



Annual Report 2010

Toll Free Crisis Helpline: 1-800-262-9800



A Letter from Management

2010 was a year of transition for ContactLifeline, Inc. After many years of service, the organization's veteran executive director retired and was succeeded by its current executive. The agency, its staff and many dedicated volunteers saw significant changes, including: organizational restructuring; new operating policies and procedures; a renewed focus on nurturing, developing and recruiting volunteers; and, the implementation of new fiscal practices and procedures.

The agency committed itself to implementing a vigorous training function for its volunteers, staff and community partners. A new full-time position, *Crisis Services Training Coordinator*, was created. A robust, improved and comprehensive training program for Crisis Helpline volunteers was developed and implemented. Work began on the development of a comprehensive training curriculum for Delaware professionals and volunteers who directly serve victims of sexual abuse and sexual violence.

The agency successfully implemented a major project to overhaul its information systems. It replaced outdated computer equipment with new hardware, upgraded its IT network and installed a new phone system.

The organization strived to work collaboratively with partner agencies throughout the state. Under ContactLifeline's stewardship, the *Sexual Assault Network of Delaware* (SAND) thrived, indirectly impacting a number of legislative initiatives of interest to victims of sexual assault.

Despite the challenges of transition, ContactLifeline's superb staff seamlessly continued to provide a range of effective crisis services for a thirty-sixth year.

Wilmington, Delaware
July 20, 2011

Tina M. Schaeffer, President

Carl E. Burke, MA, Executive Director



Our Mission

is to keep people alive and safe, to help them through crises, and to connect them with relevant community resources.

Our Vision

is a world free of sexual violence and suicide, a world that promotes healthy self-care and healthy relationships, and a world that offers a connection for people to seek help and resources.

About Contact Lifeline

ContactLifeline, founded in 1974, serves Delawareans in crisis at no charge. Our *Crisis Helpline* stands ready 24 hours a day, seven days a week and 365 days a year to help our neighbors at risk for self-harm, who are victims or survivors of sexual assault, who are otherwise in crisis, or which may need information about programs and services available in their community. Serving all parts of the state, ContactLifeline offers Delaware's only 24/7/365 Crisis Helpline and information/referral service.

ContactLifeline also provides comprehensive crisis services, statewide, to victims of sexual assault. Services include: statewide toll-free 24/7 telephone counseling; accompaniment services to hospital emergency rooms, police and courts; short-term professional counseling for victims/survivors and their families; support groups for victims; and, rape prevention education.

ContactLifeline staff trains volunteers, law enforcement, the judiciary and other human services professionals regarding sexual assault and related topics.



ContactLifeline staff also conducts *rape prevention education*, with a goal of changing those attitudes and beliefs that lead to sexual violence.

ContactLifeline also administers the *Sexual Assault Network of Delaware* (SAND), a collaborative team of Sexual Assault Nurse Examiners, victims' advocates, law enforcement and judicial professionals, and volunteers. SAND works to raise public awareness of issues relating to sexual assault, and advocates for improved resources and services for victims of sexual violence.

In 2010, ContactLifeline had a staff of 11. The organization spent \$22,322 to support its administrative costs – a mere 2.1% of all its expenses.

2010 Programmatic Achievements

Crisis Helpline Services: With support from fully trained volunteer *Listeners*, ContactLifeline stands ready at all times to help residents of New Castle, Kent and Sussex counties, Delaware who are in crisis. During the year,

- The Crisis Helpline answered 22,223 calls for help from 11,924 individuals
- 525 callers to the Crisis Helpline, or 4.4% of all individuals accessing it, were assessed for risk of suicide
- 592 Crisis Helpline callers – about 5% – reported they had been victimized by sexual violence in the past



- The Crisis Helpline provided 1,208 callers with information and/or referral services.
- Crisis Helpline volunteers provided a total of 12,560 hours of service, with an *inkind value* of \$274,114.

Rape Crisis Services: Professional counselors/staff and trained volunteers helped victims and survivors in New Castle, Kent and Sussex counties, Delaware manage the effects of sexual assault and its resulting trauma. During the year,

- Professional staff provided post-event counseling and support to 137 sexual assault victims
- Skilled professional counselors served 101 victims of sexual assault, providing 757 counseling sessions
- Trained volunteers and staff accompanied 110 sexual assault victims to hospitals in all parts of Delaware for Sexual Assault Nurse Examinations, or for interviews with law enforcement
- 42 trained volunteers served victims of sexual assault as *Rape Crisis Specialists*

Crisis Training: Professionals on staff developed and delivered quality training programs for advocates of sexual assault victims. During the year,

- 16 Crisis Helpline volunteers benefited from a course of general training, qualifying them to serve callers in crisis



- 3 advanced workshops (each typically lasting 4 hours) were presented to volunteer Helpline Listeners, with a goal of maintaining or improving their skills
- 2 *Applied Suicide Intervention Skills Trainings* (ASIST), each lasting a total of 16 hours, were offered to Crisis Helpline volunteers and staff
- 4 initial courses of rape crisis training (each about 9 weeks long) were presented to volunteers and staff working with sexual assault victims
- 5 advanced workshops (each typically lasting 4 hours) were presented to volunteer Rape Crisis Specialists, with a goal of maintaining or improving their skills

