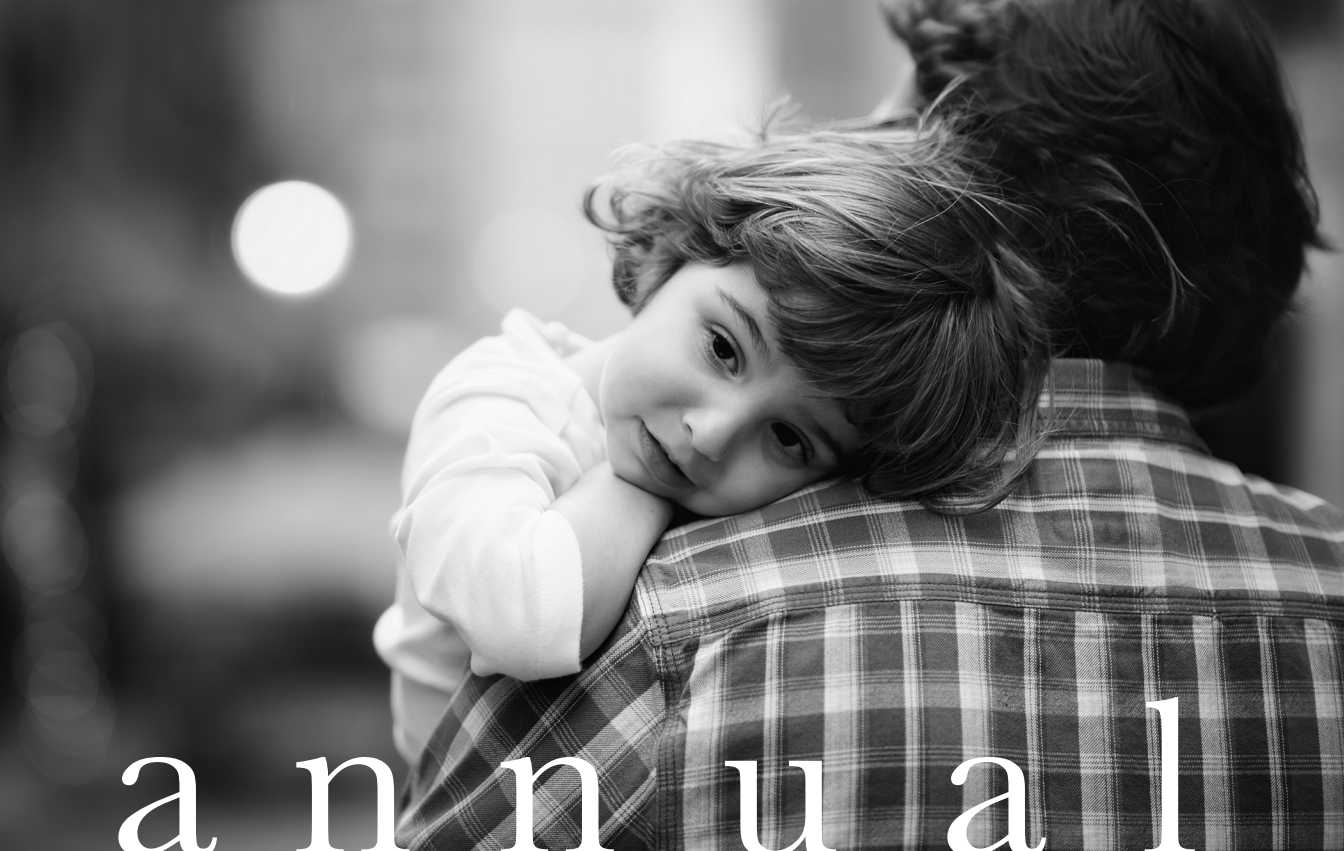




annual report

Queen Anne Helpline prevents homelessness
and stabilizes the lives of neighbors in need
through financial and supportive services.



