

# CONNECTING

Healthy Information from the Des Moines Pastoral Counseling Center  March/April/May 2011

## 2010 ANNUAL REPORT

### From the BOARD PRESIDENT • STATE of the CENTER

I have three important messages to share with you about the State of the Center in 2010. [My first message is to update you on our Capital Campaign and new facility:](#)

The construction of the Center's new facility was completed December 1, 2010! On Monday, December 20th, we opened the brand new doors of our facility to our clients.

As you can probably imagine, we are continuing to work through some fine tuning of our new facility as we settle into new responsibilities around ownership (versus leasing).

On behalf of the Board of Directors, we are truly thankful to our generous donors who made this possible.

In addition, no undertaking this large could be successful without the excitement and leadership of a wonderful Capital Campaign Cabinet, listed elsewhere in this Report. I want to thank them for their tireless efforts to make the construction of our new facility a reality.

Although extremely challenging at times given the state of the economy the past few years, there were also plenty of reasons for cautious optimism. I'm reminded of a quote by G. Thomas Gale that I believe accurately depicts the enthusiasm and dedication of our donors, the Center staff, our Capital Campaign team, and our Board of Directors: "A pessimist, they say, sees a glass of water as being half empty; an optimist sees the same glass as half full. But a giving person sees a glass of water and starts looking for someone who might be thirsty."

[My second message is to re-affirm the responsibilities of the Board:](#)

I cannot say enough about the caliber of the Center's Board of Directors. This wonderful group of individuals is dedicated to helping further the mission of the Center through active involvement in cultivation and fundraising, strategic planning and oversight. With our new facility complete, we turn our attention toward advancing Center growth with both excitement and commitment. In particular, we will be focusing on increasing clinical staffing levels. The demand in the community for more mental health services requires it and our new facility can finally provide for it.

[And my final message is to share with you the continued great work of the Center](#)

Center counselors are the front line heroes and heroines shouldering the tremendous missional load for the Center. At each client interaction, counselors build the Center's positive reputation. We know the work our counselors do, while not easy, is meaningful, and we are so grateful for their commitment to quality.

I would like to share a story with you. The following is an unsolicited letter I received from a mother whose child has benefited from the Center.



"Dear Doug:

*I was just on the web page for the Des Moines Pastoral Counseling Center looking up a phone number and noticed you are the President of the Board of Directors.*

*I want to let you know a "happy ending" story thanks to the counseling services offered through the Center. I adopted my son from another country two years ago and after he arrived here, it was evident that he was in need of counseling. I was at a loss about where to go and called the Des Moines Pastoral Counseling Center kind of by accident. Everyone - from the receptionist I originally spoke with to the counselor my son sees regularly - has gone above and beyond my expectations. The counselor has been a light of hope for me during some tough times. I am happy to say my son is on a good path thanks, in large part, to the help he has received at the Center.*

*On my behalf, thank you for leading this fine organization. I always speak highly of the Center when people ask me where my son goes to counseling."*

This is just one of many hundreds of client stories that help underscore how the Des Moines Pastoral Counseling Center is a place of hope, vision, inspiration and action ~ full of optimism for the future of our community.



**Doug Fick, President**  
Board of Directors, 2010-2011

## 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 nearly 40 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 continue to 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. 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, couples and family counseling, Healing Touch, international adoption evaluation, personal coaching, pre-marital preparation, psychological testing, and spiritual direction.

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*

*For 39 years the Center has helped people come through difficult times in their lives by offering high-quality, affordable mental health counseling to all. Please help us to help others by sending a tax-deductible contribution to the Center today. Your support can make a very real difference in someone's life.*

## SERVING the COMMUNITY

*A place for hope and healing for all ages*

In 2010, the Center provided 18,037 hours of counseling to 2,122 individuals and families.

- 34% (729) were children and adolescents
- 59% were women and girls
- 18% had family income below \$20,000; 27% below \$30,000
- 25% indicated "None" for their religious preference
- 33% of clients paid for counseling on a sliding-scale, based on their ability to pay

## QUALITY CARE

- The Des Moines Pastoral Counseling 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.
- The Center employs a multi-disciplinary community of 24 licensed/certified professionals with advanced degrees (nine have doctoral degrees) and a wide variety of expertise and experience.

