



Connected - Dial Help, Inc. Newsletter

WINTER 2010

A Year In Review: Serving Our Community

The past fiscal year has been very active, with both internal reorganization and service to the community. Rebecca Crane was promoted to Executive Director and supervisor of the Victim Services Division. Interim Director, Katherine Cocciarelli, returned to her duties as Clinical Supervisor, Elsa Roberts began her position as Sexual Assault Services Coordinator, and Jackie Larson was hired to fill the Victim's of Crime Coordinator vacancy.

Four new board members added their valuable experience to the Board this year as well. Former Dial Help employees, Terry Sayatovich and Mary Heckel; Chris Alquist, a former board member; and Valorie Troesch, who brings her legal background, joined the three remaining members. These members include long serving Board President Tommy Gilpin; Houghton Police Chief, John Donnelly; and Don Williams, Director of MTU Counseling services.

The agency registered a net gain this past year, effectively rebounded from the previous year's net loss. This financial recovery occurred while continuing to meet monetary obligations and expanding operations. Community support has been, and

continues to be, critical to the success of reaching these goals.

The following are some highlights from the past year that demonstrate the impressive scope of work Dial Help staff and volunteers have delivered in the community.

Outreach

- ◆ Dial Help staff delivered over 80 community presentations on topics of sexual violence prevention, elder abuse, victim services, suicide, and DH services. Audiences included home health and hospice workers, high school and university students and staff, Keweenaw Bay Indian Community members, community organizations, and judicial officials in Houghton and Ontonagon counties.
- ◆ A Gay, Lesbian, Bisexual, Transgender, and Questioning (GLBTQ) support group was established and meets bi-monthly.
- ◆ Resource and information tables were staffed at numerous community and campus events.
- ◆ Over 20 media presentations were conducted, including newspaper articles, radio and television interviews, and 200+ airings of radio public service announcements.

- ◆ Dial Help staff also participated in more than a dozen coalitions and groups related to human services.
- ◆ Dial Help hosted the first annual Big Truck Day fundraising event.

Crisis Unit

- ◆ The year began in the midst of a severe reduction to 59 hours of operation per week. Over the course of the year, hours were gradually added back for a total of 84 by September. On December 1st we added additional hours and are now open 15 hours a day, seven days a week.
- ◆ 2310 crisis calls and walk-ins were received
- ◆ Calls were received from all 15 U.P. counties and from down-state. The greatest percentage of call topics were Mental Health 50% and Substance Abuse 20%
- ◆ Dial Help answered 156 National Suicide Prevention Lifeline calls

FY 08

Income and Expense Report

*figures are subject to audit.
Post audit numbers will be available at www.dialhelp.org*

Revenues:

Grants and Contracts \$338,663
Volunteers/In-kind \$36,467
Contributions \$25,360
Fees/Other \$12,164
Fundraising \$4,248
Total: \$412,202*
** surplus applied to FY07 deficit*

Expenses:

Salaries and Wages: \$233,506
Program/Operating: \$53,425
Benefits: \$40,606
Volunteer/In-kind \$ 36,467
Building Expenses: \$ 20,924
Travel: \$11,506
Total: \$396,434

*Crisis Line hours expanded to
9am to
12 midnight daily*

Year in Review continued from page one

Our Funding Partners:

- Western Upper Peninsula Substance Abuse Services Coordinating Agency
- MI Dept. of Community Health
- MI Dept. of Human Services
- Michigan Crime Victim Services Commission
- National Suicide Prevention Lifeline
1-800-Suicide/1-800-273-Talk
- Keweenaw Community Foundation
- Superior Child Abuse Prevention Council
- Copper Country United Way
- United Way of Dickinson County

Prevention

- ◆ Three hundred ninety-nine students received 240 hours of classroom based prevention education in 14 area schools.
- ◆ Discovery Groups - Five groups of the Leadership Resiliency Program served a total of 24 youth for 177 sessions. Small groups of youth combined school based meetings with community based activities. Groups were in the middle schools of Houghton, Hancock, Lake Linden, and CLK.
- ◆ Family Support - Reduced funding for this program limited services to three families totaling 10 children and three adults.
- ◆ Alcohol Highway Safety Education and Anger Management classes were conducted at the Dial Help office. Eleven classes served 44 individuals. Many people enrolled in these classes are referred by the courts or other agencies. Some individuals also enroll on their own.

Counseling

Nine people received individual counseling outside of Victim Services.

**Staff
and
Board**

- Board Chairperson**
Tommy Gilpin
- Vice Chairperson**
Terry Sayatovich
- Secretary**
Mary Heckel
- Treasurer**
Valorie Troesch
- Directors:**
Chris Alquist
Don Williams
John Donnelly

Accessible, affordable counseling with our licensed professional counselor is available to individuals and couples. Call 482-HELP to schedule a free in-take appointment.

Victim Services

- ◆ Victim Services Division served 129 individuals during the fiscal year. Services included one-on-one counseling, victim advocacy, medical care, forensic evidence collection, and court accompaniment
- ◆ Crimes included child physical and sexual abuse, domestic violence, adult sexual assault, elder abuse, adults molested as children, economic exploitation, and stalking.
- ◆ There were 12 emergency responses by the Sexual assault Response Team.
- ◆ Eight Sexual Assault Nurse Examiner procedures were completed (coordinated between RN's, DH, and area hospitals).

