



PRO BONO
COUNSELING
PROJECT

2018

ANNUAL REPORT

Over 25 years of access to
free mental health care in
Maryland

PBCP'S 27TH YEAR

The Pro Bono Counseling Project's 27th year was a year of transition and transformation. After 26 years of service, PBCP's founding executive director, Barbara Anderson, retired in September 2017. Under Barbara's leadership the organization grew from receiving 508 requests for counseling in 1995, mostly from Baltimore residents, to 2,164 requests from all over the state. With her retirement, the Board of Directors selected me as the next Executive Director. Over the past year, I have enjoyed getting to know those who have built PBCP into the thriving organization that it is today, and bringing new supporters into the organization.

As I've transitioned into the role of the Executive Director, I've had the opportunity to talk with program participants, staff, board members, volunteers, and supporters, all of whom have in common a strong commitment to PBCP's mission to:

ensure that Marylanders with limited resources requesting mental healthcare are provided access to volunteer licensed mental health professionals and other necessary supportive services.

This clear mission has helped PBCP stay rooted and committed to providing a single core service: connecting Marylanders to volunteer licensed mental health professionals. In our 27th year we matched 1,054 of clients to volunteers in our network of over 700 volunteer clinicians.

Our 27th year also marked the first year that Counselors Helping South Asians and Indians (CHAI) was a part of PBCP. You can learn more about this exciting new chapter on pages 6 - 7.

Until the day that we realize our vision of quality of mental healthcare for all those in need, the Pro Bono Counseling Project will be here, connecting Marylanders in need with licensed mental health therapists who volunteer their time.

Thank you for all that you do to support PBCP in realizing our vision!

Sincerely,



Amy Greensfelder, LMSW
Executive Director



WHAT MAKES PBCP

UNIQUE

THERE'S NEVER A WAITING LIST

If a client qualifies for free counseling (based on income and presenting symptoms), we match them with a therapist. It usually takes about three to five days to match a client with a therapist.

THE STAFF ARE MATCHMAKERS

No, we aren't running a dating service! Rather, the staff ask careful questions to get a sense of what the client is looking for in counseling, and work diligently to ensure that clients are matched with a therapist who meets the client's specific needs.

THERE ARE UNLIMITED SESSIONS AVAILABLE

The clinician and client work together to come up with a treatment plan, and there is no limit to the number of sessions a client may participate in.

IT'S TOTALLY FREE!

Our licensed mental health therapists provide their services to our clients for free.

PBCP PROGRAM HIGHLIGHTS

PRO BONO COUNSELING'S SPECIAL PROGRAMS
PROVIDE TARGETED OUTREACH TO SPECIFIC COMMUNITIES
WITH UNIQUE MENTAL HEALTH NEEDS



Caring for Caregivers

The Caring for Caregivers Program is designed to help families cope with the enormous psychological adjustments required when a loved one is aging or is diagnosed with a long-term debilitating or terminal illness.



Through Counselors Helping South Asians and Indians (CHAI), PBCP decreases the stigma associated with mental health and increases access to counseling for South Asian Marylanders. See pages 6 - 7 for more information about PBCP's newest program.

Jean Steirn Cancer

Designed to ease the burdens of a cancer diagnosis, the Jean Steirn Cancer Program connects patients, their caregivers, and family members with mental health therapists, during every phase of their cancer from diagnosis to post-treatment.



Parenting Alone

Since 2008, the Parenting Alone: Building Healthy Families Program has helped single parents obtain mental health treatment and resources to improve their lives.



Private Counseling for Public Service

Through Private Counseling for Public Service, PBCP increases access to mental health care for military members, veterans, and their families.



Terapias para Familias, Parejas e Individuos

PBCP is committed to ensuring that Latino Marylanders are connected to culturally and linguistically appropriate mental health care.



Victims of Violence

The Victims of Violence program is focused on providing care and resources to Marylanders who are victims or witnesses of violent and traumatic events.

COUNSELORS HELPING SOUTH ASIANS AND INDIANS

CHAI

FOR OVER FIFTEEN YEARS,
COUNSELORS HELPING
SOUTH ASIANS AND
INDIANS (CHAI) WAS AN
INDEPENDENT NONPROF-
IT ORGANIZATION SERV-
ING THE MENTAL HEALTH
NEEDS OF SOUTH ASIAN
COMMUNITIES THROUGH-
OUT MARYLAND.

Taking a holistic approach, CHAI sought to combat the stigma surrounding mental health issues among this population while improving access to education, resources and care for those who need it.

