

2025 Impact & Annual Report

hopelink



Photo credit: City of Redmond

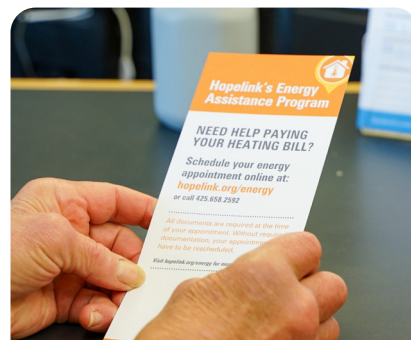


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Our Vision A community free of poverty.



Message from the CEO

Over the past 21 years with Hopelink, I've seen firsthand how the strength of our community lies not just in how we show up during good times—but in how we respond when times are hard. This past year, that strength was put to the test in several ways – including by Mother Nature.

In November 2024, the once-in-a-generation Bomb Cyclone left hundreds of thousands without power across King County—including many of our clients, staff, and volunteers. At the same time, the ripple effects of ongoing economic strain continued to deepen across our region. And yet, in the face of these challenges, one thing remained constant: the steadfast trust and support of this community.



As our clients, volunteers, and supporters, you put your trust in Hopelink to help. When thousands of families reached out for help, our staff and volunteers were there to answer – with a cart full of food, arranging a ride to a critical medical appointment, the answer to a question about a utility bill, and in so many additional ways.

Over the course of our 2025 fiscal year, we responded to soaring needs within our community. Food insecurity has continued to rise, with Hopelink's Food Assistance program serving 20,487 individuals—more than any year in our history, including during the Great Recession. Our Financial Assistance program distributed over \$1 million to help families avoid eviction and financial catastrophe. And still, for every household we were able to assist, 15 more reached out for help.

In total, we served 73,000 people—a new agency record. Behind that number are families who were able to stay in their homes, children who went to bed with full stomachs, and neighbors who found

hope in a moment of crisis. That impact is only possible because of your belief in our mission and your partnership in our work.

As you read through this report, we hope you'll see the real, lasting change your trust and support make possible—not just in times of calm, but especially in times of uncertainty. Behind every statistic are tens of thousands of clients, hundreds of staff, thousands of volunteers, and countless donors and partners, all working toward a shared vision: a community free of poverty.

We are honored to continue this commitment to our community with each of you.

With deepest gratitude,

A handwritten signature in black ink, reading "Meghan Altimore". The signature is fluid and cursive, with a long horizontal line extending from the end.

Meghan Altimore,
Hopelink CEO

Redefining Our Path

Theory of Change

As we face a rapidly changing world, Hopelink embarked on a journey to update our Theory of Change – the model that explains how our work creates real impact. With those we serve at the center, our new model shows how Hopelink supports people 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.

Since our last mission refresh over 20 years ago, we knew it was time to realign our words with the agency Hopelink is today - one dedicated to meeting immediate needs while addressing the systems that perpetuate poverty. Over the course of a year, we

surveyed more than 380 employees, gathered community feedback, and formed a small cohort to ensure our new mission is easily translated into the most spoken languages across the diverse region we serve.