Sexual Violence Prevention

- ◆ SVP Coalitions formed in FY08 in Ontonagon, Houghton, and Keweenaw Counties continue meeting to share information and plan future efforts.
- ◆ Sixty-four educational programs addressed 1710 participants; the bulk of those being college students (1560).
- ◆ STARR (Students Talking About Responsible Relationships) school based prevention groups had three groups in the high schools of Ontonagon, Bridge school, and L'Anse/Baraga Alternative school.

See related story "Dial Help on Campus" page 3

Website

- ◆ The website was visited by 1000 different individuals.

See related story page 4.

Prevention:

- Sue Kauppi
- Barry Fink
- Rhys Edwards
- Kevin Weir

Sexual Violence

Prevention:

- Rhys Edwards

Victim Services:

- Jaclyn Larsen
- Elsa Roberts
- An-gel Kenneally

DIAL HELP ON CAMPUS

Our Sexual Violence Prevention and Victim Services Division is working closely with both Michigan Tech and Finlandia to develop programs and resources, host events, and offer trainings to support positive gender relationships, as well as to prevent, respond to, and increase awareness of sexual violence on campus. Partnerships have been formed with MTU's Judicial department, International Student department, Public Safety, the Athletic department, the director of Student Activities (Greek life and leadership), and the TERR (Tech Educating on Responsible Relationships) committee to effect policy and norms change. As a result, all incoming freshman were required this year to have an in-service related to sexual violence at both campuses. Another goal is to have all fraternities and sororities mandated to partake in violence prevention programs.

CVART (Campus Victim Advocacy Response Team) have been established on Tech's campus. This peer support team is designed to increase student comfort to seek services in times of crisis, such as after a sexual assault, by providing peer, student advocates for them to speak with.

Resident Assistants on both campuses received training on sexual violence issues, response, and prevention. Educational programs have been presented to members of athletic teams, sororities and fraternities, student groups, and residents. Rhy's program on "healthy masculinity" engages men in discussions of media messages about women and healthy relationships.

A new program, *Sexual Assault edu*, is now mandatory for all new MTU students. Dial Help worked in collaboration with MTU to get this program on campus. The SVP Coordinator was the lead reviewer of the module and Dial Help is cited as the main resource throughout the on-line course for training, information, support, and services.

Volunteering at Dial Help

Call An-gel at 482-9077 to talk about these volunteer opportunities:

Crisis Line phone worker
SART or CVART Victim Advocate
Youth Activities Assistant
SVP Coalition Member



Support Dial Help!

- ◆ *Make a Donation —*
 - Use the link to Pay Pal on the left side bar of our website to make a safe, secure on-line donation
 - Or send a check payable to Dial Help, Inc.
609 Shelden Ave.
Houghton, MI 49931
- ◆ *Donate to the Dial Help endowment at Keweenaw Community Foundation*
- ◆ *Shop at your favorite online stores while supporting Dial Help - Find out how at www.iGive.com*
- ◆ *Donate old cell phones at the Dial Help office*

Our Wish List

- ◆ *Exterior Front windows/façade beautification*
- ◆ *Linoleum floor tiles for kitchen*
- ◆ *New flooring in outer entry*
- ◆ *Book shelves*
- ◆ *Office supplies*
- ◆ *Television for community ed. classes*
- ◆ *Gift cards for household items for families in need*
- ◆ *Houghton City trash bags*

Phone: 906-482-9077

Fax: 906-482-2502

E-mail: director@dialhelp.org

24 hour VSU phone: 866-661-5589

Visit us @ www.dialhelp.org



Dial Help, Inc.

609 Shelden Avenue,

*Dial Help is your resource for
Crisis Intervention * Education * Victim Services * Prevention * Counseling
482- HELP(4357); 24 hour Victim Service Unit line 1-866-661-5589*

www.dialhelp.org

Dial Help's website has had extensive updates, a facelift of the DH logo and numerous options and links to resources are now available. Updates include:

- ◆ A new fun holiday home page complete with presents.
- ◆ A new "What's Going on?" page which links to all the area event calendars!
- ◆ A pop up Dial Help Satisfaction Survey, with a hard link at the bottom of the home page!
- ◆ A new SART/CVART Page with RAINN video!
- ◆ A new Sexual Assault Page with RAINN videos!
- ◆ A new look Helpline Page with Lifeline and RAINN links and videos!
- ◆ A Lifeline Gallery Page, completed with 2 suicide survivor video stories and a link to the lifeline gallery with 500 additional animated characters telling real stories in their own real voices.
- ◆ A ready to print PDF materials page, which has PDF versions that are ready to print of all Dial Help Brochures and Materials along with PDF printable Lifeline Brochure, and PDF RAINN Wallet Card.
- ◆ An accessibility page that is both in English and Spanish (North American Conversational)
- ◆ An e-mail information tool!

Put BIG TRUCK DAY

on your calendar for July 24!

