



HelpLine of Delaware & Morrow Counties, Inc.

2013 Annual Report: Creating Change, Connecting People

At HelpLine we believe change happens when people are connected to knowledge, support, and resources. Learn more about how HelpLine is making this a reality in our communities.

A Note from the Executive Director:



Susan Hanson, Executive Director

Dear Friends,

On September 7th, 2013, HelpLine & the Delaware County Suicide Prevention Coalition in partnership with community agencies, survivors of suicide, and concerned community members, held the 3rd Annual Suicide Prevention Walk. The purpose of the walk is to instill hope and spread the message that suicide is preventable. People said they came away strengthened and inspired. For me, the experience continues to be a moving and powerful one and reminds me why this work is so important.

This is just one example of how HelpLine, through connecting people to one another and opportunities to learn and share is changing lives. Through connecting people to a nonjudgmental, compassionate listener thru the 24/7 support line, callers find hope. Through linking people to resources, lives are changed through making the right connection to the right service & a brighter future. Through connecting survivors with one another and one on one help, lives are transformed through shared strength & healing. Finally, when we connect volunteers to critical needs in our community, we create a changed community that has then a stronger capacity to successfully meet ever increasing human needs.

By connecting through educating individuals, mobilizing organizations and communities & addressing our policy makers with critical facts & realities, we drive change at all levels.

Thank you to our dedicated staff, board, and volunteers, our community & funding partners, and those we serve, particularly those who, through courage and concern for others, share their intensely personal journeys to bring hope and help to others.

Sincerely,



Susan Hanson

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IMPACT

2013 HelpLine Key Stats

At HelpLine we believe change happens when people are connected to knowledge, support, and resources, HelpLine is making this a reality in Delaware and Morrow Counties.

Prevention Intervention Volunteerism

PREVENTION

Suicide Prevention Programs reached

3,417

students in 8 school districts in 18 different schools
94% of students demonstrated an increase
in knowledge of depression.

7516

Students Served By
Safe Dates AND
Love: All That and More



Stewards of Children Training
Adults against child sexual abuse
99 Morrow County Residents trained
20 Delaware County residents trained.



Thank Goodness I'm Female (TGIF)
17 High School Leaders Trained
98 Girls Participated
3 School Districts: Olentangy,
Delaware City, Buckeye Valley



Signs of Suicide: 76 students were
identified as having suicidal ideation
and were referred to a mental health
professional the same day.

INTERVENTION

Hotline staff offers non-judgmental emotional support and problem solving around issues such as sexual assault, domestic violence, child and elder abuse or neglect, depression, suicide, grief and loss, and other mental health issues.



11,074 Hotline Calls - IN
2,599 Calls - OUT



Database 650 Agencies
OVER 1,000 Programs



956 persons served
emergency food, medicine,
lodging, & transportation

15,098

211 I&R Referrals Given

Expanded 211 Services to include Union County

8,330

Sexual Assault Response Network
(SARN) Volunteer Hours to Survivors

Provided initial and repeated advocacy services for 90 sexual assault survivors. / Ohio Attorney Generals Office approached HelpLine and we are bringing rape crisis services to Crawford and Wyandot counties. / NEW! Healing Circle support group in Mt. Gilead. / 100% Consumer Satisfaction for SARN Services. / Trained 8 new SARN advocates.

VOLUNTEERISM



Connections coordinated and offered Continuing Education Units at 28 trainings, six of which were specifically targeted to the needs of older adult service providers.

16,117

Hours of service provided by
volunteers through Connections

1,147 volunteers were mobilized by Connections to meet critical community needs. Connections managed eight volunteers over the past year who provided in home companionship to 55 older adults.

Get involved TODAY! www.helplinedelmor.org

About HelpLine



Founded in 1970, **HelpLine** of Delaware and Morrow Counties, Inc. is the local, 24/7 toll-free crisis and information referral line for residents of Delaware and Morrow counties. Committed to empowering people through knowledge, support, and resources, **HelpLine** facilitates the recovery and stability of our communities through a comprehensive resource network, crisis intervention, volunteer services, and prevention education and training. Whether residents need connected to services or simply to talk about their issues, HelpLine provides professionally trained and experienced specialists 24 hours a day for assistance.

HelpLine is a contract provider of the Delaware-Morrow Mental Health & Recovery Services Board and partially funded by the Council for Older Adults. A partner of United Ways in Delaware, Morrow, and now Union Counties, **HelpLine** is accredited by the American Association of Suicidology, National Alliance of Information & Referral Systems, and certified by the Ohio Department of Mental Health & Addiction Services.

Quick Facts

1

HelpLine is the only centralized, network in our service areas that provides comprehensive information and referral via 2-1-1, prevention education, crisis support, and community volunteers.

2

HelpLine hotline specialists have an average of 9 and 1/2 years of experience. The national average for retention of a hotline worker is 1 and 1/2 to 2 years.

