

HelpLine connects seemingly “invisible” needs and people to the services, knowledge, and skills they need to tackle life’s challenges.



# Making Change Visible

**HelpLine's 2014 Annual Report**

# A Note from the Executive Director:



Dear Friends,

This past year, HelpLine has been *Making Change Visible* in so many ways.

- Expanding the knowledge and skills of more youth and adults than ever in our communities around suicide prevention and depression education.
- Addressing sexual violence on multiple levels: through promoting local bystander intervention initiatives, through state level activity engaging men around ending violence against women, and through implementing new strategies to reach underserved populations.
- Engaging older adults in volunteer activities in order to enhance their health and well-being as well as meet critical needs in our community.
- Reaching more veterans grappling with suicide and other mental health issues than the prior year through a new federal grant initiative. And so much more.



The life challenges we seek to help people tackle are sometimes difficult to talk about much less address. Stigma, isolation both physical and emotional, and other barriers can be hard to surmount. However, we are continually inspired by the courage we witness as people work to cope with the difficulties they face. And we will continue to strive to make our services more visible and accessible through enhanced outreach, increased use of technology, and growth in strategic partnerships.

Thank you to all our staff, board, volunteers, and community partners for making it possible to make change visible in our communities and for those we serve

Sincerely,

A handwritten signature in dark ink, appearing to read "Susan Hanson".

Susan Hanson

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\*Board Member has  
retired from the board.



# 2014 KEY STATS

Helpline of Delaware & Morrow Counties, Inc.

## MAKING CHANGE VISIBLE

### PREVENTION

Helpline's Prevention Programs seek to foster a healthier, safer community by addressing suicide, depression, sexual assault, child sexual abuse, and family/interpersonal violence.

*HelpLine partnered with 25 schools/locations in eight public school districts.*

4,170

Individuals were reached through suicide prevention programs.

2,619

Individuals were reached through violence prevention programs.

6,789

Individuals were reached through violence and suicide prevention programs.

20,000

Needs were identified by callers

### STRATEGIC PARTNERSHIPS



544

Adults and children were served through our partnership with Salvation Army Morrow County.



258

Close to 258 bags of food were distributed to hungry families after hours through our partnerships with People In Need and the Morrow County Food Pantry.



170

Individuals were assisted with after hours mental health emergencies through our partnership with Central Ohio Mental Health Center.

### INTERVENTION

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

*Addressed nearly 7,800 needs related to emotional crisis, depression, suicide, anxiety, severe mental illness, substance abuse, and domestic violence.*

14,795

Referrals given for food, clothing, housing, mental health and other critical services.

11,808

Callers were linked to community resources through 2-1-1/I&R, crisis support, and ongoing help related to coping with severe and persistent mental health issues.

### VOLUNTEERISM

HelpLine helps to sustain and strengthen our community through mobilizing volunteers to meet critical needs.

16,976

Hours of volunteerism provided to Delaware County (30% of hours completed by older adults)

891

Volunteers matched to volunteer opportunities

3,303

Referrals given to people interested in volunteering

\$254,640.00

Community dollars saved in personnel costs last year due to donated volunteer time.

**HelpLine**  
OF Delaware and Morrow Counties, Inc.

Call 740.369.3316 or 419.947.2520  
or 1.800.684.2324 / [www.helplinedelmor.org](http://www.helplinedelmor.org)  
[facebook.com/helplinedelmor](https://facebook.com/helplinedelmor) / [@helplinedelmor](https://twitter.com/helplinedelmor)

# About HelpLine



Founded in 1970, HelpLine now serves a five county area with a variety of critical services. HelpLine is the local 24/7 toll-free crisis, support, and information referral line for residents of Delaware and Morrow Counties, the 211 Information & Referral Provider to Union County, and provides Sexual Assault Support and Advocacy to Crawford and Wyandot Counties. Committed to empowering people through knowledge, support, and resources, HelpLine facilitates the recovery and stability of the communities we serve through a comprehensive resource network, crisis intervention, volunteer services, and prevention education and training. Whether residents need connected to services or simply need to talk about their issues, HelpLine provides a professionally trained specialist 24 hours a day for assistance.

HelpLine is a contract provider of the Delaware-Morrow Mental Health and Recovery Services Board, partner agency of the United Ways of Delaware, Morrow, and Union Counties, and partially funded by the Council for Older Adults, the Ohio Dept of Health, the Ohio Attorney General's Office, the Ohio Office of Criminal Justice Services, The Women's Fund of Central Ohio, the Women's Leadership Network, and donations. HelpLine is a member of the national Suicide Prevention Lifeline Network and is accredited by the American Association of Suicidology, National Alliance of Information & Referral Systems and certified by the Ohio Department of Mental Health and Addiction Services. For more information, please visit:

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

## Quick Facts

1 2 3 4 5 6

HelpLine is the only centralized, resource network serving Delaware, Morrow, & Union Counties that provides comprehensive information and referral via 2-1-1 connecting people using an up to date, comprehensive database of over 1,000 resources.

HelpLine hotline specialists have an average of 10 1/2 years of experience. The national average for retention of a hotline worker is 1 1/2 to 2 years.

HelpLine's Suicide Prevention Program, one of the most extensive in the state of Ohio, reached over 4,000 individuals with life saving information and skills related to addressing depression and preventing suicide. Of those, 85% were middle and high school students.

HelpLine now provides Sexual Assault Advocacy and support services to a four-county area, Delaware, Morrow, Crawford, and Wyandot Counties.

HelpLine received its first federal grant from the Substance Abuse and Mental Health Services Administration to save lives by expanding follow-up calls to individuals reporting to the emergency room with thoughts of suicide. 291 individuals were kept safe this first year as a result of this project.

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



# Prevention, Intervention & Volunteerism Highlights



## 2014 Prevention Highlights:

*"Treatment without prevention is simply unsustainable." - Bill Gates*

HelpLine's Prevention Programs seek to foster a healthier, safer community by addressing suicide and depression, sexual assault and child sexual abuse, and family/interpersonal violence through a broad range of evidence-based initiatives that include educating, mobilizing, and influencing change on all levels. This past year, violence and suicide prevention programs reached **6,789** individuals with prevention programs/training.

