



2019 ANNUAL REPORT

Welcome from the Executive Director

Our agency was founded in 1971 by a group of volunteers concerned about drug use in the area. Since then, we've continued their tradition of taking action to address community needs. This year we have worked to strengthen some of our newer programs, such as the Mobile Response Team, Youth One-Stop, and TOP Club—all offered to the community free of charge thanks to our generous funders and donors.

As the holiday season approaches, I invite you to visit our website to learn more about what we do here in the UP. Share these programs with people you know who may be struggling. Help put a stop to the stigma that keeps people from seeking support and treatment from fear of being judged or seen as weak.

I also invite you to consider supporting our work by donating to Dial Help through Portage Health Foundation's #GivingTuesday portal on or before December 3: <http://phfgive.org/giving-tuesday.php>

Thank you to all those who help our agency make a difference!

#GIVINGTUESDAY
DECEMBER 3, 2019



Inside the Fiscal Year

- Community Impact - 2
- Giving Tuesday - 3
- Donors & Volunteers - 4
- Dial Help in Pictures - 5
- 2019 by the Numbers - 6
- Community Connections - 7
- Dial Help Contact Info - 8

FUNDERS

- 97th District Court
- Aspirus
Keweenaw &
Ontonagon
Hospitals
- Blue Cross Blue
Shield MI
- Blue Cross Blue
Shield of MI
Foundation
- City of Houghton
- Health Resources
& Services
Administration
- US Food & Drug
Administration
- Kenneth Ryan
Clark Memorial
Fund
- Keweenaw
Community
Foundation
- MI DHHS
- 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
- West End Health
Foundation

Community Impact

6,416

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

466

Outgoing Calls & Texts
SAFETY NET PROGRAM

78

Face-to-Face Contacts
MOBILE RESPONSE TEAM

1,491

Individuals Served
**YOUTH-FOCUSED
PREVENTION**

255

Individuals Served
**FAMILY SUPPORT
SERVICES**

219

Individuals Served
VICTIM SERVICES

308

Individuals Served
YOUTH ONE-STOP

135

Individuals Served
**COMMUNITY
EDUCATION**

42

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
Lauren Letto, SBM

Executive Director

Rebecca Crane, MS

Finance Manager

Darrin Beiring, BSBA, EA

Clinical Supervisor

Brian Rendel, MA, LPC, LLP

Sustainability Coordinator

Ginny Machiela, BS

Executive Assistant

Heidi Ek, AA

Prevention Services

Jenna Laird, BS
Chris Schuldt, BS
Amy Baker, BS
Doug Ploe, BS
Heather Saari, BA
Charles Beer, BS

Victim Services

Krissy Putz, MS
Jeanette Dorh, MS
Virginia Lambert, MS
Kelly Engle, RN
Heidi Hietala, RN
Paige Setter-Hallwachs, BS

Mental/Behavioral Health

Mary Gaddis
Nanci Klein, RN
Mandy Daniels, BA
Kassy Kallio
Natalie Morgan, LMSW
Andrew Kalcich, BS
Morgan Vallejo, LLPC
Kara Eastling, LLPC

Substance Use Disorder

Gail Ploe, BA

Crisis line staff not listed
for confidentiality

#GIVINGTUESDAY

— DECEMBER 3, 2019 —



PHFoundation

**Put Your Money
Where Your Heart Is.**

Double your donation!

Give to Dial Help at the Portage Health Foundation online portal by **December 3**

www.phfgive.org/giving-tuesday.php

Thank you PHF for selecting Dial Help
to receive matching funds

Donor Recognition

We are so grateful to those who support Dial Help with cash and in-kind donations

Champion Donors

Donna Cole

Joe Kirkish

McGrath Construction

Portage Health
Foundation

Patron Donors

James & Ronda Bogan

James A. Ruppe
Foundation

Sigma Pi & Theta Chi
Epsilon

In Memoriam Donations

Christopher Buckner

Dick Crane

Willie Melton

See our other donors:

www.dialhelp.org/donors

Volunteer Spotlight

Thanks to our volunteers for their dedication and support

Susan Chastan
Barb Braithwaite
Jeannie Manning

PJ Fish

Susan Geisen
Melissa Santini

Marty Seid

Jim Waters

Connor Henshaw

Elise Brehob

Ashley Aho

Nichole Ubinger

Sam Lutz

Hee Sun Kwon

Jen Harris



**9,791.75 volunteer
hours provided**



@ Soberfest



@ Family Fun Fair



@ Warr;or Walk



After receiving Collaborative Partner of the Year Award



Annual Celebration

2019 By the Numbers

Budget Breakdown: October 1, 2018 - September 30, 2019

| | | | | | |
|-------------------|-----------|-----|-----------------------------------|-----------|-----|
| Administrative | \$46,169 | 4% | Salaries & Wages | \$797,617 | 62% |
| Fundraising Costs | \$2,886 | >1% | Tax & Benefits | \$83,852 | 6% |
| Program/Operating | \$341,390 | 27% | Total Revenue: \$1,271,914 | | |

Outreach



DialHelp.org
6,100 unique hits



@DialHelp
954 likes



@DialHelp
168 followers



@DialHelp
85 followers

Other Outreach

436,031

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

Presentations/Classes

Alcohol Highway Safety
Anger Management
Crisis Support 101
Parenting Programming
Nonviolent Relationship Program
Victimization Response
Suicide Prevention

**"This line is a good
thing. I am glad I
called today."**

- Anonymous Crisis Line Client

**"I have never felt
so listened to."**

- Anonymous Crisis Line Client

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

"Alone we can do so little; together we can do so much."
- Helen Keller

Collaborations

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

- Baraga County CTC
- Baraga County Treatment Court
- Beyond the Save
- Child Death Review Team
- Community Coalition for the Prevention of Domestic & Sexual Violence
- Community Coalition on Grief & Bereavement
- Critical Incident Stress Management Team
- Houghton/Keweenaw CTC
- Human Services Coordinating Body
- 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



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

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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

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 or swipe your smartphone over the code