3

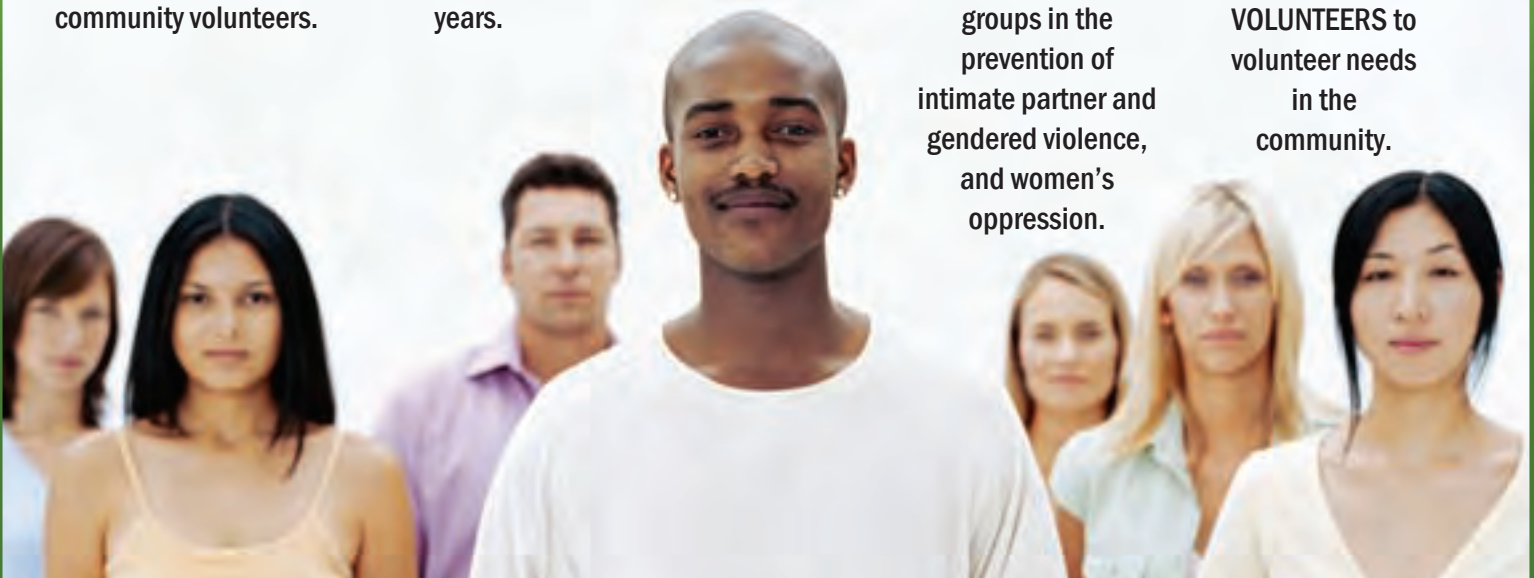
HelpLine's suicide prevention services offer an array of evidence based programs to middle schools, high schools, & adults.

4

TGIF AND GIRLS / BOYS VIOLENCE PREVENTION GROUPS ARE THREE of the only programs in the State of Ohio providing primary prevention through gender-specific groups in the prevention of intimate partner and gendered violence, and women's oppression.

5

Connections Volunteer Center, a **HelpLine** program, is the only volunteer center in Delaware county, **CONNECTING OVER 1,000 VOLUNTEERS** to volunteer needs in the community.



Prevention, Intervention, & Volunteerism Highlights



"Intellectuals solve problems; geniuses prevent them." ~Albert Einstein

2013 Prevention Highlights:

HelpLine's Prevention Programs seek to foster a healthier, safer community by addressing suicide & depression, sexual assault & child sexual abuse, & family/interpersonal violence thru a broad range of efforts-educating, mobilizing, & influencing change on all levels.

- **PREVENTION EDUCATION:** HelpLine's prevention programming educated over 5,000 children, youth, & adults in the prevention of depression, suicide, relationship & family violence, bullying, & child sexual abuse.
- **INNOVATION:** Thank Goodness I'm Female (TGIF) program 17 High School Leaders were trained - 98 Girls at 3 different school districts (i.e. Olentangy, Delaware City, Buckeye Valley) participated.
- **ADVOCACY:** Around 300 youth participated in Delaware County's Day of Silence Events - all school districts were represented.
- **COLLABORATION:** HelpLine is actively collaborating with the following agencies Sexual Assault Response Network of Central Ohio (SARNCO), Morrow County Hospice, Ohio Wesleyan, Delaware and Morrow County Schools

"We gain strength, and courage, and confidence by each experience in which we really stop to look fear in the face... we must do that which we think we cannot." ~Eleanor Roosevelt

2013 Intervention Highlights:

HelpLine provides immediate, skilled, and nonjudgmental help in restoring well-being for those experiencing a life crisis.

- **COMMUNITY RESOURCE LINKAGE:** Made over 15,000 referrals for food, clothing, housing, mental health & other critical services.
- **GATEWAY TO SERVICES:** 2-1-1 Information and Referral Services: Linked 7,395 callers 2-1-1 to community resources.
- **24/7 HOTLINE & 2-1-1 INFORMATION AND REFERRAL:**
 - CRISIS STABILIZATION:** Responded to over 11,000 incoming calls.
 - INTERAGENCY COOPERATION:** Partnered with law enforcement & successful rescue of 27 people at severe suicide risk.
 - HIGH STANDARD OF CARE:** 100% of eligible hotline staff professionally certified by Ohio AIRS.
- **Sexual Assault Response Network (SARN):**
 - STRATEGIC PARTNERSHIPS:** SARNCO Franklin County Rape Crisis & DWAVE (Deaf World Against Violence Everywhere) joined forces with HelpLine & others to make a larger impact on survivors of sexual violence & increase **EFFICIENCY**.
 - QUALITY:** Achieved Registered Advocate with Advanced Standing status with over 6,000 hours in the service of victims of crime.
 - REACHING UNDERSERVED POPULATIONS:** NEW! Sexual assault advocacy in Crawford and Wyandot Counties

"We make a living by what we get, but we make a life by what we give." ~Winston Churchill

2013 Volunteerism Highlights:

HelpLine facilitates connection through volunteering to help, sustain and strengthen our community.

- **VOLUNTEERISM:** Connections matched 1,147 volunteers with opportunities. Connections managed eight volunteers over the past year who provided in home companionship to 55 older adults.
- **SERVICE:** Connections was able to track 16,117 hours of service provided by volunteers through Connections.
- **OUTCOMES:** 4,312 individual and group referrals - 49% of total to older adults - 219 individuals and seven groups were recruited in fiscal year 2013 who will volunteer in the event of a local disaster/emergency.

