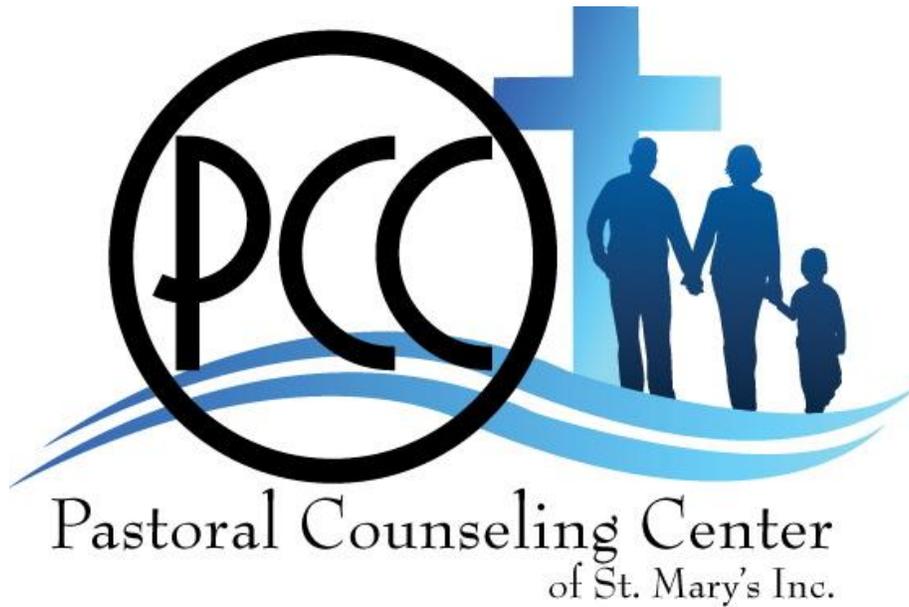


# ANNUAL REPORT 2013



*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](http://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**

Since 1983, the Pastoral Counseling Center (PCC) has provided affordable, quality counseling grounded in the Christian faith to people in the tri-county region. We have been a healing place, offering ... a listening ear, a caring presence, and a helping hand to our clients. 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 with 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 2013 were:

President	Sarah Crowder
Vice-President/Secretary	Lynn Duff
Treasurer	Rev. Arthur Scott
Members:	Kit Jones
	Karla DeSelms
	Shonna Meiser
	Doris McElveen
	Elizabeth Slick (resigned effective 9/17/13)
	Nancy Deady (resigned effective 10/15/13)
	Charles W. Stein (new member for 2014)
	Sharon Nicholson (new member for 2014)

The members of the Advisory Board of Directors at the end of 2013 were:

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

Mr. Dave Jones has functioned as technical support person and has begun to develop a structured plan for updating our technical resources. 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; providing assistance with group work at Leah's House and assisting in worship functions at Cedar Lane Thursday worship from time to time. Ms. Teri Lecroix shared her expertise in risk management and helped create the current risk management plan. Our intern for the current academic year Ms. Shay Weaver generously utilizes her varied computer expertise in updating forms, polishing promotional materials used and data entry. We are so very grateful for these supportive people in our 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 the end of 2013, counselors are:

<b>Executive Director</b>	Betty Joanne Scott, MTh, LCMFT, CDVC
<b>Therapist</b>	Arthur C. Scott, MTh, LCMFT, CDVC
<b>Graduate Counselor</b>	Sharon Wright, BS, MBA, MS
<b>Intern</b>	Shay Weaver BA, MA (pending)

## **FINANCES**

Since 1983, the Pastoral Counseling Center (PCC) has provided affordable, quality counseling grounded in the Christian faith to people in the tri-county region. We have been doing this work for many members of our community at very affordable rates, using a sliding scale. We receive third party reimbursements from some Employee Assistance Programs (EAP). To assist those who cannot afford the minimum fee of \$35/session, we have a plan to support client assistance. Funding for client assistance comes through 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, United Way CFC and a recent addition, Maryland Charity Campaign (MCC).

