

# Fiscal Year 2020 Annual Report

October 1, 2019 - September 30, 2020



## Celebrating 50 Years of Service

2021 will mark the 50th anniversary of Dial Help. Due to COVID-19, our annual gala in April has been canceled, but we're still celebrating! Although the pandemic has created many difficulties, we're proud of the way our staff and volunteers found ways to offer services virtually, particularly to our young people through TOP Club and youth counseling. Our victim advocates have been especially busy, and our crisis line workers have been dedicated to working in-person during the pandemic.

If you'd like to support our services, a donation slip is included here. And thank you to those who donated for #GivingTuesday 2020 with Portage Health Foundation!



### Our Funders

97th District Court • Aspirus Keweenaw & Ontonagon Hospitals • City of Houghton Health Resources & Services Administration • US Food & Drug Administration  
Kenneth Ryan Clark Memorial Fund • Keweenaw Community Foundation • Michigan DHHS  
Michigan Tech University • 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

# Community Impact

**2,815**

Calls, Texts,  
IMs, Walk-Ins

**24/7 CRISIS LINE**

**111**

Individuals Served

**SAFETY NET PROGRAM**

**419**

Youth Served

**YOUTH ONE-STOP**

**2,128**

Individuals Served

**YOUTH-FOCUSED  
PREVENTION/PROGRAMS**

**215**

Individuals Served  
(76 families)

**FAMILY SUPPORT  
SERVICES**

**169**

Individuals Served

**VICTIM SERVICES**

**51**

Assessments Provided

**EMERGENCY ROOM  
SUICIDE ASSESSMENTS**

**46**

Individuals Served

**COMMUNITY  
EDUCATION**

**26**

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

### Assistant Director

Krissy Putz, 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  
Jeanette Dorh, MS  
Charlie Beer, BS  
Hannah Butkovich, AA

### Mental/Behavioral Health

Kara Eastling, LLPC  
Morgan Vallejo, MS, LLPC  
Natalie Morgan, LMSW  
Mandy Daniels, BA  
Andrew Kalcich, BS

### Victim Services

Virginia Lambert, MS  
Paige Setter-Hallwachs, BS  
Heather Saari, BA  
Kelly Engle, RN  
Heidi Hietala, RN

### Substance Use Disorder

Gail Ploe, BA  
Kassy Kallio

Crisis line staff not listed  
for confidentiality

# Donors & Volunteers

We're so grateful to those who supported Dial Help with donations during fiscal year 2020

## Champion Donors

Portage Health Foundation

## Patron Donors

KCF's Herman "Winks" Gundlach Fund  
James A. Ruppe Foundation  
Portage Lake District Library

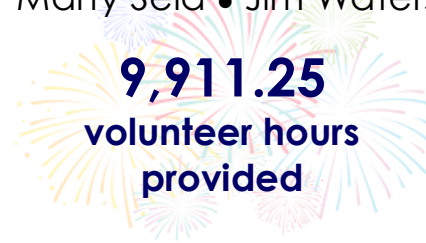
## In Memoriam Donations

Aaron "AC" Brooks

Find our other donors online @ [www.dialhelp.org/donors](http://www.dialhelp.org/donors)

Thank you volunteers for your dedication and support!

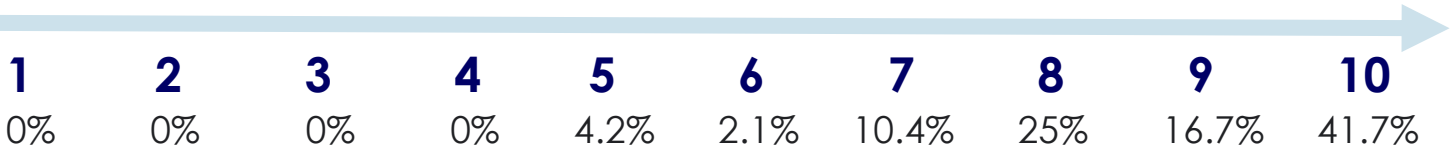
Lee Ann Anderson • Brooke Batterson  
Barb Braithwaite • Elise Brehob  
Susan Chastan • Alex Defer  
PJ Fish • Kallan Green  
Frank Hepola • Dewan Keeling  
Fern Malila • Benjamin Petrie  
Lauren Prepejchal • Melissa Santini  
Marty Seid • Jim Waters



