



community  
voice mail

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*Turning phone lines into lifelines*

2006 ANNUAL REPORT

[www.cvm.org](http://www.cvm.org)

## MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear Friends,

If you believe as we do that the progress of a year is measured both by what was achieved and by what was learned, then 2006 was truly a breakthrough year for Community Voice Mail.

We provided a private voicemail number to **41,078 low-income and homeless people across 420 municipalities**, helping them secure jobs, housing, and stability. In addition to finalizing the build-out of our state-of-the-art voicemail server farm in Seattle, we met our ambitious goal of transitioning 18 legacy systems to it. We also raised the profile of CVM nationally and regionally by securing support from the U.S. Senate Commerce Committee on federal universal service policy and beginning a 2-year partnership project with WA State 211 Information and Referral. Finally, we conducted client and service provider research to learn more about the telecommunications needs and activities of our client population. This last activity has paved the way for our future course.

The surveys and focus groups we conducted with CVM users yielded two overarching themes: CVM is needed, further evidenced by the 49% increase in requests to our office this year. And, CVM of the future needs to be “more than just voicemail” in order to meet the changing landscapes in both social services and telecommunications.

So, just as the high tech industry has begun transitioning from merely building access to compiling and distributing content, so must we. If CVM is truly to be a lifeline, not just a phone line, then we must provide relevant information and current tools that fight to keep people inside the circle of society rather than isolated from it.

As I write this letter, we are in the second quarter of 2007, knee-deep in piloting Community Voice Mail applications that take the centralized voicemail system to its next degree of power, making it “more than just voicemail.” I look forward to sharing more of what we do and learn in the years to come.

Thank you for your support,

Jennifer Brandon,  
Executive Director



“It makes me feel human.”

This statement is one that we often hear from people when they first enroll on CVM. The sentiment was echoed by Delmar Gray, pictured on the cover of this year’s annual report. On a hot August day at Catholic Charities of Tarrant County Texas with more than 60 board members, case managers, media, and funders jammed into the Catholic Charities conference room, Delmar (center) laughed as she heard her first message left on her CVM. It was from Mayor Sharon Hicks (pictured below), commending her on her courage and her resilience, and wishing her support and luck in her job search and commitment to sobriety.

Like all of us, Delmar received messages about work and about family, messages that relayed information and those that relayed love and support. For many of the 41,078 people with CVM numbers last year, there was a day when they retrieved a message about a job offer or an affordable apartment. For many, there were reminders to show up for a doctor’s appointment or encouragement to seek safe haven from domestic abuse. And for all, CVM was a reminder that they didn’t have to be completely alone.



