
BI VILLAGE PROJECT

"Bainbridge Island is a great place to grow up and grow older."

Michael Scott, City Council Member Chair
Human Services Funding Advisory Committee

October 27, 2017

Dear Mr. Scott,

We are very pleased to be submitting this funding request to create and maintain a centralized information and call center to improve access to health and human services available to all Bainbridge Island's citizens, in collaboration with existing organizations.

BI Village is a new Washington State non-profit organization formed in January 2016 to respond to the needs of the growing population of people over 55 living on Bainbridge Island. This application is being submitted under our incorporated name, BI Village, with the knowledge and support of our current 501(c)(3) fiscal sponsor, Housing Resources Bainbridge. We have recently applied to become a separate 501 (c) (3) organization, under a new name, ***Island Neighbors***, which we will be announcing very soon, once our IRS application is approved.

The Village concept has emerged as a leading national model to support people who choose to age in their own homes. Village programs are known to benefit communities by improving access to needed services, building community and empowering seniors. Villages throughout the country usually start by offering a single number to call to access services, and this service becomes the hub from which additional services are added over time.

Over 50 volunteers have served on planning committees; hosted living room chats and provided support in other ways since we started planning our village last January. The BI Village initial effort was to conduct a needs assessment that focused on identifying services seniors will need to age in place on the Island. The full report is available online at BIVillage.org. Our assessment focused on the needs of older citizens in our community.

As we facilitated conversations with Bainbridge Island residents, senior citizens, 59% of whom were 75 or older, and interviewed community leaders, we learned as did the City in its survey, that a central place to access information and services was a universal concern and need. Our planning groups felt very strongly that this service should be made available as a public service to everyone in the community and believe this cause is very compatible with our mission, which is to *inform, connect and help one another thrive through life's transitions and to age in place with confidence and dignity.*

We sincerely appreciate your consideration of our application and look forward to appearing before the Human Services Funding Advisory Committee to answer any questions you may have.

Sincerely,

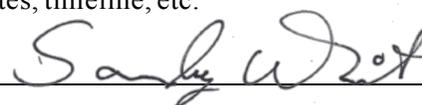


Sandy White, President BI Village

**CITY OF BAINBRIDGE ISLAND
2017 – 2018 HUMAN SERVICES FUNDING PROGRAM PROPOSAL**

COVER LETTER

1. Organization Name: BI Village
2. Contact Person: Sandy White Phone: (206) 200-8303
3. Email Address: Sandywhite.bi@gmail.com
4. Physical Address: Marge Williams Center
5. Mailing Address: 221 Winslow Way #202, Bainbridge Island WA 98110
6. Are you a 501(c)(3) nonprofit? Yes No
BI Village is a Washington Nonprofit organization, operating under the fiscal sponsorship of Housing Resources Bainbridge, an approved 501 (c) (3) organization
7. Organization EIN: HRB Fiscal Agent 95-0068013
8. Request for 2017-2018 (two-year term):
 - A. Amount of City Funding Requested: 2017 \$27,900 2018 \$ 27,900
 - B. Organization budget \$12,500 for fiscal year ended: 2016
 - C. Type: Program Support General Operating Support (not specific to any one program or targeted service) Capital (appreciable asset)
 - D. For Program Support Requests, name of Program: Call-IN
 - E. Brief Description of Request: To support the creation and maintenance of an information and Call-IN Center that provides personalized access to health and human services available for everyone in the Bainbridge Island community.

9. Please attach each of the items below as separate PDF documents:
 - This funding application (cover page, proposal, and program budget for program support requests)
 - Current Board of Directors names, addresses, phone & email information recent
 - 2016 Budget & 2017 Draft Budget
10. Please include one copy of Most recently Filed Form 990
11. For capital requests, please provide a detailed capital budget, in addition to relevant renderings, cost estimates, timeline, etc.
12. Authorized Signature:  Date: October 27, 2016
13. Print Name Sandy White

NARRATIVE INFORMATION

I. STATEMENT OF PURPOSE

Proposed Program

BI Village's proposal addresses the community's need for a "clearinghouse for information", as identified in the City of Bainbridge's Community Needs Assessment Report, overall finding revision #3, September 19, 2016. Our purpose is to create and support an information and call center to facilitate and coordinate personalized access to health and human services available to the Bainbridge Island Community, in partnership with organizations, providers and trained volunteers. This project will provide a Call-IN center, staffed by trained and friendly volunteers; a web page directory; a lively Facebook presence; and maintain a walk-in capability at the Marge Williams Center.

Short-term impacts:

- Community residents, including but not limited to seniors, will have a central point of contact for information and referrals and access to services will be improved.
- By having friendly and encouraging volunteers to talk with about services, there will be less hesitancy and less social stigma attached to seeking information and referrals.

Long-term impacts:

- There will be increased and more appropriate utilization of all human and public services, including increased utilization of public transportation.
- An expanded pool of active volunteers will be trained and involved in supporting human service needs.
- Everyone in the community will be aware and most touched in some way by the Bainbridge Island Information and Call-IN Center. The Call-IN Center will make it easier for people to access and ask for help.
- Organizations will be committed to working together to resolve coordination issues and address identified service gaps on an ongoing basis.

Documentation of Need

The Demographic Story

In order to be effective, it is important that the Bainbridge Island's information and Call-IN Center has multiple points of access and be very personalized, due to the large percentage of our citizens who are older. Many older citizens are easily frustrated using automated telephone systems, the Internet or paper directories. Most of them want and need to know what services are available to them locally and prefer to talk with a neighbor or peer about these things.

