



2017-2018 ANNUAL REPORT



TOTAL SERVED

1.6 million people served in local communities through philanthropic programs.



OUR MISSION

Assistance League volunteers transforming the lives of children through community programs.



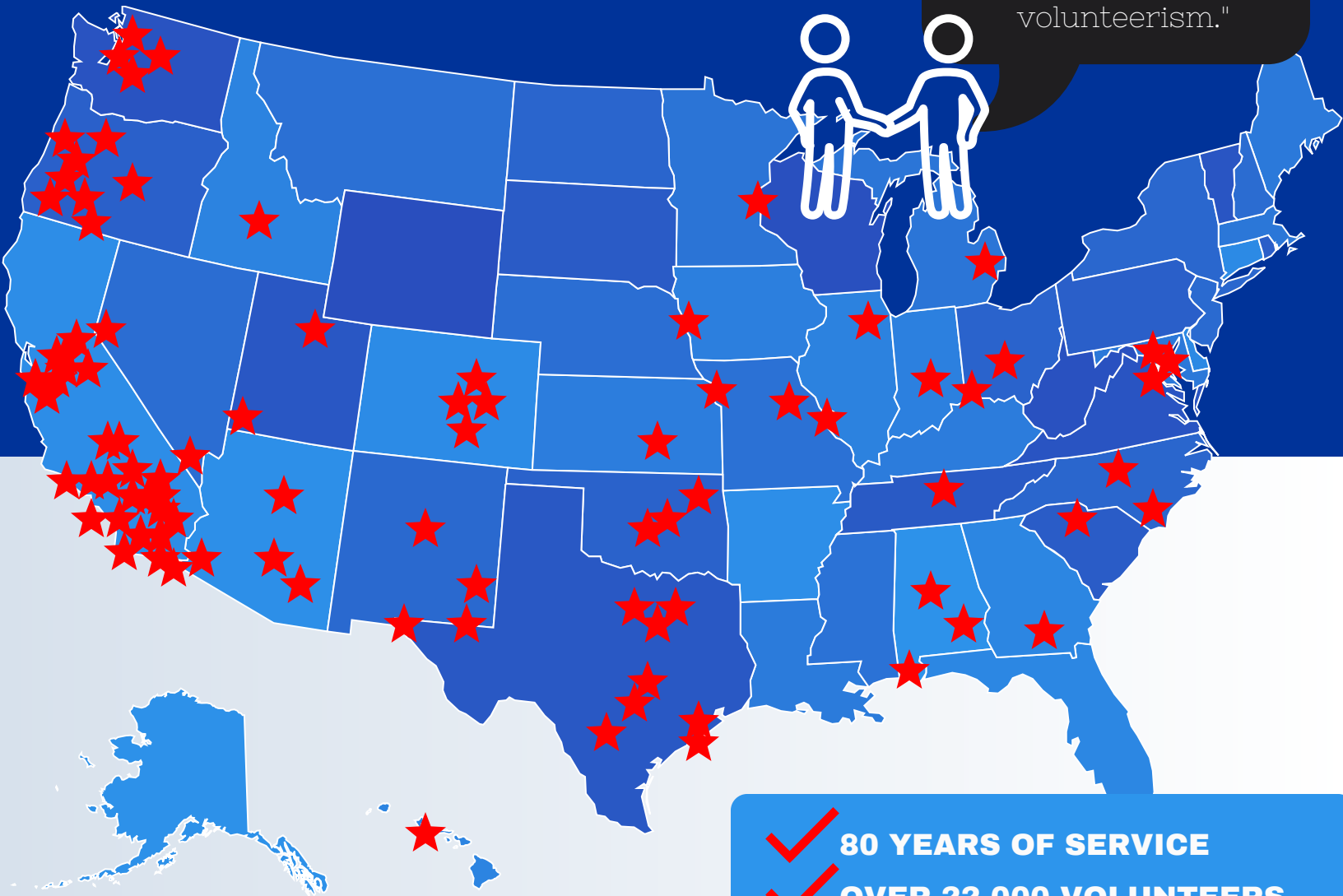
OUR VISION

Essential needs are met in our community and families flourish.

