



community
voice mail
www.cvm.org

2009 ANNUAL REPORT

COMMUNICATION MATTERS



LETTER FROM THE EXECUTIVE DIRECTOR



Photo by: Rajiv Kapoor

“PEOPLE SAY THINGS LIKE ‘YOU CAN NEVER EVER KNOW HOW IMPORTANT THIS HAS BEEN TO ME,’ OR ‘I’M ALIVE AGAIN.’”

Dear Friend,

Every day I get to hear messages from our users who try to express just what it means to them to regain access– to their dad, their kids, jobs, landlords, the Veterans Administration, a doctor or a counselor. People say things like “you can never ever know how important this has been to me,” or “I’m alive again.”

In 2009, Community Voice Mail National focused on lifting up those voices, telling people’s stories not only to our closest allies and supporters, but to policy makers, elected leaders, funders, and advocates for low income people. Our message?

Communication matters...and it works.

It matters that people have a consistent way to be contacted. It matters that agencies contact clients efficiently. It matters that information – about services and opportunities – gets shared with our most isolated and vulnerable.

Communication works. It spares the suffering that comes from wasted effort, and gets people connected to the resources they need to meet their goals. Community Voice Mail is in greater demand than ever.

On behalf of all of the people who wish they could tell you themselves, thank you. Thank you for your steadfast friendship and support of our mission.

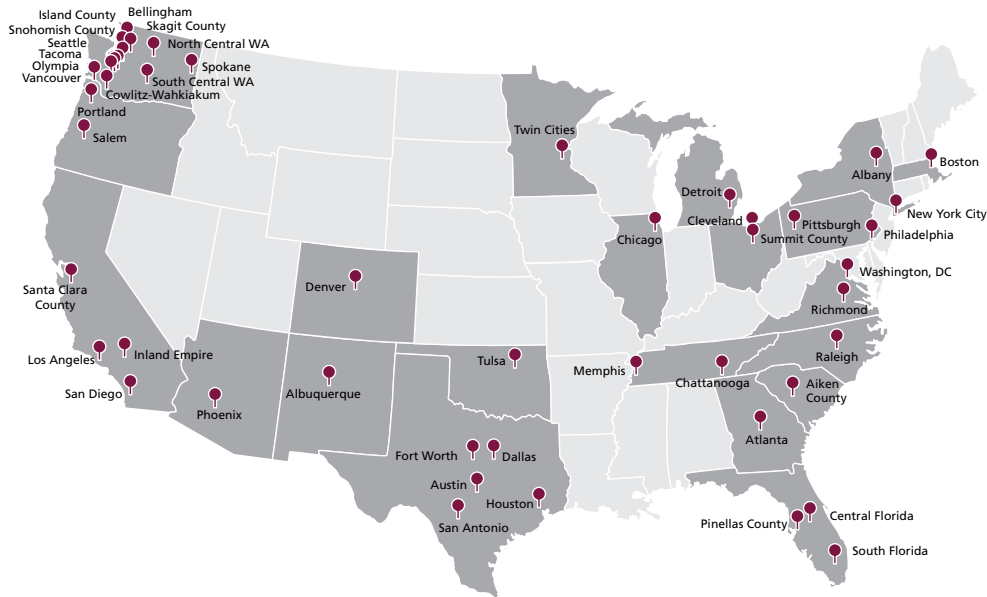
Sincerely,

A handwritten signature in black ink, which appears to read "Jenn Brandon". The signature is fluid and cursive.

Jenn Brandon
Executive Director

RECONNECTING THOUSANDS OF PEOPLE EVERY DAY

2009 CVM SITES



“A VOICE MAIL NUMBER MAY SEEM INSIGNIFICANT TO SOME, BUT TO THOSE WHOSE STREET ADDRESS MAY BE THE LICENSE PLATE OF THEIR CAR, A SIMPLE VOICE MAIL NUMBER MAY BE THE LIFELINE TO MERE SURVIVAL.”

– U.S. VETERAN AND CVM USER

Community Voice Mail handles 5 million calls each year. People are connected to their voice mail account through our 2000+ network of social service agencies in **414 cities** in **21 states** plus **Washington, DC**.

2009 HOST AGENCIES



"COMMUNITY VOICE MAIL IS ONE OF THE THINGS THAT WORKS ACROSS BOUNDARIES; EVERYONE NEEDS A PHONE. WE THOUGHT THIS IS A GREAT IDEA AND WE CAN DO THIS. COMMUNITY VOICE MAIL IS THE KEY ELEMENT THAT ALLOWS US TO COMMUNICATE WITH OUR CLIENTS."

