

Fiscal Year 2021 Annual Report

October 1, 2020 - September 30, 2021



Hiring for Multiple Positions in the New Year

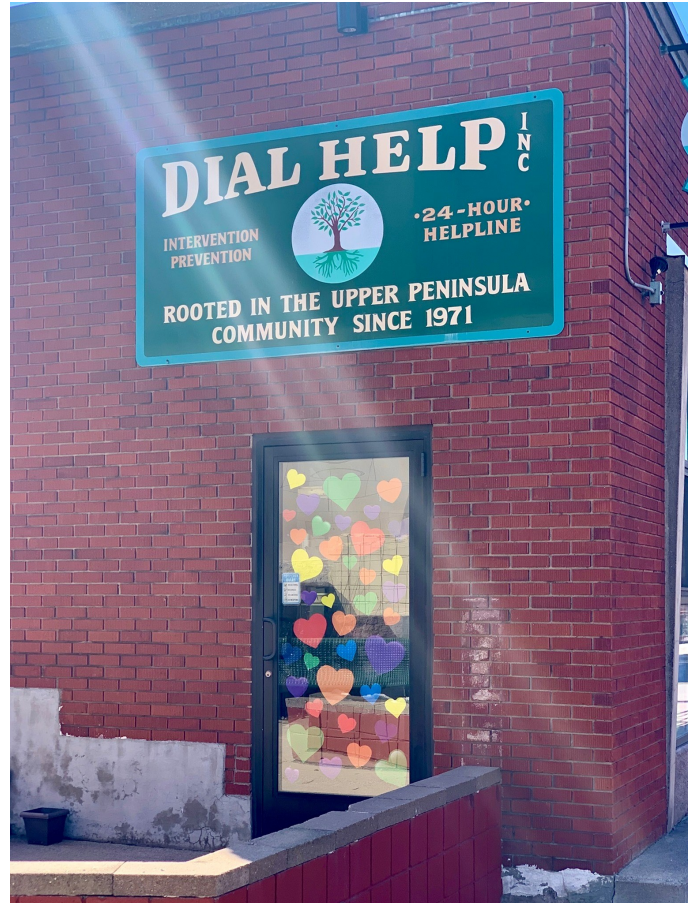
Our agency will be hiring new staff to fill a variety of roles. Benefits include health insurance (with dental and vision), life insurance, retirement, wellness program, PTO (paid time off) and holidays.

We are seeking a youth counselor, clinical supervisor, after-school group facilitator, and human trafficking/sexual assault expert.

To work at Dial Help, you must:

- Pass a background check
- Provide a DHHS central registry check
- Undergo finger-printing if you have lived outside Michigan in the past five years
- Complete 60 hours of crisis intervention training after hire
- Complete a six-month probationary period

Learn more at www.dialhelp.org/careers.



Our Funders

Aspirus Keweenaw & Ontonagon Hospitals • Food & Drug Administration • Health Resources & Services Administration
Kenneth Ryan Clark Memorial Fund • Keweenaw Community Foundation • MI DHHS • MI DHHS Division of Victim Services
Michigan Tech University • MI Sheriff's Association • National Suicide Prevention Lifeline • NorthCare Network • Portage Health Foundation • Superior Health Foundation • United Way of Marquette County • UP Health Systems Portage & Marquette

Community Impact

2,627

Calls, Texts,
IMs, Walk-Ins

24/7 CRISIS LINE

115

Individuals Served

SAFETY NET PROGRAM

175

Youth Served

YOUTH ONE-STOP

527

Individuals Served

**YOUTH-FOCUSED
PREVENTION/PROGRAMS**

272

Individuals Served
(**81 families**)

**FAMILY SUPPORT
SERVICES**

162

Individuals Served

VICTIM SERVICES

69

Individuals Served

**CHILD ADVOCACY
CENTER**

45

Assessments Provided

**EMERGENCY ROOM
SUICIDE ASSESSMENTS**

7

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

Position Vacant

Grant Writer/ Compliance Manager

Ginny Machiela, BS

Executive Assistant

Heidi Ek, AA

Prevention Services

Krissy Martens, MS

Amy Baker, BS

Jeanette Dorh, MS

Lisa Simpson

Jacob Oom, BS

Mental/Behavioral Health

Morgan Vallejo, MS, LLPC

Mandy Daniels, BA

Ashley Bakewell

Victim Services

Virginia Lambert, MS

Paige Setter-Hallwachs, BS

Heather Saari, MS

Heidi Hietala, RN

Substance Use Disorder

Kassy Kallio, Certified
Peer Recovery Coach

Crisis line staff not listed
for confidentiality

Donors & Volunteers

We're so grateful to those who supported Dial Help with donations during fiscal year 2021

Champion Donors

Portage Health Foundation
Donna Cole

Patron Donors

Jan Handler
Carol Hocking

#GivingTuesday and other donors listed online at www.dialhelp.org/donors

Thank you volunteers for your dedication and support!

