



safe children. safe communities.  
**2008**

**ANNUAL REPORT**

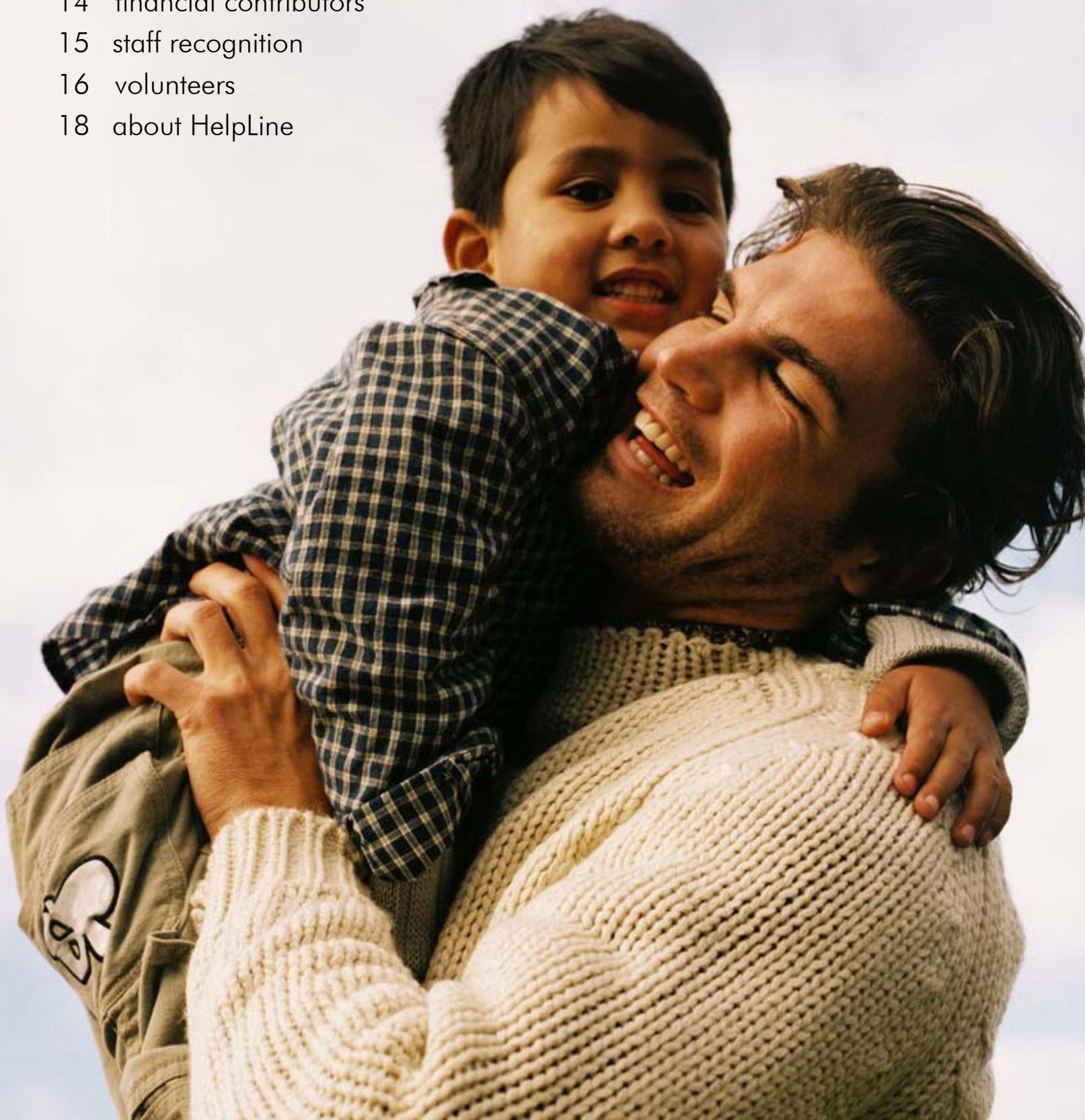


**HelpLine**

*Of Delaware and Morrow Counties, Inc.*

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# letter to friends of HelpLine

## Attacking a community epidemic with a collective response

If it takes a village to raise a child, it takes a community to protect one.

At HelpLine, we believe that adults are empowered with the sacred obligation to protect children. While we value the teaching of child-focused, self-protection programs such as 'stranger danger' and 'good touch, bad touch' we believe that this education must be coupled with one that authorizes adults to take an active role in shielding children from the risk.

