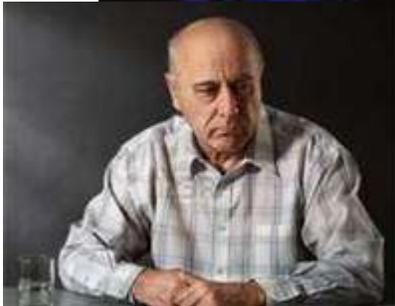


Contact

Helping You Find Your Way
COMPASSIONATE SUPPORT & RESOURCES



ANNUAL REPORT 2016/2017

FROM THE PRESIDENT

In spite of challenging times for non-profits, CONTACT's Volunteers, Staff, and Board continue to extend themselves to meet their mission, objectives, solvency, and purpose. From the Board perspective an example of some recent initiatives include partnering with the Burlington County Human Services Department for our first Suicide Awareness Walk, development of a purposeful Strategic Plan, and engaging a paid coordinator to enable three profitable Handbag Bingo events this coming year.

To our Volunteers who serve throughout our agency – Crisis Helplines, Sexual Assault Services, Reassurance and TeenLine – you are the heart and soul of CONTACT. Thank you so much for your talents, dedication, and commitment.

Terry Mulligan
President of the Board

FROM THE DIRECTOR

Recently our agency celebrated our 45th Anniversary, 45 steadfast years of service to this community. I have been privileged to serve with CONTACT for many of those years, first as a Crisis Helpline Volunteer, then as a trainer and in various other volunteer positions with the organization before I transitioned to paid staff. I still recall the shared sense of trepidation and exhilaration I felt when I was approached about being Director. I also recall being told how, while CONTACT is a business of compassion, it *is* a business. I have strived to be true to CONTACT's heart and its finances. It has not always been easy, but it has always been worthwhile. To personally witness the efforts of our dedicated volunteers, both in our programs and on our Board, is inspiring. To see first-hand the hard work of our committed staff is incredible. To work in partnership with other caring service organizations is definitely rewarding. But, most of all, to recognize the people we have helped, the support we have given, the lives we have saved—well, that's truly the miracle.

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

Officers of the Board

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

Kathy Hiltner, Vice-President
Liberty Bell Bank
Don Patrick, Treasurer
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~ ~ ~

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Staff

Theresa M. Tobey
Executive Director

Dori Audette
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Sandra Capano
TeenLine/KidsLine Director
Lisa Harkins
Reassurance Director
Helpline Training Manager

Susan Kaczinski
Helpline Training Coordinator

Regina Truxall
PetFriends Director

~ ~ ~

Jillian Allen
Sexual Assault Services Director

Nish Jean-Pierre
SAS Prevention Lead Coordinator

Cherie O'Neill Tittermary
SAS Counseling Supervisor

Anna Parks
SAS Victim Advocate

Kathy Page
SAS Prevention Lead Coordinator
Amy Derrickson
SAS Direct Services Coordinator
Advocate Training Manager
Kimberly Staiger
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 45 years of 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 160 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 more than 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 has a diverse membership of over 1,000 organizations and 5,000 certified specialists. AIRS is the driving force behind the delivery of quality I&R services and the sole source for standards for the information and referral sector. AIRS has been 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

45th ANNIVERSARY

On June 2nd we celebrated our 45th Anniversary of service to the Burlington County community. This proud event was held at the Burlington County Agricultural Center in Moorestown, a delightful and different venue. Our down home evening was enjoyed by all in attendance and we were pleased to honor **Sheriff Jean E. Stanfield** with a special presentation for her dedication to our agency. Many prior staff and volunteers attended along with other well-wishers. It was a beautiful summer night, made all the more special with closing remarks made by Pat Tine' a member of CONTACT's original steering committee and Barbara Rich, one of our first volunteers.