By 2020, 43.5% of Bainbridge Island citizens are expected to be over 55 years of age and almost one in four (24%) will be over 65. (Gale Cengage, Demographic Detail Summary). Bainbridge Island's median age is 10 years higher than Washington State's and the largest population increase on Bainbridge Island is among our middle aged and senior residents (City of Bainbridge Island, Community Needs Assessment 2016 [BI-NA], pg. 15). Bainbridge Island has a 28% larger proportion of residents age 65+ than Kitsap County. 42.8% of these individuals have a disability (BI-NA, pg. 25).

Nearly a third of households on Bainbridge qualify as cost-burdened (BI-NA, Pg. 18). Although, our demographic profile does not tease out the economic status of our senior population, the random community survey conducted by BI Village of 176 seniors found that 33% of them had less than \$50,000 annual household income. (BI Village.org)

According to DHHS, the “oldest old” category, those over 85, is expected to almost quadruple by 2050 in the U.S, from 5.3 million in 2006 to 21 million. (www.aoa.gov). We can expect to see this trend emerge here at an accelerated pace as our current population ages.

City of Bainbridge Island, Community Needs Assessment Report, PRR, September, 2016

The need for a central and cost-free source for information and referral for all and expanded information services for seniors has been well documented in the City of Bainbridge’s Needs Assessment and is consistent with the philosophical underpinnings and Human Services Element in the City’s Comprehensive Plan.

Selected references documenting this need include:

- Overall Finding #3: “Residents are not aware of other’s needs and also don’t know what services are available”. This section identifies that residents would like to see a clearinghouse in the form of a web page, hotline, directory or point person. Providers expressed the need for community awareness and interagency coordination (pgs. 10).
- Informant Interviews, Key Findings: A key barrier to getting services or help on Bainbridge Island is not knowing where to go and this perpetuates the illusion that residents on the Island do not need human services (pg. 34).
- Key Informant Interviews-Senior Services: “Elderly people come to the fire department for help a lot, for things like blood pressure or medication service” (pg.39)
- Key Informant Interviews – Mental Health: “Depression is an issue for the elderly and few seek help for that. Social isolation is a big factor.”
- Key Informant Interviews – Information and Awareness: Many residents struggle to get help and call the fire or police for simple requests. Coordination of services between providers could use improvements (pg. 43).
- Provider Survey- Key Findings: The bright spots in the human services system are the committed nonprofits, generous donors and dedicated volunteers. However, lack of community awareness and flawed interagency coordination impede agencies from providing high quality services to more people (pg. 45).
- General Population Survey – Key Findings: One of top 5 human service needs identified was elderly support services. Things not working well included agency communication and awareness (pg. 61)
- Consumer Focus Groups – Key Findings: Significant challenges accessing some human services, especially for some population groups, include: the lack of a comprehensive directory of available services, the stigma attached to certain needs and certain human service agencies, insufficient coordination of services among service providers (pg. 74)

City of Bainbridge, Comprehensive Plan, 2016

The City's new comprehensive plan vision emphasizes principles that will be adhered to in the implementation of this project. They include principles of a caring community, friendliness as the foundation for all human services, support for aging in place and the importance of cooperation and coordination among service providers.

A major emphasis of the new plan is the need to conduct periodic needs assessments to inform priorities for funding (Policy HS1.1). This project will include the collection and reporting of ongoing data related to service requests and gaps in service that will be available to city planners and needs assessment professionals.

BI Village Needs Assessment Report, August 2016

BI Village conducted a needs assessment that focused on what services seniors will need to age in place on the Island. The Executive Summary and full reports are available online at BIVillage.org.

Community input was obtained incrementally through:

- 13 Community meetings and living room chats (165 + participants)
- Community survey (180 respondents)
- Organization and community leader interviews (41 interviews)

Through these efforts we learned that having a central place or hub to call for information and referral and transportation were the two biggest priorities of people surveyed. This finding was followed by concerns about caregiving resources, home and yard maintenance and social isolation.

II. PROGRAM SUMMARY

1. What services will these funds provide?

This project is in response to the identified need for a centralized source on Bainbridge Island for community members to access information and referrals for available health and human services. This project will provide a Call-IN center, staffed by trained and friendly volunteers; a web page directory; a lively Facebook presence; and maintain a walk-in capability at the Marge Williams Center. The range of services that will be included in our menu of information and referral for the general public include:

- All Health and Human Services available to people of all ages on the Island, including mental health and substance abuse services
- Publicly funded services available to seniors
- Public transportation services and options
- Caregiving and care management options for seniors
- Volunteer opportunities available in the community, with a focus on human service opportunities

2. Who will be the recipients of the services provided by these funds?

Any person of any age on Bainbridge Island who needs to know about health and human services in general, or services available to seniors will be eligible to access this service. It is anticipated that most of the people who use the service will be Island residents. This service will also be available for adult children of Island residents who may call for help or search online for help related to their older parents; and, health care and other professionals off Island, who are trying to make transitional plans for people leaving hospitals or calling on behalf of Island residents who are seeking help elsewhere.

