



## 2022 Annual Report

We thought we saw the worst of the housing crisis in 2020 and 2021.

We were wrong. More Island households needed rental and mortgage assistance in 2022 than in previous years. And since the rents are higher and cost of living has increased, the assistance needed, and given, was more than we budgeted, time and time again. We offered an average of just over two thousand dollars per household which, while more than previous years, certainly, is a small price to pay to help our neighbors stay housed and safe when going through a crisis.

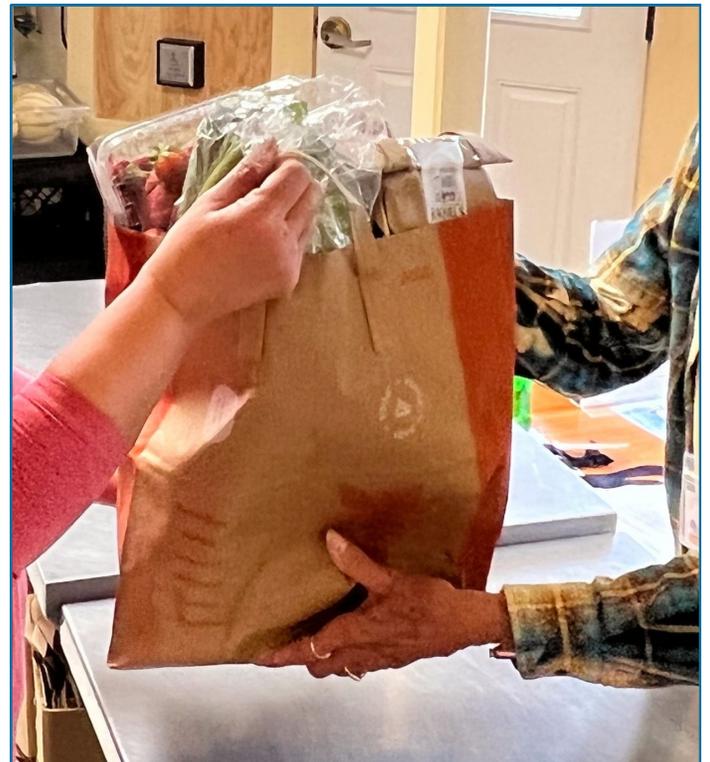
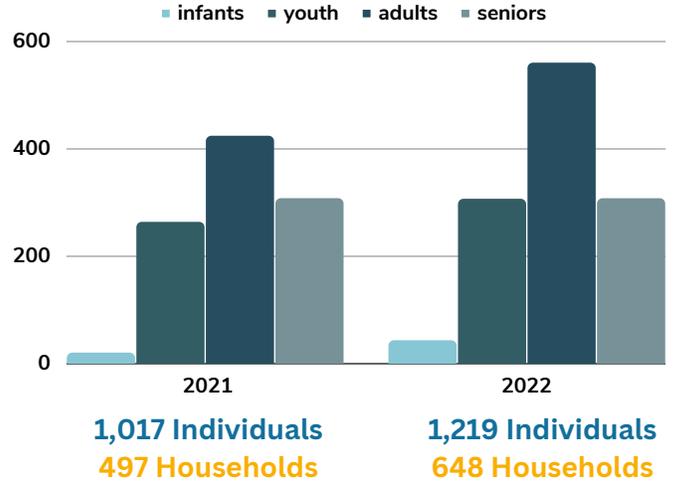
### Housing Assistance Total Individuals Served

	Households	Expenses	Average Per Household
2022	145	\$302,125	\$2,084
2021	104	\$180,872	\$1,739

The folks in need of this assistance are our neighbors who work at Town and Country, the US Postal Service, a local dance studio, an eatery on the Island – or – not at all, and

are trying to manage on a fixed income with an unexpected bill or when life changes throw things out of balance. Helpline House is here for our neighbors, to keep them safe and housed when a crisis hits.

### Food Bank Visits



## Have you noticed the cost of food recently?

According to the USDA Consumer Price Index, food was 10.4% higher in December '22 than in December '21.



As an effort of our continued commitment to DEI (diversity, equity, and inclusion), Helpline House solidified the removal of limits on items in the food bank and the number of times one could shop per week. We see this as an equity issue – if we have it and you need it, let’s ensure you have access to it. **To this end, we distributed 615,935 pounds of food this year to our Island community.** That’s 51 thousand pounds of food each month. And you know what – that’s wonderful. That’s exactly what we’re here for.



**230 HOUSEHOLD PANTRIES WEEKLY**  
Over 230 households served weekly with nutrition assistance.

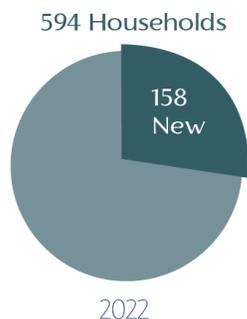
We noticed that trend daily. **We saw 1,000 more visits to the food bank in December ‘22 than in December ‘21.** We continued to see daily visits to the food bank increase throughout the year as inflation raged and took a toll on households’ grocery and household bills.

