

# 2023-2024 IMPACT REPORT



**WHEN OUR NEIGHBORS NEED US, WE'LL BE THERE.**

ST VINCENT DE PAUL OF SEATTLE | KING COUNTY

# LETTER FROM THE EXECUTIVE DIRECTOR

Dear Friends,

I am thrilled to share with you the transformative impact we have made together this past year at St. Vincent de Paul of Seattle | King County. Thanks to your unwavering support and generosity, we have been able to transform lives and create lasting change in our community.

I invite you to read this special edition of our impact report to learn how our volunteer Vincentian parish-based outreach teams restore hope and dignity at every home visit, through compassionate listening and effective responses that help address the multiple and complex needs of individuals and families in neighborhoods across all of King County.

Special programs focus on unique community needs, such as Centro Rendu, which serves the Hispanic/Latino community. Program offerings continue to grow with the rising demand for our educational services - offered in a truly Vincentian atmosphere - becoming a go-to service for public and private school districts. Our early learning, home-based services prepare children aged 0-5 for kindergarten, while building confidence and skills in young mothers.

Our Crisis Helpline continues to respond to hundreds of calls each day, five days a week, making SVDP the #1 referral agency in the City of Seattle.

Last year, on the feast day of St. Vincent de Paul, we launched our first golf tournament, and the fun was contagious. We made new friends in the corporate and tech world, and if you love the game, you'll want to join us this fall!



**MIRYA  
MUÑOZ-ROACH**  
EXECUTIVE DIRECTOR

In January 2025, we launched a new Strategic Plan. This plan will be our North star as we make significant strides toward upgrading our operational systems to more efficiently serve the ever-growing number of vulnerable neighbors who come to SVDP for help.

A safe community is a healthy, hopeful, and interconnected community - SVDP works every day to build resilience through our mission-driven works of charity and justice. Our work is grounded in love of neighbor - this is the legacy of our founders. As Pope Francis reminds us, "Hope does not disappoint"; at SVDP, we deliver on the promise of Hope.

We thank you for standing with us as we restore faith in humanity, hope for the future, and provide vital help when our neighbors need it the most.

# ST VINCENT DE PAUL NETWORK OF CARE

## OUR MISSION

Ignited by Gospel values, we listen, respond, and act with compassion to serve neighbors in their struggle to meet basic needs, as we advocate for a more just and equitable society.

## OUR VISION

A community where every neighbor is valued, respected, and empowered to maintain stability and achieve self-sufficiency.



### CRISIS HELPLINE

SVDP receives nearly 40,000 help requests each year; provides immediate relief by connecting neighbors to our local outreach teams, called 'Conferences'

### VINCENTIAN CONFERENCES



Vincetian volunteers listen with compassion and respond with dignity, assessing a family's needs and providing individualized assistance for their unique challenges.



### CASE MANAGEMENT

Case workers walk together with families, identify their needs, provide critical systems navigation, and stay close until our neighbors reach stability and self-sufficiency.



### THRIFT STORES

Our thrift stores are service access-points, hosting partner programs, case management, and workforce development. Profits support our programs.



### GEORGETOWN FOOD BANK

Welcoming everyone, our community center and resource hub offers food, clothing, housing connections, medical care evaluations, and access to case workers, and community referrals.



### CENTRO RENDU

Vital programs in Spanish support immigrant families through adult education, programs for at-risk youth, early childhood, and parental supports.

FROM  
SURVIVING  
TO THRIVING



# CONNECTING NEIGHBORS WITH A LISTENING HEART AND A TRUSTED LIFELINE FOR PRACTICAL ASSISTANCE



## *Immediate relief through compassionate care*

But, how does it work?

- 1 Callers speak to a trained intake specialist who listens closely in kindness and empathy.
- 2 Neighbors are immediately connected with Vincentians in their very own neighborhoods.
- 3 Neighbors with complex needs are referred to an SVDP case manager for comprehensive care.

