



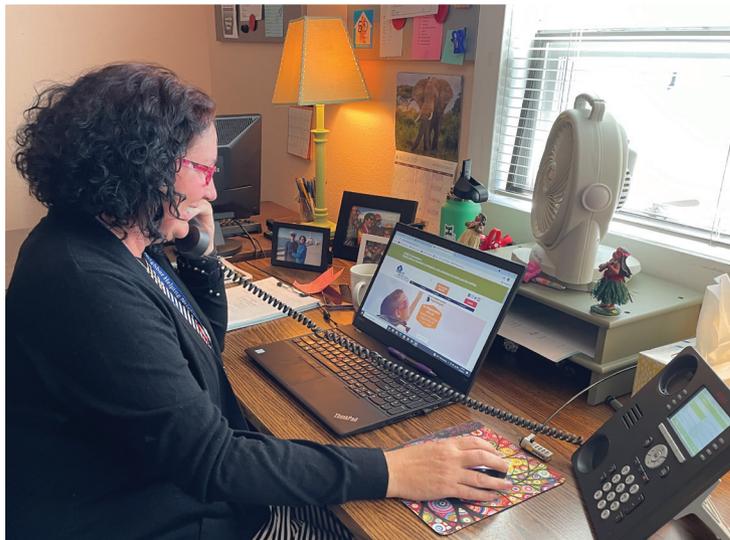
## 2021 Annual Report

### Supporting Economic Diversity

2021 was another exceptional year in many ways. We, as Islanders and as a Helpline House community, continued to come together to support each other.

With the financial and social emotional effects of the COVID-19 pandemic still raging, Helpline House provided more social services than in years prior. Notably, Helpline House provided housing **support to 372 Islanders through our Housing and Utility Assistance Program.**

Three hundred seventy two of our neighbors, who might otherwise had to move off the Island, or worse, might have

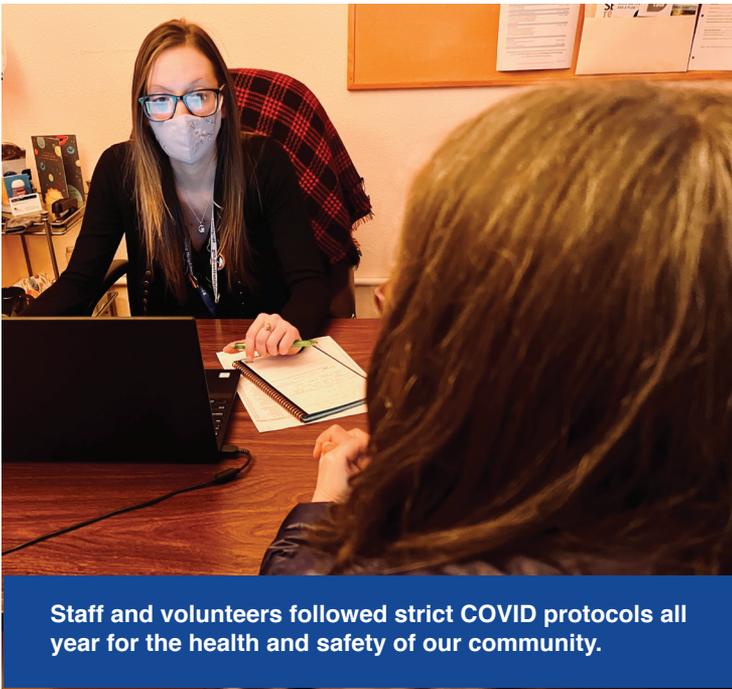


Social workers offer remote services allowing for maximum flexibility.



lost their housing and entered into homelessness, were supported with financial assistance through Helpline House. The reasons our neighbors needed help during 2021 varied greatly from COVID related lost wages to rising rents without a similarly rising income, but the result was the same – Helpline House was able to put supports in place for these families and individuals and we can continue to call them friends and neighbors. Helpline House is doing its part to preserve the economic diversity of Bainbridge Island and the many gifts that come from that.

