

“Having a positive vision of the future is perhaps the most forceful motivator for change you and I possess.” – Viktor Frankl



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100+ Years of Service



WESTERN WASHINGTON



Guidebook author and travel TV host **Rick Steves**.

A community needs a piazza like a pizza needs a crust

In my travels, I'm inspired by "the piazza." Ever since ancient Roman times, the piazza is where the magic of community happens—where people come together. If you love Italy, as I do, I bet one reason—that you may not even have appreciated—is the social hub provided by the piazza. Each town has a piazza and without the piazza, its "town-ness" would be lost. With all the greatness of our modern American society, the piazza is something we are weak on. The multi-generational Community Center—envisioned in South Snohomish County/Lynnwood right now by Volunteers of America Western Washington (VOAWW) and its partners—is a perfect example of bringing piazza to our world and stoking our "town-ness."

OK...you've got your piazza, now it's time for pizza. Pizza is so easy to love. And the crust, which holds all those tasty ingredients together is the unsung hero. No crust...lousy meal. When it comes to a community addressing the needs of its people, there's plenty of love. Like tasty ingredients need a good crust, love brings the most joy with collaboration. Without both organizations (service groups, churches, local businesses) and individuals (like you and me) working together to address local needs, a community's well-intentioned love is in disarray and the community needs are not met.

Alright, enough of my Italian metaphors. Let me explain why I'm so enthusiastic about collaborating with VOAWW, The Boys & Girls Clubs of Snohomish County, and my church (Trinity Lutheran, in Lynnwood). In my travels, I'm inspired by how societies care for their seniors. I find the measure of the caliber of a society is how they care for their seniors. Are they given dignity, is their wisdom honored, are their social needs addressed? Are seniors incorporated into the action, or siloed away, out of sight and out of mind? Do they have a place to gather and spread their collective wings? A good senior center addresses those needs, and together we're building exactly that in Lynnwood.

There's a lot of love in our community. And for it to get traction, we're building a multi-generational community center. With this center, we'll have a place to come together and help out—to collectively

"...we're building a center where people can come together and help make the fabric of our community stronger."

embrace life and to make the fabric of our community stronger. VOAWW understands how such a center will fill a need. VOAWW understands the wisdom of prevention: providing services and support for youth, seniors, and families is smartest before a challenge becomes a crisis. VOAWW understands the importance of diagnosing the needs of a community—which are all unique, recognizing existing service organizations, and designing its program to compliment rather than overlap. And VOAWW understands how designing a physical place for people to come together (which is rare) enables caring people (which are plentiful) to make their community healthy.

I support VOAWW's vision financially because their experience and savvy leverages my donation. I see VOAWW (along with our other community partners) not as a charity but as a service to help me get the most community bang for my compassionate buck. If you need help turning your love into some good pizza, join us. Before we know it, I'll see you at the piazza. ~ Rick Steves



Troy McClelland, former CEO/President of Economic Alliance Snohomish County, Boys & Girls Clubs of Snohomish County Board Member.

Building healthier communities and healthier economies

As a business leader and community member of the Puget Sound/Snohomish County region, I have consistently been involved with the economic improvement of our region. However, I know that in order for there to be economic growth, there needs to be growth in many other areas as well. A healthier overall community leads to a healthier economy and one cannot be successful without the other. This means that in addition to the creation of jobs we also need expanded educational opportunities starting at an early age; we need improved infrastructure; we need accessible services; and we need partners.

During my time as President/CEO of Economic Alliance Snohomish County, everything we did came down to one thing – to unify efforts to help Snohomish County be the best county possible. We knew that with the support of the community, our partners, and our investors, that anything was possible and within our reach. Our role in the community was to serve as a catalyst for economic vitality, which would result in a stronger community.

Volunteers of America Western Washington (VOAWW) exists to be a catalyst to build stronger, vibrant, and more connected communities. Through

"Volunteers of America exists to be a catalyst to build stronger, vibrant, and more connected communities."

existing partnerships and the development of new partnerships, VOAWW is working with the communities they serve, other non-profits, the business community, and the faith community to help create new neighborhood centers that will allow youth, families, and seniors to receive the services they need. These centers will play a vital role in reinvigorating the neighborhoods where VOAWW has a presence. Community members who are able to access the services provided at these centers will have a greater connection to their neighborhood, and a greater sense of pride in their neighborhood, which leads to a better, healthier, more vibrant community for all. ~ Troy McClelland



Volunteers of America Western Washington recognizes that...