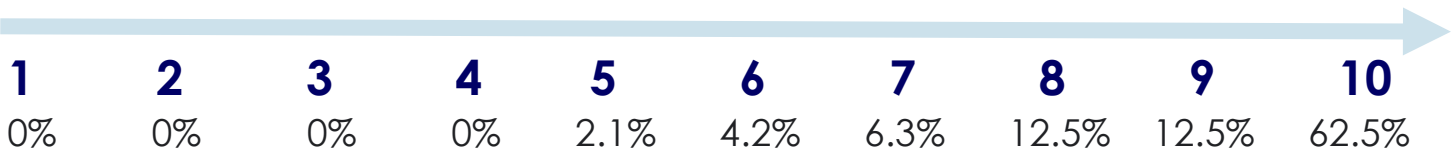
# Stakeholder Survey Highlights

**Out of 50 respondents, people heard of Dial Help over the last year from:**  
Annual/Quarterly Reports: 60% • Social media: 43% • DH presentation: 42%  
Friend, family, or co-worker: 34% • Newspaper ads or news stories: 20%

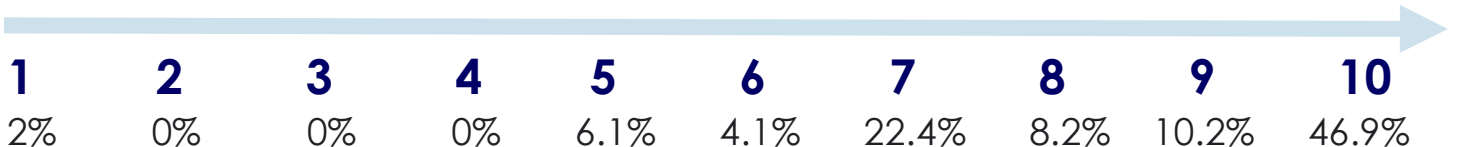
**Out of 48 respondents, people rated Dial Help's existing programs:**



**Out of 48 respondents, people rated Dial Help's ethical practices:**



**Out of 49 respondents, people rated Dial Help's stakeholder communication:**



1 = Extremely poor → 10 = Excellent

# Highlights from the Fiscal Year

## #GivingTuesday w/ Portage Health Foundation (Dec 2019)

Although #GivingTuesday 2020 was just a few weeks ago, it's last year's #GT that is part of this fiscal year. With many generous donations from the community and matching funds from PHF, \$29,555 was raised for Dial Help!

## Volunteer Wins Award (March 2020)

Melissa Santini has been a volunteer at Dial Help since 2015. This year, she was awarded Grow & Lead's UP Service Award for her dedication to the community. Melissa has answered over 800 crisis calls, and drives from Ontonagon to Houghton every week, rain, snow, or shine!



## Peer Recovery Coach Training Complete (March 2020)

Thank you to NorthCare Network and Beyond the Save for funding training. If you're interested in peer recovery coaching for substance misuse and live in the Copper Country, contact our crisis line to begin the process.



## Syringe Services Program (April 2020)

With the Western UP Health Department, we began hosting a harm reduction program to reduce the health risks associated with IV drug use and link participants to treatment services for recovery.

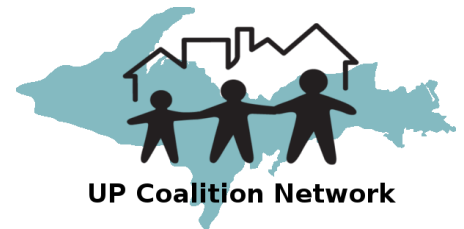


## Portage Lake District Library Summer Reading Program

PLDL's Summer Reading Program was sponsored by Portage Health Foundation. The program logged over 7,600 reading hours, raising \$1,604 through PHF for Dial Help. Thank you readers, PLDL, and PHF!

## Communities That Care (CTC) Coalitions (Summer/Fall 2020)

Our agency coordinates the Baraga County and Houghton/Keweenaw Communities That Care (CTC) coalitions. The #HKCTC held a revitalization meeting in July, and both coalitions participated in DHHS's Narcan Distribution Day on August 31. Both coalitions also held Suicide Prevention Month events.



### Billboards in Chassel & Lake Linden

Upper Great Lakes Family Health Centers put new billboards up to promote resources for those dealing with opioid misuse, including Dial Help. The billboards were funded by a HRSA R-CORP grant.

### Facing Addiction through Community Engagement (Sep 2020)

The Western UP Health Department was awarded a HRSA grant to address the needs for loved ones of those dealing with addiction, with Dial Help, KBIC, and Lac Vieux as partners.



### Child Advocacy Center Opens (Sep 2020)

Now providing support and services children under 18 who are severely or sexually abused. Funded by the Michigan DHHS.