Since the spring of 2017, this mission has continued as a special program of the Pro Bono Counseling Project. Upon joining with CHAI, PBCP took steps to ensure that its vital work continued unabated. PBCP brought two invested CHAI supporters onto its board, stepped up efforts to recruit volunteer clinicians who share the cultural background of South Asian clients, and facilitated mental health awareness sessions at area temples and mosques.

We are proud to report that over the past year, South Asian participation in PBCP saw considerable growth:

- The number of South Asian individuals who contacted PBCP **increased by 67%**, and the number of hours of counseling provided to the South Asian community by our volunteer clinicians **increased by 167%**.
- In the past year, PBCP matched **62 clients** with volunteer therapists through the CHAI program, with our volunteer clinicians giving a total of **192 hours** of their time.

As we continue to fully incorporate CHAI into the organization, PBCP has an ambitious agenda for 2019 and beyond. Our goals include:

- Boosting outreach and engagement efforts** to ensure that community voices have greater impact on the direction of the program
- Cultivating a culturally and linguistically diverse network** of volunteer clinicians to better serve the needs of Maryland's South Asian communities
- Providing supplemental education workshops** focused on issues unique to South Asian communities, to prepare our volunteer clinicians to work with South Asian clients



CHAI JOINS PBCP

CHAI Board President Samir Palli, PBCP Board President Eric Radz, and PBCP founding Board Member Swaran Dhawan during the official ceremony joining CHAI and PBCP.

Together with our network of generous volunteer providers, Pro Bono Counseling looks forward to building stronger ties to Maryland’s South Asian communities as we carry on the mandate of the CHAI program in providing mental health care and resources to individuals and families in these communities.



DEMOGRAPHIC DATA UPDATES

Over the past year, PBCP staff have examined how we collect demographic data about clients, reviewed what kinds of questions we ask clients during the intake process, and updated our database to allow for a range of responses to demographic questions. These changes included:

- Asking open ended questions about client race, ethnicity, and gender, and inviting all clients to self-identify their race, ethnicity, and gender.
- Asking clients questions about Adverse Childhood Experiences in a trauma-informed manner.
- Updating our database's fields for race, ethnicity, and gender to allow for any answer a client chooses to give.

Through these demographic collection changes, a few trends have emerged:

01

Our clients are more **diverse** than we previously thought. Our current statistics show that **66%** of our clients are people of color, and **16%** of our clients identify their ethnicity as Hispanic or Latino.

02

We are serving more **transgender and gender-nonbinary clients** than we previously thought. At the close of the 27th year, **1% of clients** identified as a gender other than male or female.

03

Asking open-ended questions about **race, gender, and ethnicity** has led to clients feeling more comfortable in disclosing that they have experienced trauma related to their race, gender-identity, or ethnicity.

04

Sensitivity in asking about **Adverse Childhood Experiences** has resulted in more clients disclosing childhood physical and sexual abuse.

A deeper understanding of client backgrounds helps us to provide the best possible care.

2,164



REQUESTS FOR COUNSELING

FACTS AND FIGURES

2018



9,890
HOURS OF
COUNSELING



RACE

BLACK/AFRICAN AMERICAN: 48%
WHITE: 34%
ASIAN OR PACIFIC ISLANDER: 3%
MULTIPLE RACES, OR ANOTHER
RACE: 15%

GENDER

FEMALE: 69%
MALE: 30%
ALL OTHER GENDER
IDENTITIES: 1%

PROGRAM PARTICIPATION



CARING FOR CAREGIVERS
87 CLIENTS, 692 COUNSELING HOURS



CHAI - FIRST YEAR
38 CLIENTS, 136 COUNSELING HOURS



JEAN STEIRN CANCER
84 CLIENTS, 557 COUNSELING HOURS



PARENTING ALONE
171 CLIENTS, 530 COUNSELING HOURS



PUBLIC SERVICE
119 CLIENTS, 511 COUNSELING HOURS



TERAPIAS
297 CLIENTS, 900 COUNSELING HOURS



VICTIMS OF VIOLENCE
1,048 CLIENTS, 4,350 COUNSELING HOURS

ETHNICITY (ANY RACE)

LATINO OR HISPANIC: 16%
SOUTH ASIAN: 2%



85 NEW
VOLUNTEER
CLINICIANS

LANGUAGES

11% OF CLIENTS
SPOKE A NATIVE
LANGUAGE OTHER
THAN ENGLISH, INCLUDING:



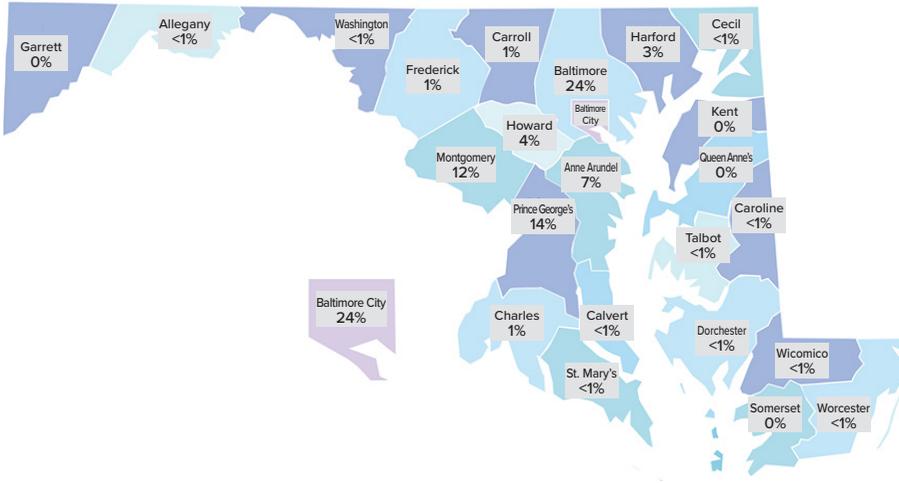
- AMHARIC
- ARABIC
- BENGALI
- BULGARIAN
- CREOLE
- FARSI
- FRENCH
- HINDI
- JAPANESE
- KIKUYU
- KISWAHILI
- KOREAN
- NEPALI
- PORTUGUESE
- RUSSIAN
- SPANISH
- URDU
- VIETNAMESE
- W. AFRICAN CREOLE
- YORUBA



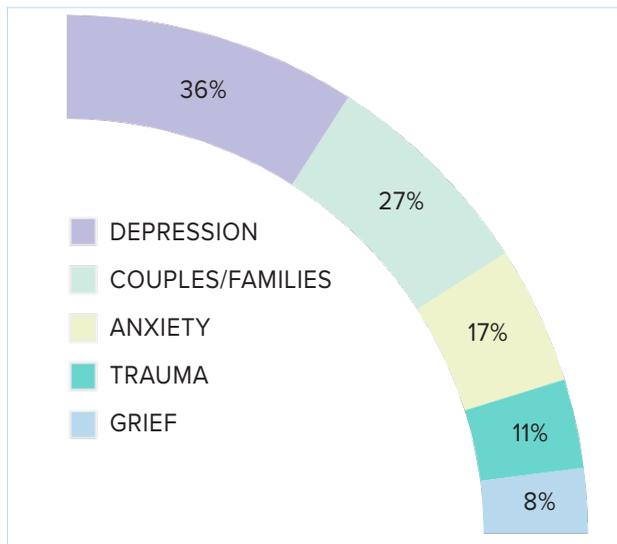
2,677
CLIENTS ACTIVE
IN COUNSELING

COUNSELING REQUESTS

REQUESTS BY COUNTY



REQUESTS BY TYPE



IN THEIR OWN WORDS

“I received therapy the moment I needed it.”

A client in her mid-40s called PBCP struggling with her relationship and depression. The intimacy and warmth in her marriage was gone. She had begun to feel like a single mother despite being married. In a short time Pro Bono linked her to a Spanish-speaking therapist. Six months later, the client told us “I am so impressed with what you do. I was sad and it was terrible for me. But because you guys move fast, I received therapy the moment I needed it.”

“I’m now prepared to take the next steps in my life.”

After the death of her husband, a client called PBCP because she was having trouble sleeping and dealing with her loss. She was also experiencing stress over the remaining medical expenses. Within two weeks, the client was matched with a clinician who met her needs. After a few months of therapy, the client reported she was more able to cope with her loss and was sleeping better. She said, “I’m now prepared to take the next steps in my life.”

“It has helped me make so much progress and avoid confrontation.”

An Ethiopian man who had just moved to the U.S. called PBCP for help. The transition to a new country was taking a toll on his marriage, he had developed feelings of anger and frustration, and he was experiencing insomnia. He had been unemployed for six months and although he had recently begun working again, was struggling financially. Shortly after PBCP connected him with a therapist, he began to see changes and improvements. He reported, “Therapy helped me gain confidence and helped with my depression and personal problems. It has helped me make so much progress and avoid confrontation.”

“My clinician supported me and now I feel so much better.”

A South Asian client called experiencing symptoms of PTSD after a physical attack at his workplace. PBCP was able to match the client with a clinician who was also South Asian, and the client attended ten therapy sessions. Upon completion of therapy, the client shared: “My clinician supported me and now I feel so much better.”



