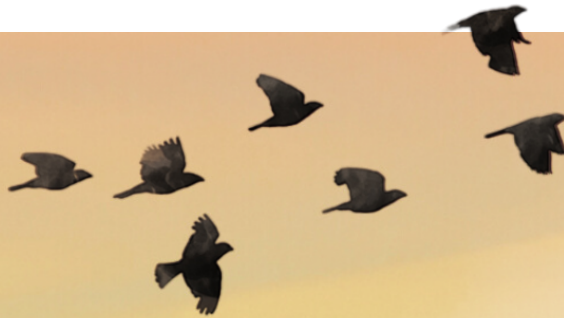


# ANNUAL REPORT

*FISCAL YEAR 2024*

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**CENTREPOINTE**  
COUNSELING



# INTRODUCTION

## LETTER FROM THE EXECUTIVE DIRECTOR

I am happy to present this Annual Report for fiscal year 2024, even if it has been an unusual year for CentrePointe Counseling. We took some risks, saw changes in our counseling staff, experienced unanticipated increases in operational costs, and found ourselves at the end of the fiscal year facing a need for infrastructure growth. But when I reflect on what drove much of these experiences, they resulted from efforts to respect our staff and chief contractors, and to invest in growth for the future of the organization. These efforts coincided with the lingering impacts of increased levels of costs of living, and drawn-out hiring challenges in the healthcare field.

Nevertheless, CentrePointe did experience a type of growth. After years of internal communication on faith and work, the entire organization is unified in reflecting on Scriptures and how it directs us to take care of others. We owe the leadership of these reflections in large part to CentrePointe's founding Executive Director, Dr. Tom Rodgers. The depth and quality of discussions, whether amongst the board or amongst staff, has resulted in a better identification of whom we are as individuals in this work.

We reached out and listened to more of our partners and community members this year. One direct result is that we have developed a presentation on Mental Health Triage for Ministry Leaders, aimed at helping pastors and lay leaders to identify and know what to do when they interact with congregants and community members reaching out to them about their failing relationships, anxiety, depression and more.

We have reason for optimism at the fiscal year's end for how we can serve in a greater capacity. We are looking forward to practical and spiritual growth. Thank you for journeying with us and for supporting our work!

In Christ,

Helen Kim  
Executive Director

## LETTER FROM THE BOARD CHAIRMAN

Near the end of his letter to the Christians in Rome, Paul writes, "May the God of hope fill you with all joy and peace as you trust in him, so that you may overflow with hope by the power of the Holy Spirit" (Rom. 15:13). It's no minor thing that Paul identifies this God as the "God of hope." In Christ, God has begun the work of reconciling the world to himself and making all things new. So, as we wait actively and faithfully for God to complete what he has begun, how can we not be people of hope!

At CentrePointe, our counselors are messengers of hope. They're all licensed professionals with training that equips them to serve the individuals, couples, and families that reach out to us for help. But in addition to their education and experience, our counselors also approach their work with openness and discernment about the presence and work of God in the lives of their clients. And the love of God revealed in Christ shows us that in the midst of human suffering and brokenness, God's work is always directed toward creating a future of wellness and wholeness. God truly is a God of hope.

Because our mission is grounded in hope, we've continued to focus on recruiting additional counselors who want to join us in helping our clients discover a path forward toward greater mental health. To that end, we've revised our counselor structure, so that we can expand our capacity for care and meet the needs of more individuals. Our aim is always to provide more people with access to hope that heals.

Thank you for being one of our partners in hope. As we await God's coming kingdom, we see signs of its presence here and now in the lives of those you help us serve.

Respectfully,

Rev. Kevin Holder  
Chairman, Board of Directors





# THE CENTREPOINTE DIFFERENCE

## A COMMUNITY AT WORK



*CentrePointe Counseling works to foster healing and restore relationships and communities, through highly qualified counselors inspired by the Gospel.*

CentrePointe Counseling's group of counselors are unique. Based in Maryland, the staff gathers monthly in-person, forming the core staff community. Over the year, as the staff processed how their Christian faith impacted their work, we considered how to apply God's perspective on professional struggles with clients. By being able to communicate within a safe space, the counseling staff is able to

process their experiences and discuss with peers how to provide thoughtful, developed care to their clients. These practices challenge new counselors to develop skills and understanding, and encourage seasoned counselors to hone theirs – all under God's wisdom and grace. Discharge surveys collected since January 2023 show that clients' counseling experiences were positive, rating an average score of 4.3 out of 5 (highest rating).

