



Volunteers of America

# 2025

ANNUAL REPORT



**Volunteers  
of America**<sup>®</sup>  
WESTERN WASHINGTON



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# A letter from our CEO

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Dear Friends,

As I reflect on the past year at Volunteers of America Western Washington, one word rises above all others: hope.

Hope in the resilience of the individuals and families we serve.

Hope in the compassion of our staff and volunteers.

Hope in the generosity of a community that continues to show up time and time again for neighbors in need.

In 2025, VOAWW stood in the gap for people at some of the most vulnerable moments of their lives. We responded to crisis, supported healing, and helped restore stability for thousands of individuals across Western Washington. From hunger prevention and behavioral health crisis services, to housing, youth and family support, disability services, senior programs, dispute resolution, and community resource centers, our work touched every season of life. Through it all, we were not just providing services — we were building community.

But behind every statistic is a story.

A parent who found stability.

A young person who found safety.

An elder who found dignity.

A neighbor who found belonging.

This is the true measure of our impact.

This year also reminded us that community care is not the work of one organization alone. It is made possible through deep partnerships, faithful donors, corporate supporters, churches, volunteers, and advocates who believe that every person deserves to be seen, valued, and supported. You are not just supporters of this mission—you are part of it.

At VOAWW, we believe that transformation happens when compassion meets action. When faith becomes service. When generosity becomes opportunity. And when hope becomes tangible.

As we look ahead, our commitment remains clear:

To serve with dignity.

To lead with integrity.

To steward resources responsibly.

To respond with empathy.

And to build stronger, more compassionate communities where everyone has the chance to thrive.

Thank you for believing in this work.

Thank you for standing with our neighbors.

Thank you for helping turn hardship into hope.



With deep gratitude,

Brian Smith

A handwritten signature in blue ink that reads "Brian Smith".

President & CEO

Volunteers of America Western Washington

# Mission

The mission of Volunteers of America Western Washington is to empower people and strengthen communities.

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# Vision

Healthy, safe communities where all people live self-sufficient, fulfilled lives.

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# Values

Respect • Integrity • Stewardship • Empathy



# Behavioral Health

VOAWW's Behavioral Health program provides 24/7 crisis support across Washington State and beyond. Through 988, the Native and Strong Lifeline, regional crisis lines, co-response services, and 911-to-988 diversion, trained professionals respond with immediate care and connection to ongoing support. In 2025, hundreds of thousands of times, someone reached out in fear or uncertainty and was met with dignity and evidence-based care. Most contacts are stabilized through conversation, helping individuals regain safety without escalation.

## Why This Work Matters

Crisis is not one-size-fits-all. It can look like suicidal thoughts, overwhelming anxiety, isolation, substance use, or simply not knowing where to turn. Many people who contact our services are looking for someone who will listen, understand, and help them find a path forward.

By expanding chat and text services, including new text access for the Native and Strong Lifeline in 2025, VOAWW is building community where stigma and barriers once stood, creating spaces where help feels accessible, safe, and responsive.

This program ensures that no one faces their hardest moments alone.

By strengthening coordination across 988, regional crisis lines, and diversion services, VOAWW is helping build a more responsive and connected crisis care network across Washington State.

Every number represents **someone reaching out—**  
and a **community that answered.**



**286,375 total**  
calls, chats, and texts



**62% of chat**  
and text users were under 18

*"Thank you. I feel much better now. Some kind words is all I wish to hear. Thank you so much for saving my life"*

*"Thank you. It's helped so much. You seriously have helped so much. Just know you've at least changed my life today"*

*"I'm feeling a little bit better, I appreciate you talking with me. I think I'm calmed down enough now to work through the rest of this on my own. But I sincerely thank you, you saved another life today."*

## Housing Services

VOAWW's Housing Services program helps individuals and families access and maintain safe, stable housing across Snohomish, Skagit, and King counties. Through homelessness prevention, rental assistance, rapid rehousing, refugee stabilization services, and Cold Weather Shelters, VOAWW works to prevent crisis and restore stability. In 2025, 790 bed nights were provided during extreme weather conditions, offering safety when it was needed most. Beyond securing housing, case managers provide trauma-informed support, help remove barriers to employment, and connect individuals to health and behavioral health services to help families rebuild and move forward.

