



Impact Report

**St. Vincent de Paul of
Seattle | King County**

Fiscal Year 2019-2020

Welcome to 2021!

A year ago, right before the pandemic exploded, many members of the Society of St. Vincent de Paul gathered at St. Benedict's Catholic Church where it all began in 1920, to celebrate 100 years of our mission here in Seattle | King County.

Little did any of us know then what 2020 had in store for our country, our neighborhoods, our families. Today, we continue to climb out of a crisis that for many in our communities is far from over. The economic impact due to lack of employment, reduced work hours, debilitating health, isolation, depression, and other concerns make the work of SVdP the more vital.

Today, we are proud to report that thanks to the resilience of the Vincentian spirit, hard-working-mission-driven staff, and the generosity of supporters like you, our neighbors in need continue to receive care, support, a listening ear and the compassion and mercy shared in every person-to-person encounter. This work builds relationships of trust and strengthens our community.

Thank you for standing with us as we journey with our neighbors seeking stability and self-sufficiency. Thank you for supporting the work of keeping families together, healthy and housed. Thank you for being a vital member of our SVdP network of care.

Mirya Muñoz-Roach

Mirya Muñoz-Roach
Executive Director

Mary Jo Shannon

Mary Jo Shannon
Board President



Our Mission

Compelled to action by the convictions of our founders, St. Vincent de Paul of Seattle and King County joins the community to listen, engage, and build relationships that assist and advocate for individuals and families to meet basic needs and achieve stability and self-sufficiency.



Your Impact in 2020

107,446

neighbors helped

23,070

volunteer hours
at all locations

1,286

active donors

Our Network of Care during COVID-19

COVID-19 has created severe public health, economic and social disruption this past year, leaving many in King County unable to pay rent or mortgage, buy food, pay utility bills or afford healthcare. This remains especially true for people of color who have been disproportionately impacted. Since the beginning of the pandemic, we have seen an unprecedented number of requests for assistance across all of our programs and services.

As the positive cases of COVID-19 spread, we were able to organize our response to include home-deliveries to individuals and families affected by the pandemic. We quickly responded by opening a “drive-through” food distribution site at our Kent store, shifted how we operate our Georgetown Food Bank and quickly adapted our Helpline call center to address the growing number of requests coming our way.



In addition, our professional staff continue collaborating diligently with our neighborhood volunteer outreach groups to provide a continuum of services and support that lift every family in our care.

Thanks to all who support our mission, COVID-19 did not stop or slowed us down. Rather, our staff and volunteers continued finding new ways of helping restore lives and to bring hope to our neighbors in need.



"I've never met anybody with a better heart."

- Jeff Snedden, describing his friend, Malcolm



Jeff Snedden and Malcolm in December 2020.

Meet Malcolm

From the outside looking in, Malcolm's life has been as challenging as you can imagine. He says he spent over half of his 54 years in prison, and he has been diagnosed with depression, PTSD, and ADHD. After paying his rent, he has less than \$200 a month for everything else. It would be easy to just give up. It would be easy for the community to give up on him, too.

That's not what happened.

Malcolm often had car trouble, and as his car sat in the parish parking lot at St. Mark Catholic Church with yet another malfunction, Vincentians Jeff Snedden and Tom Martin, Conference President, were there. Jeff Snedden joined his wife as a Vincentian at the St. Mark Conference in Shoreline five years ago. Jeff knew he would be making a difference in his community. He couldn't have known that he would find lifelong friendships, too. And the next time, when Malcolm's tire "flew off" his car, he had Jeff to call. "Me and Jeff hit it off just perfectly from the beginning," says Malcolm. "That formed a beautiful relationship between Jeff and myself."

"I've never met anybody with a better heart," says Jeff when he describes Malcolm. The two new friends talk almost every day. As the car troubles continued, it became evident to Jeff that Malcolm would need more support than the Conference could provide. So Jeff connected Malcolm with SVdP Case Manager Kerry O'Meara.