Our staff maintains relationships with partner churches, developing trust and finding ways to help beyond the counseling room. As we reach out to communities, the work is set before us to help bring understanding, reconciliation, peace and hope.

## WHAT THEY'RE SAYING



*It was helpful to have someone who understood where I was coming from.*

*[My counselor] kept the truth in view as she helped me wrestle with how to walk through my challenges.*

*I felt comfortable and free to talk about my faith.*

*I probably became tearful during most of our meetings, each one was still a blessing because of how she listened to me and always seemed to offer a positive shift in my perspective to lead me toward healthier ways of thinking about different areas of my life...*



## SAMARITAN FUND & MERCY ACTIVITIES

**And who is my neighbor?** CentrePointe Counseling’s Samaritan Fund provides grants to individuals and church communities seeking affordable counseling. We also partner with churches who provide support to congregants to access counseling at CentrePointe at reduced rates.

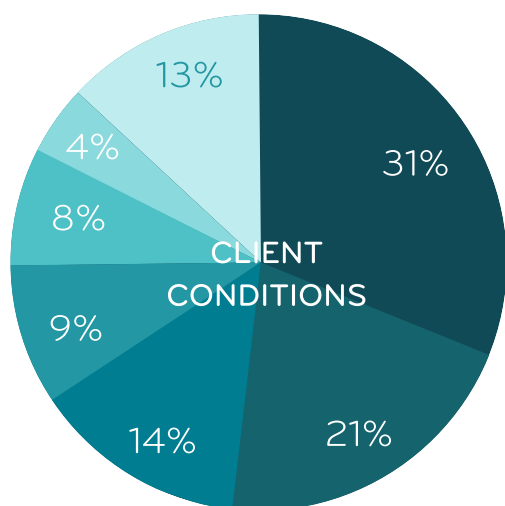
This fiscal year CentrePointe Counseling’s Samaritan Fund remained active, with 384 sessions sponsored for 28 counseling clients, including those with limited to no income or high levels of debt, students, the unemployed, and those with Medicaid who could not find Christian counselors who accept public insurance. The Samaritan Fund provides financial relief by charging affordable co-pay amounts according to financial need, while covering remaining costs. Large grants are available to those with greatest financial limitations, while sliding scale rates provide an affordable option for those who have budget constraints or large debt obligations. Samaritan Fund assistance is available to applicants by filling a downloadable form on our website, and is available to anyone with financial limitations.



*The Samaritan Fund is completely funded by donors, and all donations help clients with financial need.*

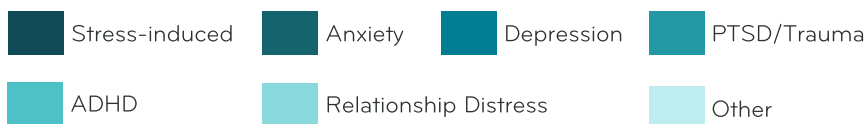
*CentrePointe Counseling is a 501(c)3 non-profit Christian charity, and donations are tax-deductible. Donations to our General and Samaritan Funds help us reach and support ministry leaders and church communities, support new programs, and help clients access our counselors. We truly appreciate the prayers and gifts of our supporters.*

## CLIENT CONDITIONS



Counselors have seen more varied conditions amongst counseling clients compared with the previous year. While the frequency of the “top three” diagnosed conditions remained high, overall, the majority of the most commonly diagnosed conditions decreased. They were offset by a number of conditions categorized under the “Other” category, which grew significantly.

Amongst the “Other” diagnosed conditions that grew were those related to eating disorders and phobias, as well as very serious mental health conditions such as personality disorders, and schizoaffective and dissociative identity disorders. Parent-child relational problems, obsessive-compulsive disorder, substance abuse, bipolar disorder, and high emotion within families were amongst the most common diagnoses in the “Other” category.

