

CONNECTING

Healthy Information from the Des Moines Pastoral Counseling Center  March/April 2007

2006 Annual Report 35 YEARS of HOPE and HEALING IN OUR COMMUNITY

From the Board President State of the Center

During the past two years, it has been my pleasure – my honor – to serve as president of the Center's board. That's because I am passionate about the work the Center does to help people of all ages – children, adolescents and adults – grow, change, cope, heal and find peace in their lives. Our counselors are second to none. They are the heart of the Center. And our heart is very strong.

Likewise, we are blessed to have Ellery Duke as our executive director. He leads with quiet strength, with great skill and deep spirit. And he's been doing that for 28 years, with no sign of slowing down. It's been a delight to work with Ellery.

Now, what about the state of the Center?

Last year at this time, the Center had just settled into its new – though temporary – home at 2929 Westown Parkway. Conventional wisdom is that any time you move, you lose customers – or in our case – clients. Well, we've been too busy to worry about that.

Pastoral Counseling is a form of psychotherapy that uses spiritual resources along with psychological understanding to facilitate the client's healing and growth. Pastoral counseling bolsters psychotherapy with compassion, acceptance, and intentional respect for the spiritual values of the client.

During 2006, new requests for counseling ran 40 percent ahead of the prior year. We cannot pinpoint the reason. Our demographics remain fairly constant with regard to ZIP codes and other markers. So we have attributed the jump to a growing need in the community and the cumulative effect of the reputation we've built over the years.

Also, in 2006, our clinical hours were up – way up. And we finished the year in the black...again. Our fundraising efforts doubled the amount raised just three years ago. And our board enjoys a growing sense of direction, energy and purpose.

To top it all off, the Center received a national award – the Distinguished Program Leadership Award from the American Association of Pastoral Counselors. So much is going right. There's just one place where we've wished for smoother sailing. Remember when Dorothy said, *There's no place like home?* Well, in our case, there's no place like a permanent home. Our current home is nice, there's a lot to like about it. But it's temporary. It's crowded. And it does not afford us room to grow.

When it comes to rent, we have a sweet deal on our sublease – but time is running out. To find our new home, we have:

- Looked at numerous options – lease, remodel, build, and some pretty creative solutions...
- We've settled on the advisability of owning our own home, and
- We continue to look at properties that would suit an 11,000 sq.ft. building and allow for sufficient parking. We are getting close....

With only 29 months until our current sublease expires, we know that moving forward is an urgent matter. And that includes kicking off our first-ever capital campaign.

Such a campaign – to ask more people for more money than we've ever done before – is public...and aggressive. We're going to invite people to get up close and personal with us. And we are absolutely certain that they'll like what they see. Because the Center is in good shape and in very good hands.

Our future – particularly finding a new home – is somewhat daunting. It is also very exciting.

Starting right now, I hope that you will take – and make – every opportunity to tell anyone who will listen that:

- The Des Moines Pastoral Counseling Center is in good shape.
- The Des Moines Pastoral Counseling Center is in good hands.
- The Des Moines Pastoral Counseling Center changes – even sometimes saves – lives.
- The Des Moines Pastoral Counseling Center has heart. The Des Moines Pastoral Counseling Center gives heart.

You can feel it when you're with our staff, our boards, or with anyone who has ever benefited from our services.

In the words of Emerson, "What lies behind us and what lies before us are tiny compared to what lies within us." May it ever be so.

~ Jackie Goettsch, President
Des Moines Pastoral Counseling Center
2005 – 07

Ellery Duke and Jackie Goettsch
at Annual Meeting



From the Executive Director Transforming Lives through Mission and Values



*Ellery Duke honoring Ray Martin
at Annual Meeting*

In 1972, Dr. Ray Martin, an associate pastor at First United Methodist Church, had an idea for an expression of ministry that was developing across the country, yet new to our community – a congregation-sponsored counseling ministry. He and a board of directors took the vision of this specialized ministry, incorporated it into a nonprofit community-based organization, and the result was the Des Moines Pastoral Counseling Center. Because Dr. Martin pursued his vision and fostered widespread enthusiasm for it, over 50,000 lives have been touched by the pastoral counseling movement in our community over the past 35 years.

