

Helpline Services. *Using telephone counseling, problem solving and crisis intervention skills, ContactLifeline provides 24-hour availability to persons who need help or are in crisis. Our purpose is to keep people alive & safe, help them work through crises, and connect them with relevant resources in the community.*

- **Crisis Helpline Services** responded to **24,795** calls for help. The greatest number of calls concerned personal stress and coping with personal issues, suicide, mental health issues, interpersonal relationship conflicts, physical health including addictions to alcohol and drugs, abuse and relationship violence.
- **Rape Crisis Services** provided **1,230** contacts including telephone counseling, hospital, police and court accompaniments (**96**).
- **Prevention Program** Over **134** prevention workshops were offered to **3,392** Delawareans and **185** outreach efforts reached **9,538** Delawareans.
- **Counseling Support Services** provided **477** counseling sessions to **84** victims of sexual assault.
- **Reassurance Program** provided **2,891** daily telephone reassurance calls and caring human interaction to the lonely and disenfranchised elderly and homebound.

Volunteer Training Program. *As a volunteer organization ContactLifeline recruits, trains, supervises and develops the potential of volunteer helpline listeners/counselors & rape crisis advocates.*

- **96** volunteers participated in the Crisis Helpline Services, Rape Crisis Services & Reassurance Program.
- **29,106** volunteer hours donated to the community valued at **\$619,376**.

Financial Support & Program Expenses *(includes depreciation expense of \$18,845 and administrative costs of 6%)*

