



# QUARTERLY REPORT

## January - March, 2021

### Advocates Support Awareness

April was Sexual Assault Awareness Month, and Dial Help’s victim advocates collaborated with local partners to get the word out.

We had great community turnout for our first “Puppy Parade for Awareness,” both virtually and in-person in downtown Houghton.

Our Child Advocacy Center continues to provide support to youth abuse victims.



“I assumed that Dial Help was only meant for those who are struggling with suicidal thoughts. However, I was directed to their crime victim program after I was physically assaulted. I have received products that help me to feel safer at home and on the go...I feel like my safety and well-being has been a priority to those that work at Dial Help.”

- Victim Services Client

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International Council for  
**HELPLINES**

# Community Impact

## CRISIS UNIT

24/7 Crisis Line  
 Safety Net Program  
 ED Suicide Assessments

**777**  
 CRISIS  
 CONTACTS

## PREVENTION & EDUCATION

Youth-Focused Prevention  
 Teen Outreach Program • Youth One-Stop  
 Education Programs

**725**  
 INDIVIDUALS  
 SERVED

## OTHER SERVICES

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

**185**  
 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 Jeanette Dorh, MS Charlie Beer, BS Hannah Butkovich, AA</p>	<p><b>Mental/Behavioral Health</b> Kara Eastling, LLPC Morgan Vallejo, MS, LLPC Mandy Daniels, BA Andrew Kalcich, BS</p> <p><b>Substance Use Disorder</b> Gail Ploe, BA Kassy Kallio, Peer Support</p> <p><i>To maintain anonymity,                      crisis line staff not listed</i></p>
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# Dial Help Supporters

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Thank you to all those make our services possible!

## SPOTLIGHT ON...

**Kevin Store**  
**PHF Executive Director**

"I appreciate the fact that our relationship and work with Dial Help is future-focused and intentionally looking at the needs of the community."

## VOLUNTEERS

This quarter,  
**10** volunteers  
provided **2386.75**  
hours of service

## OUTREACH



**DialHelp.org**  
911 unique hits



**@DialHelp**  
1,088 likes



**@DialHelp**  
343 followers



**Twitter**  
account deleted

## FUNDERS

97th District Court • Aspirus Keweenaw & Ontonagon Hospitals  
City of Houghton • FDA • Health Resources & Services Administration  
Kenneth Ryan Clark Memorial • Keweenaw Community Foundation  
MI DHHS • Michigan Tech University • MI Sheriff's Association  
National Suicide Prevention Lifeline • NorthCare Network  
Portage Health Foundation • Superior Health Foundation  
United Ways of Dickinson & Marquette Counties • UP Health Systems

# Department Updates

## CRISIS UNIT

Crisis Line staff have been working on the upcoming changes to the National Suicide Prevention Lifeline network. By June of 2022, people will be able to dial 988 for suicide prevention services.

Other than that, our Crisis Line has continued operations 24/7/365. We're grateful to our "liners" who are truly essential workers, showing up day in and day out to make sure life-saving services remain available.

If you'd like to volunteer on the crisis line, check out page 6 for info.

## PREVENTION

National Drug and Alcohol Facts Week was held at the end of March. The Houghton/Keweenaw CTC held a virtual quiz for the community to increase awareness of the negative consequences of drug use.

Guiding Good Choices free classes for parents and caregivers of teens is being held across the UP over the next year, with our Prevention Department hosting some. Learn more: [www.upctc.com/ggc](http://www.upctc.com/ggc).

Most excitingly — our staff are providing prevention programs in schools again!

## VICTIM SERVICES

Our Victim Services staff have been busy since COVID-19 began. They continue to provide free advocacy, information, court accompaniment, counseling, and more to people who have been victimized.

Did you know that anyone in Baraga, Houghton, Keweenaw or Ontonagon Counties who have experienced ANY crime can reach out to Dial Help for support? No matter how long ago it happened, if it's still impacting the person, help is available. For domestic violence, please reach out to our partners at the Barbara Kettle Gundlach Shelter or Baraga County Shelter Home.

## MENTAL HEALTH

The Youth One-Stop has been providing services virtually and in-person throughout the pandemic, depending on current restrictions in each participating school.

With Beyond the Save, Dial Help has collaborated on a number of projects for professionals in the first responder, healthcare, and mental health fields. Learn more at [www.beyondthesave.org](http://www.beyondthesave.org).

The FACE project is a newer collaboration to support people with addiction and their loved ones. Learn more at [www.906face.com](http://www.906face.com).

# Media Mentions

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Interview with Gail Ploe for the FACE addiction project

[www.keweenawreport.com/c-c-today/copper-country-today-january-24-2021/](http://www.keweenawreport.com/c-c-today/copper-country-today-january-24-2021/)

Puppy Parade for Sexual Assault Awareness Month

[abc10up.com/2021/04/16/puppy-parade-for-sexual-assault-awareness-month/](http://abc10up.com/2021/04/16/puppy-parade-for-sexual-assault-awareness-month/)



Dial Help celebrates 50 years in Houghton

[www.uppermichiganssource.com/2021/01/01/dial-help-celebrates-50-years-in-houghton/](http://www.uppermichiganssource.com/2021/01/01/dial-help-celebrates-50-years-in-houghton/)



Announcing our 2021 Gala Partner!

[superiorhealthfoundation.org/2021/02/05/announcing-our-2021-gala-partner/](http://superiorhealthfoundation.org/2021/02/05/announcing-our-2021-gala-partner/)

## The Daily Mining Gazette

Support for families recovering from addiction

[www.mininggazette.com/news/local-news/2021/01/support-for-families-recovering-from-addiction/](http://www.mininggazette.com/news/local-news/2021/01/support-for-families-recovering-from-addiction/)

# VOLUNTEER AT DIAL HELP <sup>6</sup>

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

## DONATE FUNDS

**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)

## DONATE GOODS/SERVICES

Professional maintenance or cleaning services appreciated!



## DIAL HELP PROGRAMS

24/7 Crisis Line • Safety Net Program • ED Suicide Assessments  
Youth One-Stop • Prevention • In-Home Family Support • Victim Services  
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)