Responding to child abuse takes courage. Adults must decide that 'enough is enough' and become vigilant about protecting ALL children.

Responding to child abuse takes a collective. As a community, we must stand united against an epidemic that is uprooting the dreams and destinies of our children. Studies show that abused children are 25 times more likely to repeat a grade and 75% of high school dropouts have a history of abuse in their families. To stop a community epidemic, it will take a community response.

Responding to child abuse takes communication. Experts estimate that while one in four girls and one in six boys will be sexually abused before their 18th birthday, less than one in ten will tell. The HelpLine Stewards of Children (SOC) program teaches adults how to recognize and address child sexual abuse, and communicate with children who may be hiding the abuse while inadvertently protecting the abuser. Receiving SOC training is critical to learning effective communication techniques.

Responding to child abuse requires taking a stand. Over a four-year period, Ohio has seen the number of children abused and neglected double from 24,998 in 1998 to the most recent 50,140 in 2002.\* Standing means taking our children by the hand so that they won't have to stand alone. It is creating healthy boundaries for ourselves and those who have access to our children. Ultimately, it is demanding that we all be accountable for ensuring the safety of our children.

It's been said that the test of the morality of a society is what it does for it's children. And, we want it said that we were responsible moral agents who passed the test with flying colors!



**"I am** committed to empowering adults with the necessary tools to ensure the safety and well-being of our children - our most precious resource."

\*source: Prevent Child Abuse Ohio

# 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 FY2008, the Information and Referral network at HelpLine made 19,527 referrals to callers who needed community agency and government information.

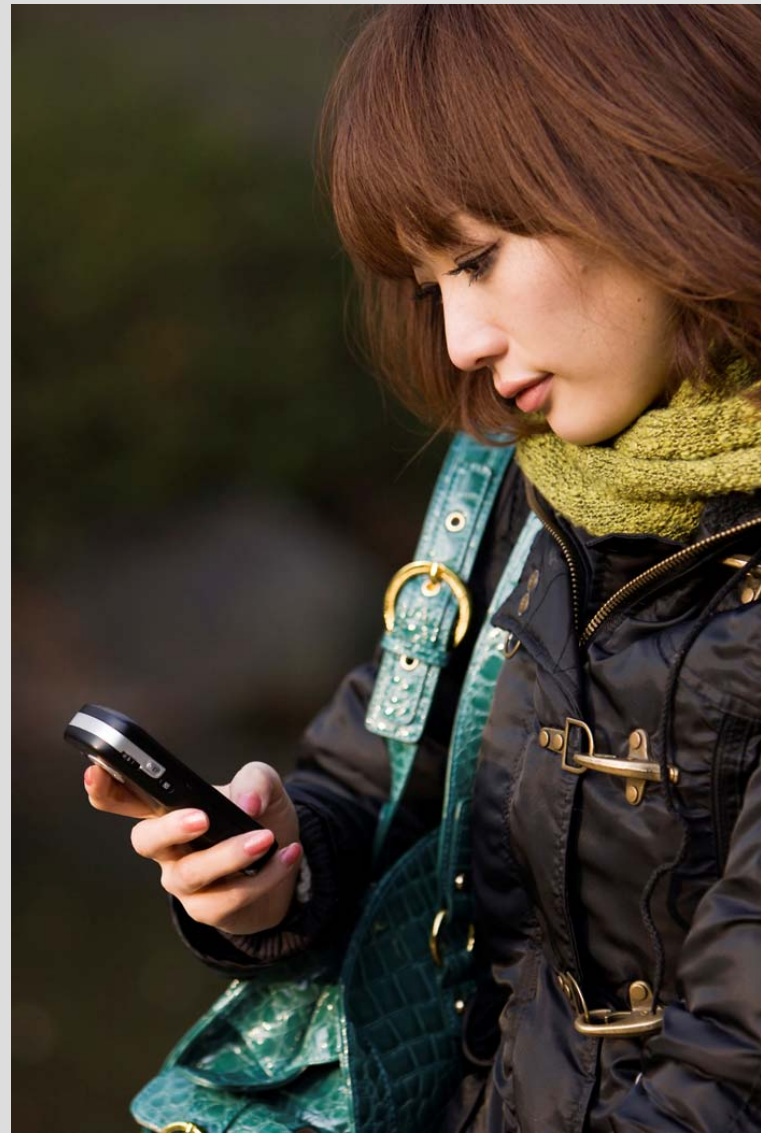
## 24-hour Crisis Support and Information Hotline

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.

