



Contact Community Services  
CHANGING LIVES EVERY DAY

ANNUAL REPORT 2008  
UPDATE 2009



**SUBJECT: A BUMPY 18 MONTHS/UPS AND DOWNS**

**FROM: PAT LEONE, EXECUTIVE DIRECTOR**

**TO: THE COMMUNITY**



This year, our annual report narrative looks backward and forward and takes you through the ups and downs of the very unusual period from January 2008 to May 2009. Like so many other not-for-profit organizations, we have endured nerve-wracking economic uncertainties and deep funding cuts. Way to Go afterschool program, for example, has lost half of its funding, which means drastic cutbacks in services.

Amazingly, though, this same period of time has presented us with incredible opportunities. We are a very different organization than we were only 18 months ago.

This spring, Contact Community Services and the Mental Health Association of Onondaga County became affiliates, sharing office space, an executive director, a board, and other administrative and managerial functions. This is an exciting and strategic partnership that could become an innovative model for other organizations striving to strengthen their capacities.

Contact has also become the primary information and referral (I&R) resource for Onondaga County. We assumed 24-hour coverage of Onondaga County's 24-hour I&R HELPLINE and will operate the Mental Health Association's I&R services.

We still face uncertainties about valuable programs and services, but severe economic times can either bring you down or energize you. We are definitely energized!

A handwritten signature in black ink that reads "Patricia R. Leone".



**Contact Community Services**  
CHANGING LIVES EVERY DAY

**OUR MISSION**

Contact Community Services, Inc., helps individuals and organizations create positive personal and social change to improve the quality of lives in central New York.

**SUBJECT: AFTER-SCHOOL PROGRAMS**

# WAY TO GO (WTG)



**DATE:** APRIL 2008

**FROM:** PAT AND WTG STAFF

**TO:** CONTACT STAFF AND BOARD

Way to Go has a new home at 416 West Onondaga Street! We will be renting from Second Olivet Mission Baptist Church. There is plenty of space for group activities, a computer room, and offices for case management meetings. Thank you to board members who secured furniture donations.

**DATE:** JANUARY 2008

**FROM:** PAT

**TO:** WAY TO GO STAFF

This is an exciting time for Way To Go after-school youth development program! We have qualified for a direct TANF (Temporary Assistance for Needy Families) contract for \$150,000 from the Department of Social Services to replace our subcontract through Syracuse Model Neighborhood Facility, Inc. We will be moving out of the Southwest Community Center and looking for our own space for the program!

**DATE:** DECEMBER 2008

**FROM:** A FORMER PARTICIPANT

**TO:** MY WAY TO GO FAMILY

I'll be home from college in a few weeks and a visit to the new Way To Go center will be one of my first stops. I wouldn't even be in college if it weren't for Way to Go.

**DATE:** DECEMBER 2008

**FROM:** PAT

**TO:** ALL STAFF

Money is likely to be tight, so we need to anticipate reductions from funders as we write our 2009 budgets.

**DATE:** MARCH 2009

**FROM:** WTG STAFF

**TO:** PARTICIPANTS AND PARENTS

We are committed to you and our community. Way To Go will stay open, but we will look different. We owe it to you to maintain the program for all 60 youth until the end of the school year. We will continue the core activities of case management, academic support and adolescent pregnancy prevention. Private contributions will keep evening meals and hours going. In the next school year, however, we can serve only 30 youth. We will keep looking for new funding.

**DATE:** FEBRUARY 2009

**FROM:** PAT

**TO:** WTG STAFF

Funding cuts are even worse than expected, especially for Way To Go. Effective March 1, the TANF funds will end. Effective April 1, we lose Department of Mental Health money. That's half the program's funding, and other cuts may still be coming. It's brainstorming time.

**SUBJECT: AFTER-SCHOOL PROGRAMS**

# PAVING 'R' WAY (PRW)



**DATE:** FEBRUARY 2009

**FROM:** PAT

**TO:** PRW COORDINATOR

The 21st Century Community Learning Center funding for PRW at Lincoln Middle School runs out June 30, 2009. I know we will write the best proposal we can for the new round of five-year funding. Then we have to wait until late spring to learn the future of this excellent and unique afterschool program.

