

2017

# ANNUAL REPORT



## OUR VISION

Building a world where everyone has someone who really listens



## OUR MISSION

Provide free and compassionate emotional support to people in suicidal crisis or emotional distress through confidential telephone services



## OUR PROGRAMS

Contact Reassurance  
National Suicide Prevention Lifeline  
Care Line  
Outreach and Education

## WHO WE ARE

CONTACT Care Line is East Tennessee's oldest crisis hotline, answering crisis and other calls for help 365 days a year since November 3, 1973. Founded to address the need for immediate access telephone crisis services, our goal is to provide round-the-clock access for people in need. Through services that emphasize confidential, non-judgmental, and compassionate listening, CONTACT's trained volunteers alleviate despair, isolation, distress, and suicidal feelings in callers from East Tennessee and beyond. There are no fees for our services and we largely depend on individual donors for funding.

## CONTACT US

Phone : 865-312-7450  
Email : [office@contactlistens.org](mailto:office@contactlistens.org)  
Web : <https://contactlistens.org>

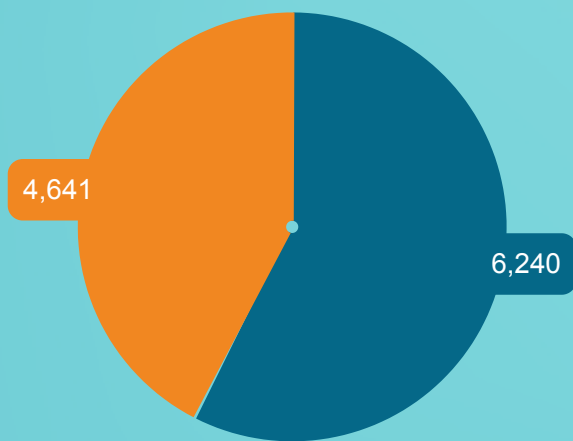
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Contact Care Line, Inc.  
PO Box 4641  
Oak Ridge, TN 37830

# Contact Care Line by the numbers

## Reassurance Calls and Crisis Calls Answered

10,881 Total Calls!

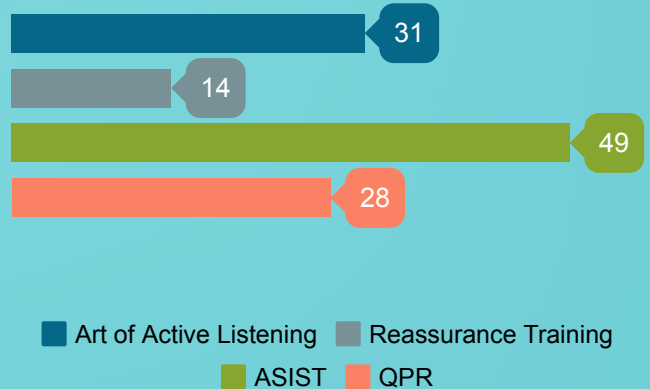


■ Reassurance Calls (57.35%)  
■ Crisis Line Calls (42.65%)

## 122 People Trained

Training has always been a large part of Contact's mission. From our basic volunteer training (40 hours) to QPR (2 hours) or the 2 day (15 hour) ASIST training, we strive to have our volunteers ready to handle the tough calls.

## Community & Volunteer Trainings



■ Art of Active Listening ■ Reassurance Training  
■ ASIST ■ QPR

Contact was WUOT's Community Partner for the Fall 2017 Fund Drive. We were excited to share Contact's story and promote suicide prevention on the air without local Public Radio station.



Photo to the left is a Contact crisis line volunteer talking with a WUOT donor!

Photo below is our Spring 2017 ASIST class.



# Donations

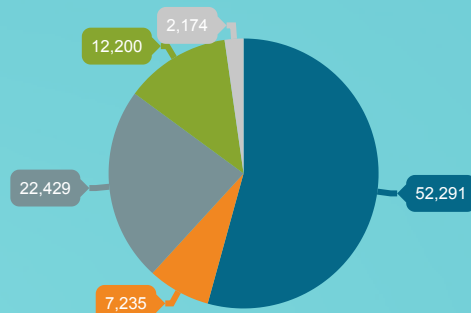
We're excited that overall funding was up in CY 2017. This increase allowed program expansions. Some funding is related to grants that will be expended in 2018.

