



EASTERN
WASHINGTON

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 fulfil 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,



Crosswalk Groundbreaking in October 2023

IN THE KNOW

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

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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

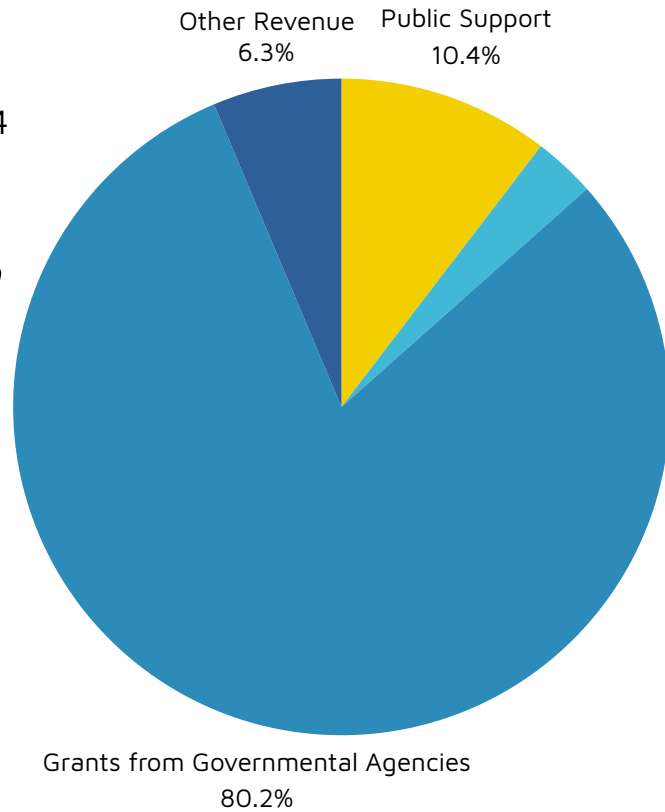
FINANCIALS

FY 2022

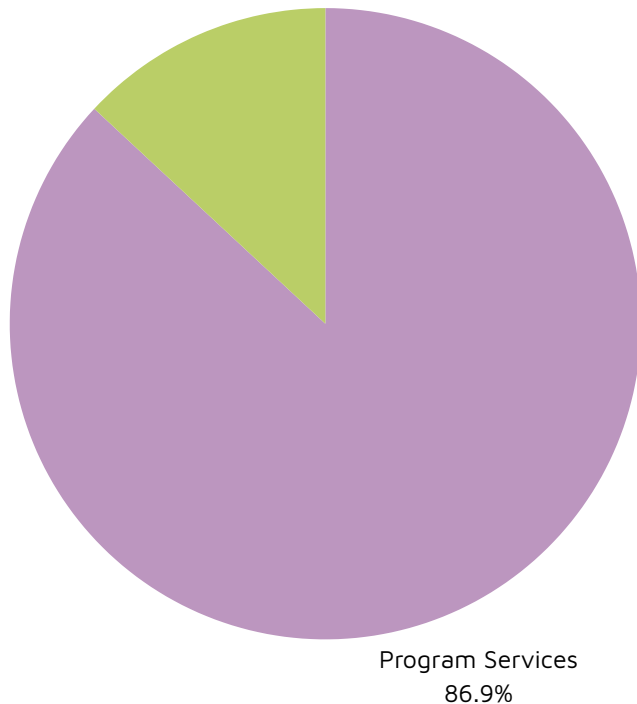
VOA Eastern Washington finance is a braided model pulling from a variety of funding sources including private grants, local, state and federal grants, Medicaid, and a total of 1,764 private donations.

