

CONNECTING

Healthy Information from the Des Moines Pastoral Counseling Center  March/April 2010

2009 Annual Report

Looking Back to the Future: Lifting Up the Soul of Des Moines Pastoral Counseling Center

It's an honor to be with friends of the Center, board members and colleagues, who, without being conscious of it most of the time, form the heart and soul of Des Moines Pastoral Counseling Center. You do that through the motivations that drive you and the commitments you make to provide a setting where people, regardless of their ability to pay, can find the kind of relationship they need to do the hard work of healing.

I want to take you on a figurative archeological dig, rummaging around in some dusted-off history. My purpose is to lift up some of the many qualities of this organization and key decisions made on its behalf by wise leaders and visionaries, which have been key to its survival these 38 years and remain important for the Center to continue to flourish into the future.

The thoughts and opinions I share tonight are passionately held. They come not only from years of being surrounded by wise, thoughtful, and courageous colleagues at the Center, but equally from colleagues around the country who share their trials, tribulations, and successes as we periodically connect over the years. As with any archeological dig, I'll begin at the surface where we find the most recent artifacts – brief reminders of all the Center does.

The Work of the Center

The “bread and butter” of the Center is the traditional and theoretically-grounded counseling and psychotherapy our counselors provide for children, adults, families, and couples. But, we also continue to innovate in these areas. Some staff members are perfecting their skills in EMDR, a proven approach to helping clients reprocess traumatic life experience. Some are learning to work non-verbally with the sensorimotor systems of the body that often harbor painful memories and entrenched patterns of living. And most recently, the Center is reaching out to veterans and their families as they deal with the disruptions and separations of family life brought about by deployments, the ripple effects of combat duty, and the arduous readjustments to civilian life. For nearly 38 years, psychologists on our staff have provided psychological testing and assessment of persons seeking to enter ministry for many of the religious denominations in Iowa.

The Center continues to offer a premier psychotherapy training program recognized by many graduate students as the best place to learn this difficult profession. This year, a record nine prospective students have been interviewed for about four positions.

Under the umbrella of the Center's Institute for the Practice of Ministry, the Center offers the two-year Pastoral Care Specialist Program and a two-year program of spiritual renewal and formation called PrairieFire. The Center also offers an open

heart and skilled hands for those seeking direction and guidance in deepening their spiritual lives, and Healing Touch™ for issues related to physical illness and chronic pain.

All of this is a lot! And it is even more when you consider the fact that the people we serve in these many ways are themselves connected to many other people who indirectly will benefit from all that the Center provides. These numbers are exponentially staggering.

The Character of the Center

Going a bit further down our archeological layers, we can find out some things about the character of the dedicated people, counselors and support staff, that do all this work. Henri Nouwen refers to folks like this as “Wounded Healers,” people who use their own woundedness in creative and sensitive ways to be of service to others. All of us who are caregivers are truly “wounded healers.” Our wounds are like battle scars – they are sacred and deserve our respect. It is important, therefore, to periodically remind ourselves, and respectfully inform those who so graciously support us, about all the sacrifices that go into the difficult work we do. Let me briefly remind you of three ways in which we healers are wounded.

First, we are wounded by our own personal life experience and the multitude of relationships that have shaped us. Each of us has been broken and

mended back together numerous times. These wounds provide the building blocks needed for us to form an empathic bridge with the people we serve. When owned and integrated, these experiences enable us to connect with our clients in caring and sensitive ways. If their impact is denied and left unintegrated, they can become not only obstacles to care, but avenues for insensitive responses, impulsive decisions, and destructive acting out with those very same clients. Thus, we are constantly on a journey of healing ourselves as we work to be healing agents for others.

We are also wounded by the stories we hear from the clients we see. These stories can be long or short, clear or perplexing, life enhancing or life draining. Many of them resemble “Gordian Knots” that beg to be disentangled. And each one of them tests our mental problem-solving skills. While our work is intellectually challenging, we are more wounded by the tremendous tension, anxiety, and fear we must sometimes contain in order to be more helpful, than hurtful, to those we serve. In the psychotherapeutic work we do, we learn to contain the fear and discomfort we experience, and to use our feeling responses, informed by our theory, spiritual beliefs and faith, to direct our interventions in constructive ways. As caregivers, we constantly walk on the fragile and sacred ground of our clients' life experience. Doing this with a clear sense of purpose and direction, while remaining open and vulnerable to the leading of those with whom we work, and the leading of the Spirit, is a difficult balancing act. It demands a great deal from us; and it costs us a lot!

