



***HelpLine***

**Community Impact That Works**

2012 Annual Meeting & Report

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# Community Impact That Works



**Dear Friends,**

This year, as HelpLine celebrates 15 years of providing rape crisis services to survivors of sexual assault in Delaware & Morrow Counties, I am reminded of how this program came to be. When I came to HelpLine in 1995, the agency was a member of the Delaware Coalition Against Sexual Assault, a group of representatives from various organizations that had been working very hard to address this issue in our community.

In 1997, HelpLine, with the support of the Coalition, stepped up and successfully applied for funding to start a rape crisis program in both our counties. Since that time, and in cooperation with our partners in law enforcement, hospital care, prosecutor's offices, and victim-witness programs, we have served close to 3,000 survivors. Through hospital accompaniment, law enforcement advocacy, crisis intervention, ongoing follow up support, linkage to resources, healing groups and workshops, and 24/7 hotline support, survivors have repeatedly told us that they found help, hope, and healing through our services.

I want to thank our Board for supporting this programming as well as the Attorney General's Office and our local partners for their commitment. Kudos to our SARN staff over the years, all of whom have been such strong champions for survivors and have delivered services with compassion and conviction. And a very special thank you to all the volunteers over the last 15 years who have made the program possible by giving over 90,000 hours to being on call during nights and weekends. I hope you know how you have touched the lives of so many survivors when they needed a caring advocate the most.

This program truly exemplifies Community Impact That Works!



Susan Hanson Executive Director

## Board of Directors

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Outgoing Chair 2012  
Community Volunteer  
*Retiring 9.12*

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U. S. Forest Service

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### **Dr. Allen Stojkovic**

Dentist

# needs being met

## Crisis Services

2012 Highlights:: IN FOCUS

- 24/7 Hotline and 2-1-1 Information and Referral:
  - ⇒ **CRISIS STABILIZATION:** Responded to over **10,000 calls** & identified over **16,000 needs**.
  - ⇒ **INTERAGENCY COOPERATION:** Partnered with law enforcement & successfully prevented the suicide of a caller barricaded in his home with a weapon, ending the standoff safely.
  - ⇒ **HIGH STANDARD OF CARE:** Secured 5 year American Association of Suicidology hotline/ agency recertification
- Sexual Assault Response Network (SARN):
  - ⇒ **STRATEGIC PARTNERSHIPS:** Franklin County Rape Crisis & DWAVE—joining forces with organizations to make a larger impact on survivors of sexual violence & increase **EFFICIENCY**.
  - ⇒ **COMMUNITY LEADERSHIP:** SARN celebrates **15 years** of existence serving survivors of sexual assault
  - ⇒ **QUALITY:** Achieved **Registered Advocate with Advanced Standing** status with over 6,000 hours in the service of victims of crime

## Community Resources

- ⇒ **GATEWAY TO SERVICES:** 2-1-1 Information and Referral Services: Linked **5,742 2-1-1 callers** to community resources
- ⇒ **COMMUNITY RESOURCE LINKAGE:** Made over **12,000 referrals** for food, clothing, housing, mental health & other critical service
- ⇒ **VOLUNTEERISM:** Connections Volunteer Center matched over **1,000 volunteers** to non profits needing volunteers.

## Prevention & Education

- Prevention Education
  - ⇒ **INNOVATION:** HUGE expansion in the **Thank Goodness I'm Female (TGIF)** program
  - ⇒ **GROWTH:** Doubled the number of youth reached with research based suicide prevention programs
- Support Groups
  - ⇒ **REACHING UNDERSERVED POPULATIONS: NEW!** Healing Circle Group in Mt. Gilead creating more pathways in rural areas
  - ⇒ **WHATEVER IT TAKES:** Extended Survivors Of Suicide (SOS) outreach- traveled to Sunbury to connect with immobile survivor after staying connected by phone.
  - ⇒ **COLLABORATION** with Morrow Co Hospice by helping facilitate at children's grief camp which resulted in referrals for parents to our Survivors of Suicide Support Group

# LIVE Help

24 hours a day, 7 days a week, 365 days a year  
HelpLine's Hotline is here for the community

## 24-Hour Support & Information Line

12,611 referrals  
7,792 People Served

10,134 Incoming  
**CALLS**

2,526 Outgoing



24 rescue requests  
rescues successful  
**100% Rescue Rate**

## 2-1-1/Information & Referral

### 2-1-1/Information and Referral

In FY 2012 12,611 referrals were given out.

The top three reasons for calling were:



### 2-1-1 in Morrow Co:

- A total of \$12,612 was used to assist residents to self sufficiency in FY 12 from Salvation Army Fund.
- Hotline assisted 220 callers with \$6,506.29 for help with prescriptions, food, diapers gasoline and emergency lodging
- 24 needy families were assisted with \$500 in school supplies from Salvation Army funds.

### 2-1-1 in Delaware Co:

- A total of 165 callers were helped with emergency food, prescriptions, emergency lodging, gasoline, bus tokens and diapers.

