

# ANNUAL REPORT

FISCAL YEAR 2022



CENTREPOINTE  
COUNSELING



# Introduction

## Letter from the Executive Director

This Annual Report for fiscal year 2022 will cover what happened in a year that was truly unpredictable at the close of the previous fiscal year. Fiscal year 2021 (July 2020 to June 2021) was remarkable for CentrePointe Counseling, in that it was the first full fiscal year impacted by COVID-19, as well as by elevated social disagreement and divisiveness on political issues on a national level. Those resulted in a huge increase in demand for mental health therapy. Video-based counseling allowed our counselors to see more clients than they ever had previously. But experiencing a remarkable year meant uncertainty on what would follow.

In fiscal year 2022, our counselors saw more clients than during the years preceding fiscal year 2021. The demand for counseling to address anxiety grew, as well as requests for child and youth therapy. Nevertheless, client activity did not reach the same level as it did in 2021. Operationally, we underwent changes that impacted the entire organization. Internal and administrative support, patient billing and more were improved for better counselor and patient experiences – a necessary investment.

Throughout the year, our counselors' sense of community grew. CentrePointe's values center on a Christian faith, a faith that is integrated in our counselors' work and regularly processed amongst staff on a professional level. It is a meaningful experience to witness counselors' involvement in their mutual edification.

I hope you will pray with us, and consider supporting our work and growth, as we continue our mission to serve our neighbors.

In Christ,



Helen Kim  
Executive Director

## Letter from the Board Chairman

In a sermon titled, "Use of Money," eighteenth-century preacher John Wesley said, "...when the Possessor of heaven and earth brought you into being, and placed you in this world, he placed you here not as a proprietor, but a steward: As such he entrusted you, for a season, with goods of various kinds." That's the way our CentrePointe board of directors views its task. We're entrusted with God's gifts, "goods of various kinds," to be used faithfully and wisely, for God's purposes, during this season of our agency's ministry.

During this past year, we've continued to navigate through a season of change. As we've emerged further from conditions created by the pandemic, we've witnessed God's good gifts in abundance: Our committed and compassionate counselors, our forward-looking executive leadership, our talented and diverse board, and our generous partners. And most of all, our clients, who come seeking healing and hope, entrusting themselves to our care.

Our board is responsible for our stewardship of all these resources and relationships. As we've managed them, we've kept a particular eye on priorities like recruitment of additional counselors, financial development, and expanded marketing. We've also stayed attentive to risk management, especially in the midst of a constantly evolving healthcare and business environment. Through all that's unfolding, we have a strategic plan that maintains our focus and guides our decisions.

CentrePointe is a gift of God, to be managed wisely and effectively, for God's glory. Within that primary gift are a multitude of other gifts, one of which is your partnership. We're deeply grateful for all the ways that you express generosity toward us, and we want to be faithful stewards of our relationship with you during this season of our life and mission.

Respectfully,



Rev. Kevin Holder  
Chairman, Board of Directors

# CentrePointe is...



## Built for the Utmost

CentrePointe Counseling's hiring process is very selective: we look for proven skills and knowledge, an active Christian faith and administrative integrity. Counselors are supported by supervisors and colleagues who advise, equip and encourage them towards developing their counseling work and skills. Our administrative staff is committed to working reliably and proactively, and to act above board in all our practices. This year our board subjected itself to a self-review in an effort to assess its own performance and abilities. While time consuming, quality and integrity are the core from which we do the work we intend.

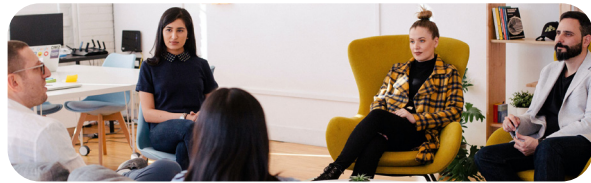
From July 2021 to June 2022 (FY22), demand remained high for mental health therapy, following an extraordinary increase in demand the previous year (mainly due to anxiety over the COVID-19 pandemic, social distancing and its impact on relationships). This year, stress and anxiety once again were the top conditions of clients seeking therapy. Our counselors hear the needs of clients, and have helped more clients than they have before. Because of this, a knowledgeable, supportive counselor community rooted in faith, timely and relevant Continuing Education subjects, and the practice of self-care have been more important than ever for counselors to serve clients well. It is our continued work and hope to provide the conditions for that level of support to our counselors, and to see its impact on clients.

