



hopelink
Helping People. Changing Lives.

building a stronger

COMMUNITY

2014 impact report

Introduction

Hopelink is a Community Action Agency with a long history of providing effective services and programs. Since 1971, we have helped more than 1,000,000 people in communities throughout north and east King County.

In 2014 Hopelink served more than 60,000 clients through support and transportation programs. This report focuses on the 22,086 clients assisted through Hopelink’s support programs, which are mostly offered through our service centers. Hopelink has five service centers that include food banks and targeted assistance programs for clients. We also have 113 housing units throughout our service area.

Through this first-ever community impact report, Hopelink demonstrates the effectiveness of its programs in the 2014 fiscal year. The report focuses on key indicators of client success that were developed after extensive research. These areas of focus are housing stability, income, employment and education.

The results from this analysis establish a benchmark for subsequent years. They will guide our expansion and improvements of services for future years, and will ensure that Hopelink continues to serve our community in the most effective way.



Hopelink Client Demographics






Hopelink’s clients live in a diverse community and share the challenges of poverty. For some, the challenge is situational, brought on by a significant life event, such as a medical emergency, family issues, loss of a job or refugee status. This group requires the immediacy of emergency services in order to restore stability.

For others, poverty is long-term, or generational. Those who experience generational poverty have a longer journey to become equipped to exit poverty. These families are building support networks and learning skills that have not previously been modeled.






Number of Clients Served by Hopelink’s Services in 2014



Clients Served by Service Center

-  Shoreline Service Center: 3,178
-  Kirkland/Northshore Service Center: 8,065
-  Bellevue Service Center: 5,598
-  Redmond Service Center: 3,928
-  Sno-Valley Service Center 1,755

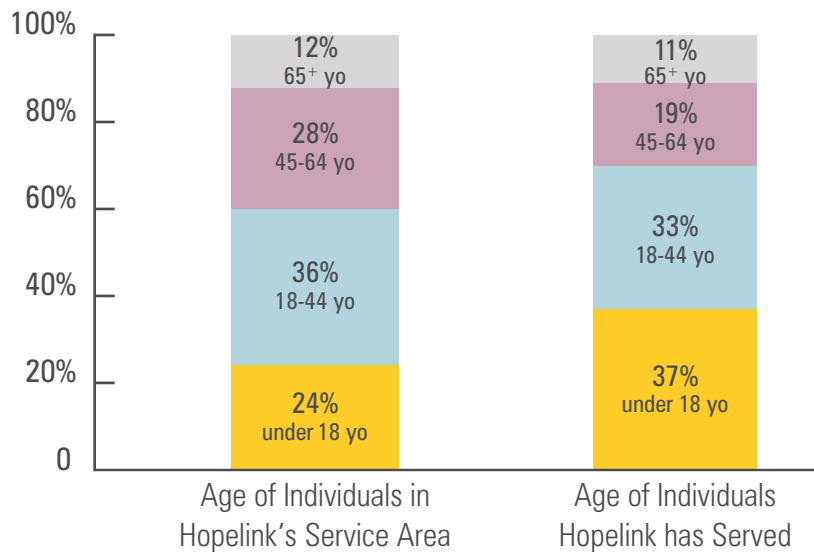
Hopelink Housing

-  Duvall Place – Duvall 8 units
-  Avondale Park– Redmond 61 units
-  Hopelink Place – Bellevue 20 units
-  Kenmore Family Shelter – Kenmore 9
-  Heritage Park – Bothell 15 units

Individuals Served by Hopelink

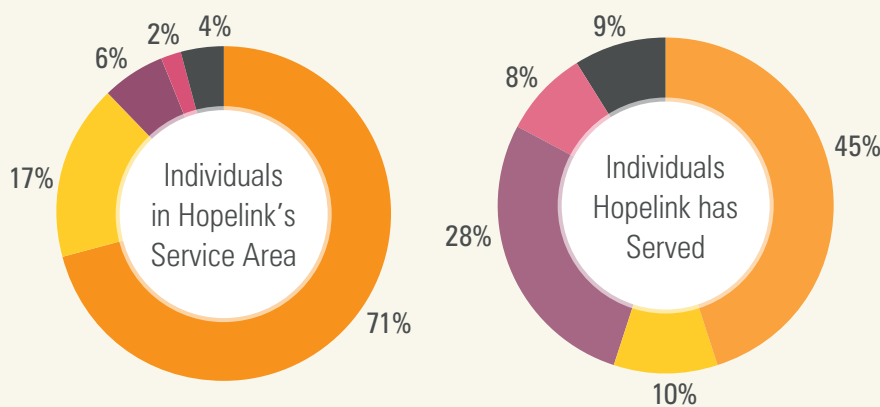
More than 614,000 people live within Hopelink’s service area, and of those more than 86,000 are in poverty*. In 2014, Hopelink provided services to more than 60,000 clients, of which 22,086 were assisted through support programs. Using data collected through various sources, Hopelink is able to show the demographics of those living within its service area, and make comparisons to those who are served through its support programs.

