

15th Annual
HOPE HOUSE
CELEBRITY FASHION SHOW

Friday, November 1st
Doubletree Hotel

Wine Tasting: 11am-12pm
Luncheon & Fashion Show: 12-2pm

CELEBRITY MODELS

- Mark & Alyssa Agee
- Joyce M. Cameron
- Rebecca Cleto
- Elaine Couture
- Steve Duvoisin
- Officer Teresa Fuller
- Sheriff Knezovich
- Debi Moon
- Sandi Mullen
- Brian Myers
- Dr. Darin Neven
- Jeff Phillips
- Lisa & Mike Rossi
- Kristine Ruggles
- Officer Ryan Snider
- Dave Sposito
- Chief Rick Van Leuven
- Kristen West
- Officer Mike Yates



FALL FASHIONS

- David's Bridal
- Finders Keepers
- The Gift Shop @ Sacred Heart
- Jos. A. Bank
- The Makeup Studio
- Pounders Jewelry
- Tuxedo Gallery

Table of Eight: \$350
Individual: \$45

Reserve Your Seats Today!

www.voaspokane.org • 509.624.2378



2013 Annual Report: Opening doors to hope, stability & independence

Every dollar and volunteer hour you contribute to us helps someone find a home. Your efforts make you part of our family of difference makers—working tirelessly to give the most vulnerable and disenfranchised people in the Inland Northwest a place to belong.

Volunteers of America is the largest provider of low-income housing in the region; but I like to think that we don't just give people housing, we help them make homes. It's why we do what we do.

We serve many kinds of people: from troubled youth and battered women to adults with disabilities and homeless veterans.

While the story of each person we serve is unique, they all have one thing in common: they walk through our doors in crisis. It can be scary for the disenfranchised to take that first step, but we know that just behind that door is hope. Because when other doors stop being opened, we are here—our doors and arms are always open.

Through our door is a second (or third, or fourth) chance. Within our doors anyone, with any history, has the chance to find stability and independence. Those who walk through our doors may come to us hungry and cold. Because of your support, we are waiting with a hot meal and a warm bed. But, thanks to you, we don't stop there. For those who come to us abused and defeated, we offer shelter from the storms of life. We open our eyes to the forgotten, our ears to the silenced, and our hearts to those who are alone in the world. We see clearly the potential of the abused and addicted and never give up on helping them find a better life.

It's all thanks to your support—you are the key.

Your contributions unlock our capacity to take on the most difficult tasks, to step forward to help the Inland Northwest's most vulnerable and to ensure that no one ever need knock on a closed door.



President/CEO



ANNUAL REPORT: YOUR DOLLARS OPEN DOORS

Services for Kids

28 years ago, when the community asked for help with street kids, Volunteers of America opened the Crosswalk teen shelter. Thousands of homeless and high-risk youth have eaten, slept and been loved at Crosswalk over those years.

When our “older” kids had no place to call home, we created our three transitional housing programs: Alexandria’s House, Aston- Bleck Apartments and Flaherty House. When we learned that our state’s foster kids were aging out of the system unprepared for adulthood, we began our Independent Living programs for foster youth. Finally, our neighbors in Coeur d’Alene saw a need for a drop-in center and emergency host home program in Kootenai County.

Alexandria’s House for pregnant or parenting teens & their babies

At Alexandria’s House young mothers and their babies receive medical care and parenting training before and after they deliver. We served 12 pregnant young women and 14 babies this year. The program is getting ready to move into a larger facility thanks to generous gifts from Avista, Empire Health Foundation, Home Depot, Major League Baseball Players Trust and MOR Furniture.

“Our program provides the kind of love and structure you’d expect from a good parent,” says manager Jill Staples. “We make sure they go to school, expect them to do chores, teach them to cook and budget, show them how to resolve conflicts, help them up when they stumble and celebrate with them when they succeed. These

girls come to us not just pregnant, but homeless. I’m so glad we do more than just put a roof over their heads—we model the kind of home they can one day provide for their own children.”

Aston-Bleck Apartments for young women, parenting

Tenants of the Aston-Bleck transitional apartments work with case managers to strengthen their young families and develop skills to live successfully on their own. The apartments served 11 young women and 12 children this year. Budget cuts recently forced the program to move from a community apartment complex to a model in which residents live in apartments scattered throughout Spokane.

