

ANNUAL REPORT 2014



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

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 2014 were:

President	Sarah Crowder
Vice-President	
Secretary	Sarah Crowder
Treasurer	Rev. Arthur Scott
Members:	Kit Jones (resigned effective 9/13/14) Karla DeSelms Shonna Meiser (resigned effective 9/13/14) Doris McElveen (resigned effective 1/28/14) Elizabeth Slick (resigned effective 9/17/13) Charles W. Stein (new member for 2014) Sharon Nicholson (removed ... health12/13/14) Kevin Wolfe (new member for 2014)

The members of the Advisory Board of Directors at the end of 2014 were:

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

Mr. Dave Jones continues to function as technical support person and continues to develop a structured plan for updating our technical resources. Once again Mr. John Brigham prepared our 990, pro bono. He also volunteers as consultant on financial and non-profit issues. Prior to her internship starting in August, Ms. Brittany Petrzala volunteered time and skills in administrative functions, data entry, graphics and transportation; provided assistance with group work at Leah's House until they closed, and assisted in worship functions at Cedar Lane Thursday worship. Our intern for the January – May 2013 term, Ms. Shay Weaver generously utilized her varied computer expertise in updating forms, polishing promotional materials and data entry. During a family crisis for Arthur and Betty Joanne Scott, Counselors Heather Wolfe and Sharon Wright, Intern Shay Weaver, various members of the Board of Directors and Brittany Petrzala capably responded to support our family and PCC clients. The compassion, support and professionalism of all of these contributed to the effective functioning of the center when we returned. Our family is deeply grateful! Ms. Petrzala and her husband donated time, equipment and skills to reconfigure the speakers for the sound system to maximize privacy for clients. We are so very grateful for these supportive people in our community!

PCC Counselors have completed graduate level training and are required to attain and to maintain current National and State Certifications/Licenses. If they are not licensed, they are required to be working toward licensure under supervision. 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 2014, counselors are:

Executive Director	Betty Joanne Scott, MTh, LCMFT, CDVC (Certified Domestic Violence Counselor)
Therapist	Arthur C. Scott, MTh, LCMFT, CDVC (Certified Domestic Violence Counselor)
Graduate Counselor	Sharon Wright, BS, MBA, MS
Graduate Counselor	Heather Wolfe, BA, MA
Intern	Brittanny Petrzala, BA, MA (pending)
Intern	Maya Harris, BA, JD, MA (pending)

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 utilize a sliding scale, seeking to provide services to clients in need without increasing their level of distress. We receive third party reimbursements from some Employee Assistance Programs (EAP). To assist those who cannot afford fees, we have a plan to provide client assistance. Funding for client assistance comes through donations from local churches, private donors, corporate donors, a percentage of fees from clients and United Way of St. Mary’s County, United Way NCA, United Way CFC and Maryland Charity Campaign (MCC).

The PCC standard fee in 2014 was \$100. In 2014, PCC counselors provided sixty seven percent (66.52%) of client sessions at the PCC for fees at or below our minimum fee. This 66.52% is up from the 60.6% in 2013. During 2014, PCC provided 1518 client sessions at or below our minimum fee. This represents a decrease of just over 100 minimum or below minimum fee client sessions from 2013, reflecting overall fewer sessions in 2014. 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. Pro bono sessions provided by Arthur and Betty Joanne Scott, in 2014 and 2015 are provided in loving memory of our grandson Aidan Caradoc Scott, who lived 3 hours February 11, 2014.

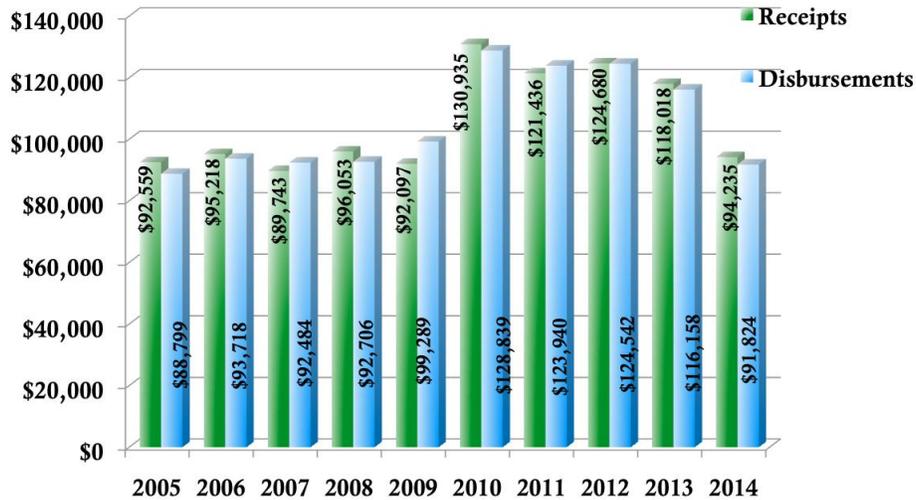
Total receipts and disbursements for 2014 were as follows:

