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

Message from Executive Director

Last year, Opportunity Council helped empower thousands of people to improve their lives, to achieve their goals, and to create a brighter future for their children. We also advocated for policies and resources to increase access to safety net programs and to advance equity in our communities.

All of the work that we do is in partnership with you, our supporters, donors, and allied organizations. Your support and encouragement inspires us to continue to innovate on behalf of the people we serve.

Thank you for that inspiration!

We also draw inspiration from the families and individuals we serve.

As you look at this 2019 Annual Report, I hope you will be inspired by the magnitude of the number of families and individuals we served. More importantly, behind those numbers are unique stories of trauma and healing, tragedy and resilience, despair and hope. Learning their stories inspires all of us to do more.

And there is so much more to do! While we are proud of what we accomplished last year, we are eager to achieve even more in 2020 and beyond. I am convinced that with your continuing support, we can help more seniors stay warm next winter, more families secure safe housing, more working parents find high quality child care, more people access enough nutritious food to eat, and more people feel hopeful for the future.

Thank you for inspiring us to step up to those challenges, and for providing the resources to make these goals achievable.

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 of all of us.
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

- **Helping Kids Thrive**
  Programs include Head Start/ECEAP, Early Head Start, SEAS, Emergency Child Care vouchers, Early Support for Infants & Toddlers.

- **Increasing 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.

- **Access to Food, Information & Referrals**
  Programs include Basic Food Assistance, Maple Alley Inn, Community Resource Centers.

### Our Partners

- **Partners & Advocates Leverage Impact**
  Volunteers, donors, advocates and partners create a safe and healthy community for everyone.

### Our Supporters

- **Your Support Makes This Possible**
  Donors, funders and supporters help us all realize our vision of a safe, just and thriving community.
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 Opportunity Council programs that promote high quality early learning programs and support child development.

**STATS**

<table>
<thead>
<tr>
<th>Children</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>478</strong> Children</td>
<td>prepared</td>
<td>to start school ready to learn after attending Head Start and Early Childhood Education and Assistance Program.</td>
</tr>
<tr>
<td><strong>41</strong> Children</td>
<td>stayed in</td>
<td>a safe, appropriate child care setting thanks to emergency child care vouchers for families with low incomes.</td>
</tr>
<tr>
<td><strong>568</strong> Children</td>
<td>ate healthy meals and snacks at their child care each month.</td>
<td></td>
</tr>
<tr>
<td><strong>460</strong> Child care providers</td>
<td>received support and resources to offer high-quality services.</td>
<td></td>
</tr>
<tr>
<td><strong>91</strong> Young families</td>
<td>participated in Early Head Start to support development during the child’s first few years of life.</td>
<td></td>
</tr>
<tr>
<td><strong>1,011</strong> Children</td>
<td>with special needs connected with a medical provider through SEAS (Single Entry Access to Services) and accessed resources for housing, food, insurance and other needs.</td>
<td></td>
</tr>
</tbody>
</table>

**SPOTLIGHT**

*New kitchen for preschool program*

In 2019 the Opportunity Council discontinued a long-term lease for a kitchen used to prepare meals for 450 children in the early learning programs. The OC made this change after the kitchen owner fired a staff person based on sexual orientation.

It was a challenge to find and fund another suitable kitchen but thanks to overwhelming support from the community, the agency was able to find another location.

“Thanks to the many individual donors and funders who supported the decision we made to live our values, the funds are there to build-out our new kitchen,” said Greg Winter in an agency announcement. Major funders included Peace Health and Glasser Foundation, WA Dept. of Commerce and the Office of Head Start.

The OC also appreciated Lynden and Bellingham school districts for providing temporary kitchen facilities, giving the agency time to find a suitable, permanent kitchen.
The Opportunity Council preschool program expanded in 2019 with six preschool classrooms changing from part-day to full-day programs (6+ hours). The longer days give parents more opportunities to work or go to school so that they can increase their ability to provide for their families and plan for the future.

- preschool kids
Increased Financial & Job Skills

*Job and budget skills boost individual potential, increase stability.*

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**

- **448** Trainees gained skills through Building Performance Center trainings throughout Washington State and beyond.
- **91** People attended classes to improve their budgeting skills.
- **186** People completed tax returns with tax assistance or calls.
- **213** People gained job skills and work experience so they could improve their financial situation.

**SPOTLIGHT**

**Financial Literacy**

Opportunity Council provided financial literacy courses in 2019 that helped people gain skills and information about budgeting, spending and saving, and landlord-tenant rights and responsibilities.

