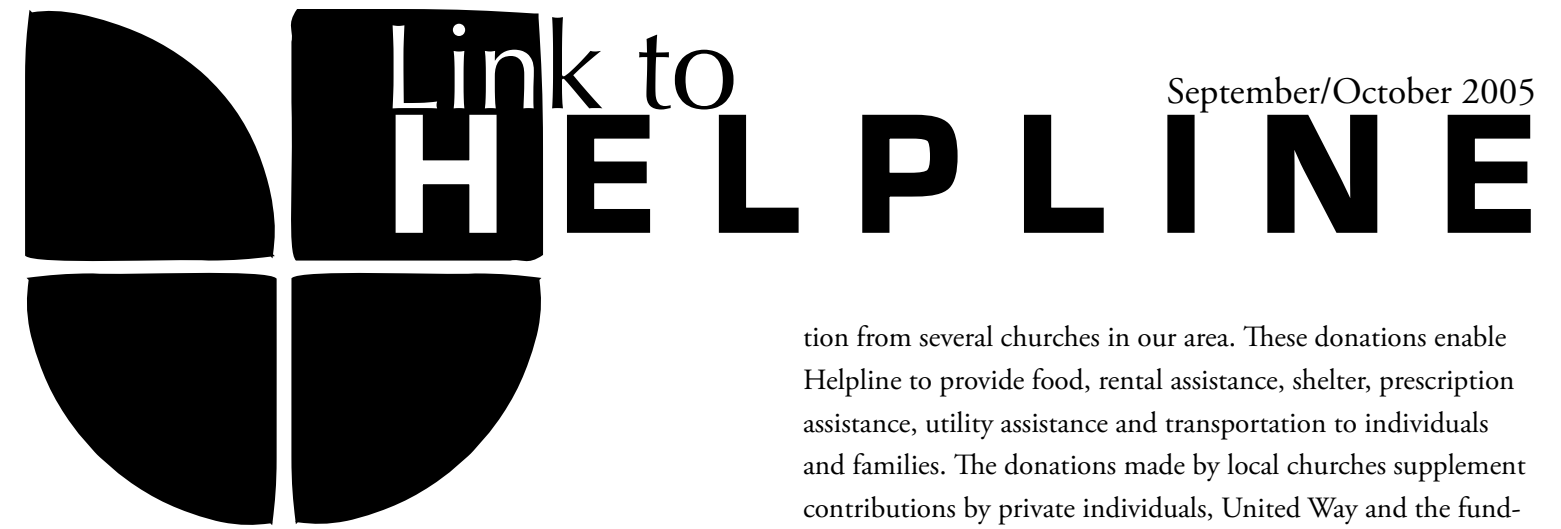




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September/October 2005

## ~ Helpline Thanks ~

Helpline succeeds due to the support of the community. The following are some of the community members who contributed to Helpline's work in the past two months. Thank you!

### *Clothing, food and hygiene donations:*

Susan Adams  
 Ginger Calvario  
 Marty Clubb  
 Alicia Dankel  
 Joe Drazan  
 Peggy-Joyce Grable  
 Linda Herbert  
 Mark Kajita  
 Jamie Pedroza  
 St. Mary Medical Center  
 Humane Society

### *School Supplies*

Members of:  
 First Congregational  
 St. Francis Parish  
 St. Patrick Parish

### *Fourth of July in the Park raffle*

Bergevin Lane Vineyards  
 By Arrangement  
 City Slickers

Clarette's  
 Coffee Perk  
 El Sombrero  
 Falkenberg's  
 Fort Walla Walla Museum  
 Hastings  
 Homestead  
 Hot Poop  
 Ice Cream Carousel  
 Just Roses  
 Kenna's Custom Etched Glass  
 Klickers  
 L'Ecole No. 41  
 Merchants, Ltd.  
 Northwest Therapeutic  
 Massage  
 Onion Market  
 Pastime Café  
 Pizza Hut  
 Seven Hills Winery LLC  
 Stardust Lanes  
 Tallman's Drug  
 The Marc Restaurant  
 The Oasis  
 Ti Kalli Restaurant