- **VIOLENCE PREVENTION EDUCATION:** This past year, violence prevention programs (which address relationship, family and sexual violence) reached over **1744** individuals with prevention programs/training. An estimated **875 additional individuals were reached** with prevention messages through awareness and outreach events.
- **SUICIDE PREVENTION AND DEPRESSION EDUCATION:** 3,522 middle and high school students received the Red Flags Depression/Suicide Awareness Programming. Of those students, 95% were able to identify a trusted adult they would go to if they needed help.
- **REACHING STUDENTS:** 2,314 high school students received the Signs of Suicide Program. 260 students received help from a mental health professional as a result of program referrals.
- **INNOVATION:** Thank Goodness I'm Female (TGIF) program TGIF served 66 girls at three different schools (i.e. Olentangy, Delaware City, Buckeye Valley).
- **REACHING UNDERSERVED POPULATIONS:** Crawford and Wyandot Counties received newly established sexual assault support and advocacy services. Stewards of Children training was provided to 47 people in these two counties as well.

## 2014 Intervention Highlights:

*"...you have two hands, one to help yourself and the second to help others." - Audrey Hepburn*

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

- **COMMUNITY RESOURCE LINKAGE:** Made over 14,795 referrals for food, clothing, housing, mental health and other critical services.
- **GATEWAY TO SERVICES:** 2-1-1 Information and Referral Services: Linked 11,808 callers to community resources and crisis support.
- **24/7 HOTLINE & 2-1-1 INFORMATION AND REFERRAL:**
  - CRISIS STABILIZATION:** Addressed nearly 7800 needs related to emotional crisis, depression, suicide, anxiety, severe mental illness, substance abuse, and domestic violence.
- **SEXUAL ASSAULT RESPONSE NETWORK (SARN):** 100% of survivors served said they felt less alone, safer, and stronger as a result of the SARN services.
- **STRATEGIC PARTNERSHIPS:** 544 adults and children were served through our partnership with Salvation Army Morrow County. Close to 300 bags of food were distributed to hungry families after hours through our partnerships with People In Need and the Morrow County Food Pantry, 170 individuals were assisted with after hours mental health emergencies through our partnership with, Central Ohio Mental Health Center.
- **COMMUNITY LEADERSHIP:** Nora Flanagan, SARN Coordinator, was awarded the Ohio Alliance to End Sexual Violence "Excellence in Advocacy" award.

## 2014 Volunteerism Highlights

*"We make a living by what we get, but we make a life by what we give." - Unknown*

HelpLine helps to sustain and strengthen our community through mobilizing volunteers to meet critical needs.

- **VOLUNTEERISM:** 16,976 hours of volunteerism provided to Delaware County (30% of hours completed by older adults); 59 older adults served as pen pals to 5th grade students; 3 Days of services hosted in Delaware County engaging 564 volunteers.
- **SERVICE:** 891 volunteers matched to volunteer opportunities; 372 volunteers recruited to respond in the event of a disaster; 33 Senior Companion clients benefited from volunteers offering friendship and support.
- **OUTCOMES:** 3,303 referrals given to people interested in volunteering, 56,385 hours of continuing education provided to professionals; The community saved \$254,640 in personnel costs last year due to donated volunteer time through Connections referred and matched volunteers.

# Prevention



*"...learning how to deal with and prevent bullying."* ~TGIF Participant

HelpLine educates children, youth, and adults, in schools and elsewhere in our communities on topics including: adults ending child sexual abuse (Stewards of Children), depression education, screening and prevention, dating violence prevention, boys and girls family violence prevention groups, suicide prevention, anti-bullying, sexual assault and harassment prevention. Our programs strive to meet the needs of our community while incorporating "best practices" in the areas of violence prevention and mental health.

This past year, violence and suicide prevention programs reached 6,789 individuals with prevention programs/training, an estimated 875 of those with prevention messages through awareness and outreach events. These individuals included children from preschool age through college at 25 schools/locations in eight public school districts. All prevention programming is rooted in best practices such as multi-session programming resulting in over 21,000 contacts made. Thanks to additional funding, our violence prevention efforts extended to Crawford and Wyandot counties enabling us to provide child sexual abuse prevention.



## Violence Prevention Education – School Programs

- **PURPLE HANDS BEAR** - PURPLE HANDS BEAR served 141 preschool and kindergarten children in the Bukeye Valley School System and at Liberty Community Childcare Center. Staff shared "The program was wonderful! The kids really enjoyed it and they are looking forward to seeing you again."
- **VIOLENCE PREVENTION GROUPS** - HelpLine provided 12 violence prevention groups to 92 boys and girls with 89% reporting they know how to plan better for safety and 89% an increase in knowledge of community resources.
- **SAFE DATES (Middle School students) AND LOVE ALL THAT AND MORE (High School Students)**: We provided these programs to 689 middle and high school students in eight different school systems. Of those there was an average of 94% reporting an increase in knowledge related to safety planning and 95% reported an increase in knowledge related to community services.
- **THANK GOODNESS I'M FEMALE PROGRAM (TGIF)** - 66 girls at three different school districts (Olentangy, Delaware City, Buckeye Valley) participated. Feedback included: "...this group has empowered and equipped our sixth grade girls with the skill and knowledge to respond to relational aggression in a fun and interactive way."

## Here are some of the quotes from TGIF participants:

**1.** "The most important thing that we learned was how to deal with and prevent bullying."

"I think that standing up for myself was the most important thing we did in TGIF."

**2.**

**3.** "The most important thing we learned in TGIF was, talking about how to make other girls feel better."

"The most important thing we learned in TGIF was, learning how to respond to a bully if it's happening to you or anyone else."

**4.**

**5.** "My favorite memory of TGIF is, being together with all different girls."

"We worked together, we figured out how to help each other with problems."

**6.**

# Other Violence Prevention Successes:



## Professional Training

Our Sexual Assault Services (SAS) staff were able to reach a number of allied professionals with training related to our field. Of special note, we had a focus on reaching men, and accomplished this by:

- Providing training to 50 military personnel this year
- Presenting to 15 participants at the Healthy Masculinity Summit
- Presenting to 30 participants at the Ohio Alliance to End Sexual Violence Conf.
- Presenting to 200 participants at the Ohio Attorney General's Two Days In May Conference
- Presenting to 20 participants with Ohio Men's Action Network
- Presenting to 10 participants at the Ohio Prevention Education Conference



We trained 18 investigators with the Ohio Department of Youth Services and two groups of Sexual Assault Nurse Examiners (total of 49 SANEs) at sessions presented by Marion General. Our staff also received certification to provide Green Dot; a Bystander Intervention training and were re-certified in the new Stewards of Children 2-hour program. The SAS Director presented, along with a representative at the Ohio Attorney General's Conference at two national conferences (National Organization for Victim Assistance and National Sexual Assault Conference) to a total 110 professionals. We also helped to deliver Volunteer Training for new volunteers, plus in-services to a total of 20 volunteers for [HelpLine](#).