As the 2-1-1 for Morrow and Delaware Counties, through **INTERAGENCY COOPERATION**, we assisted in screening & linking people to housing services including Family Promise Homeless Program, Salvation Army Housing Programs and Community Action's VITA/EIC Program. Our critical role in **DISASTER RESPONSE** is established and 2-1-1 is an essential partner in providing information as well as Connections role in volunteer management. Each year the role that HelpLine plays in both counties as the 2-1-1 Information and Referral Agency continues to expand and grow.

# surviving to thriving

## **Sexual Assault Response Network (SARN) program**

New this year, we began to work more closely and collaboratively with the Sexual Assault Response Network of Central Ohio (SARNCO) to train volunteers, improve & increase professional training opportunities, and lay the groundwork for shared advocacy services. Specifically, HelpLine and SARNCO will jointly provide advocacy at two additional emergency departments which serve both Franklin and Delaware county residents. Once again, 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 FY 2012, SARN services included crisis intervention, group support, follow up care, and advocacy support to help survivors heal from the trauma of sexual assault. Highlights of the SARN program include:

- ⇒ Provided ongoing and repeated advocacy services for 54 sexual assault survivors
- ⇒ Took 293 calls and 269 additional interventions to sexual assault survivors or for the friends and family of the survivor.
- ⇒ Supplied 9,093 volunteer hours to survivors of sexual assault
- ⇒ Graduated 6 new SARN advocates from 40 hour volunteer training class
- ⇒ Survivors surveyed indicated overwhelming satisfaction with the program, increased knowledge of community resources, and lessened isolation & loneliness.

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. New this year, was organizing and laying the groundwork for a chapter of The Healing Circle to meet in Morrow County in order to better serve rural residents.

## Celebrating 15 Years

Our Sexual Assault Response Network (SARN) program is celebrating fifteen years of services. SARN is a 24-hour crisis support service to survivors of sexual assault. Like our hotline services, this support can range from an immediate response during a time of crisis, to ongoing long-term support. Survivors may have just experienced an assault or may be dealing with an assault that occurred in the past.. Continuous care and trauma informed advocacy is offered for sexual assault survivors in a variety of ways. Advocates are available 24/7 to assist at the hospital and help connect a survivor to the resources at HelpLine and in our community. Staff offer follow up care in the form of therapeutic face to face meetings and phone calls. Trauma informed workshops are held several times a year, as well as an annual survivor led retreat. The 2011 retreat was entitled “Art as a Path to Healing” and included a workshop led by a licensed professional counselor on ways to use art to help cope with the trauma of sexual assault. Survivors and members of The Healing Circle also took part in presenting activities during the day long event for over 30 participants.

# A Healing Journey...

*"...There is something incredibly miraculous in simply hearing the phone be answered...that someone cares enough to be there, and to answer the phone. The healing starts when you hear the most important words ever spoken to another person: "How can I help you?" The woman who answered the phone was compassionate and nonjudgmental. Hearing "you are not alone" lifted such a heavy burden! This wonderful, nameless, anonymous (worker) reassured me I was and am worthy of being in this world...and that support and help were available – yes, even for me. She gave me hope."* - **Marilyn Howard**

*"I am a survivor. I am a woman. I am a person. The women of Healing Circle are my support network and are always there to remind me I am worth it. Nora has helped me develop skills, provided me with resources and encouraged me to solve problems as they occur in my journey of healing. HelpLine of Delaware and Morrow Counties is an organization that provides residents the groundwork for personal empowerment."*  
– **Emily Uline-Olmstead**

*"I survived sexual assault and was in a bad place emotionally and mentally at that time. The retreat was focused on healing through journaling, positive self-talk (we even got our own personal pink compact), and collage boards asking us where we saw ourselves in our future. I jumped in wholeheartedly and by the end of the retreat I knew I had found a new "home" for my healing process. The annual retreat offers a "safe" place where survivors meet and focus on new techniques to aid each individual healing journey. It also offers a time to connect with other survivors and make new friends. Through varying exercises and speakers you are given new views on ways to help your healing and understand the reasons behind your triggers and fears and are given coping methods to aid your healing."* - **Crissie Leonard**

*"I am looking forward to finding and staying on this path to **heal** all of the wrongs and finding new friends on the way."* - **Joyce Christian**

