



HopeLink

of Southern Nevada

Change Their Normal™



OUR LINK TO HOPE

2023-24 ANNUAL REPORT

ABOUT HOPELINK OF SOUTHERN NEVADA

A NETWORK OF RESOURCES FOR THOSE WHO NEED HELP

Life below the poverty line is a 'normal' existence for many families and seniors where low incomes, unemployment and unexpected life crises have dragged them to the brink of hunger, tragedy and homelessness. Believing that this 'normal' need not be lasting or permanent, HopeLink exists to 'change the normal' for thousands each year. It's not just our motto but the very heart and purpose of our savvy, dedicated staff and volunteers who, from experience, know creative ways to a better life and stable living, inevitably transforming their concept of what actually is 'normal.' Every person deserves a chance to move out of poverty into a life of self-sufficiency with dignity. HopeLink provides chances and opportunities through providing practical financial assistance, effective case management and imparting hope to the hopeless at crucial points of a life crisis.

PREVENTING HOMELESSNESS THROUGH GOVERNMENT PARTNERSHIPS

This year, HopeLink case managers prevented evictions and homelessness for 1,568 individuals as well as assisted with rent and security deposits through funds from Assembly Bill 396. We're incredibly proud of this work and part of that success can be attributed to the close working relationship HopeLink has built with the North Las Vegas eviction courts and Judge Belinda T. Harris.

Judge Belinda T. Harris was elected to serve as Justice of the Peace in 2020 for North Las Vegas Justice Court Department 3. She is the first black judge elected to serve the North Las Vegas community. Judge Harris started her career in the Clark County School District where she ensured children with disabilities received the services and education they were entitled. She began her public defense work in Philadelphia where she served hundreds of clients and chaired over fifty trials. She returned to North Las Vegas and continued her career at the Clark County Public Defender's office where she served as a Chief Deputy Public Defender, defending the constitution and protecting the rights of individuals, for nine years.



"Working with Judge Harris has been such a benefit to the community and to HopeLink. Judge Harris' team works hard to keep communication open between HopeLink and the court so we can work together to find the best solutions to keep North Las Vegas residents housed. Since beginning our partnership earlier this year, we have prevented homelessness for nearly 300 North Las Vegas residents."

KRISTIN AVILES,
Chief Operating Officer



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MESSAGE FROM OUR BOARD CHAIR

"The greatness of a community is most accurately measured by the compassionate actions of its members."

- Coretta Scott King

Nevada is in an affordable housing crisis. There is currently a shortage of 90,000 affordable housing units and the cost of rental housing today remains about 33% above prices in 2019. Approximately 86,000 households representing 300,000 Nevadans are one paycheck or financial emergency away from missing a rent payment and facing eviction. Our most vulnerable populations of low-income seniors and families face impossible choices of paying for medications, food, transportation and utilities, or rent. And it is becoming more common that they will not be able to afford to remain housed without rental assistance subsidies.

One can make the argument that our community was not developed sustainably, that our priorities have primarily lent themselves to the pursuit of economic growth and development— and our favorite buzzwords since the Great Recession are “economic diversification” yet we remain one of the least economically diversified metros in the nation. We have demonstrated for the better part of three decades that we have not truly acknowledged in our policymaking the human suffering and trauma taking place because of housing insecurity. And if we continue down this path then we can rest assured that the challenge of ensuring affordable housing for our neighbors with dignity and respect will remain unsolvable.

But there is hope.

Over the past year, HopeLink has served over 10,000 individuals, many of them families and seniors. We assisted our clients with over 79,000 critical services, including job placement support, meals for seniors, beds for children, emergency shelter, and provided over \$700,000 in rental assistance each month. Our staff have consistently preformed good work on behalf of our clients, and they have done so with kindness and professionalism.

We continue to receive accolades from our community partners and funders, growing our resources in an exponential fashion while maintaining a high level of service and organizational efficiencies. And even as we continue to grow and serve, we have so much more to accomplish.

That is why we are embarking on new efforts in the coming fiscal year and beyond to expand and diversify our revenue streams and grow our service offerings. We are making new investments in our people, our facilities and technologies, and our clients. But we can only do this with support from our community partners and you. When we begin to prioritize supporting our neighbors with compassion and recognize that our acts of charity and service make us a more sustainable and robust region, only then will we truly accomplish the task of maturing into a great community.