Receipts:	\$94,235.34
Disbursements:	\$91,824.19

At the end of 2014, our checking and savings account balances were as follows:

Checking #1 \$5,933.36
 Checking #2 \$ 135.80

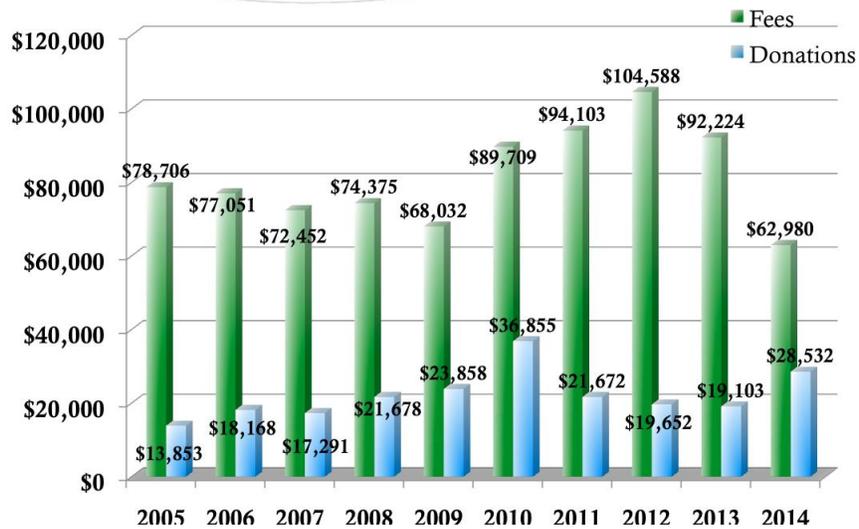
Total Income vs. Disbursements



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 2014 annual financial statement is included with this report as Attachment (1) and shows a balance sheet detailing 2014 receipts and expenses.

Total Income: Fees and Donations



The chart above illustrates the history of donations from 2005 through 2014. Donations in 2014 increased forty-nine percent (49.36%) from 2013. United Way of St Mary’s County funding decreased from \$3,920.70 in 2013 to \$1456.47. The donations from St. Paul United Methodist Church in Lusby, United Way Combined Federal Campaign donations, Maryland Charity Campaign, Excelon Energy and Pepco matching fund donations for employees, fundraisers and a portion of client fees from out of county clients supported the client assistance plan for sessions provided for non-St. Mary’s County residents. We project that the percentage of client assisted sessions will remain stable and continue between 60% and 70% of our total client sessions. We project an initial sharp increase in client assisted sessions in the first several months of 2015, due to rate increases and “grandfathered” fees.

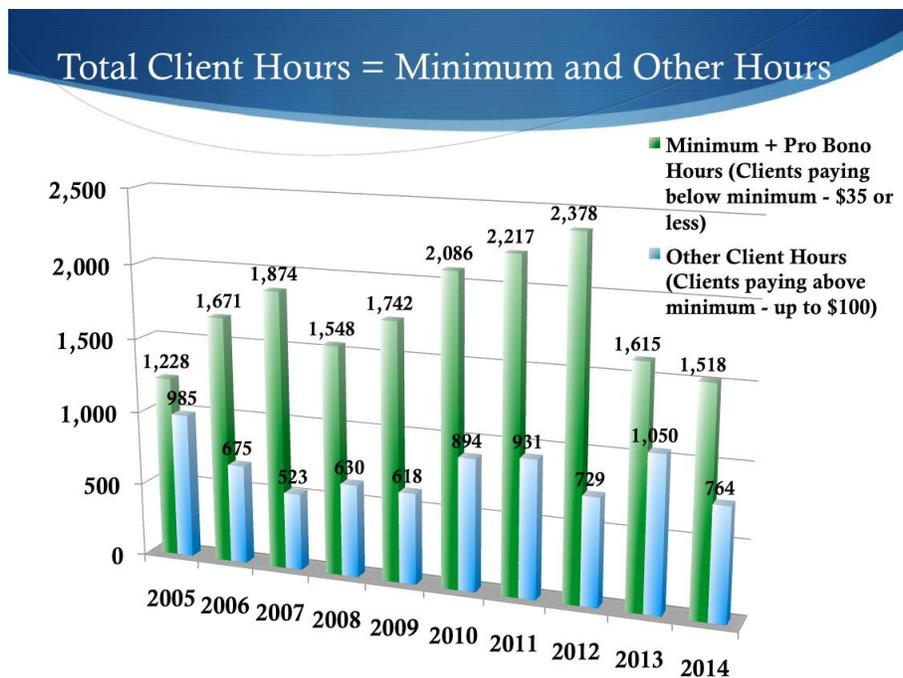
Other donations during 2014 included donation of technical services. Mr. John Brigham donated his professional services in preparing the 990 and reviewing our bookkeeping.