- Many children in our community have limited access to resources that would provide them with a greater opportunity to be successful in life;
- A growing number of seniors in our community face an imminent crisis in long-term care and support for independent living;
- Families are being torn apart by the stress and financial burden of being primary caregivers for three generations of family members.



While we recognize there are many needs in each neighborhood, we also know and recognize there are many barriers families face when trying to meet those needs. One of those barriers is the absence of preventative services versus those that focus on intervention, which make it overwhelming for a family in need to get the help they so desperately deserve. Volunteers of America Western Washington also recognizes that each neighborhood has its own unique set of needs and each neighborhood wants to thrive, be successful, be vibrant, and be a safe place for their residents to work, play, and live. VOAWW wants to be ingrained in the neighborhood and be flexible and responsive to the ever-changing needs, desires, and goals of each neighborhood.

Since 1915, Volunteers of America Western Washington has held to the belief that every child deserves the opportunity to succeed in school and life. Currently, VOAWW has five Early Childhood Education and Assistance Program preschools serving 214 children enrolled each day. For more information on Child and Youth Services go to www.voaww.org.

48%

of seniors are economically vulnerable.

38%

of students in Snohomish County are eligible for free/reduced lunch.

1 in 7

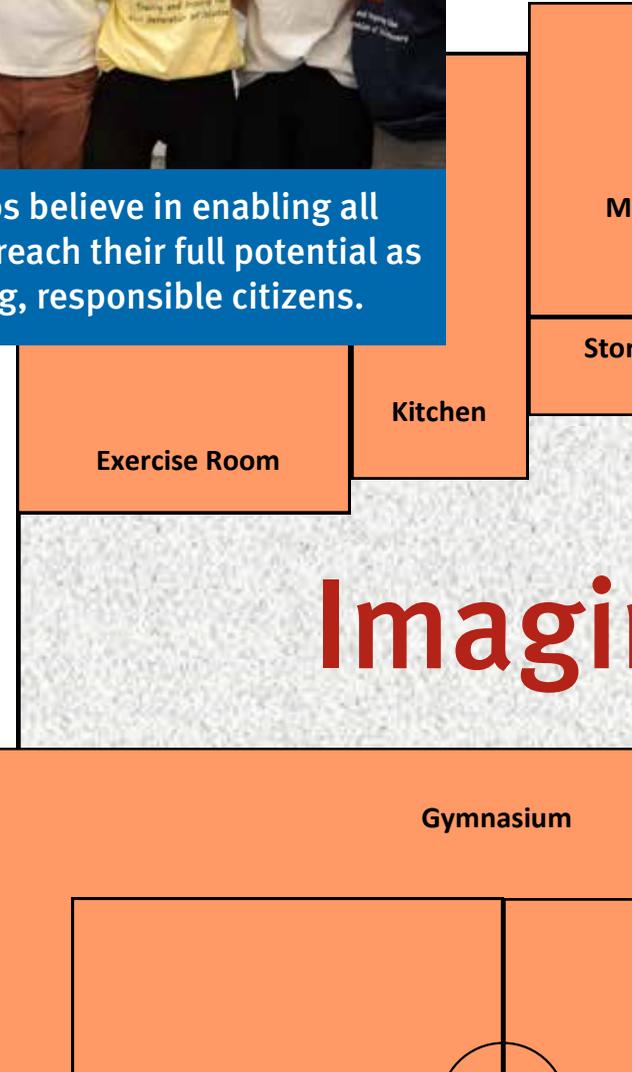
families will use a food bank.

Be a part of the movement!