**DATE:** JULY 2009

**FROM:** PAT

**TO:** PRW STAFF

Congratulations! We have just learned that Paving R Way was awarded the only 21st Century grant in Syracuse for 2009-2014. This five-year grant is worth more than \$2.5 million.

**SUBJECT: TELEPHONE SERVICES**

**DATE:** AUGUST 2008

**FROM:** A FRANTIC CALLER

**TO:** THE HOTLINE COUNSELOR WHO HELPED LAST NIGHT

I never thought I would become a victim of the economy. But I have, and I am glad I had my meltdown about it with you instead of my family. Thanks to you, I was able to calm down and put it all in perspective before I talked to them. Thank you for being there.



**DATE:** DECEMBER 2008

**FROM:** PAT

**TO:** TELEPHONE STAFF

You answered more than 3,000 HELPLINE calls from county residents looking for information about flu shot clinics, emergency shelter, food pantries, and resources for other issues. And that was just during the evenings, nights and weekends when we cover the HELPLINE for the county. I wonder what the call volume is during the day...think we could handle that?



**DATE:** DECEMBER 31, 2008

**FROM:** PROGRAM COORDINATOR

**TO:** TELEPHONE STAFF AND VOLUNTEERS

Congratulations—100 percent coverage, 24 hours a day, every day of the year (and it was a leap year, so you had an extra day)! You answered 20,253 calls in 2008, and our annual survey showed 100 percent caller satisfaction. We can't do any better than that.



**DATE:** APRIL 2009  
**FROM:** DIRECTOR OF TELEPHONE SERVICES

**TO:** **CONTACT STAFF, VOLUNTEERS, AND BOARD**

We have had our share of funding cuts, so it is time for some good news: Onondaga County would like to expand our HELPLINE contract to 24-hour coverage of the information and referral service, starting by this summer.

**SUBJECT: SCHOOL-BASED MENTAL HEALTH**

# SUCCESS THROUGH EARLY PREVENTION (STEP)

**SUBJECT: "BABY" STEP**

**DATE:** MARCH 2009  
**FROM:** DIRECTOR OF SCHOOL SERVICES  
**TO:** PAT

A bit more good news: The Syracuse City School District wants to go ahead with "baby" STEP for children in grades K-2. We are now a K-6 program!

**SUBJECT: SCHOOL-BASED MENTAL HEALTH**

# YOUTH EMBRACING SUCCESS (YES) WORKSHOP

**DATE:** APRIL 2008  
**FROM:** YES CLASSROOM FACILITATOR  
**TO:** PROGRAM MANAGER

I am so moved by the level of trust the students have developed over the course of this eight-week workshop on social/emotional skills. Today, two girls talked about the deaths of their fathers and about their grief. We can't teach trust, but we certainly can provide a safe place for children to share feelings and experiences.

**DATE:** JUNE 2008  
**FROM:** DIRECTOR OF SCHOOL SERVICES  
**TO:** SCHOOL-BASED STAFF

According to national estimates, one in five children has a significant mental health problem. The 2008-2011 United Way funding will help support some additional mental health services for Syracuse City School District students in STEP, our short-term alternative education program addressing academic and behavioral skills.

**SUBJECT:**  
**SCHOOL-BASED MENTAL HEALTH**

# PRIMARY PROJECT

**DATE:** SEPTEMBER 2008  
**FROM:** PAT  
**TO:** PRIMARY PROJECT COORDINATOR

The Syracuse School District is cutting Primary Project funding for 2008-09 by 30 percent, but the impact is lessened by program efficiency improvements.

**DATE:** NOVEMBER 2008  
**FROM:** CHILD ASSOCIATE, PRIMARY PROJECT  
**TO:** PROGRAM DIRECTOR

It still amazes me that simply taking a child out of the classroom to play for 30 minutes once a week can help. But "child-led play" works. James, a first grader, has been disruptive in class. But recently, his teacher said she thinks the playroom is making a difference. He is calmer. I am very proud to be a part of this program.

**SUBJECT: CNY CIRCLES CAMPAIGN**

**DATE:** OCTOBER 2008

**FROM:** PAT AND CNY CIRCLES COORDINATOR

**TO:** UNITED WAY OF CENTRAL NEW YORK

Thanks to the United Way Community Initiative Fund and our board's decision to commit Contact funds to the project, the CNY Circles campaign to end poverty has taken root in our community. Although the funding has ended, Contact remains committed to the work of Bridges Out of Poverty and Circles; we will continue to provide non-financial support to this community-based, community-driven initiative. We believe it is a wise investment in our community and that a way will be found to sustain this important work.