Queen Anne Helpline

Serving Queen Anne, Magnolia and South Lake Union

QueenAnneHelpline.org

2017/18

MESSAGE FROM THE EXECUTIVE DIRECTOR

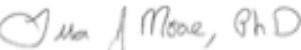
2017 brought some important changes to the Queen Anne Helpline as we continue to grow our impact by improving services and increasing internal capacity and efficiency, all with the driving goal of preventing homelessness. Some highlights:

- Our new array of **supportive services** is creating long term stability for our clients, helping them break the cycle of chronic financial stress.
- We not only met but **beat our revenue projections**, due in no small part to a record breaking Taste of Queen Anne.
- We continue to **grow our partnerships and civic participation**, becoming an increasingly important voice in the conversation around homelessness prevention.
- We've increased efficiency and expanded our volunteer program thanks to our new **Operations Manager**.
- Our new **strategic plan** reinforces our mission and includes an important new **racial equity and social justice** goal focused on creating a more equitable organization.

Something else of importance that we don't often talk about publicly is the special community we've built at the Helpline - creating a place where people feel safe, supported and heard. Not as easy to measure but an invaluable part of the work we do.

As I prepare to retire after six years as the Director, I want to personally thank all the people I have had the honor to meet, learn from and work with. To our clients, staff, board, volunteers and everyone in the amazing communities we serve, thank you for the honor and incredibly gratifying opportunity to be part of the Queen Anne Helpline, and for all you do. I am confident of a future where the Helpline's impact continues, building on our hard work and success.

Gratefully,



Lisa Moore, PhD, Executive Director

WHO WE ARE

STAFF

Lisa Moore, PhD, Executive Director
Lisa Barnes, Program Manager
Sabrina Ali, Case Manager
Claire Jesse-Reedy, Operations Manager

BOARD

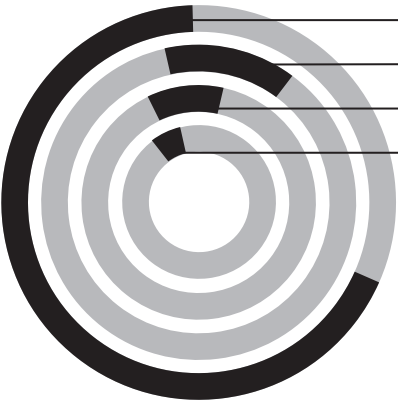
Ron Wright, President ,Principal Ron Wright Architects
Mike Siderius, Vice-President, Partner, Siderius & Lonergan
Michell Pihl, Treasurer, CFO, Cascade Public Media
Krysia Johnson, Secretary, Dir of Finance, Brooks Sports
Charles Bookman, Retired, City of Seattle

Krijn de Jonge, Owner, Queen Anne Book Company
Nancy Loverin, King County Administrator
Rebecca Mann, Deputy Dir. Bill and Melinda Gates Foundation
Pamela Mattson, Executive Development, Amazon
Marisa McFarland, Community Member
Lane Nothman, Director, Boreal Songbird Initiative
Sharon O'Boyle, Freelance Writer
Rene Stern, Broker, Windermere
Lisa Verner, Leg Coordinator, King County

ADVISORY BOARD

Tim Burgess, Former Seattle City Council member
Rep. Reuven Carlyle, State Senator
Rev. Doug Early, Queen Anne Presbyterian Church
Martin Johnson, MD, Psychiatrist
Jeanne Kohl-Welles, King County Councilmember
Pearl Leung, Senior Community Relations Mgr, Vulcan
Rob Ostrom, Store Director, Metropolitan Market Uptown
Alice Shobe, Director of Community Relations, Amazon
Hossein Soleymani, Manager, Queen Anne HomeStreet Bank
Maureen Welch, Past President, Helpline Bd. of Directors