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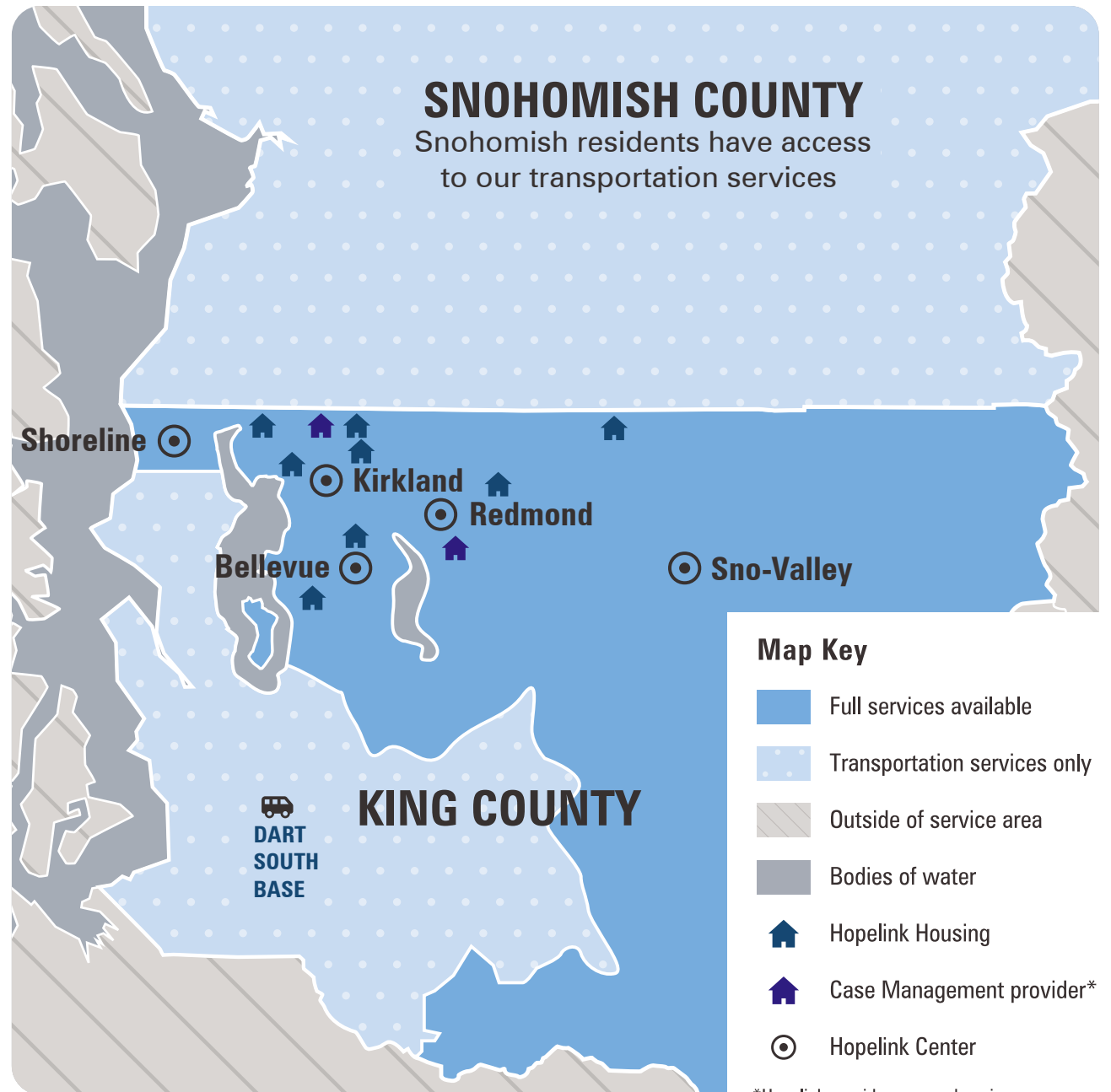
April Berg

Lynne Robinson

**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.*

HOPELINK'S SERVICE AREA

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.



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

Annual Report

Fiscal Year 2024
7/1/2023 – 6/30/2024

*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	\$72,734,927
Contributions and Grants	\$8,540,879
In-kind Contributions	\$7,239,995
Earned & Other Revenue	\$2,945,545
United Way	\$33,137
Total Operating Support & Revenue	\$91,494,483

OPERATING EXPENSES

Program Services:

Transportation	\$61,473,268
Community Services	\$26,718,667
Total Program Services	\$88,191,935

Supporting Services:

Management & General	\$7,173,552
Fundraising	\$2,099,219
Rental Property Activities	\$108,933
Total Supporting Services	\$9,381,704

Total Operating Expenses (Including Depreciation of \$2,002,847)	\$97,573,639
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Change in Net Assets	(\$6,079,156)
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NET ASSET BALANCES

Without donor restrictions	\$22,409,828
With Donor Restrictions	\$16,066,727
Total Net Assets	\$38,476,555

By the Numbers

The following data was collected during the 2025 Fiscal Year, which began on July 1, 2024 and closed on June 30, 2025.