"Kerry has mentored me," says Jeff. "[She has] so much expertise in working through the systems ... and is so supportive and so available."

With Kerry working with Malcolm on the case management side - arranging doctor appointments and navigating Social Security, Housing and Essential Needs (HEN), the Aged, Blind, or Disabled (ABD) Cash Assistance Program, and other services - Jeff took on Malcolm's many "car troubles," - which included a lot of traffic infractions.

"When I first started the program with Jeff and Kerry, I didn't think it was going to work," Malcolm admits. "With the two of them together, they moved mountains and I'm forever grateful. Volunteers like Jeff and case managers like Kerry - you can't go wrong."

It's exactly this network of care formed by our Vincentians and case management services that made all the difference in Malcolm's story.

Malcolm's "constant cheerfulness and dedication to seeing this thing through has been amazing to watch," says Jeff. "Everything is complicated and takes time. Malcolm has maintained commitment and trust. He's given 100%. When someone puts that much trust in you, it becomes a very serious thing. Its challenging and inspiring."

Malcolm sounds hopeful about his future. "Right now, it's amazing the support I get from the City Council. They see what I'm doing, they know I'm trying to do right." Malcolm has stopped driving and uses an Orca Pass. And, as part of his community service fulfillment, Malcolm now volunteers at the SVdP Kenmore Store, giving back to the organization that continues to accompany him.

"I have all the confidence in the world that he's gonna be in a really good place and he's going to continue to be a really good friend of mine," remarks Jeff. "And I'll be lucky to have him as a friend. He's given me so much that I could never repay him. That's what love and faith and friendship is all about."

13,682
person-to-person
visits by Vincentian
volunteers

702
neighbors
accompanied by
case management

The Helpline is our First Response

The Helpline Center serves as St. Vincent de Paul's "front door" for people who are in need of assistance in Seattle and King County. Our staff and volunteers are equipped with listening skills while handling calls with compassion and dignity. People call us when they are in dire circumstances such as the threat of eviction, utility shut off notices, hunger, and other basic needs. Single mothers and children are often the most impacted.

The Helpline Center connects those in need with our neighborhood volunteer groups, called Conferences. Our Conferences follow up with the individual or family with a personal visit.

38,119
requests to our
Helpline

34,752
people helped
by Vincentians

\$3.6M
direct assistance
pledged

Vincentians are the Heart of our Mission

Neighborhood group volunteers that belong to our Conferences are called Vincentians, serving neighbors through person-to-person visits. These visits give us a true assessment of the needs of the individuals and families requesting help. During COVID-19, our Vincentians shifted from in-person home visits to personal phone calls and physically distanced meetings to connect with neighbors directly, on their own time. Our Vincentian work requires that we see, listen deeply to the needs of our neighbors and respond with compassion.

Vincentians are the soul of SVdP. We have 50+ neighborhood-based groups with over 1,200 volunteers providing neighbor-to-neighbor assistance. We help people avoid eviction by providing rent and utility assistance as well as vouchers for gasoline, food, and other basic supplies. We also refer neighbors to our case management or agencies and services when necessary and appropriate. A combination of donations from people like you, grants, funds raised by our Conference Parishes, and our thrift store revenues fund this direct and life-saving assistance.





Case Management Services

Our case management program is neighbor-centered with skilled professionals who have been trained in evidence-based practices. We specialize in these primary areas of need: housing, employment, education and veterans' assistance. Further, we have other complementary services in our network of care such as our Community Connectors' program, Centro Rendu and Helpline outreach services. Our case managers work closely with our neighborhood volunteers called Vincentians, to respond and assess the complex behavioral challenges of those we serve.

Case Management staff Gabriel "Gabe" Sanchez meets with a neighbor. Photo by Stephen Brashear for SVdP.

