



FirstLink

Our Values



Diversity

-We recognize that all people have time and talents to share, and that communities are strengthened when people connect through volunteer services.

Collaboration

-We realize that we are at our best when we collaborate.

Excellence

-We commit to implementing innovative and effective strategies, holding ourselves accountable for results, and sharing our knowledge and best practices with others.

Together, we can make a difference!

Our History



- 1968 – Incorporation (Community Resources, Inc.)
- 1983 – Merged into the programs that are now FirstLink
- 1998 – FirstLink formed- changed the name from Community Resources, Inc. to FirstLink
- 2009 – FirstLink became accredited by the Alliance of Information and Referral Systems
- 2010 – FirstLink became the 2-1-1 designee for the state of North Dakota and Clay County, Minnesota
- 2012 – FirstLink begin the Suicide Follow Up Call Program

Our Programs

**Volunteer Network
Information and Crisis Services**





Our Mission and Vision

Mission: to assist people in identifying, accessing, and making effective use of community and volunteer resources

Vision: to be the first link in linking people and resources 24 hours a day

ICS



24 Hour Telephone Services

- o FirstLink 2-1-1 Helpline
- o After-Hours Crisis Line
- o National Suicide Prevention Lifeline (NSPL)

Suicide Support Services

- o Suicide Follow-up Call Program
- o Suicide Education Outreach in the schools
- o Suicide Prevention Trainings including ASIST

211 Helpline

Dial 2-1-1 or 701-235-SEEK (7335)

Free telephone service available 24 hours a day.

Listening and Support- Provides a supportive, non-judgmental listening ear to anyone in need of support.

Information and Referral about Health and Human Services.

Nonprofit Organizations and Government Agencies

Available to North Dakota and Clay County, Minnes





Role Play

Call scenarios

Community Resources

Contains thousands of different programs, nonprofits, and government agencies

Each entry includes a brief program description, contact information, eligibility requirements, fees and office hours

Viewable online:

-www.myfirstlink.org

-Click: Community Resources

Community Resources

- Abuse/Assault
- Addiction
- Basic Needs
- Disability
- Disaster Assistance
- Emergency Shelter
- Employment
- Faith Communities
- Financial Assistance
- Food Assistance
- Gambling
- Grief
- Healthcare
- Libraries
- Mental Health
- Military Support
- Parenting
- Recreation
- Senior Centers
- Substance Abuse
- Suicide
- Support Groups
- Transportation
- Volunteer Opportunities
- Youth
- AND MUCH MORE!!



Offering a Helping Hand

When someone who you know has run out of places to turn, tell them to dial 211.

Every ten minutes FirstLink answers a phone call from a North Dakotan who needs our help.

We listen, we support, we connect.

Suicide Lifeline

1-800-273-TALK (8255)

- Connected to national network of crisis centers so no call goes unanswered
- Help those who are having thoughts of suicide or who have a concern about someone
- Only crisis center in North Dakota to answer NSPL calls



ICS Statistics



Total ICS Calls: 48,697

Total Resources Given: 16,456

Total Suicide-Related Calls: 2,057

Contacted Dispatch/Law Enforcement : 49

Suicide Education

Provided since 1996

- Primarily serves 7th-12th grade students in Fargo and West Fargo, but is also available for other groups in Cass and Clay counties
- Students are trained on suicide statistics, risk factors, warning signs, and resources for help. (curriculum adapted from The Jason Foundation, Inc.)
- On average 2,500 local students participate each year

Personal Development

Suicide Talk:

This training focuses on the question “Should we talk about suicide?” Session members can discover beliefs about suicide in their communities and in themselves. (90 minutes - half day)

safeTALK:

Participants will learn to apply the 4-step TALK process to connect a person with thoughts of suicide to a trained caregiver. (4 hours)

ASIST (Applied Suicide Intervention Skills Training):

ASIST enhances skills to intervene when a person is at risk of suicide by teaching an intervention model called the Pathway to Assisting Life. (2 full days)

MHFA (Mental Health First Aid):

MHFA is an interactive course that teaches you how to help someone who is developing a mental health problem or experiencing a mental health crisis. (8 hours)

Personal Development

YMHFA (Youth Mental Health First Aid):

YMHFA is an interactive course that teaches how to help an adolescent (age 12-18) who is developing a mental health problem or experiencing a mental health crisis. (8 hours)

Community Resources:

Describes the variety of local resources that are available in the community and how to access the information 24-hours a day. (1 hour)

Active Listening:

Focuses on the transferrable skill of active listening. This topic can be a general topic or be tailored to a current need in your workplace. (1 hour)

Noteworthy Customers:

Businesses may be challenged by requests from people asking for support beyond the services provided. Common requests for this presentation have been from businesses who are receiving multiple interactions from callers with mental illness. (1 hour)

Resilience and Self-Care:

Highlights 5 main things every employee can do to develop and grow resilience, develop a self-care plan and avoid burnout. (1 hour)

Disaster Assistance



During a disaster FirstLink coordinates...