3. How will recipients access those services?

The community will have access to information and referral services through one central phone number, a website directory and access portal or by walking into to our office to talk with a trained volunteer. We will launch a pilot by March 1, 2017 and be fully operational by May 2017, including implementing our website. Starting with the pilot, we will collect and record data about all contacts, anonymous or not. Our plan is to make regular data reports, including information on identified service gaps available to service providers and funders. In order to successfully launch this program, preparation has to occur concurrently in three areas: infrastructure, directory of available services, and recruitment, training and preparation of volunteers. Our strategies in each area are described below:

Infrastructure

We have rented an office effective November 1, 2016 at the Marge Williams Center to have a Winslow location in a well-known start-up and human services facility. We are currently researching telephone and database systems that will enable us to meet our objectives.

In August of this year, BI Village formed a Program Operations Committee to research call centers of existing villages throughout the Country and formulate a plan for our call center, including hardware and software systems needed to facilitate easy access to our services.

Criteria and a survey were developed by the Committee to obtain information. The survey asked about the decision-making process and history for handling incoming information requests (phone calls, emails, website requests) through one central number. It also focused on how a village collected call information, analyzed their data and what category of services were most frequently requested. So far, seven (7) organizations have been interviewed.

Committee members are also researching hardware and software systems available for use and village experiences with the systems they use. We learned that many villages use Google Voice and a software package called Club Express. These systems together provide website access; enable volunteers to be on call when not in the office; and record necessary data for reports.

From this preliminary research and because our Call-IN Center will be open to the community staffed by volunteers, and soon have higher traffic than most villages, we will need telephone and data systems that are simple to operate, flexible and robust. We are currently investigating telephone systems that have a combination of landlines and call forwarding to cell phone

capabilities. We are also in communication with villages developing and maintaining volunteer-friendly database systems that address call center, provider information and member services.

Our current plan is to start out with a phone system tailored to our needs and manually log requests for a short period to assess information needs and our volunteer capacity, including both numbers of volunteers and technical skill level. From this experience we will be able to better define our next steps. No later than 90 days of launch we expect to have a robust database system in place to accommodate our information and evaluation needs.

Directory of Services

Currently, two sub-groups of the Program Committee are working on collecting and cataloging information about existing services. A first draft of the directory will be ready for start up by March 1, 2017. By May 1, 2017, the web-site version will be ready for implementation.

Volunteer Recruitment, Training and Retention

In order to launch the Call Center by May, we will need to have ongoing commitments from at least 25 trained volunteers to staff the Call-IN Center. Once fully operational, we will identify at least four volunteers to be Call-IN Managers, to provide support and back-up to the others. We will be collaborating with Island Volunteer Caregivers (IVC) to recruit, train, screen and support volunteers.

4. What percentage of the population of Bainbridge Island residents *who are eligible for these services* will be served by this program?

Since all residents are eligible to access this program and the program is new, it is difficult to predict percentage of utilization. In the first year, we would hope to record 1,000 hits on the website and at least 500 personal contacts. In the second year that number will be increased to 3,500 hits on the website and 1,500 personal contacts with volunteers. We were surprised to learn that one village of 15,000 residents (7500 households) opened their service to the community last year and received 3,500 in-person contacts in the first year. This was an adult community (55 years of age or older) and their village is located in the residents' community center, so their immediate visibility is an important factor in their success.

We intend to publicize this service vigorously in the community and hope to serve at least 6% (1,500) of residents in the first year. In the second year, we would hope to serve at least 20% of residents.

5. How many (or what percentage) of those served overall will be Bainbridge Island residents?

At least 95% of those served will be residents or calls made on behalf of residents.

6. Describe how this request fits within the definition of Human Services as provided in the Human Services Element of the City's Comprehensive Plan:

- i. Provide people with the tools to achieve economic, social and emotional stability to the best of their ability.*

Our goal is to help people become informed about options available to them quickly. We will simplify what can be a daunting task without assistance. When people visit our Call-In Center, they will be greeted by a compassionate volunteer. Volunteers will be trained to be sensitive to vulnerable callers and to coach and empower people with the information and know-how to access services. This will teach people how to help others access services when they are needed.

ii. Offer activities and services that promote healthy development of the individual, prevent problems, and support positive outcomes.

We will work with the Senior Center, IVC and Helpline and other organizations to tailor information and educational materials and programs to sub-population needs.

One call center we contacted has developed information pamphlets such as: "Suddenly I am a Caregiver," and "Losing a Spouse." Our project will look at the calls we receive and find innovative ways to provide information to callers of all ages.

Ultimately, having resources centrally and readily available, including via Internet and smartphone, will increase access and utilization of existing services by people of all ages. Knowledge is power and people who have easy access to information can be less timid and more self-sufficient and selective in how they use services. Having information online will be especially important for young adults and teenagers and we will work closely with youth organizations to make sure we get this part of the service right to respect the vulnerability of our potential audiences.

iii. Support quality of life programs that enhance the health and well-being of the individual and the community.

We will work with the Bainbridge Island Library and the Bainbridge Community Foundation to increase community information and awareness of volunteer opportunities available for people of all ages, with a focus on opportunities in the human services. Our volunteers who take calls will encourage callers to consider volunteering and help steer them to the organization that best fits their interests and skills.

Information and materials will include services available at the Senior Center to promote healthy development and decrease isolation. We will work with the Senior Center to get the message out that you don't have to be old to use these services.

iv. These services may be provided on an emergency, temporary, or ongoing basis, depending on the circumstances.