- **Donate your time and talents** – Volunteers play an integral part in the work we do. If you are interested in volunteering in any of our programs please visit our website at www.voaww.org/volunteer.
- **Donate your goods** – Every year we collect thousands of pounds of food from the community to distribute through our six food banks. To donate to one of our food banks go online at www.voaww.org/foodbank to find the closest one to you.
- **Donate your money** – Your unrestricted gift will directly benefit people in need in your community. Donate online at www.voaww.org/GIVE or mail your donation to Volunteers of America Western Washington, PO Box 839, Everett, WA 98206.
- **Donate your car** – Donations of cars, trucks, RVs, boats, trailers, and more can all be made at www.car4voa.org. Your donation helps support families and individuals in need all over Western Washington.
- **For more information on any of our programs/services, contact us at 425-259-3191 or www.voaww.org.**
- **Attend our annual Inspire Hope Luncheon** – contact Mark Johnson at 425-609-2214 or mjohnson@voaww.org for more information.



Boys & Girls Clubs believe in enabling all young people to reach their full potential as productive, caring, responsible citizens.



“Be the change you wish to see in the world.”

– Ghandi



ECEAP is a state preschool program that prepares children for kindergarten. Components include learning, nutrition, health, parent involvement, and family support.

250

families prevented from becoming homeless each year.

7,800

responses to mental health care crisis calls each month.



Seniors are vibrant, valued, and visible in a safe and engaging community space.

Multipurpose Rooms

Storage

Storage

Community Family Room

Private Meeting Room #1

Private Meeting Room #2

Tech and IT/ELEC

Resource Center and Admin



One a day in a center...

Families are engaged, connecting with resources and neighbors, to become vital contributors to the fabric of community.

Program to help... Program include early... involvement, support.

Resource Room

Atrium

Library

Art

Class #1

Class #2

Child Development Room



Personal Support Services give those with developmental disabilities the opportunity for community involvement and the richness that life affords to anyone who is motivated to search for it.

10,000

people served each month at VOAWW food banks.

Over 50%

of VOAWW food bank clients are seniors and children.

The heart of a community...Sultan



Every family needs a support system. For many families in Sultan, VOAWW fills that role.

The Sky Valley Family and Community Resource Center is a prime example of how Volunteers of America Western Washington uses its resources to bring together their services, other providers, and energy that already exists in a community to benefit local residents. Once referred to as Sultan's Human Services Department by the Mayor, this neighborhood center provides a wide range of needed services. These wrap-around capabilities include a state funded preschool, before and after school child care, safe youth activities, food bank services, mental health counseling, conflict resolution/mediation, low-cost meals for seniors, housing assistance, support for individuals with disabilities, volunteer opportunities, and information about other services.

Center Director, Calei Vaughn acknowledges that VOAWW can't do it all on its own. That's why - to increase the number of services it offers - partnerships with organizations like the Boys & Girls Club, which five years ago moved in with VOAWW after fire destroyed their facilities, are so important. Since that time, the Boys & Girls Club has built a brand new club (again on VOAWW property) and now houses VOAWW's Early Childhood Education and Assistance Program (ECEAP) preschool. "Funding and resources don't allow any agency to be all, fund all," Vaughn said. "To make a strong community we need strong partnerships."

The Sky Valley Family and Community Resource Center provides support in seven service areas VOAWW considers critical. These include:

1. **Behavioral Health:** Partnering with Sunrise Services, the Center offers scheduled mental health counseling and onsite treatment for individuals, while VOAWW's Care Crisis Line provides 24x7 counseling for individuals who need immediate help.

“VOAWW is the artery of the community.”

– Tricia Lynch, former VOAWW client and current Sultan Center volunteer

2. **Hunger Prevention:** The VOAWW Sultan Food Bank not only offers food for struggling households, but also provides summer lunches when school is out and healthy food for school children to take home for the weekends.
3. **Homeless Services:** VOAWW “Navigators” help homeless individuals seek housing, find services, and improve their situation.
4. **Child and Youth Services:** VOAWW operates ECEAP preschools in Sultan and Gold Bar to prepare families and their children for kindergarten. The Boys & Girls Club provides child care and a number of programs for East County youth of all ages. Additionally, VOAWW has offered an after school program for middle and high school youth for many years. VOAWW and the Boys and Girls Club are looking for ways to collaborate in delivering this important alternative for youth, called Safe Stop.
5. **Personal Support Services:** The onsite VOAWW Senior Center provides inexpensive, healthy lunches and activities to help seniors remain independent and active in their community. The community is also engaged to ensure inclusion for individuals with intellectual and physical disabilities.
6. **Volunteer Engagement:** Matched by individual interest and passion, numerous volunteers work on important projects and tasks.
7. **Dispute Resolution Services:** Trained mediators support families in transition through divorce mediation and parenting plans, assist with foreclosures and landlord/tenant disputes, provide referrals to Snohomish County Legal Services, and offer crisis intervention training.

