



Food Bank
Social Services

Helpline House 2018 Annual Report



Senator Christine Rolfes speaks at Helpline House's 50th Anniversary

On September 29th we celebrated **50 years of 'Neighbor helping Neighbor'**. It was great fun to share the Helpline House story with friends and neighbors. We hosted an **Open House** which included tours of the food bank and a pictorial glimpse back at the past 50 years. Live music was enjoyed and food trucks provided delicious food and drink. KIDIMU, Boys and Girls Club and Peacock Family Services engaged the kids with games and crafts. **Senator Christine Rolfes** addressed those gathered. She shared a deep appreciation and thanks for the work that Helpline House has done these past 50 years. She reflected on all the lives that have been touched as food is shared and community resources are shared.

Thanks to all who made this day a great success. Staff and volunteers planned a

day of celebrating that lifted up the people and programs that have shaped the past 50 years. As we gathered, it was also exciting to look ahead, imagining all that will unfold in the next 50 years at Helpline House.

We are **grateful for your partnership** in caring for our neighbors on Bainbridge Island!

THE IMPACT OF GIVING & RECEIVING



684 SENIORS ASSISTED

During Medicare Open Enrollment, vouchers and other services needed.



138 ANNUAL VOLUNTEERS

Includes students, adults and business groups.



528 BRIGHTER VACATIONS

Helpline House's Kids' Pantry provided 528 bags of food throughout vacations.



1,322 DONORS

Includes cash and in-kind donations by households, gardeners, farms and more.

"When I was a child my single mother and I received a lot of support from Helpline House. Everything from Christmas presents, school supplies, food, shoes and other social services. As a lower income family on Bainbridge Island and my mother being disabled I'm not sure how we would have survived without this place. I've never forgotten the kind people from Helpline House."

Anonymous Helpline House client

Helpline House Staff Leadership

Maria Metzler, MAPC
Executive Director

Gina Kapel, MSW, LICSW
Clinical Social Worker

Sarah Doemland, MA, EAMP
Clinical Social Worker

Megan Markley, BSW
Case Manager/Social Worker

Marilyn Gremse, MA
Case Manager/Social Worker

Tanya Bierlein
Intake and Resource Coordinator

Debbie Stearns
Volunteer & Communications Manager

Angie Emerson
Food Bank Manager

Myra Howrey
Business Manager

Tana Berry
Allison Decker
Steve Oshin
Social Work Interns

Board of Directors

Laurie Stumme-Diers
President

Bryan Baker
Vice President

Barbara Deines
Secretary

Mark Siler
Treasurer

Sholpan Azis

Margo Dannemiller

Nuhad Dinno

Michael Dorsey

Michael Wright

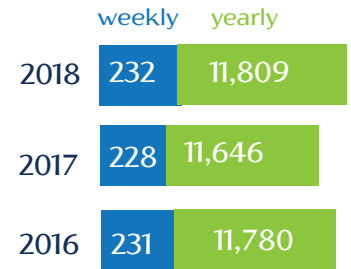
Building a Healthy & Whole Community.

A look back at 2018

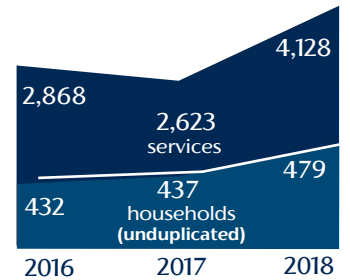
Some of our Food Bank highlights: we added a new face! After 20 years of managing the food bank, Helpline House staff Marilyn Gremse moved to our Social Work team. We searched to find just the right fit and were delighted when Angie Min Emerson joined our team. Shoppers and volunteers have seen Angie's smiling face in the food bank since April. We made a slight change in how individuals experiencing homelessness can shop. **Homeless shoppers** can split their shopping to come twice a week and choose half the items each trip and have a **lighter load**. All are always welcome to come in for an emergency supplement if there is a need. Last, we opened up the **KIDS' PANTRY**. Formerly known as 'Hunger doesn't take a vacation,' these bags packed with kid friendly and nutritious food are available for each child in the household on every visit to the food bank. Traditionally, these bags were only available during the summer months. Kids' Pantry will be 'open' during all the of the extended school breaks. All in all, the food bank provided **11,809 services** in 2018.

