



Surviving
with
Spirit

2009 Annual Report

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Dear Friends of HelpLine,



Susan Hanson
Executive Director



Don Lockwood
Chair, Board of Directors

The impact of the current economic downturn is undeniable. Although we are all being impacted by the economic downturn, we at HelpLine are committed to...Surviving with Spirit.

As we all deal with this economic environment; loss of jobs, downsizing, state budgets in crisis, our own friends and families struggling to meet basic needs, we are challenged to not only survive, but somehow come out on the other side having reassessed our priorities, reexamined our beliefs, empowered to move forward.

“Surviving with spirit means enduring the difficult times with a commitment to our basic values — more stronger than ever.”

With resources decreasing, while at the same time, the demand for services increasing, we’ve had to make decisions with greater intention and with an even stronger sense of purpose. We are looking more deeply at how we do our work and becoming more creative in our approach to meeting the increasing community need. And not only ensuring we can continue to meet those needs, but striving to meet to do so with the same level of quality, effectiveness and compassion, that is “with spirit.”

“Surviving with Spirit” means enduring through these difficult times with our commitment to our basic values stronger than ever; and our dedication to the basic goal of “empowering people with knowledge, support, and resources” in tact. Our work is informed by our values which include:

Commitment to serving our community; Commitment to caring and respecting others through acting on the belief in the value, dignity and diversity of all people; Commitment to excellence by maintaining the highest standards of quality, integrity, confidentiality, fairness, and a non-judgmental approach; Commitment to educating our community around issues of violence, suicide, and rape prevention; and Commitment to volunteerism as a basic building block of our community.

Thank you to all: our board, staff, volunteers, and community supporters, for being there for us through this past year. With your continue support, we will “Survive with Spirit.”

key accomplishments

2-1-1/Information and Referral

2-1-1 is the easy-to-remember number to call for access to local community and human service information. The free, 24-hour service provides comprehensive information on topics including:

- Human service agencies
- Food and shelter providers
- Child care resources
- Special services for seniors
- Volunteer opportunities
- County and city information

In FY2009 the Information and Referral network at HelpLine made 18,350 referrals to callers who needed community agency and government information.

24-hour Crisis Support and Information Hotline

The 24-hour crisis support and information hotline provide caring, non-judgmental support to individuals and families in crisis. The free, confidential hotline provides support for those needing financial assistance, coping with depression or mental illness, surviving a sexual assault or just needing a listening ear.

As the uncertainty of the market continues and gas prices soar, we have seen a consistent increase in the numbers of walk-ins for financial assistance, helping more than 639 households to prevent utility shut-offs, eviction or mortgage foreclosure.

During this past fiscal year, we responded to 11,446 calls to the 24-hour crisis hotline. Of the calls received to the hotline:

- 1,041 assisted with emergency financial assistance
- 3199 addressed psychiatric, mental health or substance abuse related issues
- 5697 helped with housing issues
- 583 fulfilled food request
- 814 supported victims of crime with 446 related to sexual assault and 166 to domestic violence

Due in large part to extensive training and stability of the hotline specialists, consumers surveys indicated a high level of satisfaction 99% of the time.

Family Education and Support Services

The Family Education and Support Services (FESS) program provides education and support services to family members of mentally ill children and adults, giving families the resource and information they need to understand and effectively support each other and mentally ill family members.

During this fiscal year, the FESS program responded to:

- 40 referrals for home visits or phone interventions
- 1300 contacts made providing parenting and/or mental health education
- 18 participants completed the NAMI Family to Family Training

Agencies who have made referrals to the FESS program in fy2009 include:

