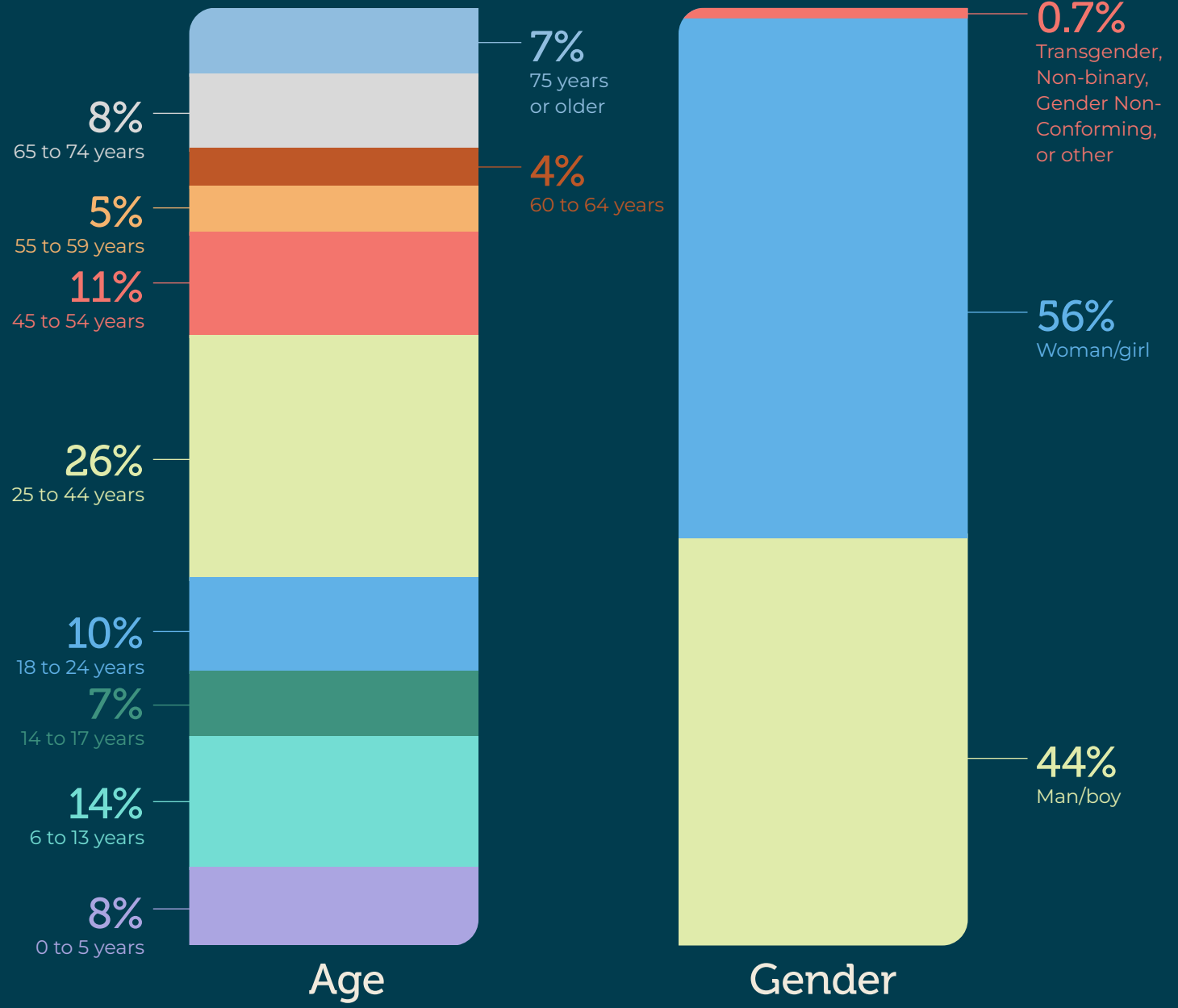
Learn more at hopelink.org/transportation

Client Demographics

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






7%
75 years or older
4%
60 to 64 years
8%
65 to 74 years
5%
55 to 59 years
11%
45 to 54 years
26%
25 to 44 years
10%
18 to 24 years
7%
14 to 17 years
14%
6 to 13 years
8%
0 to 5 years
Age
0.7%
Transgender, Non-binary, Gender Non-Conforming, or other
56%
Woman/girl
44%
Man/boy
Gender

OUR 2027-2029 STRATEGIC PLAN

Moving Forward Together

Our guide for success over the next three years focuses on building organizational strength for future growth, deepening connections to community throughout our region and beyond, and increasing the impact of our mission-driven work.

Join us at hopelink.org/take-action

68,002 volunteer hours

DONATED BY 2,419 VOLUNTEERS

Learn more at hopelink.org/ways-to-help/volunteer

IMPACT Equivalent to about 32.7 full-time employees working for one year

hopelink

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