

January 15, 2021

To: City of Bainbridge Island

From: Helpline House

Re: HSF Contract 2020 – Final Report, with statistics for the year

1. Summarize the activities undertaken in providing the scope of services described in Attachment A.

The summary of activities as described in Attachment A involved providing free mental health counseling to the Bainbridge Island community. Our contract amount for this purpose was \$28,000. We used these funds to pay for part of the salaries of two social workers/therapists.

2. Reference the project objectives identified in your project proposal. Were those objectives achieved? Why or why not? Were there any unexpected positive outcomes or challenges?

Our project objectives were achieved in that we were able to use these funds to help us meet salary needs for two staff social workers/therapists.

3. Reference the specific measurable results identified in your project proposal. Were they achieved? If not, what challenges prevented the achievement of the anticipated results? How many Bainbridge Island residents were served? Are the conditions for those residents generally improving or worsening? Please explain.

We estimated 230 BI residents would be served with over 1,100 mental health counseling appointments for the year 2020. Our statistics for the year 2020 show that we served 131 residents with 1,446 mental health counseling appointments.

Since affordable and available mental health therapy was a priority in the 2016 needs assessment, our assumption is that being able to provide this service to BI residents free of charge would lead to improving conditions for those residents. When we moved to remote appointments due to COVID 19, many people either did not have the necessary technology or were uncomfortable with tele-health appointments.

4. Describe the involvement of any partners identified in your project proposal, as well as any unexpected cooperative relationships that developed through implementation of the project. Did the City funding help you attract additional funding or other types of support?

Helpline continues to rely on an array of community partners to complement our service delivery. This year has been challenging due to COVID 19 restrictions. Our social work staff began working virtually in March, with mental health appointments being conducted by phone or video conferencing. We partnered with Kitsap Mental Health, with a KMH clinician on site every Monday for the first few months of the year. After March, KMH moved into their new North Kitsap offices in Poulsbo. We still refer to KMH but do not have a staff member onsite. In the past year, we have recruited and supervised two mental health interns and a third intern started in July. Our array of other services also helps to support individual's mental health and stability – services such as limited financial assistance, Project Backpack and Parks and Rec vouchers, along with our food

bank program. We partnered with Kitsap Community Resources for housing and energy assistance until March when their providers had to begin working virtually. We continue to work closely with Housing Resources Bainbridge. We also maintain relationships with other island non-profits such as Bainbridge Youth Services, Island Volunteer Caregivers, Bargain Boutique, BI Senior Center and the Kitsap Immigration Assistance Center.

5. Reference the project budget specified in Attachment A. Provide an analysis of actual expenses and income in relation to the projected budget.

Our request to the City was for partial salaries for two social workers and we were awarded a grant of \$28,000 for that purpose which was billed to the city. This is about 9% of our total budgeted amount for staff salaries and benefits for this program.

6. Please provide a short description of how the City funding has helped your organization or helped the community. Please also include any quotes or stories related to this support.

Helpline House is a comprehensive community service agency that provides services to residents of Bainbridge Island and a small part of the North Kitsap area. Services include our food bank and social services such as crisis intervention, case management, counseling, limited financial support, medical equipment loan and resource referral. During COVID 19 restrictions, most staff worked virtually, with the only onsite service being the food bank. Our lobby was closed and food delivery was changed to drive by pickup of prepacked bags and boxes of food. Due to the City's generous support of Helpline House we are able to maintain a level of services that meets this community's needs. Below is one account of how our organization continues to help the community.

"Thank you for all you've done to support me. It is hard to ask for help, but you never judge and you take time to listen. I enjoy our conversations and feel uplifted when I hang up from talking with you. Thank you again."

"Thank you so very much for thinking of my children. I am humbled and grateful by your kindness! ...Thank you again for all you have done to help me during this last year. It was truly the hardest year of my life. I don't even want to think about what could have happened to us if HH weren't here. We are incredibly fortunate to be held in the safe harbor Helpline House provided us during this very rocky time."

"Thank you so much for all your help! **It is a relief to know organizations like The Helpline House exist** as well advocates like you. As you know these are hard times and is comforting to hear an empathetic voice on the other phone..."

7. What recommendations, if any, do you have regarding future funding cycles?

Our recommendation would be that the City continues to support Helpline House and island residents through the Human Services Funding Program as it fulfills the Human Service Element of the 2016 Comprehensive Plan - "Support a range of human services programs." *Goal HS-2: Continuum of Services, many policies states the City's priority to support programs that offer mental health services to the Bainbridge Island community. Policy HS 2.4: Support programs that provide needed services for families, e.g. child or adult day care, respite, care for caregivers and mental health services. Policy HS 2.7: Support programs that address strengthening family relationships and healthy child development to help prevent child abuse, sexual assault, domestic violence and substance abuse. Policy HS 2.8: Work in partnership with state, county and community agencies to prevent violence including that associated with substance abuse, mental illness and the reckless use of firearms.*