Georgetown Food Bank

"Even as the pandemic closed so many in-person services in 2020. SVdP's Georgetown Foodbank remained a safe, welcoming space, even on our front steps. Our Foodbank quickly adjusted operations to continue to meet the growing needs of our neighbors." Andrey Hershey, Food Bank Manager, calls this team of dedicated volunteers the "COVID crew."

James Hayden, "Mr. James," is one of the dedicated people who shows up to the Food Bank every day to support the work and serve neighbors. After years as a volunteer at the Food Bank, Mr. James joined the staff earlier this year to help organize our warehouse. According to Andrew, the back lot has never looked better!

Mr. James is a lifelong Seattleite who has been a friend of SVdP for a long time. "The food bank has helped me so many times in the past," he says. "I get a feeling of love from this place."

"When somebody's going without and they're hungry, we can feed 'em, make 'em happy again. That's what life's about – making other people happy, and I'm glad to do that here."

The "COVID crew" also includes the National Guard, who came in to support the Food Bank at the very beginning of the pandemic in King County. Now, four National Guard troops are contracted to continue with us through March 2021.

"At the beginning we had no idea what we were working with," Andrew recalls. "But after about a week, neighbors understood that we are still here, doing what we can do." In fact, when the state put out safety guidelines and regulations in mid-March, "we were already doing it," says Andrew.



*National Guard serving at our Georgetown Food Bank in 2020.
Photo by Stephen Brashear for SVdP.*

7th grade students from St. John School in Seattle (pre-COVID).



Prior to COVID, the Foodbank provided our Catholic school youth with an immersion experience with our neighbors impacted by homelessness. By being present, serving food and listening to the stories of these individuals, our youth were awakened to a new reality of “who is my neighbor.”

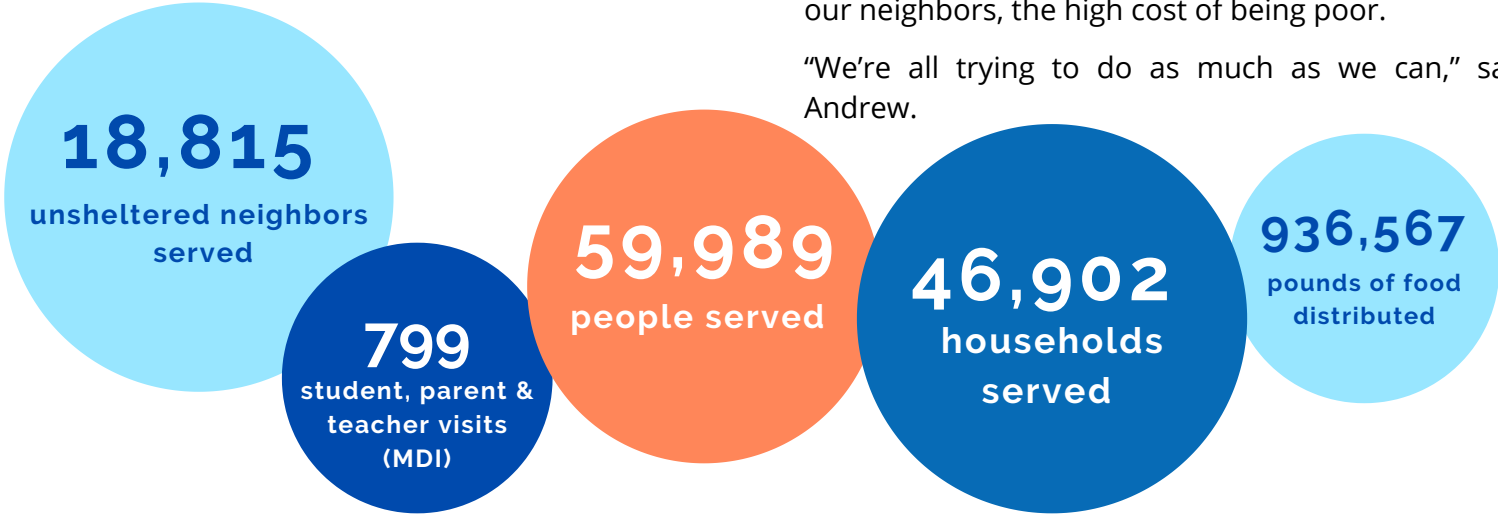
At the onset of the pandemic, our food bank was forced to pivot to pre-boxed and pre-bagged meals. Neighbors seeking clothing, books and other services still accessed these by request, while physically distanced from our volunteers and staff.