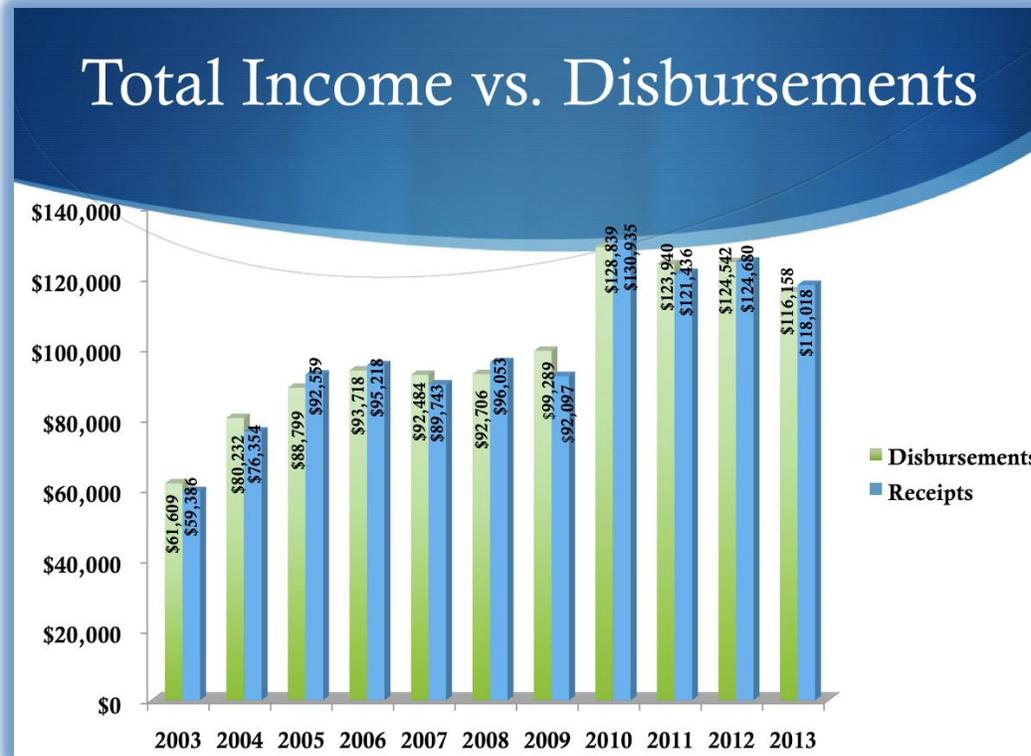
The PCC standard fee is \$100. The sliding scale minimum fee is \$35 (less than the expense per client hour of \$43.59 for the year. The maximum (or standard) fee is \$100. In 2013, PCC counselors provided sixty one percent (60.60%) of client sessions at the PCC for fees at or below our minimum fee. This 60.60% is up from the 60.19% in 2012. During 2013, PCC provided 1615 (1870 /2012) client sessions at or below our minimum fee. This represents a decrease of 255 minimum or below minimum fee client sessions from 2012, reflecting overall fewer sessions in 2013. Counselors have the option to provide pro bono services. Pro bono sessions are included in calculation of the percentage of clients receiving services at or below minimum fee.

Total receipts and disbursements for 2013 were as follows:

Receipts:	\$118,018.62
Disbursements:	\$116,157.77

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

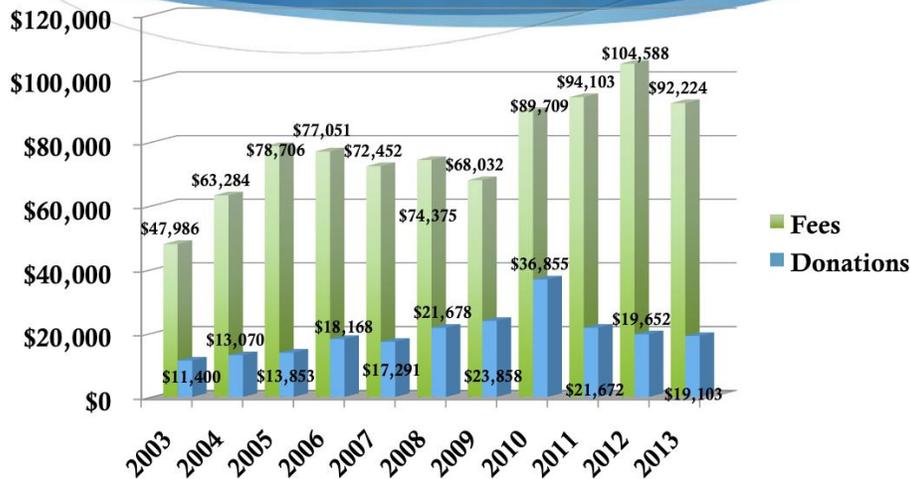
Checking #1           \$1,318.81  
 Checking #2           \$    90.00



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. Capital expenditures included replacing a laptop computer and paying to upgrade the screen reader used by our treasurer/counselor.

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 2013 annual financial statement is included with this report as Attachment (1) and shows a balance sheet detailing 2013 receipts and expenses.

# Total Income: Fees and Donations



The chart above illustrates the history of donations from 2002 through 2013. Donations in 2013 decreased three percent (2.79%) from 2012. United Way of St Mary's County funding decreased from \$5,272.37 in 2012 to \$3,920.70 in 2013. The donations from St. Paul United Methodist Church in Lusby, Olivet United Methodist Church in Lusby, United Way Combined Federal Campaign donations, Constellation Energy and Pepco matching fund donations for employees 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.

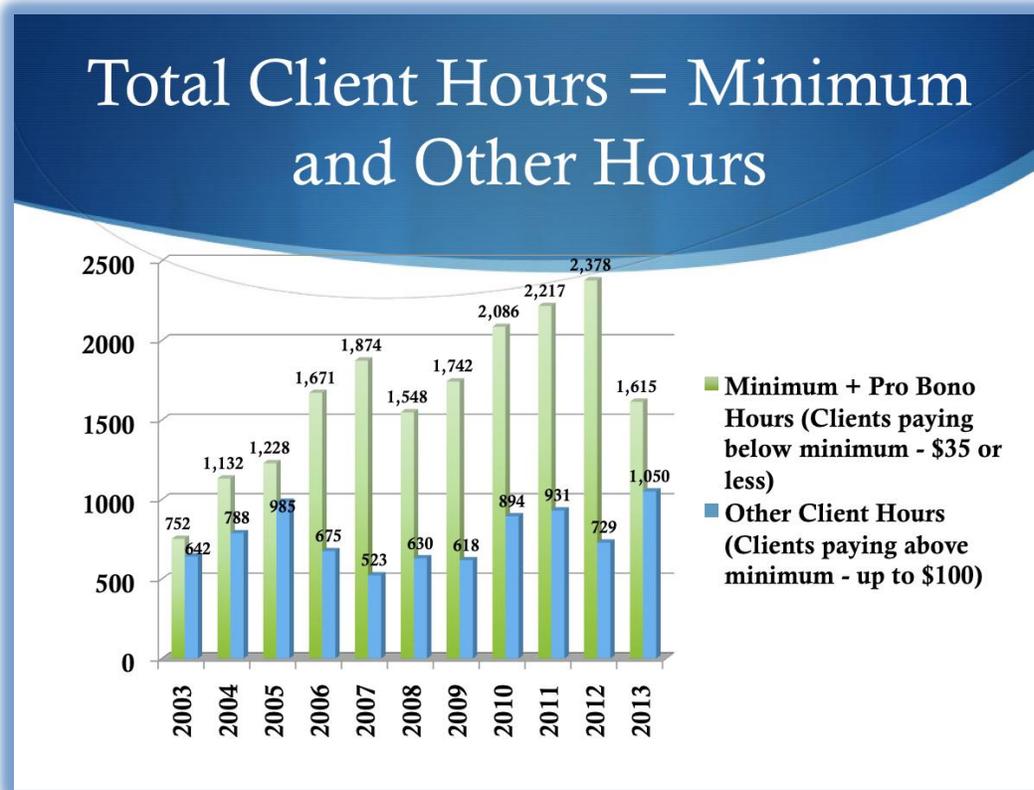
Other donations during 2013 included donation of technical services, a router and printer ink. Mr. John Brigham donated his services in preparing the 990 and reviewing our bookkeeping.