WHO WE ARE

Transforming Lives • Strengthening Community

"Empowering ordinary citizens to improve communities and transform lives through long-term volunteerism."



- ✓ 80 YEARS OF SERVICE
- ✓ OVER 22,000 VOLUNTEERS
- ✓ 120 CHAPTERS & GROWING

OUR HISTORY

Organized as a national nonprofit in 1935, Assistance League's roots date back to the turn of twentieth century America. Anne Banning and Ada Edwards Laughlin met via the Los Angeles social scene and became members of a small group of prominent ladies in the area. These women did local charitable work and called the group Assistance League. In the early 1900's, Anne helped support the San Francisco earthquake and fire victims as well as the LA Red Cross during the war with Europe in 1917. As needs in adjoining communities were recognized, others wished to follow this philanthropic philosophy. Anne and Ada organized National Assistance League® in 1935 to promote the growth of effective volunteerism through leadership training and education. Today, members all across the country continue a tradition of compassion and benevolence in 120 chapters throughout the United States.

WHY WE ARE UNIQUE

MEMBERSHIP RIGHTS



Assistance League operates in the competitive, ever-changing nonprofit sector. New nonprofits are launched every day. For over 80 years, National Assistance League's chapters have found success by protecting member rights and adhering to nonprofit best practices.

MEMBERS GOVERN

Assistance League members have a voice in fundraising decisions, program spending, and governing of the chapter. This unique combination separates the Assistance League nonprofit experience from other organizations in the depth, breadth and commitment of the members.



COMMUNITY BASED



We've been around a long time and recognize how important it is to understand the communities in which we operate. Working in our communities, chapter members have a real pulse on unmet needs and are able to offer meaningful, customized programs to help fill the gap. Since all of the money raised by the chapter stays in the community, local chapter members control how and where each dollar is spent.

WHAT WE DO

OUR SIGNATURE PROGRAM

Operation School Bell® was chartered in 1954 and remains the core program at Assistance League. Originally called "Clothes Closet," Ruth Ann Montgomery started her quest with the purpose of clothing children who were unable to attend school due to lacking basic attire. Today, Operation School Bell is the signature philanthropic program of Assistance League. Since 1958, more than 4,000,000 school children have received new clothing. Check out a few testimonials from schools and families who have participated!

My daughter absolutely loves the opportunity – she gets so excited. Her self-esteem gets a boost! We thank you for your help. We are so grateful.

[I watched] a third grade student who was so excited to choose her own clothes. She just kept giggling!

Thank you for all you have done for our students!



WHERE WE ARE GOING



Through commitment and accountability, National Assistance League embraces our strategic plan, mission, and goals as we move toward the future.



GOALS

Establish, develop and maintain effective chapters.

Enhance services and technologies of chapters.

Inspire and educate chapter leaders and members.

Adapt and strengthen position as the leading all volunteer nonprofit.



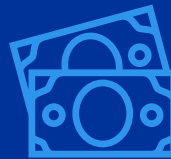
HOW WE WILL GET THERE



Professional
Development



Meaningful
Training Opportunities



Effective
Fundraising



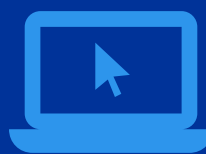
Impactful
Philanthropic Outreach



Membership
Support



Effective
Marketing



Technology
Solutions



Optimum Organizational and
Governance Structure

CALL TO ACTION



JOIN US!

We are always looking for new member volunteers to join and be part of an organization where your voice really matters. Members tell us they join Assistance League because of our meaningful community programs and they stay because of the high return to the community and the unique opportunity to work alongside member volunteers who quickly become friends.

Learn more here: [National Membership Video](#)

Participate. Donate.

Why Donate to Assistance League?

Donations made to National Assistance League's Circle Fund are spent educating, inspiring and supporting our chapters by providing technical knowledge, best practices, and historical perspectives.

What is Circle Fund? Aptly named, the Circle Fund allows the national organization to provide enhanced leadership and educational opportunities to all members nationwide. These opportunities are foundational in ensuring our volunteers are prepared to lead and understand the nuances of our unique membership-based organization.

In addition to financing intensive annual training for chapter leaders, donations to the fund also offset the cost of hosting events held for all members to collaborate and network by sharing ideas, learning new skills and understanding best practices.