Demographics of Residents and Clients within Hopelink’s Service Area



POPULATION BY AGE

This data shows the considerable number of children served through Hopelink’s programs.



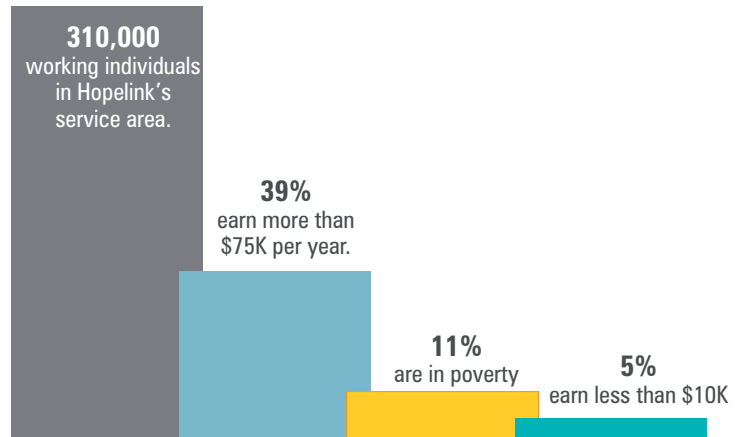
POPULATION BY RACE/ETHNICITY

- White
- Asian
- Hispanic
- Black
- Other

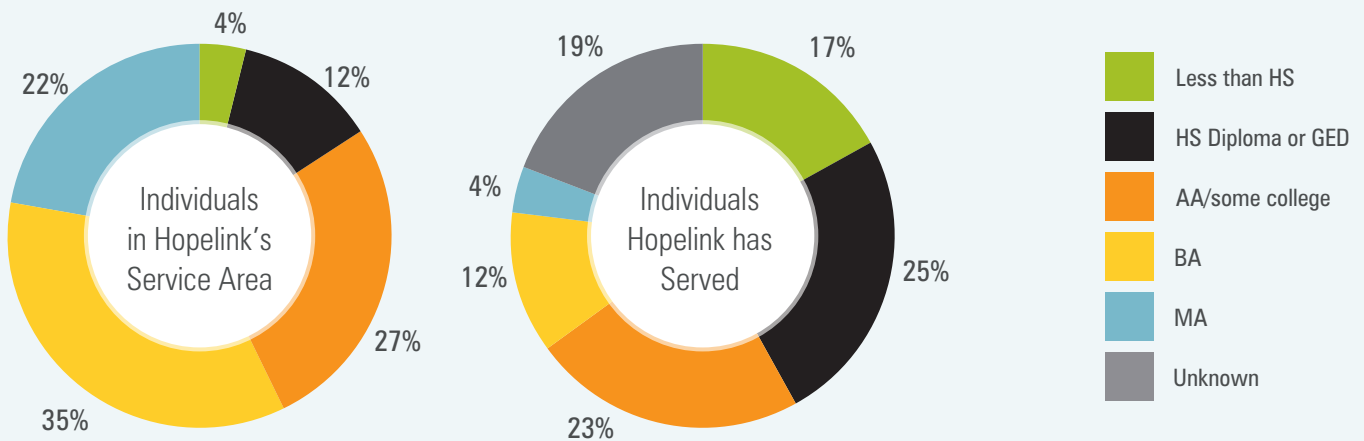
* People are considered in poverty when the resources they share with others in their household do not meet basic needs. Hopelink targets services to families that have household income less than 185% of the Federal Poverty Level. In the 2014 guidelines from Health and Human Services that is \$23,850 for a family of four, and \$11,670 for an individual; from the Census Bureau it is \$23,834 for a family of four, an \$11,888 for an individual.