*“Thanks
for your listening.
Your office is a safe
place. You are a safe person.
I don't trust easily, but do feel I
can speak whatever I am feeling
to you, which is so important for
me right now. I need to express
the pain, the sadness, the anger
because it's all tearing me to
pieces within.” ~ a 2006
Center client*

Now in our 35th year, we grow ever stronger in our commitment to bring understanding, hope and healing to people of all ages through counseling and education.

- The Center serves a diverse client base, providing well over 17,000 hours of service to more than 2,000 clients a year; one-third of whom are children and adolescents.
- We have an exceptional staff of 23 counselors with a wide variety of expertise and experience who are dedicated to maintaining the highest standard of care through ongoing professional education and training.
- Center counselors develop relationships with our clients built on trust, respect, and compassion. It is within this kind of relationship-building that healing occurs.
- Our board of directors is determined in its efforts to grow the Center's capacity to meet the increasing needs in the community for quality affordable mental health services that integrate client values and spiritual sensitivity into the therapeutic process.

~ Ellery H. Duke, Ph.D.
Executive Director

Serving the Community

In calendar year 2006:

- Des Moines Pastoral Counseling Center served 2,258 individuals and families.
 - * 59 percent were women and girls
 - * 33 percent were children and adolescents
 - * 20 percent had a family income below \$20,000; 30 percent below \$30,000
 - * 35 percent reported that religious/spiritual issues were an important part of their coming to the Center
 - * 30 percent indicated “none” for their religious preference
- The Center staff provided 17,404 hours of counseling.
- Clients are referred to the Center by a variety of sources.
 - * 12 percent by other mental health professionals
 - * 11 percent by friends
 - * 9 percent by physicians
 - * 9 percent by clergy
 - * 8 percent by other clients
 - * 4 percent found their way to the Center by looking in the phone book



Fiscally Responsible

The majority of Center services are paid for by insurers and client fees. The Center employs an ability-to-pay sliding scale payment schedule for those clients who are uninsured and/or cannot afford the cost of counseling. The Center is able to do that thanks to the generous support of corporations, foundations, individuals, and churches in the greater community.

The Center had an operating budget of \$1.46 million in 2006. Of that amount, 84 percent went directly to providing counseling for the 2,258 adults, children and families served by the Center. Eleven percent was spent on administrative and general expenses; five percent was spent on fundraising expenses.



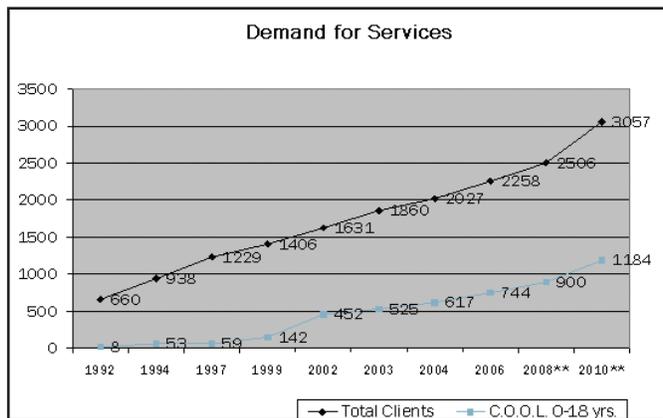
Contributions from the community accounted for 13 percent of the Center's revenue in 2006. Fifty percent of contributions came from individuals, 46 percent from corporations and foundations, and four percent from religiously-affiliated institutions.

