



North Helpline Impact Report 2021

Executive Summary

**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.**

In Review

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.

***View The Full
Report***

<https://tinyurl.com/329w3c2v>

Our Staff in March, 2022



Our Programs, Our Growth

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

5,179

Number of Home
Delivery visits
made in 2021.

30,839

Number of Food
Bank visits in 2021.

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.



**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.”

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.

**Volunteer, donate, and be there for your neighbors.
Give at Northhelpline.org**