



# BUILDING A BETTER BAINBRIDGE

HELPLINE HOUSE | CAPITAL CAMPAIGN



# Helpline House nurtures a healthy, whole community.

Helpline House social services are a sanctuary for Bainbridge residents during hard times. We provide a safe place for community to flourish, an open door for neighbors helping neighbors, and a clear path through rapidly changing times.

Crisis comes in many forms, and we're here to ensure our friends and neighbors have the support they need to thrive, whether that's healthy groceries, a counseling session, or advice on finding a new place to call home.

Our services are free and everyone is welcome, regardless of the nature of need.

**Working together, we can build a new Helpline House to better serve our community for decades to come.**



# Our staff & volunteers are well-trained, dedicated, and kind.

Our trained staff and passionate volunteers are the heart of Helpline House. They greet each client with warmth and compassion and embody the spirit of *Neighbor Helping Neighbor*.

Working together, we strive to build a healthy community that is more than just well fed—we go beyond basic needs to work with the whole, unique person.

**Help us nurture a community built on respect and an abiding belief in human potential.**





# **We're here to help our community connect and thrive.**

Regardless of income, social status, lifestyle, or ethnicity, we help people in crisis: neighbors struggling to meet basic needs, seeking connection, or looking to contribute to a caring, diverse, and vibrant community.

Whether dealing with parenting problems, grief and loss, financial insecurity, medical issues, elder care, or a host of additional concerns, we offer support that resonates on a personal level—and throughout our community.

**Helpline House provides holistic, creative, humane solutions to our region's evolving challenges.**





# We are neighbors helping neighbors.

Every year, Helpline House serves one in ten people on Bainbridge. Join us as we embark on a journey to build the new home that will serve the island for the next 50 years.

**This is the compassion of our community in action:**

**2,500** people served every year

**307** tons of food distributed in 2022

**5,489** social services to 583 households

**\$300,000** in housing assistance

**400** people able to stay in their homes

**200** volunteers from our community



# Our social workers are here to serve the whole person.

Helpline House social workers are experienced therapists and case managers trained to find solutions to challenges of every sort, in total confidence, at no cost. They connect clients with the right resources for their unique needs.

**We partner with clients to make a plan that moves them forward to a brighter future.**

Our approach is to meet clients where they are with a spirit of acceptance and compassion. We provide everyone who comes through our doors with an opportunity to be seen, heard, and helped.

*“If we can share our story with someone who responds with empathy and understanding, shame can't survive.” —Brené Brown*



# We provide food and warmth in tough times.

Helpline House provides nutritious food for anyone who needs it:

- Grocery store–style shopping
- Front porch pantry is available 24/ 7
- Supported by local farmers and generous community donations
- Increased costs and benefit cuts causing hardship for neighbors
- Food pantry usage increasing by 10 households every week
- 320 households per week shop in our food pantry

**Helpline House is the heart of our community in action.**



**“When I was a child, my mother and I received a lot of support from Helpline House. I’ll always remember those kind people.”**

*—Former client, current volunteer*



## **After we fill bellies, we deliver delight!**

When a family hits a rough patch, they need only reach out and Helpline House marshals “Birthday Fairies” to purchase thoughtful gifts, which parents then give with no need for apologies or explanations. We also partner with Cakes for Kids, an organization that donates custom cakes baked to thrill.

No one wants to think of themselves as “needing help.” That’s why Helpline House offers these services with total anonymity, so the cake and birthday gifts have no connection to “charity”—just special offerings on a special day.

**Together, we can deliver a better baseline  
for quality of life on Bainbridge Island.**



# The Promise of Our New Home

Helpline House has outgrown its current configuration of small, inefficient, older buildings. Informed by a community-needs assessment and careful due diligence, we have decided to build a new home on our current site.

For more than half a century, Helpline House has evolved to accommodate the island's changing needs. Beyond expanding our bustling food bank and providing better spaces to deliver vital social services, we're building a new home designed to meet *new* needs as they arise.





**“What we have shoehorned in here is miraculous, but it’s time to expand our potential to meet the evolving needs of this island.”**

**—Maria Metzler, Executive Director**





# What a difference a new building will make!



## IN OUR CURRENT CRAMPED SPACE

Tiny food bank accommodates only three shoppers at a time.

Constricted, awkward spaces for volunteers working in the food bank.

Limited rooms for private counseling or group therapy.

No community meeting room for groups to gather.

Inadequate food storage space.



## IN OUR 12,600 SQ. FOOT NEW HOME



Grocery-style space allows for multiple shoppers.

Commercial kitchen and modern, efficient food storage areas.

More space for private counseling.

Dedicated room for community building and new programming.

ADA accessibility & environmentally conscious building features.