Veterans Memorial Golf  
 Course  
 Waterbrook Winery  
*Direct Service Donations*  
 Susan Adams  
 Renata Anderson  
 Jack and Mary Barga  
 Iris Beck  
 Robert and Lisa Bennett  
 Harold and Katherine Benzel  
 Diane and John Briggs  
 John and Sharon Delaney  
 Wayne and Norene Fondahn  
 Robert and Maryjo Fontenot  
 Michael Gisi  
 David and Connie Goude  
 Anna Lou Hall  
 Linda Herbert  
 Ernest and Marguerite Hicks  
 James and Shirley Irwin  
 Anne Kenefic and Kate  
 Waterman  
 Adam Kirtley  
 Randy and Joyce Klassen  
 Dorothy Price Knudson

Ted Levan  
 Susan Logsdon  
 Sharon Longmire  
 Sarita and Bill  
 McCaw  
 M'Lisse and  
 Charles Moerk  
 Charles and Sue  
 O'Neill  
 Carmella Phillips  
 Sandra Ritchie  
 Robert and  
 Kathleen  
 Ruggeri  
 Eva Sams  
 Curtis Schafer  
 Anne-Marie and  
 Don Schwerin  
 Lela Sheppard  
 Lois Sine  
 David Venneri  
 Myrtle Viestenz  
 Christine Wallin  
*Endowment*  
 Eleanor Kane

## Thank You, Prescott Presbyterian Church

We want to say thank you to the Elders and members of Prescott Presbyterian Church. Recently, when Helpline experienced a shortfall in unrestricted direct service funds, we made a call to Prescott Presbyterian elder, Martin McCaw, asking for a financial contribution. Martin moved quickly and the elders of Prescott Presbyterian responded generously and graciously with a gift of \$5000. We are profoundly grateful for their donation and support of Helpline. Thank you very much!

Helpline was founded by and originally funded by churches in our area. Helpline serves local church's and their staffs by providing a central screening agency for emergency social service needs (food, shelter, prescriptions, utilities, transportation, etc.) that arise and are not within their congregation. Helpline also assists by preventing duplication of services. As the central screening agency for Walla Walla County, Helpline equitably disperses the limited funds that are available for emergency services to those most in need. In recognition of the importance of Helpline's screening and referral services, Helpline receives a regular dona-



tion from several churches in our area. These donations enable Helpline to provide food, rental assistance, shelter, prescription assistance, utility assistance and transportation to individuals and families. The donations made by local churches supplement contributions by private individuals, United Way and the funding we receive through grants and contracts. The donations from churches and individuals allow us a certain flexibility in how we respond to different situations that contracts often do not allow.

Over the years, Helpline has been called upon to respond to the ever-increasing need for emergency social services that exist within our community. As the demand for emergency social services has grown, so too has Helpline's need for funding. At times, the demand for our services far outweighs the funding available to us.

In the past two months, Helpline found itself without sufficient funds to meet the needs of our community in several critical areas. There were no funds available for emergency shelter or rental assistance for several weeks. In our attempt to meet the community needs, our Executive Director contacted Prescott Presbyterian Church asking for their assistance. In a matter of two days, Prescott Presbyterian provided the contribution to help us provide emergency shelter and other needs. We are delighted to report that the first person to receive rental assistance from this donation was a Prescott resident who was facing eviction.

Thank you Prescott Presbyterian for this wonderful donation that enables Helpline to help so many in our community. Thank you also for the trust you place in the dedicated team members at Helpline to serve our community. We also want to thank the churches of Walla Walla who contribute regularly and work collaboratively with Helpline to meet the needs of so many in our county. Thank you very much!

## July 4<sup>th</sup> Raffle Raises Funds

With the help of numerous local business, Helpline raffled off a gift basket worth over \$700 dollars at the 4<sup>th</sup> of July in the Park festival. In order to enter the raffle, participants were required to estimate the number of clients Helpline assisted in 2004, which was represented by a jar of multi-colored beans. Mary Fleming won the raffle; her guess was within 17 of the actual number of clients served in 2004. We thank all the local businesses that made the raffle possible.



