



ECEAP Preschool administrators



2023 Impact Report

125 Years of Going Wherever We are Needed

In 2023, Volunteers of America Western Washington celebrated its 125th year and experienced remarkable growth, reflecting our commitment to serving the community's evolving needs. Founder Ballington Booth once remarked *"we will go wherever we are needed and do whatever comes to hand,"* and we take this to heart. Our year was one of growth and ambitious service.

YEAR IN REVIEW

9,683

individuals assisted with homelessness prevention services

250,819

people in crisis supported 24/7 by trained counselors

75

individuals with developmental disabilities supported in independent living

23%

annual increase in visits to our food banks

2,000+

seniors engaged in activities and fellowship

20,443

served through mediation and dispute resolution

13,696

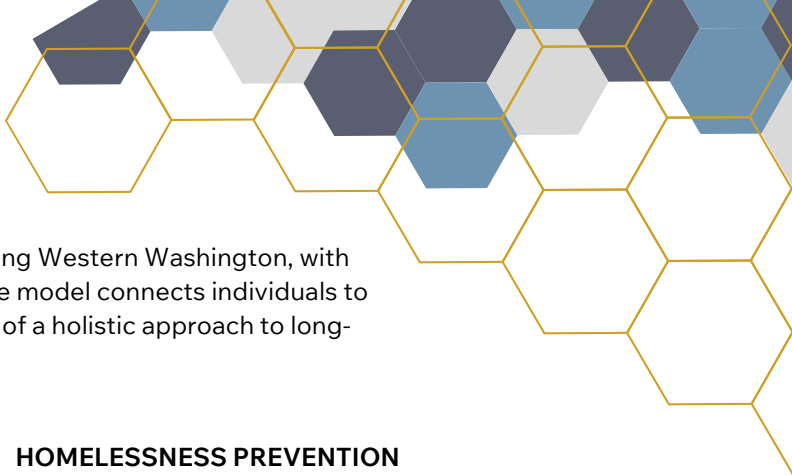
individuals supported by Community Resource Centers

93¢

of every dollar impacts programs

≈160

young learners prepared for kindergarten



OUR PROGRAMS

We offer dozens of services among 8 key program areas serving Western Washington, with some programs operating statewide. Our wrap-around service model connects individuals to needs like food, stable housing, and other essentials as a part of a holistic approach to long-term solutions for healthy, self-sufficient lives.

HUNGER PREVENTION

We operate food banks in Everett and Sultan and a distribution center in Arlington that serves members of the Snohomish County Food Bank Coalition.

EARLY CHILDHOOD EDUCATION

For children ages 3 and 4, we provide traditional classroom education, family wellness support, and other services to strengthen households in need.

COMMUNITY RESOURCE CENTERS

In Arlington, Lake Stevens & Sultan, support specialists connect the community to basic needs, treatment program assistance, navigating benefits, and other resources.

PERSONAL SUPPORT SERVICES

Dedicated staff supports adults with developmental disabilities, and we extend personal support to Medicaid and Social Security beneficiaries with financial literacy and responsibility.

HOMELESSNESS PREVENTION

The teams in Housing Services and North Sound 211 assist people who are actively or imminently experiencing homelessness to find stable, permanent housing solutions.

CRISIS CARE RESPONSE

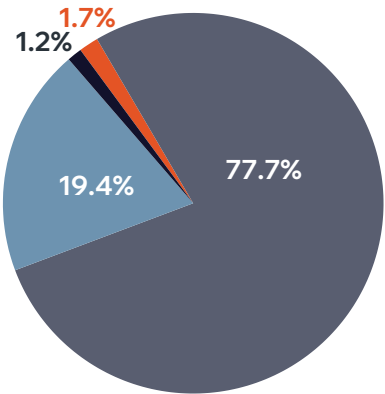
Regional crisis lines and 988 Suicide Lifeline staff offer trained counselors to provide support 24/7, including the Native & Strong Lifeline for our Indigenous neighbors.

DISPUTE RESOLUTION

In addition to mediation training, we also employ certified mediators to assist parties in conflict, as well as fair housing training and rental certification.

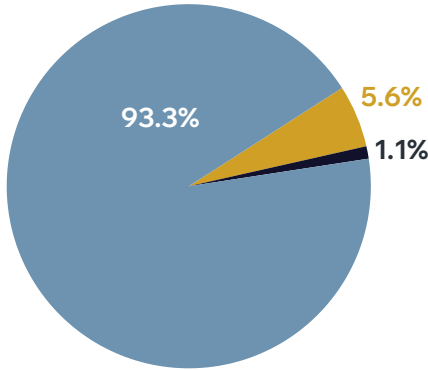
AGING WELL

In Everett, the Carl Gipson Center offers membership-based activities, education, and wellness for adults 50+, while in Sultan, our Sky Valley Center is a gathering place for older adults and neighbors.



REVENUE & SUPPORT
\$114,681,246

Private Support	\$1,905,536
Public Support	\$89,117,620
In-Kind	\$22,223,108
Program & Other	\$1,434,982



OPERATIONAL EXPENSES
\$109,373,536

Management/General	\$6,072,179
Fundraising	\$1,206,035
Programs & Services	\$102,095,322

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