



40



1970-2010

A GENERATIONAL GEM

HelpLine

YEARS

2010 Annual Report

03	letter to friends of HelpLine
04	milestones
11	impact
24	financial highlights
25	contributors
26	staff recognition
27	volunteers
28	volunteer of the year award
29	katherine gharrity service award
30	photo collage
32	mission
33	history

Helpline: A Generational Gem



Dear Friends of HelpLine,

Mahatma Gandhi said, “You may never know what results come of your action, but if you do nothing there will be no result.”

40 years ago, six women — Pat Silleck, Katherine Gharrity, Sally Stevenson, Jeannie Strohm, Georgeann Parker and Mary Ann Keefer — sat around a kitchen table and acted, hardly knowing the powerful result that would come of their humble beginning. With guidance from Father John Statmiller, these visionaries provided the impetus to what would become a \$1.2 million dollar accredited agency that provides essential,

life saving therapeutic support and information services to thousands of Delaware and Morrow County citizens.

Although HelpLine originated as a telephone support line for pregnant women seeking support and alternatives, it quickly became apparent that this was only one of many issues in our community with which people needed help. Calls poured in people struggling with depression and loneliness, in need of financial help and requesting information. Thirty five calls were taken that first year by the volunteers answering the line. In fiscal year 2010, we responded to 12,140 calls and made 15,410 referrals.

Volunteers have been the cornerstone of HelpLine services since our inception. Originally, volunteers provided both service and operational support. HelpLine maintains that volunteer spirit through continued volunteer participation on the 24-hour support and information line, prevention services and as sexual assault advocates who serve on-call, after-hours as well as through the Connections Volunteer Center and the HelpLine Board of Directors.

At HelpLine, we stay true to our roots by continuing to strive to empower people with knowledge, support and resources— using a non judgmental, caring, and committed approach to our work. And, over the years we’ve strengthened community roots and impacted a generation.

We’ve mentored a generation of children and young adults to live violence, drug and alcohol-free lives through positive prevention programming throughout local elementary, middle and high schools.

We’ve empowered a generation of individuals with how to cope with a crisis, protect children, recover from sexual assault and assist a suicidal or severely depressed person.

We’ve cultivated self-sufficient families by linking them to community services that address their specific needs, advocated for support in cases where mental illness is present and provided opportunities to give back to their community through volunteering.

HelpLine grew from seeds planted by six women— and the result has been 40 successful years of responding to the emotional, financial and information needs of our communities. We celebrate all those who have been a part of the HelpLine family over the years, as staff, volunteers, Board members, consumers, funders and community supporters and look forward to 40 more years of valuable service.

Warmest regards,

Susan Hanson
Executive Director

Board of Directors

Don Lockwood

Chair, Board of Directors
Retired

Jennifer Trainer

Vice Chair, Board of Directors

Marsha Tilden

Secretary
Director, Ohio Wesleyan
University Student Health Center

Herb Baldwin

Realtor, RE/MAX Genesis

Keith Boger

Attorney, Clark & Boger

Maribeth Deavers

Attorney, Critchfield & Johnston, LLC

Adrienne Found

Student
Ohio Wesleyan University
**term ended 2010*

Mary Kay Love

Retired Teacher

Teresa Schonauer

Managing Supervisor
American Showa

Marilyn Weiler

Retired Teacher
**term ended 2010*

Jessica Wherle

Consumer Representative
**term ended 2010*

milestones

Since 1970, HelpLine of Delaware and Morrow Counties, Inc. has chronicled an unrivaled legacy of empowering the community with knowledge, support and resources. The agency's history is a story of growth and innovation, merging the collective strength of two county-wide agencies to expand community reach and pioneering new technologies to assist in accessing health and human service information. From introducing the first-ever centralized volunteer center in Delaware County to being the first to launch 2-1-1 in the State of Ohio, HelpLine has taken a leadership position in the development of health and human service standards, working closely with partner agencies to define and refine the way we help those who need help the most.

- 1970** Five women envisioned and planned a service to provide support and alternatives for single pregnant women.
- 1972** Help Anonymous operations begin in Delaware County in a donated space, above Buns Restaurant.
- 1974** Ohio Wesleyan University student hotline, "The Listening Post" merges with Help Anonymous.
- 1975** Help Anonymous becomes incorporated and a 501 (c) 3 organization. Katherine Gharrity named the first Executive Director of Help Anonymous and begins to receive funding from the United Way of Delaware County, Community Mental Health Board, Title 20 and Area Agency on Aging.
- 1979** Morrow County-based Hopeline becomes incorporated with initial donations from United Appeal of Morrow County, Inter-church Council and Delaware Morrow Mental Health Recovery Services Board.
- 1987** Ohio Department of Human Services awards grant to develop and distribute a resource handbook of human services for Delaware County.
- 1988** Receives initial accreditation from the American Association of Suicidology – at that time, one of 90 organizations awarded throughout North America.
- 1991** Certified by the Ohio Department of Mental Health and revises organizational structure to meet state and federal standards.
- 1996** Help Anonymous and Hopeline merge to form HelpLine of Delaware and Morrow Counties, Inc. Connections Volunteer Center begins at Andrews House, funded by United Way of Delaware County and Council for Older Adults, and affiliates with the newly formed HelpLine.

- 1997** Formed the Sexual Assault Response Network (SARN) with funding primarily through the Ohio Victims Service Office of the Ohio Attorney General.
- 1999** Joined the 2-1-1 Ohio Collaborative, a group dedicated to the implementation of 2-1-1, an easy to remember universal number to gain access to information on health and human services.
- 1998** Received first certification through American Association of Suicidology.
- 2000** First in Ohio to join 1-800-SUICIDE talk network - the only suicide network to cover the United States.
- 2002** HelpLine becomes the first agency in the State of Ohio to launch 2-1-1.
- 2003** HelpLine receives certification from the Alliance of Information & Referral Systems.
- 2007** The City of Delaware and Village of Mount Gilead declare September 27 as HelpLine Day.
- 2008** Selected as a top three state finalist for the Ohio Association of Nonprofit Organizations (OANO), Ohio Nonprofit Excellence Award. Developed and introduced the HelpLine Jazz and Silent Auction signature fundraiser to Delaware County. Held the first-ever HelpLine Golf Outing at Mill Creek Golf Course in Ostrander, Ohio.
- 2009** The Center for Disease Control cites HelpLine mentoring group, 'It's A Guy Thing' in the "Report Describing Projects Designed to Prevent First-Time Male Perpetration of Sexual Violence (update).
- 2010** Celebrate 40th year of service and success to Delaware and Morrow County communities.



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 food and shelter providers, county and city information or special services for older adults.

In FY 2010, a total of 15,410 referrals were completed. The top three reasons for calling 2-1-1 were:

- | | |
|---------------------------------|--------|
| 1. Financial assistance | 4,846, |
| 2. Psychiatric help | 2,124 |
| 3. Medical and/or health issues | 1,239 |

A total of 526 financial appointments were made to assist families and individual with utilities, rent and mortgage. A total of \$92,500 of the Ohio Housing Trust Fund was spent between January 2010 and May 2010. An additional \$7,474.70 of HelpLine funds were used to ensure continuity in service and assistance. Funds originated in each county through the following agencies:

Morrow County

- Emergency Food & Shelter Program | \$6,120
- Salvation Army | \$9,780
- Columbia Gas Fund | \$1,900

Delaware County

- United Way | \$3,841
- Churches | \$9,003

FY2010 is the final year in which HelpLine received the Ohio Housing Task Force grant. Due to cut backs in funding and personnel, financial assistance appointments for rent and utilities were discontinued at the Delaware County location. HelpLine now connects callers for rent and utility assistance to local agencies and churches. Morrow County residents will continue to received assistance with rent and utilities using Emergency Food & Shelter Program and Salvation Army funds when as available.

