

hopelink

# *Evolving with the Community*



2022 Impact & Annual Report

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## We're Glad You're Here: Message from the CEO

### For 52 years, Hopelink has evolved to address the shared and unique needs of our community.

We have shifted through the regional economic downturn in 1971, recession of 2009, and the opportunity to serve refugees from other countries. Our desire is to see all our clients succeed based on their hopes, dreams, and goals. We exist to serve and support our clients. It is the core of why we do what we do.

This report will reflect the accomplishments that were made in support of clients because of each of you – our clients, volunteers, partners, donors, funders, leaders, staff, and neighbors. Thank you for every way you show up for Hopelink and help make us a better organization in support of the community.

Hopelink continues to show up for our community. Since the COVID-19 crisis, Hopelink has turned on a dime to meet client needs and our entire community

rallied to support our service. Our lives are forever changed by COVID and we are eternally grateful for the way you wrapped your arms around us and the community and continue to do so.

In this report, you'll see how Hopelink programs continuously evolved to respond to community needs – from providing air conditioners during heat waves to launching the Community Transportation Navigators program to connect historically excluded communities with transit options. This innovation would not be possible without our Equity, Diversity, and Inclusion principles which guide us in creating equitable ways for people of all lived experiences to access services and truly feel welcomed by Hopelink staff and volunteers.

This report looks back on this past year, but our accomplishments were made possible because of you - our community. Thanks to your support, the very foundation of Hopelink is strong enough to hold up an ecosystem of community care that will

nourish our region and ultimately – make poverty history.

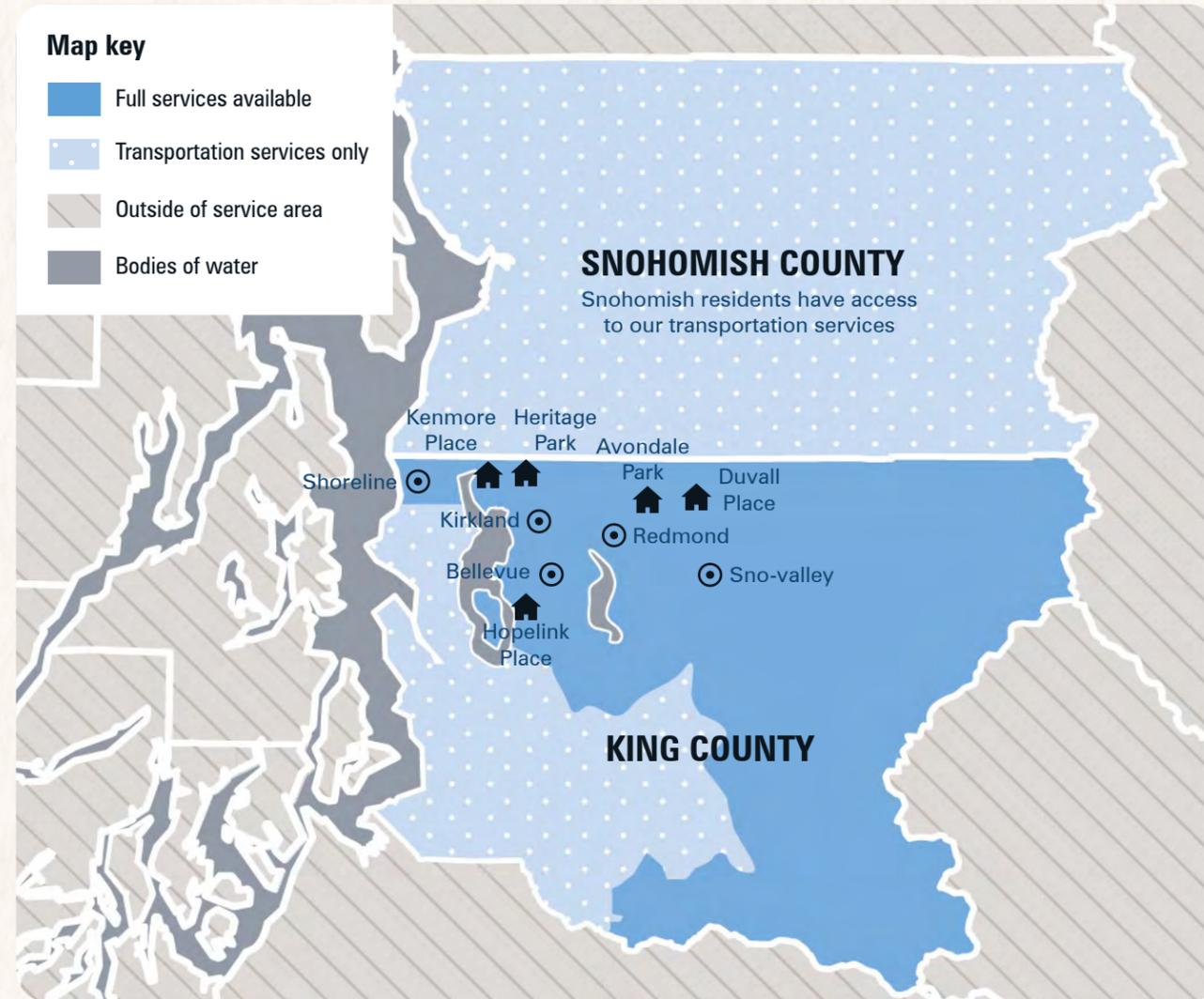
Thank you for evolving with us, We're glad you're here.