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## CVM: The Numbers

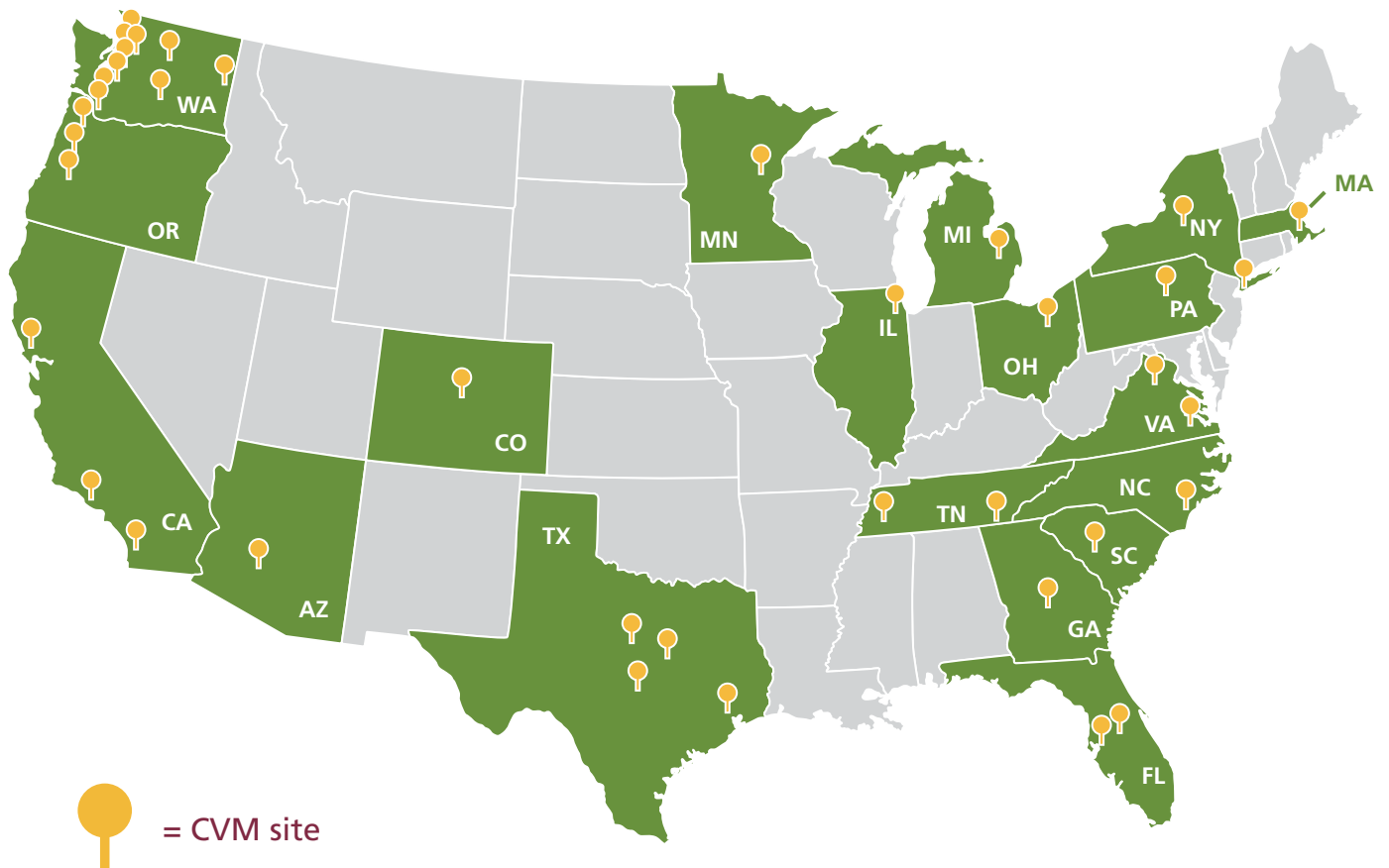
### Where reported, the population using CVM was...

- 54% Unemployed
- 52% Homeless
- 12% Disabled
- 9% Victim of Domestic Violence
- 8% Veteran
- 5% In-housing, Phone Disconnected
- 5% At Risk of Homelessness
- 2% Limited English Skills
- 1% or less: Parolee, Foster Care, Other
- \$448.81 Average Monthly Income

**After using CVM for an average of 7 months,  
close to 70% of CVM users achieved at least  
one of their goals...**

**including Employment, Housing, Healthcare  
and/or Safe Communication**

## CVM: The Landscape



In 2006, **39** host agencies in **420** municipalities provided CVM services to **41,078** people in crisis and transition via a network of **2,108** health and human services agencies.

# Why Community Voice Mail?

**Since 1991 CVM has linked hundreds of thousands of people to employment, housing, and stability.**

**CVM is an indispensable component of an effective social service network.**

Our strategy is to integrate CVM into the local services delivery system, promoting effective and efficient case management and encouraging the dignity, independence, and accountability of all clients.

**Our model is community-based**

Each CVM site is a partnership between CVM National and a local social service agency or “host.” This host agency is the local expert who coordinates the distribution of CVM numbers to a network of service providers.

**We don't remake the wheel**

CVM National guides partners through site development, promotes the best practices of existing CVM sites, convenes leadership summits, conducts research and development, and maintains the health of the centralized voicemail system.