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. Beginning in June of 2013, we experienced a drop-off in client requests and in services, due in part to the departure of one of our full time counselors who was replaced at the end of January 2014. We continued to experience some decline in services requested and provided during 2014. Some of this is due to continued economic uncertainty caused by sequestration. This is certainly consistent with recent reports about the trends experienced by many local businesses, as seen in reports about economic development needs in Lexington Park. Historically, PCC client base recovers slowly in response to staffing changes and

economic pressure. PCC experienced significant impact on client sessions in 2014 due to weather, staffing transitions, life events for counselors and economic concerns. In August 2014, Brittany Petrzala came on as Practicum Intern from Liberty University and a Maya Harris came on as Counseling Intern from North Central University. Nevertheless, during 2014 PCC provided services for approximately 196 new clients, in addition to clients continuing from 2013. 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 website www.pccstmary.org.

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 2005-2014.



During 2014 the Pastoral Counseling Center of St. Mary's, Inc. provided 2,282 client hours, down 383 hours from the 2665 hours in 2013. This drop in services reflects both decrease in request for services for several months and the transitions in staffing and life transitions for counselors. St. Mary's county residents received 1,976 client hours of service. The average fee paid by clients from St. Mary's County was \$28.70. Out of county residents received 306 client hours of service, or approximately thirteen percent (13.41%) of total services. Many of these out of county residents work in St. Mary's County. Fees paid by out of county clients averaged \$23.76. The average cost for PCC to provide sessions for 2014 was \$40.24.

When counselors are available and there is need, PCC provides limited services at St. Paul United Methodist Church in Lusby. Until July, PCC provided group sessions at Leah's House once a week.

Based on the PCC's 2014 standard fee of \$100.00:

- if PCC collected the standard fee total collections would have been \$228,200.00
- PCC collected from clients, \$63,980.00
- PCC paid counselors \$80,284.80
- Difference between what PCC paid counselors and fees collected equals \$147,915.20

The above noted difference means PCC counselors and PCC donated \$147,915.20, into the tri-county community through services provided to clients in 2014.

In 2014, sixty seven percent (66.52%) of our counseling sessions were provided at or below the scale minimum fee. These 1,518 client sessions include 183 hours of pro bono services to PCC clients donated by our counselors. Pro bono services saved the center \$5,490.00. The client assistance plan expended \$14,086.00 in 2014. Client Assistance expenditures are high and are expected to remain high, due to current economic concerns such as the ongoing impact of sequestration and higher rates of unemployment. Between January 1, 2014 and December 31, 2014, PCC expended \$11,696.00 of the \$14,086.00 for St. Mary's County residents. Contributions from individual donors, churches in Calvert County, Maryland Charity Campaign and a percentage of fees from non-St. Mary's clients fully funded the \$2,390.00 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 2014, this emphasis continued with working toward family reunification between parents and children in the wake of parental separation and divorce. Additionally, Heather Wolfe, Brittany Petrzala and Melanie Ledig a counselor from Psychological Services Center, LLC in Leonardtown collaborated in presenting a summer teen group. They hope to repeat this in 2015. Counselors provided 413 hours of direct contact with children/adolescents and their families to address these issues. These services comprised approximately eighteen percent (18.10%) of our total services. This represents a decrease from 2013 of approximately twenty-three percent (23.66%) 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 2014 we provided services for 183 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 2014. 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 June 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.

82% strongly agreed 18% agreed 01% disagreed

The PCC staff clearly explained services and fees.

82% strongly agreed 16% agreed 0% disagreed 2% no response

The PCC staff were courteous, friendly and respectful.

90% strongly agreed 10% agreed 0% disagreed

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

84% strongly agreed 16% agreed 0% disagreed

I am satisfied with the level of improvement I experience.

64% strongly agreed 30% agreed 2% disagreed 4% no response

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 2014 were:

They are always friendly, warm and helpful!

PCC continues to meet my needs perfectly as it has for years.

Thank you – I learn new things each appointment and make observations and changes every day with the tools you've given me.

Very professional and genuinely concerned.

I feel that they have taken time to understand why I came here and that they are interested in helping me to set and achieve goals that will help me.