- Delaware City Schools — 2 referrals
- Helpline of Delaware and Morrow Counties Inc. — 7 referrals
- Help Me Grow (Delaware) — 1 referral
- Highland Schools — 7 referrals
- National Alliance of Mental Illness (NAMI) — 2 referrals
- Self referred — 1 referrals
- Delaware County Board of Developmental Disabilities— 2 referrals
- HelpLine Website—2 referrals
- Delaware Morrow Mental Health & Recovery Services Board—6 referrals
- Iberia STARS—1 referral
- Northmor STARS—2 referrals
- Family Caregiver Support Group—1 referral
- Morrow County Children’s Services—2 referrals
- Chat room—1 referral
- Central Ohio Mental Health Center—3

Support groups are an integral part of therapy and reconciliation. During FY2009, FESS held two weekly support groups with consistent attendance. Specifically:

Depression/bipolar Support Group	7 sessions
Average attendance	7 people
Family Relationship Support Group	27 sessions
Average attendance	10 people

key accomplishments

Prevention Education

Youth Sexual Violence Prevention

Reached 1100 students at 12 schools in 7 public school districts in our service area:

- 850 middle and high school students participated in a 2 session sexual violence prevention workshops in 8 schools (558 of these students received an additional 2 sessions of dating violence prevention).
- 93.3% of students self reported an increase in knowledge following the workshop(s).
- 97.7% of students indicated a positive rating of the speaker
- 95.9% of students indicated they know where to go to get help if they or a friend are sexually assaulted.
- 91.0% of students were able to name one way they could intervene to prevention a sexual assault before it took place.

- 250 elementary youth participated in a 10 lesson *Building Healthy Relationships* sexual violence prevention program at 4 different elementary schools.
- 90.6% of students indicated that they will not bully or be mean to classmates or peers
- 87.6% of students indicated a positive rating of the speaker
- 90.0% of students indicated they know where to go to get help if they or a friend are assaulted.
- 95.6% of students were able to name one way they could intervene to prevent harassment or bullying.

Youth Family Violence Prevention

Reached 1084 students at 17 schools in 7 public school districts in our service area:

- 975 middle and high school students participated in a 2 session dating violence prevention workshop in 10 schools (400 of these students received an additional 2 sessions of sexual violence prevention)
- 87.0% of students reported and increase in knowledge following the workshop(s)
- 91.5% of students indicated a positive rating of the speaker
- 97.8% of students indicted that they increased knowledge of community resources & know where to go if they or someone they know were to experience dating and or family violence.
- 93.6% of students were able to name one way they could intervene to prevention an act of dating violence before the assault took place.
- 95.7% of students indicated that they have increased their ability to plan for their own safety related to the issues presented.

- 6 It's A Girl's World! and 5 It's A Guy Thing! Empowerment Groups were offered at 7 elementary schools serving 55 girls and 54 boys.
- 92.3% of group participants indicated a positive rating of the facilitators.
- 100% of the group participants indicated that the group was very helpful.
- 98.9% of group participants were able to name one way they could intervene to prevent an act of bullying or relationship violence among peers.

Stand Up Leadership Team

The **Stand Up Leadership Team** held 15 Meetings in the 08-09 School Year with an active membership of 8 youth. 100% of students feel like they have the ability, through participation in Stand Up Leadership Team activities, to impact positive change in the community.

Students participated in numerous events and service projects including:

- **Educating State Senators and Legislatures on the reality of Teen Dating Violence.** In the fall, teen members actively monitored SubHB247. When it did not pass they decided to write a letter to the new Congress in 2009 introducing them to the issue of teen dating violence and its impact on teens in Delaware County. They then wrote a letter to the legislature in support of HB10, when it was introduced, this year. They then wrote testimony from the Stand Up Leadership Team in support of HB10 in preparation for a time that they might be able to testify.
- **Volunteering with set-up and registration at the Delaware County Victims' Services "Walk A Mile in Her Shoes" event.**
- **Crating School Displays for "Kick Butts Day"** raising middle school student's awareness of the dangers of tobacco.

Sexual Violence Prevention Community Capacity Training with Adults

80 adults participated in sexual violence prevention capacity training programming in Delaware & Morrow Counties:

On September 9, 2009, seven people participated in the **Connections Workshop, "Got Consent? A Culturally Inclusive Approach to SV Prevention and Therapeutic Support Work"** presented by HelpLine staff, Julianna Nemeth and Corina Klies.