**Dr. Catherine Cushinberry**  
Hopelink CEO



# Hopelink's Area of Impact



## 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.**

# 2022 Board of Directors

Penny Sweet, Board Chair

Nickhath Sheriff, Board Vice Chair

Drew Magill, Past Board Chair

Chris Gehrke, Treasurer

Paul Graves, Secretary

Cheré Bautista

Mark Berry

Angela Birney

Rachael Chhong

Manka Dhingra

Pearl Leung

Doris McConnell

Aaron Morrow

Lynne Robinson

Tana Senn

Byron Shutz

Vandana Slatter

Lillian Strothers

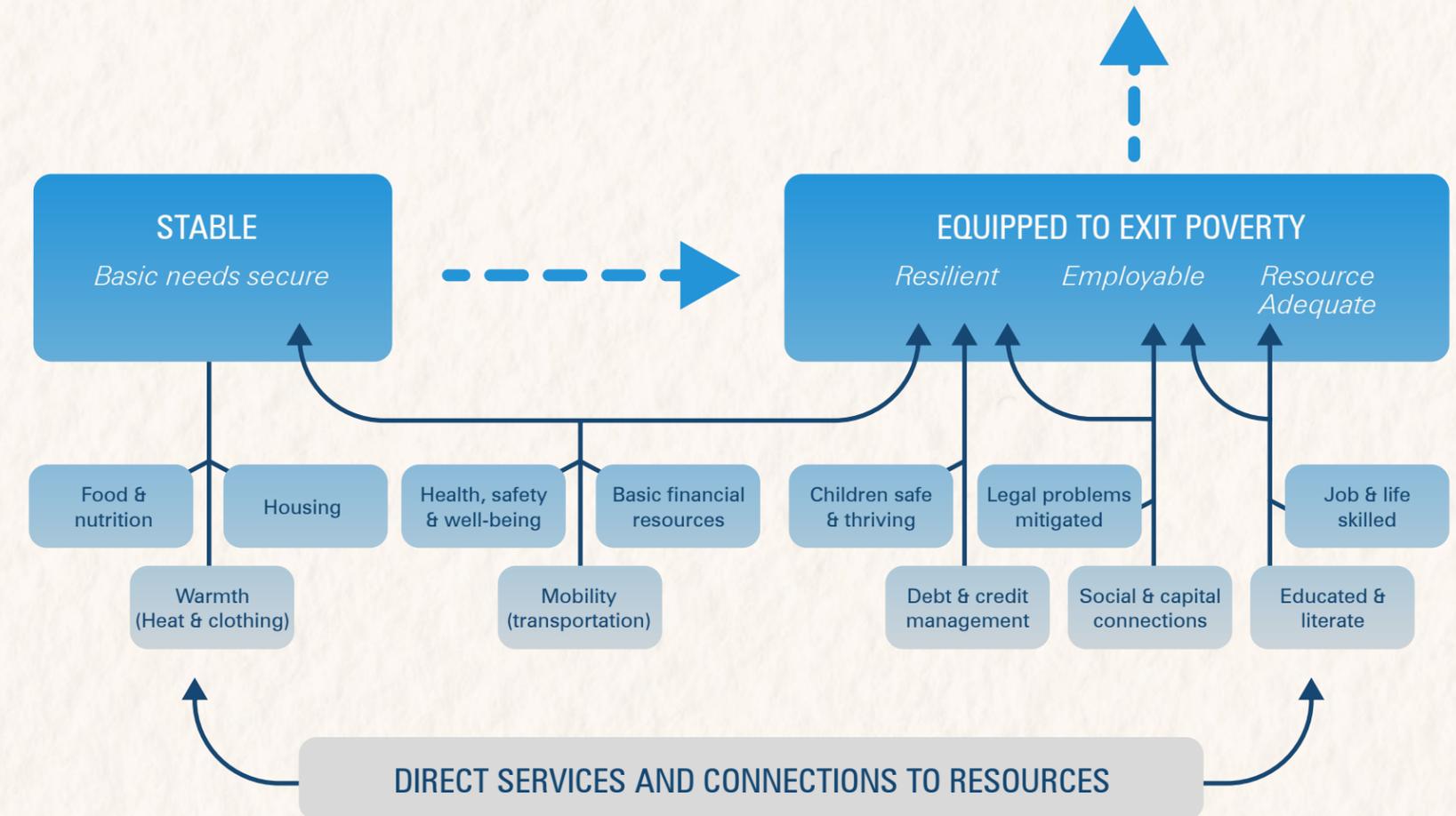
## Our Why

Hopelink's 2022 Community Needs Assessment identified **four key factors** impacting North & East King County residents.



