



VOLUNTEERS OF
AMERICA

WESTERN
WASHINGTON

2020
ANNUAL REPORT

Leading Through Crisis



There's no manual to follow when a pandemic hits. So when Covid-19 emerged, we had to innovate, guided by our love and compassion for our neighbors. Our Homelessness Prevention team grew by 21 staff, to distribute more than \$19M to keep families housed. Our Hunger Prevention program provided over 7.9M lbs of food to more than 103,000 individuals. And our Behavioral Health teams met the surging demand, with clinicians fielding over 36,000 more calls to our Care Crisis and Suicide Lifelines than in 2019.



We were profoundly moved by the outpouring of generosity. VOA's 740 volunteers gave over 19,500 hours of service and nearly 2,000 donors invested over \$2.3M in giving food, shelter and support to our families. With your help, VOA is stronger than it's ever been, and we're proud of the way we responded to an unforgettable year. We think you will be too.

In His Service,

A handwritten signature in blue ink, appearing to read "Steve Corsi".

Steve Corsi, Psy.D.
President/CEO

A handwritten signature in blue ink, appearing to read "Suzan Sturholm".

Suzan Sturholm
Board Chair



GENEROSITY

740 VOLUNTEERS
 WORKED **19,504** HOURS

Volunteers served their neighbors through VOA food banks, community resource centers, preschools, care crises lines, the holiday program, governance & advisory teams, and dispute resolution.

1,953 DONORS
 GAVE **\$2,347,012**

Monetary donations provide food, shelter and support to neighbors in need. In 2020 55% of donors had never given to VOA before, representing a tremendous outpouring of compassion.

“Thank you so much for this opportunity! It was awe-inspiring how many families in the area we were able to help out. That was an experience I will not forget!”



A TIMELINE

FEB



Opened Arlington Community Resource Center

APR



Began weekly Casino Road Food Pantry

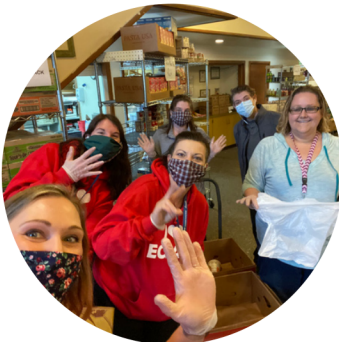
JUN



Launched drive-thru summer Food Pantries throughout Snohomish County

MAR

Preschool teachers transitioned to virtual teaching & parent support



MAY

Leased 64,000 sq ft Food Distribution Center in Arlington to expand service



JUL

Began distributing Coronavirus Relief Program CARES funds for rental assistance



OF SERVICE

AUG



Deployed new COVID Community Outreach Counselors to meet needs throughout the County

SEPT



Committed to lead East County Cold Weather Shelter for Winter 2020

DEC



Wrapped Holiday Program that provided gifts and food to 569 families

SEPT

Multi-channel Suicide Prevention Campaign reaches over 300,000



NOV

Ran two drive-thru food events at the Everett Mall, distributing 6,095 boxes of food & 450 turkeys



DEC

Signed lease for new Lake Stevens Community Resource Center



The Challenge:

MENTAL HEALTH

in a pandemic

The CDC reported that more teens and adults experienced symptoms of depression and anxiety, many contemplated suicide for the first time, and many did not have access to regular, supportive relationships.



Photo credit: Olivia Vanni / The Everett Herald

OUR RESPONSE

14,000+

More calls fielded by 211 operators, to help those struggling with basic needs

54%+

Growth in calls to VOA Care Crisis clinicians, an increase of 36,197

29%+

Increase in chats to VOA Care Crisis clinicians through imhurting.org, representing 2,759 more individuals

The Challenge:

HOMELESSNESS in an economic crisis

In April 2020, Snohomish County had the highest unemployment in Washington State at 20%, and nearly one-third of renters didn't make all of their payments in the fall. Within the last decade, the average price of a 2-bedroom apartment in Snohomish County doubled, and many are unable to afford housing.

