

# CONNECTING PEOPLE IN MOMENTS THAT MATTER



**HelpLine**

2015 Annual Report  
HelpLine of Delaware & Morrow  
Counties, Inc.

## HelpLine is Connecting People in Moments That Matter

Dear Friends,

Thank you for taking the time to learn more about how HelpLine has partnered with agencies, donors, and volunteers, to positively affect the lives of those we served during this past year. This annual report is dedicated to the memory of Linda Owings, a dedicated employee of HelpLine for over 14 years. Linda, who passed away after a brief, but courageous battle with Cancer in December of 2014. Linda began as a Hotline Specialist at HelpLine in 2000 and was the Hotline Supervisor at the time of her passing. Linda responded to thousands of callers over the years. All who worked with Linda would agree that she embodied our theme of “connecting people in moments that matter” by doing her best to help all. She served callers with compassion and diligence, refraining from judgment, and was a dedicated advocate for those in need. She inspired, supported, challenged, and modeled for us the true reason

we are here at HelpLine - to do what we can, the best we can, for those who come to us in need of comfort, hope, and healing. The quote that we share below expresses how Linda lived her life and inspired others to do the same. In honor of Linda, we have established a fund to assist residents of Morrow County with food needs; as this was a passion of hers. The fund is named the “Linda Helps Fund” and, thanks to initial donations, should be able to help people 52 times in 2016.

Thank you to all - our staff, board volunteers, and community partners for making it possible for HelpLine to Connect People in Moments That Matter.

Sincerely,

Susan Hanson

“*I am only one, but I am one. I cannot do everything, but I can do something. And I will not let what I cannot do interfere with what I can do.*” — **Edward Everett Hale**

## HELPLINE BOARD OF DIRECTORS

Keith Boger, **Clark & Boger**

Sherry Barbosky, **CORSA, Treasurer**

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Marcus Mattson, **Alliance Data**

Heather Nicholson, **Mt. Gilead Schools**

Wendy Piper, **OWU Residential Life**

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Sarah Smith, **Mt. Gilead Schools, Vice Chair**

Dr. Allen Stojkovic, **Morrow Family Dental**

Russell Walker, **Nationwide Insurance**

# 2015 HELPLINE KEY STATS

CONNECTING PEOPLE IN MOMENTS THAT MATTER

## PREVENTION



INDIVIDUALS, ENGAGED IN  
LEARNING SKILLS TO PREVENT  
FAMILY & SEXUAL VIOLENCE

22,841

CONTACTS TAUGHT VIOLENCE AND  
SUICIDE PREVENTION SKILLS TO  
CHILDREN & TEENS IN 20  
SCHOOLS IN DELAWARE &  
MORROW COUNTIES

3,480

MIDDLE AND HIGH SCHOOL STUDENTS  
EDUCATED ABOUT AND  
SCREENED FOR SEVERE  
DEPRESSION AND SUICIDE

23,861



NEEDS IDENTIFIED  
BY CALLERS

16,652

REFERRALS PROVIDED FOR  
GETTING AND GIVING HELP



## INTERVENTION

657 CONTACTS  
MADE TO ENSURE SAFETY &  
RESOURCE LINKAGE FOR  
INDIVIDUALS AT RISK  
FOR SUICIDE

RESPONDED TO OVER  
9,800  
NEEDS RELATED TO  
EMOTIONAL CRISES,  
DEPRESSION, SUICIDE,  
MENTAL ILLNESS AND  
SUBSTANCE ABUSE

## STRATEGIC PARTNERSHIPS

174 ADULTS AND CHILDREN  
WERE HELPED

THROUGH OUR PARTNERSHIP  
WITH SALVATION ARMY MORROW  
COUNTY



HELPED WITH FOOD, SHELTER, MEDICINE, &  
OTHER EMERGENCY NEEDS COLLABORATING  
WITH OTHER COMMUNITY AGENCIES

12,714

HOURS OF ON CALL SERVICES  
AVAILABLE TO SURVIVORS BY SEXUAL  
ASSAULT VOLUNTEER ADVOCATES

500+

INTERVENTIONS TO SEXUAL  
ASSAULT SURVIVORS IN DELAWARE,  
MORROW, CRAWFORD, &  
WYANDOTS COS.

16,722

HOURS OF VOLUNTEER  
SERVICE GIVEN BY  
CONNECTIONS REFERRED  
VOLUNTEERS



35% BY  
PERSONS 60  
& OVER

## VOLUNTEERISM

\$358,854  
COMMUNITY  
DOLLARS

SAVED IN PERSONNEL  
COSTS DUE TO DONATED  
VOLUNTEER TIME.