REVENUE

Total: \$16,811,354



Supporting Services
13.1%



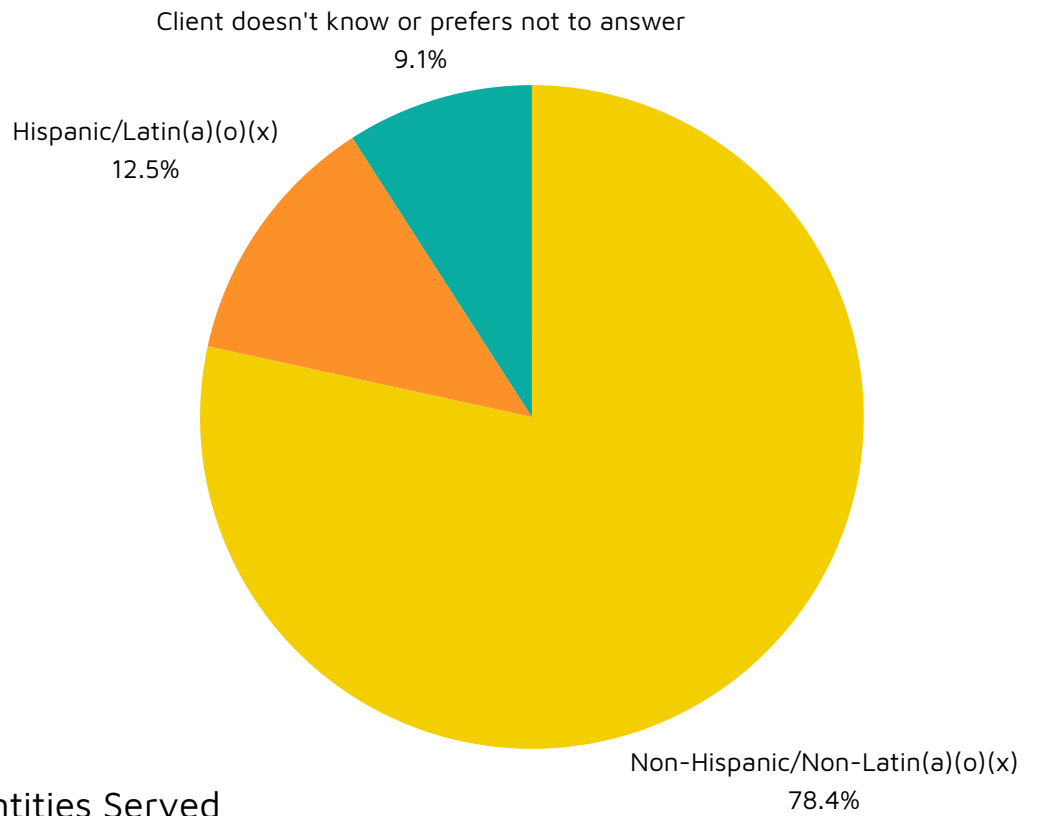
EXPENSES

Total: \$14,609,523

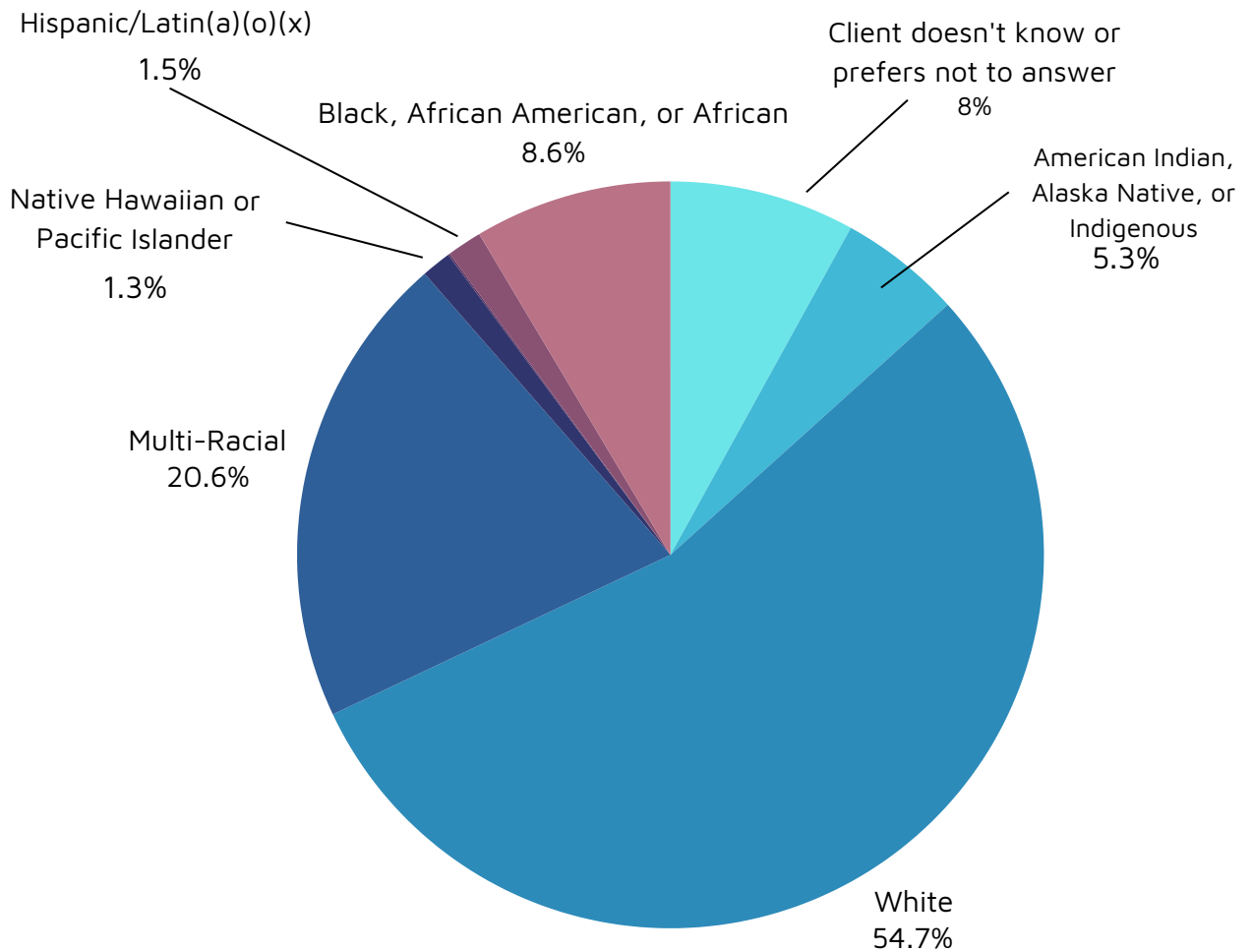
We are designated tax-exempt under section 501(c)3 of the Internal Revenue Code. Tax ID 91-0577131. Your contributions are tax-deductible to the fullest extent of the law.

DEMOGRAPHICS

Ethnicities Served



Racial identities Served



DEMOGRAPHICS



2,735 youth, adults, pregnant and parenting teens, veterans served



1,058 individuals utilized beds at all VOA shelters.

