

ANNUAL REPORT

FISCAL YEAR 2020



Introduction

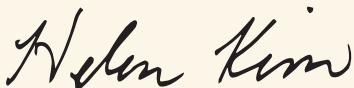
Letter from the Executive Director

This fiscal year has brought unique challenges to CentrePointe. Before the COVID-19 pandemic and the nation-wide discourse stemming from racial justice events, CentrePointe commenced plans to grow. Our Board went through the process of reviewing the state of our organization, and where we could capitalize on our strengths to meet our mission and goals. To that end, we hired new counselors, aligned to our mission and subjected to rigorous standards. We formalized our Samaritan Fund mercy grant, which provides financial assistance to clients struggling financially and seeking mental health care with our counselors. We continued to develop our social media presence. And we examined financial strategies, so that our services can better meet the demands of clients, and so that we can continue to reach and inform our communities.

COVID-19 and social distancing measures resulted in greater unemployment in our region along with the nation, and put financial as well as relational strains within many households. After a period of adjustment by both clients and counselors, counseling sessions rebounded, as our counselors transitioned to video counseling. The Samaritan Fund was increasingly accessed by clients, even as we were building our funding base to meet the needs.

I am proud to say that CentrePointe counselors responded well to the strains and anxiety that surrounded us. I look forward to the road ahead and I am thankful and hopeful for your continued prayer and support.

In Christ,



Helen Kim
Executive Director

Letter from the Board President

Like many other Christian ministries, CentrePointe has been faithfully navigating the challenges of 2020. We've adapted and adjusted to new realities created by COVID-19 – but this hasn't mean that we've been retreating. Instead, we've remained alert to present opportunities, and open to future possibilities. Rather than just hold our own and endure, we've seized the here and now, and positioned ourselves for what's ahead.

During times like these, when mental health care is critical, our staff and counselors have been a steady and compassionate source of healing and hope to our clients. Individuals, couples, and families have experienced greater wholeness and deeper wellness at a time of enormous loss, disruption and anxiety. When the future looked bleak, our Christ-centered approach to the counseling process has helped those we serve discover a way forward.

Forward is also where we as an agency are headed. Our Board, in partnership with our Executive Director, has been engaged in a strategic planning process that will guide our ministry's work in coming years. Though the core of our mission hasn't changed, the context of our work continues to unfold in new ways and new directions. So we've been busy clarifying our priorities and detailing a plan of action for the road ahead. As you explore this Annual Report further, you'll get a fuller sense of our path forward.

Your faithful partnership has helped us thrive in the present, and prepare for the future. Thank you again for your prayers and for all the ways that you participate in what God is doing, and will do, through the work of CentrePointe.

Respectfully,



Rev. Kevin Holder
President, Board of Directors

CentrePointe is...

Meeting mental health needs

In 2020 as public awareness of airborne transmission of COVID-19 grew, states and localities enacted policies to restrict exposure and spread, which brought on a “new reality” of homebound workers and social distancing practices. This resulted in attention to relationships within the home, and loss of relationships outside the home that has impacted business, education and personal well-being. While many have adapted, those who experienced job loss, business decline, and relational strains also developed stress-induced conditions, anxiety, depression, exacerbated addictive behavior and other challenges.



During this time, CentrePointe counselors provided professional care to clients as part of the healthcare frontline. After an initial adjustment period to video-based counseling, clients returned and sought access to CentrePointe for mental health care. We added counselors to staff—and continue to do so—to meet demand, and as public awareness of mental health care grows. CentrePointe’s board members have planned for our continued efforts to grow and reach communities. It may be a unique time, but CentrePointe is a team working together to provide hope and healing to our neighbors.

Providing for our community

Our counselors have reached out to communities, including by video, to provide information on issues impacting mental health and how to mitigate anxiety related to COVID-19. CentrePointe accepts many insurance plans, and partners with churches that provide counseling grants to ministers and congregants. We also provide for those seeking financial assistance for counseling through our Samaritan Fund (see p. 3)



Encouraging others in faith

CentrePointe’s counselors are not only licensed practitioners, they are active members in their churches and participate in regular staff discussions on faith and its impact on their approach to work. This has impacted their perspective and care for clients. Our counselors have reached out through our social media posts. As more people have increased internet usage during the COVID-19 era, CentrePointe has taken the opportunity to post encouragements providing our Christian counselor’s perspective.

On Mission

The needs are high: while a 2017 study by Mental Health America found that 17 percent of adults in Maryland and 19 percent of adults in Virginia experienced any mental health illness, studies in 2020 by Kaiser Permanente as well as the Center for Disease Control (CDC) both found that U.S. mental health issues stemming from worry and anxiety over COVID-19 increased substantially from March to July. The CDC also found increased use of drugs and alcohol to cope with pandemic-related distress, as well as increased considerations of suicide. Women and unpaid caregivers were especially susceptible.