## Our How

Hopelink's **Theory of Change** visually demonstrates the goals and objectives of our services within the community.



# One Family's Path with Hopelink

The barriers that lead to poverty are complex and interconnected, which is why we utilize an intersectional approach in partnering with our neighbors as they navigate these hurdles. Our nine programs work in tandem to fill gaps, supporting each family or individual's unique needs.

Following a seven-year immigration process, Cherenet and her children moved from Ethiopia, joining her husband who was already living in the area. Unfortunately, shortly after their arrival, the marriage ended and she and her six daughters found themselves homeless without a place to live.



After briefly staying at an overnight shelter, Cherenet was connected to Hopelink and the family moved into one of Hopelink's two shelters. A devoted student, Cherenet enrolled in medical classes at a local college while her children thrived in area schools. When the whole family was home, Hopelink case managers could often hear laughter emanating from their apartment.

Six months later, Cherenet was thrilled to be offered transitional housing through Hopelink, where the family continued to live for a year and a half. During this time, Cherenet partnered with her case manager and Hopelink's Employment Program as she built a long-term action plan for her family's future, cared for her daughters, and achieved her dream of becoming a certified doula!



A year later, Cherenet heard back on a housing application she submitted while she was living in the shelter. Determined, she rushed to complete the paperwork for permanent housing, was quickly approved, and the family then settled into their "forever home!"



Cherenet's oldest daughter is now enrolled in classes at a local college and is living on her own - while Cherenet and her five youngest daughters continue to live in and maintain their home - with Cherenet also connecting with Hopelink's Energy Assistance Program. She's continued to work on her goals through the Family Development program and is well on her way to becoming a nurse. We're amazed by Cherenet's accomplishments and honored that she chose Hopelink to be a part of her family's journey.





# *Hopelink's 2022 By the Numbers*

## HOUSING

**148 households consisting of 460 individuals experiencing homelessness trusted Hopelink with their housing. Of the households that exited, 93% maintained or established stable housing while 45% increasing their income by at least 30%.**

When people experiencing homelessness are connected to Housing at Hopelink, they might be living in cars, in tents, or in other places not meant for habitation. Homelessness is a traumatic experience, which is why Hopelink Housing staff's comprehensive case management and connection to resources provides vital support as families build stability.

Safe, affordable, and warm shelter is the most essential building block for a family's journey to become equipped to exit poverty. Hopelink provides shelter, transitional, and permanent housing at Avondale Park, Hopelink Place, Kenmore Place, and Duvall Place. Each unit is fully equipped with beds, appliances, and a stocked kitchen thanks to Hopelink's Food Assistance program. Hopelink also provides services at various locations in the region.

**93%** of families maintained or established stable housing

## FAMILY DEVELOPMENT

**446 people partnered with Hopelink** to create a long-term roadmap tailored to their family's needs, with **33% of households increasing their income by 30% or more from entry to exit.** Family Development case managers work with families throughout the community, connecting with other organizations to provide resources that assist families as they improve stability and reach even higher. As they work with their case managers, families are able to sow seeds whose impact may not be realized immediately, but will grow and thrive well into the future, for generations to come.

