



North Helpline

Impact Report 2021



Letter From Kelly

We at North Helpline believe that everyone deserves adequate food, housing, and respect. In all that we do, it is our goal to embody this mission.

You may have noticed that this is titled an Impact Report, not an Annual Report. We have chosen to launch a new report focused on our programming, the stories of our neighbors, and a look at where we've come from and where we want to go.

A complementary annual report that details the financial state of our organization will be completed in the second half of the year.

This year, our impact report looks back retrospectively into the challenge that has been the COVID-19 pandemic. Our community has felt increased pressure put upon us during this time, and our organization has grown substantially as we rise to meet this challenge.

We will look at how our programs have expanded, the barriers that still exist for us and our neighbors seeking services, and how we might move forward in the years to come.

We look forward to increasing our partnerships with other organizations. We thank each and every neighbor that has donated their time, resources, and wisdom to our mission. And we ask for your continued support to meet the challenges that lie ahead.

In Kindness,

A handwritten signature in blue ink that reads "Kelly Brown". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Kelly Brown
Executive Director





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Mission, Vision, & Values

We envision a future where all our neighbors have food on their table and a roof overhead.

Our Mission

We believe that all deserve adequate food, housing, and respect. We assist our neighbors in obtaining basic needs that affirm their human dignity and worth.



At North Helpline we strive to exist for all members of our community. To welcome all who come through our doors with respect, humanity, and open arms. To serve regardless of class, race, age, ability, sexual orientation, nationality, gender identity, or documented status.

We recognize the intersectional systems at play that cause and perpetuate poverty, systemic racism, health & education inequality, gender and sex discrimination, and more. North Helpline cannot yet provide all that our community deserves and which is taken by these unjust systems. We hope to honor the dignity of all that we serve. To connect with neighbors in the language(s) that they speak. To serve them culturally relevant products and services. To act in accordance with our knowledge that Black Lives Matter, and that we stand and work upon Duwamish land.

We advocate for the elimination of the root causes of hunger. To partner with other organizations to collaborate on and refine best practices. To advocate for and with our community. To be a constant in an inconsistent world. We aim to be worthy of the trust our neighbors' place in us.