CentrePointe is responding and determined to meet the needs of our communities. This year the Board launched a Strategic Planning Committee, which has dedicated time and resources to develop and execute an ongoing plan towards infrastructure growth and community awareness. CentrePointe uniquely brings:

- Accessibility to high quality counseling with Christian counselors through insurance and mercy funds
- Prayerful Board and Staff who regularly integrate faith in work decisions
- Staff that acts as a community, with supervision, accountability and information-sharing
- Partnerships with churches and healthcare organizations
- Support for ministry leaders serving and overseeing congregants and communities

We have designs for new, culturally relevant programs, and continue to seek support from prayerful people, talented professionals and generous donors in our community to help implement them.

CentrePointe Counseling Strategic Plan

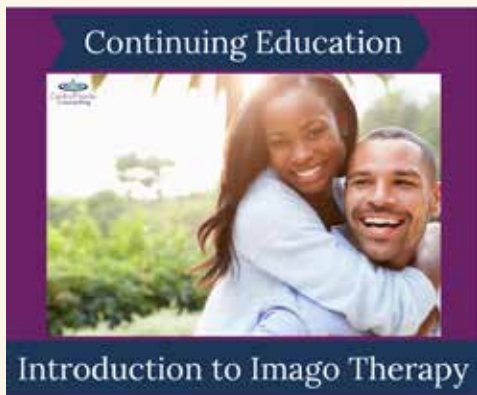


The Samaritan Fund

The Samaritan Fund is our charitable fund to help those who struggle financially to afford counseling at CentrePointe. While some clients need only a little support, many Samaritan Fund recipients experience unemployment and extraordinary financial strain.

This year the Samaritan Fund has been formalized, with application forms reviewed for co-pay amounts, and a designated fund account, where 100 percent of donations are used to support Samaritan Fund clients.

Demand grew without marketing efforts, and while funding resources were being built. Over the past 12 months, Samaritan Fund assistance has more than doubled compared with previous years, and is aimed to grow. CentrePointe is extremely grateful for the generosity of our donors and sponsors, who make funding possible.



Continuing Education

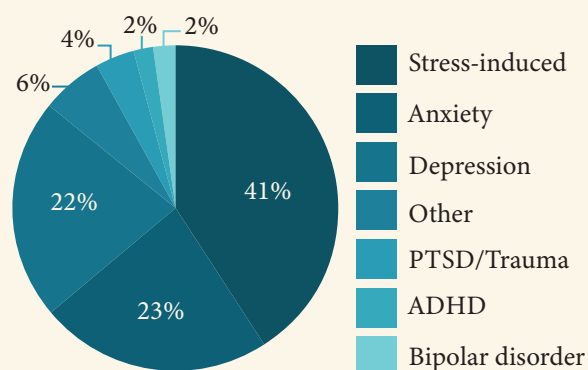
CentrePointe offers monthly Continuing Education (CE) seminars, available to practitioners in the area. CE Units contribute to the licensing requirements of the state. These seminars are often led by CentrePointe counselors and provide opportunities for counselors inside and outside the organization to interact.

Client Trends

CentrePointe counselors saw over 880 clients in Fiscal Year (FY) 2020 (July 2019 to June 2020). This was a 7 percent decrease from FY19. Counselors transitioned to video-based counseling almost exclusively during COVID-19 social distancing, starting in March.

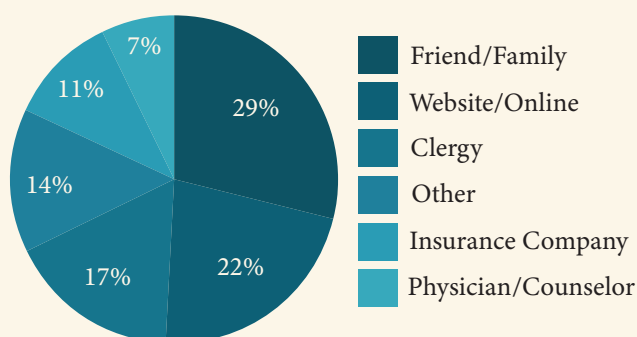
Clients were predictably impacted by stress during this time, as well as depression and anxiety. Clients stayed with their counselors longer compared with last year.

