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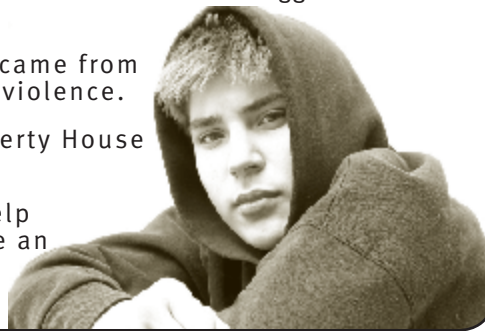
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EASTERN WASHINGTON & NORTHERN IDAHO

Annual Service Report: Helping Those Who Need Our Help the Most

Volunteers of America continues to reach out to thousands of our area's most vulnerable people—street kids, homeless women, teen moms and babies, families in crisis. From the newborn baby to the 73-year-old shelter guest, our services are designed to meet the overwhelming needs of people who are often forgotten in our community.

- 74% of the women at Hope House women's shelter struggle with mental illness.
- 70% of the kids at Crosswalk came from homes with family conflict and violence.
- 83% of the young men at Flaherty House report problems in school.
- 32% of the youth that seek help through Project Safe Place have an incarcerated parent.



Through more than a dozen human-service programs in Eastern Washington and Northern Idaho, our work continues to help individuals rebuild their whole lives by touching the mind, body, heart—and spirit—of those we serve, empowering them to reach their full potential.

In this special issue, we are proud to report our accomplishments from the last fiscal year (July 1, 2006, through June 30, 2007). Just in the past year, we have expanded our permanent supportive housing program from 6 to 36 units throughout Spokane for “graduates” of Crosswalk, Flaherty House and Hope House.

Another momentous change happened in Crosswalk's on-site school program as it successfully changed hands from Spokane Public Schools to Spokane Community Colleges; the resulting GED program will help students prepare for and access continuing education. In related news, our scholarship programs supported six formerly homeless young people in various colleges and universities across the country, including the University of Pennsylvania.

Increased funding for Passages allowed us to hire two new Parent Partners to mentor parents of children utilizing the public mental health system. A generous

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Hope House Celebrity Fashion Show—Oct. 19

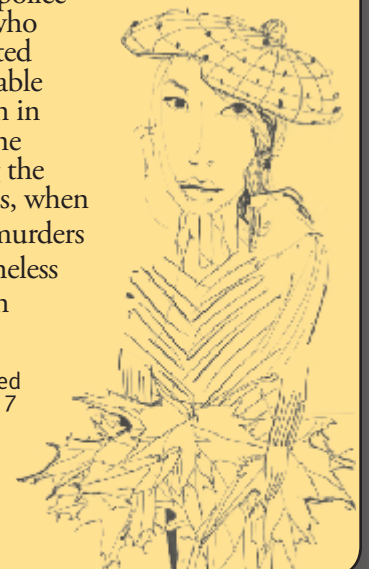
Mark your calendars for the 9th annual *Hope House Celebrity Fashion Show* on Friday, October 19, at the Doubletree Hotel, with a wine tasting and silent auction at 11:00 a.m. and lunch and fashions from 12:00 noon to 2:00 p.m.

Our uproarious fashion show will feature the latest in fall fashion provided by Chicco, David's Bridal, Jos. A. Bank and Mr. Tux.

As is traditional in our show, our cadre of local celebrity models features local law enforcement—including Chief Anne Kirkpatrick, County Sheriff Ozzie Knezovich and Spokane Valley Police

Chief Rick Van Leuven—in honor of the police force who protected vulnerable women in Spokane during the late 90s, when serial murders of homeless women

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Annual Service Report continued from page 1

gift from the national Volunteers of America Endowment Fund also enabled us to upgrade our technology and information systems throughout the agency.

This spring, we also launched Project Safe Place in the Spokane area as part of the first *Our Kids Our Business* campaign sponsored by the *Spokesman-Review*. The Circle of Security parenting intervention project was expanded to include young fathers in addition to young mothers. None of these miracles could have happened without the faithful support of our generous donors (listed on pages 4-6), volunteers and staff. We thank you for your hard work and invite you to see what else we have been up to in the program reports below and in President/CEO Marilee Roloff's quarterly report on the next page.



