ANNUAL REPORT
2014
FROM THE PRESIDENT

This is always an opportunity for me to reflect on the past year and to consider what lies ahead for the agency. There is no doubt about the fact that the agency has been faced with a number of challenges; primarily the need for volunteers and the need to strengthen our financial position. These concerns are not unique to Contact. Many of the local agencies are struggling with the same issues. I know that we have been addressing these issues throughout the year and through everyone’s efforts, we have been able to stay the course. It is expected that these challenges will be with us for some time into the new year. And so now, more than ever, we need to be supporting Contact in any way that we can. We need to be ready to go the extra mile. We need to remain positive and optimistically look towards a brighter future. But above all else we need to remain strong; CONTACT STRONG.

David Herron
President of the Board

FROM THE DIRECTOR

This has been an extremely demanding year. Our Crisis Helplines remained staffed 24/7 through a Herculean effort on the part of our Office Manager and our extraordinary Volunteers, but we are impacted by a seriously reduced volunteer base. The labors of our Board, Advisory Council and Staff increased our fundraising revenue by 34% and our contributions by a whopping 203%, but the loss of funding in significant areas is still acute. As the critical need for financial support and volunteers has intensified, we continue to explore whatever possibilities exist to support this wonderful organization and to maintain our mission of crisis intervention. Last year alone, we carried out 160 life-saving interventions. 160! CONTACT was there to respond when these people in crisis needed help, regardless of day or time. I thank each and every one of you for saving those lives—it was your financial support and the contribution of your precious time that made it possible. One of our volunteers said it best—We are always there for our clients. Always.

Theresa M. Tobey
Executive Director
**OUR VISION**
To reduce suffering within our community by helping those in need to address their emotional, physical and mental issues more effectively.

**OUR MISSION**
Dedicated to meeting the needs of the community by providing compassionate, non-judgmental, confidential, quality 24/7 crisis helpline support, resources, educational programs and related services.

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<tr>
<th><strong>Board of Directors</strong></th>
<th><strong>Office Staff</strong></th>
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<tr>
<td>David Herron, President</td>
<td>Theresa M. Tobey</td>
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<tr>
<td>Management Consultant</td>
<td>Executive Director</td>
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<tr>
<td>Terry Mulligan, Vice-President</td>
<td>Dori Audette</td>
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<tr>
<td>Alaimo Group/Deerwood Country Club</td>
<td>Office Manager</td>
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<tr>
<td>Kathleen Hiltner, Secretary</td>
<td>Rena Milligan</td>
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<tr>
<td>Liberty Bell Bank</td>
<td>Training Coordinator</td>
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<td>Don Patrick, Treasurer</td>
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<td>Bowman &amp; Company</td>
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<td></td>
<td>Sandra Capano</td>
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<td></td>
<td>TeenLine/KidsLine Director</td>
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<td>Julia Brines</td>
<td>Linda D’Amico</td>
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<tr>
<td>Liberty Bell Bank</td>
<td>PetFriends Director</td>
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<tr>
<td>Emily Capella</td>
<td>Susan Kaczinski</td>
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<tr>
<td>Educator</td>
<td>Reassurance Director</td>
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<td>Angelique Flynn</td>
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<td>Independent Associate</td>
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<tr>
<td>Mark Godofsky</td>
<td>Jillian Kotarski</td>
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<tr>
<td>Surety Title</td>
<td>Sexual Assault Services Director</td>
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<tr>
<td>Suzanne M. Kourlesis, Esq.</td>
<td>Kim McCaffery</td>
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<tr>
<td>Baxter &amp; Kourlesis, P.C.</td>
<td>SAS Senior Prevention Coordinator</td>
</tr>
<tr>
<td>Michelle Johnson</td>
<td>Sarah Bear</td>
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<tr>
<td>Deborah Heart &amp; Lung Center</td>
<td>SAS Prevention Coordinator</td>
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<tr>
<td>Patricia Metoyer</td>
<td>Dora Peters</td>
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<tr>
<td>Nurse Practitioner</td>
<td>SAS Prevention Educator</td>
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<tr>
<td>Sandra K. Parker</td>
<td>Debbie Raroha</td>
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<tr>
<td>Travel Agent</td>
<td>SAS Direct Services Coordinator</td>
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<tr>
<td>Elizabeth Rodgers</td>
<td>Victim Advocate</td>
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<td>Social Work Administrator, Retired</td>
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<tr>
<td>Thomas Seely</td>
<td>Cherie O’Neill Tittermary</td>
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<tr>
<td>Investment Advisor</td>
<td>SAS Counseling Supervisor</td>
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<tr>
<td>Jennifer Segelken</td>
<td>Jennifer Helinski</td>
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<td>YMCA Burlington &amp; Camden Counties</td>
<td>SAS Counselor</td>
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<tr>
<td>Robert B. Worley</td>
<td>Kathi DiNicola</td>
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<tr>
<td>Republic Bank</td>
<td>SAS Victim Advocate</td>
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In the winter of 1971, a small group met in Moorestown, NJ to talk about the problems in their community. The meeting brought together people asking a simple question: “What can we do to make a difference—how can we respond to the needs of our community?” Convinced that people who care can make a difference, the group initiated CONTACT of Burlington County, a 24/7 Helpline staffed by trained volunteers. On July 2, 1972 the first phone call was answered, “Hello, this is CONTACT. May I help you?”