# COMMUNITY

# Prevention WORKS

## Violence Prevention Education Highlights

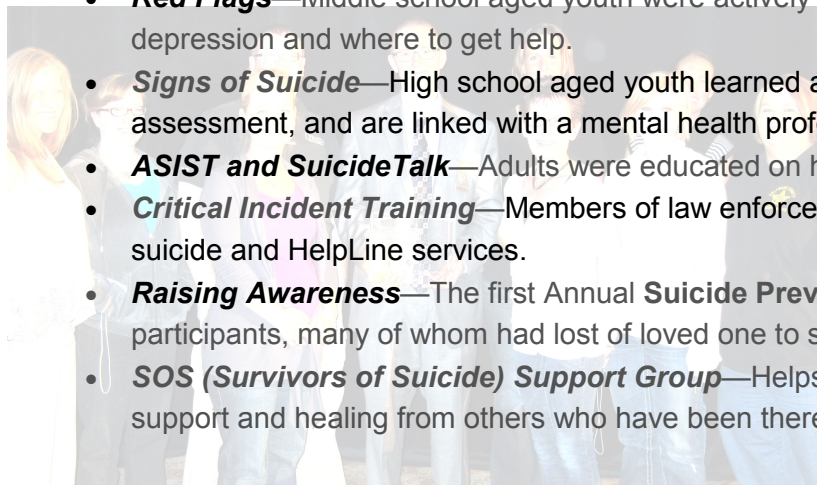
In FY2012, violence prevention programs (relationship, family and sexual violence) reached **2,153 students with a total of 8,864 contacts**, from preschool age through college at 25 schools/locations in 8 public school districts in both Delaware and Morrow counties. Additionally, adults and professionals received family and sexual violence prevention training and staff served on a variety of local and state coalitions for a total of **2,696 adult contacts**. HelpLine recognizes the need to provide violence prevention, much as we teach other types of safety messages, throughout the development of a child and as part of the ongoing education of adults. In addition, HelpLine adheres to **prevention best practices** which stipulate to be effective programs must offer multiple sessions to a particular group and address issues at a variety of levels, from the individual level up to the policy level.

- **Purple Hands Bear**—Preschool aged youth 18 months through 4-years-old participated in the ten session violence prevention and mental health promotion program.
- **Empowerment Groups**—Elementary school-aged youth participated in a ten session empowerment & anti-bullying groups.
- **Safe Dates and Love ALL That and More**—Middle and High School students received sexual and family violence prevention programs in 2 to 4 session presentations.
- **Young Women's Lives**—A 10-session Young Women's Lives group serving incarcerated youth was offered to girls incarcerated at Scioto Correctional Facility.
- **Youth-Led Initiatives**—The STAND UP Leadership Team (SULT), a Helpline and Delaware General Health District shared program, supports & encourages teens in five area high schools to abstain from alcohol, tobacco and other drugs (ATOD), & promotes positive mental health and healthy relationships.
- **Stewards of Children (SOC)** - A revolutionary sexual abuse prevention program that educates adults to prevent, recognize, & react responsibly to child sexual abuse, motivating them to courageous action.
- **Outreach Initiatives**—In FY12, HelpLine continued its efforts to reach area colleges and universities and provided programming to OWU, OSU Delaware Branch, and Columbus State Delaware.
- **Safe Youth Initiative**—A new project to address sexual violence and the LGBTQI community. As part of this effort, we promoted the Day of Silence in schools and showed the documentary Bullied.

## Suicide Prevention Education Highlights

In FY2012, suicide prevention programs reached **2,800 middle and high school students with a total of 8,220 contacts**. In addition, training was provided to adults in our community and HelpLine staff provided leadership on a variety of coalitions for a total of **544 contacts**. Programs included:

- **Red Flags**—Middle school aged youth were actively educated in multiple sessions about signs of depression and where to get help.
- **Signs of Suicide**—High school aged youth learned about depression & suicide, complete an assessment, and are linked with a mental health professional if needed.
- **ASIST and SuicideTalk**—Adults were educated on how to identify and assist someone who is suicidal.
- **Critical Incident Training**—Members of law enforcement, criminal justice, & EMTs, were trained on suicide and HelpLine services.
- **Raising Awareness**—The first Annual **Suicide Prevention Walk** was held September 24, 2011. 40 participants, many of whom had lost of loved one to suicide, attended.
- **SOS (Survivors of Suicide) Support Group**—Helps those who have lost a loved one to suicide find support and healing from others who have been there.



# Thank Goodness I'm Female



The Thank Goodness I'm Female program (TGIF) is an **innovative opportunity** for girls to not only express their thoughts/feelings on female friendships and relational aggression (female bullying), but to connect with each other on a level that is not often accessible at school.

Over twenty Buckeye Valley Middle School sixth grade girls have been learning and discussing **relational aggression**. Relational aggression (RA) is a pervasive form of **bullying**, which intends to harm or control relationships in order to hurt another. RA is unnoticed, covert, spreads easily and, as you have already seen splashed all over the media, tragically has affected students across the U.S. Recently, featured on NBC4 news, the girls presented information to the community about RA & their involvement in TGIF.



Buckeye Valley Sophomore Abbey Fields, inspired by her own experiences with RA, helped develop TGIF. Through a Women's Fund of Central Ohio grant, trained Buckeye Valley High School students lead weekly meetings in the spring and fall with selected BVMS 6th grade girls.