Alexandria's House

Twelve pregnant and parenting girls (aged 15-19) and their babies received transitional housing and supportive services. The infants receive prenatal and well-baby care and young mothers learn independent-living and parenting skills. *"It is an honor to be present at the birth of a baby. But it's a miracle every time I see a fragile new family get off to a great start."* Jill Staples—program manager

Aston-Bleck Apartments

This cozy five-unit complex provided safe and affordable housing for 13 young women ages 18-22, with or without children, while gathering new independent-living skills in a supportive environment. *"These young women have overcome really difficult circumstances. They are working hard, striving to complete their educations and find steady employment."* Kylie Engeland—program manager

Crosswalk

Crosswalk's emergency teen shelter, school and service center served 949 different youth aged 11 to 19. Support services like the Trent-Gillespie and Turnaround college scholarship programs, Breakthrough for Families family preservation services, weekly Teen Peace groups promoting healthy relationships, and Circle of Security parenting workshops are all available at no cost, to help kids get on their feet and stay there. *"These kids have been through so much, we work to give them every chance possible to rebuild their whole lives."* Laurel Kelly—youth services director

Emergency Assistance

This year, we provided rental, utility and/or prescription assistance to 677 families and single adults to help prevent homelessness. *"It's unbelievable how many calls we get every day asking for help. It's heartbreaking to imagine these families without heat in the winter."* Jim Green—Emergency Services staff

Flaherty House

Eighteen at-risk young men stayed at Flaherty House, building self-sufficiency and preparing to live on their own—breaking the cycle of crime, addiction and homelessness—in a safe, supportive, nurturing environment. *"More boys than ever before are going to college—a real cornerstone of the self-sufficiency we are trying to promote here."* Colleen Perron—program manager

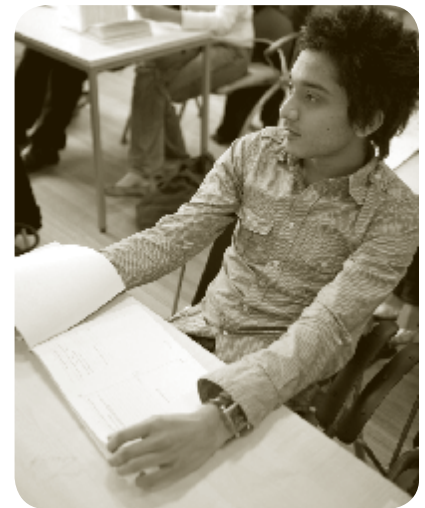
Hope House

Hope House provided shelter, housing and support for 410 homeless women 18 and older. In addition to its 34 shelter beds, Hope House continues to offer 25 on-site

permanent supportive housing units. *"We are seeing more women with serious mental health issues and fewer places for them to go. I'm so grateful when we have room for them here."* Rusty Barnett—program director

Independent Living

More than 170 foster children from Washington and Idaho gained life-skills training and found access to financial resources, preparing them to make it on their own when they "age out" of the foster care system. *"There is something special about all these young adults. They have all begun the transition into adulthood with energy and self-motivation. They have so many reasons to be proud."* Bob Kerl—program coordinator



Passages

Forty caregivers of severely mentally ill children received in-home counseling, parenting classes and support groups, advocacy and other family-centered supportive services. *"Coping with emotionally disabled children on your own can be very exhausting. New skills and*

Continued on page 7

Marilee's Notepad: Summer Projects Revitalizing Spaces, Renewing Spirits



Colin Keller was just one of many volunteers from Clinkerdagger Restaurant who helped clean, paint, sand, tile and more to complete an "Extreme Makeover" at Crosswalk teen shelter this summer.

The summer months were a time of remodeling, renewing and regrouping at Volunteers of America. Remodeling projects included an Extreme Makeover at Crosswalk spearheaded by Debi Moon of Clinkerdagger with help from Columbia Paint, Northwest Trends Flooring and Building Specialty Supplies. New carpeting upstairs was made possible by the Downtown Neighborhood Steering Committee, exterior paint at Aston-Bleck Apartments provided by the Thrivent Group and new furniture at Hope House courtesy of Northern Quest Casino. Passages also completed a much-needed new kitchen through a Regional Support Network grant. We also installed a new computer network, server and equipment, thanks to a gift from the National Volunteers of America Endowment Fund. Our staff demonstrated great patience—it is amazing how we can hardly get through the day without email!

Renewing and regrouping took several forms: our staff took a few deep breaths with some vacation time, planning and training. We played together at our Volunteers of America Fun Day, Unity in the Community, Kids Day in the Park and all the barbecues, swim dates, picnics and other recreational activities that cropped up through our various programs. It is always good to see our clients play—a rarity for people who are trying to hold their lives together.

I have been working on the Mayor's Affordable Housing Task Force, a challenging effort to find or create low-income housing for those being displaced by downtown development. It has been a real learning experience for me—trying to strike a balance between community safety, justice and economic development.