During April – Sexual Assault Awareness and Child Abuse Prevention Month, [HelpLine's](#) SARN and Prevention Programs collaborated with other community agencies to provide 12 presentations/programs which addressed sexual violence and child abuse. These programs were geared for community members, professionals, and special events for survivors. We had a special campaign in April, which incorporated social media into our efforts with over 1,000 unique clicks and over 224 new fans on facebook. Community programs and events included: Take Back the Night, Walk A Mile In Her Shoes, an event which focuses on male participation in an effort to draw attention to Violence Against Women, Sexual Assault Awareness Month state-level training, Child Sexual Abuse, a workshop for central Ohio survivors and more.

## Darkness to Light's Stewards of Children (SOC)

A revolutionary sexual abuse prevention training program that educates adults to prevent, recognize, and react responsibly to child sexual abuse, and motivates them to courageous action. We provided this training to a total of 108 community members in Delaware and Morrow Counties plus an additional 47 people in Crawford and Wyandot Counties. Groups included: Sexual Assault Response Network Advocates, the Tomorrow Center, Cardington Church of the Nazarene, Delaware Grace Church plus staff and volunteers of Hannah's House: a transitional housing organization in Wyandot County. Participants who completed the training reported favorable outcomes, including:

- Increased knowledge on how to prevent child sexual abuse significantly;
- An average rating of 3.88 out of a possible 4 for overall experience;
- Overwhelmingly positive comments and suggestions, with statements such as, "Thank you for providing this information. It's very valuable," and "This would be great for..." (with numerous professional roles noted, i.e. judges, police, daycare workers, etc.).

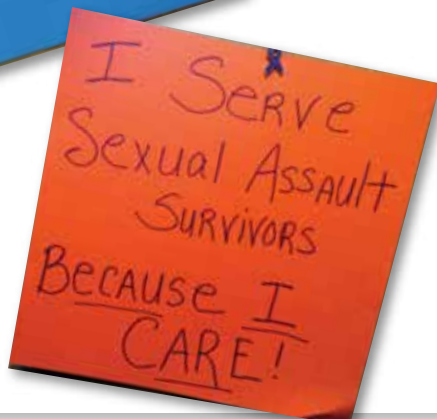
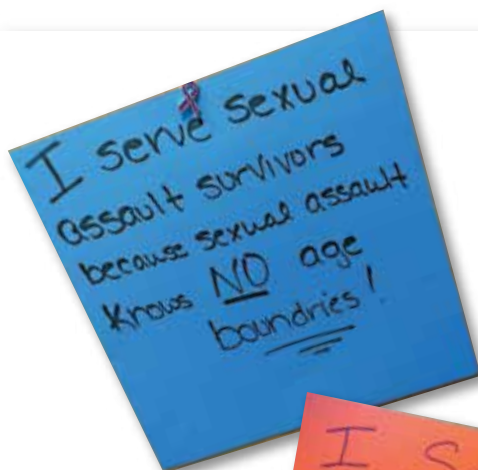
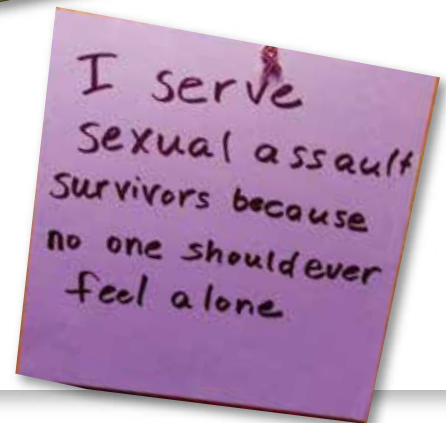
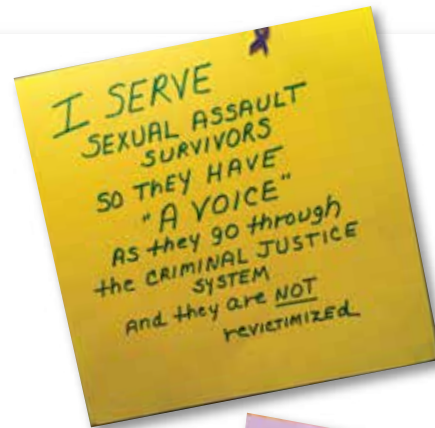
# Violence Prevention Initiatives:



## VIOLENCE PREVENTION OUTREACH INITIATIVES - ADDRESSING SEXUAL VIOLENCE ON CAMPUS

HelpLine continued its efforts to reach area colleges and universities; in particular Ohio Wesleyan University.

We were able to provide presentations to Women and Gender Studies classes, worked with student leaders to present to 125 students at an annual event, and have even made contact with the coach of the women's field hockey team, who is interested in further collaborating with us. "Sexual Violence 101" was delivered to 74 college students at Ohio Wesleyan University. Additionally, we continued to meet with a small group of students interested in providing "It Is My Business" a Bystander Intervention training developed by students for students at OWU. The group anticipates offering the program during fall semester 2014. In addition to classroom presentations and awareness events, the HelpLine Sexual Assault Services Director has been invited to sit on a Title IX Prevention Programming group. This will allow us to work even more closely with staff and administrators to provide bystander intervention programming on campus.



## VIOLENCE PREVENTION WORK ON THE STATE LEVEL

HelpLine staff joined other family and sexual violence professionals to address these issues on a state level, discussing, planning and implementing training. For example, we continued to participate in the Ohio Domestic Violence Network's (ODVN) LGBTQI's Task Force. This group discussed how to build the competencies of staff who work for domestic and sexual violence agencies. We received technical assistance from ODVN & the Buckeye Region Anti-Violence Network that included staff training to increase our ability to serve these communities as well as feedback about our prevention efforts. We also worked with Deaf World Against Violence Everywhere (DWAVE) to provide additional training to HelpLine staff and volunteers. HelpLine's SAS Director sits on the Sex Offender Treatment Certification Board within the Ohio Department of Rehabilitation and Corrections to ensure that the treatment of sex offenders (an additional prevention strategy), is done with victim/survivor-informed input.

