



2018-2019 ANNUAL REPORT





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.



Key Performance Indicators

Chapter Results



3 Million
Total
Volunteer
Hours



76%

Average Chapter
Return to
Community



**Over 1.5 Million
Served**

\$43.7M

Dollars Returned to
Local Communities

Who We Are

Transforming Lives • Strengthening Community

OUR HISTORY

Organized as a 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 philanthropic minded ladies in the area. These women did local charitable work and called the group Assistance League. In 1906, 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, education and service. Today, Assistance League is continuing this tradition of compassion and benevolence in 120 community-based chapters throughout the United States.



Anne Banning & Ada Edwards Laughlin, 1935

NEARLY 85 YEARS OF SERVICE

OVER 22,000 VOLUNTEERS

120 CHAPTERS & GROWING



What We Do

Operation School Bell® was launched in 1954 and remains the core program of 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, serving local communities by providing clothing and supplies as well as helping meet the health, hunger and literacy needs of those served. These five elements of the program allow chapters to customize the program to best meet their needs. For example, several California chapters have introduced art literacy programs to address reduced funding in the schools.

Many chapters also provide programs in the form of community needs and scholarships. When combined with Operation School Bell, these additional program options allow flexibility to serve a broader demographic while uniquely addressing the needs in their community.

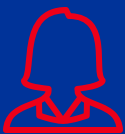


Membership



Did you know?

Assistance League has 22,000 volunteers... and we're growing. We surveyed our members across the country and here is what we found.



75% of our volunteers are over the age of 65.



92% of our members volunteer year round.



Almost 90% of our members have a college degree or higher.



31% of our members volunteer 20-40 hours a month with 26% contributing 40+ hours!



Almost half of our members worked (or are working) in education or healthcare.

Leadership

NATIONAL BOARD

Top Row from Left to Right:

Annette Anderson, VP Bylaws
Karen Menz, Parliamentarian
Sandy Ross, VP Chapter Services
Gail Winterfeld, VP Administration
Ann Whittaker, VP Strategic Planning
Leticia Plummer, VP Membership
Phyllis Campbell, VP Corporate Marketing
Barbara Glick, VP Philanthropic Programs
Linda Moeller, Treasurer
Patricia Reinier, VP Governance

Bottom Row from Left to Right:

Lisa Holbrook, VP Corporate Finance
Dawne Wright, VP Marketing Communications
Amy Johnson, VP Chapter Finance
Susan Dolan, President
Kathy Darwin, President-Elect
Nancy Friedel, VP Technology
Cherie Kassinger, Secretary
Andrea Goodman, VP Conference Administration



LETTER FROM THE PRESIDENT

Society can't seem to get enough of sports. My local newspaper commits an entire section to game updates, fantastic photography and play-by-play descriptions. In small print, you can even find column after column of win/loss statistics. This love for competition is ingrained in our culture. Nothing unites us more than cheering on a team. Nothing makes us happier than a hard-won victory.

At Assistance League, we're a team of dedicated and passionate members. We may not be athletes, but we are bound together for a common goal. The strategic plan identifies our mission of volunteerism in the community. This is the objective of our game, and it's what we strive for with everything we do. We cheer "Transforming Lives • Strengthening Community."

For us, winning means helping children in need and improving communities. Every day we train to do just that. We stand shoulder to shoulder, perfecting our skills, improving our processes and supporting communities. We are sprinting toward our goals while making the world a better place in the process.

I'd say we're winning the game. Across the country, we have over 22,000 members on our team, who score points with compassion, caring and commitment. If we had a sports news section, our play-by-play would describe members giving to others. Our photos would capture the shy smile of a child in need receiving a new uniform. Our win/loss statistics would reflect the impact we make in people's lives.

As a member of this amazing team, I'm excited to be approaching our 85th year as a national organization. Let's work together to continue our winning tradition!

Susan Dolan, National President
President@AssistanceLeague.org



A note from our Executive Director

"The purpose of human life is to serve, and to show compassion and the will to help others...in everyone's life, at some time, our inner fire goes out. It is then burst into flame by an encounter with another human being. We should all be thankful for those people who rekindle the inner spirit."

