



# 2018 ANNUAL REPORT

## Welcome from the Executive Director



First and foremost, thank you to all the donors who have supported us in 2018. Community members donating funds, local businesses donating items for our gala, and grant funders helped us continue serving those in need.

We have expanded existing programs and created new ones. We continued our commitment to prevention, crisis support, and clinical services for youth.

As the year comes to a close, we look forward to identifying more areas for growth and filling gaps in services to benefit Upper Peninsula communities.

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**"I just want to say thank  
you. You all workers have  
saved my life. Without you  
guys, I would be dead.  
May God bless all of you  
and keep you safe."**

- Anonymous Crisis Line Client

### FUNDERS

- 97th District Court
- Aspirus  
Keweenaw &  
Ontonagon  
Hospitals
- Blue Cross Blue  
Shield MI
- Blue Cross Blue  
Shield of MI  
Foundation
- City of Houghton
- Copper Country  
United Way
- US Food & Drug  
Administration
- Kenneth Ryan  
Clark Memorial  
Fund
- Keweenaw  
Community  
Foundation
- MI Dept. of  
Health & Human  
Services
- MI Sheriff's  
Association
- National Suicide  
Prevention  
Lifeline
- NorthCare  
Network
- Portage Health  
Foundation
- Superior Health  
Foundation
- United Way of  
Dickinson &  
Marquette  
Counties
- UP Health Systems  
Marquette &  
Portage
- Walmart  
Foundation

# Community Impact

**6,953**

Calls, Texts, IMs, Walk-Ins  
**24/7 CRISIS LINE**

**776**

Outgoing Calls & Texts  
**SAFETY NET PROGRAM**

**195**

Face-to-Face Contacts  
**MOBILE RESPONSE TEAM**

**1,874**

Individuals served  
**YOUTH PROGRAMMING**

**234**

Individuals Served  
**FAMILY SUPPORT SERVICES**

**187**

Individuals Served  
**VICTIM SERVICES**

**86**

Assessments Provided  
**EMERGENCY ROOM SUICIDE ASSESSMENTS**

**981**

Individuals Served  
**COMMUNITY EDUCATION**

**44**

Individuals Served  
**SUBSTANCE USE DISORDER SERVICES**

## Board of Directors and Staff

### Board President

Tommy Gilpin, MEd

### Vice President

Lt. Nick Roberts

### Secretary

Mary Heckel, MSW

### Treasurer

Eli Karttunen, MSF

### Members

Keith Meyers, BA

### Executive Director

Rebecca Crane, MS

### Finance Manager

Darrin Beiring, BSBA, EA

### Clinical Supervisor

Brian Rendel, MA, LPC, LLP

### Sustainability Coordinator

Ginny Machiela, BS

### Crisis Unit Manager

Mike Gaunt, PhD

### Executive Assistant

Heidi Paoli, AA

### Prevention Services

Kevin Weir, CPS

Jeanette Dorh, MS

Jenna Laird, BS

Mary LeDoux, AS, BS

Chris Schuldt, BS

Amy Baker, BS

### Victim Services

Anne Dumble, MS

Krissy Putz, MS

Virginia Lambert, MS

Kelly Engle, RN

Heidi Hietala, RN

Gayle Maslakow, RN

### Mental/Behavioral Health

Sue Kauppi, BS

Nicolas McCarty

Mary Gaddis

Eric DeMink, BS

Nanci Klein, RN

Mindy Lantz, RN

Mandy Daniels, BA

Scott Longrie

Gail Ploe, BA

Natalie Morgan, LMSW

Volunteers listed  
on page 3

## Donor Recognition

We are so grateful to the people and businesses who support Dial Help through cash and in-kind donations! Check out our generous donors online:

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

## Volunteer Spotlight

Thanks to our volunteers for their dedication and support!

**Ashley Aho**

**Barb Braithwaite**

**Dana Munn**

**Jim Waters**

**Janette Polkinghorn**

**Jeannie Manning**

**Marty Seid**

**Melissa Santini**

**PJ Fish**

**Susan Chastan**

**Susan Geisen**

**Tristan Odekirk**

Dial Help is a 501(c)(3) non-profit  
Any donations you make are  
tax deductible!