## Why This Work Matters

Housing changes trajectories.

When individuals receive keys to a safe home, stress decreases, employment becomes possible, and families can focus on long-term goals instead of daily survival.

Rapid rehousing restores dignity. Eviction prevention keeps families stable. Cold Weather Shelters provide safety during life-threatening conditions.

With stable housing secured, individuals can begin to rebuild, recover, and move forward.



A stable home changes everything.



**17,776 hours of case management**  
provided for housing stabilization



**104 households**  
received keys to permanent housing



**256 families**  
remained housed



**168 households**  
avoided eviction



## VOAWW Connect

- **49,475** touchpoints across five counties
- **170,933** referrals made
- **11,518** referrals to VOAWW programs

VOAWW Connect supported individuals and families in Snohomish, Skagit, Whatcom, Island, and San Juan Counties by connecting them to essential services including housing, food, utilities, transportation, and public benefits.

During a year of system consolidation and regional flooding, the team maintained continuity of care while overseeing Coordinated Entry in Snohomish and Skagit Counties, ensuring localized, responsive service remained accessible.

*Localized knowledge. Personalized guidance. Immediate connection.*



## Community Resource Centers

VOAWW's Community Resource Centers (CRCs) in Lake Stevens, Arlington, and Sky Valley provide individualized support to people experiencing crisis, housing instability, or other barriers to stability.

CRC teams focus on prevention and stabilization, helping community members access essential resources such as rental and utility assistance, food, housing navigation, public benefits, and transportation support. As trusted access points throughout Snohomish County, the CRCs help individuals and families take the first step toward stability.

In 2025, these efforts resulted in more than 18,700 service connections across the region

## Why This Work Matters

Instability rarely happens all at once. It builds through missed payments, rising bills, unexpected health concerns, or the loss of income. Sometimes stability begins with simply knowing where to start.

Community Resource Centers meet urgent needs while guiding individuals toward sustainable solutions. VOAWW is building community by ensuring help is accessible, responsive, and local.

For many residents in rural and underserved areas, these centers are often the first and most consistent point of support.

*"I didn't know where to begin.  
They helped me take the first step."*

– Benny, CRC Client



**4,418 individuals**

served



**18,720 service connections**

and referrals provided

Helping neighbors **navigate crisis** and  
**move toward stability.**

# Hunger Prevention

VOAWW's Hunger Prevention Program directly operates the Everett Community Food Bank, the Sultan Community Food Bank, and two pop-up food pantries on Casino Road, providing client-choice food distribution in welcoming and dignified environments.

Located in Arlington, VOAWW's regional distribution center strengthens local food networks but distributing food to 18 partner food banks and 13 meal programs throughout Snohomish County.

Through home delivery services, Snack Packs for children, the Sultan Community Garden, and partnerships such as the Everett Hot Meals Coalition, we help ensure families have consistent access to nutritious food.

In 2025, more than half of those served were seniors and children. Demand continued to rise, with the Everett Community Food Bank experiencing a 31 percent increase in visitors over the previous year.

## Why This Work Matters

Food is more than a basic need. It is stability for a family navigating job loss, relief for a senior on a fixed income, and nourishment for a child trying to focus in school.

By distributing nearly eight million pounds of food and strengthening partnerships across Snohomish County, VOAWW keeps food accessible, consistent, and within reach for those who need it most.

When flooding and a government shutdown disrupted livelihoods, VOAWW maintained uninterrupted food access. As demand grows, the program continues expanding home delivery, increasing fresh food distribution, and strengthening services in high-need areas like Casino Road.

When families know food will be on the table, everything else becomes possible.



**7,987,341 pounds**  
of food distributed



**165,026 individuals**  
served across Everett and Sultan



**31% increase in visitors**  
at the Everett Community Food Bank



**More than 50%**  
of those served are seniors and children

Every meal represents nourishment.  
Every visit represents trust.