-Albert Schweitzer
Humanitarian, Nobel Laureate

Each and every day, 22,000 members in 120 chapters across our great country work to transform lives and strengthen communities. Collectively, our members spend over 3.5 million hours in service to 1.6 million individuals—children and families whose inner fire has gone out. Our desire to help others through a show of compassion and service—giving a hand up when it is most needed—allows us to live out our purpose, one which is far beyond ourselves.

Assistance League members carry out their mission through a network of dedicated chapters who work in a variety of capacities to make their communities a better place to live. In that same manner, the chapters carry out their work with tremendous support from National Assistance League. This unique bottom-to-top and top-to-bottom dynamic—one Assistance League—strives to create and maintain effective and efficient chapters that are empowered to think globally and act locally.

The 120 chapters and national office that comprise Assistance League couldn't do any of this work without YOU—our members and donors—and this report celebrates YOU and thanks YOU for the impressive and long-standing commitment you have made to our shared vision and mission.

As we look to our future, we will always stand on our legacy and tradition of rekindling those inner fires that need it most with an eye toward how Assistance League, its chapters, and its members can be of even greater service in pursuit of a purpose beyond ourselves.

Gratefully,
Matt Zarcufsky, CFRE
Executive Director

Why We Are Unique

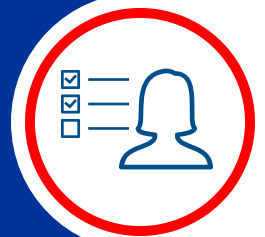
Membership Rights

Assistance League operates in the competitive, ever-changing nonprofit sector. New nonprofits are launched every day. For nearly 85 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

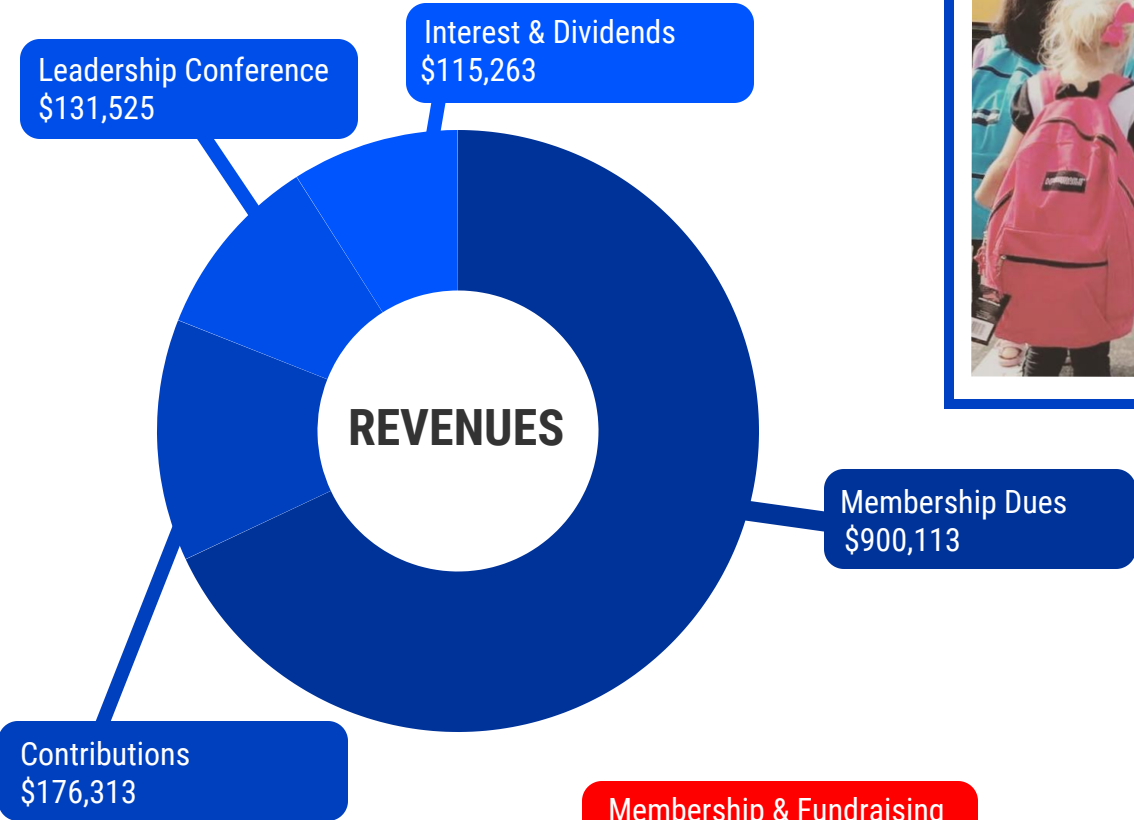
We've been around a long time and recognize how important it is to understand the communities in which we operate. Working in our communities, chapter members have a real finger on the pulse of unmet needs and are able to offer meaningful, customized programs to help fill the gap. Since all of the money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