“It has been a challenging change. But we’ve really learned that you don’t have to

have a centralized facility to create a sense of community,” says program supervisor Bridget Cannon. “The residents have more independence but they still come together for groups, parenting classes and other activities. It is fostering an even closer relationship between the moms.”

Crosswalk shelter, school & multi-service center for homeless teens

Crosswalk lost two crucial grants totaling more than \$100,000. But the community—led by generous downtown businesses and churches—came to the rescue to keep our doors open. To strengthen our income sources we have applied to a variety of new grants. Award decisions will be made in October. In the meantime, thanks to your support, our teen shelter and its support services helped nearly 900 youth in the past year. Volunteers served more than 8,000 meals. The on-site school program educated 203 youth, 16 of whom completed a GED. All 16 have applied to college.

“Helping a runaway or abused youth feel at home is a long process,” says director Bridget Cannon. “You have to build trust and foster self-esteem before kids will talk openly about what they want their future to be. You have to set goals before you build a plan of how to get there. It can be rocky, with many ups and downs before they get to those tangible things like their own apartment or their first job. Crosswalk is a home, first and foremost, because we realize that a sense of belonging is often a prerequisite for real change.”

Crosswalk North Idaho services and shelter for at-risk youth

Crosswalk North Idaho provided services and resources to 123 youth through our drop-in center this year and provided 87 nights of emergency shelter in our host home program. But the big news at Crosswalk North Idaho was the development of our new Work Ready employment readiness program for youth ages 16-21.

Of the 31 youth participating, nearly half found jobs before completing the program. Two are placed at internships with local business partners. The rest are still receiving the specialized training that will help them get jobs in top North Idaho industries.

“The majority of the kids in the program are under 18. Which means they are way ahead of the game,” explains director Brandi Smitherman. “The skills and experience they get in the program means they can start adult-



hood completely ready to get a job, save money and become independent. That's empowering in a way that can completely change the trajectory of a life."

Flaherty House for young men transitioning out of homelessness

Flaherty House gives at-risk young men ages 18-21 a place to finish growing up. This year, the Flaherty House transitional living program housed 17 young men who learned how to get and hold a job, cook, garden and get along with house mates. This year, long-time and program manager Colleen Perron retired. She was like a mother to the boys and will be missed. But we are happy to report that new program manager, Maria Tart, has added great energy and a fresh perspective to the house.

"Recently, a young man who had been a resident came back to visit," recalls Tart. "While at Flaherty House he had worked on recovery from meth and other drugs. He told me about a recent visit with his mom. She had unexpectedly given him a set of keys. He asked her what they were for. She said they were the keys to her house, that she trusted him again and he was welcome any time. It's nice to know we don't just give them a home here. We also prepare them to rejoin their families and community, to build a home outside our walls."

Independent Living services for teens "aging out" of foster care

We served nearly 700 foster kids through our Independent Living programs—helping them get ready to "age out" of the foster care system by offering skills, resources and support from age 15 to 21. In addition to providing dozens of classes each year—from budgeting and communication skills to career planning and help applying for college and financial aid—Independent Living offers programs that support youth as they live in their first apartment, prepare for college and learn to advocate for themselves in the real world.

"Statewide, less than one third of foster youth graduate from high school and less than one percent graduate from college," says program manager Sara Mack. "That's why it's so amazing that 34 of our 38 seniors graduated or completed a GED this year—89%! Eighteen are headed to college and eight of those earned scholarships."



THIS IS WHY WE DO WHAT WE DO.™



Services for Veterans

After years of neglect it is inspiring to know that our veterans are finally getting the attention they deserve. Our two homes and our housing/employment collaboration are examples of what can happen when homeless veterans get into real homes.

About Face (a program for Veterans leaving incarceration and facing homelessness) helped 36 veterans to find jobs and 34 to find housing before the end of its funding closed the program in June. Goodwill provided occupational assessments, training and job placement while Volunteers of America's housing resource specialist helped individuals find permanent housing. This year, the program helped 36 veterans to find jobs and 34 to find housing. Starting in October, Volunteers of America will collaborate with Goodwill on another homeless veterans program—this time for singles and families.

"This program will help people get jobs and homes," explains director Jon Carollo. "But more than that, we will be giving veterans a chance to address the issues that led to their homelessness in the first place—which means they'll be able to keep the job and stay in that home."