People in a range of circumstances from prevention to crisis will utilize this service. Some will call to find out in general what services may be available to them, if and when they may need them, to help them formulate their plans for aging in place. Others may be in a crisis or life transition, where they need temporary services, such as care after hospitalization. Others may be calling on behalf of a neighbor, relative or friend for some guidance in how to make an appropriate referral, including how to broach the subject with someone who has trouble asking for help.

7. Describe how this funding will foster improvement in the range and quality of health, housing and/or human services on Bainbridge Island.

Funding this service will increase community access to and utilization of a broad range of health, housing and or human services on Bainbridge Island. In addition, the Call-IN Center will host meetings to discuss our experience and identified gaps with service providers and to plan coordination of services. Non-conventional service providers will be invited to these meetings, depending on the topic, including transportation providers and independent business owners who wish to expand the range and quality of services to individuals on the Island.

III. ORGANIZATIONAL STRENGTHS

To this point in time, BI Village's capacity and strength has been made up of approximately 40 community volunteers who serve on the working Board and five active committees. Since organizing in November 2015, several significant accomplishments have been achieved by these dedicated volunteers such as:

- Washington Nonprofit organization was formed in January of 2016 and Housing Resources Bainbridge (HRB) volunteered to become our 501 (c)(3) fiscal sponsor
- 197 people attended a series of 13 public meetings and Living Room Chats and are now registered in our database of supporters.
- Website was developed and a monthly newsletter was created
- An extensive needs assessment process and report were completed in August. This process involved 11 active volunteers who conducted 41 in-person interviews with community leaders; and a community survey involving 180 respondents, of which 59% were 75 years of age and older.
- Strawberry Festival social event was held for interested parties in June
- Startup budget of \$12,500 has been successfully raised, including three small grants and private citizen donations amounting to \$5500.
- Rental space has been obtained at the Marge Williams Center
- Application for Island Neighbors 501 (c)(3) has been submitted and pending

As we move forward in implementing the Call-IN Project, The Executive Board has asked Marsha Gladhart to become our Project Director. Marsha is ideally suited to take on this responsibility due to her strong commitment to this concept and her expertise and experience in data, technology and volunteer operations. In this role, Marsha will organize and provide overall direction and management of the Call-IN Center and ensure that all data and communication systems are in place and properly managed and kept up to date. She will recruit, train and support at least 25 volunteers to staff the Call-IN center. (See job description and resume attached.) The project will work cooperatively with Island Volunteer Caregivers to recruit, screen and train volunteers together.

Once the project is up in running, at least three volunteers will be selected to work with Marsha to be Call Center Managers. These volunteers will act as support and back-up to the volunteer team and relieve Marsha of the day-to-day supervision, so that she can concentrate on data and website management, reporting, and leadership functions.

Since the idea of a village was first presented to our community in 2015 at a meeting held by the Senior Center, our group has worked collaboratively with Island Volunteer Caregivers (IVC), the Senior Center (BISCC), Housing Resources Bainbridge (HRB) and the Area Agency on Aging (AAA) to plan the implementation of the village program on the Island. All four organizations have staff and Board Members who actively participate on planning committees. The Call-IN Center will work collaboratively with these and other interested non-profit organizations to assure that the systems developed are responsive to their needs and respect their parameters. A Coordinating Council of Service Organizations will be formed to help find creative solutions to problems that arise and to address coordination issues and service gaps that are identified.

PROGRAM BUDGET

AREA	YEAR 1 (2017)		Year 2 (2018)		Funding Other Sources Years 1 & 2
	Applicant Program Budget Allocation Call-IN	COBI HSF Request	Applicant Program Budget Allocation	COBI HSF Request	
Human Resources ¹	28,300	15,000	35,300	15,000	33,600 Donations
Space / Facilities	2,500		2,500		5,000 Donations
Equipment Purchase ²	4,500		1,000		5,500 Grants
Travel / Training	1,200	1,200	1,200	1,200	0
Insurance ³	4,250	4,250	4,250	4,250	0
Operating Expenses ⁴	7,450	7,450	8,450	7,450	1,000
Scholarships / Stipends	0	0	0	0	0
Other	0	0	0	0	
Indirect Admin. Costs	0	0	0	0	In kind volunteers
TOTAL	48,200	27,900	52,700	27,900	45,100

- a. **What is the total of your agency’s estimated budget for 2017?** \$48,200. Additional programs may be implemented in 2017, but plans are incomplete and not budgeted.
- b. **What portion of your total agency budget does this request represent?** Currently 58%.
- c. **How have the services you are requesting been funded for in the past?** This is a new organization and service. Certain startup budget items were funded by donations and grants in 2016, such as supplies, postage, printing and copying.

¹ Payroll - Salary \$25,000, payroll tax \$2,400, contract accounting services \$900

² Equipment - 2 laptops, 1 printer, 3 mobile phones, furniture

³ Insurance - Director’s and liability \$4,000, renter’s 250

⁴ Operating - Phone monthly expense \$1,200, Club express and other software \$2,000, Meeting expense \$500, Printing & copying \$1,000, Office supplies \$1,350, Postage \$500, Advertising & Marketing \$500, National Village to Village membership \$400

- d. **What other sources of funding are you seeking (or have you secured) to support this proposed program or services?** BI Village has been accepted into the One Call for All program for 2016-17 and we intend to seek a grant from Rotary for equipment to implement this program.
- e. **What are the consequences to your clientele, organization and/or the community if you do not receive these funds?** Our community will lack a central source for information and referral to access health and human services; inappropriate utilization of some services, e.g., calls to the Police and Fire Departments may continue; underutilization of some services may continue; citizens may continue to be frustrated with lack of information and others may not be aware of the wonderful resources that are available and what the community is doing to address human needs.