FINANCIAL SUMMARY

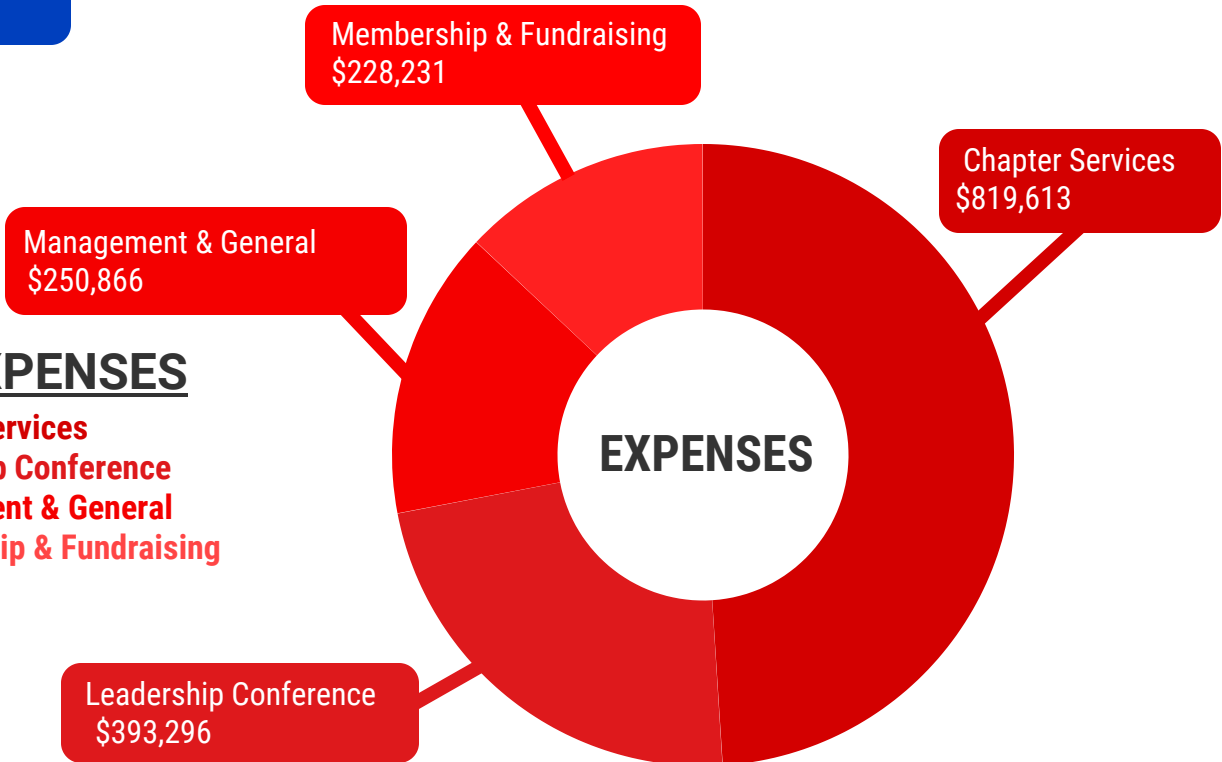
TOTAL SUPPORT & REVENUES

- 68% **Membership Dues**
- 13% **Contributions**
- 10% **Leadership Conference**
- 9% **Interest & Dividends**



TOTAL EXPENSES

- 49% **Chapter Services**
- 23% **Leadership Conference**
- 15% **Management & General**
- 13% **Membership & Fundraising**



Where We Are Going

The Future is Now: Assistance League at 85

As National Assistance League prepares to celebrate its 85th anniversary in 2020, our organization has continued to evolve along with the communities we serve and in the nonprofit sector in which we work.