Prevention



"Never doubt that a small group of thoughtful, committed, citizens can change the world. Indeed, it is the only thing that ever has."



HelpLine educates children, youth, & adults, in-schools & on-site on topics including: adults preventing child sexual abuse, teen depression & suicide education and screening, relationship violence prevention, boys and girls violence prevention groups, anti-bullying, sexual assault and harassment prevention, and suicide prevention skills training for adults. Our programs strive to meet the needs of our community through incorporating programs based on "best practices" in the areas of prevention and mental health.



- **PURPLE HANDS BEAR** 137 preschool children were taught that hands and words are not for hurting in Mt. Gilead & Delaware
- **VIOLENCE PREVENTION GROUPS** - 11 groups with 108 Elementary School boys & girls reached.
- **YOUNG WOMEN'S LIVES** was provided to 9 incarcerated youth at Scioto Juvenile Corrections Facility
- **SEXUAL VIOLENCE 101** was delivered to 322 college students, primarily at Ohio Wesleyan University. This comprised of classroom presentations, one Bystander Intervention workshop, a poster campaign, a small focus/discussion group, and presentations at awareness events.
- **BULLYING** - 50 Adults were trained in an Anti-Bullying Summit
- **SETTING BOUNDARIES** for 68 Professionals was offered to Delaware Co. Juvenile Staff and provided to community members through Connections.
- **YOUTH LED PREVENTION** In partnership with the Delaware General Health District, HelpLine again worked with teens through the Stand up Leadership Team(SULT!) to prevent alcohol & other drugs, violence, & suicide through youth led, adult guided projects.

Other Prevention Successes:

This summer at the Ohio Alliance to End Sexual Violence Annual Conference, HelpLine was invited to facilitate a workshop on Healthy Masculinity and the new and upcoming group The Ohio Men's Action Network, which is an alliance of men and women who are invested in involving men in the workplace to stop gender-based violence. This issue is no longer just a woman's issue to deal with. In order to end gender-based violence, people of both sides must join forces, and this was really brought to light through this workshop. Here are some of the quotes from participants:

1. "The new information about how this movement is growing and how we can be involved was what I liked best about this workshop."

2. "Good dialogue between the speakers and participants."

3. "What I liked best about this workshop was the conversation style of the discussion."

Suicide Prevention

SUICIDE PREVENTION - Red Flags (Middle School)

In FY2012, Suicide Prevention programs reached 3,417 youth in eight school districts and 18 schools. Red Flags, for middle school students, and Signs of Suicide, for high school students, are both proven curriculums that address suicide and depression prevention. These 2-3 day programs address the signs of depression and suicide and equip students with the skills to possibly save a life by referring them to a trusted adult. According to participant test results:

- 94% of students demonstrated an increase in knowledge of depression by scoring 80% or better on the post test.
- 96% of students could identify an adult with whom they could speak if they or someone they know felt suicidal.



Feedback

"This is an excellent program that fit the needs of my 7th grade students. I believe the students could relate to the presenters because they used examples and language that are current and relevant to this age level. I even have had a handful of students ask if and when they would have the Red Flags Program during the second semester of Health."

- Cardington MS

Feedback

"You provide an excellent program that was well received by both students and staff. HelpLine staff is flexible, cooperative and willing to collaborate. I am so pleased with our suicide prevention program and am looking forward to working with you in the future."

Olentangy Nurse /SOS
Coordinator

SUICIDE PREVENTION - Signs of Suicide

Signs of Suicide (SOS) is an evidence-based program that offers a screening tool to detect if students need to talk to someone after the presentation. Program participant evaluations indicated:

- 1675 students were educated & screened around depression and suicide.
- 164 students received a follow-up assessment with a mental health professional.

Suicide Prevention

ASIST--Community Training with Adults and Professionals

Developed by Living Works, ASIST helps persons in a position of trust become more willing, ready, and able to help individuals 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”.

Suicide TALK

SuicideTALK is a community-oriented program based on the principles of ASIST. The program explores issues in suicide prevention and is a one to three hour exploration in suicide awareness. It is intended for all members of a community ages 15 and up. Its goal is to help make direct, open and honest talk about suicide less difficult. This year it was coordinated with Connections volunteer center and offered to the community. Program participants indicated:

- 88% reported an increase in knowledge of suicide.
- 100% rated the overall training a 4 or 5 on a 1-5 scale.

Feedback

“Learning the right questions to ask was the most helpful and not only from the presenter but also other professionals who attended.” –SuicideTALK participant
“I like the open-forum feel of it where everyone could talk and share insight.”

- SuicideTALK participant

PARTNERSHIPS: Delaware Suicide Prevention Coalition

The Delaware Suicide Prevention Coalition has been renewed with a strong strategic direction aimed at increasing awareness of and preventing suicide. The coalition coordinated its 3rd Annual Suicide Prevention Walk, which drew over 100 people from several counties. The walk included live music, resource bags, survivor sharing, a one mile walk through historic downtown Delaware, hope stone making for the new HelpLine Hope Garden, and a balloon release.



Morrow County Mental Health and Suicide Awareness Committee

Over the past year, the Morrow County Mental Health and Suicide Awareness Committee (MHSAC) has made significant progress in planning to bring suicide prevention trainings to Morrow County professionals within the next few months. There has also been progress in obtaining suicidal activity statistics from 2 local law enforcement agencies with plans to have more agencies reporting in the future.