While putting together our annual service report, I was once again reminded of my good fortune—a home, family, job and safety network. Nearly 46% of the women at the Hope House shelter reported having no income whatsoever, while 74% reported serious mental health issues. I admire their ability to survive and thrive. I hope you too had a few relaxing moments and maybe time to reflect on the goodness in your own lives.

Marilee K. Loeff

President/CEO, Volunteers of America
Eastern Washington & Northern Idaho

Wanted: Safe Places

Make your church or business a "Safe Place" where kids in danger can find safe adults and connect with our services by hanging a Safe Place sign and participating in a short training. To join the more than 100 sites already in Spokane and Kootenai Counties, contact Lauren Steed at 509.624.2378.

Christmas is Coming! Wish Lists Available Oct. 1

Each year, generous donors, families, church groups, service clubs and businesses donate gifts for needy children, teens and women.

The holidays are closer than you think! Wish lists of items requested by individuals accessing our various programs and shelters will be available on October 1.

You can also give the gift of charity to friends and family—consider making a donation in a loved one's name or give a gift basket featuring our Brewing Hope coffee blend made by Craven's Coffee, which benefits our shelters. You can also designate us in your United Way contribution for an easy way to catch the spirit of the season.

To receive a holiday wish list, purchase coffee gift baskets or learn about additional holiday giving opportunities, contact Edie Rice-Sauer at 509.624.2378 or erice-sauer@voaspokane.org.



Our Donors

Partners, Corporations, Foundations & Individuals

It's easy to ignore signs of need—the stranger on a street corner, the youth aging out of foster care into an uncertain world, the displaced low-income family struggling to pay their bills. But, you are different. You see a need and take action—through a financial contribution or a gift of your time and talents.

Since 1896, thousands of people have been lifted from despair by the efforts of people like you—the volunteers and supporters of Volunteers of America of Eastern Washington & Northern Idaho. Because of you, we can respond to the signs and provide quality services to those in need. There are a number of ways that you can support our work across the Inland Northwest through current and deferred or future gifts:

- OUTRIGHT GIFTS
- MATCHING GIFTS
- SECURITIES AND STOCKS
- REAL ESTATE
- NAMED ENDOWMENT FUNDS
- EVENT SPONSORSHIP
- BEQUEST IN A WILL
- MEMORIALS AND TRIBUTES
- CHARITABLE GIFT ANNUITIES
- BENEFICIARY DESIGNATION OF RETIREMENT ACCOUNTS AND INSURANCE POLICIES
- CHARITABLE REMAINDER OR LEAD TRUST
- IN-KIND GOODS AND SERVICES
- VOLUNTEER SERVICES

We are grateful to each and every one of our donors and are honored to introduce you to those friends and supporters who have elected to make financial contributions to support our initiatives between July 1, 2006, through June 30, 2007.

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Jill Beth
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Bethany Presbyterian Church – Women's Association



Rockclimbing was one of many activities Project Safe Place provided for at-risk kids from Kootenai County.



Generous donors brought piles of Christmas gifts for needy kids, teens and women. Volunteers sorted and wrapped the holiday gifts.

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This summer, Gretchen's Salon in Spokane hosted its first Mohawkathon, creating both temporary "faux-hawks" and permanent mohawks to benefit Crosswalk.

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Three girls celebrate after a graduation ceremony in which Crosswalk teens recieved high school diplomas and GEDs.

Cindy Gideon
Sandra Gill
Beth Gillespie
Duane Gillespie
Janet Gillespie
Nancy Gillespie
Elizabeth Gillespie-Lester
Susan Gilmartin
Linda Gilmore
Glastonbury Society
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Susan Glover
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Gonzaga University - Center for Community Action & Service Learning
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Mark Homer
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Constance Hutchinson
Hutton Settlement
Glen & Donna Hyman
I. S. Emily C. Fetterman
Foundation
IBF Group
Idaho Community

Ada Honda
Yvonne Horican
Gerald Honn
Clareen Hooper
Mark & Terry Hoover
Susan Hoover
Mark Homer
Irene Horrigan
Jessica Horton
Craig & Sarah Howard
Don & Kristine Howell
Joann Hubbard
Randy & Mary Huggins
Stephen Hughett & Rosemary Smith
Duane & Joy Hulet
Elizabeth Hulteng
Ray Hunt
Brenda'le Hunter & Keith Yaden
Ellen Hurwitz
Constance Hutchinson
Hutton Settlement
Glen & Donna Hyman
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Foundation
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Idaho Community

Remembering Kay
One of our most loyal and loving volunteers passed awya this summer. Kay Heidenreich brought food, organized barbeques, furnished rooms, made quilts and donated gifts for 20 years. Thank you, Kay.

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Retired teachers from Alpha Delta Kappa sort donations from Scholastic Books to be distributed to low-income children at the Christmas Bureau.