We all know the pandemic related mental health impacts have been devastating to many. Helpline House provided **1,352 hours of mental health counseling**, and countless more therapeutic contacts and touchpoints for our community suffering with depression, anxiety, loneliness, schizophrenia, bipolar disorder, and more.



The additional assistance that Helpline House provides to our community is wide ranging – **79 transportation vouchers** helped our neighbors make it to work or to their chemotherapy appointments in Seattle. **Over 700 referrals** to partners and resources means some parents can breathe a little easier with a low cost option for child care and seniors can get assistance to age safely in their own homes. When the Bainbridge Island Metro Parks & Recreation District opened the Bainbridge Island Recreation Center in the fall of 2021, one of their first thoughts was how to make this valuable resource accessible to everyone in our community. Enter Helpline House. With BIMPRD’s support, we provide vouchers at differing levels for our neighbors to access the many benefits of health, exercise, and wellness programs.

**Partnering with organizations that meet critical needs**

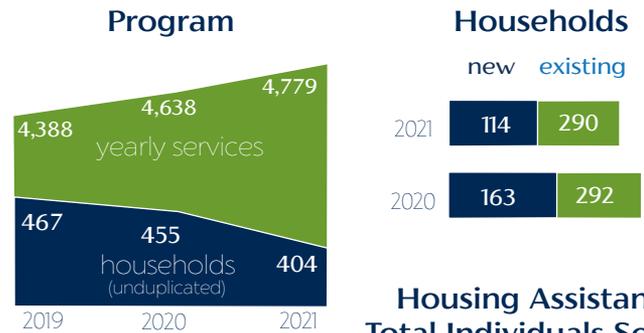


Of the 264 single-member households, **158 are seniors.**

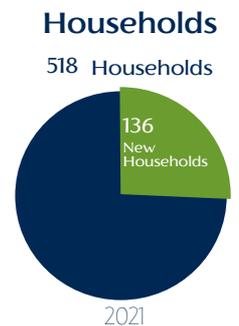
A major achievement in 2021 in the Food Bank was the transition back to an indoor shopping model. While we provided many options and customizations in our curbside food distribution model, there really is no substitution to shopping for one’s self and one’s loved ones. In August of 2021, we implemented additional safety measures and moved shopping back indoors. We did preserve the bounty of the porch pantry, however, and continue to stock the porch shelves and boxes routinely. We know this is a preferred option for some of our



**Social Work**



**Food Bank**





Shoppers visit the food bank multiple times a week as inflation rates rapidly increase.

neighbors, mostly those who need the ability to access food when the food bank is closed, or those who need and prefer anonymity when accessing food.

Another step we took in 2021 to try to address actual need in the community was to lift the limit on shopping at the food bank only once per week. We believe our neighbors should be able to come to the food bank when they need to, even if that is multiple times per week. We have some households who come in for a few things needed that they'd forgotten the first time they shopped that week and others who come in for a full second shop, and all visits are welcomed in the same way.

## You Supported...

**134**

students equipped by **Project Backpack**, started the school year with all their friends.

**172**

older adults got a little more sparkle from the **Holiday Giving** program.

**347**

neighbors had a plentiful **Thanksgiving** dinner.

**111**

kids celebrated a happier holiday from **Book Nook**.

