



**CALL
FOR HELP
INCORPORATED**

HELP AND HOPE FOR
PEOPLE IN CRISIS

2009 ANNUAL REPORT



A helping hand.
A reassuring voice.

Mission

Call for Help provides individualized 24-hour crisis intervention and support services to enhance coping skills and improve the lives of those served.

Vision

An agency renowned throughout the community for providing quality crisis intervention and support services.

History

Call for Help, Inc. was started in 1970 when a group of mental health professionals, physicians, religious and others recognized the need for a suicide prevention program in Madison and St. Clair counties.

Beginning as a suicide hotline, Call for Help has expanded its programs to include Information & Referral, Sexual Assault Victims Care, Clinical Services for the mentally ill, and Transitional Living Center for homeless mothers. The services of Call for Help today reflect the most serious needs of people in the Metro-East who face crisis in their lives.



Call for Help supports individuals and families through some of life's toughest times – personal crisis, sexual assault, homelessness – so they can get their lives back to normal.

From the Board President & Executive Director

When people in the Metro-East face tough times, relief is just a “call for help” away. During the past year, nearly 30,000 people made the call to Call for Help. We guide and comfort people through some of life’s most trying times – homelessness, financial crisis, sexual assault, emotional crisis, potential suicide and more.

We work with individuals and families to stabilize their lives and get back on their feet. Our services are made possible by the community’s generous support as well as our dedicated and caring team of 70 staff and 200 volunteers. Their passion and commitment is evident every day.

In today’s challenging economy we have seen increased needs among the people we serve. The economic downturn also has affected many nonprofit agencies. Fortunately, Call for Help has responded to these challenges. We have not had to reduce staff and finished the fiscal year ended June 30, 2009 with a small net revenue over expenses.

Our stability in these difficult times is the result of efforts we have made in the past few years to strengthen ourselves as an agency. Our strategic plan lays out a number of goals in community awareness, funding, staffing, technology, programs and facilities. Recent progress on the plan includes installation of an emergency generator to enable us to maintain operations in the event of a power outage, and purchase of a new telephone system to improve service to our callers. We are yielding the benefits of fiscal accounting being outsourced for the past three years. In the coming year we are looking forward to expanded efforts in fund raising and public relations.

We thank the community for your support of Call for Help. Today Call for Help is needed more than ever. When people need a place to turn, Call for Help is here for them.

Barton Tate
Board President



Carlyn Brooks
Executive Director



WE ARE ALWAYS READY...A CALL FOR HELP IS ALL IT TAKES.

