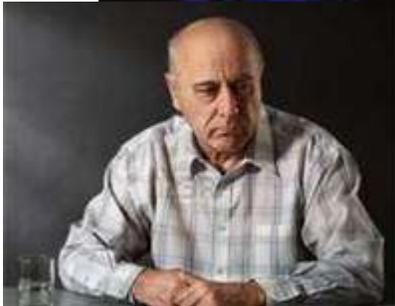


Contact

Helping You Find Your Way
COMPASSIONATE SUPPORT & RESOURCES



ANNUAL REPORT
2015/2016

FROM THE PRESIDENT

It has been a great honor to serve as Board President the past two years. Although I've been connected to CONTACT for over six years now, I still marvel at the dedication, passion, talents and devotion of our Help Line Volunteers, Staff, and Board Members. Frankly, it's contagious and we all serve a little harder based upon the combined efforts of our overall team. Take pride in your efforts, you are helping those in our community that need your ear and your trained selective supportive input; and/or, you are a Board Member helping to ensure CONTACT's solvency and increase the visibility and awareness of CONTACT throughout the County. Today we get to celebrate our services and recognize some of our outstanding volunteers. Thank you all for your time and commitment to CONTACT's mission.

Terry Mulligan
President of the Board

FROM THE DIRECTOR

"There is always Hope." That's the message of the print hanging in my office. I believe in the message of hope; I believe all who serve at CONTACT also do or they wouldn't be here. It is hope for a better world that answers our helplines, holds the hand of a sexual assault victim, reaches out to the elderly and listens to the troubles of our adolescents. It is hope that moves us to educate on suicide and violence prevention. It is hope for a better world that drives our Board of Trustees, Volunteers and Staff—a hope that working together can effect change—to keep trying regardless of the obstacles in our path. Hope, a powerful commodity. How lucky I am to see that hope put into action every day here at CONTACT. I see it in the caring and compassion of all involved who work so diligently to fulfill our mission "to reduce suffering." These have been difficult years in our world and demanding times at our agency, but we continue to do what it takes to help others in our community. Because...there *is* always hope.

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.

Board of Trustees

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Alaimo Group/Deerwood Country Club
Jennifer Segelken, Secretary
YMCA Burlington & Camden Counties

Kathy Hiltner, Vice-President
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~ ~ ~

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Staff

Theresa M. Tobey
Executive Director

Susan Kaczinski
Training Coordinator

Sandra Capano
TeenLine/KidsLine Director

Jillian Allen
Sexual Assault Services Director
Nish Jean-Pierre
SAS Prevention Lead Coordinator
Debbie Raroha
SAS Direct Services Coordinator
Victim Advocate/Advocate Trng Mgr
Stephanie Foran
SAS DS/Prevention Educator
Priyanka Ramesh
SAS Prevention Educator

Dori Audette
Office Manager

Lisa Harkins
Reassurance Director
Helpline Training Manager
Regina Truxall
PetFriends Director

~ ~ ~

Cherie O'Neill Tittermary
SAS Counseling Supervisor
Jennifer Helinski
SAS Counselor
Kathi DiNicola
SAS Victim Advocate
Andrienne Bell
SAS Victim Advocate
Anna Parks
SAS Victim Advocate

HISTORY

Some time in the winter of 1971, a small group of local clergy and lay people met to talk about the problems in their community and in the world. This 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 decided to look into a new idea that was surfacing in surrounding areas: CONTACT, a **24-hour Crisis Intervention Helpline** staffed by trained volunteers. CONTACT of Burlington County was created as an answer to that committed group's question.

On July 2, 1972 the first phone call was answered, *"Hello, this is CONTACT. May I help you?"* Since that day, we are proud of our record of continuous 24-hour telephone service, 365 days a year. Several thousand people have completed our volunteer training, serving many thousands of hours on the Crisis Helplines and in other program areas. Our services are offered free of charge to anyone who reaches out to us; our only criteria is need.