OUR RESPONSE

- \$19,093,747 In rental assistance provided by VOA's housing teams, from 14 different sources
- 6,298 Households received rental assistance to maintain housing in 2020
- 500 Households provided with \$190,336 in utility assistance by VOA Community Resource Centers to maintain light and heat
- 62 Women and children served at Maud's House, our emergency shelter for those facing homelessness



“Anne from VOA has been super. If it wasn't for her, I wouldn't have been able to make it. She helped me stay in my place in Lake Stevens. I feel blessed because of all the people who supported me.”

The Challenge: HUNGER

when so many are unemployed

Snohomish County experienced a 56% increase in food insecurity between 2018 and 2020, and the number of Washington families who are food insecure doubled in the last two years.

Imagine you have three kids and not enough money to pay your rent. We can't get the things we need. This food is a huge help.

OUR RESPONSE

7,919,640

Total pounds of food distributed

103,000+

Individuals provided food

55

Organizations VOA supplied with food for distribution to their communities

8

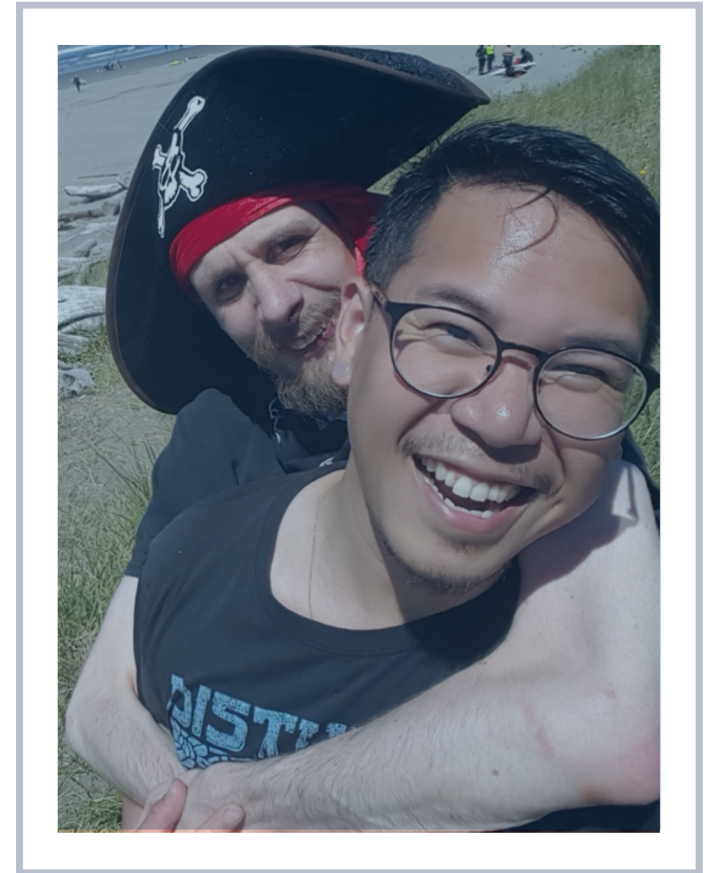
New VOA food pantries, drive-through, or pop-up events, including Casino Road, Lynnwood, EVCC, and Sultan



DISABILITY SERVICES

In 2020, VOA supported 74 adults with intellectual and developmental disabilities in 35 homes in King, Snohomish and Skagit counties to lead safe and fulfilling lives by providing 24/7 in-home care. Our trained Direct Service Providers provide at-home and field trip experiences that foster independence and enhance self-esteem.

Our Disability Services Training Department became a regional and national leader in pioneering virtual training for staff working with adults with disabilities.



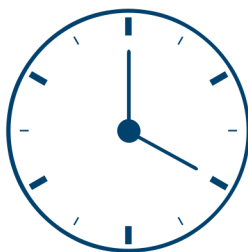
Meaningful Day, VOA's day program for adults with disabilities, provides music, art, and fun in a social environment. In 2020, we served 45 different adults at our Broadway facility before transitioning to virtual activities due to the pandemic.

