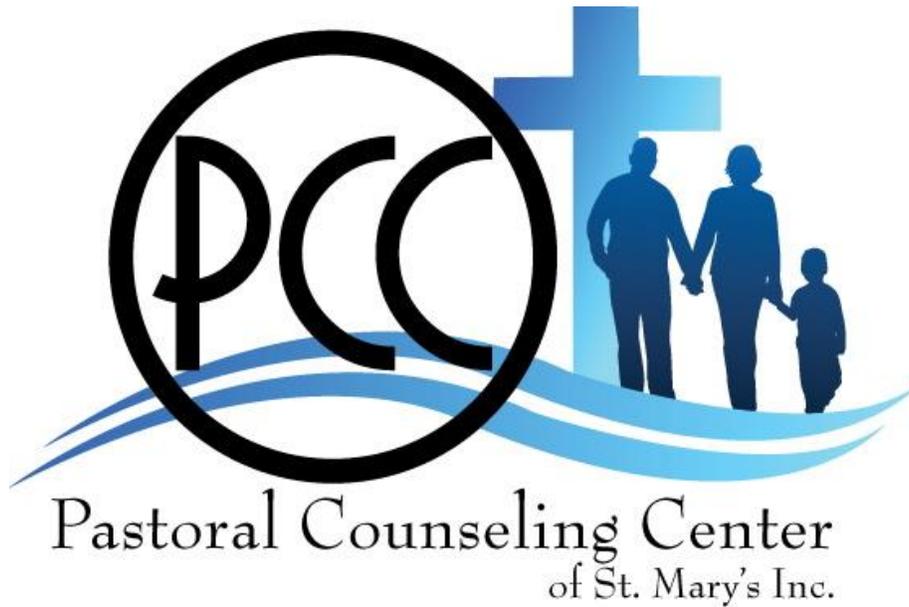


ANNUAL REPORT 2012



We believe

**healing compassion...
respectful listening...
professional skill...**

*create possibility
for understanding
and change*

Offices at the rear entrance of the Church of the Ascension
21641 Great Mills Road
P.O. Box 914
Lexington Park, MD 20653
www.pccstmary.org

(301) 863 – 9333



United Way Agency

MISSION STATEMENT

The mission of PCC is to be a healing place
meeting the varied and changing mental health needs of Southern Maryland
through professional, affordable counseling, consultation and education
from a Christian perspective
effectively networking faith based communities and mental health.

INTRODUCTION

Pastoral Counseling Center of St. Mary's, Inc. (PCC) celebrates 30 years of service to Southern Maryland in 2013. PCC provides access to a unique form of counseling, offered by few other providers in Southern Maryland.

What is Pastoral Counseling:

- a community-based extension ministry of the church community
- a distinct mission of attending to both spiritual and emotional needs
- responds to the needs of persons through counseling relationships
- a relationship of caring, coming alongside persons in pain
- forming a healing and reconciling alliance in life's problems
- inside this caring relationship, people grow:
 - in areas of problem solving
 - interpersonal communication
 - coping with disappointments and changes
- In the counseling relationship, clients and counselor explore and facilitate choices:
 - positively affect the individual, family and work environment
 - improve quality of living on a day-to-day basis

Pastoral Presence:

- identifiably different from the therapeutic relationship in other counseling disciplines
- present when working with those whose process does not explore issues of spirituality
- often the bridge individuals use in their journey to connect or re-connect to spirituality

Research shows that involving an individual's faith system enhances the healing process. Client directed Pastoral counseling incorporates issues of faith at a client's request. People of all faiths and those who have no religious beliefs or affiliation often choose Pastoral Counseling because they appreciate respect for a person and regard for personal values.

