



Food Bank
Social Services

Helpline House 2019 Annual Report

Preventing Homelessness and Promoting Diversity

Helpline House works every day to prevent our Island neighbors from becoming homeless. We cannot have conversations around homelessness on Bainbridge Island without including the households who experience housing instability and are one or two months away from homelessness without financial assistance throughout the year. In 2019, [489 appointments](#) at Helpline House were related to housing instability. Housing costs are usually a household's single largest expense. Factors like rising rents, an unexpected medical bill, a cut in weekly or monthly hours worked, or a child's enrichment participation fee being larger than can be expected have a significant impact on our neighbors who are struggling to remain housed and on the Island. It is exponentially more expensive and challenging to re-house a household once homeless than it is to prevent that household from becoming homeless in the first place.

Often, but not always, those who request housing stability assistance from Helpline House are of a lower socioeconomic status or identify as a minority group (racial, ethnic, LGBTQ, etc.) or both, and assisting these households in



staying on the Island preserves the diversity and bounty of a full community. Another benefit to the broader community is that our friends, family, and neighbors have the ability to stay housed and on the Island during difficult financial times in their lives. Seniors and elderly households have access to this safety net when in crisis. Those that access this assistance can continue to work on the Island and contribute in various ways.

Helpline House sought and received a one-time financial distribution of \$100,000 from the City of Bainbridge's Island Housing Trust Fund. This allowed us to have a significant impact on those facing housing insecurity. Following that allocation, we were able to increase the amount of monthly support we could offer to households and extend that financial assistance to two months in a calendar year, knowing that a financial crisis is not often resolved in the course of 30 days. This money has, quite simply, allowed several of our friends and neighbors the ability to remain housed on Bainbridge Island, whereas they would have otherwise at best had to find housing elsewhere or at worst, entered into homelessness. Helpline House's history as a long time reputable non-profit paved the way for COBI to trust Helpline House to steward these resources.

"Amazing support for our family and the most friendly staff!" - Anonymous Helpline House client

Helpline House Staff Leadership

Maria Metzler, MAPC
Executive Director

Gina Kapel, MSW, LICSW
Therapist

Sarah Doemland, MA, EAMP
Therapist

Megan Markley, BSW
Case Manager

Marilyn Gremse, BA
Case Manager

Tana Berry, BASW
Case Manager

Tanya Bierlein
Intake and Resource Coordinator

Ellen Murphy
Volunteer and Program Engagement

Debbie Stearns
Communications Manager

Angie Emerson
Food Bank Manager

Myra Howrey
Business Manager

Tana Berry
Cristina Carnie
Allison Decker
Megan Markley
Steve Oshin
Paige Pereira
Social Work Interns

Board of Directors

Laurie Stumme-Diers
President

Bryan Baker
Vice-President

Barbara Deines
Secretary

Mark Siler
Treasurer

Margo Dannemiller
Director

Nuhad Dinno
Director

Michael Dorsey
Director

Pamela McClaran
Director

Michael Wright
Director

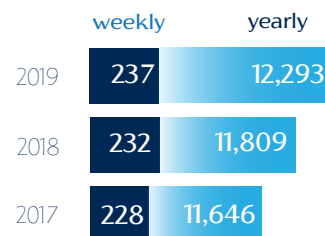
Helpline House exists to provide essential services for our Island neighbors and we are doing just that. We are able to meet the needs of this community due to our generous donors and dedicated staff. We increased our staffing by adding more interns. In 2019, we supported two bachelor's level case management interns and four master's level therapy interns. We provided over **200 more services** than in the previous year, **totaling 4,388**. We offered an increase in housing support thanks to the partnership with the City of Bainbridge Island and the allocation of Housing Trust Fund dollars. We strengthened our partnerships with the Bainbridge Island Metropolitan Parks and Recreation District in providing vouchers for camps and programs that would otherwise not be



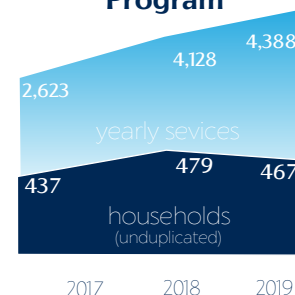
affordable for our neighbors. We continued to provide assessments and scholarship referrals for sports, camps, and other programs. We remain dedicated to finding creative solutions to assist our neighbors in financial and mental health crises.

Over the course of the year, we saw our numbers in both our **food bank program** and our **social work program** increase. It has been a manageable increase, but a notable one none the less. The increase reflects the need, certainly. The rising cost of living on the Island has squeezed budgets even tighter, housing affordability

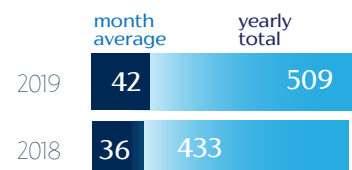
Food Bank Yearly Services



Social Work Program



Medical Equipment Loans



Project Backpack & Book Nook



continues to affect our community, we started the year during a government shutdown which brought some households in who had never needed services before, and the [mental health needs on our Island continue to grow](#). The great news about our rising numbers is that more Islanders know of the resources that Helpline House offers and are availing themselves of

We welcomed [our neighbors 12,293 times](#) to our food bank in 2019. This is a slight increase from the prior year. On average, over the course of the year, [237 households](#) shopped weekly. If we look further at the data, we see that the first quarter of the year saw fewer shoppers, while the last quarter, during holidays and poorer weather and other more stressed times, we saw an average of [249 households per week](#). We celebrated our first full year of offering Kids' Pantry bags during all school breaks, not just during the summer months, and distributed over [1,000 bags](#) filled with nutritious kid friendly food in 2019. On the other end of the age spectrum, we saw an increase in seniors shopping at the food bank. [Sixty percent](#) of our 1-2 person households are seniors, which is an [increase of 4%](#) from the year prior.