During this past fiscal year, the hotline responded to: 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:

- 36 referrals for house or outside visits
- 10 referrals for phone interventions
- 21 family requests for home visits
- 12 family requests for office visits
- Four family requests for mental health education
- 14 family requests parenting education

*Note: Based on data from April 1, 2008 to June 30, 2008*

Agencies who made a total of 46 referrals to the FESS program include:

- Annie's Outreach — 1 referral
- Delaware City Schools — 4 referrals
- Delaware County Children Services — 2 referrals
- Delaware Early Intervention — 1 referral
- Franklin Co. Schizophrenia Support Group — 1 referral
- Helpline of Delaware and Morrow Counties Inc. — 15 referrals
- Help Me Grow (Delaware) — 3 referrals
- Help Me Grow (Morrow) — 2 referrals
- Hickory Knoll — 1 referral
- Highland Schools — 5 referrals
- Morrow Co. Board MRDD — 2 referrals
- National Alliance of Mental Illness (NAMI) — 2 referrals
- Self referred — 5 referrals
- Westerville City Schools — 1 referral
- Workshop (sponsored by Connections) — 1 referral

Support groups are an integral part of therapy and reconciliation. During FY2008, FESS held two weekly support groups with an consistent attendance. Specifically:

Depression/bipolar Support Group	43 sessions
Average attendance	10 people
<hr/>	
Family Relationship Support Group	37 sessions
Average attendance	8 people

# key accomplishments

## Prevention Education

### Youth Suicide Prevention

A total of 561 middle and high school students received a two-session depression awareness and suicide prevention programming. Of the four schools that hosted the training:

- 90.5% reported an increase in knowledge.
- 96.7% reported a positive rating of the speaker.
- 96.5% reported that they know what to do and where to go if they or a friend are suicidal.

### Suicide Community Training with Adults and Professionals

A total of 10 adults participated in suicide prevention presentations at Olentangy High School. Participants surveyed post-presentation reported:

- 100% were either very satisfied or somewhat satisfied with the speaker organization and preparedness.
- 100% were very satisfied or somewhat satisfied with their new knowledge of community resources available for suicide prevention.
- 100% were very satisfied or somewhat satisfied with their better understanding of how to manage a suicidal crisis.

### Youth Sexual Violence Prevention

The Youth Sexual Violence prevention programs reached students as nine schools and one community event. A total of 917 middle and high school students participated in a two-session sexual violence prevention workshops in six schools and one Delaware County Teen Leadership retreat. And, 54 elementary youth participated in a five-lesson *Building Healthy Relationships* sexual violence prevention program at three after-school programs. Program surveys reported:

- 90.2% of students self reported an increase in knowledge following the workshop.
- 93.4% of students indicated a positive rating of the speaker.
- 96.0% of students indicated they know where to go to get help if they or a friend are sexually assaulted.
- 82.3% of students were able to name one way they could intervene to prevention a sexual assault before it took place.

### Youth Family Violence Prevention

A total of 396 middle and high school students participated in a two-session family violence prevention workshop in four schools and one Delaware County Teen Leadership retreat. Programs statistics revealed:

- 87.0% of students reported and increase in knowledge following the workshop.
- 91.9% of students indicated a positive rating of the speaker.
- 95.4% of students indicted that they know where to go if they or someone they know were to experience dating and or family violence.
- 93.4% of students were able to name one way they could intervene to prevention an act of dating violence before the assault took place.





**Girls & Boys Groups (60 total sessions)**

A total of six 'It's A Girl's World!' and five 'It's A Guy Thing!' Empowerment Groups were offered serving 52 girls and 33 boys. Group participants indicated a:

- 94.5% positive rating of the facilitators.
- 98.2% rating of the group participants indicated that the group was very helpful.
- 96.4% rating on the ability of the group participants to name one way they could intervene to prevent an act of bullying or relationship violence among peers.

