

# ANNUAL REPORT

FISCAL YEAR 2021



CENTREPOINTE  
COUNSELING

# Introduction

## Letter from the Executive Director

As of the publication of this Annual Report, CentrePointe’s counselors have gathered in-person for the first time following the relief of COVID-19 restrictions. Counselors have slowly begun seeing some clients in-person as well.

Being able to meet in-person has been a joyful way of reconnecting. Telehealth has been the dominant if not sole method of communication amongst staff and with counseling clients. The view of telehealth and telemedicine has been altered, and many predict permanently.

Demand for mental health care increased markedly over the past fiscal year (July 2020 to June 2021). Relational strain, stress and anxiety along with an increased awareness and acceptance of mental health care brought an influx of clients to counselors nationwide – and to CentrePointe. Healthcare professionals and practitioners project that COVID-19 social distancing will have a long-term impact on mental health for many years to come, particularly amongst youth and young adults.

As a Christian counseling agency, we are called to consider those who cannot access mental health care due to limited finances or lack of insurance as demand for mental health care rises. Our Samaritan Fund program is our charitable effort to help clients access counseling. Over the last fiscal year, four times as many clients accessed the Samaritan Fund compared with the previous year. It is clear how much more we can impact individuals and church communities who require financial assistance.

I hope you will pray with us – and consider supporting the Samaritan Fund – as we focus on developing programs to reach church communities and respond to God’s call to serve our neighbors.

In Christ,



Helen Kim  
Executive Director

## Letter from the Board Chairman

There’s a story about a pastor who was praying in his church office one morning and a prominent member of the congregation called. The secretary told the gentleman that the pastor was busy praying right now. “Praying!” said the church member. “Shouldn’t he be working?”

As a pastor, I know that prayer itself is an essential part of the work of Christian ministry. Prayer isn’t a spiritual accessory or a devotional decoration that followers of Jesus pull out from time to time as needed. On the contrary, prayer is how disciples stay consistently and continually connected to Christ, who is the source of our life and vocation. The same is true for CentrePointe Counseling. Being a Christ-centered ministry means that prayer is woven into the life and work of our agency, day in and day out, at all levels of our mission. That includes you.

Thank you for participating in the prayerfulness of CentrePointe. When you pray with us and for us, and for those we serve, you’re engaged in God’s work of reconciliation and restoration. Your own prayerfulness is one of the best ways you give to our ministry. It signifies your partnership with us, as individuals and congregations. In addition, we’re deeply grateful for the ways that local churches support our work by providing counseling space, financial gifts, and community relationships.

I’ve served on CentrePointe’s board of directors for approximately 15 years. During that time, I’ve seen our mission grow, develop, and mature, building on solid foundations that others laid in previous years. From the beginning, all the way up to the present, prayer has been a cornerstone of our ministry. Remember that as you pray, God works through our staff and counselors to bring the healing and hope of Christ to those we serve. Thanks be to God!

Respectfully,



Rev. Kevin Holder  
Chairman, Board of Directors

# CentrePointe is...

## A community of professional, Christian counselors...

CentrePointe Counseling is unique, as both a mental health care practice and Christian, non-profit charity. How does this work? Those who know us know that we take both the profession of mental health care and Christian faith seriously: our counselors adhere to state licensing requirements and professional standards in approaching mental health care; and they inform and support each other in approaching work as Christians.



Challenges that are specific to the field of mental health care include seeing clients who struggle with various mental conditions and relational issues, and witnessing a variety of ways clients express themselves. These can take a toll on counselors – and certainly has amidst the COVID-19 pandemic. Incorporating faith in our work means counselors are able to process their attitudes and approaches to clients within a professional Christian community, and with a mindfulness of God’s love and hope for each of us. That is not the same as expecting clients to share our faith; counselors meet clients where they are and treat their conditions first. But being a part of professional Christian community helps ground our counselors, and prepare them with the ability to integrate faith when clients request it as part of their treatment.

## ...responding to mental health needs...



During the last fiscal year (July 2020 to June 2021), CentrePointe counselors have seen more clients for more sessions than in previous years. As mental health awareness was brought to the forefront through media attention nationwide, the demand for mental health care increased dramatically. Trends in mental health point to a growing need for care for youth and parents concerned over behavior related to the challenges of socializing and learning during social distancing and online schooling. Anxiety over the possibility of the reoccurrence of a pandemic has developed. And relationship strains have brought a growing number of couples to the (virtual) counseling room.