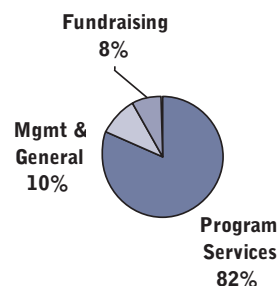
**Counseling is a life-changing and empowering step toward goals of:**

*Restoring lives, Rebuilding relationships,  
Re-establishing focus for the future, and  
Preventing a spiral into debilitating mental  
illness and/or destructive behaviors.*

## FISCAL ACCOUNTABILITY

Des Moines Pastoral Counseling Center had an operating budget of \$1.7 million in 2010. Of that amount, 82 percent was spent directly on services to the 2,122 adults, children and families counseled at the Center; 10 percent was spent on management and general expenses; and 8 percent was spent on fundraising expenses. Revenue sources for Center services included client fees (79%), contributions (15%), and training and consultation fees (6%).

**2010 EXPENSES: \$1,742,122**



## A Blessing For Our New Home



DMPCC • 8553 Urbandale Ave. • Urbandale 50322

Adapted from John O'Donohue (Irish teacher and poet)  
Delivered at the Annual Meeting by Kathy Reardon, R.N., M.S.

*May this space shelter your life.  
When you come in here  
May all the weight of the world  
Fall from your shoulders.*

*May your heart be tranquil here,  
Blessed by peace the world cannot give.*

*May this space be a lucky place,  
Where the graces your life desires  
Always find the pathway to your door.*

*May nothing destructive  
Ever cross your threshold.*

*May this be a safe place  
Full of understanding and acceptance,  
Where you can be as you are,  
Without the need of any mask  
Of pretense or image.*

*May this space be a place of discovery,  
Where the possibilities that sleep  
In the clay of your soul can emerge  
To deepen and refine your vision  
For all that is yet to come to birth.*

## DES MOINES PASTORAL COUNSELING CENTER

OPEN HOUSE and DONOR RECOGNITION

THURSDAY, JUNE 30, 2011

5:00 – 7:00 p.m.

Ribbon Cutting and Program at 5:15 p.m.  
8553 Urbandale Ave., Urbandale  
RSVP 515-274-4006 or info@dmpcc.org

## C.O.O.L. Perspective

**C.O.O.L. - Children Overcoming  
the Obstacles of Life**  
The Center's child and adolescent program



by Kelli Hill-Hunt, Ph.D., Child Psychologist

I would like to share a few thoughts about how blessed we feel about our new building and a space to call our own. There are so many wonderful changes:

- *Windows and natural light ("out of the dungeon," as the kids say)*
- *Feeling connected with the outer world*
- *Enough room in the office to accommodate play therapy and family sessions*
- *Beautiful colors and atmosphere to help clients feel comfortable*
- *Newer technology*
- *Wonderful outside area with so much potential for children to be active and express themselves in a physical way*
- *Large play room with an impressive paint wall area*
- *Enough space to house all staff with room to grow*
- *An incredible conference room for meetings and educational endeavors*

I could continue on with listing our treasures, but I want to share some observations and reactions by our child clients:

- *"Whoa! It's big enough for all of us to play in here!" (Referring to my office.)*
- *"This place is awesome!"*
- *"I asked my mom to come early today so I could hang out on the bean bag chairs." (in the C.O.O.L. waiting room)*
- *"They were not kidding. You really do have windows!"*
- *"I want to live here! It has everything that I need!"*
- *From a teenager recently returning who has been with us through previous relocations, "How wonderful that you never have to move again."*

That quote sums it up. Our thanks to all who helped make our new permanent home happen.



*COOL counselor, Grace Sherer, in front of the brand new "paint wall." 2/7/11*

## MEASURING SUCCESS

### *Making a real difference in lives*

At the Center, therapy for clients 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.

The SUMMARY of the Center's annual Therapy Evaluation Survey for 2010 follows.