This year, HelpLine collaborated with People In Need who provided bags of food and diapers to help with after-hours callers and in the event that all other options were exhausted. HelpLine assisted with 96 bags of food and 19 clients with diapers. Twelve clients were helped with bus tokens and \$185 of Kroger gift cards were distributed.

How We Spell Success: Sarah's Story

Sarah first contacted HelpLine in April 2005 when she needed help with a rent deposit to move out of a crime infested area in Columbus, Ohio to Delaware County. A single mom of three boys, she'd lost her job and wondered how she was going to make the transition. "I had no where else to turn when I called HelpLine," said Sarah. she envisioned something better. To compound matters, Sarah dealt with multiple, severe health problems that often inhibited her ability to work.

HelpLine was able to help Sarah with part of her rent deposit which helped facilitate the move to Delaware, Ohio. Knowing that HelpLine was a consistent resource to help those in need, she contacted the support and information line again in August of the same year to assist with her electric bill. HelpLine partnered with People in Need (PIN) to help her avoid a shut-off. The next year, HelpLine assisted Sara with rent, school supplies and clothing.

Over the next few years, she relied on HelpLine resources to assistance with utilities and basic needs. In August 2009, HelpLine made a referral to Salvation Army Homeless Prevention program. Salvation Army was able to help her with below market level rent—to keep pace with her varied income and expenses. Though she continues to endure the challenges of raising three boys,

"If I hadn't called, I'm not sure where my family would be today."





24-Hour Support and Information Line

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.

In FY 2010, 12,140 were received to the 24-hour support and information line. Of the calls, nearly 15, 718 different needs were identifies as many callers communicated multiple needs. Specialist were able to respond and assist individuals and households in the following ways:

- 329 callers were provided advocacy services
- 4509 callers were connected to services that addressed mental health issues including suicide, depression, grief, chronic mental illness. A further assessment of these calls revealed:
 - ◇ 404 calls were concerning suicide and depression
 - ◇ 249 calls were related to anxiety and stress
 - ◇ 239 calls were categorized under substance abuse issues
 - ◇ 640 calls were for those who just needed to talk
- 4846 callers identifies needs around rent, utility, mortgage assistance
- 746 victims of crime identified and received help through the hotline
- 4713 needs were reported as it relates to housing such as need to move, being homeless, inability to pay for rent, mortgage or utilities.
- 478 needs related to sexual assault, child sexual abuse, adults sexual abused as children

In the past year, the hotline has expanded it outreach and follow up call services for the Delaware and Morrow County community consumers. In addition, the advocacy efforts on behalf of consumers in need have been enhanced to ensure the consumer is both connected to and fully served by the agencies in the community. Also the coordination of services with other agencies to specific consumers has been expanded. This results in both consistent and thorough service to struggling consumers. Specifically, HelpLine successfully assisted consumers by:

- | | |
|-----------------------------------|----------------|
| ■ Halting electric shut offs | 280 households |
| ■ Providing food | 225 households |
| ■ Preventing eviction (rent) | 217 households |
| ■ Helping with prescription costs | 203 households |
| ■ Stopping water shut-offs | 138 households |

In 11 of the past 12 months, the hotline has exceeded the service goals. Also the services to consumers who have identified issues of loneliness have nearly doubled. Of special note, of the nine paid hotline staff, five have been with HelpLine for over 10 years and are all Alliance of Information and Referral Systems (AIRS) certified. Additionally, of the five volunteers working the hotline, three have been with HelpLine for more than 20 years.

How We Spell Success: 40 Years of Providing Life-Saving Services*

Sometimes, a new life begins with a phone call. Such was the case for Brett*, 21, who said he had consistently contemplated suicide before talking with clinical director and HelpLine worker, Jim Rundle. Brett said he had been regularly taking opiates and drinking alcohol, giving his troubled friends advice that he wasn't following himself. His thoughts about ending his life were not as evident as they were when he blurted, "I think about suicide every (expletive) day," during a family argument. While most of those present seemed to ignore the outburst, according to Brett, his aunt sought guidance for how to handle the situation. She called HelpLine, a phone service designed to "empower people with knowledge, support and resources" in the Delaware and Morrow County communities.

HelpLine, which celebrated its 40th anniversary this week, began when five women took the initiative to help people in need, particularly pregnant women. The service grew as more needs within the community became apparent — from assistance getting food or shelter, to getting support after sexual assault — and has been staffed by trained, full-time workers since 1996. The organization most often receives calls from people "who are struggling meeting life's basic needs," said Susan Hanson, HelpLine executive director. Hanson said that last year, the 24-hour hotline made 15,000 contacts on a variety of issues. About 300 of those calls are related to depression and suicide; while they are not a majority, Hanson said they are "certainly a high priority because they are so immediately life-threatening." When speaking with people considering suicide, Hanson said the goal is to "take them to a place where they are feeling safe again," and make an appointment to see a professional. And while Rundle is a clinically trained social worker, he clarified that HelpLine is not designed as a substitute for therapy. "We're not providing counseling services," Rundle said. "We do support services, crisis intervention, suicide prevention. A lot of what we do is just support people and talk through walks going on. "With decent support, a lot of people can figure out what to do for themselves," he added.

That support the callers receive is based on 50 hours of training, including manual instruction as well as apprenticeships, according to Hanson. HelpLine is a freestanding organization funded by the Delaware and Morrow County Service Board. "Our hotline staff is pretty exceptional," added Rundle. "Most people have been here 10 years or more. The average hotline staff change jobs every two to three years." After 40 years of expanding its breadth of services, the HelpLine continues to develop ways to help the community — including a focus on outreach calls and increasing awareness for potential third-party callers like Brett's aunt. When a concern about another individual is expressed to a HelpLine worker, an outreach call is made. "Almost all people we make those calls to welcome them," said Rundle. "We're making contact to them in their lives. We explain to them who we are and our intention is not to invade their privacy." Brett, soft-spoken and reserved, said that Rundle helped him recognize factors of his life that could be influencing his thoughts about ending his life. "(HelpLine) definitely helped me stop doing things I shouldn't have been doing," said Brett, referring to his previous drug use. While he said he still thinks about suicide from time to time, it's less often than before getting in touch with HelpLine. Brett said he was currently looking for professional help that complies with his insurance. "I knew that I needed help from someone I didn't know," he said. "It was great getting things out that I haven't gotten out in a long time. It's the fact that they ask the right questions...it made me see things more, stop and think."

Rundle said a lot about being a HelpLine worker involves being a good listener and prompting people. "Our work is about being non-judgmental," said Rundle. "Let people make their own judgments about how they're managing their life. Most people have a sense about it when it's not going well." Rundle added that when people discuss their lives in an anonymous setting, "they're putting it all out and can think about (their lives) differently. Overall, Brett said he was satisfied with the call. "It was more help than I thought I was going to get," said Brett, who knew that similar hotlines were available but had not considered making the call himself. "I wished I came here earlier in my life." Hanson acknowledged that HelpLine is not a cure-all, but a step in the right direction.