Pastoral

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

Lastly, we healers are wounded by the culture in which we work; by the fact that our culture is incredibly unsupportive of the work we do. We work within a culture that is preoccupied and driven by technology and speed, by “objective, measurable, and knowledge-distant” therapeutic objectives, and by a mental health industry that continues to be wedded to the concept of “medical treatment and intervention for psychological and spiritually-based problems.” There is not much patience in our culture for taking the time to fully understand a client’s life story, before presumptuously diagnosing the problem and prescribing a solution. Personal transformation takes time, nurture, hard work, and patience. These are not qualities our culture values. As a result, we healers are constantly wounded by assaults on the therapeutic space we so diligently work to carve out and protect for each of the clients we see.

The Inspired Beginnings

Going still deeper into our archeological dig, we come to some of the people whose inspired vision and wise decision-making created a firm foundation for this special place of hope and healing.

The Center began with Dr. Ray Martin’s idea of a counseling center that would be an extension of the ministry of First Methodist Church. A task force was created to explore this vision and immediately encountered a foundational “fork in the road.” Would this new creation be an integral part of the church’s program or would it be a free-standing entity supported by the church? Wisdom prevailed, and a new independent non-profit corporation was born on April 6, 1972.

At the first annual meeting in January 1973, it was reported that 158 people had been seen in 409 scheduled sessions. In 2009, we saw 2,120 clients for a total of 18,233 scheduled sessions. We have, I believe, well exceeded the vision and expectations of our founding mothers and fathers.

In 1975, with Dr. Martin’s letter of resignation on the table, the Center came to another “fork in the road.” What should a new Executive Director look like? Seeking consultation from the American Association of Pastoral Counselors (AAPC), another “fledgling” organization at the time, wisdom again prevailed. It was decided that this person should be an ordained clergy person with advanced training in psychology, and that s/he should be supported by a board consisting of clergy, other professional persons, and those with “social and business contacts to aid in fund raising,” and that affiliation with AAPC was important to the future of the Center.

So, in 1975, the Rev. Dr. Richard Guest, a recent graduate of the Ph.D. program in pastoral counseling and psychotherapy offered by Garrett-Evangelical Theological Seminary and Northwestern University, was hired as the new Executive Director. Ellery Duke, a graduate of the same program, was hired in 1977, and became Executive Director in 1979. Shepherding the Center for these many years with his unique blend of small town, southern Illinois perpetual patience, pondering introspection, reserved introversion, practical realism, “down home hospitality,” simple but well-informed religious faith, and dry wit, Ellery is largely responsible for building a staff and board that together continue to reflect the vision and values upon which the Center was originally built, and that remain vital to our ongoing mission within central Iowa.

The Vision and Values that Inform the Center’s Future

A worldview consisting of a rooted spirituality, informed psychological theory, and a commitment to service creates a powerful healing milieu for people seeking assistance on their life journeys.

A “free standing” pastoral counseling center, not affiliated with a particular religious community of faith, and not “housed” within a larger institution that may, or may not, be accepting of the true “not-for-profit” nature of a pastoral counseling practice, is in a much stronger position to move forward into the future.

The character, training, and personality of the center’s director are central to its success and to the stability and longevity of the community of staff members that faithfully do the work. Within pastoral counseling circles, there is a growing body of evidence and a rich oral tradition about how center directors who were primarily secularly-oriented, and finance-management trained, lost the vision of a “compassionately-driven care model” in favor of a more “financially-driven care model,” and were ultimately responsible for the demoralization, and ultimate decimation, of a once vibrant community of committed staff members.

In the beginning, pastoral counseling centers were staffed by ordained clergy with advanced training in psychology. The staff in most pastoral counseling centers today, including our own, represents a variety of professional disciplines. These include the professions of pastoral counseling, adult and child psychology, clinical social work, mental health counseling, marriage and family therapy, career counseling, nursing, and spiritual direction to mention just a few. And yet, because of the woundedness we share and the reflective and faith-filled manner in which we choose to use that woundedness in the service of others, all of us, I believe, continue to be true to the spirit and vision of “pastoral” counseling.