Click here to support us: [Donate Now](#)



KEY PERFORMANCE INDICATORS

CHAPTER ACTIVITY



1.6 Million Served

\$57.9M

Dollars Returned to Local
Communities

The national organization and 78% of our chapters have achieved either the Gold or Platinum level of distinction on GuideStar. Assistance League's GuideStar participation indicates our commitment to transparency, the sharing of detailed management, financial and program information with stakeholders and the public as well as joining other nonprofits to advance effective philanthropy.

NATIONAL BOARD



Top Row: Left to Right: Amy Johnson, Director of Finance; Ann Whittaker, VP Strategic Planning; Kathy Darwin, Director of Philanthropic Programs; Liz Knutsen, Secretary; Leticia Plummer, Director of Membership; Jackie Hamby, Director of Chapter Formation; Pat Reinier, Director of Resource Development; Annette Anderson, Director of Bylaws
Bottom Row: Left to Right: Dawne Wright, VP Marketing Communications; Nancy Friedel, Director of Technology; Jane Rosinski, VP Chapter Services; Susan Dolan, President; Andy Goodman, VP Conference Administration; Lisa Holbrook, VP Corporate Finance; Sandy Ross, Parliamentarian. Absent: Cindy Schaldenbrand, Treasurer; Phyllis Campbell, VP Fund Development; Gail Winterfeld, VP Administration

LETTER FROM THE PRESIDENT

There are countless nonprofit organizations across the country, all united in providing services and goods to needy individuals. Many years ago, I had a choice to become actively involved in any of them...and I chose Assistance League because of the value we place on member rights, the success of our signature program, Operation School Bell, and the passionate people we call members. Our tagline, "Transforming Lives • Strengthening Community" tells it well.

At the national level, our purpose is to help members, from diverse locations across the country, build and sustain effective chapters through education, inspiration and support. To do this, we utilize a network of 130 members, our Leadership Team, from across 57 chapters, who understand chapter challenges and successes and want to share their knowledge. These committed individuals, including 17 people on the National Board, personally travel to over 60 chapters each year to educate through chapter Board trainings and visits. As a result, the 120 chapters in the Assistance League family are unified in purpose, brand and approach.

Over this past year and continuing into next year, National Assistance League has identified three strategic initiatives. These include professional development, membership growth, and best practices. Using these as our guide, we have successfully ramped up our commitment to technology, re-established a National Advisory Council, are studying and evaluating nonprofit best practices, and are actively evaluating our organization and committee structures.

If I were beginning my volunteer journey today, I would choose Assistance League all over again. It is an honor and privilege to be a part of the National Leadership Team and to inspire—and be inspired—by over 22,000 member volunteers across the country.

Thank you for taking an active interest in Assistance League and supporting us through your time and talent. I welcome your feedback at any time.

Susan Dolan, National President
President@AssistanceLeague.org

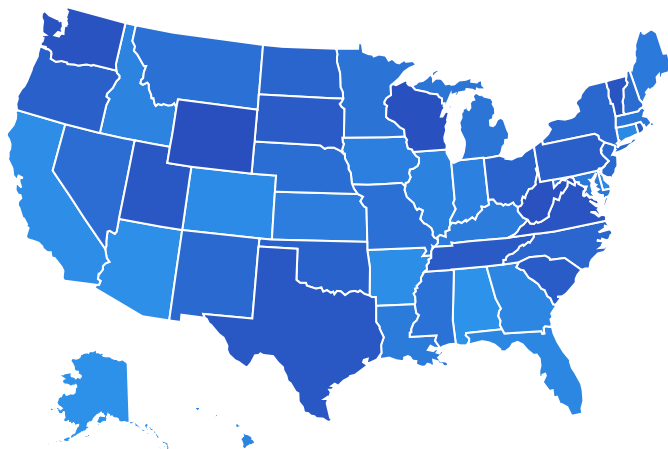
COMMITTEES: Keeping us Connected.