## For God's Glory

"[My counselor] was the best I have ever been to. He listened and knew when to be really honest with me. I can't stress enough how great it was that he listened and really took in what I would say and then ask questions to make sure he understood. "



"Counseling has helped me overcome multiple trying times in my life in personal, relationship, and work environments. I have been taught strategies to help manage my anxiety and ADHD."



"[Through counseling] I am more able to maintain my connection with God through difficult times."

"My faith/spirituality is the most important thing to me, so it was very nice to have a counselor who understood that relationship (since I've also had secular therapists who could not relate to really anything I said about my beliefs)....And although I do believe in God's power to answer prayers, it was refreshing to hear other practical solutions and ideas when talking with my counselor."





# On Mission

## Investing in Hope

CentrePointe Counseling is centered on the good news of salvation and restoration by Jesus Christ. What does that mean for a counseling organization?



When CentrePointe Counseling formally began in 1983, its mission was to provide counseling to ministers and ministry leaders, so that healthy church leaders could lead congregations in a healthy way. Today our mission has broadened, so that counseling with informed, professional Christian counselors could be financially and geographically accessible to anyone in Maryland, but especially those referred to us by church leaders.

As a staff, we grapple with topics that affect counselors and clients on a philosophical and theological level, and that impact the psychological and clinical. These are not quick or easy conversations; they cover topics such as how faith impacts mental health, the roots of faithfulness or disbelief, and viewpoints on processing present-day social and cultural concerns. For example, what happens to an individual when the church he or she attends becomes fractured? How do they experience the disruption of what was once a peaceful, family-like community? We ask why clients ask the many questions they have on faith and counseling, and what is happening in their inner world that informs their outer choices.

Spending dedicated time discussing and processing these types of questions are important to informing and equipping counselors, but it also indicates the importance of the spiritual lives of counselors. Clients are served better – whether or not they ask to incorporate their faith in their counseling sessions – when counselors approach them with wisdom and knowledge.

## Mercy Activities

As a product of our mission to provide accessibility to high quality care with Christian counselors, this year we witnessed a huge increase in the number of clients referred to us by their health insurance companies. Across all counselors, waitlists became the norm. Clients have also been continuing sessions for longer periods of time, just as they had in the previous year. This made it difficult for anyone to see our counselors, including those who sought financial assistance through our Samaritan Fund.

Despite this, through the generosity of our donors, we helped clients requiring financial assistance to access 200 hours of counseling. In the coming years, difficulty in accessing our counselors will continue, unless we add substantially to our counselor numbers, which is our goal. The need is clear. We desire to help more individuals with financial need to access our counselors, and welcome referrals from church leaders aware of the help we can give.

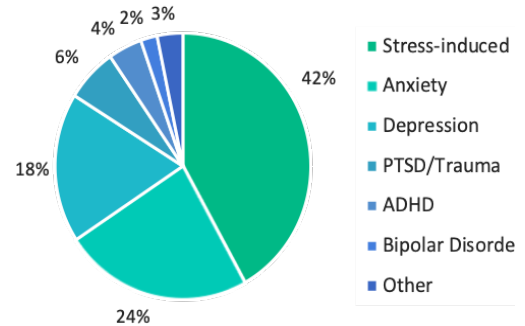
As a 501(c)3 non-profit charity, we are able to fundraise for our Samaritan Fund, which is fully supported through donations alone. We seek to use these funds to reach church communities with limited budgets through counselor lectures and workshops. We truly appreciate the prayers of our supporters.



