

Impact Report Executive Summary



In 2022, we accomplished a great deal with your support. Together...

- We continued to invest in our Homelessness Prevention program, increasing the number of households served each month. We shifted our application process to a lottery model, increasing equity by removing bias and creating a longer application window.
- We invested in our staff by increasing the minimum compensation and giving substantial raises. We added a new health plan covered fully by North Helpline and added a retirement savings plan for all employees.
- We enhanced our ability to connect with neighbors through a translation and interpretation service. We are now able to provide real-time interpretation services in 240 languages and translate many of our outreach materials.
- We met rising inflation by increasing our food purchasing budget, ensuring that our food access programs are well stocked with nutritious food.

All these things and more, we did together.

Pia Baker, Neighbor

Pia has lived in our neighborhood for many years, coming to North Helpline to supplement her family's food budget and utilizing our financial assistance when her budget gets tight. Pia is a very happy grandmother and loves being able to help keep food on the table for her grandkids.

"They make you feel like family. They're a great resource to help people in many ways: mentally, health-wise, food-wise, and financially." - Pia



Ofa, Penny's Place Manager

North Helpline partners with Penny's Place, a transitional safe house operated by Northwest Family Life for survivors of domestic violence and their children. Funds from our Homelessness Prevention program provide financial assistance for move-in costs to transition, relocate, and find safer homes for 20 families in one year.

*"For the last four years, I work with him for the food and also for the rents...that's where Roger comes by and helps us out. We call him our angel."
- Ofa*



Homelessness Prevention

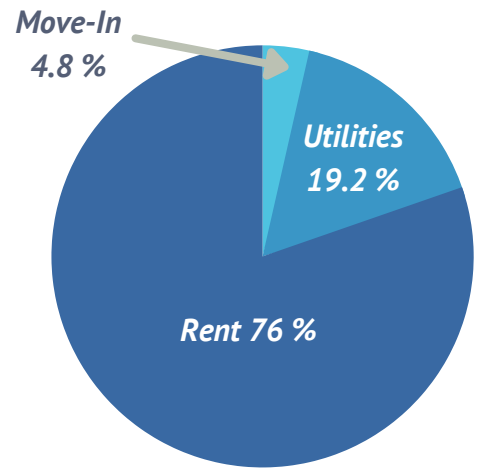
Number Of Households Provided With Financial Assistance

2019	2020	2021	2022	98125	98133	98155	98177
450	726	853	716	47 %	35%	15%	3%

Financial Assistance Provided By Zip Code, 2022

2019	2020	2021	2022
\$91,758.87	\$171,322	\$373,006	\$361,680

Total Financial Assistance Provided Per Calendar Year

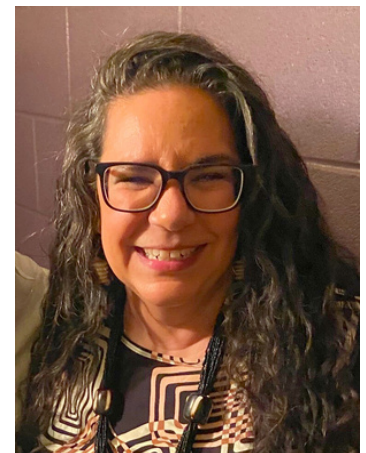


Total Financial Assistance 2022 By Category

Client Services

Our Client Services team works to make every neighbor feel welcome, tailoring our services to each individual's circumstance. We provide hygiene supplies, infant and toddler care supplies, mail collection, winter jackets, referral services, and more.

In 2022, we took strides to better serve our community by investing in a professional translation and interpretation service. We also hired two bilingual staff members, whose Spanish proficiency helps us connect with people speaking the 2nd most spoken language among our guests.



Esther, Client Services Manager

Number of Grocery Store Gift Cards Distributed

1,687

Value of Grocery Store Gift Cards Distributed

\$85,100

Number of Neighbors We Receive Mail For

181

Food Access

Average Unique Households Served Per Month

Lake City	593.9
Bitter Lake	324.3

Food Bank Visits Per Year (Duplicated)

2019	2020	2021	2022
40,627	28,563	27,861	34,831

Individuals Served Per Year (Duplicated)

32,390

Unique / Unduplicated = unique individuals served

Duplicated = total visits

Total Lbs Of Food Distributed Per Calendar Year (Lake City + Bitter Lake Food Bank)

2021	2022
1,770,476	2,021,040

Food Purchasing Budget Per Fiscal Year

FY22	FY23
\$70,000	\$123,867

Total Lbs Of Food Donated Per Fiscal Year

**2023 Estimates*

2022	2023*
508,031	473,100



Home Grocery Delivery

<i>Average Unique Households Served Per Month</i>	<i>Lbs of Food Delivered</i>	<i>Total Home Deliveries</i>	
197	290,202	5,667	
<i>Average Monthly Individuals Served</i>	2019	2020	2021
	74	268	535
			2022
			545



Bil Thorn, Owner of Sky Island Farm

Seattle Indian Health Board Partnership

North Helpline co-locates with a health clinic in partnership with the Seattle Indian Health Board at our Lake City location. The Seattle Indian Health Board opened its Lake City doors in 2022, providing culturally-attuned care through pediatric and adult medical services, substance abuse services, a pharmacy, and a mobile dental van.



*Abigail Echo-Hawk
Executive Vice President of Seattle Indian Health Board*



Tlingit dancers at the grand opening.



SIHB Mobile Dental Clinic

Our Future

Focus On Sustainability
Invest in the resilience of our programs through strategic spending from our reserves, so that we can continue to serve our community during this time of uncertainty.

Invest in Culturally Relevant Food Offerings
Continue to diversify our food offerings in partnership with local grocers, food distributors, and food drives to better match the diverse community we serve.

Work Toward A New Model
Work towards growth by building partnerships around King County, so that we can enhance our food distribution model in the years to come. In all that we do, we strive to center dignity.

Get Involved

Volunteer
Email
volunteers@northhelpline.org
to get started.

Make A Gift
For more information email:
development@northhelpline.org

Stay In Touch
northhelpline.org
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