“Volunteers of America Western Washington has been a very valuable partner in our community for over 50 years. One of my proudest moments is working with them to help develop the first Family Support Center in Snohomish County in 1992.” ~ Carolyn Eslick Mayor of Sultan and Founder of Sky Valley Community Resource Center.

When family's home burned, VOAWW was there

When a Gold Bar family's home burned on June 18, the family didn't even have to pick up the phone before Volunteers of America Western Washington (VOAWW) offered to help. “VOAWW staff found me on Facebook when I made a post before I contacted them,” Caitlin Wright-Villasenor said. “They just called me up and said, ‘We have a bunch of stuff for you. Can we drop it off?’”

It was shortly after the fire, which started when Caitlin was cooking and turned away to check on three of her four kids playing outside. Her son, then

age 3, was the first to notice oil on the stove had caught fire. Ultimately, the interior of the house burned. Luckily no one was injured.

The Red Cross initially stepped in to help and then referred the family to VOA. The family has since relocated to Sultan. In addition to receiving free clothing and food during the summer, the family continues to use some of the services offered by VOA's Sky Valley Family and Community Resource Center. For example, the family's 4-year-old son and 5-year-old daughter began preschool in

VOA's Early Childhood Education and Assistance Program (ECEAP) in September. Caitlin says she can see herself using additional services offered at the Center, which also provides behavioral health services, other youth programs, mediation, and plenty of opportunities for volunteers, in addition to other support.

“I love them. They're awesome, they're very effective, efficient and fast,” she said. “Center director Calei Vaughn has been in contact with me every day to ask what we need.”

Partnership is key

A key focus of each Neighborhood Center is to utilize what already exists, use the synergy of all working together, not duplicate services, and to not displace existing services. Each Neighborhood Center will be a centralized communication hub and referral base for all activities and services in the area. Relying on the existing service providers and members of the community, Volunteers of America Western Washington will partner with these groups to coordinate services, engage community members, and identify new areas of need as they emerge.



Partnership in action

The Boys & Girls Clubs of Snohomish County opened its first Club in the City of Everett in 1946. Since then the BGCSC has expanded to 21 Clubs and 15 school-based extension sites serving youth ages 5-18. Today, nearly 20,000 youth participate in Boys & Girls Clubs programs throughout Snohomish, Island, and Kitsap Counties, and on Tribal lands. This translates into nearly 4,000 youth walking through our doors every day.

The Boys & Girls Clubs provide youth with a safe, positive place before and after school by offering engaging programs, professional staff, caring mentors, and positive adult role models.

Simply put, the Boys & Girls Club becomes a second home for many of our youth - a place where they spend their time in productive pursuits that include completing homework, learning to make smart choices, and benefitting from numerous health and fitness opportunities.

Our mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, and responsible citizens. Guided by the Boys & Girls Clubs of America's nationally validated initiative

Formula for Impact, we accomplish this mission by offering programs to meet our three organizational outcomes: Academic Success, Good Character & Citizenship, and Healthy Lifestyles.

For almost 70 years, the BGCSC has established community partnerships as a means of providing enhanced services to our youth while increasing the success and growth of the organization. It has been our firm belief that our community is better served when local agencies work together to provide a blend of programs and activities that meet the specific needs of our high risk and underserved neighborhoods. By combining our strengths, we and our community partners can more effectively deliver crucial services to our youth and families.

For example, our collaboration with the City of Sultan and Volunteers of America Western Washington (VOAWW) has significantly enhanced the programs and services that we've been able to provide to the under-served residents of Sultan.