Through thoughtful listening, we respond with dignity and respect, allowing a trusting relationship to begin.

“To change the world, we must be good to those who cannot repay us.”

- Pope Francis

Each year, the SVdP Crisis Helpline receives nearly 40,000 requests for help from individuals and families who are experiencing an urgent, critical need. Over half are referred to us by the Washington 211 crisis line.

The other half are brought to us through referrals from community members and our volunteer Vincentians across King County - who live and work in the same neighborhoods as those we serve - and so, we call them our neighbors.

## PROGRAM HIGHLIGHTS

- ▶ In addition to incoming phone calls, this past year **9,180 help requests** came to us through our online request form.
- ▶ The Helpline serves a community with complex challenges; through our web form alone, we processed requests from:
  - **2,283** Disabled Neighbors
  - **1,972** Domestic Violence Survivors
  - **631** Experiencing Homelessness
  - **221** United States Veterans
- ▶ Last year, the Helpline facilitated **9,435 requests for basic necessities alone**, such as food, clothing, and baby items.

## 📍 CRISIS HELPLINE

We gain insight into each caller's unique life circumstances to provide personalized care and effective practical support.

## HELP REQUESTS

**38,505**  
last year alone

# VINCENTIANS MEET NEIGHBORS IN THEIR HOMES TO LISTEN, RESPOND, AND BUILD RELATIONSHIPS OF TRUST.



## *The Vincentian Home Visit*

*Our Vincentians pair up to form skilled outreach teams, that meet with neighbors in their homes by listening, building relationships of trust and responding with compassionate care. This allows dignity and hope to be restored, and enables Vincentians to further assess each family's complex situation and provide effective individualized assistance that addresses their unique challenges.*

“No work of charity is foreign to the Society.”

- The Rule of St Vincent de Paul

‘Vincentians are not social workers. We serve as neighbors, seeking to understand the troubles of those we serve as we would a brother or sister, and to form relationships based on trust and friendship, and to walk with our neighbors in their time of trouble.’ (SVDP USA)

## PROGRAM HIGHLIGHTS

- ▶ Vincentians distributed **\$2.1 million dollars in rent assistance**, to keep families in their homes, preventing eviction and avoiding homelessness.
- ▶ Vincentians dedicated over **84,000 hours** to serving neighbors in need.
- ▶ Last year, **over \$580,000 in-kind goods and services** were provided by Vincentians, including food, basic necessities, mattresses, and clothing.

## 📍 VINCENTIAN CONFERENCES

Our Vincentians are neighbors to those we serve. Nearly **900 Vincentians** form **48 outreach teams** across King County.

## HOME VISITS

# 15,544

last year alone

# A PARTNERSHIP THAT BUILDS PATHWAYS TO STABILITY & SELF-SUFFICIENCY FOSTERING HOPE, RESILIENCE, AND LASTING CHANGE



*When you need us, we'll be there.*

*Case management empowers families to achieve stability through tailored systems navigation, individual needs assessments, and compassionate care. We walk with our neighbors, helping them grow in their ability to reach stability and to face future challenges independently.*

We engage closely with people to effectively assess their needs through active and reflective listening, trust-building, and the creation of safe spaces for open and trusting communication. Through this process, individuals and families are able to build confidence in themselves, and reinforce their ability to take on the leadership of their own families.

“The poverty of being unwanted, unloved, and uncared for is the greatest poverty.”

- Saint Teresa of Calcutta

## A few ways our case managers help families thrive...

- Support in finding temporary shelter or housing
- Collaboration with landlords & property managers
- Assistance with resumes and finding employment
- Resources for mental health & substance abuse
- Service access for disabled and military veterans

... with a caring approach for each complex situation.

## PROGRAM HIGHLIGHTS

- ▶ Last year, case managers exceeded **3,000 hours of in-person meetings**, partnering closely with our neighbors to find practical solutions to their unique financial challenges.
- ▶ Case managers arranged for over **\$161,000 in housing assistance** for neighbors facing eviction notices or experiencing homelessness.
- ▶ Additionally, they arranged for over **\$121,000 in additional assistance**, including clothing, mattresses, and bus tickets.

## 📍 CASE MANAGEMENT

A holistic approach valuing the whole individual, their unique life circumstances, and the complex dynamics of each family when faced with crisis.

## ACTIVE PARTICIPANTS

**586**

and counting...

# FAMILIES IN CRISIS VISIT OUR COMMUNITY RESOURCE CENTER WHERE VOLUNTEERS GIVE FOOD, SMILES, HOPE AND HEALING



## Neighbors visit the SVdP Georgetown Food Bank

Our food bank is a critical response to rising costs of living in King County. We welcome with kindness, dignity, and respect anyone who is facing financial insecurity, food scarcity, unstable housing, or experiencing difficult life circumstances.

We strive to nourish and uplift our neighbors by providing essential food supplies, basic necessities, access to comprehensive case management services, and assistance navigating complex networks of public support. Compassion, mercy, and love of our neighbor lead our treasured volunteers to give so generously of their time.



**Last year, 1,303 unhoused neighbors experiencing chronic homelessness came to us in crisis, often with only the clothes on their back.**

Unhoused neighbors have little or no access to basic resources like refrigeration or cooking appliances. In response, we assemble and distribute 'day bags' containing ready-to-eat food items and provide immediate, onsite access to case management to help them move out of crisis.

## PROGRAM HIGHLIGHTS

- ▶ Last year, the Georgetown Food Bank distributed **476,653 pounds of food** to neighbors in need.
- ▶ In addition to food items, **5,586 basic necessities** were provided, such as clothing, hygiene and personal care items, backpacks, sleeping bags, and blankets.
- ▶ Neighbors without a physical mailing address utilized our mail services for a total of **1,236 mail pickups** to apply for jobs, access support services, and obtain key documentation to improve their circumstances.

## 📍 GEORGETOWN FOOD BANK

This year, food bank volunteers dedicated **9,283 hours** of their own time to provide hope and healing in times of crisis.

## TOTAL ASSISTANCES

**39,585**  
and counting...

# VITAL RESOURCES AND HEARTFELT COMMUNITY

## LATINO IMMIGRANT FAMILIES FIND STRENGTH AT CENTRO RENDU



Centro Rendu works to empower Hispanic/Latino immigrant families by providing culturally relevant programming, a fully bilingual staff, and community-informed service design.

*Together, we can build a brighter future.*

“We must aspire to a more complete and longer lasting benefit: study their abilities, their level of instruction, and try to get them work to help them out of their difficulties.”

- Blessed Rosalie Rendu

### PROGRAM HIGHLIGHTS

- ▶ Our ‘De Colores’ Early Childhood team made **1,080 home visits**, while creating a safe, trusting community with parents of children age 0-5.
- ▶ The ReRoute program helped **303 at-risk youth** improve their grades, work through behavioral issues, and build supportive relationships with peers and mentors.
- ▶ Our inclusive, bilingual programs for primary and secondary education, English literacy, and high school completion guided **1,705 adult learners** toward improving their access to quality employment opportunities.

#### A few ways Centro Rendu builds a brighter future ...

- early childhood development supports for parents
- no-barrier access to educational opportunities
- diversion programs for at-risk Latino youth
- rent & utility assistance for families facing eviction
- case management & systems navigation
- culturally-centered events and activities

**...with a culturally diverse and fully bilingual staff.**

Last year, Centro Rendu **touched over 4,300 lives** through social service support for families who are facing financial challenges, cultural and linguistic isolation, and significant disproportionalities in income, education, employment, and access to basic services.

### 📍 CENTRO RENDU

This past year, Centro Rendu has expanded our youth mentorship programs into five participating high schools in the Kent School district.

### ASSISTANCES

**23,943**  
and counting...



# CONSUMER SUPPORT FUNDS SVDP PROGRAMS

## A TRUSTED ENTRY-POINT FOR VITAL SERVICES



### **A Community United in Hope**

On the corner of Central & Smith hangs a beautiful mural depicting our patron, St Vincent de Paul, watching over the Kent Valley, painted by youth from Kent's local middle and high schools.

### **Kent Store** - 310 Central Ave North

Our Kent thrift store houses our **Centro Rendu** adult education programs for English literacy, primary and secondary education, GED, and financial and computer literacy, as well as well as **ReRoute**, our after-school programs for Latino youth.

### **Renton Store** - 575 Rainier Ave North

Renton is home to our **De Colores Early Learning** and kindergarten-readiness program for low-income parents who have children aged 0-5, including developmental assessments to create individualized support plans. Parents can also build community through our new peer-support program, **Contando Contigo**.

### **Kenmore Store** - 7304 NE Bothell Way

This site hosts **support services for refugees**, through a partnership with the University of Washington School of Medicine. Kenmore is our largest donation site, providing inventory for our South King County stores.

“Proceed quietly, pray a great deal and act together.”

- St. Vincent de Paul

### STORE HIGHLIGHTS

- ▶ "A stunning number of our neighbors in King County are unable to afford a bed to sleep in. Many children sleep on the floor. Last year, Vincentians provided **over \$160,000 in brand new mattresses and boxsprings**, all at no cost to our neighbors.
- ▶ Every little bit counts. Last year, SVDP case managers and Vincentian volunteers provided neighbors with **over \$36,000 in store vouchers** to obtain clothing, household goods, furniture, and more.

### **THRIFT STORES**

Last year, our thrift stores generated over **\$2.7 million dollars in revenue in support of our programs and services.**



# WHEN OUR NEIGHBORS NEED US, WE'LL BE THERE.

## KEY DATA

**REVENUE:** \$9,274,962

**EXPENSES:** \$9,811,067

**NEIGHBORS SERVED:** 46,655

**VOLUNTEER HOURS:** 97,233

**HOME VISITS:** 15,544

## MISSION

Ignited by Gospel values, we listen, respond, and act with compassion to serve neighbors in their struggle to meet basic needs, as we advocate for a more just and equitable society.

## VISION

A community where every neighbor is valued, respected, and empowered to maintain stability and achieve self-sufficiency.

## FY 23/24 UPDATE

In 2024, SVDP made key strategic decisions to improve our financial and operational outlook after sales were negatively impacted by the pandemic, leading to the sales of our Burien and Seattle stores.



## VALUE OF IN-KIND SUPPORT

**VINCENTIAN CONFERENCES:** \$580,303

**GEORGETOWN FOOD BANK:** \$918,743

In-kind support includes food, clothing, basic necessities, and more.

## CONFERENCES

**VINCENTIAN VOLUNTEER  
FUNDRAISING:** \$3,662,194

Conferences raise funds in Catholic parishes across Seattle & King County.

## LOOKING FORWARD

These two property sales helped offset the expenses from our outstanding mortgages, preparing SVDP for the implementation of our new - and transformational - 2025-2030 Strategic Renewal Plan.

To view our most recent 990 or audited financial statements, please visit [www.svdpsseattle.org](http://www.svdpsseattle.org)

# ANNUAL FUNDRAISERS FY 23/24

LAST YEAR, YOU HELPED US RAISE \$291,502 FOR SVDP PROGRAMS!

## BLUE DRESS BREAKFAST (SPRING)

JOIN US ON  
MAY 13, 2025!



## VINCENTIAN CHARITY GOLF CLASSIC (FALL)



# CONNECT WITH US



(206) 686-7677



[giving@svdpseattle.org](mailto:giving@svdpseattle.org)



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