Growing Demand

The number of people, especially the number of children, seeking professional counseling at the Center continues to increase significantly each year:

- In today's fast-paced world, it is difficult to escape from the pressures of daily living. Career demands, personal relationships, and family situations often contribute to depression, grief, stress, anxiety, and other emotional hurdles.
- Kids come to the Center's C.O.O.L. (Children Overcoming the Obstacles of Life) program with a variety of presenting concerns including divorce, death, chronic illness, developmental delays, separation anxiety, school phobia, poor progress in school, sibling rivalry, depression, temper tantrums, low self-esteem, ADD/ADHD, Autism Spectrum Disorders... life stuff!
- In the last five years, the total number of clients has increased 54 percent while the number of children and adolescents has increased by 97 percent - nearly doubled!

The Des Moines Pastoral Counseling Center applies skill and compassion within a safe and nurturing environment to bring understanding, hope and healing to an increasing number of people each year:



** Estimates. Projections for 2010 assume new larger office space for additional staff by mid-2009.

Measuring Success

Therapy for clients focuses on relieving symptoms that interfere with an adult's or child's ability to function in their lives. Therapy also focuses on increasing the client's understanding of the underlying causes for their emotional and relational problems. Center counselors help individuals experience their feelings, identify new behaviors to replace destructive patterns, and make better life decisions. The benefits of healing ripple through the client's family and the surrounding community.

The Center is both a beacon of hope and a sanctuary for safety and healing within a society that is increasingly characterized by isolation and alienation.

The Center distributes a Therapy Evaluation Survey to clients each year. On the Therapy Evaluation Survey, clients are asked to rate a series of questions about their counseling experience and personal outcomes on a scale of:

5 ("yes, definitely") ~ 3 ("somewhat") ~ 1 ("not really")

- Overall satisfaction with the process of therapy at Des Moines Pastoral Counseling Center in 2006 was 97% (63% reported "5 ~ most definitely," and 27% reported "4"; another 7% reported "somewhat.")
- 98% reported that their primary purpose in coming for counseling had been/is being satisfactorily addressed.
- 95% reported improvement in the quality of their personal relationships.

- 92% reported they are better able to focus on their future with renewed interest.
- 94% reported they take better care of themselves.
- 90% reported they are more self-directed and confident.
- 92% reported they are more productive in their lives.
- 88% reported that performance on the job/in school has improved since beginning counseling.

Comments offered by respondents included:

- "If it weren't for the counseling, I probably would not be here since I was at an extreme low point in my life at the time I started counseling."
- "I feel I have made tremendous progress."
- "When I was feeling the lowest in my life, I was given another way to look at things."
- "The main thing is a feeling of hope and knowing there is someone helping us through this difficult time. I very much believe in counseling whenever needed all through life."
- "I've made it through some rough times without losing it completely and killing myself."
- "I've stopped apologizing for existing and now have expectations of respect from others."

The success of the Center depends upon the vision, leadership and passion of the boards and staff.

BOARD OF DIRECTORS ~ 2006

Serves as the policy-making body, legally responsible for the Center's mission. Members meet monthly, devoting more than 800 hours annually to planning, fundraising, and guiding the Center.

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Vice-President, Sid Ramsey
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Kim Waltman

FOUNDATION BOARD OF DIRECTORS

Serves to establish a permanent endowment fund to help ensure that the Center remains a place for healing and hope for years to come.

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*Please remember
us in your Will.*

www.dmpcc.org

Visit the Center's website for more information on the Center's counseling services and staff, special events and classes.

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is a publication of the Des Moines Pastoral Counseling Center, an independent, interfaith, not-for-profit organization. Celebrating 35 years of service in Central Iowa, the Center continues to bring understanding, hope and healing to people of all ages through counseling and education. The Center has satellite offices in Ankeny, Bedford, Lamoni, Lenox, Leon, Mt. Ayr and Osceola.
Editor: Kathleen Murrin

2006 ANNUAL REPORT

35 YEARS OF HOPE AND HEALING IN OUR COMMUNITY



Des Moines Pastoral

**Counseling
Center**

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