Our Work

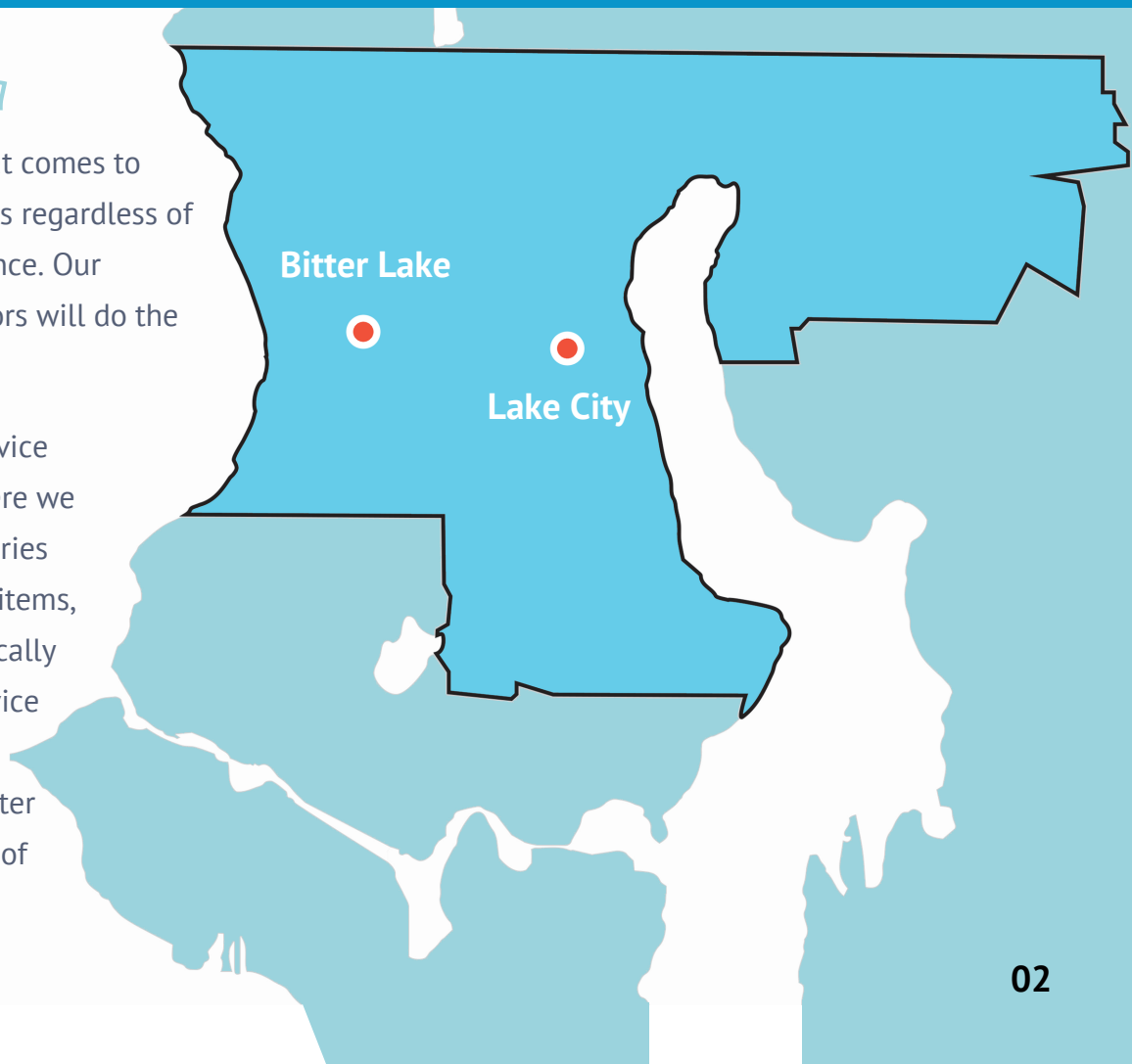
North Helpline Programs

- Homelessness Prevention
- Client Services
- Food Distribution
- Health Clinic

Service Area

We serve anyone that comes to our food distributions regardless of their place of residence. Our community connectors will do the same.

Our approximate service area is based on where we conduct home deliveries of food and hygiene items, which are geographically limited. Our two service sites are located in the Lake City and Bitter Lake neighborhoods of northern Seattle.