ORGANIZATION

The Pastoral Counseling Center of St. Mary's is an incorporated, nonprofit, ecumenical organization. A voluntary board of directors from various local churches manages the operation of the center. The members of the Board of Directors at the close of 2012 were:

President	Sarah Crowder
Vice-President/Secretary	Mrs. Lynn Duff
Treasurer	Rev. Arthur Scott

Members: Rev. Faith Lewis (resigned effective 5/15/12)
Elizabeth Slick

The members of the Advisory Board of Directors at the end of 2012 were:

Dr. Martin Barley
Dr. Christopher Wilson
Ms. Elisabeth Follet (formerly Eichel)
Ms. Lynn Kendrick
Rev. Greg Syler

Mr. Tim Gonzalez and Mr. Lou Kendrick continue to serve as consultants for technical support. Mr. John Brigham prepared our 990. He also serves as consultant on financial and non-profit issues. Ms. Brittany Petrzala volunteers time and skills in administrative functions, graphics and transportation and assistance with group work at Leah's House. Ms. Donna Middleton prepared graphs for this report and reviewed the document. Mr. Darrell Scott continued to provide assistive services and transportation as needed. We are so very grateful for these supportive people in our local and wider community!

Counselors have completed graduate level training and are required to attain and to maintain current National and State Certifications/Licenses. Counselors are required to maintain their own liability insurance, pay Social Security and taxes, and maintain continuing education hours in the field of mental health as required by the state and certifying organizations. Our staff is prepared to offer spiritual support at client request. Counselors demonstrate respect for Christian values and faith tradition differences in a caring way. Counselors are not direct employees of PCC, but paid self-employed consultants to the center.

At this time, counselors are:

Director	Betty Joanne Scott, MTh, LCMFT, CDVC
Therapists	Arthur C. Scott, MTh, LCMFT, CDVC Veronica Gonzalez, MS, LCPC, LCADC
Graduate Counselor	Sharon Wright, BS, MBA, MS

FINANCES

Since 1983, the Pastoral Counseling Center (PCC) has been providing professional clinical counseling from a Christian perspective to individuals, families, and groups. We have been doing this work for lots of members of our community at very affordable rates, using a sliding scale. We receive third party reimbursements from some Employee Assistance Programs (EAP). At this time, one counselor is also receiving third party reimbursement from some insurance programs.

To assist those who cannot afford a minimum fee, we have a client assistance plan. Donations from local churches, private donors, corporate donors, a percentage of fees from clients paying above the minimum and United Way of St. Mary's County, United Way NCA and United Way CFC support the client assistance plan.

The PCC standard fee is \$100. The sliding scale minimum fee is \$35 (less than the expense per client hour of \$40.08 for the year. The maximum (or standard) fee is \$100. In 2012, PCC

counselors provided sixty percent (60.19%) of client sessions at the PCC for fees at or below our minimum fee. This 60.19% is down from the 70.43% in 2011. During 2012, PCC provided 1870 client sessions at or below our minimum fee. This represents a decrease of 347 minimum or below minimum fee client sessions from 2011. Counselors also may provide pro bono services. The pro bono sessions are included in calculation of the percentage of clients receiving services at or below minimum fee.