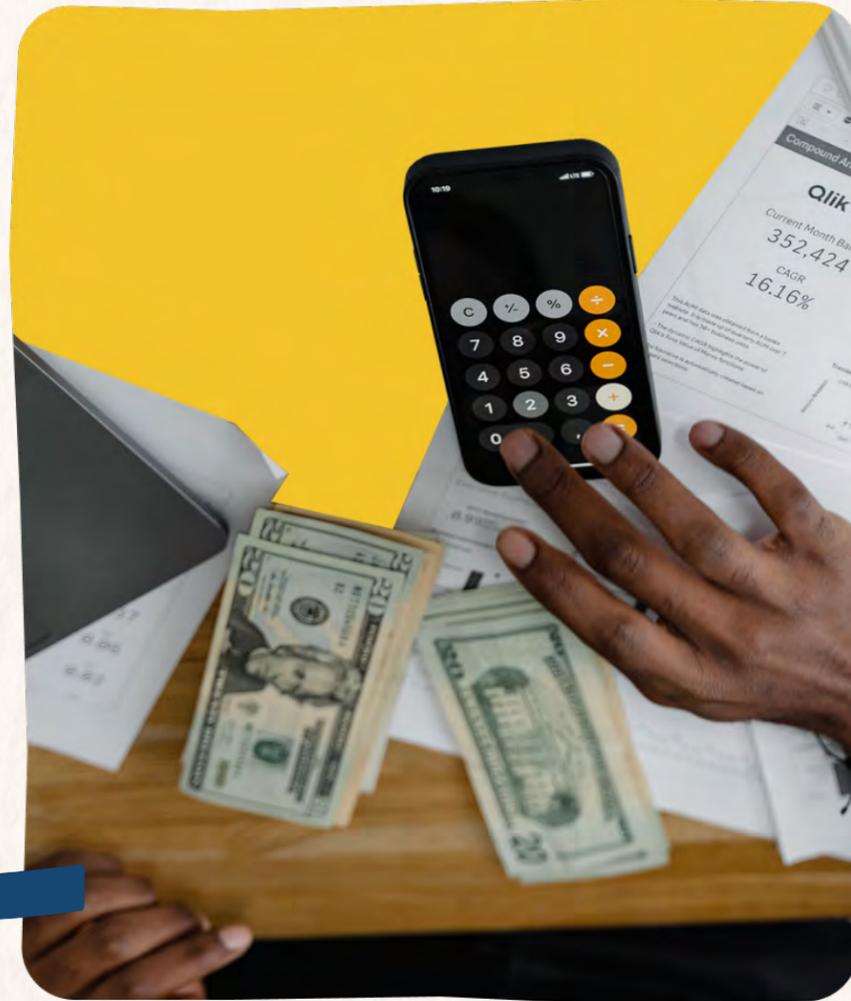


## FINANCIAL ASSISTANCE

Of this \$2.8 million distributed, **\$2.56 million supported rent and move-in costs** and another **\$240,000 was provided in flexible financial assistance to offset financial shocks**.

As the state's eviction moratorium expired, our Financial Assistance program received a significant increase in calls for assistance with owed back-rent and steep rent increases. The team responded in stride, increasing staff and resources to provide support. While rent and move-in costs make up the largest component of this assistance, community members can also lean on Hopelink for unexpected costs like an emergency room bill or car repair that threaten their financial stability.