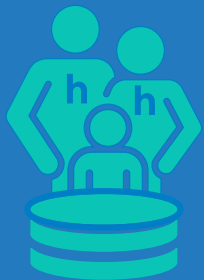


73,000 PEOPLE
utilized Hopelink's services.
12% increase from 2024 fiscal year

Meeting Basic Needs in North & East King County

To learn more, visit SelfSufficiencyStandard.org

59% of households served make \$20,000 or less annually.



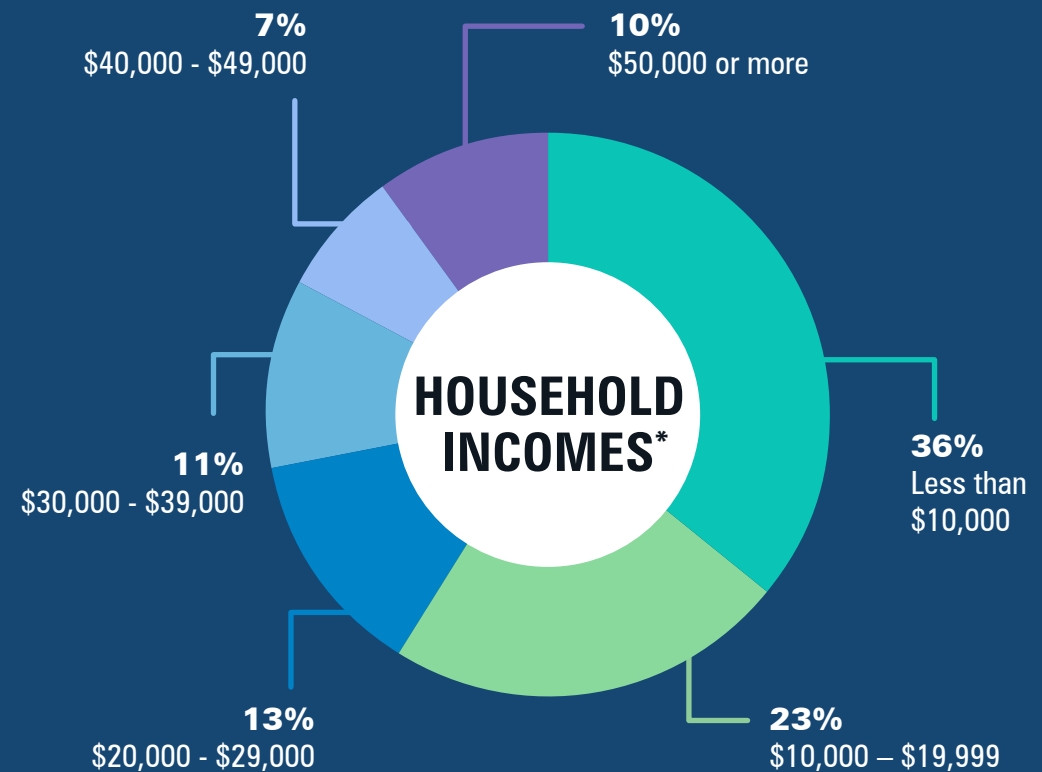
\$20,000

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.



