



# Dial Help Community Support and Outreach Center

SUMMER 2010

## New Look, New Services, New Name

### **New Name: Dial Help Community Support and Outreach Center**

Almost 40 years ago, Dial Help was established, and has since become the central helpline that offers a combination of crisis counseling, information, and referrals to residents across the U.P. According to Board President Tommy Gilpin, "Our new name was selected to better represent the broad scope of our services and the impact in the community."

Today, Dial Help Community Support and Outreach Center proudly offers: individual, couple, and family counseling, specialized outpatient substance abuse counseling, school-based violence and substance abuse prevention classes, leadership and life skills programs for at-risk youth, intensive family support services, a variety of community education classes, two 24/7 mobile crisis response teams, personal, medical, and criminal justice advocacy services for victims of crime, as well as hosting unique awareness, education, outreach activities and events. This year three new services and one expanded service has been added. *(see related stories p. 2).*

### **Creating a New 'Old' Look**

The City of Houghton is assisting Dial Help in obtaining a grant to give the building a much needed facelift. Photos from the MTU digital archives assisted U.P. Engineers and Architects to develop a plan that will address damage, decay, and other problems the building has faced for many years, while also reflecting its original look. A capital campaign to raise the necessary \$12,000 cash match is currently underway. Your contribution will help us to be eligible for the renovation!



In addition to fixing several damaged areas, new durable energy efficient windows will help greatly reduce energy costs, further increase privacy for clients, and allow the building to stand proudly amongst the other renovated and historic buildings along Shelden Avenue.



Capital Campaign  
seeks matching funds for  
MI Economic Development Corporation Building renovation  
Grant (see insert)

*Photos courtesy of MTU Copper Country Digital*

**Crisis Line hours expanded to 9am to 2 am daily  
906-482-H.E.L.P. / 1-800-562-7622**

## New Programs and Services at Dial Help

- 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
  - Copper Country United Way
  - ◆ United Way of Dickinson County
  - National Suicide Prevention Lifeline  
1-800-Suicide/1-800-273-Talk
  - Keweenaw Community Foundation
  - Superior Child Abuse Prevention Council

### Substance Abuse Outpatient Counseling

Having been a licensed substance abuse prevention agency for three decades, Dial Help has now become a licensed outpatient substance abuse counseling program as well. We are pleased to welcome Ed Stephens to our staff to provide counseling along with Katherine Cocciairelli. For over twenty years Ed has been our instructor for Alcohol Highway Safety Education. In addition to outpatient counseling, Ed also offers assessments that help those who have overcome alcohol or substance abuse addictions to have their drivers licenses restored.

### Men's Domestic Violence Intervention Program

We now offer a 27 week course designed to help men embrace a non-violent lifestyle and to ensure the safety of those close to them. Three facilitators were trained and certified in the *Duluth Model* (a recognized industry standard and best practice). The course objective emphasizes personal responsibility, self-awareness, education, and changing beliefs and attitudes that support non-violence.

### Anger Management Course Expanded

We now offer a 12 week course based on the SAMHSA model that empowers participants to gain self control, manage their anger, and reduce the likelihood of violence occurring as a result of un-controlled anger. This is a fee based program open to enrollment both from agencies, courts and the self-referred.

### Instant Messaging is HERE!

In June, Dial Help proudly launched a brand new way to provide crisis intervention and referral services! "Dial Help Instant Messaging" is a new service available to the public. A great alternative for teens or people who aren't

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Steele Lindbloom

Clinical Supervisor/Counselor  
Katherine Cocciairelli

Substance Abuse Counselor  
Ed Stephens

Community Education  
Kevin Weir  
Rhys Edwards  
Mark Panasiewicz

Crisis Unit Manager  
Eliisa Laitila

Prevention  
Sue Kauppi  
Barry Fink  
Rhys Edwards

Sexual Violence Prevention  
Rhys Edwards

Victim Services  
An-gel Kenneally  
Becky Panasiewicz

Information Manager  
Kevin Weir

## Instant Messaging *continued from pg. 2*

comfortable speaking on the phone, individuals can receive crisis intervention or referrals simply by visiting [www.dialhelp.org](http://www.dialhelp.org) and clicking on the “live chat” button to chat in a private conversation with a trained crisis worker. Launching such a service ensures Dial Help stays on the cutting edge of technology and follows the latest trends in crisis intervention and referral services. “Dial Help Instant Messaging” is also one more way to help us stay in the loop with the younger generation, who may be more comfortable communicating electronically, instead of on the phone. Please help get the word out about this great new service! This is an innovative, new way we are helping to accomplish our mission of “helping people help themselves.”

Contributed by Eliisa Laitila . Eliisa has joined Dial Help as the new Crisis Unit Manager. Eliisa has a background in business and comes to us after volunteering for several months in the Crisis Unit.

## New Victims of Crime Forum

Dial Help was awarded a grant to start a forum and information site for victims of crime U.P.-wide. The new forum which can be accessed through our website [www.dialhelp.org](http://www.dialhelp.org) has resources, videos, articles, and a place for victims of a variety of crimes to share their stories and receive support.

## Volunteering at Dial Help

**Interested in lending a compassionate ear?  
Helping someone in need?  
Helping an agency that supports the community?**

**Call An-gel at 482-9077 to  
Discuss our many volunteer opportunities  
(See Volunteer Opportunity Insert)**



## Support Dial Help!

### ◆ Make a Donation

**Pay Pal: Use the link to Pay Pal on the right 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 the Keweenaw Community Foundation

### ◆ Shop at your favorite online stores while supporting Dial Help - Find out how at [www.iGive.com](http://www.iGive.com)

### ◆ Donate old cell phones at the Dial Help office

**Dial Help is a 501(c)(3) charitable agency for tax deductible giving**

## Our Wish List

- ◆ Gift cards for household items, gas, services for families in need
- ◆ Exterior Front windows/façade restoration (see article on pg. 1)
- ◆ Linoleum floor tiles for kitchen
- ◆ New flooring in outer entry
- ◆ Office desks and other furniture
- ◆ New sink
- ◆ Book shelves
- ◆ Office supplies
- ◆ Houghton City trash bags

Phone: 906-482-9077  
Fax: 906-482-2502  
E-mail: [director@dialhelp.org](mailto:director@dialhelp.org)  
24 hour victim hotline: 866-661-5589  
Visit us @ [www.dialhelp.org](http://www.dialhelp.org)



Dial Help, Inc.  
609 Shelden Avenue,  
Houghton, MI 49931

Dial Help Community Support and Outreach Center is your resource for  
Crisis Intervention \* Education \* Victim Services \* Prevention \* Counseling  
482-HELP(4357); 24 hour Victim Services line 1-866-661-5589

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



\$5 /child; max. \$20/family; adults accompanying children free.

Dial Help Fundraiser.



# Big Truck Day

Saturday, July 24!

Copper Country Mall

Parking lot

10am to 2pm

*Family fun!*