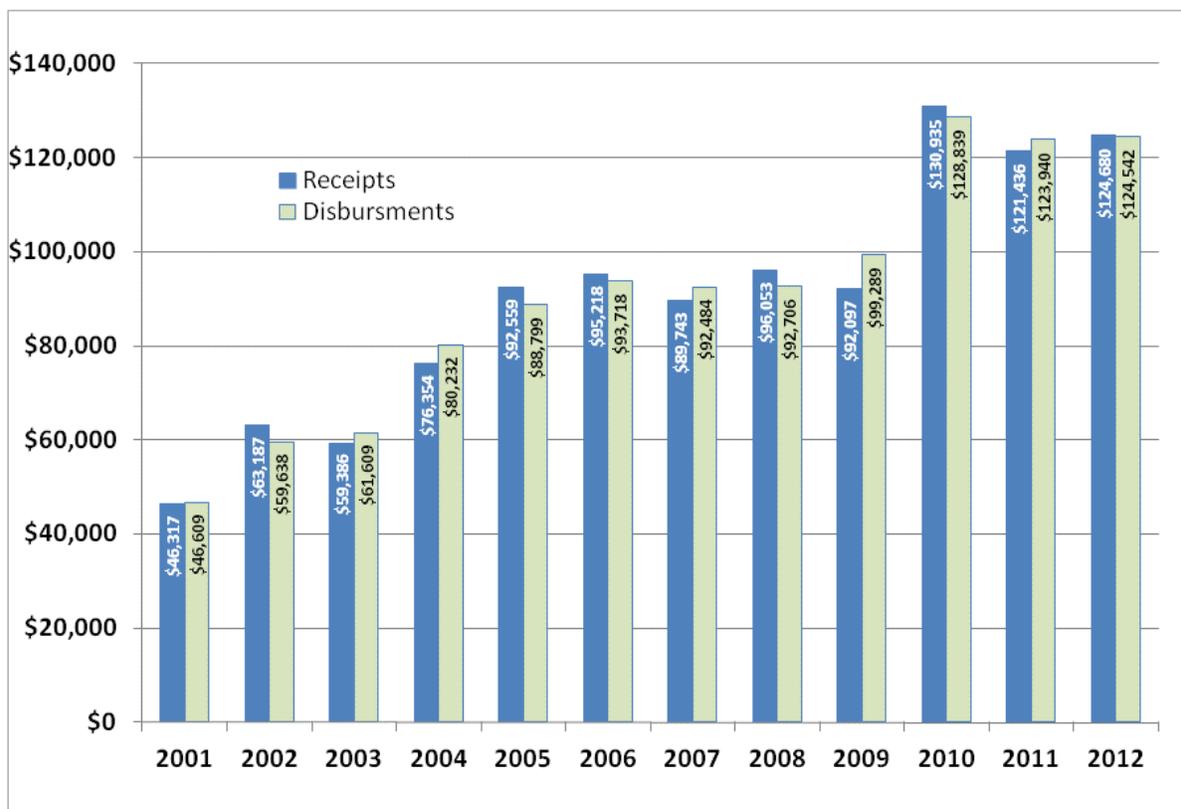
Total receipts and disbursements for 2012 were as follows:

Receipts:	\$124,679.88
Disbursements:	\$124,542.24

At the end of 2012, our checking and savings account balances were as follows:

Checking #1	\$445.96
Checking #2	\$ 100.00

TOTAL INCOME VS DISBURSEMENTS 2012

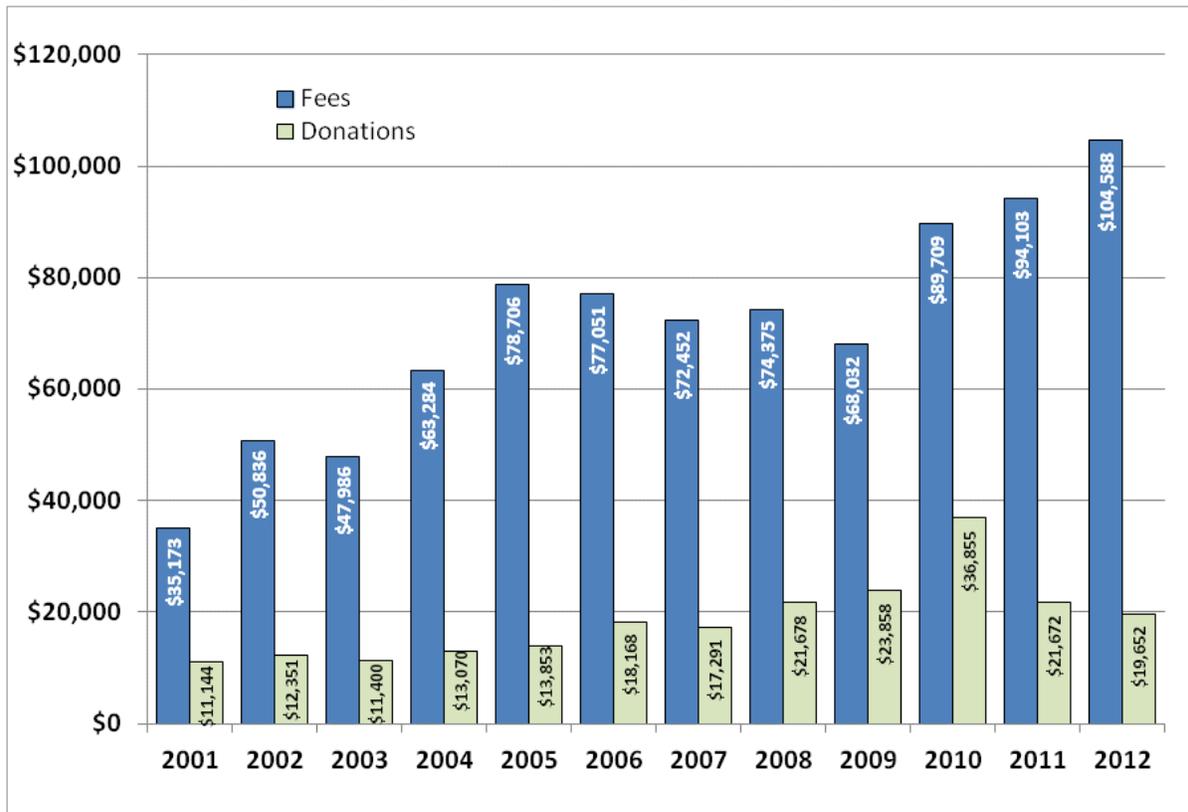


Center expenses included a monthly telephone bill, internet access, website hosting/domains, liability insurance for the Center and Board of Directors, rent, leasing computer software for case management, office supplies and postage. Due to high demand for client assistance in 2012, there were no capital expenditures.

Donations assure that we continue our ministry goal to offer counseling to clients who otherwise could not afford professional counseling services. The table below demonstrates the relationship between donations and client fees in the context of the total income of PCC. The 2012 annual

financial statement is included with this report as Attachment (1) and shows a balance sheet detailing 2012 receipts and expenses.

TOTAL INCOME: FEES AND DONATIONS 2001-2012



The chart above illustrates the history of donations from 2002 through 2012. Donations in 2012 decreased nine percent (9.32%) from 2011. United Way of St Mary’s County funding increased from \$4,535.48 in 2011 to \$5,272.37 in 2012. The donations from St. Paul United Methodist Church in Lusby, Olivet United Methodist Church in Lusby, United Way Combined Federal Campaign donations and a portion of client fees from out of county clients supported the client assistance plan for sessions for non-St. Mary’s County residents. We project that the percentage of minimum client sessions will remain stable and continue between 60% and 70% of our total client sessions.