### Meet Svetlana!

VOAWW volunteer and client at the Everett Community Food Bank. Watch her video online by visiting <https://bit.ly/voaww-svetlana>

## Personal Support Services

VOAWW's Personal Support Services program supports adults with intellectual and developmental disabilities in living full, independent lives in the communities they call home. Through Supported Living services, individuals receive the right level of support to build daily life skills, make their own choices, and grow in confidence.

In 2025, **80 individuals received more than 519,000 hours** of support. Participants strengthened skills like cooking and budgeting, secured employment, built friendships, and experienced greater stability in their homes and daily routines.

Through this work, VOAWW is building community by creating homes where independence is nurtured, dignity is honored, and every person belongs.

## Why This Work Matters

Independence is not just about housing. It is about choice, connection, and belonging. By supporting individuals in stable homes and meaningful community engagement, VOAWW is building community where everyone has the opportunity to live with dignity and purpose.

*"The Meaningful Day Program has quite literally given my son a new lease on life."*

— Parent of a participant

## Meaningful Day Program

The Meaningful Day Program extends this support beyond the home. Through recreation, outings, and shared experiences, adults with I/DD engage more fully in community life. In 2025, 63 participants took part in 258 activities, from museum visits and bowling to music therapy and travel.

For many, these experiences are more than activities. They create opportunities for belonging and personal growth while building meaningful connections with other.

*Meaningful Day clients visited Morgan's Wonderland in Texas, the world's first ultra-accessible family fun park, for a trip filled with laughter, adventure and unforgettable moments.*





## Senior Services

In 2025, VOAWW operated two senior and community centers: the Carl Gipson Center in Everett and the Sky Valley Center in Sultan. Together, these centers offer programs that meet the social, physical, and intellectual needs of older adults, along with daily lunch in a welcoming community setting.

From fitness classes and line dancing to journaling, workshops, and shared meals, seniors gather to learn, stay active, and build relationships. Both centers also connect members to essential resources such as food assistance, housing support, and transportation referrals.



**5,724 older adults**  
served



**25,000 connections**  
made through activities at both centers

## Why This Work Matters

For many older adults, isolation is one of the greatest threats to health and well-being.

By creating spaces where friendships are formed, meals are shared, and resources are accessible, VOAWW is building community where connection replaces loneliness.

Without these centers, many seniors would lack meaningful opportunities to engage, contribute, and thrive.

## Client Spotlight: **Susie**

After a devastating sledding accident left her paralyzed and years of health challenges followed, Susie spent nearly a year isolated in her apartment.

Finding the Carl Gipson Center changed everything.

Now an Advisory Committee member and two-time Volunteer of the Year, Susie is known as “The Heart of the Center.”



*“The Center saved my life... I didn’t leave my apartment for a year. But now, it’s like I have a purpose. I’m living.”*

## Early Learning & ECEAP

VOAWW's Early Learning and ECEAP programs provide affordable, high-quality preschool for children ages 2½ to 5, with locations in Monroe, Sultan, and Everett.

In safe and nurturing classrooms, children build early literacy and math skills, strengthen social and emotional development, and gain the confidence needed to succeed in kindergarten.

To reduce barriers for families, transportation is provided ensuring that every child has consistent access to preschool, regardless of a family's circumstances.



**294 children**

prepared to enter kindergarten



**286 families**

supported



**11,000 rides**

is provided to ensure access



A strong start  
builds a  
**stronger future.**



***New location opened at the Lynnwood Neighborhood Center in 2026!***

## **Why This Work Matters**

Early childhood is a critical window for growth and development. Children who enter kindergarten with strong social, emotional, and early academic skills are more confident learners and better prepared to succeed in school.

Without access to quality preschool, many children—especially those from low-income families—begin kindergarten already behind their peers.

Early Learning ensures children enter elementary school ready to learn, build friendships, and thrive.

Beyond the classroom, VOAWW supports the whole family. Staff connect parents to community resources, assist with IEP navigation, provide dental screenings, host family events, and send home books, clothing, and learning tools.