3,698

REFERRALS GIVEN TO PEOPLE  
INTERESTED IN VOLUNTEERING

## About HelpLine

Founded in 1970, HelpLine now serves a five-county area with a variety of critical services. HelpLine is the local 24/7 toll-free crisis, support, and information referral/211 line for residents of Delaware and Morrow Counties, the 211 Information & Referral Provider to Union County, and provides rape crisis advocacy services to Delaware, Morrow, Crawford and Wyandot counties. In addition, HelpLine provides prevention and training in the areas of suicide, depression, sexual and family violence, and child sexual abuse. HelpLine also cooperates Connections, the Delaware County Volunteer Center which connects volunteer opportunities to people who want to give and get needed support. Committed to empowering people through knowledge, support, and resources, HelpLine facilitates the recovery and stability of the communities we serve by providing a comprehensive resource network, emotional support, volunteer services, and prevention education and training.

HelpLine is a contract provider of the Delaware-Morrow Mental Health and Recovery Services Board. We are a partner agency of the United Ways of Delaware, Morrow, and Union Counties, and receive funding from SourcePoint, the Ohio Department of Health, the Ohio Attorney General's Office, the Ohio Office of Criminal Justice Services, The Women's Fund of Central Ohio, the Women's Leadership Network, and donations. HelpLine is a member of the national Suicide Prevention Lifeline Network and is accredited by the American Association of Suicidology, National Alliance of Information & Referral Systems and certified by the Ohio Department of Mental Health and Addiction Services. For more information, please visit: [www.HelpLinedelmor.org](http://www.HelpLinedelmor.org).



## VIOLENCE PREVENTION

### STATS

#### Key Numbers Served:

- 8,089 contacts were made with violence prevention in calendar year 2014.
- 1,454 individuals, the majority of whom were children and teens, were engaged in learning skills to prevent family and sexual violence.
- 956 children are safer from family and relationship violence.
- 396 Sexual Assault Response Team (SART) professionals were trained on Substance-Related Sexual Assault; we served as a key partner in planning and implementation of the program.

#### Key Outcomes:

- 93 percent of participants reported better awareness of how to increase their safety.
- 95 percent of participants reported more knowledge about how and where to get help.

## VIOLENCE PREVENTION IMPACT

### GOOD

HelpLine's Violence Prevention efforts range from teaching individuals skills, enhancing school climates, raising awareness in our communities, to addressing organizations and issues on the local and state level. For example, more than 350 students participated in the Day of Silence in two local high schools. The Day of Silence is a national movement which includes a day in which students do not speak to show solidarity with their LGBTQI peers who often feel silenced and/or unrepresented at their schools.

An additional 50 students participated in a "Breaking the Silence" celebration, which was held after school. After the event, HelpLine's Violence Prevention Educator, who took the lead on these activities, was asked to advise Gay/Straight Alliance (GSA) groups in both schools.

Other examples of organizational and state level work included participation in the Title IX Committee at Ohio Wesleyan University by assisting in development of a Bystander Intervention initiative to make their students safer from sexual violence, and participating in the Ohio Attorney General's work group to encourage more collaboration between rape crisis centers and Ohio's colleges and universities to better serve student survivors.

## HelpLine WORKS

*"T.G.I.F. has greatly impacted students at Willis Intermediate. The group provides a safe environment for females to learn and grow. T.G.I.F. leads a transformative initiative for females to stand up for themselves and limit relational aggression. The students involved in the group look forward to attending TGIF and learning new coping skills to handle developmental stressors." - Marissa Borusso, 6<sup>th</sup> grade Guidance Counselor at Willis Intermediate*

*"I appreciate everything that you've done with our girls and here at our school" - Jenny Nicely, 8<sup>th</sup> grade counselor at Dempsey Middle School*

## STAFF SHARE: WHY I DO THIS WORK...

### WHY

"On day two of presenting to a Health class at a local school, I was covering unhealthy/abusive relationships and the cycle of abuse. I asked the class if anyone knew the stages in the cycle of abuse and a boy in the front of the class raised his hand and named them. I confirmed what he was saying was correct and then continued explaining in depth the cycle of abuse and why people stay in abusive relationships. We then went over how to help a friend and safety planning. At the end of class the boy came to me and told me he knew the cycle of abuse because he had experienced it when he was younger. We talked a little more about his experience and I thanked him for sharing with me. He is in a safe situation now, but a report to CPS was made. He continued to actively participate in the class for the last two days. At the end of the last day of class, the bell rang and all the students started filing out. He stayed a little after and came up to me and said: "Thank you. This presentation was very, very helpful to me personally." -HelpLine Violence Prevention Educator



## SUICIDE PREVENTION

### STATS

#### Key Numbers Served:

- 4,235 individuals, mostly middle and high school youth, learned how to deal with depression and prevent suicide.
- 3,480 middle and high school students were screened for depression and suicide.
- 248 adults learned skills and strategies for identifying and assisting someone who is contemplating suicide.
- Over 200 individuals participated in the 4th Annual Suicide Prevention Walk.
- Programs were implemented in nearly 20 schools across Delaware & Morrow Counties.