During the pandemic, we worked together to set up a hygiene station outside for neighbors, and we continue to host a mobile medical van every two weeks which offers COVID testing and other medical services.

The Food Bank also extended it’s reach by providing food to neighbors in South King County.

The Georgetown Food Bank relies on volunteers, donated food, and cash contributions to make wholesome food available to our neighbors all year long, whether facing the pandemic or, for many of our neighbors, the high cost of being poor.

“We’re all trying to do as much as we can,” says Andrew.



Centro Rendu

Latino Services & Community Center

Centro Rendu takes its name from Blessed Rosalie Rendu, a daughter of Charity, who was a leading worker, teacher, organizer and advocate for justice and for adequate care of her brothers and sisters living in poverty during the Industrial Revolution in 19th-century Paris. It is her inspiration that now, in the 21st-century, we live out through Centro Rendu.

Centro Rendu exists to protect, support, and defend Latino immigrant families through education, social services, legal advocacy, and leadership development that empowers and strengthens healthier communities and future generations.



Vroom and De Colores Child & Early Learning opportunities for families with children 0-5 years of age



Youth and case management programs that work on gang, violence & drug prevention & intervention services with school districts & partnering agencies



Culturally specific case management services to meet family's basic needs & achieve stability & self-sufficiency.



Free adult basic education classes in Spanish, classes for English language learners, high school completion programs, & financial literacy classes.

Culturally Specific Case Management

Sandra, a mother of three, works hard to support and care for her family. When she lost her job as a restaurant worker at the onset of the pandemic and the state's shutdown mandate, she and her family faced new economic challenges. Sandra, who is a participant in our Centro Rendu programs, poured out her anxiety to us. "I don't know what to do! Should I spend what I have left on groceries or pay for my rent!"



The impacts of COVID-19 on neighbors like Sandra led us to respond in a bigger way. We quickly opened a new food distribution site at our Kent store, where we soon discovered so very many others were suffering, like Sandra. As the positive cases of COVID-19 spread, we organized our response to include home-deliveries to individuals and families affected by the pandemic.

A Centro Rendu Case Manager assists a neighbor (pre-COVID). Photo by Dan DeLong for SVdP.



95
young people
participated in
ReRoute

Youth Program Coordinators Karina Osoy Cazares (center) and David Lujano (second from right) with youth after a presentation (pre-COVID).

Re-Route

Re-Route's mission is to help our Latin-X youth between the ages 11 and 17 who are starting to show academic and behavior issues navigate through barriers by providing guidance and support to them and their families. One goal of the program is for our youth to be able to build and maintain healthy relationships.

Starting in 2019, we began partnering with the Public Health Department for Seattle King County to offer a presentation to young people in our Re-Route Program on Healthy Relationships, sorting relationships into three categories (Getting to know each other, Dating, and Break Up). Youth are invited to think about the things that happen in these three stages and point out the toxic things that let them know when it is an unhealthy relationship.

At the end of the presentation our youth name the values they would like their partner to hold and also get the opportunity to ask anonymous questions.

19
families & 23
children
enrolled in
De Colores

De Colores

Maria and her two children have been connected with Centro Rendu's English as a Second Language (ESL) classes and as part of the Vroom program for years. In fact, it was through Vroom that Maria was referred to the De Colores program in October 2020. Centro Rendu Case Manager Liliana Gaxiola-Cuerpo does weekly home visits with Maria and her youngest child, Ethan. In addition to providing occasional food from our Food Bank and clothing to the family, Liliana also connects Ethan with speech therapy through the Renton School District's Meadow Crest School three times a week. Through its De Colores program, Centro Rendu helps dozens of families just like Maria's to receive case management support and resources like early learning and school readiness education tools.