## 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 increased through 2012. For the first 5 months of 2013 we experienced continued increase in requests for client services from both St. Mary's County and non-St. Mary's county residents. Economic uncertainty caused by sequestration combined

with the decision in June of 2013 for Ms. Veronica Gonzalez and her husband to leave Southern MD and PCC to return to Texas. PCC functioned for a few months with two full time counselors and one part time counselor. In August, a Practicum Intern and a Counseling Intern from Liberty University came on staff. Nevertheless, during 2013 PCC provided services for approximately 229 new clients, in addition to clients continuing from 2012. 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, and from internet searches, particularly our listing in Psychology Today Therapist Finder and our upgraded website.

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 2003-2013.



During 2013 the Pastoral Counseling Center of St. Mary's, Inc. provided 2,665 client hours, down 442 hours from the 3,107 hours in 2012. This drop in services and reflects both decrease in request for services for several months and the loss of a counselor. St. Mary's county residents received 2,148 client hours of service. The average fee paid by clients from St. Mary's County was \$34.50. Out of county residents received 517 client hours of service, or approximately nineteen percent (19.40%) of total services.

Many of these out of county residents work in St. Mary's County. Fees paid by out of county clients averaged \$35.20.

When counselors are available and there is need, PCC provides limited 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 2013 PCC's standard fee total was \$266,500.00. PCC paid counselors \$100,709.19 this means PCC counselors donated \$165,790.81, into the tri-county community through services provided to clients in 2013. PCC's total minimum fee receipts were \$27,400.50.

In 2013, sixty one percent (60.60%) of our counseling sessions were provided at or below the scale minimum fee. These 1,615 client sessions include 196 hours of pro bono services to PCC clients donated by our counselors. Pro bono services saved the center \$5,880.00. The client assistance plan expended \$13,624.50 in 2013. This is \$2,299.50 more than 2012 but still almost \$10,000.00 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, 2013 and December 31, 2013, PCC expended \$11,318.50 of the \$13,624.50 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 \$2,306.00 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. During 2013, this emphasis expanded into working toward family reunification between parents and children in the wake of parental separation and divorce. Counselors provided 541 hours of direct contact with children/adolescents and their families to address these issues. These services comprised approximately twenty percent (20.30%) of our total services. This represents an increase from 2012 of approximately three and a half percent (3.44%) 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 2013 we provided services for 229 new clients. According to the records in our PCC data base, referral source breakdown:



Comparable to previous years, of those who disclose referral statistics reflect that the percentages remain consistent with the majority of referrals coming from satisfied consumers or professionals and an increasing number of clients finding PCC through internet resources.

Clients responded to satisfaction surveys twice in 2013. 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 April and October. 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.*

*86% strongly agreed      14% agreed      0% disagreed*

*The PCC staff responded promptly to my request for service.*

*89% strongly agreed      10% agreed      1% disagreed*

*The PCC staff clearly explained services and fees.*

*81% strongly agreed      14% agreed      4% disagreed      1% n/a*

*The PCC staff were courteous, friendly and respectful.*

*95% strongly agreed      5% agreed      0% disagreed*

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

*94% strongly agreed      5% agreed      1% disagreed*

*I am satisfied with the level of improvement I experience.*

*64% strongly agreed      32% agreed      3% disagreed      1% n/a*

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

*80% strongly agreed      20% agreed      0% 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 2013 were:

*Facilitating conversation between my wife and I has been very helpful for us to understand each others perspectives.*