# Suicide Prevention

## SUICIDE PREVENTION - Red Flags (Middle School)

In FY2014, Suicide Prevention programs reached 3,522 youths. Red Flags, for middle school students, and Signs of Suicide, for high school students, are both 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:

- 96% of students demonstrated an increase in knowledge of depression by scoring a B or better on their depression post-test quiz.
- 95% of students could identify an adult with whom they could speak if they or someone they know felt suicidal.

*"Giving students suicide prevention tools they can use for a lifetime."*

*Signs of Suicide,  
School Coordinator*



### 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:

- 2,314 high school students educated
- 260 students were identified and linked to a school professional for a follow-up assessment. Most of our referrals result in a follow up within 24 hours; many that are not already working with a counselor.

# Suicide Prevention



## Applied Suicide Intervention Skills Training (ASIST) -Community Training with Adults and Professionals

ASIST is a proven two-day training program that 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."

- 100% of participants in the ASIST indicated that they feel confident they could help a person at-risk of suicide after this training.
- Over 80% of participants in the Signs of Distress community gatekeeper training reported an increase in knowledge about suicide.

## Motivational Interviewing for Suicide Ideation

This community program helps participants utilize the evidence-based approach of Motivational Interviewing (MI) to support individuals at risk for suicide move beyond ambivalence for life and make changes for long term safety. By the conclusion of the training, participants will identify key components of MI and the stages of change, view depression and suicidal ideation in the MI framework and apply MI to keep individuals safe along the suicide risk continuum.

### Feedback

*"The presenters were very knowledgeable and the format worked well; interesting and logical."*

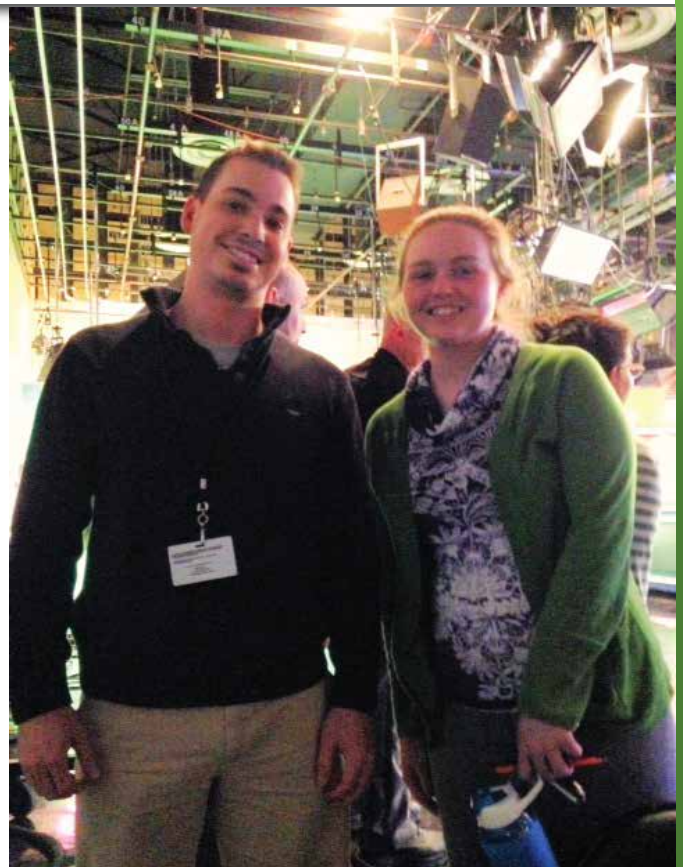
*-Motivational Interviewing for Suicide Ideation participant"*

- 94% of participants agreed or strongly agreed that they feel more confident with responding to someone showing signs of suicide.

## PARTNERSHIPS: Delaware Suicide Prevention Coalition

The Delaware Suicide Prevention Coalition has once again been very active in the community. The coalition coordinated its fourth annual Suicide Prevention Walk, which drew over 200 people from several counties. The walk included live music, resource bags, survivor sharing, a one-mile walk through historic downtown Delaware, and a butterfly release.

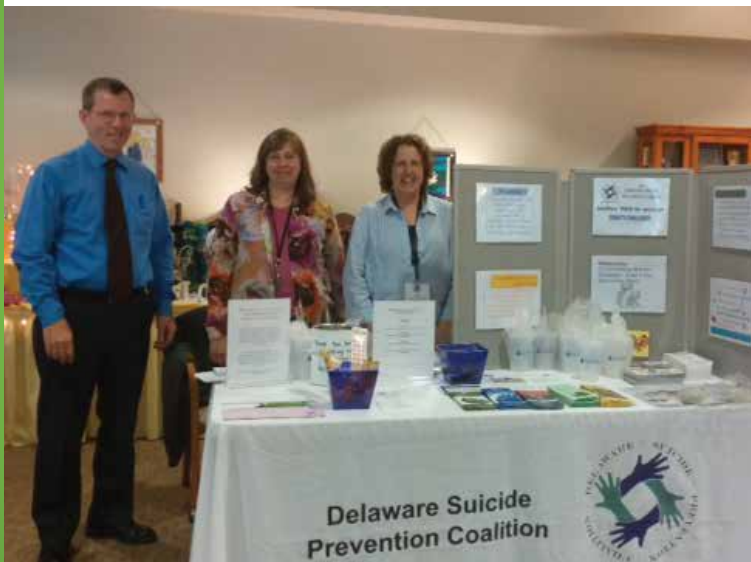
The Coalition assisted the Ohio Foundation for Suicide Prevention in their initiative to conduct focus groups with Ohio coalitions. Executive director Carolyn Givens and her intern asked the DSPC key questions to provide sight into our successes. Through discussing key concepts such as, community outreach, capacity building, and group cohesion, the OFSP hopes to understand how to better develop our state-wide coalition network.



## Survivors of Suicide Advocacy

SOS Advocacy at HelpLine provides help and support to those grieving a suicide with their loss, pain, questions and journey to healing. Survivors can receive one-on-one guidance to help find local SOS support groups, counseling, reading materials and other resources to cope with their loss.