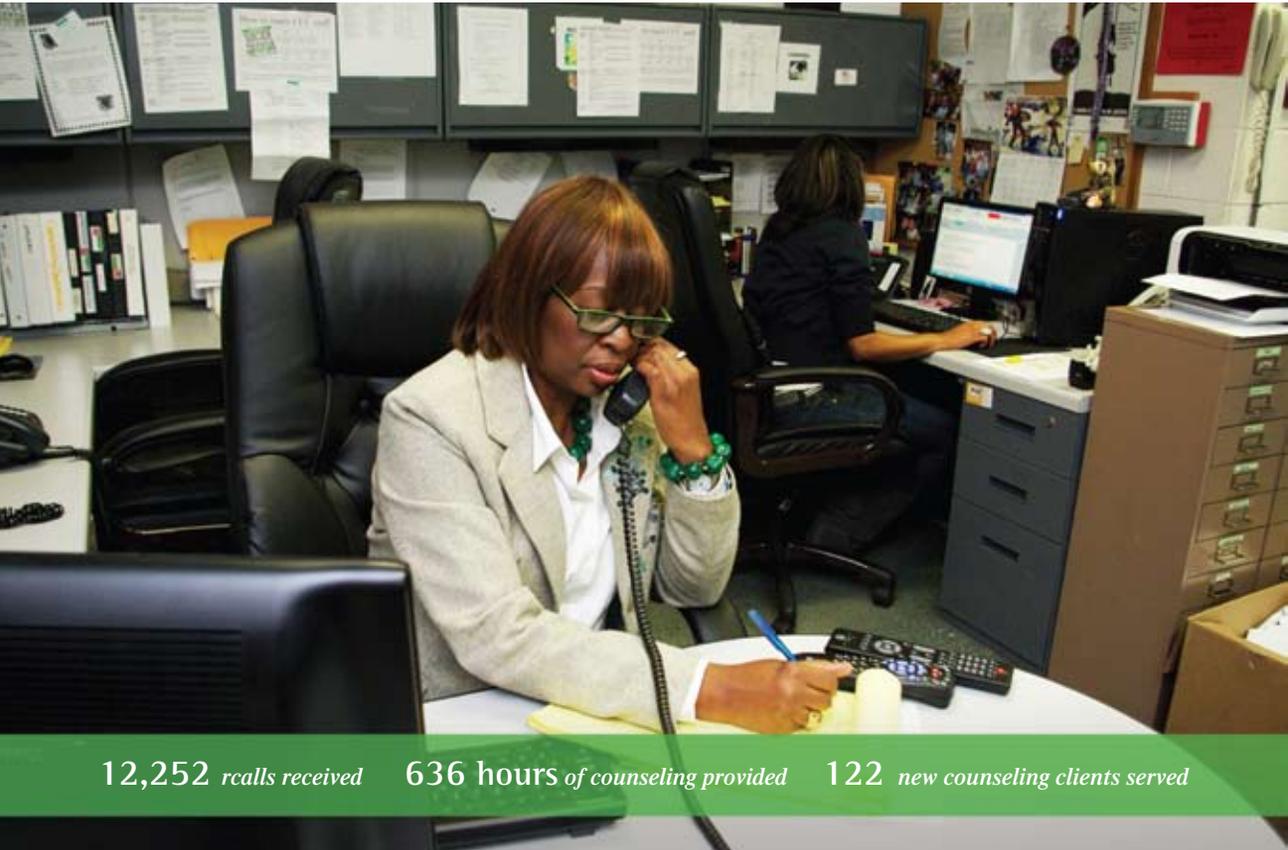
EASING THE DISTRESS

Suicide and Crisis Counseling

Life normally has its ups and downs. But sometimes, situations can become so overwhelming that a person finds it difficult to cope ... and may even contemplate suicide.

Fortunately, a voice of strength and reassurance is available 24 hours a day, seven days a week through the Call for Help crisis hot line. Our hot line is answered by specially trained staff and volunteer crisis workers. We listen to callers, offer support and suggestions and link them with community resources. Individual and

group counseling is provided to those who have lost a friend or family member to suicide. We also offer workshops and presentations to the community on topics of personal crisis and suicide. For a variety of life crises, Call for Help provides in-person crisis counseling by a licensed Master's level crisis counselor. Counseling sessions are scheduled with individuals, couples and families to find solutions and relief from such problems as depression, anxiety, anger, stress and grief as well as relationship issues.



12,252 *rcalls received* 636 *hours of counseling provided* 122 *new counseling clients served*

The Call for Help crisis hotline operates 24 hours a day, seven days a week to provide a helping hand and reassuring voice whenever crisis strikes.

GIVING A HELPING HAND

Emergency Assistance/Information & Referral

Loosing a job ... undergoing expensive medical treatment ... these and other circumstances can leave a family on the financial brink. When a family can't pay the rent or the electric bill or buy food and medicine, they can turn to Call for Help.



15,619 calls received 122 received rental/utility assistance 1,281 received food
97 assisted with medications 171 received school supplies \$ 53,057 of direct assistance provided to individuals

Call for Help's Emergency Assistance/Information & Referral program links people in need with local agencies, churches and other organizations. Through FEMA and other sources, Call for Help can provide assistance with rent and utilities for those who face eviction or shutoff. Help in obtaining emergency medications is available, along with transportation and other services. Call for Help operates an emergency food pantry that is open seven days a week.

Information & Referral services help to prevent homelessness and relieve stress.

PROVIDING A BRIDGE TO STABILITY

Clinical Services for the Mentally Ill

124 individuals served 6,681 nights of care provided

Mental illness can rob a person of mental faculties that most of us take for granted. It can interfere with one's ability to manage life.