- 100% of the participants gave the speakers an "excellent" in respect to being informative and well organized.
- 100% of the participants rated the speakers as "excellent" or "very good" at providing new insight and in being able to use the information provided.

On January 22, 2009, ten people attended the Connections Workshop, **"iSAFE Professional Development Program"** presented by Julianna Nemeth. Then on June 4th & 5th Julianna presented the same program to 57 Northmor School staff. All training participants received certification to deliver iSAFE programming.

- 100% of the participants indicated that all training objectives were met.
- 100% of the participants indicated that they feel they can rely on HelpLine's Prevention Staff to be knowledgeable, local experts on sexual violence prevention.
- 60% of participants indicated 3 ways, because of the training, that they could prevent sexual violence and promote healthy relationship in their sphere of influence; another 20% indicated 2 ways; and another 10% indicated one way.

key accomplishments

Sexual Violence Prevention Community Capacity Training with Adults (cont'd)

On April 30, 2009, six people attended “**Looking for Love: Exploring the Impact of Adult/Teen Relationships**” presented by Corina as part of Sexual Assault Awareness Month programming.

- 100% of the participants answering question (4 of 6) indicated that all training objectives were met.
- 100% of the participants indicated that they feel they can rely on HelpLine’s Prevention Staff to be knowledgeable, local experts on sexual violence prevention.
- 66.7% of participants indicated 3 ways, because of the training, that they could prevent sexual violence and promote healthy relationship in their sphere of influence; the other 33.3% indicated 2 ways.

P

Provided an additional 69 prevention educators from across the state with sexual violence prevention capacity training:

HelpLine’s prevention staff hosted 2 day long Ohio Sexual Violence Prevention Network (OSVVPN) technical support meetings for 29 sexual violence prevention educators from across the state.

- 96.6% of participants felt that their participation in OSVVPN supports the larger goal of reducing sexual violence in their local community.
- 96.6% indicated that the content of the meeting was relevant to their work in sexual violence prevention education.

HelpLine staff, presented in collaboration with 3 other prevention educators from across the state the workshop “Engaging Boys and Men in Sexual Violence Prevention” to 40 participants at the Ohio Domestic Violence Network’s Engaging Diversity Conference hosted in Delaware County.

ASIST--Community Training with Adults and Professionals

On April 20 & 21, 2009, 24 community professionals participated in a 2-day *Applied Suicide Intervention Skills Training* hosted by Connections and delivered by HelpLine staff members.

- 100% of the participants gave the speakers an “excellent” or “very good” in respect to being informative and well organized.
- 95.5% of the participants rated the speakers as “excellent” or “very good” at providing new insight and in being able to use the information provided.
- 68.2% rated the overall presentation as “excellent” and the other 31.8% rated it as “very good.”

Stewards of Children: Empowering Adults to End Child Sexual Abuse

- Provided 29 three-hour *Stewards of Children* Trainings to 402 adults (19 sessions in Delaware County serving 207 adults and 10 sessions in Morrow County serving 195 adults)
- *Stewards of Children* trainings were offered serving:
 - CASA Volunteers,
 - Child Abuse Prevention Month training targeting school principles, preschool directors and church pastors,
 - Delaware City Elementary Guidance Counselors,
 - Delaware City Schools Summer Enrichment Program,
 - Delaware Juvenile Court Personnel,
 - Literacy Coalition Volunteers,
 - Morrow County MR/DD,
 - Mt. Gilead School District Teachers and Staff,
 - North Unitarian Universalist Congregation,
 - Northmor School District Teachers and Staff,
 - Powell Police,
 - Sexual Assault Response Network Advocates,
 - Sunbury United Methodist Church & Preschool Staff (including Noah's Ark and Sunbury SACC staff),
 - Westerville Elementary Guidance Counselors,
 - YMCA Managers, and
 - 6 trainings open to the Delaware and Morrow County Communities.
- 98.8% of all *Stewards of Children* program participants indicated that all five training objectives were met.
- 170 participants, on average, increased their knowledge and attitudes concerning child sexual abuse prevention by 20.2% as a result of *Stewards of Children* program participation.
- 3 new volunteers completed *Stewards of Children* Facilitator training and are now authorized facilitators.