- 100% of survivors of suicide that completed satisfaction survey indicated that the SOS advocacy service was “very helpful” and would recommend it to others.
- 90% of survivors indicated that HelpLine SOS advocacy helped connect them to other supportive resources, including counseling, suicide prevention walk, and SOS groups.
- All SOS participants that took the survey also responded that they felt less alone because of SOS advocacy and that they all received resources/materials that were helpful.



## CRISIS INTERVENTION: CREATING SUICIDE-SAFER SCHOOL THROUGH DELAWARE SUICIDE PREVENTION COALITION

In order to create suicide-safer schools at various levels, the Olentangy Local School District consulted with HelpLine’s suicide prevention program for an entire year to develop their policy and protocols around students at risk for suicide. HelpLine provided research on best-practices which guided the resulting changes to the everyday practices of school counselors, social workers, nurses and administrators. The current suicide prevention programming in classes combined with the new policies and protocols has created a well rounded system for meeting the needs of students at-risk for suicide.

Additionally, The suicide prevention program collaborated with the DMMHR SB to provide their bi-annual Critical Incident Trainings to Law Enforcement. HelpLine taught police officers and other law enforcement staff skills in screening and intervening in suicide risk.

## **HELPLINE WORKS: Connecting to Resources and Support After a Suicide Loss**

*After losing her brother to a suspected suicide, Jennifer and her two children found themselves intensely grieving. She called HelpLine to see what services were available for survivors of suicide. She first talked to a hotline specialist and reported her being “extremely helpful” and then talked to the SOS advocate, Max, the next day. He explained that Survivor of Suicide Advocacy helps to support those grieving a suicide and helps connect them to specific resources. Jennifer decided to meet with Max and brought her two children. While the two children colored and talked about their stress since their loss, Jennifer also described her pain and the need for support. Max validated her feelings, explored local SOS groups with her and offered three books on suicide loss. He also provided her with a folder that contained brochures for counseling and related services. Through time, knowledge, and further support by phone, Jennifer said that she and her family are doing much better thanks to the services they were provided through the program. She said, “The support was very helpful and I wish the community knew more about the amazing services for survivors at **HelpLine.**”*

***“Thank you for helping our family  
rebuild our lives.” - Kaylie,***

*A parent in recovery helped by the 24/7 hotline with support and resources.*



# INTERVENTION: Crisis Management & Trauma Recovery Services

"Our daughter is alive and well  
thanks to HelpLine." - Parent

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, anxiety/stress, and other mental health issues.

**Crisis Hotline:** The crisis hotline provides help when needed the most by calling 740.369.3316 or 419.947.2520 and 1-800-684-2324. **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 FY2014 unduplicated = 7,726
- Hotline Crisis and I&R calls in 11,808
- Hotline & I&R Contacts : 15,667
- There were 14,773 referrals given
- 8% of our calls were suicide related this year - up from 3% due to actively contacting callers and those assessed at the Emergency Room with suicidal thoughts to ensure safety and linkage to services.

**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: **14,773**

Top Three reasons for calling:

1. 3,313 Persons with severe and persistent mental illness needing ongoing support.
2. 2,736 Financial needs such as rent, mortgage, utility shut offs, medical bills, and prescriptions.
3. 1,803 Housing issues including homelessness, needing to move, needing to find affordable housing .

Callers identified over **20,000** different needs.



Assistance was given for food, prescriptions, emergency shelter, transportation to get people to medical appointments and job interviews.

- 554 individuals were served in Morrow County and 210 served in Delaware County.
- 48 nights of lodging were provided to those who had nowhere else to go.
- 37 individuals were helped with transportation to shelters, medical appointments and job interviews.

## 24/7 Crisis Hotline and 2-1-1 Information and Referral:



### Voices of HelpLine - Homeless to Hope: One Veteran's Story

Earlier this year an Army Veteran in Morrow County reached out to HelpLine's 24/7 crisis hotline, depressed and suicidal. This person was linked immediately to local public mental health center, which allowed for stabilization and safety.

The consumer was enrolled in a federally funded program which provides follow-up to those who have been suicidal for a short period of time. The goal was to keep this person safe and alive while connecting them to needed services.

We worked with the consumer to meet multiple needs including: safety plan, housing (emergency and permanent through VA program and Salvation Army), food assistance, transportation, emotional support, advocacy, Veteran-to-Veteran services and connecting to many other local resources.

HelpLine was able to give this Veteran HOPE and so much more...to read more about this story visit us online at [www.helplinedelmor.org/helpline-works](http://www.helplinedelmor.org/helpline-works)

### Union County 2-1-1

In January of 2013, HelpLine began to provide information & referral/2-1-1 services to Union County. This service provides one number to call to get information about community services in Union County and one number to call to get help in a disaster. It's an easy way for the community to connect with information on where to get help or give help.



### Union County Highlights:

649 CALLS RECEIVED/MADE

1294 REFERRALS MADE

986 NEEDS IDENTIFIED



### About 2-1-1:

2-1-1 is an easy to remember telephone number that, where available, connects people with important community services and volunteer opportunities. In 2013, 2-1-1 services in the United States answered more than 15.6 million calls. Currently 2-1-1 is available in all 50 states, 38 of which are 100% covered. Ohio has 80% coverage currently. In 2002, HelpLine of Delaware & Morrow Counties was the first Ohio I&R to publicly launch 211 in Ohio.

HelpLine will direct your call to the appropriate agency when you need information on: human service agencies, food and shelter providers, child care resources, special services for seniors, volunteer opportunities, county and city information.

HelpLine maintains an accurate, up-to-date resource file and online database that contains information on community resources available within nearly 1000 programs and more than 650 agencies, visit [www.helplinedelmor.org/directory](http://www.helplinedelmor.org/directory).

## Sexual Assault Response Network (SARN):

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

The SARN program in our four county area provides an invaluable service as well due to the number of isolated and impoverished individuals who, for a variety of reasons, may find it hard to reach affordable and local trauma counseling. 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 support services.

### Outcomes - SARN Delaware & Morrow Counties

- Responded to 32 survivors of sexual assault that presented at area hospital emergency departments,
- Assisted 8 survivors with criminal justice advocacy,
- In total the SARN Coordinator and others met 235 times with survivors (multiple contact for some survivors and co-survivors).
- 100% of those surveyed indicated they were satisfied with the services provided. In addition, of those surveyed, 100% indicated increased safety and 100% reported a lessening in feelings of isolation as a result of SARN services. HelpLine maintained a 100% response rate for all SARN advocate requests for crisis intervention and support services.