Revenue



68%

events and individuals

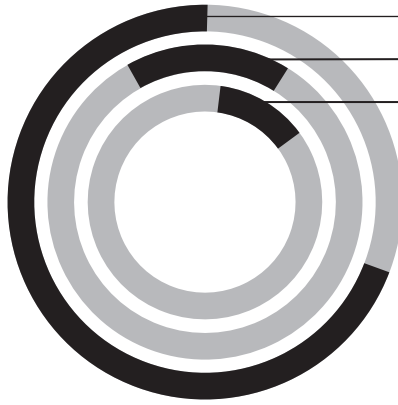
14% corporate

11% in kind goods

7% foundations and grants

total = \$520,980

Expenses



70%

programs and services

17% fundraising

13% adminstraion

FINANCIAL

Supportive Services

Employment support

Budgeting and financial education

Benefits eligibility assessments and application assistance

Targeted referrals

Transportation assistance

Housing

Eviction prevention

Utility payment help

Move-in assistance

FOOD

Emergency food bags

Thanksgiving groceries for seniors

Basic Needs

Clothing and linens

Hygiene products

Bus tickets

ID vouchers



+ PROGRAMS SERVICES

OUR AGENCY IS DIFFERENT FROM OTHER SERVICE-PROVIDERS BECAUSE WE ARE HYPER-LOCAL, CUSTOMIZED TO CLIENTS' NEEDS, ABLE TO RESPOND QUICKLY TO INTERVENE IN EMERGENCIES, AND PREVENTATIVE RATHER THAN JUST RESPONSIVE

We helped build the seattle helpline coalition, a group of four community-based organizations, to create opportunities to leverage resources and amplify our voices in advocacy

OUR
IMPACT

SENIORS MAKE UP 23% OF THE PEOPLE WE HELP AND FAMILIES MAKE UP 22%

With just a few hundred dollars in the short-term, we can prevent thousands of dollars of social services needed to support someone once they are homeless

TO BUILD LONG TERM HOUSING AND FINANCIAL STABILITY WE NOW OFFER SUPPORTIVE SERVICES INCLUDING: BENEFITS ASSISTANCE, EMPLOYMENT SUPPORT, FINANCIAL COACHING, TARGETED REFERRALS, AND TRANSPORTATION ASSISTANCE.

To build long term housing and financial stability we now offer supportive services including: benefits assistance, employment support, financial coaching, targeted referrals, and transportation assistance.

\$20,000 and up

Bill and Melinda Gates Foundation
Employee Matching Gifts Program
Metropolitan Market

\$10,000 - \$19,999

Home Street Bank
The Norcliffe Foundation

\$5,000 - \$9,999

Amazon
Bill and Melinda Gates Foundation
Gumbo Software, Inc
Microsoft Employee Matching
Gifts
The Rita & Herbert Rosen Family
Foundation
Windermere Wall St. Group

\$2500 - \$4999
9:7 Fund
Ron Wright & Associates/Architects, P.S.
Siderius Lonergan Attorneys at
Law
Union Bank

\$1000 - \$2499

Bayview Retirement Community
BECU
Emerald Bay Equity LLC
First Free Methodist Church
Google Employee Matching
Program
Hawaiian Airlines
King & Oliason PLLC
Paramount Hotels

Quantitative Social Science
Queen Anne Book Company
Queen Anne Lutheran Church
Steve Kennedy LLC
Tiger Oak Media - Seattle Magazine
Tradecraft Builders

\$500 - \$999

Bank of America Charitable Foundation
Magnolia Lutheran Church
Canlis Restaurant
Rotary Club of Magnolia
S & A LLC
Avenue One
C. Wayne and Patricia J. Miller
Foundation
Church of the Ascension
CTIA
Key Bank Foundation- Employee
Giving Matching
Magnolia Presbyterian Church
Northwest Republican Community
Fund
Sellen Construction Co. Inc
Chris Gibbens, State Farm Insurance

\$250 - \$499

Apple Adventure Racing - Brewery
Running Series
Aslin Real Estate Group
George Andrade, Edward Jones
Elite Fitness Training
Foundation Source
Mill Creek Country Club
Nordstrom
Pan Pacific Seattle

Queen Anne Christian Church
Saratoga Inn
Stuhlbergs
Via Tribunali Queen Anne

up to \$249

5 Spot
710 AM ESPN - Bonneville Int'l
Amazon Smile
Apollo Nails and Spa
Baha'i of Seattle
BECU
Bluebird Bio
Caffe Umbria Seattle
Double Bluff Brewing
Five Hooks Fish Grill
GlassyBaby LLC
Hauteyoga Queen Anne LLC
India Hicks
Inspire Fitness Seattle
Interbay Golf Center / Premier Golf
Centers, LLC
Leonard Greene Town Car Service
Lisa Power Salon
Macrina Bakery and Cafe
Majestic Bay Theatre
Matthews Winery
Novelty Hill Januik Winery
Paragon
Portage Bay Cafe
Queen Anne Chamber of Commerce
Queen Anne Chiropractic Center
Queen Anne Fortnightly Club
Queen Anne Presbyterian Church
Re:Public Restaurant
Seattle Theatre Group
Serious Pie
Storville Coffee Company
Sweet Pea Cottages
Tableau - YourCause - Employee Giving
Program
The Boeing Company - Matching Gifts
The Seattle Mariners
The Seattle Storm
The Seattle Symphony
Top Pot Doughnuts
Townsquared
Trader Joe's
Tranquility Day Spa
Zymo Genetics

