

Skagit County Community **Action**

Helping People. Changing Lives.

2009 Annual Report



Our mission is to foster and advocate for self-sufficiency among low-income people in Skagit County.



Dear Friend of Community Action:

Quite likely 2009 will go down in history as one of our most challenging and painful. Here at home, we felt this keenly. Our staff and volunteers were literally on the front line of the struggle, as our country and community spiraled into the worst recession since the Great Depression; as local unemployment outpaced the state's and nation's and went well into double-digits; as state and local government and foundation budgets were slashed; and as our clientele spiked to 36,215 - a more than 30% increase since our country plunged into recession two years ago.

We witnessed first-hand the stress and confusion in the eyes of the parents, children and individuals we served.

Yet it was also a year of extraordinary accomplishment, of families working their way out of poverty, homelessness and hunger with great tenacity, creativity and courage; of organizations coming together as never before; of people stepping up and asking how they could help.

We hope you will take a moment to glance through our 2009 accomplishments. Together they tell a tale our staff, board, volunteers, supporters and community should be proud of.

Perhaps, though, of all Community Action's accomplishments, we are most proud of the 1,562 volunteers we were able to mobilize to provide 133,107 hours of volunteer service to our community, at an estimated value of \$2,683,876. In this time of great need, unleashing the power of neighbor helping neighbor is exactly the work it will take to heal the world from the ground up.

We are pleased to report active partnerships with over 554 other nonprofits, churches, businesses, and agencies – because no one can do it alone. With our broad array of friends, services and partnerships, Community Action plays a pivotal role in drawing together people and organizations for solutions, and for a healthier tomorrow.

In 2009, while we celebrated thirty years of service, our major programs helped more than one-fifth of our county get beyond a crisis and move toward self-sufficiency.

We trust each of you will join us in celebrating our efforts at helping people and changing lives. Happy thirtieth birthday, Community Action, and many more!

With appreciation,

William B. Henkel
Executive Director

TOGETHER WE CAN
MAKE A DIFFERENCE.

> In 2009, our Home Heating Assistance program helped 6,783 parents, children and individuals stay warm.

A CLIENT'S STORY OF HOMELESSNESS, VOLUNTEERING, AND COLLEGE

Last Thanksgiving my father, brother and I were living in Community Action's homeless shelter. We'd been there nearly two months, and knowing the shelter could only house us for three, we were looking for a place to live. Unfortunately, our income was not enough for even cheap subsidized apartments, so we were having great difficulty finding a place to live.

As an adult, I was hindering rather than helping my family when it came to financial assistance, yet I had nowhere to go. So I threw myself into looking for a job. It proved difficult, in this economy with no vehicle or skills.

With December approaching, we weren't looking forward to Christmas. There would be no presents, of course, and there was a strong possibility that there would be nowhere to live soon after.

Community Action pointed us towards many of the programs that were able to help us, including getting us into the Family Shelter; helping us find and apply for subsidized apartments; giving us gas vouchers and other housing items; and pointing us to employment opportunities. We followed every possible route with serious dedication and without Community Action, we wouldn't have had any help or routes to follow.

Wanting to give back to an agency that has given my family so much, I signed up as a bell ringer with the Salvation Army Kettle Program that Community Action was running and was offered the position of Kettle Monitor! I was grateful to gain skills and to build my resume for future employment. Soon, we had a lead about an apartment. Again, thanks to Community Action referring us to the dif-

ferent Housing Authorities, we were told we could sign the lease and begin moving in – two days before Christmas!

At that point, everything began to click into place, like a modern-day fairy tale. We even had presents when Christmas came, awesome ones, and a perfect little potted evergreen for a Christmas tree. I have that tree now on my dining table, and will probably keep it forever. Most of the presents, and the tree, were from the wonderful and caring staff of Community Action.

I applied for financial aid for college and although I was thinking I might cancel the application and just work to help pay for everything, I am suddenly in the position where I can pursue my future. I enrolled for spring quarter at the local community college and hopefully now at the age of 23 will be moving forward in my own life!

I am glad to still be with my family, whom I would choose over any other roommates in the world. I would go through any experience again, so long as we were together. Without the help we've been given, we would have been split apart and probably broken to pieces.

- former client



> In 2009, our housing programs helped 1,530 individuals, parents and children obtain safe and affordable housing.