In 2010 a devastating fire on Christmas Eve destroyed the Sultan Boys & Girls Club, potentially leaving the community's youth without access to vital services. Recognizing the impact that this

would have on the community, Volunteers of America immediately presented a solution. Within days, the Sultan Boys & Girls Club was temporarily relocated in the neighboring VOAWW facility near the previous Boys & Girls Club site. After four years of providing joint services to the community, the strength of this partnership helped to secure the necessary funding to rebuild the Club on VOAWW property, which included crucial program space for their ECEAP Preschool.

Building on the success of this partnership, VOAWW and the BGCSC now look to provide enhanced community services to the under-served neighborhoods along Casino Road in Everett and in the community surrounding Trinity Lutheran Church in Lynnwood, where countless low income families struggle to provide even some of life's most basic needs. This expanded partnership between Volunteers of America, the Boys & Girls Clubs of Snohomish County and now the Trinity Lutheran Church will enable hundreds of youth, families and seniors to access vital services and life changing programs.

100

homeless families supported to permanent housing each year.

90

active parenting plan mediations provided each month.

127

students receiving free preschool education each month.

A spirit of service

At Trinity Lutheran Church:

- We care about children
- We care about people who don't have enough of the basic things in life
- We care about injustice
- We care about each other

It is because of this spirit of service and caring that we have partnered with Volunteers of America Western Washington to better serve our community. We all are dependent on our communities being safe, healthy, strong economically, and strong spiritually. When our communities have families struggling to have their basic needs met, then that takes away from their overall joy and quality of life. We realize that within the community we serve there is a deficit in certain areas and that the needs of our neighbors, youth and seniors especially, are not always being met. We also realize that it takes collaboration to meet these needs - no one organization can do it alone. This is why we are proud to partner with Volunteers of America Western Washington, Boys and Girls Club of Snohomish County, and other organizations to provide an integrated, holistic approach to meeting the needs of our community. We believe that through this collaboration we can, and will, contribute to the overall well-being of our neighborhood.

23 years ago our congregation made a decision to focus outward and serve the community we belong to rather than focus internally on just the needs of our congregation. It is important to us that the members of our community are all valued, but it is also important to us to honor our youth and our elders – real change will come from including these two key members of our society. Collaboration and partnership can be scary for many individuals and organizations, but we recognize that by not giving into that fear we are not losing our own identity or sacrificing our assets and resources – we are reinforcing our own mission and better serving the community outside the four walls of our church.

Building the future



Volunteers of America Western Washington is committed to providing a safe and vibrant gathering place. With no safe gathering place that serves the entire neighborhood, many residents often don't leave their homes and end up living in isolation. VOAWW will develop new, and expand existing, Neighborhood Centers to better serve the community. The purpose of these centers will be to create a place where youth, seniors, and families can find

the support and services that focus on their needs before they experience a personal crisis. By providing early intervention, the social, emotional, and financial costs associated with deep crisis can be prevented leading to a healthier and more vibrant neighborhood. The Neighborhood Center is intended to be a launch pad for new possibilities.

Programs and facilities can be flexible and responsive to emerging desires, goals, and long-term needs. Ensuring basic needs are met first will be a priority of each Neighborhood Center. Once basic needs are met, families and individuals are able to focus on longer-term planning and creating a more stable living environment while also becoming a more integral part of their neighborhood and its success.

To better serve the community, each Neighborhood Center will become a “one-stop shop” to meet the unique needs of each neighborhood.

Each Neighborhood Center will be strategically located where there is the greatest need, where there is potential for multiple agencies to partner together, and where there is easy transportation options for those needing to access the services located at the centers. Together, our positive vision of the future will help create the change we all want.

“When people need services, they need them right away. Coordination is key, and Volunteers of America Western Washington is providing a valuable resource that will go far in strengthening our families and our communities.”

– John Lovick,
Snohomish County Executive

100+ Years of Service



WESTERN WASHINGTON

- For more information on any of our programs/services, contact us at 425-259-3191 or www.voaww.org.
- Attend our annual Inspire Hope Luncheon – contact Mark Johnson at 425-609-2214 or mjohnson@voaww.org for more information.

Volunteers of America Western Washington serves people and communities in need and creates opportunities for people to experience the joy of serving others.