

Deceptively Simple



**community
voice mail**

reconnect • achieve • results

2005 ANNUAL REPORT

Extraordinary Impact



Message from Jennifer Brandon, Executive Director

It is all too easy to forget what isolation and disconnection look like – until a disaster like Hurricane Katrina reminds us how fragile the most basic connections are.

In a year marked by one of the worst natural disasters our country has ever seen, I am pleased to report that Community Voice Mail partnered with Cisco Systems to deliver free voicemail to thousands of Katrina evacuees. Additionally, we quietly connected more than 46,000 phoneless people to opportunities, support and hope.

This past year we have witnessed the simple power of Community Voice Mail as never before. **Yet, more than 15 years since CVM began, the basic problem of being phoneless has not changed; in fact, it has worsened.**

Despite the prevalence of cell phones and wireless handhelds, more than 6 million U.S. households live without phone service. Each night hundreds of thousands of people are without homes, food, shelter – *and access to communication* which could help them change their lives.



We cannot continue to allow millions of our neighbors to live without telephone access.

Community Voice Mail claims a unique and pivotal place in our society. We are the only organization that responds to the problem of basic disconnection on a national level. Amidst ever-changing telecommunications, we are working to ensure that the most vulnerable people are not left behind.

As evidence of our leadership and increasing impact, in 2006 CVM will:

- Launch new CVM programs in Austin, Washington DC and Ft. Worth
- Develop CVM materials for immigrant and refugee populations
- Transition the majority of CVM sites to a streamlined and cost effective VoIP platform
- Research the impact of disappearing payphones and cell phone prevalence on low-income people
- Advocate to the FCC for CVM's exemption from paying the universal service tax

Community Voice Mail responds to the needs of people who are isolated, marginalized and sometimes forgotten. Our deceptively simple tool delivers extraordinary impact each day – connecting people in crisis to the help they need, immediately.

I am proud to share with you a summary of our recent work and pleased to give you a glimpse into the coming year. Thank you for your commitment to Community Voice Mail.

A handwritten signature in black ink, appearing to read "Jennifer D. Brandon".

Jennifer D. Brandon
Executive Director
Community Voice Mail National Office

Deceptively Simple



One little thing really can make a huge difference.

- Directions when you're lost.
- The right change for the parking meter.
- An encouraging word.

For thousands of people in need each year - Community Voice Mail is that *one thing* that allows them to reclaim their lives and their independence.

"I heard my son's voice for the first time in two years."

It's simple, really.

Give someone in need a reliable phone number - and you've given them a way to succeed.

"I got a job offer the next day."

Last year, we connected over 46,000 people in need, directly linking them to jobs, housing and safety.

Every week we hear from someone who needs CVM in their community.

We still have work to do. JOIN US.



Extraordinary Impact

FINANCIAL SUMMARY

Support and Revenue

Grants and Donations	339,043	478,812
In-Kind Contributions	933,076	37,250
Other	17,156	11,230
	1,289,275	527,292

Operating Expenses

Program	640,365	413,649
Administration	80,197	76,172
Fundraising	34,770	12,825
	755,332	502,646

Increase/Decrease in Restricted Funds

439,810 (477,505)

Change in Net Assets

533,943 **24,646**

BALANCE SHEET - DEC. 31

Assets

Cash & Investments	951,622	927,418
Grants & Corporate Donations Receivable	1,098,409	1,469,009
Voice Mail System	872,947	2,709
Other Assets	7,160	790
Total Assets	2,930,138	2,399,926

Liabilities and Net Assets

Liabilities	29,458	33,189
Unrestricted Net Assets	1,007,688	913,555
Temporarily Restricted Net Assets*	1,892,992	1,453,182
Total Liabilities and Net Assets	2,930,138	2,399,926

* Restricted by Time



Watch Tyra's Story
at www.cvm.org

"Without hope or the promise of a future...I didn't care if I woke up. If the end of the day resulted in my death, I didn't care.