J. Jeffrey Means, M.Div., Ph.D.
Director of Institute for the Practice of Ministry
This is excerpted from the keynote address
at the Center’s Annual Meeting.

From the BOARD PRESIDENT STATE of the CENTER

An article Jeff Means wrote for the Center’s newsletter a year ago was titled, “The Wisdom of Dough: Everything in Its Own Time.” He wrote about how satisfying it is to create something that he could give to others to enjoy. But he struggled with the fact that each batch of dough has its own character and will rise in its own time. He discovered the hard way that when he tried to manipulate or rush the process, the dough flopped and the bread was ruined. And like the baking of bread, healing “unfolds when all the needed resources and forces are in place, not when I think, ‘It’s time!’” What a wonderful depiction of the Center’s work.

So, how healthy is this place we call the Center? I invite you to read through this annual report to get a full picture of the vitality of the Des Moines Pastoral Counseling Center.

The Center’s Board of Directors are dedicated to furthering the mission of the Center through leadership regarding the Center’s finances, community engagement, strategic planning, fund development, board governance, facility issues, and personnel matters.

Center counselors are on the front lines carrying the load for the Center. They are the ones who build our reputation one client at a time, who understand the necessity of collegial consultation and collaboration, who celebrate the highs and mourn the lows of life together, who would be paid more if we could afford it, and who have made the best of cramped, inadequate quarters. And we are grateful.

The Center's strategic plan identifies the need for us to increase our clinical staffing level to meet the demands of the community and improve our financial stability. The Board of Directors and Center staff recognize that the hiring of additional clinical staff is an important focus for the new year, and efforts are already underway to make that happen.

In the area of programming, the Center continues to offer courses for personal and family enrichment, in addition to continuing education for other mental health professionals. Our Institute for the Practice of Ministry is in the midst of another PrairieFire class, a two-year program devoted to the spiritual formation and growth of its participants.

In 2009, our clinical staff provided over 18,000 hours of counseling to 2,120 clients; 740 of those clients were children or adolescents. When 30% of our clients are uninsured or underinsured and another 26% are lower-income, we are very thankful for those who financially support the Center's ongoing operations, helping subsidize counseling for those unable to afford it.

I want to return to thoughts of dough. Remember the tenet "everything in its own time?" The dough I am speaking of now represents our dream of building a new facility for the Center. In 2009, the capital Campaign for Hope and Healing cabinet, led by Dick Lozier and Sally Pederson, spent countless hours attending to the art of nurturing donor relationships and raising funds, so that when the needed resources are in place, a new facility can be built.

We are coming close to the amount needed to begin construction. The journey has been longer and more difficult than expected, but as with bread baking: Good things happen to those who wait. The new facility WILL BE BUILT. Your support, when asked to give, will help make that dream come true.

The Center is a place of vision, influence, and action, ready to begin a new year, full of optimism for the future.



Cheryl Rigler, President
Board of Directors 2009-10

From the EXECUTIVE DIRECTOR

Everyone connected with the Center continues to work hard at transforming the Center's quiet reputation into one of outstanding recognition for affordable, high quality counseling. For 38 years, the Center has been in the business of providing hope and healing to those struggling with the challenges of life. The results of our annual client survey document that we are making a real difference in people's lives.

So many of the clients who seek individual or family counseling do so with trepidation and guarded hope that their situations in life might be improved. Talking to a stranger, even if that person is a professional, is usually difficult. It doesn't take long for clients to realize the Center is a safe haven.

Often the immediate distress that drives clients to seek professional help is a reflection of their efforts to come to terms with the much bigger issues of alienation and powerlessness that frequently characterize their lives. Our counselors approach their clients with psychological understanding and a spiritual sensitivity, which reassure the client and facilitate healing and growth. This partnering of psychotherapy and spirituality is at the heart of pastoral counseling, and is rooted in a holistic approach that respects the integration of mind, body, and spirit.

Of course, there are clients who have strength-based reasons for coming to the Center. We see individuals seeking career counseling, ministerial candidacy, couple and family counseling, Healing Touch, international adoption evaluation, personal coaching, pre-marital preparation, psychological testing, and spiritual direction.

Beyond counseling services and psychotherapy training for mental health professionals, the Center provide employee assistance services to smaller companies, consultation to churches and other organizations, and educational programs and speakers bureau for corporations, schools, churches, and the wider community.