INDIVIDUAL INCOME LEVELS

There are approximately 310,000 workers 16 years of age and over in the Hopelink service area. Of these, 34,000 are in poverty and 15,000 earn less than \$10K/year.



MAXIMUM EDUCATIONAL ATTAINMENT



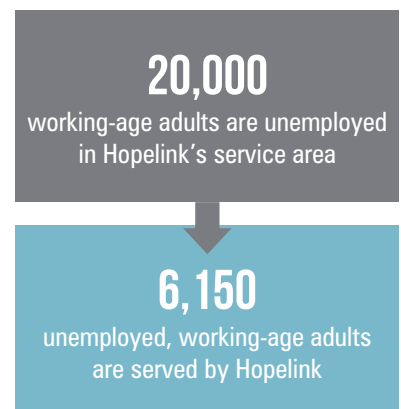
SNAP FOOD STAMPS



DISABILITY STATUS



UNEMPLOYMENT

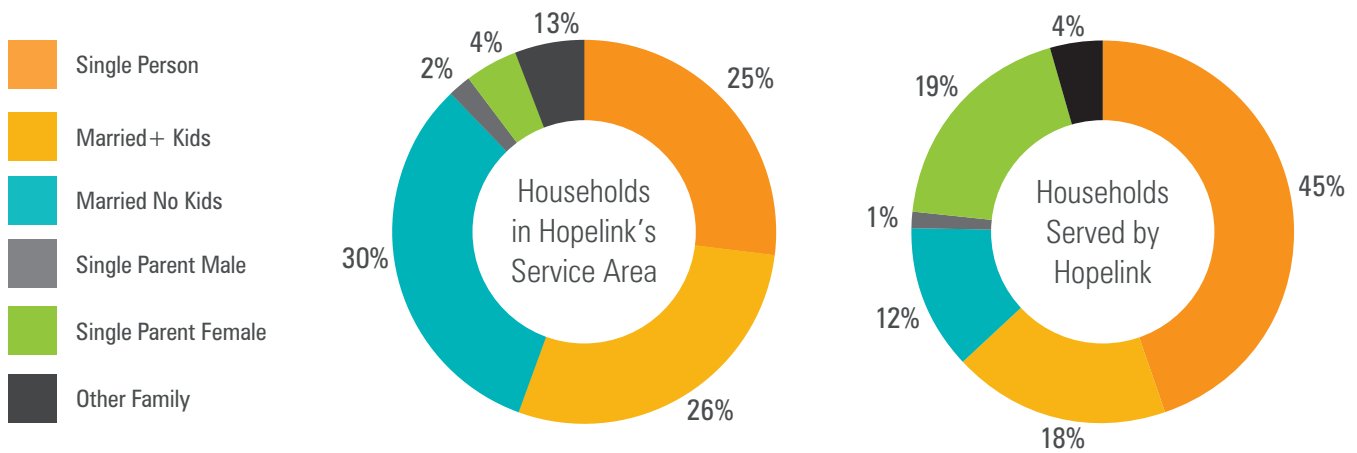


Households Served by Hopelink

There are 240,000 households within Hopelink’s service area, with 9,488 served by Hopelink in 2014. These households are culturally diverse and often linguistically isolated. More than 80 percent of the households served by Hopelink have an annual household income of less than \$30,000 per year, which is under half of the income of \$74,000 required to be economically self-sufficient in Hopelink’s service area.

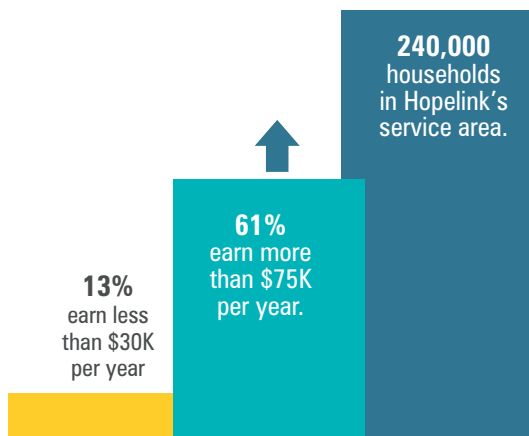
Demographics of Households within Hopelink’s Service Area