### Outcomes - SARN Wyandot & Crawford Counties

- Provided short and long-term advocacy to 25 victims/survivors, plus their family members/co-survivors in the two new counties.
- In addition to advocacy provided via phone and in person, we responded to call outs at Bucyrus Community Hospital and Galion Community Hospital. We also worked with Crawford and Wyandot Counties' Victim Witness programs at the prosecutor's offices and area law enforcement to provide criminal justice advocacy in both counties.



## **HELPLINE WORKS: Empowering Survivors!**

*SARN was absolutely instrumental to my life. At the support group for sexual assault survivors of college age, I met a great friend when I really needed one. As a result of abuse and my assault, I have suffered for a couple of years with serious depression and increased anxiety, and have thus lost a lot of friends (and it is my belief that community is crucial to healing from assault, abuse, AND mental illness). Nora Flanagan and Emily, who ran our support group at SARN, are very capable, compassionate, and empathetic, all characteristics that allow them personal success and SARN, institutional success. Nancy was another wonderful addition to the group for a day when she taught us about the extremely important idea of boundaries. Nora continued to be a great support to me, personally, when I continued to suffer abuse by other men's hands because she was able to meet with me a couple days after I initially contacted her, and was able to promptly address further concerns about the incident. The BLOOM retreats offered by SARN are also relaxing, supportive and community-building additions to the support groups. And Take Back the Night on Ohio Wesleyan's campus where SARN presents has always been an eye-opening, supportive, inspirational, and empowering experience. SARN does amazing work for the greater Delaware community! - OWU student sexual assault survivor*

***“...they truly listened to what I had gone through and were very supportive.” - Survivor***



# Volunteerism



*"Nothing feels better than doing something for someone without expecting anything in return. You always get back more than you have given." ~ Sherri, Volunteer*

## 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 and 2-1-1/I&R.

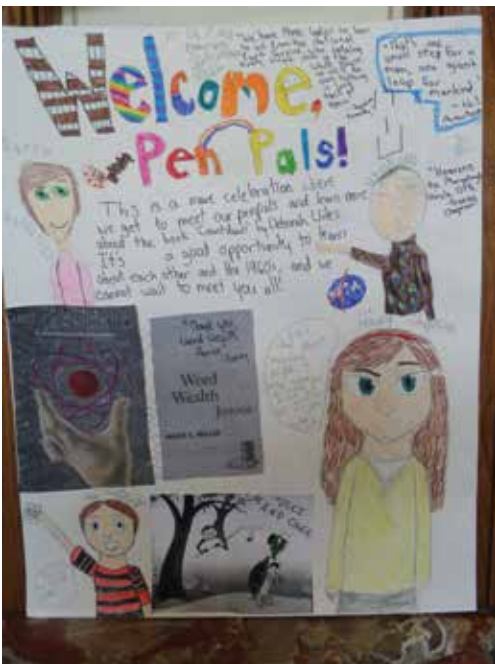
Connections, a program of **HelpLine** and the Delaware County Volunteer Center, is the central clearinghouse for volunteering in order to contribute to a healthy Delaware County community. Connections facilitates tens of thousands of volunteer hours annually through programs like Senior Companion, agency collaboration, monthly volunteer opportunities, Senior Penpal Program, and Make a Difference Day Ohio.



## Disaster Volunteer Recruitment and Training

Connections Volunteer Center is funded by United Way of Delaware County and partners with the Delaware County Emergency Management Agency 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. Volunteer information is kept in Connections' database with specific skills and interests highlighted.

Connections' volunteer management is valuable and appropriate in the Four Phases of Disaster - mitigation, preparedness, response, and recovery. Specialized planning, information sharing, and a management structure are necessary to coordinate efforts and maximize the benefits of volunteer involvement. When volunteers are well managed, it also positively affects the volunteers themselves and thus contributes to the healing process of both individuals and the larger community.



## Senior Pen Pal Book Club

For the past six 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 share thoughts about the book through letter writing and other information to get acquainted. At the conclusion of the program, the Pen Pals meet each other at a party. In 2013, Connections engaged 59 senior volunteers in the Pen Pal Book Club. This number is based on the number of students in the class needing to be matched with a Pen Pal. Connections matched 100% of the students in the 5th grade Intermediate School with a Senior Pen Pal, as requested by the lead teacher. The teacher broke the class into two sessions and the Senior Pen Pal wrote to two students, one in each session. Four senior volunteers participated in the classroom for speaking engagements. An additional two seniors were called in on the day of the Meet the Pen Pal Party to be substitute Pen Pals.



# Community Impact



## Make a Difference Day

Connections engaged a total of 506 volunteers on Make a Difference Day, with 28 of the volunteers being senior adults. The seniors volunteered in the following capacities:

- Distributed flyers for a canned food drive
- Assembled notebooks with information that was provided to participants
- Assisted with parking on the day of event
- Assisted with registration on the day of event
- Assisted at local nonprofits and senior homes doing repair and cleaning projects

Connections partnered with COA to provide volunteers to assist with outdoor chores at 41 homes of aging residents. The volunteers were able to help with projects such as painting, leaf raking, garden clean up, garage organization, and window cleaning. Connections also had volunteers help at 24 local nonprofit agencies that requested assistance with projects such as sewing sleeping bags for the homeless, assembling and reorganizing library shelves, helping at the Common Ground Free Store, exercising and socializing pets, landscaping, and making table decorations for community meals at Andrews House. Volunteers provided 1,518 hours of service.



## Community Training - A Revenue Generating Initiative

Connections coordinated and/or offered CPEs at 26 trainings, 13 of which were topics appropriate for those working with the older adult population. Connections continued to offer training to Council for Older Adults employees at a free or discounted rate, allowing them to attend a total of 78 trainings. Last year, a total of 630 participants were served through the training program, 104 of which were older adults, and 226 older adult service providers. We had 630 training participants and 56,385 hours of continuing education provided to professionals.