Another unique component of the TGIF program is that it is a **cross-county collaboration** between Helpline & Youth to Youth, a prevention leadership program for students in Franklin County. Both organizations work together to provide effective prevention programming for their individually selected middle schools (Buckeye Valley & Genoa) as well as collaborative efforts.



Currently, TGIF is working on a social norming campaign, which works to correct so-called "normal" behavior. This project will work to make healthy, positive female friendships the "norm" for BVMS girls. Most importantly, they have discovered they have a role in ending RA. There are those involved who have been bullied, who have been the bully or those that stood by and watched bullying occur – **they all have a story!**

HelpLine continues to meet fundamental and wide-spread needs in Delaware and Morrow Counties on a daily basis.

# Our 3 Musketeers

## Going the extra mile...



### ...and then some

Volunteers are essential to society and many nonprofits would struggle to survive without the support of their volunteers. HelpLine is no exception.

Our volunteers not only accomplish extraordinary things through service but are dedicated as well. The 24-hour crisis support and information hotline is proud to celebrate three individuals with 20 plus years of service to our agency. Loa Ransom, Ed Hoar and Tom King, affectionately named "The 3 Musketeers" for their long term service to HelpLine's hotline, go to great lengths to make a difference in the lives of many.

Loa Ransom began volunteering for HelpLine of Delaware and Morrow Counties in 1988 as a Hotline worker. Loa's calm, nurturing manner and soft spoken voice is often just what a caller needs when in crisis. In addition to volunteering on the hotline she is a volunteer for HelpLine's Sexual Assault Response Network (SARN) giving 24 hour on-call assistance to survivors of sexual assault. She has held a seat on the HelpLine board on their personnel committee.

Ed Hoar joined the staff HelpLine of Delaware & Morrow Counties, Inc. in March of 1983 giving him 29 years of service to this agency alone. As a hotline worker, his compassion and analytical perspective along with his willingness to spend as much time as necessary to assist the client in difficult times is quite an asset to the organization.

Tom King began his volunteer work for HelpLine in 1989 which brings him to the 23 year mark. When asked why he volunteers, Tom King said he viewed this as a "non-paid, part-time job." "It's fulfilling work, a challenge, and gives me a purpose." Tom also donates time as HelpLine's personal handyman. He has rewired the existing building, worked on the phone system and plumbing, and built an access ramp to the building.

We would like to thank our 3 Musketeers as well as all those who give of their time to share their talents, knowledge and passion for our community. You make this a community we can be proud to call our own!

If Ed, Loa, and Tom have inspired you to volunteer, please call HelpLine at 740-363-5000. Tell us your interests and we'll help you make the connection and get you on the road to a successful volunteer experience.

**174,720 hours :: 7, 280 days  
:: 1,040 weeks = 20 years of Service**

# HelpLine's Team - Rich With Expertise

HelpLine has experts and most importantly a team of individuals that care. From the management team who has a collective 60+ years of expertise, to the direct care staff that spend time with consumers—we have a team that listens and always go above and beyond the call of duty.

It is not uncommon to hear stories around the HelpLine office, of hand delivering food to a home-bound consumer or finding a refrigerator for an elderly couple that lost so much to a flood. Our team walks consumers through advocacy to the very end.

## Advocacy In Action...

Tom (not his real name) came into HelpLine for assistance with getting his gas turned back on which had been off for some time, preventing him from cooking and having any hot water. Tom suffers from Traumatic Brain Injury (TBI) from a car accident in 1998 and is on disability. Because of his TBI he has a hard time managing his finances. His mother, who was his payee, was diagnosed with terminal cancer and can no longer offer help. He was struggling on his own. The worker offered to help with resources to set up a new payee but Tom wanted to keep trying to manage on his own. The worker went over his income and expenses and assisted him on filling out the financial worksheet.

He thought he only needed \$200 to get the gas restored however when the worker called the gas company, it was discovered that he actually needed \$506 to get it reconnected. The worker then made a call out to Independent Living for assistance from their disability funds. The worker helped him fill out the necessary application form and gather all the needed documents, including calling his doctor for verification of his disability. **12 calls and 7 days later, all the money had been pledged.** Two days later, on a follow up call, workers discovered that the gas had been reconnected and Tom had followed through with getting re-enrolled in the PIPP plan making his gas bills more manageable. He was very happy and grateful for HelpLine's assistance and kindness. Tom and anyone who finds themselves in a similar situation is invited to call the hotline anytime they need to.

# IMPACT

# community mainstay

## Connecting Our Community



### Volunteers, Organizations and Consumers

Connections, a program of HelpLine, 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 2012, Connections made **4,246 referrals** to individuals & groups of volunteers, matching **1,044 volunteers** to meaningful opportunities, **205 of them being older adults**. Volunteers contributed **21,524 hours** of service to **113 nonprofit agencies** that Connections partners with, **90% of whom serve older adults**.

Connections recruited **189 volunteers** to help in the event of a disaster in Delaware County. Connections is working with local agencies, including the Delaware County Emergency Management Agency, to train and utilize volunteers in the event of a disaster.