Over **\$2.8 million** in financial assistance distributed

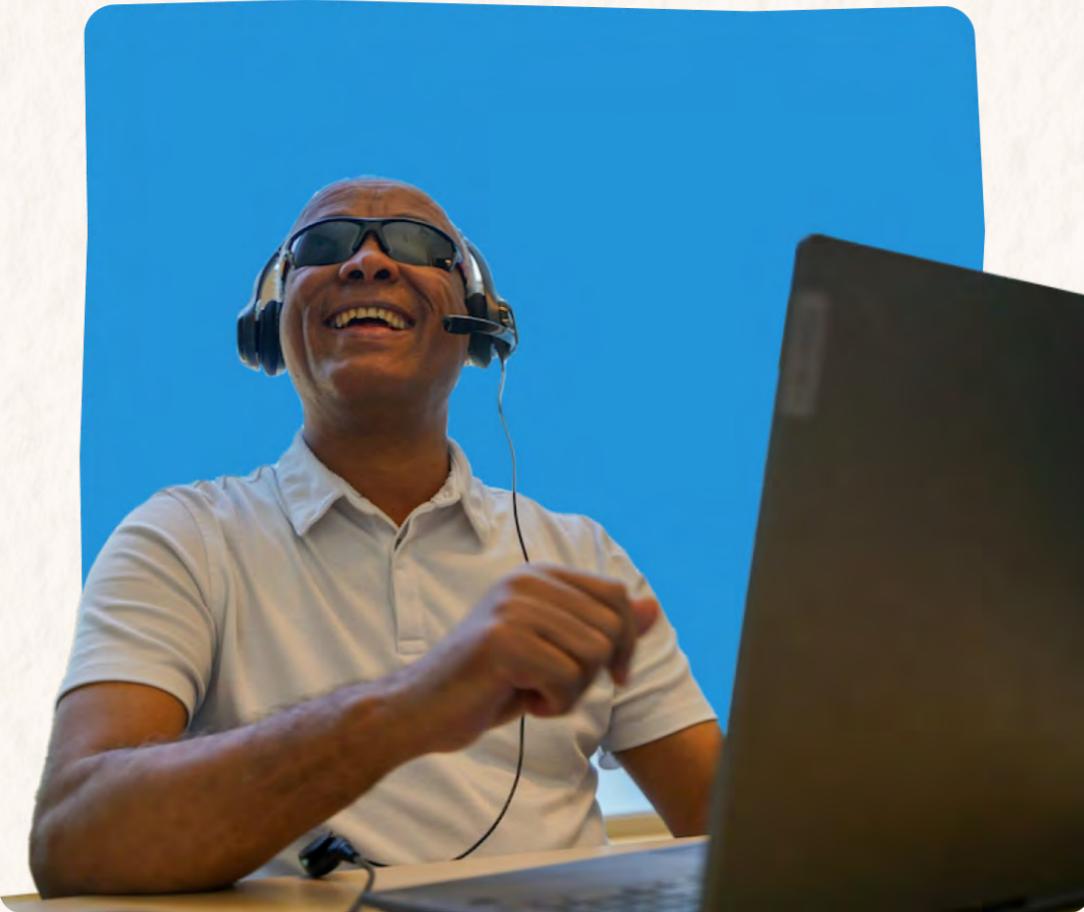


## FOOD ASSISTANCE

In 2022, costs of grocery items like eggs, poultry, and dairy soared due to global inflation, leading to supply shortages and making Hopelink's Food Assistance programs even more important. Community members obtained over **4.3 million pounds** of fresh and shelf-stable food from Hopelink Food Markets and our mobile food program. Of this, **118,747 pounds** of fresh food harvested across our region through farm gleanings, food bank gardens, farmers markets, and farm donations were provided. By the end of the year, an estimated **11,000 people** had stocked their kitchens with Hopelink.

**3.8 million total meals provided**





Girmay M., a volunteer teacher in Hopelink's English for Work program

## ADULT EDUCATION

Our region is a vibrant, thriving place to live due to the thousands of Immigrants and refugees from across the globe that choose to join our communities every year, contributing their perspectives, skills, and cultures. **172 adults** used our English for Work program to support bringing their contributions to the workplace, with over **78% of students completing over 45 hours** of instruction as well as an exam. Of this, **12% increased employment by the time they exited the program.**

Hopelink's Adult Education program also supported our neighbors working to break through what's known as "the paper ceiling," the social barrier that often holds back prospective workers without a high school diploma. **45 students** enrolled in Hopelink's GED/HS+ program, with seven of them achieving their GED!



## ENERGY ASSISTANCE

Hopelink's Energy Assistance program was able to distribute over **\$6 million** to **4,373 households** for an average assistance amount of \$1,387 per household. This was accomplished in part thanks to additional funding that was achieved in 2022 to address large utility bills due to extended periods of lost income from the pandemic. See how the program helped households beat the heat on page 19.

## FINANCIAL CAPABILITIES

A session with a Hopelink financial coach is a safe space where folks can talk openly about personal finance without judgment while building a spending and savings plan customized for their goals. **106 individuals** met with financial coaches or had a consultation on understanding and building credit, saving strategies, banking, and more. Empowered with financial knowledge and skills, **53% of participants who exited the program improved their financial wellbeing.** In addition, English for Work students attended quarterly classes led by financial coaches to build their confidence on using credit in the US.

Over **\$6 million** in energy assistance distributed

## TRANSPORTATION

When you live miles away from the nearest bus stop, have a mobility disability, or the costs to maintain a car doesn't fit in your budget, getting from point-A to point-B isn't as easy as it should be. Transportation at Hopelink consists of three departments that work to address these gaps.



Through our partnership with King County Metro, our **DART (Dial-A-Ride Transit)** drivers shuttled riders over **1.2 million miles**. Operating along **17 routes**, DART picked up **544,727 passengers** at Metro bus stops, getting residents in rural and suburban areas closer to their destinations.



**31,445 Medicaid recipients** utilized our Non-Medical Emergency Transportation (NEMT) services for **782,482 trips** to medical appointments across King and Snohomish Counties.



Using both community outreach and coalition building, Hopelink's Mobility Management program addresses gaps in transportation that impact travelers across King County. The program served **3,700 individuals** across the region in 2022 – a **188% increase** from last year – and shuttled **800 people** with **425 Community Van trips**.

## EMPLOYMENT ASSISTANCE

Of the 104 jobseekers who partnered with us, **70% improved their employment status and the average increase of monthly household income from entry to exit was 108%.**

This was accomplished through weekly one-on-one job and career coaching sessions where job seekers collaborate with program staff to make a long-term career plan, build their resume, prepare for interviews, complete applications, and more.



## *Innovating Boldly*

Creatively collaborating to build equitable solutions for our community

### **CONNECTING COMMUNITIES WITH FRESH FOODS**

Affordable, nutritious food is hard to come by in some rural areas of King County. This is why Hopelink was back on the road with our Mobile Market, distributing prepared meals and boxes of fresh produce at senior centers, parks, libraries, and more.



