



PRO BONO

COUNSELING PROJECT

SUMMER NEWSLETTER

JULY 2020

A Very Special Thank You to Our Volunteers

The Pro Bono Counseling Project (PBCP) sincerely thanks our dedicated volunteers. We could not assist clients without the generous professional contributions of our clinicians.

Last year, 795 active licensed mental health professionals provided 9,865 hours of counseling services to 3,046 clients throughout the state of Maryland.

Pro Bono Counseling Creates New Mental Health WARMLine

In partnership with the United Way of Central Maryland's 211 Help Line, Pro Bono Counseling has established a new mental health WARMLine. The WARMLine supports Marylanders who are experiencing mental health impacts

related to the COVID-19 pandemic. Additionally, the Maryland Community Health Resources Commission provided a grant to enable PBCP to deliver a teletherapy platform to virtually serve Marylanders with counseling and other services. PBCP's WARMLine enables United Way to quickly direct 211 callers to its WARMLine Specialist, Monifa Wilson, a licensed social worker.



Monifa Wilson, LCSW-C

"By partnering with the United Way of Central Maryland and the 211 Maryland United Way Helpline, we are able to further increase our outreach to Marylanders impacted by the current pandemic," stated Amy Greensfelder, PBCP Executive Director.

"The grant from the Maryland Community Health Resources Commission allows us to provide resources to expand telehealth services, and funding from United Way of Central Maryland has allowed for the creation of WARMLine with staff to provide immediate support to those experiencing stress and anxiety."

Anyone who's feeling anxious, depressed, or in need of someone to talk to due to the current pandemic or other issues can call 211 or dial 443.608.9182 directly to be connected with a representative who can provide support. The WARMLine is available weekdays from 9:00 AM to 5:00 PM.

New Clinical Associate Joins PBCP

Roshelle Kades, LMSW, joins Pro Bono Counseling's Clinical team as its new Clinical Associate. Her responsibilities include assisting clients, answering inquiries, conducting client phone interviews, and matching clients with appropriate volunteer clinicians as well as resources.

"I found this position while searching for ways that I could help during the Covid-19 pandemic," explains Roshelle. "As I researched more about Pro Bono Counseling's mission and services, I became increasingly excited about the prospect of joining the effort to increase access to mental health resources for Marylanders."

"Roshelle joined our team during an unprecedented time, but she hit the ground running," said PBCP Clinical Director Sherri Bloom. "She has trained with our clinical members and is already making a significant contribution to the organization."

Roshelle is originally from Richmond, VA, and moved to the Baltimore area in 2007 to attend Goucher College as an undergraduate student. After completing a Bachelor of Arts in Sociology, she stayed

to obtain a Master of Arts in Management. During this time, she served in various Student Affairs roles at Goucher, including as the college's first case manager.

Roshelle recently graduated from the Master of Social Work program at the University of Maryland Baltimore School of Social Work. Her first-year internship was at the Enoch Pratt Free Library Brooklyn Branch through the Social Worker in the Library program. During her advanced year, she provided mental health therapy services to clients at Total Health Care, Inc. as a Behavioral Health Workforce Integration Service and Education (BHWISE) fellow.

When asked what she knew about PBCP prior to joining the organization, she said, "I had heard about Pro Bono Counseling, but I didn't know nearly enough about this awesome resource!"



Roshelle Kades, LMSW

Providing Service During COVID-19 Pandemic

Since the current pandemic first began, ensuring that mental health services remain available for those in need has been the organization's highest priority. The staff shifted rapidly to working remotely and the clinical team continues to respond to the increasing requests for counseling.

PBCP's licensed mental health volunteers also shifted rapidly to remote services. Over 54% of our volunteers are offering either telepsychology or counseling by phone. And in response to our request for more volunteers to help meet the growing needs of clients, 55 new clinicians enrolled with PBCP from March 1 to June 30, 2020.

On average, a client requesting counseling is matched with a volunteer clinician in less than two weeks from their initial contact with PBCP.

Continuing Education Workshops

One of the benefits of being a volunteer with Pro Bono Counseling is the opportunity to attend free continuing education workshops. Due to the COVID-19 pandemic, PBCP's continuing education programs that were scheduled from mid-March to the remainder of 2020 had to be cancelled. Unfortunately, the presenters and topics did not transfer to online learning, so we have had to plan all new virtual workshops.

We are committed to continuing to provide educational opportunities for all volunteers during this crisis and are sharing them as quickly as we have required documentation from the presenters and approval from the Boards. We also remain committed to providing high quality workshops that are relevant and useful for your practice. Recent online workshops have included the topics of telehealth, structural inequality, compassion fatigue and vicarious trauma.

PBCP's workshops are announced via email, social media, and on our website at ProBonoCounseling.org. PBCP is approved by the American Psychological Association to sponsor continuing education for psychologists and is a Board authorized continued education sponsor for the Maryland Boards of Social Work Examiners and Professional Counselors and Therapists.