*If you gave our counselor a magic wand, the process could be faster. Otherwise know that I am satisfied in every way.*

*[My counselor] has been instrumental in helping us with time management and organizational skills. [My counselor] has also helped my husband confront his hoarding problem.*

*PCC has a friendly, caring, and understanding team of counselors. Thank you for your kindness! (Did not answer #6 and 7 because I haven't been here long enough for this to be determined.)*

*This has been a very positive experience and has helped guide me in communicating better with my daughter and to be a better parent/listener.*

*My service is wonderful. It does not need to improve.*

*I have brought my granddaughter here to counsel with her counselor who is highly recommended to us. I am very pleased with my granddaughter's progress at this time.*

*I came to this service thru the EAP program, 6 sessions. I want to remain with [my counselor] as [my counselor] has made a tremendous difference to my healing.*

*Better explanation on length of counseling service.*

*I am thankful for the understanding and sensitivity we've been afforded in our particular family need. My boys are appreciative of an affirming interaction with a positive male role model.*

*Everybody at PCC is wonderful and extremely professional. I could not be anymore happy. She's fantastic and has helped me immensely and shows extreme compassion. ☺*

*Just keep on what you're doing! You're really doing an awesome job. Keep it up!*

*\*Things have "flowed" without specific "pressure" of formal structure. I feel that my counselor's skills read my need and this is working for me to become the best "me".*

*PCC has helped me and my family during our troubled times. I have the utmost respect for them and would direct anyone to seek help. Our community is lucky to have them.*

*I have not had any direction on where to go at this point. Arthur has been very good counselor though...*

*I am happy with the service I am receiving.*

*There really isn't much more I can say too improve. I am satisfied more than I can say. Thank you so much for helping me see past my "crazy".*

*[My counselor] is great. Has good insight into problems and offers ways to solve problems that are practical and useful.*

*I am grateful for the compassion and concern I have been shown by the entire staff.*

*[My counselor] is patient and a wonderful kind [person]. I like especially how [my counselor] does not let a session turn into all about one spouse and ... moves it back and forth.*

*Pastoral Counseling Center has been very helpful in helping my children (and me) through the divorce process.*

*I have been extremely satisfied with my experience at PCC. I feel that [my counselor] has been very helpful in my healing process.*

*Office closer to Northern end of county.*

*[My counselor] is a wonderful, competent, and wise counselor. I am pleased with the improvements in sleep I have had while with her!*

*Great staff, wouldn't change it!*

*Really nice people! Only been here once, look forward to more visits.*

*[My counselor] is a valuable resource and a gem of wisdom. I value her counsel and insight.*

*As always, I feel that [my counselor] always gives 150% in my sessions. Gives me a lot of insight.*

*You have been a Godsend! Thank you!*

*I think PCC is perfect the way it is and they have helped me a lot.*

*They make me feel valued as a person.*

*It has been a pleasure working with the counselors at PCC. They give attention to my family's needs as if they were their own. We appreciate and respect the compassion and kindness of PCC.*

*The people are kind and thoughtful and they work their hardest to make me comfortable and happy.*

*They are easy to reschedule with when you are not able to make your appointment.*

*They continue to give us good service and help through issues.*

*You could use magic.*

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 2014 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 2013 the PCC display was at events including: local churches, 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 2013.

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, and participates with the regular schedule for leading worship services at Cedar Lane on Thursday mornings. 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.

### **2014 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 2014 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 2014 upgrading obsolete computer equipment, 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 2014. 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, 2013**

**CHECKING**

**Balance on Hand on 1/1/2013**

**\$442.96**

**CHECKING ACCOUNT RECEIPTS**

Donations	\$19,103.13
Escrow/Refunds	
NSF check repaid	\$70.00
Bank NSF fees	\$6.00
PCC NSF fees	\$19.00
BANK FEES Refunded	\$36.00
Escrow transfer	\$560.00
J & L Duff, PCC loan, 5/13	\$3,000.00
Martie Barley, PCC loan, 12/13	\$3,000.00
Escrow/Refunds subtotal	<u>\$6,691.00</u>