I trust you will agree that the confidence the community has in the work of the Center is evident in this annual report. We want you to know that the Center is fiscally responsible while being generously responsive to the ever-increasing needs of the community for counseling that addresses how the mind, body, and spirit work together. We are proud of the part the Center plays in the overall well being of the community.



Ellery H. Duke, Ph.D.
Executive Director



We have been honored to be the Co-Chairs for the Center's capital *Campaign for Hope and Healing*, a \$3.3 million capital project that will double the current space, accommodate the addition of 8 – 10 counselors, and allow 70 percent more clients to be served. Even during some very difficult economic times, the Center made remarkable progress, raising nearly \$2.5 million in pledges during the silent part of the Campaign. 119 individuals and corporations have stepped forward with gifts ranging from \$50 to \$750,000. Their compassion, vision, and generosity are helping a dream become a reality.

It will soon be your turn to make a difference! As we launch the public part of the Campaign in the near future, be watching your mail for the campaign brochure and pledge card. The mental and emotional health of Iowa's children and adults is key to the productivity, strength and well being of our families, our communities, and our state. The impact of mental illness has long been underestimated. But with your support, the *Campaign for Hope and Healing* and the Des Moines Pastoral Counseling Center can have an impact far beyond the scope of one building or organization!



Sally Pederson and Dick Lozier
Campaign Co-Chairs

SERVING the COMMUNITY

A place for hope and healing ... for everyone



Throughout our 38-year history, the Center has made a difference in our community through a commitment to treating the emotional, psychological, and relationship needs of persons of all ages and circumstances.

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 2009, the Center provided 18,233 hours of counseling to 2,120 individuals and families.

- 33% were children and adolescents
- 57% were women and girls
- 17% had family income below \$20,000; 26% below \$30,000
- 24% indicated "None" for their religious preference
- 5% were seen in our satellites in southern Iowa
- 30% of clients paid for counseling on a sliding-scale, based on their ability to pay

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 standards for quality care.

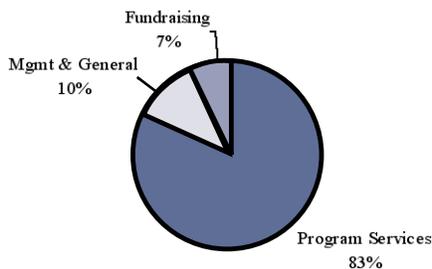
FINANCIAL Information

Fiscal Accountability

Des Moines Pastoral Counseling Center had an operating budget of \$1.7 million in 2009. Of that amount, 83 percent was spent directly on services to the 2,120 adults, children and families counseled at the Center; 10 percent was spent on management and general expenses; and 7 percent was spent on fundraising expenses. Revenue sources for Center services included client fees (80 percent), contributions (15 percent), and training and consultation fees (5 percent).

2009 EXPENSES

\$1,712,158



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 his/her life. Therapy also focuses on increasing the client's understanding of the underlying causes

for 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.

Every year we ask our clients how well they are doing with their counseling. In 2009, overall satisfaction with the process of therapy at the Center was 96%. Other indicators of effectiveness measured by the survey included:

- The reason for counseling is being satisfactorily addressed99%
- The quality of my personal relationships has improved.....95%
- I am better able to focus on my future with renewed interest93%
- I am more productive in my life90%
- I am more self-directed and confident92%
- My performance on the job/in school has improved since beginning counseling80%

Comments offered by clients included:

- "Our counselor was a very good listener with good ethical, sound, honest insight into our problems. He is professional with our hearts."
- "It has been a long difficult journey, but finally I feel less exhaustion and more hope!"
- "I have been provided an enormous sense of hope and security through having my counselor truly listen to me and care about my life."
- "My counselor is the epitome of patience, love, and understanding."
- "I am so glad you make counseling affordable to everyone."
- "My counselor established firm boundaries while remaining caring, supportive and non-judgmental."



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

BOARD of DIRECTORS ~ 2009

Serves as the policy-making body, legally responsible for planning, fundraising, and guiding the Center.