Individual, Foundations, and Corporate giving totaled \$52,291

Churches & Synagogues donated \$7,235

The United Way and the Combined Federal Campaign contributed \$22,249

2017 Donations = \$96,329.



Individual, Foundations.. (54.28%) Churches & Synagogues (7.51%)  
 United Way & Combined F.. (23.28%) Bursting the Blues (12.66%)  
 Miscellaneous Revenue (2.26%)

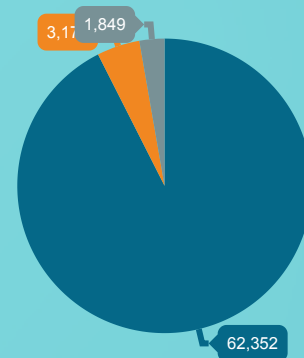
# Expenses

Our volunteer power multiples every dollar invested with Contact Care Line. One victory for 2017 is that we installed a new phone system UNDER budget! -Allowing us to return \$6,000 to the United Way in 2018 to meet other community needs.

Program expenses totaled \$62,352. Almost 93% of the dollars donated to Contact go to meet the needs of people in our area.

Only \$1,849 was spent on fundraising last year! Thank you to our loyal donors!

2017 Expenses = \$67,379



Program Expenses (92.54%) Management & General Expenses (4.72%)  
 Fundraising Expenses (2.74%)

Our income exceeded expenses this year! (A rarity for a non-profit!) Your donations are still needed because the dollars that appear to be excess are earmarked for improvement and expansion of service. These dollars will be expended in 2018. We need your support!



## Contributors to Contact Care Line, Inc. 2017

We are deeply grateful to our wonderful donors who join with us in making certain that everyone has someone who really listens. Thank you for your support!

Martha V. Adler-Jasny  
Frederick and Sandra Barry  
Ronald & Linda Battle  
Robert & Mareta Browell  
Ron & Shirley Bugos  
Kelly Callison  
Michael Cates  
Charles & Nancy Coutant  
John & Sharon Cowen (  
Patricia Cox  
Bob Cunningham  
Cathey Daniels  
Lyndia L Dew  
Jim & Becky Dodson  
Terry & Elizabeth Domm  
John & Linda Doyle  
Kim Dreier  
Cynthia Durham  
East Tennessee Foundation  
Robert Eby  
Galal and Leslie El-Sayad  
Virginia and Dean Eyman  
Faith Lutheran Church  
First Cumberland Presbyterian Church, Oak Ridge  
First United Methodist Church, Oak Ridge  
Fellowship Class, First United Methodist Church  
Koinonia Class, First United Methodist Church  
Paul and Marcia Fisher  
Charles & Jane Flanagan  
Dan & Nancy Gaubas  
James and Carla Giles  
Charles A. Gillespie  
Grace Covenant Church

Grace Evangelical Lutheran Church  
Grace Presbyterian Church of Knoxville, Inc.  
Judy Gray  
Teresa Gross  
Jane P. Grossbeck  
Melvin and Edith Halbert  
Grace Hansen  
Valerie Hansen  
Nancy E. Hardin  
Mary & James Hardy  
Harold F. Hartman Jr.  
Donald Hasson  
Robert and Carolyn Henderson  
Jennifer Henry  
Charles J. Hope Jr.  
Terrell Horne  
Phillis Jacobson  
Jack and Mary Jinks  
Dean and Linda Johnson  
Elizabeth Prather Johnson  
Mrs. Doris Jolley  
Mary Mader Kedi  
David & Ellen Keim  
Ken and Katy Kendall  
Mary Ellen and Eph Klots  
Mary H, Kollie  
Thomas Kollie  
Pat A. Larson  
Claudia S. Lever  
Mary M. Loges  
Rachel Lokitz  
Bonnie & Gregg Marland

Bruce & Paige Marshall  
Harriett McCurdy  
Haresh Mirani  
Helen O'Connor Morton  
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Linda O'Hara  
ORAU Oak Ridge Associated Universities  
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David & Kathryn Olsen  
Jane Palmer  
Lester M. Petrie  
Jane C Pope  
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Powell United Methodist Church  
Bettie C. Preston  
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M Reed  
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John B. Robertson, Jr.  
Rogers Group, Inc.  
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James & Becky Rushton  
Saint Mary's Council Of Catholic Women  
Martha S. Salk  
David Savoie  
Tandy W. Scheffler  
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Sequoyah Hills Presbyterian Church

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Irene Sullivan  
Wes Sunderman  
Louise C. Thomas  
TN Bank  
William & Mary Truex  
Azita Saed  
Richard and Thelma Tyndall  
United Methodist Women  
Aase and Fred Vaslow  
Anonymous  
Kathleen Walker  
AnneMarie Wallace  
Larry J. Washam  
Randall Weir  
West Knoxville Friends Meeting  
Holly White  
Stephen Withrow  
Enoch Lloyd Youngblood JR.



We also owe a debt of gratitude to the following companies, foundations, and organizations who made major gifts to the work of Contact Care Line. We include WUOT in appreciation of selecting Contact as their Community Partner for their Fall 2017 Fund Drive.



**Community Partner**