Connections coordinated their **5<sup>th</sup> Annual Make A Difference Day** event, which involved sending **471 volunteers** into the community. Connections partnered with the Council for Older Adults to connect volunteers to older adults who needed assistance completing outdoor chores. Volunteers helped **45 senior households** with leaf raking, window cleaning, gardening, and a variety of other outdoor chores. Volunteers also assisted with **27 other agency projects** including a canned food drive, landscaping, and painting, among other activities.



Connections partnered with Senior Citizens, Inc., Buckeye Valley Schools, and Delaware County District Library for the fourth consecutive year of the Intergenerational Pen Pal Program. **Eighty seniors** who were matched with **5<sup>th</sup> grade** students from Buckeye Valley West in a letter exchange that took place over a period of 3 months. The student and older adult read the same book and, through letter writing, share thoughts about the book and information to get acquainted. The program helps students improve their handwriting while learning about personal, cultural, and generational experiences of older adults. Older Adults look forward to receiving the letters and find satisfaction in mentoring a student.

Connections coordinates training workshops which provide continuing education to community professionals and offer continuing education units (CEUs) to counselors and social workers. In FY 2012, Connections coordinated a total of 19 training workshops in which **462 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 and/or who would benefit from socialization. The companions provide friendship, help with errands, healthy conversation, and help relieve loneliness to those they serve.

# a culture of collaboration

## VICTIM'S OF CRIME SUPPORT

HelpLine's SARN program is active in both county SARTS and is a member of the Delaware County Coalition of Victim Services, which puts on awareness events. HelpLine is the treasurer for this group and oversees the emergency funds DCCVS raises to help victims of crime in crisis situations. SARN participates in the Central Ohio Sexual Assault Task Force as well in order to stay informed on issues at the state level, and to continually look for area resources for sexual assault survivors.

## Suicide Prevention—It Takes a Community

Morrow County Mental Health & Suicide Awareness Committee is a **collaboration** working to raise awareness of suicide & prevention services such as the Survivors of the Suicide Support Group, encourage schools & other groups to take advantage of training opportunities offered by HelpLine, and cooperate on an interagency level. For example, the Hospice of Morrow County Chaplain, a member of the Committee, invited other members to participate in the Hospice Grief Camp. Over a period of 3 days, 35 children & youth explored their loss issues with participation from several county organizations resulting in further linkage of those families to needed services.

The Delaware Suicide Prevention Coalition, established in 2004, is an active partnership of concerned organizations and individuals who believe that we can reduce suicide if we work together. Their strategic goals include collaborative marketing of suicide prevention services to the community, establishing an effective interagency referral system for survivors of suicide to ensure they get linked to critical services, and planning the Second Annual Suicide Prevention Walk which occurred in September of 2012 and had over 70 attendees, 175% increase over the prior year.

## PEACE Collaborative

In August 2008 after a county-wide needs assessment, Prevention was determined to be a priority for Delaware County. As a result, community prevention agencies came together with school curriculum directors and 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.

# PARTNERSHIP

# financials

## 2011-2012 General Operating Fund

Balance as of 6/30/11 \$ 336,371

### Source of Funds

DMMHRBSB	\$ 780,924
United Way	\$ 107,095
Council for Older Adults	\$ 80,339
Senior Companion Program	\$ 31,458
Contributions/Fundraising	\$ 20,676
Highland Grant	\$ 100,838
Connections	\$ 31,255
ODH Rape Prevention grant	\$ 61,378
VOCA/SVAA	\$ 65,238
Interest	\$ 1,236
After Hours Contracts	\$ 2,058
OCJS Grant	\$ 50,038
Family Violence Prevention	\$ 54,226
Women's Fund of Central OH	\$ 20,000
VAWA ARRA Grant	\$ 3,679
ODH SAS Grant	\$ 18,938
Other Income	\$ 15,938
Carryover	\$ 48,302

Total Source of Funds \$1,462,158  
\$1,798,529

### Disbursements

Salaries	\$ 819,947
Fringes	\$ 219,148
Supplies	\$ 2,436
Operating Expenses	\$ 68,140
Travel and Meetings	\$ 15,226
Insurance	\$ 10,422
Building	\$ 40,045
Telephone	\$ 24,119
Equipment	\$ 23,895
Grants	\$ 73,754
Miscellaneous	\$ 28,037

Total Disbursements \$1,325,169  
Cash Balance as of 6/30/12 \$ 473,360  
\$1,798,529

## 2011-2012 Emergency Financial Assistance Fund

Balance as of 6/30/11 \$ 3,620

### Source of Funds

Contributions	\$ 2,448
First Baptist	\$ 100
United Way Delaware	\$ 2,500

Total Source of Funds \$ 5,048  
\$ 8,668

### Disbursements

Food	\$ 400
Gasoline	\$ 933
Other	\$ 350
Medical Care	\$ 1,001
Transportation	\$ 314
Housing	\$ 2,252

Total Disbursements \$ 5,250

Cash Balance as of 6/30/12 \$ 3,418  
\$ 8,668

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 and in-kind gifts, sponsorships, & event support received between July 1, 2011 and June 30, 2012.