DISPUTE RESOLUTION

In 2020, VOA Dispute Resolution Centers (DRCs) in Snohomish, Skagit and Island Counties served 2,427 individuals through collaborative conflict resolution processes. VOA's DRCs engaged 53 volunteers who provided 1,782 hours to facilitate mediations and conciliations, resulting in 396 peaceful resolutions. Conflicts may be between landlords and tenants, divorcing parents, estranged family members or others, and mediation and conciliation are proven to be more effective, less expensive, and often faster than litigation.



53



1,782

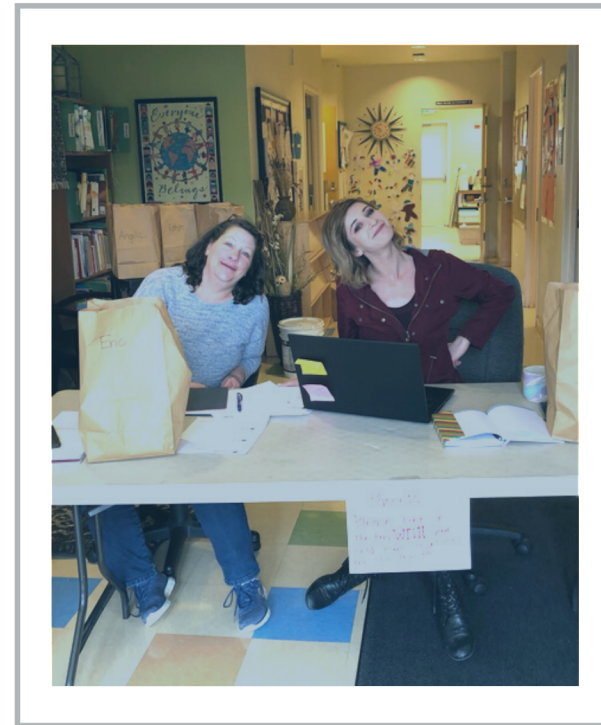


396

*Thank you so much. With
your help, our team is so
much stronger.*

ECEAP PRESCHOOLS

Volunteers of America operates two Early Childhood Educational and Assistance Program (ECEAP) preschools: Trailside ECEAP in Everett and Sky Valley ECEAP in Sultan. Through our half- and full-day preschool options, we served 136 different students and supported 132 families in 2020. After our in-person classrooms shut down in the spring, VOA teachers pivoted to providing take-home activities, supplies and meals to our families, as well as providing virtual learning activities.



SKY VALLEY INTEGRATED SERVICE CENTER



Sky Valley Youth Coalition (SVYC)

VOA hosts a safe space for teens after school and provides service opportunities, adult mentors, and exposure to college and employment opportunities. In late Spring, the SVYC adjusted to delivering weekly meals and snack packs, with 23 teens providing 330 volunteer hours to give their peers food and connection.

Senior & Community Center

VOA offers lunches and activities every week to help seniors connect and decrease isolation. In 2020 our Center served 98 adults before closing due to the pandemic.



East County Cold Weather Shelter

In 2020, VOA began oversight of the Shelter, providing over 200 warm beds to 44 different adults in homelessness on freezing nights.



Free Shower Program

VOA offers free showers to the public, offering soap, shampoo, hygiene items, and clothing. In 2020, we provided 276 showers to 46 different adults.



Making an impact

ERIKA

“I’m not one to ask for help. I’ve never needed to.”

After schools closed, Erika didn’t know where to turn. Her girls were eating more at home, she was buying more groceries, and she kept putting off paying her PUD bill. She messaged Caroline at VOA’s Arlington Community Resource Center, who found funds to keep Erika’s lights on. Caroline has been her lifeline.

Erika wasn’t supposed to be asking for help. She was supposed to be living with Doug in the house they bought together in 2012. Two incomes. No kids. When Erika met Doug, she fell in love. He was generous and fun, loved racing cars and hunting. Would do anything for anyone. Three and a half years ago, Doug was diagnosed with an aggressive form of brain cancer. Within three and a half weeks, he was gone, and Erika was alone in the home they’d bought together.