Successful leadership comes from a perfect partnership. National Leadership Team Committees provide just that. Acting as the liaison between the national organization and chapters, committee members bridge the gap to 120 chapters—over 22,000 members—equipping member volunteers with tools for success. The National Leadership Team Committees have chapter experience and understand that it can take time to know what to do and when! These experienced and dedicated member volunteers offer suggestions and help members locate and understand written documents containing policies, procedures and best practices. They offer a friendly and knowledgeable voice on all questions such as programs, membership, finances, marketing and bylaws. We appreciate the dedication and commitment of these committee members and recognize their role in making Assistance League a success.

STATS:

- 131 National Committee Members
- 57 Chapters Represented
- 7 Regions across the US



"Serving on a national committee affords me the opportunity to collaborate with other member volunteers from chapters across the country."

"I serve on a committee to help my chapter understand Assistance League from a national perspective."

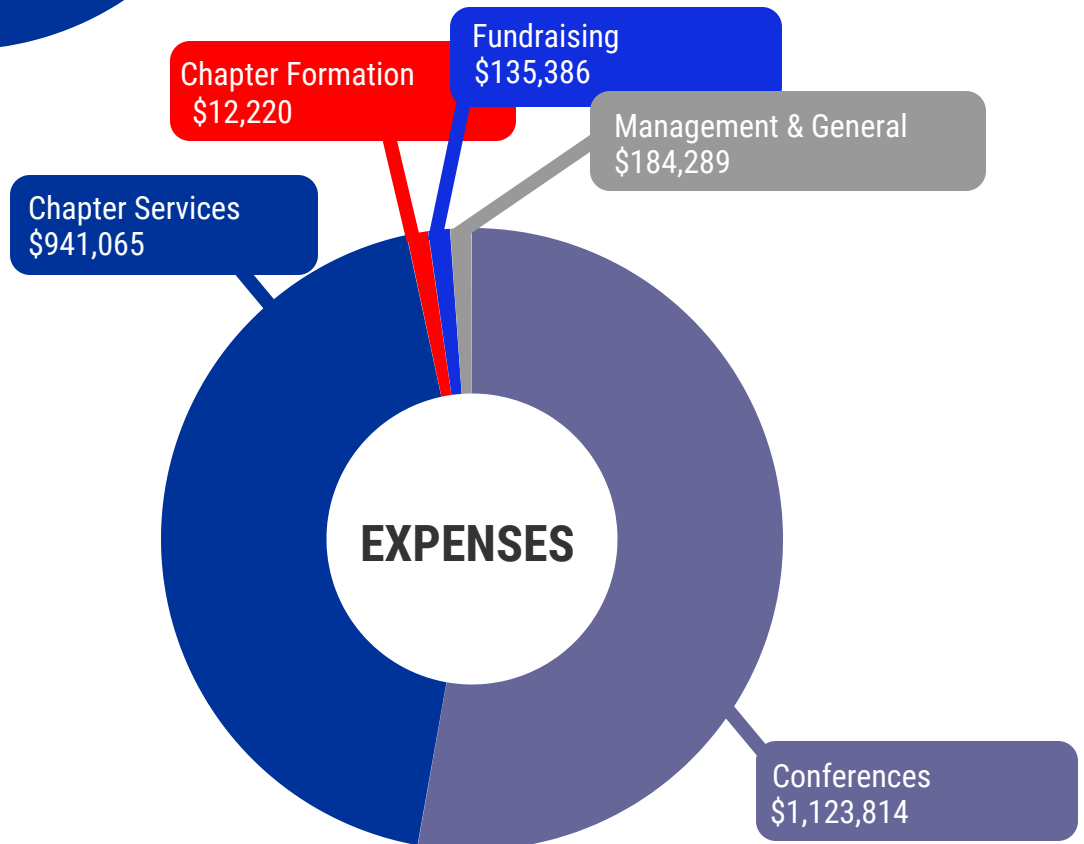
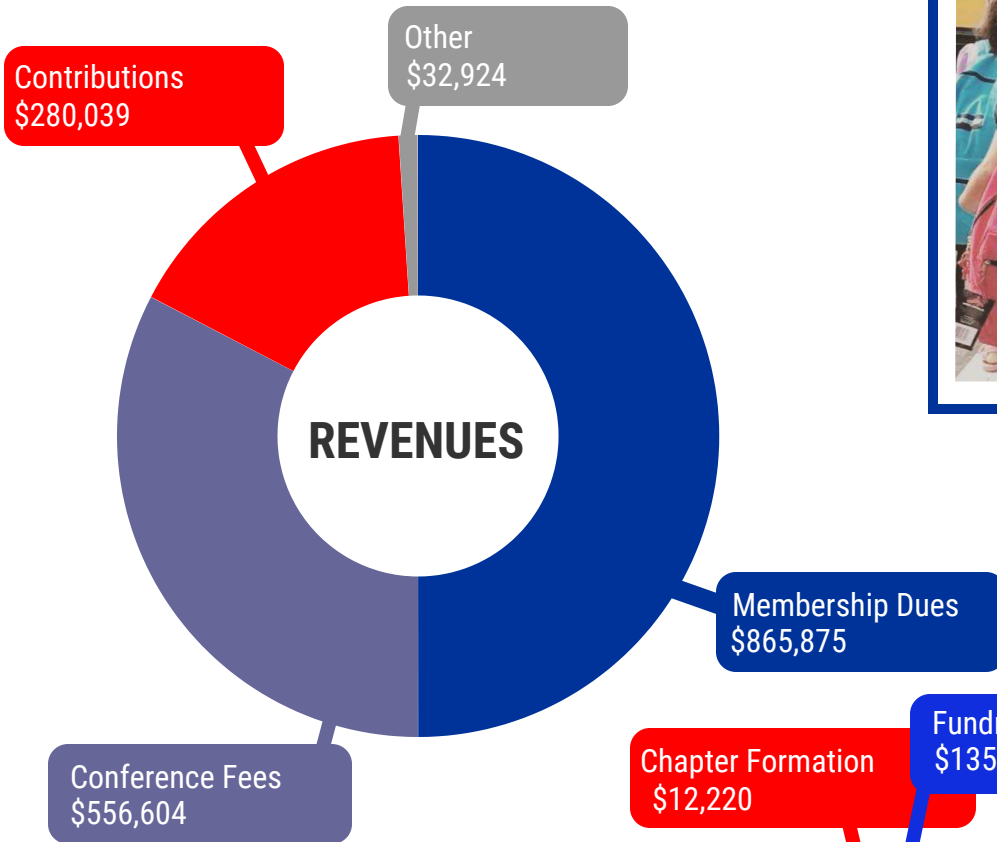
"It's rewarding to work with so many smart women who share my goal to make Assistance League the best it can be for those we serve."