"HelpLine alone is not going to solve the problem of suicide," she said. "But if we, as a community, can develop ways of tackling this issue, we can begin to make an impact." The HelpLine website helplinedelmor.org provides many resources as well as opportunities for people to get involved. More information about suicide prevention can be found in the "Stop A Suicide" guideline, available under the services tab on the website. The free, 24-hour crisis and support hotline can be reached at 2-1-1 or 800-684-2324.

**Reprinted from Delaware Gazette, 11-18-10 by Kate Liebers; full name has been concealed for privacy purposes.*



Sexual Assault Response Network

SARN is a 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. Also the 24-hour support and information line provides essential linkage for those experiencing psychiatric emergencies after hours by linking them with the local mental health center emergency mental health services.

In FY 2010, 192 survivors of sexual assault received crisis intervention, counseling, group support, follow up, and advocacy services to help them heal from the trauma of sexual assault. In sum, the SARN program:

- Provided therapeutic counseling for 36 sexual assault survivors
- Delivered 129 counseling sessions, averaging four sessions per survivor
- Supplied 10,290 volunteer hours to survivors of sexual assault
- Trained 29 new SARN advocates

Of special note, within Delaware and Morrow counties the population of isolated and impoverished individuals is significant. Due to financial difficulties and the structure of counseling agencies able to serve those without adequate mental health insurance coverage, many survivors would not receive trauma counseling.

As in previous years, HelpLine provided a workshop to female survivors currently incarcerated at the Scioto Correctional Facility in spring of 2010. Twenty-nine girls participated in healing exercises such as journal writing, sharing and artistic work. HelpLine intends to continue to provide this in the future as the feedback from the young women has been very positive. Of the participants, 100% indicated feeling safer and 100% reported that they were satisfied with the services provided. Additionally, Ohio Wesleyan University (OWU) extended its annual invitation to SARN to participate in "Take Back the Night" - a nationally observed event that empowers and supports survivors, raises awareness, helps those in pain, and asserts that it is wrong for people to live in fear of the night or any time of day. In addition to a campus march, an open microphone was provided to educate students about sexual assault. SARN provided literature and resources to ensure the survivors had a post-event support.

The Healing Circle support group has met monthly providing survivors with peer support and connections to others who have experienced a similar trauma. Survivors spend time sharing, comforting and empowering one another to heal, and cope. SARN also provided a workshop that educated area providers (schools, mental health, probation and juvenile court staff) about normal childhood development and how to examine and intervene when children do not meet developmental milestones. Information given included trauma awareness, identification, sensitivity and the cultural issues which impact service delivery.

How We Spell Success: Survivor Voices

HerStory

"I want to show you how SARN has touched my life and aided in my recovery process from sexual assault. My assault happened over 10 years ago in a different state where there was not any help available to women to aid them in all aspects of recovery. This hampered my recovery process for many years. I moved to Columbus 5 years ago and found SARN 2 years ago. At first I was a little skeptical of this healing circle and what they hoped to accomplish in aiding their member's recovery process.

My first meeting was the annual retreat and I was very surprised at how well their topics applied to my stumbling blocks. Since then I have been a regular attendee to the monthly healing circle. Having a place you can go where other people know what you go through on a daily basis during your recovery period is such a blessing. The topics discussed are meaningful and are meant to help you build a better future for yourself. They also help you guide you to regain the most important thing lost from an assault – your self-confidence.

In addition to providing the topics and the tools to help you they offer the most important aspect to a survivor – a safe haven. My greatest accomplishments and victories have come after attending SARN's healing circle. I am now able to stand in a room populated by men and not feel shame or too scared to move. I can converse and have physical contact with them and not feel overwhelmed by their presence. In conclusion SARN was there for me when no one else knew what to do to help me and for that I will be eternally grateful."

- Survivor





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 received 39 referrals. An additional 30 referrals were made, but those families, after talking and wanting a visit, did not follow through with the visits. These were families that had expressed concerns, I offered support and education and they had indicated that they would call back later to schedule an appointment. Of the 69 family members and those professionals involved with them, there were 745 individual contacts.

Of the 39 referrals, 13 self referred for the opening of their cases. Several of these callers were initially seeking information about NAMI, but once telling them of our family services, they were all interested in meeting me and followed through with those appointments.

Referrals to the FESS program in FY2010 originated from the following sources:

HelpLine 24-Hour Support & Information Line	3
HelpLine website	1
Self referred	13
Central Ohio Mental Health Center	1
STARS	1
Northmor	1
Highland	1
Help Me Grow	2
Morrow Co Children Services	1
Unknown	5

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

NAMI support groups	3 sessions
Family to Family Education Classes	33 persons completed

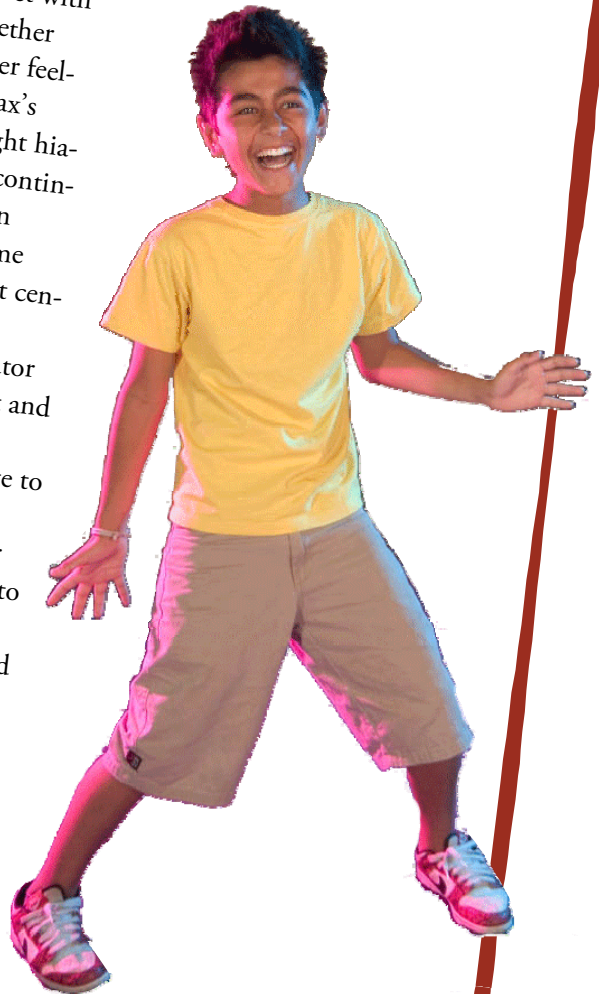
How We Spell Success: 10-Year Old Max

The Need

10-year-old Max has been involved with the Morrow County Central Ohio Mental Health Center in hopes of changing his behaviors which reflected his Oppositional Defiant Disorder and ADHD diagnoses. After being discharged from a Columbus residential facility, Max has been living with his aunt, Janet, and uncle, Dan, for several years. Upon the initial meeting, the Family Education Support Services (FESS) Coordinator quickly realized that while the aunt was supportive, the uncle was somewhat resistant to supportive services. Additionally, the aunt suffered from severe depression, self neglect and acute health problems. The relationship with her husband was strained, causing an emotional gulf and physical distance. Her children also began to display detachment issues because of her heavy involvement with Max.