\$104,810

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



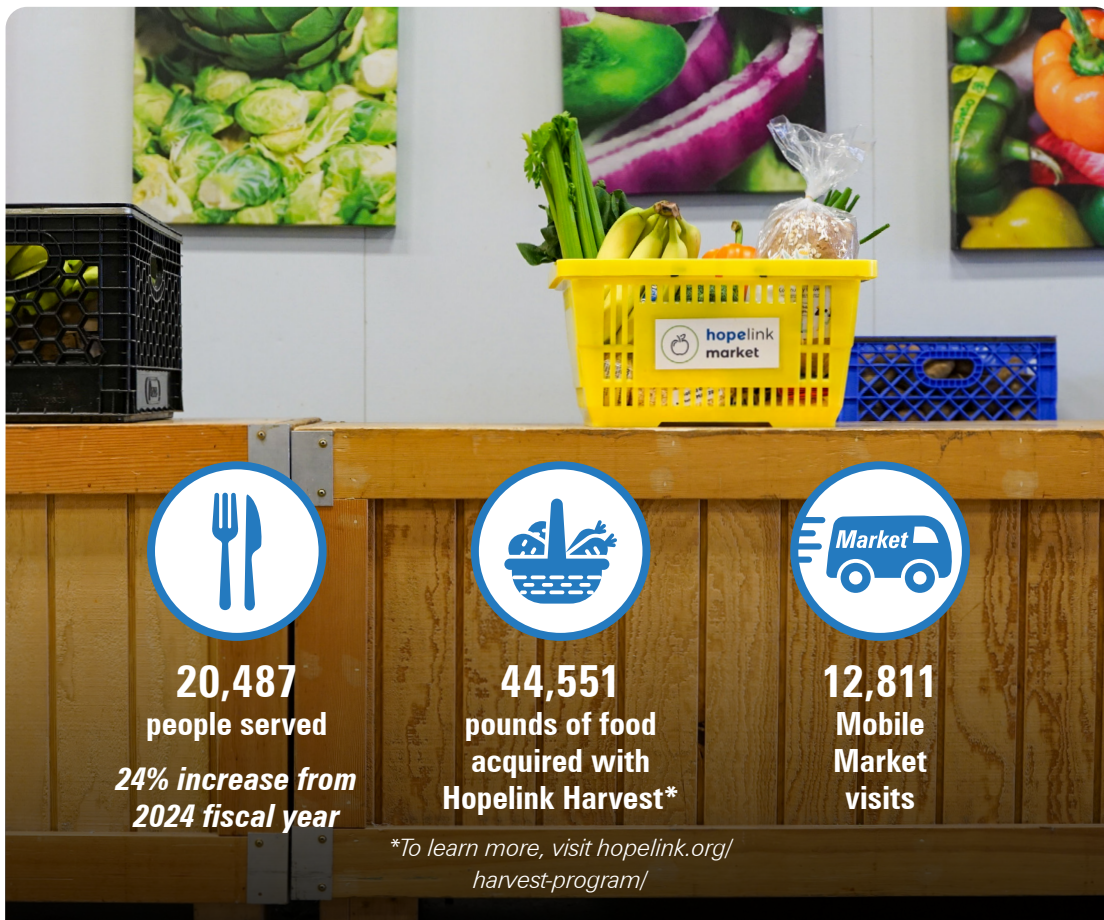
*Household income by dollar amount was collected from 23,028 individuals.

FOOD ASSISTANCE

As food insecurity rose across the country and state, enrollment in Hopelink's Food Assistance program climbed throughout the year - reaching its highest-ever recorded enrollment of over 24,000 by spring 2025, surging past the previous peak of an estimated 18,000 recorded during the 2008 Great Recession.


At any of the five Hopelink Food Markets, in addition to the Mobile Market, community members can shop for nutritious, culturally relevant foods at no cost.

Over 4.3 million meals provided



NON-EMERGENCY MEDICAL TRANSPORTATION

Non-Emergency Medical Transportation is an essential service for many recipients of Medicaid – and often – it's the only way these patients can access Medicaid-approved services such as kidney dialysis, cancer care, and more. Contracting with approved transportation vendors across King and Snohomish Counties, Hopelink brokers trips for Medicaid patients to safely get to their destination and receive the care they need.

 **759,579**
trips brokered
33,757 Medicaid recipients given trip or other transportation assistance



ENERGY ASSISTANCE

According to the Washington State Department of Commerce, over 250,000 households in Washington are considered “energy burdened,” spending more than 6% of their income just to power their homes. Hopelink’s Energy Assistance program works to alleviate this burden by helping with energy costs, including water, heat, and air conditioning.