\$10,000 - \$30,000

Paul Anderson
Debbie Buccola
Jamie McKee
Rebecca Mann & James Platts

\$5,000 - \$9,999
Allen & Leslie Bauman
Greg Smith & Allison Crowley
Virginia & Tom Keilty
Jeffery & Susan Lubetkin
Pamela & Lars Mattsson
Catherine & Steve Malshuk
Paula & Alan Mueller
John & Marilyn Warner
Anonymous

\$2500 - \$4999
Salli & Steve Bauer
Janis Bridge
Barbara & Tim Ford
Brian Kennan
Yazmin Mehdi & Liam Lavery
Melinda Gause & Kent Lowry
Marisa & Nick McFarland
Rob & Lucy Ostrom
Michell & Larry Pihl
Robert & Sara Poore
Merideth & Matthew Randles
Anonymous

\$1000 - \$2499
Gail Hudson & Harold Abbott
Gwen & Stan Brown
Steven Burdick
Tim & Joleen Burgess
Gretchen & Adam Cappio
Pamela & Patrick Cone
Lois & Cal Crow
Lorene & Carl Davidson
Susan Derrick
Michael Doyle
Google Employees
Laura Fonda
Nancy Freeman
Ellen Gillette
Heather Scott-Goddard &
Steven Goddard
Kathleen Golden
Stephanie Solien & Frank Greer
Angie & Matt Hanna
Alden & Bev Harris
Arthur Hartson
Lisa Reynga-Hawes & Jeff
Hawes

Larry & Leah Hoffman
Carole Jones & Bernard Jalbert
Krysia & Bjorn Johnson
Lars Johnson
Jeff Fong & Jennifer Johnson-Fong
Tyler & Jen Jones
Kathleen Kirschner
Gerald Johnson & Linda Larson
Nanette & John Latham
Myra Dittes & Al Mangold
Mike & Donna McConnell
Joe & Nicole McDonagh
Nanci & Erik Murphy
Sharon & Thomas O'Boyle
John & Pam Owen
James Healey & Pinar Ozar
Meghan & Scott Pitts
Martin Johnson & Jo Powers
Mike Repass
Holley Ring
Charles & Janice Rohrmann
Ruth Sanford
Gina Vangelos & James
Schneidmiller
Mary Donovan & Steve Seward
Mike & Kelly Siderius
Kevin & Karlyn Skillestad
Carrie & Becky Sohn
James & Karen Solimano
Drew & Carrie Steen
Barbara Stone
John Stratton & Carolyn WebsterStratton
Sean & Shannon Testa
Penelope & Michael Thackeray
Annette Toutoughi
JanisTraven
Lisa Verner
Giselle & Grant Warner
Laurie Weckel
Kim Wesselman
Ken & Rosemary Willman
Amy Eisenfeld & WayneWinder
Anonymous

\$250 - \$499
Patti Wilmot & Jim Adams
Kathleen Brunner
Ceryll & Tim Baker
Ann Venables & Arthur Bender
Irving & Luann Bertram
Warren & Meagan Bouse
Ralph Levin & Susan Carroll
Betty Sanders & Bruce Carter
Georgianne Chaffin
Celeste Cole
Sandy & Jeff Condiotty
Adele & David Cooper
Laura Dewell & Martin Pagel
Michael Eshelman
Tara & Martin Espinoza
Maureen Frisch
Phyllis Goodman
Bill Gould
Sharon & Gary Greenwood
Rafael Grijalva
Virginia Haley-Kanigel
Nancy Hirsh & Doug Howell
Lucy & Paulsaki
Robin Jenkinson
Terry Jeppesen
Olivia & Dustin Johnson
Dorothy Klyce
Daria Letbetter