HIGHER EDUCATION: ILLUMINATING NEEDED CHANGE

Working with the Best and Brightest at Ohio Wesleyan University (OWU)

Over the past several years, **HelpLine** staff worked to establish relationships with staff at the Counseling Center, the Public Safety office, as well as other faculty/instructors/staff. While these efforts were worthwhile, HelpLine staff wished for more access, and for more opportunities to work with students on the issue of sexual violence. In the fall of 2012, Dr. Richard Leavy, a professor of Abnormal Psychology approached HelpLine staff with a question: Would HelpLine be willing to work with a group of students from his class who were interested in examining the intersection of sexual violence and abnormal psychology?

What followed was a weekly discussion group hosted by **HelpLine's** Project Director and Prevention Educator. The group identified some topics of interest (e.g. Consent, Perpetrators, Alcohol and Sexual Assault, PTSD, etc.) and HelpLine staff shared relevant articles/materials which were reviewed and discussed by the group. As part of this process, this group served as a focus group for HelpLine; providing feedback about how best to share this content with college students. As part of these efforts, the students disseminated approximately 500 surveys to OWU college students and picked the top four slogans for a poster campaign used to promote our issue and a program on OWU campus. HelpLine presented Sexual Violence 101 to two Women's Studies classes at OWU and one at OSU Marion campus. HelpLine participated in Take Back The Night, V-Day events, The Invisible War – documentary screening/panel discussion, the Walk A Mile In Her Shoes event and a health fair on OWU campus as well. This partnership of HelpLine staff and students, staff and faculty at OWU was remarkable and the staff remains grateful for the wonderful people there who are committed to ending sexual violence.



INTERVENTION: Crisis Management & Trauma Recovery Services

"I am not ready to die, thank you for helping me."

- Domestic Violence Survivor,
Intervention Consumer

The Hotline Service provides stabilization to persons experiencing a crisis or severe need and provides community resources to reduce or eliminate the need through a 24 hours a day, 7 day a week crisis management and information referral hotline. Hotline staff offers non-judgmental emotional support and problem solving around issues such as sexual assault, domestic violence, child and elder abuse or neglect, depression, suicide, grief and loss, and other mental health issues as well as help with needs around food, clothing, emergency shelter, affordable housing, utilities, & rent.

HelpLine maintains an accurate, up-to-date resource file that contains information on community resources available within nearly 1000 programs and more than 650 agencies.



Hotline: The support & information line provides help when needed the most by calling 2-1-1 or 1-800- 684-2324 24/7.

HelpLine specialists are trained in the "art of listening" and have nearly 1,000 community resources at their fingertips to help clients through any difficult situation.

- Persons served on hotline FY2013 unduplicated = 7923
- Hotline calls in 11074/calls out 2599
- There were 2612 outgoing calls - these are follow ups, and advocacy linkage calls
- There were 15,098 referrals given
- 3% of our calls were suicide related this year (340 out of total calls 11074)

2-1-1 Information & Referral: 2-1-1 is a simple, easy-to-remember number to call when a person needs help or access to human services. It is a free 24-hour service so clients get the help they need when they need it.

- Total referrals given out 15,098
- Information only calls 1203
- 1981 referrals made by Connections staff by phone or email to persons seeking to give help.

Top Three reasons for calling:

1. 2,982 Emergency needs such as rental assistance, utility help, prescription medicine
2. 2,814 Mental health & Addiction issues
3. 1,599 Emergency lodging, affordable housing needs

Morrow County Assistance through Salvation Army funds:

- 639 persons helped with emergency food, prescriptions, gasoline and diapers, rent and utilities, often after hours

Delaware County Assistance given through United Way & local churches:

- 428 persons helped with emergency needs: food, lodging, transportation, medicine when other agency help unavailable
- New! In FY2013 we expanded our 2-1-1 service to cover Union County & added Union County resources to our database.

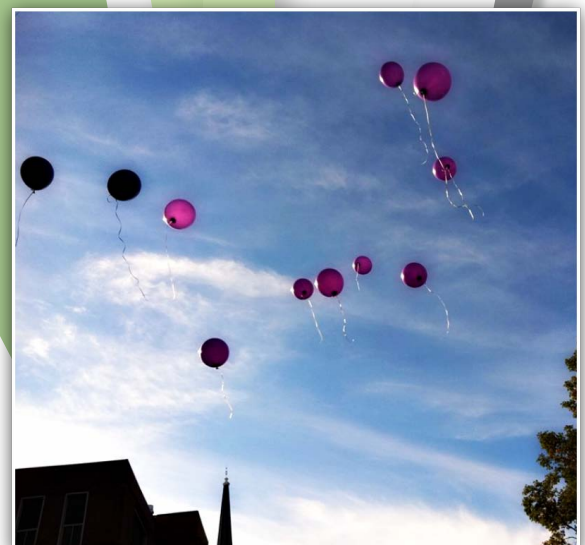
Sexual Assault Response Network (SARN):

SARN advocates are available to assist survivors at the hospital and with law enforcement immediately following an assault and the SARN Coordinator can help connect a survivor to the resources at HelpLine and in the community. SARN provides assistance with reporting and support regardless of when the victimization occurred or what the need may be.

The Sexual Assault Response Network (SARN) program meets the 2013 Ohio Core Rape Crisis Standards (OCRCS) of the Ohio Alliance To End Sexual Violence and has been providing SARN services since 1997. The SARN program staff participates in the Sexual Assault Response Teams (SARTs) for Delaware, Morrow, and new in FY2013 Wyandot and Crawford Counties. SART's follow the Ohio Attorney General's "best practices" which ensure a coordinated community response (i.e. case consultation, quality assurance, and removal of barriers to services).

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 do not receive trauma specific counseling making the availability of SARN services even more critical. HelpLine continued to facilitate the Sexual Assault Response Team (SART) for Morrow County which met to review responses to sexual assault cases and help ensure that survivors are given quality, comprehensive, services and were connected with appropriate support services.

