

















Your Community Action Agency. Since 1965.

2018 Annual Report

Opportunity Council is your local Community Action Agency.

Working together with our supporters and partner organizations, we take the lead in organizing whatever is needed to address local emerging needs and build stronger communities. We serve people in Island, San Juan and Whatcom counties, and have expanded some services into Skagit and Snohomish counties.

For over 50 years we have offered services that range from addressing immediate and crisis needs such as food and shelter to programs that promote long-term growth and stability through job skills training, financial literacy, early childhood education, and home weatherization.

For more information about this work, please visit our website www.oppco.org



OUR MISSION

Opportunity Council helps people improve their lives through education, support, and direct assistance while advocating for just and equitable communities.

THE COMMUNITY ACTION PROMISE

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community and are dedicated to helping people help themselves and each other.



Greg Winter, Executive Director

Message from Executive Director

Thank you for creating a community where we can all thrive.

Last year, over 15,000 neighbors reached out to us.

Some of our aging neighbors needed help to keep their home warm in the winter. Others were in crisis, living unsheltered or struggling with addiction. Some people who had been out of work needed help getting back into the job market. And families wanting a bright future for their children enrolled in our Head Start preschool program or found high-quality child care.

With your support, services were available to help people gain stability and find a pathway out of poverty.

I'm pleased to provide this annual report showing the impact of this work. The 2018 highlights and numbers provide examples of how people are accessing healthy food, building financial skills, attaining warm, safe homes and helping kids thrive.

We don't do any of this work alone.

This is only possible because of you and many generous donors, funders, supporters and partner organizations.

I give you my sincere gratitude and appreciation for your ongoing support.

Thank you for helping provide a stronger safety net that helps and empowers neighbors who need our assistance. When every member of our community begins to thrive, our community is stronger for all of us.

Greg Winter, Executive Director

PS If you haven't already, please join us on Facebook, make a donation or volunteer this month in recognition of "Community Action Month." Everything you do to support this work truly helps create a better community for all of us.

Making an Impact

Thank you for making an impact.

As your local community action agency, the Opportunity Council is proud to work in partnership with you to offer services that help everyone reach their full potential and make our community stronger.

OUR SERVICES



Access to Healthy Food

Helping Kids Thrive

Programs include Basic Food Assistance, Maple Alley Inn, Child nutrition program.

Child Care vouchers, Early Support for Infants & Toddlers.

Programs include Head Start/ECEAP, Early Head Start, SEAS, Emergency



Building Financial & Job Skills

Programs include tax assistance, employment services, financial education, Asset Building, Weatherization and tech training, Early Achiever program.



Providing a Warm, Safe Home

Programs include Housing, Energy Assistance grants, Weatherization and Home Improvement, Conservation Education, Chore, Community Energy Challenge



Offering Information & Referrals

Programs include Community Resource Centers in Bellingham, Oak Harbor, Kendall, Lopez Island, Orcas Island and San Juan Island plus Child Care Resource and Information.



Partners & Advocates Leverage Impact

Volunteers, donors, advocates and partners create a safe and healthy community for everyone.



Expanding Impact

Programs and services that have an impact throughout Washington state and beyond.



Helping Kids Thrive

Every parent wants the best for their child.

Parents are engaged in early learning programs to help their children succeed in school. Child care providers, educators, parents, and families participate in OC programs that promote high quality early learning programs and support child development.

STATS

479 Children

prepared to enter kindergarten ready to learn by participating in Head Start and Early Childhood Education and Assistance Program.

35 Children

who were homeless or in crisis were able to stay and play in a safe, appropriate setting thanks to emergency child care vouchers.

/O Children ages 0-3 & their families participated in Early Head Start to support development during the child's first few years of life.