#### Key Outcomes:

- 95 percent of the middle school student participants indicated they identified an adult they could tell if they or someone they know felt suicidal.
- 385 middle and high school students were identified as requiring further follow up after screening due to indications of serious depression/possible suicide risk.
- 85 high school students screened were referred to a mental health professional the same day.

## SUICIDE PREVENTION **IMPACT**

**GOOD**

The Suicide Prevention Program utilizes a solidly proven classroom based curriculum with middle and high school youth called Signs of Suicide. In addition to educating students about myths and facts, they learn clear and practical strategies on how to get help for themselves or someone else. All students complete a questionnaire that assists in quickly identifying students who may be struggling with depression and/or suicidal thoughts. Students indicating a high risk for severe depression and/or suicide are identified and linked to a professional for help the same day.

The story below illustrates how engaging, empowering, and educating our community in suicide prevention saves lives.

### HELPLINE **WORKS: SOS**

*“Christie”, a student at a local high school, heard that the Signs of Suicide Program would be coming to present to her class. The teacher told the class, “You all may not feel like you need this information now, but you will at some point in your life.” Two years later she found herself worried about a friend in her college residence hall. The friend talked about taking her own life on several occasions, stopped going to class, and showed several other signs. While many students were unsure what to do, “Christie” remembered what she had learned and got the Resident Assistant involved to get her friend help. Because of her diligence and the knowledge she gained from the SOS Program HelpLine presented, the friend got the help that she needed. “Christie” shared this with her teacher who passed it on to HelpLine. A life that could have been needlessly lost was saved!*

### PARTNER **SPOTLIGHT**

Youth and adult volunteers from First Presbyterian Church in Delaware generously donated their time to replant the Hope Garden along with HelpLine’s Suicide Prevention Educators. With their help, The Hope Garden remains a symbol of faith in our communities’ ability to prevent suicide and reduce the stigma and isolation it causes with courage and shared strength. The Hope Garden also demonstrates how, by coming together we can share courage and strength.



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## HOTLINE | 211/Information & Referral (I&R)

### STATS

#### Key Numbers:

- 657 suicide follow-up calls.
- 23,861 needs identified.
- 16,652 referrals provided.
- 13,369 contacts made.
- 10,802 callers.
- 174 adults and children were helped through our partnership with the Salvation Army Morrow County
- 49 households assisted with food in Morrow County and 79 households assisted with food in Delaware County.
- 573 households in Delaware and Morrow Counties were assisted after business hours to address financial emergencies, food needs, and holiday toys.
- 5,452 searches through the online resource database on HelpLine website, a substantial increase over the prior year.
- 3,921 different services are listed in the resource database and available to those in need of help.

#### Key Outcomes:

- Over 90 percent of callers surveyed indicated a high level of satisfaction with services received.

## HELPLINE WORKS: Susan's Story

### HELP

*"HelpLine has always been there for me - I have been using the hotline as a resource for years. I feel like the staff at Helpline care and want to listen to what I have to say! Sometimes the most important thing any one person can do is to be a sounding board, a good listener that you can bounce ideas off of or turn to for resources and ideas. It's good to have a resource like HelpLine to turn to when you need to get things off your chest that family or friends won't know how to deal with.*

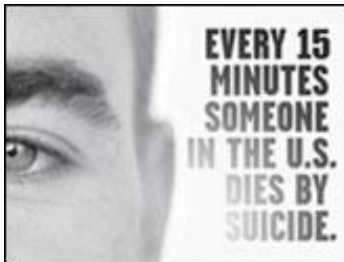
*One thing I have struggled with over the years was to stay employed, I would call in and say "I'm really struggling to go into work because it is stressful, frustrating and demanding." Talking with HelpLine staff gave me the encouragement to keep going back. It has also been helpful in caregiving of my children and grandchildren - 3 children and 7 grandchildren. The stress of being a single parent was a huge challenge to deal with. Calling the hotline allowed me to keep things together while I was in a challenging relationship.*

*HelpLine gave me the support I needed while I pursued mental health counseling, which took a significant amount of time to set-up through my insurance. They have been a source of support through all my individual struggles and challenges. HelpLine's hotline has remained a constant neutral, good listening resource while I have worked through repeated emotional difficulties. I believe that the people that work and volunteer for the hotline genuinely care about people and I'm grateful for all the ways HelpLine has stood by me through the years. Thank you." - Susan, a Hotline consumer*

## PARTNER SPOTLIGHT

## HOPE

HelpLine completed another successful year of partnership with Central Ohio Mental Health Center to reduce suicides in Delaware and Morrow Counties. Through a federal SAMHSA grant, we partnered with local agencies to campaign for communities that were safer from suicides.