Client Conditions

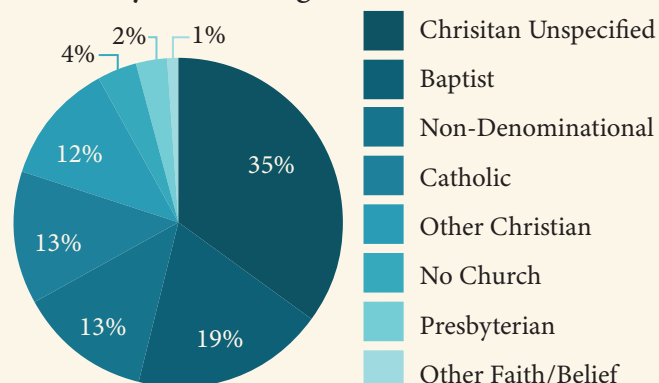


Friends and family were the largest referral source for clients seeking counseling. Referrals from clergy grew over last year, and our web site remained important for clients to find us. Of clients reporting on faith, the vast majority were Christian, largely of Baptist, Non-denominational and Catholic faiths.

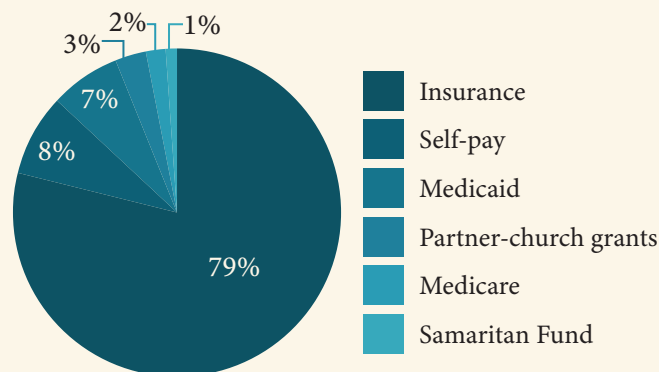
Referral Source



Clients by Faith Background



Client Payment Method

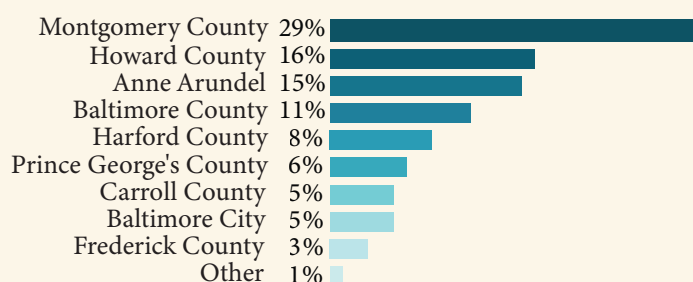


Clients typically pay for counseling services through their insurance. CentrePointe accepts a wide array of insurance plans, as well as self-pay payments.

CentrePointe has affordable options for those with low income or struggling financially, including public health insurance (Medicaid and Medicare), partner church grants, and our own Samaritan Fund mercy grant.

As a result of video-based counseling due to COVID-19 social distancing, counselors eventually saw more clients outside of the geographic areas close to their office spaces. At the same time, clients who retained employment and health insurance more readily sought counseling.

Client County of Residence



Financial Update

Despite COVID-19 impacting the last 5 months of FY20, CentrePointe's revenues slightly increased over the last fiscal year (1 percent). Total revenue was \$1.12 million.

Previous to February 2020, revenue generation was on a consistent upward trajectory, as both hours of counseling sessions and revenues increased over the same period of the previous year. The transition to video-based counseling was immediate; nevertheless, there was a noticeable impact of social distancing on counseling hours and revenues from March to June.

Following the end of FY20, there was a marked return to counseling, as clients became comfortable with video communication and seemed to become accustomed to the prevalence of COVID-19 in the U.S. and ongoing social distancing policies.

CentrePointe's hiring of new counselors during FY20 contributed to the increase in counseling hours and revenue. The net deficit was reduced by 51 percent from the previous fiscal year, reflecting the impact of additional counseling hours. Continued recruitment and program development are expected to further impact revenue generation.

CentrePointe qualified for the U.S. Small Business Administration's Payroll Protection Program (PPP) loan, which aided our ability to meet payroll costs. This is not reflected in our financial summary, since it is an extraordinary financial item pending loan forgiveness.

Fiscal Year 2020 (July 2019 - June 2020)

Revenues

Program Services	\$979,757
Donated Facilities	\$100,800
Contributions and Fundraising	\$33,214
Investment Income	\$3,958
Total Revenue	\$1,117,729

Expenses

Program	\$953,683
General & Administrative	\$182,382
Fundraising	\$4,165
Total Expense	\$1,140,230

Change in Net Assets (Deficit)	\$(22,501)
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Net Assets Beginning of Year	\$58,308
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Net Assets End of Year	\$35,807
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CentrePointe Counseling's financial statements were reviewed by independent accountants. See the full report for more information.