The Results

After discussing the family's difficulties, parenting techniques were offered, as well as information about Max's disorders. Other support was provided to Janet who was also encouraged invigorate her life with Dan—as her whole life seemed to revolve around her nephew's behaviors. Through a few home visits, Janet's self-talk had improved resulting in a more positive attitude and she made efforts to re-connect with Dan. The couple began to do some enjoyable activities together helping them to cope with Max. Through Janet's sharing her feelings with her husband, Dan became more involved with Max's discipline and Max began to show improvement. After a slight hiatus from HelpLine services, Max experienced a setback and continued to have significant difficulties in the therapeutic school in which he was placed. When the juvenile justice system became involved and suggested a residential treatment center, Janet realized that she would need on-going support and quickly reconnected to FESS. Within days, the FESS coordinator provided a list of residential homes and help to solicit payment and enrollment information. Due to issues around payment, the schools, court and mental health systems couldn't cross pollinate to discuss how to help Max. The coordinator effectively advocated and encouraged all parties involved to work collectively to better serve Max. Today, FESS is still providing support and advocacy to Max and his family. Without the support of HelpLine and community collaboration, Janet and Dan believe that their lives would have deteriorate and are extremely grateful for the help.





PEACE Collaborative

In August of 2008 the Family and Children First Council conducted a “Summit on Children,” bringing together school and community representatives to evaluate county-wide needs. During this time Prevention was determined to be a priority for Delaware. As a result, community prevention agencies came together with school curriculum directors and/or school designees from around the county to create the PEACE (*Prevention Education in All Classroom Environments*) Collaborative. The goal of the PEACE Collaborative is to have these agencies work together, with schools, to provide comprehensive, age-appropriate, and non-duplicative programming designed to best meet the needs of all youth and school curriculum standards.

Upon development of a Mission Statement: *The PEACE Collaborative is committed to promoting comprehensive prevention education and positive youth development in all Delaware County schools through community collaboration such that children achieve academic success in a supportive, healthy school environment*, the PEACE Collaborative continues to forge ahead. Currently the group has finished with the creation of a Strategic Plan, consisting of three main strategic directions:

1. *Launching the PEACE Collaborative as a Foundation of Prevention in Delaware County*
2. *Coordinating and Operationalizing Prevention Strategies in Delaware County*
3. *Advocating for and Advising on Prevention Policies and Practices.*

In FY2010, the Collaborative, with the assistance of HelpLine acting as the fiscal agent, has:

- secured grant monies to hire a coordinator
- conducted a county-wide school needs assessment with local administrators and school personnel to assist us in identifying prevention needs and priorities with regards to our youth
- developed an in-house PEACE Collaborative website that serves as a resource to assist schools by providing detailed information concerning community provided primary prevention training and programming services for youth.
- hired a contractor evaluator to develop a framework for ongoing evaluation of the PEACE process, as well as assist in developing an evaluation directed toward school climate issues.

Future projects include a PEACE Collaborative sponsored resource fair for all districts and the development of a primary prevention training to be offered to not only school personnel but the community at large.

As a result of the support and guidance of dedicated community members the PEACE Collaborative hopes to sustain its work on behalf of youth long into the future, and continue to move toward a healthy Delaware County for all who live, work, and play here.



How We Spell Success: Survivor Voices

HerStory

"Our family shouts out HelpLine's praises from the rooftops. They have been invaluable to us. Thank you just doesn't sum up how we feel.

Recently our family went through a horrific ordeal with my daughter. One of the first responders was a HelpLine volunteer. Having no interaction with HelpLine in the past, we were confused at first as to why she was there and what exactly her role was. We thank God everyday that HelpLine was there that morning as we were quickly introduced into the world of sexual assault victims. As the blur and confusion of the previous evening's event became clearer, we realize that had a HelpLine volunteer not been there we would have been very lost.

We reached back out to them a few days later when it was becoming apparent that things in the legal system seemed to be going awry and things at the hospital were even more bizarre. HelpLine not only listened to our concerns, they genuinely cared. The SARN Coordinator, Nora Flanagan, assisted in setting up meetings with the detective, the hospital and the Justice League. They have helped us emotionally more than any other source offered to us. They have given us comfort when we were scared, they have given us materials to educate ourselves, they have given us access to resources we never would have known about.

Above all, they have given us peace. Even though we continue to emotionally struggle as we move forward with her case, we are able to do so with unlimited, unbiased and unconditional support."

- Mother, Co-survivor of a Sexual Assault Survivor



Stand Up Leadership Team

The Stand Up Leadership Team (SULT) is a group of motivate, passionate high school teens throughout Delaware County who work to promote positive self images, while ending teen tobacco, drug and alcohol abuse and sexual violence to ensure healthy futures and relationship choices for overall well-being. During the 2009-2010 school year, SULT held 17 meetings with an active membership of 20 youth—a 100% increase in membership from the previous year.

Five youth from the SULT participated in a week-long Youth-to-Youth conference where they learned leadership skills and developed action steps to implement in Delaware County. Students participated in numerous events and service projects including conducting four focus groups at four different high schools in Delaware County following *Teen Survivor Day* — an initiative of the Delaware Criminal Justice Association, to learn what teens view are the issues impacting them. The focus groups uncovered that teen dating violence is a prevalent issue. For the second year in a row, SULT teens volunteered with set-up and registration at the Delaware County Victims' Services "Walk A Mile in Her Shoes" event.

The teens also participated in the Battle of the Bands, a youth-planned and implemented event reaching more than 1000 middle and high school students from Delaware County. Finally, the SULT members recorded Public Service Announcements and hosted a booth where youth could make buttons containing anti-bullying, positive relationship, and youth empowerment slogans.

In all, SULT continues to make a powerful statement in Delaware County: Being drug, alcohol and violence free while making positive choices will ensure to make our teens stronger and their futures brighter.



How We Spell Success:

Stand Up Advocates Tobacco Awareness*

The Stand Up leadership team is a group of Delaware County teens that strive to live healthy lives by staying alcohol-, drug-, and tobacco-free. The group meets the first and third Tuesday of every month in the basement of the Health District on West Winter Street. The group does not only include Hayes students, but has students from other schools in the county.



"It is a great way to get involved in the community and meet new people," member Samantha Hayward said. "There are so many service projects that students can get involved in and have fun at the same time."

Whether someone is interested in the group, wants community service hours or is looking for more extracurricular activities, Stand Up is a group worth checking out.

"When I first started Stand Up I did it just for an extracurricular activity but I stayed in the club because I want to be drug free and I want to influence others to do the same," group member Matt Sands said.

The Stand Up Leadership team has succeeded at making Hayes a tobacco-free zone. Graham Bowling led the 100% tobacco-free schools committee. He surveyed 500 Hayes students about their tobacco usage. Then in June the committee met with the school board and promoted no tobacco products on school grounds. This includes sporting events and in the parking lot. Before there were no restrictions unless students were in the building. Bowling also spoke to the Ohio Board of Education about state-wide tobacco usage on school grounds in July. Hayes was 100% tobacco free in August, just in time for the new school year.

"I wanted the school system to reflect what is taught in health class," Bowling said.

