



FOR IMMEDIATE RELEASE

November 16, 2017

HelpLine Celebrates National Information & Referral Day, Nov. 16

Delaware, OH - Every day thousands of people find the help they need quickly, conveniently and free of charge because of Information and Referral (I&R) services. To recognize the importance of I&R in our community, HelpLine is taking part in I&R Day on November 16.

I&R is the art, science and practice of bringing people and services together and is an integral component of the health and human services sector.

"People in search of critical services such as financial assistance, food, shelter, child care, jobs, or mental health support often do not know where to begin to get help, or they get overwhelmed trying to find what they need," said Mary Damico, HelpLine I&D Director. "HelpLine connects people with resources that can help them with one simple phone call, text message, or website inquiry."

In 2017, mental health support, general information and financial or food assistance were among the top needs identified by nearly 32,000 callers to HelpLine. Of these calls, more than 18,400 referrals were provided for services in Union, Logan, Shelby, Delaware and Morrow Counties. HelpLine is one of 19 I&R call centers in Ohio providing critical resources to local residents in need of general information or crisis support.

In late 2011, at the request of the Alliance of Information and Referral Services (AIRS), the United States Senate passed S.RES.241 designating November 16, 2011 as "National Information and Referral Services Day". AIRS is an international non-profit professional association with more than 5000 individual, public and private I&R organizational members including HelpLine. Together, we have decided to continue celebrating I&R Day and to extend it worldwide to raise public awareness and recognize the critical importance of the I&R field.

"Whether is finding help with rent, utility or food assistance or finding ways to volunteer for this holiday season, we are here to ensure you have access to most up-to-date health and human service information," said Damico.

For more information or to access HelpLine I&R services, call 800.684.2324, text HelpLine to 898211 or visit helplinedelmor.org.

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About HelpLine

HelpLine is a private, non-profit organization that provides 24-hour, crisis, support, & information about community services via hotline and texting; sexual assault advocacy; suicide and violence prevention education; and a volunteer center. Committed to connecting people to knowledge, support, and resources, HelpLine facilitates stability and self-sufficiency through linkage to services, crisis management, and mental health related and violence prevention education.

HelpLine is a contract provider of the Delaware-Morrow Mental Health and Recovery Services Board and partially funded by SourcePoint. A United Way Partner, HelpLine is accredited by the American Association of Suicidology, National Alliance of Information & Referral Systems and certified by the Ohio Department of Mental Health and Addiction Services. For more information, please visit: www.HelpLinedelmor.org.

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