# 2006 Host Agencies

**Thank you to our partners that bring CVM to their communities every day**

**Community Info & Referral**  
Phoenix, AZ

**Jewish Vocational Services**  
Detroit, MI

**Aiken County Helpline (211)**  
Aiken, SC

**Fremont Public Association**  
Seattle, WA

**Weingart Center**  
Los Angeles, CA

**Twin Cities CVM**  
Minneapolis-St. Paul, MN

**Homeless Coalition**  
Chattanooga, TN

**Skagit Cty CAA**  
Skagit Cty, WA

**Ctr for Social Support & Education**  
San Diego, CA

**Wake Cty Human Services**  
Raleigh, NC

**Partners for the Homeless**  
Memphis, TN

**Volunteers of America**  
Snohomish Cty, WA

**Community Technology Alliance**  
San Jose, CA

**City of Albany**  
Albany, NY

**ATCMHMR**  
Austin, TX

**Benton Franklin CAA**  
South Central Region, WA

**Multi-Link Telecom**  
Denver, CO

**Coalition for the Homeless**  
New York, NY

**The StewPot**  
Dallas, TX

**SNAP**  
Spokane, WA

**The Ripple Effect**  
Orlando, FL

**NEOCH**  
Cleveland, OH

**Catholic Charities**  
Fort Worth, TX

**Metropolitan Dev Council**  
Tacoma, WA

**211 Tampa Bay Cares**  
Pinellas County, FL

**Transition Projects**  
Portland, OR

**Coalition for the Homeless**  
Houston, TX

**Council for the Homeless**  
Vancouver, WA

**Samaritan House,**  
Atlanta, GA

**Northwest Human Services**  
Salem, OR

**Gilpin-Jackson Ward Family Life Skills Center**  
Richmond, VA

**Chelan Douglas CAA**  
North Central Region, WA  
  
Olympia & Bremerton WA

**Inspiration Corporation**  
Chicago, IL

**Travelers Aid**  
Philadelphia, PA

**Opportunity Council**  
Bellingham, WA

**DC Central Kitchen**  
Washington DC

**Shelter Inc**  
Boston, MA

**Opportunity Council**  
Oak Harbor, WA

# Program Highlights

## New Launches

CVM expanded services into Austin, Washington DC, and Fort Worth in 2006. Site launches are the culmination of months of program, technical and operational support from CVM National to our community-based partners and typically bring community leaders, service providers, media and funders together to celebrate the arrival of CVM in the community.

## Upgrade to centralized voicemail system

The centralized voicemail system comprises \$3.5M value of donated equipment and software licensing, donated by Cisco Systems Product Donations for use by CVM clients across the country. All the equipment is secured in a climate-protected facility and maintained by CVM National's Network Administrators, receiving regular virus protection, upgrades, and backups to ensure that CVM data is secure and service is reliable. With a 20,000 voicemail box capacity at the end of 2006, CVM is one of Cisco's largest users of their Unity voicemail product.



Launch of Austin CVM, August 2006



CVMN Tech Team

“ Having a **safe message phone**  
can be as important as shelter or food.”

—Formerly homeless client, Spokane, WA

### **National Grants**

CVM National directed \$144,634 of its budget in 2006 to local program operations. Connecting immigrants to CVM in Twin Cities, expanding service in Philadelphia, strategic planning and geographic expansion at the Central Savannah River Area CVM, and capacity building in Spokane, Washington were among the projects we supported. All grantees reported their progress to the full CVM Network at the annual Leadership Conference and posted their work in the member online library for other sites to use.

### **Leadership Conference:**

CVM National hosted our annual 2-day summit for all CVM managers to share best practices, network with peers, and receive technical and data management training. National leaders from the Women’s Prison Association in NYC, the Safer Foundation in Chicago, and the Texas State legislature were among our guest speakers who discussed strategies for further integrating CVM in their communities.

### **Action-based Research**

Given the ever-changing telecommunications landscape and the dearth of data on extremely low income peoples’ use of technology, CVM National coordinated client focus groups in four cities to begin research and development of our next generation of services. We learned that 40% of the participants used both CVM and a cell phone and the majority of participants already had an email address, which lay the groundwork for our 2007 new initiatives: a cell phone pilot and using broadcast messages to distribute job leads and training opportunities for CVM users.

### **Training, Site Visits & Tech Support**

Our core services that we provide to every CVM site include online and hard-copy resources, webinar and on-site training, a public website, PR materials and in-depth pursuit of specific issues important to CVM programs. Among the specific issues that we focused on in 2006 were the legal review and revision of confidentiality guidelines for data-sharing and an educational campaign to federal policymakers and telecommunications regulators re: CVM’s relationship to the Universal Service Fund.

# Partnership with Cisco Systems

Cisco Systems has contributed more than \$3.5M of product, hundreds of hours of employee time, and significant grant dollars to Community Voice Mail, modeling extraordinary corporate citizenry and working side by side with CVM to customize cutting-edge technology for social good. We are extremely grateful for the support of Cisco Systems Foundation, Product Donations, and numerous employees who have contributed time and brainpower to our cause.