TRISH – SHEPPARD CENTER

THANK YOU TO OUR PARTNERS WHO BRING

Community Info & Referral
Phoenix, AZ

Inland Empire United Way
Inland Empire, CA

Weingart Center
Los Angeles, CA

Community Technology Alliance
Santa Clara County, CA

Liberty Bell Telecom
Denver, CO

Homeless Services Network of Central Florida
Orlando, FL

2-1-1 Tampa Bay Cares
Pinellas County, FL

Coalition to End Homelessness
Broward County, FL

Samaritan House
Atlanta, GA

United Way of CSRA
Augusta, GA

Inspiration Corporation
Chicago, IL

Heading Home & MHASA
Boston, MA

Jewish Vocational Services (JVS)
Detroit, MI

Twin Cities CVM
Minneapolis-St. Paul, MN

Wake County Human Services
Raleigh, NC

Metropolitan Homelessness Project
Albuquerque, NM

City of Albany
Albany, NY

Partnership for the Homeless
New York, NY

United Way of Greater Cleveland
Cleveland, OH

Info Line, Inc.
Summit County, OH

CVM TO THEIR COMMUNITIES EVERY DAY

Tulsa Day Center for the Homeless
Tulsa, OK

Transition Projects, Inc.
Portland, OR

Northwest Human Services
Salem, OR

Travelers Aid
Philadelphia, PA

Travelers Aid
Pittsburgh, PA

Aiken County HelpLine/2-1-1
Aiken, SC

**Chattanooga Regional Homeless
Coalition** Chattanooga, TN

Partners for the Homeless
Memphis, TN

Austin Travis County MHMR
Austin, TX

The Stewpot
Dallas, TX

Catholic Charities
Fort Worth, TX

**Coalition for the Homeless of Houston/
Harris County** Houston, TX

Catholic Charities
San Antonio, TX

**Gilpin-Jackson Center & Goodwill of
Richmond** Richmond, VA

Opportunity Council
Whatcom County, WA

Lower Columbia CAC
Longview, WA

Opportunity Council
Island County, WA

Solid Ground
King County, WA

Skagit County CAC
Skagit County, WA

Volunteers of America
Snohomish County, WA

Benton Franklin CAC
South Central Region, WA

**Spokane Neighborhood Action
Program** Spokane, WA

Metropolitan Development Council
Tacoma, WA

Council for the Homeless
Clark County, WA

Chelan Douglas CAC
North Central Region, WA

CVMN
Olympia and Bremerton, WA
San Diego, CA

DC Central Kitchen
Washington, DC

ACCESS



PARTNERING WITH LOCAL ORGANIZATIONS PROVIDING DIRECT SERVICES:

- WORKFORCE DEVELOPMENT
- HOUSING ASSISTANCE
- HOMELESSNESS SERVICES
- HEALTHCARE
- VETERAN'S SERVICES
- DOMESTIC VIOLENCE VICTIM ADVOCACY
- ...AND MORE

A RELIABLE WAY TO BE CONTACTED

Community Voice Mail is the front door to the resources, support and opportunity people need to get stable.

“COMMUNITY VOICE MAIL ENABLES CLIENTS TO HAVE ACCESS TO THE CARE THEY NEED, WHERE OTHERWISE THEY WOULD NOT BE ABLE TO AFFORD A PHONE. WITH THEIR FREE VOICE MAIL ACCOUNT, THEY CAN MAINTAIN THEIR LIFE, MAKE THEIR MEDICAL APPOINTMENTS, AND HEAR FROM EMPLOYERS. THEY CALL ME BACK AND LET ME KNOW WHEN THEY HEAR FROM ME ‘HEY LOU, I GOT YOUR MESSAGE’ AND I JUST LOVE THAT.”

— LOU – LEGACY COMMUNITY HEALTH

AN EASY WAY TO REACH CLIENTS

With Community Voice Mail, social workers at agencies can reach just one or many thousands of clients at once, easily and efficiently. Our technology allows timely help and information to get where it's needed in a 21st century way.