III. ESTIMATED OUTPUTS, OUTCOMES & ASSESSMENT.

Output and Outcomes Chart		
Program Activities or Services	Annual Goal: Unduplicated Bainbridge Residents Served (outcomes)	Outcome of Receiving Program/Source (outcomes)
Call-IN Center Year 1	500 in-person contacts with volunteers 1,000 website hits 25 Volunteers trained and working in Center Local Human Service Organizations	75% of in-person contacts surveyed will report satisfaction with service; 40% will report they were able to find services, as a result of contact. 60% of website contacts surveyed will report satisfaction with service; 40% will report they were able to find services, as a result of contact 75% of volunteers will report that they learned both technical and relationship skills pertinent to their work 85% of volunteers will report satisfaction with their role 75% of participating human service organizations will report an increase in appropriate referrals received and an increase in volunteers for their organizations

<p>Call-IN Center Year 2</p>	<p>1500 in-person contacts with volunteers 3,500 Website hits 40 volunteers trained and working in the call center Local Human Service Organizations</p>	<p>90% of in-person contacts surveyed will report satisfaction with service; 60% will report they were able to find services, as a result of contact. 75% of website contacts surveyed will report satisfaction with service; 50% will report they were able to find services, as a result of contact 90% of volunteers will report that they learned both technical and relationship skills pertinent to their work 95% will report satisfaction with their role 75% of participating human service organizations will report an increase in appropriate referrals received and an increase in volunteers for their organizations</p>
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Outcomes will be tracked by use of online surveys for both in-person and website populations.

IV. PROGRAM EVALUATION PLAN

BI Village (Island Neighbors) will have a robust evaluation process to inform program development over time and facilitate continuous learning and improvements. The data management programs we are considering for use all provide survey tools and easy retrieval of reports with supportive data for evaluation purposes. Numbers of callers served, resources requested, and follow-up data will be pulled for analysis and evaluation. Additional features of our evaluation plan include:

- BI Village will provide an evaluation feedback form at its website for users of the Call IN service.
- For those who provide contact information, emails will be sent or follow-up calls made to determine if requests were met satisfactorily. In addition, follow-up calls will be made quarterly to a statistically significant random sample of users.
- Feedback indicating a need for improved services or gaps in services will be used to determine improvements for Call IN and will be shared with appropriate organizations.
- Volunteers will be asked to complete an evaluation form regarding their training right after their training and 90 days after they have been volunteering to provide information on how the training can be made more pertinent to their needs.
- BI Village will also survey local health and human service organizations to determine to what extent they are receiving new referrals from the service and recommendations for how the service can be improved.

LIST OF ATTACHMENTS

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BOARD OF DIRECTORS AND LEADING VOLUNTEERS

Sandy White, *Executive Board President*, 6953 Springs Dr., NE Bainbridge Island, WA 98110
Ph. 206 200-8303 E-Mail: sandywhite.bi@gmail.com

Sandy is an active volunteer for Island Volunteer Caregivers, President of the Quail Roost Foundation and the Wing Point Seniors Men's Captain and Golf Committee member. He performs executive functions, leads bi-weekly executive board meetings, negotiates contracts, and facilitates administrative functions, and serves on the Fundraising Committee.

Marsha Gladhart, *Executive Board Secretary*, 300 High School Rd., NE Unit 302, Bainbridge Island, WA, 98110 Ph. 206 823-9110 E-Mail: marsha.gladhart@bivillage.org

Marsha is a Lay Leader at Cedars Unitarian Church and served as Co-Lead at Moms Demand Action for Gun Sense, Washington Chapter. She has extensive background in Educational Technology and is our technology expert. She maintains database, website, newsletter; serves as Board Secretary and leads Community Engagement and Program Committees and makes community presentations regarding the village.

Nancy Lewars, *Member-at-Large*, 17040 Agate St., NE, Bainbridge Island, WA 98110
Ph. 206 855-8871; E-Mail: nancylewars@gmail.com

Nancy is currently a Member of Bainbridge Island Senior Center Board, their marketing committee and Laughter Class Instructor. Nancy serves on the Executive Board of BI Village, and has been very active on the Community Engagement and Fund-raising committees.

Judith McKenzie, *Planning Facilitator*, 10904 NE Bill Point Court, Bainbridge Island, WA
Ph. 206 201-3313; E-Mail: judithmckenzie@ameritech.net

Judith is active as a member of Grace Episcopal Church and represents them on the Interfaith Council. She is a retired nonprofit CEO and strategic planning consultant. She serves as a volunteer planning facilitator; coordinates the work of BI Village Committees; attends all meetings; writes grants and other materials; and makes community presentations.

Michael Niall, *Chair of Fund-Raising Committee*, 8230 NE Paulanna Lane, Bainbridge Island, WA 98110 Ph. 480 748-0577; E-Mail michaelniall@hotmail.com

Michael is a Business Owner and Energy Consultant. He serves as a board member and chair of the fund-raising committee. He is active in the Bainbridge Island Toast Masters Club.