***Over
\$10.4
million***

**in Energy Assistance
distributed**



23,747 people served

73% increase from 2023 federal fiscal year

FINANCIAL ASSISTANCE

The Financial Assistance program intervenes to prevent a cascading financial crisis for a household, helping them maintain stability by providing funds to assist with rent, moving costs, or other emergency financial needs – like medical bills or car repairs. The program’s unique approach is made possible through monetary gifts by the community.



***Over
\$1 million***

**in financial assistance
distributed, with over
\$929k helping people
maintain housing.**

MOBILITY MANAGEMENT

Using both community outreach and coalition building, the Mobility Management program addresses gaps in transportation that impact travelers across King County and the Puget Sound region. This year saw the program advance access efforts for rural communities in Snoqualmie Valley through activations by the Snoqualmie Valley Mobility Coalition and expansion of Community Van to North Bend. FindARide.org, a digital trip planner that prioritizes mobility and accessibility, recorded over 15,000 site visits after launching in spring 2024.

 **10,201**
people served
1,897 rides with Community Van



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 four sites, Hopelink's Housing staff offers comprehensive case management that supports families as they build stability.

In 2024, Hopelink entered into a management agreement with Attain Housing and began providing comprehensive housing and case management services for households in 32 units across four sites. At the close of the agreement in the spring of 2025, the total of Hopelink's transitional housing sites was brought to 227.



DAIL-A-RIDE TRANSIT

A King County Metro service operated by Hopelink, Dial-A-Ride Transit (DART) is a fixed-route transit service which uses smaller vehicles, picking up passengers at Metro bus stops and getting them closer to their destinations. Since 2022, the program has focused on expanding routes paused during the pandemic, increasing transportation access across the region.



ENGLISH FOR WORK

Hopelink's English for Work program helps community members with limited English language proficiency prepare for the U.S. workplace. Offered quarterly, the introductory Beginner English course teaches students the fundamentals of the English language such as letters, numbers, and basic speaking. The secondary course, English for Work, builds on this foundation through curriculum on resumes, job searching, interviewing, and more.



489 students

participated in the
English for Work courses



**Over 1.2 million miles
driven across 18 routes**

918,071 passengers picked up

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.



80%
of participants maintained
or established stable
housing at program exit

14% increased their income
by at least 30%



FINANCIAL CAPABILITIES

Through one-on-one financial coaching sessions and community workshops, the Financial Capabilities program helps individuals build skills and confidence in money management.