A handwritten signature in black ink, appearing to read 'Scot Rutledge'.

Scot Rutledge
Chairman of the Board

Stories of HOPE



LISA

Before she got COVID, life was going fine for Lisa. She was working at Taco Bell, living with her boyfriend and not struggling.

But in September 2020, everything changed. Lisa got so sick with COVID that she was hospitalized for 14 days. "It was the worst thing ever to happen in my life," Lisa said of the experience. "I thought I was going to die."

Lisa credits "prayers" and "the grace of God" for her survival. However, the road to recovery wasn't easy. To this day, she still suffers from chronic headaches and leg problems.

After being discharged from the hospital, she just wanted to go home. Instead, she was sent to Crossroads, a rehabilitation center, for an additional 14-day quarantine.

When that finally ended, Lisa was doubly ready to go home. Tragically, she discovered she no longer had a home to return to. Her boyfriend had lost their apartment while she was sick. With nowhere else to go, she took temporary housing at The Rita Suites thanks to Help of Southern Nevada. But after nearly a year there, it was time for something more permanent.

The only obstacle: Lisa's bad credit kept her from signing a new lease. HopeLink came to the rescue, helping her get an apartment despite her credit score. "My case manager really worked with me in getting a place," Lisa says. "I want to thank Cynthia from the bottom of my heart."

After seven months of HopeLink's rental assistance, Lisa was able to take over full payments on her own. "HopeLink helped me out a whole lot," says Lisa. She wants everybody to know that HopeLink is a "great resource."

Today, Lisa works as a security guard. She's been at Allied Universal Security for a couple years now and likes it better than the 31 years she spent in the food and beverage industry.

Her new life is one of stability and hope. She is staying focused and saving money with the goal of moving to Texas to be near family. Until then, Lisa is enjoying her improved situation.

"I finally got my own space again," says Lisa. "Now I can come home and relax without any problems or people picking on me or harassing me."



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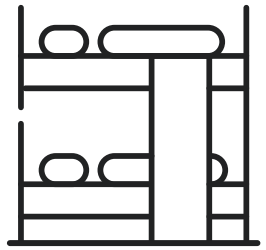
HOPEFUL NUMBERS + OUR 2023-2024 IMPACT

3% RATE OF
RECIDIVISM
FOR THREE
RAPID REHOUSING PROGRAMS



National target is 15%, only 3% of HopeLink clients recede back into the system of homelessness services.

351
CHILDREN
PROVIDED
WITH BEDS



OVER **3,800**
CHECKS WRITTEN TO
PREVENT
HOMELESSNESS




208 HOUSEHOLDS
PLACED IN
EMERGENCY
SHELTER

79,747
CRITICAL SERVICES
PROVIDED TO
AGENCY CLIENTS




1,000+
HOLIDAY MEALS
DELIVERED TO
SENIOR
CLIENTS

58 **FAMILIES**
GRADUATED
RAPID REHOUSING
PROGRAMS



36,239
SHELTER
NIGHTS PROVIDED



10,000+
UNIQUE AGENCY
CLIENTS SERVED




338
INDIVIDUALS
RECEIVED
CAREERLINK EMPLOYMENT
SERVICES

1,000+ 
TAX RETURNS
RETURNING OVER
\$1,000,000
TO COMMUNITY

657 
INDIVIDUALS PLACED IN
EMERGENCY
SHELTER

1600% 
INCREASE IN
ASSISTANCE
PROVIDED SINCE 2018

HOPELINK IN 2023 - 2024

JULY

- + HopeLink partnered with the Henderson Police Department and the Dollar Loan Center for Back 2 School supplies drive

AUGUST

- + Molina Healthcare's Mobile Help Center visited HopeLink's Henderson and Midtown locations monthly, offering free healthcare services including screenings, exams, risk assessments, vaccines, and expert advice on health insurance
- + 198 individuals were actively enrolled in the Emergency Shelter program, which provides assistance to those struggling to find affordable housing due to fixed incomes, limited senior housing options, insufficient non-congregate shelter availability, and landlords unwilling to work with individuals with eviction histories