There used to be complaints due to students and faculty smoking right outside of the school or at sporting events. For example, there were complaints about smoking at the tennis matches, annoying the families and friends and distracting to the players. Bowling said that younger students should not be exposed to smoking or tobacco usage at sporting events. It makes it seem okay, and the "cool" thing to do. "The school should ensure positive role modeling on school grounds," Bowling said. As students and staff saw on November 18, the sidewalks were covered with facts about tobacco and smoking. The Great American Smokeout advocated tobacco awareness. This was just another representation of the group's tobacco-free philosophy.

Graham Bowling, Matt Sands and Samantha Hayward received the Presidential Youth Service award. They earned the award by volunteering over 100 hours of community service with the Stand Up Leadership team. The President's Volunteer Service Award recognizes individuals, families, and groups that have achieved a certain standard measured by the number of hours of service over a 12-month period or cumulative hours earned over the course of a lifetime. They earned their service hours by volunteering at places such as organizing and chaperoning the freshman orientation and going to conferences expanding their knowledge on tobacco awareness.

**Written by Kelly Winters; reprinted from*



Prevention Education

Youth Sexual & Family Violence Prevention

In FY2010, youth sexual and family violence prevention programs reached 1147 students at 11 schools in 6 public school districts. Specifically, SAFE DATES, for middle school students, and LOVE: All that and More, for high school students are both curriculums that address dating and sexual violence prevention that reached 930 middle and high school students throughout eight schools. These programs address the underlying causes of dating and sexual violence and equip students with the skills to make a difference in their own relationships and in relationships that their peers are engaged. Participants in the program reported:

- 93.6% of students self reported an increase in knowledge following the workshop (s).
- 94.6% of students indicated a positive rating of the speaker.
- 96.2% of students indicated they know where to go to get help if they or a friend are sexually assaulted.
- 86.1% of students were able to name one way they could intervene to prevention a sexual assault before it took place.

121 elementary youth participated in a 10 lesson *Building Healthy Relationships* sexual violence prevention program at three different elementary schools. Program participants indicated:

- 95.3% of students indicated that they will not bully or be mean to classmates or peers.
- 88.1% of students indicated a positive rating of the speaker.
- 84.7% of students indicated they know where to go to get help if they or a friend are assaulted.
- 97.4% of students were able to name one way they could intervene to prevent harassment or bullying.

73 preschool aged youth 18 month through 4-years-old participated in a nine session Purple Hands Bear program, from Hands and Words Are Not For Hurting Project, a violence prevention and mental health promotion program.

- 100% of participating classrooms recite the Hands & Words Are Not For Hurting pledge at least once a week, with 50% of the classes reciting the pledge daily.
- 71.4% of the teachers surveyed said there has been an increase in the development of the children's interpersonal skills and behavior with the use of the Purple Hands Preschool Curriculum.

A 19-session Men Of Strength Club (MOST Club) serving six youth was offered one evening a week throughout the school year serving youth referred from the Delaware Juvenile Court System.

- 100% of students indicated that in the club they can "Talk about things that are important to me."
- 100% of students indicated that the group leader was a good listener & someone they can trust.
- 2 of the written comment provided on the assessment tool were:
 - "It helped me gain my self-confidence"
 - "It will help me because I won't rush a girl or pressure her to do stuff she didn't want to"

Boys and Girls Empowerment Groups

Healthy, strong girls — that's the vision for the It's a Girls World empowerment group. This multi-session age focused group seeks to cultivate a healthy self-image, promote healthy lifestyle development and relationships through the use of critical thinking and creative activities for girls ages 9 to 18 years of age. The group explores the issues that affect girls' mental, physical and emotional well-being. Responsible, strong boys — that's the goal for the It's a Guy Thing empowerment group. This multi-session group explores gender expectations and roles, healthy relationships and ending gender violence. For boys ages 9 to 18 years of age, the group challenges common and unhealthy societal messages about what it means to be a man.

1 It's A Girl's World! and 1 It's A Guy Thing! Empowerment Groups were offered during a summer school age child care program in one school district serving six girls and 11 boys.

- 100% of the group participants indicated that the group was helpful.
- 84.6% of group participants were able to name one way they could intervene to prevent an act of bullying or relationship violence among peers.
- 92.3% of group participants said they learned more about community resources and know where to get help if a friend were hurt in a relationship.
- 84.6% of group participants said they know more was to keep safe.

Sexual Violence Prevention Community Capacity Training with Adults

In October 2009, 12 people attended "Looking for Love: Exploring the Impact of Adult/Teen Relationships".

- 81% of participants indicated that the presentation was helpful.
- 72% of participants increased knowledge concerning gender expectations in relationship to intimate partner and sexual violence.
- 100% that they knew where to go to get help if someone they know experiences sexual assault.

ASIST--Community Training with Adults and Professionals

ASIST is a two-day intensive, interactive and practice-dominated course designed to help caregivers recognize risk and learn how to intervene to prevent the immediate risk of suicide. Developed by Living Works, ASIST helps persons in a position of trust become more willing, ready and able to help persons at risk for suicide. Just as "CPR" skills make physical first aid possible, training in suicide intervention develops the skills used in suicide first aid. During May 2010, community professionals participated in a 2-day *Applied Suicide Intervention Skills Training* hosted by Connections and delivered by HelpLine staff members, Aimee McCann and Julianna Nemeth.

- 92.3% of the participants rated the speakers as "excellent" or "very good" at providing new insight.
- 92.3% indicated that they will be able to use the information provided.
- 92.3% rated the overall presentation as "excellent" or "very good."
- 92.3% indicated that all of their self set learning expectations were met.



Prevention Education cont.

Stewards of Children: Empowering Adults to End Child Sexual Abuse

Darkness to Light's *Stewards of Children* (SOC) is a revolutionary sexual abuse prevention training program that educates adults to prevent, recognize, and react responsibly to child sexual abuse, and motivates them to courageous action. SOC is a three-hour training program is designed for organizations and corporations that serve children and youth. In FY2010, seven SOC trainings were provided to 66 adults. The trainings served:

- Liberty Community Center Staff
- Sexual Assault Response Network Advocates
- Delaware and Morrow County Communities

Of those who completed the training, 52 completed a facilitator evaluation and indicated:

- 100% of SOC program participants rated the facilitator's knowledge of the material as favorable, with the average participant rating the facilitator's knowledge as 3.98 out of 4.00 on a 1 – 4 scale with 1 representing low knowledge and 4 representing high knowledge.
- 100% of SOC program participants indicated the presenter's methods of presentation were favorable, with the average participant rating the facilitator's methods as 3.96 out of 4.00 on a 1 – 4 scale with 1 representing unfavorable methods of presentation and 4 representing favorable methods of presentation.
- 98.1% of all SOC program participants indicated that all five training objectives were met.

In addition to the facilitator evaluation, 48 participants completed a pre-test and post-test to measure changes in knowledge and attitudes as a result of SOC program participation. On average, participants increased their knowledge and attitudes concerning child sexual abuse prevention by 5.0 points out of 25 possible points from pre to post test or by 20% as a result of SOC program participation.

How We Spell Success: The Purple Hands Bear

What do we call it when an adult hits his partner? Abuse.

What do we call it when a 4th grade student hits another 4th grade student? Bullying.

And, what do we call it when a 4 year old hits another 4 year old? Playing?