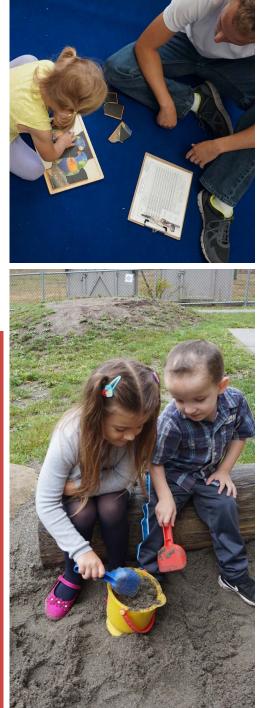
1,022 children with special needs connected with a medical provider through SEAS (Single Entry Access to Services) and also accessed family resources for housing, food, insurance and other needs

2018 HIGHLIGHTS

Working to expand preschool, child care opportunities

More children were able to go to preschool in 2018 thanks to a new Head Start classroom in Lynden, WA. Two half-day preschool programs, Bellingham's Birchwood Elementary and Blaine's Primary Schools, were extended into full-day services.

The need for child care escalated in 2018 and families seeking child care faced high costs plus the increased possibility of being turned away due to lack of capacity. One local provider had a waiting list of more than 300 children. OC worked to support child care providers and expand child care options throughout the Pacific Northwest. In 2018, Child Care Aware of Northwest Washington, in partnership with Imagine Institute, hosted Q & A information sessions about how to start a child care business.



Data shows children in Head Start and Early Childhood Education and Assistance Program preschool programs consistently do better in school than their peers.

- (WA Educational Research & Data Center, May 2018)

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Access to Healthy Food

Healthy food is necessary for all of us.

Nourishing food supports the well-being of families, children, and aging neighbors. In 2018 volunteers served hot meals at Maple Alley Inn in Bellingham and distributed food at the rural East Whatcom Regional Resource Center in Kendall. OC also offers a food assistance program and a child care nutrition program in three counties.

STATS

296 Households

could meet their essential food needs because they enrolled in the Basic Food Assistance program.

26,141 Meals served

in 2018 by 65 weekly volunteers who work in the kitchen and garden at Maple Alley Inn to provide hot, nutritious meals.

1,689 People

who were hungry enjoyed a hot, nutritious meal at Maple Alley Inn.

603 Children

enjoyed healthy meals and snacks at child care each month.

2018 HIGHLIGHTS

Growing food resources to help meet nutritional needs

Maple Alley Inn, the OC's hot meals program, served 26,141 meals in 2018, a 33% increase over the previous year. The community garden at Faith Lutheran Church helped provide fresh produce for this program.

Food Lifeline delivered food twice a month to the East Whatcom Regional Resource Center in Kendall. With volunteers and support of the Foothills Food Bank, individuals and families in this rural community had increased access to fresh food.





The community garden at Faith Lutheran Church provided 4,000 pounds of fresh produce in 2018 for the Maple Alley Inn hot meals program.

Increased Financial & Job Skills

Job and budget skills boost individual potential.

When people increase their employment and financial skills, they increase their ability to fully realize their potential and contribute to their community. Families and individuals are moving toward financial stability through supportive-employment programs, financial classes, coaching on budgeting, renter education, and savings.

STATS

268 People gained job skills and work experience to improve their financial situation.

120 People improved their budgeting skills by attending financial literacy classes. **163 People** received tax assistance so they could complete their tax returns.

460 Child care providers received training, support and resources to offer high-quality services at their workplace.



440 Trainees

improved their job skills for work in the energy efficiency and weatherization industry through Building Performance Center trainings.

2018 HIGHLIGHTS

Expanded employment services

At the beginning of 2018, a new Vocational Computer Lab was up and running at 625 Cornwall Ave in Bellingham with Employment and Financial Stability classes.

In September a new program, Foundational Community Supports (FCS), was also put in place to offer support for housing and employment. The comprehensive approach focuses on housing security and financial stability, recognizing it's so much harder to find and keep a job when you are homeless, or constantly hungry, or have other unmet needs. Through FCS, OC provides support for housing and employment benefits including career explorations, job search, benefits counseling, and job retention.