Early on, the **Reassurance** program was added to our services and provided daily "care-calls" to a homebound person by an at-home volunteer. With our entry into United Way came funding in 1980 for **Information & Referral** services. In 1986 the growing need of the home-alone-after-school child resulted in **KidsLine**. In 1997, the State of New Jersey named CONTACT the **Sexual Assault Services** response program for Burlington County, offering hospital/police accompaniments along with specialized counseling for victims, their families and violence prevention education in the community. **PetFriends**, support for pet owners in grief, became part of CONTACT in 2000 to alleviate serious depression of pet loss, especially in the elderly population which has a high rate of suicide. In 2001, CONTACT continued its outreach to youth with **TeenLine**, a peer telephone helpline exclusively for and by teenagers.

CONTACT is the designated responder in Burlington County for two national networks. As part of our suicide prevention efforts, we are first response for the National Suicide Prevention Lifeline (NSPL) network and as part of the Rape, Abuse, Incest National Network (RAINN), we are first response for sexual assault victims.

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.

In addition, CONTACT has always offered **Outreach & Education**, providing our community with violence/suicide prevention education as well as information on all our services.

The community of Burlington County has supported us all the way. CONTACT is a 501(c)3 non-profit and nationally accredited. The volunteer spirit continues to bring new people into our training classes and produces dedicated workers. The faith based community that has supported our mission from the beginning, remain some of our staunchest allies. The Burlington County Freeholders saw value in our service years ago and provided our first stable funding. United Way has provided ongoing funding. To our funders who offer financial support, to our volunteers who donate their precious 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 (CUSA) is a national membership organization whose mission is to provide accreditation, leadership, support and networking opportunities to agencies and centers who offer helpline services to people in crisis. CONTACT USA is a network of over 50 centers across the country, exploring new ways in which to serve local communities and promote unconditional regard for and acceptance of all people. CUSA provides national accreditation to crisis agencies and individual national certification for Crisis Hotline Specialists.

NATIONAL SUICIDE PREVENTION LIFELINE (NSPL)

The National Suicide Prevention Lifeline is a 24/7, 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 the national network of 150 crisis centers. Lifeline's local centers provide crisis counseling along with special suicide prevention services. Lifeline is engaged in initiatives to improve crisis services and advance suicide prevention.

RAPE, ABUSE, INCEST NATIONAL NETWORK (RAINN)

RAINN is the nation's largest anti-sexual assault organization. At any given moment, trained volunteers are on duty and available to help victims at 1,000 affiliated local sexual assault providers/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. RAINN also carries out programs to prevent sexual violence, help victims, and ensure that perpetrators are brought to justice.

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)

AIRS diverse membership of 5,000+, primarily in the US and Canada, consists of individuals, agencies, community organizations, government departments and others helping connect people to the services they require, working to bring people and services together for over 35 years.

PROGRAMS

**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 gender 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

QUALITY ASSURANCE

For the first time ever, CONTACT was awarded a grant to improve service delivery on the Helplines and with the Advocates. This allowed staff to be hired to focus specifically on quality assurance. We began by assessing our current service in both areas by test calls, reviewing reports and monitoring accompaniments. Then meetings were initiated with volunteers to work with us and provide input to address identified areas needing improvement. Continued monitoring will support all our combined efforts for advancement. Advancing skills and protocol observance increases consistency of response, which improves service delivery across the board, which, in turn, benefits every person who reaches out to CONTACT for help.

STAFFING

We witnessed quite a few staff changes in program directors this past year, quite unusual for us. Jillian Kotarski, Sexual Assault Services Director, had her baby and then decided to become an at-home parent; Susan Kaczinski, Reassurance Director, wanted to work a little more than her one day a week so now works for the County in the Sheriff's Department three days a week; and Linda D'Amico retired as PetFriends Director after 16 years in the position to make her life a little easier. Wonderful employees all. Their farewells effected the hiring of Jillian Allen (new to our agency), Lisa Harkins (a prior staff member) and Regina Truxall (a new Helpline Volunteer) who now serve as the directors of Sexual Assault Services, Reassurance and PetFriends respectively

OUTREACH TECHNOLOGY

A sexual assault services grant allowed us the dollars to refresh and enhance our website. Our main goal was to project a more contemporary feel. As of this writing, the new website is published with just a few final cosmetic touches to be made. It is definitely more user-friendly than previously, but what's really exciting is that the last component is almost in place. That module will allow potential volunteers to submit online applications, attendees to register/remit payment for events and any supporter to make a donation through a safe and secure online portal. We are grateful for the funding that made this website overhaul possible. We continue to expand CONTACT's presence not only online but in social media.