Our counselors have been able to reach more clients through video counseling over a greater geographic region, and have been willing and able to help more people.

## ...bringing hope in difficulty.

We would like members in our communities to know that many people experience circumstances and conditions that appear hopeless, but that navigating a way to hope is possible with professional counseling.

Beginning with treatment plans set with clients, our counselors help clients meet their goals for change and healing.

*"The counseling helped me by making me realize how to communicate better with those I am in conflict with."  
- Anonymous client 1*

*"[F]or my counselor to be knowledgeable clinically, but also able to speak life-affirming scriptures over me and understand my faith was incredibly valuable."  
- Anonymous client 2*

# On Mission

## Promoting Best Practices

What does CentrePointe do to promote quality experiences for both counselors and clients? By providing a structure of professional support for our counselors, we lay the foundation for quality mental health care for clients.

Counselors that join CentrePointe Counseling are selected based on their knowledge and performance levels, experience in counseling, administrative ability, and their practice of Christian faith. They undergo several interviews with seasoned clinicians and executive staff.

As a group, our counselors share case presentations, discuss faith as it impacts their work, refer clients to each other, answer counseling practice questions, and provide references to professional resources. Counselors are required to undergo spiritual integration training. And CentrePointe provides free access to category-1 Continuing Education sessions to our counselors, as well as free supervision to all counselors, including licensed graduates.

Our board of directors and executive staff value our counselors. They pray regularly for them and their work, as well as provide a listening ear to counselor concerns. It is a priority that staff leadership work with integrity in all their decisions.



This supportive community lends itself to accountability and prepares counselors for a more informed and healthy approach to their clients -- with results of healing. Clients who responded to discharge surveys have reviewed their counseling experiences favorably. In the coming year, regular discharge surveys will give clients an opportunity to anonymously comment on their experiences.

## Growing Mercy Activities

An important activity that distinguishes us as a Christian organization is our charitable work through the Samaritan Fund, our mercy grant program for clients with unaffordable co-pay amounts or without health insurance coverage. As a 501(c)3 non-profit charity based in Maryland, we are able to fundraise for our Samaritan Fund, which is fully supported through donations alone.

Through the generosity of donors, our Samaritan Fund has grown to fund 4 times as many grants as we did in the previous fiscal year. The need has been high, and we have been able to meet the needs presented to us.

Samaritan Fund recipients included young workers and students with low incomes, single wage earners of large households, older clients with limited income, temporarily unemployed workers, and others. Generous donations have allowed clients with financial obstacles to overcome them, so they can focus on overcoming their obstacles to good mental health.

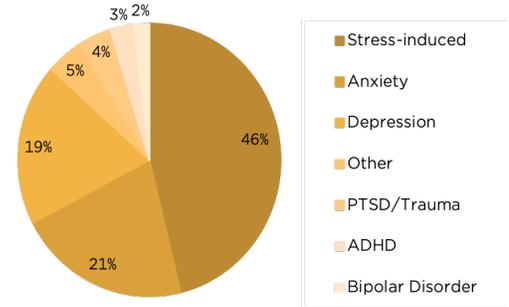
Our goal is for 10 percent of our activity to be directed at Samaritan Fund programs and activities – and the demand is there. We hope you will join us in prayer and financial support, so we can broaden our impact and develop new programs to reach and serve low-income church communities.



# Client Trends

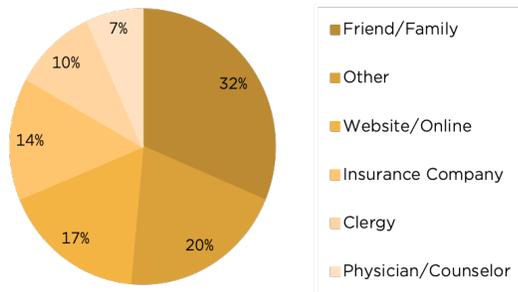
CentrePointe counselors saw 940 clients in Fiscal Year 2021 (July 2020 to June 2021) – a 7 percent increase from the previous fiscal year. The most significant change in client conditions was the increase in stress-induced conditions, indicating that stress was experienced at a higher level during the time when COVID-19 social distancing, race-related events and the Presidential election were at the forefront of national discussions.

