

CONNECTING

Healthy Information from the Des Moines Pastoral Counseling Center  March/April 2008

2007 Annual Report

From the Board President State of the Center

It's almost time for the jonquils. They break out when you least expect them – after long and snowy seasons during which it has seemed for all the world that the earth is silent and still; too frozen to move. But those buttery eruptions give testimony that much has been swelling and breaking creatively open all this time, albeit behind the scenes.

In a similar vein, although most of the Center's routine activities have looked to the naked eye ...routine, all the while, much has been swelling and breaking creatively open behind the scenes that before too long will be pushing above the frost line in full color.

The year began in earnest with preparations for an accreditation process with the Samaritan Institute. The necessary documentation was assembled and submitted, and a later site visit was accomplished satisfactorily. The result was a full accreditation that confirms among our national peers what we already knew: the Des Moines Pastoral Counseling Center is a first rate provider of mental health and well-being services, through a bright constellation of talented people who provide caring and innovative helping relationships.

Last spring also enjoyed the most successful Women Helping Women luncheon to date, featuring Des Moines Register columnist Rekha Basu as speaker. Her warm and winsome sharing cast a blessed spell of grace on all those who had crowded the banquet hall to hear her.

After reinvigorating the Center's Mission Statement, the Planning Committee turned its attention to the question of how we will continue to live it out in the years ahead. Beginning in August and continuing through the fall, the Board and Staff worked with an outside facilitator to develop a strategic plan that was ultimately adopted in January 2008. It is a thoughtful, ambitious plan that if shepherded and nourished, will guide us into rich and colorful seasons to come.

No small part of that plan is focused on the roof we hope to have, before long, over our heads. We have been having this conversation for some time now – even before we vacated the space at 39th and Ingersoll. Already cramped and needing to expand, we knew at the time we moved to our current location that it, too, would be temporary. Still too small, and accomplished under fortunate but limited terms, the search for more permanent habitation continued.

With some expert and generous help, it seemed we looked everywhere, at all kinds of options, in all kinds of places. And after all but giving up, it was like God spoke another word, "let there be two vacant and available properties side by side." And it was so. And it was good. The result is that we are now property owners – we, of course, and the bank.

Which brings up the other benchmark of this year: the development and launch of a Capital Campaign designed not merely to buy a couple of lots, but to build the facility that will occupy that land. We are well on our way. Breath-takingly generous lead contributions, followed by the commitments of others mean that we are nearing a pledge total of almost \$1.5 million. That's extraordinary – until you recall that the total project cost is \$3.2 million. We still have work to do – exciting, cultivational work in which all Center friends must play an important part.

These are only a few of the seeds that have been germinating – for the most part out of view. There are countless other, perhaps more interesting stories to tell – about the continuing growth and imaginative care of the C.O.O.L. program; about the Center's training program, one of only two in this region, and about the nascent Institute for the Practice of Ministry that will be emerging in the months and years ahead; about the innovative leadership that members of the staff are bringing to each other and to their peers and certainly to their clients; about the inspirational work that models the integration of mind and body and spirit; about the daily interactions between therapists and clients; and about the gentle but visionary guiding hand of Center management.

Suffice it to say that we are growing – deeply as well as broadly. It is both good and bad news. It is to the credit of the Center's reputation for quality that so many are drawn through the Center's doors for assistance. And yet it is hardly a commendable characteristic of our culture that its stresses and pressures are generating such an exponentially increasing need for that assistance. Which is to say that it is more important than ever that the Center is here. Thank you for the part that you can play in nurturing that vitality.



Rev. Tim Diebel, President
Board of Directors 2007-08

Pastoral
(pronounce PASS tur l)
*in our name is the traditional name
for counseling that integrates
therapy with a client's
faith and/or values.*

From the Executive Director

Looking to the Future

Working at the Center for 30 years has been an ever-changing experience. I have witnessed the Center becoming much more over these years than anyone could have imagined. The Center has come to this place in our history because of the efforts of many – of all the board members, staff, supporters, clients, referral resources, and many others along the way.

Now, because the Center has matured and come of age, we face important crossroads for the Center's future. Viewed from any number of perspectives, we will be more stable financially by owning rather than leasing our space in the future. The Center will be more visible, stable and reliable as we follow through with our commitment to build a facility that will be a true home for the Center.

We have been blessed with a great start to a capital campaign through fine leadership gifts. Now, in order to push through to accomplish this dream, we must all continue to work hard together. Probably the most important task for each of us is to talk about the Center to everyone we know. When people hear our story, they are impressed. Tell everyone our story, or introduce me so that I can tell them our story. If past history is an indication, the combined efforts of many will enable the Center to continue to grow in serving our community.

Ellery H. Duke, Ph.D.
Executive Director



Our Mission

*To bring understanding,
hope and healing to
persons of all ages
through counseling
and education.*

The Work of the Center

My colleagues and I are both honored and privileged to work with some very extraordinary clients on a daily basis. They come from varied backgrounds and experiences, from different races and cultures, from all socioeconomic backgrounds, different spiritual beliefs, and with varying degrees of difficulties. Of course, few of these individuals would describe themselves as extraordinary. Most have self-concepts that are clouded by the messages received from a society which tells them that they don't measure up in some way: they aren't thin enough - or they're too thin; they aren't good looking enough - or they're too good looking to be intelligent; they're too smart or not smart enough, too assertive or too passive; they don't have the right hair, the right clothes or the right shoes; they're too successful and intimidating or they aren't successful enough.

On top of all these messages, each comes with their own unique story. Some are troubled by a situation they are currently dealing with, but many have long standing difficulties brought on by distant experiences or childhood traumas. They come to us experiencing anxiety, depression, trauma-related symptoms, relational difficulties, grief, confusion about career choices, and family discord, among other reasons.