OUTCOME MEASUREMENTS: Assistance League's signature national program, Operation School Bell, is but one example of how our shared mission delivery and program evaluation has evolved. This year, chapters took an important step in developing data-driven outcome measures for this program. Three common outcome measures were developed for students receiving services. These outcomes focused on observable changes in classroom behavior, student confidence, and level of engagement at school following program intervention or services received. School staff and parents of those served responded to the three outcome questions through chapter surveys.

Aggregate results reported by 101 chapters indicate that of the students who participated in the Operation School Bell program:

- 71% experienced positive changes in classroom behavior.
- 68% observed positive changes in student confidence.
- 66% witnessed positive changes in levels of engagement with peers and/or student activities.

Quantifiable data shows that Operation School Bell is helping to fulfill our mission of transforming lives and strengthening communities and will be the foundation used to continue to study and improve upon Operation School Bell's lasting effects on student lives.

Training for board members has always been an important Assistance League priority to ensure that all leaders are knowledgeable about the fiduciary responsibilities, functions, and duties of their roles. In the past, National Assistance League board trainers visited chapters to deliver this training on a cycle that trained chapters once every four years, unless requested and paid for by the chapter. National Assistance League's strategic priority to deliver training or updates to every chapter board each year is now reality through our eLearning initiatives. And, this training is not only available to those currently serving in leadership positions, it is also available to any member who is interested in pursuing a position within their chapter or within the national organization.

eLearning consists of online, interactive training modules which can be accessed anytime via the national website by all members of a chapter at their own pace, according to their own schedule, and with the ability to return to the modules as often as they wish. Concepts can be reviewed by simply going to the website and replaying the module whenever there is a question or more clarity is needed.

Marianne Pickering of the Tulsa chapter says, "our chapter elected to use the eLearning modules for our board training this year. They are informative, well produced and were enjoyed by all. Job well done!"

National Assistance League looks forward to continuing to create and distribute new and informative content for chapters and members in 2020 and beyond.

eLearning: Supporting Our Leaders of Today and Tomorrow





Circle Fund: Supporting the Work of National Assistance League

"I support Circle Fund because National Assistance League supports our 120 chapters who truly transform lives by meeting the needs of children and families in the communities we serve. The all-volunteer, hands-on involvement of our members and their personal financial support shows their true commitment the organization and those we serve."

-Judy Parker, Albuquerque Chapter

The Circle Fund is National Assistance League's lifeline to ensuring the ongoing work of supporting the members and chapters in the communities which we serve. These critical funds enable the national organization to innovate and provide new educational opportunities for members, convene and participate in networking events, and train chapter leaders throughout the country. This technical knowledge and best practices allow our members and chapters to deliver the most effective and efficient programs to those most in need.

Currently, about 80% of National Assistance League's expenses are covered by earned income (membership dues, conference fees, and other earned income), while the remaining 20% comes from additional support received from our members, as well as corporate sponsors and foundations.

Below is a list of ways in which you can support National Assistance League today. In addition to these methods of supporting your national organization, there are a variety of other opportunities for planned and estate gifts that you may choose to consider in addition to your annual giving.

Know that however you choose to support National Assistance League, your gift is helping to transform lives and strengthen communities across the country.

Immediate Ways to Support National Assistance League

Method	Benefits to Donor
Give Cash 	Create income tax deduction for full amount of gift.
Give a Recurring Cash Gift 	Easily billed to your credit card on a regular basis; create income tax deduction.
Give Appreciated Stock or other Assets 	Create income tax deduction; avoid capital gains tax on gain.
Give Directly from your Individual Retirement Account (IRA) 	If you are at least 70½, you may give up to \$100,000 (per spouse) directly from your IRA to National Assistance League.
Create a Charitable Lead Trust 	Allows a donor to pass assets to heirs with little or no depletion of asset due to taxes while providing National Assistance League with immediate income for the duration of trust.