1820 Collective-Paul Endicott	David and Dolores Smith	Jessica Trainer	Peachblow Pottery-Gail Russell
Aaron Saling	Delaware Community Market	Joanne Trainer	Pizza Hut
Al and Donna Ball	Delaware Court Healthcare Center	Joan Wiser-Mary Kay Cosmetics	PNC
Alice Gould-Perfect Harmony Fitness	Delaware Lions Club	John Radabaugh and Beth Matune	Ralph and Peg Benziger
All Occasions Catering	Dirk Rader	JP Morgan Chase	Robert Neville and Lisa Hefflinger
Allison and Tom Newman	Dick Leavy	Julie Blankinship	Rocky Van Brimmer
Amato's Woodfired Pizza	Don and Mary Kay Love	Kerri Robe	Rod Glazer
Amy and Ed Hill	Don Chenoweth	Kevin Carroll	Sam's Club
Amy Blanton	Don Lockwood	Kris Pregarman, Kristom House	Sarah and Will Creswell
Amy Pinnick	Donatos Pizza	Larry and Diane Westbrook	Sharon Embley
April Nelson	Dorothy Spain	Laura Tiberi	Sharon and Russell Whistler
Anna Marie and Gary DeFourny	DPS Antiques	Laurie Rinehart-Thompson	Shelly and Al Myers
Ann and Joe Endry	Dr. Allen Stojkovic	Lei Li	Shilo Gall
Anne Fry	DSW	Liberty Township Fire Dept	Skyzone
Anonymous	Eddie Combs and Suzanne Ickes	Linda Wolcott	Sports Ohio
Anonymous	Emerson Network Power/Liebert Corp.	Little Brown Jug-Delaware County Fair	St. Mark's Lutheran Church
Anthony McCann	Eric and Judy Hess	Lori Benseler, Thirty One Gifts	Steve and Debbie Martin
Anthony Rucci	Fidelity Federal Savings & Loan Association	Lori Watkins	Steve Hedge
Art Nest Studios	First Baptist Church, Delaware	Loa Ransom	Subway Restaurant
Arthur A. Coleman III	First Presbyterian Church Delaware	Loretta Ulrey Keys	Susan and Jim Wright
AHP-Associated Hygienic Products	First Presbyterian Church Mt. Gilead	Lucinda Long	Susan and Steven Hanson
Becky Frash-Mary Kay Cosmetics	Friend of SARN	Lyn Herron	Suzanne and Todd Pingry
Barb Lyon	George and Dee Dee Warden, Dairy Depot	Lynne Schneider	Teresa and Troy Ross
Bargar's Jewelry	Gerene Bauldoff	Manos, Martin, Pergram, & Dietz	Teri Morgan
Bob and Nancy Singer	Grady Memorial Ohio Health	Marco's Pizza	Terri Totin
Bonnie Ristau	HelpLine Board of Directors	Margie West	Tewell Consulting
Brenda Manley	Hilborn Insurance	Marlene Lancaster	Thomas and Arlyss Tombarge
Bruce McClary	Hiram Masonic Lodge #18	Maribeth Deavers, Isaac, Brant, Ledman, and Teetor	Tim Burke-Express Employment Professionals
Button Up	Holly Trainer	Marsha and Scott Tilden	Tom King
Caitlin Rose Photo Studio	Honey Baked Ham	Mary Damico	Trinity United Methodist Women
Candidkama Photography	Irwin siegel insurance agency	McDonalds	Unity Spiritual Center
Caroline Slone	Jennifer and Drew Tewell	Mel and Mark Corroto	Verizon Wireless
Carolyn and Jim Tarantine	Jennifer and Geoff Trainer	Melanie Frew	Vitos Wine Bar
Central Ohio Symphony	Karen Hart	MidOhio Printing	Walmart
Chartwell's	Katherine and Norman Gharrity	Mill Creek Golf Club	Walt Abood
Chocolates and More-Jack and Maggie McElroy	Keith and Blythe Boger	Mitch and Cindy Tayse	Wendy Bean
Choffey's	Kimberly Darrah	Mukha Custom Skin Studio	Woodland Cigar Shop
Chris Nemeth	Kroger Company	Nancy and Bob Nagel Family	
City BBQ	Jack Hilborn	Nancy Radcliffe	
City of Delaware	Jack Keefer	Nicole Endicott- Nicole's Darling Desserts	
Colleen Dennis	James Roesch	Nora Flanagan	
Corine Lyman	Jason and J.J. Wirth	Ohio Machine	
Council for Older Adults	Jeffery Rizzo	Olive Garden Restaurant-Polaris	
Country Blessings	Jenifer Murphy Burnaugh	Our Town Fundraising-Adrienne Benson	
Craig Wanner-Wanner Metal Worx	Jennifer Burrows	Panera Bread	
Creative Financial Services		Pat Miley	
Culver's		Patricia Meves	
Dane and Mary Ann Heule			
Dave Lorz and Family			