“I’d watched him die. I didn’t want to live.” And, maybe she wouldn’t be alive today, if not for her niece.

Two months after Doug died, a family member asked Erika for help raising her niece. Erika took in one niece first, and then another. Today she has guardianship of both girls, 10 and 4, and is doing all she can to give them a good life.

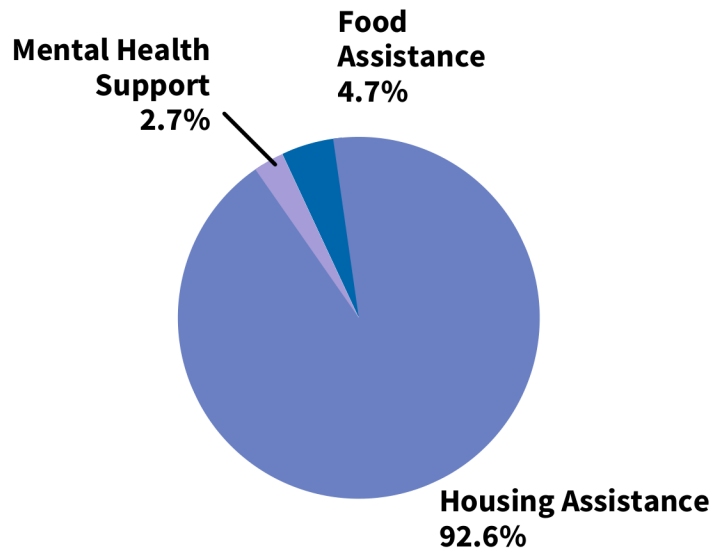
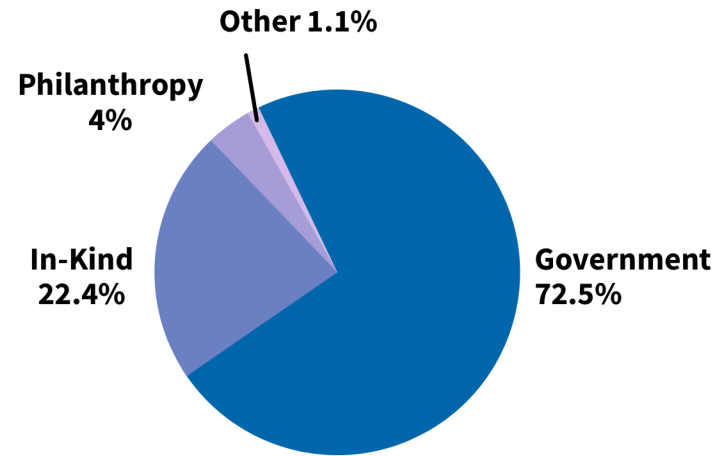
“Because these girls have grown so much, I need to get them some clothes that fit. Now, I can go to Wal-Mart and get them the clothes they need. To get this help is amazing.”

FINANCIAL SUMMARY

Support and Revenue

Foundations, Corporations, Individuals	\$ 2,347,012
Government Contracts & Grants*	\$42,358,145
In-Kind Food	\$13,114,722
Program & Other	\$ 619,452

Total Support and Revenue \$58,439,331



*CARES Act Funding: Pandemic Response

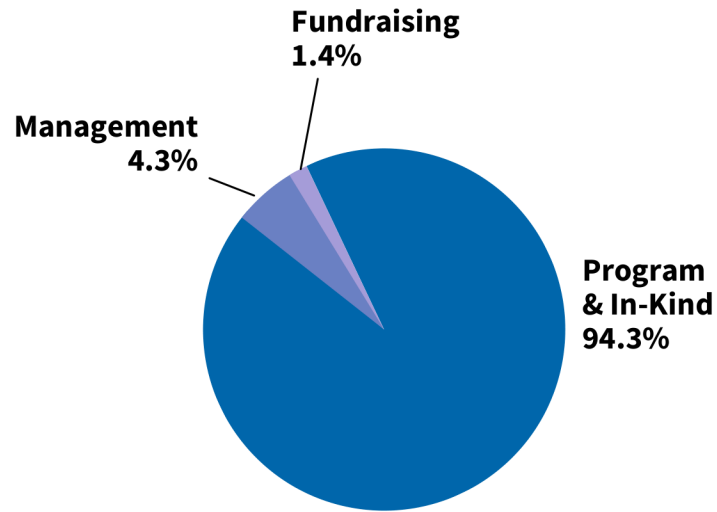
Food Assistance	\$ 1,101,112
Rent, Mortgage & Utility Assistance	\$21,768,846
Counselors & Mental Health Support	\$ 643,992