Sexual Assault Response Network (SARN)

SARN is a free, 24-hour crisis support service to survivors of sexual assault. Advocates are available to assist survivors at the hospital and with law enforcement immediately following an assault, and can help connect a survivor to the resources at HelpLine and in our community. Continuous care and trauma informed counseling is offered through therapeutic workshops and an annual survivor-led retreat.

In FY2009, the SARN program provided:

- 99 sexual assault survivors in-person advocacy, support, and/or therapeutic services.
- The 4th annual SARN Survivor retreat held in October 2009 serving 10 survivors; the retreat was planned and implemented by survivors.
- Trained 16 new SARN Advocates in FY09.
- 29 adults from juvenile corrections system trained in sexual assault/trauma issues.
- 100% of survivors indicated feeling less isolated as a result of the program.
- 100% of survivors indicated feeling satisfied with the services received.

key accomplishments

Connections Volunteer Center

Connections is the central clearinghouse for volunteering in Delaware County. Connections provides the leadership, training, education and resources that support volunteers as they improve the quality of life in the Delaware community. Whether it's a one-time commitment or ongoing service project, Connections is the key local source for matching volunteers to meaningful opportunities throughout the Delaware County community.

In FY2009, Connections:

- Responded to **376** volunteer opportunities requested by agencies.
- Matched **1175** volunteers with volunteer opportunities. Of the volunteers matched:
 - **326** volunteers were seniors.
 - **430** volunteers were new to the field of volunteerism.
- Served a total of **92** different community nonprofit agencies and programs with volunteer referrals or placements. **79%** (73 agencies) of these nonprofit agencies/programs provide services to seniors in Delaware County.
- Delivered **42** presentations throughout Delaware County.
- Tracked a total of **27,124** hours of community service provided by volunteers through Connections.

Connections successfully coordinated three days of service in Delaware County:

1. United Way's Community Care Day

- 16 corporations participated by sending a total of 229 employees.
- Volunteers undertook 17 projects to benefit HelpLine, Stratford Ecological Center, Preservation Parks, Senior Nutrition Program, American Red Cross, Alum Creek State Park, Big Walnut Historical Society, Heritage Adult Day Care, Liberty Community Center, Greenwood Lake Camp, Common Ground Free Store, Ergon, Delaware Speech & Hearing, Delaware Creative Housing, Andrews House, City of Delaware, and Recreation Unlimited. Three additional projects at Willis Middle School, Delaware Seniors, Inc., and COA canceled due to power outages.
- Volunteers gave a total of 1374 hours to our community that day.
- Companies involved included AHP, Best Buy, Buehler's, Cardinal Health, Delaware County Bank, Emerson Network Power/Liebert, Exel, Greif, JCPenney, Kroger, Luvata, National City Bank, Ohio Health, Rockwell Automation, UPS, V&P Hydraulics. Corporations unable to participate due to the wind storm were American Family Insurance, Nationwide, and Worthington Cylinders.

2. Make A Difference Day

A national day of service, Make a Difference Day mobilizes local volunteers to 'go out and make a difference' in their communities. This year:

- A total of 370 volunteers donated their time in Delaware County on Make A Difference Day.
- Volunteers assisted a total of 39 elderly residents with leaf raking, window cleaning, gardening, and a variety of other outdoor chores. Volunteers also assisted with a total of 19 other projects including painting over graffiti, baking cookies for the Andrews House, and decorating for community Halloween parties, among other activities. One volunteer produced a video of the work that was done in Delaware County.
- The volunteers completed a total of 1,023 hours of service.

