



Funds Distribution Report

Recipient Organization:
West Seattle Helpline

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Seattle, WA 98126

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Organization's General Goals:

The West Seattle Helpline stops homelessness before it starts. We provide financial assistance in the form of rent and utility payments, clothing, bus tickets, and referrals to help our neighbors in West Seattle and White Center regain stability after facing hardship. We strive to strengthen our community through "neighbors helping neighbors".

Date of Award:	Level:
2018 Q4	\$2,501 to \$5,000

For more information, please read the attached report from West Seattle Helpline.

8802 27th Ave NE
Tulalip, WA 98271

TulalipCares.org



FY19 Grant Report to the Tulalip Tribes Charitable Contributions

From all of us at West Seattle Helpline, thank you and the Tulalip Tribes Charitable Contributions for your generous support of our mission and work through a [REDACTED] grant (Q4 2018 14.2). It is through partners like you that we were able to serve over 6,200 people in the 2019 fiscal year. We are pleased to share this final report with Tulalip Tribes Charitable Contributions, detailing our activities in 2018-19.

Mission & History

For three decades, West Seattle Helpline has provided holistic homelessness prevention services for our West Seattle and White Center neighbors. A caring group of neighbors founded WSH in 1989 with the shared and strong belief that community members should help each other during challenging times. Our mission is to empower our neighbors to regain stability after facing an emergency or unexpected hardship. We strive to strengthen our community through “neighbors helping neighbors.”

2018-19 Goals & Outcomes

From July 1, 2018 through June 30, 2019, West Seattle Helpline served 6,240 neighbors through the Stop Homelessness in West Seattle (SHWS) services. Below are the goals we set for FY19, and the progress made towards each one during the course of the year.

1) Serve at least 5,200 neighbors through our programs.

In 2018-19, we continued to refine the way we set, track, and report on service goals through a data system called Apricot. According to our records, we surpassed this goal by serving 6,240 neighbors through our four key programs: our Emergency Rent and Utility Assistance (ERUA), transportation vouchers, Clothesline, and Helpline Hotline. This represents a 21% increase in people served from 2018 to 2019. This growth in impact and programming has been steady over the last few years, and we hope to maintain that growth in 2020 with the addition of a Volunteer Coordinator position later this year.

2) Provide emergency rent and utility assistance to 1,200 individuals, totaling \$142,000 in financial support. During 2019, the Emergency Rent and Utility Assistance (ERUA) program served 1,362 individuals, totaling \$157,972 in financial support. We are thrilled to share that this is a 27% increase from FY18. On average, each individual received \$281 in assistance. From our data, these individuals included nearly 600 children.



3) Provide 100% approval of eligible applicants through our system, specifically within our Emergency Rent and Utility Assistance program. In 2019, we successfully maintained a 100% approval rate of eligible

applicants. We did this through our process of vetting clients and ensuring mission alignment with our services.

4) Distribute 6,250 transportation assistance vouchers through our partnership with King County Metro. WSH successfully distributed 7,900 vouchers valued at a total of \$21,338 in 2018-19. This is a 28% increase in number of tickets from FY18. Bus tickets helped 416 clients and their children travel to and from work, school, appointments, and to essential service providers, such as local food banks.

5) Distribute clothing valued at \$150,000 to 1,600 Seattle residents in need through WSH's Clothesline. In 2019, WSH's Clothesline distributed clothing valued at \$131,737. This amount is lower than originally projected due to a re-value system change that occurred during the fiscal year. That said, we surpassed our goal and served 1,662 people, including 643 children. This represents a 14% increase from FY18.

2018-19 Impact Story

By providing these holistic services, we help thousands of individuals and families overcome unexpected hardship and maintain stability for themselves and their children. This would not be possible without our vital supporters like the Tulalip Tribes Charitable Contributions. To better illustrate your impact, we would like to share the following story of Thalia, one of our former clients:

When Thalia came to West Seattle Helpline for assistance, she arrived with three children, including her 3-month-old twins, and only had one suitcase. A domestic violence survivor, Thalia had no job and needed clothes for interviews and her quickly growing children. Thalia did some research online and found the Clothesline.