Total CARES Act \$23,513,950

CARES Act Funders:

City of Arlington, City of Everett, City of Granite Falls, City of Lake Stevens, City of Marysville, City of Mountlake Terrace, City of Sultan, Snohomish County, State of Washington, Federal Government of the United States

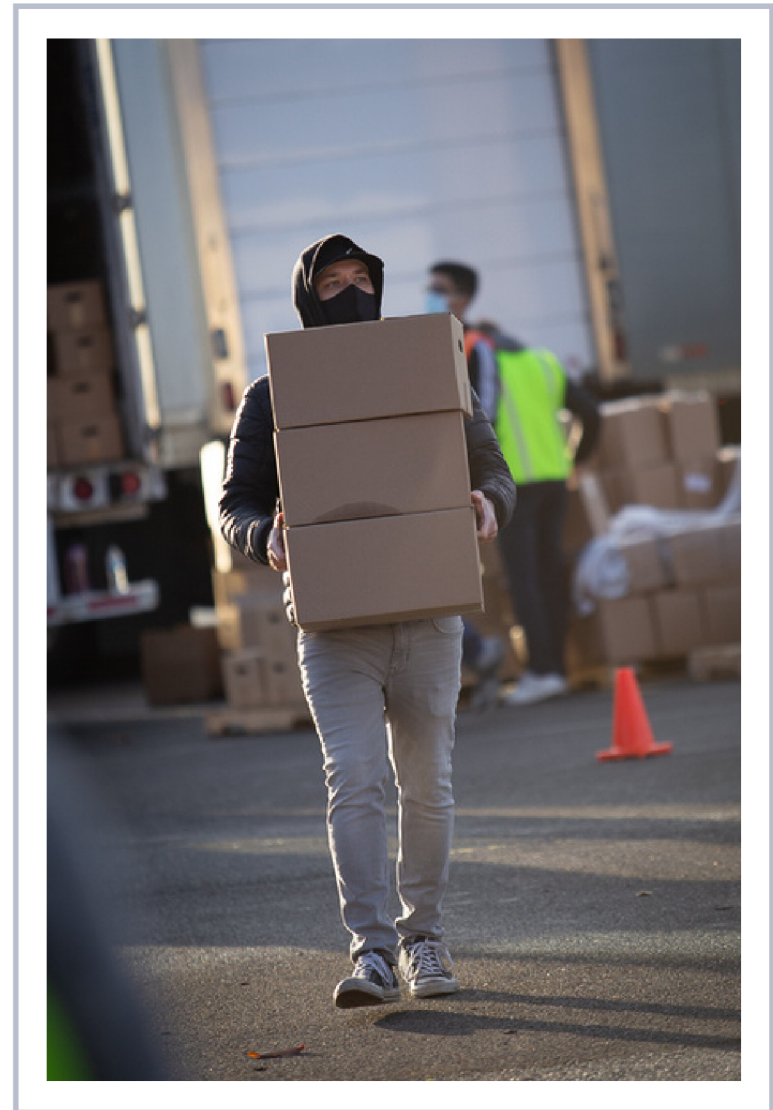
OPERATING & SUPPORTING EXPENSES



Program	\$40,298,955
In-Kind Food	\$13,315,026
Management	\$ 2,451,477
Fundraising	\$ 740,919

Total Expenses **\$56,806,377**

Financial data in this report are preliminary and subject to change upon audit.
More detailed financial reporting available upon request.





Volunteers
of America®
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