Our two houses for formerly homeless veterans—Rest & Recoup House and the Eagles' Rest—served 41 veterans in the past fiscal year. Sixteen of these vets "graduated"

into apartments of their own. Eleven moved into our 15 community-based housing units (see back page) reserved for veterans.

"We have noticed that the veterans we are serving seem to be younger overall and have more acute disabilities," says director Jon Carollo. "We are seeing quite a lot of vets that served in Afghanistan and Iraq and are returning home with pretty severe PTSD."

"A highlight this year is that we were awarded \$30,000 by the Home Depot Foundation to rehab both houses," says Beth Kerr, who oversees both vets' houses. "They sent dozens of people to do the work. At first, the vets were concerned about changing the house, but after the work was done they all stood in the front yard talking about how cool it was to have the nicest house on the block. It meant a lot to them that Hope Depot cared about them enough to do something like this. They felt truly respected—a big change from the invisibility they felt when they were homeless."

MAKING HOLIDAY PLANS?

Learn how you can make the season brighter with our holiday wish list at www.voaspokane.org or call Kay at 509.624.2378.



Services for Adults

Our shelters, permanent housing and emergency support services serve a challenging population of disabled and chronically-homeless men and women—most of whom deal with serious mental health and/or physical disabilities. Our shelter guests, apartment residents and emergency services recipients benefit from the dozens of collaborations we've built with other providers of mental health, medical, employment, educational and housing services.

Community-Based Housing for disabled, chronically homeless adults

This year our Community-Based Housing program added 8 new units. Five of those apartments are reserved for chronically homeless and disabled veterans—bringing the number of veteran preference units to 15. Combined with our 87 existing units in the community and the 25 apartments at Hope House, we are Spokane's largest provider of permanent housing with support services like case management to assist men and women as they transition from the streets to stability.

"Our Community-Based Housing program is constantly looking for ways to improve how we assist individuals coming off the streets and move into stable housing," says director Jon Carollo. *"To accomplish that, we are developing the leasing side of our program to compliment and support the case management and care we provide. We also established a weekly food bank in partnership with Hope House (see far right column). Not only are we able to provide fresh produce and staples to our clients, as a side benefit, it has given us another way to strengthen relationships of trust with our clients."*

Emergency Services rent & energy assistance to prevent homelessness among low-income families

We distributed more than \$54,000 in emergency assistance this year—helping more than 700 people in 326 households. It's more than just help to pay the rent, keep

the heat on, fill the gas tank, pick up a prescription, or get a bus pass. For many, these simple favors actually prevent homelessness.

"Not missing a dose of an important prescription can keep someone out of the hospital or off the street," explains Tracey Hirt, who administers the program. *"They seem like little things but they can have a really big impact for both the community and the person receiving the assistance."*

Homeless Housing & Health ensuring individuals released from the hospital have a place to go home

For homeless men and women, being discharged from the hospital or other local health care institutions can mean returning to the streets in a weakened and vulnerable state. That's why our H3 program—a collaboration with Spokane County Medical Society and the City of Spokane—helps ensure that patients released from care have a place to go home along with ongoing support that reduces the chances of them ending up right back in the hospital.

"This is a multidisciplinary response," explains program director Jon Carollo. *"And it begins right when they are admitted in the ER. The moment the medical professionals start working to stabilize the patient's health, we begin working to find suitable housing and other resources to keep them stable when they leave the hospital."*

Hope House emergency shelter & long-term housing for single women

The Hope House shelter served 269 different women and offered 11,554 bed nights this year, with the shelter at capacity most nights. Women continued to report mental health, substance abuse, disability, domestic violence and sexual assault among causes of their homelessness. This year we had to turn away 253 women—up from just 87 last year—because we were full. But we were able to help 49 shelter guests find housing either in the community or in one of our 25 on-site apartments (that's up 63% from last year).

"We were able to add a part-time nurse case manager to the staff this year," says director Rusty Barnett. *"She visits the shelter twice a week and the apartment residents once a week. She has helped a total of 96 women with everything from minor questions to serious medical situations."*

We also began a Medical Respite program in collaboration with Providence Sacred Heart and Catholic Charities. We are glad to report that, since March, six women have had medical supervision and a safe, loving place to recover instead of being released to the streets after a hospital stay.

Donors & volunteers:



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