Homelessness Prevention

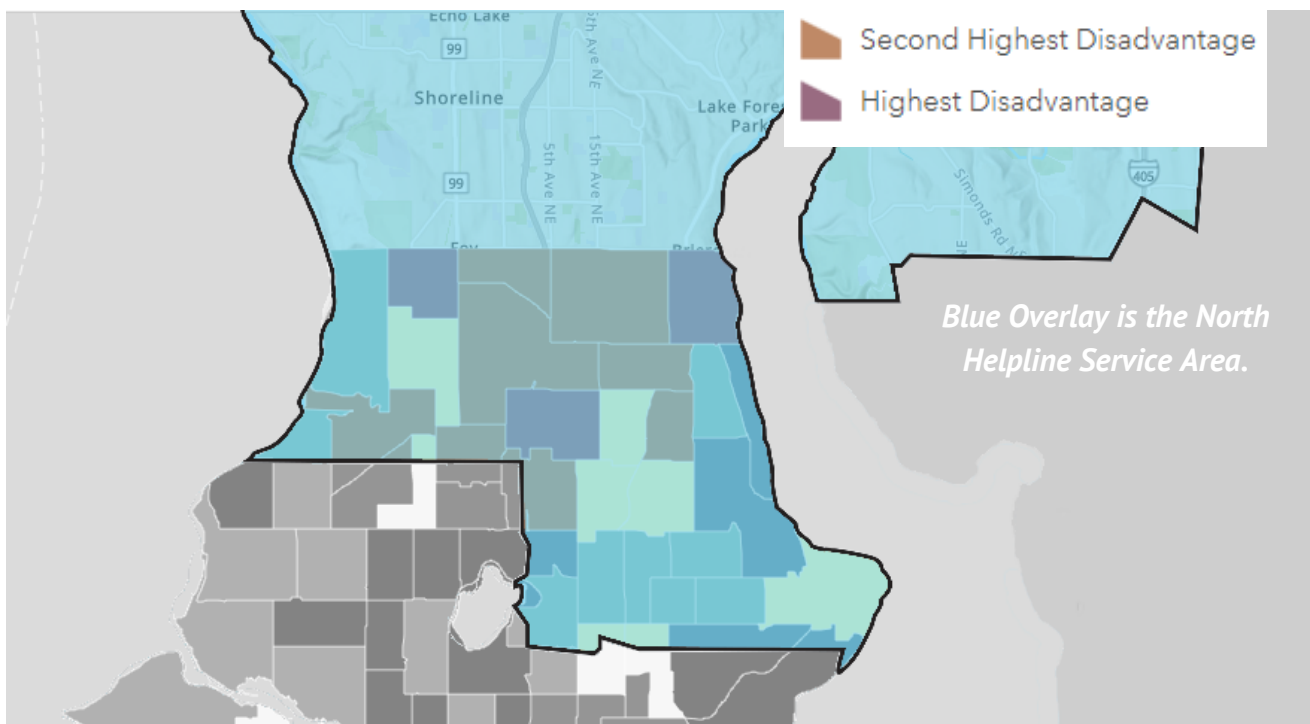
- Financial assistance for rent, utilities, and move-in.

King County continues to face severe income inequality that has only widened during the course of this pandemic. This is especially harmful to communities of color, who are disproportionately impacted.

In King County, 18.9% of Black individuals are in poverty. This is despite them making up roughly 7% of the population. Hispanic & Latino, Pacific Islander, and Indigenous communities are also impacted more than white communities [1,2]. Overall, 7.6% of all King County residents are estimated to be in poverty, a number that has surely risen during the COVID pandemic [1].

Our Homelessness Prevention program serves to counteract these gross inequities of wealth and their intersection with skin color. We assert that housing should be a human right, and offer direct financial assistance to neighbors facing eviction or utility shut off. We understand that keeping people housed is the most direct way of preventing homelessness.

City of Seattle Race and Social Equity Index [3]



Client Services

- Baby Cupboard
- Hygiene Products
- Referral Services
- Mail Receiving
- Tenants Union Education Program
- Wintertime Services

Our approach to working with our neighbors stems from the reality that poverty and its intersections impact people in every part of their lives. From seeking housing to providing food for their children, these issues are not isolated, nor are any two situations the same. Some seeking services may be faced with homelessness and others may be going through a temporary but limited period of financial instability.

We tailor our services to each situation. Our Community Connectors work directly with neighbors to connect them with resources North Helpline and the broader community have available. This practice attempts to evaluate and respond holistically to each individual's situation.

During the Pandemic, our offerings have evolved. We are exploring what these can look like in the future.



Food Distribution

- Bitter Lake & Lake City Food Banks
- Home Delivery
- No-cook Bags

The COVID-19 pandemic has raised the preexisting barriers to accessing food. Some 5-15% of households in our service area receive SNAP benefits, varying by ZIP code. In King County, 106,105 households received SNAP, FAP, or Pandemic EBT benefits in December of 2021. During the past two years, 5-10% of households in the Seattle / Tacoma / Bellevue area have reported not having enough food each week over the past two years [4]. The impacts of food insecurity during this pandemic have continued to perpetuate disproportionate outcomes based on skin color. Since 2020, 25% of new clients receiving SNAP benefits in King County were Black, and 19% were Hispanic or Latinx, despite making up 7% and 9.9% percent of the King County population respectively [4,2].

Our food distribution services work to provide clients with free food and hygiene supplies, either via one of our two food bank locations or through home delivery. Whenever possible we accommodate kosher, halal, vegetarian, vegan, and gluten-free dietary needs. However, we wish to expand the nutritional value and cultural / dietary needs alignment of our offerings.