"Since I had gone through a lengthy period of unemployment several years ago, I expected a similar experience again. However, this time I had help from the Opportunity Council. In addition to getting job leads and helping me prepare for interviews,...my employment specialist made sure I had all the tools necessary to apply, interview, and eventually land a new job. With genuine caring and support, I can honestly say it felt like we had taken the journey together from beginning to end, and I believe that made all the difference."

- Basic Food and Employment Training (BFET) program customer

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Providing a Warm, Safe Home

We all need a home.

A safe, healthy, and affordable home is essential to a family's well-being and the cornerstone of stability. As housing costs continue to increase, OC worked to develop affordable housing, offer eviction prevention, and keep homes warm and safe.

STATS

256 Aging clients

continued living independently in their own home with support from Chore volunteers.

Households

completed energy upgrades through the Community Energy Challenge.

9,791 Energy assistance grants to individuals and families helped keep the heat

and lights on.

137 Households

participated in the energy conservation education program, learning how to conserve energy so they could cut costs and stay warm.

1,638 Households

were able to get or maintain housing in Whatcom (1,304*), San Juan (52) and Island counties (282). *Includes both OC housing programs plus Whatcom Coordinated Entry services in partnership with local housing providers.

2018 HIGHLIGHTS

Addressing housing needs with big and tiny projects

In 2018 OC continued to focus on retaining or developing affordable housing in Island, San Juan and Whatcom counties. A new 40-unit supportive housing complex in Bellingham, 22 North, was completed in November and fully leased by the end of the year.

OC staff also teamed with volunteers from Lummi Nation and Dawson Construction to build a tiny home utilizing donated and surplus building materials from the 22 North housing project. The tiny home was donated to Lummi Stepping Stones, a program that addresses unmet needs for Native Americans who are affected by homelessness on and off the Lummi reservation.

An OC Housing Lab opened in Bellingham in May to offer help with housing searches, applications, renter education and referrals, plus eviction prevention and roommate/landlord mediation. The lab meets the needs of people who are homeless and served over 270 households in the first six months.

3 Homes were weatherized to improve comfort and affordability.

25 Home repair projects ensured home safety and durability for individuals and families

696 People

experiencing homelessness were contacted quarterly (on average) by the Whatcom Homeless Outreach Team (HOT).





"Thank you for this help. It allows me to stay in my small home at 82 years old."

- Energy Assistance program customer

"I was extremely pleased and grateful for the wonderful service provided by this weatherization program, and hope it continues into perpetuity."

- Weatherization customer



Information & Referrals

Information is key to meeting our needs, or knowing where to start.

Community resource and referral centers provide a safe, respectful place where anyone can go to get help solving a problem or challenge in their life. This is a highly utilized resource and the first point of entry to many of OC's services in Island and Whatcom county sites. The OC also partners with family resource centers on Lopez, Orcas, and San Juan islands.

STATS

nearly **10,000** People accessed services and information through:

- Bellingham office
- Oak Harbor office
- East Whatcom Regional Resource Center (EWRRC) in Kendall
- Resource centers on Lopez, Orcas and San Juan islands

241 Individuals enrolled in health care programs through navigators in Island Co.

and EWRRC.

2,582 Families

found information for suitable child care options through Child Care Aware.



2018 HIGHLIGHTS

Expanded access to information and resources

In February 2018 OC opened an office in the South Whidbey Community Center in Island County to expand the capacity to serve residents of Whidbey Island. Services at this site include Supportive Employment, Energy Assistance, Homeless Student Stability programs and more.

Expanding access, supporting Veterans

The Opportunity Council helps Veterans overcome the challenge of accessing information or enrolling for benefits. There are support services offered and information for Veterans in the community in a variety of ways.

- Island County hosted its 5th annual Veterans Resource Fair in 2018 with over 20 vendors providing information about housing, health care, employment, and other services.
- The Supportive Services for Veteran Families (SSVF) grant was renewed in 2018 to provide services and housing for Veterans in Island, San Juan, and Whatcom counties and subcontract for services with partners in Clallam, Jefferson and Skagit.
- OC staff, including a Veteran benefits specialist and Veteran housing case manager work one-on-one with Veterans to provide information, assistance and support.