That 4-year-old becomes the 4th grader. And the 4th grader becomes the adult.



Primary prevention works at the roots. In honor of Sexual Violence Prevention Month, Child Abuse Prevention Month, and the Week of the Young Child, HelpLine of Delaware and Morrow Counties, Inc. kicked off the implementation of THE PURPLE HANDS BEAR curriculum, a program designed for pre-schoolers by the Hands and Words are Not For Hurting Project, at the Liberty Community Center. As part of this new initiative, our Ohio Department of Health funded Sexual Violence Prevention programming is now reaching 18 month olds to 4 year olds. The Liberty Community Center houses the preschool run by the Board of Developmental Disabilities, and students in this preschool are mainstreamed into the preschool aged classrooms. In addition, this preschool serves a diverse group of youth, serving immigrants communities, diverse religious communities, and diverse racial and economic communities. Due to the diverse needs of the students attending the preschool, HelpLine used sign language to communicate basic feelings and to reinforce the introduction of the Purple Hands Bear Pledge. The program implementation was met with overwhelming positive feedback from the staff and Director of the center. One teacher wrote, "This program can be taught to children as early as toddlers. The use of sign is so important for every child to learn while they are developing so they can use safe and positive behavior in the class." Another teacher wrote, "Our kids really looked forward to each Purple Hands Bear visit! Thank you!" The Director has already asked that the program be implemented starting the second week, this fall, once classes have transitioned and the new school year begins. The pledge "Hands and Words are Not For Hurting Myself or Other People" is now used as the universal standard expectation for all center youth and staff, and the children are heard saying the pledge or asking if Purple Hands Bear would be happy with inappropriate behavior! The teachers have noticed a significant improvement in youth's ability to communicate about feelings, boundaries, and appropriate responses.



In addition, HelpLine staff offered a staff training to teachers before the program implementation, a *Stewards of Children* training for staff and parents at the Center, and is currently working with the Director and teachers on improving child protection policies geared at the prevention child sexual abuse. A success, we'd say!



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. During FY 2010, Connections matched 1,591 volunteers to meaningful opportunities. The volunteers contributed 22,144 hours of service to the 100 nonprofit agencies that Connections partners with.

Connections successfully coordinated two days of service in FY2010. United Way's Community Care Day included a total of 161 volunteers from 13 corporations. The volunteers helped with 14 projects to benefit Alum Creek State Park, Recreation Unlimited, Habitat for Humanity, Council for Older Adults, Delaware Creative Housing, Ergon, Preservation Parks, Common Ground Free Store, Heritage Day Health Center, Liberty Community Center, and Willis Intermediate School. Some of the projects that were completed included assisting students with field day activities, cleaning and organizing classrooms, painting, landscaping, making cards for elderly shut-ins, and building repair/maintenance.

Make a Difference Day Ohio is a national day of service. Connections hosted their 3rd annual kick off breakfast and sent 320 volunteers into the community to help 'make a difference.' Connections partnered with the Council for Older Adults and helped 43 senior households with outdoor chores. Volunteers also helped 13 other agencies with a variety of tasks.

Connections provides Federal and State Background Checks administered through the Bureau of Criminal Investigation & Identification (BCII). In FY2010, Connections conducted 689 background checks and partnered with a total of 50 agencies and companies to provide this service.

Connections hosts training workshops which provide continuing education to community agencies and offer continuing education units (CEUs) to counselors and social workers. In FY 2010, Connections coordinated a total of 16 workshops in which 222 people attended.

Connections is the site supervisor for the Senior Companion Program in Delaware County in partnership with Catholic Social Services. Seniors are companions to other seniors who are homebound. The companions provide friendship, help with errands, healthy conversation, and help relieve loneliness to those they serve.

How We Spell Success: Main Street Delaware & Senior Companion Program

The Need

Main Street Delaware contacted Connections requesting volunteers to put out luminaries in Downtown Delaware for their annual holiday shopping event. Main Street Delaware decorates the streets of Downtown with several hundred luminaries, which usually takes several hours of bone-chilling work.

The Results

Within a couple of days, Connections had a commitment from the Delaware Hayes High School Student Council. The students agreed to do the volunteer work and were thrilled to get out of school to help with this and count it toward the community service they're required to complete before graduation. The students had a great time and got the luminaries out in record time! This has become an annual event for Hayes Student Council and has made displaying the luminaries almost effortless for Main Street Delaware.

The Need

Connections has the opportunity to help make a difference in the lives of older adults. Many of the clients that are served through this program live alone and miss the personal interaction they once had. In particular, Delores* enrolled in the program because she was feeling lonely after the loss of her spouse and felt like she had no energy to do anything. She learned about the Senior Companion Program and was hesitant to join, but did so on a trial basis.



The Results

Betty, a senior companion from Genoa Township, responded to Delores and began visiting once a week. Delores hadn't been out of the house in months, but began looking forward to the visits and conversation. Within a couple of months, Betty and the client began participating in an exercise club, going to the senior center, playing bingo, taking walks and other activities. Now, the client is meeting new friends and feels healthier and livelier than she has in a long time.

*name changed

financial highlights

Year Ended June 30, 2010

2009-2010 General Operating Fund

Balance as of 6/30/09 \$ 215,096

Source of Funds

DMMHR SB	\$ 594,171
United Way	\$ 159,236
Council for Older Adults	\$ 52,362
Senior Companion Program	\$ 31,458
Contributions/Fundraising	\$ 27,806
Ohio Housing Trust Fund	\$ 20,000
Connections	\$ 36,340
ODH Rape Prevention grant	\$ 120,301
VOCA/SVAA	\$ 59,202
Interest	\$ 2,162
After Hours Contracts	\$ 2,200
OCJS Grant	\$ 25,659
Family Violence Prevention	\$ 11,048
Verizon Foundation Grant	\$ 7,500
VAWA ARRA Grant	\$ 24,667
JAG ARRA Grant	\$ 21,478
VOCA ARRA Grant	\$ 19,792
Ohio Children's Trust Fund	\$ 3,502
Other Income	\$ 18,865
Carryover	\$ 19,224

Total Source of Funds \$1,256,973
\$1,472,069

Disbursements

Salaries	\$ 776,885
Fringes	\$ 199,851
Supplies	\$ 2,126
Operating Expenses	\$ 38,636
Travel and Meetings	\$ 13,702
Insurance	\$ 10,046
Building	\$ 30,310
Telephone	\$ 24,440
Equipment	\$ 10,448
Grants	\$ 44,598
Miscellaneous	\$ 26,356

Total Disbursements \$1,177,398

Cash Balance as of 6/30/10 \$ 294,672
\$1,472,069

2009-2010 Emergency Financial Assistance Fund

Balance as of 6/30/09 \$ 15,654

Source of Funds

Contributions	\$ 853
St. Mary's	\$ 3,700
St. Mark's	\$ 400
First Baptist	\$ 1,100
St. Peter's	\$ 53
United Way Delaware	\$ 3,500
First Presbyterian	\$ 2,208
Ohio Housing Trust Fund	\$ 92,500

Total Source of Funds \$104,313
\$119,967

Disbursements

Food	\$ 639
Gasoline	\$ 548
Utilities	\$ 45,687
Medical Care	\$ 2,034
Transportation	\$ 374
Housing	\$ 68,232

Total Disbursements \$117,514

Cash Balance as of 6/30/10 \$ 2,454
\$119,967

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

contributors

HelpLine of Delaware and Morrow Counties, Inc. gratefully acknowledges the following individuals, corporations and foundations for financial gifts received between July 1, 2009 and June 30, 2010.