Information is not intended to serve as professional financial or legal advice. Please consult your advisors before making a gift to National Assistance League.

For more information, please contact Executive Director, Matt Zarcufsky, CFRE at 818-846-3777 or via email at matt@assistanceleague.org.

Highlights in the Chapter

 **OPERATION SCHOOL BELL RECIPIENTS:** This national award is given to honor those who have a direct, powerful and positive effect on Operation School Bell in a chapter's community.

BELLINGHAM

*Target Department Store of
Bellingham, WA*

BEND

*John Voelzow
Pavé Jewelry*

CHARLOTTE

*Dr. Rosanna Saladin-Subero
Community Partnerships for CMS*

EVERETT

*Firefighters of the North County
Regional Fire Authority*

GREATER PORTLAND

*Josh Oller, Silver Lining
Jewelry and Loan*

INLAND NORTH COUNTY

*Dr. Zachary Nelson
Nelson Family Orthodontics*

MONTGOMERY COUNTY

Rebecca Kuntscher

SALT LAKE CITY

The Sorenson Legacy Foundation

SEATTLE

Debby Steiner, Publisher for LUXE

SOUTHEASTERN MICHIGAN

*Manufacturing Engineering Division
of Fiat Chrysler Automobiles*

THE EASTSIDE

Beck Real Estate Group

MEMBERS RECOGNIZING MEMBERS

Anne Banning Award Recipients

Given when member demonstrates the value of leadership in the chapter while honoring the accomplishments and dedication of the recipient.

Kris Abbey of Norman
Annette Anderson of Minneapolis/St. Paul
Donna Beckett of Mid-Missouri
Carolyn Bernhardt-Jones of Greeley
Janet Bunting of Fresno
Nancy Gaston of Southwest Washington
Barbara Hansen of Greater San Diego
Jamie Marucha of Greater Portland
Brenda Nenzel of Reno-Sparks
Sylvia Nesslinger of Metro Columbus
Stephanie Roberts of Pomona Valley
Susan Sayrs of Charlotte
Charlotte Stott of Sacramento
Charlotte Teeter of the Bay Area
Ann Whittaker of Kansas City
Dana Wiesner of Las Vegas

Ada Edwards Laughlin Award Recipients

Given when members recognize another member's extraordinary behind the scenes efforts to support the organization.

Elizabeth Arceneaux of the Bay Area
Jeri Beck of Arcadia
Charlotte Besuden of Las Vegas
Meredith Chapman of Southwest Washington
Linda Chayka of Southeastern Michigan
Pat Clorfeine of Greater San Diego
James Connelly of North Coast
Linda Crowley of Whittier
Donna Cummings of San Luis Obispo
Marilyn Dامت of Yuma
Beth Doss of Salem-Keizer
Norma Dowless of Charlotte
Kathy Duncan of Boise
Diane Farrell of Greater Portland
Denise Foust of San Antonio
Becky Gillum of Norman
Linda Glascock of Mid-Missouri
Joyce Godfrey of East Valley
Joanne Gunderson of Everett
Elaine Henderson of Kansas City
Genene Hill of Amador Valley
Cheryl Hochberger of Montgomery County
Nancy Jumper of Saddleback Valley
Sandy Kosmicki of Minneapolis/St Paul
Marcella Landis of Tulsa
David Lassiter of Redlands
Renee Long of the Eastside
Julie Malvey of Greater Placer
Gloria Mazza of Stockton
Virginia McClelland of Denver
Gayle Merrick of San Pedro-South Bay
Di Nelson of Sacramento
Karen Norris of Salt Lake City
Roslyn Padgett of Colorado Springs
Barbara Parker of Santa Monica
Ami Racin of Huntington Beach
Harriet Rohrer of the Foothill Communities
Sue Root of Ventura County
Ann Rudolph of Santa Barbara
Claudia Sitzman of Greeley
Joanne Soper of Eugene
Noosheen Swad of Orange
Patricia Tish of Fresno
Barbara Young of Albuquerque