WALK FOR LIFE: A JOURNEY TO HEAL

September 10th was a very unique day for our agency. In partnership with Burlington County Human Services Department, we held the County's first ever Suicide Prevention Awareness Walk. CONTACT's board trustee Kathy Hiltner, who sadly lost her son to suicide, originated the idea. A request was made to the County for partnership. They enthusiastically endorsed the event, a committee was formed and the planning just took off. The event was poignant and inspirational—the releasing of balloons with written messages and Kathy's remarks regarding her loss were memorable. Many families who lost loved ones to suicide attended along with teens from area high schools, mental health service agencies and others who believe suicide can be prevented and the message that help is available must be spread.

STRIDE FOR SURVIVORS

In April our Sexual Assault Services Program hosts Stride for Survivors with the Burlington County Prosecutor's Office, the NJ State Police and the Burlington County Sheriff's Department. A great deal of effort goes into this event, the goal of which is services for victims and the prevention of violence. Stride for Survivors is a free, annual 5K Walk in recognition of Sexual Assault Awareness Month, Denim Day, and Crime Victims' Rights Week. A Candlelight Vigil immediately follows the Walk to honor and remember the many lives that have been lost to violence. To walk with survivors, to hear their stories, to bring awareness to services and to provide support is what this event is all about. CONTACT continues its work in our community to educate about the root causes of sexual violence and to provide services for its victims.

OUTREACH TECHNOLOGY

Last year a grant through our sexual assault services program funded the updating and enhancement of our website. The website underwent a streamlined new look and new features. Supporters are now able to register and remit payment for special events and process online donations directly through our website using a secure online portal. This year we have received funding to enhance our presence via social media outlets. We will be looking for better overall management of and more efficient postings to both Facebook and Instagram and connection between our website and social media outlets. This technology is crucial (and expected in today's electronic world) for awareness of services and events and for volunteer recruitment.

VOLUNTEERS

What can we say about CONTACT Volunteers—they are dedicated, amazing and compassionate. They have a social conscience and put their beliefs into action through service to others. They govern our agency, 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. They also train crisis line volunteers, offer supervision, assist with fundraising efforts, staff fair tables and help with just about anything we ask. Their priceless donated hours are numerous and many also offer financial support to the agency. Our heartfelt thanks and appreciation to all.

KEY EVENTS

HANDBAG BINGO

Designer Handbag Bingo will take place on November 10th at the Burlington-Riverfront YMCA. Our previous bingos were sold-out events and we hope to continue that trend. Michael Kors, Kate Spade and Coach will be joining us for the evening (well, their handbags will be there). Sponsorships to this event are available and all age 21 or older are welcome. For 2018 we are considering holding three Bingo events spread throughout the year with maybe a little different twist to each one but a good time is definitely guaranteed. **SAVE THE DATE→ NOV 10, 2017**

WINE, FOOD AND MORE

The Venue at Lenola was the site of our Pub Night event last November, but in 2018 we are returning to the Moorestown Community House at a different time of the year and with some new additions. All the festivities will take place in the lovely ballroom at the Community House. Of course there will be delicious food, wonderful wines and some surprises. Ample seating and parking will be available. We hope to welcome back Holman Automotive Group as our lead sponsor as well as others. Celebrate June with us and reserve a table with your families and friends. Everyone attending must be 21 or older. **SAVE THE DATE→ June 8, 2018**

COMEDY DINNER (AND MAYBE A LITTLE GOLF)