New in FY2013, HelpLine's SARN program began offering a "Healing Circle" support group in Mt. Gilead. This peer-led support group was co-facilitated by the SARN Coordinator and a volunteer SARN advocate. Prior to this, no free support group for those who'd experienced sexual assault was being provided in Morrow County. Due to transportation issues, a client was limited in her ability to access counseling and other support services. In FY2014 SARN plans on continuing to offer this group, while building knowledge of it in the community.



Sexual Assault Response Network (SARN):



Also new in FY2013, the Ohio Attorney General's Office approached HelpLine to discuss bringing rape crisis services to Crawford and Wyandot Counties. HelpLine has begun establishing those services; attending the counties' Sexual Assault Response Team, hiring a SARN Coordinator for these two counties and working with partners in each county to identify current resources and discuss needed service provision. In FY2014 SARN plans on building upon these services, to create 24/7 volunteer coverage of advocacy needs at local emergency and police/sheriff departments.

In FY2013, 338 SARN-related calls or services were provided. Of these, 31 were requests for assistance with hospital and/or law enforcement advocacy. Services provided by our SARN program included: crisis intervention, therapeutic one on one support, group support, follow up, and advocacy services to help survivors heal from the trauma of sexual assault.

In addition to county SARTs, the SARN program continues to collaborate with other service providers including but not limited to: the Delaware County Coalition of Victim Services and the Sexual Assault Response Network of Central Ohio (SARNCO) to train volunteers, improve and increase professional training opportunities, and lay the groundwork for shared advocacy services. SARN also worked with Deaf World Against Violence Everywhere (DWAVE) and the Buckeye Region Anti-Violence Organization (BRAVO) which serves the LGBTQI communities to increase competency in serving these populations. SARN staff participated/presented in Sexual Assault Nurse Examiner (SANE) trainings with the Marion General staff and area nurses.

During April – Sexual Assault Awareness and Child Abuse Prevention Month – HelpLine's SARN and Prevention Programs collaborated with other community agencies to provide presentations/programs which addressed sexual violence and child abuse. These programs were geared for community members, professionals, and special events for survivors. Events provided included: Walk A Mile In Her Shoes, which focuses on male participation in an effort to draw attention to Violence Against Women, Human Trafficking, Male Survivors, Child Sexual Abuse, the Healing Garden, a workshop for central Ohio survivors and more.

The Healing Circle support group 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. Also in FY2013, the Annual Retreat for Survivors was held and was very well-received.

SHE SAVED MY LIFE

Alex's Story

Early this year, Helpline was contacted by a partner agency, about a young man who was homeless and struggling with addiction issues. He had a minimum wage job and was unable to find an apartment he could afford. He was living in a very bad situation and feeling hopeless and had recently made a suicide attempt. The counselor said he was working really hard on the addiction issues and felt if the housing situation improved, he would make more progress. Plus, she was concerned that he had no positive support system particularly on the weekends when they were closed. She was hoping that Helpline could help him with support and referrals.

The counselor put the young man on the phone with the hotline worker and they discussed his situation. The Helpline hotline worker was able to talk with him about the suicidal feelings as well as completing a housing referral and connecting him to those services. The hotline worker also arranged to do some follow up calls with him over the next month to provide much needed emotional support as well as other referrals. She invited him to use Helpline as an additional support system and explained that he could call whenever needed twenty-four hours a day, seven days a week.

They continued to talk throughout the month and the young man was able to get into housing with help from a local housing agency and receive mental health treatment through the local mental health center. Within a month of the first conversation, HelpLine was able to connect him with housing. Originally hopeless and suicidal, he reported that he was no longer feeling suicidal and was in fact doing very well. He was still invested in his substance abuse treatment and attending counseling. He said that having his own housing was giving him the peace and stability he really needed and that he really appreciated all that Helpline and the other agencies had done for him.

HelpLine recently followed up and found that this young man is still invested in his treatment and doing very well. The team effort between Helpline, and the other community agencies involved, made a huge difference in this young man's life and helped him move past hopelessness and homelessness and onto a path towards a better future.



Volunteerism

“Remember that the happiest people are not those getting more, but those giving more.”

~ H. Jackson Brown Jr.

Connections, Senior Companions, SARN Advocates, Hotline

HelpLine fosters an environment of cooperation and is very lucky to have committed, knowledgeable, and effective volunteers that partner with staff to provide the best services to consumers. There are several different ways the community partners with HelpLine to volunteer including: SARN Advocates who support survivors of sexual assault and Hotline Workers who are trained and facilitate crisis calls.

Not only does HelpLine utilize and grow volunteer structures for the organization, they also, through Connections, do the same in Morrow and Delaware Counties. Connections, a program of HelpLine and the Delaware County Volunteer Center, is the central clearinghouse for volunteering in order to contribute to a healthy Delaware County community. Connections facilitates tens of thousands of volunteer hours annually through programs like Senior Companions, agency collaborations, monthly volunteer opportunities, Senior Penpal Program and Make a Difference Day.



Connections Volunteer Center – Annual Report



Disaster Volunteer Recruitment and Training

Connections Volunteer Center is funded by United Way of Delaware County to recruit and train volunteers to respond in the event of a disaster/emergency. Connections currently has a database of 313 volunteers who have stepped up to help. There were 2 trainings held throughout FY13 to train volunteers on running a Volunteer Reception Center in the event of a large scale disaster. Volunteer information is kept in Connections' database with specific skills and interests highlighted. This will help make contacting the volunteers.