- local cities' and counties' volunteers
- several check-in sites for volunteers
- volunteers who will answer the disaster hotlines Including Child Abduction Response Team (CART) tipline
- dissemination of information from authorities to community members

Volunteer Network



North Dakota Volunteer Highlights

28.9% of residents volunteer ranking ND 20th in the Nation for volunteerism
Down from 12th in 2011
12.9 million hours of service
\$290.2 Million dollars of service contributed
68.9% engage in informal types of volunteering
Example: Helping a neighbor

North Dakota volunteer time is calculated at \$23.92 per hour

Companies with employee volunteer programs can contribute greatly to the local nonprofit community

Volunteeringinamerica.gov, rates from 2013

Our Mission

1. Connects volunteers with opportunities to serve
2. Provides professional volunteer management trainings
3. Promotes all volunteer efforts
4. Be the crucial link in connecting nonprofits, businesses, and community members together to improve overall volunteerism



Connect Volunteers

- Email and social media marketing
- Nonprofit and volunteer fairs
- *Giving Tree of Hope/Connection Fair*
- *You Are Needed* ads
- Service days
- Websites





Nonprofit and Volunteer Fairs

Help coordinate nonprofit fairs at NDSU, MSUM, UND, and FM RedHawks game each year.

Great opportunity for community members to meet nonprofits and learn about their volunteer opportunities.

Giving Tree of Hope and Toys For Tots

- Offers assistance to those in need during the holiday season (children and adults with special needs)
- Coordinates the collection and distribution of new donated holiday gifts to meet the needs of individuals in the Cass-Clay community
- Provides volunteers with opportunities to serve



Statistics



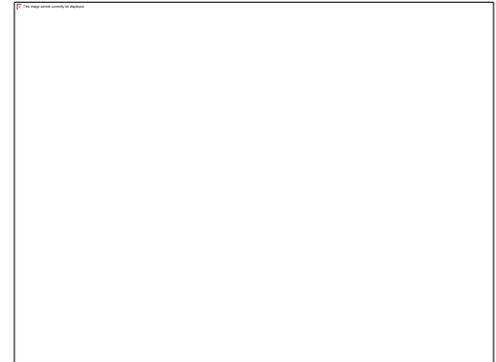
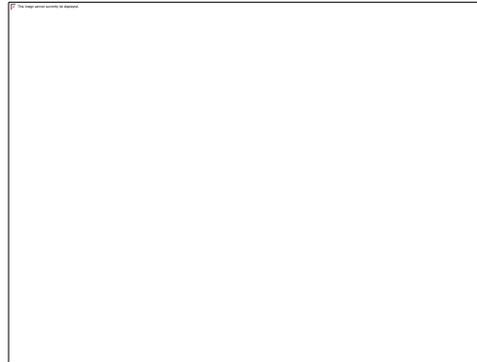
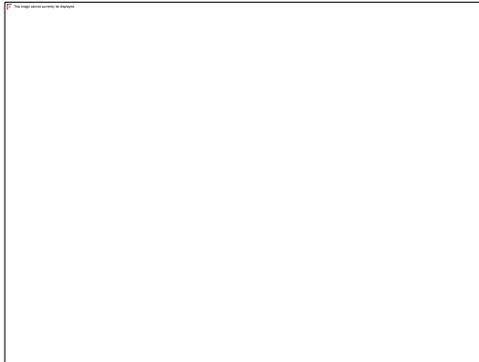
- **10,468 gifts** were collected
- **3,057 individuals** received gifts within 1,182 families.
- **524 gifts** given to clients lacking transportation through agencies
- **6,857 gifts** were donated to various nonprofits.
- **63** businesses and churches throughout our community were Giving Tree of Hope sponsors.

Community Volunteer Workshop

Largest volunteer conference in North Dakota

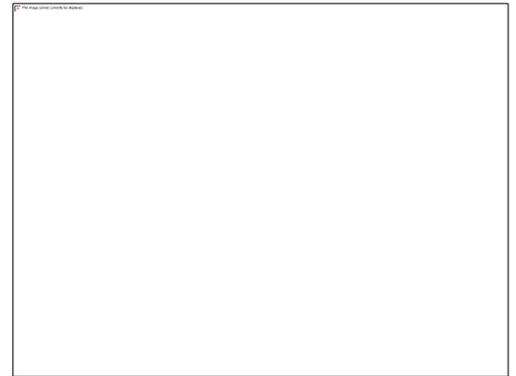
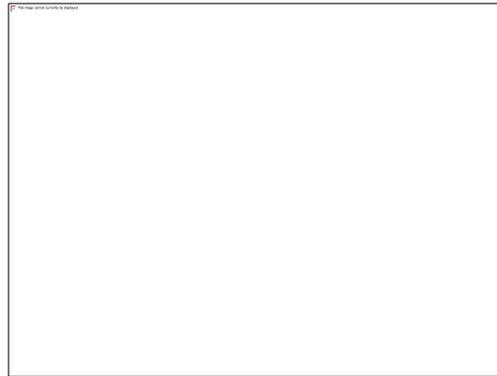
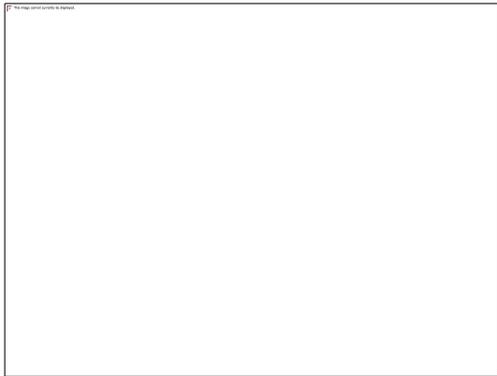
A full day training for volunteer coordinators and community members