People in Whatcom County attended OC’s F.L.A.R.E. course (Financial Literacy and Renter Education) and people in Island County Service Center attended $wellness (financial wellness). Three of the people who participated in the three-hour $wellness class transitioned from homelessness to home ownership.

“We appreciate being able to see how much this information makes a difference. The tools and resources people gain are truly life changing,” said Lisa Clark, OC Island County director. “One of things people tell us is this class helps them learn things they have never heard or thought about. People have a real thirst for knowledge.”
OC's Building Performance Center conducts trainings and home performance certification at their training facility located in Bellingham. In 2019 the BPC was recertified by the Interstate Renewable Energy Council. Programs from Washington, Idaho, North Dakota, Alaska, and Nevada came to the BPC for training and certification. BPC helped coordinate regional and national conferences and engaged with state and national organizations promoting safe and energy efficient housing for low-income families. The quality of BPC’s work is underscored with the growing number of requests for trainings and technical services.
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, Opportunity Council worked to develop affordable housing, offer eviction prevention, and keep homes warm and safe.

### STATS

<table>
<thead>
<tr>
<th>141 Households</th>
<th>8,391 Energy assistance grants</th>
</tr>
</thead>
<tbody>
<tr>
<td>learned how to conserve energy so they could cut costs and stay warm through the Energy Conservation Education program.</td>
<td>helped keep the heat and lights on for people in Island, San Juan and Whatcom counties.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>73 Households</th>
<th>118 Homes</th>
<th>44 Home repair projects</th>
</tr>
</thead>
<tbody>
<tr>
<td>completed energy upgrades through the Community Energy Challenge.</td>
<td>were weatherized to improve comfort and affordability.</td>
<td>ensured home safety and durability.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>937 Households</th>
<th>579 People</th>
</tr>
</thead>
<tbody>
<tr>
<td>were able to get or maintain housing in 2019, in Whatcom, Island and San Juan counties.</td>
<td>people who are experiencing homelessness are contacted quarterly (on average) by the Whatcom Homeless Outreach Team (HOT).</td>
</tr>
</tbody>
</table>

### SPOTLIGHT

*Cold-weather shelter*

Opportunity Council played a role in developing two cold-weather shelter programs in Whatcom County in 2019.

The Women’s Winter Weather Shelter, located in a building at the City of Bellingham’s Civic Field complex, offered 40 guests a warm place to shower and sleep. This service was a response to the growing community need. The Lighthouse Mission’s Shelter has been exceeding capacity and the numbers kept increasing as winter approached.

In addition, the OC’s Volunteer Center worked with the Whatcom County Health Department to recruit “on call” volunteers for a severe weather shelter project that operated as needed starting in November. This project involved four churches which opened when temperatures dropped below 28°F or 1” of snow is forecasted or on the ground.

“The Volunteer Center often gets inquiries from individuals who want to help people experiencing homelessness during the winter months and these shelter projects are a great way for the community to step up as a very real support during the coldest time of the year,” said Summer Starr, Coordinator for the Volunteer Center of Whatcom County.
In 2019 the Opportunity Council board and staff continued to prioritize affordable housing in Island, San Juan and Whatcom counties. This included finalizing the purchase of the Harbor View apartments in Friday Harbor so that these 20 subsidized apartments would not become “market rate” housing.

“The sale to the Opportunity Council was a Godsend,” said resident Leah McConnel, who has lived at Harbor View for 13 years. “I have a lot of medical bills and if I had to pay regular rent, I would be homeless.”
Access Food, Information & Referrals

Access to basic services is key to meeting our needs.

Community resources and referral centers provide a safe, respectful place where anyone can go to get help meeting their basic needs. One key service is helping people access nourishing food and support the well-being of families, children and aging neighbors.

STATS

nearly

4,000 People accessed services and information at:

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

230 households accessed the food they needed by enrolling in the Basic Food Assistance program.

20 vendors participated in Island County’s 6th Annual Veteran Resource Fair in May earning positive feedback from both vendors and attendees.

27,001 hot, nutritious meals were served at Maple Alley Inn to families, seniors, veterans, and anyone who was hungry.

SPOTLIGHT

Improving access to services

The Opportunity Council expanded Energy Assistance program outreach and services to local Tribal communities in 2019.

Staff began offering energy assistance services one day a week at the Lummi Nation Commodities office. An energy intake specialist conducted energy assistance appointments and made referrals to other agency programs.