PRO BONO COUNSELING BOARD OF DIRECTORS 2018 - 2019

Lisa Beauvois, CRNP

Gilbert Bliss, LCSW-C

Pratima Bose, MD

Judith DeVito

Swaran S. Dhawan, LCSW-C, BCD

Melinda Hiken, APRN/PMH-BC

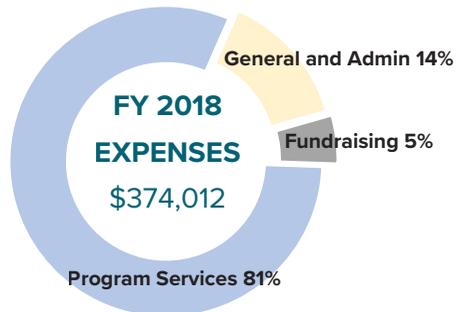
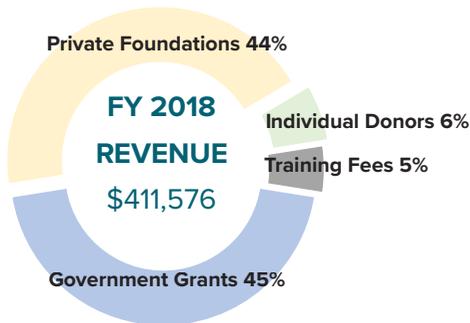
Peter A. Kahn, MD

Shelly F. Lurie, APRN/PMH-BC

Mark Smolarz

Camille B. Wheeler

FINANCIAL OVERVIEW 2018



The Pro Bono Counseling Project, Inc.

Statements of Activities and Changes in Net Assets
For the Years Ended April 30, 2018 and 2017

	<u>2018</u>	<u>2017</u>
Support and Revenue:		
Contributions	\$192,592	\$219,915
Government Grants	\$196,961	\$228,097
Program Fees	\$21,385	\$14,807
Investment Income	\$74	\$38
Miscellaneous Income	\$564	\$0
Net Assets Released from Restrictions	<u>\$0</u>	<u>\$0</u>
	<u>\$411,576</u>	<u>\$462,857</u>
Expenses		
Program Services	\$303,712	\$266,254
General and Admin	\$50,301	\$48,048
Fundraising	<u>\$19,999</u>	<u>\$18,885</u>
	<u>\$374,012</u>	<u>\$333,187</u>
Changes in Net Assets	<u>\$37,564</u>	<u>\$129,670</u>
Net Assets at Beginning of Year	<u>\$265,237</u>	<u>\$135,567</u>
Net Assets at End of Year	<u>\$302,801</u>	<u>\$265,237</u>

PRO BONO COUNSELING PROJECT CONTRIBUTORS

WE SINCERELY THANK AND RECOGNIZE THESE CONTRIBUTORS WHO GAVE
\$150 OR MORE TO THE ORGANIZATION IN 2018

Joanne Althoff	Timothy Donovan	Martha Miller
Barbara Anderson	Lois Feinblatt	Julia Moore
Emile Bendit	Lois Flowers	Neal Morris
Gilbert Bliss	Mahesh Gadgil	Diane Olsson
Barbara Bond	Diane Goldsmith	Susan Opie Owen
Mark Borchart	Amy Greensfelder	Susan Post
Pratima Bose	Doug Hegarty and Karen Joyce	Eric Radz
Brandeis South Asian Students' Association	Nina Hopkins	Keitha Robinson
Shenita Brokenburr	Peter Kahn	Janell Schweickert
Eric Brotman	John Kardys	Siddharth Shah
Robert Brown	Maureen Kearney	Judy Siskind and Ken Muller
Lynn Bufka	Janet Larson	Elizabeth Swann
Elizabeth Champney	Nancy Lee	Sandra Tybor
Yamini Dalal	Alfred Lucco	Netanya Utay
Judith DeVito	Alicia Lucksted	Gloria Vanderhorst
Peter Dull and Leroy Terrelonge	Arjun Menon	Susan Wait
Swaran Seth Dhawan	Dinah Miller	Camille Wheeler

PUBLIC FUNDERS

Baltimore County Department of Planning

- Funded counseling for Baltimore County Residents

Behavioral Health Systems Baltimore

- Funded services for veterans, military members, and their families

Governors Office of Crime Control and Prevention

- Funded services for victims of crime, including a specific grant for survivors of homicide

PRIVATE FUNDERS

Zanvyl and Isabelle Krieger Fund

The Charles Crane Family Foundation

Harry and Jeanette Weinberg Foundation

Rhona's Place Foundation

Baltimore Women's Giving Circle

Macks Family Foundation

Middendorf Foundation

The Jacob and Hilda Blaustein Foundation