Contributions

Alex and Elinor Heingartner
Anne Fry
Anonymous
Beth Hennen
Bill and Janet Oberfield
Bill and Kay Rietz
Bob Singer
Bruce and Judy Denton
Buntz Station Band
Corinne Lyman
Dave and Renee Brehm
Dave Bernon
Dave Robbins
Delaware Community Lions
Delaware Community Market
Delaware Lions Club
Don and Kathleen Wolf
Don Chenoweth
Dr. Jan Larson
Drive Thru 95
Ed Hoar
Ed Uhlman
Elizabeth White
Emerson Network Power
First Presbyterian Church
Hiram Lodge
Irene Johnson
Jeff and Barbara Benton
Joan and Fred Manter
Joan and Wayman Lawrence
Joan McLean
John and Arlyss Tombarge
John Thomas
Katherine Gharritty
Kimberly and Michael Porter
Kimberly Darrah
Larry Westbrook
Lyman Leathers
Maribeth Deavers
Mike Newcomb
Mr. and Mrs. James Jackson
Patricia Koons

Phyllis Brewer
Ralph and Peg Benziger
Robert and Carol Fechter
Robert and Marilyn Douds
Robert and Sharon Hickson
Steve and Deb Martin
Steve and Kristie Van Pelt
Stu Berry
Susan and Steve Hanson
Theresa Webb
Tom and Pat Harden
Tom and Shelly Loudon
Trinity United Methodist Women

Donations

Not on the) Corner Framing
1808 American Bistro
1820 Collective
Aimee McCann
Amatos Pizza
Bargar Jewelry
Bark Til Dark Dog Park
BeeHive Books
Breakaway Cycling
Columbus Zoo
Delaware Cab
Delaware County Bank
Delaware General Health District
Delaware Morrow Mental Health &
Recovery Services Board
Hiram Lodge
Limited Brands Day of Donation
Mantras
Mid Ohio Printing
Rosie Spumoni's
Sign Affects

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. Vincent DePaul Society-St.
Mary's Catholic Church
Unity in Community Church

Sponsorships

Columbus State
Community College
Creative Financial Insurance
David and Dolores Smith
Fidelity Federal Savings & Loan
Griffith and B
Hilborn Insurance
Manos, Martin, Pergram, & Dietz
New York Life Insurance

staff recognition

Leslie Baldwin, B.A.

Fiscal Manager
10 years

Jaime Burke, B.A.

PEACE Collaborative Coordinator
> 1 year

Chris Campo

Hotline Specialist
3 years

Connie Carter, B.A., LSW

Receptionist
4 years

Jason Colvin, B.A.

Suicide Prevention Coordinator
>1 year

Pamela Cooper, CIRS

Victim Resource/Database Specialist
16 years

Mary Damico, B.S., CIRS, CRS

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

Nora Flanagan, B.A.

SARN Coordinator
>1 year

Susan Hanson, MSW, LISW-S

Executive Director
15 years

Janet Haycox

Administrative Assistant
7 years

Stephanie Hummel

Hotline Specialist
9 years

Corina Klies, B.A.

Prevention Educator
4 years

Carol Lawrence, CIRS

Hotline Specialist
10 years

Lucinda Long

Connections Program Assistant
9 years

Aimee McCann, MSW, LISW-S*

Consumer Advocacy Coordinator
7 years

Pat Miley, M.A.*

Connections Program Director
8 years

Gloria Minor

Bookkeeper/Receptionist
12 years

Julianna Nemeth, M.A.*

Prevention Director
5 years

Linda Owings, CIRS

Hotline Specialist
10 years

Okpara Okafor-Newsum, M.Ed.*

Prevention Educator
3.5 years

Suzanne Pingry, B.S.

Connections Program Manager
11 years

Penny Pyle

Hotline Specialist
3 years

Nancy Radcliff

Sexual Assault Director
> 1 year

Ruth Reeve, MSW, LISW-S*

SARN Coordinator
4.5 years

Jim Rundle, MSW, LISW-S

Clinical Director
10 years

Elisabeth Quilter, B.A., CIRS

Hotline Specialist
10 years

Kathleen Vance, B.S., CIRS

Hotline Coordinator
14 years

Brandi Urban, B.A.

Youth Empowerment Coordinator
> 1 year

Tamika Vinson, B.A.

Outreach Coordinator
4 years

Margie West

Connections Senior
Leadership Coordinator
3 years

*CIRS - Certified Information and
Referral Specialist*

*CRS - Certified Resource
Specialist*

** - No longer with HelpLine as of
June 30, 2010*



Connections Volunteer Center - Workshop Trainers

Delaware Sexual Assault Team

Paula Andree	Joe Cantania
Dr. Barbara Jo Dennison	Officer Rod Glazer
Susan Hanson	Aimee McCann
Kathy McWatters	Julianna Nemeth
Sergeant Randy Pohl	Dr. Joe Shannon
Tammy Tingle	Rocky VanBrimmer

HelpLine 24-Hour Support & Info Line

Ed Hoar
Tom King
Loa Ransom
Tracy Plouck

Sexual Assault Response Network

Carrie Adkins	Dorene Allen
Randi Amstadt	Carolyn Ballenger
Ashley Coleman	Cassie Cunningham
Kimberly Darren	Alison Maurice
Allison Newman	Megan Cochran
Monica Provence	Emily Rose
Emily Vincent	Ginger Willinger
Chrissy Grey	Jodie Kaminsky
Jenniger Knotts	Kucher Kelly
Steve Leibrand	Ariel Meigs
Emily Uline	Christina Winkoop

Survivors of Suicide Support Group

Jessica Wehrle

Prevention Volunteers

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

awards



2010 Volunteer of the Year:

Monica Provence

Monica Provence grew up in the Northeastern Ohio town of Wadsworth. An active student, she relocated to Delaware, Ohio to attend Ohio Wesleyan University (OWU) in 2001. During her freshman year she became a member of Young Life, Oasis and Campus Crusade, while holding a work study position on campus. At the end of her freshman year, she married Joel, the love of her life, and the two made Delaware their permanent residence.

Upon finishing her bachelor's degree in 2004, Provence and her husband took in a teenage foster son. With an expanding family and increasing participation as youth leaders in their church, the two decided to lay permanent roots and purchased a home in Delaware in 2005. Later on that year, Provence graduated from OWU.

After graduation, she accepted a position with a local Chiropractor which would ironically signal a new family adjustment. The Provincences' welcomed their first son, Kaden, nearly seven months into her position. Opting to stay at home with their new son, she quickly found her niche and loved being a stay at home mother. Almost two years later, another bundle of joy came into their lives, making Corbon their second son. While raising their two boys, the Provincences' continued to be active in church. However, in 2008 Monica began thinking about becoming more involved in the community of Delaware - feeling that God was calling her to the larger community. Thereafter, she and a few of her friends signed up for the local Rape Aggression Defense (R.A.D.) self defense class for women sponsored by HelpLine of Delaware and Morrow Counties, Inc. It was there that she began her journey with HelpLine and came to develop an appreciation for the self defense classes.