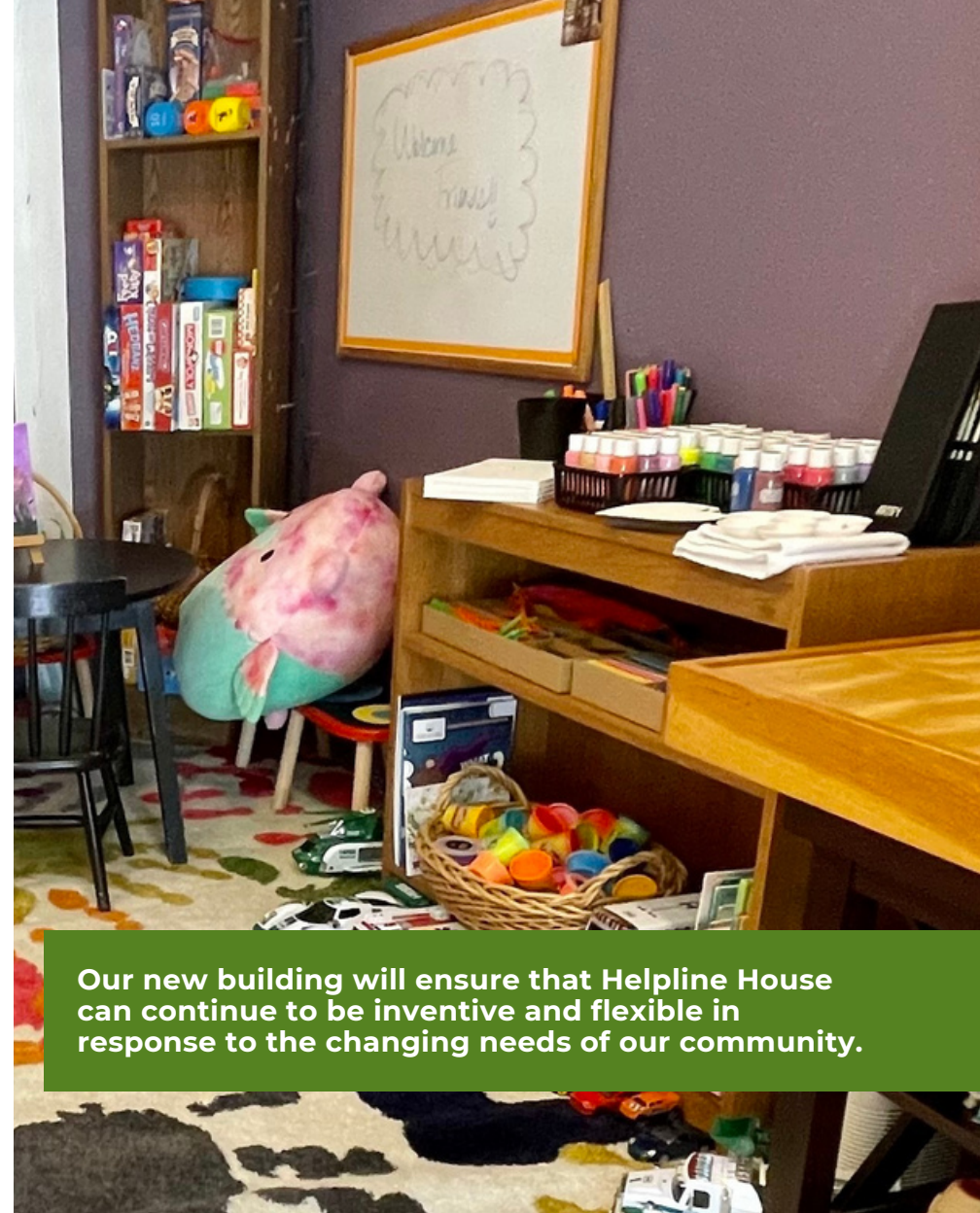
# Find out how we continually improve.

**Our community needs survey identified three key unmet needs on Bainbridge Island. Helpline House has taken action.**

**Senior Services:** More than a quarter of our community is 65 or older. To support this growing demographic, we have added a dedicated coordinator to help connect families with resources that address the complex and challenging issues of aging.

**Affordable Housing:** The same market forces that have rewarded many island homeowners have made it nearly impossible for others to get a foot in the door. Helpline House has responded through a creative community partnership to provide housing for low-wage workers.

**Children's Mental Health:** COVID put a massive dent in the well-being of island kids. Desperate parents have been asking for counseling for their elementary school-aged kids. In response to this critical need we have added a child mental health specialist on staff. Plus, our new home features therapy rooms built so kids in counseling feel safe and secure.