**Client Conditions (Primary)**

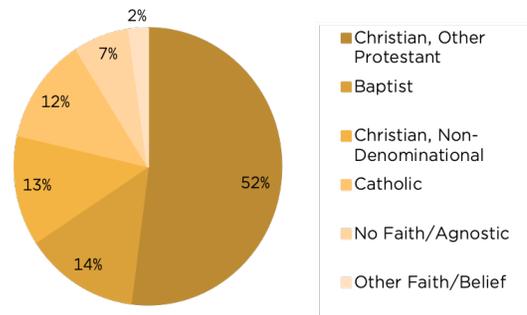


Friends and family remained the largest referral source for clients seeking counseling, compared with the last fiscal year. A greater proportion of people sought counseling through insurance listings, while fewer were referred by clergy, who may not have interacted with congregation members as frequently due to COVID-19 social distancing. Nevertheless, the vast majority of clients seeking CentrePointe counselors had a Christian faith background.

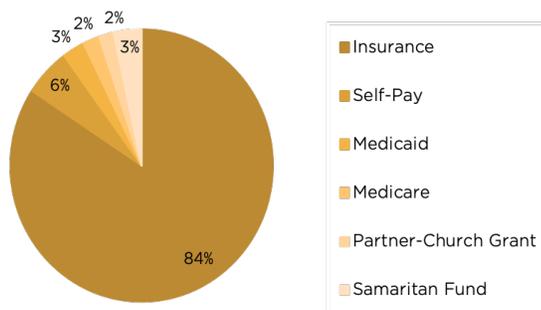
**Referral Source**



**Clients by Faith Background**



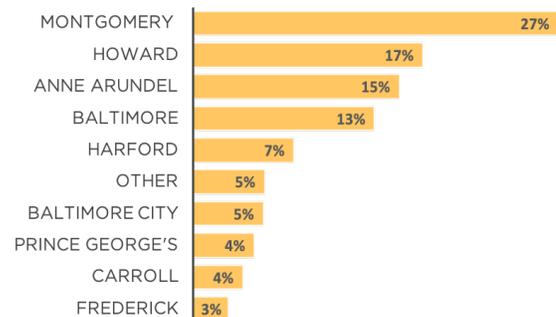
**Client Payment Method**



CentrePointe accepts a variety of insurance plans to maintain accessibility for most clients. A higher proportion accessed counseling through our Samaritan Fund mercy grant program – this program was accessed 4 times as much as it was the previous year.

Telehealth (video-based) counseling became the norm during the fiscal year. The normalization of telehealth has allowed counselors to treat more clients from a broader geographic area. This is reflected in the rise of clients residing in “Other” counties – smaller counties further away from residentially concentrated areas.

**Client County of Residence**



# Financial Update

Over Fiscal Year 2021 (FY21), a few remarkable occurrences impacted our financial performance. COVID-19 social distancing practices combined with growing public awareness of mental health care brought an influx of clients to CentrePointe Counseling. At the same time, video-based counseling (telehealth) made access to counselors easier from a broader geographic area, while increasing counselor productivity by reducing travel time to offices for in-person sessions. Finally, our federal PPP loan was forgiven.

With these circumstances combined, our bottom line markedly increased over the last fiscal year – over a 550% increase. Even without the PPP loan forgiveness, we would have experienced a 90% increase in net assets.

This reflects a turn-around from when COVID-19 social distancing measures began. At that time, counselors experienced a drop in client activity, as some clients initially decided to “ride out” the pandemic and forego counseling; while others found the thought of video-based sessions disagreeable.

While this year's financials look good for our organization, Fiscal Year 2021 was unique. This makes subsequent years' financials difficult to predict. Nevertheless, we are thankful to be able to serve more clients and anticipate continued higher levels of productivity.