**WHAT DOES IT
MEAN TO BE
A COMMITTEE MEMBER?**

FINANCIAL SUMMARY

TOTAL REVENUES

- 50% **Membership Dues**
- 32% **Conference Fees**
- 16% **Contributions**
- <2% **Other**



TOTAL EXPENSES

- 47% **Conferences**
- 39% **Chapter Services**
- 1% **Chapter Formation**
- 5% **Fundraising**
- 8% **Management & General**

OPERATION SCHOOL BELL AWARD RECIPIENTS



**The SAFE Technicians &
School Social Workers**
Visalia



**Jeffrey H Miller &
Staff of Miller Vein**
Southeastern Michigan



**Sulphur Springs Union
School District**
Santa Clarita



**Local Entertainer
Poison Waters**
Greater Portland



Rodney Harleston
Atlanta



The Gibson Family
the Eastside



**Laura Boss, Public
Information Officer**
Temecula Valley



Sears Optical
Conejo Valley



**Salem-Keizer
Public Schools**
Salem-Keizer



**MGM Resorts
Foundation**
Las Vegas



**Ute Rowe, Site
Coordinator,
Communities in
Schools East Texas, Inc.**
Montgomery County



**Donald Greene,
Manager, Dallas Store**
Victor Valley



**R. Harold Burton
Foundation**
Salt Lake City



This national award is given to honor those who, through significant financial, in-kind or service support, have a direct, powerful and positive effect on Operation School Bell in a chapter's community.

OPERATION SCHOOL BELL AWARD WINNER

TEMECULA VALLEY SPOTLIGHT



From left: Denise Lanier, Philanthropic Programs Chairman; Laura Boss, Public Information Officer, Temecula Valley USD; Diane Koirth, Operation School Bell Chairman.

