



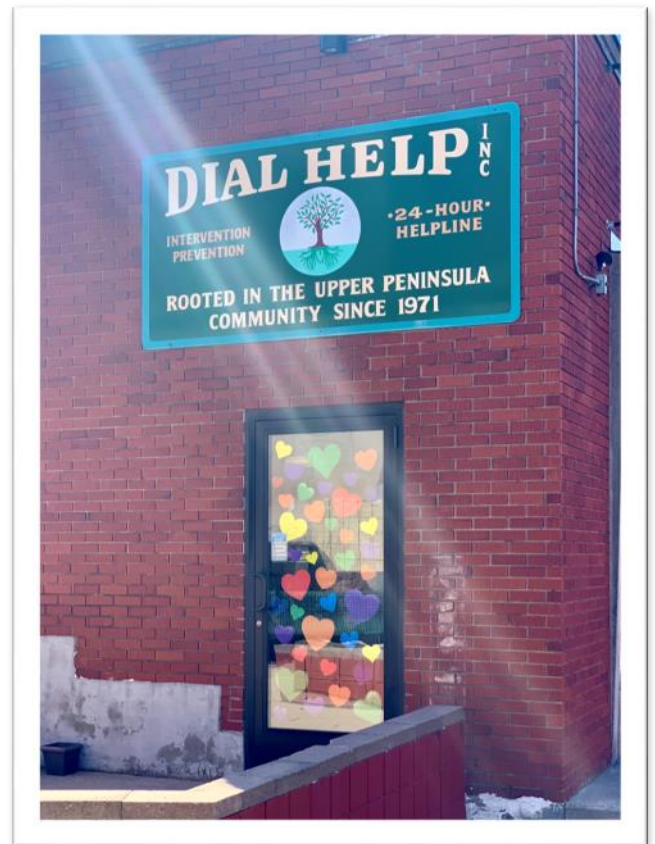
# QUARTERLY REPORT

## January - March 2020

### Coronavirus Response

The novel coronavirus COVID-19 caught our Upper Peninsula communities by surprise, and has impacted so many aspects of life. We here at Dial Help are still offering 24/7 support through our talk/text/chat crisis line. Our Safety Net Program (#SNP) provides follow-up calls or texts for connecting to resources and extra support. The #SNP is available for people who are dealing with suicide risk and addiction.

In the Copper Country, we're still providing victim services and advocacy, family support services, and coordination for the Baraga and Houghton/Keweenaw Communities That Care coalitions. Select prevention, mental/behavioral health, and addiction services are available remotely. You can find COVID-19 information on our website at [www.dialhelp.org/covid-19](http://www.dialhelp.org/covid-19).



**“Thank you for validating my feelings, no one seems to get what I'm dealing with.”**

- Crisis Line Client

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# Community Impact

## CRISIS UNIT

24/7 Crisis Line • Safety Net Program  
Mobile Response Teams  
ED Suicide Assessments

**628**  
CRISIS  
CONTACTS

## PREVENTION & EDUCATION

Youth-Focused Prevention • Guiding Good Choices  
Teen Outreach Program • Youth One-Stop  
ASIST • Nonviolent Relationship Problem-Solving

**1,704**  
INDIVIDUALS  
SERVED

## OTHER SERVICES

Family Support Services  
Substance Use Disorder  
Victim Services • Child Advocacy Center