Mount Vernon Office

330 Pacific Place
Mount Vernon, WA 98273
360.416.7585 • 360.416.7599 fax
www.skagitcap.org

William J. Shuler Family Development Center

720 North 4th Street
Mount Vernon, WA 98273
360.336.2235

East County Resource Center

45770 Main Street
Concrete, WA 98237
360.853.8767

NAS-Whidbey (WIC & MSS)

Fleet & Family Support Center
260 W. Pioneer Way
Oak Harbor, WA 98278-2500
360.257.8049 (WIC)
360.257.8050 (MSS)



2009 ACCOMPLISHMENTS

In 2009, Skagit County Community Action Agency celebrated its **30th year of service!**

With our 35+ anti-poverty programs, Community Action **touched the lives of 36,215 low-income residents** last year, helping more than one-fifth of our county's population move toward lasting self-sufficiency.

The **Skagit Volunteer Center's** website is now in Spanish as well as English (www.SkagitVolunteerCenter.org).

In 2009, **1,562 volunteers** attached to our agency provided 133,107 hours of volunteer service, at a conservatively estimated value of \$2,683,876.

The **Food Bank Distribution Center** helped coordinate service to over 51,000 unduplicated individuals that rely on local food banks. In addition, the Food Bank Distribution Center distributed over 900,000 pounds of food and helped increase nutritional content of food available at food banks by providing more than 60,000 pounds of fresh produce purchased from local growers through our Skagit Food Share Alliance.

The **Home Trust of Skagit**, a "community land trust" model of creating permanently affordable housing, was established in March 2009.

In 2009, we renamed our Emergency Family Shelter the **William J. Shuler Family Development Center**, in honor of our recently retired executive director of 28 years. In 2009, the center sheltered 288 homeless parents and children.

Community Action's new program, **Skagit Housing Connections**, helped connect 468 individuals and families facing homelessness to local options for shelter, rental support and affordable housing. In all, our housing programs helped 1,530 individuals, parents and children obtain safe and affordable housing.

We completed and adopted our first **long-term Strategic Plan**. This plan charts the way to achieving six broad planning goals: (1) Delivering excellent and comprehensive customer service, (2) Improving Board opportunities for education and engagement, (3) Improving agency messaging and marketing, (4) Ensuring agency's financial stability, (5) Building high quality staff and a reputation for excellence, (6) Facilitating community conversations and advocating effectively.

In 2009, we modified our mission statement to include the word "**advocacy**".

We completed our 2009 **Skagit County Low-Income Needs Assessment**, an in-depth study conducted every four years that serves as a significant tool for understanding poverty at the local level and working toward ending it.



A smattering of other impressive Community Action accomplishments in 2009 include:

- Our **Volunteer Lawyer Program** provided 913 individuals with pro-bono attorney advice.
- Our **Critical Needs** services provided 4,565 people with transportation assistance, 3,160 with emergency food, 310 with clothing, 636 with emergency medical care (dental care, prescriptions, etc.).
- Our **Mobile Food Van** delivered 3,404 twenty-five-pound boxes of food to homebound individuals.
- Our **WIC program** helped 7,613 women, infants and children improve their health and physical development with proper nutrition, while pumping more than \$1 million into our local economy.
- Our **Literacy and Maternity Support Services** programs helped 357 parents learn and exhibit improved parenting skills; 1,073 youth increase their academic or social skills; and 304 children develop school readiness.
- Our **Long-Term Care Ombudsmen** program helped ensure that 4,083 senior citizens living in assisted living centers receive adequate care and proper treatment.
- Our **Volunteer Chore** program helped 183 seniors remain independent in their own homes.
- Our **Community Jobs and Literacy programs** helped 45 people gain full-time employment.

"...felt like I was always falling into a hole and can't get out with bills, rent, food, and no job opportunities... now I feel very good about myself - pay bills on time... always have food. I got a job and stayed there for a while and now I'm assistant manager.

