

*The laid-off worker guided toward
retraining and a new career.*

The family that's able to pay their winter heating bill.

*The frail senior who can stay in her own home thanks in
part to the healthy meals delivered to her door.*



For all of them and more, Rural Resources Community Action helps lift them out of poverty and toward self sufficiency. In 2009, our helping hand was needed more than ever. People who once donated to food banks now turned to them to keep from going hungry. Men and women who used to have secure incomes now found themselves jobless or even homeless.

Our nearly 40 programs served approximately 9,700 people in Ferry, Pend Oreille and Stevens Counties in 2009. We were here for local residents to help with basic needs such as housing, nutrition, employment, transportation, early childhood education, safety from violence, and heat during the cold winter months.

The deep and lingering recession was exacerbated by cuts in state programs serving the most vulnerable members of our community. But with the help of federal stimulus dollars through the American Recovery and Reinvestment Act of 2009 – which pumped dollars into our local Northeast Washington economy – we were able to create jobs, prevent homelessness and keep many of our neighbors safer and healthier.

With the stimulus dollars, we were able to:

- Complete 60 of our goal of 130 additional home weatherization projects in the three-county area, drastically cutting down on what has been a three-year waiting list. The projects not only improve property values and energy efficiency, they put local contractors to work.
- Partner with the Libraries of Stevens County to start a new outreach program called ResourceLink, connecting residents in outlying rural communities to services and programs that could change their lives.
- Match an additional 220 young people to jobs that benefit the community and teach employment skills.

The productivity doesn't begin and end with federal stimulus dollars. We also:

- Opened a new Head Start early childhood education facility in Newport.
- Delivered nearly 1.5 million pounds of food (60 percent more than in 2008) to area food banks.
- Managed increased applications at our WorkSource Center from the growing ranks of job seekers. Tough times are evidenced by the hundreds of applications we received from all over the country for some local jobs.

Looking ahead to 2010, we see continued economic challenges, but we also envision hope and opportunity. We want to be the place people turn to for help so they can avoid homelessness, poverty and despair – and achieve self sufficiency. We want to help our most vulnerable neighbors help themselves, particularly in these tough times, because that's what we're all about: *Helping people, changing lives, strengthening our community.*

2009 MAJOR ACCOMPLISHMENTS

Employment and Training

Some 165 men and women (a 10 percent increase over 2008) received help finding living-wage jobs and/or pursuing education and training for new careers. Thanks to federal stimulus funds, we were also able to vastly expand employment opportunities for youth, ages 14 to 24. We served more than 450 young people in seven counties, nearly doubling the previous year's number. Almost all of them completed a work-experience placement and achieved a work readiness skill.

Energy Assistance

Our energy programs helped 40 percent more households with their winter heating bills in 2009 compared to the previous year. Funding to ensure that homes stayed safe, warm and dry totaled about \$1.25 million, and we expect to distribute another record amount of assistance in 2010. Even with the increased funding, however, hundreds of eligible households will go without help.

**"Your good deeds warm our bodies. Your compassion
warms our souls. Your kindness warms our hearts.
Thank you for everything you have done for our family!"**

~ Pend Oreille County family ~

Other successes in 2009:

- Many households applying for energy assistance for the first time found relief from the near doubling of funding for the Federal Low Income Home Energy Assistance Program (LIHEAP).
- With stimulus dollars, we hired an energy conservation educator to help homeowners in our weatherization program with energy savings.
- Using local contractors and outside auditors, we were able to meet federal and state requirements for weatherization dollars and complete 60 home weatherization projects.
- We retooled the Energy Assistance Program to take advantage of increased funding to serve many more applicants in need of heating help and energy repairs.

Housing and Community Services

The low-income residents living in the 26-unit Central Colville Apartment complex now have a safe, healthy and energy-efficient place to call home. We completed the remodel and renovation of the facility in 2009, and now have a virtually new building with fresh amenities, landscaping and materials upgrades.

Transportation

Northeast Washington residents took nearly 25,000 trips in Rural Resources buses with agency drivers over the past year. In addition, our well-trained volunteer drivers provided nearly 230,000 miles of transportation, connecting seniors, disabled people and other residents to jobs, health care and services they need to live independently.



Family Services

Lives depend on the coordinated efforts of team members in our Kids First Children's Advocacy Center, a child-focused program dedicated to the investigation, treatment, management and prosecution of child abuse cases. That's why the center goes through a detailed and rigorous national accreditation process every five years. That process took place in 2009, and we're proud to report that we passed. The site reviewers for the National Children's Alliance noted in their report "It was clear in speaking with the multidisciplinary team that this program is

"You saved my life."

~ 87-year-old woman who received in-home care, minor home repair and legal assistance through RRCA ~

highly valued in the community."

Other notable achievements:

- 2009 marked the 10th anniversary of our Women Making a Difference Luncheon, which saw the largest attendance ever with 405 guests and raised more than \$45,500 (including \$13,000 from 28 corporate underwriters). Without this support, we would be unable to provide the round-the-clock repertoire of services our victims and families need.
- We reached out to our communities with presentations and campaigns aimed at preventing and stopping child abuse, domestic violence and dating violence, and provided critical information on identity theft and elder abuse.
- Family Support Center and Kids First served 804 people in 2009, an increase of 22 percent over 2008, despite budget challenges.