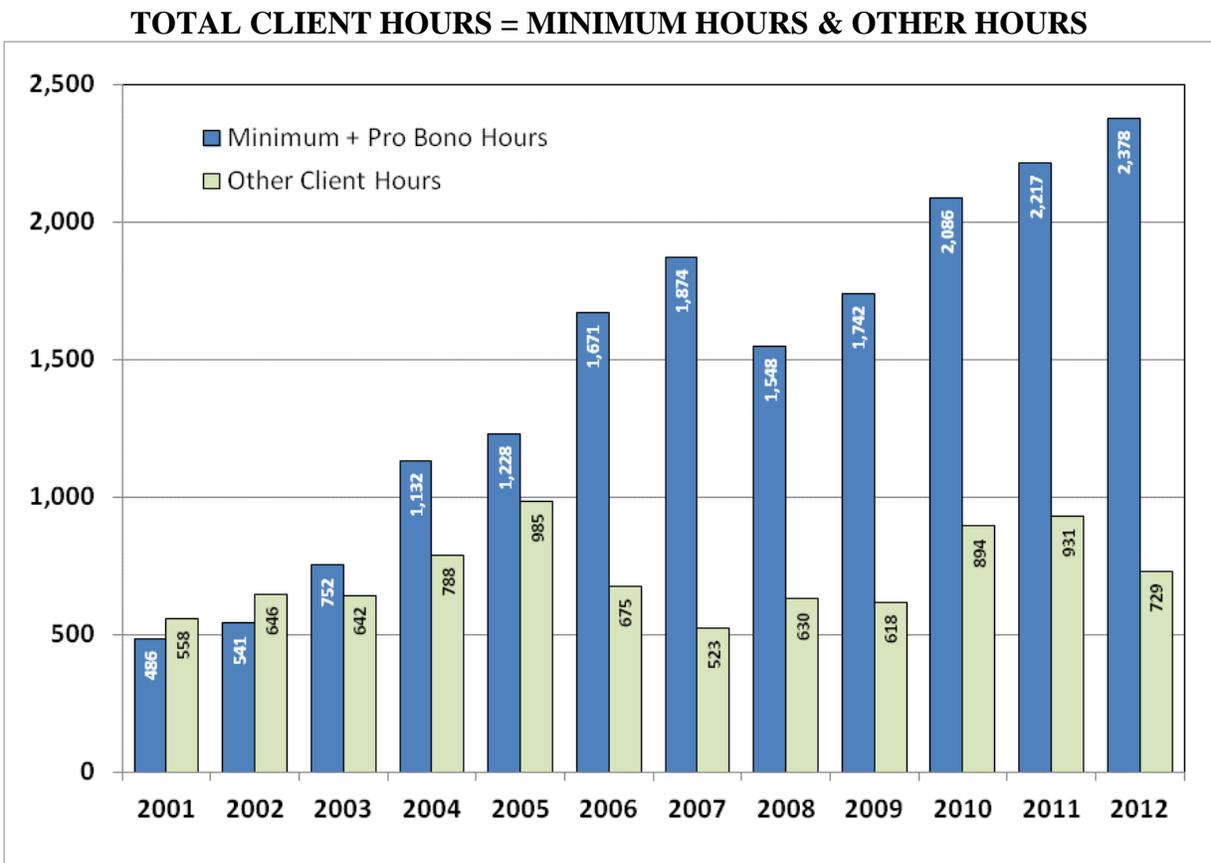
Other donations during 2012 included donation of services and books. Christine Patke, donated time and skill to maintain our website www.pccstmary.org. Mr. Tim Gonzalez donated computer expertise to keep our computers and expand network functioning. Mr. and Mrs. Lou Kendrick donated a new hard-drive and Mr. Kendrick restored service when our desktop computer crashed. United Way Day of Caring contributed workers to paint and clean and donated a bookrack for our waiting room. Mr. John Brigham donated his services in preparing the 990 and reviewing our bookkeeping.

COUNSELING SERVICES

The number of client hours rose each year from 2000 through 2007. In 2008, PCC experienced staffing changes and for a few months, there were only two counselors. Consequently, there was a slight decline in services in 2008. Services rebounded from this decline and we experience continued increase in requests for client services from St. Mary’s County and non-St. Mary’s

county residents. In 2012, PCC provided services for 267 new client sessions, in addition to clients continuing from 2011. Referrals come from Employment Assistance Program (EAP) providers, mental health professionals, ministers, physicians, NAS Patuxent River, the military and civilian sector, satisfied former clients and their friends and families, PCC signs, yellow pages, and from internet searches. New this year, our counselors and the PCC have registered with Psychology Today and we have experienced increased traffic due to this internet exposure.

Based on recent trends, we project 60% to 70% of our client sessions will require financial assistance. The chart below depicts the growth in services and the ratio of full fee to minimum or below fee client sessions for the years 2002-2012.



During 2012 the Pastoral Counseling Center of St. Mary’s, Inc. provided 3,107 client hours, down very slightly from 2011. St. Mary’s county residents received 2,525 client hours of service. The average fee paid by clients from St. Mary’s County was \$34.17. Out of county residents received 575 client hours of service, or approximately eighteen percent (18.51%) of total services. Many of these out of county residents work in St. Mary’s County. Fees for out of county clients averaged \$32.10.

PCC provides some services at St. Paul United Methodist Church in Lusby and Olivet United Methodist Church in Lusby. PCC is providing group sessions at Leah’s House once a week.