"There's been a huge increase in the number of people coming to us, especially for the home delivery program. There's also been more requests for healthier produce and culturally relevant foods."

- Lara, Program Manager



Health Clinic

- Seattle Indian Health Board Clinic, Opening In 2022

We are thrilled to partner with Seattle Indian Health Board, a Federally Qualified Health Center (FQHC), and Urban Indian Health Center, to bring culturally attuned care to the space above our Lake City location. The clinic will open this year and offer mental health services, primary care, dental care, traditional Indian medicine, a pharmacy, and more, providing another resource for our neighbors.

Seattle Indian Health Board has operated a clinic out of the International District for more than 50 years. Its integrated healthcare model provides holistic care to patients (who they refer to as “relatives”) by designating a care team that ensures they have access to the necessary services and programs.

The pandemic has exacerbated health access barriers for our community. From 2019 to 2020, the rate of uninsured individuals in the King, Pierce, and Snohomish counties rose from 6.9% to 10.6%. In 2021, this settled at 7.2%, still above pre-pandemic numbers.

Furthermore, basic health checks declined. In a one-year period ending September 2020, there was a 3.3% decrease in primary care visits and a 13.4% decrease in well-child visits [5]. Seattle Indian Health Board’s new clinic will assist in bridging these gaps in our health care systems.



Our Impact

During this pandemic, North Helpline has prioritized being reliable in a time where not many things have been. While the challenges of this time were unexpected to all of us, we have grown to meet these obstacles.

As we look back on the past three years, we see that Home Delivery to individuals increased by 622%. Investment in our Client services Program increased by 420%. Our financial assistance distributions towards Homelessness Prevention have gone up by 306%, to 89% more households.

Looking at our food banks, fewer people have felt comfortable coming in person. This may explain part of our significant growth in Home Delivery demand.

We are incredibly thankful for our volunteers who have continued to serve during this pandemic. While our total volunteer count did, understandably, go down, the number of volunteer hours given before the pandemic increased by nearly 56% by the end of 2021.

Our staff has grown as well, thanks to the continued support of our community.

“Helping, fixing, and serving represent three different ways of seeing life. When you help, you see life as weak. When you fix, you see life as broken. When you serve, you see life as whole. Fixing and helping may be the work of the ego, and service the work of the soul.”

— *Rachel Naomi Remen*

Our Impact

Homelessness Prevention

Number Of Households Provided With Financial Assistance Per Calendar Year

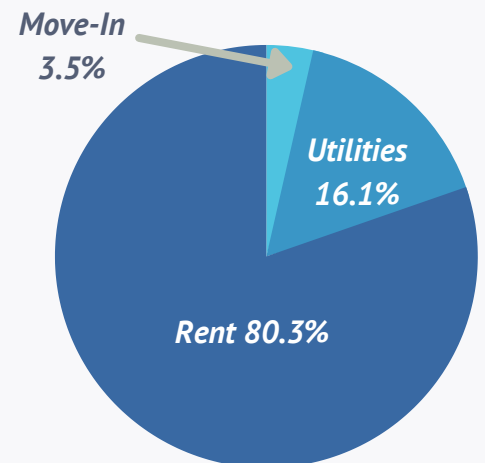
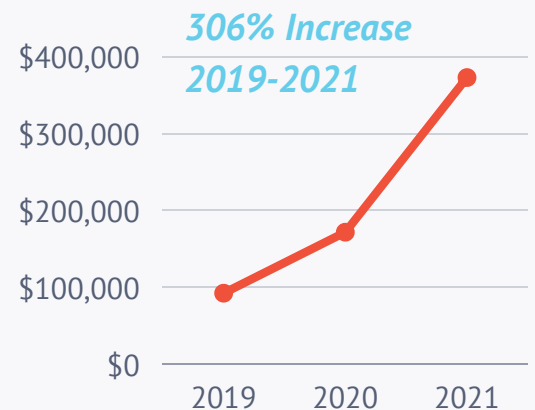
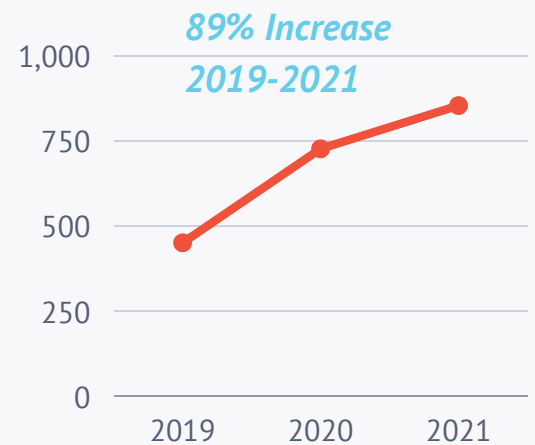
2019	2020	2021
450	726	853

