Even in a pandemic, the work never stops.

2020 has been a year for the record books. Alongside each of you, VOA learned new skills, sharpened other skills, found bright spots to bring us joy and experienced the heavy weight of grief throughout the year.

One shining star throughout this year was our new Hope House Women’s Shelter and Hope House West Apartments. A building with cascading natural light, vibrant local art around every corner, wraparound services, a community and the feeling of home. The new Hope House shelter welcomes 80 women every day, providing shelter as they weather this current life storm and overcome homelessness. In the apartments 60 men and women have begun to end their homelessness and rebuild their lives in their new apartment.

Responding to the needs of young people aged 18-24, we opened a shelter for these young adults that focuses on removing barriers to housing, education and employment. We have purchased a building near Spokane Community College and expect to complete renovations and move into this permanent location spring of 2022.

We lost funding that supported our GED teacher for the young people at Crosswalk and had to close our program for five months. With the dedicated commitment from the Crosswalk team, they wrote grants and were awarded funds to hire our teacher back. In 2020, 19 young people graduated or made progress on obtaining this life changing accomplishment. We are so proud of them!

We are so grateful for each of you in our community. You make it possible for VOA to provide safe shelter, front door keys and people to walk alongside people as they set out to rebuild their lives. You have been with us every step of the way by donating your time, talent and treasure. Each of these things provides hope and love to someone on their worst day. Thank you for saying, “I see you and you are loved.”

With Gratitude,

[Signature]
### Last Year at a Glance

**Compassion. Devotion. Innovation.**

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>214 Individuals</td>
<td>obtained permanent housing</td>
</tr>
<tr>
<td>33,477 Individuals</td>
<td>Served</td>
</tr>
<tr>
<td>1,671 hours volunteered</td>
<td>by 870 volunteers</td>
</tr>
<tr>
<td>398 Individuals</td>
<td>received shelter</td>
</tr>
<tr>
<td>217 Individuals</td>
<td>received case management</td>
</tr>
<tr>
<td>New official GED School Program</td>
<td></td>
</tr>
<tr>
<td>35 Individuals</td>
<td>received Respite Care</td>
</tr>
<tr>
<td>48 individuals</td>
<td>received 698 hours of counseling</td>
</tr>
<tr>
<td>1,126 Veterans</td>
<td>Served</td>
</tr>
<tr>
<td>19,200 pounds</td>
<td>of food for residents</td>
</tr>
<tr>
<td>10,636 Households</td>
<td>served</td>
</tr>
</tbody>
</table>

### Milestones

- Now Open!
- 13 Programs
- 145 Employees
Revenue

**Governmental Revenue**  $6,817,460

**Donations & Community Support**  $1,508,846

**Program Income**  $250,708

**Building Development Fees**  $630,000

**Capital Project Revenue**  $1,031,275

*PPP*  $15,636

**Total Revenue**  $10,253,925

*PPP revenue was a one time source not to be expected in future incomes.

10.2M  15.4%

TOTAL REVENUE  TOTAL REVENUE INCREASE

Board of Directors

- Fawn Schott, PRESIDENT/CEO
- Anna Scarlet, CHAIR
- Nathan Hinish, VICE CHAIR
- Daryce Wyborny, SECRETARY
- Holly Montgomery, FINANCE CHAIR
- Angela Marozzo
- Robert Forster
- Lori Hunt
- Dan Hayward
- Tammy Francis
- Will Hansen
- David Heath

© 2020 Volunteers of America - All Rights Reserved. We are designated tax-exempt under section 501(c)3 of the Internal Revenue Code. Your contributions are tax-deductible to the fullest extent of the law.