VIDEO CONTEST

The Board of Trustees of CONTACT is implementing a Video Contest to engage Burlington County High Schools' communication technology programs in a suicide awareness/prevention contest. Participants will be required to create short videos, based on specific guidelines, for use by CONTACT on social media platforms. The winning videos will be part of a social media campaign to raise awareness of suicide and what can be done to prevent it. Cash prizes will be awarded to support the technology program at the winning high schools. This contest replaces the scholarship program with the hope our agency can reach a larger youth audience (and their teachers/parents) while increasing our exposure on social media.

VOLUNTEERS

Our Volunteers are absolutely amazing! Throughout the year, they staff CONTACT's various programs. They respond on our 24/7 Crisis Helplines, provide support for sexual assault victims, make "care-calls" to our homebound elderly and offer peer support teenager to teenager. Volunteers also serve in other areas. They train crisis line volunteers, offer supervisory support, guidance and emergency intervention, help with fundraising events, tabling fairs and assist in the office. They are always willing to help in whatever way they can. Many of them are financial supporters along with the precious donation of their time. We simply could not provide our services without them—we couldn't afford it. The value of their donated hours is immeasurable.

KEY EVENTS

PUB NIGHT

What more could you ask for, a delicious pub inspired menu, wonderful desserts and music from ***Sloppy and the Joes*** who have donated their services to CONTACT. Of course, there's beer and wine too! The Venue at Lenola has provided guests with a casual atmosphere, dancing room and plenty of parking. Our Silent Auction offers many unique items. We are grateful to **Holman Automotive Group** for their anchor sponsorship and to **MillerCoors** for donating the beer for the event. Kick off the holiday season with us. Reserve a table for your friends (must be 21 or older) and enjoy, enjoy, enjoy. **SAVE THE DATE→ NOV 4, 2016**

HANDBAG BINGO

We kicked off 2016 with this new fundraiser and it was quite the sold-out event! Held at the Burlington-Riverfront YMCA, BINGO was the game and designer handbags the prizes. Gold sponsorships were provided by **Liberty Bell Bank** and **Haines and Haines** (TC Irons Agency). The event will be repeated this January at the same location. We're planning to make it even better this time around. Have a fun "girls night out" or bring along the men in your life—everyone is welcome just as long as you're 21 or older. **SAVE THE DATE→ JAN 13, 2017**