## How You Can Help

### DONATE FUNDS



Visit: [dialhelp.org/getting-involved/donate](http://dialhelp.org/getting-involved/donate)

**Check:** Send a check or money order payable to Dial Help to the address below

**Cash:** Accepted at Dial Help's offices

**Direct Withdrawal:** Set up a recurring direct withdrawal from your bank account

**Estate Planning:** Consider a legacy donation to Dial Help in your name



Select Dial Help as your charity of choice on [www.smile.amazon.com](http://www.smile.amazon.com) and Amazon will donate 0.5% of your purchase

### VOLUNTEER AT DIAL HELP

Call 482-9077 or email [dial.help@dialhelp.org](mailto:dial.help@dialhelp.org) for opportunities with the crisis line, victim services, internships, and more

### DONATE GOODS OR SERVICES

Professional maintenance or cleaning services are always appreciated

You can view our Amazon wish list at:  
[www.DialHelp.org/getting-involved/donate](http://www.DialHelp.org/getting-involved/donate)

# 2018 By the Numbers

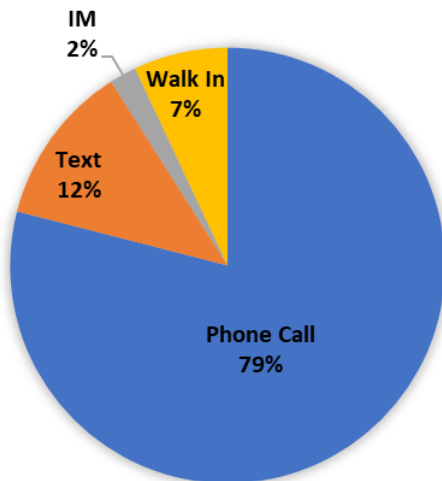
## Budget Breakdown: October 1, 2017 - September 30, 2018

Administrative	\$32,713	4.32%	Salaries & Wages	\$613,516	67.16%
Fundraising Costs	\$1,945	0.21%	Tax & Benefits	\$67,131.88	7.35%
Program/Operating	\$198,246.50	26.17%	<b>Total Revenue: \$875,684</b>		

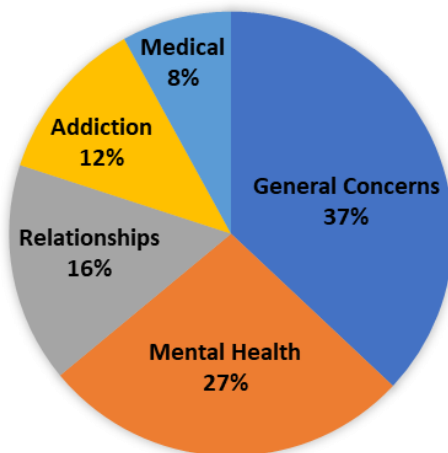
Funds that stayed in community: \$757,414.80 (82.91%)