Kevin Chestnut  
Glenn Inn  
Patricia Johnson  
Mike McCann  
Betty Mai  
Patsy Cox  
Jennifer Baldwin

Mike Ngyuen  
Darren Massey  
Cleo Raulerson  
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Peng F. Mok  
Chris Tschinkel

Anil Verma  
Manjit Grewal  
Tim Fujita-Yuhas  
Shelley Thorsen  
Isabelle Kulmeyer

# With Gratitude



## Kevin Chestnut: 1955 – 2006

Kevin L. Chestnut was a man of intense talent, brilliance, and compassion. As the General Manager of Cisco's Seattle-based Enterprise Communications Business Unit, Kevin championed Community Voice Mail, inspiring his peers, staff, and members of the Community Voice Mail network to envision a partnership that would truly make a difference in the lives of thousands of people. His leadership in the aftermath of Hurricane Katrina exemplified his commitment and humility, saying at one point: "Never underestimate the power of a huge company when it's channeled toward the common good."

# 2006 Supporters



## Thank you to all of our 2006 Supporters

### Foundations

Cisco Systems Foundation	Jonathan Bridge	Adam Goodkind	Paul Phan
Center to Bridge the Digital Divide	Mairi Brookes	Stephen Grande	Mary Pigott
Henry M. Jackson Foundation	Katrina Brooks	Erik Haroldson	Samatha Powell
Raven Foundation	Derek Buckley	Andrew Houck	Llew and Jonie Pritchard
Kirkpatrick Family Foundation	Jan Carsel	Jessica Hudson	Keith Privett
	Adlai Carstarphen	W. G. Irving	Lucy and Herb Pruzan
	Linda Chapman	Floyd and Delores Jones	Peter and Debra Rettman
	Dawn Coggins	Michael Kniat	Andrea Richardson
	Meryl Cohen	Ed Kostenbauder	Kelli Robson

### In-Kind

Cisco Systems

William Colleran  
Ted & Patricia Collins

Thomas LaBaugh  
Debbi Lewang

Joan Ronning  
Cory Sbarbaro

### Individuals

Anonymous  
Sean Adams  
Elizabeth & William Andersen  
Dayna Bateman  
Douglas Beighle  
Mark Berman  
Elaine Bongiorno  
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Scott Walker  
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Becky Willard  
Esther Zells

We have done our best to record donors' names accurately. If we have made a mistake, please contact us so we can correct it.

# Financial Summary 2006

<b>Support and Revenue</b>	<b>2006</b>	<b>2005</b>
Grants and Donations	315,202	329,443
In Kind Contributions (a)	38,450	38,250
In Kind Contributions of Voicemail System	2,974,493	894,826
Earned Income	93,969	9,612
Interest	71,076	17,144
	<b>3,493,190</b>	<b>1,289,275</b>
<b>Operating Expenses</b>	<b>2006</b>	<b>2005</b>
Program (a)	753,271	613,523
Voicemail System Depreciation	610,886	26,842
Administration	125,287	80,197
Fundraising	29,600	34,770
	<b>1,519,044</b>	<b>755,332</b>
<b>Increase/Decrease in Restricted Funds</b>	<b>1,942,660</b>	<b>439,810</b>
<b>Total Change in Net Assets</b>	<b>1,880,177</b>	<b>533,943</b>
<b>Balance Sheet December 31</b>		
<b>Assets</b>	<b>2006</b>	<b>2005</b>
Cash and Investments	979,569	951,622
Grants and Corporate Donations Receivable	559,258	1,098,409
Voicemail System	3,238,379	872,947
Other Assets	11,630	7,160
<b>Total Assets</b>	<b>4,788,836</b>	<b>2,930,138</b>
<b>Liabilities and Net Assets</b>	<b>2006</b>	<b>2005</b>
Liabilities	7,979	29,458
Unrestricted Net Assets	945,205	1,007,688
Temporarily Restricted Net Assets (a)(b)	3,835,652	1,892,992
Temporarily Restricted Voicemail System Assets (b)	3,231,591	867,984
<b>Total Liabilities and Net Assets</b>	<b>4,788,836</b>	<b>2,930,138</b>

(a) In-Kind VM System Assets shown separately

(b) Restricted by Time

People in crisis and transition have a better chance of reaching stability and self-sufficiency if they have access to a safe, reliable, local voicemail number.



**Mel Cornelison** Enrolling in CVM (left) and On the Job (right) less than 3 weeks later in Dallas, TX.

# Board of Directors & Staff



**Community Voice Mail National's mission is to empower people in crisis and transition by distributing free, personalized voicemail access nationwide, directly linking people to jobs, housing, and stability.**

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