**Our new building will ensure that Helpline House can continue to be inventive and flexible in response to the changing needs of our community.**





# Help us create a space designed for purpose.

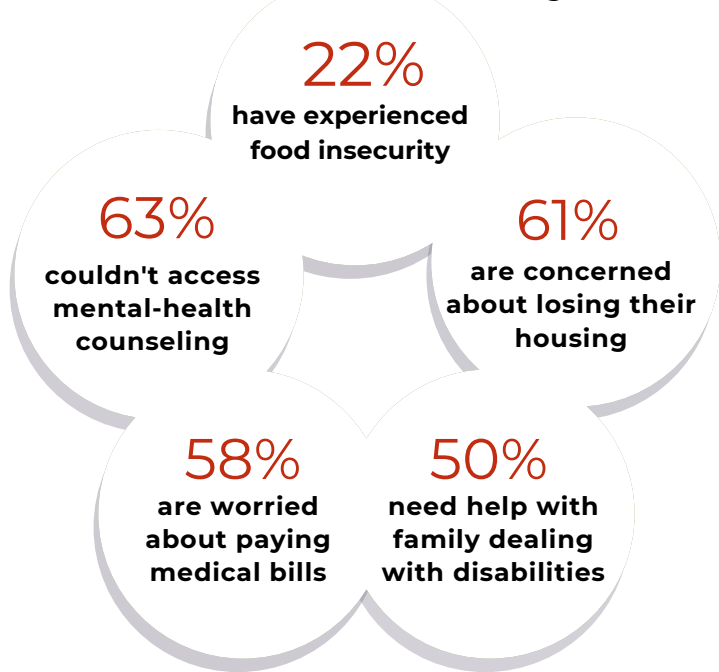
In 2021 we conducted a comprehensive survey of community needs. When the results surfaced new challenges, we asked *“How can we help?”* That's our model.

Our new home will be purpose-built to support these new and evolving needs. It will allow us to continue to tackle new island challenges as they arise, and it is designed with warm and welcoming spaces to provide more food, more counseling services, and more solutions to help Bainbridge Islanders thrive.

**You can help build a lasting legacy for our island home.**

# Help us transition clients from crisis to competency.

Over the past 55 years, our community's needs have changed constantly. The 2022 Kitsap Community Needs Assessment surveyed social service clients and providers and revealed that of those interviewed on Bainbridge:





**“The smiling and kind faces make a huge difference in my life.”** —*Food bank client*





# Help us build a better Bainbridge.

Helpline House engaged with a team of experts—including building and development specialists, as well as nonprofit and fundraising consultants—to explore all aspects of this decision. We carefully consulted key stakeholders to ensure the decision is in the best interest of the community.

After extensive evaluation, the Board made the decision to launch this capital campaign to fund construction of a new Helpline House home. Selected for deep island experience and a proven commitment to sustainability, Davis Studio Architecture was chosen to design our new facility.

Jonathan Davis was awarded the Environmental Innovator Award in 2013, and was the architect of Winslow's Grow Community—the first One Planet-endorsed net-zero community in North America.

The hard work of investigation and planning is complete, and we're ready to begin the next chapter of our story. Please join us in supporting the heart of Bainbridge Island.







# Support our bold vision for the future.

We have embarked on an \$11 million campaign that reimagines Helpline House as a thriving community hub, delivering our promise of community support for decades to come. Located on our current property, our new home will:

**Provide more resources:** We'll dramatically improve the efficiency of the food bank and meet rising demand for case management and mental-health services.

**Inspire volunteering:** Our new home will spark lifelong commitments to volunteerism, offering a profound sense of purpose, generosity, and fulfillment.

**Connect the community:** A well-designed, welcoming home will deepen connections and offer more life-changing resources.

**We look forward to your support!**



**Together, we're building a better Bainbridge!**



**Thank you!**



# Client & Volunteer Testimonials

Helpline House services are not just for a certain part of the community, they are for everybody. We're working together for a healthy and whole community - whether you are getting groceries, seeking social work services, or coming in to see a weekly volunteer who always wants to say hello ...it becomes a home.

**- Food Bank Operations volunteer**

Thank you all for all you do for people in our community. And look forward to getting frequently stable enough to join you in serving instead of receiving service.

**- Anonymous food bank client**

Dear Helpline volunteers, thank you for your time, commitment. Thank you for all the helping hands in the front room organizing everything as well. Our family appreciate all that each individual brings. Thank you.

**- Anonymous food bank client**

Thank you for all that you do for our community. Our family has only survived the last few years because of Helpline. Volunteers and donors have made it possible for us to live in Island. Thank you.

**- Anonymous food bank client**

HELPLINE HOUSE CAPITAL CAMPAIGN  
**BUILDING A BETTER BAINBRIDGE**

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