# Client Trends

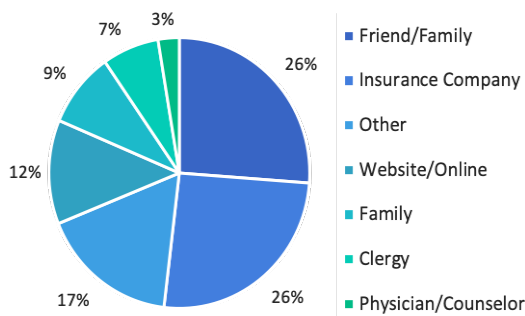
CentrePointe counselors saw 956 clients in Fiscal Year 2022 (July 2021 to June 2022) – roughly the same amount as the previous fiscal year. Stress-induced conditions, anxiety and depression once again comprised the majority of conditions. The most significant change was the increase in PTSD/Trauma-related conditions, which grew compared to the previous year. This growth may to some extent be attributed to the long-term effects of community loss.

## Client Conditions (Primary)

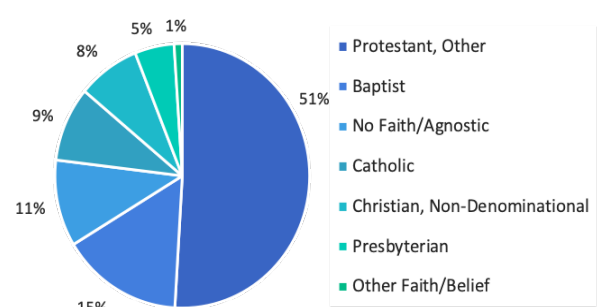


This year, for the first time in four years, referrals from health insurance companies matched the number of referrals from friends and family. Insurance companies have been proactively referring clients to us, even becoming competitive with each other. This may explain the increase in the proportion of clients with no faith/agnostic beliefs compared with last year, as clients became more diverse.

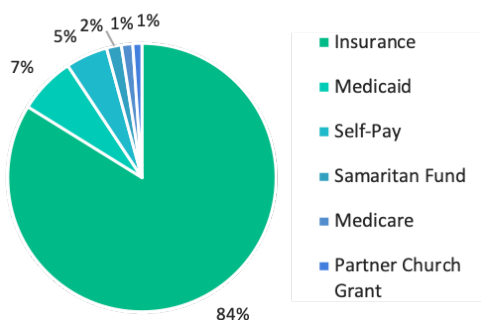
## Referral Source



## Clients by Faith Background



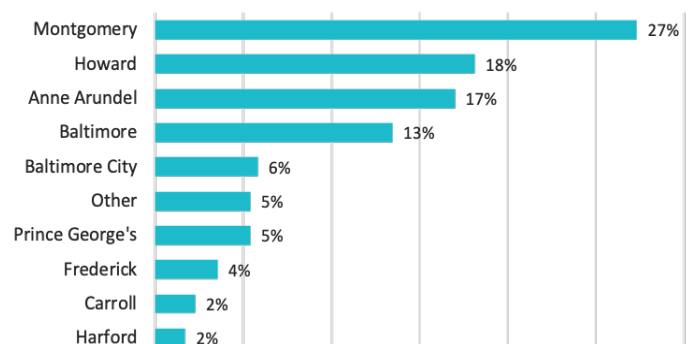
## Client Payment Method



Despite the increase of client referrals from health insurance companies, the proportion of clients using health insurance as a payment method remained about the same as last year. There was a relatively small proportional reduction of clients using Samaritan Fund and sliding scale grants.

As with last year, telehealth (video-based) counseling was far more popular than in-person sessions. It is no surprise to see clients' counties of residence shift around proportionally compared with last year, indicating the ease of geographic accessibility.