Based on the PCC’s standard fee of \$100.00, for 2012 PCC’s standard fee total was \$310,700.00. PCC paid counselors \$113,266.14 this means PCC counselors donated \$197,433.86, into the tri-

county community through services provided to clients in 2012. Similarly, based on the PCC's minimum fee of \$35.00, for 2012 PCC's minimum fee total was \$65,450.00. PCC's total minimum fee receipts were \$36,260.00.

In 2012, sixty percent (60.19%) of our counseling sessions were provided at or below the scale minimum fee. These 1,870 client sessions include 242 hours of pro bono services to PCC clients donated by our counselors. Pro bono services saved the center \$7,260.00. The client assistance plan expended \$11,395.00 in 2012. This is \$12,010.06 lower than the \$23,405.06 expended for client assistance in 2011. Client Assistance expenditures are high and are expected to remain high, due to current economic concerns such as sequestration and high rates of unemployment. Between January 1, 2012 and December 31, 2012, PCC expended \$8,883.00 of the \$11,395.00 for St. Mary's County residents. Contributions from individual donors, churches in Calvert County and a percentage of fees from non-St. Mary's clients paying above the minimum fee fully funded the \$2,512.00 expended for non-St. Mary's County residents.

We continue to focus on prevention of family violence through counseling services for adults, adolescents and children in the tri-county area. Counselors provided 523 hours of direct contact with children/adolescents and their families to address these issues. These services comprised approximately seventeen percent (16.83%) of our total services. This represents an increase from 2011 of seventeen percent (17.26%) in services to adolescents and their families.

IMPACT ON CLIENTS AND COMMUNITY

Current data measuring for impact on target population are based on review of sources of referrals for new clients. We utilize Client Satisfaction Surveys for outcome measures.

During 2012 we provided services for 267 new client sessions. Since PCC transitioned to a new data base in 2011, we are still working to access the report breaking down the referral sources. Based on previous years we project that the percentages remain constant with approximately seventy five to eighty percent coming from satisfied consumers.

Client satisfaction surveys were conducted once in 2012. Areas covered included level of satisfaction with privacy, scheduling/fee explanation, counselor courtesy/competence, felt improvement, awareness of inclusion in treatment planning and willingness to recommend services to others. We surveyed clients in August. One hundred percent (100%) of those asked to complete surveys returned completed surveys. Results are as follows:

The PCC staff shows concern for their privacy.

87% strongly agreed 13% agreed 0% disagreed

The PCC staff responded promptly to my request for service.

79% strongly agreed 16% agreed 0% disagreed

The PCC staff clearly explained services and fees.

84% strongly agreed 10% agreed 0% disagreed

The PCC staff were courteous, friendly and respectful.

81% strongly agreed 11% agreed 0% disagreed

The counselor who works with me shows competence and concern for my problems.

74% strongly agreed 10% agreed 0% disagreed

I am satisfied with the level of improvement I experience.

June: 61% strongly agreed 26% agreed 8% disagreed

November: 58% strongly agreed 32% agreed 6% disagreed

I would recommend PCC to a family member or friend, if they had a problem.

June: 82% strongly agreed 16% agreed 0% disagreed

November: 77% strongly agreed 13% agreed 6% disagreed

These surveys indicate that the clients we see are being helped and will be able to transition back into the community with life coping skills.

Among the comments submitted in 2011 were:

I always feel cared for, accepted, and respected at the PCC.

I feel lucky to have my counselor. I want to work harder outside therapy to see more improvement.

I am happy with the service that I am getting now. [My counselor] is very good ...

The consumer is my 15 year old daughter so maybe this doesn't qualify. I always come away more relaxed, just knowing someone else is helping her along. Would appreciate more chance at making personal contact with her counselor by phone.

None.

Helped me find other ways to read of my anger.

Love [my counselor]. So sweet and easy to talk to!

Thank you so much for all the help. My life is going so much better, thanks to the tools you've given me.

They have helped me learn new way of controlling aspects of my life.

[My counselor] is wonderful! Thank you so much!

Nothing. I am completely satisfied with my counseling.

