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
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

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**Revenue**

- 68% events and activities
- 14% corporate
- 11% in-kind goods
- 7% foundations and grants

**Total** = $520,980

**Expenses**

- 70% programs and services
- 17% fundraising
- 13% administration

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**WHO WE ARE**

- Lisa Moore, PhD, Executive Director
- Lisa Barnes, Program Manager
- Sabrina Ali, Case Manager
- Claire Jesse-Reedy, Operations Manager
- Krijn de Jonge, Owner, Queen Anne Book Company
- Nancy Loverin, King County Administrator
- Rebecca Marin, Deputy Dir. Bill and Melinda Gates Foundation
- Pamela Mattson, Executive Development, Amazon
- Marisa McFarland, Community Member
- Lane 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

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**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
**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

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.

Seniors make up 23% of the people we help and families make up 22%.

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.

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.
TASTE of QUEEN ANNE
S A T U R D A Y
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A B E N E F I T F O R T H E
Q U E E N A N N E H E L P L I N E