Other Key leadership roles currently filled by Bainbridge Island volunteers

Bill Cairns: performs accounting functions and is our liaison with HRB. Bill also led the community survey project

Claire Donohue: marketing and branding professional, chairs the marketing committee and branding efforts

John McKenzie: organization and strategic planning consultant, attends Board meetings, provides planning and technical assistance

Linda Wohlsen: Independent Care Manager, chair of Needs Assessment Committee, member of Program Committee

Resume

Marsha Gladhart

Leadership Skills

- Grant Writing
- Public Speaking
- Faculty and Staff Development
- Educational Leadership
- Program Development
- Adult Education

Technical Skills

- E-mail marketing tools
- E-Learning
- Instructional Design
- Database proficiency (Salesforce, VAN, Nation Builder)
- Microsoft Word and Excel
- WordPress and HTML

Professional Experience

- **Assistant Professor/Coordinator of the Educational Technology Program** at University of Alaska Southeast. 2004 - 2010
- **Assistant to the Associate Dean for Administration, Research, & Technology** at College of Education at Wichita State University. 2003 - 2004
- **Coordinator of Educational Technology** at Wichita State University. 1991 - 2003

Volunteer Experience

- **Secretary, Executive Board and Volunteer at Bainbridge Island Village**
November 2015 - Present
 - Organizes and facilitates Living Room Chats
 - Leads Community Engagement & Program Development Committees
 - Maintains Salesforce database, web site, and Facebook page for non-profit grassroots Bainbridge Island Village Project
 - Maintains Google Calendar and Google Groups for committees and boards. Schedules meetings and distributes reminders and agendas.
- **Committee Chair and Lay Leader at Cedars Unitarian Universalist**
 - Chair of Communications Committee, 2013-2015
 - Editor of online newsletter using Vertical Express and Constant Contact
 - Web site administrator using WordPress
 - Facebook administrator
 - Chair of Social Justice Network, 2015 ongoing
 - Leads network of three committees related to social justice
 - Plans and facilitates special events involving social justice issues

Marsha Gladhart

- **Digital Lead at Moms Demand Action for Gun Sense in America, Washington Chapter**
July 2013 - January 2015
 - Acquired, distributed, tracked and managed data using Nation Builder and VAN
 - Passed all relevant data up and down the data communication chain
 - Generated reports needed by team leaders to track performance
 - Managed digital advocacy tools
 - Worked to promote the use of social media throughout the chapter
- **Co-lead of Washington Chapter, Moms Demand Action for Gun Sense**
September 2014 - January 2015

Education

- **Kansas State University**
PhD, Telecommunications, Design and Computing, 1999 - 2001
- **Wichita State University**
- MEd, English Education, 1964 - 1972
- **Wichita State University**
Reading Specialist Certification, Reading Teacher Education, 1981

Honors and Awards

- Nominee, Andrus Award for Community Service. AARP. 2014
- Recognition for Leadership & Service. Wichita State University. 2002
- Award for Innovative Excellence in Teaching, Learning, and Technology. Twelfth International Conference on College Teaching and Learning. April 2001
- Faculty Excellence Award for Service. University of Alaska Southeast. 2006
- Wayne Carlisle Award for Distinguished Service. Wichita State University. 1998

Publications available on request

Position Description: Call-IN Center Director

Range of Responsibilities:

1. The Call-IN Center Director (CCD) will help launch and provide overall direction and management of a Call-IN Center to provide centralized public access to services available on Bainbridge Island.
2. The CCD will oversee and manage the day-to-day operations of the Call-IN Center, manage the budget within guidelines, supervise in-office volunteers and ensure that all data and communication systems are properly managed and up to date.
3. The CCD will work closely with the Board and Committees and collaborate with other organizations, as appropriate, to recruit, screen, train, and support volunteers for the Call-In Center.
4. The CCD is expected to work collaboratively with a diverse range of organizations, leaders, volunteers and members to help find creative and practical solutions to individual and community challenges.

Duties and Tasks

Operations

- Office: Ensures office systems and phone lines are appropriately staffed and maintained
- Budget: authorizes expenditures according to approved project budget; alerts Board to any issues or problems related to finances.

Program Management and Program Development

- Volunteers: Recruits, supports, trains, sets expectations and monitors volunteer performance, according to established guidelines
- Call-IN: oversees administration and development of public access call-in service
- Information and Referral: oversees continuous review, evaluation and updating of referral and screened services and seeks out new ones.
- Partnerships and collaboration: develops and maintains strategic partnerships and other collaborative arrangements with service and business organizations to assure that public and member needs are being addressed appropriately and gaps in service are being addressed
- Quality service: consistently receives high marks in member satisfaction with services through satisfaction surveys and other evaluation measures.

Public relations and outreach

- Website: maintains website for the organization and creates on-line service directory
- Social Media: oversees and continuously improves organization's social media presence and innovative use of social media
- Tools: develops text and works with others to create appealing materials to represent the Call-IN Center's image in a positive, creative and authentic way to the public.
- Presentations: makes community presentations about the Call-IN service

Experience, Skills and Attitudes

The ED will need to have had experience in a leadership or volunteer position within the community, working with volunteers and Boards; have experience in program development, including programs involving outreach through social media and online methods. Skills needed include: good written and verbal communications, ability to problem-solve, cooperate and collaborate with others; research skills; computer skills, training design and implementation; highly skilled in technology, including social media, website development and database knowledge and skills. The person will need to be able to work with and be patient with all kinds of people, including those in power and in crisis situations, and have a passion for working with volunteers and the village concept.

