the look of empowerment

2007 Annual Report
Dear Friends of HelpLine,

A single father with children struggles to pay his utility bills and mortgage payment. He schedules an appointment with a financial counselor and gets assistance to keep his electricity on and monthly mortgage paid. A grieving mother loses her child to suicide. She attends the Survivors of Support group and learns to deal with her grief in healthy, healing ways. A survivor of sexual assault seeks crisis intervention, medical support and counseling. She calls the Sexual Assault Response Network and gets connected with an advocate and trauma informed therapeutic counseling. A retired school teacher seeks volunteer opportunities. He contacts Connections to talk with the Senior Leadership Coordinator about senior opportunities.

Each and every day, people call or walk through the doors of HelpLine for many different reasons and under various circumstances. Whatever the reason, people come to us because they believe that the answer to their problem or situation begins at a place where solutions can be found… a place where empowerment lives.

Empowerment at HelpLine starts with a vision of cultivating safe, self-sufficient communities. We see families being able to meet their basic needs each day. We see schools full of safe children who flourish and excel academically. We see adults who aggressively protect the value and lives of children. We see seniors as stewards of wisdom giving back to the community in meaningful ways. We see individuals pulled in from the margins of life and restored back to confidence and hope.

In essence, empowerment is about self-actualization amidst crisis. It’s the ability to fortify one’s life through choice. Mohandas Gandhi reminds us that we must be the change we want to see in the world. And, our vision is to be the place where empowerment lives, creating a community that looks and feels empowered.

Sincerely,

Susan Hanson  
Executive Director
Dear Friends of HelpLine,

It is time once again to look back on our accomplishments for this past year as well as look to the future and where HelpLine needs to be going. As an organization, we continue to be deeply committed to empowering our communities through knowledge, support and resources.

The year 2007 was a year of continued progress in reaching the goals defined by our strategic plan. We successfully hired an outreach coordinator who is helping us to more clearly define who are and how to more effectively get that message out to our community. We have reviewed all of our current programs to make sure they fit our “mission” and to ensure we are maximizing our time and efforts. As a result, we are implementing a new program called Stewards of Children, a program that trains adults in our community to help prevent child abuse and neglect. As an organization, we continue to research different ways to approach our current Delaware facility challenges, which is limited by space and technological capabilities. To help us look at ways to approach our facility challenges specifically at our Delaware office, we need your input as key community stakeholders. If you are willing to be involved in this process, by providing feedback, participating in our planning committees, or be involved in some other way, please contact either of the HelpLine offices.

Many thanks to the community volunteers who have been helping us with that process. Yet, it is the generous financial support and dedication from our funding partners that make it possible for us to continue to serve the needs of our communities; including the DMMHRSB, the United Way, the Council for Older Adults, our faithful donors and others within our community. Without their investment, we could not provide the wide range of valuable services we do for our communities.

On behalf of the Board of Directors, I would like to extend a heartfelt thank you to all of you who contributed to another successful year of service to our communities.

Sincerely,

Keith A. Boger
Chairman
Board of Directors
Support group and crisis services at HelpLine can help you heal through the pain and live through the memories.
Stand Up Leadership is a for teens, by teens initiative that helps us take care of our communities through volunteerism and advocacy.
The Information and Referral network at HelpLine connects people to the right information at the right time. As the need for accurate information on health and human services continues to increase, HelpLine is on the cusp of ensuring that access to comprehensive information is readily available to callers. As a result, the HelpLine database has expanded to include nearly 1,000 programs and more than 650 agencies. With the increased use of the 2-1-1 service, the universal access number to community services and information, HelpLine made more than 19,000 referrals to community, government and human services during this past year.

Within the context of an information stratified society, connecting people to resources and information is more critical than ever before. Through the database we are able to provide our callers with agency profile Information including contacts, program criteria, documents required and waiting list information. Whether a callers needs information about volunteer opportunities, child care option, city or county information, our information and referral line through 2-1-1 is available 24 hours a day.