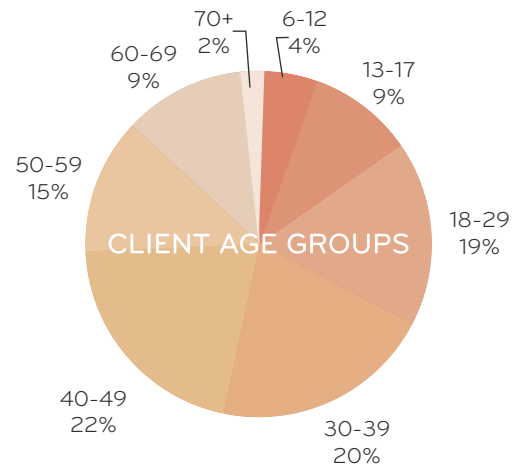


*This snapshot of diagnoses shows the breadth of challenges our counselors face to help bring clients to health.*



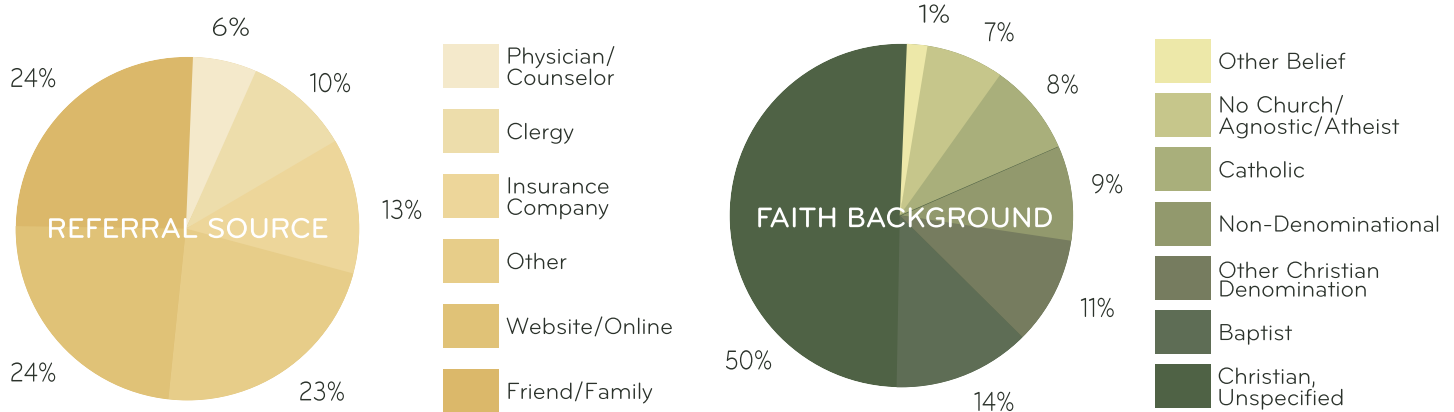
# CLIENT TRENDS

CentrePointe counselors saw 844 clients in fiscal year 2024 (July 2023 to June 2024). Counseling clients aged 18 to 59 comprised the majority of clients, with age group breakdowns mostly coinciding with national trends; CentrePointe saw a larger percentage of clients in their 40s. Compared with previous years, the fastest growing client age group were those above 60 years of age.



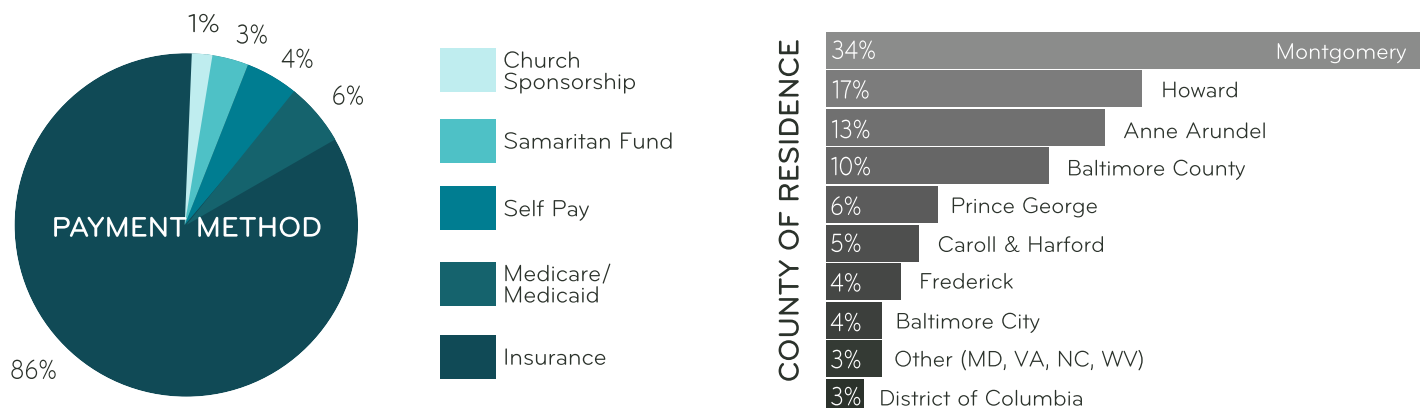
About 65 percent of clients were female, and 35 percent male. Across the nation, the gender distribution of individuals receiving mental health care is closer to equal: 53 percent female and 47 percent male (source: Substance Abuse and Mental Health Services Administration, 2022).