Last year, it became apparent that the Temecula Valley Unified School District needed a new procedure for scheduling low-income students for Operation School Bell. After discussions with program leaders, Laura Boss suggested the Operation School Bell registration process be taken from paper to online. The previous system was based on the site health clerks and nurses being “in the know” of potentially needy families. This was a disservice to district families and placed a burden on the site health clerks to make the decisions about whom to approach, according to the press release.

In the school district, the annual registration process has been done completely online for the past several years. Because families have become accustomed to using the online process, this was a good time change to the same kind of process for Operation School Bell. Online forms were created and the information sent to all district families by email, allowing families to review the information and requirements at home. In an effort to target the most needy families, the Operation School Bell application process was rolled out in phases, first to Title I families, then to identified foster youth families. Once those emails circulated for a few days, the application was distributed to the rest of the families in the district.

According to the Assistance League, the responses were overwhelming and all three Operation School Bell dressing dates were filled within four days. Many families said this was the first time they had heard of the program. The online process also provided Operation School Bell volunteer administrators spreadsheets with contact information provided by the families as well as information needed for the shopping events. “I am so blessed to work with the amazing ladies of Assistance League of Temecula Valley,” Boss said in the press release. “They are amazing and I want to be one of them when I retire and can dedicate more volunteer time to the organization.

“For now, I truly appreciate the willingness and faith that the Operation School Bell leadership placed in me to make the transition from paper to online. We believe it is a win-win for our families and Assistance League’s volunteers,” she said. “Being recognized nationally as one of only two people in Assistance League of Temecula Valley’s 29 years is a compliment that I don’t deserve but I am so grateful and appreciative of the honor,” Boss said.

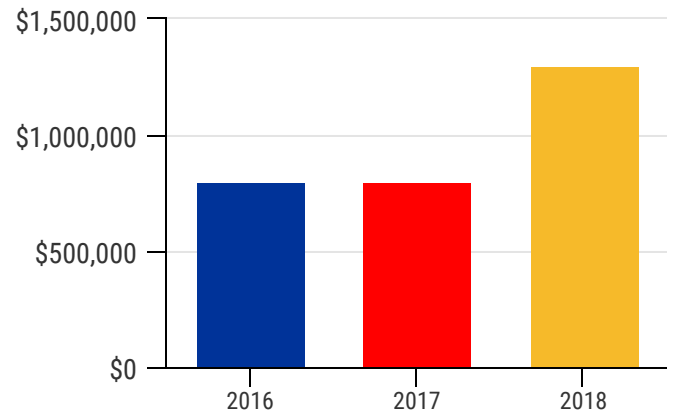
Boss and Operation School Bell administrators look forward to expanding the program to Lake Elsinore and Murrieta Valley unified school districts this fall.

PARTNERSHIPS

JCPenney

JCPenney partnered with ten Assistance League chapters across the country to provide gift cards for clothing to school age children through Operation School Bell. The past six years of this partnership resulted in \$4M returned to the children of our communities, providing over \$1.2M to children in 2018 alone. Thank you JCPenney for supporting Assistance League and children in need!

JCPENNEY CLOTHES TO CHILDREN



TARGET

As a first year partner, we were ecstatic to work with Target. Target partnered with 24 Assistance League chapters to support children with school essentials through Operation School Bell by providing gift cards to recipients. Thank you, Target. We look forward to many successful years to come!



\$

NATIONAL ADVISORY COUNCIL

Many thanks to the members of our National Advisory Council:
Jean Block, Jean Block Consulting, Albuquerque, NM
Maryann Edwards, City Council Member, Temecula, CA
Joy Wheeler, CEO, Girl Scouts of NE Kansas & NW Missouri

The Advisory Council serves as a supporter and champion of Assistance League. Members of the Advisory Council share their gifts in service to the Assistance League mission by providing the organization with their professional expertise; their diverse knowledge of constituent perspectives; their connections to local resources, colleagues or peers; their philanthropic support; or other forms of needed assistance.