Forty-two years later, dedicated to our vision of reducing suffering within our community by helping those in need to address their emotional, physical and mental issues more effectively, CONTACT continues to provide 24/7 Crisis Helplines to some of the most vulnerable people in our community...all day, every day, free of charge. Offering compassionate support when people need it most, CONTACT provides assistance to access available services and a non-judgmental, empathetic ear for those who are lonely, isolated and in need. Personal response, from volunteers trained in active listening and crisis intervention skills, is available around-the-clock, 365 days a year.

With our 24/7 Crisis Helpline as our focus, services now include the Reassurance program with at-home volunteers making daily “care-calls” to homebound clients (primarily the frail elderly); TeenLine, a peer helpline for and by teenagers; KidsLine, a warmline for the elementary school child; PetFriends, grief support for pet owners and Sexual Assault Services offering community Prevention Education and Direct Services to victims (e.g. hospital/police accompaniments and specialized crisis counseling). CONTACT also maintains a comprehensive database of local Community Resources and other referrals in the State of New Jersey that serve Burlington County. CONTACT also provides our community with Outreach & Education on its services and presentations on violence and suicide prevention.

In Burlington County, CONTACT serves as the designated provider for the National Suicide Prevention Lifeline (NSPL) and the Rape, Abuse, Incest National Network (RAINN).

CONTACT of Burlington County is a 501(c)3 non-profit accredited by CONTACT USA. Our last site visit awarded the agency a score of 211 out of a possible 219 points. Our accreditation is recognized by the National Suicide Prevention Lifeline as well as other national and state entities. Many of our Helpline Volunteers hold individual national certification as Crisis Hotline Specialists.

At the heart of all our services are dedicated, trained volunteers. Adult volunteers serve on our Crisis Helplines, in our Reassurance Program and as Victim Advocates in our Sexual Assault Services program. Teen volunteers answer our TeenLine. Caring is essential but no experience is necessary; accredited training is provided in all volunteer areas.

The community of Burlington County has supported us all the way. The volunteer spirit continues to bring caring people into our training classes. The faith based community supported our mission from the beginning and remains a staunch ally. The Burlington County Freeholders saw value in our service years ago and provided our first stable funding. United Way, recognizing that CONTACT is truly a community agency, has provided ongoing support. To our funders who offer financial support, to our volunteers who donate their valuable time and to all who support CONTACT in any way, we are truly grateful.

Since 1972, Contact has answered over 1,000,000 calls for help!
AFFILIATIONS

CONTACT is a member of and/or the local designated provider for these national entities...

CONTACT USA (CUSA)
CONTACT USA is a network of crisis intervention centers across the nation. Conceived in 1967 as a response to the growing social issues of a changing nation, CONTACT has evolved into a network of over 50 centers in 20 states, exploring new ways in which to serve local communities. CUSA provides national accreditation to crisis agencies and individual national certification for Crisis Hotline Specialists. Crisis Centers are often the initial link in the human service chain. Many health and social service organizations use CONTACT to handle their after-hours calls and also as their first step for clients entering their programs.

NATIONAL SUICIDE PREVENTION LIFELINE (NSPL)
The National Suicide Prevention Lifeline is a 24-hour, toll-free, confidential suicide prevention hotline available to anyone in suicidal crisis or emotional distress. Calls to 1-800-273-TALK and 1-800-SUICIDE are routed to the nearest crisis center in our national network of more than 150 crisis centers. Lifeline’s national network of local centers provide crisis counseling and mental health referrals to all along with special suicide prevention services for U.S. military veterans.