This workshop meets a critical need of lack of volunteer management resources in ND.



Volunteer Appreciation Night

Largest volunteer appreciation event in ND
Partnership with the Fargo/Moorhead RedHawks
Features a nonprofit fair and ice cream social





Business Volunteering

Help connect employees with opportunities to serve.
Set up service opportunities both large and small
Train employees how to find opportunities
Connect a businesses with nonprofit partners



Volunteer Role Play

Find your passion



Identify Partner Organization

Think about organizations that you already know

Talk with friends/family

Connect with a volunteer center like FirstLink

Check out online resources like impactgiveback.org

Determine Fit

Depending on length of volunteer time

Which opportunities fit best with your company's mission?

Rate the opportunities you've found

Find your passion

Get to know the organization

Look beyond their posted opportunities
What does that organization do in your community
Reach out to the organization
Ask some more detailed questions about their posted opportunities

Decision Time

Select the opportunity that looks like it will be the best fit for your employees
Once you find an organization that you're passionate about staying involved will be easy!

[Idealist.org](https://www.idealist.org)



Find your passion

Serve on a Board of Directors

Skills based volunteering

Be a mentor

Volunteer with family

One time events vs. long term

Use your skills to build stronger nonprofits: social media/marketing, finance, management, HR, legal, etc.



Employee Volunteer Programs

Volunteering creates a sense of purpose: People want to feel like they're doing something good

Increase Employee Retention: Employees want a workplace that allows them to give back

Volunteering builds good leaders: More confident leaders throughout the organization

Promotes employee wellness

*Volunteermatch.org/volunteeringiscsr/2014/09/10/how-corporate-volunteer-programs-increase-employee-engagement/



Individualized Training

Can provide one on one training to any nonprofit struggling with volunteer management.

Utilize a training series licensed from Energize Inc. “Training a Busy Staff to Succeed with Volunteers”

This comes with 12 different training topics

If you're out of FirstLink's coverage area you can connect with a local serveYES!



Volunteer Website

- [Impactgiveback.org](https://impactgiveback.org)
- Impact Foundation and FirstLink partner to bring North Dakota and Western Minnesota this community resource.
- Gives FirstLink the opportunity to focus on promoting and teaching others how to use the site.



Volunteer Website

Local, centralized place to find volunteer opportunities

Have an organized place to direct callers and training participants

Ability to connect volunteers with their motivation for volunteering

Able to see what nonprofits are in our community

Volunteer Website

Visit www.myfirstlink.org and click on the blue rectangle titled, “Volunteer”

Once you are brought to FirstLink’s volunteer website with Impact Foundation, scroll down to see hundreds of diverse volunteer opportunities



Volunteer Website



[About Us](#) | [Services](#) | [Get Involved](#) | [Contact Us](#) | [Search](#)

Our Community Relies On You To Make A Difference

[GET INVOLVED](#)

[VOLUNTEER](#)

[NON-PROFITS IN NEED](#)

[COMMUNITY RESOURCES](#)

CONNECT WITH FIRSTLINK



CONTACT US

24 Hour Helpline

2-1-1 or 701-235-7335 (SEEK)

24 Hour Suicide Lifeline

800-273-8255 (TALK)

FirstLink

701-293-6462 Toll Free: 888-293-6462 Fax: 701-235-2476

Our Statistics

- Spoke to 1,100 participants about volunteerism
- Provided volunteer management and leadership trainings for 309 participants
- Connected about 2,688 volunteers with volunteer opportunities

Volunteer Website Stats

- 188 new opportunities were posted
- 466 new volunteers signed up for opportunities
- 1,352 new volunteer hours were tracked

Questions



24 Hour Helpline:

2-1-1 or 701-235-7335 (SEEK)

NSPL (National Suicide Prevention Lifeline): **1-800-273-8255 (TALK)**

Website:

www.myfirstlink.org

Facebook: **www.facebook.com/myfirstlink**

Twitter: **twitter.com/myfirstlink_org**

Blog: **myfirstlink.areavoices.com**

Youtube: **www.youtube.com/user/myfirstlink**

Pinterest: **pinterest.com/firstlink**