**Stand Up Leadership Team**

Expanded community partner's support of Stand Up Leadership Team to move beyond Delaware General Health District and HelpLine to also include Turning Point, Delaware City Police, Recovery & Prevention Resources and Big Brothers Big Sisters. 15 youth volunteers consistently attended a total of 18 bimonthly meetings. Students participated in numerous events and service projects including:

- Two-day leadership conference where HelpLine provided sexual violence and domestic violence trainings (included inviting PAVE students from Licking County).
- Presenting at the Ohio Prevention Education Conference.
- Attendance at the 'Thanks' event.
- Battle of the Bands Five (BOB5) planning and implementation by:
  1. Soliciting \$1000 in raffle donations which was used to start a youth foundation whereby a panel of youth in the county will receive applications by other youth for youth led initiatives.
  2. Writing and performing three Public Service Announcements (PSAs) that were performed at BOB5 between band set changes. One of the three PSAs specifically addressed the prevention of alcohol facilitated sexual assault and of coerced sexual assault by a dating partner.
  3. Developing games and staffing a booth at the BOB5; games focused, in part, on sexual and dating violence prevention. Participants also displayed Choose Respect posters at the booth.
- Wrote education support letter to state senators concerning House Bill 247, which if passed would allow teens to seek protection orders of their own behalf & received response correspondence.
- Collect items and created gift baskets for women staying at Turning Point over Mother's Day.

Of the 15 youth volunteer, 100% felt like they have the ability, through participation in Stand Up Leadership Team activities, to impact positive change in the community.



# key accomplishments

## Sexual Violence Prevention Community Capacity Training with Adults

46 adults participated in sexual violence prevention programming through two statewide efforts, both hosted in Delaware County.

- Hosted Ohio Sexual Violence Prevention Network (OSVVPN) technical support meeting on “Ensuring Your Program’s Standards” for 16 sexual violence prevention educators from across the state attended.
- 93.3% of participants felt that their participation in OSVVPN supports the larger goal of reducing sexual violence in their local community.
- 100% indicated that the content of the meeting was relevant to their work in sexual violence prevention education.
- Presented in collaboration with other local staff “Fostering Coalitions and Networks for Sexual Violence Prevention” at Ohio Domestic Violence Network’s Spectrum of Visible Light Conference.
- Participated gave presenters and average of 4.13 on a 5 point scale in relation to addressing stated objectives and 4.4 on a 5 point scale in relationship to presenters having expertise on topic.

## Stewards of Children: Empowering Adults to End Child Sexual Abuse

Stewards of Children is a revolutionary sexual abuse prevention training program that educates adults to prevent, recognize, and react responsibly to child sexual abuse. The program believes and teaches that child safety is an adult’s job. 156 adults in Delaware County and 12 adults in Morrow County received the three-hour *Stewards of Children* Training. Organizations that hosted the trainings this grant were:

- Connections
- Delaware City School Age Child Care,
- Delaware County Board of Developmental Disability
- Genoa Police
- HelpLine of Delaware and Morrow Counties, Inc.
- Leaping 2 Learn
- Liberty Community Center.





In addition, select staff from the following organizations were trained at community-wide trainings:

- Action for Children
- Andrews House
- Big Brothers Big Sisters
- Delaware and Morrow Mental Health and Recovery Services Board
- Delaware General Health District
- Delaware County Department of Job and Family Services
- Delaware County Probate Court
- Grady Memorial Hospital
- Ohio Wesleyan University Counseling Center

Of the 156 adults that received Stewards of Children training:

- 100% rated the facilitator's knowledge of the material as favorable, with the average participants score for each training sessions ranking between 3.58 to 4.00 on a 1 – 4 scale with 1 representing low knowledge and 4 representing high knowledge.
- 100% indicated the presenter's methods of presentation were favorable, with the average participant's score for each training sessions ranking between 3.20-4.00 on a 1 – 4 scale.
- 100% indicated that all five training objectives were met.
- 112 completed a pre-test and post-test to measure changes in knowledge and attitude as a result of Stewards of Children program participation. 17.88 points out of 25 possible points was the average pre-training evaluation score across all 112 participants. 22.93 points out of 25 possible points was the average post-training evaluation score across participants. This means, on average, participants increased their knowledge and attitudes by 5.04 points or by 20.2% as a result of *Stewards of Children* program participation.
- Two volunteers and five HelpLine staff members completed Stewards of Children facilitator training and are now authorized facilitators.

# key accomplishments

## 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 FY2008, the SARN program provided:

- 138 sexual assault survivors in-person advocacy, support, and/or therapeutic services.
- Six therapeutic workshops serving 81 survivors (HelpLine partnered with both Maryhaven and the Scioto Juvenile Correction Facility to provide some of these workshops, allowing us to reach more survivors from underserved populations including 13 survivors living in rurally isolated settings and 60 incarcerated youth).
- The 3<sup>rd</sup> annual SARN Survivor retreat held in October 2007 serving 10 survivors; the retreat was planned and implemented by survivors.
- Trained nine new SARN Advocates in FY08.