Rape Prevention Education: Skilled professional staff performed community outreach education in a range of venues throughout New Castle, Kent and Sussex counties, Delaware to change those beliefs and attitudes that lead to sexual violence. During the year,

- 132 rape prevention education events and numerous outreach education efforts benefited 4,397 residents of New Castle, Kent and Sussex counties, particularly adolescent males



Financial Support & Program Expenses: Where Resources Came From and How They Were Spent

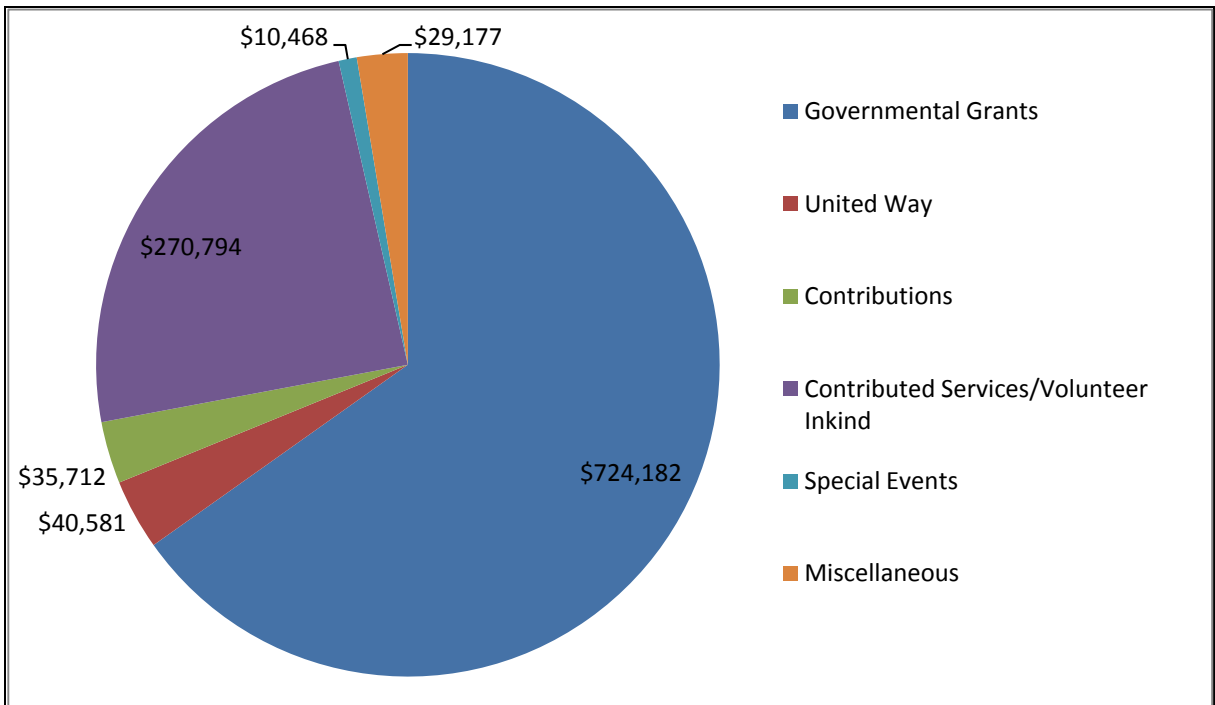


Figure 1: Sources of Funds for ContactLifeline, 2010



Where Resources Came From and How They Were Spent – cont.

