VOA Impact Report
2022-2023

Volunteers of America of Eastern Washington and Northern Idaho is devoted to ending homelessness by uplifting people and meeting needs through innovative, life-changing services. We provide opportunities for people to rebuild their lives and fulfill their potential.
Dear Community Champion,

As we reflect on the past year, we are filled with gratitude for the incredible journey we have undertaken together at VOA Eastern Washington. It is with immense pleasure that we share our annual Impact Report. The following highlights the substantial strides we have made in providing compassionate care, community solutions, and life-changing outcomes for those in need.

At the heart of our mission is a commitment to addressing the critical needs of youth, women, single adults, and veterans by integrating behavioral health services throughout our housing and shelters.

**Compassionate Care**

Our approach to compassionate care is firmly grounded in empathy, respect, and understanding. In 2023, we extended our services to cater to individuals grappling with homelessness, mental health issues, or other obstacles to stability, ensuring they receive the tailored care they rightfully deserve. With our dedicated and skilled staff, we strive to create a safe haven where healing and personal growth can thrive.

**Community Solutions**

Understanding the integral connection between our work and the community, we actively pursue a collaborative approach to tackle homelessness and behavioral health issues to foster a healthier community. Through strategic partnerships with other like-minded organizations such as Transitions, SNAP, Spokane Housing Authority and Catholic Charities, local businesses, and government agencies, we leverage collective resources to create meaningful impact and sustainable, long-term change.

**Outcomes That Matter**

The true measure of our success lies in the positive outcomes experienced by those we serve. In 2023, we are proud to report a higher percentage of individuals accessing mental health services and a significant number of individuals stably housed. These outcomes you are about to view are a testament to the unwavering dedication of our staff, the generous support of our donors, and the remarkable resilience of the people who have courageously made the journey toward stability and independence.

**Life-Changing and Uplifting Stories**

Behind each statistic lies a unique and powerful story of transformation. Our annual Impact Report is filled with narratives of individuals who have triumphed over adversity, reshaped their lives, and emerged resilient. The narratives not only inspire us but also underscore the profound impact of our collective efforts in creating a community where everyone has equal opportunity to thrive.

As we look ahead to the coming year, we remain steadfast in our commitment to delivering compassionate care, innovative community solutions, and life-changing outcomes. None of this would be possible without your empathy and dedication to our mission. Your generosity propels our success, and we invite you to continue accompanying us on this meaningful journey.

Thank you for being a vital part of the VOA family. Together, we are building a future where every individual, regardless of their background, can experience the transformative power of compassion and community.

With Gratitude,

[Signature]

[Crosswalk Groundbreaking in October 2023]
Programs
Alexandria’s House
Aston-Bleck Apartments
Crosswalk Youth Shelter
Foster Youth Services
Women’s Shelter Hope House
Independent Living
inReach
Permanent Supportive Housing
Support Services for Veteran Families
Veterans Housing
Youth Reach
Young Adult Shelter

Board of Directors
Fawn Schott, President & CEO
Anna Scarlett, Chair
Nathan Hinnish, Vice Chair
Daryce Wyborny, Secretary
Holly Montgomery, Finance Chair
Amanda Swan
David Heath
Will Hansen
Lori Hunt
Angie Marozzo

CONTACT
VOA Administrative Offices
525 W. 2nd Ave
Spokane, WA
www.voaspokane.org

"As a Board member, I have the honor of witnessing the incredible impact VOA makes each and every day. They offer safety and compassionate programming for those experiencing homelessness. Investing in VOA is not only changing lives - it is building stronger, healthier communities."

-Amanda Swan
2024 Board President
VOA Eastern Washington finance is a braided model pulling from a variety of funding sources including private grants, local, state and federal grants, Medicaid, and a total of 1,764 private donations.