Circle Fund Donors

With Gratitude to our Circle Fund Contributors



CIRCLE FUND DONORS

STAR II

\$20,000 & ABOVE

Eileen Anderson
Susan Dolan
Jeanie Kilroy Wilson
Suzanne Nosworthy
Judy Parker
Andrea Willerth

STAR I

\$10K - \$19,999

Assistance League of Albuquerque
Assistance League of Austin
Assistance League of Charlotte
Assistance League of Denver
Assistance League of El Paso
Assistance League of Everett
Assistance League of Fresno
Assistance League of Huntington Beach
Assistance League of Long Beach
Assistance League of Orange
Assistance League of Santa Barbara
Assistance League of the Bay Area
Barbara Bassi
Elizabeth Carlsson
Suzanne Hurlbut
Linda Killmer
Shirley Kuse
Claudia Langner
Kay Magovern
Kathleen McCarthy
Mary Ann McGovern
Carol Miller
Anne Neish
Karin Soloway
Gail Winterfeld



CIRCLE FUND DONORS

DIAMOND

\$5K - \$9,999

Assistance League of Anaheim
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 Houston
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 Redlands
Assistance League of Reno-Sparks
Assistance League of Sacramento
Assistance League of Saddleback Valley
Assistance League of Salt Lake City
Assistance League of San Antonio
Assistance League of San Pedro-South Bay
Assistance League of Sonoma County
Assistance League of Southeastern Michigan
Assistance League of the Foothill Communities
Assistance League of Victor Valley
Assistance League of Whittier
Susan Bruya
Phyllis Campbell
Cherie Carlisle
Cynthia Cirar

Carol Coulter
Betty Cracknell
Jennie Crews
Kathy Darwin
Phyllis Dotson
Louise Ferdun
Myra Fisher
Anita Friesen
Jeanne Gianakos
Pam Graven
Lee Ann Greer
Jackie Hamby
Karen Hancock
Roxie Howlett
Glo Johnson
Cherie Kassinger
Liz Kiker
Pat Landsberger
Sally Matthews
Karen Mauro
Lois Moser
Judy Mullin
Joy Nicholls
Nancy Reberger
Sandy Ross
Linda Rowland
Cynthia Schaldenbrand
Arlita Smith
Patricia Spears
Carol Vispo
Sherry Volz
Lois Weldon
Susan White
Winn Wilmoth
Karen Jean Wilson
Mary Jane Yohe
Andie Yoshino
Leslie Young
Katherine Youngman
Darlene Zickefoose
Linda Zullinger

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 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 Rancho San Dieguito
Assistance League of Riverside
Assistance League of Salem-Keizer
Assistance League of San Fernando Valley
Assistance League of Seattle
Assistance League of St. Louis
Assistance League of Stockton
Assistance League of Temecula Valley
Assistance League of the Eastside
Assistance League of Tulsa
Assistance League of Tustin
Assistance League of Visalia
Assistance League of Yuma
Edna Anderson-Taylor
Elizabeth Antonioli
Susan Armstrong
Norma Barloco
Mary Bartley
Nancy Batchman
Sharon Beckner
Mary Bouas
Carol Bray
Barbara Brown
Cindy Burgess
Mary Jo Byrd
Cheryl Carlson
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Electra Demos
Dottie Denham
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Lynn Farrell

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Ruth Johanson
Sally Joy
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Patricia Stewart
Neva Taylor
Karen Thagard
Susan Timm
Virginia Tobias
Judy Tomke
Joann Waldron
Janet Wilcox
Pamela Wilder
Lynne Wilhelm
Candy Willis-Dulaney
N. Windroth
Dawne Wright