Our social workers heard from many neighbors in 2022.

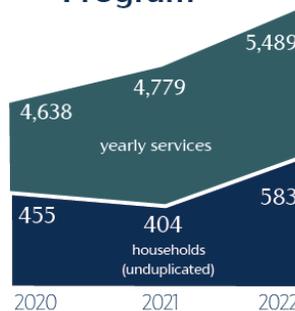
### Food Bank Visits

	Weekly Average	Yearly Total
2022	210	10,945
2021	134	10,281

### Food Bank Households



### Social Work Program



### Social Work Households

	New	Existing
2022	222	361
2021	114	290
2020	163	292

Some were seeking work, some wanted help navigating benefits, some needed mental health therapy, and all walked away feeling heard, validated, and dignified.

## Staff Leadership

Maria Metzler, MAPC  
Executive Director

Gina Kapel, MSW, LICSW  
Therapist

Tana Berry, MSW, LICSWA  
Therapist

Marilyn Gremse, BA  
Case Manager

Shawn Nigh, BASW  
Case Manager

Kelly Zwicker, MS  
Case Manager

Tanya Chapman  
Intake and Resource Coordinator

Kerry Lavigne  
Volunteer and Program Engagement

Debbie Stearns  
Communications Manager

Lianne Ristow  
Food Bank Manager

Myra Howrey  
Business Manager

Megan Lindgren  
Assistant Business Manager

### Interns

Kelly Zwicker  
Elizabeth McNeil  
Sandra Ingram

## Board of Directors

Barbara Deines,  
President

Annie Hodges,  
Vice President

Joan Hemphill,  
Secretary

Mark Siler,  
Treasurer

Tom Croker  
Rich Gawlowski  
Wandee Pryor  
Linda Stranahan  
Karen West  
Jeffrey Wortley



A not as well known offering from Helpline House are our SHIBA trained staff members. SHIBA stands for State Health Insurance Benefits Advisors. They complete up to 18 hours of training up front and commit to monthly training to ensure they remain up to date on all things Medicare.



This service has the potential to benefit many in our community, as it has nothing to do with income disparity and everything to do with something we all face – age. In anticipation of one's 65th birthday (and even after), consider making an appointment to talk with one of Helpline House's SHIBA case managers. One hundred thirty eight of our neighbors did in 2022.



**882 BRIGHTER VACATIONS**  
Kids' Pantry provided 882 bags of kid-friendly food throughout vacations and holidays.

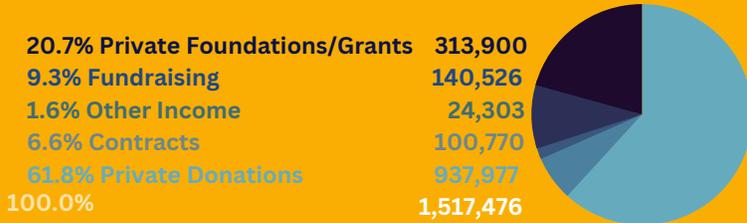


**484 ACTIVE KIDS**  
The YES Fund & BIMPRD funds provided 484 scholarships & opportunities throughout the year.

Through our partnerships with BIMPRD, BCF, Rotary and the Bainbridge Island community, Helpline House offered over 1,366 services and scholarships to children and youth. **Our clinical social workers met**

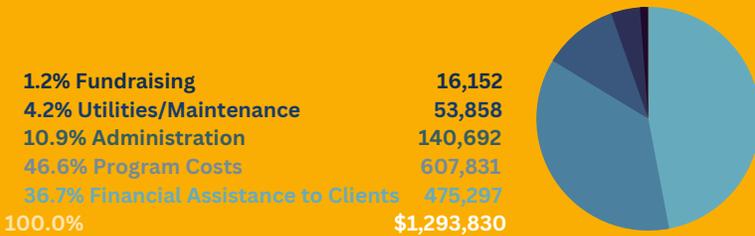
# Fiscal Year 2022 Financial Performance

## Revenues



\*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



## THE IMPACT OF GIVING & RECEIVING on BAINBRIDGE ISLAND



"Coming here has been humbling but not humiliating."

-anonymous

with neighbors experiencing various forms of distress 1,039 times over the course of the year. In sum, Helpline House social workers offered 5,489 services in 2022.



As we say yearly, and we truly mean each time we say, this is all possible due to our volunteers, **who generously gave over 11,000 hours this year to ensure not only that the food bank ran smoothly, but that seasonal programs like Project Backpack and Project Happy Birthday were able to succeed as well.**

## You Supported...



**11,000 VOLUNTEER HOURS & BEYOND** neighbors helping Neighbors donated time and energy to make our community a better place.



**969 LOW INCOME HOUSEHOLDS SERVED** Housing and homeless services provided: rent/utilities, transportation and more.



**134 STUDENTS EQUIPPED FOR SCHOOL** Students equipped by Project Backpack, started the school year with all their friends.

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