Once she arrived, WSH volunteers went above and beyond to find her a double stroller, high quality and essential items for her young children, and a professional outfit for her interview. “The volunteers [at the Clothesline] were awesome. They made me feel like a person, not a charity case.” With her new outfit, Thalia gained the confidence she needed for her interview and in result, successfully landed a full-time job as a Case Manager. We are pleased to report that from her experience with the WSH, she

continues to refer clients to the Clothesline and for financial assistance. Additionally, she began volunteering at the Clothesline, stating: “I was so appreciative that I wanted to find a way to give back.” She says that people, herself included, often forget how important clothes are - until they have none. “[Clothes] not only keep you warm, but also, help with many other things like self-esteem. They also affect how people treat you.”

Hearing heartwarming success stories like this inspires us to help more of our neighbors stay housed, clothed, healthy, and thrive. We are truly grateful for our community partners like you, who make this vision a reality.

FY19 Operations Update

Thanks to support from the Cedarmere Foundation, West Seattle Helpline was able to increase the salary range, and thus, expectations of the Development and Communications Manager position on our team. This greatly impacted our ability to increase and diversify funding streams and deepen our board's engagement in fundraising.

In August 2018, West Seattle Helpline proudly hired Cilia Jurdy as our Development and Communications Manager. In this role, Cilia contributed her experience in fundraising and communications alongside advocacy for underserved populations. She successfully continues to manage fundraising efforts, externally facing communications, and oversees all development and communications staff and volunteers. This work includes donor cultivation and stewardship efforts, increasing the number of community members who are aware of our emergency services, managing fundraising appeals and events, and maintaining relationships with community donors and supporters.

We are proud to report that with this added capacity and Cilia's support, West Seattle Helpline surpassed our fundraising goals for grants, individual giving, and the annual appeal. Additionally, Cilia's focus in these areas allowed Executive Director Erin Dury Moore to obtain our first government funding from the City of Seattle. Cilia also supported Erin in continuing capacity development work with the board of directors. In 2019, the board continued its growth in ambassadorship and fundraising practices through donor stewardship and cultivation, ambassadorship, and a monthly fundraising focus at each board meeting.

Most importantly, by exceeding our fundraising goals and increasing staff capacity, West Seattle Helpline was able to increase the number of people served through 2019. In comparison to last fiscal year, WSH reached 21% more people, provided 1,740 more bus tickets, and increased people served at the Clothesline by 14%.

FY19 Challenges & FY20 Plans

Since 2015, WSH has increased the number of people we serve annually; however, the need for our services continues to grow at an alarming rate due to Seattle's homeless crisis. According to the 2019 Count Us In report, King County's number of people experiencing sheltered homelessness increased by 5% from 2018. Among this population, the number of individuals residing in emergency shelter increased by 13% between 2018 and 2019



To respond to this growing need, WSH must find innovative and effective ways to increase our capacity. One way to do this is to invest in our staff and volunteers by adding a Volunteer Coordinator to our three-person staff. In fall of 2020, we plan to add a Volunteer Coordinator to help recruit, train, and organize volunteers. With this, WSH will expand the capacity of our staff, grow our team of volunteers, and most importantly, increase the number of people we serve. This growth in capacity and impact is not possible without community supporters like the Tulalip Tribes Charitable Contributions.



Conclusion

With Tulalip Tribes Charitable Contributions' tremendous support, West Seattle Helpline increased the number of neighbors we served in 2018-19, preventing thousands of people and their families from becoming homeless. As we begin the 2019-20, we continue to explore innovative ways to deepen our impact and provide the necessary services that prevent homelessness in our shared community. We hope you will continue this partnership with us in the future as we utilize the great power of neighbors helping neighbors. If you have any questions or wish to visit us in West Seattle, feel free to contact me at director@wshelpline.org or 206-801-3924.

Sincerely,

Erin Dury Moore
Executive Director