



Background & History: Established in 1974 as CONTACT Wilmington to provide 24-hour Crisis Helpline services. Name changed to CONTACT Delaware, Inc. in 1987. Effective January 1, 2007 name officially changed to ContactLifeline, Inc.

In October 1985, Rape Crisis Services began as a result of the Wilmington Rape Crisis Center closing. Crisis Helpline and Rape Crisis services expanded statewide to include Kent and Sussex Counties in 1987. Reassurance Program, a program that provides daily telephone reassurance and caring human interaction to lonely and disenfranchised elderly and homebound, was established in 1994.

In 1997, the SSAAV (Support for Sexual Assault Adolescent Victims) Program was implemented to reach high-risk youth and provide individual and group counseling as well as prevention programs to adolescent victims of sexual assault. The Sexual Assault Network of Delaware (SAND) was established in 1998 to support a voluntary network of law enforcement professionals, Sexual Assault Nurse Examiners, victim advocates and volunteers charged with raising public awareness and ensuring the availability of sufficient services for victims of sexual assault. The Rape Aftercare Program, implemented in 2003 provides follow-up services to sexual assault victims and community outreach to underserved populations. In 2005, the Rape Aftercare Project expanded to include the Hispanic community statewide.

ContactLifeline, Inc. is an accredited crisis helpline center of CONTACT USA (a national network of 40 crisis helpline centers in the U.S.A.) and the American Association of Suicidology (160 crisis helpline centers in the U.S.A.). The organization has an international affiliation with Lifeline International (150 centers worldwide).

ContactLifeline, Inc. is a member organization of, Alliance for Information and Referral Systems, NOVA (National Organization of Victims Assistance), Delaware Association of NonProfit Agencies, and the National Network to End Sexual Violence.

Additionally, ContactLifeline, Inc. is part of the national RAINN (Rape Abuse Incest National Network) and the Kristen Brooks Hopeline Network (1-800-SUICIDE) and the National Suicide Prevention Lifeline (1-800-273-TALK). ContactLifeline staffs all Delaware calls to these national suicide prevention and national rape crisis lines.

Board of Directors, 2010:

Tina M. Schaeffer, *President*,
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Powell, MPA, Debra Puglisi Sharp, Marilyn R. Siebold, MCC Michelle A Washington, PhD

Professional Staff:

Executive Director	Patricia P. Tedford, M.S.A.
Crisis Services Director	Elizabeth McCourt, J.D.
Policy/Prevention Director	Polli Funk
Rape Crisis Services Coordinator (K/S)	Nancy McGee
Rape Aftercare Counselor (New Castle)	Cheryl C. Wilson, M.S.C.C
Rape Aftercare Counselor (K/S)	Iris Drane, M.S.W.
Crisis Services Coordinator	Erica Hicks
Prevention Counselor (Kent/Sussex)	Natalie A. Cherrix, L.C.S.W.
Prevention Specialist	Tina F. Robinson
Administrative Assistant	Dawn L. Gent

Volunteer Staff:

All helpline programs are staffed by professionally trained and supervised volunteers who have received 55+ hours of training and are evaluated and commissioned on an annual basis. The Crisis Helpline Services and the Rape Crisis Services operate on a 24-hour, 7-days a week basis. **Volunteer staff contributed 22,008 hours of direct program services valued at \$474,493 (2009 audit, Cetrulo & Morgan Group).**

Helpline	49 volunteers
Rape Crisis	19 volunteers
Reassurance	7 volunteers
Support Workers	8 volunteers
Board Members	16 volunteers
TOTAL	99 VOLUNTEERS

Operating Budgets and Revenues (by source):

2009 Operating Budget: \$701,862 (2009 audit, Cetrulo & Morgan Group, C.P.A) with only 3.3% administrative and .6% fundraising expenses.

Government Grants & Contracts (92%); Contributions (4%); United Way (.05%); Special Events (.01%); Other (4%). **Agency operating budget increases with direct program volunteer service valued at \$474,493.**

2010 Operation Budget: \$858,040.