My Community Voice Mail number has opened the doors for so many things. Today, I see a beautiful woman with the promise of a beautiful life.

Thank you for helping me start my life over." - Tyra, CVM Client



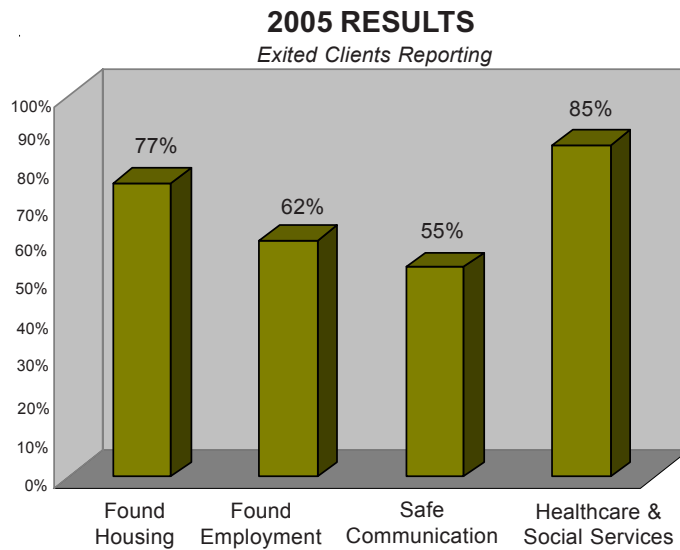
Mission:

Community Voice Mail provides free, personalized 24-hour nationwide voice mail to people in crisis - connecting them to jobs, housing and hope - a deceptively simple concept with extraordinary impact.

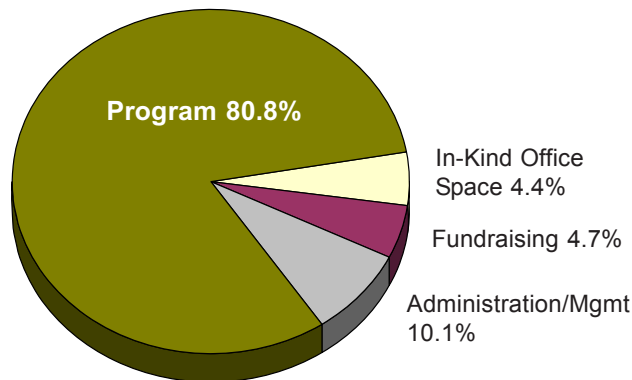
Scope:

37 CVM sites in 19 states distribute free voicemail numbers via 2,072 human services agencies. Our plan is to expand CVM into the 50 most populated cities by the end of 2009.

Results:



Expenses:



Impact:

"It has literally been a godsend to our veterans who have no income, no residential address, and no way of effectively communicating with prospective employers if it weren't for CVM."

- Chuck, Department of Veterans Affairs, Phoenix



deceptively simple ♦ extraordinary impact

THANK YOU TO OUR 2004/2005 SUPPORTERS!

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2005 HIGHLIGHTS

Hurricane Katrina Disaster Relief: CVM deployed thousands of free voicemail numbers to people displaced by Hurricane Katrina in Houston, Dallas/Ft. Worth, Memphis, Austin, Atlanta, South Carolina and Florida



Amazon.com

Nonprofit Innovation Award

Amazon.com: \$1 Million Non-profit Innovation Award Finalist
One of 10 organizations chosen from among 1,000 non-profits for “break-through solutions that improve the community or the world at large”

Voted “Outstanding Philanthropic Organization” for Washington State: One of the nation’s largest National Philanthropy Day programs recognized CVM’s value to numerous communities



5 CVM programs linked together onto a single voicemail server, with 30 more centralizing in 2006: Eliminating equipment, reducing overhead and providing state-of-the-art VoIP (voice over Internet protocol) voicemail delivery to thousands of users



More than 46,000 People Helped Nationwide

www.cvm.org

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