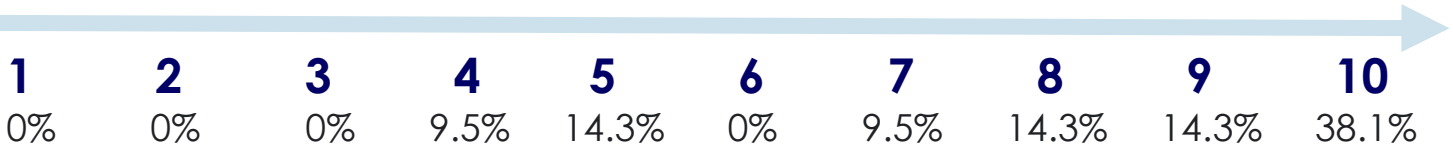
Lee Ann Anderson • Barb Braithwaite
Susan Chastan • PJ Fish
Christian Johnson • Declan King
Fern Malila • Julie Overmeyer
Lauren Prepejchal • Sam Raber
Melissa Santini • Jim Waters



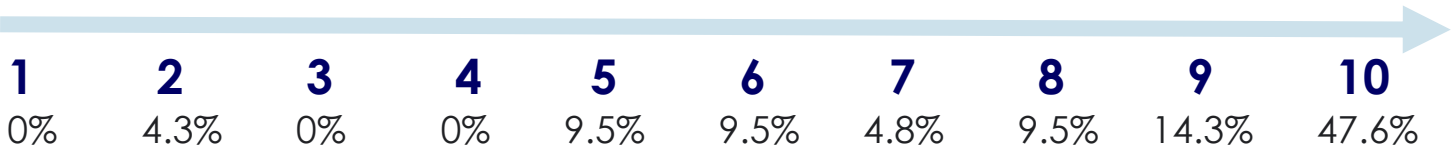
Stakeholder Survey Highlights

Out of 22 respondents, people heard about Dial Help over the last year from:
Social media: 68.2% • Quarterly/Annual Reports: 27.3% • TV ad/news: 22.7%
Friend, family, or co-worker: 22.7% • Radio/newspaper ads/stories: 18.2%

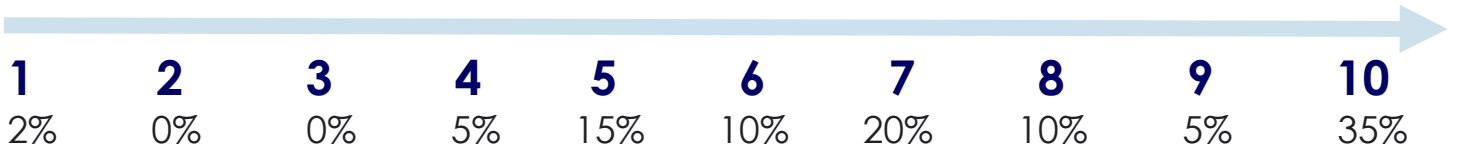
Out of 21 respondents, people rated* Dial Help's existing programs:



Out of 21 respondents, people rated* Dial Help's ethical practices:



Out of 20 respondents, people rated* Dial Help's stakeholder communication:



1 = Extremely poor → 10 = Excellent

Highlights from the Fiscal Year

Beyond the Save Awareness Commercials (February 2021)

Our agency is part of the Beyond the Save consortium addressing Opioid Use Disorder in the UP. Our staff led a subcommittee that produced a dozen commercials to raise awareness of this issue. Keep your eyes peeled — they will continue airing on TV6 through March of 2022.

Assault Awareness (April 2021)

Our Victim Services staff (right) participated in national Sexual Assault Awareness Month with virtual events and a puppy parade. Search the hashtag #CopperCountrySAAM for more info and pictures.