**View our community partners online:**

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

# Resource Utilization

Budget Breakdown: October 1, 2019 - September 30, 2020					
Administrative	\$81,112	7%	Salaries & Wages	\$774,355	63%
Fundraising Costs	\$953	>1%	Tax & Benefits	\$78,005	6%
Program/Operating	\$286,806	23%	<b>Total Revenue: \$1,333,111</b> (Total Spent: \$1,221,321)		

**Fund Sources**

- 95.5% grants
- 4% donations of \$1,000+
- 0.4% donations of \$100 - \$999
- 0.08% donations under \$100

**Activities**

- Recruitment
- Training
- Retention
- Compliance
- Outreach
- Community collaboration
- Utilities/maintenance

**Services**

- Crisis intervention
- Youth prevention & counseling
- Victim response
- In-home family support
- Education

**Outcomes**

- Address trauma
- Lower stigma
- Access to care
- Stabilized families
- Healthier youth & adults

## Outreach



**DialHelp.org**  
4,400 unique hits



**@DialHelp**  
1,157 followers



**@DialHelp**  
289 followers



**@DialHelp**  
99 followers

### Other Outreach

**16,912**

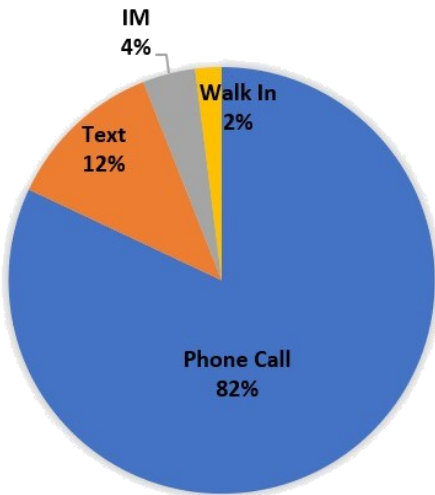
crisis line cards & magnets, brochures & flyers, TV & radio interviews, newspaper articles, newsletters, and more

### Classes

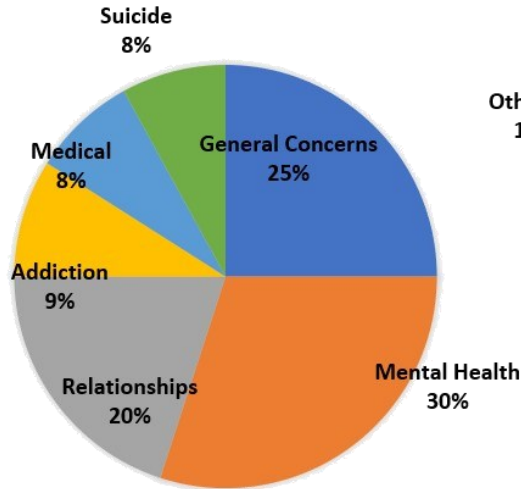
- Alcohol Highway Safety
- Anger Management
- Crisis Support 101
- Prevention Programming
- Nonviolent Relationship Program
- Victimization Response

# Crisis Hotline Statistics

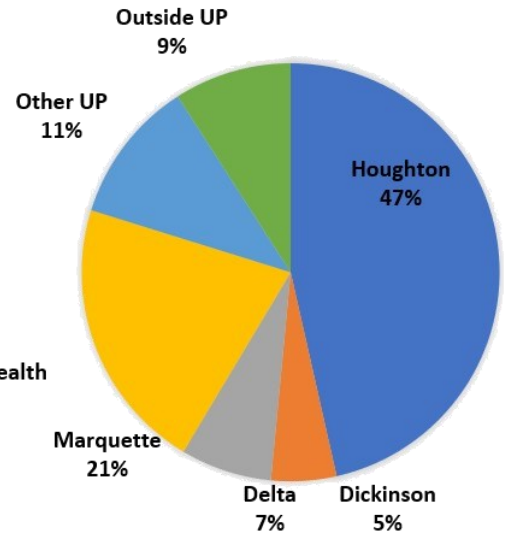
CRISIS CONTACTS



TOP PRESENTING ISSUES



TOP COUNTY CONTACTS



**261** referrals provided

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

**450** contacts in October (highest month)



**627** National Suicide Prevention Lifeline calls

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

Business Line: 906-482-9077  
Fax: 906-482-2502

# FY2020 ANNUAL REPORT

**NONPROFIT  
ORGANIZATION**

U.S. Postage Paid

**HOUGHTON, MI**

Permit No. 9



### **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.

## **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



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