Once a month staff were onsite at Nooksack Indian Tribe Social Service. Nooksack Tribal members were able to schedule ahead through the energy phone line or walk in for a meeting with an intake specialist on the first Monday of the month.
In June, Congressman Rick Larsen visited the Maple Alley Inn garden in Bellingham. Program staff and volunteers were onsite to give a tour of the new greenhouse and sample in-season produce. Over 65 weekly volunteers worked in the Maple Alley Inn garden and kitchen throughout the year to provide hot nutritious meals to people in need.

- Rick Larsen at MAI garden
You play a key role.
As volunteers, donors, advocates and partners, you create a safe and healthy community for everyone. Opportunity Council is proud to work with a long list of partners, both organizations and individuals, who make a real impact in the community.

STATS

336 Volunteers provided 13,697 hours to support Opportunity Council programs and services, including hot meals, chore clients, and transportation to medical appointments.

192 older residents were able to find housing through a new partnership program, Generations Housing Project. The OC developed GHP with a grant from the Chuckanut Health Foundation to help homeless seniors rent a room in “Host Homes” and match roommates with other seniors.

In October, the Opportunity Council began managing the Access to Baby & Child Dentistry (ABC Dental) service, previously managed by the Whatcom Alliance for Health Advancement (WAHA) which closed this year. OC’s early learning staff worked to increased outreach to families and took steps to bring more dentists into the program.

Through the new Governor’s Opportunity for Supportive Housing (GOSH) program, OC’s Community Services staff worked in partnership with caregivers, mental health providers, peers, and family members to support people re-entering the community from Western State Hospital.

SPOTLIGHT

Recognizing Landlords
Opportunity Council regularly meets with property managers and landlords in Island and Whatcom counties to thank them for their partnership is supporting housing needs in our community.

In September, the OC launched a Landlord Appreciation Brunch to honor corporate and private landlords in Whatcom County who have helped provide housing for people.

Landlords were recognized for working with the Opportunity Council to provide over 100 new units of affordable housing as well as maintaining nearly 200 units of housing through the use of tenant-landlord mediation.

Gary Dolin, Senior Social Worker with Dept of Veterans Affairs, spoke at the event and commented how important this is to have community partners.

“The impact of this support is phenomenal,” said Dolin. “By working together we help solve one of the most serious social dilemmas in our society. No one should be without a roof over his head and the growing number of people who are homeless is increasing faster than we can keep up with. This is a community problem, and not a Veteran problem.”
In March, East Whatcom County community members and funders celebrated a groundbreaking event for the next phase of the Resource Center in Kendall. The new 4,500 square foot multi-purpose facility is the new home of Foothills Food Bank. The Opportunity Council managed the construction project for the new building that is located next to the Resource Center in Kendall, WA.
Board and Staff Leadership

Our team is committed to our mission.

The experience, knowledge, and commitment of Opportunity Council 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 over 300 employees who work to bring services to people in Whatcom, Island, and San Juan counties with some programs serving Skagit and Snohomish counties.

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: Ashley Giest
Hannah Stone, Barry Buchanan
Christianna Clinton, Ozell Jackson, Sandy John
Ramona Menish, Katrice Rodriguez,
Thomas Boucher

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: Teri Bryant
Home Improvement Director: Ross Quigley
Energy Project Director: Shawn Collins
Housing Development and Property Management Director: Wendy Lawrence
Human Resource Director: Pamela Wheeler
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.

2019 Revenue

- Federal $14,595,060
- State $4,625,113
- Local Government $4,975,739
- Fee for Service $5,737,705
- Donations & Foundation Grants $5,545,885
- Interest & Other Income $94,175

Total Revenues $35,573,677

2019 Expenses

- Early Learning & Family Services $10,538,524
- Weatherization and Home Repair $3,846,641
- Energy Policy $397,420
- Housing Services $6,902,815
- Housing Enterprise $3,495,971
- Community Services $1,467,181
- Energy Assistance $4,152,313
- Other Supporting Services $1,261,199
- Administrative $3,122,721

Total Expenditures $35,184,785

Revenue in Excess of Expenditures $388,892*

*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.

Opportunity Council staff is proud to work in partnership with supporters and partner organizations to address local emerging needs and build stronger communities.