## SEXUAL ASSAULT RESPONSE NETWORK

## SARN

### Key Numbers Served:

- 220 survivors and co-survivors were provided compassionate, non-judgmental support, advocacy, and linkage to resources.
- 358 contacts were made with survivors - through providing support at the hospital, accompanying survivors to court, linking survivors to community resources, assisting in a crisis, and offering support groups.
- 12,714 hours of on call service provided by SARN Volunteers in our four-county service areas (Delaware, Morrow, Crawford, and Wyandott).

### Key Outcomes:

- 100 percent of call outs were responded to in all four counties.
- 100 percent of survivors served indicated they felt less alone, were more aware of resources that could help, and were satisfied with services received.

## SARN IMPACT

## GOOD

The SARN program has positively affected the lives of the survivors served through. Some examples include:

- Providing comprehensive care and support during one survivor's journey: immediately following the assault, during the medical examination, reporting to law enforcement, attending court proceedings, and providing follow-up care to help with healing.
- Helped a survivor whose primary language was not English navigate the medical system and work with a lawyer on immigration status. Accompanied her to community organizations for help with utilities, medical appointments, and in person advocacy.
- Provided advocacy at the request of the Delaware County Sheriff's Office for an inmate at Delaware County Jail who had a past experience with sexual assault.

## HELPLINE WORKS: **SUPPORT**

## CLARITY

*"You truly helped me get to the point that I am at now. You helped guide me in finding a means of clarity that works for me, and even if I never get all the answers that I want, I am still in a much better place because of your program. May you guide many more through their own battles." - Member of SARN college age support group 2015*

## VOLUNTEERISM & TRAINING

## STATS

### Key Numbers Served\*:

- 1,007 individual volunteers were matched with 49 groups. Of those volunteers, 274 were seniors.
- More than 700 volunteers participated in "Make A Difference Day"; one of the largest in the country and earning our staff an award.
- We partnered with Delaware City Schools to connect more than 50 older adult volunteer Pen Pals with Willis Intermediate School students.
- Our "Senior Companions" volunteers provided over 5,000 hours of support, home visiting, activities, and friendship to more than 50 older adults.
- 374 disaster volunteers were engaged to assist in a community emergency.

### Key Outcomes\*:

- 16,722 hours of community service by volunteers through Connections ensured there was sufficient staffing for community needs to be met.
- Adults age 60 and older were enriched and made healthier by engaging in 5,891 hours of service.
- \$358,854 community dollars were saved in personnel costs due to donated volunteer time.
- 382 human service and other community professionals and volunteers increased their expertise, knowledge, and skills to better serve the Delaware County Community through Connections Trainings.
- Delaware County benefited from increased social capital and civic engagement through more than 700 volunteers participating in "Make A Difference Day", the highest number ever to participate.

\*Volunteers (Connections, Senior Companions, Disaster Volunteer Training)



Connections staff receiving \$10,000 check for their USA Today Make A Difference Day National Award. Pictured is Connections staff Colleen Dennis, Suzanne Pingry, and Melinda Metz-Garcia along with Newman's Own sponsors. Connections is a program of HelpLine.

## CONNECTIONS **COMMUNITY: SHINE**

[SHARE](#)

Every year, Connections organizes an event; Seniors Helping Impact Neighbors Everyday (SHINE). This event highlights the thousands of hours senior volunteers give annually while completing a meaningful project. The 2014 Annual SHINE Project helped launch the newest food pantry to serve the hungry in Delaware County. This is what seniors accomplished in one day to help stop hunger!

- Sorted 2,934 pounds of food.
- Registered 30 new families for services.
- Served 138 individuals - including 52 children and 24 seniors
- Restocked shelves for the next day of operation.

Several volunteers have continued to volunteer at least one day a week since the event last fall which has created an even stronger, long-term impact.

## NATIONAL **RECOGNITION: USA TODAY AWARD**

[AWARD](#)

Connections Volunteer Center of Delaware County (Connections), a program of HelpLine of Delaware and Morrow Counties Inc. (HelpLine), has won the USA Today National Make a Difference Day award out of thousands of entries from across the country. The last Saturday of October is National Make a Difference Day and is the largest single-day of volunteering event in the country. Connections Volunteer Center had a record-breaking year in both the number of volunteers involved and the number of projects completed in 2014. 706 Volunteers participated, a 40% increase from the previous year. These volunteers completed projects at 18 nonprofit organizations as well as performing outdoor chores at 46 senior homes.