Call for Help's Clinical Services Program provides a bridge to stability for people with mental illness who have become homeless. Participants are referred to Call for Help by hospitals, psychiatrists and other health professionals.

While in the program, they reside at Call

for Help's Clinical Services facility for about 60 to 90 days. Medication monitoring, counseling and medical assistance are provided to help residents stabilize behaviors. Through group sessions they work to improve self-esteem, social competence, symptom management and more. They receive help with developing living skills along with transportation to appointments. The program helps them locate appropriate housing and support resources in the community.

Clinical Services clients prepare to return to the community with the help of medication monitoring, counseling, living skills training and more.

STANDING AT THEIR SIDE

Sexual Assault Victims Care Unit

91 responses to assault victims 240 children 424 adults received counseling
26,000 people reached through community presentations

Suffering rape, molestation or other sexual assault is very traumatic. In the aftermath of the assault, the victim may be left at the hospital or police station stunned, confused and frightened. Call for Help responds to these emergencies 24 hours a day with trained sexual assault workers who stand at the victim's side. They serve as advocates to help navigate the medical and legal system, serving as advocates through evidence collection, police interviews and court proceedings.

The Sexual Assault Victims Care Unit also provides group counseling and short- or long-term therapy to adults and children to reduce the trauma of sexual assault and various forms of sexual

harassment. The goal is to validate clients' reactions and facilitate a return to pre-trauma functioning.

Community education is an important component. Prevention educators present programs to school, church and community groups targeting both adults and young people. Topics include "good touch/bad touch," bullying, media impact, sexual assault indicators and others. A professional education program conducts training with emergency room workers, criminal justice personnel, police and others on the psychological effects of assault and the needs of victims.

Trained sexual assault workers help victims navigate the medical and legal system, serving as advocates and providing comfort and support.

BUILDING INDEPENDENCE

Transitional Living center for Homeless Young Women

A young mother faces a lifetime of poverty. No job, no skills, no place to live.

Hope for that otherwise bleak future can be found at Call for Help's Transitional Living Center. This program works intensively with homeless young women for two years to give them the skills and support for a lifetime of successful independent living.

Mothers and their children reside at the Transitional Living Center for up to two years.

They live in a group setting with other families, sharing responsibilities for meals and upkeep of common areas. Training is provided in living skills, parenting and workplace readiness. Residents also can enroll in GED classes and vocational training.

Two-thirds of the women who enter the Transitional Living program complete it successfully and move to independent living in the community.

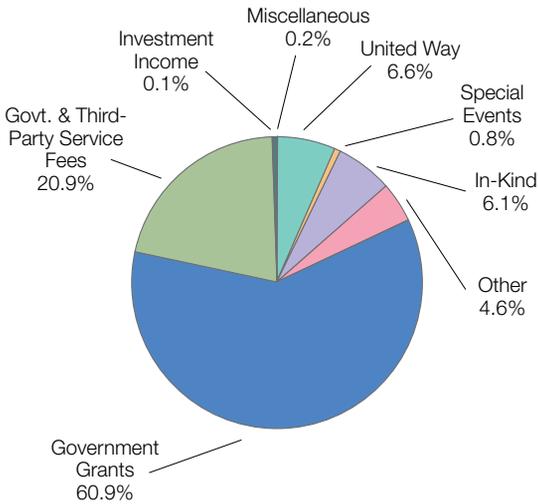


147 women and children served 10,910 nights of care provided

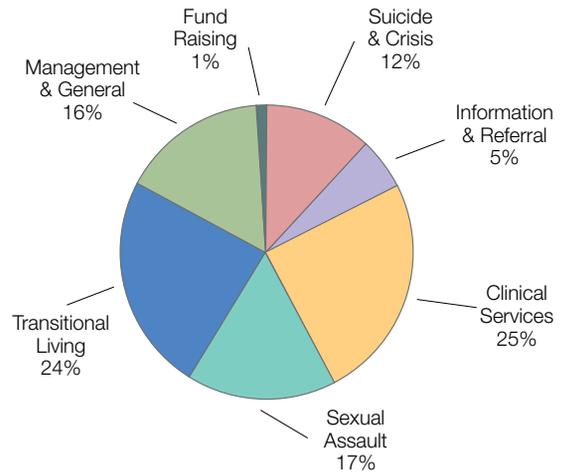
*Clients of the Transitional Living Center
develop skills and support to live independently.*

CALL FOR HELP, INC. AND CALL FOR HELP FOUNDATION, INC.

Call for Help, Inc. Revenues Fiscal Year 2009



Call for Help, Inc. Expenses Fiscal Year 2009



CONSOLIDATED STATEMENT OF FINANCIAL POSITION JUNE 30, 2009

	Call For Help, Inc.	Call For Help Foundation, Inc.	Eliminations	Consolidated Total
ASSETS				
Current Assets:				
Cash	\$235,921	\$129,645	\$--	\$365,566
Accounts receivable	507,431	--	--	507,431
Due from Call For Help Foundation, Inc.	93,159	--	(93,159)	--
Prepaid expenses and other assets	81,387	--	--	81,387
Total Current Assets	\$917,898	129,645	(93,159)	954,384
Property and Equipment, net	--	2,253,090	--	2,253,090
Total Assets	\$917,898	\$2,382,735	\$(93,159)	\$3,207,474
LIABILITIES AND NET ASSETS				
Current Liabilities:				
Accounts payable and accrued expenses	\$177,339	\$142	\$--	\$177,481
Due to Call for Help, Inc.	--	93,159	(93,159)	--
Current maturities of note payable	--	33,205	--	33,205
Total Current Liabilities	\$177,339	126,506	(93,159)	210,686
Net Assets:				
Unrestricted:				
Board designated for operating reserve	82,401	--	--	82,401
Undesignated	638,597	2,256,229	--	2,894,825
Total unrestricted net assets	720,997	2,256,229	--	2,977,226
Temporarily restricted	19,562	--	--	19,562
Total Net Assets	740,559	2,256,229	--	2,996,788
Total Liabilities and Net Assets	\$917,898	\$2,382,735	\$(93,159)	\$3,207,474

See accompanying notes to consolidated financial statements.

CALL FOR HELP, INC. AND CALL FOR HELP FOUNDATION, INC.

CONSOLIDATED STATEMENT OF ACTIVITIES FOR THE YEAR ENDED JUNE 30, 2009

	<u>Call For Help, Inc.</u>		<u>Call For Help Foundation, Inc.</u>		Consolidated Total
	<u>Unrestricted</u>	Temporarily <u>Restricted</u>	<u>Unrestricted</u>	<u>Eliminations</u>	
Public Support and Revenues:					
DHS - Grant in Aid	\$--	\$559,052	\$--	\$--	\$559,052
DHS - Medicaid/Non-Medicaid		585,376	--	--	585,376
DHS - 1 X Funds	--	10,517	--	--	10,517
ICASA - VOCA	--	136,996	--	--	136,996
ICASA - General Services	--	219,216	--	--	219,216
ICASA - VAWA	--	74,147	--	--	74,147
ICASA - Other	--	42,283	--	--	42,283
Department of Commerce and Economic Opportunity	--	26,000	--	--	26,000
Attorney General - Violent Crime Victims Assistance	--	42,000	--	--	42,000
Emergency Food and Shelter	--	17,000	--	--	17,000
Community Development Grant	--	20,000	--	--	20,000
Intergovernmental Grant - HUD	--	552,494	--	--	552,494
Children's Home & Aid Society of Illinois	--	20,232	--	--	20,232
Foundation grants	--	46,405	--	(46,405)	--
St. Clair County Mental Health Board	--	144,258	--	--	144,258
Madison County Mental Health Board	--	17,756	--	--	17,756
United Way	--	201,703	--	--	201,703
Contract services	--	33,850	--	--	33,850
Occupancy and equipment rental revenue	--	--	270,657	(270,657)	--
Interest income	1,644	--	92	--	1,736
Miscellaneous income	6,816	--	--	--	6,816
Fund raising	23,272	--	--	--	23,272
Donations	49,548	45,500	--	(19,855)	75,193
In-kind contributions	186,250	--	4,200	--	190,450
Satisfaction of program restrictions	2,781,761	(2,781,761)	--	--	--
Total Public Support and Revenues	3,049,291	13,024	274,949	(336,917)	3,000,347
Expenses:					
Program Services:					
Suicide and crisis	366,980	--	--	(19,751)	347,229
Information and referral	166,696	--	--	(8,592)	158,104
Clinical service	764,262	--	--	(117,295)	646,967
Sexual assault	509,219	--	--	(21,891)	487,328
Transitional living center	722,294	--	--	(103,128)	619,166
Total Program Services	2,529,451	--	--	(270,657)	2,258,794
Supporting Services:					
Fund raising	29,588	--	44,855	(46,405)	28,038
Management and general	494,973	--	222,140	(19,855)	697,258
Total Expenses	3,054,012	--	266,995	(336,917)	2,984,090
Change in Net Assets	(4,721)	13,024	7,954	--	16,257
Net Assets, Beginning of Year	725,718	6,538	2,248,275	--	2,980,531
Net Assets, End of Year	\$720,997	\$19,562	\$2,256,229	\$--	\$2,996,788