Harm Reduction for Substance Use Disorder (August 2021)

Dial Help, Houghton/Keweenaw CTC, and Western UP Health Department collaborated to distribute Narcan (provided by DHHS) in the community for Overdose Awareness Day. Our agency also received a donation of Detera drug deactivation kits from AmerisourceBergen Foundation, which we provided to all CTCs in the UP to distribute along with the Narcan doses. These kits allow for safe disposal of prescription opioids and other drugs at home.

Child Advocacy Center One Year Anniversary (Sept 2021)

Thank you to our partners in serving youth victims of sexual and physical abuse: Keweenaw County Sheriff, Houghton County Sheriff, Laurium PD, Lake Linden PD, Houghton City PD, Hancock PD, Houghton Co. Prosecutor, Keweenaw Co. Prosecutor, DHHS/CPS, Dr. Michelle Seguin, CCMH therapists, Western UP Health Department, and Michigan State Police - Calumet Post.

FACE Project (September 2021)

As part of the Facing Addiction through Community Engagement (FACE) project, we helped bring Judge Linda Davis to the UP to talk about the impact of substance use on families. Find resources at www.906face.com.



Superior Health Foundation Gala (September 2021)

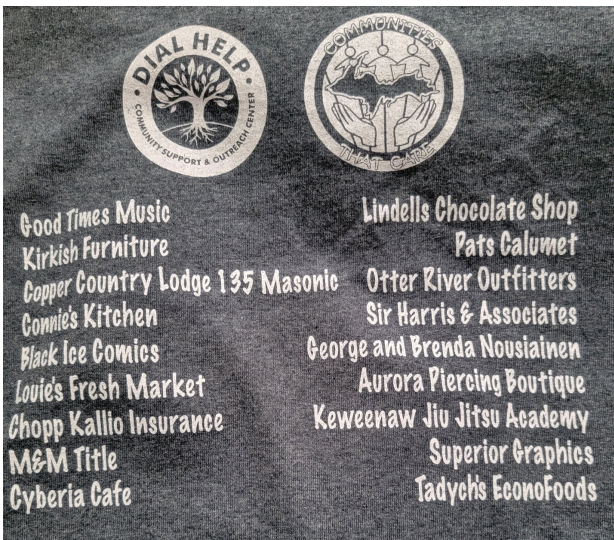
We were honored to be selected as the 2021 SHF Gala Partner. We received over \$10,000 from this event, which we provided to CTC coalitions across the UP to support youth-focused prevention efforts.



HKCTC Suicide Prevention Walk (September 2021)

The Houghton/Keweenaw CTC (coordinated by Dial Help) held their Fifth Annual Suicide Prevention Walk in Houghton. 160 people attended to show their support and raise awareness of risk factors and resources for help.

Special thanks to everyone who volunteered: Carolyn Bruchman, Braydon Krans, Liisa Ylitalo, Irene Laramore, Everest Leach, Ema Schneiderhan, Liam Sullivan, Waylon Spelich, Trevor Wiimers, Benjamin Jackson, Claire Filpus, Katie Gaff, Kaci Dewar, Kristen Hermanson, Emilee Deforge, Antoinette Tuttle, Quinn Fontaine, Mikko Salmi, Alex Usitalo, Latham Salmi, Damian Tuttle, Christian Johnson, Erica Aho, Ty Crisman, Sierra Solomonson, Richard Simpson, and Derek Saari.



Left: This year's t-shirt listing sponsors—Right: Getting ready to start the walk

View our community partners online:
www.dialhelp.org/partners

Resource Utilization

Budget Breakdown: October 1, 2020 - September 30, 2021					
Administrative	\$92,354	8.9%	Salaries & Wages	\$639,938	62.2%
Fundraising Costs	\$601	<1%	Tax & Benefits	\$88,420	8.6%
Program/Operating	\$207,962	20.2%	Total Revenue: \$1,100,591 (Total Spent: \$1,029,275)		

Fund Sources

- 94.7% Federal, State, and local grants
- 3% Giving Tuesday donations
- 2.3% other donations

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
2,800 unique hits



@DialHelp
1,239 followers



@DialHelp
376 followers



Media Outreach
50 articles/stories

Other Outreach

Email dial.help@dialhelp.org to request free materials:

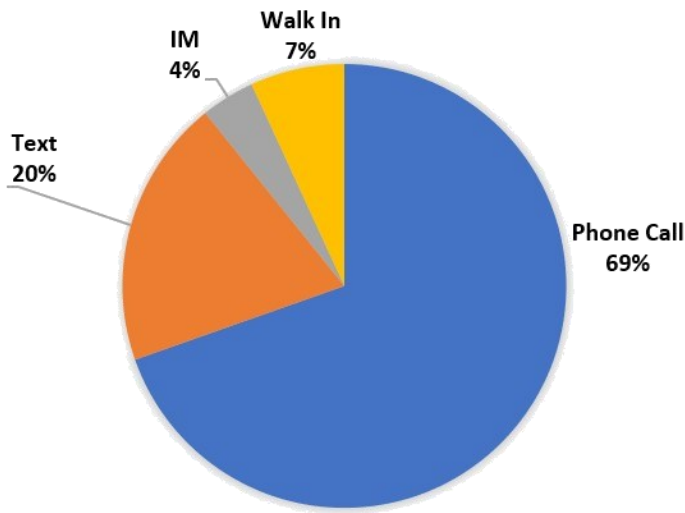
Crisis line cards and magnets, program flyers, youth safety planning cards, crisis line magnets for youth

Available Classes

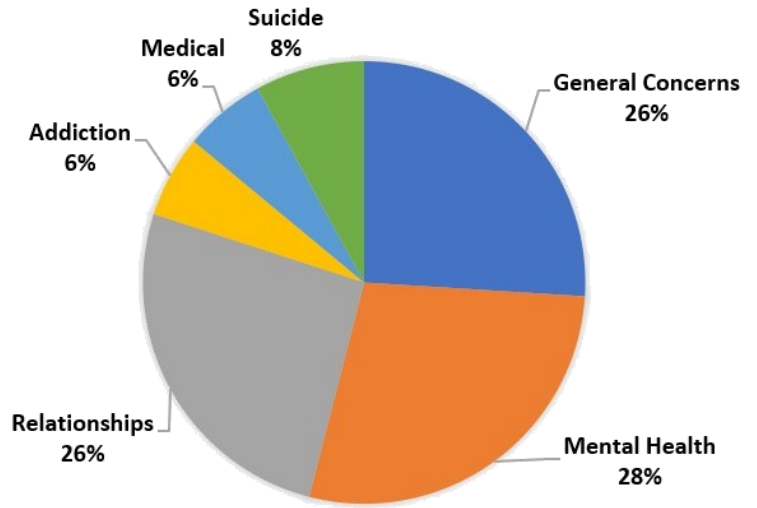
- Botvin's Lifeskills
- Guiding Good Choices
- Toward No Drug Use
- Crisis Support 101
- Suicide Prevention
- Victimization Response
- Human Trafficking Prevention
- Awareness/Program Presentations

Crisis Hotline Statistics

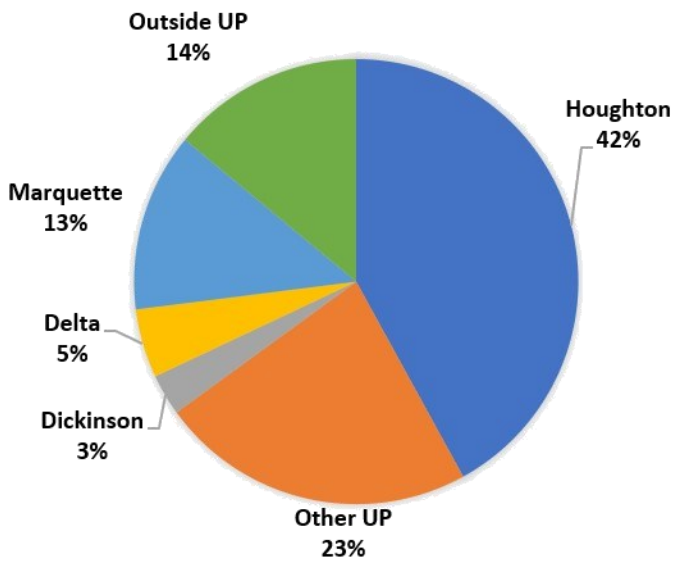
CRISIS CONTACTS



TOP PRESENTING ISSUES



TOP COUNTY CONTACTS



408 referrals provided

225 contacts in July (lowest month)

406 contacts in October (highest month)

563 National Suicide Prevention Lifeline calls

PROUD MEMBER OF



International Council for
HELPLINES



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

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

FY2021 ANNUAL REPORT

**NONPROFIT
ORGANIZATION**

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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 "support, encourage, and empower all" 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

Serving the Upper Peninsula since 1971



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