The USA Today Make a Difference Day annual awards are based on four criteria: project need, project goal, project performance and lasting impact on the community from one day of service.

**Congratulations to the Connections Team. They were awarded the Make a Difference Day National USA Today Award which recognizes outstanding volunteer projects from this national day of service from across the country. Staff received their award in Washington, DC and were given \$10,000 to help continue the important work of engaging our community members giving back.**



## HELPLINE FINANCIALS

Year Ended June 30, 2015

### 2014-2015 General Operating Fund

Balance as of 6/30/14 \$ 541,575

#### Source of Funds

DMMHRSB	\$ 863,254
United Way	\$ 116,363
SourcePoint	\$ 88,475
Senior Companion Program	\$ 31,458
Contributions/Fundraising	\$ 32,759
Womens Leadership Network Grant	\$ 5,000
Connections Misc.	\$ 61,195
ODH Rape Prevention grant	\$ 49,473
VOCA/SVAA	\$ 72,974
Interest	\$ 1,311
After Hours Contracts	\$ 5,641
OCJS Grant	\$ 36,899
Family Violence Prevention	\$ 47,836
Womens Fund	\$ 20,000
Ohio Childrens Trust Fund	\$ 15,000
Other Income	\$ 14,958
Carryover	\$ 10,000
VOCA Crawford/Wyandot	\$ 73,316
SAMHSA	\$ 64,178
Rape Crisis Fund	\$ 33,816

Total Source of Funds \$1,612,448  
\$2,154,023

#### Disbursements

Salaries	\$ 914,073
Fringes	\$ 234,240
Supplies	\$ 2,588
Operating Expenses	\$ 100,704
Travel and Meetings	\$ 9,563
Insurance	\$ 13,094

Building	\$ 34,151
Telephone	\$ 29,577
Equipment	\$ 17,445
Grants	\$ 106,479
Miscellaneous	\$ 49,500

Total Disbursements \$1,511,414

Cash Balance as of 6/30/15 \$ 642,609  
\$2,154,023

### 2014-2015 Emergency Financial Assistance Fund

Balance as of 6/30/14 \$ 2,893

#### Source of Funds

General Victims Asst	\$ 120
Contributions	\$ 3,167
Other	\$ 31
United Way Delaware	\$ 1,000

Total Source of Funds \$ 4,318  
\$ 7,211

#### Disbursements

Food	\$ 1,687
Gasoline	\$ 597
Andy Anderson	\$ 12
Medical Care	\$ 462
Transportation	\$ 218
Housing	\$ 1,523

Total Disbursements \$ 4,499

Cash Balance as of 6/30/15 \$ 2,712  
\$ 7,211

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 considered a "pass through" fund.

## HELPLINE CONTRIBUTORS

**HelpLine wishes to sincerely thank all our donors who have given generously to ensure those in the communities we serve are connected to knowledge, support, & resources. You have our heartfelt thanks.**

1808 American Bistro  
 Alex and Elinor  
 Heingartner  
 Allen and Alberta Stojkovic  
 Amanda Steele  
 Anne Fry  
 Anita Shively  
 Bernhard Rasmussen  
 Brooke Laroche  
 Carissa and Daniel Krauss  
 Carolyn Slone  
 Claire Hackett  
 Connie Carter  
 Corinne Lyman  
 David Michael Henry  
 Deborah Patterson  
 Dedra and John Hall  
 Delaware City Schools  
 Delaware Comm. Market  
 DelawareO.com  
 Delia Herzog, In memory of  
 Terry Kramer  
 Denise Meine Graham  
 Diana Durfey-Coy  
 Don Chenoweth  
 Donna Rudderow  
 Drew Aquino  
 Ed Hoar  
 Ed Uhlman  
 Eileen Ferriman  
 Eleanor Hiland, In memory of  
 JR & TK  
 Emerson Network  
 Power/Leibert  
 Erin and Eric Coss & The Coss Firm  
 Fidelity Federal Savings & Loan  
 First Baptist Church, Delaware  
 First Presbyterian Church, Delaware  
 Frances Turner  
 Franklin County ADAMH Board  
 Fred Astaire Dance Studio  
 George Hellinger  
 Giant Eagle  
 Grace Cory, Elise Green, & Cate Norris, Shanahan Middle School