By investing early, VOAWW is strengthening families and building brighter futures from the very beginning.

# Dispute Resolution Center

VOAWW's Dispute Resolution Centers provide mediation services, restorative practices, and professional development training across Snohomish, Island, and Skagit Counties.

Through family mediation, landlord tenant mediation, and partnerships with local courts and schools, the program helps individuals resolve disputes constructively while keeping conflicts out of the courtroom whenever possible.

In 2025, the program expanded its reach by establishing Peer Mediation programs in 12 middle and high schools across the Edmonds and Everett School Districts, training 175 students to help their peers resolve conflicts peacefully.

Resolving conflict. Strengthening community



**5,224 individuals**  
served



**803 mediations**  
facilitated



**70% of mediations**  
resulted in agreement



**175 student**  
peer mediators trained



## Why This Work Matters

Conflict is a natural part of life. Without tools to address it, conflict can escalate, damage relationships, destabilize families, and increase strain on schools and courts.

Mediation creates space for dialogue, accountability, and collaborative problem solving.

By equipping students, families, and community members with conflict resolution skills, VOAWW strengthens relationships and fosters healthier, more resilient communities.

# 1,086 volunteers



32,873  
volunteer hours served



*"Being there to help, encourage, care and love on the people at the food bank and Stuff the Bus gives my soul purpose and satisfaction!"*



Because of **you**, hope is put into action *every day*.

To our incredible volunteers, faithful donors, corporate and government partners, foundations, and community advocates, thank you. Your generosity, trust, and commitment open doors, lift burdens, and create meaningful change across our region. Together, we are shaping a future filled with possibility.



**CRANE AEROSPACE  
& ELECTRONICS**  
*553 hours volunteered*



**AT&T**  
*306 hours volunteered*



## EXECUTIVE LEADERSHIP

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**Brian Smith**, *President/CEO*

**Kristi Myers**, *Chief Operations Officer*

**John Ng**, *Chief Financial Officer*

**Levi Van Dyke**, *Chief Behavioral Health Officer*

**Dixie Behn**, *VP of Infrastructure*

**Claire Danielson**, *VP of Finance*

**Kristin Ely**, *VP of Strategic Initiatives*

**Olga Fedorovski**, *VP of Human Resources*

**Jessica Moore**, *VP of Development*

**Steve Woodard, Ph.D.**, *VP of Community Engagement*

**Jan Olsen**, *Board Secretary*

**Nelia Vilorio**, *Executive Assistant*

**746 employees  
across 31 States**

*“This is such an  
amazing place to work.  
I have never felt more  
valued as employee  
than I do at VOA”*