"I didn't know what I was going to do when I came in. I left with so much helpful information about things I didn't know existed. Thank you for being there!"

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Partners & Advocates Leverage Impact

You play a key role.

As volunteers, donors, advocates and partners, you create a safe and healthy community for everyone. OC is proud to work with a long list of partners, both organizations and individuals, who make a real impact in the community.

STATS

552 Individual, corporate, & foundation donors

gave generously to impact the lives of people in the community.

31,496 Miles

were driven by Chore volunteers to get veterans and clients to medical appointments or other vital services.

18,202 Volunteer hours

were matched with 118 partner organizations through the OC's Volunteer Center of Whatcom County.

2018 HIGHLIGHTS

San Juan listening forums were co-hosted by the Opportunity Council in November, as part of Governor Jay Inslee's Poverty Reduction Work Group. The listening forums are designed to inform strategies that address intergenerational poverty and learn about innovative best practices to develop better relationships between state polices and the unique needs of local communities.

In December, the Community Energy Challenge wrapped up a multi-year grant with partner agency Northwest Clean Air Agency to provide energy efficiency improvements resulting in a reduction of greenhouse gas emissions.



"I have noticed [my client's] mental health has become more stable for longer periods of time. Having a consistent, stable relationship in her life seems to contribute greatly to her success."

- Deanna, Volunteer Chore Program.

"Every minute I've volunteered has made my life richer. The people to who I deliver food are always gracious and appreciative. I think this service does more for me than it does for them!"

Chore program volunteer

No star



Expanding Services & Impact

OC services extended.

While most of OC's programs and services are concentrated in the Northwest corner of Washington State, the agency also takes on roles that have an impact throughout Washington and beyond.

STATS

5,607 Affordable housing units

units across Washington State were supported by OC's CreateHousing program.

440 Students

attended Building Performance Center's (BPC) 64 trainings: 59 trainings in Washington State and 5 outside.



\$44 Million

was secured through the Energy Project to support energy assistance and weatherization services for households throughout Washington state who have low-incomes.

2018 HIGHLIGHTS

Programs that extend throughout the state - and beyond

The Energy Project is there to advocate for families who would be hit the hardest when utility companies raise their rates. The program negotiates settlements during utility rate increase cases to ensure low-income consumers are represented. A report released in June 2018 showed that over 12 months, this program secured nearly \$44 million for energy assistance and weatherization services for Washington state households who are low-income.

The Building Performance Center (BPC) provides trainings and certifications for building professionals. In 2018, BPC provided 64 trainings, 5 of them outside Washington State. BPC's hands-on approach and focus on quality helped people gain skills and knowledge in lead paint detections and safe work practices, mold prevention strategies, blower door pressure diagnostics, and more. These trainings improved skills for energy auditors, workers and inspectors, and Healthy Home Evaluators.

CreateHousing is a subsidiary program of the OC that partners with housing developers throughout Washington State to support the development of and access to affordable housing. This partnership currently supports over 5,000 units of affordable housing at 28 housing complexes throughout Washington State. Since 2011, CreateHousing has provided information and resources for residents, supported service providers by notifying them of vacancies, and supported Opportunity Council services by generating additional funding. "The BPC (Building Performance Center) offers all of my training and certification needs for the Weatherization Assistance Program. The staff continues to support my growth long after the training is over by remaining in contact if I ever have questions. Great staff. Great facility."

- Michael Linarez

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Weatherization Program Manager / Quality Control Inspector / Building Analyst Metropolitan Development Council, Tacoma WA

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Board and Staff Leadership

Our team is committed to our mission.

The experience, knowledge, and commitment of OC staff and board members contribute to solutions that address issues our community cares about. Our tripartite board represents policy makers, people who use our services, and diverse community sectors.

The agency has nearly 300 employees who work to bring services to people in Whatcom, Island, and San Juan counties with some programs serving Skagit and Snohomish counties.