## Connections

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 FY2008, Connections:

- Matched a total of 795 volunteers with 218 different volunteer opportunities.
- Served a total of 88 different community nonprofit agencies and programs with volunteer referrals or placements.
- Provided 25,108.25 hours of community service to Delaware County.
- Published 12 issues of "Senior News Notes" newsletter to better support senior volunteers in Delaware County and distributed 1800 copies. Connections Senior Leadership Coordinator remained active with the Delaware County Senior Groups along with attending a variety of out reach at community events.
- Developed and launched a program called "Partners In Volunteering," a traveling volunteer fair allowing Delaware County nonprofits to educate the community about volunteer opportunities available. The fair also enables nonprofits to network with each other while recruiting volunteers. Connections partnered with 30 nonprofit agencies to present program and volunteer opportunities information to the public.
- Coordinated a record setting Make A Difference Day for Delaware County with over 300 volunteers who participated in helping improve their community by doing projects such as raking leaves for senior citizens, collecting canned foods for local food pantries, assisting nonprofits with a variety of work, and cleaning up litter on highways.
- Implemented United Way's Community Care Day and the first annual Family Volunteer Day in Delaware County.
- Provided 12 professional development workshops for a total of 267 participants. Counselors and social workers earned CEUs in workshops that covered topics including Suicide Prevention, Grant Writing, Legal Issues for Nonprofits, Eating Disorders, Therapeutic Approaches to Grief and Loss, and Poverty Culture.





# award recipients



## Founder's Award Katherine Gharrity

Katherine Gharrity moved to Delaware, Ohio in 1962 with her husband who was hired as an instructor at Ohio Wesleyan University. Within months of the move, she met Pat Silleck, who at the time was thinking of a way to start a group to support unwed, pregnant women in Delaware. Initially, Gharrity had no interest in being part of a single-focused group. She believed that there were multiple issues that people faced and that the potential crisis support organization should be broad-based. Silleck continued to make her case to Gharrity's support, and hesitantly she joined her in planning an initial recruitment meeting. True to the times, the nascent meetings happened around a kitchen table of women who were housewives and career women who were just as compelled about the purpose of the group. Five-strong, the discussions burgeoned into what would signal the genesis of HelpLine, then known as Help Anonymous.

According to Gharrity, the group's idea was around the same time that crisis lines in other communities throughout the United States were formed. Thus, the group didn't believe they were initiating anything out of the ordinary. From its inception, the group knew that along with funding, they would need a process for documenting calls. After researching similar groups and their funding structure, they approached the Mental Health Board and other local community groups for support. Initially, the United Way turned the group down because of the perceived inexperience of the women to handle crisis calls. Consequently, the group became vigilant about training and reading in the area of crisis intervention. From their research, they compiled a list of community resources – which would later become the information and referral database.

While they were slow to acquire funding, early supporters like George Hoffman gave the group a space and a recording machine. Callers would leave a recorded message and volunteers would staff the phone for two hours a week. Callers who left messages on the recording machine were asked to leave their number and a volunteer would call back from their own homes.

Gharrity recalls that there was a lot of skepticism that volunteers could do this kind of work. She remembers being constantly questioned about credentials, experience and intention. To combat the skeptics, the group established a formal, comprehensive training process for all volunteers to prepare them to provide crisis management and community resource referral skills.

Gharrity would also become the first director of Help Anonymous, which also served as a declaration that they were there to stay. In 1974, Help Anonymous merged with the Ohio Wesleyan University student hotline, "The Listening Post" and Help Anonymous began taking calls around the clock. The following year, Help Anonymous began receiving funds from United Way, the Community Mental Health Board, and other government funds. Under her leadership, she developed a number of community prevention and education programs. And, she inspired and maintained a strong volunteer base on average of nearly 40 people.

Soon, sphere of her influence transcended Help Anonymous, as she began to be sought out for other community-based projects. Specifically, she was asked to chair a task force that created the framework and bylaws for the agency now known as Council for Older Adults. Ironically, Gharrity says the person who asked her to chair the task force was the same person who had originally denied her funding for Help Anonymous.

Gharrity soon passed the baton onto another capable leader, but chose to stay close to Help Anonymous by serving on the HelpLine Board. During her Board tenure, she helped to facilitate the merger that fused the Morrow County based Hope Anonymous with Help Anonymous in Delaware County. Gharrity was also instrumental on the Mental Health Board.

Today, Gharrity is a poetry enthusiast, poll worker and active member of the Delaware Chapter of the League of Women Voters. She sees her political involvement as a civic duty and part of her community service to the City of Delaware. Fittingly, Katherine holds the belief that community service is: the sincere desire to make a difference by actively doing something — whether it's in a small or big way. Ultimately, Gharrity feels that to recognize and meet an unmet need is paramount.