Intergenerational program educates students and enriches older adults

For the past five years, Connections has partnered with Senior Citizens, Inc. to provide an intergenerational Senior Pen Pal Book Club. Delaware County older adults are matched with 5th grade students who serve as Pen Pals. The student and older adult read the same book and, through letter writing, share thoughts about the book and information to get acquainted. At the conclusion of the program, the Pen Pals meet each other at a party. This year's program engaged students from Willis Intermediate School in the Delaware City School District. The book that was read and discussed told the story of a service dog in the Vietnam War. The Senior Pen Pal Book Club engaged 59 older adult volunteers in 2013. Most were matched with two students, allowing the program to engage 109 students. When asked in an evaluation what they enjoyed most about the program, there were 34 responses including, "I loved writing back and forth but the best was actually meeting the kids. There was an instant bond. They were so excited. It was awesome." And, "Feeling of helping the coming generation by showing our wisdom and experience." Of the surveys completed, 100% of the pen pals reported to enjoy the experience and hope to return next year.

Make a Difference Day

The fourth Saturday of every October is Make a Difference Day, a national day of service. In 2012, Connections hosted their 6th annual community-wide volunteer event. Four hundred eleven (411) volunteers of all ages participated in helping with outdoor chores at 39 homes of older adults as well as 17 local nonprofit agencies. They completed projects such as assembling sleeping bags for the homeless, cleaning library shelves, exercising and socializing pets, landscaping, and making cards for veterans. Volunteers provided 1,367 hours of service on this day!

In 2012, Connections tracked over 16,000 volunteer hours with those who were matched to opportunities through Connections.



Connections Volunteer Center – Annual Report



Global Youth Service Day

In April 2012, Connections received a mini-grant from Serve Ohio to partner with Equi-Valent Riding Center to provide landscaping, beautification, and facility repair. Equi-Valent provides therapeutic riding lessons to children with developmental disabilities. The goal on Global Youth Service Day was to construct raised garden beds on the property so that parents could have a “parent’s garden” where they could plant organic vegetables and enjoy and connect with each other during their child’s therapy time. Additionally, Connections was able to repair an outdoor horse pen that was sorely in need of repair. Connections was able to partner with Home Depot and Delaware City Schools to provide the volunteers and supplies. On the day of the project, 26 volunteers participated. The enthusiastic Team Home Depot approached the partnership with the youth with an attitude of mentorship and service. They patiently provided instruction on not only proper tool usage, but explanations about why certain tools and materials were being used. Through this partnership, Dempsey students were shown not only practical skills in tool use and carpentry, but also how those skills can be later put to use for the community.



Community Training

In 2012, Connections offered Continuing Education Units (CEUs) to counselors and social workers at 28 trainings, engaging 435 participants. By offering local, affordable trainings, professionals are able to gain valuable information to help them continue to serve the community and maintain their licensure. Connections has maintained accreditation through the Ohio Board of Social Worker, Counselor, and Marriage and Family Therapist Board to offer professional trainings since 2003. The trainings also serve as a revenue generator to help maintain services Connections offers to the community. Some topics that have been offered are Drug Identification and Awareness, Bullying, Applied Suicide Intervention Skills Training (ASIST), Ethics, Supervision, Eating Disorders, Self-Harm, and the Prevention and Treatment of Compassion Fatigue.

One training participant stated: “I was so happy to be able to find seminars of interest not too far away. No fighting traffic in Columbus or some other metropolitan area. I also like the 3-hour seminars. It helps me get CEU’s and to learn helpful information but not take up my whole day when I am off work or even when I am working. I found the whole experience excellent. I have registered for two others.”

A COMPANION WHO IS LIKE FAMILY

The Senior Companion Program is coordinated in partnership with Catholic Social Services with funding through the Council for Older Adults. The program helps reduce loneliness and isolation by matching volunteers ages 55 and older with older adults in the community. The volunteers provide one-on-one in-home visits to provide companionship. Many of the companions visit their clients for years and become friends, giving the client a visit each week to look forward to.

One client with a senior companion requested to see her brother. She talks with her brother on the phone weekly and he visits her once a year, but she has not been to his home in 40 years. The client is unable to drive and relies on others to take her places. The client asked the senior companion if she would be willing to take her to Marengo to see her brother. The two of them arranged the visit and went one afternoon. According to the client, the visit went “beautifully.” She enjoyed the visit very much and said she looks forward to the companion’s visit each week. She said the companion has also taken her to her husband’s grave and they’ve enjoyed lunch together at a few different places. She commented about her companion stating, “I can talk to her as if I were talking to a sister.” This is one example of the difference senior companions make in our community.

*SPECIAL THANKS! **HelpLine** would like to offer sincere gratitude to Ed Hoar a 30 year hotline veteran who has given thousands of hours in time with consumers.*



Financials

Year Ended June 30, 2013



2012-2013 General Operating Fund

Balance as of 6/30/12 \$ 404,462

Source of Funds

DMMHRBSB	\$ 841,241
United Way	\$ 115,851
Council for Older Adults	\$ 80,040
Senior Companion Program	\$ 31,458
Contributions/Fundraising	\$ 21,550
Womens Leadership Network Grant	\$ 17,000
Connections Misc.	\$ 39,255
ODH Rape Prevention grant	\$ 59,645
VOCA/SVAA	\$ 68,392
Interest	\$ 1,495
After Hours Contracts	\$ 3,680
OCJS Grant	\$ 39,855
Family Violence Prevention	\$ 46,066
Womens Fund	\$ 20,000
Ohio Childrens Trust Fund	\$ 14,918
Other Income	\$ 22,174
Carryover	\$ 68,900

Total Source of Funds \$1,460,062

Total Funds \$1,864,524

Disbursements

Salaries	\$ 800,796
Fringes	\$ 203,789
Supplies	\$ 2,153
Operating Expenses	\$ 87,243
Insurance	\$ 10,971
Building	\$ 40,715
Telephone	\$ 31,590
Equipment	\$ 31,934
Grants	\$ 67,380
Miscellaneous	\$ 31,675

Total Disbursements \$1,317,308

Cash Balance as of 6/30/13 \$ 547,216

Total Funds \$1,864,524

2012-2013 Emergency Financial Assistance Fund

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

Source of Funds

Contributions	\$ 2,796
First Baptist	\$ 150
United Way Delaware	\$ 2000
Total Source of Funds	\$ 4,946
Total Funds	\$ 8,364

Disbursements	
Food	\$ 436
Gasoline	\$ 1,045
Other	\$ 11
Medical Care	\$ 851
Transportation	\$ 310
Housing	\$ 2,129

Total Disbursements \$ 4,782

Cash Balance as of 6/30/13 \$ 3,582

Total Funds \$ 8,364

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 wishes to sincerely thank all those who have given to the agency financially, have participated in our fundraisers, donated in kind & volunteered. We are truly grateful.