Hazel Steel  
 Heather Nicholson  
 Home Depot  
 James Throckmorton  
 Jennifer and Christian Beam  
 Jennifer and Geoff Trainer  
 Jennifer Tewell  
 Jerry Amos & Welders on Wheels  
 Jerry Stewart  
 Joan and Gerald Cornell  
 Joan Maxwell  
 John Gregory  
 John Radabaugh and Beth Matune  
 John and Arlyss Tombarge  
 Judd Scott  
 Judith and Robert  
 Throckmorton, In memory of  
 John Throckmorton  
 Julianna Nemeth  
 Kappa Chapter, The Delta  
 Kappa Gamma Society  
 Karen Hart  
 Katherine Foulke  
 Katherine Gharrity  
 Kathy Harrod  
 Keith and Blythe Boger  
 Kim Eckart  
 Kim Liang  
 Kim Saunders  
 Kiwanis Club  
 Kirstin and Michael Wiley  
 Kroger  
 Kroger Rewards Program  
 Participants  
 Kyle Simon  
 Larry and Diane Westbrook  
 Linda Heineike  
 Loa Ransom  
 Loretta Ulrey-Keys  
 Lynne Schneider  
 M. Jane Miller  
 Malaya Stanley  
 Marsha and Scott Tilden  
 Mary Damico  
 Matthew Dropco

Max Lenci  
 McDonald's  
 Meijer  
 Michael Durner  
 Myrna Paul  
 Newman's Own  
 Nikki Hogarth & First  
 Presbyterian Volunteers  
 Panera Bread  
 Patricia Stout  
 Pizza Hut  
 PNC Bank  
 Ralph and Peggy Benziger  
 Rhonda Cobourn  
 Robert Raymond Cain  
 Robert and Nancy Singer  
 Robert Douds  
 Rocky Van Brimmer  
 Sarah and Greg Smith  
 Shannon Farley & Thirty One  
 Shelly and Tom Loudon  
 Sherry Barbosky  
 Snyder Rodman Funeral Home  
 SourcePoint  
 St. Mark's Lutheran Church, Delaware  
 Sue and Steve Hanson  
 Susan Triplett  
 Suzanne and Todd Pingry  
 Tabitha Daily  
 Tamara Counts  
 Teresa and Troy Ross  
 Tim Horton's  
 The Columbus Foundation  
 Tiffany and Jerimie Rankin, In memory of Terry Kramer  
 Tracy Plouck  
 Trinity United Methodist  
 Women, Mt. Gilead  
 United Way of Delaware Co.  
 Unity Church of Delaware  
 Vanessa Marks  
 Vessel Community  
 Church – Mt. Gilead  
 Walmart  
 Wendy Piper