Gharrity recently celebrated her 50<sup>th</sup> wedding anniversary with a trip to Lake Tahoe with her three children and grandchildren.

# award recipients



## **Katherine Gharrity Community Service Award**

### **Heather Crosbie**

*Registered Nurse/SANE Nurse, Grady Memorial Hospital*

A graduate of Marion Technical College, Heather has worked for the past five years as a staff nurse in the Emergency Department at Grady Memorial Hospital. In the spring of 2006, Heather completed the Sexual Assault Nurse Examiner (SANE) training and in 2007 was nationally certified as a SANE for adults and adolescents. Heather also serves as the co-chairperson of the Delaware County Sexual Assault Response Team (SART) — a multi-disciplinary team of community allies who work to coordinate trauma services, respond to survivors and prevent future victimization, and is an active member of the Delaware County Domestic Violence Response Team. In the past year, Heather worked closely with HelpLine to

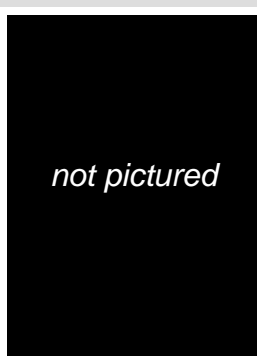
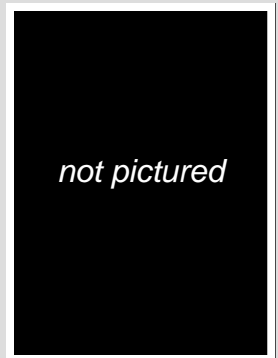
ensure a victim-centered approach to service delivery and care.

## **Katherine Gharrity Community Service Award**

### **John Radabaugh**

*Detective Sergeant, Delaware Police Department*

John is a sergeant in the Detective Division at the Delaware City Police Department where he has worked since 1993. Prior to his promotion, John worked general cases and undercover drug investigations as part of the Delaware County Drug Task Force for approximately two years, and as a uniformed patrolman for nine years. For more than 10 years, he has taught courses on firearms, driving, ASP, and TASER to the Delaware Police Department, U.S. Special Operations soldiers and he also teaches adult education students in the law enforcement academy at the Delaware Area Career Center. John serves as co-chairperson of the Delaware County SART with fellow award recipient Heather Crosbie. Through SART, John has worked cooperatively with HelpLine to guide survivors to crisis services and worked to ensure offenders become accountable for their crimes. John is a graduate of the Ohio Peace Officer's Training Academy in London, Ohio.



## **Katherine Gharrity Community Service Award**

### **Bonnie Rogers** *(deceased)*

*Former Counselor, Delaware Area Career Center*

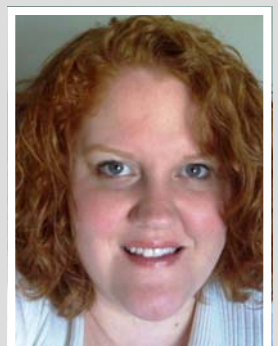
Bonnie is a former counselor at the Delaware Area Career Center and long-time member of the Delaware County SART. She advocated for schools to be part of the county sexual assault protocol and was active in the most current protocol revisions until the time of her death. Born in Wyandotte, Michigan in 1942, she received a Bachelor of Arts from Albion College and her Master of Science in education from the University of Michigan. Survived by her husband John and three children Julia, Katherine and David, Bonnie lost her battle with cancer at age 66.

## **Volunteer of the Year**

### **Jennifer Tewell**

*Event Services Consultant*

A native of Vermilion, OH, Jennifer is currently a student at Franklin University where she is six months from completing a Bachelor of Science in Organizational Communication. Her work in advocacy began as a sexual assault advocate for the Sexual Assault Center in Rockford, Illinois in 2005 where she was also studying psychology and education at Rock Valley College. Two years later, she moved back to Ohio with husband Drew and immediately began to look for ways to pick-up where she left off. Fortunately, she found her way to HelpLine where she has been a Sexual Assault Response Network (SARN) volunteer since 2007. Since joining HelpLine, Jennifer has secured first-time grant funding for the annual sexual assault survivor's retreat, where she also uses her event planning prowess to create what survivors have called a first-rate, unrivaled healing experience.