### **YOUR FRIENDLY NEIGHBORHOOD NAVIGATOR**

Utilizing a peer-to-peer education model, Hopelink's first cohort of Community Transportation Navigators reduced barriers to transportation access for Filipino community members, providing vital resources on routes, reduced fare options, and more through a culturally-appropriate lens.



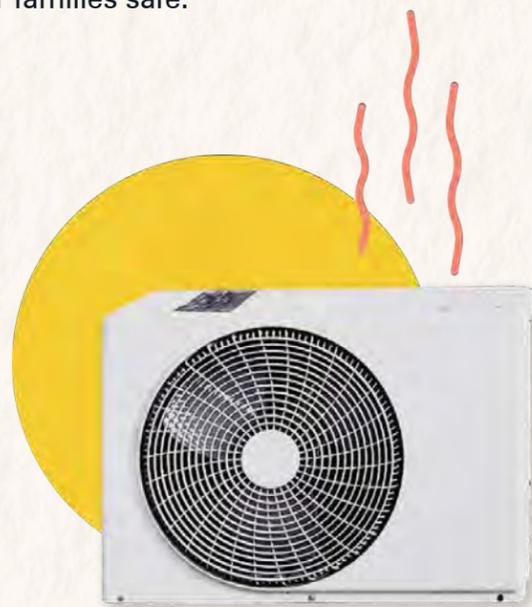


## COMING TOGETHER

Hopelink was an anchor tenant of the original Together Center in 1990. In 2020, the Together Center joined with Horizon Housing Alliance and Inland Group to redevelop the centrally located site in Redmond. In 2023, a new state-of-the-art nonprofit campus – along with 300 units of affordable housing - will open on the original site. Horizon Housing Alliance invited Hopelink to provide services for 80 of the units designated for people below 50% of area median income. We're excited to bring Hopelink's programs and services to this new, vibrant campus!

## BEATING THE HEAT

While most homes in the Pacific Northwest don't have air conditioning, the increasing frequency of heat waves have become dangerous. Last year, the Energy program provided **1,176 air conditioners** so our neighbors could keep their homes cool and their families safe.



# Financial Overview

Fiscal Year 7/1/2021 to 6/30/2022

### OPERATING SUPPORT & REVENUE

|  |                      |
|--|----------------------|
| FEES AND GRANTS FROM GOVERNMENT AGENCIES     | \$ 62,914,911        |
| CONTRIBUTIONS AND GRANTS                     | \$ 10,427,733        |
| IN-KIND CONTRIBUTIONS                        | \$ 6,428,626         |
| EARNED AND OTHER REVENUE                     | \$ 1,991,693         |
| UNITED WAY                                   | \$ 59,518            |
| <b>TOTAL OPERATING SUPPORT &amp; REVENUE</b> | <b>\$ 81,822,481</b> |

### OPERATING EXPENSES

#### PROGRAM SERVICES:

|                    |               |
|--------------------|---------------|
| TRANSPORTATION     | \$ 50,409,594 |
| COMMUNITY SERVICES | \$ 24,533,888 |

#### SUPPORTING SERVICES:

|                            |              |
|----------------------------|--------------|
| MANAGEMENT AND GENERAL     | \$ 5,915,545 |
| FUNDRAISING                | \$ 1,958,297 |
| RENTAL PROPERTY ACTIVITIES | \$ 105,492   |

|                                       |                      |
|---------------------------------------|----------------------|
| <b>TOTAL OPERATING EXPENSES</b>       | <b>\$ 82,922,816</b> |
| INCLUDING DEPRECIATION OF \$1,983,282 |                      |

|                      |                |
|----------------------|----------------|
| CHANGE IN NET ASSETS | \$ (1,100,335) |
|----------------------|----------------|

