



**Volunteers
of America®**

WESTERN WASHINGTON

**Helping America's
Most Vulnerable
Since 1898**

2013/2014 ANNUAL REPORT

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| Bob Reese | Regional Executive VP for Snohomish Co. |
| Justin Krupa | Regional VP for North Puget Sound |
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Dear Friends,

We are pleased to share Volunteers of America Western Washington's achievements through our 2013-2014 Annual Report. This report is a celebration of the scope and impact of VOAWW's work over the last year and a direct reflection of the dedication of our generous supporters, devoted volunteers, and staff. Inside you will learn how your gifts have made a difference for all of our neighbors in need.

The work we do together is critical to the communities we serve. We provide food, housing, education, and support to uplift and empower children and low-income families, individuals in crisis, seniors, and adults with developmental disabilities; though we are really doing so much more. We provide hope, safety, comfort, and opportunity to those who have nowhere else to turn. We work hard to provide a comprehensive quality of service that is unmatched and have focused our efforts to do more with what resources we have. But we do not do this alone. It is with your support that we are able to reach out to those who need us most and respond to our community's critical needs.

Behind every picture and number in these pages is a story that was made possible because of your generosity. Rest assured, your support not only makes a real and long-lasting impact on so many lives, it makes our communities a better place to live. On behalf of every person that we serve, thank you for your support.

Sincerely,



Todd Brunner
Board Chair



Phil Smith
President/CEO



LEADING THE **WAY**

We serve people and communities in need and create opportunities for people to experience the joy of serving others.

A community where all people live in safety with social, emotional, and physical well being, spiritual fulfillment, justice, and hope.

**We are a movement of faith in action;
a community united in service.**

BASIC NEEDS SERVICES

Our Basic Needs Services program includes food and housing programs. VOAWW operates five food banks located in King and Snohomish County. Many local economic factors contribute to this demand on our food bank services and we find that the vast majority of our main customers, over 50% of which are children and seniors, come from working households, families on unemployment, or those on fixed incomes who struggle to make ends meet. Our Homelessness Prevention and Housing & Transitional Services Programs are designed to work with the family to address and resolve the issues and obstacles that contributed to the problem. We focus on self sufficiency so once families leave our program, we are confident they will maintain stable housing.

BEHAVIORAL HEALTH SERVICES

Crisis can affect anyone at anytime. We aim to help those affected by mental illnesses or emotional crisis by connecting them supportive resources and services through our 24hr crisis phone line, online chat, mental health service hotline, and Northsound 2-1-1 information and referral program.

CHILDREN & YOUTH SERVICES

Children who live in low-income and unstable homes, are the most at risk. Studies show how critical it is that a quality early learning experience is available, accessible, and affordable to children. Volunteers of America Western Washington improves these risks by offering ECEAP programs that will be the difference for youth in Snohomish County.

DISPUTE RESOLUTION SERVICES

VOAWW's DRC is an alternative justice center with extensive experience as a mediation and training program. The DRC provides a wide range of professional and affordable conflict resolution services that include: Fair Housing and Landlord/Tenant Services, Mediation, Small Claims Court Mediation, Workplace Consultation, and a variety of training programs.

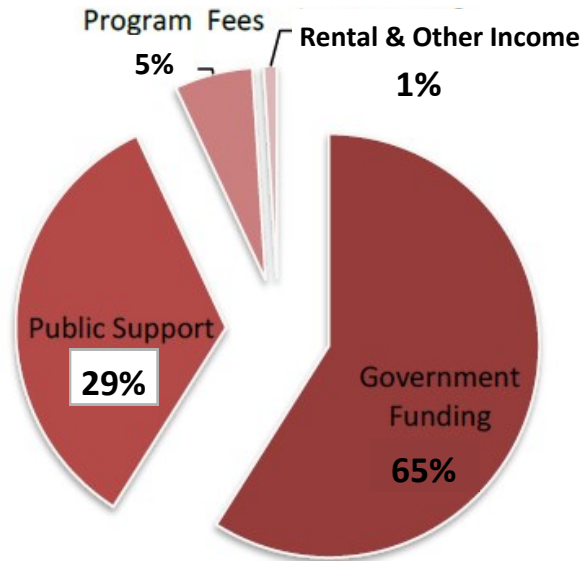
PERSONAL SUPPORT SERVICES

Our services give those with developmental disabilities opportunities for community involvement and the richness that life affords to anyone who is motivated to search for it. Our Disability Services include our state-recognized Supported Living program and our Recreational Options guided tour and recreation experiences.