**222**  
INDIVIDUALS  
SERVED

# Board of Directors and Staff

<p><b>Board President</b> Tommy Gilpin, MEd</p> <p><b>Vice President</b> Lt. Nick Roberts</p> <p><b>Secretary</b> Mary Heckel, MSW</p> <p><b>Treasurer</b> Eli Karttunen, MSF</p> <p><b>Members</b> Keith Meyers, BA Lauren Letto, SBM</p>	<p><b>Executive Director</b> Rebecca Crane, MS</p> <p><b>Assistant Director</b> Krissy Putz, MS</p> <p><b>Finance Manager</b> Darrin Beiring, BSBA, EA</p> <p><b>Clinical Supervisor</b> Brian Rendel, MA, LPC, LLP</p> <p><b>Sustainability Coordinator</b> Ginny Machiela, BS</p> <p><b>Executive Assistant</b> Heidi Ek, AA</p>	<p><b>Victim Services</b> Virginia Lambert, MS Paige Setter-Hallwachs, BS Heather Saari, BA Kelly Engle, RN Heidi Hietala, RN</p> <p><b>Prevention Services</b> Jenna Laird, BS Chris Schuldt, BS Amy Baker, BS Doug Ploe, BS Jeanette Dorh, MS Charlie Beer, BS Hannah Butkovich, AA</p>	<p><b>Mental/Behavioral Health</b> Kara Eastling, LLPC Morgan Vallejo, MS, LLPC Natalie Morgan, LMSW Nanci Klein, RN Mandy Daniels, BA Andrew Kalcich, BS Mary Gaddis Kassy Kallio</p> <p><b>Substance Use Disorder</b> Gail Ploe, BA</p> <p>To maintain anonymity, crisis line staff not listed</p>
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# Dial Help Supporters

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Thank you to all those who make our services possible!

## SPOTLIGHT ON... Jessica Carlson, Crisis Staff

"For many people we are a constant, comforting force in a world that is making less sense by the day. Recently, there was a knock at the office door. Because of the self-isolation restrictions, I made the phone symbol with my hands and she called me. She said that she appreciates everything that we do and that she finds it comforting that despite the world closing and people losing hope, that we are in here and listening. She looked away and looked back and she had tears. I asked her if I could help her in any way. She shook her head to indicate no. She smiled and said that she owes each and everyone of us and that she will pray for us to be safe. It was a reminder that we make a difference for so many people who are nameless and faceless to us. Chi-Miigwetch."

## VOLUNTEERS

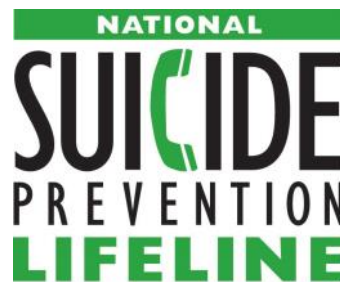
This quarter,

**15** volunteers

provided **2,409.5**

hours of service

## NEW GRANT



**Increasing State  
Capacity**

## FUNDERS

Funded by: 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 • Kenneth Ryan Clark Memorial Fund  
Keweenaw Community Foundation • MI Dept. of Health and Human Services  
MI Sheriff's Association • National Suicide Prevention Lifeline  
NorthCare Network • Portage Health Foundation • Superior Health Foundation  
United Way of Dickinson County • United Way of Marquette • UP Health Systems  
US Food & Drug Administration • West End Health Foundation

# Collaborations

Community partnerships that make a difference

## COMMUNITIES THAT CARE (CTC)



CTC is an evidence-based coalition model that brings communities together to improve outcomes for youth. There are CTCs in all 15 counties, and Dial Help coordinates the coalitions in Baraga and Houghton/Keweenaw. In addition, we support all CTCs through UP Coalition Network.

Learn more at [www.UPCNetwork.org](http://www.UPCNetwork.org)

## OPIOID MISUSE



Working with lead agency MI EMS Network to address opioid misuse in the UP.

Learn more online:  
[BeyondtheSave.org](http://BeyondtheSave.org)

## STAKEHOLDERS



We're holding our annual stakeholder survey and we'd love your feedback!

Online: <https://forms.gle/DEdHY7rrDpc8jhXbA>

# Dial Help in Pictures



# DONATE FUNDS

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

**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 in your name

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

# VOLUNTEER AT DIAL HELP

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

# DONATE GOODS/SERVICES

Professional maintenance or cleaning services appreciated!



## DIAL HELP PROGRAMS

24/7 Crisis Line • Safety Net Program • Mobile Response Team  
Youth One-Stop • Prevention • Family Support Services • Victim Services  
ED Suicide Assessments • Substance Use Disorder Services • Education

**Dial Help** • 609 Shelden Avenue, Houghton MI 49931

**Business:** 906-482-9077 • **Crisis:** 906-482-HELP • **Crisis Text:** 35NEEDS • **Online:** [DialHelp.org](http://DialHelp.org)