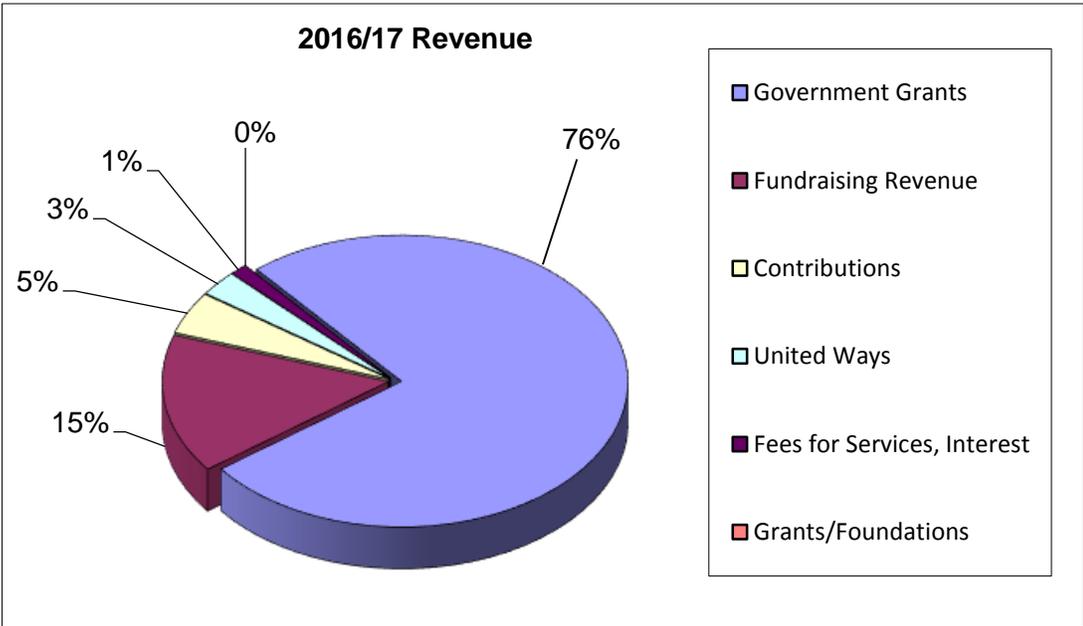
Details are in the planning stages but this new event should take place in late September/early October. Our COMEDY NIGHT last March was such a success we're thinking of bringing it back but adding dinner and a bar, with perhaps a few rounds of golf beforehand. Something a little different. Specifics as to date, venue, etc. still being worked out, but if our prior Comedy Night is any indication, get your tickets early. **SAVE THE DATE→ TBA SEP/OCT 2018**

ANNUAL MEETING/VOLUNTEER RECOGNITION

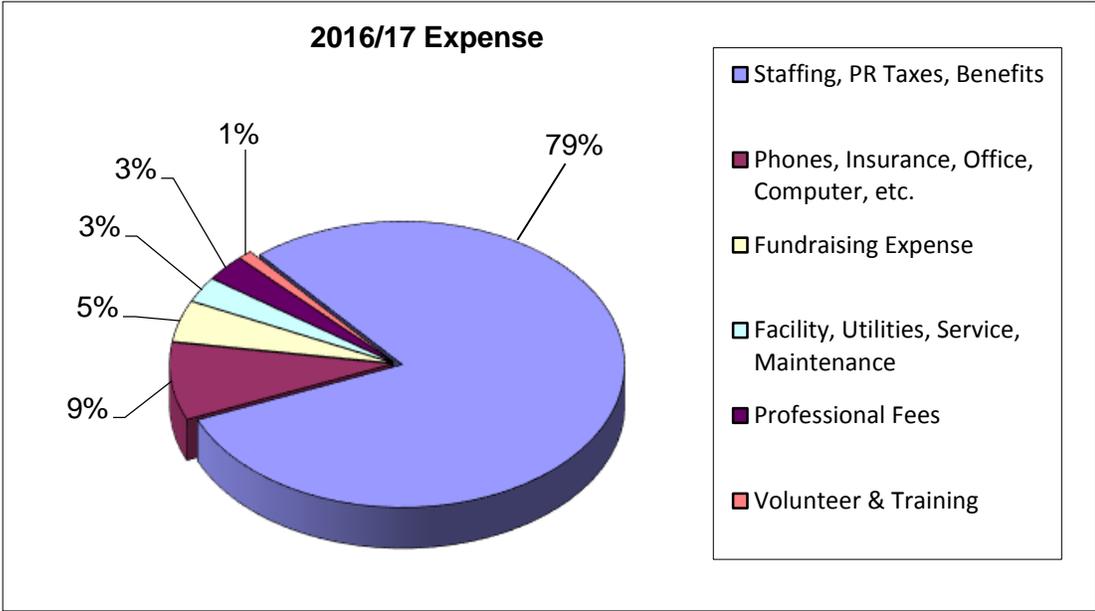
Each first Saturday in October, CONTACT of Burlington County's Board, Staff, Volunteers and guests come together for our annual business meeting and to recognize the many hours and years our committed volunteers serve on our Crisis Helplines, as Reassurance "care-callers", Sexual Assault Advocates, on our TeenLine and as Board Trustees. It is well deserved recognition and an uplifting experience for all who attend. **SAVE THE DATE→ OCT 6, 2018**