3. Family Volunteer Day

Family Volunteer Day encourages intergenerational volunteering. Connections partnered for the second year with COA to complete outdoor chores at homes of older adults.

- Seven volunteers from 3 families participated in this day of service.
- The volunteers completed leaf raking at 3 households of elderly residents.
- A total of 27 hours were spent volunteering.

Partners In Volunteering

Connections saw a need in the community to provide residents of Delaware County with a forum to bring awareness and understanding of non-profit agencies services and assist with recruiting potential volunteers. As a result, "Partners In Volunteering" was established. This quarterly event, invites agencies to provide a five-minute presentation giving attendees a taste of what each has to offer. Following the formal part of this event, each participant has the opportunity to visit displays provided by the agencies to get a more in-depth view of their needs, ask questions, and determine if the available volunteer opportunities would be a good fit. This program has proven to be an excellent recruitment tool as well as an opportunity for agencies to network with other non-profit professionals. For many, it has provided a better understanding of the services provided in our county and enabled agencies to partner in additional community events and outreach. As this successful program is expanding, many agencies are requesting specific participation times to coordinate with special events or programs. This service is helping Delaware County agencies fill the gap and is making a positive impact on the community. Since July 1, 2008, thirty-five agency representatives and 90 volunteers have attended Partners In Volunteering.

Background Check Identification and Investigation (BCII)

Connections expanded these services by obtaining new software that allows for Federal Background checks as well as State. In 2008, a total of **693** background checks were administered through BCII program. A total of **126** of the background checks were performed for the Council for Older Adults employees and volunteers.

Connections Training Program

- 16** workshops were provided to the community
- 234** participants attended the workshops
- 55** participants received scholarships to attend a training workshop. The scholarships were available to nonprofit volunteers and staff of agencies with no or little training budget
- 30** seniors attended the workshops in 2008
- 134** participants worked with agencies/programs that provide direct services to seniors.
- 18** community professionals volunteered to present training workshops in 2008.

Collaborations and Program Management

In April, 2008, Connections became site supervisor for the Senior Companion Program in Delaware County in partnership with Catholic Social Services. Connections partnered with 3 nonprofit agencies to provide continuing education units for Social Workers and Counselors.

financial highlights

Year Ended June 30, 2009

2008-2009 General Operating Fund

Balance of 6/30/08	\$132,516
Source of Funds	
DMMHRSB	\$688,892
United Way	\$178,116
Council for Older Adults	\$56,860
Contributions/Fundraising	\$19,338
Connections Misc	\$33,030
ODH Rape Prevention Grant	\$36,833
Ohio Children's Trust Fund	\$17,503
Ohio Housing Trust Fund	\$20,000
VOCA/SVAA	\$66,644
OCJS Grant	\$26,281
Family Violence Grant	\$42,171
Women's Fund Grant	\$10,000
Interest	\$2,558
Sales/After Hours Contracts	\$2,487
Other Income	\$30,128
Senior Companion Grant	\$29,216
Carryover	\$16,075
Total Source of Funds	\$1,276,132
	<u>\$1,408,648</u>
Disbursements	
Salaries	\$757,941
Fringes	\$200,367
Supplies	\$5,511
Operating Expenses	\$38,248
Travel and Meetings	\$10,832
Insurance	\$9,754
Building	\$29,966
Telephone	\$22,234
Equipment	\$15,980
Grants	\$48,436
Miscellaneous	\$35,059
Total Disbursements	\$1,174,328
Cash Balance as of 6/30/09	\$234,320
	<u>\$1,408,648</u>

