Evolving with the Community

2022 Impact & Annual Report
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

SNOHOMISH COUNTY
Snohomish residents have access to our transportation services

KING COUNTY

Map key
- Full services available
- Transportation services only
- Outside of service area
- Bodies of water

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.

Board of Directors
- Penny Sweet, Board Chair
- Nickhath Sheriff, Board Vice Chair
- Drew Magill, Past Board Chair
- Chris Gehrike, 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

Hopelink’s Area of Impact

Bodies of water

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

**BASIC NEEDS**
Community members do not have the economic resources to meet their basic needs.

**HOUSING**
Lack of affordable housing is undermining household security and leading to displacement.

**TRANSPORTATION**
Transit and transportation options for people with low incomes, particularly outside of urban areas, are insufficient.

**FOOD INSECURITY**
There is persistent evidence of food insecurity and hunger.

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

One Family’s Path with Hopelink

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.

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!”

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.
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.

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, 110,747 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.

Over $2.8 million in financial assistance distributed

3.8 million total meals provided
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.

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.

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.

Over $6 million in energy assistance distributed

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

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.

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.

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.
**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 $58,618

Total Operating Support & Revenue $81,822,481

**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

Total Operating Expenses $82,922,816

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

Total Net Assets $46,422,619

---

**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.
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.

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

**AGE**
- 23% 25 to 44 years
- 17% 18 to 24 years
- 8% 14 to 17 years
- 9% 13 to 17 years
- 8% 6 to 13 years
- 9% 0 to 5 years
- 8% 75 years or older
- 4% 60 to 64 years
- 4% 55 to 59 years
- 10% 45 to 54 years

**DISABILITY**
- 78% No, does not report being disabled
- 22% Yes, reports being disabled

**RACE**
- 41% White
- 16% Black or African American
- 11% Asian
- 4% Other
- 1% American Indian Alaskan Native
- 1% Native Hawaiian or other Pacific Islander
- 4% Multi-Racial
- 20% Hispanic/Latino
- 1% Other

**GENDER**
- 60% Female
- 40% Male
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

<table>
<thead>
<tr>
<th>TIME</th>
<th>Contribute your time as a volunteer</th>
</tr>
</thead>
<tbody>
<tr>
<td>TALENT</td>
<td>Contribute your talent by donating a craft for auction or starting your own fundraiser</td>
</tr>
<tr>
<td>TREASURE</td>
<td>Contribute your treasure by making a one-time or ongoing financial gift</td>
</tr>
</tbody>
</table>

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

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.