24-Hour Crisis Hotline

HelpLine plays a central role in the community as the first point of contact for individuals and families in crisis. As the price for fuel and other retail goods continue to rise, many rely on Helpline for assistance during financial hardship. We have seen a continual increase in our walk-in service, assisting more than 1800 households to prevent utility shut offs, eviction or mortgage foreclosure. During this past fiscal year, we responded to 12,559 calls on the 24-hour crisis hotline. Of the calls received to the hotline:

- 5,625 assisted with emergency financial assistance
- 2,599 addressed psychiatric, mental health or substance abuse related issues
- 825 helped with housing issues
- 414 fulfilled food request
- 814 supported victims of crime with 440 related to sexual assault and 166 to domestic violence

Due in large part to extensive training and stability of the hotline specialist, consumer satisfaction was on average over 90%. With the increased marketing and accessibility of the 2-1-1 service and 24-hour hotline we continue to endeavor toward our goal of stabilizing and reducing the stress of a crisis situation. Whether overwhelmed by inadequate money for basic needs or providing suicide intervention, the hotline service at HelpLine provides assistance to persons 24 hours a day, 7 days a week.
2-1-1 is an easy to remember number to call for help and information on health and human services.
Core Programs and Services
Prevention, Training and Education

HelpLine offers a wide variety of progressive prevention programs and services throughout the Delaware and Morrow County communities. With the hiring of two new staff, a prevention coordinator and volunteer coordinator, the scope of our program offerings and services have greatly increased. We have been able to facilitate the first-ever girls and boys empowerment groups within Delaware City Schools. During this fiscal year, 42 upper elementary girls spent one hour each week building self-esteem and confidence, while creating healthy concepts of women and relationships. Over 97% of the girls group participants indicated that the group was helpful and that the facilitator was positive.

We have also continued to promote Suicide Prevention Gatekeepers training, equipping community members with the ability to intervene those who may be suicidal. In this past fiscal year we have trained 925 middle and high school students during a 2-session depression awareness and suicide prevention program. More than 72 adults participated in suicide prevention training, reporting 100% satisfaction with their new knowledge of community resources available for suicide prevention and better understanding of how to manage a suicidal crisis.

There was also a steady increase in our sexual violence prevention training as 1554 middle and high school students participated in a 2-session workshop in 10 schools throughout Delaware and Morrow Counties. Coupled with student training, more than 56 adults participated prevention programs on issues including cyber predators and safety, gender expectations and self-defense. Expansion of our position as the leading area authority on prevention programming was the context of our hosting the Ohio Sexual Violence Prevention Network support meeting. Nearly 25 prevention educator from across the state attended to discuss ‘Integrating Consent and Coercion in Sexual Violence Prevention Programs.’

More firsts continued to define HelpLine prevention programming during this fiscal year including the enhancement of the Teen Advisory Board (TAB). With a continued commitment to grow and develop outreach efforts for HelpLine teen volunteers, the TAB group merged with the Delaware General Health District stand activities to form the Stand Up Leadership Team. Since the formation, two service projects were implemented—outreach at Battle of the Bands and the Clean Up Butts activity in downtown Delaware. Stand Up Leadership teens also provided critical testimony at the Ohio Department of Education State Schools Health Students Summit.

HelpLine has maintained the success of the Sexual Assault Response Network program, offering crisis intervention and other critical services to victims of sexual assault. At the start of the fiscal year, HelpLine served 65 survivors of sexual violence through hospital advocacy services and in-person crisis support services including crisis counseling, support groups and our survivor-led retreat. HelpLine served another 89 survivors through our hotline counseling and in-person information & referral services. By the end of the fiscal year, HelpLine served 29 survivors through in-person crisis counseling services and 139 through hotline counseling and in-person information & referral. Nine additional survivors have been served through retreat and support group programming. Additionally, therapy for sexual assault survivors is a new service HelpLine began providing within this fiscal year serving an unmet need in our community.
Cultivating strong, healthy minds is what the girls empowerment group means for students at Shultz Elementary.
Prevention training equips professionals with ways to enhance their skills to perform their job more effectively.
Outreach is actively pursuing opportunities to engage with the people in the communities we serve.
Connections is the central clearinghouse for volunteering in Delaware County, helping families, older adults and youth find meaningful volunteer projects throughout the Delaware community. In 2006, Connections matched more than 400 volunteers to 201 different volunteer opportunities. Through an aggressive marketing and outreach campaign, more than 220 new volunteers were welcomed into the field of volunteerism. In the past year, partnerships has included 76 different community nonprofit agencies and programs, with 68% of them providing services to seniors in Delaware County.

