HELPLINE HOUSE | Food Bank Social Services
For a Healthy & Whole Community

2023 ANNUAL REPORT

If delivering more services than the year prior equals success, then Helpline House had a very successful year. More demand for Helpline House services means individuals are experiencing more instability and life challenges, so it's hard to call that a success, but providing those services, that safety net and that sense of hope is exactly the reason Helpline House exists in the Bainbridge Island community.

Helpline House had over 4,000 more visits to the food bank in 2023 than in the prior year. Four thousand. Our building was not designed for that volume and it was a stretch to ensure everyone could fit in, but at each visit, shoppers found shelves stocked with nutritious options and were greeted by dedicated staff and volunteers. **The trend of increased food bank visits naturally translated to a higher amount of food distributed each month (68,575 pounds), more Kids' Pantry bags (939), and an increased amount of shoppers accessing our Porch Pantry (2,190).**

1,525
individuals
served through the food bank self service shopping program.

15,045
full service shops

2,190
porch pantry visits

939
kids' pantry bags

"It's in your kind help that helps me direct my efforts toward greater independence after losses due to domestic violence."

-Helpline House Client

NEW HOUSEHOLDS SERVED SURGES 20% IN FY23

Our community showed, again and again, how much they care about their neighbors and our whole community by supporting the food bank with food drives, individual gifts of food, and donations of gift cards. Our community offered its time, as well, in many ways, including through volunteering at the food bank, and facilitating each and every one of the over 15 thousand visits in 2023.

If success is launching more programs to meet the direct needs of our community, then Helpline House was even more successful in 2023. Because we heard from our neighbors about unmet needs, we started a Child Therapy program and hired a Community Care Coordinator to address the complex needs of seniors in our community. We were creative with our space constraints and didn't let our facility challenges delay the inception of these needed and necessary offerings.

Our Children's therapist had a full caseload after only a few months and facilitated 213 appointments in the latter part of 2023.

386
seniors are shopping at the food bank.

More older adults connected to resources and house calls to age in place.

395
children in the households that shop at the food bank.

More children ages 5-12 who have experienced emotional stress or trauma were helped through expressive therapy.

Our Community Care Coordinator, hired mid-year, began right away convening with other agencies on the Island and in the County, bringing that knowledge and collaboration to our neighbors to help connect the dots that aging in place sometimes spreads out. Because she is

12,742

volunteer hours operated the food bank and seasonal programs.

able to do home visits, our Community Care Coordinator has been able to reach Islanders who wouldn't otherwise necessarily visit Helpline House. Sometimes she brings a bag of groceries, sometimes she brings other resources, but she always brings a helpful attitude and the knowledge that she and Helpline House can make a positive difference in the lives of our aging neighbors.

We asked more of our volunteers this year – more time, more ideas, more tasks – and of course, they delivered. **Simply reporting that volunteers gave 12,742 hours in 2023 does not do justice to the value they brought to Helpline House in their presence, support, strength, and joy.** While Helpline House is often on the 'giving' side in the circle of giving and receiving, we find ourselves squarely on the receiving side to have the gift of such wonderful volunteers.

Helpline House exists because of and for this amazing community on Bainbridge Island. I think we all agree it's been another successful year.

Staff Leadership

Maria Metzler, MAPC
Executive Director

***Gina Kapel, MSW, LICSW**
Social Work Supervisor

Shawn Nigh, MSW, LSWAIC
Clinical Social Worker, Child Therapist

Olivia Durel, MSW, LSWAIC
Clinical Social Worker

Marilyn Gremse, BA
Case Manager

Kelly Zwicker, MSW
Case Manager

Donna Dahlquist, BSW
Community Care Coordinator

Dean Lierle
Fund Development Manager

Kristy Olson
Front Desk Administrator

Kerry Lavigne
Volunteer and Program Engagement

Debbie Stearns
Communications Manager

Lianne Ristow
Food Bank Manager

Myra Howrey
Business Manager

Megan Lindgren
Business Manager

***Tana Berry, MSW, LICSWA**
Clinical Social Worker

***Tanya Chapman**
Intake and Resource Coordinator

**partial year*

Board of Directors

Joan Hemphill
President

Annie Hodges
Vice President

Linda Stranahan
Secretary

Mark Siler
Treasurer

Tom Croker
Rich Gawlowski
Mev Hoberg
Julie Matthews
Wandee Pryor

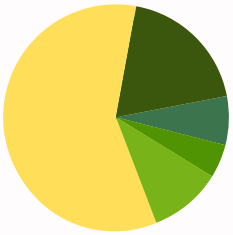
Seasonal Programs Volunteer Hours

**"Dear Helpline House volunteers,
Thank you so much for your caring and sharing your time, talent. It means a great deal to me. You are dependable and kind to us all."**

- Helpline House Client

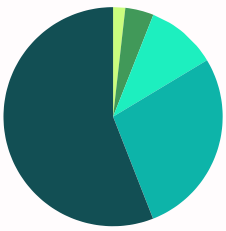
Fiscal Year 2023 Financial Performance

Revenue



Private Donations	$968,891	58.7%
Private Foundations & Grants	$314,219	19.1%
Fundraising	$116,170	7.0%
Other Income	$79,016	4.8%
Contracts	$ 170,901	10.4%
Total	$1,649,197	100.0%

Expenses



Facilities	0	0%
Fundraising	$25,303	1.8%
Utilities/Maintenance	$60,196	4.2%
Administration	$150,041	10.4%
Financial Assistance to Clients	$400,753	27.7%
Program Costs	$808,512	56.0%
Total	$1,444,805	100.0%

*Private Donations includes One Call for All and Combined Campaigns. This excludes all Endowment activity and Capital Campaign activity.

**Private Foundations/Grants includes donations made by individuals through family foundations as well as grant requests.

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ONE CALL FOR ALL

CITY OF BAINBRIDGE ISLAND

BCF