79 people

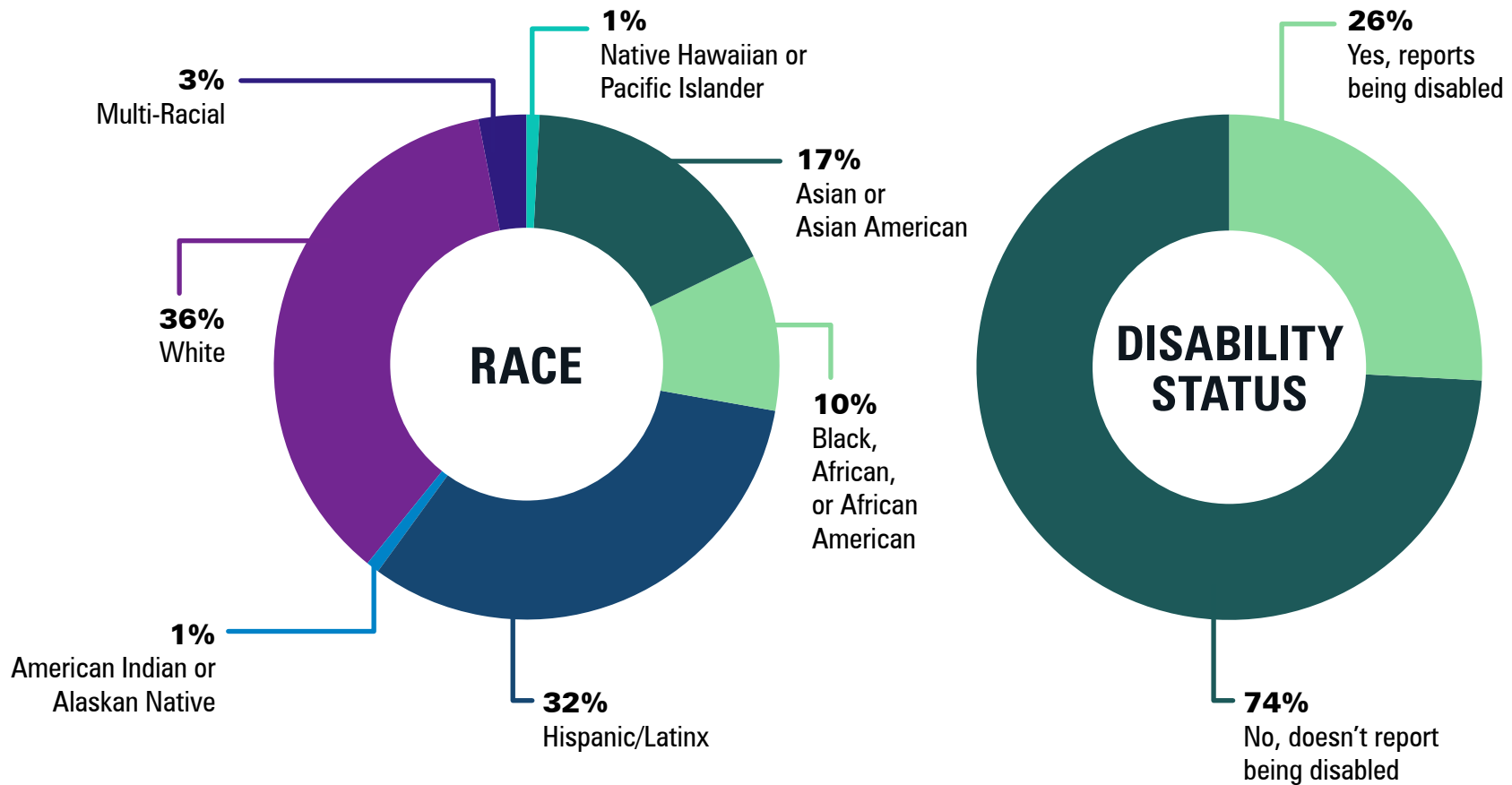
built money management skills
with Financial Capabilities