Thank you for all you do for me. You've helped me improve.

This was my second experience with my counselor and again my counselor has exceeded my expectations. Thank you.

They have done all that has been needed and are lacking in nothing.

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 receive client assistance. We also track the number of 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 2014 the PCC display was at events including: local churches, the Office on Aging Health Fair and the Tri-

County Caregiver's Conference at the Higher Education Center, and the Homeless Resource Event at Lexington Park United Methodist Church. PCC representatives presented at the Southern Maryland Education Awareness Day for the Leadership Southern Maryland Class of 2014. PCC representatives spoke with coordinators for Maryland Charity Campaign and at a display at the St. Mary's College.

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 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.

2015 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 2015 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 2015 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 2015. 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, 2014**

CHECKING

Balance on Hand on 1/1/2014

\$2,303.81

CHECKING ACCOUNT RECEIPTS

Donations	\$28,532.11	
Escrow/Refunds		
NSF check repaid	\$0.00	
Bank NSF fees	\$0.00	
PCC NSF fees	\$0.00	
Escrow transfer into checking	\$300.00	
Refunds	\$47.99	
Fund Raiser Receipts	\$325.00	
Miscellaneous	\$0.24	
Escrow/Refunds subtotal	\$673.23	
Session Fees		
Betty Joanne Scott	\$24,504.00	
Arthur Scott	\$25,606.00	
Heather Wolfe	\$10,485.00	
Sharon Wright	\$1,465.00	
Shay Weaver	\$1,190.00	
Brittanny Petrzala	\$330.00	
Maya Harris	\$400.00	
Supervision Fees	\$1,050.00	
Session Fees Subtotal	\$65,030.00	
Total Receipts:	\$94,235.34	

\$96,539.15

CHECKING ACCOUNT DISBURSEMENTS

Verizon Telephone	\$1,833.92	
Church of the Ascension - rent	\$2,800.00	
Bounced Checks + Bank Fees + Pay	\$186.26	
Supplies	\$1,449.81	
Furniture & Equipment	\$0.00	
Postage	\$171.71	
Advertising	\$1,130.99	
Fund Raiser Expenses	\$894.65	
Insurance	\$1,872.00	
Transfer into Escrow	\$645.80	
Miscellaneous	\$554.25	
Subtotal:	\$11,539.39	
Counselor's Pay		
Executive Director	\$9,000.00	
Betty Joanne Scott	\$27,156.00	
Arthur Scott	\$27,785.80	
Heather Wolfe	\$12,288.00	
Sharon Wright	\$2,690.00	
Shay Weaver	\$1,035.00	
Brittanny Petrzala	\$105.00	
Maya Harris	\$225.00	
Professional Fees	\$0.00	
Bonuses	\$0.00	
Counselor's Pay & Professional Fees subtotal:	\$80,284.80	
Total Disbursements	\$91,824.19	

\$4,714.96

Escrow

Balance on 12/31/2014

Balance 1/1/2014	\$90.00
Transfer in from Checking	\$345.80
Interest Earned	\$0.00
Transfer to Checking	\$300.00
Service Charge	\$0.00
Balance 12/31/2014	\$135.80

	Checking	\$4,714.96
	Escrow	\$135.80
Balance 12/31/2014	TOTAL	\$4,850.76

Pastoral Counseling Center Budget 2015

	Year
Income	
Counselor Receipts	75,908.60
Donations	17,655.00
Board-Generated Funds	11,953.68
Interest	0.00
Miscellaneous/Refunds	40.00
Income totals	105,557.28
Expenses	
Office Facility	
Mortgage/rent	4,800.00
Furnishings	0.00
Telephone/Internet	1,740.00
Electronic Health Record	1,559.88
Repairs and Maintenance	0.00
Prof/Liability Insurance	1,890.00
Utilities	0.00
Facility totals	9,989.88
Supplies	
Cleaning Supplies	100.00
Printer/fax supplies	450.00
Postage&shipping	140.00
Miscellaneous	30.00
Supplies totals	720.00
Personnel	
Counselors	82,080.00
Executive Director	9,000.00
Legal	500.00
Audit/Bookkeeper	0.00
Personnel totals	91,580.00
Marketing/Fund Raising	
Advertising	1,867.40
Printing/Publication	500.00
Fairs/Exhibitors fees	75.00
Marketing Totals	2,442.40
Educational/Training Materials	
Books/DVD/CD	125.00
Software	0.00
Educational Totals	125.00
Computer Equipment	
Computers	600.00
Hardware	100.00
Software	0.00
Computer Totals	700.00
Total Expenses	105,557.28
Excess/Deficit	0.00