Since attending PCC they have helped me work out a lot of issues and feel with their help I have improved tremendously.

It would be nice if there was another location in the Northern part of the county.

I need more sessions. Why does the benefit have to run out? The facilities seem a little old and run down, it doesn't feel really clean.

My experience with PCC has been very positive and I will continue to use and recommend their services.

Just started seeing counselor two sessions now so I am sure more input as rapport and therapy goals develop.

I have no complaints they been wonderful to me thanks.

[My counselors] are wonderful. They are caring and try to teach us the good things in life.

Our mission is to provide affordable professional mental health counseling. We work with clients to establish affordable fees and measure this by tracking the number of new clients who are served at minimum or below minimum fee. We also track the counseling sessions provided at these reduced fees.

In 2012 we continued to utilize surveys to measure impact and are reviewing other outcome measures. We will continue to collect data through such measures as:

- surveying client satisfaction on a consistent, regular schedule
- tracking kept appointments, cancellations, and no shows
- differentiating referral sources

OUTREACH

This year we supported in the St. Mary's United Way Kickoff Breakfast in September. During 2012 the PCC display was at events including: local churches, a Girl Scout Volunteer Recruitment Fair, the Office on Aging Health Fair at Hollywood Volunteer Fire Department, and the Homeless Resource Event. PCC representatives presented at the Southern Maryland Education Awareness Day for the Leadership Southern Maryland Class of 2012. Our Board Vice President was an active member of the United Way Member Agency Council until it disbanded.

The director, counselors and Board Members visited several churches and members of the Board promoted the center at their respective local churches. Our counselors reach out within the community. These activities promote the center's mission to our community. Arthur Scott preached at the St. Paul United Methodist Church in Lusby for Mental Health Awareness Sunday, participates with the regular schedule for leading worship services at Cedar Lane on Thursday mornings and presented in an Adult Sunday School Class in Good Samaritan Presbyterian Church in Waldorf. Counselors attended trainings that included time for networking and promoting the center's mission with other providers who also make referrals. Arthur and Betty Joanne Scott participate in the Department of Human Services providers meetings. Counselors consulted with local pastors.

2013 PROSPECT

PCC support from the community continues to grow. Client hours have increased dramatically since our inception in 1983. In response to increased demand for services, we plan to maintain current counseling staff in 2013 and consider applicants for internships or contract counselors looking for part time work. We project 60% to 70% of our client sessions will require financial assistance. Capital expenditures anticipated for 2013 include website update and hosting, upgrading obsolete computer equipment, opening another site and repairing/replacing furniture.

The center's goals this year include increasing financial and referral support from local churches and donors. PCC plans to continue board development and actively search for another site to expand services. The center plans to increase local professionals' and clergy's awareness and knowledge of the center's mission. To that end, the Board of Directors of PCC plan to continue to present our sponsorship program to potential donors in 2013. This program defines a number of benefits for donors. The Board of Directors is actively working to develop targeted fundraising plans. PCC will continue to explore options to support ministry efforts in area churches and to provide necessary services within our community.

If you have any questions concerning the Pastoral Counseling Center, please call (301)863-9333.

Betty Joanne Scott, LCMFT, CCDVC

**Pastoral Counseling Center Balance Sheet
for the year ending December 31, 2012**

CHECKING

Balance on Hand on 1/1/2012

\$305.32

CHECKING ACCOUNT RECEIPTS

Donations	\$19,651.70	
Escrow/Refunds		
NSF check repaid	\$235.00	
Bank NSF fees	\$12.00	
PCC NSF fees	\$28.00	
Escrow transfer	\$100.00	
Refunds received from merchants	\$3.00	
	\$0.00	
Miscellaneous	\$62.50	
Escrow/Refunds subtotal	\$440.50	
Session Fees		
Betty Joanne Scott	\$38,142.00	
Arthur Scott	\$34,002.00	
Veronica Gonzalez	\$30,348.68	
Sharon Wright	\$2,095.00	
Supervision Fees	\$0.00	
Session Fees Subtotal	\$104,587.68	
Total Receipts:	\$124,679.88	