RAPE, ABUSE, INCEST NATIONAL NETWORK (RAINN)
At any given moment, trained volunteers are on duty and available to help victims at affiliated crisis centers across the country. When a caller dials the National Sexual Assault Hotline 1-800-656-HOPE, the call is instantaneously connected to the nearest local member center.

AMERICAN ASSOCIATION OF SUICIDOLOGY (AAS)
AAS is a membership organization for those involved in suicide prevention and intervention. AAS is a leader in scientific and programmatic efforts for suicide prevention through research, education and training, development of standards and resources, and survivor support services.

ALLIANCE OF INFORMATION AND REFERRAL SYSTEMS (AIRS)
The Alliance of Information and Referral Systems is the professional association for over 1,200 community Information and Referral providers, primarily in the United States and Canada, helping to bring people and services together for over 35 years.
CONTACT provides a continuum of service... from the elementary school child to the vulnerable elderly.

CRISIS HELPLINE
Immediate 24|7 access to telephone support and crisis intervention to anyone in need of guidance, comfort or emergency help including after-hours emergency shelter response and local response for National Suicide Prevention Lifeline.

INFORMATION AND REFERRAL
Immediate 24|7 access to community resources through an extensive up-to-date database on human and social services available in Burlington County and surrounding areas.

PETFRIENDS
A 24|7 statewide grief support helpline, offering information and referrals to people mourning or anticipating the loss of a pet through death or any other kind of separation.

REASSURANCE
A daily "care-call" by an at-home volunteer to verify the well-being of a homebound person living alone, primarily serves the elderly and assists in maintaining independence in the community.

SEXUAL ASSAULT SERVICES
Direct Services to victims of sexual assault. CONTACT’s 24|7 Crisis Helpline is the point of entry. Response is provided by specially trained confidential advocates who offer hospital, police and court accompaniments and support by telephone. Specialized crisis counseling for victims and their families is available. Prevention Education assists schools, agencies and the Burlington County community in developing skills to promote equity and prevent violence.

TEENLINE
A safe place where teens can talk to other teens about the stresses in their lives and discuss positive ways to manage those stresses. Trained TeenLine volunteers provide peer response.

KIDSLINE
A “warmline” for elementary school children, a place where children can call if they are home alone, lonely, scared or just need to talk to someone. “Out of harm’s way” intervention if needed.

OUTREACH AND EDUCATION
Presentations are available to Burlington County schools, groups, organizations and businesses.

Helping the people of Burlington County and beyond. Since 1972.
YEAR IN REVIEW

HURRICANE SANDY IMPACT
It is now almost two years since Hurricane Sandy hit our coast, but many residents in New Jersey and other states are still struggling in its aftermath. CONTACT was awarded several grants this past year as a result of Hurricane Sandy. Funding from the State of New Jersey has allowed us to expand staffing and services in both our Sexual Assault Prevention and Direct Services programs. Funding through Lifeline to promote the national Disaster Distress Helpline has provided financial support for our Crisis Helplines to identify and assist Sandy impacted survivors. While this is situational funding, we are privileged to receive it and to provide assistance.

SCHOLARSHIP PROGRAM
The Board of Trustees of CONTACT of Burlington County awarded two $1,000 scholarships this year to two deserving recipients. This year TeenLine Volunteers Quinn Heath and Sara Ostrowski were selected, according to the published scholarship criteria, by the Scholarship Committee chaired by Board Vice-President Terry Mulligan, The Board voted to implement the Scholarship Program in 2013 to benefit our volunteer base. Scholarship recipients are restricted to the agency’s active volunteers serving in all areas and the children of active volunteers. The Board continues the Scholarship Program to benefit the dedicated, committed volunteers of CONTACT.

BY-LAWS
Thanks to our Board of Trustees, especially lawyer Suzanne Kourlesis, our by-laws were reviewed and revised over a period of several months with final approval voted by our Board of Trustees in July 2014. While the authority to revise our by-laws rests with our Board of Trustees, CONTACT’s membership was informed of the undertaking by David Herron, Board President, through several issues of the HEARTLINE, our agency’s monthly newsletter. This much-needed revision brought our by-laws into full compliance with our Certificate of Incorporation and added necessary clarifications and tax-exempt organization language.

