



HELPLINE HOUSE NEWSLETTER

Spring 2010

"Do your little bit of good where you are; it's those little bits of good put together that overwhelm the world."

Archbishop Desmond Tutu

For more information, or to donate online, see www.helpinehouse.org

A message from our Board President



Susan Vincent

I am Susan Vincent and the newly elected President of the Helpline Board of Directors.

I have been a volunteer at Helpline House for almost five years and have worked in the food bank and on special seasonal projects. Currently, you can find me at the Helpline front desk every Wednesday morning. At this very busy location I meet a large cross-section of our community. People come in to borrow medical equipment, to use the food bank or to keep appointments with our social workers. There are also many generous members of our community who come in to donate food, household items and money. The donations allow us to provide all of the many needed services to our population.

In the last year, there has been a large increase in the number of people that we see. Some are former donors who have either lost their jobs or still have jobs but can't make ends meet. All have felt financial hardships. They are your neighbors and mine.

There are many members of our community in need and our donors know that they can make a difference by making it possible for us to meet this increased demand. There are donors who are able to write large checks and others like the woman who can only afford to give one dollar.

Some businesses have food donations boxes in their lobbies or have change jars on their counters. Individuals and businesses are helping to change lives. It is both humbling and inspiring to witness these acts of kindness and generosity as I sit at the front desk in our lobby every Wednesday morning.

Neighbor helping neighbor one neighbor at a time.



Small or tall, you can contribute to your community through Helpline.

What brought neighbors to Helpline in January 2010? (In their own words)

- * Impending divorce, no work, stress
- * Need to keep my job—have medical problems
- * Behind on rent, income decreased
- * No income, need to apply for disability
- * Help with power, rent, food
- * Lack of sleep and not eating
- * Counseling about Medicare
- * Need for emergency assistance
- * Need help with depression and job search
- * Recovering from illness, lost job, are desperate
- * Need help with food and bills
- * Hungry and homeless



Remember the **Letter Carrier's Food Drive**, Saturday May 8, 2010.

Again, a special thank you to the **Interfaith Council** for their ongoing work, organizing and staffing food drives at our local grocery stores. Watch for future food drives.

"Tenderness and kindness are not signs of weakness and despair but manifestations of strength and resolution."
Kahlil Gibran

Neighbor Helping Neighbor

Chris, a longtime Island resident with two children, one in high school and an elementary school student, is a single mom who works a full-time job that pays a low hourly wage. In the past, Chris has come to Helpline House to get assistance for activities for her kids. Falling academic grades, a new set of friends and risky behaviors all indicated trouble for the older child. Chris discussed the situation with friends, family and professionals, including a Helpline social worker, before she took action. She decided on an out-of-state inpatient facility for her child, even though she knew that the cost would possibly be more than she could afford.

It was a tough separation for her and her teen, but the results so far have been hopeful. Still, she has a large monthly payment that she must make on top of her already bare-bones budget. She recently came in for help with an unexpectedly high utility bill and a swim pass for her younger child. We are pleased, through your generosity, to support the healing in this family and their efforts to maintain their basic needs.

Meet our new Board Members

Geoff Grindeland—Geoff is a former Navy helicopter pilot, now an attorney at Mills Meyers Swartling in Seattle. He is married with two sons and serves on the Helpline Finance Committee.



Michael, Betty and Geoff
(Barbara not pictured)

Betty Wiese—Betty is a retired (EPA - 37 years!) civil servant. She grew up in Montana and moved to Bainbridge in 1986 when her son entered kindergarten. She sings in the Tree Frog Chorus and has been a volunteer at Helpline since 2008.

Barbara Bolles—Barbara is a well known educator at the Odyssey Program and a parent of a college student. She likes to travel, knit, attend theater events and appreciates good food.

Michael Rosenthal—Michael is owner of Island Fitness, a (semi) retired crab fisherman and has been a resident of Bainbridge for 17 years. He is the parent of three sons and really enjoys and promotes an active lifestyle.

Food Bank Business in January	2009	2010	Change
Households—January	341	357	+5%
Services—January	1,678	1,782	+6%
Govt. Commodities Households	38	175	+360%
Govt. Commodities— Services	110	412	+274%

Where does the money go?

In 2009, Helpline House experienced a 13.5% overall increase in private donations. At the same time, staff worked diligently to keep operational costs in line and to be good stewards of client support funds.

Income: \$801,730		
Private Donations	\$504,282	62.9%
Contracts	\$142,486	17.9%
Endowment & Interest	\$59,312	7.4%
Local Funding/Client Support	\$24,305	3.0%
Special Events	\$20,362	2.5%
Fee for Service Revenue	\$2,733	.3%
Foundations/Corporations	\$48,250	6.0%
Expense: \$783,193		
Financial Assistance—Clients	\$167,263	21.4%
Program Costs	\$491,138	62.7%
Facilities/Equipment	\$10,677	1.4%
Administration	\$63,448	8.1%
Utilities/Maintenance	\$46,533	5.9%
Special Events	\$4,134	.5%

“Believe you can or believe you can’t. Either way you will be right”
Henry Ford

President’s Volunteer Service Award

We have four volunteers eligible for a **Lifetime Service Award**. The individual has to have volunteered at least 4,000 hours. The following have given the required hours at Helpline, and each has given of their time and talents to other local organizations as well:

Terry Macdougall works on Wednesday afternoon as she has for 26 years. She has served on the Board and on committees, and is always willing to contribute to the resolution of the many challenges that appear at Helpline.

Bill Kooreman worked on the Helpline Desk for more than 18 years. His artistic talents helped our early poster work and he created the still requested Christmas cards.

Penny Paulsen has worked both Helpline and Fishline Desks, worked tirelessly over the years with Project Wishbone and Project Backpack, and served on the Board and on committees. Her talents and personality have been a great asset to the volunteer program during her 18 years with the agency.

Ilse Stollar has worked on the Fishline Desk and in the Foodbank during her 18 years. She is the guardian of the Hyla School students who come on Monday afternoons. Her garden and floral talents bring a welcome note of beauty to our House.

We thank these four extraordinary volunteers and the other 100 plus that serve Helpline so well and so faithfully.



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Interested in attending the
**Helpline House Annual
Benefit Party on June 19th?**
Call 842-7621 to be put on
our invitation list. You can
meet old friends, make new
ones and build community
all at the same time!

All donations are tax deductible
to the extent permitted by law.

OR CURRENT RESIDENT

“If there is no struggle, there is no progress.” *Frederick Douglass*