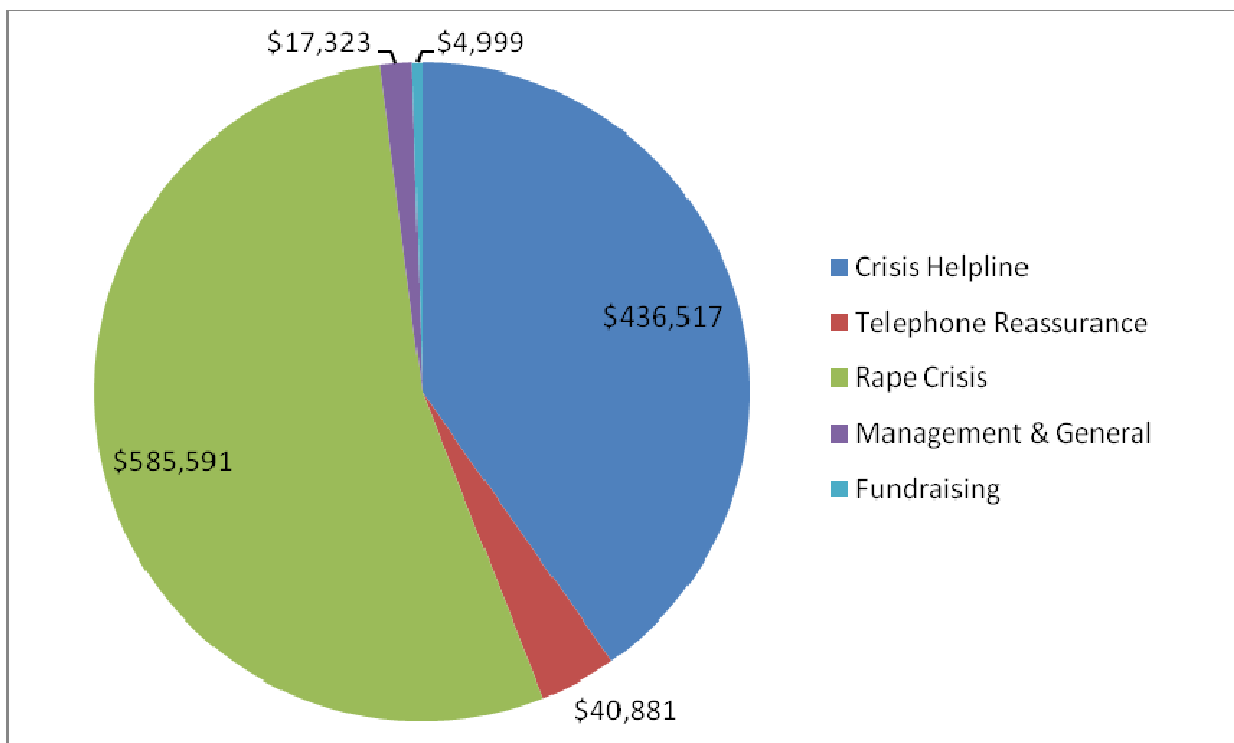


Figure 2: Major Expense Categories for ContactLifeline, 2010



ContactLifeline Board of Directors

Tina M. Schaeffer, *President*
Debra L. Berke, Ph.D., *Vice President*
Caroline L. Geise, MPH, *Treasurer*
Jennifer Acord, *Secretary*

Catherine Dukes-Histen, Ph.D
Amy E. Brennan
Robin L. Brennan, RDH
Debra Puglisi Sharp
Marilyn R. Siebold, MS, NCC
Michelle A. Washington, Ph.D.
Ann Carraher
Jeffrey S. Hanlon
Jennifer Lerner
Doreen M. Ciaffi

ContactLifeline Administrative Staff

Carl E. Burke, MA, Executive Director
Deanee' Moran, MSW, Director, Sexual Assault Network of Delaware
Barbara Trawick, Administrative Assistant
Iris Drane, MSW, Rape Aftercare Counselor
Tina Robinson, Prevention Counselor
Julia Fagnilli, Crisis Services Training Coordinator
Cheryl Wilson, MSW, Rape Aftercare Counselor
Kim Buiano, Crisis Services Volunteer Coordinator
Josie MacLaine, Sexual Assault Services Coordinator
Stacy Markman, MSW, Prevention Counselor



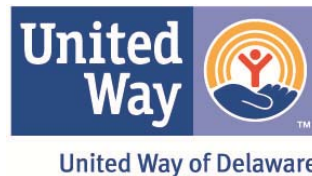
ContactLifeline's Governmental Funders in 2010

2009-ES-S6-0025 (ARRA), U.S. Dept. of Justice
2010-SW-AX-0039, U.S. Dept. of Justice
State of Delaware Grant-in-Aid
DPH11-019 RPE, Delaware Division of Public Health
DPH11 Safe Arms, Delaware Division of Public Health
(CL-WEB) FY11-11652, Delaware Division of Services for Children, Youth & Families
SA09-351 DE SASP, Delaware Criminal Justice Council
VAWA STOP FY10, Delaware Criminal Justice Council
VF08-167, Delaware Criminal Justice Council
FY10 VOCA Assistance, Delaware Criminal Justice Council

ContactLifeline's Major Private Donors in 2010

Aldersgate United Methodist Church
Centre Meeting House
Christ Church Christiana Hundred
Concordia Lutheran Church
Kingswood United Methodist Church
Red Clay Creek Presbyterian Church
Silverside Church
St. David's Episcopal
Wilmington Monthly Meeting of Friends

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Nonprofit Organization Disclosure Statement

ContactLifeline, Inc. is a 501(c)(3) corporation duly registered with The Division of Revenue of the State of Delaware, and annually files a copy of Federal Form 990 PF with the Delaware Attorney General.

Interested parties may review and/or make copies (at cost) of the following documents, on file in the corporate offices of ContactLifeline, Inc.: Federal Form 990, including attachments and schedules, for the preceding three years; schedule for unrelated business income tax, form 990-T; form 1023 or 1024, with supporting materials; the IRS determination letter re: tax exempt status and any other file correspondence between the IRS and ContactLifeline, Inc. Interested parties may also review a copy of the latest audited financial statements of USA, Inc., on file in the corporate offices.

ContactLifeline Offices

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P.O. Box 9525, Wilmington, Delaware 19809
Ph: 302-761-9800 Fax: 302-761-4280

Kent/Sussex Counties
P.O. Box 61, Milford, Delaware 19963
Ph: 302-422-1154 Fax: 302-422-2078

Toll Free Crisis Helpline: 1-800-262-9800

www.contactlifeline.org