

# Helpline House Newsletter



[www.helplinehouse.org](http://www.helplinehouse.org)

Fall 2016

*"Why is a windshield so large and the rearview mirror so small? So we can look ahead and move on."*

Cheri Acosta

## You Make a Difference For:

The Benoit\* family came to America to escape political oppression from a war torn African country. They came with all six children and, landing in New York, they were directed to relocate in Seattle. After working six years, Tim\*, the dad, was terminated. Unable to find work, the family ended up homeless in a Seattle shelter.

At the shelter, a social worker put them in touch with a family on Bainbridge that had a vacant home and allowed the Benois to move in while the family was on a summer vacation. Tim came to Helpline House to use the food bank and got connected to Helpline House's social work. He was given assistance through job supports, and his wife, Luci\*, got a job on the island. Tim eventually got a job in the North End.

Luci worked through several other issues with the social worker, and she continued to seek better employment to support herself and her family. When Luci went to an elder care facility on Bainbridge Island, she discovered that they needed Certified Nursing Assistants (CNA). With day care assistance from DSHS, she located a CNA training course in Seattle. Helpline supported her by subsidizing her ferry costs, the cost of the course and for the bus ride it took to get to and from the training.

With perseverance and help from the community, this determined family adds to the richness of the neighborhood.

*\*Names were changed to protect client confidentiality.*

## Early Morning Social Work Appointments Available



Do you or someone you know need an early morning social work appointment? We can accommodate you. Call our front desk number at 842-7621 to make a social work appointment as early as 7:00 a.m.

## Project Backpack

This year, with community support, including Windermere Foundation Bainbridge, we provided back to school supplies and clothing for 138 students — preschool to college students.



Your kindness made a difference for these families.

## A Message From our Board President

It is often said that change is the only constant in life. Bainbridge Island, like other communities, continues to grow and change each year and with those changes, the social service needs of the community inevitably change as well. One of the goals of Helpline House is try to anticipate the on going changes in our community, or at least to keep pace with them, in order to continue to effectively meet the needs of our neighbors.



Paulette Peterson

As I write this article, the City of Bainbridge Island is in the process of conducting a needs assessment of our community, the results of which should be available shortly and published on the City of Bainbridge Island's website: <http://www.ci.bainbridge-isl.wa.us/> and I encourage everyone to view the results. We at Helpline House are anxious to review the assessment and incorporate its findings in our strategic planning for the future.

Over the past several months, Helpline has noted a decrease in the use of some of the services offered, including less use of the food bank and a decrease in social service clients overall. In response, Helpline has made changes to the hours of operation of the food bank and decreased staffing of certain social service providers in order to make the best use of the funds received from our donors. The City's needs assessment may shed some light on the reasons for the decrease in services, but I am also hopeful that it will provide insight into what other services Helpline may or should provide.

Overall, I am proud that Helpline continues to provide quality service to our community, while remaining focused on the mission of, *Neighbor helping Neighbor*. Helpline views change as positive and we are reminded, as Benjamin Franklin once said, "When you're finished changing, you're finished."

## Need to navigate Medicare?

Receive professional advice from Helpline's social work team on how to respond to the Medicare Part D application process. Helpline is available to support and offer referral to resources to all Bainbridge community members. Call 842-7621 to make an appointment.





Helpline House  
282 Knechtel Way NE  
Bainbridge Island WA 98110

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You make a difference in our community.  
Please consider supporting our mission through  
One Call For All this October.

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

OR CURRENT RESIDENT

### From a Helpline Volunteer

In 2006 I moved from Michigan to Bainbridge Island and was anxious to learn about and become an active member of this community through volunteering. After taking the Helpline House orientation, I was sure that this service organization was professional, caring and a positive place to share my time.



While I trained on most volunteer positions, the past 10 years have been dedicated to being a food shopper, food bank worker and a team player for special projects. As a food bank worker it's been impressive to see the Helpline mission of *Neighbor helping Neighbor* in action - the annual parade of children from Ordway school bringing backpacks filled with canned goods, local farmers bringing baskets of fresh produce, literally "tons" of food donated for Thanksgiving dinners, and daily donations from local markets. Keeping the shelves stocked and freezers full is an important and sometimes complicated job.

Every Friday I look forward to meeting interesting people who are a part of this diverse community and working with fellow volunteers as well as the friendly staff. The strong feeling of respect and support for one another makes being a part of this community team enjoyable, rewarding and why I continue to be a Helpline House volunteer.

*Madelyn Fox*

### Helping the Homeless

Funded through the City of Bainbridge Island and a private donor, The Housing Solutions Center (HSC), helps those who are homeless or at risk of homelessness. They have now added a site at Helpline House on Bainbridge Island to its existing sites throughout Kitsap County.



The HSC provides one-stop resources for all housing needs. When you visit the Housing Solutions Center, you can learn about available housing resources in Kitsap County, including rental and deposit assistance, emergency shelter openings, as well as receive information on subsidized housing and local landlord referrals.

Robyn, the HSC navigator, (360-801-2564) is available to meet with clients at Helpline House on Tuesdays, Thursdays and alternate Fridays.

### [In Sync at the Food Bank](#)



Janelle cleans produce at our new Food Bank sink thanks to Rotary.

### Thank you for donations to our Food Bank!



Many of you come into the Food Bank to bring us donations of home grown produce, canned foods and other items we need. More often than not, we don't have your name or contact information so we aren't able to send you a thank you note.

Please consider this as our heartfelt thanks for your thoughtfulness. We appreciate you and our food bank could not survive without your generosity.

### Project Wishbone

Thanksgiving is approaching faster than you think. Check out our website after November 1st to find out how you can help make this a memorable holiday for your neighbors.