2008-2009 Emergency Financial Assistance Fund

Balance as of 6/30/08	\$2,917
Receipts	
Contributions	\$11,082
FEMA Morrow County	\$13,792
St. Mary's	\$7600
St. Mark's	\$300
First Baptist	\$600
United Way Delaware	\$4,000
St. Joan of Arc	\$2,000
First Presbyterian	\$5,000
Ohio Housing Trust Fund	\$92,500
St. Peter's	\$500
Total Receipts	\$137,373
	<u>\$140,291</u>
Disbursements	
Food	\$1,624
Gasoline	\$346
Utilities	\$60,622
Prescriptions	\$1,039
Transportation	\$245
Housing	\$60,478
Other	\$283
Total Disbursements	\$124,637
Balance as of 6/30/08	\$15,654
	<u>\$140,291</u>

Note: Emergency financial assistance funds provide direct assistance through a voucher system with rent and utilities as well as emergency help with food, prescriptions, and lodging after hours when other agencies are closed. These funds are accounted for separately since they are pass through.

financial contributors

Contributions

AEP Ohio
Aktion Club
Jerry & Cathy Amato
Anonymous
Mary Anne Ashworth
Autograph Charity Store
Howard & Virginia Barber
Ralph & Peg Benziger
Black Wing Shooting Center
Keith Boger
Betty Brown
Clyde's Tree Service
Lynn Cook
Council for Older Adults
Creative Financial Services
Ro Anne Davis
Delaware Community Lions
Delaware County Bank & Trust
Delaware County Bar Association
Bruce and Judy Denton
Erin Dezell
Education Sales Management
Emerson Network Power
Fidelity Federal Savings & Loan
Katherine Foulke
Anne Fry
Shari Furay
Elizabeth Gitter
Grief Inc.
Steve and Sue Hanson
Alex & Elinor Heingartner
Beth Hennen
John & Kathleen Hickey
Jack & Mary Hilborn
Hilborn Insurance
Hiram Lodge
Ed Hoar
Rosemary Janselewitz
Irene and Walter Johnson
Coco Kneisley
Kroger
Jan and Nancy Larson
Joan and Wayman Lawrence
Lyman Leathers
Lions Club
Tom and Shelly Loudon
Manos Martin Pergram & Dietz
Fred & Joan Manter
Steve and Deb Martin
Anthony McCann
Joan McLean
George and Rozella Miller
National City Bank
Julianna Nemeth and Aaron Saling
Michael Newcomb
North Unitarian Universalist Church
(Not on the) Corner Framing

Preisser PIP Printing
Kay and Bill Reitz
Dr. Beverly Rodeheffer
Lynne Schneider
Teresa Schonauer
Debra Seltzer
Bob and Nancy Singer
Delores and David Smith
Kelly and Jerry Stewart
Kimberly Thompson
Laurie Reinhard Thompson
Thrivent Financial
Marsha Tilden
John & Arlyss Tombarge
Jennifer Trainer
Trinity UMC Mt. Gilead
Frances Turner
Tamika Vinson
Craig Wanner-Wanner MetalWorx
Verizon Wireless
Walmart
Larry and Diane Westbrook
Jessica Wherle
Tracy Williams
Susan and Jim Wright
David Yost

Donations

12 South Deli
1820 Collective
Amatos Woodfired Pizza
Bargain Outlet
Bargar's Jewelry
Bark Til Dark Dog Park
BeeHive Books
Buehler's
Breakaway Cycling
Byxbe's Restaurant
Buffalo Wild Wings and Rings
Chartwell's Catering
Chelly Belly
Chocolate and More
Dairy Depot
Delaware Area Career Center
Delaware Acupuncture
Delaware Cab
Delaware Pet Stuff
Digitallure Photography
DPS Antiques
Edison Depot
For You Event Planning & Consulting
Gardens and Gifts
Gazette
Grady Memorial Ohio Health
Giant Eagle
Grange Insurance