Thank you

CentrePointe was able to provide accessible counseling to our clients through the generosity of our donors. *Thank you.*

Friends of CentrePointe

Edward & Ruth Bordewisch, Donald Browner, Darlene Browning, Carolyn & Dave Buresh, Kenneth & Charmaine Bandell, Kevin & Beth Bergstrom, Timothy & Carol Cahall, Nancy Commeree, Kimberly & Robert Cook, Mary Anne Darling, Diane Gordon, Barbara High, Ray & Janice Hite, Kevin & Deborah Holder, June Holland, Raquel Samuels McKenzie, Robert & Ann Michael, Stephanie Moore, Christian Osburn, Jair Parada, Ann Roda, Peter & Gemma Rossoni, Danubia Samuels, Robert Schwartz, Laurie Skipper, B. Louise Stellabotta, Mary Studham, Donald & Barbara Sweeney, Barbara Taylor, Doris Tobias, Raymond White, Adventist HealthCare, Arbutus United Methodist Church, Ausherman Family Foundation, Emmanuel Baptist Church, Huntingtown, Friendship Baptist of Sykesville, Kensington Baptist Church, Mars Hill Baptist Church, Medstar Health, Inc., Mid Maryland Baptist Association, Middle River Baptist Church, Parkville Baptist Church, Redland Baptist Church, Westminster Baptist Church

Board Members

Kevin Holder, MDiv, ThM, President

Pastor, Grace Baptist Church

Don Sweeney, CPA, Vice President

Retired Partner, Ernst & Young

Nancy Mathews, Board Secretary

Retired IT Manager, Verizon; and Retired Church Staff,
Colesville Baptist Church

Carol Cahall

Project Manager, SBG Technology Solutions

Barbara High

Realtor, Long & Foster, Inc.; and Retired Educator

Andrea Hulse, MD

Clinical Branch Chief, Division of Vaccines, Center for
Biologics, FDA

Kandy McFarland, RN, MBA

Director of Nursing, Adventist HealthCare Shady Grove
Medical Center

Robert Michael, JD

Partner, Shadoan, Michael & Wells, LLP

Ann Roda, RN, MDiv

Vice President, Mission & Spiritual Care, Adventist
HealthCare

Gemma Rossoni, MHA

Mediator, Educator and Consultant

Danubia Samuels

Outpatient Psychiatry Services Manager, Addiction and
Mental Health Center, MedStar Montgomery Medical
Center

Laurie Skipper

School Psychologist (Retired); Juice Plus Consultant

Lawrence E. Wilhelm

Owner, Friendly Farms Restaurant

Barbara Taylor, Emeritus

Retired Educator

Staff Members

Natalie Bates, Digital Media Coordinator

Terry Bates, LCPC

Kevin Bergstrom, LCPC

Carolyn Buresh, LCPC

Cyndi Canner, LGPC

Anthony Carr, LGPC

Kathleen Dodson, LCSW-C

Cheryl Fischer, LCSW-C

Israel Garcia, LCSW-C

Daniel Holler, LCSW-C

Ladonna Johnson, LCPC

Jackie Kang, LGPC

Helen Kim, Executive Director

Emily Livelsberger, LGPC

Emily March, LGMFT

Cassandra Mitchell, LCPC

Sarah Pickeral, LCSW-C

Julie Pratt, LCPC

Yaoying Qu, LGPC

Matthew Raeder, LCSW-C

Karen Richardson, LCSW

Julie Robbins, LCPC

Thomas Rodgerson, PhD, LCPC

Daniel Stinchcomb, LCPC

Erin Stine, LCPC

Christine Thron, LCPC

Melody Weber, PhD, LGPC

Facility Partners

WE ARE GRATEFUL TO THE FOLLOWING CONGREGATIONS FOR PROVIDING SPACE FOR COUNSELING OFFICES

Arbutus United Methodist Church, Arbutus

Baptist Convention of Maryland/Delaware, Columbia

Calvary Baptist Church, Bel Air

Christ Community Church of Ashton

Church at Covenant Park, Ellicott City

Conowingo Baptist Church, Conowingo

Countryside Fellowship Church, Savage

Cresthill Baptist Church, Bowie

Dunkirk Baptist Church, Dunkirk

Faith Baptist Church, Glen Burnie

Faith Baptist Church, Knoxville

First Baptist Church of Beltsville

First Baptist Church of Frederick

First Baptist Church, Herndon, VA

Georgia Avenue Baptist Church, Silver Spring

Greenridge Baptist Church, Clarksburg

Hillendale Baptist Church, Woodbridge

Hope Baptist Church, Laurel

Liberty Church PCA, Owings Mills

Middle River Baptist Church, Middle River

New Hope SDA Church, Fulton

Oakdale Church, Olney

Parkville Baptist Church, Parkville

Redland Baptist Church, Rockville

The Church at Severn Run, Severn

Westminster Baptist Church, Westminster



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