# financial highlights

Year Ended June 30

## 2007-2008 General Operating Fund

Balance of 6/30/07	\$191,657
Source of Funds	
DMMHRSB	\$540,214
United Way	\$189,776
Council for Older Adults	\$67,940
Senior Companion Program	\$4,991
Contributions/Fundraising	\$12,687
Connections	\$30,665
ODH Rape Prevention Grant	\$68,631
Ohio Children's Trust Fund	\$17,900
Ohio Housing Trust Fund	\$20,000
VOCA/SVAA	\$74,880
OCJS Grant	\$22,873
Family Violence Grant	\$43,291
Verizon Foundation Grant	\$10,000
Interest	\$5,824
Sales/After Hours Contracts	\$3,025
Other Income	\$22,052
Carryover	\$7,596
<b>Total Source of Funds</b>	<b>\$1,142,345</b>
	<b><u>\$1,334,002</u></b>
Disbursements	
Salaries	\$741,053
Fringes	\$198,449
Supplies	\$6,141
Operating Expenses	\$60,614
Travel and Meetings	\$17,444
Insurance	\$10,381
Building	\$30,531
Telephone	\$29,944
Equipment	\$11,414
Grants	\$54,714
Miscellaneous	\$24,727
<b>Total Disbursements</b>	<b>\$1,185,412</b>
<b>Cash Balance as of 6/30/08</b>	<b>\$148,591</b>
	<b><u>\$1,334,002</u></b>

## 2007-2008 Emergency Financial Assistance Fund

Balance as of 6/30/07	\$2,019
Receipts	
Contributions	\$2,807
FEMA Morrow County	\$5,554
St. Mary's	\$10,200
St. Mark's	\$550
First Baptist	\$1,300
United Way Delaware	\$4,000
First Presbyterian	\$5,000
Ohio Housing Trust Fund	\$92,500
<b>Total Receipts</b>	<b>\$121,911</b>
	<b><u>\$123,930</u></b>
Disbursements	
Food	\$1,942
Gasoline	\$604
Utilities	\$54,817
Prescriptions	\$1,147
Transportation	\$802
Housing	\$61,454
Other	\$247
<b>Total Disbursements</b>	<b>\$121,013</b>
<b>Balance as of 6/30/08</b>	<b>\$2,917</b>
	<b><u>\$123,930</u></b>

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

AEP Ohio  
Alum Creek Friends Church  
Asbury United Methodist Church  
Avix Design  
Howard & Virginia Barber  
Bath & Body Works  
Beehive Bread Co.  
Jeffery & Barbara Benton  
Ralph & Peg Benzinger  
David Bernon  
Keith & Blythe Boger  
Phyllis J. Brewer  
Betty Brown  
Buehlers  
Don Chenoweth  
Clyde's Tree Service  
Conner Framing & Gallery  
Ro Anne Davis  
Delaware Building Systems Architectural Design  
Delaware Cab  
Delaware Christian Church  
Delaware Ministerial Association  
Delaware County Bank & Trust  
Marianne Derr  
Robert & Marilyn Douds  
Vern & Delores Edwards  
Embarq  
Robert & Carol Fechter  
First Baptist Church, Delaware  
First Presbyterian Church, Delaware  
First Knox Bank  
Dean Fraker  
Anne Fry  
Dr. & Mrs. Robert Gaffey  
Katherine Gharrity  
Giant Eagle  
Gilead Friends Church  
Grace United Methodist Church, Delaware  
Grady Memorial Hospital  
Grief, Inc.  
Gethsemane Baptist Church, Morrow Co.  
Sue Hanson  
Steve Hanson  
Tom and Pat Harden  
Ruth Davis-Hastler (*in memory of David Heeter*)  
Alex & Elinor Heingartner  
Robert & Sharon Hickson (*in memory of Tip Turner*)  
Jack & Mary Hilborn  
Ed Hoar  
Wayman & Joan Lawrence  
Lions Club  
Don Lockwood  
Hiram Lodge  
LUSH  
Kroger  
Roger Koch  
Thomas & Shelly Louden  
Dr. Corinne Lyman  
Manos, Marin, Pergram & Dietz  
Fred & Joan Manter  
Stephen & Deborah Martin  
Bill & Judy McCartney  
Mean Bean Caffeine Lounge  
Mid-Ohio Printing  
George & Rozella Miller  
Thomas Mitchell  
Morrow County Ministerial Association  
National City Bank  
Michael Newcomb  
Old Stone Presbyterian Church, Delaware  
Myrna Paul & Dave Jackson  
Panera Bread, Lewis Center  
Preisser's PIP Printing  
Powell UMC  
Rev. John & Susan Powers  
Loa Ransom  
Kay & Bill Rietz  
St. Joan of Arc/St. Vincent DePaul Society  
St. Mark's Evangelical Lutheran Church  
St. Mary's/St. Vincent DePaul Society  
St. Peters Episcopal  
Salvation Army, Cincinnati  
Dave Schmansky & Marianne Hemmeter  
Sephora  
Seventh Day Adventist Church  
Eleanor Smith (*in memory of Tip Turner*)  
Robert & Nancy Singer  
Starbucks  
Sara Stuntz  
Subway  
Thrivent Financial  
Jennifer Trainer  
John & Arlyss Tombarge  
Frances Turner  
Trinity United Methodist Women  
Unity in Community  
Valleyview Friends Women  
Verizon Wireless  
Wanner Metal Work  
Dr. Randall & Mary Lou Waldron  
Craig Welch  
Larry & Diane Westbrook  
Williams Street UMC, Delaware  
Don & Kathleen Wolf  
Susan Wright  
Ralph & Nancy Young  
Zion United Church of Christ, Delaware