FINANCIAL STATEMENTS

Balance Sheet as of September 30, 2016 Accrual Basis

ASSETS		
	Current Assets Checking/Savings HomeStreet Bank 7221	7,802.04
	Total Checking/Savings	7,802.04
	Accounts Receivable	100
	Total Accounts Receivable	100
	Total Current Assets	7,902.04
	TOTAL ASSETS	7,902.04
LIABILITIES & EQUITY		
	Equity	
	Net Income	7,902
	Total Equity	7,902
	TOTAL LIABILITIES & EQUITY	7,902

BI Village Profit & Loss as of September 30, 2016 Accrual Basis

	Jan - Sep 16
Income	
Individual Donations	5,675.00
Interest Income	5.09
Other Foundation Grants	7,000.00
Total Income	12,680.09
Gross Profit	12,680.09
Expense	
Accounting Services	191.43
Advertising and Marketing	110.86
Contract Services	242.24
Corporate expense	391.60
Fiscal Sponsor Chrg \$175 a mon	1,400.00
Meeting Expenses	363.28
National Membership Fee	400.00
Operations	
Office supplies at \$50/mo	167.62
Postage and PO Box rental	698.75
Printing and Copying	492.66
Reference Materials, books, etc	56.73
Total Operations	1,415.76
Software	100.00
Website Hosting	162.88
Total	4,778.05
Expense	
Net Income	7,902.04

Village Project - Start-Up Budget 10/16/16

		Org. Budget 2016	Org. YTD thru Sept 2016
Income			
	Community Foundation Request	3,500	3,500
	Other foundation grants and sponsorships	2,000	2,000
	Other misc. income, interest		4
	Individual donations	5,500	5,575
	Grace Episcopal Church Request	1,500	1,500
	Total income	12,500	12,579
Expense			
	Contractual services - e.g., legal, data base development professional consultants for, marketing, data base tailoring, volunteer training	1,500	242
	Accounting services (\$50/mo. + \$300 for 990 prep)	0	191
	Corporate expense, incorporation, 501 (c)(3) (appl. completed 2016)	1,250	392
	Phone & communications (VoIP and 3 cell phones)	500	
	Software Club Exp (\$970 startup + \$.40/member/mo.), Office, other	600	100
	Travel (trip to national conf \$1,500 + mileage \$100/mo.)	200	
	Meeting & member gathering expenses (\$100/mtg refreshments, etc.)	500	363
	Printing and copying	2,000	493
	Office supplies at \$100/mo.	600	168
	Postage	400	699
	Reference materials, books, etc.	150	57
	Website hosting (included with Club Express)	200	163
	Advertising & marketing	2,000	111
	Membership National Village Network	500	400
	sub total	10,400	3,378
	Fiscal Sponsor Administrative Charge at \$175/mo.	2,100	1,400
	Total expense	12,500	4,778
	Income less expense	0	7,801

FISCAL SPONSOR – Confirmation Letter



730 Ericksen Ave NE, Ste 100
PO Box 11391
Bainbridge Island, WA 98110
Tel: 206-842-1909
Fax: 206-842-1120
info@housingresourcesboard.org

Kassia Sing, President
The Marge Williams Center
221 Winslow Way W.

Greetings –

HRB is the financial sponsor of the BI Village project, and we expect to have that role until such time as BI Village receives its own 501(c)3 determination from the IRS.

Let me know if you have any questions.

Sincerely,

A handwritten signature in black ink that reads 'Whitney Rearick'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Whitney Rearick
Executive Director

Building Community Through Housing for Over Twenty Five Years

FISCAL SPONSOR Form 990

Extended to November 16, 2015

Return of Organization Exempt From Income Tax

Under section 501(c), 527, or 4947(a)(1) of the Internal Revenue Code (except private foundations)

▶ Do not enter social security numbers on this form as it may be made public.

▶ Information about Form 990 and its instructions is at www.irs.gov/form990.

Form **990** OMB No. 1545-0047

Department of the Treasury **2014**
Internal Revenue Service Open to Public Inspection

A For the 2014 calendar year, or tax year beginning and ending

B Check if applicable:
 Address change
 Name change
 Initial return
 Final return/terminated
 Amended return
 Application pending

C Name of organization: **The Housing Resources Board**
 Doing business as
 Number and street (or P.O. box if mail is not delivered to street address) Room/suite
PO Box 11391
 City or town, state or province, country, and ZIP or foreign postal code
Bainbridge Island, WA 98110

D Employer identification number: **95-0068013**

E Telephone number: **206-842-1909**

G Gross receipts \$: **994,656.**

H(a) Is this a group return for subordinates? Yes No
H(b) Are all subordinates included? Yes No
 If "No," attach a list. (see instructions)