Strengthening the visibility of the organization is a continual goal and in this past fiscal year the Connections staff presented over 40 presentations and erected nearly 23 displays at community events. Connections community training program provided more 12 workshops to more than 244 participants, of which 79 scholarships were awarded. Realizing that volunteer-utilizing organizations need access to accurate screening and background checks, Connections administered 559 fingerprint checks through the Background Check Identification and Investigation program.

The significance of community service has been an invaluable element for the senior community. Out of a total of 7800 individuals impacted through service, more than 4200 were seniors. In sum, Connections volunteers engaged in more than 23,300 hours of community service this year.

Connections continued to seek collaborative opportunities with nonprofit and corporate partners. We recruited more than 109 volunteers from 18 companies and organizations participating in 12 major projects for United Way’s community care day. The Delaware Area Chamber of Commerce utilized Connections recruitment expertise to secure 35 volunteers at 8 work sites during their Community Service Day. Over 36 literacy volunteers became tutors for the Literacy Coalition during two recruitment workshops sponsored by Connections.

Connections volunteers serve in many ways and in various capacities. Whether it’s a one-time community event such as Make a Difference Day Ohio and a park clean up, or an ongoing project with a senior center or nonprofit organization – it’s our mission to bring people together to meet the needs of community programs and through volunteers become a catalyst for social change.
Volunteers are the heartbeat of a community.
Core Programs and Services
Family Education and Support Services

Providing education and support services to families caring for family members with a newly diagnosed mental illness and mentally ill parents of young children is the goal the newly formed Family Education and Support Services (FESS) program. The program offers mental illness-specific education on topics including depression, bi-polar, personality, eating and childhood disorders. Because developing wellness is equally important for families who support members with mental illness as it is for mentally ill parents who nurture and care for their children, we provide general information on parenting techniques and strategies.

During this fiscal year, the Family and Support Services program introduced 3 new support groups throughout the Delaware and Morrow County communities on:

- Depression and Bipolar Disorder
- Parents and Caregivers
- Family and Consumers with Mental Illness

On average, nearly 10 people attended the weekly groups offered at the Andrews House in Delaware and No Limits Outreach Center in Edison.

The FESS program also features a referral component, where a family's needs are assessed then linked to an appropriate support and/or parental education group. In its first few months, 7 referrals were made to area agencies. As momentum and marketing increased, the program received more than 14 referrals from local social service and mental health agencies to FESS support groups. Outreach efforts continued to increase as more than 11 community presentations were delivered to over 130 community members.

At HelpLine, we believe that education and support are critical steps toward empowering families and creating public awareness of people with mental disorders. And, it's through the Family Education and Support Services program that practical options and solutions begin.
Strong communities need strong support outlets within the community.
Ullom Community Service Award Recipient

Rebecca Tyne

“It is never too late to have a happy childhood,” said Rebecca Tyne. Surviving an abusive childhood, Rebecca has committed her life to helping children obtain the joy, innocence and safety she lost during her childhood. Rebecca grew up in a small community where ‘everyone knew everyone. It was this dynamic that made it hard for Rebecca to talk to anyone about her abuse when she was a child. Healed from her turbulent past, Rebecca is committed to child advocacy. She served as a volunteer with the Court Appointed Special Advocate (CASA) program under the direction of the Juvenile Court. However, after serving for three years with the CASA program, Rebecca realized that her heart was in doing prevention work with children. Responding to an HelpLine advertisement, Rebecca became trained in the Child Assault Prevention (CAP) program, a prevention program offered through HelpLine to Delaware area students in grades 1st through 3rd. As a CAP facilitator, she and two other adult volunteers would go into elementary school classrooms to teach children how to find personal empowerment and learn why it is imperative to speak to a trusted adult if they do not feel “safe, strong, and free”.

Alongside her volunteering with HelpLine, Rebecca implemented the Kids On The Block (KOTB) program under the direction of the League Against Child Abuse and eventually Columbus Children’s Hospital. The KOTB program celebrated 30 years in 2007 and has been educating children about health, abuse and other social issues. Through a generous grant made by the Barbara and Bill Bonner Family Foundation, Rebecca is reinvigorating her love of the KOTB puppets and will be in the Delaware County elementary schools with her troupe of volunteers empowering children through puppetry.