Total Financial Assistance Provided Per Calendar Year

2019	2020	2021
\$91,758.87	\$171,322.39	\$373,006.25

Total Financial Assistance Provided in 2021 By Category Per Calendar Year

Rent	Utility Bills	Move-In Costs
\$299,590.79	\$60,134.46	\$13,281



Our Impact

203

Households we currently collect mail for.

Client Services

Total Spending On Client Services Programming Per Calendar Year

2019	2020	2021
\$9,692.44	\$28,714.22	\$50,454.68



Operations

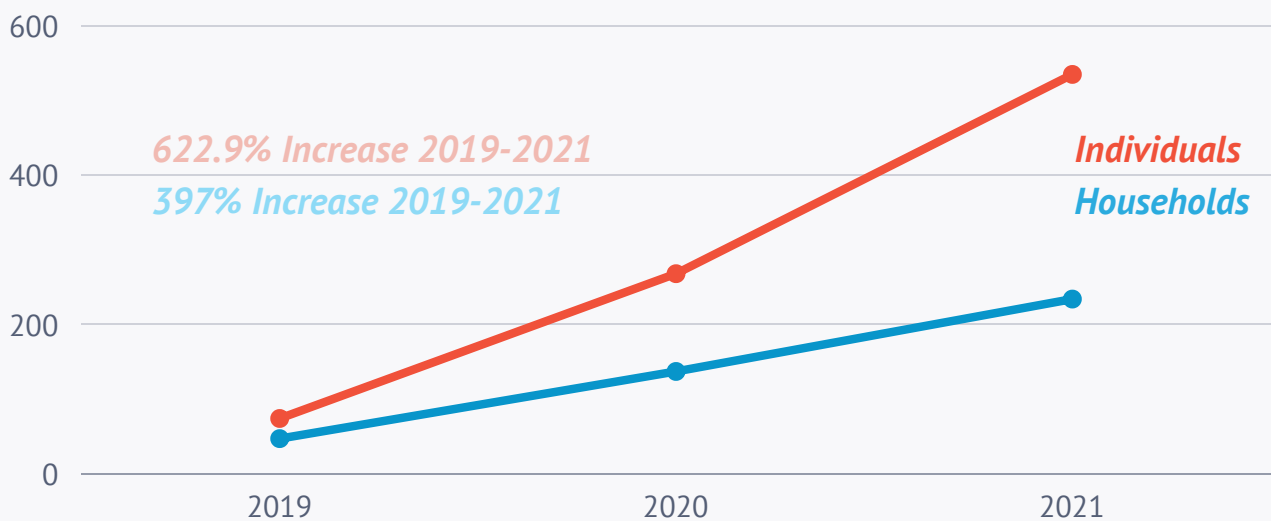
	2019	2020	2021
# of Volunteers	1498	1470	1251
Total Volunteer Hours	33,868	50,416	52,754
# of Staff	7.9 FTE +4 AmeriCorp	9.6 FTE +4 AmeriCorp	10.14 FTE +3.5 AmeriCorp

Our Impact

Food Distribution

	2019	2020	2021
Total Number of Food Bank Visits	40,627	28,563	27,861
Total Number of Households Served By Home Delivery	47	137	234
Total Number of Individuals Served By Home Delivery	74	268	535