HOUSEHOLD COMPOSITION

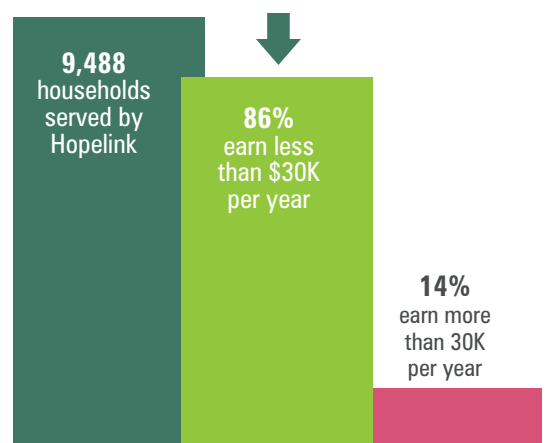


HOUSEHOLD INCOME

In 2014 there were 240,000 households within Hopelink’s service area.



Hopelink served 9,488 households.





12,000

individuals over the age of 14
speak little English in Hopelink's
service area

LINGUISTIC ISOLATION

More than 70 languages are reported as the primary language spoken by Hopelink clients. Of Hopelink clients who speak a primary language other than English, about 50 percent reported limited English skills. Spanish is by far the most common primary language, with Russian a distant second. Chinese, Persian/Farsi and Vietnamese are next. Other languages are spoken by fewer than 200 clients.

Primary Language spoken by more than 200 clients	Primary Language Spoken by 101 to 200 clients	Primary Language Spoken by 51 to 100 clients	Primary Language Spoken by less than 50 Clients
Spanish Russian Farsi Chinese Vietnamese	Arabic Ukrainian Korean Romanian	Tagalog Mandarin Amharic Somali Hmong Portuguese Cantonese	Armenian Tigrigna Pashto Cambodian Swahili Lao Thai Urdu

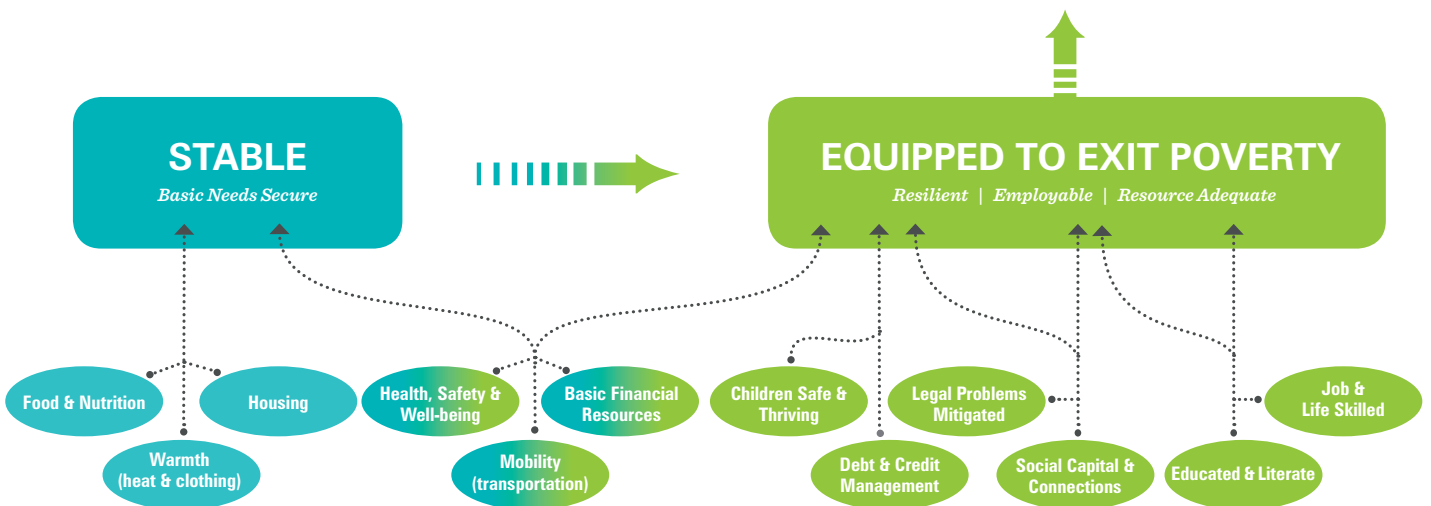
Theory of Change

To visually demonstrate the goals and objectives of its services within the community, Hopelink developed its own Theory of Change. As you can see, Hopelink services result in two primary outcomes.