**DATE:** APRIL 2009

**FROM:** PAT

**TO:** CONTACT STAFF, BOARD AND VOLUNTEERS

I have just heard that CNY Circles has found a new home and financial support from a local agency, Housing Visions, Unlimited. We are very proud to have been involved in building a foundation for this work.

**SUBJECT: MENTAL HEALTH ASSOCIATION OF ONONDAGA COUNTY (MHA)**

**DATE:** MAY 2009

**FROM:** CONTACT AND MHA BOARDS

**TO:** **THE COMMUNITY**

Contact Community Services, Inc., and the Mental Health Association of Onondaga County proudly announce our affiliation. This partnership will benefit both organizations, and even more importantly, it will strengthen the delivery of services to our community.



**Mental Health Association of Onondaga County is now an affiliate with Contact Community Services, Inc.**

**SUBJECT: 2008 FUNDING NOTES**

**DATE:** MAY 2008

**FROM:** PAT

**TO:** STAFF

Overall, it is good news from United Way for 2008-2011. Six of eight program applications were funded for a total annual allocation of \$223,253: Mental Health and Education Systems Project (\$40,000); Primary Project (\$39,000), STEP (\$15,000), Telephone Counseling (\$61,253), Way to Go after-school program (\$45,000), and Youth Embracing Success (\$23,000). Of course, allocations always depend on United Way meeting its annual fund-raising goals.

**DATE:** OCTOBER 2008

**FROM:** PAT

**TO:** STAFF

The Syracuse City School District has contracted with us for \$25,000 to provide for parent engagement activities for its 21st Century Community Learning Center sites for the current school year.

**DATE:** DECEMBER 2008

**FROM:** STEP STAFF/ PARTICIPANTS

**TO:** **M & T FOUNDATION**

Thank you for the \$7,100 grant to fund our 2009 STEP summer program.

**SUBJECT:**

# THANK YOU, FRIENDS & SUPPORTERS

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## **BUSINESSES AND FOUNDATIONS**

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 R & R Janitorial Service, Inc.  
 United Technologies Corporation  
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 Village Office Supply

List includes Contact Friends who donated January 1-December 31, 2008 and several 2007 Friends who were omitted last year due to our transition to new software. Our apologies for past errors--and for any we have made this year

### **SUBJECT: 2008 REVENUE SOURCES**

New York State Education Department	10%
Onondaga County Department of Mental Health	24%
Onondaga County Department of Aging & Youth	2%
Onondaga County Department of Social Services	11%
Contributions	4%
United Way of Central New York	9%
School Districts	26%
Syracuse Model Neighborhood Facility, Inc.	10%
Program Fees and Contracts	4%
	<b>100%</b>
	<b>\$2,296,707</b>

### **SUBJECT: 2008 PROGRAM ALLOCATIONS**

Telephone Counseling	17%
School-based Services	35%
Youth Development Services	30%
Community Initiative	5%
Administration/Fundraising	13%
	<b>100%</b>
	<b>\$2,293,304</b>

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# Contact Community Services

CHANGING LIVES EVERY DAY

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**Contact Hotline** ..... 315-251-0600  
**Contact Hotline for Cayuga County** ..... 877-400-8740  
**Youth Emergency Services for Mental Health** ..... 315-463-1100  
**Contact Community Services Business Office** ..... 315-251-1400  
**Contact Community Services e-mail** ..... [contact@contactsyracuse.org](mailto:contact@contactsyracuse.org)

### MENTAL HEALTH ASSOCIATION OF ONONDAGA COUNTY

**Business Office** ..... 315-445-5606

### WEBSITES

**Contact Community Services** ..... [www.contactsyracuse.org](http://www.contactsyracuse.org)  
**Teen Talk radio** ..... [www.teentalkradio.org](http://www.teentalkradio.org)  
**Mental Health Association  
of Onondaga County** ..... [www.cnymentalhealth.org](http://www.cnymentalhealth.org)

Written by Wendy Stein • Designed by Kiefer Creative