An avid scuba diver, Rebecca has three daughters, six grandchildren and recently welcomed a great-grandson to her family.

About the Ullom Award

The Ullom Community Service Award is given annually to an individual or organization in the community which has extended outstanding support in helping HelpLine meet the needs of citizens in Delaware and Morrow Counties.
# FY2007 Financial Report

## General Operating Fund

**Balance of 6/30/06** ............................................. $133,155

**Source of Funds**

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<th>Source</th>
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<td>United Way</td>
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<td>Council for Older Adults</td>
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<td>Contributions/Fundraising</td>
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<td>Connections</td>
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<td>ODH Rape Prevention Grant</td>
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<td>Ohio Children’s Trust Fund</td>
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<td>Ohio Housing Trust Fund</td>
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<td>VOCA/SVAA</td>
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<td>OCJS Grant</td>
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<td>Family Violence Grant</td>
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<td>Verizon Foundation Grant</td>
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<td>Interest</td>
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<td>Sales/After Hours Contracts</td>
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<td>Other Income</td>
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<td>Carryover</td>
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**Total Source of Funds** ........................................ $1,159,756

**Total Disbursements** ........................................ $1,292,911

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<td>Operating Expenses</td>
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<td>Travel and Meetings</td>
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<td>Grants</td>
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<td>Miscellaneous</td>
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**Total Disbursements** ........................................ $1,093,688

**Cash Balance as of 6/30/07** ................................ $199,223

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## Emergency Financial Assistance Fund

**Balance as of 6/30/06** ........................................ $14,034

**Receipts**

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<td>United Way Delaware</td>
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<td>St. Joan of Arc</td>
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<td>First Presbyterian</td>
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<td>Ohio Housing Trust Fund</td>
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<td>Andy Anderson Fund</td>
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<td>General Victim’s Fund</td>
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<tr>
<td>Other</td>
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**Total Receipts** .............................................. $180,974

**Disbursements**

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<td>Prescriptions</td>
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<td>Transportation</td>
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<tr>
<td>General Victims Fund</td>
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<tr>
<td>Housing</td>
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<tr>
<td>Other</td>
<td>$580</td>
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**Total Disbursements** ........................................ $179,455

**Balance as of 6/30/07** ........................................ $1,519

**Balance as of 6/30/07** ........................................ $1,519

*The emergency financial assistance fund provides 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.*
Jennifer Trainer
Jennifer is the Environmental Health Director for the Morrow County Health Department. In addition to the HelpLine Board, she serves on the Trinity United Methodist Church Parish Committee. She has done missionary work locally and abroad. Jennifer and her husband Jeff live in Mt. Gilead.

Frances Turner, Vice Chair
Francis is a retired nurse and has served as Presidents of the Hospice of Morrow County and American Cancer Society. She has received multiple awards for her community service and volunteer work. As the Vice Chairwoman of the HelpLine Board, Francis has been a long-time resident of Morrow County.

Keith Boger, Chair
An attorney with Clark & Boger Attorneys At Law in Delaware, Keith has served as the Treasurer for the Liberty Community Center and board member for the Delaware County Cultural Arts Center. Keith has been involved with United Way, Parks and Recreation and Delaware City Schools. Keith and his wife, Blythe, have two children who are students at The Ohio State University.

Marsha Tilden, Secretary
Marsha is a Nurse Practitioner and serves as the Director of Student Health Services at Ohio Wesleyan University. Marsha serves on the HelpLine Board because she wants to be more active in the community and believes that HelpLine is a wonderful organization. Marsha has been married to her husband for 25 years and has three children.

Erin Dezell
A student at OWU, Erin majors in psychology and anticipates her graduation in 2009. She has served as a volunteer for the HelpLine Child Assault Prevention program and is a member of the House of Peace and Justice and serves as a junior representative on the Psychology Student Board. Erin's goal as a HelpLine Board member is to facilitate a stronger alliance between HelpLine and Ohio Wesleyan University.

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Betsy Lloyd, Treasurer*
Recently retired from the Delaware County Bank, Betsy is an ardent volunteer serving on the Women’s Columbus Race for the Cure committee and fundraising for the Ohio Foundation of Independent Colleges and the National Federation for the Blind. A resident of Worthington, she is planning to move to the Southwest.

