



Food Bank  
Social Services

# Helpline House 2017 Annual Report

**Executive Director Transition:** Longtime Helpline House Executive Director Joanne Tews retired in August 2017, after serving the agency for 18 years. She left Helpline stronger than when she started, and navigated many years of increasing and complex Island needs. Matt Eldridge seamlessly stepped into the interim director role. As a former Sr. VP at Islandwood, Matt had a good grasp on this community and shared a vision for a stronger, more nimble Helpline, able to adapt to the growing and changing population. His major role in his term was to lead the search for a new Executive Director, yet he accomplished much more.



Matt set in motion many technological improvements in the second half of 2017 that will continue to advance in months and years ahead. Matt orchestrated a media refresh, including a updated website and a modern style guide with an updated logo and marketing materials.

Additionally, Matt oversaw the process of vetting databases to be able to more quickly understand Helpline's data and further, make strategic decisions based on statistics and trends. Matt began to construct a plan for increased outreach and engagement with partners, peers, and other stakeholders.

With a lot in motion for Helpline, the new Executive Director started in early 2018. Maria Metzler takes the helm at the onset of Helpline's 50th year of Neighbor helping Neighbor and is eager to dive in and continue the work set in place by Matt. Maria comes from years of working with chronic homelessness in downtown Seattle, most recently as a Senior Program Manager with DESC, formerly known as the Downtown Emergency Services Center.



Welcome, Maria.

“Besides the heavy lifting at the food bank, it's nice just to be treated like a normal person. It doesn't sound like much, but it is a pretty big deal for someone struggling on Bainbridge Island, in 2018.”

Anonymous - Food Bank client

 **Food Assistance  
Advocacy  
Crisis Intervention  
Therapy  
Social Work**

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# Neighbor Helping Neighbor

**A look back at 2017:** 2017 was a year of transition for Helpline House, and yet the community's steadfast support continued to provide the foundation for Helpline in meeting the needs of Island residents. Helpline saw many staff come and go, including the longtime Executive Director, Joanne Tews, replaced by the Interim Director, Matt Eldridge. Social work staff left to pursue private practice while a previous employee returned to join the team; staff transitioned within Helpline to different roles, having gained valuable experience at the Helpline front desk.



Amidst the staff transition, Helpline continued to provide the critical safety net to Island residents and households through the Social Work, Food Bank, and Medical Equipment loan programs, as well as with efforts such as Project Backpack, Hunger Doesn't Take a Vacation, Book Nook, and Project Happy Birthday. In 2017, Helpline's services supported approximately **1 in 10 Islanders**, with about **2,500 of our neighbors receiving assistance**. With Project Backpack alone, Helpline served **182 students**, an increase of 26% over 2016. The Food Bank served more than **1,500 people** in 2017, of which about **one third of those were children**. The Food Bank was open for 221 days in 2017, and shoppers came for over 11,000 visits. The 2017 data shows that the Food Bank is supporting new users at **a remarkable rate**, with the actual number of total Food Bank shoppers remaining largely the same from year to year. What this tells us is that in addition to serving Islanders who are on fixed incomes and are chronically low income, Helpline's Food Bank more so is providing services to our neighbors in short term crisis, who then are stabilizing, thanks to Helpline and other resources.

## Supporting a Growing & Changing Population



**One in ten Bainbridge Islanders utilize Helpline's services annually.**

## Increasing Access to Food & Social Services



**Food bank served more than 1,500 households that needed it most.**

## Engagement & More Community Impact



**Twenty agency and community partners.**



Building a social workforce together  
for long lasting support.

Food Bank  
Social Services

Social Work continued to provide assistance in case management and mental health counseling, ranging from meeting with a counselor regarding divorce or severe and persistent mental illness to talking with a social worker about benefits, sports or Parks & Rec vouchers, and housing assistance. There were close to **700 Social Work meetings** in 2017, with a number of those coming from individuals walking in without an appointment, having an acute need, and being met with care, compassion, and the experience of a trained professional in case management or mental health. Ninety-three percent of individuals served in Social Work were Low or Very Low income, restricting their ability to seek services anywhere other than Helpline.

And where would we be without the unwavering support of our volunteers. We rely on over **136 volunteers** who generously provide wisdom, time, and strength to move boxes of canned food, and much more. Volunteers gave over **10,000 hours** of time in 2017, without which Helpline could not continue to provide services in the way we do.

## A Healthy & Whole Community

Our work is possible with gratitude to:

**136 annual volunteers**

(includes students, adults and school groups)

**1,728 donors**

(includes cash and in-kind donations by households, gardeners, farms and more)

"It's like oxygen," he said, "just to know I wasn't carrying the burden by myself, that there (were) resources available, that there (were) people who could point me in the right direction if they couldn't help me."