President, Cheryl Rigler, *Heartland Area Education Agency*
President Elect, Douglas Fick, *Principal Financial Group*
Secretary, Carla Cain, *Pioneer Hi-Bred International*
Treasurer, Jim Lawson, *Wells Fargo Home Mortgage*

Terry Allen, *The Financial Valuation Group*
Dr. Julius Conner, *Retired, Polk County Public Health Dept.*
Rhonda Fingerma, *Iowa Inflammatory Bowel Disease Center*
Starr Hinrichs, *Retired, Thrivent Financial for Lutherans*
Barb Hirsch-Giller, *Polk County Crisis and Advocacy*
Anne Kelly, *Visiting Nurse Services*
Sharon Malheiro, *Davis Brown Law Firm*
Greg Nichols, *Iowa Student Loan*
Gary Rhodes, *Retired, McGladrey & Pullen*
Laura Sands, *Polk County Health Department*
Larry Sheldon, *Retired, McGladrey & Pullen*
Cherry Shogren, *Iowa Health - Des Moines*
Randy Snider, *Hubbell Realty*
Rev. James Wallace, *Central Presbyterian Church*
James Wine, *Nyemaster, Goode, West, Hansell & O'Brien, P.C.*
David Witke, *Retired, The Des Moines Register & Tribune*

Newly-elected 2010 board members:
Julie Connolly, *Small Business Owner*
Kathy Giles, *Community Volunteer*
David Primeau, *Federal Home Loan Bank*

We extend our sincere gratitude to the individuals, corporations, foundations, and churches listed in this Annual Report for making a difference in so many lives in 2009. We ask YOU to consider following their lead with a gift of your own in 2010.

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, Lyle Simpson, *Dreher Simpson and Jensen, P.C.*
Vice President, Sandra Axness, *Retired, Des Moines Public Schools*
Secretary, D.J. Newlin, *Community Volunteer*

Don Cordes, *Retired, Iowa Methodist Medical Center*
Paula Duncan, *Community Volunteer*
Betty Durden, *Retired, Drake University*
Ginny Hancock, *Ret., Polk Cnty Human Servs Png Alliance*
Hal Higgs, *Retired, Holmes Murphy*
Joyce Rash, *Retired, Johnston Public Schools*
Steve Schaaf, *Pioneer Hi-Bred International, Inc.*
Emeritus: Margaret Swanson, *Community Volunteer*

**CAMPAIGN for HOPE and HEALING
Capital Campaign 2009**

Sally Pederson, *Co-Chair, Former Iowa Lt. Governor*
Richard W. Lozier, Jr., *Co-Chair, Belin McCormick Law Firm*

CABINET

Joyce Chapman, *Retired, West Bank*
Jim Lawson, *Wells Fargo Home Mortgage*
Sharon Malheiro, *Davis Brown Law Firm*
Sid Ramsey, *Iowa Health - Des Moines*
Cheryl Rigler, *Heartland Area Education Agency*
Steve Schaaf, *Pioneer Hi-Bred International*
Jim Wine, *Nyemaster Goode, P.C.*

ADVISORY

Bonnie Campbell, Ray Martin, Larry Sheldon,
Margaret Swanson

STAFF

Ellery H. Duke, Ph.D.
Executive Director
J. Jeffrey Means, Ph.D.
Director of Institute for the Practice of Ministry
Eileen Burtle, M.A.
Consultant to Churches, Coordinator of Preventive Mental Health Programming
Susan J. Ackelson, M.S.W.
Director of Clinical Services
Grace Sherer, M.A., C.O.O.L.
(Children Overcoming the Obstacles of Life)
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Susan Houts, M.S.W.
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Kathy Reardon, R.N., M.S.
Deborah Reed, Ed.D.
Curtis R. Rich, M.S.W.
Elaina Riley, M.S.W.
Jeanne R. Weakland, M.A.
Shannon Welch-Groves, Psy.D.
Roberta Yoder, B.A.

Jeanne Schossow, *Business Manager*
Doris Beebe, *Billing and Insurance Coordinator*
Carol Leonard, *Administrative Assistant*

www.dmpcc.org

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

CONNECTING

is a publication of the Des Moines Pastoral Counseling Center, an independent, not-for-profit organization. Celebrating 38 years of service to adults, families, adolescents, and children for the purpose of enhancing emotional, spiritual, and relationship health. The Center has satellite offices in Ankeny, Lamoni, Leon, Mt. Ayr and Osceola.
Editor: Kathleen Murrin

2009 ANNUAL REPORT

**38 YEARS OF HOPE AND
HEALING IN OUR COMMUNITY**



Des Moines Pastoral

**Counseling
Center**

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