## Crisis Hotline Statistics

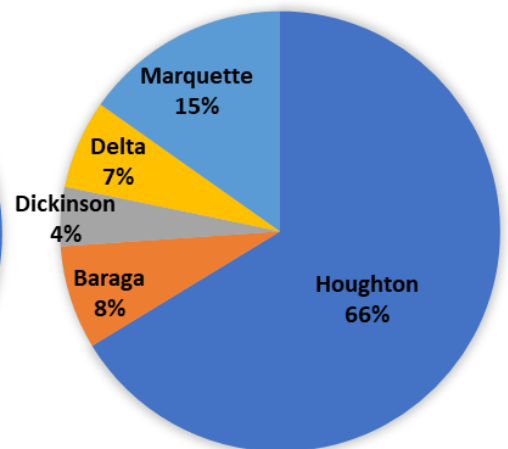
CRISIS CONTACTS



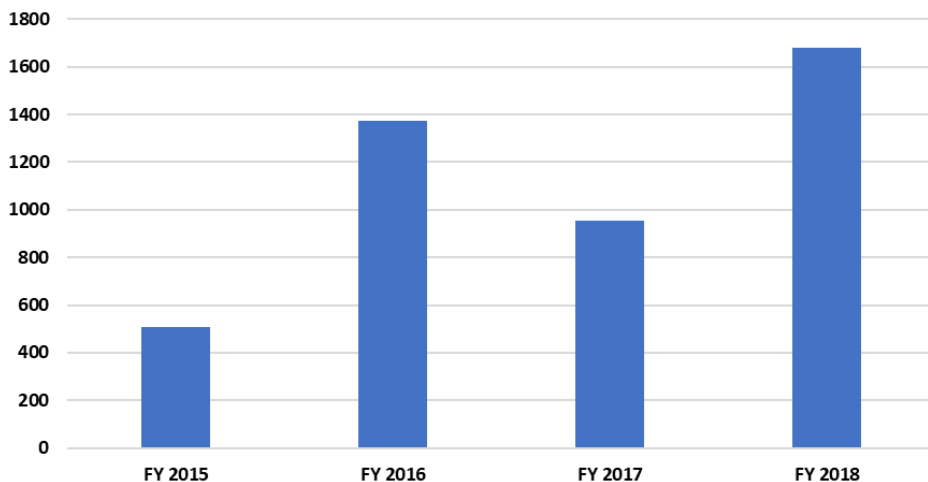
TOP PRESENTING ISSUES



TOP COUNTY CONTACTS



GROWTH IN YOUTH CRISIS HOTLINE CONTACTS



## QUARTERLY REPORTS

NOW AVAILABLE!

Stay up to date on  
Dial Help

[www.dialhelp.org/  
about-us/  
quarterly-reports](http://www.dialhelp.org/about-us/quarterly-reports)

**26%** increase in crisis contacts over last year\*

**580** contacts average per month

**99%** of calls answered on first ring

**419** contacts in March (lowest month)

**98%** of calls answered without being placed on hold

**1,065** contacts in July (highest month)

**818** referrals provided

**615** National Suicide Prevention Lifeline calls

\* Does not include frequent callers

## Outreach



**DialHelp.org**  
4,300 unique hits



**@DialHelp**  
823 likes



**@DialHelp**  
108 followers



**@DialHelp**  
68 followers

### Other Outreach

**400,214**

crisis line cards & magnets, brochures & flyers, YouTube ads, TV & radio interviews, newspaper articles, newsletters, and more

### Presentations/Training

Alcohol Highway Safety  
Anger Management  
Community Crisis Intervention  
Parenting Programming  
Nonviolent Relationship Program  
Victimization Response  
Suicide Prevention

# Community Connections

## Partnerships

Dial Help has a variety of partners across the UP, including but not limited to:

- Aspirus Keweenaw/Ontonagon Hospitals
- Baraga County Memorial Hospital
- Baraga County Shelter Home
- Barbara Kettle Gundlach Shelter
- Caring House
- Child Protective Services
- Copper Country ISD
- Copper Country Mental Health
- Department of Health & Human Services
- Diane Peppler Resource Center
- Finlandia University
- DOVE Shelter
- Great Lakes Recovery Centers
- Houghton County Sheriff's Department
- Houghton Police Department
- Local Courts
- Local Public Health Departments
- Local School Districts
- Michigan Rural EMS Network
- Michigan Tech University
- MTU's Title IX Committee
- NorthCare Network
- Northern Michigan University
- Schoolcraft Memorial Hospital
- Tri-County Safe Harbor, Inc.
- UP Health Systems Portage & Marquette
- Upper Great Lakes Family Health Centers
- War Memorial Hospital
- Women's Center/Harbor House

**"You guys do excellent work, I know people personally that you have helped. Thank you."**

- Community Partner Feedback

## Collaborations

Dial Help participates in coalitions and other collaborative efforts to create and implement solutions/services that address pressing community issues, including:

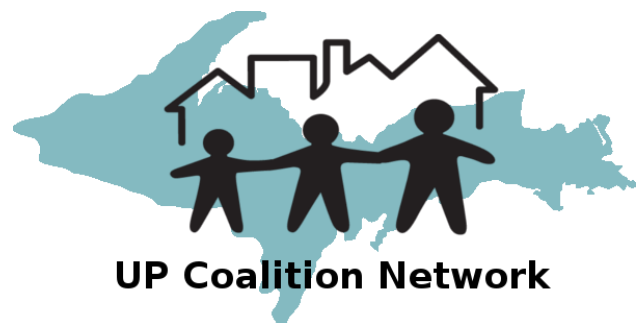
- Baraga County Communities That Care
- Baraga County Treatment Court
- Child Death Review Team
- Community Coalition for the Prevention of Domestic & Sexual Violence
- Community Coalition on Grief & Bereavement
- Critical Incident Stress Management Team
- Human Services Coordinating Body
- Ishpeming Suicide Prevention Action Team
- Marquette Co. Suicide Prevention Alliance
- Michigan Prisoner Reentry Initiative
- MSP CAUTION Team
- Superior Child Abuse Council
- Transitional Team Sex Offender Task Force
- UP Coalition Network
- UP Suicide Prevention Coalition

## Safely Dispose of Prescription Drugs

We are proud to be part of UP Coalition Network's efforts to promote safe prescription drug disposal and other prevention efforts across the Upper Peninsula.

Find out what's happening in your county:

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



**UP Coalition Network**

# Coming in 2019

With funding from MI DHHS, Dial Help will develop a Children's Advocacy Center to provide clinical care for youth who have suffered physical or sexual abuse.

In partnership with MI Rural EMS Network, Great Lakes Recovery Centers, and North-Care, Dial Help will assist in creating a strategic plan to address opioid use in the UP. Funding provided by HRSA.

With funding from Portage Health Foundation, Dial Help is implementing four evidence-based programs in Baraga, Houghton, Keweenaw, and Ontonagon schools. These programs are Wyman's Teen Outreach Program (TOP), Signs of Suicide (SOS), Blues Program, and Cognitive Behavioral Intervention for Trauma in Schools (CB-ITS).

With Superior Health Foundation, Dial Help will continue working with NorthCare to expand our Safety Net Program/SUD Navigators, support Communities That Care coalitions, develop strategic plans with key leaders, and advance messaging about addiction and mental health in the UP.



**HRSA**

Health Resources & Services Administration



**MDHHS**  
Michigan Department of Health & Human Services



PHFoundation



**SUPERIOR**  
Health Foundation

# Program List

## 24/7 CRISIS LINE

UP-wide phone, text, chat, & walk-in

## SAFETY NET PROGRAM

UP-wide follow-up support

## MOBILE RESPONSE TEAM

Face-to-face crisis intervention

## YOUTH ONE STOP

Clinical support for youth in crisis

## PREVENTION FOR YOUTH

In-school, after school, and Communities That Care programs

## FAMILY SUPPORT SERVICES

Intensive support of at-risk families to prevent child abuse and neglect

## VICTIM SERVICES TEAM

Free counseling, advocacy, court accompaniment, and 24-hour emergency response to victims

## SUBSTANCE USE SERVICES

Assessments & outpatient counseling

## EMERGENCY DEPARTMENT

## SUICIDE ASSESSMENTS

At UP Health Systems Portage

## COMMUNITY EDUCATION

On-going structured courses, and other training needs requested by the community

Dial Help, Inc.  
609 Sheldon Avenue  
Houghton, MI 49931  
Business Line: 906-482-9077  
Fax: 906-482-2502

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U.S. Postage  
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Houghton, MI  
Permit No. 9



## Dial Help Community Support and Outreach

Crisis Intervention • Prevention • Direct Services • Education

**Call:** 482-HELP (906-482-4357) • **Text:** 35NEEDS (906-356-3337)

**Chat online or find more info:** [www.DialHelp.org](http://www.DialHelp.org)

Serving the Upper Peninsula since 1971

### Our Mission

To promote the physical, emotional, and social well-being of our communities by providing problem assistance, crisis intervention, referrals, education and training.

### Our Philosophy

To "help people help themselves" by providing immediate, accessible, and affordable services to the communities we serve.



To subscribe or unsubscribe to our reports by email, contact [dial.help@dialhelp.org](mailto:dial.help@dialhelp.org) or swipe your smartphone over the code