Alion Mansfield, Social Service client



Energy  
Assistance



Legal  
Advice



Medical  
Equipment  
Loan

## Helpline House Staff Leadership

**Joanne Tews, MA**  
Executive Director  
January through August

**Matt Eldridge; Interim**  
Executive Director  
August through December

**Murray Prins, LMHC, MSE**  
Social Work Supervisor

**Jonathan Ehlinger, LMHCA, NCC**  
Clinical Social Worker

**Brianna McNamara, LMFT**  
Clinical Social Worker

**Gina Kapel, MSW, LICSW**  
Clinical Social Worker

**Megan Markley, BSW**  
Social Work Case Manager

**Tanya Bierlein**  
Intake and Resources Coordinator

**Marilyn Gremse**  
Food Bank Operations Manager

**Debbie Stearns**  
Volunteer Coordinator

**Myra Howrey**  
Business Manager

## Board of Directors

**Paulette Peterson**  
President

**Leigh Barreca**  
Vice President

**Laurie Stumme-Diers**  
Secretary

**Bill Reddy**  
Treasurer

**Bryan Baker**

**Barbara Deines**

**Nuhad Dinno**

**Michael Dorsey**

**Rosemary Shaw**

# Fiscal Year 2017 Financial Performance



## Revenues & Expenses

### REVENUES

Private Donations	423,522	68.67%
Contracts	45,617	7.40%
Endowment/interest	105	.02%
Special Events	17,863	2.90%
Private Foundations/Grants	129,600	21.01%
<b>Total</b>	<b>\$616,707</b>	<b>100%</b>

\*Private Donations includes One Call for All and Combined Campaigns. This does not reflect Endowment activity.

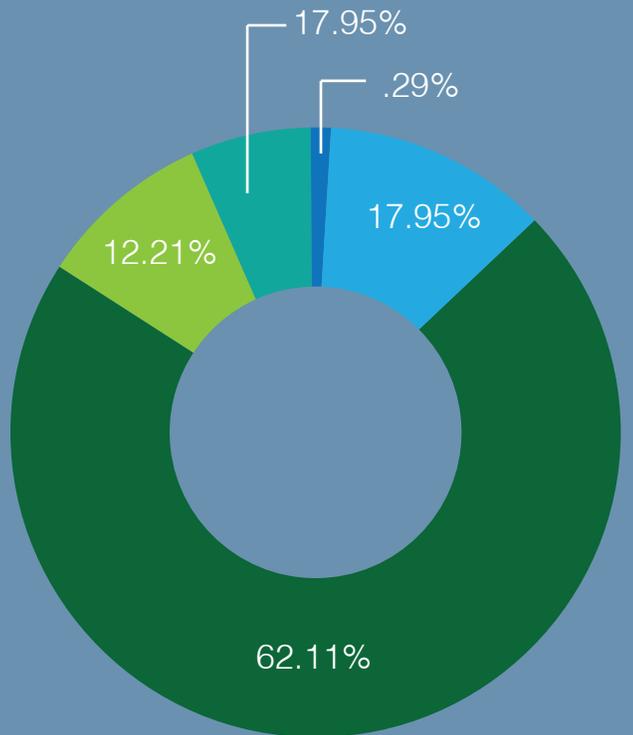
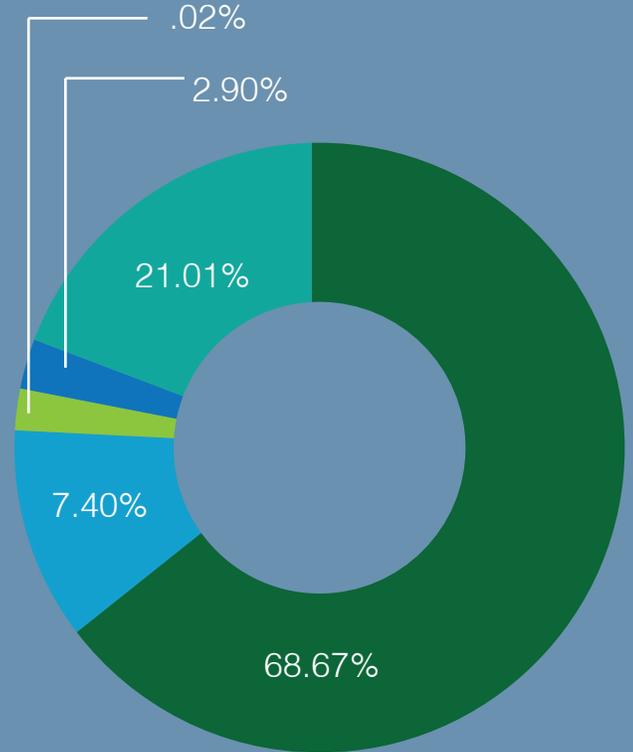
\*\* Private Foundations/Grants includes donations made by individuals through family foundations as well as grant requests.

### EXPENSES

Financial Asst. to Clients	131,445	17.95%
Program Costs	454,726	62.11%
Administration	89,416	12.21%
Utilities/Maintenance	54,436	7.43%
Special Events	2,156	.29%
<b>Total</b>	<b>\$732,179</b>	<b>100%</b>

\*This is an unaudited report.

Helpline House has a policy of non-discrimination regardless of race, color, creed, religion, national origin, sex, sexual preference, age, disability or veteran's status, and is in compliance with all requirements of law and regulations with respect to employment, volunteer participation or service delivery.



**Connect with us!**