Helpline House staff and wonderful donors made [56 birthday wishes](#) come true this year through Project Happy Birthday. We saw an increase of over [75 pieces of medical equipment](#) loaned and returned. We think this is especially wonderful because it eliminates the need to purchase equipment and keeps unused items out of the landfill. In addition to always focusing on the kids during the holiday season with our Book Nook program, we decided to share the



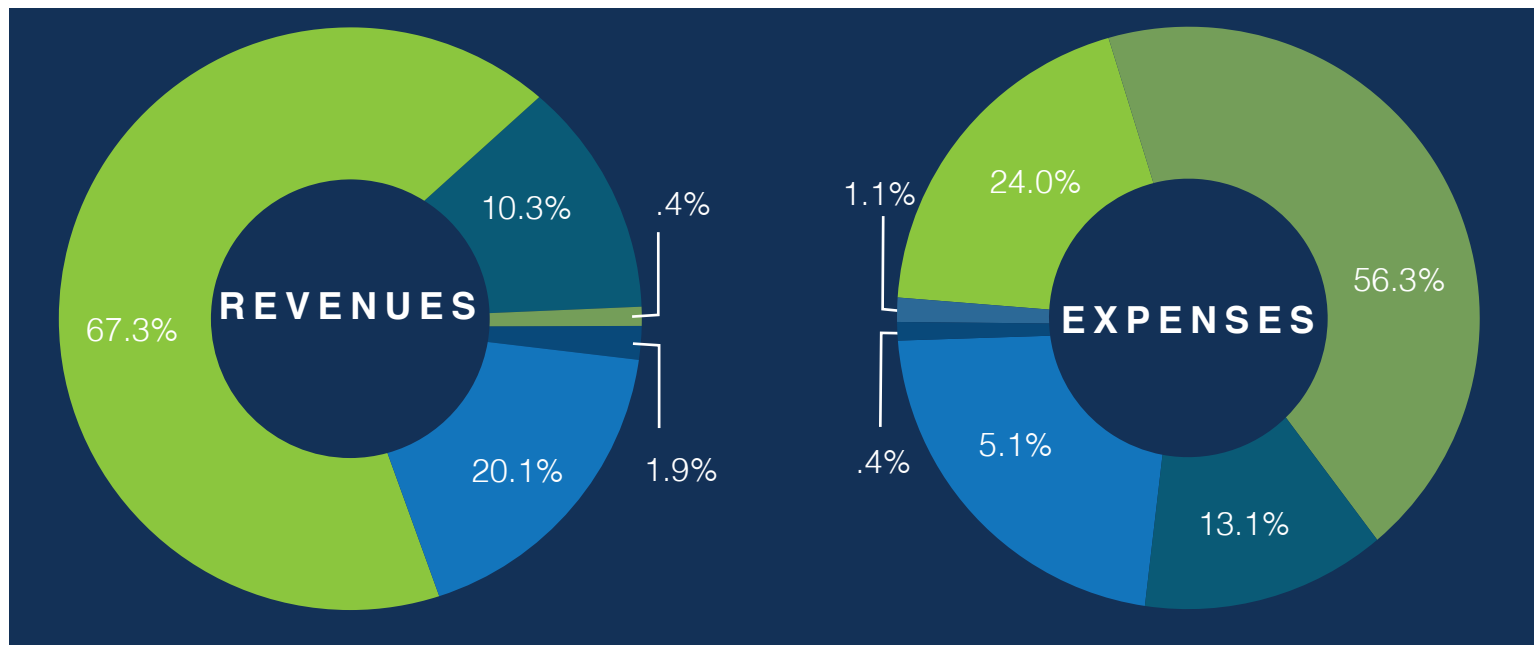
love with those in our community over 65 years young. We started the Senior Giving Tree and partnered with churches to fulfill a special wish for seniors. Many recipients were just delighted – we heard lots of gratitude and appreciation for thinking of them, and one even said it was the only gift she received during the holidays.



Fiscal Year 2019 Financial Performance

Food Assistance
Advocacy
Crisis Management
Therapy
Social Services

Revenues & Expenses



Private Donations	664,627	67.3 %
Contracts	101,923	10.3 %
Endowment/interest	4,119	.4 %
Special Events	19,030	1.9 %
Private Foundations/Grants	198,302	20.1 %
Total	\$988,001	100.0%

* 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.

Financial Assistance to Clients	197,432	24.0%
Program Costs	463,844	56.3%
Administration	107,521	13.1%
Utilities/Maintenance	42,209	5.1%
Special Events	3,252	.4%
Facilities	9,110	1.1%
Total	\$823,368	100.0%

*This is an unaudited report.



Join the Helpline House social network today.