"I only have three more months on the program and am very happy that I can do it on my own"

- Transitional Housing client



OUR DONORS

- \$10,000+**
 Cascade Natural Gas
 General Mills Foundation
 Legal Foundation
 Puget Sound Energy
 Tesoro Refining and Marketing Company
 United Way of Skagit County
 Verizon
 Washington Families Fund
- \$5,000+**
 Community Voice Mail National Foundation
 Discuren Foundation
 Food Lifeline
 Northwest Agriculture Business Center
 Northwest CLT Coalition
 Perkins Cole LLP
 Skagit Community Foundation
- \$1,000+**
 Anacortes Noon Kiwanis Club
 Burlington-Edison Kiwanis Club
 Cascade Mall
 Dairy Valley Distributing
 Group Health Cooperative - Regional Office
 Keybank Foundation
 Donovan Ade Kleweno,
 James and Harlyn Meyer
 Paccar Technical Center
 Public Employees Golf Tournament
 Skagit Valley Food Co-op
 Skagit Valley Hospital
 Tucker Family Foundation
- \$500+**
 Baker Korean Community Church
 Women's Group
 Ronald Feld and Lorna Klemanski
 Virginia Justice and David McConnell
 Kiwanis Club Of Anacortes
 Kathleen Kuba
 Leonard, Boudinot & Skodje, Inc.
 Roy and Darlene Martin
 Ann Monteforte
 Northwest Workforce Development Council
- Hal Pullin
 Skagit County Bar Association
 The Mark Spahr Household
- \$500-\$250**
 Kurtis and Karen Ackermann
 Anderson Electric Inc
 Laura Cailloux
 James and Wenda Cross
 Ken and Flo Dahlstedt
 EDASC
 Sherry Hendrix
 Justice, Virginia and David McConnell
 Kiwanis Club Of Mount Vernon
 Life Care Center Of Mount Vernon
 Madison Elementary School
 Roy and Darlene Martin
 Ruth Merdian
 Warren Olson
 Karen Parnell
 Audra Ramerman
 United Way Of King County
 Ron and Jan Wesen
 Ben and Sloane Winkes
- Under \$250**
 Annie's Pizza Station
 Apple NW, LLC
 Kristian A. Atkins
 David and Sue Badger
 Terry Belcoe
 Amy Berryman
 William and Donna Bond
 Karen Boulton and Jonathan Briggs
 Steven and Kathy Boynton
 Shelly Brann
 Vern and Janet Brown
 Carl and Carmen Bruner
 Vickie Childers
 Sarah Christensen
 Lonnie Dalrymple
 James and Sharon Dillon
 Colleen Dooley
 Irene Downs
 Neva Drake
- Dunton's Body Shop Inc
 Susan Edwards and Chris Neblett
 First United Methodist Church
 James and Carla Fitch
 James and Frances Ford
 Colleen and Katherine Francis
 Kerry and Angela Freeberg
 Friends of the Burlington Library
 John and Karen Frost
 Carol A. Gagnon
 Jonathan Gamson
 Sally Goodson
 Dan Gould
 Bruce and Connie Grandy
 Maria Guillen
 John and Gerri Gunn
 Sue E. Heflin
 Jason and Jill Hilde
 Home Attendant Care, Inc.
 Jack and Grace Hubbard
 Nancy Ivarinen
 Christine Johnson
 Richard and Katie Johnson
 Cecile Kight
 Jennifer Kingsley
 Jeanne M Kruse
 R N Larsen and May Hughes
 Lovers
 Tim Manns and Brenda Cunningham
 Steven Mansfield
 Phillip and Anne McCracken
 Ted Meamber
 Karen Meyer
 Susan Miller
 Nick and Joanne Moore
 Nell Thorn Restaurant and Pub
 North West Plus Credit Union
 Michael and Laurie Olds
 Jon Ostlund
 Alida Palmer
 Claudia Palomera
 Albert and Judith Peraino
 Sandra Place
 Jim and Eileen Porch
 Marion and Josephene Price
- Jason and Chier Renfro
 Michael E. Rickert
 Laura Riquelme
 Jerry Sells and Linda Larson
 Skagit State Bank
 Pat Sneeringer
 Soroptimist International of Burlington
 John Stephens
 The Renegade Band
 Keith & Beth Tyne
 Elizabeth and Patricia VonMoos
 Washington State Employees
 Employee Fund
 WIOSC
 Virginia Wolff and Raymond Minnerly
 Holly Zurn

“ I support Skagit County Community Action for two simple reasons: Good People and a Good Cause. Community Action provides needed, basic support services to families here in the Skagit Valley. In addition, the Community Action staff and volunteers are some of the best people I've ever worked with! Volunteering with Community Action enriches and helps complete the life I want to live. ”

PLEASE NOTE: All efforts are made to accurately compile our list of supporters who made a financial contribution in 2009. If you feel an error has been made, please contact our administrative office.