### NET ASSET BALANCES

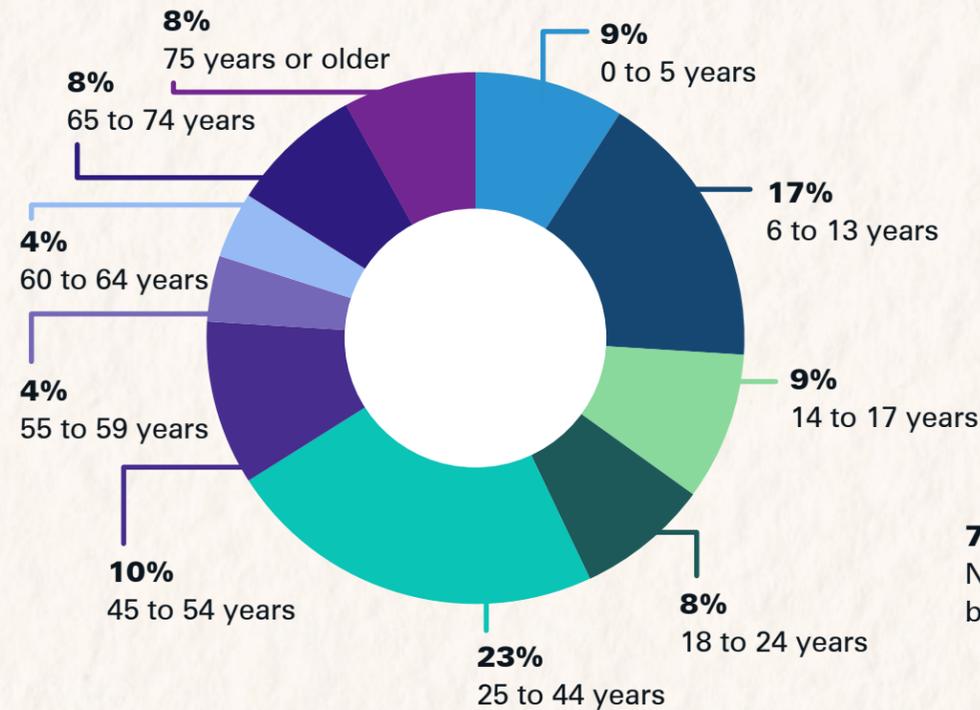
|                            |                      |
|----------------------------|----------------------|
| WITHOUT DONOR RESTRICTIONS | \$ 29,537,296        |
| WITH DONOR RESTRICTIONS    | \$ 16,885,323        |
| <b>TOTAL NET ASSETS</b>    | <b>\$ 46,422,619</b> |