*retiring Board member

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Susan Wright
Susan is a supervisory writer/editor for the U.S. Forest Service Laboratory in Delaware. A former member of the Delaware Morrow Mental Health Recovery Services Board, she has also been active in past Delaware City Schools levy campaigns. Susan is a 30-year resident of Delaware, holds Bachelor’s and Master’s degrees from The Ohio State University and has worked as a journalist and communications specialist. She and her husband Jim have three children.

Sara Stuntz
Sara works as a graphic designer at Ohio Wesleyan University and volunteers at the Asbury Methodist Church, Delaware Jobs and Family Services and Delaware City Schools. She and her husband became foster parents 2 ½ years ago and this experience has heightened her awareness of the need for organizations like HelpLine.

Don Lockwood
A resident of Edison, Don serves as Pastor of the Edison United Methodist Church. He has also served as the past Board President for the United Way of Morrow County Board, Red Cross of Delaware County and was a former Chaplain for Grady Memorial Hospital. A former golf coach for Ohio Wesleyan University and chairman of the Health and Physical Education Department at Hayes H.S., Don was recently elected into the Delaware Hayes Athletic Hall of Fame.

Jessica Hall
A Delaware native, Jessica is the owner and CEO of her own cleaning business. In addition to being a HelpLine Board member, Jessica facilitates the HelpLine Survivors of Suicide (SOS) Support Group. In her spare time, Jessica enjoys spending time with her two sons Wyatt and Jarrett, scrap booking and talking with her sister.

Chad Snyder*
Originally from Mt. Gilead, Chad is a manager with his family’s funeral home business, Snyder Funeral Homes, Inc. in Mt. Gilead and Marion. He recently, became engaged to Rachel Clinger and enjoys basketball and golf.

*retiring Board member

Teresa Robinson
Teresa lives and works in Delaware County where she has been a volunteer for the American Diabetes Association and the Leukemia and Lymphoma Society. She enjoys organizing events and has experience in marketing and business administration.
HelpLine Staff & Recognition

Leslie Baldwin, BA
Fiscal Manager
7 years

Crystal Breighner, BS
Hotline Specialist
1 year

Chris Campo
Hotline Specialist
<1 year

Connie Carter, BA, LSW
Receptionist
3 years

Pamela Cooper, CIRS
Victim Resource/Database Specialist
3 years

Mary Damico, BS, CIRS
I & R/2-1-1 Director
14 years

Michelle Foust, CIRS
Hotline/EFA Specialist
6 years

Susan Hanson, MSW, LISW
Executive Director
12 years

Janet Haycox
Administrative Assistant
5 years

Stephanie Hummel
Hotline Specialist
8 years

Corina Klies, BA
Prevention Educator
1 year

Carol Lawrence, CIRS
Hotline Specialist
7 years

Lucinda Long
Connection Program Assistant
6 years

Aimee McCann, MSW, LSW
Family Education and Support Coordinator
4 years

Pat Miley, MA
Connections Program Director
5 years

Gloria Minor
Bookkeeper/Receptionist
9 years

Julianna Nemeth, MA
Prevention Director
2 years

Linda Owings, CIRS
Hotline Specialist
7 years

Okpara Okafor-Newsum, M. ED
Prevention Educator
<1 year

Suzanne Pingry, BS
Connections Program Manager
8 years

Penny Pyle
Hotline Specialist
<1 year

Ruth Reeve, MSW, LISW
SARN Coordinator
2 years

Jim Rundle, MSW, LISW
Clinical Director
7 years

Elisabeth Quilter, BA, CIRS
Hotline Specialist
7 years

Victoria Abbott-Swatloski
Volunteer Coordinator
<1 year

Kathleen Vance, BS, CIRS
Hotline Coordinator
11 years

Wilfred Verhoff
Hotline Specialist
<1 year

Tamika Vinson, BA
Outreach Coordinator
<1 year

Margie West
Connections Senior Leadership Coordinator
<1 year

CIRS - Certified Information and Referral Specialist
2007 HelpLine Volunteers

Hotline
Ed Hoar
Tom King
Loa Ransom
Penny Pyle
Tracy Williams

Survivors of Suicide
Nancy Geer
Jessica Hall

Connections Community Trainers
Amy Brown
Marlene Cassini
Eric Griffin
Bill Hegarty
Jennifer Villanueva-Henkel
Barbara Herbst
Debby Merritt
Pat Miley
Tonia Moultry
Sue Packard
Suzanne Pingry
Kathy Tatterson
Tammy Tingle
Brenda Wadsworth
Tracy Whited