One of the things I appreciate about the Center is the commitment to the health and healing of each individual who enters the door. Although we work toward the alleviation of symptoms and suffering, we do so in a way that allows each person to define for herself/himself who she/he is. Many times through this process, we are able to see the extraordinary nature of who they are before they are ever aware that there is anything remotely interesting about them. We see this, as their extraordinary nature just shines through the symptoms and the suffering. It is at these times when we often will say to our clients in some way, "I can see you for who you are, and you are fabulous; and I will hold onto that for you until you can see it for yourself."

Our work at the Center is about helping others to find their 'selves' - the essence of who they are. In this way, they receive real hope and healing to go forward into their lives and define for themselves who they are.

Susan Houts, M.S.W.
Center Staff Counselor

Serving the Community

A place for hope and healing ... for everyone

Throughout our 35-year history, the Center's purpose has been to make a difference in our community through a commitment to treating the emotional, psychological, and relationship needs of persons of all ages from the full spectrum of socio-economic means.

Our reputation and our longevity speak to the Center's ability to handle tough issues and long-term counseling needs. Our ability to treat both children and adults makes us effective in working with the increasingly complex needs of families

In 2007, the Center provided 18,504 hours of counseling to 2,271 individuals and families.

- 33% were children and adolescents
- 57% were women and girls
- 17% had a family income below \$20,000; 26% below \$30,000
- 40% of clients paid for counseling on a sliding-scale, based on their ability to pay
- 28% indicated "None" for their religious preference
- 37% of Center clients identified themselves as Catholic, Lutheran, or Methodist; another 10% as "Other"
- 62% were families with children
 - 23% were single parent families
 - 12% were stepparent families
- 5% were seen in our satellites in the southern tier of Iowa counties

The Center is accredited by both the American Association of Pastoral Counselors and the Samaritan Institute, ensuring the community that the Center is meeting and surpassing industry professional standards for quality care.

Focus, Commitment and Leadership

In today's difficult health care and financial climates, it is no small feat to have provided quality affordable mental health counseling to the greater Des Moines community for 35 years! One constant in thirty of those 35 years has been Ellery Duke, the Center's executive director. In his own "Columbo-like fashion," Ellery has led the Center through anxious times as well as growing pains. Ellery accomplishes all that he does in a wonderfully calm and unhurried style, with a sprinkling of wit and humor. When you need Ellery, you get his full attention and presence.

For those of us who work at the Center, Ellery serves as a valuable wind-break that buffers and contains us in ways that allow us to stay focused on helping those who come to the Center for counseling. That is a truly precious leadership quality, and one for which all of us connected to the Center are most grateful. Ellery provides the stability, grounding and care for the staff that enables the staff to do the real work of caring for Center clients.

Susan Ackelson, M.S.W.
Director of Clinical Services

J. Jeffrey Means, Ph.D.
Director of Professional Education

Measuring Success

Making a real difference in lives

At Des Moines Pastoral Counseling Center, therapy focuses on decreasing 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 his/her emotional and relational problems.

Center counselors help individuals experience and communicate 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.

In 2007, overall satisfaction with the Center was 94%. Outcomes from the Therapy Evaluation Survey included:

- 96% reported that the primary purpose in coming for counseling had been/is being satisfactorily addressed.
- 91% reported improvement in personal relationships.
- 91% reported they are more productive in their lives.
- 87% reported they are more self-directed and confident.
- 86% reported his/her performance on the job or in school has improved.

Comments offered by clients included:

- "I would recommend Des Moines Pastoral Counseling Center to anyone needing help in their emotional life."
- "I needed to talk to someone and I did just that and it was very helpful."
- "I am worth something. I have choices. I can leave unsafe situations."
- "My sessions are the only time I feel I don't have to pretend. I am so grateful."
- "My self-esteem has improved and my outlook on my future and what I want in life has improved."
- "I feel affirmed. I forgive myself more easily."
- "The therapy I have received has also helped twenty people in my family."

Financial Information

Fiscal Accountability

The Des Moines Pastoral Counseling Center had an operating budget of \$1.56 million in 2007. Of that amount, 85 percent was spent directly on services to the 2,271 adults, children and families counseled at the Center; 10 percent was spent on management and general expenses; and 5 percent was spent on fundraising expenses.

The majority of Center revenue came from insurers and client fees (84 percent). Other sources of revenue included contributions (12 percent) and training and consultation fees (4 percent).

Fifty-one percent of contributions came from corporations and foundations, 43 percent from individuals, and 6 percent from religiously-affiliated institutions.

Success is the result of the vision, leadership and passion of the Boards and Staff.

BOARD of DIRECTORS ~ 2007

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.

President, Tim Diebel
President Elect, Laura Sands
Secretary, Kim Waltman
Treasurer, Cheryl Rigler

Gail Stilwill Allen
Terry Allen
Bonnie Campbell
Rhonda Fingerman
Kyle Gamble
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Karen King
Jane Knaack-Esbeck
Jeannie Latenser
Jim Lawson
Peter Percival
Sid Ramsey
Larry Sheldon
Randy Snider
Philip Stoffregen
David Witke

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 everyone for years to come.

President, Hal Higgs
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Paula Duncan
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Ginny Hancock
Ivan Lyddon
John Merriman
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Steve Schaaf
Margaret Swanson

To grow the endowment that will help ensure the Center's future ability to continue to subsidize low-income counseling, please remember the Des Moines Pastoral Counseling Center FOUNDATION in your will or estate plan.

STAFF

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www.dmpcc.org

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

CONNECTING

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2007 ANNUAL REPORT

35 YEARS OF HOPE AND
HEALING IN OUR COMMUNITY



Des Moines Pastoral

**Counseling
Center**

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