GOLF CLASSIC

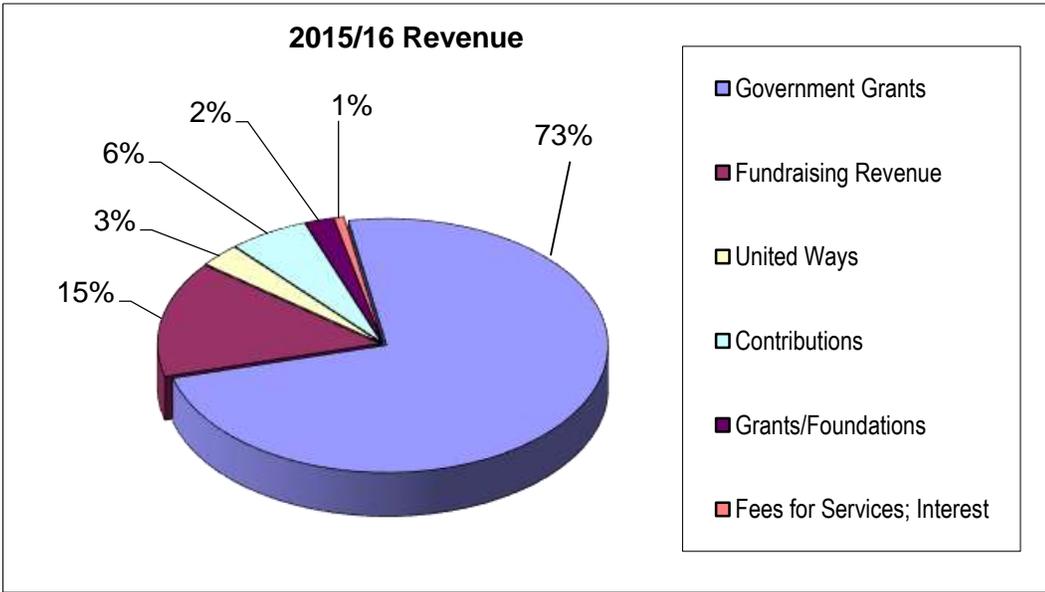
Holman Automotive Group returns as our anchor sponsor for this event at Deerwood Country Club in Westampton, NJ. Last year golfers enjoyed beautiful weather, a hole-in-one car opportunity and a \$10,000 cash prize hole-in-one prospect. ProShot, memento photos and golfer "goodie bags" are all part of the day. Bring your friends and create a foursome. If you're not a golfer, join us for dinner. We always have a great day! **SAVE THE DATE→ MAY 22, 2017**

ANNUAL MEETING/VOLUNTEER RECOGNITION

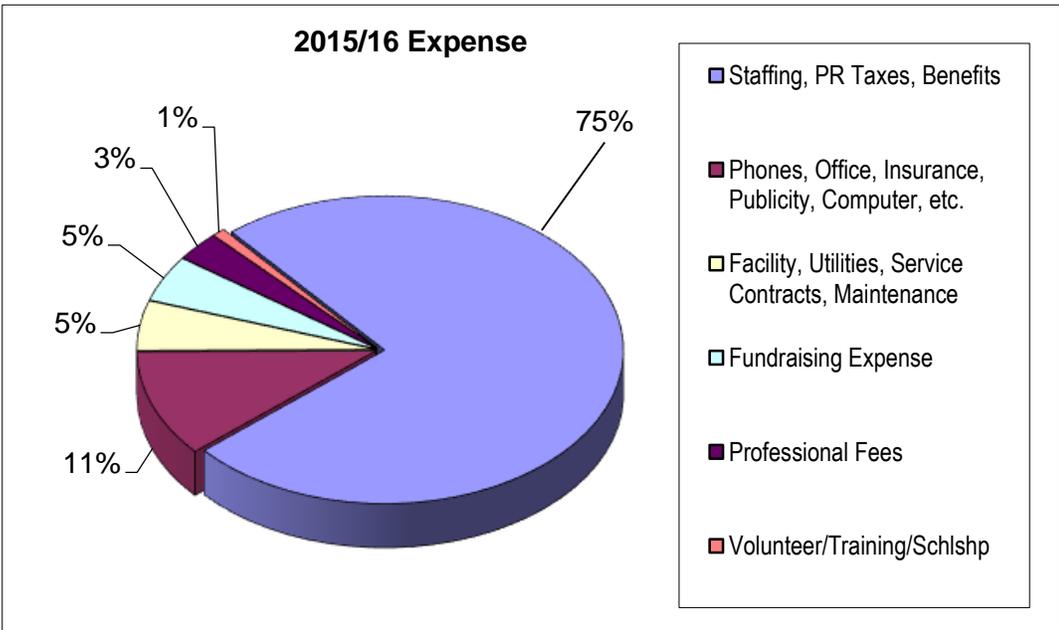
Each first Saturday in October, CONTACT of Burlington County's Board, Staff, Volunteers and guests come together for our annual business meeting and to recognize the many hours and years our committed volunteers serve on our Crisis Helplines, as Reassurance "care-callers", Sexual Assault Advocates, on our TeenLine and as Board Trustees. It is well deserved recognition and an uplifting experience for all who attend. **SAVE THE DATE→ OCT 7, 2017**

We need your support! Sponsorship opportunities are available on all events.