INDIVIDUALS

$500+
Dr. Ione Adams and Mr. Erik Senuty
Debbie Ahl and Bill Ziels
Jo Ann Albers
Dr. Philip and Judith Andress Jr
John Baker and Carol Walton
Kirsten Barron and Steve Brinn
Ron and Cynthia Bauleke
Ann Beck
Eric Benson
Teresa and Leo Bodensteiner
Leslie Boswell and PJ McGuire
Scott Bowfeild
Dr. Robin and Yuki Caldwell
Corey and Janet Chaplin
Joann Collinge
Carol and Dennis Comeau
Judy and Dale Cosgrove
Ian Crawford
David and Jayme Curley
John and Carolyn Decker
Gary Dolin and Martha Verner-Dolin
Sheri and Jim Emerson
Pam Engett
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Dale and Robin Geleyne
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Julie Johansen and Bob Moles
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Christine Larsen
Kenneth Lingbloom
Kelli Linville and Will Roehl
Deborah Loober
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David and Tisch Lynch
Christina and Bradley Lyons
Bob and Georgia MacGregor
Wayne Macinnes
Joan and Bruce Mackay
Brian and Anne Magowan
William Magowan
Miriam Margulies
Robert Marshall and Elizabeth Pernotto
Paula McCandlis-Dozal
Kelly and Kristin McCullough
Jason McFadyen
Amy and Phelps McIlvaine
Margaret Metzger
David Neubeck
Michael New
Christopher and Astrid Newell
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Loretta Orr
Susan and Jeff Palmer
Ingeborg Paulus
Ron and Jan Pierce
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Anne Poulson
Carol Prato
Paul Reavley and Denise Weeks
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Sheldon Satterthwaite
Suzannah and Tyler Schroeder
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James and Pamela Terhorst
Mollie Thornley
Charles Tucker
Kathryn Utter
Kathy Veterane and Robert Bates
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Dawn and Bill Wefer
Henry and Teresa Weg
Scott Wheeler
Amanda White and Greg Winter
Rodrick Williams
Stephen and Diane Woods
Bill Wright and Patrice Clark
Romayne Zanchi
David and Rena Ziegler
Judy Ziels

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Jorge Alvarez
Edoh Amiran and Veronica Wisniewski
Peter Arneil
Carl and Brenda Asplund
Joe Augusten
Lizzy Austad
Betty Basham
Mike and Diane Bates
Jeanette Beck
Robert and Diane Becker
Jill Bernstein
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John and Nancy Blume
Kelli Bohanon
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Victoria Dahlgren
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Avalisa Ficklin
Arlene Fonda
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John and Mary Hickman
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Steve and Debbie Jones
Ben and Leizel Joyce
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Hank Kastner
Craig and Julie Keyes
Danica Klander
Dr. Dale Kinsley and Ms. Cheryl Kinsley
Diana Kurth
Jean La Valley
Mamie and Pat Lackie
Richard and Kerri Larrabee
Adam Lent
Tracy Lewis
Cy and Lynn Lindberg
Mary Lindsey
Derek Long
Richard Lowell
Brian and Jean Lydiard
Elaine and Brian Lynch
Terri Maik
Heidi Main
### BUSINESS & ORGANIZATIONS