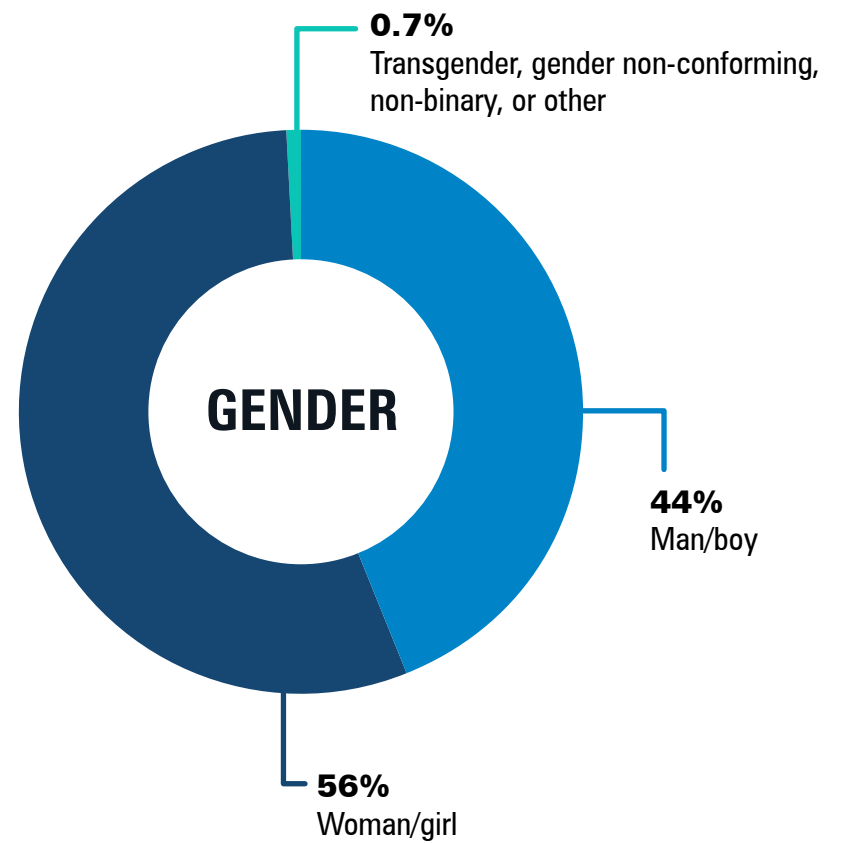
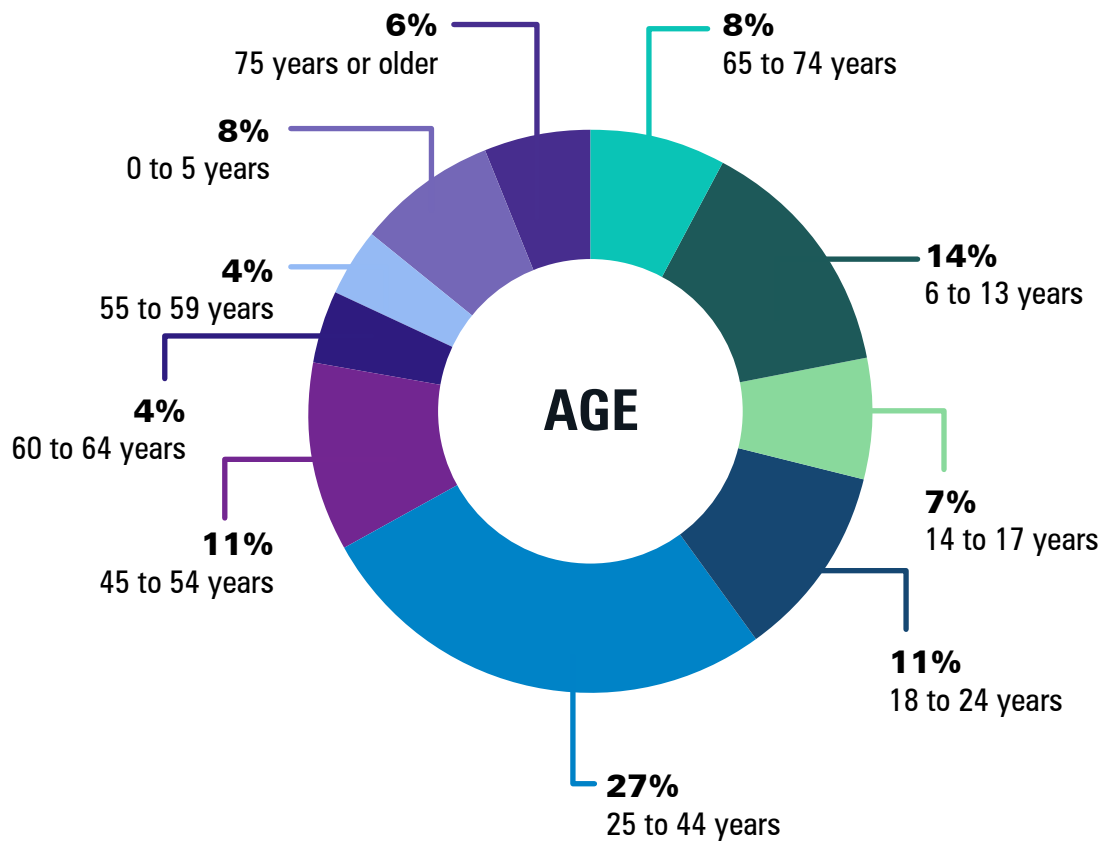
30 workshops

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

Client Demographics*



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





61,730
volunteer hours
donated by 2,021 volunteers from
July 1, 2024, to June 30, 2025



Join us!

Scan the QR code
to learn more or visit
hopelink.org/ways-to-help

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HopelinkHelps



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