ASSETS

Current Assets

Cash and Cash Equivalents	\$	862,764
Accounts Receivable		153,543
Prepaid Expenses		17,126

Total Current Assets **1,033,433**

Property and Equipment, Net		3,219,037
TOTAL ASSETS		\$4,252,470

LIABILITIES

Current Liabilities

Accounts Payable	\$	60,021
Indirect Cost Pool		(692)
Grants Receivable		(504,676)
Accrued Vacation Pay		105,311
Accrued Taxes		9,521
Employee Deductions		616
Unearned Revenues		39,002
Channel Cove		(1,809)

Total Current Liabilities **(292,706)**

Long-term Liabilities

Mortgages Payable		1,498,455
Less: Current Portion		(19,460)

Total Long-term Liabilities **1,478,995**

Total Liabilities **1,186,289**

Net Assets

Unrestricted		3,066,181
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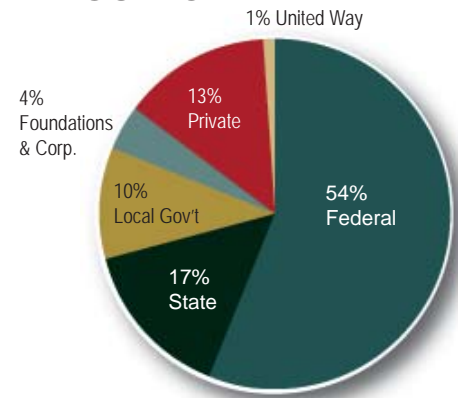
Total Net Assets **3,066,181**

TOTAL LIABILITIES AND NET ASSETS		\$4,252,470
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2009 Financials

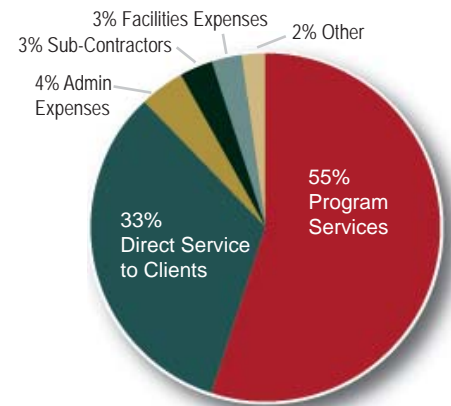
Ending 12/31/09

Income:



Federal	\$3,748,180
State	\$1,154,425
Local Government	\$676,852
Foundations and Corp.	\$298,869
Private	\$929,057
United Way	\$97,500
Total	\$6,904,883

Expenses:



Program Services	\$3,560,264
Direct Service to Clients	\$2,174,030
Administrative	\$284,990
Sub-Contractors	\$197,256
Facilities Expenses	\$196,155
Other	\$111,101
2009 Total	\$6,523,796

To reserves \$381,087

> In 2009, Community Action touched the lives of over 36,000 people - a 30% increase from 2007.



“Getting on this program helped me so much. It helped me deal with the urgent necessities so I could go on to the next phase” - former client



2009 BOARD OF DIRECTORS

Jim Meyer, *President*

Terry Belcoe, *Vice President*

John Cheney, *Secretary*

John Stephens, *Treasurer*

Commissioner Ken Dahlstedt

Commissioner Sharon Dillon

Commissioner Ron Wesen

Mayor Dean Maxwell

Mayor Bud Norris

Dr. Carl Bruner

Tim Holloran

Amy Berryman

Lonnie Dalrymple

Dan Gould

Nancy Ivarinen

Jennifer Kingsley

Ted Meamber

Claudia Palomera

Pat Sneeringer



Bill McIlraith (1920-2009) dedicated nearly 20 years of volunteer service to Community Action serving primarily low-income, seniors, and the disabled with our Volunteer Chore Program.

> In 2009, we partnered with 554 organizations and agencies to help people and change lives.

Operating Reserves in Hand

2009 End of Year Balance			\$1,296,727
January	18,905	July	82,333
February	(3,275)	August	88,749
March	2,379	September	(151,962)
April	79,186	October	56,628
May	103,676	November	(31,224)
June	52,230	December	(4,989)

Goal = 5% of budget in reserves



2009 ANNUAL REPORT

Community Promise

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.



"I felt very supported by (staff, they) helped me through a very difficult time" - former client

Together we are fulfilling the Community Promise