See accompanying notes to consolidated financial statements.

CALL FOR HELP, INC.

Call for Help, Inc. 2010 Board of Directors

Officers

Barton Tate, *President*
Home Delivery Manager
Belleville News-Democrat

Lizabeth Morgan, *Vice President*
Retired Speech Pathologist

Mike Nagy, *Secretary*
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All Clean Restoration
Services, Inc.

Trishel C. Bourrage, *Treasurer*
Accountant, Boeing Defense,
Space & Security
The Boeing Company

Directors

Constance Austin
Research Specialist
US Bank

Sundra Brown, MSW,
LCSW, BCD
Social Worker
VA Medical Center

Janet Hornberg
Assistant State's Attorney
St. Clair County, Illinois

Carmella L. Hardnett, MBA
Senior Manager, DoD Audit
Express Scripts

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Barnes-Jewish College
of Nursing

Yvonne Jordan
Retired School Social Worker

Jackie Lemmon
Vice President
Bank of Belleville

Patricia Lewis
Community Activist

Raymond Marbury
Major, U.S. Air Force (Retired)

Melinda Nicholson, MSM
Division Manager, Employment
& Training
St. Clair County Intergov.
Grants Dept.

Rhonda Reamer
Bank Branch Sales Manager
Regions Bank

Courtney Robinson
Attorney at Law

Monica Settles White
Human Resources
Charter Communications, Inc.

Call for Help Foundation 2010 Board of Directors

Mike Nagy, *President*
Owner
All Clean Restoration
Services, Inc.

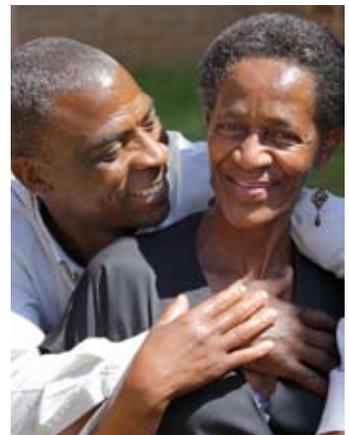
James Mendillo, *V.P. and Sec.*
Attorney
Freeark, Harvey, Mendillo,
Dennis, Wuller,
Cain & Murphy, PC

Sara Sue Tedesco, *Treasurer*
Community Volunteer

Gary Klemme
Owner
Centreads

Raymond Marbury
Major, U.S. Air Force
(Retired)

Doug Peters
Vice President
Bank of Springfield





HELP AND HOPE FOR PEOPLE IN CRISIS

Call for Help changes lives by giving people skills and support that empower them to overcome emotional and physical crisis.



**CALL
FOR HELP
INCORPORATED**

All Call for Help, Inc. services to individuals and families are provided free of charge.



**CALL
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INCORPORATED**

HELP AND HOPE FOR PEOPLE IN CRISIS

SERVING THE METRO-EAST COMMUNITY



Call for Help, Inc.

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Proud member of



United Way
of Greater St. Louis