Hair Studio
Heads Up
Hesson's Greenhouse
Tom King
Kiwanis
Krispy Kreme
Mantras
Marcos Pizza
Max and Erma's
Mean Bean
McDonald's
Meijer
Mid Ohio Printing
Mill Creek Gardens
Miller Country Gardens
(Not on the) Corner Framing
NOVA Restaurant
Panera Bread
Pine Lakes Golf Club
PIP Printing
Rejuvenations
Rose Heart Inn
Sames and Cook
Diane Schonauer
Selover Library
Sherwin Williams
Shorty's
Simple Indulgences
Sara and Mark Stuntz
Start Engaging Others, LLC
Jeremy Sweazy
The Outer Layer
Tractor Supply Company
Vaqueros
George and Dee Dee Warden
Walmart
White Home Antiques
Whole Foods
Woodland Cigar
Wyandot

Emergency Services Contributions

Asbury UMC
First Baptist Church
First Presbyterian Church
Linda and Dave Gordon on behalf of the estate of Benjamin Kline
Loa Ransom
St. Mark's Lutheran Church
St. Peter's Episcopal Church
St. Vincent DePaul Society -
St. Joan of Arc Catholic Church
St. Vincent DePaul Society -
St. Mary's Catholic Church
Unity in Community Church

staff recognition

Leslie Baldwin, BA

Fiscal Manager
9 years

Chris Campo

Hotline Specialist
2 year

Connie Carter, BA, LSW

Receptionist
3 years

Pamela Cooper, CIRS

Victim Resource/Database Specialist
5 years

Mary Damico, BS, CIRS, CRS

I & R/2-1-1 Director
16 years

Michelle Foust, CIRS

Hotline/EFA Specialist
8 years

Susan Hanson, MSW, LISW-S

Executive Director
14 years

Janet Haycox

Administrative Assistant
6 years

Stephanie Hummel

Hotline Specialist
8 years

Corina Klies, BA

Prevention Educator
3 years

Carol Lawrence, CIRS

Hotline Specialist
9 years

Lucinda Long

Connections Program Assistant
8 years

Aimee McCann, MSW, LISW-S

Consumer Advocacy Coordinator
6 years

Pat Miley, MA

Connections Program Director
7 years

Gloria Minor

Bookkeeper/Receptionist
11 years

Julianna Nemeth, MA

Prevention Director
4 years

Linda Owings, CIRS

Hotline Specialist
9 years

Okpara Okafor-Newsum, M. ED

Prevention Educator
3 years

Suzanne Pingry, BS

Connections Program Manager
10 years

Penny Pyle

Hotline Specialist
2 year

Ruth Reeve, MSW, LISW-S

SARN Coordinator
4 years

Jim Rundle, MSW, LISW-S

Clinical Director
9 years

Elisabeth Quilter, BA, CIRS

Hotline Specialist
9 years

Kathleen Vance, BS, CIRS

Hotline Coordinator
13 years

Tamika Vinson, BA

Outreach Coordinator
3 years

Margie West

Connections Senior
Leadership Coordinator
2 year

*CIRS - Certified Information and
Referral Specialist*

*CRS - Certified Resource
Specialist*

volunteers

Community Care Day

Jim Haferkorn
Denise Parker
John Kennedy
Paul Burgan

Connections Volunteer Center

Workshop Trainers

Paula Andree	Joe Cantania
Barbara Jo Dennison	Paula Dinovo
Nancy Duffee	Sherene Gardner
Marti Godfried	Susan Hanson
Ruth Ann Linnabary	Aimee McCann
Julianna Nemeth	Nancy Shapiro
Audrey Shifflett	Patricia Stout
Tammy Tingle	Rocky VanBrimmer
Eileen Watters	Shelly Wesner

Connections Website

Jeremy Sweazy

HelpLine Hotline

Ed Hoar
Tom King
Loa Ransom
Penny Pyle
Tracy Plouck

Sexual Assault Response Network

Kimberly Darren	Janelle Fling
Shelly Foust	Shilo Gall
Jessica Kynion	Jessica McConnell
Bobbie Messer	Julianna Nemeth
Robert Pence	Loa Ransom
Jennifer Tewell	Ruth Reeve
Natalie Spiert	Victoria Swatloski

Survivors of Suicide Support Group

Jessica Wehrle

Prevention Volunteers

Shilo Gall	Bill Pastors
John Radabaugh	Mandy Rafter
Jennifer Tewell	Jason Colvin
David Brown	Allison Newman

Agency Volunteers

Suzan Gambill
Dwain Thomas

awards

Volunteer of the Year

The Volunteer of Year Award is presented annually. The Volunteer of the Year is a person (s) who has demonstrated outstanding commitment to the programs and services of HelpLine.