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Ernest & Bobette Tucheck
Gail Tuntland
Thomas Turnbull
Robert & Darlene Turner
Irene Tummlire
Joyce Tyler
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Zion Lutheran Church

We want all our donors to know how grateful we are. If you have been inadvertently omitted from this list, please call Sarah at 509-624-2378 so we can correct the error.

Working Wonders is produced quarterly by Volunteers of America of Eastern Washington & Northern Idaho, serving people in need since 1896.

To make a donation or inquiry, please contact us at 509.624.2378 or write to admin@voaspokane.org or 525 W. Second Ave., Spokane, WA 99201.

Annual Service Report continued from page 2

resources allow them to not only survive, but to raise their special-needs child with dignity and joy.” Becky Bates—program director

Permanent Supportive Housing

Thirty-two formerly homeless, single men and women 18 and older accessed 16 affordable units including supportive case management. Eleven additional low-income units are in the works and our Applewood, Trent Terrace and Country Heights facilities, continue to provide housing for adults with chronic mental illness and Valley Place for adults dealing with HIV/AIDS. “These apartments are an outright miracle for the men and women who get them. For many, the alternatives are living in truly horrible conditions or facing chronic homelessness.” Dale Briese—program manager.

Safe Place Programs

Seventy-two youth received meals, life-skills training and/or shelter through our Coeur d’Alene drop-in shelter and more than 100 “Safe Place” sites at businesses and churches in Kootenai County. This spring also marked the launch of the Safe Place program in Spokane County (see page 3 for more information).

“It’s fantastic to see so many people in the community coming together to keep kids safe.” Lauren Steed—Spokane program coordinator

Scholastic Book Giveaway Program

We distributed more than 40,000 new children’s books to low-income and at-risk families at the Spokesman-Review’s Christmas Bureau and through agencies working with children who are or are

at risk of becoming homeless. “There’s nothing better than seeing a child get a book for Christmas.” Marilee Roloff—Volunteers of America President/CEO

Special Events

Our eighth annual *Hope House Celebrity Fashion Show* once again raised funds for homeless women. The ninth annual *I Remember Mama* luncheon honoring low-income seniors who would otherwise be alone on Mother’s Day hosted 140 elderly and disabled women. “Special events are another way to let people know about our important services.” Edie Rice-Sauer—development director

Thrift Store

The Volunteers of America Thrift store continues to support local Volunteers of America programs throughout the Inland Northwest. Our clients also receive clothing and household items free of charge. “Donating your gently used items to our Thrift Store is another way to help the homeless.” Marilee Roloff—Volunteers of America President/CEO

Words Travel

This six-week family-strengthening literacy program served parents incarcerated at Airway Heights Correctional Center in Spokane. “This is a way to keep incarcerated fathers in touch with their children and encourage literacy at the same time.” Debbie Reisenauer—volunteer

To learn more about any of these programs, find volunteer opportunities or donate securely online, visit www.voaspokane.org.

FALL WISH LIST

Clothing

- children’s clothing (12 month-5T)
- jackets (XL & XXL)
- pajama tops & bottoms (XL & XXL)
- robes (XL & XXL)
- slippers (all sizes)
- socks (all sizes)
- sweats (XL & XXL)
- sweatshirts & hoodies (XL & XXL)
- t-shirts (all sizes)

Toiletries

- aftershave
- deodorant
- fingernail clippers
- personal first-aid kits
- razors
- shampoo & conditioner
- shaving cream
- styling gel
- toiletry bags (hang-in-shower type)
- toothbrushes & toothpaste
- washcloths

Household Items

- alarm clocks
- blankets
- cooking/bakeware
- new vacuum
- picture frames
- pillowcases
- sheets sets (twin & queen)
- silverware sets
- towels (bath & kitchen)

Recreation & Activities

- bench press & free weights
- bikes and safety gear
- camping & fishing equipment
- climbing gym tickets
- disposable cameras
- life jackets (L-XL)
- movie tickets
- skateboards and safety gear
- speed bags and full bags
- sporting event tickets

Fashion Show continued from page 1



prompted the creation of Hope House (then the Downtown Women’s Shelter) along with local media, business and sports personalities.

The event also includes two raffles of exquisite custom pieces created by Jewelry Design Center and Pounder’s Jewelers just for this event. Brewing Hope coffee (created by Craven’s to benefit our shelters) and coffee gift baskets will also be available for purchase. As always, all proceeds from the event directly benefit the women of Hope House.

Tickets are \$38 each or \$300 for a table of eight. Seating is limited and this event will sell out! To reserve your table or tickets or to inquire about sponsorship opportunities, please contact Sarah Howard at 509.624.2378.



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