# staff recognition

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

**Chris Campo, CIRS**  
Hotline/I&R Specialist  
5 years

**Connie Carter, B.A., LSW**  
Contingency Receptionist  
6 years

**Jason Counts**  
Hotline/I&R Specialist  
4 years

**Colleen Dennis, B.S.**  
Connections Project Manager  
2 years

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

**Sherri Fitzpatrick**  
Senior Leadership Coordinator  
>1 year

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

**Shilo Gall**  
Volunteer Coordinator  
2 year

**Lydia Guirguis, B.A.\***  
Violence Prevention Educator  
>1 year

**Amy Hansen, M.A.\***  
Family Ed & Support Coordinator  
1 year

**Susan Hanson, M.S.W, LISW-S**  
Executive Director  
17 years

**Janet Haycox**  
Administrative Assistant  
9 years

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

**Corina Klies, B.A.\***  
Violence Prevention Educator  
6 years

**Carol Lawrence, CIRS**  
Hotline/I&R Specialist  
12 years

**Max Lencl, M.A., LPC**  
Suicide Prevention Coordinator  
1 year

**Aimee McCann, M.S.W., LISW-S**  
Trauma Specialist  
9 years

**Michelle Mendel, B.A.**  
Suicide Prevention Educator  
1 year

**Gloria Minor**  
Bookkeeper/Receptionist  
14 years

**Hank Owings**  
Hotline/I&R Specialist  
1 year

**Linda Owings, CIRS**  
Hotline/I&R Specialist  
12 years

**Suzanne Pingry, B.S.**  
Connections Program Director  
13 years

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

**Jim Rundle, M.S.W., LISW-S**  
Clinical Director  
12 years

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

**Ben Schenko, B.A., M.Ed.\***  
PEACE Collaborative Coordinator  
1 year

**Allison Vance**  
Hotline/I&R Specialist  
2 year

**Kathleen Vance, B.S., CIRS**  
Hotline Coordinator  
16 years

**Brandee Urban, B.A.**  
Violence Prevention Educator  
3 years

**Margie West, B.A.\***  
Connections Senior  
Leadership Coordinator  
5 years

*CIRS - Certified Information and  
Referral Specialist*

*CRS - Certified Resource  
Specialist*

- - No longer with HelpLine as of  
June 30, 2012

## ***Direct Service Contractors***

**Stanya Greathouse, M.A., M.Ed**  
Violence Prevention, Cultural  
Inclusion Committee

**Julianna Nemeth, M.A.**  
ASIST Trainer, Cultural Inclusion  
Committee

# volunteer appreciation

HelpLine is extremely fortunate to have many skilled and dedicated volunteers. We salute their commitment and willingness to give of their time to make a difference!

## **Connections Volunteer Center - Workshop Trainers**

Brande Urban, BA, Prevention Educator, HelpLine  
Don Stanko, Crime Prevention & Com. Relations, Upper Arlington Police Department  
Nancy Radcliffe, Sexual Assault Services Director, HelpLine  
Julianna Nemeth, MA, Certified ASIST Trainer  
Chaplain (Colonel) Andrew Aquino, State Chaplain Ohio National Guard  
Tammy Tingle, Investigator, State of Ohio CSWMFT Board  
Bruce Maaser, PhD, Psychologist  
Joe Catania, LISW-S, LCDCCIII, Clinical Director, The Woods at Parkside  
Donna Sigl-Daives, MA, PCC-S, Private Practice  
Detective Sgt. Randy Pohl, Delaware County Sheriff's Office  
Joseph Shannon, PhD, PSYD, Psychologist  
Amy Honsberger, LISW, Private Practice

## **HelpLine 24-Hour Support & Info Line**

Ed Hoar  
Tom King  
Loa Ransom  
Tracy Plouck

## **Sexual Assault Response Network**

Jaclyn Amanna  
David Beveridge  
Jessica Cimino  
Haley Cook  
Matthew Jamison  
Allison Newman  
Jodi Schermerhorn  
Emily Uline  
Chelsea Waldo  
Samantha Warren  
Christina Wynkoop

## **Prevention Volunteers**

Jaclyn Amanna  
Hayley Cook  
Alison Miller  
Julianna Nemeth  
Allison Newman  
John Radabaugh  
Linda Stover

# awards

## 2012 Volunteers of the Year:



### **Samantha Warren**

Samantha is always willing to help out in any way possible. She has helped with fairs, outreach programs, and prevention. She has an uplifting personality and smiles at everyone. Samantha went above and beyond her role as adult staff volunteer when she co-facilitated a successful small group which met throughout the STAND UP Leadership Team's Youth Leadership Camp to process healthy decision making through activities and discussion. She has been generous with her time with the SARN program, offering to support the new Mt. Gilead Healing Circle in the role of an advocate for any survivors who may be triggered, as well as offering herself as a stand in for the Delaware Healing Circle meetings.