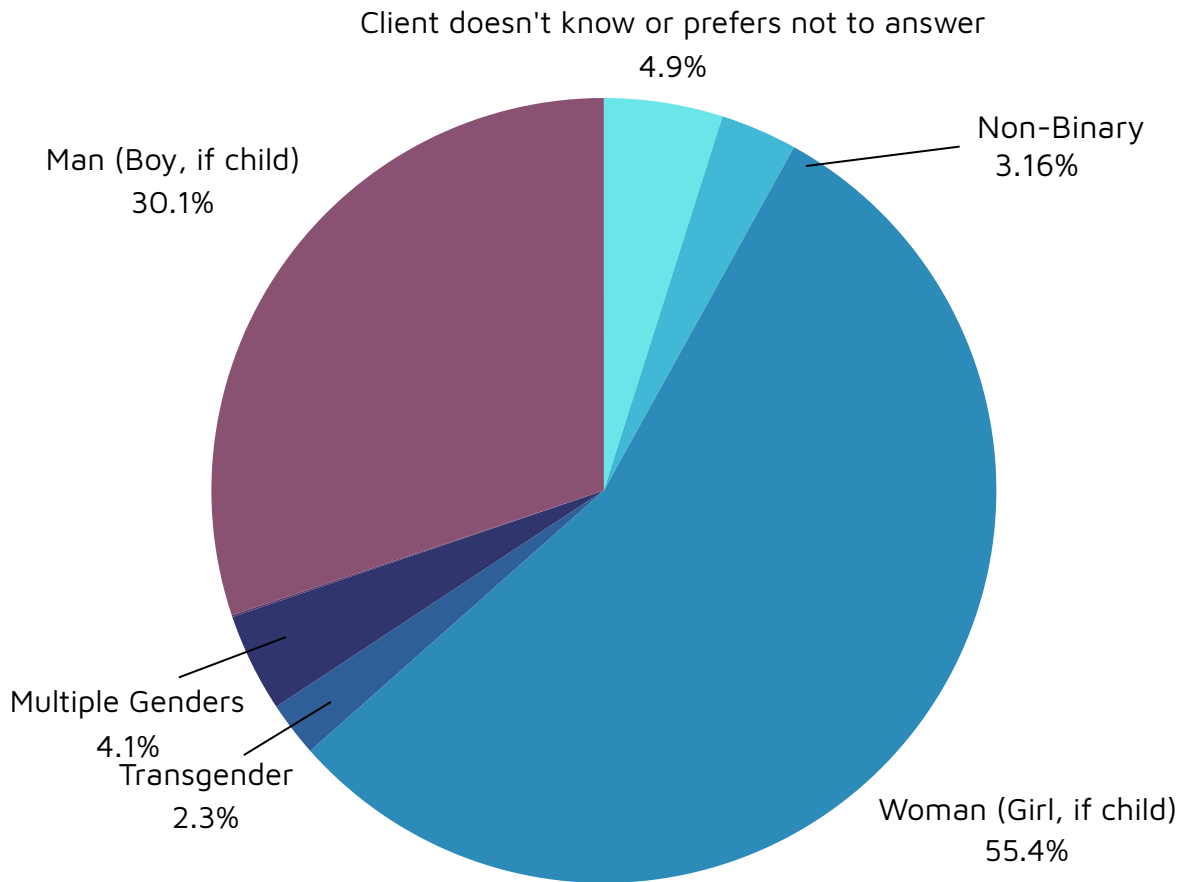


163 Engaged in regular behavioral healthcare



751 Veterans Served

Gender identities Served



HOUSING



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.

HONOR



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.

HELP



Jessica was a software developer living in an upscale neighborhood of Spokane. Everything changed the day her boyfriend violently raped her and beat her until she had a traumatic brain injury. She was in and out of hospitals for the next two years for a brain injury and PTSD. During this time she couldn't work, lost her home, became addicted and needed treatment for her substance use. Jessica found Hope House Women's Shelter. She made the courageous decision to work through her trauma and achieve sobriety, has housing, and returns to Hope House every Wednesday, where she and her case manager co-chair Hope House's Narcotics Anonymous meeting.

Jessica, a year sober, has housing and returns with the support and guidance of her clinical behavioral health team and educated case managers, Jessica succeeded in obtaining her Section 8 housing voucher achieving stability and independence in the community.

HEALTH



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.

VOLUNTEER

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



Payne West Insurance volunteers sorting our donation room



Target volunteers

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



MAJOR DONORS

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Glenn & Cheryle Winkey
Juliette Wyatt
Daryce & Mark Wyborney
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Your generosity fuels our mission; we couldn't do it without you!

Continue to provide front door keys to those in need

Your legacy gift can help you financially while giving back.

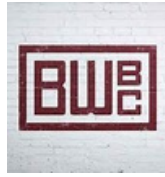
- Monthly Giving
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- DAF Donation
- Event Sponsorship



Contact | Sherrece Scott
development@voaspokane.org



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Your support is the heartbeat of VOA. Thank you!

SPONSORSHIPS

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.