**FINANCIALS**

**REVENUE**
Total: $16,811,354

- Grants from Governmental Agencies: 80.2%
- Public Support: 10.4%
- Other Revenue: 6.3%

**EXPENSES**
Total: $14,609,523

- Program Services: 86.9%
- Supporting Services: 13.1%

We are designated tax-exempt under section 501(c)3 of the Internal Revenue Code. Tax ID 91-0577131. Your contributions are tax-deductible to the fullest extent of the law.
Ethnicities Served

- Hispanic/Latin(a)(o)(x) 12.5%
- Non-Hispanic/Non-Latin(a)(o)(x) 78.4%
- Client doesn’t know or prefers not to answer 9.1%

Racial identities Served

- White 54.7%
- Multi-Racial 20.6%
- Hispanic/Latin(a)(o)(x) 1.5%
- Black, African American, or African 8.6%
- American Indian, Alaska Native, or Indigenous 5.3%
- Native Hawaiian or Pacific Islander 1.3%
- Client doesn’t know or prefers not to answer 8%
**DEMOGRAPHICS**

- **2,735** youth, adults, pregnant and parenting teens, veterans served
- **1,058** individuals utilized beds at all VOA shelters.
- **163** Engaged in regular behavioral healthcare
- **751** Veterans Served

**Gender identities Served**

- Woman (Girl, if child) **55.4%**
- Man (Boy, if child) **30.1%**
- Client doesn't know or prefers not to answer **4.9%**
- Multiple Genders **4.1%**
- Transgender **2.3%**
- Non-Binary **3.16%**
Emma, a female veteran, had once believed in the idea of a stable life with a loving partner. Little did she know that the person she trusted the most would lead her into a perilous situation. Living off the lease in an apartment, she faithfully made payments to her significant other, assuming that he was taking care of the rent. She was open with the landlord about the situation, assured that it was not a problem.

As the seasons changed, so did her life. The rent went unpaid, and the money meant for shelter found its way into other, less essential activities. The consequence: Emma found herself named in an eviction notice, her life unraveling in the biting cold of winter. With a 70lb German Shepherd as her only companion, she faced homelessness, crammed into her small sedan in parking lot.

Emma's story does not end there. Despite the eviction stain on her record, her credit in ruins, and a myriad of physical and mental health challenges, she was determined to rise. With a referral to VOA, Emma and her Shepherd were welcomed into our veterans' housing. She worked diligently with her case manager who found a ground floor unit in a quiet neighborhood with friendly neighbors, walkable to shopping, and surrounded by green spaces. It was a sanctuary for her and her loyal companion.

The community in Cheney who offered her housing rallied around Emma, offering tenant incentives to help her start anew. From cable and internet hookups to a television, and even the relocation of her cherished family heirloom furniture from storage to her new apartment, the support was overwhelming.

As Emma settles into her new space, the scars of her past begin to fade. The warmth of a caring community has replaced the cold nights in her car. She's not just finding shelter; she's rebuilding her life.

In our Crosswalk Youth Shelter, 16-year-old Ethan found himself tangled in a web of trouble. Despite the efforts of his probation officer, he resisted cooperation at every turn. With unwavering dedication, Crosswalk staff, walked alongside him in guidance and support. Despite the challenges they faced, they never lost sight of the possibility for a brighter future.

Over the span of six months, a remarkable transformation unfolded. With the Crosswalk team’s diligent assistance, he found his way back to school and secured employment, laying the foundation for a stable future. No longer the defiant youth they struggled to reach, he took ownership of his actions and responsibilities. He was exactly where he needed to be, doing exactly what he needed to do.

Today, he has found not only stability but also a place to call home. Housed with his mother, he embodies the resilience and determination that defines the Crosswalk community.
In the face of a challenging divorce and looming eviction, Susan found solace and support at Hope House. Battling an $11,000 landlord debt and grappling with frequent hospital visits, her life seemed to be in a downward spiral. Hope House, however, became the beacon of hope she desperately needed. With the guidance and assistance of the dedicated Respite case management team, a transformative journey began.

The first hurdle was securing stable housing, a critical step in rebuilding her life. Despite the daunting barriers, Susan, with the unwavering support of her case manager, successfully obtained a Housing Choice Voucher. Additionally, the case manager collaborated with a rental company to navigate the complexities and secure approval for an apartment, even in the face of formidable challenges.

One remarkable gesture stood out in this journey—when Providence required her back in the hospital, her case manager went above and beyond. Recognizing the urgency of the situation, the case manager visited her in the hospital to complete the necessary housing paperwork. This not only demonstrated a profound commitment to the individual’s well-being but also expedited the housing process significantly.