Child Assault Prevention
Tim Chesser
Scott Lewis
Nancy Merhar
Lacey Moore
Rebecca Tyne

Stand Up Leadership Team
Brittany Bice

Sexual Assault Response Network
Shannon Figley
Shelly Foust
Shari Furay
Shilo Gall
Laura Harris
Lynne Liebrand
Loa Ranson
John Reiter
Jennifer Storm
Victoria Abbott-Swatloski

Community Care Day
Bruce Wylie (Emerson Network Power)
Diana Allen (American Showa)
LoAnn Burt (American Showa)
Brandon Lamping (American Showa)
FY2007 Contributors

4 Imprint
AEP Ohio*
Alum Creek Friends Church
Big Walnut Friends Who Share, Sunbury
Jeffrey & Barbara Benton
Patricia & Edward Belch
Keith & Blythe Boger
Andrew & Audry Carter
Central Cosmetology Club
Tom and Patricia Conrad
Ro Anne Davis
Delaware Cab
Delaware Christian Church
Delaware Ministerial Association
Marianne Derr
Nicolas & Michelle Vucinish De Santis
Mark E. Drum
Patricia Ebbatson
Ida Farahay
Robert & Carol Fechter
Richard Fireston
First Baptist Church, Delaware
First Presbyterian Church, Delaware
Anne Fry
Dr. & Mrs. Robert Gaffey
Katherine Gharrity
Gleaner Life Insurance Society
Grace United Methodist Church, Delaware
Gethsemane Baptist Church, Morrow Co.
Sue Hanson
Steve Hanson
Alex & Elinor Heingartner
Judith Held
Helping Hand Fund, Morrow Co,
Beth Hennen
The Hon. Robert & Sharon Hickson
Jack & Mary Hilborn
Hilborn Insurance*
Hiram Lodge
Irene & Walter Johnson
Nancy Kennedy
Tim & Laura Kynion
Betsy Lloyd
Dr. Lyman Leathers
Thomas & Shelly Louden
Dr. Corinne Lyman
Fred & Joan Manter
Stephen & Deborah Martin
MidOhio Printing
Robert & Bette Meyer

George & Rozella Miller
Thomas Mitchell
Morrow County Ministerial Association
National City Bank
Juliana & Aaron Nemeth
Michael Newcomb
Ohio Wesleyan University*
Old Stone Presbyterian Church, Delaware
Powell UMC
Sarah DelPropost
Loa Ransom
Bob & Nancy Rietz
Kay & Bill Rietz
Re/Max Affiliates
David & Donna Russell
St. Joan of Arc/St. Vincent DePaul Society
St. Mark's Evangelical Lutheran Church
St. Mary's/St. Vincent DePaul Society
St. Peters Episcopal
Seventh Day Adventist church
Emily & Robert Shaffer
Dixie Shinaberry
Eleanor Smith
Robert & Nancy Singer
Chad Snyder
Sara Stuntz
John & Verna Tetz
John & Arlyss Tombarge
Jennifer Trainer
Joanne Trainer
Marsha Tilden
Frances Turner
Trinity United Methodist Women
Valleyview Friends Women
Dr. Randall & Mary Lou Waldron
Larry & Diane Westbrook
Williams Street UMC, Delaware
Elizabeth Wolf
Susan Wright
Ralph & Nancy Young
Melodee and Richard Younts
Zion United Church of Christ, Delaware

*Special thanks to the following for their sponsorship of the FY 2007 HelpLine Annual Meeting:

AEP Ohio
Ohio Wesleyan University
Hilborn Insurance
About HelpLine

Founded in 1970, HelpLine of Delaware and Morrow Counties, Inc. is a private, nonprofit organization that provides a 24-hour crisis hotline, prevention education and training, information and referral, 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. HelpLine is also accredited by the Ohio Attorney General’s Office, Ohio Department of Development, Office of Criminal Justice Services, Ohio Department of Health, Suicide Prevention Alliance and Alliance of Information and Referral Systems.

Our Mission

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

Our 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.

Special thanks to the following sponsor of the Annual Report: