

2024 Impact Report

Building Stability, Fostering Hope



Published June 2025



A Letter From Bill

Our Mission

Our mission is to stabilize lives, equip people to meet their goals, and build a stronger, more equitable Skagit County.

Our Vision

Our vision is a community in which everyone works together to end poverty in Skagit County.

2024 Board of Directors

Client Sector

Kati Ortiz
Christina Soltero
Jamie Thornberry
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Dear Friends of Community Action,

Once upon a time, in a place not very far away, a group of villagers experienced a huge flood. Not all villagers were at risk, but they all suffered when their neighbors' homes and fields washed away. The rising waters swept some villagers downstream towards a dangerous waterfall. Despite worrying about their own families, their homes and fields, many villagers dove in, extending a hand so neighbors could pull themselves to shore. Those neighbors in turn bravely helped others.

As they began to tire, one of the villagers said, "Should we go upstream to see what is causing this danger to our community in the first place?"

At first, the task seemed insurmountable. But they trusted each other and knew they all had talents to give. Scouting the trail ahead. Assessing the challenges. Engineering solutions. Doing the heavy lifting together.

In 2024 Community Action of Skagit County celebrated 45 years focused on this vision: **A community where everyone works together to end poverty in Skagit County.** A community that rewrites the old story, so in the future **all Skagit neighbors can thrive.** A community that wades into the work of **crisis response**, and also faces challenges for **long-term community change.**

Together, our superpower is prevention: We believe the most effective (and often the least expensive) work is keeping people out of the dangerous current in the first place: **Preventing poverty, homelessness, and hunger.**

We thank the partners, volunteers, donors, elected officials, and all who work alongside **the real heroes of this story, the people Community Action serves:**

- Families working hard to get ahead for their kids.
- Seniors worried about whether to make rent or buy medicine.
- Veterans navigating a maze of systems.
- People without a home or food.

This 2024 Impact Report is a brief overview of just a few of the ways that, working together, we've created **results from "both-and" solutions:** Helping folks pull themselves out of the river, *and* going upstream for lasting change.

Thank you for helping us rewrite this story and for helping others see the part they can play.



A stylized handwritten signature of "Bill" in blue ink.

Bill Henkel,
Executive Director



Scan to learn
more about
our mission



Scan to learn
more about our
board members

Stabilizing Lives

The First Step in Prevention: Access to Resources

We all know someone who is struggling to make ends meet. Family. Friends. Coworkers. Neighbors. Many families have enough in savings to navigate one bump in the road. But what about many bumps, or a really big one?

In Skagit County, 36% of households are below the “ALICE” threshold (Asset-Limited, Income Constrained, Employed), people who are working but cannot meet all their basic needs for housing, healthcare, food, childcare, and transportation. And most seniors and adults with disabilities face the same challenges, many without the employment.

Just one unexpected (but all-too-common) disruption in the family can change everything. We call them the “Ds”: A death in the family. Divorce. Domestic violence. Disability. Medical debt. Being downsized from a job. Where do people go, especially when they’ve never had to ask for help before?

Our Skagit neighbors are strong, resourceful, and creative. Many of us have turned to family and friends when we’ve needed help or to our communities of faith. Sometimes those social networks run thin, especially for those who are alone, elderly, or in isolated rural areas.

That’s where our Resource Centers come in. A warm welcome, without judgement. Friendly information and referral – in fact, MOST people who call, email, or walk in our doors only need a little information on next steps. Others may need application assistance for Basic Food, Energy Assistance, or other ways to stretch their limited incomes. For those who want and need it, Care Specialists walk alongside them to reach longer-term goals for housing, education, and employment.



We were happy to celebrate the one-year anniversary of the Anacortes Resource Center in September 2024, increasing access to services for Fidalgo Island residents.

Anacortes Resource Center

In 2024, the Resource Center’s first full year, we served 4,227 individuals (from 1,400 households) on Fidalgo Island:

- 243 people (179 households) avoided homelessness;
- 925 people (461 households) expanded their income; and
- Approximately 770 households received food from our Skagit Food Distribution Center, which supplies all Skagit and San Juan Island food pantries.

Resource Centers: Serving all of Skagit County

Anacortes Resource Center
819 Commercial Ave Suite C,
Anacortes, WA 98221
(360) 770-4049
Anacortes@
CommunityActionSkagit.org

East County Resource Center
45770 A Main Street,
Concrete, WA 98237
(360) 416-1733
ECRC@CommunityActionSkagit.org

Mount Vernon Resource Center
330 Pacific Place,
Mount Vernon, WA 98273
(360) 416-7585
ResourceCenter@
CommunityActionSkagit.org

Skagit Vets Connect
160 Cascade Place, Suite 104,
Burlington WA 98233
(360) 588-5156
Skagitvetsconnect@
CommunityActionSkagit.org

Skagit Volunteer Center
www.SkagitVolunteerCenter.org
VolunteerCenter@
CommunityActionSkagit.org

Equipping Families to Reach Their Goals

Job Skills & Training

In our employment programs, participants receive one-on-one job coaching and training to support career and education planning, job readiness, and the job search process, including resumes, cover letters, applications, and interview skills. To improve participants' employment opportunities, we connect participants with an employment work site that best fits the household's situation and long-term goals.