## HELPLINE STAFF RECOGNITION

**Leslie Baldwin, B.A.**  
**Fiscal Director**  
**15 years**

Chris Campo, CIRS  
Hotline/I&R Specialist  
8 years

Connie Carter, B.A., LSW  
Receptionist/Admin Asst  
9 years

Erin Coss, AA Training  
Coordinator 3 years

Megan Cotrell, B.S.  
Hotline/I&R Specialist  
2 years

Jason Counts, BSW, LSW, CIRS  
Hotline Services Coordinator  
7 years

Tabitha Daily, B.A.  
Hotline/I&R Specialist  
1 year

Mary Damico, B.S., CIRS, CRS  
I & R/2-1-1 Director  
22 years

Colleen Dennis, B.S.  
Connections Project Manager  
4 years

Shannon Farley  
Hotline/I&R Specialist,  
Volunteer Coordinator  
1.5 years

**Nora Flanagan, B.A., M.F.A.**  
**SARN Coordinator DelMor**  
**5 years**

Audia Fraley, B.A.  
Suicide Prevention Educator  
1 year

Lauren Fritch, B.A.  
Violence Prevention Educator  
1 year

Sarah Hannah, B.A.  
Violence Prevention Educator  
<1 year

Susan Hanson, MSW, LISW-S  
Executive Director  
20 years

Amy Hawthorne, B.S.  
Youth Led Prevention/PEACE  
Coordinator  
2 years

Janet Haycox  
Administrative Assistant  
13 years

Yushan Hayman, B.A.  
Hotline/I&R Specialist  
2 years

Stephanie Hummel, CIRS, CRS  
Hotline/I&R/Database Specialist  
16 years

Carol Lawrence, CIRS  
Hotline/I&R Specialist  
16 years

Emma Manier, B.A.  
Suicide Prevention  
Educator <1 year

Melinda Metz, B.A.  
Senior Leadership Coord.  
1.5 years

Gloria Minor  
Bookkeeper/Receptionist  
17 years

Suzanne Pingry, B.S.  
Connections Program Director  
16 years

Michelle Price, B.A.  
Suicide Prevention Coord.  
<1 year

Tiana Purvis, MSW, LISW-S  
Associate Director  
<1 year

**Elisabeth Quilter, B.A., CIRS**  
**Hotline/I&R Specialist**  
**15 years**

**Nancy Radcliffe, B.A.**  
**Sexual Assault Services**  
**Director 5 years**

**Jim Rundle, MSW, LISW-S**  
**Clinical Director**  
**15 years**

Tabitha Smith, BSW  
SARN Coordinator  
Crawford/Wyandot Cos  
<1 year

**Allison Vance Hotline/I&R**  
**Specialist 5 years**

Kathleen Vance, B.S., CIRS  
Hotline, Scheduling Coordinator  
19 years

Aaron Bryant\*  
Violence Prevention Educator

Louanne Hufford\*  
SARN Direct Svcs Specialist  
Crawford & Wyandot Co

Max Lencl, M.A., LPCC\*  
Suicide Prevention Coordinator

Linda Owings, CIRS\* Hotline/I&R  
Specialist

Prahbjot Virk, B.A.\*  
Violence Prevention Educator

Direct Service Contractors  
Andrew Aquino, M.A.  
Stanya Greathouse, M.A., M.Ed  
Julianna Nemeth, M.A., Ph.D

*CIRS - Certified Information and  
Referral Specialist  
CRS - Certified Resource Specialist  
\*No longer with HelpLine as of  
Sept. 2015*

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## HELPLINE VOLUNTEER RECOGNITION

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*Thank you to our dedicated volunteers!*

### **SARN Volunteers**

Penny Bennett  
Cathy Buehrer  
Jessica Cimino  
Jamie Clark  
Kim Eckart  
Shilo Gall  
Jason Hughes  
Brenda Jordan  
Minnie Kanwar (Mandeep)  
Dawn Manilla  
Ellie McCoy  
Liz McDougale  
Katie Murray  
Darlene Steward  
Jeannine Tupps  
Emily Uline-Olmstead

### **Violence Prevention Volunteers**

Ariel Hirsh

### **Hotline Volunteers**

Ed Hoar  
Tracy Plouck

### **Connections Pen Pal Volunteers**

Liz Barker  
LaVonne Bartlett  
Wilma (Willie) Baum  
Glenna Butler  
David Confer  
Kay Conklin  
Linda Cox  
Ann Davis  
Linda Edwards  
Rachel Edwards  
Bob Erlandson  
Kimberly Faulkner  
Lew Fikes  
Martha Fikes  
Sherri Finley  
Terri Fling  
Linda Gaffey  
Lynn Gallagher  
Kit Gordon  
Clara Gucwa  
Karen Hildebrand  
Enid Horn

Di Huston  
Jane Jackson  
Bev Jones  
Carol Jones  
Josephine Lake  
Janet Laster  
Barb Leidingner  
Elise Little  
Jayne Marcum  
Marcia MCCoy  
Debbie McMillan  
Nancy Miller  
Georgeanna Mills  
Donna Morton  
Jan Oyster  
Trudy Poole  
Judy Price  
Al Quinn  
Bonnie Ristau  
Laurie Schaefer  
Delma Stevens  
Cathy Taylor  
Cindy Tolene  
Caroline Tudor  
Debbie Ufferman  
John Wiesner  
Sara Worman

### **Suicide Prevention Volunteers – MP Confirming**

Denise Meine-Graham  
Kim Trebonik  
Adam Piccin  
Jenea Dominguez  
Ava Fiddle

### **Connections Senior Companion Volunteers**

Betty Blair  
Jenea Dominguez  
Vicky Douth  
Bob Erlandson  
Margo Ferguson  
Ingeborg Khatchadourian  
Pat McDougall  
Denise Meine-Graham  
Judy Noice  
Adam Piccin  
Pat Townsend  
Kim Trebonik  
Paula Willhoft

### **Additional Volunteers**

Margie and Chris West  
Babs Malcomson  
Marlene Chinsky

*Are you ready to make a difference in someone's life? Do you want to learn new skills, while helping others? Becoming a HelpLine volunteer will allow you to invest in the lives of others, who often in turn, bring something altruistic into your life.*

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

### **SPECIAL NOTE ON STAFF MEMBERS RECOGNIZED FOR YEARS OF SERVICE:**

#### **Recognized for 5 years of Service**

Nancy Radcliffe, Director of Sexual Assault Services  
Nora Flanagan, SARN Coordinator  
Allison Vance, Contingency Hotline Specialist  
Emily Uline-Olmstead, SARN Volunteer