Topics included: Mental Health Issues Among the Older Adult Population (Prodegi), Geriatric Assessments (Prodegi), Infectious Diseases (Prodegi), Bridges Out of Poverty (United Way), Dealing with Stress: Strategies and Solutions (COA), Connecting with Youth to Live Substance Free Lives (Drug Free Delaware), Healing from the Wounds of PTSD, Recovery and Resilience in Social Worker Stress and Burnout, Social Workers and Workplace Safety 101, Understanding & Application of Professional Boundaries, The Many Faces of Hoarding and Trauma, Self-Mutilation Behavior in Youth & Adults, Econocide: Elimination of the Urban Poor, Heroin and Prescription Drug Abuse, Social Workers and Social Media, Supporting Special Needs Parents, Finding Freedom from Human Trafficking and Slavery, Suicide Talk, Bullying Prevention, Stewards of Children, Applied Suicide Intervention Skills Training (ASIST), Ethics (3), Sexual Violence 101, and Clinical Supervision.

## HELPLINE WORKS: Expanding Senior Horizons

*One senior companion and his client rely on the DATA bus for transportation and both share a love for walking. Every Friday they meet in Delaware to spend time together. Recently, they were planning their adventure and decided to attend the Council for Older Adult's Pig Roast. The client said "We have a great time together. We've really become good friends." She went on to name some of the things they have done together including: walking at the parks, to the library, at the YMCA, shopping in antique stores in downtown Delaware, having picnic lunches together, going out to lunch, and walking at the Polaris Mall (going in the Buckeye store because she loves the Buckeyes). The Senior Companion Program has made a great impact on this client. Prior to the program she did not go anywhere because she was afraid. She had a hard time understanding and navigating the DATA bus system and didn't want to go alone. Now, she will get on the bus to meet her companion and they have been to a variety of places using the DATA bus. She talks enthusiastically about the program and the relationship she has formed with her senior companion.*

***"This was by far one of the most informative trainings I have attended in a long time...thanks for a great day!." Jane,*** Connections community training participant.



# Financials

Year Ended June 30, 2014



## 2013-2014 General Operating Fund

Balance as of 6/30/13 \$ 532,878

### Source of Funds

DMMHRSB	\$ 768,327
United Way	\$ 116,646
Council for Older Adults	\$ 77,561
Contributions/Fundraising	\$ 27,111
Womens Leadership Network Grant	\$ 15,000
Connections Misc.	\$ 52,630
ODH Rape Prevention grant	\$ 63,440
VOCA/SVAA	\$ 66,749
Interest	\$ 1,420
After Hours Contracts	\$ 4,813
OCJS Grant	\$ 36,297
Family Violence Prevention	\$ 36,297
Womens Fund	\$ 20,000
Ohio Childrens Trust Fund	\$ 15,000
Other Income	\$ 28,019
Carryover	\$ 14,338
VOCA Crawford/Wyandot	\$ 39,037
SAMHSA	\$ 39,223
Rape Crisis Fund	\$ 36,789

Total Source of Funds \$1,466,838  
\$1,999,716

### Disbursements

Salaries	\$ 874,972
Fringes	\$ 210,663
Supplies	\$ 2,536
Operating Expenses	\$ 106,750
Travel and Meetings	\$ 9,293
Insurance	\$ 11,818
Building	\$ 36,297
Telephone	\$ 36,466
Equipment	\$ 17,002
Grants	\$ 95,182
Miscellaneous	\$ 47,162

Total Disbursements \$1,448,141

Cash Balance as of 6/30/14 \$ 551,575  
\$1,999,716

## 2013-2014 Emergency Financial Assistance Fund

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

### Source of Funds

Andy Anderson	\$ 550
Contributions	\$ 2,460
First Baptist	\$ 50
United Way Delaware	\$ 1,500
Total Source of Funds	\$ 4,560
	\$ 8,142

### Disbursements

Food	\$ 384
Gasoline	\$ 608
Other	\$ 63
Medical Care	\$ 761
Transportation	\$ 657
Housing	\$ 2,776
Total Disbursements	\$ 5,249

Cash Balance as of 6/30/13 \$ 2,893  
\$ 8,142

*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



Alum Creek Friends Church  
Alex and Elinor Heingartner  
Allison Newman  
Anna and Kelley Harvey  
Anne Fry  
Bob Horrocks  
Coco Kneisly  
Chris Burger and Master  
Gardeners  
Christina Burke  
Columbus Foundation  
Corinne Lyman  
Connie Carter  
Council for Older Adults  
Cristal Enke  
Daniel and Leslie Yaussy  
David Robbins  
Delaware City Schools  
Delaware Community Market  
Delaware Rotary Foundation  
Dempsey Middle School Student  
Council  
Denise Meine-Graham  
Denny Schooley  
Don Chenoweth  
DelawareO.com  
Easa Maxwell  
Emerson Network Power/Leibert  
Eileen Ferriman  
First Baptist Church  
Delaware First Presbyterian  
Church  
Ed and Nancy Hoar  
Elizabeth White  
Giant Eagle  
Gloria Minor  
Hilborn Insurance  
Hiram Lodge  
Home Depot  
Hooper Printing  
Jennifer Cramer  
Jennifer Tewell  
Jennifer and Geoff Trainer  
Jessican Forman  
John & Arylss Tombarge  
John Radabaugh and Beth  
Matune

JP Morgan Chase  
Katherine Gharrity  
Katherine Ferguson  
Keith Boger  
Kroger  
Kroger Rewards Program  
Kyle and Jill Hilgefert  
Larry and Diane Westbrook  
Levi Mars  
Loa Ransom  
Local Roots  
Lois Stauffer  
Lynne Schneider  
Marcia Wood  
Marianne Hemmeter  
Marlene Lancaster  
Marsha Tilden  
Mary Damico  
Matthew Dropco  
Marilyn Howard  
McDonald's  
Meijer  
Mindy Ratcliff  
Molly Clemons  
Myrna Paul  
Nancy Radcliffe  
Panera Bread  
Pat Miley  
Dr. Patricia Hubbell  
Patricia Clements  
Paul Hubbard III  
PNC Bank  
Ralph and Peggy Benziger  
Roanne Damoff  
Robert Gerspacher  
Robert Raymond Caine  
Robert and Sharon Hickson  
Robert and Nancy Rietz  
Rocky Van Brimmer  
Sarah and Greg Smith  
Sherry Barbosky  
St. Mark's Lutheran Church  
Stephen Spain  
Steve and Debbie Martin  
Sue and Steve Hanson  
Susan and Jim Wright  
Suzanne and Todd Pingry  
Tamara Counts  
Terri Campbell