This year a quarter of our clients were referred to CentrePointe by family and friends. The next highest referral source came from those who found us through our web presence. Most significantly, referrals from insurance company listings went down, resulting in the rise of all other referral sources. While clergy comprised 10 percent of referrals, Christian clients made up 92 percent of our clients this year.



Health insurance is the dominant payment method amongst clients. The proportion of other methods of payment is basically unchanged from the previous year.

Fifty-one percent of our clients resided in either Montgomery or Howard counties. The District of Columbia experienced the greatest increase in client activity, due to our relatively new site located in the city. Our counselors continued to reach clients outside of Maryland, including those in West Virginia, Virginia, and North Carolina.





# FINANCIAL UPDATE

In fiscal year 2024, CentrePointe Counseling continued to grow its revenues to its highest level in at least 9 years. This occurred despite a reduction in the number of active counselors. High demand for counseling, continued popularity of video-based counseling and higher health insurance reimbursement rates contributed to the increase in revenue.

Expenses increased over the previous year. These included an investment in recruitment efforts and unforeseen increases in operational costs. Over the past few years following the heights of COVID-19 healthcare activity and worker burnout, recruitment became difficult for mental health workers. During this fiscal year, CentrePointe countered this difficulty by investing in a focused effort on professional recruitment. Recruitment difficulties prevailed, however. At the same time, cost of living expenses experienced locally (and nationwide) caused fees for contracted work to increase by up to 20 percent. Finally, our financial review, performed by an independent accounting firm, included a prior period adjustment for fiscal year 2023 and a first-time recording of accrued sick leave in fiscal year 2024. Together, these contributed to a large if not somewhat exaggerated deficit in net assets for this fiscal year.

Upon review, CentrePointe's leadership assessed that expenditures were prudent, identifying recruitment and fundraising activity as those which ought to be the focus for fiscal year 2025. Following the end of fiscal year 2024, we have begun to see a return of counselors applying to CentrePointe, coinciding with national trends of the return of healthcare workers to the workforce.

## THANK YOU

*CentrePointe Counseling was able to provide accessible counseling to our clients through the generosity of our donors. We are deeply appreciative of our supporters, whether it is by prayer, donations, resource connections or partnerships. Thank you!*

### FRIENDS OF CENTREPOINTE

Adventist HealthCare Behavioral Health & Wellness Services, Baptist Convention of Maryland and Delaware, Friendship Baptist Church of Sykesville, Grace Baptist Church Bryans Road, Kensington Baptist Church, Middle River Baptist Church, Parkville Baptist Church, Beth & Kevin Bergstrom, Carol Cahall, Michelle Carrigan, Patricia Cook, Barbara High, Kevin Holder, Andrea Hulse, Roger Kim, Robert Michael, Stephanie Moore, Ann Roda, Thomas Rodgerson, Danubia Samuels, Thomas Senker, Tim Simpson, Betty Louise Stellabotta, Nina Stewart, Don Sweeney, Barbara Taylor, Larry Wilhelm

### Fiscal Year 2024 (July 2023 - June 2024)

<b>Revenues</b>	
Program Services	\$ 1,430,322
Donated Facilities	\$ 115,920
Contributions and Fundraising	\$ 52,591
Investment Income	\$ 6,701
<b>Total Revenue</b>	<u>\$ 1,605,534</u>
<b>Expenses*</b>	
Program	\$ 1,305,382
General and Administrative	\$ 408,492
Fundraising	\$ 4,102
<b>Total Expenses</b>	<u>\$ 1,717,976</u>
Change in Net Assets (Deficit)	\$ (112,442)
Net Assets Beginning of Year	<u>\$ 247,561</u>
Net Assets End of Year	<u><u>\$ 135,119</u></u>

CentrePointe Counseling's financial statements were reviewed by independent accountants. \*FY24 figures include corrections to prior year (FY23) adjustments.