CIRCLE FUND DONORS

STAR II

\$20,000+

Eileen Anderson
Jeanie Kilroy Wilson
Suzanne Nosworthy
Judy Parker
Andrea Willerth

STAR I

\$10K - \$19,999

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GOLD

\$3K - \$4,999

Assistance League of Arcadia
Assistance League of Atlanta
Assistance League of Capistrano Valley
Assistance League of Chaves County
Assistance League of Covina Valley
Assistance League of Downey
Assistance League of East Valley
Assistance League of Garden Grove
Assistance League of Greater Collin County
Assistance League of Greater Placer
Assistance League of Houston
Assistance League of Indianapolis
Assistance League of Kansas City
Assistance League of Los Gatos-Saratoga
Assistance League of Minneapolis/St. Paul
Assistance League of Newport-Mesa
Assistance League of North Coast
Assistance League of Omaha
Assistance League of Palm Springs Desert Area
Assistance League of Phoenix
Assistance League of Pomona Valley
Assistance League of Pueblo
Assistance League of Redlands
Assistance League of Riverside
Assistance League of Salem-Keizer
Assistance League of San Antonio
Assistance League of San Fernando Valley
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DIAMOND

\$5K - \$9,999

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Assistance League of Bakersfield
Assistance League of Birmingham
Assistance League of Boise
Assistance League of Colorado Springs
Assistance League of Diablo Valley
Assistance League of Eugene
Assistance League of Flagstaff
Assistance League of Flintridge
Assistance League of Fullerton
Assistance League of Greater Cincinnati
Assistance League of Greater Portland
Assistance League of Greater San Diego
Assistance League of Greeley
Assistance League of Hemacinto
Assistance League of Inland North County
Assistance League of Irvine
Assistance League of Laguna Beach
Assistance League of Las Vegas
Assistance League of Los Altos
Assistance League of Mid-Missouri
Assistance League of Montgomery County
Assistance League of Norman
Assistance League of Pasadena
Assistance League of Reno-Sparks
Assistance League of Sacramento
Assistance League of Saddleback Valley
Assistance League of Salt Lake City
Assistance League of San Pedro-South Bay
Assistance League of Sonoma County

Please note that Star II, Star I, Diamond and Gold donors above are cumulative contributions.

CIRCLE FUND DONORS

CIRCLE OF HONOR

Assistance League's Circle of Honor provides a special means to recognize and honor members for excellent service and accomplishments. Honored members have gone above and beyond expectations in making a difference in their chapter and for their community.

Becky Lull

From Cherie Kassinger

Phyllis Loft

From Assistance League of Montgomery County

Bonny Johnston

From Cherie Kassinger

Robbie O'Brien

From Assistance League of Greater Portland

Cathy Gordon

From Assistance League of Fresno

Rosemary Dirksen

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From Assistance League of Tulsa

Kimberly Sparling

From Assistance League of Tucson

Victoria McCaster

From Assistance League of Saddleback Valley

Linda Patton

From Cherie Kassinger



CIRCLE FUND DONORS

IN HONOR OF

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IN HONOR OF CAROL GEDEON

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Judy Feldmeth

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Ron Campbell
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Charitable Gift Fund on behalf of
Gail Winterfeld*