Providence eventually discharged her into the care of Hope House Respite, a pivotal moment in this resilient individual's story. With determination and the invaluable assistance of Hope House, Susan stepped into a new chapter of her life just a few days later as she moved into her secured housing.

This real-life tale of triumph over adversity exemplifies the power of compassionate support, resilience, and collaborative efforts. Hope House’s commitment to making a difference in the lives of individuals facing adversity shines through in Susan’s success story. It serves as a testament to the positive impact that dedicated organizations and caring professionals can have on those in need.
In 2023, we welcomed 300 volunteers, spending 2,637 hours cleaning our donation room, teaching classes, covering the front desk at our shelters, providing meals and much more! We love volunteers! Give back and learn how to be involved at www.voaspokane.org/volunteer

**OPPORTUNITIES**

- Meal Providers for Crosswalk or Young Adult Shelter
- Meal Service and Kitchen Help at Hope House
- Shelter Support Staff
- Front Desk Help at Crosswalk
- Front Desk Help at Hope House
- Donation Room Organization
- Art Teachers/Facilitators

**DONATION NEEDS**

- Body wash
- Deodorant
- Individually wrapped snack food
- Men & women’s underwear (all sizes)
- Shampoo & conditioner
- Sunscreen
- Toothbrushes & toothpaste
- Razors

Shout out to our major in-kind donor Rock Stars!

- Alene Alexander
- Charity Brannan
- Icona
- Latter Day Saints Church
- Perry Earll
- Terri Sauler
- Vans North Town & Valley Mall
- Wild Women Wander

Because Homelessness Shouldn’t Be A Life Sentence
Your legacy gift can help you financially while giving back.

Your generosity fuels our mission; we couldn’t do it without you!

Continue to provide front door keys to those in need

- Monthly Giving
- Give Stock
- Leave a Bequest
- DAF Donation
- Event Sponsorship

Your legacy gift can help you financially while giving back.

Contact | Sherrece Scott
development@voaspokane.org
Alpha Delta Kappa - Alpha Nu Chapter
Bergquist Foundation
Buder Memorial Donor-Advised Fund
Building Changes
Braune Family Foundation
Calmoseptine, Inc
Carl M. Hansen Foundation, Inc
Cathedral Of St John The Evangelist
Clarence Colby Memorial Fund
Covenant United Methodist Church
Creston Christian Church
Duke and Ruth Fette Trust
Edgar Boone Foundation
Green Skyfox Spokane LLC
Hamblen Park Presbyterian Church
Henry Treede Designated Fun
IntelliTect
East Valley School District
Estate of Marsha A Daines
George Frederick Jewett Foundation
Marie Lamfrom Charitable Foundation
Michael & Jessica Whitman Family Foundation
Mount St Joseph Emilie Court Sisters
Lisa Brown for Congress
Paul & Jeanne Salisbury Charitable Fund
Providence Health Care Foundation
Tilford Family Foundation
TUA Brown Assistance Fund
Sisters of Providence
Spokane Valley United Methodist
Sunrise Church of Christ
St Luke Lutheran Church
St. Mark’s Lutheran Church
Sweet Giving
Third Sector New England
West Valley School District No. 363
Woodrow Foundation

Your support is the heartbeat of VOA. Thank you!
Each year on Mother's Day, VOA delivers lunch and a small gift to women in our programs who would otherwise spend the day alone. Catered by: Ruins & Boots Bakery.

Our version of Restaurant Week! During the last week of April, support VOA along with local businesses by gathering friends and family for a meal. Participating restaurants vary each year.

Attend a one-night-only art exhibit, Eye Contact, featuring art by homeless women and youth in our programs hosted at the Washington Cracker Company Event Center in the Terrain art space.
Host: Overbluff Cellars
Catered by: IPK

Learn how your organization can participate in these transformative community events by emailing development@voaspokane.org.
Think you can’t make a difference?

Can’t is a Four-Letter Word.

At Washington Trust Bank, we believe when communities come together to support organizations like Volunteers of America, great things are possible.

Join us.