FINANCES



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 and their financial support.



We are extremely cost effective. Of every \$1 spent at CONTACT of Burlington County, 81¢ goes directly to Program Services with the remaining 19¢ going to Management/General Expenses and Fundraising Costs (FYE 06/30/15 Audit).

STATISTICS

~2015~

"One of the most important things you can do on this earth is to let people know they are not alone." ~ Shannon L. Alder

CRISIS HELPLINES Crisis Intervention, County Resources, Mental Health Issues, Grief Support, After-Hours Shelter, Sexual Assault Response, Emergency Interventions, etc.	
Calls Received	23,821
Life Saving Interventions	165

"Our legacy is not found in all the 'stuff' we've accumulated on our life's journey. It's written in the memories of those whose lives we've touched along the way." ~Justin Young

EMERGENCY SHELTER Response for After-Hours Emergency Shelter Placement and during declared Code Blue conditions (winter weather emergencies). <small>(numbers included in total crisis calls listed above)</small>	
After-Hours Response	1,203
Code Blue	409

"If you're not making someone else's life better, then you're wasting your time. Your life will become better by making other lives better." ~Will Smith

REASSURANCE PROGRAM Daily outreach calls primarily to the frail, homebound elderly.	
Care Calls Made	4,940
Clients Served	19

"The interior joy we feel when we have done a good deed is the nourishment the soul requires." ~Albert Schweitzer

SEXUAL ASSAULT SERVICES Designated Provider in Burlington County for sexual assault response.	
Accompaniments	101
Counseling Sessions	294 Individual
	9 Group

"Don't ever question the value of volunteers. Noah's Ark was built by volunteers; the Titanic was built by professionals." ~Unknown

SUPPORTERS

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

Alaimo Associates	Medford-Vincentown Rotary
American Charities Workplace Giving	Metal-Tech, Inc.
animERge	Miller Coors
Bethany Lutheran Church (Palmyra)	Miles Technologies
Blackwood Animal Hospital	Moore Funeral Service
Bob Meyer Communities	National Suicide Prevention Lifeline
Bordentown Rotary	New Jersey Veterinary Foundation
Bowman and Company	North Star Technology Services
Burlington County Freeholders	One Thirty Twin Bridge
Capehart and Scatchard Law Group	Perinchief Chapels
Charity Services Centers	Philadelphia Phillies
Christ Presbyterian Church	Raleigh Manchester (Doubletree)
Deerwood Country Club	Republic Bank
Exclusively Cats Veterinary Hospital	Saratoga Benefits Services
Englewood Cliffs Veterinarians	St. Matthew Lutheran Church (Moorestown)
First Presbyterian Church (Moorestown)	St. Paul Methodist Church (Willingboro)
First United Methodist Church (Moorestown)	State of New Jersey (for Sexual Assault Svcs)
GE Foundation (Employee Match Program)	Surety Charitable Foundation
Grace Construction Management	Surety Title, LLC
Haines and Haines (TC Irons)	TJLA Enterprises
Harriett's Energy Solutions	Toyota-Scion-Holman
Holman Automotive Group	The Rotary Foundation
Insurance Agency Management	Trinity Episcopal Church (Moorestown)
Kourlesis Law Firm	United Way in Burlington County
Lexus of Cherry Hill	Walmart Foundation
Liberty Bell Bank	Whitesell Construction Company
Lincoln Investment	YMCA Burlington and Camden Counties
Maple Shade High School (Fashion Show)	YMCA Camp Ockanickon

*This is a partial listing only. We apologize for any inadvertent errors and/or omissions. Many of our supporters choose anonymity. If you are a supporter and would like your name published in our Annual Report, please contact info@contactburlco.org.

CONTACT is pleased to report that our Board of Trustees, 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, the State of New Jersey, United Way 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 visit our website www.contactburlco.org or call the CONTACT Office 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 of Burlington County
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