TECHNOLOGY
We are at the tail end of a hardware and software computer upgrade that initiated early this year with the Crisis Helpline computers. The upgrade was done throughout the agency, improving speed and performance. Our website received a totally new look but, due to some unanticipated difficulties, the new look was delayed in its release. However, I am pleased to announce the website launch is imminent and well worth the wait...it is impressive. While our website had some issues, our Facebook presence moved forward at full speed thanks to the united efforts of Jennifer Segelken, Board Trustee, and Julie Alvarado-Weeks, Helpline Volunteer. Please help spread awareness about CONTACT by visiting our Facebook page often, then like and share our postings to increase our audience reach and our familiarity in the community we serve.

VOLUNTEERS
Volunteers serve throughout our organization. They staff our 24/7 Crisis Helplines, provide support to hundreds of sexual assault victims, make daily “care-calls’ to our homebound elderly and offer peer support to teenagers. Volunteers train new crisis line volunteers, provide supervision, assist at fundraising events/fairs and support us in other areas. Their many donated hours save our agency and our community thousands and thousands of dollars. This year we are especially grateful to our Crisis Helpline Volunteers for the many additional hours donated to meet the needs of our 24/7 helpline staffing. We can never say thank-you enough to all our volunteers for their commitment. We could not fulfill our mission of service without them.
KEY EVENTS

WINE TASTING
In 2014, this event generated a theme and became the “Around the World Wine, Beer and Food Gala.” Once again, the entire first floor of the Moorestown Community House was reserved exclusively for our guests. Appetizers, international food, wine and beer pairings and dessert were plentiful and everyone enjoyed table seating in the lovely Ballroom. Our Silent Auction, offering many unique items, was a great success. Shore Point Distributors donated much of the wine and MillerCoors donated all the beer. Education on the pairings was available. The complimentary feedback we receive on this event is gratifying. In 2015 the event will be held on Friday, May 8th at the same convenient location. It is a truly wonderful venue and a lovely evening. Reserve a table for your friends and join us.

SAVE THE DATE→ MAY 8, 2015

GOLF CLASSIC
In September of each year, CONTACT of Burlington County hosts a Golf Classic Tournament, a long standing annual event. This year our event and trophy were renamed the Ted Rapp Memorial Tournament in honor of our former board trustee’s services to CONTACT and his love of the game. The location for our 19th Annual Classic was the beautiful Deerwood Country Club in Westampton, NJ. We were pleased to again have the Holman Automotive Group as our repeating anchor sponsor. Golfers enjoy two hole-in-one car opportunities and a $10,000 cash prize hole-in-one prospect. Participants enjoy reviewing a video of their golf swing and memento foursome photos along with the traditional golfer “goodie bags.” Our tentative event date next year is September 15, 2015. Sponsors at all levels are welcome and needed. It will be our 20th Golf Classic so it’s sure to be one of our best!

SAVE THE DATE→ SEP 15, 2015

ANNUAL MEETING/VOLUNTEER RECOGNITION
Each first Saturday in October, CONTACT of Burlington County’s Board, Staff, Volunteers and guests come together for our annual business meeting and to recognize the many dedicated volunteers who serve CONTACT. The Annual Meeting is the precursor to our Board of Trustees’ yearly reorganization. CONTACT’s board trustees are not paid and serve in a volunteer capacity. Program volunteers serving in four of our programs are honored: Crisis Helplines, Reassurance, Sexual Assault Services and TeenLine. This combined event allows board, staff and volunteers the opportunity to interact with each other and to learn first-hand how each supports CONTACT’s mission. It is a time for acknowledging our achievements while looking forward to our plans for the year ahead.

SAVE THE DATE→ OCT 3, 2015
The above revenue reflects cash revenue only. It does not include the tremendous value received through donated volunteer hours, pro bono services and items donated from our supporters. We thank the many caring people in Burlington County and beyond who support our mission by giving their time, talents and financial support.

We are extremely cost effective. Of every $1 spent at CONTACT of Burlington County, 86¢ goes directly to Program Services with the remaining 14¢ going to Management/General Expenses and Fundraising Costs (FYE 06/30/13 Audit).
"I feel we are the best and sometimes the only gateway for our callers. We are always there for our clients. Always. –CONTACT Volunteer

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<thead>
<tr>
<th>CRISIS HELPLINES</th>
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<tbody>
<tr>
<td>Calls Received</td>
<td>22,806</td>
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<tr>
<td>Life Saving Interventions</td>
<td>160</td>
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"I feel I am paying it forward." –CONTACT Volunteer