#### **Recognized for 15 years of Service**

Jim Rundle, Clinical Director  
Leslie Baldwin, Fiscal Director

*Jim Rundle, MSW, LISW-S, Clinical Director was formally recognized with the Helping Hands award, given by the Delaware Morrow Mental Health & Recovery Services Board at their annual meeting on November 12th, 2015.*



### 2015 Lucile P. Ubben Volunteer of the Year Award Kimberly Eckart

Kimberly Eckart has been awarded Volunteer of the Year at HelpLine of Delaware and Morrow Counties, Inc. by the Sexual Assault Services staff. She has been a dedicated Sexual Assault Response Network (SARN) Volunteer Advocate for almost two years. She goes above and beyond in all aspects of volunteering for HelpLine - she even graciously responded to a call out when she wasn't originally scheduled! Survivors of sexual assault appreciate her deep compassion and empathy for them in one of the darkest times of their lives. The Sexual Assault Services team appreciates her dedication and commitment to the program and is honored to have her by their side. Thank you, Kim for joining us and playing a huge part in the fight against sexual violence.

*About the Volunteer of the Year Award: The Volunteer of Year Award is presented annually to a volunteer(s) who has 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.*



### 2015 Katherine Gharrity Community Service Award The Delaware Police Department & The Delaware County Sheriff's Office

This year, HelpLine would like to recognize the Delaware Police Department and the Delaware County Sheriff's Office with the Katherine Gharrity Community Service Award. HelpLine could not meet our mission to connect those who are struggling with emergency and other critical services without their support. There are times when HelpLine needs health and well-being checks for citizens who are struggling with feelings of hopelessness, severe and persistent mental illness, or safety concerns. These local law enforcement agencies have shown kindness, respect, and professionalism to both HelpLine staff and Delaware City and County residents we serve as well as a strong willingness to partner with a variety of agencies to ensure the safety and well being of our communities. They have our sincere gratitude.

*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.*

## HELPLINE FUNDERS

THANKS

Delaware-Morrow Mental Health & Recovery Services Board, United Way of Delaware County, SourcePoint, Ohio Department of Health, Women's Fund of Central Ohio, United Way of Morrow County, Office of Criminal Justice Services, Ohio Attorney General's Victims of Crime office, Emerson Network Power/Liebert Corp., National Lifeline Suicide Prevention Network, Women's Leadership Network, United Way of Union County, Substance Abuse and Mental Health Services Administration

Additionally we appreciate the support of individual donors, groups and local business!

## TAKE ACTION!

DONATE

1. **DONATE**—A growing percentage of **HelpLine's** budget must come from community partners like you. We challenge you today to make a monthly commitment to HelpLine, big or small. **YOU** can make the difference!
2. **VOLUNTEER**—there are many volunteer opportunities with **HelpLine** ranging from a one day event help to on-going consumer work. Learn more online at: [www.helplinedelmor.org](http://www.helplinedelmor.org).
3. **SPREAD THE WORD**—share this report with 3 people you think could either support **HelpLine's** mission and vision or you think could benefit from our services.

We need your help to help others. Do you have a heartfelt desire to assist others in your community but are not sure how? Have you benefited from the help of others and now want to give something back? Please consider making a tax-deductible donation by cash, check or money order payable to HelpLine of Delaware and Morrow Counties, Inc., to help us continue in assisting individuals and families toward safety, security and self-sufficiency. Visit us at [www.helplinedelmor.org/donate](http://www.helplinedelmor.org/donate).

*If you are interested in including **HelpLine** in your estate planning, please contact Sue Hanson, Executive Director at 740.363.1835 or [shanson@helplinedelmor.org](mailto:shanson@helplinedelmor.org). HelpLine is a tax exempt organization under the 501 (c) 3 Internal Revenue Code.*



*Delaware County Suicide Prevention Coalition brings the community together in support and for prevention.*

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Delaware County – [www.helplinedelmor.org](http://www.helplinedelmor.org)  
11 N. Franklin Street, Delaware, Ohio 43015  
Hotline: 740.369.3316  
211/I&R: 211  
Business Line: 740.363.1835

Morrow County – [www.helplinedelmor.org](http://www.helplinedelmor.org)  
950 Meadow Drive, Suite B, Mt. Gilead, Ohio 43338  
Hotline: 419.947.2520  
211/I&R: 211  
Business Line: 419.946.1350  
Toll Free: 1.800.684.2324

*Deaf or Hard of Hearing: 711 or 1.800.750.0750*  
*Language Services Available*

Connections Volunteer Center –  
[www.connectionsvolunteercenter.org](http://www.connectionsvolunteercenter.org)  
39 W. Winter Street, Delaware, Ohio 43015  
Business Line: 740.363.5000

HelpLine is an Equal Opportunity Employer/Provider  
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