ANNUAL REPORT

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
Web : https://contactlistens.org

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

122 People Trained
31
14
49
28

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 with our 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.
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

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.

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

Donations

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual, Foundations</td>
<td>$52,291</td>
</tr>
<tr>
<td>Churches &amp; Synagogues</td>
<td>$7,235</td>
</tr>
<tr>
<td>United Way &amp; Combined F.</td>
<td>$22,249</td>
</tr>
<tr>
<td>Bursting the Blues</td>
<td>$12,200</td>
</tr>
<tr>
<td>Miscellaneous Revenue</td>
<td>$2,174</td>
</tr>
</tbody>
</table>

2017 Donations = $96,329.

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

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

Expenses

2017 Expenses = $67,379

- Only $1,849 was spent on fundraising last year! Thank you to our loyal donors!
- 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
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Mary H. Kollie
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Bruce & Paige Marshall
Harriett McCurdy
Haresh Mirani
Helen O’Connor Morton
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United Methodist Women
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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.