



CONTACT CONNECTIONS

Helpline Number:
717-299-4855 or
717-299-4856

SUMMER EDITION

JUNE 2011

P. O. Box 2454 Lancaster, Pa 17608-2454

Web: www.CONTACT-lancaster.org

Office Hours:

8:00-4:30

717-509-7711

rbegley@caplanc.org

Advisory Council:

Regina Begley

Erin Birk

Dr. M. Khalil Hamid

Sally Loomis

Linda Shank

Merle Sollenberger

Tanya West

Carolyn Woods

CONTACT Connections is printed in March, June, September and December.

The Community Action Program of Lancaster County administers the CONTACT Lancaster Helpline.



CALENDAR OF EVENTS

Support Worker Meetings:

June 15, 2011

5:00 p. m. CAP

Meetings will resume in September

Advisory Council, Public Relations And Donor Development Meetings:

June 20 and August 11, 2011

5:30 p.m. CAP

July meeting will not take place for summer break

All CONTACT volunteers are encouraged to attend any committee meetings that are of interest.

Please contact Regina for more information on the committees

**Please note dates and times subject to change*

CONTACT Speaker's Bureau

Toastmaster Speechcraft Training

Presented by Beth Rudy and Tom Mahoney

June 13 and 27 July 12 and 26 August 9 and 23

CONTACT USA Accreditation Site Evaluators will visit CONTACT Lancaster on June 28, 2011

**Join us for the next Volunteer All Hands Meeting
August 25, 2011 from 6-8 p.m.**

ABOVE AND BEYOND

A special thank you to these volunteers who worked "above and beyond" the standard 24 hours for the months of March, April and May

Carolyn Cooley: 120

Amanda Cajigas: 112

Rhoda Patterson: 108

Frances Horton: 72

Chad Miller: 68

Lori Covey: 68

Mary Kathryn Noll: 60

Mary Ann Ziegler: 58

Linda Shank: 56

Eleanor Sloan: 52

Julie Steffy: 48

Bill Dinino: 48

Tanya West: 40

Phyllis Farmer: 40

Charlotte Whiting: 40

Elaine Brubaker: 40

Catherine Reiver: 36

Fern Gehman: 36

Peggy Burnley: 28

Don Mowrer: 28

Erin Birk: 28

Sally Edwards: 28

Rosie Rodriguez: 28

**CONTACT Lancaster Helpline is beginning a Summer Training Session
Week of July 11, 2011**

Anyone interested in joining please call the office.

CONTACT Lancaster Helpline will be riding in Dream Ride Lancaster on July 23, 2011. Any support, either in riding with us or monetary sponsorship is appreciated. Please call the office for information.

***Thank you to all of our donors
for consistent and generous support of CONTACT.***

New to CONTACT

Please welcome the graduating class from
Winter 2011 and Spring 2011

- Amanda Cajigas:** Student at HACC Lancaster
- Patricia Collier:** Retired
- Chelsea Galos:** Dance Instructor
- Sandra Heidlauf:** Retired
- Melinda Kha:** Photographer and Student at Lancaster Bible College
- Joyce McEwan-Whitehead:** Administrative Assistant
- Kelly Mullar:** Server with Haydn Zugs
- Vicki Shaffer:** Graduate of Options, Lancaster
- Clarrisa Sube:** Student at Millersville University
- Celeste Van Belle:** Graduate of Lancaster General College
- Valerie Weidman:** Administrative Data Entry
- Barry Wolfe:** Retired Pastor

From the Director.....

Excitement, High Energy and Hard Work. These are a few of the words I use to describe CONTACT and its volunteers when I am asked "So, how is CONTACT these days?" It makes me feel wonderful to be able to say those words, with a smile on my face and launch into all the future plans of CONTACT.

Our Advisory Council is growing, with the addition of Dr. Khalil Hamid, retired Professor of Economics and Dean of Social Sciences from Millersville University. Dr. Hamid is excited to work with CONTACT in fund development and awareness in the community. Welcome Dr. Hamid!

Our CONTACT Speaker's Bureau is back and will be speaking out in the community during July and August. So much more is being planned that I cannot possibly fit it all here. I encourage all to join us for an Advisory Board Meeting or the next Volunteer All Hands Meeting in August to hear more about CONTACT's future plans.

Warmest Regards,

Regina Begley

Our Impact in the community:

"Thank you CONTACT. I don't know how I would have survived the last two weeks without CONTACT. The warm, friendly voices matter. When CONTACT picks up the phone, you give of yourselves-you are always there."

—From a Caller to CONTACT Lancaster Helpline on

May 31, 2011

TRUST.....by Eleanor Sloan

Webster defines trust as a "firm belief or confidence in the honesty, integrity, reliability and justice of a person." Isn't that what happens when a caller dials the CONTACT Lancaster Helpline at 299-4855? Callers trust we will be there to listen to their story without judgment. One caller told about two business calls he had made earlier, for over a half hour he dealt with a series of computer generated voices. His frustration was evident when he said, "I won't keep you long, all I really need is to hear a human voice for a few minutes." Our callers trust us with their most intimate thoughts and when their tears flow they ask for trust and understanding. Our callers' trust is really giving us high praise for the times we are there to meet their needs.

Call Volume	<u>Jul-10</u>	<u>Aug-10</u>	<u>Sep-10</u>	<u>Oct-10</u>	<u>Nov-10</u>	<u>Dec-10</u>	<u>Jan-11</u>	<u>Feb-11</u>	<u>Mar-11</u>	<u>Apr-11</u>	<u>May-11</u>
CONTACT											
Helpline	729	725	692	788	667	684	957	780	856	797	844
Kids line	2	3	2	1	0	0	0	1	3	1	1
Teen line	22	17	32	33	18	12	28	19	26	30	12
Reassurance	237	239	258	269	251	259	254	232	238	220	230
Lifeline	93	59	38	43	47	68	82	78	88	49	45
Deaf line	10	4	5	9	3	3	7	3	11	3	2
Rollover Line	398	360	377	385	328	342	354	239	358	369	501

Kellogg's Corporate Citizenship Fund

"Kellogg Company employees and retirees have a history of caring about the communities where we work and live. The Kellogg Care\$ Employee and Retiree Volunteer Program was created to provide a way to recognize and encourage the valuable contributions of volunteers." This was taken from a letter sent to CONTACT from Kellogg's with a donation of \$500. Tanya West, a volunteer with CONTACT for 36 years is one of the retirees that Kellogg's speaks of in this letter. CONTACT thanks the Kellogg Company and most importantly, Tanya, for remembering and supporting CONTACT through this fund.

CONTACT Fundraiser Corner

Gertrude Hawk Candy Sale: \$786

Isaac's Night in Lititz: \$76

Businesses That Care Expo: \$1000