Board of directors & agency directors

OC Board of Directors

President: **Steve Jones** Vice President: **Rick Hughes** Secretary: **Rebecca Boonstra** Treasurer: **Paul Stermer** Past President: **Mamie Lackie** At Large: **Mark Tompkins** ELAFS Policy Council Chair: **Sara Hutchinson Hannah Stone, Barry Buchanan, Christianna Clinton Ozell Jackson, Sandy John, Ramona Menish Katrice Rodriguez**

Agency Directors

Executive Director: Greg Winter Associate Director: Sheri Emerson Island County Director: Lisa Clark Chief Financial Officer: David Foreman Community Services Director: Debbie Paton Early Learning and Family Services Director: David Webster Whatcom Homeless Service Center Director: Mike Parker Home Improvement Director: Ross Quigley Energy Project Director: Shawn Collins Housing Development Director: Jenny Weinstein

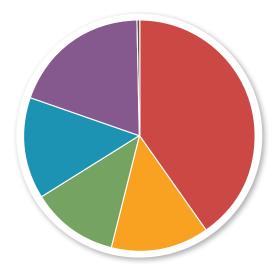
Financials

A well-planned budget meets our needs today and plans for the future.

To do this work effectively requires careful planning and adequate financial resources for the civic, social and economic well-being of our communities.

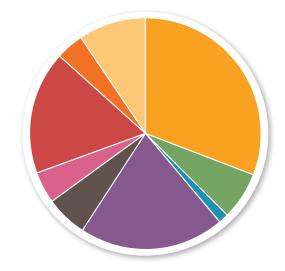
2018 Revenue

Federal	\$13,631,574
State	\$4,541,952
Local Government	\$4,089,735
Fee for Service	\$ 4,737,234
Donations & Foundation Grants	\$6,584,142
Interest & Other Income	\$47,138
Total Revenues	\$33,631,775



2018 Expenditures

Early Learning & Family Services	\$9,418,399
Weatherization and Home Repair	\$1,956,398
Energy Policy	\$406,582
Housing Services	\$6,171,154
Housing Enterprise	\$1,766,773
Community Services	\$ 1,386,768
Energy Assistance	\$5,168,098
Other Supporting Services	\$1,232,286
Administrative	\$2,778,692
Total Expenditures	\$30,285,150
Revenue in Excess of Expenditures (Reserves and capital project funds)	\$3,346,625*
Total	\$33,631,775



*Includes board designated reserves, net revenue from fee-for-service and social enterprise activities, grants designated for capital projects, and restricted donations carried forward to support programs in 2019.

Your Support Makes A Difference

Donors, funders, volunteers and supporters equip us to help realize our vision of a safe, just and thriving community.

INDIVIDUALS

\$500+

Jo Ann Albers Dr. Philip and Judith Andress Jr Ann Beck Jim and Nancy Bjerke Teresa Bodensteiner Leslie Boswell and PJ McGuire Lee and Prentiss Cole Joann Collinge Judy and Dale Cosgrove David and Jayme Curley Kate Davies and Chris Norman Laurie Do Thang Gary Dolin and Martha Vernier-Dolin Glenn Eckard Sheri and Jim Emerson Pam Englett Dudley Evenson Dr. Marcus Fairbanks and Ms. Cathy Fairbanks Tim and Leslie Farris

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\$100 - \$499

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Kulshan Brewing Co

BUSINESS & ORGANIZATIONS

Amazon Smile Angus W. Graham, Jr. Family Foundation Bank of America Foundation Enterprise Holdings Foundation Fidelity Charitable Fred Meyer Foundation Jerry H Walton Foundation Mary H. Storer Foundation RiverStyx Foundation Schwab Charitable Skipping Stone Foundation Thomas and Martina Horn Foundation U.S. Bank Foundation Vanguard Charitable Whatcom Community Foundation Windermere Foundation Trust Catholic Archbishop of Seattle Christ the Servant Lutheran Church Christian Reformed Church Faith Lutheran Church First Congregational Church First United Methodist Church Garden Street United Methodist Church St. Paul's Episcopal Church St. Stephen's Episcopal Church Whidbey Presbyterian Church 2 Roofs Real Estate Team Aetna, Inc. American Family Insurance Dreams Foundation Aslan Brewing Company LLC Avenue Bread Bank of the Pacific Barron Smith Daugert, PLLC Bay City Supply Bayou On Bay Belcher Swanson Law Firm, PPLC Bellingham Bar & Grill Bellingham Cold Storage **Binyon Vision Center** Black Drop Coffeehouse Black Sheep Blue Eyed Charlotte Inc Boundary Bay Brewery