First, Hopelink services help clients achieve stability through the provision of basic needs, such as shelter and food. By achieving stability, the harmful effects of poverty are eased for all family members. Without the stresses of homelessness or hunger, family members are more able to focus on the next phase of their journey out of poverty.

Second, clients become equipped to exit poverty through the acquisition of skills and knowledge that can permanently change their lives. Clients come to Hopelink earning far from what is considered a living wage—the amount of income it takes to live without any financial assistance. Hopelink works with clients through various programs that can: increase their income, improve their employment potential, maintain stable housing, and when appropriate, advance their education.

Healthy Individuals and Families *Hopelink's Theory of Change Model*



Client Service Programs

Programs that help clients achieve stability:



- **Housing**

Programs provide emergency shelter and services to mitigate crisis and help homeless families achieve permanent housing.

- **Energy Assistance**

Programs offer assistance with heat and other utilities, and advice on how to save money through energy conservation.



- **Emergency Services**

Financial assistance, referrals to medical care, counseling, eviction prevention and other critical needs.

- **Food Assistance**

Provides food for clients in need through emergency food bags, regular food bank assistance and programs that support the needs of children.

Programs that help clients become equipped to exit poverty:



- **Adult Education**

Work-focused ESL programs and GED preparation classes that help adults transition to post-secondary education and obtain living wage employment.

- **Financial Literacy**

Financial coaching fosters financial stability for individuals, families and entire communities.



- **Employment Services**

Hopelink offers job placement services to clients seeking to acquire skills, knowledge and resources to obtain employment and plan long-term career goals.

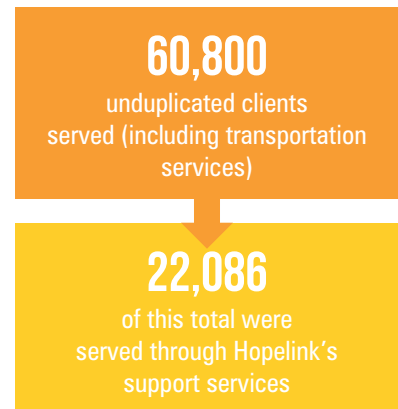
- **Family Development**

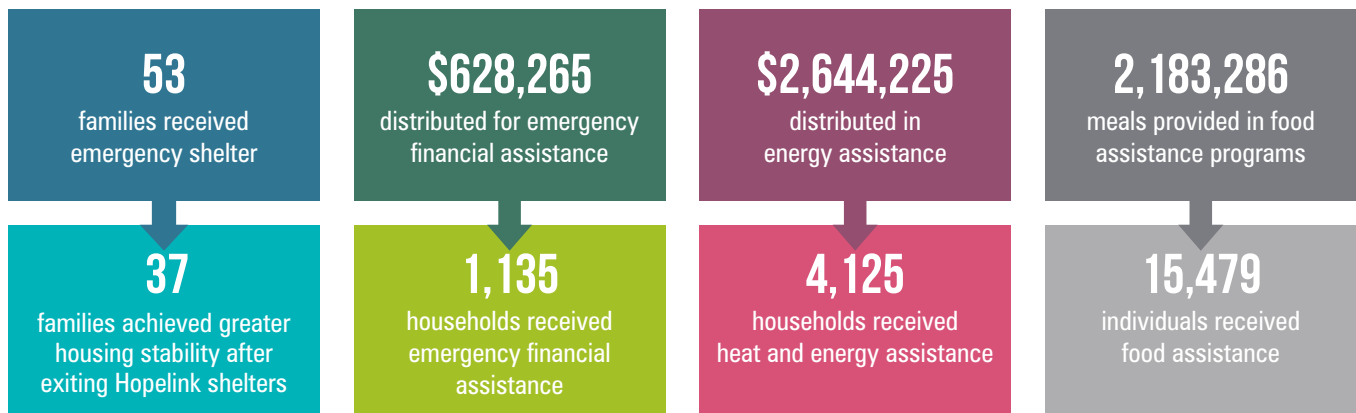
Case managers work with entire families to identify strengths, set goals, and achieve success in critical areas such as education, employment, financial management, health, housing and parenting.

Fiscal Year 2014 Results

Hopelink's clients demonstrate an inspiring strength and resiliency. They accomplish so much with limited resources, and with the support of Hopelink's programs.

Because clients often require assistance from more than one Hopelink program, any duplication is removed before reporting final numbers.





