

WHO WE ARE

The Queen Anne Helpline is a community based social service non-profit providing financial and basic needs assistance to seniors, families, and individuals in Queen Anne, Magnolia, and South Lake Union who are facing hardship or a short term crisis.

MESSAGE FROM THE EXECUTIVE DIRECTOR

Welcome to our 2013-2014 Annual Report. Our goal with this report is to provide you a window into the Queen Anne Helpline; what we do, who we help, and the very real impact we are having in our communities of Queen Anne, Magnolia and South Lake Union. We continue to be recognized by other agencies, clients and partners for providing efficient and exemplary service. I'm extremely proud of our accomplishments this past year, while still recognizing there is much we can learn and improve on.

Our biggest accomplishment this year was implementing an amazing new program – **Weekend Food for Kids**. This partnership with Queen Anne Presbyterian Church and Ballard Food Bank underscores the incredible impact we can have through collaborations and resource sharing. I'm so pleased to report this program has exceeded our expectations. Not only does it address a previously unmet need, it is having a significant impact in alleviating children's food insecurity and improving their ability to learn. In six months this program has grown from a single school and eight students to five schools and 45 students. *Thanks to you an incredible 280 meals are distributed every weekend to hungry children.*

We are also laser focused on providing **Secure Housing**. Through our rent, deposit and utility assistance programs we want to ensure everyone has stable and secure housing, one of the most pressing and basic needs. This past year in addition to helping several hundred individuals avoid eviction, we saw a dramatic increase in requests for move in deposits for families and individuals transitioning into permanent housing. Often less than \$100 is all that stands between homelessness and a stable home. *Thanks to you there are several hundred fewer homeless in Seattle.*

As I approach my second anniversary at the Helpline I continue to be amazed and humbled by our community of supporters, volunteers, board members and partners. We are truly a village working together to help our most vulnerable neighbors.

With heartfelt gratitude,



Lisa Moore, PhD. Executive Director

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Secure Housing To ensure people have secure housing, including electricity for heat and lights, we help pay rent and utilities, preventing 300 evictions every year and avoiding many utility shutoffs. We also help with move in deposits, providing stable housing to many previously homeless individuals.

“The help you provide keeps our tenants from having to choose between paying rent or eating for the week. People would be surprised to know that an amount as small as \$150 can cover a security deposit and first month’s rent. Even this seemingly small amount is often a barrier that forces the most vulnerable in our community to remain on the streets. Your assistance opens the door to housing and facilitates a smooth transition into long-term stability.” Housing Manager, Plymouth Housing Group

Weekend Food for Kids In November 2013 we partnered with Queen Anne Presbyterian Church and Ballard Food Bank to provide food to children in our neighborhood schools who were hungry on weekends when they did not have access to school meals. We started with eight students in one school, we are now providing 280 meals every weekend to 45 students in five schools.

“The students literally dance into my office on Fridays to pick up their food bags. For many students this means they now have enough to eat on the weekend and no longer return to school Monday mornings unable to focus or learn because of growling tummies.” School Counselor

Continuing Ed & Job Training We support individual’s efforts to become self-sufficient and improve their lives by providing financial assistance for continuing education and job training programs.

“As a single mom I was juggling parenting, a minimum wage job and school. Queen Anne Helpline helped me stay in school by paying for books, fees, and even childcare. I am now employed as a dental technician and my life and my son’s have completely changed for the better.” Former Client

Basic Needs Assistance:

- Emergency Food Services and non-perishable food pantry
- Clothing Bank & Hygiene Bar
- Bus tickets
- IDs

OUR CLIENTS



Who are our clients? They are **families** struggling to make ends meet, **seniors** living on fixed incomes, **people with disabilities, veterans,** and **individuals** facing an unexpected crisis.

Our goal is to meet clients where they are and help them move to where they want to be. We do this by listening with compassion, providing direct services, and offering personalized referrals and resources.