SEPTEMBER

- + Celebrated continued partnership with United Way of Southern Nevada

OCTOBER

- + HopeLink participated in National Night Out with the City of Henderson Police Department
- + Received over 2,000 items from Maxx Properties to make over 300 hygiene and cleaning kits for HopeLink families and seniors in our housing programs
- + Partnered with LVMPD for Trunk or Treat event at The Crossing

NOVEMBER

- + Hosted our annual HopeWeek event featuring the first ever Sleep for Hope challenge showcasing the challenges of not having somewhere safe to sleep



DECEMBER

- + Holiday Block Party hosted by the Crossing Church Midtown for HopeLink clients and the community
- + 4th annual Candy Cane House benefitting HopeLink

JANUARY

- + Opened our offices to the Volunteer Income Tax Assistance (VITA) program to provide free tax services to the community

FEBRUARY

- + Hosted a CareerLink job fair at United Way of Southern Nevada for clients and the community

MARCH

- + Aaron Sheets named as new Chief Executive Officer
- + HopeLink client Antanasio Muko receives a donated vehicle from National Auto Body Council's Recycled Rides program during NASCAR at the Las Vegas Motor Speedway
- + HopeLink receives Golden Heart Award at the Three Square Food Bank Agency Appreciation Breakfast

APRIL

- + Clark County Parks and Recreation's Earth Day cleanup with Commissioner Justin Jones
- + HopeLink participated in Sol-Up Solar's Clean Energy Fair

MAY

- + Hope Needs a Home Luncheon awareness event at The Crossing
- + Hosted a CareerLink job fair at The Palms for the community

JUNE

- + HopeLink partnered with Kendra Scott in Downtown Summerlin to raise money for HopeLink programs and services



FINANCIAL OVERVIEW

REVENUES

FY 2023 - 2024

+ Jurisdictional Grants	11,290,978
+ Contributions	377,237
+ Special Events	47,149
+ Other Income	289,617
TOTAL	\$11,738,288

ANTICIPATED REVENUES FY 2024 - 2025

+ Jurisdictional Grants	15,487,260
+ Contributions	4,172,000
+ Special Events	67,000
+ Other Income	280,980
TOTAL	\$20,007,740

LEADERSHIP

2023-2024



BOARD OFFICERS

Scot Rutledge, Chair, CMO Trust
Thomas Schnitker, Immediate Past Chair, Go2 Partners
Tonya Wagle, Vice-Chair, United Business Bank
Jim Nyberg, Treasurer, Hash House A Go Go
Christie McCart, Secretary, Toyota Financial Savings Bank

BOARD MEMBERS

Kellen Kautzman, Send It Rising
Michael O'Brien, Thrivent Financial
Steve Hamile, Sol-Up Solar

HONORARY MEMBERS

Pamela Erickson, Founder
Barbara Gomez, Founder (Deceased)
Former State Senator Dr. Joseph Hardy
Dawn McLaughlin
Michael Wetterauer
Nancy Hexter

LEADERSHIP TEAM

Aaron Sheets, Chief Executive Officer
Jodi Lynn Higdon, Chief Financial Officer
Dani Sparks, Chief Social Services Officer
Kristin Aviles, Chief Operating Officer
Tiffany Simmons, Director, Housing Services
Patricia Kelley, Director, Client Services
Ryan Henson, Director, Administration and Employment Services
Stephanie Lara, Program Manager, Emergency Shelter



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HEROES OF HOPE - HONOR ROLL

This recognition is for gifts received between July 1, 2023 and June 30, 2024

\$100,000+

+ Janet Miller

\$25,000-\$49,999

+ Toyota Financial Savings Bank

\$10,000-\$24,999

+ Bank of Nevada
+ First Savings Bank
+ Roxanne and Stuart Kugelstadt

\$5,000-\$9,999

+ Cleanspark
+ Julie and Douglas Rusch
+ Nancy Hexter
+ RDI
+ Steven Rose
+ Sysco

\$2,500-\$4,999

+ American First National Bank
+ Bamboo Sunrise
+ Brian Cordova
+ Daniel and Deborah Golceker
+ Enterprise Mobility
+ Findlay Automotive
+ James Nyberg
+ Scot Rutledge
+ Sol-Up Solar

\$1,000-\$2,499

+ Andrew Howard
+ Clifford Silverstein
+ CyberGrants
+ Don and Kathleen Sternberg
+ Dulcinea Rongavilla
+ Joey and Victor Cardenas
+ John and Debra Guedry
+ John Mattos
+ Julia Hurley
+ Misty Chadwick
+ Robco Electric
+ Thomas Wellman

