



hopelink
2008 Annual Report

HOW HOPELINK HELPS

Since 1971, Hopelink has provided comprehensive social services to at-risk families and individuals throughout Washington state's north and east King County region. The Hopelink approach – promoting self-sufficiency to create lasting personal and community change – has helped move tens of thousands of people from vulnerability and crisis to independence and stability. The agency has broadened its focus through the years from emergency intervention to include the longer term support needed by at-risk families and individuals to make lasting change. Today, Hopelink provides a full array of critical social services through more than 40 different programs, including housing, transportation, case management, financial assistance, employment programs, adult education and literacy training, a vast referral network and six food banks.

After more than three decades of delivering innovative and life-changing social services, Hopelink has emerged as a unique agency capable of meeting an individual's immediate needs, while also addressing the core risk factors behind short-term crises and chronic struggles. And while the agency's ability to provide transformative services to those most in need has evolved, its original beliefs continue to guide staff and volunteers alike: each person deserves dignity and respect, and each family has the ability to heal itself, given the right resources and time.

MAJOR SERVICES:

FAMILY AND EMERGENCY SERVICES

Hopelink's six centers in Bellevue, Kirkland, Northshore, Redmond, Shoreline, and Sno-Valley serve as community resources providing emergency and long-term services, along with information and referrals to thousands seeking access to medical care, employment, housing, counseling and other critical needs. The centers also provide emergency financial assistance, food banks and energy assistance.

HOUSING

Hopelink believes that every family deserves a safe and stable home. Hopelink works on many levels to help families find or stay in safe, affordable housing. Programs include: emergency shelter, transitional housing, eviction prevention and first month's rent. Hopelink's 84 units of emergency, transitional and permanent affordable housing help families get back on their feet.

FAMILY DEVELOPMENT

With the assistance of a family development specialist, families work together in a long-term partnership that empowers them to reach new levels of self-sufficiency. By working with the whole family, the family development specialist can help the family to identify their strengths, visualize a better future, set goals, and achieve success in critical areas such as housing, nutrition, employment, health, education and parenting.

ENERGY

Hopelink administers two important programs that help keep lights on and homes warm. The federally funded Low Income Home Energy Assistance Program (LIHEAP) assists low income renters and homeowners with their winter heating bills and furnace-repair costs and the Puget Sound Energy HELP Program (PSE HELP) assists low income renters and homeowners with their PSE bills. Additionally, Hopelink offers workshops on how people can save money by conserving energy.

TRANSPORTATION & INTERPRETER SERVICES

The lack of reliable transportation can prevent people from finding and maintaining jobs, health care, education, social services and child care. Hopelink coordinates rides to and from medical appointments for King County residents on Medicaid and operates DART services for smaller routes with fewer riders. Additional assistance may include bus passes, gas vouchers, mileage reimbursement, taxi service, a wheelchair van, and school transportation. Hopelink also brokers spoken language interpreter services to assist clients during medical and DSHS office appointments.

ADULT EDUCATION

Hopelink's Adult Education department offers a diverse selection of educational services to clients, building self-sufficiency and a habit of lifelong learning. Programs include: confidential one-on-one tutoring for adults in reading, writing and mathematics; preparation for the General Education Development (GED), diploma exam and the External Diploma Program (EDP); English as a Second Language (ESL) citizenship classes; and workplace literacy, financial management classes, nutrition and cooking on a budget classes, and basic computer training.

MILESTONES

Program	Description	FY 2008
EMS	Households served (unduplicated)	4,693
EMS	Individuals served (unduplicated)	12,740
EMS	pounds of food distributed	3,010,484
EMS	Households served	3,618
EMS	Total amount of financial assistance awarded	\$265,167.59
FDP	Households served by program	261
FDP	Individuals served by program	749
Energy	Households served - 2007/2008 Season	2,583
Energy	Total amount of financial assistance awarded - 2007/2008 Season	\$ 1,127,266.58
Energy	Total amount of financial assistance awarded - 2007/2008 Season	\$ 874,762.00
Energy	Households served	5,012
Energy	Total amount of financial assistance awarded	\$ 2,002,028.58
Housing	Percent of Households exiting program and securing permanent or transitional housing	75%
Housing	Ratio of households admitted to shelter program to households turned away	1/8
Housing	"Ratio of households admitted to transitional housing program to households turned away	1/21
Housing	# households served in shelter program	112
Housing	# individuals served in shelter program	359
Housing	# households served in transitional housing program	86

Housing	# individuals served in transitional housing program	227
Agency Volunteers	Total number of volunteer hours	63,161
Adult Ed	Cooking on a Budget Classes	45 students in 21 sessions
Adult Ed	Money Management Classes	174 students in 36 sessions
Adult Ed	One-on-one computer tutoring, computer classes and labs	374 students
Adult Ed	Percentage of financial foundation participants reported they learned how to create a timeline for their goals	93%
Adult Ed	Percentage of participants reported they learned about new ways to save money	81%
Adult Ed	Percentage of credit management participants reported they learned how to read and understand their credit report	82%
Adult Ed	Percentage of credit management participants reported they learned how to avoid identity theft	89%
Adult Ed	Percentage of computer students achieved class goals	85%

EMS – Emergency Services
FDP – Family Development Program

Financials



HOPELINK Fiscal 2008

Financial Information: July 1, 2007 to June 30, 2008



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