“VETERANS THAT NORMALLY DO NOT HAVE A PHONE OR A WAY TO GET MESSAGES GET CONNECTED WITH COMMUNITY VOICE MAIL AND GET THEIR BENEFITS. BECAUSE OF THAT, THEY ARE MOVING FORWARD AND NOT JUST GOING THROUGH A REVOLVING DOOR. IT ALSO CONNECTS VETERANS WITH THEIR FAMILIES WHO IN SOME CASES MIGHT HAVE THOUGHT THEY WERE DECEASED. BUT NOW, THEY CAN CALL AND SAY I LOVE YOU AND REMIND THEM, I AM SOMEBODY.”

— CAROLYN – US VETERANS OUTREACH COORDINATOR

EFFICIENCY



- 2,000 AGENCIES DISTRIBUTE CVM ACROSS MORE THAN 400 CITIES
- 90,000 VOICE MESSAGES RECEIVED PER MONTH
- 4,000 VETERANS USED CVM IN THE PAST 18 MONTHS

INFORMATION



2009 BROADCAST MESSAGES

- 1,500 VOICE MESSAGES
- 700 EMAIL MESSAGES

ABOUT

- EMPLOYMENT (46%)
- HEALTHCARE (15%)
- GENERAL RESOURCES
AND LOCAL COMMUNITY
INFORMATION (39%)

RESOURCES PEOPLE CAN USE

Community Voice Mail transforms the way social services communicate with clients. Agencies share information with one another about jobs, resources, and public health and emergency alerts, and distribute that information to the voice mail boxes of every individual in entire regions.

“IF THERE IS A TORNADO COMING, WE CAN TELL PEOPLE WHERE TO GET SHELTER, IF IT’S GOING TO BE FREEZING OVERNIGHT, WE CAN SEND OUT A VOICEMAIL MESSAGE THAT WARNS THEM TO GET INSIDE. WE POST JOB LISTINGS, WITH PHONE NUMBERS AND DIRECTIONS FOR WHAT BUS LINE THE JOB IS NEAR. IT’S QUALITY INFORMATION FROM A TRUSTED SOURCE.”

— LORI – TULSA DAY CENTER

RECOGNITION

“OUR PARTNERSHIP WITH COMMUNITY VOICE MAIL ALLOWS US TO USE OUR SKILLS AND CISCO TECHNOLOGY TO LINK PEOPLE TO LIFE CHANGING HELP. WE’RE REALLY PROUD OF THAT.”

— TY THORSEN – DIRECTOR ENGINEERING UCBU MESSAGING GROUP

THANKS TO THE FOLLOWING CISCO VOLUNTEERS

Aaron Sullivan

Andrew Bartroff

Brendan Miller

Cleo Raulerson

Darren Massey

Dave Mallory

Erich Von Normann

Francis Fu

Freddy Sylvia

Glenn Inn

Isabelle Kuhlmeier

Jeff Lindborg

Josh Rose

Lynda Roby

Michael Begeman

Michael Cheney

Michael Fowler

Michael McCann

Mike Nguyen

Rajiv Kapoor

Ryan Bloom

Scott Zelenka

Shilpa Kolhatkar

Ty Thorsen



PARTNERSHIP



2009 SUPPORT



65% OF CVM USERS WHO EXIT
THE SYSTEM REPORT ACHIEVING
ONE OF THEIR GOALS –
EMPLOYMENT, HOUSING,
BETTER SERVICES, HEALTHCARE
– WITHIN EIGHT MONTHS.

THANK YOU TO ALL OF OUR

FOUNDATIONS

Bill & Melinda Gates Foundation
Matching Gifts Program
Human & Civil Rights Organization
Of America
Kirkpatrick Family Foundation
Martin-Fabert Foundation

IN-KIND

Cisco Systems Foundation
Boyntunes
Davis Wright Tremaine LLP

CORPORATE

Bank Of New York Mellon
Community Partnership
The Boeing Company Charitable Trust
Cisco Systems Foundation
Cisco Employee Matching Program
Microsoft Employee Giving Program
Rainier Investment Management, Inc.

INDIVIDUALS

Lisa Adeeko
Tom Alberg & Judi Beck
Steve Albertson & Monica Spain
Christina Amante

Elizabeth & William Andersen
Jeremy & Liz Anderson
David Averill
Thomas Avery
Dayna Bateman
Douglas Beighle
Charles Best
Jennifer Beyers
Michael Bisesi
Elaine Bongiorno
Robert & Royann Bonnell
Peter Bornholm
Catherine & John Brandon
Jennifer Brandon & Ken Gordon
Al Carota
Daniel Cheever
Iona Cheng
Jennifer Choate
Steven Cogorno
Meryl Cohen
Jennifer & Peter Cole
Richard & Dorothy Cole
William Colleran
Ted & Patricia Collins
Marco Cosimi
Darla Coulson
Mark Craemer
Mark Cummings