Results: Hopelink Services that helped clients achieve stability in 2014

HOUSING (*Housing & Safety*)

Hopelink helped 53 families with emergency shelter. These families had been living on the streets, in their car or in a place not meant for human habitation. Of these households served, 37 families have achieved greater housing stability after exiting our shelters.

EMERGENCY SERVICES (*Housing & Safety*)

Hopelink's five centers in Bellevue, Kirkland/Northshore, Redmond, Shoreline and Sno-Valley serve as community resource centers. They provide emergency and long-term assistance through programs that can help provide stability to those in critical need.

Hopelink helped 1,135 households and \$628,265 was distributed to mitigate crisis and prevent eviction.

ENERGY ASSISTANCE (*Warmth*)

Hopelink administers two important programs that assist low-income renters and homeowners with their winter heating and energy bills. These are the federally funded Low Income Home Energy Assistance Program, and the Puget Sound Energy HELP Program.

Hopelink helped 4,125 households in its service area and distributed \$2,644,225 in heating assistance.

FOOD ASSISTANCE (*Food & Nutrition*)

The United States Department of Agriculture defines food insecurity as "limited or uncertain availability of nutritionally adequate and safe foods or limited or uncertain ability to acquire acceptable foods in a socially acceptable way."

In Washington, 14.6 percent of households experienced food insecurity, with 6.1 percent of households falling within the "very low food security" category. Food insecurity is associated with poor dietary intake among seniors and younger adults, and has a variety of negative impacts, particularly related to health and the ability for children to learn in school. Hopelink's food assistance programs provide emergency and supplemental food to end food insecurity for thousands of members of our community.

Hopelink provided a total of 2,183,286 meals, with 15,479 individuals receiving food assistance.

Results: Hopelink services that equipped clients to exit poverty in 2014

ENGLISH FOR WORK *(Education & Literacy)*

In 2014, Hopelink fully transitioned its English as a Second Language program to an English language program focused on helping non-native English speakers gain and keep employment. In total, 169 students were enrolled in this program. Of the 102 that completed the course, 76 percent of students achieved greater English language skills, as evidenced by Comprehensive Adult Student Assessment Systems (CASAS) testing. Overall, 15 percent of students obtained a job or improved their employment situation.

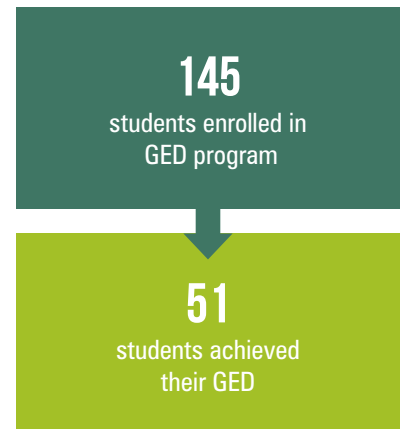


GENERAL EDUCATION DEVELOPMENT

(GED) *(Education & Literacy)*

A total of 145 students enrolled in Hopelink's GED program, with 51 of them earning a GED in 2014. Hopelink's GED program prepares students to pursue higher education. Instructors provide a myriad of resources and opportunities for students to expand their learning, especially at local community colleges.

A new, more academically challenging GED test was launched nationally in January 2014. In response, Hopelink launched a new curriculum, utilizing in-person and online resources, to ensure the academic intensity needed to help students progress at a strong pace.



EMPLOYMENT SERVICES *(Job & Life Skills)*

Hopelink served 275 individuals through employment programs. Of those who finished the program, 39 percent either obtained employment, or improved their employment status. On average, employment services were able to help clients increase their monthly household income by 67 percent.



164

received family
development services

117

exited with an average
household income
increase of 30%.

102

families received transitional
housing services

34

families achieved
permanent housing

26

families received
permanent housing

24

families did not
re-experience homelessness**FAMILY DEVELOPMENT** *(Life Skills)*

Hopelink provided family development services to 164 families. Of the 117 families who exited the program: 25 percent of adults improved their employment status; monthly household income increased by 30 percent on average; and 59 percent of families achieved and/or maintained stable housing.

HOUSING PROGRAM *(Housing)*

Hopelink provides transitional housing for homeless families for a maximum stay of 24 months. They also provide permanent housing for homeless families with no specific length of stay. Clients in both programs receive comprehensive support services.