WorkFirst: Work First is a program that provides TANF (Temporary Assistance for Needy Families) participants with one-on-one intensive case management, job skills workshops, and on the job training. With this support, the ultimate goal is to assist participants in resolving barriers and gaining sustainable, unsubsidized employment.

Foundational Community Supports (FCS) Supported Employment: FCS helps people who are eligible for Medicaid obtain and maintain stable employment. Services include job search support, job skills workshops, transportation, and coaching to improve communication and self-advocacy skills at work.

Financial Literacy and Renters Education (FLARE)

- Partnership between Community Action of Skagit County & Northwest Workforce Council (NWC) utilizing Economic Security for All (EcSA) funding.
- Community Action provides the financial skills part of the program: two months of weekly workshops, covering money management, financial goal-setting, credit, debt management, renters education, budgeting and saving followed by ten months of meetings with financial mentors.
- These mentors provide guidance and accountability partners to support families in working towards their financial and career goals.



Launching Financial Success

- EcSA introduced to Skagit in July 2024; First FLARE cohort began December 4, 2024.

Specific Financial Outcomes:

- Improved Financial Wellbeing
- Increased Savings
- Improved Credit
- Opened Savings Account or IDA

Our Students Say:

"This class was amazing! I learned so much, not just financially, but about myself as well!"

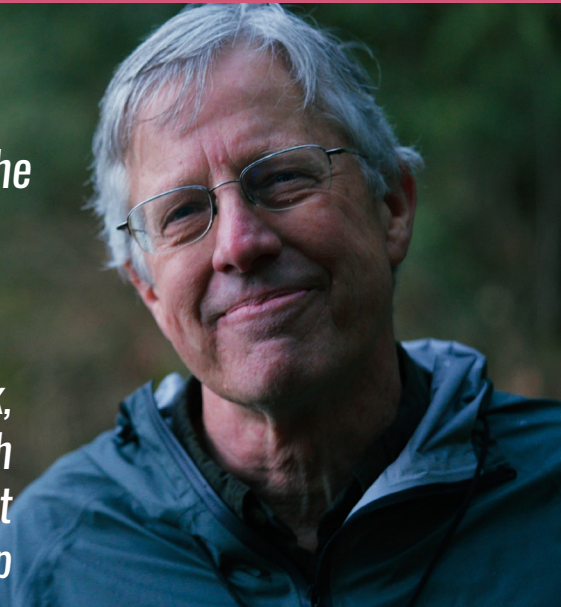
"I wish this class was taught back in high school!"

"I think a lot of people in my position could use this knowledge to change things in their lives that are holding them back."

Service Innovation

“Outreach Workers are the guides. They’re identifying who needs care. They do the hard work, and I just tag along with them.”

*– Dr. Eric Stark,
founding physician with
Community Action’s Street
Medicine Partnership*



Saving Lives by Walking Alongside People Partnership is one of our core values.

Community Action’s Street Medicine Partnership is a collaboration between local doctors, hospital residents, and our Street Outreach & Recovery Navigator Team.

It’s an innovative new part of our long-term relationship and trust building with our community’s most vulnerable neighbors. The team goes wherever people are living – in their cars, city parks, sheds, and deep in the woods in rural East County. The goal is to stabilize and move people toward recovery and housing. Outreach workers visit every week, offering socks, tents, blankets, and food.

Community Action is an approved site for medical providers to secure malpractice insurance through the Washington

Healthcare Alliance’s Volunteer & Retired Providers Program. Physicians provide light-touch medical care in the field, as members of our team. Common diagnoses and treatments include wound care and education, management of mild acute conditions such as respiratory illness, and helping people access and maintain medications for behavioral health and chronic disease management.

Take Action:

Want to help the Street Medicine Partnership? Donations are needed to purchase first aid kit supplies, so people with wounds can care for themselves while living outdoors.

Dr. Eric Stark is the founding provider in the Street Medicine Partnership. One of our Outreach Team members had this to say about his impact:

“Dr. Stark is as genuine a person as I’ve ever met. That’s super important to build trust. To be your true authentic self. He doesn’t have to fake it. He truly cares about people, and that comes across in every single interaction he has with somebody. Most doctors aren’t willing to meet you in the middle of the woods in the pouring rain to see how your sprained ankle is, but he’s willing to do it. That not only is helping someone’s health in the immediate term, but it builds the trust with our Outreach Team so we can walk alongside them until they’re ready to opt in to recovery, or get into housing or into a job.”

In 2024, our Outreach Team connected with more than 1,200 individuals, and has trained hundreds of community members in how to administer Naloxone to reverse overdoses.