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 06/30/16 Audit).

STATISTICS

~2016~

"When people talk, listen completely. Most people never listen." ~Ernest Hemingway

CRISIS HELPLINES Crisis Intervention, County Resources, Mental Health Issues, Grief Support, After-Hours Shelter, Sexual Assault Response, Emergency Interventions, etc.	
Calls Received	26,504
Life Saving Interventions	223

"The great gift of human beings is that we have the power of empathy, we can all sense a mysterious connection to each other." ~Meryl Streep

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	1,428
Code Blue	401

"Sometimes all a person wants is an empathetic ear; all he or she needs is to talk it out. Just offering a listening ear and an understanding heart for his or her suffering can be a big comfort." ~Roy T. Bennett

REASSURANCE PROGRAM Daily outreach calls primarily to the frail, homebound elderly.	
Care Calls Made	4,225
Clients Served	19

"No one cares how much you know, until they know how much you care." ~Theodore Roosevelt

SEXUAL ASSAULT SERVICES Designated Provider in Burlington County for sexual assault response.	
Accompaniments	97
Counseling Sessions	451 Individual
	19 Group

"Leadership is about empathy. It is about having the ability to relate to and connect with people for the purpose of inspiring and empowering their lives." ~Oprah Winfrey

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	Loftus Construction
American Charities Workplace Giving	Maple Shade High School (Denim Day)
Bakanas Flowers	Medford-Vincetown Rotary
Bethany Lutheran Church (Palmyra)	Metal-Tech, Inc.
Blackwood Animal Hospital	Midlantic Fire
Bob Meyer Communities	Miles Technologies
Bowman and Company	National Suicide Prevention Lifeline
Burlington County Freeholders	New Jersey Veterinary Foundation
C&L Partners	North Star Technology Services
Capehart and Scatchard Law Group	Nuss Construction
Charity Services Centers	Oaks Integrated Care
Christ Presbyterian Church	Palmyra Riverton Cinnaminson Rotary
Deerwood Country Club	Perinchief Chapels
Englewood Cliffs Veterinarians	Philadelphia Phillies
The Evergreens	Raleigh Manchester Hotel (Doubletree)
First Presbyterian Church (Moorestown)	Republic Bank
First United Methodist Church (Moorestown)	Rhoads Metal Works
GE Foundation (Employee Match Program)	S&L Enterprises
Haines and Haines (TC Irons)	Saratoga Benefits Services
Harriett's Energy Solutions	Schill Wealth Management
Holman Automotive Group	ShopRite of Medford
Insurance Agency Management	St. Matthew Lutheran Church (Moorestown)
Investors Foundation	State of New Jersey (for Sexual Assault Svcs)
JNE Construction	The Stern Family
Kerstetter Law	Surety Charitable Foundation
Kourlesis Law Firm	Trinity Episcopal Church (Moorestown)
Lewis Funeral Home	United Way in Burlington County
Liberty Bell Bank	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.



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