### **Jessica Cimino**

Jessica is a very active SARN volunteer as she is on call many weekends and has been called out multiple times. She is always kind in nature and makes people feel comfortable no matter where she is. She has assisted several survivors and handled each situation with compassion and professionalism. She is an important voice in helping the SARN advocates communicate and share information on educational issues as well as emotional support for other team members after a call out. Jessica also supports our media outreaches and is in consistent communication with us.

#### **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.

## **2012 Katherine Gharrity Community Service Award Columbus Salvation Army Housing Program**



DOING  
THE MOST  
GOOD™

Columbus Housing Program

Back in 1999, Beth Fetzer-Rice and her colleagues of the Salvation Army in Central Ohio made their first foray up to Delaware County to meet with the Delaware Affordable Housing Task Force. The rest, as they say, is history. The Salvation Army in Central Ohio was able to obtain funding and establish the Direct Housing Program as well as several additional housing programs since then in Delaware and Morrow Counties. Where there were huge gaps in our housing services and virtually no local services for homeless families, they stepped up and became an invaluable community partner in the area of housing and serving the homeless. In addition, Beth took leadership in establishing both our county Continuum's of Care Committees, facilitated our Point in Time counts, an annual needs assessment critical to our ability to monitor the extent and nature of our homeless problem as well as ensure we are eligible for federal and state funding. Finally, they took leadership in obtaining a grant from the Osteopathic Heritage Foundation which facilitated our establishing a ten year plan to end homelessness in Delaware County. Many thanks to the Salvation Army in Central Ohio for your tireless work on behalf of the homeless.

**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.

# Previous Katherine Gharrity Award Recipients

2011 Rosemary Levings	2003 Consolidated Electric Cooperative
2010 Sue Pasters & the Ohio Wesleyan University Community Service Learning Office	2002 Ruth Downing, Grady Memorial Hospital SANE Program
2009 Morrow County Salvation Army	2001 Greig Douglas on behalf of St. Vincent DePaul Society of St. Mary's Catholic Church
2008 Heather Crosbie and John Radabaugh	2000 Lucile Ubben
2007 Rebecca Tyne	1999 Morrow County Transportation Collaborative and Jean Koenig on behalf of Liberty Presbyterian Church
2006 Mary Jean Hickson (posthumously), First Baptist Church Delaware	1998 Robert Held, Delaware Cab
2005 Sally Hinshaw Northmor Schools, Jim McCullough Highland Schools	1997 Katherine Gharrity
2004 Sue Pastors, Director, OWU Community Service Learning Office	

## 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 support services 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. In 1974, the Ohio Wesleyan University student hotline, "The Listening Post", merged with Help Anonymous.

HelpLine currently operates at 11 North Franklin Street in Delaware, Ohio and in the Meadow Center in Mt. Gilead, Ohio. Connections Volunteer Center, started in 1996 and is located in Andrews House. HelpLine has completed the rigorous accreditation processes through the American Association of Suicidology and National Alliance of Information & Referral Systems and is certified by the Ohio Department of Mental Health.

On November 12, 2002, HelpLine was the first agency in the State of Ohio to publicly launch 2-1-1 - the community information and referral services access number for people in Delaware and Morrow Counties. HelpLine currently has 27 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.

For more information, visit us at [www.helplinedelmor.org](http://www.helplinedelmor.org)

### HelpLine Founders

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

### HelpLine Executive 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
Katherine Gharrity	1975 to 1980

## **MISSION**

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

## **CORE VALUES**

### Service to Community

We are committed to serving our community.

### Diversity, Caring and Respect

We believe in the value, dignity and diversity of all people.

### Excellence

We are committed to the highest standards of quality, integrity and the ethics of confidentiality, fairness and a non-judgmental approach.

### Education

We are committed to educating our community.

### Volunteerism

We are committed to linking and referring volunteers in our community.

# funders

Delaware-Morrow Mental Health & Recovery Services Board, United Way of Delaware County, Council for Older Adults, 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, Community Foundation of Delaware County, Emerson Network Power/Liebert Corp., National Lifeline Suicide Prevention Network, Women's Leadership Network.

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

**THANK YOU!**

# take action

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 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 3 people you think could benefit from our services.

**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  
Language Services Available

**Connections Volunteer Center**

39 W. Winter Street  
Delaware, Ohio 43015  
Business Line: 740.363.5000  
[www.delawarecountyvolunteers.org](http://www.delawarecountyvolunteers.org)

HelpLine is an Equal Opportunity Employer/Provider

[www.helplinedelmor.org](http://www.helplinedelmor.org)  
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**Empowering People Through Knowledge, Support, and Resources**