CIRCLE FUND DONORS

2018 - 2019

Assistance League of Albuquerque
Assistance League of Amador Valley
Assistance League of Anaheim
Assistance League of Arcadia
Assistance League of Austin
Assistance League of Bakersfield
Assistance League of Bellingham
Assistance League of Birmingham
Assistance League of Boise
Assistance League of Charlotte
Assistance League of Chaves County
Assistance League of Chicagoland West
Assistance League of Conejo Valley
Assistance League of Denver
Assistance League of El Paso
Assistance League of Eugene
Assistance League of Everett
Assistance League of Flagstaff
Assistance League of Flintridge
Assistance League of Fresno
Assistance League of Fullerton
Assistance League of Glendale
Assistance League of Greater Collin County
Assistance League of Greater San Diego
Assistance League of Greater Wilmington
Assistance League of Greeley
Assistance League of Hawaii
Assistance League of Hemacinto
Assistance League of Houston
Assistance League of Indianapolis
Assistance League of Inland North County
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Assistance League of Salt Lake City
Assistance League of San Antonio
Assistance League of San Jose
Assistance League of San Luis Obispo County
Assistance League of San Mateo County
Assistance League of Santa Barbara
Assistance League of Santa Clarita
Assistance League of Southern Utah
Assistance League of Southwest Washington
Assistance League of the Bay Area
Assistance League of the Eastside
Assistance League of the Foothill Communities
Assistance League of Victor Valley
Assistance League of Visalia
Assistance League of Yuma
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Barbara J. Abbott
Darlene Abdouch
Jane Abel
Ginny C. Abell
Sue J. Aber
Charlene Marie Ables
Mona Ackerman
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Claire Adams
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Nancy R. Avery
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Virginia Ball
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Gail Banks
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Linda Barisic
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Veronique Barnes
Sandra Barnhart
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Jeri Beck
Pat Beck
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Sally Beilstein

Patricia A. Beith
Gisela Belanger
Verma Bellah
Pam Jane Bender
Dorothy Benes
Dianne Bennett
Raye Ann Bennett
Janice Lynn Benson
Mary Anne Benson
Sandra Benz
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Gayle Berggren
Jean M. Berggren
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Carolyn Bernhardt-Jones
Sue Berns-Porter
Kathy M. Berringer
Valerie J. Bertoglio
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Marcy Bevacqua
Alison Bever
Cynthia S. Bice
Kathleen Bickel
Sharon Bifano
Rebecca Ann Birch
Toni Bird
Suzy R. Bithell
Denise Bittner
Susan Bjork
Mary Black
Judy Blake
Twyla D. Blanco
Helen Blanke
Michele Blood
Adele Bloom
Betty Blott
Marie B. Blue
Toni Boelsen
Karen M. Boettger
Pamela Bogosian
Julie Anne Boller
Peggy Bond
Diane Bonnell
Sue Boon
Priscilla Sandford Boone
Kathleen Bordonaro
Carol Borges
Marie Lorraine Bossie
Joan Boue
Julie Bouffleur
Maria Elena Bouregy
Carol Bowie
Paula Bowker
Wyn Bowler
Karen Boyk
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Susan Duke Brackett
Wendy Bradshaw
Polly T. Bramlett
Judy Brammer
Linda Brammer
Carolyn Branda
Maggie L. Brasch
Leanne Bratland
Maureen E. Braun
Carol E. Bray
Patti Braymer
Marcia H. Brewer
Mary Ann Bridges
Patricia Brinker
Gwen Brinkman
Gail Brinson
Carroll A. Brittain
Mary Jean Brittain
Jeanne Broberg
Ann Marie Broderick
Marilyn Brooks
Alexandra A. Brown
Becky Brown
Joanne A. Brown
Kaye Brown
Marylyn Brown
Sanya Brown
Nancy Brubaker
Cheryl L. Bruhl
Vivian Bruno
Bonnie Bryant
Kathy Buckner

Pat Bulka
Janet Bunting
Susan D. Burbach
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Rita M. Burger
Cindy L. Burgess
Lolly Burke
Karen Burleson
Mary Burns
Patty Burow
Kenneth Burtner
Laurie Burton
Marcia Lynn Bush
Dolores Busk-Locke
Aline Butler
Rosella Butler
Barbara W. Butz
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Linda Byrd
Andrea Arklie Byrnes
Mary Ann Cadin
Janice Caesar
Madeline Cains
Eileen Caldarelli
Kay Caldeira
Pat Calderone
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