Social Work highlights: we expanded our team and our offerings. We welcomed **3 interns** from different universities and **increased** our weekly **appointments offered by 25%**. Helpline House prevented over **120 Bainbridge Island households** from entering into homelessness by providing

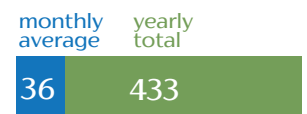
Food Bank Services



Social Work Clients

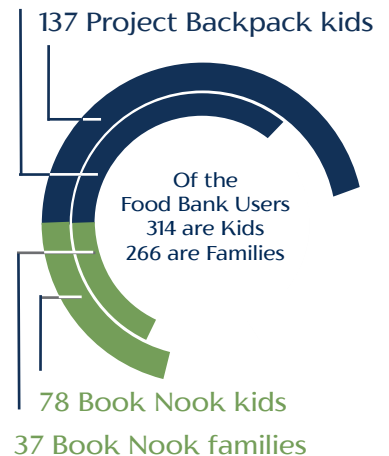


Medical Equipment



Project Backpack & Book Nook

82 Project Backpack families





Food Bank
Social Services

Neighbor Helping Neighbor



financial housing assistance. With community partners, Helpline House sponsored a **Hygiene and Homeless equipment drive** and we filled a small room with blankets, sleeping bags, tarps and tents, socks, hats, soaps, shampoos and the like. Much was distributed in the cold winter months and we look forward to continuing to share that resource with those who need it. Our social workers met with community members in a variety of locations, including the Senior Center and the Aquatic Center, to offer opportunities for appointments for those who aren't able to come to us. Social work provided **4,128** services.

2018 was a year in which there was a lot to give thanks for. We changed our **Thanksgiving program** in order to **offer more** to our shoppers, in the way of both items in the food bank and in gift cards to offer shoppers the option of choosing their own favorites to put on their tables. We are thankful for our partners who consistently provide services on-site at Helpline House –

Housing Solutions Center and Kitsap

Mental Health. Helpline House enrolled 35 seniors in **Medicare** during open enrollment, thanks to our SHIBA certified social workers. Thanks to the community for their feedback, we changed our medical equipment program and removed some of the barriers: we are no longer charging for any loans; we are happy to provide medical equipment to anyone who needs it, not just those that reside on Bainbridge Island; and if you need an item for longer than 90 days, we are happy for you to just let us know that. Last, thanks to the **Board of Directors** for their insight and approval, we implemented **Salesforce** for both our Development software and in the Food Bank, which is a sign of Helpline House's investment in tracking our data and better using our knowledge to improve our programs.

THE IMPACT OF HELPLINE HOUSE'S PROGRAMS



56% of 1-2 member households are Seniors



Over **400** children supported



230+ weekly food bank services



1,244 free mental health therapy appointments



433 free medical equipment loans



Over **540** housing and homeless services

Fiscal Year 2018 Financial Performance

Food Assistance
Advocacy
Crisis Management
Therapy
Social Services



Revenues & Expenses

REVENUES

Private Donations	474,664	55%
Contracts	39,004	5%
Endowment/interest	107,494	12%
Special Events	33,248	4%
Private Foundations/Grants	202,168	24%
Total	\$856,578	100%

* 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 Assistance to Clients	159,055	21%
Program Costs	425,565	57%
Administration	102,241	14%
Utilities/Maintenance	44,798	6%
Special Events	11,631	2%
Total	\$743,290	100%

*This is an unaudited report.



Join the Helpline House
social network today.