*Maria, son Ethan, and daughter in 2020.
Photo by Liliana Gaxiola-Cuerpo for SVdP.*

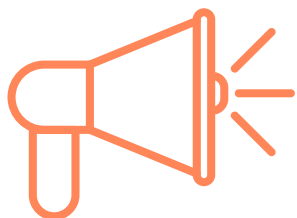
Outreach to RV Residents

Approximately 2,700 people live in cars and RVs in Seattle and King County, and in 2019, there were almost 100 RV wastewater spills. We began partnering with Seattle Public Utilities (SPU) in early 2020. Vincentians offer food, clothing, gas cards, toiletries, hygiene items, and sack lunches, while SPU provides the pump out. The pilot has led to fewer reported spills and is good for our RV neighbors, good for the environment, and good for our community.



*SPU performing a pump out on an RV.
Photo by Tai Jackson for SVdP.*

Advocacy and Collaboration



We work across sectors to build relational power for systemic change, and we organize and advocate for issues of concern for our neighbors. We form leaders that work collaborative for the common good and to change systems and structures that keep people from living in poverty. We actively engage in organizing efforts to advocate for permanent supportive and affordable housing, immigration reform, and other issues that impact low-income workers.

Eviction Prevention and Rental Assistance Program (EPRAP)



EPRAP is King County's implementation of the first wave of Federal CARES Act funding. The goal is to clear recipients' rental debt and ensure they will retain housing through March 2021. We are contracted to spend \$3.15 million in rental assistance out of a total \$42 million allocated to several agencies county-wide between September 23, 2020 and January 8, 2021.

On the Horizon

Because of the generosity of donors like you, we are able to serve our community in extraordinary ways. Thank you for helping us to continue listening, engaging, assisting, and advocating for our neighbors facing challenges in Seattle and King County this year, and for years to come.

Back2Work Program

Back2Work began in 2019 in collaboration with St. Vincent de Paul organizations across the country. The program offers individualized support and job opportunities in trade industries. Participants can start a career, earn a living wage and become valued members of the workforce. Anyone unemployed or working a minimum wage job and over 18 will qualify for this program. In 2021 we will expand Back2Work opportunities as well as our local partnerships.

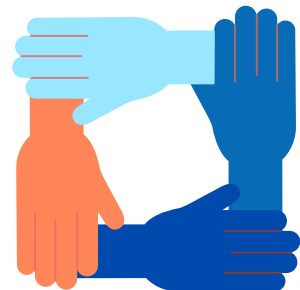


CPR certification training

This program launch will include a series talks of Emergency Medical Services topics.

Foundational Community Support

(FCS, administered by the Amerigroup program) will increase our capacity to help more neighbors obtain housing and employment. FCS will support SVdP in continuing to play a critical role in achieving better health, better care, and stronger communities.



Centro Rendu expanding services at our Burien store

Help Me Grow King County

This community-driven resource and referral linkage system guides families through the array of available services to connect children and their caregivers to appropriate, accessible, and timely services and supports. Starting February 1, 2021, Latino parents and caregivers can connect with our Spanish speaking Family Connectors at Centro Rendu to be connected with Help Me Grow services.



*Family activity at Centro Rendu (pre-COVID).
Photo by Dan DeLong for SVdP.*

Support Our Network of Care

You are vital to our mission of accompanying our neighbors who are facing challenges in Seattle and King County. Because of you, we are able to meet people where they're at, provide a listening ear, and offer help, compassion and hope.



- **Make a one-time gift**
- **Become a monthly donor**
- **Include SVdP in your will or living trust**
- **Recommend a gift to SVdP in your Donor Advised Fund**

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3rd & 4th graders from St. Paul School in Seattle (pre-COVID).





Photo by Dan DeLong.

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