# staff recognition

**Leslie Baldwin, BA**

Fiscal Manager  
8 years

**Chris Campo**

Hotline Specialist  
1 year

**Connie Carter, BA, LSW**

Receptionist  
4 years

**Pamela Cooper, CIRS**

Victim Resource/Database Specialist  
4 years

**Mary Damico, BS, CIRS, CRS**

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

**Michelle Foust, CIRS**

Hotline/EFA Specialist  
7 years

**Susan Hanson, MSW, LISW**

Executive Director  
13 years

**Janet Haycox**

Administrative Assistant  
5 years

**Stephanie Hummel**

Hotline Specialist  
7 years

**Corina Klies, BA**

Prevention Educator  
2 years

**Carol Lawrence, CIRS**

Hotline Specialist  
8 years

**Lucinda Long**

Connections Program Assistant  
7 years

**Aimee McCann, MSW, LISW**

Consumer Advocacy Coordinator  
5 years

**Pat Miley, MA**

Connections Program Director  
6 years

**Gloria Minor**

Bookkeeper/Receptionist  
10 years

**Julianna Nemeth, MA**

Prevention Director  
3 years

**Linda Owings, CIRS**

Hotline Specialist  
8 years

**Okpara Okafor-Newsum, M. ED**

Prevention Educator  
2 years

**Suzanne Pingry, BS**

Connections Program Manager  
9 years

**Penny Pyle**

Hotline Specialist  
1 year

**Ruth Reeve, MSW, LISW**

SARN Coordinator  
3 years

**Jim Rundle, MSW, LISW**

Clinical Director  
8 years

**Elisabeth Quilter, BA, CIRS**

Hotline Specialist  
8 years

**Kathleen Vance, BS, CIRS**

Hotline Coordinator  
12 years

**Wilfred Verhoff**

Hotline Specialist  
1 year

**Tamika Vinson, BA**

Outreach Coordinator  
2 years

**Margie West**

Connections Senior  
Leadership Coordinator  
1 year

*CIRS - Certified Information and  
Referral Specialist*

*CRS - Certified Resource  
Specialist*

# volunteers

## Community Care Day

Jim Haferkorn  
Denise Parker  
John Kennedy  
Paul Burgan

## Connections Community Trainers

Paula Andree	Sue Baumgardner
Nancy Duffee	Erica Shell Castro
Rod Glazer	Corina Klies
Jennifer Henkel	Janice Morabeto
Leslie Marshall	Kathy McWatters
Julianna Nemeth	Okpara Newsum
Ruth Reeve	Victoria Swatloski
Tammy Tingle	Tamika Vinson
Fara Waugh	

## HelpLine Website

Dan Swatloski, Avix Design

## HelpLine Hotline

Ed Hoar  
Tom King  
Loa Ransom  
Penny Pyle  
Tracy Williams

## 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







# 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

Keith Boger  
Erin Dezell  
Jessica Wherle  
Don Lockwood  
Teresa Schonauer  
Sara Stuntz  
Marsha Tilden  
Jennifer Trainer  
Francis Turner  
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 hotline.
- 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](http://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  
Hearing Impaired: 711 or 1.800.750.0750

[www.helplinedelmor.org](http://www.helplinedelmor.org)

**Empowering People Through Knowledge, Resources and Support.**



**HelpLine**

*Of Delaware and Morrow Counties, Inc.*