\$500-\$999

+ Barbara Hoyt
+ Christie McCart
+ David Hayward
+ Donald Miller
+ Joni Hoffman
+ Joyce Riley
+ Nancy Flagg
+ Patricia Pipher
+ Susan Moore
+ Tibor Jozsa
+ Thomas Schnitker



All efforts have been taken to ensure the accuracy of this list. If we have made an error, please bring it to our attention by contacting Ryan Henson at R.Henson@link2hope.org or 702-566-0576 ext. 1018



Invest in your community by donating or volunteering your time.

link2hope.org

Check: Payable to Hopelink of Southern Nevada at 178 Westminister Way, Henderson, Nev. 89015

702-566-0576

info@link2hope.org



@hopelinknv



@hopelinknv



/company/hopelink-of-southern-nevada

MESSAGE FROM OUR CEO

Hello Friends,

HopeLink is in the business of providing hope—an integral part of our mission and central to every service we offer. We deliver hope through a continuum of homelessness prevention services, addressing basic needs like food, rent, utility assistance, emergency shelter, and rapid rehousing for families and individuals facing homelessness. Our programs also include stabilizing services such as employment assistance through CareerLink, work authorizations, clothing, beds, housewares, and furniture—ensuring that those we serve can achieve stability and thrive.

The impact of these services is evident as highlighted on our services page, those who complete our programs rarely experience homelessness again, with fewer than 5% needing additional preventive services within two years of our interventions. This commitment to excellence has driven a 1600% growth in our agency over the last six years. For perspective, the total assistance we provided in all of 2018 is now matched every two weeks in 2024.

Yet, there is still much to be done. Expenses in our community are rising faster than incomes, with 86,000 households paying over 50% of their income on housing. These families are extremely vulnerable; just one unexpected expense or missed paycheck could lead to eviction. In Las Vegas, where only 14 affordable units are available for every 100 families in need, our community faces the lowest affordable housing ratio of any metropolitan area in the U.S. This year, over 16,000 of our neighbors will experience homelessness in our community, many for the first time.

These are challenging times for our community, but our state's best and brightest are working on solutions. However, it takes time to get additional programs funded and affordable housing constructed, all while the problem continues to grow.

At HopeLink, we face these challenges daily as we work alongside our clients. We stand in the gap between homelessness and stability for thousands of citizens. Supporting and providing services to more of our friends and neighbors is our mission.

This pressing need has become our rallying cry: "Keep Nevada Housed." The challenge will get worse before it gets better, but keeping our neighbors housed is by far the least expensive intervention for those in crisis. On average, our rental assistance programs fund less than \$5,000 per household. The cost of stabilizing a person who becomes homeless increases by a factor of 15. The costs, both human and financial, of not intervening are staggering for all of us.

The challenges of housing insecurity are daunting, and we face them by taking strategic and proactive steps. As the saying goes, a journey of a thousand miles begins with a single step. We begin by serving the one in front of us today.

Our proactive steps include developing a fast and efficient web-based assistance portal using AI technology. This portal, set to launch in December 2024, will allow us to serve more people and make better use of our human resources. Currently, we are working directly with eviction courts in North Las Vegas and Henderson, which is all our current funding allows. However, we have requested additional state and local funding to expand these services to all Clark County, and eventually, statewide. This expansion is our best hope for ensuring we Keep Nevada Housed.

We have three current initiatives to meet these challenges. Hope4Seniors provides rent-gap assistance for fixed-income seniors facing rising rents. We are also working on securing a larger facility to meet our community's growing demands and increasing our strategic operating capital to be able to facilitate additional multimillion-dollar jurisdictional grants. These efforts are all part of our broader strategy to Keep Nevada Housed.

HopeLink cannot meet this challenge alone. We rely on corporate, jurisdictional, private partners, and other motivated supporters who share our mission. We are grateful for those already on board and for those of you who recognize the full value of this mission. Thank you for believing in us and for sharing in this vital effort to Keep Nevada Housed.

In gratitude,



Aaron Sheets

Chief Executive Officer





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WWW.LINK2HOPE.ORG | 702-566-0576 | INFO@LINK2HOPE.ORG