1808 American Bistro
Active Minds
Adam Moore
Aetna
Alex and Elinor Heingartner
Allen and Alberta Stojkovic
Allison and Tom Newman
Allison Hubbard
Alpha Chi Chapter of the Chi Phi Fraternity, OWU
Amy Blanton
Amy Pinnick
Ann and Joseph Endry
Anonymous
Anonymous
Anonymous
Anonymous
Anthony McCann
Caroline Block-Wilkins
Caroline Tarantine
Cheesecake Factory
Chris Burger/Master Gardner Association
City BBQ
City of Delaware Parks and Recreation Dept.
Coco Kneisly
Connie Carter
Corinne Lyman
Council for Older Adults
Daniel and Leslie Yausy
Dave Kovacs
Dee and Dave Smith
Delaware City Fire Dept.
Delaware Community Market
Delaware County District Library
Delaware Morrow Mental Health & Recovery Services Board
Dick Leavy
DelawareO.com
Don and MaryKay Love
Don Lockwood
Dorothy Barto
Earth Dance Event, OWU
Elaine Stewart
Emerson Network Power/Leibert
Erin MacLellan
First Baptist Church, Delaware
First Presbyterian Church, Delaware
Frances Turner
Giant Eagle

Harry Metzger III
Healing Circle Support Group, Delaware Co
Hiram Lodge
Home Depot
Jeffrey Rizzo
Jenifer Murphy Burnaugh
Jennifer Burrows
Jennifer Tewell
Jeremy Hall
Jessica Forman
John Radabaugh and Beth Matune
Judith Simmons
Julianna Nemeth
JP Morgan Chase
Karl Steuer
Katherine Foulke
Katherine Gharrry
Kathleen King
Keith and Blythe Boger
Kimberly Darrah
Kimberly Jones
Kristie Erdy
Kroger Rewards Program
Ladies Auxiliary, Amvets, Marci Young
Larry and Diane Westbrook
Loa Ransom
Local Roots
Lucinda Long
Lucky Penny
Lyn Heron
Lynne Schneider
Mary Theresa Farrell
Marianne Hemmeter
Marlene Lancaster
Mark Travis
Marsha and Scott Tilden
Mary Beth Deavers
Mary Damico
Matthew West
McDonald's
Meijer
Melissa Lathan
Michael Woodford
Midohio Printing
National Auto Care Corp in honor of Angie Hatfield
Nguvet Kheang
Noah Manskar
Nora Flanagan

North Unitarian Universalist Congregation
Patricia Meves
Patricia Williams
Paul Hubbard
Pizza Hut
PNC Bank
Rachel Fishburn
Ralph and Peggy Benziger
Rita Mendel
Rhonda Cobourn
Robert and Carol Fechter
Robert and Nancy Singer
Rocky Van Brimmer
Sarah Counts
Sharon Whistler
Sheila Milligan
Sherry Barabosky
Shilo Gall
Staff, Wolf, Rogers, & Dickey
Stanley McDonald
St. Mark's Lutheran Church
Sue and Steve Hanson
Susan and Jim Wright
Suzanne and Todd Pingry
Tamara Counts
Teresa and Troy Ross
Thomas and Pamela Groves
Tracy Plouck
Trinity United Methodist Women, Mt. Gilead
TSC
Valerie Heath
Walmart
Wendy's
William Baldwin

In Memory of Rodger Boyd Schnees
Bonnie Ristau
Richard and Raechel Darst



Staff Recognition



Leslie Baldwin, B.A.
Fiscal Director
13 years

Aaron Bryant, B.A.
Violence Prevention Educator
1 year

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

Connie Carter, B.A., LSW
Contingency Receptionist
7 years

Erin Coss, AA
Training Coordinator
1 year

Megan Cotrell, B.S.
Suicide Prevention Educator
<1 year

Jason Counts, B.S.W., CIRS
Hotline/I&R Specialist
5 years

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

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

Sherri Fitzpatrick
Senior Leadership Coordinator
2 years

Nora Flanagan, B.A., M.F.A.
SARN Coordinator
4 years

Shilo Gall
Volunteer Coordinator
3 years

Janet Haycox
Administrative Assistant
11 years

Louanne Hufford
SARN Coordinator, Crawford &
Wyandot Counties
<1 year

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

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

Max Lencl, M.A., LPC
Suicide Prevention Coordinator
2 years

Michelle Mendel, B.A.
Suicide Prevention Educator
2 years

Gloria Minor
Bookkeeper/Receptionist
15 years

Hank Owings
Hotline/I&R Specialist
2 years

Linda Owings, CIRS
Hotline/I&R Specialist
13 years

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

Nancy Radcliffe, B.A.
Sexual Assault Services Director
3 years

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

Allison Vance
Hotline/I&R Specialist
3 year

Kathleen Vance, B.S., CIRS
Hotline Coordinator
17 years

Brande Urban, B.A. Violence
Prevention Educator, 4 years *

Mira Krivoshey, M.A. PEACE
Collaborative Coord/Violence Prev
Educator 1 year *

Aaron Orr, Suicide Prevention
Educator, 1 year *

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
Andrew Aquino, M.A. Chaplin Ohio Nat'l
Guard



Volunteer Appreciation



Thank you to our dedicated volunteers!