2024 Impact



Who We Served



59,714 People Served

23,633 Households Served

18% People with Disabilities

17% People without Homes

16% Seniors

298 Veterans



Food Access



**3,316,789 Pounds of Food
moved through the Skagit
Food Distribution Center**

**43,962 People Accessed Food
and Quality Nutrition**

**8,464 People Received
Nutrition Education & Tools**



Education & Employment



**661 People Received Skills and
Tools to Increase their
Economic Stability**

**8,244 People Received Financial
Support to Expand their Income**



Housing & Homelessness

131 People were housed

2,038 People Avoided Homelessness

**849 Unsheltered People
Received Outreach and
Recovery Navigator Program Service**

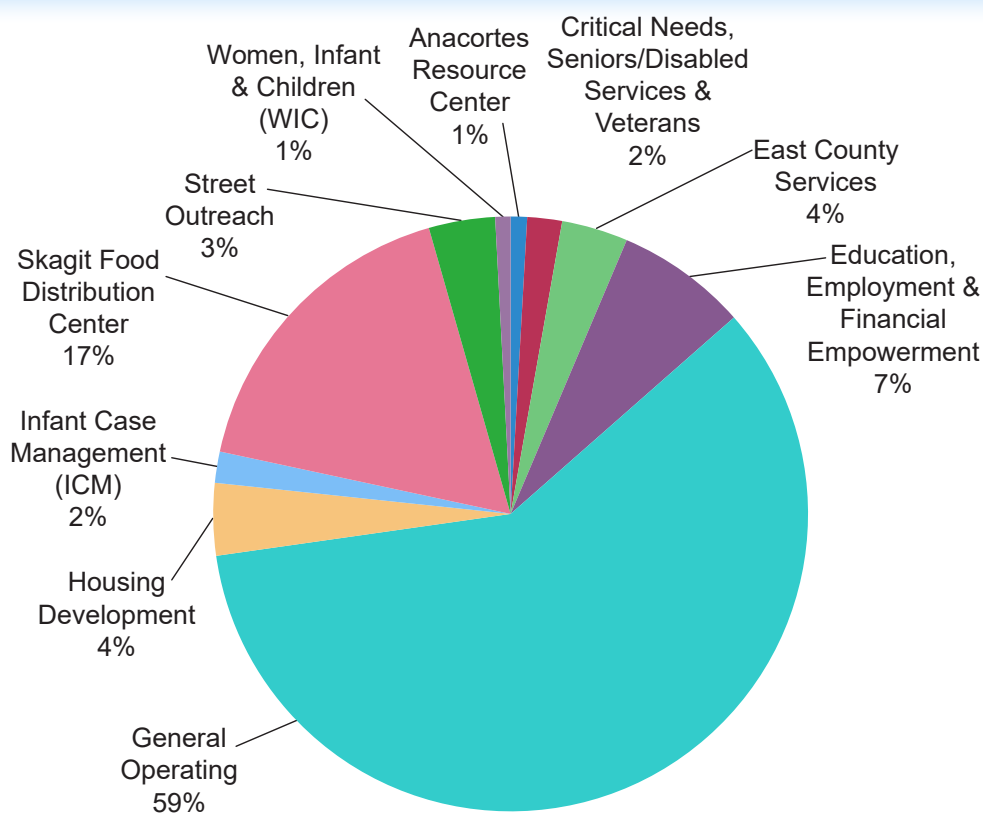


2024 Fundraising Overview

Thanks to the generosity of our incredible community, we're proud to share that over \$560,000 was raised through contributions from donors and grantors in support of our programs. These programs are made possible because of you — thank you for your support!

2024 audited financials will be available online in October 2025.

To view multiple years of clean audits, please visit:
www.CommunityActionSkagit.org/Audit/



Total fundraising revenue: \$560,735

Community Partnerships & Impact

“Volunteering has given me the opportunity to be part of the community and gives me a sense of belonging.”

- Teresa Burke, Volunteer

Robert M. Gates Skagit Vets Connect

Community Action has served veterans and their families for over 40 years. Time and again, they tell us that systems can be mean and complicated to navigate.

So in 2019, Community Action launched the Robert M. Gates Skagit Vets Connect, funded by a generous donation from Skagit residents Robert and Becky Gates. With their help, we pulled together partners such as the U.S. Veterans Administration, Washington State Department of Veterans Affairs, Skagit County, and many others to offer a one-stop center that puts vets and their families at the center of solutions.



Community Action volunteers provide a warm welcome. A vet herself, volunteer Teresa Burke is an important part of the team.

Keep Skagit Strong

Our work is made possible by the incredible support of our volunteers and donors. Want to get involved?

Reach out: VolunteerCenter@CommunityActionSkagit.org

Volunteer

- Senior Food Box delivery
- Financial literacy coaching and mentoring
- Driving seniors to doctors appointments
- Meal Program helper at Concrete Community Center
- Wood chopping to keep veterans warm

Donation Drives

- Household items for our Family Development Center homeless shelter
- Diapers and wipes for infant case management
- First aid kit supplies for Street Medicine Partnership

Doing more together

Did you know that Community Action sponsors the Skagit Volunteer Center? We believe our community is stronger when everyone can find a meaningful way to improve life for others. Find over 250 of our nonprofit partners: www.SkagitVolunteerCenter.org