During one class, a HelpLine Sexual Assault Response Network (SARN) advocate spoke to the class about sexual assault survivors and immediately, Monica's heart connected to those women feeling a deep sense of compassion. With her passion in hand, she signed up for SARN training and shortly thereafter began volunteering as a SARN advocate. The advocates in Monica's training group were given the opportunity to go on a police ride along to become familiar with the City of Delaware Police Department, its officers and procedures when working as advocates and dealing with a sexual assault.

The next year, she became a certified R.A.D. instructor and assisted with the very first R.A.D. program at Hayes High School. She also stayed actively involved with the SARN program and monthly meetings. Monica was called out to the hospital several times as an advocate, and was able to travel to the juvenile detention center this past spring to educate the detainees on violence prevention. As a result of her experience, she signed up for the Citizen's Police Academy and began to consider becoming a police officer as a career. Through much research, prayer, and discussions with her husband, Monica applied for the and officers from Delaware and other departments she decided to apply to City of Delaware Police Department and applied to the JVS Ohio Peace Officer's Law Enforcement Academy. She was accepted into the academy at the end of July and started training in September. In sum, she is looking forward to being able to help our community even more by serving in the capacity as a police officer.

About the Volunteer of the Year Award:

The Volunteer of Year Award is presented annually to a volunteer (s) who have demonstrated an exemplary record of volunteer service and a significant contribution to the mission of HelpLine. Nominations are solicited from HelpLine Board of Directors, staff and volunteers. The annual Awards Committee and Volunteer Coordinator serve as the selecting body.

2010 Katherine Gharrity Community Service Award

Sue Pastors & Ohio Wesleyan University Community Service Learning Office



The Ohio Wesleyan University and its director Sue Pastors have achieved impactful results, undoubtedly improving the local community and overall quality of life. Pastors, who has been at OWU since 1989, specializes in developing campus/community partnerships and helping students design individualized service experiences that will enhance classroom learning, as well as expand world views and personal growth. It is this expertise that has helped OWU students log more than 45,000 hours this past school year through mentoring at-risk youth, serving in soup kitchens, launching environmental projects and hosting workshops, circulating petitions and marching in support of several causes. The university's students also earned recognition with the "Community Stewardship Award" and the "Keep Delaware County Beautiful" program for their community service work.

OWU was recently named as one of six Presidential Awardees in the 2009 President's Higher Education Community Service Honor Roll, the highest federal recognition a college and university can receive for its commitment to service-learning and fostering civic engagement.

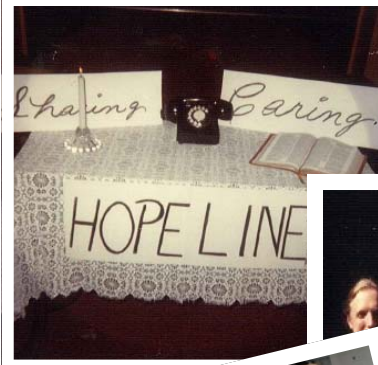
Congratulations to Pastors and the OWU Community Service Learning Office!

Previous Award Recipients:

- 2009 Morrow County Salvation Army
- 2008 Heather Crosbie and John Radabaugh
- 2007 Rebecca Tyne
- 2006 Mary Jean Hickson (posthumously), First Baptist Church Delaware
- 2005 Sally Hinshaw Northmor Schools, Jim McCullough Highland Schools
- 2004 Sue Pastors, Director, OWU Community Service Learning Office
- 2003 Consolidated Electric Cooperative
- 2002 Ruth Downing, Grady Memorial Hospital SANE Program
- 2001 Greig Douglas on behalf of St. Vincent DePaul Society of St. Mary's Catholic Church
- 2000 Lucile Ubben
- 1999 Morrow County Transportation Collaborative and Jean Koenig on behalf of Liberty Presbyterian Church
- 1998 Robert Held, Delaware Cab
- 1997 Katherine Gharrity

About the Katherine Gharrity Community Service Award:

The Katherine Gharrity 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.





MISSION

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

history

HelpLine of Delaware and Morrow Counties, Inc. was formed in January 1996 with the merger of Help Anonymous of Delaware County and HopeLine of Morrow County. Help Anonymous began in 1970 when six women envisioned a hotline as a means for providing support and alternatives for single pregnant women. HopeLine began in 1980 in response to the need to provide hotline services and support 24-hours a day. Within several years of inception, both agencies were providing 24-hour hotline services to residents of each county, primarily through volunteers in very small, donated spaces. Both Help Anonymous and HopeLine realized early on that volunteers needed to be screened and to receive comprehensive training to prepare them to provide the necessary crisis management, information, and referral skills. Thus, hotline staff training programs were implemented and have continued to be supplemented and improved. In 1974, the Ohio Wesleyan University student hotline, "The Listening Post", merged with Help Anonymous. The following year, Help Anonymous employed an executive director and began receiving funds from United Way, the Community Mental Health Board, and other government funds. HopeLine hired a director in 1981 and soon began receiving Mental Health Board funds. Both agencies have been housed in several different locations throughout the years.

HelpLine currently has space at 11 North Franklin Street in Delaware, Ohio and in the Meadow Center in Mt. Gilead, Ohio. Both agencies gradually grew over the years to meet the needs of callers. The agencies responded to increased demand by hiring additional staff including secretarial/bookkeeping staff, volunteer coordinators, and case managers. Each agency made extensive use of volunteers who numbered between 30 to 50 during the late 1970's and early 1980's. Help Anonymous and HopeLine also began to develop community prevention and education programs more extensively in the 1980's. The hotline training program was strengthened to include close to 50 hours of training for volunteers. Several support groups have been available - including Survivors of Suicide and Bereavement Support. Both agencies began to provide school based prevention programs including suicide prevention awareness, date rape awareness and the Child Assault Prevention program. Help Anonymous and HopeLine also had extensive accomplishments in the areas of information and referral. Each agency developed extensive listings of resources available in both communities. Help Anonymous also developed the Community Resource Directory, a listing of close to 1000 agencies and programs serving Delaware and Morrow Counties. Both agencies have been active participants in task forces and groups throughout Delaware and Morrow Counties seeking to provide better coordination of services, including emergency financial support, to residents. Each agency has also independently completed the rigorous certification process through the American Association of Suicidology, National Alliance of Information & Referral Systems and Ohio Department of Mental Health. HelpLine is certified to provide hotline, information & referral, prevention and mental health education services through the Ohio Department of Mental Health.

On November 12, 2002, HelpLine was the first agency in the State of Ohio to launch 211 - the community information and referral services hotline for people in Delaware and Morrow Counties. HelpLine currently has 25 full and part-time professional staff and over 30 active volunteers who provide hotline crisis management, information & referral services, sexual assault advocacy, and prevention and community education programs.

Helpline Founders

Pat Silleck
Katherine Gharrity
Sally Stevenson
Jeannie Strohm
Georgie Parker
Mary Ann Keefer
Father John Statmiller, Advisor

Helpline Directors

Sue Hanson	1997 to Present
Kenton Beachy	1993 to 1996
Les Krisa	1991 to 1992
Myrna Paul	1984 to 1989
Barbara Longstreth	1981 to 1983
Carolyn Merriman	1980 to 1981

Delaware County

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

Morrow County

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

Sponsored by:

