



2025

ANNUAL REPORT

| COMMUNITY COLLABORATION |

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LETTER FROM OUR EXECUTIVE DIRECTOR



ANTARA MITRA
Executive Director

Dear Friends, Partners, and Community Members,

This year, our work has centered on one powerful truth: ***we are stronger when we work together.***

Through collaboration with schools, healthcare providers, community organizations, and other regional partners, Contact continues to build a connected system of care, ensuring that no one has to face a crisis alone. Every call, text, and conversation is part of a larger network of support designed to meet people where they are with compassion and care.

Our mission is to support mental wellness through compassion, education, suicide prevention, and crisis intervention all while fostering strong collaborations that ensure access to essential resources for all. This work is only possible because of the dedication of our staff, volunteers, and partners who bring this mission to life every day.

“ Together, we are moving toward a stigma-free community that embraces mental wellness and fosters hope and healing for everyone. ”

Thank you for being part of this work.

With gratitude,

A handwritten signature in black ink that reads "Antara Mitra".

Antara Mitra
Executive Director

IMPACT AT A GLANCE

Crisis Services



20,890

988 CALLS ANSWERED



3,060

988 TEXT CONVERSATIONS



2,468

988 CHATS SUPPORTED



3,416

PEOPLE DE-ESCALATED IN CRISIS THROUGH 988

Community Voices

"I wasn't sure about calling, but I am happy I did."

"Thank you for being there for me."

School Services 2024-2025

11

SCHOOL DISTRICTS SERVED



40+

STAFF MEMBERS

ACROSS

33

SCHOOLS



REACHING
PREK-12 STUDENTS
SCHOOL STAFF
PARENTS/CAREGIVERS



1,240+

STUDENTS DIRECTLY SERVED

EXPANDING THE LIFELINE: 988 IN ACTION

The 988 Suicide & Crisis Lifeline continues to transform how individuals access mental health support, and Contact Community Services is proud to be at the center of that transformation.

Over the past year, our work has expanded beyond local impact to support communities across New York State. Through intentional collaboration and strong partnerships, we are helping to build and strengthen crisis response systems in counties including **Cortland, Jefferson, and Lewis**, with ongoing engagement across additional regions.

This expansion is not just about answering more calls, it's about ensuring that every community has access to a coordinated, compassionate response when it matters most.

By working alongside county leaders, healthcare providers, and community-based organizations, Contact is helping to:

- Establish and strengthen local partnerships
- Support implementation of 988 services within existing systems
- Share best practices in crisis response and care coordination
- Ensure consistent, high-quality support across regions

988 | SUICIDE & CRISIS
LIFELINE

Through this collaborative approach, we are building a more connected network of care, one that reaches beyond geographic boundaries and ensures that individuals in crisis are met with understanding, expertise, and immediate support.

At its core, 988 is about connection. And through collaboration, that connection is becoming stronger, more accessible, and more responsive for communities across New York.



A CONNECTED SYSTEM OF CARE

Contact works alongside healthcare providers, mobile crisis teams, emergency services, and community organizations to deliver a seamless, coordinated response for individuals in crisis. The CNY Crisis Network is a collaborative partnership of local crisis response providers working together to deliver coordinated, high-quality care. By helping connect individuals to the appropriate response during a mental health, emotional, behavioral, or substance use crisis, the network supports 911 diversion efforts. Not every call requires police or EMS, but instead the right care from the right professionals.

Someone to Talk To

- 988 Lifeline (Contact)
- 211 resource connection
- Crisis lines

Immediate access to support, guidance, and connection

Someone to Respond

- Mobile crisis teams
- In-home visits
- Transportation support

Bringing care directly to individuals when and where they need it.

A Place to Go

- Stabilization centers
- Psychiatric emergency services
- Hospitals

Safe environments for stabilization and ongoing care.

Continuity of Care

Warm handoffs and 14-day follow-up support ensure care does not end with one call. Every interaction is part of a larger continuum, ensuring individuals receive follow-up, referrals, and ongoing connection to services.

CNY Crisis Network



A SEAT AT THE TABLE: TURNING CONVERSATION INTO ACTION

In December, Contact joined community partners and leaders at a regional mental health roundtable hosted by Senator Rachel May, with the goal to bring forward the real challenges people in our community face every day. From long wait times and transportation barriers to the need for more shelter and crisis support, the message was clear: no one organization can solve this alone.

Together, the group explored how we can better respond to individuals in crisis, strengthening partnerships, expanding peer support, and ensuring people get the right care at the right time, without unnecessary involvement from emergency services.