THEIR STORIES

The following client stories are typical of the thousands we heard last year:

Jim and Tricia moved to Seattle about three months ago when Tricia was offered a job in the tech industry. While they were settling in, and while Jim was still looking for work, Tricia had a stroke. At only 33 years of age, she found herself in rehabilitation learning to walk and talk again. They cut their expenses dramatically, and came to the Helpline to ask for assistance while Jim sought more stable work that would pay their bills. We were happy to help them stay in their apartment while they recover.

Despite his disability, **David** had always held down a part-time job which helped pay his subsidized rent in South Lake Union. One evening in April, David was brutally attacked. Thankfully, he survived the attack, but he was unable to pay his bills—he had missed significant work during his long hospital stay. The Queen Anne Helpline helped him pay his utility bill and offered him referrals for support as he gets back on his feet. David is resilient—an amazing survivor!

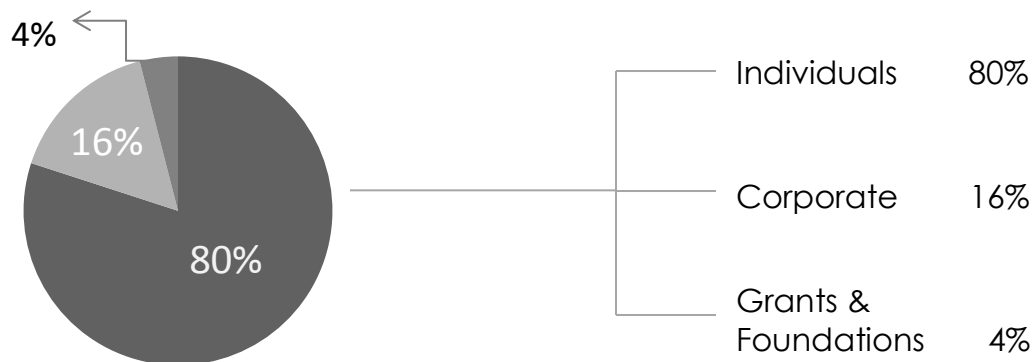
Agnes is a senior who lives in our area, but has very little family to help her in times of need. Agnes was hoping to move into one of the senior housing buildings so that she could be with active senior peers and improve her quality of life. She went to see the building and she loved the apartment! However, due to her extremely limited income, she didn't have enough money to cover the move-in costs. We helped her pay her security deposit and she was given keys to a bigger apartment with better access to the city.

FINANCIALS

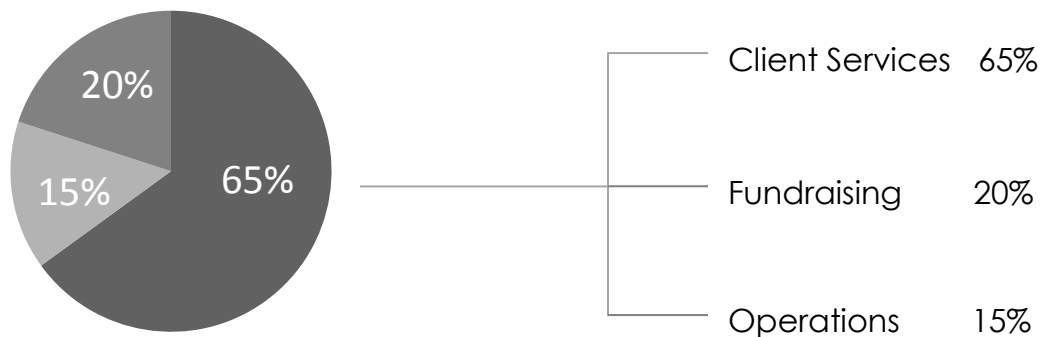
2013/2014 Operational Revenue & Expenses

Revenue

Individuals	\$281,600
Corporate Support	\$ 56,320
Grants	<u>\$ 14,080</u>
	\$352,000