## BOARD OF DIRECTORS

---

**Todd Brunner**, *Retired Business Owner, Brunner Construction*

**Aimee Giang-Tien Do**, *President/Owner, Vietnam Education Fund  
(Retired 30 years Executive Leadership)*

**Paul S. Bulter**, *VP, Community Manager*

**Todd Henrichsen**, *Assistant VP, Global Atlantic Financial Group*

**Mark Hulst**, *Business Owner/President, Skagit Cellars*

**Bryan P. O'Connor**, *Attorney, Principal, Jackson Lewis PC*

**Lori Schlindwein**, *VP, Service Lines, Wells Fargo*

**Dr. Amit B. Singh**, *President, Edmonds College*

**Brian Smith**, *President/CEO, Volunteers of America Western Washington*

**Suzan Sturholm**, *Owner/President, All Things HR*

**Shannon Testa**, *Director of Operations, Lease Crutcher Lewis*

**Kirstin Tyner**, *VP, Branch Manager, Coastal Community Bank*

**Brenda White**, *VP Local Gov & Ext. Affairs, Snohomish County PUD*

**Stephen Zimmerman**, *Retired President/CEO, Aerospace Industry*

**Ross Angeledes**, *Business Owner, Oydessey-2, LLC*

**Lisa Janicki**, *Retired Business Owner, Retired Skagit County Commissioner*

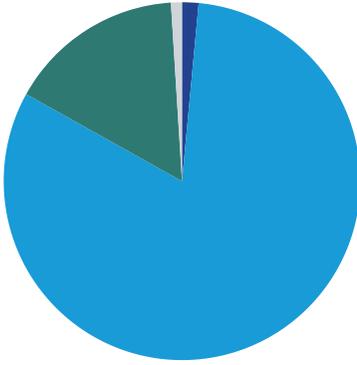
**Bill Reed**, *MRF Associates, PLLC*

I am so honored to have served on VOAWW's board of directors for the last 9 years (the last 5 as board chair). I am proud to be part of an organization that supports and cares for so many communities in so many ways. It is there for people when they are most in need and at times when they feel all is lost, making a difference in people's lives every single day. I can't and don't want to think of a world without VOAWW. That's why I serve.



Suzan Sturholm,  
Board Chair  
Owner/President, All Things HR



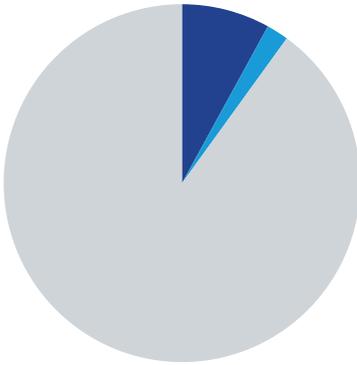


## REVENUE & SUPPORT

\$96,033,180

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|                         |                    |
|-------------------------|--------------------|
| ■ Private Support ..... | \$1,603,646 (2%)   |
| ■ Public Support .....  | \$78,669,329 (82%) |
| ■ In-Kind .....         | \$15,553,006 (16%) |
| ■ Program & Other ..... | \$207,199 (<1%)    |



## OPERATIONAL EXPENSES

\$94,442,253

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|                             |                    |
|-----------------------------|--------------------|
| ■ Management/General .....  | \$7,984,361 (8%)   |
| ■ Fundraising .....         | \$1,132,071 (2%)   |
| ■ Programs & Services ..... | \$85,325,821 (90%) |

Financial data based on FY2025



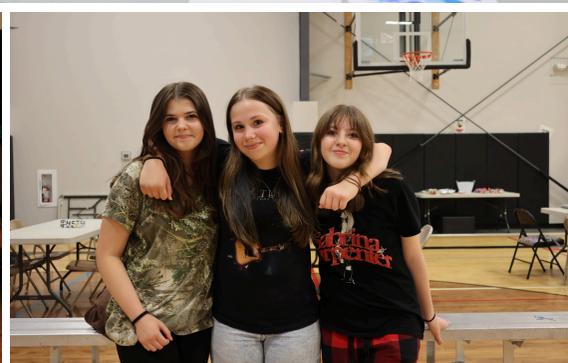
## Hope is Brewing

Join us for a meaningful morning filled with connection, inspiration, and the shared commitment to building stronger communities. Save the date and start your day with purpose. Visit [voaww.org/givehope](https://voaww.org/givehope) or scan the QR code to learn more and RSVP.



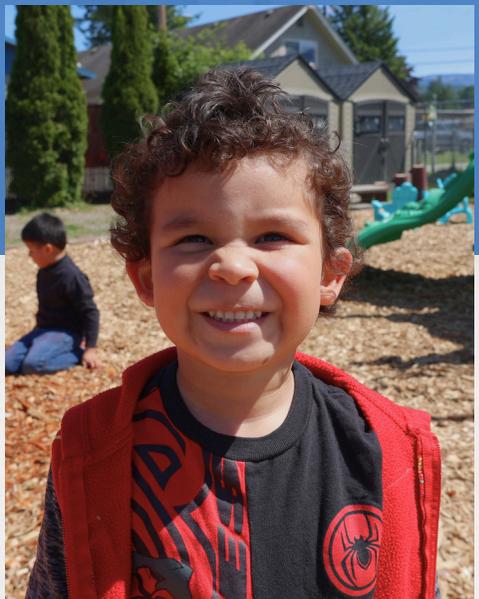
Follow us on socials!  
Stay up to date on our programs and events.







Volunteers



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[voaww.org](http://voaww.org)

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