## Client County of Residence



# Financial Update

During Fiscal Year 2022, video-based counseling continued to allow counselors to see relatively high numbers of clients. Less down time, access to clients in larger geographic areas, comfort amongst clients to see counselors by video, and heavy referral rates from insurance companies facilitated relatively large and steady caseloads, even for new counselors. Combined with increases in health insurance reimbursement rates, counseling revenue remained relatively high, especially considering we had a smaller number of counselors this year. Expenses rose modestly compared with the previous year.

CentrePointe Counseling's counselors are able to schedule hours at their convenience, while also employed as staff members. Until this fiscal year, counselors had a low minimum requirement of billable hours that contributed to unpredictable and sometimes insufficient levels of revenue generation. This fiscal year, new counselors worked a higher number of hours, and this contributed to a rise in revenues per counselor.

Net Assets at the year-end were healthy and at a high level compared with previous years. We are thankful for this outcome from an unpredictable year.

## Fiscal Year 2022 (July 2021 - June 2022)

### Revenues

Program Services	\$1,232,500
Donated Facilities	\$100,800
Contributions and Fundraising	\$56,744
Investment Income	<u>(\$6,448)</u>

Total Revenue	<u>\$1,383,596</u>
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### Expenses

Program	\$1,038,046
General & Administrative	\$349,221
Fundraising	<u>\$3,870</u>

Total Expenses	<u>\$1,391,137</u>
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Change in Net Assets (Deficit)	\$(7,541)
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Net Assets Beginning of Year	<u>\$235,501</u>
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Net Assets End of Year	<u><u>\$227,960</u></u>
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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

Ronald Allen, Kevin and Beth Bergstrom, Carol Cahall, Michelle Carrigan, Nancy Cheng, Eileen Collins, Beth Cygnarowicz, Tammy Davis, Kim Drabik, Marcia Everett, Barbara High, Ray Hite, Kevin Holder, June Holland, Andrea Hulse, Cecilia Johnson, Roger Kim, Clifford King, Raynette Lyles, Devlyn McCreight, Raquel McKenzie, Stephanie Moore, Kelly Norfleet, Renee Orlosky, Ann Roda, Thomas Rodgerson, Gemma Rossoni, Laurie Skipper, B. Louise Stellabotta, Nina Stewart, Don Sweeney, Barbara Taylor, Doris Tobias, Larry Wilhelm, Baptist Convention of Maryland and Delaware, Friendship Baptist Church of Sykesville, Grace Baptist Church, Grace Community Church, Holloway and Norman Law Group PLLC, 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

**Andrea Hulse, MD**

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

**Robert Michael, JD**

Partner, Shadoan, Michael & Wells, LLP

**Ann Roda, RN, MDiv**

Vice President, Mission & Spiritual Care, Adventist Health-Care

**Gemma Rossoni, MHA**

Mediator, Educator and Consultant

**Danubia Samuels**

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

**Barbara High, Emeritus**

Realtor, Long & Foster, Inc.; Retired Educator

**Barbara Taylor, Emeritus**

Retired Educator

## Staff Members

Julia Amburgey, MA, LGPC

Terry Bates, MS, LCPC

Kevin Bergstrom, MS, LCPC

Carolyn Buresh, MS, LCPC

Cyndi Canner, MS, LGPC

Nancy Cheng, MA, LCPC

Rebekah Chovanek, MSW, LMSW

Elaine Hill, MS, LGPC

Jackie Kang, MS, LGPC

Helen Kim, MPA, Executive Director

Samuel Lisanti, Senior Administrative Assistant

Emily March, MA, LGMFT

Cass Mitchell, MA, LCPC

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 Rodgers, PhD, LCPC

Dan Stinchcomb, MRE, MS, LCPC

Erin Stine, MS, LCPC

Melody Weber, PhD, LGPC

Danice Young, MSW, LCSW-C

## 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

National Community Church, Washington, DC

New Hope SDA Church, Fulton

Oakdale Church, Olney

Parkville Baptist Church, Parkville

Redland Baptist Church, Rockville

The Church at Severn Run, Severn



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Designed by Natalie Bates 2022