*John Desmond, volunteer, and Sharon Longmire, Helpline Board Chair, spread the news about Helpline and its involvement in the Walla Walla Valley at the 4<sup>th</sup> of July celebration in Pioneer Park.*

### *The Helpline Team*

#### *Staff*

Melinda Townsend  
*Executive Director*

Wendy Gonzales  
*Assistant Director*

Sheila Fergusson  
*Bookkeeper*

Elaine Simons  
*Administrative Assistant*

*Board of Directors*  
Sharon Longmire  
*Chairperson*

Lynn Foust  
*Vice Chairperson*

Grace Reiber  
*Secretary-Treasurer*

Dave Chandler

Dr. John Cress

Fr. Patrick Kerst

Irma Perez

Phyllis Pulfer

Dr. Robert Ruggeri

Fr. Steve Woolley

## From the Director... A Gap in Social Services

Before coming to Helpline, mental health care cuts might have caught my attention briefly, but they never would have stirred me to action. Today, I find myself deeply concerned about a special population in Walla Walla and I want to take a minute to share my concern with you, especially since many of the people affected by these cuts find themselves powerless to do anything about their situation.



**Melinda Townsend**  
*Executive Director*

Over the last few months, Walla Walla County Department of Human Services (DHS) has had to cut services to the people they were serving who were not recipients of Medicaid. DHS was forced to make these cuts. Failure to do so would result in DHS being sanctioned by Medicaid, which would result in lost income and additional cuts in services. While the non-Medicaid clients do not constitute a large population, it is a population that needs regular case management, medication and monitoring of their medication. Currently this population finds themselves without services. Many who lost services are also without adequate income to purchase the medication they so desperately need. At the same time, neither do they make enough to purchase the type of insurance that would be necessary.

Recently at Helpline, we had a client who needed prescription assistance with his psychotropic medications. One prescription that he needed cost more than \$235 and a second more than \$300. Both prescriptions were for only 30 days. Helpline cannot begin to take on the cost of these drugs for those in need, especially when the cost would be recurring every 30 days.

On the surface, many of the medications may not seem important. However, they are crucial for the individual as well as the broader society. Failure to keep the chronically mentally ill on their medications has a reverberating effect throughout our local community. Many who need psychotropic medication will find it difficult, if not impossible, to negotiate the day-to-day world. They find it hard to communicate clearly what their needs are. Some will find it impossible to maintain themselves in their current living situations for any number of reasons. A few might become a danger to themselves or to others. Generic medications may seem like a cost-reducing approach. Often-times, generics are not an option for the chronically mentally ill since many are not as effective as the newer medications that are regularly prescribed.

As a community, we need to be aware of this gap that exists in our social service network and consider being a voice for those who find themselves voiceless. We need to alert our county commissioners as well as our state senators and representatives about this gap and our concern for those whose mental health care is not being met by our current system.

## Congratulations Reverend Townsend

*by John C. Cress, Chair, Helpline Community Relations Committee*

Our executive director, Melinda Townsend, was ordained as a minister in the United Church of Christ on Sunday, August 7, 2005 at the congregation where she formerly served in New York City. This is something The Reverend Townsend has looked forward to for a long time and for which she has prepared extensively.

In addition to her duties as Executive Director of Helpline, Melinda serves the First Congregational Church of Walla Walla part-time as an associate pastor, having served as interim pastor at First Congregational prior to her post at Helpline.

An installation service for Pastor Townsend will be held at the First Congregational Church, 73 South Palouse Street in Walla Walla at a date and time to be announced.

Helpline was founded by area churches and continues to be supported by many churches throughout the Walla Walla Valley, including First Congregational. Helpline gratefully acknowledges this important partnership and applauds this achievement by its Executive Director.

## Bus Service is Coming Back to Walla Walla

Helpline is very excited about the new transportation opportunity that will be coming to Walla Walla County. The tentative name is Grapeline and bus services is expected to begin service on September 12, 2005. Grapeline will be providing three round-trips from Walla Walla to Pasco Monday through Saturday and two round-trips on Sunday. The new bus service will make stops in Walla Walla (at the Main Transfer Center on 4<sup>th</sup>), Burbank and Pasco (at the Intermodal Center and Pasco Transit Center). The bus will also stop in Wallula and Touchet,

if reservations are made 24 hours in advance. Grapeline is designed so that it will connect with other services such as Greyhound, Amtrak, and Ben Franklin Transit. The cost is estimated at \$12 dollars one way and \$24 dollars round-trip.

Many of our Helpline clients urgently need transportation to the Tri-Cities. Since Greyhound stopped serving Walla Walla, our clients have not been able to get to the Tri-Cities to pursue job opportunities or make their medical appointments. This new transportation service will help our clients get to and from the Tri-Cities for such necessities.