**Session Fees**

Betty Joanne Scott	\$34,594.00
Arthur Scott	\$28,068.00
Veronica Gonzalez	\$24,727.49
Sharon Wright	\$3,435.00
Shay Weaver	\$1,300.00
Chad Samarra	\$100.00
Supervision Fees	\$0.00
Session Fees Subtotal	<u>\$92,224.49</u>

**Total Receipts:**

**\$118,018.62**

**\$118,461.58**

**CHECKING ACCOUNT DISBURSEMENTS**

Verizon Telephone	\$1,491.19
Church of the Ascension - rent	\$4,800.00
NSF Checks + Fees	\$230.40
Supplies	\$1,440.12
Equipment/Furnishings	\$558.99
Postage	\$117.41
Advertising	\$1,042.20
Insurance	\$1,688.00
J & L Duff, PCC loan repaid	\$3,000.00
Transfer to Savings	\$550.00
JAWS software	\$530.27
Subtotal:	<u>\$15,448.58</u>

**Counselor's Pay**

Executive Director	\$9,000.00
Betty Joanne Scott	\$35,134.00
Arthur Scott	\$28,818.00
Veronica Gonzalez	\$20,237.19
Sharon Wright	\$5,780.00
Shay Weaver	\$1,650.00
Chad Samarra	\$90.00
Professional Fees	\$0.00
Bonuses	\$0.00
Counselor's Pay & Professional Fees subtotal:	<u>\$100,709.19</u>

**Total Disbursements**

**\$116,157.77**

**Balance on 12/31/13**

**\$2,303.81**

**SAVINGS**

**Balance 1/1/2013**

**\$100.00**

Transfer In from Checking \$550.00

Interest Earned \$0.00

Transfer to Checking \$560.00

Service Charge \$0.00

**Balance 12/31/2013**

**\$90.00**

# Pastoral Counseling Center Budget 2014

## Income

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

## 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
<b>Facility totals</b>	<b>7,095.00</b>

### Supplies

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

### Personnel

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

### Marketing/Fund Raising

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

### Educational/Training Materials

Books/DVD/CD	250.00
Software	250.00
<b>Educational Totals</b>	<b>500.00</b>

### Computer Equipment

Computers	1,500.00
Hardware	200.00
Software	800.00
<b>Computer Totals</b>	<b>2,500.00</b>
<b>Total Expenses</b>	<b>130,205.00</b>
<b>Excess/Deficit</b>	<b>6,835.00</b>

# Pastoral Counseling Center Budget 2014

## Non-St. Mary's County

<b>Total Income</b>	<b>\$ 24,660.00</b>
<b>Total Expenses</b>	<b>\$ 23,430.00</b>
<b>Excess/Deficit</b>	<b>\$ 1,230.00</b>

## Details

### Income

Receipts	\$ 19,260.00
Donations/Grants	\$ 5,400.00
<b>Total Income</b>	<b>\$ 24,660.00</b>

### Expenses

#### Office Facility

Mortgage/rent	\$ 00.00
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
<b>Facility totals</b>	<b>\$ 1,390.00</b>

#### Supplies

Cleaning Supplies	\$ 00.00
Printer/fax supplies	\$ 100.00
Postage&shipping	\$ 50.00
Miscellaneous	\$ 20.00
<b>Supplies totals</b>	<b>\$ 170.00</b>

#### Personnel

Counselors	\$ 21,000.00
<b>Personnel Totals</b>	<b>\$ 21,000.00</b>

#### Other

Replacing Furnishings	<b>\$ 0.00</b>
Computer Equipment/Supplies	<b>\$ 300.00</b>
Software	\$ 110.00
Books/DVD/CD	\$ 40.00
Educational Software	\$ 40.00
<b>Other Total</b>	<b>\$ 490.00</b>
<b>Administrative Total</b>	<b>\$ 380.00</b>
<b>Total Expenses</b>	<b>\$ 23,430.00</b>