Totals Served By Home Delivery



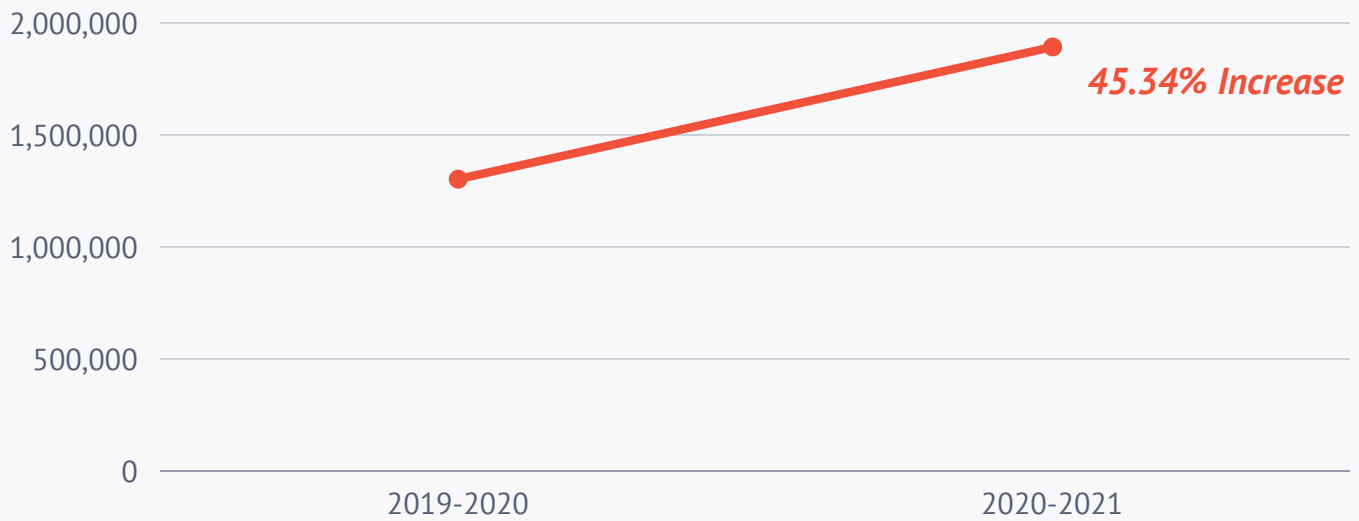
Our Impact

Food Distribution

5,179
Number of Home
Delivery visits
made in 2021.

30,839
Number of Food
Bank visits in 2021.

*Lbs Of Food Distributed Per
Fiscal Year (July - June)*



Neighbor Stories

We all have stories of our own. At North Helpline, we enjoy talking with our neighbors, learning about their stories, and taking joy when they share with us how our community comes together to support one another.

One such story comes to mind this past year.

It was his first visit to North Helpline’s Bitter Lake food bank, but it led to what he called “a great thing that happened.”

As part of his trip, the man who is in his 80s and retired, stopped to talk with staff member Morgan Grady-Benson, our Bitter Lake community connector. She first met him last September and even months later vividly remembers their discussion.



Morgan
Bitter Lake Community Connector

He told her that he needed assistance paying his rent. She set him up to receive financial support from North Helpline – \$500 in October and November. “But he needed more than we could provide,” she said.

Seeing this, Morgan gave him a list of other organizations that could fill the gap – St. Vincent De Paul, Shoreline Community Care and Hopelink. Overall, he received \$4,500 towards ongoing rent payments.

“She did a great job for me, I’ll tell you that,” he said. “A big surprise. It really helps. I could never have gotten the information without her.”

Neighbor Stories

More than 200 people a week come to our Bitter Lake service site. There are about 80 people Morgan connects to additional community services each month. Most are seeking rent and utility assistance. “Housing is the hardest to refer people to,” she said. “There are not very many options that are immediate.”