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<tr>
<th>EMERGENCY SHELTER</th>
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<tr>
<td>After-Hours Response</td>
<td>1,393</td>
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"CONTACT continues to provide a way for me to help others and, at the same time, greatly enriches my life." –CONTACT Volunteer

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<tr>
<th>REASSURANCE PROGRAM</th>
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<tr>
<td>Care Calls Made</td>
<td>5,534</td>
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<tr>
<td>Clients Served</td>
<td>28</td>
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"It is a blessing to be able to spend time at CONTACT helping those in need. It is a truly rewarding and gratifying experience." –CONTACT Volunteer

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<tr>
<th>SEXUAL ASSAULT SERVICES</th>
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<tr>
<td>Accompaniments</td>
<td>69</td>
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<tr>
<td>Counseling Sessions</td>
<td>259 Individual</td>
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<td>31 Group</td>
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"Community service is a responsibility we all must share." –CONTACT Volunteer
SUPPORTERS

CONTACT thanks ALL its Volunteers, Benefactors and Funders for their contributions of time, dollars and support, some of whom are listed below.*

Alloy, Silverstein Group  Jark Enterprises
Baxter & Kourlesis Law Group  Kelman and Magliari, Financial Advisors
Bayada Health Care  Lexus of Cherry Hill
Bethany Lutheran Church (Palmyra)  Liberty Bell Bank
Blackwood Animal Hospital  Maple Shade Rotary
Bowman and Company  Merck Partnership (Employee Match Program)
Burlington County Bar Foundation  Metal-Tech, Inc.
Burlington County Freeholders  MillerCoors
Capehart and Scatchard Law Group  Moorestown Interact Club
Charity Services  Moorestown Rotary
Chase MasterCard (Employee Match Program)  National Suicide Prevention Lifeline
Comegno Law Group  New Jersey Veterinary Foundation
Contemporary Staffing  North Star Technology Services
Danellie Foundation  Saratoga Benefits
Deerwood Country Club  Shore Point Distributors
Ellis Foundation  Sensational Host Caterers
Englewood Cliffs Veterinarians  Southern NJ Veterinary Association
First Presbyterian Church (Moorestown)  St. Matthew Lutheran Church (Moorestown)
First United Methodist Church (Moorestown)  State of New Jersey for Sexual Assault Svcs
Gateway Mortgage  Surety Title, LLC
Haefele Flanagan Company  The Jet Pulverizer Company
Haines and Haines/Insurance Agency Management  Tex Net Incorporated
Hainesport Enterprises  The Church of Our Lord Jesus Christ
Harriett’s Energy Solutions  Trinity Episcopal Church (Moorestown)
Highway Tire Distributors, Inc.  United Way in Burlington County
Holman Automotive Group  Whitesell Construction Company
Hutchinson Plumbing, Heating, Cooling  YMCA Burlington and Camden Counties
Janney Montgomery Scott  YMCA Camp Ockanickon

*This is a partial listing only and we apologize for any inadvertent omissions. Many of our supporters choose to remain anonymous. If you are a supporter and would like your name published in our Annual Report, please contact ttobey@contactburlco.org.

CONTACT is pleased to report that our Board of Trustees, Advisory Council, Staff and Volunteers contribute to our agency.
FUNDING SOURCES
CONTACT of Burlington County is supported by the community it serves. Funding sources are local organizations, businesses, civic groups, churches, congregations, individuals, foundations, United Way of Greater Philadelphia and Southern New Jersey, the State of New Jersey and special fundraising events.

GIVE BACK WITH PASSION
BECOME A CONTACT VOLUNTEER
CONTACT’s trained volunteers are there to listen and to help. CONTACT volunteers come from the community and share a deep and abiding respect for all people. Volunteers represent a wide range of occupations and, like our clients, come from diverse backgrounds.

As a CONTACT Volunteer, you give caring, compassionate support to people who have an immediate need. You get incredible fulfillment and enhanced communication skills you will use throughout your life. For details on volunteering call 856-234-5484 x101, email info@contactburlco.org or visit our website www.contactburlco.org.

SUPPORT CONTACT WITH YOUR DOLLARS
If you would like to make a contribution to support all programs or a specific program, please call the CONTACT Office at 856-234-5484 x200. We will be pleased to help you.

REMEMBERING CONTACT
Please remember CONTACT of Burlington County in your will or trust. Your bequest is a caring and wonderful way to make a meaningful difference in the lives of the people we serve.

Contact
Helping You Find Your Way
COMPASSIONATE SUPPORT & RESOURCES

CONTACT of Burlington County
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