Anna & Ken Boynton
Travis Brown
Carolyn & Charlie Burkland
Diane & Terry Carroll
Chuck & Linda Dagg
Dustin Robinson & Jen Davis
Mike Balogh & Teagen
Densmore
Dick Derham
Angella Derington
Joan Ebanal
Gerald Ginader & Karen Elledge
Facebook Employees
Lois & John Fox
Robert Gaston
Chris & Molly Gibbens
Nancy Loverin & Richard Goard
Dan Burns & Mary Gresser-Burns
Julie Price
Kendall Guthrie
Ben & Casey Hanisko
Marsha Hedrick
Angela & Damian Hession
Stephen & Tammy Huson
James Brown & Mary Ingraham
Carol & Doug Jackson
Taryn Jensen
Peggy Keene
David & Jennifer Lane
Jeff Lehman
Sandia & John Lell
Mary Ann Liebert
Donald & JoEllen Loeb
Anne Manzer
Faith Conlon & John McKittrick
Phil & Carol Miller
Cassie Hughes & Robert
Munoz
Alison & Phil Nesmith
Sabina Howell & Franz Niedermeier
Kimberly & Charles Osenbaugh
Theano & Robert Petersen
Dean & Maureen Peterson
Geness & Bill Reichert
Amy Grotefendt & Matthew
Rowee
Stanley & Michele Rosen
Daniel Ryan
Julie Schlosser & Rajiv Chandrasekaran
Amy & Ben Schumacher
Daphne Guericke & Axel
Schweiger
Michael J. & Alex Smith
Lisa Lindstrom & Neil Snyder
Hossein & Amy Soleymani
John Bush & Char Summers
Alice Shobe & Eric Svaren
Sandra Canepa-Swan & David
Swan
Alice Swanberg
David & Treva Totten
Flo Minehan & Marko Tubic
Carl & Sherrine Tully
Michelle Flandreau & Richard
Tyson
Melissa & Joe Vizzare
Susan Wanwig
Maureen Welch
Kathie Werner
Rich & Emily White
Susan & Werner Zehnder
Judy Zeigler
Jamie Zimmerman
Christian & Joyce Zobel

up to \$249
Ester Abenojar
Amy & Rob Agee
KatharineAherne
Steven Albright
CharlotteAlexander
Laurie Alook
LeAnn Anderson
Jenna Anderson
James Ayres
Crystal & Greg Baker
Judith Barbour
James Christopher Bare
William Baron
Carmen Barr
Maria Barrientos
Lynn & Alan Beasley
Jeff Beauvoir
Yvonne Belanger
Susan Bell
Michael Benedetto
Melissa & Richard Berger
Everett Billingsleo
Monica Blum
Michael Blumson
Janis Segress & Paul Boardman
Kevin Bohnert
Denitsa Bouneva
Alice Boyle Shepard
Robert Breeden
Paul Brown
Katie Browne
Estelle Broyer
KathleenBrunner
Constance Buhl
Carol Burton
Bill & Janet Bush
Lary Candell
Eric Candell
Matthew & Rachel Caprio
Jennifer Carmichael
Michelle Carrell
Caroline Chan
Jennifer Chartraw
Suzanne Childress
Sophie Chum
Candice Cihon
Keri Clark
Sheila M Callahan & Ken Clay
Charles Mayer & Lisa Cohen
Steve Butler & Kathleen Conner
Susan & Clayton Corzatte
Heather Craig
Cheryl Cramer
Elizabeth & Tyler Crone
Jennifer Crowley
Caroline Davis
Daniel Davis
Saskia de Jonge
Debora de Souza

Joanna & Kirk Mattson
David McCallum
Derek McKee
Michael Mise
Michelle & Matthew Moersfelder
Allison & Greg Mollner
Camron Whitney & Nick
Momyer
Lisa Moore
Elizabeth Morgan
Elizabeth Morrison
Lawrence Mueller
Ahn Nguyen
Carol Olwell
Dave Langton & ColleenOttoson
Jeff & Sharon Parker
ShannonPraetorius
Julie Price
Eileen Quackenbush
Laurie Cannon & Bill Razeto
David & Joan Rice
John Riess
Lynn Roll
Theodore & Shannon Romer
Cathy Sarkovsky
Russ Segawa
Ann Sharma
Peter Spurning
Al O'Brien & Mona Tschurwald
Brad Tytel
Mary Ann Van Deusen
Richard & Laraine Volkman
Ankur & Surabhi Vora
Dan Waggoner
Cassie Walker Johnson
Mary T. Wallon
Chris & RebeccaWeber
Kristen Wittstock
Chris & Susan Wyrick
Judy Zeigler
Jamie Zimmerman
Mona Zull
Anonymous