She calls shelters to try to find openings for the unhoused. She guides neighbors through applying to waiting lists for the Seattle and King County housing authorities, but the shortest wait times can extend two to three years.

Bitter Lake’s community includes a large number of older adults. Morgan also works with them to find transportation, medical equipment and in-home help providers.

“I don’t think a lot of people fully realize the extent of the services they could access in terms of resources, referrals and community navigation,” she said.

At North Helpline we are investing in expanding these referral services, and our own direct assistance programming. Stories like this show us how essential these services are, and how our community is positively impacted when we can come together and provide resources for our neighbors.



Looking Forward

Challenges & Opportunities

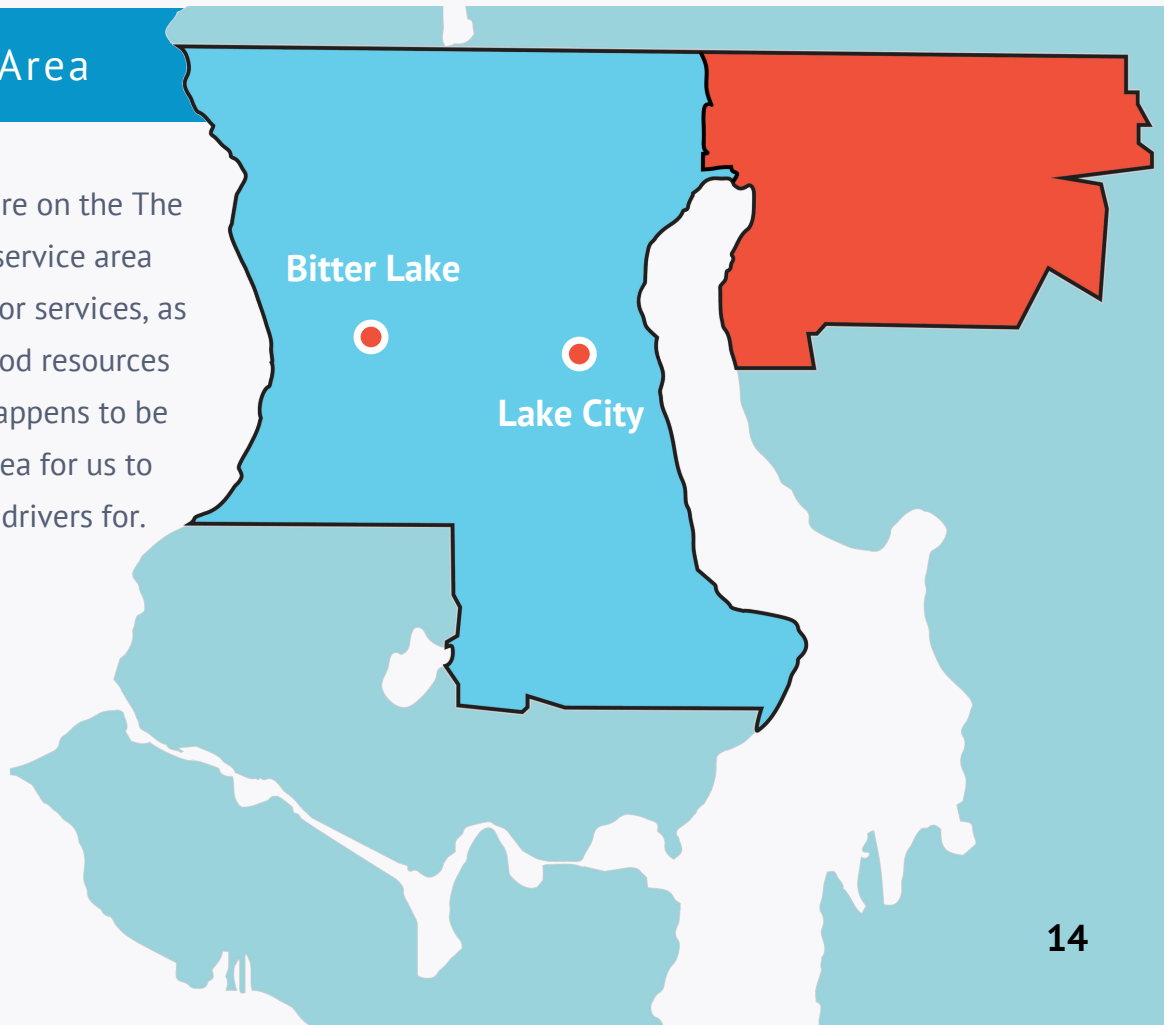
Food Supply

Grocery donations are on the decline. Our current supply is not enough to meet demand, sometimes leading to not having certain products available for our neighbors.

To remedy this, we will be seeking to build new partnerships with grocery and hygiene item distributors. We have also been significantly increasing our food purchasing. Increasing our supply will allow us to better meet the nutritional, cultural, and dietary needs of our community.

Service Area

Grocery donations are on the decline. The eastern part of our service area has a special need for services, as other community food resources are few. This also happens to be the most difficult area for us to find Home Delivery drivers for.



Looking Forward

Challenges & Opportunities

Staff Retention

The pandemic has been difficult for all frontline workers, our staff included. This, coupled with the nonprofit sector's generally low compensation, has led to low staff retention.

We wish to invest in our staff so that it requires less privilege to work at North Helpline. We have added health benefits for our staff and a retirement match. Furthermore, this year we have increased employee compensation across the board. We are not yet finished and are committed to caring for our staff as we do our community.

Meeting Demand

The demand for our services currently exceeds our ability to provide them. Our neighbors must often seek the services of multiple partner agencies to gather what they deserve.