Most importantly, the conversation didn't end at the table. Key insights are helping shape action at the state level, moving us closer to a more connected, and compassionate crisis response system. Because when we work together, we make it easier for people to find help, and hope, when they need it most.



BRINGING CENTRAL NEW YORK TO CAPITOL HILL

Contact's Executive Director, Antara Mitra, traveled to Washington, DC for Advocacy Amplified 2025, strengthening the skills and strategies needed to advocate for our community.

That work led to Capitol Hill, where she met with staff from the offices of Senator Charles Schumer, Senator Kirsten Gillibrand, and Congressman John Mannion, bringing the needs of Central New York directly to federal leaders.

Because when we elevate our community's voice together, we create change that reaches far beyond it.

This was all made possible by the sponsorship of Health Foundation of Western and Central New York. The training and hill day were organized by Social Current.



STRONGER TOGETHER: UNITED WAY & 211

Collaboration is what turns access into action.

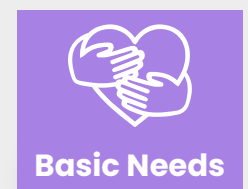
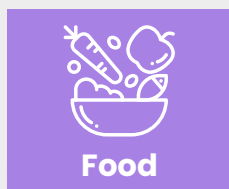
Through our partnership with United Way, Contact Community Services operates 211, a free, 24/7 information and referral service that connects individuals and families to essential resources across our community. But the true power of 211 lies not just in answering calls, it's in how we work together to ensure people receive the support they need.

United Way's investment in 211 helps make this connection possible. Their funding supports the infrastructure, staffing, and coordination required to link individuals to critical services such as housing assistance, food access, mental health care, transportation, and other basic needs.

When someone reaches out to 211, they are not navigating the system alone. They are tapping into a network of community-based organizations, service providers, and partners working collaboratively to remove barriers and simplify access to care.



Get Connected. Get Help.™



This partnership allows us to:

- Connect individuals to the right services quickly and efficiently
- Strengthen coordination across health and human service providers
- Support individuals before challenges escalate into crises
- Ensure equitable access to resources across our community

Together, Contact and United Way are helping build a more connected, responsive system, one where people can find not only the help they need, but a clear path forward.

When organizations align resources, share knowledge, and work together, we create stronger outcomes for individuals, families, and the entire community.

STORIES OF IMPACT: GROWING STRONGER TOGETHER

At Woodland Elementary School in the East Syracuse Minoa Central School District, something powerful has been growing for more than a decade.

For over 13 years, the school has partnered with Contact Community Services to implement the Primary Project for students in grades K-3, creating a space where young children can build confidence, strengthen social-emotional skills, and feel more connected in the classroom.

This year alone, **214 students were screened**, with **41 receiving targeted support** through the program. But beyond the numbers, the impact is best seen in the everyday moments like students arriving at school with smiles instead of tears, families noticing newfound confidence, and classrooms filled with more engaged, connected learners.



The results are clear:

- **71%** of students improved their social skills
- **74%** demonstrated academic gains
- **95%** maintained or improved attendance

Behind each statistic is a child who no longer dreads the school day, or a parent who sees their child excited to learn again.

Woodland's success has not gone unnoticed. The Primary Project team, alongside School Counselor Shelly Chizzonite, recently presented at the New York State School Counselor Association Conference in Rochester, sharing their model and data with educators across the state.

SCHOOL SERVICES 2024-2025



40+
STAFF

33
SCHOOLS

11
DISTRICTS
SERVED



Reaching students
from PreK-12,
school staff
& parents



YOUTH VOICES RISING: STRENGTH IN EVERY VOICE

The second annual CNY Youth Mental Health Summit, held in October 2025, was a powerful success. Bringing together students, educators, mental health professionals, and community leaders for a sold-out day focused on connection, learning, and action.

Centered around the theme **Youth Voices Rising: Strength in Every Voice**, the Summit highlighted the importance of elevating youth perspectives in conversations about mental health. Throughout the day, attendees engaged in keynote sessions, interactive workshops, and youth-led panels that offered both inspiration and practical strategies to support mental wellness.

With strong participation, meaningful dialogue, and a vibrant resource fair connecting attendees to local supports, the Summit continues to grow as a key event for our community.

By creating space for youth voices and fostering collaboration across sectors, Contact is helping build a more informed, connected, and supportive approach to youth mental health.

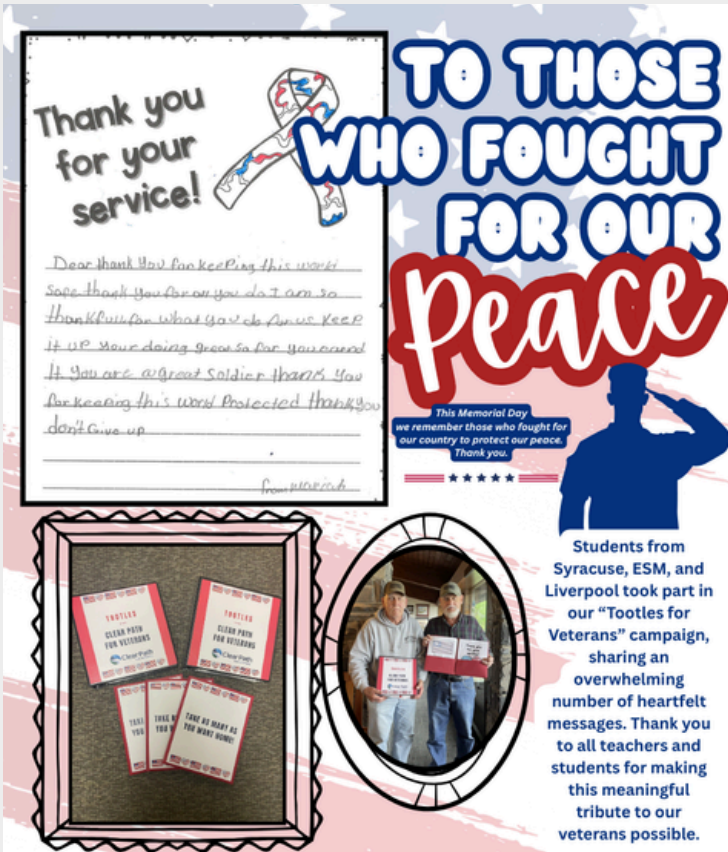
142
HIGH SCHOOL
STUDENTS

140 +
COMMUNITY & DIRECT
SERVICE PROVIDERS

25 +
EDUCATION
PROFESSIONALS



HONORING THOSE WHO SERVE



Small moments can carry powerful meaning. Through our "Tootles for Veterans" campaign, students from Syracuse, East Syracuse Minoa, and Liverpool came together to share heartfelt messages of gratitude with local veterans. Simple messages included words of appreciation, encouragement, and kindness served as reminders that their service is seen and valued.

In partnership with our PAX Good Behavior Game program, this initiative honored those who fought for our peace, and also empowered students to practice empathy, connection, and respect in action.

Because when young people learn to recognize and appreciate others, they help build stronger, more compassionate communities for us all.



SUICIDE PREVENTION MONTH: A COMMUNITY UNITED

In September, Contact partnered with the Onondaga County Suicide Prevention Coalition to bring Suicide Prevention Month to life across our community, turning awareness into action.

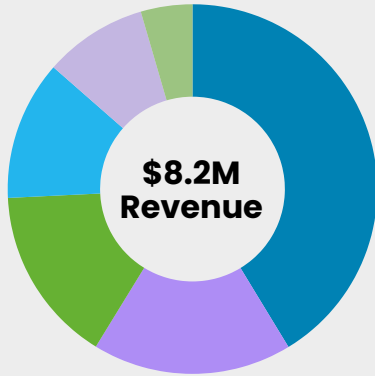
Through our Chalk the Walk campaign, we provided kits to schools and community partners, while also making free chalk kits available at locations throughout the community so anyone could participate. Students, families, and community members filled sidewalks across Onondaga County with messages of hope, kindness, and support, reminding others they are not alone.

What started as simple chalk drawings became a countywide movement of visibility and care. Because when a community comes together to spread hope, even the smallest messages can make a lasting impact.



FINANCIAL OVERVIEW

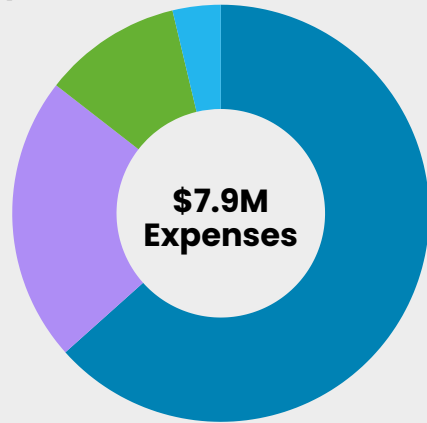
Total Operating Revenue: \$8,229,414



- Crisis Services 41 %
- School Mental Health 17%
- School Social Emotional Health 15%
- School Substance Abuse Prevention 12%
- Information & Referral 9%
- Community Services 5%

Total Operating Expenses: \$7,924,881

- Salary 63%
- Other Operating Costs 22%
- Fringe 11%
- Contracted Services 4%





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THANK YOU