Expenses



2013/2014 MAJOR ACCOMPLISHMENTS

- Increased financial aid to clients by 11%
- Provided 280 meals every weekend to hungry kids through Weekend Food for Kids
- Helped provide permanent and secure housing for more than 400 clients
- Provided \$40,000 worth of food, clothing, and hygiene products
- Increased revenue by 13%
- Implemented program evaluation and impact measures to improve services
- Improved operational efficiency through strategic technology investments

SUPPORT

Corporate Support 2013-2014

13 Boston Inc.	Emerald Bay Equity	Ponti Seafood Grill
A&J Meats and Seafood Inc.	EMN Bill Review Services	Queen Anne & Magnolia News
Active Physical Therapy	FC Bloxom Co	Queen Anne Arts and Frame
Amgen	George Andrade – Edwards Jones	Queen Anne Book Co
Apollo Nails and Spa	Grub	Queen Anne Dispatch
AutoAdvisor Inc.	Harper Electric Inc.	Queen Anne Eye Clinic
Bayview Retirement Community	Helena's Cleaners	Queen Anne Olive Oil
Beacon Development Group	HomeStreet Bank	Queen Anne Orthodontics
BECU	Icebox Café	Queen Anne Vision Clinic
Belle Fiore Organic Skin Care	Jeffrey Valcik - Windermere	Rainier Investments
Betty Restaurant and Bar	Ken's Market	Red Square Yoga
Blue Highway Games	Key Bank	Reed Wright Heating and Plumbing
Brian Chambers - State Farm Ins.	King & Oliason PLLC	Seattle Gym
Bustle	King 5	Sellen Construction
Caffe Vita	Le Reve Bakery & Cafe	Sound Preparation
Cedar Grove Compost	Laurie Swanson, Massage	Steve Kennedy - Remax
Chinoise Sushi Bar and Asian Grill	Lloyd Martin	T. S. McHugh's Irish Pub & Restaurant
Chocolopolis	Macrina Bakery and Café	Ten Mercer
Chris Gibbons - State Farm Ins.	Marqueen Garage	Therapeutic Associates - QA
Christopher Togawa - CTIA	Menchies	Physical Therapy
Comcast	Mercer Street Books	Three Birds
Communique	Metropolitan Market	Tiger Oaks Media
Crow	Microsoft	Toulouse Petit
CTA Design Builders, Inc.	Mondello Ristorante Italiano	Trader Joe's
De Haan, PLLC	Morfey's Cake Shoppe	Trilogy Chiropractic
Deja Parrent - Tranquility Spa	Nicon McGraw Building	Twirl Café
Dick's Drive In's LTD	Northwest Outdoor Center	Uptown China
Don Lagerquist - Edward Jones	Pacific Office Automation	Video Isle
Eileen Burke - Cobalt Mortgage	Paragon Bar & Grill	Vulcan Inc.
EI Diablo Coffee Company	Pesos Kitchen & Lounge	Wexley School for Girls
Ellen Gillette - Windermere	Phototronics	
Eltana Wood Fired Bagels	Plaza Garibaldi Restaurant	

Community

All Saints Church	McClure Middle School	Queen Anne Rotary
Bigelow Block Sale	Queen Anne Baptist	Queen Anne United Methodist
Catharine Blaine K-8	Queen Anne Chamber of Commerce	Queen Anne View
Coe Elementary	Queen Anne Christian Church	Seattle Country Day School
First Free Methodist	Queen Anne Elementary	Seattle Greenways
John Hay Elementary	Queen Anne Fortnightly Club	St Anne School
Magnolia Lutheran	Queen Anne Lutheran	St Anne Catholic Church
Magnolia Rotary	Queen Anne Presbyterian	Swedish Cultural Center
		United Way of King County

VOLUNTEERS

We are humbled by and greatly appreciative of our incredible group of committed volunteers who are the backbone of the Helpline. We want to acknowledge the hard work and dedication of *everyone* who works in our front office, helps with our events, provides technical support, assists with communications, and much, much more. With more than 100 volunteers we are unable to list everyone here, but want to acknowledge individuals who have been long time volunteers, and new, in some cases providing hundreds of hours of time over many years.

Thank you all so much!

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