The 2009 Volunteer of the Year Award:

Shilo Gall

The Katherine Gharrity Community Service Award

The Katherine Gharrity Community Service Award is presented annually to an individual or group who provides outstanding community service to the Delaware and Morrow County communities.

The 2009 Katherine Gharrity Award:

Salvation Army Morrow County

about HelpLine

Founded in 1970, HelpLine of Delaware and Morrow Counties, Inc. is private, nonprofit organization that provides a 24-hour crisis and information hotline, prevention education and training and comprehensive advocacy and volunteer network.

Committed to empowering people through knowledge and resources, HelpLine facilitates the recovery and stability of the emotional, financial and information needs of the Delaware and Morrow County communities.

HelpLine is a provider agency of the Delaware-Morrow Mental Health & Recovery Services Board and a member of the United Ways of Delaware & Morrow Counties. Certified by the Ohio Department of Mental Health, HelpLine is partially funded by the Council of Older Adults, the Ohio Attorney General's Office, Ohio Department of Development, Office of Criminal Justice Services and Ohio Department of Health. HelpLine is accredited by Alliance of Information and Referral Systems (AIRS) and National Association of Suicidology.

MISSION

To address the emotional, financial, and information needs of the community.

CORE VALUES

Service to Community

We are committed to serving our community.

Caring and Respect

We believe in the value, dignity and diversity of all people.

Excellence

We are committed to the highest standards of quality, integrity and the ethics of confidentiality, fairness and a non-judgmental approach.

Education

We are committed to educating our community.

Volunteerism

We are committed to linking and referring volunteers in our community.

BOARD OF DIRECTORS

Herb Baldwin
Keith Boger
Mary Beth Deavers
Adrienne Found
Don Lockwood
Mary Kay Love
Teresa Schonauer
Marsha Tilden
Jennifer Trainer
Marilyn Weiler
Jessica Wherle
Susan Wright

KEY FACTS ABOUT HelpLine

- HelpLine is the only centralized, two-county network that provides information and referral, prevention education, crisis counseling, financial assistance and volunteering.
- HelpLine is a top-three finalist for the 2008 Ohio Association of Non-profit Organizations Excellence Awards.
- HelpLine hotline specialists have an average of 7 and 1/2 years of experience. The national average for retention of a hotline worker is 1 1/2 to 2 years.
- HelpLine is a preferred partner with 1-800-273-TALK suicide network and 1-800-SUICIDE hotlines.
- It's A Girls' World! is one of the only programs in the State of Ohio providing primary prevention through gender-specific groups in the prevention of intimate partner and gendered violence, and women's oppression. Additionally, no other service provider within Delaware and Morrow Counties provides services that address primary prevention of family violence.
- Connections, a HelpLine affiliate, is the only volunteer center in the County that offers more than 200 volunteer opportunities.

For more information, visit us online at
www.helplinedelmor.org

Delaware County Office

11 N. Franklin Street
Delaware, Ohio 43015
Hotline: 211 or 740.369.3316
Business Line: 740.363.1835

Morrow County Office

950 Meadow Drive, Suite B
Mt. Gilead, Ohio 43338
Hotline: 211 or 419.947.2520
Business Line: 419.946.1350

Toll Free: 1.800.684.2324
Deaf or Hard of Hearing: 711 or 1.800.750.0750

www.helplinedelmor.org

Empowering People Through Knowledge, Resources and Support.



HelpLine

Of Delaware and Morrow Counties, Inc.