I Tax-exempt status: 501(c)(3) 501(c) () (insert no.) 4947(a)(1) or 527

J Website: ▶ **www.HousingResourcesBoard.org**

K Form of organization: Corporation Trust Association Other ▶

L Year of formation: **1989** **M** State of legal domicile: **WA**

Part I Summary		Prior Year	Current Year
Activities & Governance	1 Briefly describe the organization's mission or most significant activities: To develop, manage, and provide affordable housing on Bainbridge Island & surrounding communities.		
	2 Check this box <input type="checkbox"/> if the organization discontinued its operations or disposed of more than 25% of its net assets.		
	3 Number of voting members of the governing body (Part VI, line 1a)	3	14
	4 Number of independent voting members of the governing body (Part VI, line 1b)	4	12
	5 Total number of individuals employed in calendar year 2014 (Part V, line 2a)	5	11
	6 Total number of volunteers (estimate if necessary)	6	35
	7 a Total unrelated business revenue from Part VIII, column (C), line 12	7a	0.
b Net unrelated business taxable income from Form 990-T, line 34	7b	0.	
Revenue	8 Contributions and grants (Part VIII, line 1h)	382,640.	345,726.
	9 Program service revenue (Part VIII, line 2g)	2,529,723.	490,526.
	10 Investment income (Part VIII, column (A), lines 3, 4, and 7d)	26,723.	20,924.
	11 Other revenue (Part VIII, column (A), lines 5, 6d, 8c, 9c, 10c, and 11e)	69,494.	306.
	12 Total revenue - add lines 8 through 11 (must equal Part VIII, column (A), line 12)	3,008,580.	857,482.
Expenses	13 Grants and similar amounts paid (Part IX, column (A), lines 1-3)	0.	0.
	14 Benefits paid to or for members (Part IX, column (A), line 4)	0.	0.
	15 Salaries, other compensation, employee benefits (Part IX, column (A), lines 5-10)	358,108.	428,586.
	16 a Professional fundraising fees (Part IX, column (A), line 11e)	0.	0.
	b Total fundraising expenses (Part IX, column (D), line 25) ▶ 85,378.		
	17 Other expenses (Part IX, column (A), lines 11a-11d, 11f-24e)	2,549,709.	723,532.
	18 Total expenses. Add lines 13-17 (must equal Part IX, column (A), line 25)	2,907,817.	1,152,118.
19 Revenue less expenses. Subtract line 18 from line 12	100,763.	-294,636.	
Net Assets or Fund Balances	20 Total assets (Part X, line 16)	Beginning of Current Year 7,502,267.	End of Year 7,244,866.
	21 Total liabilities (Part X, line 26)	1,919,079.	1,956,314.
	22 Net assets or fund balances. Subtract line 21 from line 20	5,583,188.	5,288,552.

Part II Signature Block

Under penalties of perjury, I declare that I have examined this return, including accompanying schedules and statements, and to the best of my knowledge and belief, it is true, correct, and complete. Declaration of preparer (other than officer) is based on all information of which preparer has any knowledge.

Sign Here
 Signature of officer: **Mark Blatter, Executive Director** Date: _____
 Type or print name and title

Paid Preparer Use Only
 Print/Type preparer's name: **Susan Reilly** Preparer's signature: _____ Date: **10/26/15** Check if self-employed PTIN: **P00531805**
 Firm's name: **Watson & McDonell, PLLC** Firm's EIN: **72-1607347**
 Firm's address: **1325 4th Avenue, Suite 1705 Seattle, WA 98101-2528** Phone no. **206-624-2380**

May the IRS discuss this return with the preparer shown above? (see instructions) Yes No

432001 11-07-14 LHA For Paperwork Reduction Act Notice, see the separate instructions. Form **990** (2014)

Part III Statement of Program Service Accomplishments

Check if Schedule O contains a response or note to any line in this Part III [X]

1 Briefly describe the organization's mission: To preserve the diversity and vitality of Bainbridge Island by providing and maintaining affordable housing opportunities in the community.

2 Did the organization undertake any significant program services during the year which were not listed on the prior Form 990 or 990-EZ? [] Yes [X] No

3 Did the organization cease conducting, or make significant changes in how it conducts, any program services? [] Yes [X] No

4 Describe the organization's program service accomplishments for each of its three largest program services, as measured by expenses. Section 501(c)(3) and 501(c)(4) organizations are required to report the amount of grants and allocations to others, the total expenses, and revenue, if any, for each program service reported.

4a (Code) (Expenses \$ 612,304. including grants of \$) (Revenue \$ 311,784.) The Housing Resources Board (HRB), a community land trust, provides education, support services, and low-income housing, including both rental and home ownership, to income qualified families on Bainbridge Island with some services in outlying areas. Approximately 611 households were assisted with rent subsidies, information/resources, emergency rental assistance, outreach services, and independent living services in 2014. An e-newsletter is sent to over 950 community members on a quarterly basis providing information on our services and rental properties. HRB continues to provide outreach to community members through various other means.

4b (Code) (Expenses \$ 351,763. including grants of \$) (Revenue \$ 196,992.) In 2014 The Housing Resources Board (HRB) completed 24 homes for sale using the community land trust (CLT) model. A Community Land Trust (CLT) is a nonprofit organization that acquires land by purchase or donation, develops affordable housing on the land, and holds the land in trust to provide affordable housing for future generations. The CLT sells homes developed on the land at below market prices to qualified individuals and leases the land to the purchaser with a long-term, renewable lease. HRB staff attends the annual NW CLT Conference, the annual Housing Washington Conference, and the annual National CLT Conference to receive training, make connections, and get the latest information on the CLT model. HRB also began development feasibility studies, planning, design and permitting for Phase 2 of Ferncliff

4c (Code) (Expenses \$ including grants of \$) (Revenue \$)

4d Other program services (Describe in Schedule O.) (Expenses \$ including grants of \$) (Revenue \$)

4e Total program service expenses 964,067.