SARN Volunteers

Jaclyn Amanna
Christy Ash
Penny Bennett
Jessica Cimino
Haley Cook
Treese Farrell
Jennifer Glorioso
Aiel Hirsh
Matthew Jamison
Minnie (Mandeep) Kanwar
Allison Newman
Erik Poicon
Jodi Schermerhorn
Emily Uline-Olmstead
Samantha Warren

Violence Prevention Volunteers

Allison Adda
Jaclyn Amanna
Haley Cook
Heidi Harsh
Swetha Narayanan
Julianna Nemeth
Allison Newman

Hotline Volunteers

Ed Hoar
Tracy Plouck

Information & Referral Volunteer

Tabatha Daily

Connections Pen Pal Volunteers

Liz Barker
Joyce Barker
Lavonne Bartlett
Wilma (Willie) Baum
Brenda Burkett
Kay Campbell
Kathy Chesser
David Confer
Kay Conklin
Ann Davis
Jeannie Edgell
Linda Edwards
Bob Erlandson
Lew Fikes
Martha Fikes

Connections Pen Pal

Volunteers cont...

Sherri Finley
Terri Fling
Linda Gaffey
Buffy Golden
Rose Gordon
Bill Grooms
Liz Hafner
Peg Hoffman
Donna Jackson
Marilyn Johnson-Masters
Bev Jones
Carol Jones
Josephine Lake
Janet Laster
Don Lockwood
Marcia MCCoy
Doris McKee
Carrie McNamara
Laura Meridon
Georgeanna Mills
Tom Moore
Donna Morton
Sam Murphy
Jan Oyster
Don Pearse
Judy Price
Carolyn Quick
Bonnie Ristau
Mary Jean Roach
Jan Salyers
Linda Sheets
Barb Spellman
Barb Spellman
Sue Starnes
Barbara Stults
Cathy Taylor
Bob Titterington
Margaret Titterington
Cindy Tolene
Caroline Tudor
Teresa Watkins
John Wiesner
Sara Worman

Connections Senior Companion

Volunteers

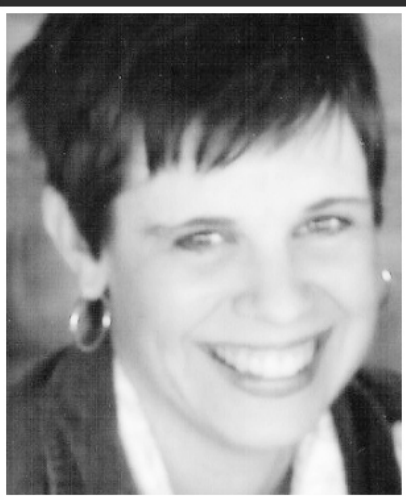
Richard Brinnon
Vicky Douth
Bob Erlandson
Pat McDougall
Judy Noice
Pat Townsend
Paula Willhott

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.

Contact HelpLine today for current opportunities, helpline@helplinedelmor.org.



Awards



Penny Bennett

2013 Lucile P. Ubben Volunteer of the Year Award - Penny Bennett

Penny is an invaluable volunteer to SARN. She assists with our sexual assault survivor support group in Mt. Gilead, dedicating her time and resources to this needed resource for rural survivors. Penny has also shown great compassion and professionalism on the call outs she has provided advocacy for. Her upbeat, energetic, and thoughtful nature have been a much needed addition to our efforts. Penny has a wonderful understanding of Advocacy and has hit the road running as a volunteer. She helps a great deal with the SARN on-call calendar and always tells us to put her where we need someone. She is a courageous advocate that does not shy away from helping others. We appreciate having Penny on our team and she is a delight to be around.

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. The award is named after Lucile Ubben, a long time volunteer, financial supporter, and champion of HelpLine.



Carolyn Slone

2013 Katherine Gharritty Community Service Award - Carolyn Slone

Carolyn Slone has a long history of giving back to the community. Her involvement in many community organizations and projects include Delaware Speech and Hearing, the Delaware Morrow Mental Health & Recovery Services Board, Connections Make a Difference Day, Grady Memorial Hospital, Andrews House, the American Red Cross, Delaware General Health District and the local school system, to name a few, attests to her dedication to bettering her community. She has been inducted into the Central Ohio Senior Citizens Hall of Fame and named Realtor-Citizen of the Year by the Delaware County Board of Realtors. Most recently, Carolyn approached the Gazette and arranged for local non-profits to have the opportunity to write columns in order to raise awareness of their causes. HelpLine wishes to thank Carolyn for her boundless energy in making Delaware County a better place!

About the Katherine Gharritty Community Service Award: The Katherine Gharritty 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. Katherine Gharritty was one of the founders of HelpLine, served as it's first executive director, on it's board of directors, and continues to generously support the organization to this day.

Past Katherine Gharritty Community Service Award Recipients

2012 Beth Fetzer-Rice on behalf of Columbus Salvation Army Housing Program
2011 Rosemary Levings
2010 Sue Pastors & the Ohio Wesleyan University Community Service Learning Office
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 Gharritty

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, 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.
- 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.

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 benefitted from the help of others and now want to give something back? If so, then a donation to HelpLine is a great step you can feel good about.

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. HelpLine is a tax exempt organization under the 501 (c) 3 Internal Revenue Code.



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

HelpLine is an Equal Opportunity Employer/Provider
www.helplinedelmor.org

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and twitter.com/helplinedelmor

Empowering People Through Knowledge, Support, and Resources



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.