up to \$249
Donna M. Gordon
Romina & Joel Gordon
Susan Dittig & Jim Gore
Meredith Bibber & Chris Goss
Ann Carille & Patrick Gowan
David & Pat Griffith
Rolf Gruen
Reena Gulati
Margie Gulkis
Salil Gupte
Salone Habibuddin
Brian Metcalf
Kyung Han
Heather Hargesheimer
Keri Harling
Amy Harris
Nancy Hart
Brenda Harwood
Kristin Hawes
Steven & Janise Hawes
Maria Hawkins
Karen Hayes
Danielle Hayman
Doug Hebert
Susan Lee & Rich Hecht
Jean Hedrick
Donna Hegstrom
Dennis & Meg Helmick
Erin Hennessey
Kara Herche
Lane Nothman
Michael & Julia Herschensohn
Cindy Heyer
Nancy Reichley & Timothy
Higgins
Stephen & Lisa Hilbert
Martha Hillary
Hussam Himmo
Reid Hix
Luke Hoban
rene & Dan Hopkins
Beamar Huetter
Henrylske
Marit Jensen
Scott Johnson
Laura Johnson
Nicholas Johnson
Audrey Levine & Nels Johnson
Larry Jones
Susan & Bruce Jones
Michelle Joseph
Becky & Hans Juhl
Ellen Kahan
Lynne Kalina
M. Holly Keane
Judy Keene
Sally Stewart & KeithKeller
Erin Kiley Metzger
Jennifer Kirwan

Scott Schade & Lisa Kjaer-Schade
Matthew & Amy Klainer
Kate Knappert
Nancy Knudsen
Dave Koenig
Alex Welles & Jeanne Kohl-Welles
Koiko Koizumi
Peter & Wendy Lagozzino
RichGrunder
Julia Ellis
Shannon Ellmers
Laurie & Andrew Elofson
Matthew Emmons
Gwen Erickson
Robin & Marc Erricheffi
Kimberly Eshala
Ann Espo
Terri Johnston & Dan Evans
David Fields
Audrey Fine
Barcy Fisher
Charles Fitzgerald
Elizabeth Lundquist
Sara Fogarty
Julianne Foland
John Levesque & Anne Foster
Dominique Fourcin
Teri Franklin
Susan Golub & Paddy Freeman
Zachary Freeman
Renee Freier
Sean & Annie Fretwell
Shannan Frisbie
Chris Fry
Jerry Hillis & Diana Gale
Mimi Gan
George Gilbert
Dori Gillam
Jane MGlass
Carolyn Mawbey
Barbara & Ron Mays
Heather McCartney
Nicholsa McFarland
Martha Hendricks & Douglas
McNutt
Kristen McQuerry
Steve & Mary Jane Medalia
Calvin Mei
Diana Meredith
Michael Merrick
Milford Merrill
Gary Taylor
Roy Taylor
Ashley Telge
MichaelT hompson
Jana Thompson
Trevor Tinker
Brian Todd
Lisa Toftemark
Debbie Udycz
Carol Vangelos
Joe Veyera
Sarah Wakefield
William Walla
Peter & Felice Walsh
Amy Pich & Steve Ward
Theresa Warren
Linda Miller & Michael Warren
Hayley Warriner
Cheryl & Scott Washburn
Jay Weisberger
Brian Welcker
Mary Wemple
Diane Wheeler
Madeline Wiggins
Nancy Williams
Gail Williams
Kenneth Willman
Jessica Wilson
John Winkler
Thomas Woods
William & Christina Woodward
Bill Woodward
Anne & Garry Wyckoff
Judy Yu
Marta Yucueva
Mona Yurk
Marc Zavislak

CORPORATE,
FOUNDATION,
+ COMMUNITY
SUPPORT



Queen Anne Helpline

Serving Queen Anne, Magnolia and South Lake Union

QueenAnneHelpline.org

SAVE THE DATE

TASTE of
QUEEN
ANNE

S A T U R D A Y
OCT 13

A BENEFIT FOR THE
QUEEN ANNE HELPLINE