Bramble Berry Inc Brandywine Kitchen Buri Funston Mumford & Furlong Casa Que Pasa Caz Energy Services LLC Chrysalis Inn & Spa Ciao Thyme Catering Cigna Health Care Cole Family Revocable Trust Community Food Co-op Cosmos Bistro Courtenay Excavating Inc CPR Cell Phone Repair Crossfit Chuckanut Daisy Cafe, The D'Anna's Cafe Italiano Dawson Construction Inc Diamond Jim's Grill Ebright Wight, Inc. Edward Jones Estate Of Jack Smith ExxobMobil Foundation Fairhaven Lions Club Faithlife Fat Pie Pizza Fiamma Burger Five Columns Restaurant Foothills Food Bank Friends Of The North Fork Community Library Goat Mountain Pizza Good Earth Pottery Gravity Payments Haulin' Ash Chimney Sweeps Heritage Bank Hilltop Restaurant Homeskillet HomeStreet Bank HUB Hughes, Rick IMCO General Construction Inc. Island Thrift Inc. Jay Shilhanek, Inc. P.S. JM Electric Kiwanis Club Of Oak Harbor Krell Apothecary Inc.

Kulshan Community Land Trust La Fiamma Wood Fire Pizza Larson Gross PLLC Leaf & Ladle Lummi Indian Business Council Mallard Ice Cream & Cafe Mambo Italiano Cafe Maniac Coffee Roasting Mary Kudla and Allison Beezer Mercy Housing Northwest Mills Electric Mount Bakery Mykonos Greek Restaurant Nelson's Market Network For Good North Coast Credit Union North Puget Sound Brothers In Arms North Sound Accountable Community Of Health Northwest Chapter WSAAP Northwest Fence Northwest Youth Services Old Town Cafe Old World Deli On Rice Thai Cuisine & Spirits Overhead Door Company of Bellingham, Inc. Pacific Continental Realty Peoples Bank Pepper Sisters Restaurant Philadelphia Insurance Companies Phillips 66 Ferndale Refinery Phillips 66 Matching Gift Program Premera Puget Sound Energy, Murphy, Lynn Pure Bliss Desserts Ram Construction General Contractors, Inc. Rice Insurance, LLC Roberts, Hal and Mona Robin Holcomb Family Trust Robinson Hardwood & Homes LLC Rock and Rye Oyster House Rocket Donuts Rofmann, Inc.

San Juan County Health & Community Services Saturna Capital Savi Bank Shell Oil Company Foundation Sirena Gelato Sun Life Financial Sunnyland Properties Superfeet Worldwide Surety Pest Control Thai House Restaurant The Eleanor and Henry Jansen Foundation The Filling Station The Local The Seattle Foundation Toakom Asian Bistro Truist U.S. Bank U.S. Bank, Bellingham **UBS** Financial Services Umpgua Bank United Way of Island County United Way of King County United Way Of The National Capital Area United Way of Whatcom County Vanderpol Realty Veterans of Foreign Wars VikingFood VP-4 OSC Wander Brewing LLC Washington State Association Of Head Start and ECEAP WECU Whatcom Artists Of Clay and Kiln Whatcom Educational Credit Union (WECU) Whidbey Island Rollergirls Windermere Management By Ebright Wight, LLC Woods Coffee Yorkston Oil Co. Zane Burger

2018 Annual Report



Whatcom County

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Island County 1791 NE 1st Ave., Oak Harbor, WA 98277 360-679-6577 | 800-317-5427

Building Performance Center 3406 Redwood Ave. Bellingham, WA 98225 360-734-5121

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