2 Roofs Real Estate Team  
Albertsons Safeway  
Amana Mutual Funds Trust  
American Family Insurance Dreams Foundation  
Ameriprise Financial  
Anderson Paper & Packaging  
Arrow Insulation  
Aslan Brewing Company LLC  
Avenue Bread  
Barron Smith Daugert, PLLC  
Bay City Supply  
Bayou On Bay  
Bellingham Automotive  
Bellingham Bar & Grill  
Bellingham Bay Rotary  
Bellingham Cold Storage  
Binyon Vision Center  
Black Drop Coffeehouse  
Boundary Bay Brewery  
Brandywine Kitchen  
Buri Funston Mumford & Furlong  
Catholic Daughters of America Ct 243  
Caz Energy Services LLC  
Chrysalis Inn & Spa  
Cigna Health Care  
Cole Family Revocable Trust  
Community Food Co-op  
Courtenay Excavating Inc  
Daisy Cafe, The  
D’Anna’s Cafe Italiano  
Davita  
Dawson Construction Inc  
Diamond Jim’s Grill  
Edward Jones  
Estate Of Stephen James Brewster  
Evercore Trust Company  
Exxel Pacific Inc.  
Fairhaven Lions Club  
Fat Pie Pizza  
Ferndale Police Association  
Fianna Burger  
First American Title Insurance Company  
National Commercial Services  
Five Columns Restaurant  
Fleet Reserve Assn  
Good Earth Pottery  
Haulin’ Ash Chimney Sweeps  
Healthcare Management Administrators  
Heritage Bank  
Hilltop Restaurant  
Hughes, Rick  
IMCO General Construction Inc.  
Innovations, Inc.  
Intellitonic
Island Thrift Inc.  
Jay Shihlanek, Inc. P.S.  
Kiwanis Club of Bellingham  
Kulshan Brewing Co  
Kulshan Community Land Trust  
La Fiamma Wood Fire Pizza  
Larson Gross PLLC  
Leaf & Ladle  
Little Family Legacy Foundation  
Lucky Seven Foundation  
Lummi Indian Business Council  
Maiali Ice Cream & Cafe  
Maniac Coffee Roasting  
Mary Kudla and Allison Beezer  
Miller’s Back Door  
Mills Electric  
Mount Baker Foundation  
Mount Bakery  
Mykonos Greek Restaurant  
Nancy Leavitt Agency  
Nature’s Path Foods  
Nelson’s Market  
Network For Good  
North Coast Credit Union  
North Puget Sound Brothers In Arms  
North Whidbey Lions Club  
Northwest Fence  
Northwest Podiatric Laboratory, Inc  
Oak Harbor Emblem Club #450  
Old Town Cafe  
Old World Deli  
On Rice Thai Cuisine & Spirits  
Overhead Door Company of Bellingham, Inc  
Pacific Continental Realty  
Pacific Surveying & Engineering, Inc.  
Panda Restaurant Group, Inc  
Paypal Charitable Giving Fund  
Peoples Bank  
Pepper Sisters Restaurant  
Philadelphia Insurance Companies  
Phillips 66 Ferndale Refinery  
Premera  
Puget Sound Energy, Murphey, Lynn  
Pure Bliss Desserts  
Raymond James Global Account  
Rice Insurance, LLC  
RMC Architects  
Roberts, Hal and Mona  
Robin Holcomb Family Trust  
Robinson Hardwood & Homes LLC  
Rocket Donuts  
Rofmann, Inc.  
Rook and Rogue Board Game Pub  
Saltine  
Samuel’s Furniture  
Shell Oil Company Foundation  
Matching Gifts  
Sirena Gelato  
Skagit/Island Counties Builders Association  
Sons of Norway  
SPIE  
Squalicum Yacht Club  
Sun Life Financial  
Sunnyland Properties  
Taco Lobo Inc.  
Thai House Restaurant  
The Benevity Community Impact Fund  
The Dudley Foundation  
The Eleanor and Henry Jansen Foundation  
The Filling Station  
The Glazer Foundation  
The Norcliffe Foundation  
The Seattle Foundation  
Thrivent Financial for Lutherans Trust  
Tulalip Tribes Charitable Contributions  
U.S. Bank, Bellingham  
United Way of Island County  
United Way of King County  
United Way Of The National Capital Area  
United Way of Whatcom County  
Veterans of Foreign Wars  
Viking Food  
Vitality Bowls  
Wander Brewing LLC  
Whatcom Educational Credit Union (WECU)  
Windermere Foundation  
Whidbey Island Rollergirls  
Windermere Oak Harbor  
Windermere Property Management  
Windermere Real Estate, Hilton, Susan  
Windermere Real Estate, Lynda Hinton  
Women Sharing Hope  
Woods Coffee  
Yorkston Oil Co.  
Zane Burger  
Amazon Smile  
Angus W. Graham, Jr. Family Foundation  
BP Foundation  
Chuckanut Health Foundation  
Fidelity Charitable  
Fred Meyer Foundation  
Jerry H Walton Foundation  
Puget Sound Energy Foundation, Carson, Sandra  
RiverStyx Foundation  
Schwab Charitable  
The T. Rowe Price Program for Charitable Giving  
U.S. Bank Foundation  
Vanguard Charitable  
Whatcom Community Foundation  
Windermere Foundation Trust  
Bellingham Unitarian Fellowship  
Catholic Archbishop of Seattle  
Christ the Servant Lutheran Church  
Faith Lutheran Church  
First Congregational Church  
Oak Harbor Christian Reformed Church  
St. Paul’s Episcopal Church  
St. Stephen’s Episcopal Church  
Whidbey Presbyterian Church

All efforts are made to accurately compile our list of supporters who made a financial contribution of more than $50 in 2019. If you feel an error has been made, please contact our office by phone, 360-734-5121, or email, info@oppco.org.