TRANSITIONAL HOUSING

Hopelink housed 102 families in transitional housing. Of the 45 families who exited this housing, 34 families achieved permanent housing, and **monthly household incomes increased by 142 percent on average.**

PERMANENT HOUSING *(Housing)*

Hopelink housed 26 families in permanent housing and of these, 91 percent maintained permanent housing without re-experiencing homelessness. Furthermore, 10 families obtained permanent housing outside of Hopelink.

Conclusion and Future Plans

Hopelink's first-ever community impact report demonstrates the success of its programs and establishes benchmarks for coming years. It focuses on 581 households and 677 adults who completed, or exited, a Hopelink program in 2014. The programs chosen for review were: Case Management, Housing, Employment, GED and English for Work.

65 percent of families that completed Hopelink programs demonstrated improvements in one or more of the following measurable areas:


EDUCATION

25
percent of adults completed an educational goal (earning a GED, improving English skills, or completing a certification/training course)



EMPLOYMENT

27
percent of adults improved their employment situation





HOUSING

24
percent of families established housing stability



INCOME

23
percent of families increased their monthly household income



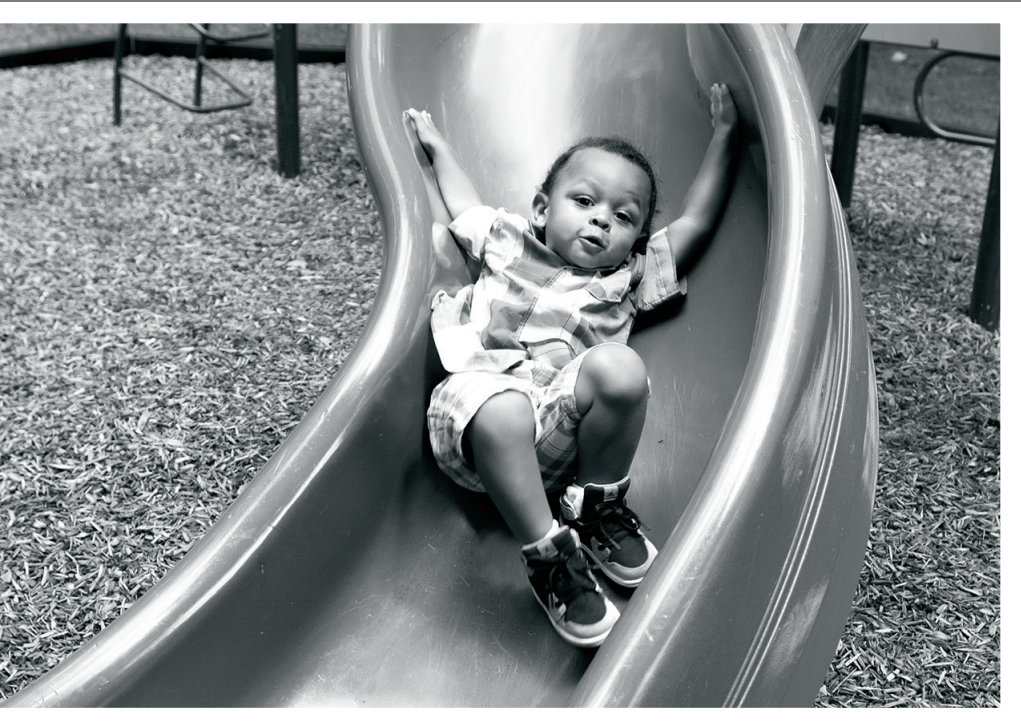
This impact report sets a baseline to illustrate the ongoing success of Hopelink's community services. The results demonstrate significant improvement for thousands of low-income community members. While the results are strong, Hopelink seeks to improve its programs in order to provide clients with greater success, and the ability to achieve stability faster and be more equipped to exit poverty.

Hopelink will provide an annual update to this report to demonstrate improvements in its services. These reports also will demonstrate changes within the community the organization serves. The 2015 report will include metrics from Hopelink's transportation programs, which cover King and Snohomish counties.

Hopelink is proud of the results we have achieved in our community; however, the need is still great. To meet that need we have set ambitious goals.

By 2020 Hopelink will increase the number of annual recipients of food assistance to 21,000 individuals. We will also increase the reach of our programs to help 1,000 clients a year become equipped to exit poverty. LAUREN THOMAS, HOPELINK CEO





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