

January 11, 2022

To: City of Bainbridge Island

From: Helpline House

Re: HSF Contract 2021 – 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 \$25,000. 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 2021. Our statistics for the year 2021 show that we served 124 residents with 1,352 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. We had hoped to be able to return to on-site social work/mental health appointments in 2021, but were not able to. We hope to return to on-site appointments during the year 2022. We were able to provide those residents with more appointments than anticipated, which was necessary for many dealing with mental health related COVID effects.

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 continues to be challenging due to COVID 19 restrictions. Our social work staff began working virtually in March 2020, with mental health appointments being conducted by phone or video conferencing. We had hoped to return to on-site appointments in January 2022, but are continuing to defer this decision depending on current COVID 19 condition. We continue to refer to KMH when appropriate. Our array of other services also helps to support individual's mental health and stability – services such as limited financial assistance,

Project Backpack and BIMPRD vouchers, along with our food bank program. We partner with Kitsap Community Resources for housing and energy assistance with referrals for virtual appointments. 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, BI Senior and Community 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 \$25,000 for that purpose which was billed to the city. This is about 7% 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 providing 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. Staff returned on-site in June of 2021 (although case managers and therapists continued to provide virtual appointments only). The Food Bank returned to in person shopping in August of 2021 and we began to offer multiple times a week shopping in October. A goal for us is to keep the Food Bank open for in person access. Due to the City's generous support of Helpline House we continue to be 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.

"The gift of being able to shop twice weekly if needed was a blessing beyond measure."

"Thank you for all of your help this past year. It's been difficult but my daughter and I are moving along."

"You are generous every day of the year, providing needed and thoughtful services to our community and its residents."

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.*