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

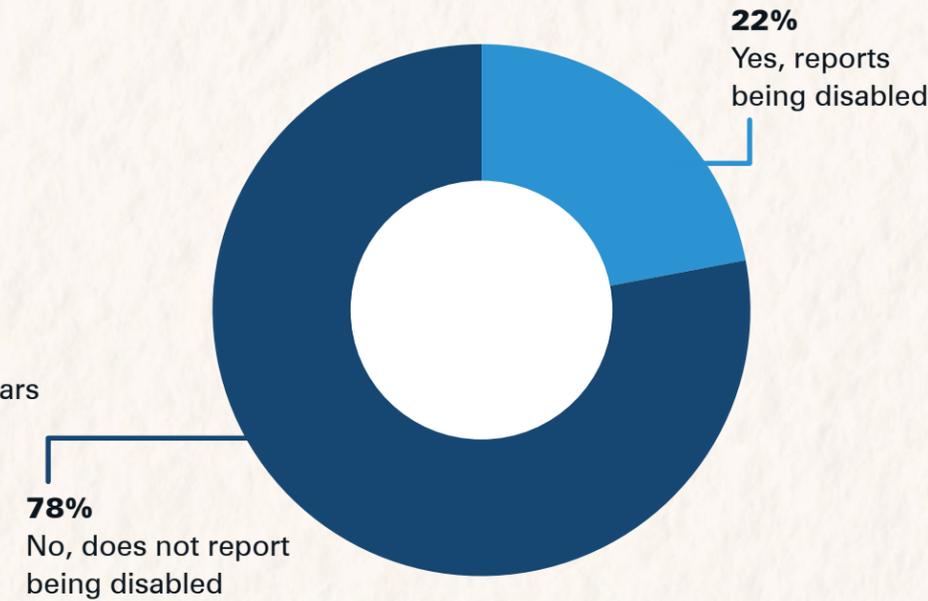
# Client Demographics\*

\*This data does not include transportation or food assistance clients

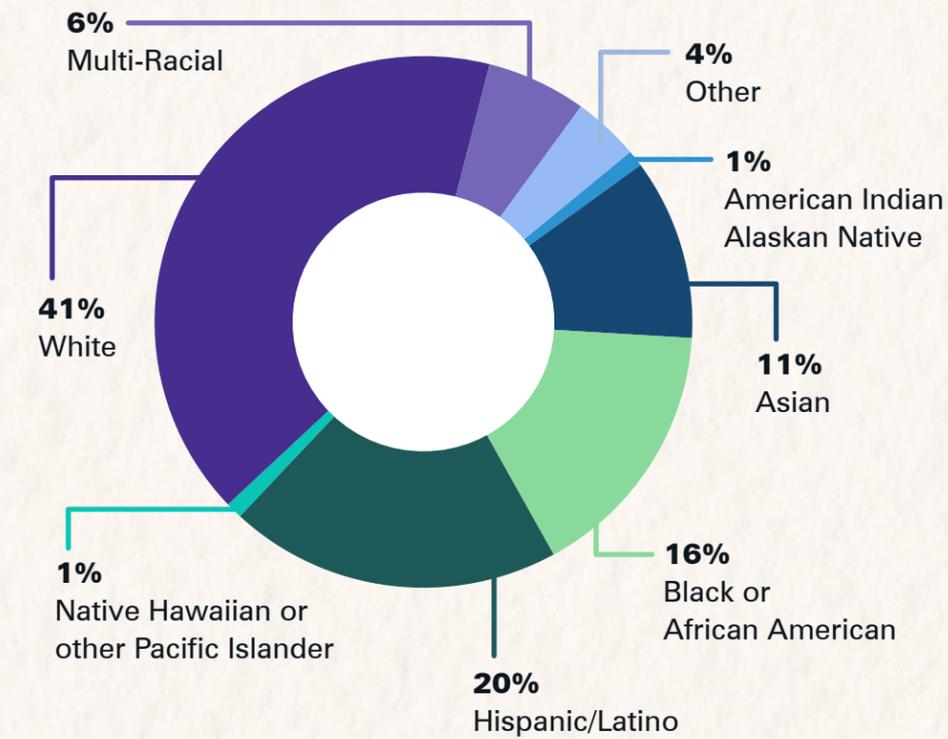
## AGE



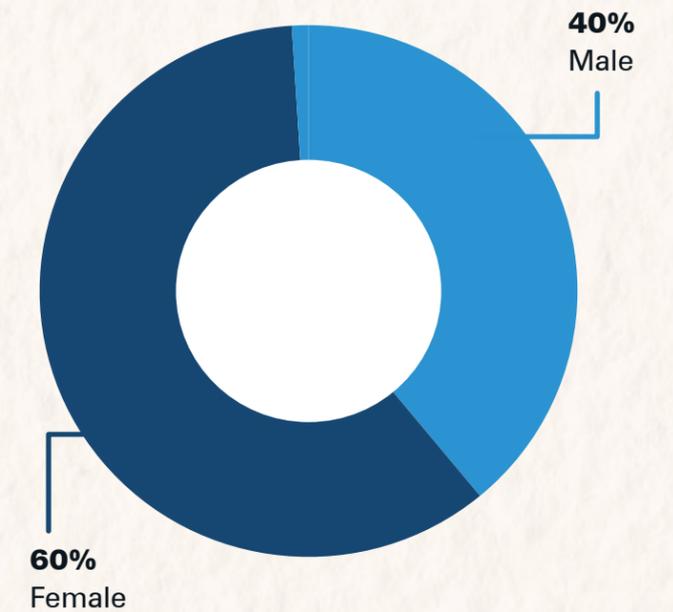
## DISABILITY



## RACE



## GENDER



We acknowledge our gender demographics do not include our transgender or non-binary clients. Hopelink is committed to improving our data collection processes to better represent our transgender and non-binary community members and their unique experiences with poverty.

## Come Along with Us: Why I Give my Time

“Volunteering with Hopelink helps me **connect** with a beautiful **community**. I learn so much from my students who stem from a variety of countries and cultures. By **giving back** to the community, I’m also filled with a sense of **hope** for the future. The world is filled with good people that can make a big **change**.”

Sabiha A. - English for Work Volunteer

## Ways to Get Engaged

Join us! Get engaged at [hopelink.org/take-action](https://hopelink.org/take-action)



### TIME

Contribute your time as a volunteer



### TALENT

Contribute your talent by donating a craft for auction or starting your own fundraiser



### TREASURE

Contribute your treasure by making a one-time or ongoing financial gift



**1,666** volunteers gave a combined **44,647** hours of their time in 2022

# It Takes a Village

It took two trucks to haul away the **7,000 pounds** of food **Bothell High School** students collected from a food drive they began as a part of Lend a Hoping Hand, our holiday giving campaign.



Nestled in the Cascade foothills near Fall City, **Steel Wheel Farm's** organic produce and flour - grown and milled on site - filled Hopelink Food Market shoppers' baskets all year long. Owners Ryan and Kim donated **over 150 pounds of food** in 2022.

A partner since 1989, Overlake Medical Centers has created a long-standing and impactful relationship with Hopelink and its programs. A true pillar in the community, we're appreciative of the trust and support that Overlake provides us as we work in partnership to implement positive change in the community we mutually serve. Throughout the years, Overlake has supported Hopelink in various ways such as partnering with us on our Reaching Out Luncheon and Turkey Trot events, our End Summer Hunger campaign, and various other unsolicited donations and support throughout the year.

**OVERLAKE** | MEDICAL CENTER & CLINICS

# hopelink

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425.869.6000 | 8990 154th Ave. NE, Redmond, WA 98052 | [hopelink.org](https://hopelink.org)

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