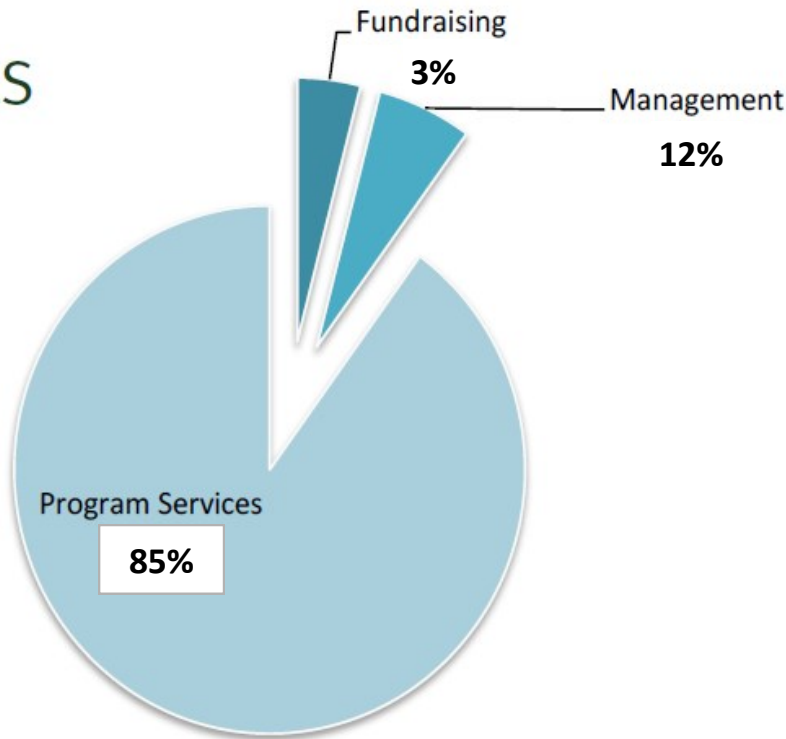
VOLUNTEER ENGAGEMENT SERVICES

Our services would not be possible without the hard work, dedication, and talent our volunteers bring to our organization every single day. Volunteerism is an important action that helps people feel connected and invested the communities they call home.

REVENUE



EXPENSES



Statement of Activity

| | |
|-----------------------|---------------|
| Public Support | \$1,378,446 |
| United Way | \$329,084 |
| In-Kind | \$4,317,603 |
| Government Funding | \$13,290,873 |
| Program Fees | \$971,826 |
| Rental & Other Income | \$178,101 |
| | <hr/> |
| Total Revenue | \$20,465,933 |
| Total Expenses | \$23,647,893 |
| Non-Operating Gains | \$405,552 |
| Change in Net Assets | (\$2,776,408) |

Balance Sheet

| | |
|--------------------------------|--------------|
| Current Assets | \$3,662,036 |
| Fixed Assets | \$6,930,468 |
| Other Assets | \$2,972,775 |
| | <hr/> |
| Total Assets | \$13,565,279 |
| | <hr/> <hr/> |
| Current Liabilities | \$1,886,605 |
| Long Term Liabilities | \$6,334,637 |
| | <hr/> |
| Total Liabilities | \$8,221,242 |
| Total Net Assets | \$5,344,037 |
| | <hr/> |
| Total Liabilities & Net Assets | \$13,565,279 |
| | <hr/> <hr/> |

DONORS

Our sincerest thanks to all individuals, foundations, corporations, and other supporters who help make Volunteers of America Western Washington programs and services possible.*

\$10,000 and Over

- Bank of America Foundation
- Builders Exchange of Washington, Inc.
- Building Changes
- Eric D. Schwartz
- Everett Public Schools
- EverTrust Foundation
- Fire 1 Foundation
- HomeStreet Bank
- Howarth Trust Fund
- Marti Talbott
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- United Way of Skagit County
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- Whidbey Island Bank
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- WorkForce Development Council of Snohomish County

\$5,000-\$9,999

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- North Sound Emergency Medicine
- Osberg Family Trust
- Randal and Holly Lyman
- Randy's Ring and Pinion
- RealNetworks Foundation Matching Gifts Program
- Shoreline Community College
- Snohomish County Human Services
- Snohomish County Public Works
- St. John's Episcopal Church
- The Boeing Company
- Windermere Foundation

\$999-\$2,499

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\$999-\$2,499

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- Lanny and Lorie Aalbu



*All donors listed gave \$500 or more during the Fiscal Year 2013-2014. In the event of an omission or error, please contact Mark Johnson at mjohnson@voaww.org or 425.259.3191 ext. 2314

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\$999-\$2,499

- Lifepoint Church
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- Roger Berger and Eileen Simmons
- Rotary Club of Everett - Port Gardner
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- Shirley Miller
- Sikh Centre of Seattle
- St. John's Lodge No. 9
- Startup S.D.A Church
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- University Lodge #141 F&AM
- VTR Tint Audio Performance Parts
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\$500-\$999

- AFECT
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- GWRRA Chapter C Everett
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- William E. Larter
- William L and Susan Ciao
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- Woodland Park United Methodist Church