Early Childhood Services

Early childhood services not only help children enter public school ready to learn, they help parents improve their understanding of their child's needs and how to respond to them. We also work with families to connect them to community resources such as housing, job training or adult education. Through our Head Start federal preschool program – which successfully passed an extensive federal monitoring review in 2009 – and our ECEAP state preschool program, we served a total of 225 children and their families in six communities.

More notable achievements last year included:

- In February, we opened our new Newport Head Start Center – our own facility in a community we have served for 20 years. With specially designed learning and play areas, a well equipped kitchen, ample storage and a spacious playground, our new building is helping young children get a terrific start on academic achievement.
- A grant through the UCLA Health Care Institute and Johnson & Johnson allowed us to train more than 85 families in health literacy. The project resulted in families making significantly fewer doctor office and emergency room visits and parents missing fewer work and school days to care for their children's illnesses. The nationwide effort is reducing unnecessary and costly doctor office and emergency room visits, saving nearly \$200 in taxpayer-funded Medicaid costs per family each year.



Senior Services

For decades, Rural Resources has served seniors in Stevens and Pend Oreille Counties by assessing individual needs, then responding with meals, housing, long-term care, energy assistance, connections to other important services and more. In 2009, we expanded this comprehensive case management, information and assistance service into Ferry County, giving many more Northeast Washington seniors access to efficient and effective help to keep them living independently for as long as possible.

More key successes in 2009 included:

- Our Kinship Care program was recognized statewide and nationally for its innovative approaches to helping grandparents and other relatives care for their young kin. One new program for our Kinship Support Groups brought together relative care providers via satellite and online video conferencing. This offered a special venue to low-income caregivers who could share their experiences and get advice and support without spending time and money to travel great distances.
- In the face of catastrophic budget reductions from state funding sources, we nonetheless managed to maintain our level of service to seniors.

Yes, you can help!

Since 1965, Rural Resources has helped residents of Northeastern Washington help themselves and each other. Through education, resources and support, we offer real hope to children, seniors and families, working to create a strong and stable community for us all. More than 95 cents of every dollar we spend goes directly to put those in need on the road to self sufficiency, and we consistently monitor and evaluate the success of our programs – and our clients – to ensure that our funds are spent wisely and efficiently.

As a nonprofit 501(c)(3) organization, we welcome contributions from individuals and businesses. To learn how you can help us make a difference in people's lives, email us at info@ruralresources.org or call 509-685-6057.

Statement of Operating Support Revenue and Expenses*

Year ending February 28, 2009

More than 95 cents of every dollar spent by the RRCA goes directly to services for low income individuals and families, with less than 5 cents going to administrative and fundraising support.

Public Support

Contributions	172,858
Grants from nongovernment agencies	316,872
Fees and grants from government agencies	13,290,379
Total Public Support	13,780,109

Revenue

Rental income and client fees	300,468
Investment Income	5,603
Other Income	101,944
Total Revenue	408,015
Total Public Support & Revenue	14,188,124

Expenses

Program Services

Community Services	238,679
Transportation	839,509
Job Training & Employment	2,640,992
Family Services	1,447,476
Housing & Adult Services	6,946,795
Head Start & Early Childhood	1,482,985
Total Program Services	13,596,436

Supporting Services

Fundraising	34,859
Management & General	469,498
Funds for Future Use	87,331
Total Expenses	14,188,124

**Operating support expenses and revenue figures provided are unaudited.*

“How do I even begin to tell you how appreciative I am? The stove is beautiful and it works great! I still cannot believe how fortunate I am to have received your help. You didn't have to do what you did for me and I just want you to know I am so very thankful.”

~ Stevens County senior ~

2010 Governing Board Members

Al Six, Chair/President
Selkirk Consolidated School District

Malcolm Friedman, Secretary
Stevens County Board of Commissioners

Michael Hansen, Finance Committee Chair
Key Bank

Dan Berger, Administrative Committee Chair
Kettle Falls Harvest Foods

Clancy Bauman, Planning Committee Chair
City of Chewelah

Tiffany White
Head Start Policy Council

Fran Bolt
Town of Marcus

Robert Spencer
Town of Cusick

John Prietto
Family Support Center Advisory Board

Ruth Pickett
Chase Bank

Sue Harnasch
Tri-County Economic Development District

Bob Heath
Ferry County Board of Commissioners

Teresa Hill
Early Childhood Education

Patty Markel
Youth.Dot.Com Advisory Board

Carolyn McKern
Adult & Long Term Care of Eastern Washington

Laura Merrill
Pend Oreille County Board of Commissioners

Robert Riley
New Alliance Counseling Services

Paul Schaffner
Ford Seniors Sunset Club

Tisha Johnson
Youth

Nicole Simmons
Youth

David Windom
N.E. Washington Tri-County Health District

Dennis Bly
Lincoln County Board of Commissioners



One of our former Head Start parents, whose child is now approaching high school graduation, stopped by Rural Resources in 2009 some 12 years after we first worked with the family. "I finally met all my goals," she excitedly told the same family service worker who'd helped her so long ago. The goals she had established with our help – to leave an abusive relationship, go back to school and to become financially independent – took years. But she and her child are all the better for it today.

RURAL RESOURCES COMMUNITY ACTION • 956 SOUTH MAIN STREET • COLVILLE, WA 99114
509.684.8421 (PH) • 509.684.4740 (FX) • INFO@RURALRESOURCES.ORG