Virginia Miessner
From Debra Nine-Gilmore

CIRCLE FUND DONORS

2017 - 2018

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Assistance League of Los Altos	Kim Arter	Cherryl Biggar	Marilyn Callahan	Katey Conley	Kate Demarest	Susan McCall Emmons
Assistance League of Los Gatos-Saratoga	Gail Ashby	Rebecca Ann Birch	Francoise Cambern	Theresa Conley	Electra Demos	Nancy Endress
Assistance League of Mid-Missouri	Marianne Askew	Suzy R. Bithell	Margaret A. Cambridge	Karen Conrad	Teresa Denham	Barbara L. Engen
Assistance League of Minneapolis/St. Paul	Sharon Atcheson	Susan Bjork	Lynne Cameron	Sandi Consiglio	Doris Like Denio	Susan R. Engles
Assistance League of Montgomery County	Kristi Atkins	Mary Black	Nancy W. Camp	Elaine Conti	Brenda Dennis	Jan K. Enlow
Assistance League of Norman	Phyllis Atkins	Twyla D. Blanco	Deanna S. Campbell	Judy Convery	Carolyn Dennis	Kim Erickson
Assistance League of North Coast	Elaine Atkinson	Shelley Blank	Frances Campbell	Linda Cook	Patricia Denny	Genoveva Escobar
Assistance League of Northern Virginia	Margaret A. Atkinson	Helen Blanke	Jayne D. Campbell	Nancy Cooke	Rozann Densmore	Julie Escudero
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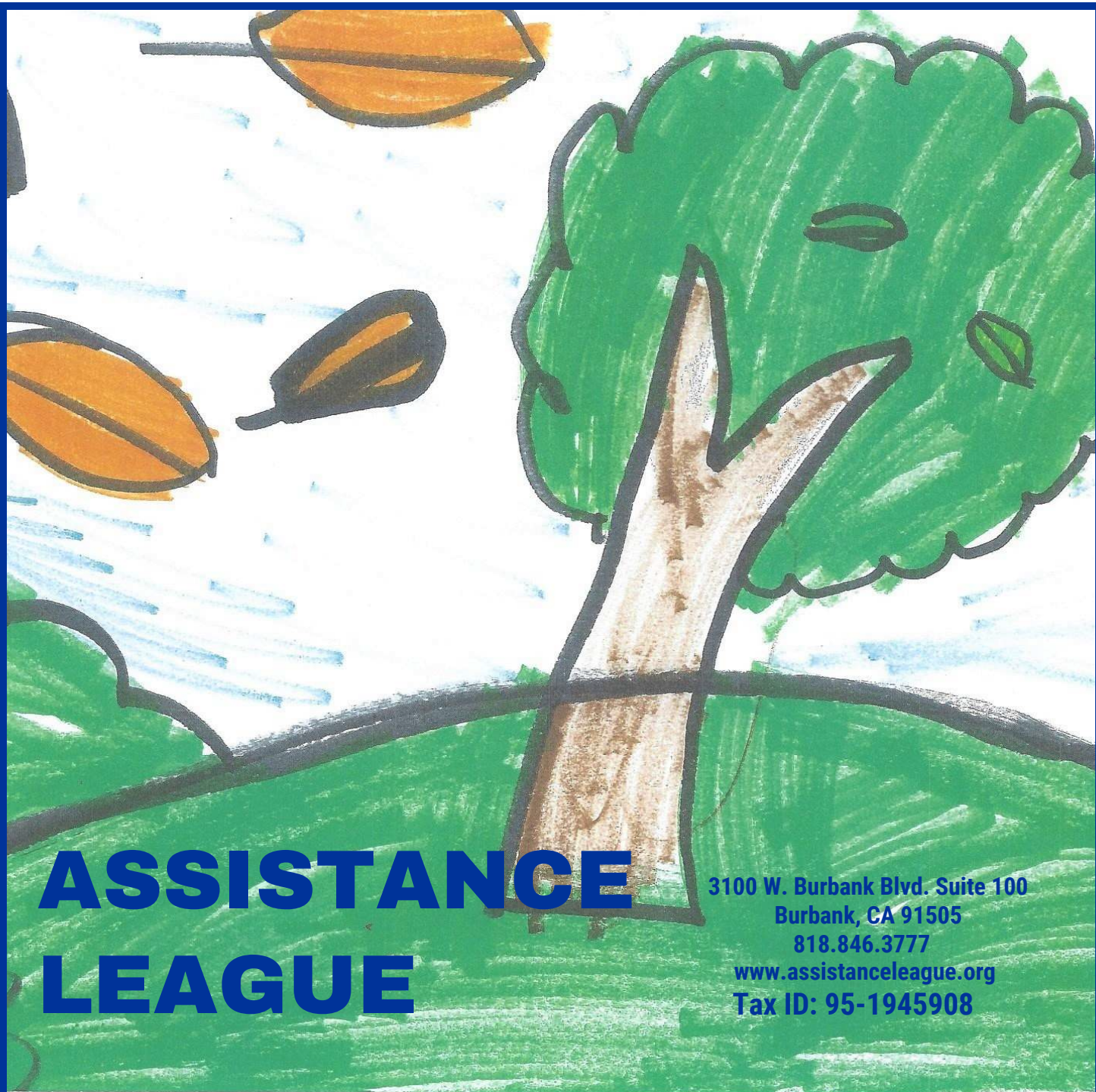
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