# BOARD MEMBERS

Chair, Kevin Holder, MDiv, ThM  
Pastor, Grace Baptist Church

Vice Chair/Treasurer, Don Sweeney, CPA  
Retired Partner, Ernst & Young

Secretary, Nancy Mathews, MDiv  
Retired IT Manager, Verizon; Retired Staff,  
Colesville Baptist Church

Carol Clinedinst, SHRM-CP, MBA  
HR Solutions / HR Country Manager, Solventum

Andrea Hulse, MD  
Clinical Branch Chief, Division of Vaccines,  
Center for Biologics, FDA

Robert Michael, JD  
Partner, Shadoan, Michael & Wells, LLP

Gemma Rossoni, MHA  
Mediator, Educator and Consultant

Danubia Samuels  
Outpatient Psychiatry Services Manager, Addiction  
& Mental Health Center, MedStar Montgomery  
Medical Center

Timothy Simpson, MDiv  
Pastor (retired), Greenridge Baptist Church

Grant Davis  
Board Administrator

Barbara High, Emeritus  
Realtor, Long & Foster, Inc.; Retired Educator

Barbara Taylor, Emeritus  
Retired Educator

## STAFF MEMBERS

Terry Bates, MS, LCPC

Kevin Bergstrom, MS, LCPC

LaDelle Brooks, PhD, LGPC

Alison Burdett, Marketing &  
Graphic Design Coordinator

Carolyn Buresh, MS, LCPC

Nancy Cheng, MA, LCPC

Rebekah Chovanec, MSW, LMSW

Cristina Emrich, PhD, LGPC

Elaine Hill, MS, LCPC

Pamela Hiller, MSW, LCSW-C

Jackie Kang, MS, LGPC

Helen Kim, MPA,  
Executive Director

Sam Lisanti, Senior  
Administrative Assistant

Emily March, MA, LCMFT

Cass Mitchell, MA, LCPC

Julie Pratt, MS, LCPC

Matt Raeder, MSW, LCSW-C,  
Clinical Director

Karen Richardson, MSW, LCSW-C

Lauren Robertson, MSW, LCSW-C

Julie Robbins, MS, LCPC

Tom Rodgerson, PhD, LCPC

Dan Stinchcomb, MRE, MS, LCPC

Erin Stine, MS, LCPC

Melody Weber, PhD, LCPC

## FACILITY PARTNERS

*We are grateful to the following congregations for providing space for counseling offices and use.*

Calvary Baptist Church, Bel Air  
Christ Community Church of Ashton  
Church at Covenant Park, Ellicott City  
Conowingo Baptist Church, Conowingo  
Cresthill Baptist Church, Bowie  
Dunkirk Baptist Church, Dunkirk  
Faith Baptist Church, Glen Burnie  
Faith Baptist Church, Knoxville  
First Baptist Church of Beltsville  
First Baptist Church of Frederick  
Grace Community Church, Fulton

Greenbrier Baptist Church, Boonsboro  
Greenridge Baptist Church, Clarksburg  
Hope Baptist Church, Laurel  
Liberty Church PCA, Owings Mills  
Middle River Baptist Church, Middle River  
National Community Church, Washington, DC  
New Hope SDA Church, Fulton  
Oakdale Church, Olney  
Parkville Baptist Church, Parkville  
Redland Baptist Church, Rockville  
The Church at Severn Run, Severn



# CENTREPOINTE COUNSELING

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Visit:  
[hopethatheals.org](http://hopethatheals.org)  
[centrepointecounseling.org](http://centrepointecounseling.org)  
[cpchope.org](http://cpchope.org)



A 501(c)3 Non-Profit Charity based in Maryland.