We are continually working to build our community partnerships. We are proud of what our community has built and how we come together to build each other up.

How You Can Help

Volunteer, donate, and be there for your neighbors.

Give at Northhelpline.org

Staff & Board



Staff

Bob Hathaway, Bookkeeper
Brandon Frost, Development & Communications Manager
David Le Baron, Custodian
Esther Piñeiro-Hall, Client Services Manager
Jenn Eaglespeaker, Client Services Coordinator
Jeremy Kay, Food Bank Director
Kelly Brown, Executive Director
Lara Ashley Monroe, Program Manager
Marisol Muniz, Food Bank Coordinator, WSC AmeriCorps
Mary Miller, Home Delivery Coordinator, WSC AmeriCorps
Mike Demeule, Food Bank Lead
Morgan Grady-Benson, Community Connector
Nicole Aguiar, Office Coordinator
Roger Shands, Community Connector
Semuel Anida, Volunteer Coordinator, WSC AmeriCorps
Taylor Grier, Bitter Lake Manager

Board

Alexandra Collier Pittle, Director
Aric Skurdal, Vice Chair
Charlie Weber, Secretary
Emily Billow, Board Chair, Development Committee Chairperson
Judy Kuguru, Director
Rick Harrison, Director
Sonal Aphale, Treasurer

Citations

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<https://kingcounty.gov/independent/forecasting/King%20County%20Economic%20Indicators.aspx>

2. United States Census

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<https://www.census.gov/quickfacts/kingcountywashington>

3. City of Seattle Race and Social Equity Composite Index, Part of the Office of Planning & Community Development's (OPCD) Equitable Development Monitoring Program

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[panel=gallery&layers=225a4c2c50e94f2cb548a046217f49f7](https://www.arcgis.com/home/webmap/viewer.html?panel=gallery&layers=225a4c2c50e94f2cb548a046217f49f7)

4. King County Economic, Social, and Overall Health Impacts COVID-19 Dashboard

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5. King Country Report on Health Care Access in King County, WA - March 2020-June 2021

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[county.ashx#:~:text=2%2D3%20In%202019%2C%207.2,than%20white%20non%2DHispanic%20residents](https://kingcounty.gov/depts/health/covid-19/data/~/_media/depts/health/communicable-diseases/documents/C19/health-care-access-king-county.ashx#:~:text=2%2D3%20In%202019%2C%207.2,than%20white%20non%2DHispanic%20residents)