## Fiscal Year 2021 (July 2020 - June 2021)

### Revenues

|                               |                    |
|-------------------------------|--------------------|
| Program Services              | \$1,215,685        |
| Donated Facilities            | \$100,800          |
| Contributions and Fundraising | \$61,871           |
| Investment Income             | \$6,671            |
| PPP Loan Forgiveness          | <u>\$167,300</u>   |
| Total Revenue                 | <u>\$1,552,327</u> |

### Expenses

|                          |                    |
|--------------------------|--------------------|
| Program                  | \$1,026,848        |
| General & Administrative | \$321,151          |
| Fundraising              | <u>\$4,634</u>     |
| Total Expenses           | <u>\$1,352,633</u> |

Change in Net Assets (Deficit) \$199,694

Net Assets Beginning of Year \$35,807

Net Assets End of Year \$235,501

CentrePointe Counseling's financial statements were reviewed by independent accountants.

## Thank you

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

### Friends of CentrePointe

Kevin Bergstrom, Stephen Bird, Donald Browner, Carol Cahall, Michelle Carnigan, Eileen Collins, Nancy Commeree, Dr. Robert and Mrs. Kimberly Cook, Tamara Davis, Marcia Everett, Cely Feria, Orkendell Ford, Diane Gordon, Ruth Harris, Jose Hernandez, Lorna S. Hewett, Barbara High, Ray Hite, Kevin Holder, Erin Holland, June Holland, Debbie Hoover, Andrea Hulse, Clifford King, Chris Luna, Raynette Lyles, Nancy Mathews, Kandy McFarland, Raquel Samuels McKenzie, Robert Michael, Carol Moore, Stephanie Morris, Ginger O'Neill, John Owen, JoAnne Raeder, Maria Richardson, Ann Roda, Thomas Rodgerson, Giovanni Rossoni, Peter Rossoni, B. Louise Stellabotta, Nina Stewart, Don Sweeney, Barbara Taylor, Doris Tobias, Larry Wilhelm, Baptist Convention of Maryland and Delaware, Friendship Baptist of Sykesville, Grace Baptist Church, Grace Community Church, Kensington Baptist Church, Mars Hill Baptist Church, Mid Maryland Baptist Association, Middle River Baptist Church, Oakdale Church, Parkville Baptist Church, Westminster Baptist Church

# Board Members

**Chair, Kevin Holder, MDiv, ThM**

Pastor, Grace Baptist Church

**Vice-Chair/Treasurer, Don Sweeney, CPA**

Retired Partner, Ernst & Young

**Secretary, Nancy Mathews, MDiv**

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

**Carol Cahall**

Project Manager, SBG Technology Solutions

**Barbara High**

Realtor, Long & Foster, Inc.; 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 & Mental Health Center, MedStar Montgomery Medical Center

**Laurie Skipper, MA**

Retired School Psychologist; Consultant, Juice Plus

**Lawrence E. Wilhelm**

Owner, Friendly Farms Restaurant

**Barbara Taylor, Emeritus**

Retired Educator

## Staff Members

Julia Amburgey, MA, LGPC

Natalie Bates, Digital Media Coordinator

Terry Bates, MS, LCPC

Kevin Bergstrom, MS, LCPC

Carolyn Buresh, MS, LCPC

Cyndi Canner, MS, LGPC

Nancy Cheng, MA, LCPC

Brandy Day, MSW, LCSW-C

Israel Garica, MSSW, LCSW-C, BCD

Elaine Hill, MS, LGPC

Jackie Kang, MS, LGPC

Helen Kim, MPA, Executive Director

Emily March, MA, LGMFT

Cass Mitchell, MA, LCPC

Emily Livelsberger, MS, LCPC

Sarah Pickeral, MA, MSW, LCSW-C

Julie Pratt, MS, LCPC

Matt Raeder, MSW, LCSW-C, Clinical Director

Karen Richardson, MSW, LCSW-C

Lauren Rizza, MSW, LMSW

Julie Robbins, MS, LCPC

Tom Rodgerson, PhD, LCPC

Dan Stinchcomb, MRE, MS, LCPC

Erin Stine, MS, 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

Georgia Avenue Baptist Church, Silver Spring

Greenridge Baptist Church, Clarksburg

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



A 501(c)3 Non-Profit Charity based in Maryland.

CentrePointe Counseling, Inc.

Mailing Address:

P.O. Box 1278

Lincolnton, NC 28093

(800) 491-5369

[info@centrepointecounseling.org](mailto:info@centrepointecounseling.org)

Visit us online: [hopethatheals.org](http://hopethatheals.org) | [centrepointecounseling.org](http://centrepointecounseling.org)

© CentrePointe Counseling, Inc. 2021