\$124,985.20

CHECKING ACCOUNT DISBURSEMENTS

Verizon Telephone	\$1,447.95	
Church of the Ascension - rent	\$3,600.00	
NSF Checks + Fees	\$557.60	
Supplies	\$1,812.93	
Equipment/Furnishings	\$0.00	
Therapeutic Supplies	\$0.00	
Postage	\$164.75	
Advertising	\$1,519.85	
Insurance	\$1,688.00	
Transfer to Savings	\$100.00	
Website Hosting/Public Education	\$360.00	
Miscellaneous	\$25.02	
Subtotal:	\$11,276.10	
Counselor's Pay		
Executive Director	\$9,250.00	
Betty Joanne Scott	\$39,543.20	
Arthur Scott	\$35,418.00	
Veronica Gonzalez	\$25,558.94	
Sharon VVright	\$3,496.00	
Bonuses	\$0.00	
Professional Fees	\$0.00	
Counselor's Pay & Professional Fees subtotal:	\$113,266.14	
Total Disbursements	\$124,542.24	

\$442.96

SAVINGS

Balance 1/1/2012		\$100.00
Transfer in from Checking	\$100.00	
Interest Earned	\$0.00	
Transfer to Checking	\$100.00	
Service Charge	\$0.00	
Balance 12/31/2012		\$100.00

Pastoral Counseling Center Budget 2013

Income

Counselor Receipts	107,000.00
Donations	30,000.00
Grants	0.00
Interest	0.00
Miscellaneous/Refunds	40.00
Income totals	137,040.00

Expenses

Office Facility

Mortgage/rent	3,600.00
Furnishings	300.00
Telephone/Internet	1,620.00
Repairs and Maintenance	0.00
Prof/Liability Insurance	1,575.00
Utilities	0.00
Facility totals	7,095.00

Supplies

Cleaning Supplies	120.00
Printer/fax supplies	540.00
Postage&shipping	300.00
Miscellaneous	50.00
Supplies totals	1,010.00

Personnel

Counselors	105,600.00
Executive Director	9,000.00
Legal	500.00
Audit/Bookkeeper	300.00
Personnel totals	115,400.00

Marketing/Fund Raising

Advertising	1,800.00
Printing/Publication	1,800.00
Fairs/Exhibitors fees	100.00
Marketing Totals	3,700.00

Educational/Training Materials

Books/DVD/CD	250.00
Software	250.00
Educational Totals	500.00

Computer Equipment

Computers	1,500.00
Hardware	200.00
Software	800.00
Computer Totals	2,500.00

Total Expenses	130,205.00
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Excess/Deficit	6,835.00
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Pastoral Counseling Center Budget 2013

Non-St. Mary's County	
Total Income	\$ 24,660.00
Total Expenses	\$ 23,430.00
Excess/Deficit	\$ 1,230.00
Details	
Income	
Receipts	\$ 19,260.00
Donations/Grants	\$ 5,400.00
Total Income	\$ 24,660.00
Expenses	
Office Facility	
Mortgage/rent	\$ 0.00
Telephone/Internet	\$ 400.00
Printing/Publication/Advertising	\$ 650.00
Fairs/Exhibitor Fees	\$ 0.00
Prof/Liability Insurance	\$ 250.00
Legal	\$ 90.00
Audit/Bookkeeper	\$ 0.00
Facility totals	\$ 1,390.00
Supplies	
Cleaning Supplies	\$ 0.00
Printer/fax supplies	\$ 100.00
Postage&shipping	\$ 50.00
Miscellaneous	\$ 20.00
Supplies totals	\$ 170.00
Personnel	
Counselors	\$ 21,000.00
Personnel Totals	\$ 21,000.00
Other	
Replacing Furnishings	\$ 0.00
Computer Equipment/Supplies	\$ 300.00
Software	\$ 110.00
Books/DVD/CD	\$ 40.00
Educational Software	\$ 40.00
Other Total	\$ 490.00
Administrative Total	\$ 380.00
Total Expenses	\$ 23,430.00