Theresa Farrell  
Tim Horton's  
Tom and Shelly Loudon  
Tom King  
Tracy Plouck  
Trinity United Methodist Women,  
Mt. Gilead  
Unity Spiritual Center  
Walmart  
Welders on Wheels

*88for88 Fundraiser – organized  
by Mindy Ratcliff in memory of her  
father, Randy Madden*

Mindy Ratcliff  
Beth Sahr  
Christine Wilson  
Debbie Keenan  
The Youngs  
Seiser Family  
Gwen Montgomery  
Jackie and Mike  
Jacki Mechanic  
Joanna and Ryan Allen  
LeighAnn Baer  
Lindsay Miller  
Liza Judson  
The Jarretts  
Michelle Kelly  
Patti and Keith Powers  
Samantha Bark  
HelpLine Employee  
HelpLine Employee  
Anonymous  
Anonymous  
Sue Hanson  
Pistole Family  
Aunt Goo  
Nick Porter

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



# Staff Recognition



Leslie Baldwin, B.A.  
Fiscal Director  
14 years

Aaron Bryant, B.A.  
Violence Prevention Educator  
2 years\*

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

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

Erin Coss, AA  
Training Coordinator  
2 years

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

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

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

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

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

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

Shilo Gall  
Volunteer Coordinator  
4 years

Janet Haycox  
Administrative Assistant  
12 years

Louanne Hufford  
SARN Coordinator, Crawford &  
Wyandot Counties  
1 year

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

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

Max Lencel, MA, LPCC, CDCA  
Suicide Prevention Director  
3 years

Melinda Metz, B.A.  
Senior Leadership Coord.  
<1 year

Gloria Minor  
Bookkeeper/Receptionist  
16 years

Hank Owings  
Hotline/I&R Specialist  
3 years

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

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

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

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

Allison Vance  
Hotline/I&R Specialist  
4 years

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

Yushan Hayman, B.A.  
Hotline/I&R Specialist  
<1 year

Amy Hawthorne, B.S.  
Violence Prev. Educator  
<1 year

Shannon Steinke  
Hotline/I&R Specialist  
<1 year

Tabatha Daily  
Hotline/I&R Specialist  
<1 year

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

Sherri Fitzpatrick,  
Senior Leadership Coordinator  
3 years\*

Michelle Mendel,  
Suicide Prevention Educator  
2 years\*

CIRS - Certified Information and Referral  
Specialist

CRS - Certified Resource Specialist  
\* No longer with HelpLine as of June 30,  
2014

## Direct Service Contractors

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

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

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

Suzanna Twining,  
PEACE Collaborative Coordinator  
July 2013\*

Margie West,  
Interim Senior Leadership Coordinator  
Feb 2014 - May 2014\*



# Volunteer Appreciation



**Thank you to our dedicated volunteers!**

## SARN Volunteers

Penny Bennett  
Jessica Cimino  
Vanessa Collier  
Caroline Cravens  
Haley Cook  
Kim Eckart  
Treese Farrell  
Jennifer Glorioso  
Aiel Hirsh  
Jason Hughes  
Matthew Jamison  
Minnie (Mandeep) Kanwar  
Mary Ann Lee  
Meghan Moore  
Allison Newman  
Erik Poicon  
Jodi Schermerhorn  
Emily Uline-Olmstead  
Samantha Warren  
Hayley Winslow

## Violence Prevention Volunteers

Haley Cook  
Ariel Hirsh  
Julianna Nemeth  
Allison Newman  
John Radabaugh

## 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  
Sherri Finley  
Terri Fling  
Linda Gaffey

## Connections Pen Pal Volunteers cont...

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  
Sue Starnes  
Barbara Stults  
athy Taylor  
Bob Titterington  
Margaret Titterington  
Cindy Tolene  
Caroline Tudor  
Teresa Watkins  
John Wiesner  
Sara Worman

## Suicide Prevention Volunteers

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

## Connections Senior Companion Volunteers

Richard Brinnon  
Vicky Douth  
Bob Erlandson  
Pat McDougall  
Judy Noice  
Pat Townsend  
Paula Willhoft  
Deborah Wright  
Betty Blair

**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](mailto:helpline@helplinedelmor.org).**



# Awards



## 2014 Lucile P. Ubben Volunteer of the Year Award



### **Jason Hughes**

Jason has been an incredible volunteer to SARN. Jason is always positive and a pleasure to be around and has volunteered to staff events and training on many occasions - always bringing excellence to whatever he does. He is compassionate about the cause to stop violence against women and He is not afraid to stand up publicly. He is a motivating and uplifting person to work with. His compassion to encourage others is contagious. We cannot say enough how much we appreciate his service and dedication as a volunteer and advocate for HelpLine and SARN.

*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.*

## 2014 Katherine Gharrity Community Service Award



### **Cathy Francis**

Cathy Francis was hired at the Morrow County Community Action Program soon after moving to Ohio in the early 1970s. As an outreach worker, she was introduced to low income programs such as Head Start, Youth Council, Food Pantry and Christmas Clearing House. In 1977, Cathy was invited to join Job and Family Services and soon became involved in committees and efforts to provide supplemental services to the clients she assisted. These programs included Salvation Army, Community Services, Emergency Resources, and Habitat for Humanity. In January of 2012, Cathy retired from full time employment at JFS but continues to be active in Public Relations and with many Boards. She also serves as the Executive Director for the Morrow County Chamber of Commerce. HelpLine wishes to acknowledge and thank Cathy Francis for her boundless energy in making Morrow County a better place!

*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.*

### *Past Katherine Gharrity Community Service Award Recipients*

2013 Carolyn Slone  
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 Gharrity



# 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 Life-line Suicide Prevention Network, Women's Leadership Network, United Way of Union County, Substance Abuse and Mental Health Services Administration*

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

**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.

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

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

Delaware County  
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)  
Follow us on Facebook and Twitter

Empowering People Through Knowledge, Support, and Resources



**Mission Statement:** The mission of HelpLine is to address the emotional, financial, and information needs of the community.

**Core Values:** Service to Community – We are committed to serving our community; Caring and Respect – We believe in the value, dignity and diversity of all people; Excellence – We are committed to the highest standards of quality, integrity and the ethics of confidentiality, fairness and a non-judgmental approach; Education – We are committed to educating our community; Volunteerism – We are committed to linking and referring volunteers in our community.