## Staff Leadership

Maria Metzler, MAPC  
Executive Director

Myra Howrey  
Business Manager

Debbie Stearns  
Communications Manager

Gina Kapel, MSW, LICSW  
Therapist

Erika Dorsey, MA, LMHC  
Therapist

Marilyn Gremse, BA  
Case Manager

Paige Pereira, BASW  
Case Manager

Shawn Nigh, BASW  
Case Manager

Tanya Chapman  
Intake Coordinator

Ellen Murphy  
Volunteer and Program  
Engagement

Kerry Lavigne  
Volunteer and Program  
Engagement

Cami Holtmeier  
Food Bank Manager

## Board of Directors

Barbara Deines  
President

Michael Dorsey  
Vice-President

Pamela McClaran  
Secretary

Mark Siler  
Treasurer

Rich Gawlowski  
Director

Annie Hodges  
Director

Joan Hemphill  
Director

Karen West  
Director

Jeffrey Wortley  
Director

Michael Wright  
Director

## Food Bank Staff

Colin Gremse  
Laurie Reese  
Rebecca Rockefeller  
Alison Spence

## Social Work Interns

Shawn Nigh  
Emily Henning



Project Backpack welcomes the return of volunteers and returns to in-person service with safety protocols in place.

You  
Volunteered...  
**6,399**

volunteer hours make  
our work possible.

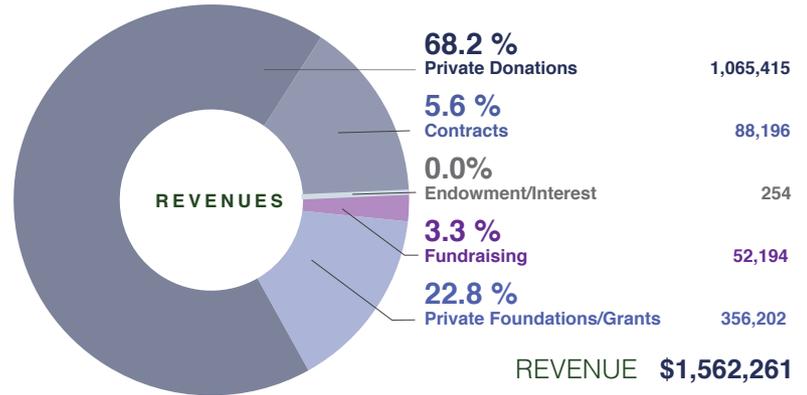
Helpline House is not just a place of community for those who shop or receive a voucher through our programs; it is a vital part of many of our volunteers' routines. We gratefully welcomed back volunteers in the summer of 2021 and simply could not have continued the work of the food bank without them. Widening our circle of community, we engaged with a few school groups this year who graciously sorted food and filled bags. Helpline House touches so many on our Island and gives us all a place to participate in the circle of giving and receiving; neighbor helping neighbor.



We are all still living through the pandemic, but we have come a long way as an Island and community, and we at Helpline House feel well positioned to continue to provide necessary resources to our community in the year ahead.

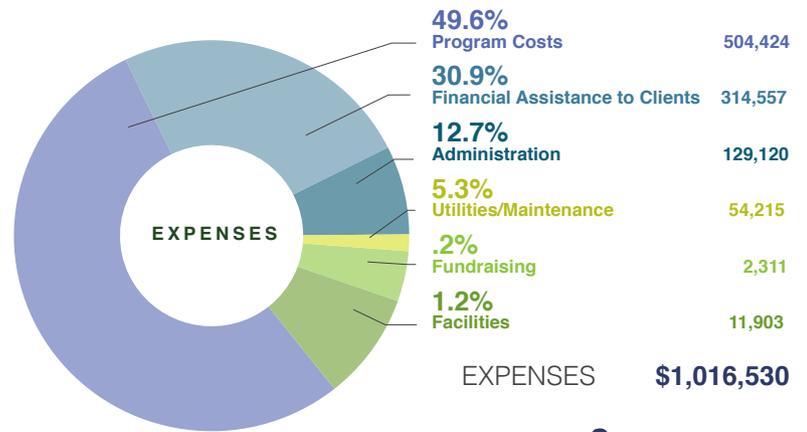


## Fiscal Year 2021 Financial Performance



\* 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.



Thank You for Joining Us.

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**Stay Connected to a Healthy & Whole Community.**