2009 SUPPORTERS

Julia Dallas
Jose & Pam David
Leslie Davis
Tom & Sally Dunning
Maryel Duzan
Bill & Lee Ellis
Tami Fairweather
Kristina Falco
Debra Faulkner
Julia Field
Jennifer Flanagan
John Freeman
Tim Fujita-Yuhas
Brian Gamble
Vibhavaree Gargeya
Stuart Gaston
R.B. Gillmor
Adam Goldsmith
Paul Goodrich & Shannon Sperry
Brian Gore
Ellen Graper
Bob Greco
Paul & Irene Henrikson
Eston Hensley
Stacy Holmes & Kelli Robson
Andrew Houck
Ethan Hugg
Leah Hamilton

Kevin & Vanessa Huston
James Hutsinpillar
Kyong Hwangbo
Ryan Idzior
Linda & Eric Jackman
Eric Johnson
Shaun-Teka Joyner
Tuomas Kaikkonen
Michael Karapcik
Harold Kawaguchi
James Kim
Kathleen Pierce
Richard Koffman
Diane Koontz
Ed Kostenbauder
Richard & Maureen La Porte
Robert Labine
John & Mary Landa
Phillip & Diane Lankford
Brantley Larew
Gary Leaf
Julet Lindo
Jon Littell
Donald & JoEllen Loeb
Thomas Lynch
Elizabeth Martin
Ed Masters
MG Matlock

Caitlin McCarey
Zan & Tara McColloch-Lussier
Sean McGinley
David McIntyre
Margaret Meibohm
Clifford Meyer & Alle Hall
Joseph & Carolyn Meyer
Sarah Meyer
Jason Mitchell
Kristina & Tom Montague
Scot More
Lori Morton
J. Shan & Lee Mullin
Jennifer Muselin
Amber Neill
Rameses Ney
David & Susan Baer Nicaastro
Betsy & Dan Norton-Middaugh
Valerie O'Halloran
Anne & Carol Brown Phillips
Margaret & Jerry Phillips
Mary Pigott
Joanna & David Pistenmaa
Rhonda Powell
Llew & Jonie Pritchard
Keith Privett
Lucy & Herb Pruzan
Bethany Rice

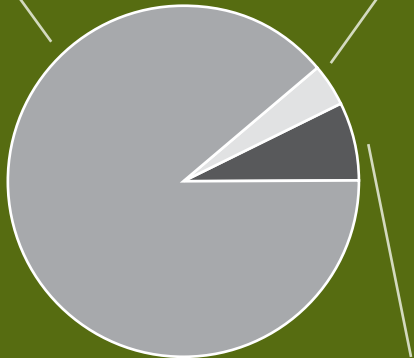
Bard & Julie Richmond
Winifred Richmond
Jeffrey Rueckhaus
Margaret Safranek
Eugene Sam
Cory Sbarbaro
Eddie Seaton
Laura & Tom Grenon Seaver
Jill Sheldon
Masako Shingledecker
David Sieminski & Joan Sharp
Joyce Sieminski
Donald Sirkin
Samantha Skolnik
David & Laurel Stitzhal
Larry & Rebecca Sykes
Galia & Peter Szurley
Kevin Ober
Toby Thomas
Brian & Cara Todd
Nancee Van Oostendorp Kipen
Rachel & Brad Vaughn
Valencia Walker
Heyward Watson
Debra Wood
Tok Yi

2009 FINANCIALS

EXPENSES

PROGRAM 90%

ADMINISTRATIVE 4%



FUNDRAISING 6%

PROGRAM	\$1,256,895
FUNDRAISING	\$151,851
ADMINISTRATIVE	\$108,389
TOTAL	\$1,517,135

STATEMENT OF ACTIVITIES

for the year ended December 31, 2009

	2008	2009
Support & Revenue		
Grants and Donations	\$911,626	\$794,132
In-Kind Contributions	\$66,944	\$49,914
In-Kind Contributions of Voice Mail System	\$587,189	\$489,794
Earned Income	\$384,656	\$439,057
Interest	\$30,419	\$6,547
Total Support & Revenue	\$1,980,834	\$1,779,444
Operating Expenses		
Program	\$1,263,308	\$1,256,895
Voice Mail System Depreciation	\$840,314	\$938,020
Administration	\$172,354	\$108,389
Fundraising	\$86,010	\$151,851
Total Operating Expenses	\$2,361,986	\$2,455,155
Increase/(Decrease) in Restricted Funds	\$(477,176)	\$(456,183)
Total Change in Net Assets	\$(381,152)	\$(675,711)

STATEMENT OF FINANCIAL POSITION

for the year ended December 31, 2009

Assets	2008	2009
Cash & Investments	\$854,600	\$665,832
Grants & Corporate		
Donations Receivable	\$43,803	\$15,616
Voice Mail System (Net of Depreciation)	\$2,528,979	\$2,070,202
Other Assets	\$39,535	\$32,463
Total Assets	\$3,466,917	\$2,784,113
Liabilities & Net Assets		
Liabilities	\$20,995	\$13,902
Unrestricted Net Assets	\$930,402	\$710,874
Temporarily Restricted Net Assets	\$2,515,520	\$2,059,337
Total Liabilities & Net Assets	\$3,466,917	\$2,784,113

WHO WE HELP

THE TYPICAL CVM USER IS...

- MALE (59%)
26-44 YEARS OLD (42%)
CAUCASIAN (41%)
OR AFRICAN AMERICAN (38%)
- SUPPORTING 1 ADULT &
2 CHILDREN
HOMELESS (65%)
AND UNEMPLOYED (54%)
- BRINGING IN \$560 PER MONTH
(TYPICALLY) FOOD STAMPS (19%)
TANF (6%)
SOME EARNED INCOME (6%).
- USING CVM FOR 8 MONTHS

BOARD OF DIRECTORS



Photo by: Rajiv Kapoor

MORE THAN 43,000 PEOPLE IN 2009 USED THEIR CVM PHONE NUMBER FOR:

- FINDING EMPLOYMENT
- FINDING HOUSING
- STAYING CONNECTED TO HUMAN SERVICE PROVIDERS
- ACCESSING HEALTH CARE
- STAYING IN CONTACT WITH FAMILY

“COMMUNITY VOICE MAIL IS AN EXTRAORDINARY EXAMPLE OF WHAT HAPPENS WHEN WE COMBINE OUR STRENGTHS TOWARD A COMMON GOAL. BRINGING TOGETHER TECHNOLOGY, COLLABORATIVE LEADERSHIP, SOUND BUSINESS PRACTICES, AND HUMAN KINDNESS, WE CAN CONTINUE PROVIDING AN EFFECTIVE TOOL TO HELP PEOPLE MOVE OUT OF POVERTY.”

— DAVE SIEMINSKI – CVMN BOARD PRESIDENT

BOARD OF DIRECTORS

David Sieminski
President
Seattle, WA

Maryel Duzan
Director
Seattle, WA

Jason Mitchell
Director
Los Angeles, CA

Bard Richmond
Director
Seattle, WA

Debbie Faulkner
Vice President
Tacoma, WA

Kristy Falco
Director
Spokane, WA

Scot More
Director
Houston, TX

Larry Sykes
Director
Dallas, TX

Debbi Lewang
Treasurer
Seattle, WA

Gary Leaf
Director
Seattle, WA

Lori Morton
Director
Tulsa, OK

MISSION

COMMUNITY VOICE MAIL (CVM) HELPS PEOPLE LIVING IN POVERTY, TRANSITION AND HOMELESSNESS REBUILD THEIR LIVES BY CONNECTING THEM TO JOBS, HOUSING, INFORMATION AND HOPE. WE DO THIS BY CUSTOMIZING AND DISTRIBUTING COMMUNICATIONS TECHNOLOGY VIA A NATIONAL NETWORK OF COMMUNITY-BASED SERVICES.

2009 CVM NATIONAL CONFERENCE



STAFF

Jennifer Brandon
Executive Director

Stacy Holmes
Deputy Director

Anna Landa
Program Manager

Steve Albertson
New Initiatives Director

Nick Jennings
Senior Network Administrator

Kathy Lynn
Finance Manager

Daniel Cheever
Administrative Coordinator

Andrea John-Smith
Development Director

Kathy McAllister
Business Manager

Jessica Dally
Help Desk Technician

COMMUNICATION EQUALS CONNECTION

PHONE LINES



LIFE LINES

CVM National Office

2901 Third Avenue, Suite 100
Seattle, Washington 98121

206.441.7872

info@cvm.org

www.cvm.org

communityvoicemail.blogspot.com

501 (c) (3) organization
Federal ID # 91-1609789