- Overall satisfaction with the process of therapy at Des Moines Pastoral Counseling Center is 95% (71% reported "5 ~ most definitely," 20% reported "4," and 4% reported "3 ~ somewhat").
- 93% reported that the primary purpose in coming for counseling had been/is being satisfactorily addressed.
- 93% reported improvement in the quality of their personal relationships.
- 88% reported they are better able to focus on their future with renewed interest.
- 88% reported they are more productive in their lives.
- 92% reported they are more self-directed and confident.
- 88% reported their performance on the job/in school has improved since beginning counseling.
- 94% reported their self-esteem has increased.
- 96% reported counseling has had a positive influence on their lives.



### COMMENTS offered by clients:

- "I learned not to be a victim and to take control of my life and well being."
- "Counseling has been a God-send. I was about as low as I could go. I am learning to stand up for myself."
- "I am working through the void that not gambling has left. Working to handle my stress and depression without the need to go gamble."
- "Change can be scary, slow, and painful, but when it happens you wonder why it seemed so hard before."
- "My counselor listened, supported me, gave ideas to think about, and reduced my 'why' questions... giving me strength to accept things related to the suicide."
- "I have grown so much emotionally in the time I've spent in counseling. It has definitely been life altering."
- From a teen client: "I am more happy and hardly depressed. I'm excited about the day and think highly of myself. I also have more respect for my body and myself."

## A TRIBUTE to Larry W. Sonner, D. Min.

by J. Jeffrey Means, M.Div., Ph.D.



Larry Sonner, D.Min.

Dr. Larry W. Sonner began his affiliation with Des Moines Pastoral Counseling Center as a member of the board of directors 1978-1984. In 1985, he became the consultant to those of us who provide supervision to students in the Center's training program.

For 25 years, Larry met monthly with the supervisory staff, providing valuable reflection, consultation, and accountability, toward helping us provide an exceptional learning experience for our students and quality service to those they counseled.

Larry is one of those rare people you can consistently trust to be honest and supportive of you in the most strong and affirming ways you can imagine. To give you a flavor of Larry's graciously pastoral spirit, I want to share an excerpt from a letter Larry sent to those of us who worked with him in our "Supe of Supe" ("Supervising the Supervisors") group, i.e., Ellery, Eileen Burtle, Susan Ackelson, and me. After a particularly energizing conversation we had had together one day, Larry wrote:

*"...I have thought and felt for many months and even years....that you are well-trained, talented, skillful, sensitive therapists, and I am always moved by the manner in which you talk in such a caring way about the persons you are supervising. The "Pastoral" in the Center's name is not taken lightly. You have made the Center a place that is highly respected in the community, a place that provides an excellent setting where people can grow and become more whole, and you do this by bringing yourselves and your training to them. You provide the same to your students as you do to clients. Our community is a better place as a result of you."*

In May 2010, Larry resigned from his role as consultant. While we psychotherapists often receive tremendous satisfaction from seeing people grow and change and conquer great personal obstacles, our work can also be very isolating, can require a great deal of personal sacrifice, and is often not understood or misunderstood. People like Dr. Larry Sonner provide the support and encouragement and collegiality that lighten our load and keep us wanting to come to work every day with eager and expectant hearts. Thank you Larry, from the bottom of our hearts!

## SUCCESS IS THE RESULT OF THE VISION, LEADERSHIP AND PASSION OF THE BOARDS AND STAFF.

### BOARD of DIRECTORS ~ 2010

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

**President,** Douglas Fick, *Principal Financial Group*  
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Newly-elected 2011 board members:

Barbara Bachman, *Retired, Coldwell Banker MAG*  
Jennifer Glover Konfrst, *Iowa Public Television*  
Jo Oldson, *State of Iowa Representative*  
Katie Roth, *PorticoHR*

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 2010. We ask YOU to consider following their lead with a gift of your own in 2011.

### 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*  
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### CAMPAIGN for HOPE and HEALING Capital Campaign 2010

Sally Pederson, *Co-Chair, Former Iowa Lt. Governor*  
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Sid Ramsey, *Iowa Health - Des Moines*  
Cheryl Rigler, *Heartland Area Education Agency*  
Steve Schaaf, *Pioneer Hi-Bred International*  
Jim Wine, *Nyemaster Goode, P.C.*

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Ellery H. Duke, Kathleen Murrin, Consultant: Connie Isaacson

### STAFF

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*Director of the Institute for the Practice of Ministry*

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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](http://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 39 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

## 2010 ANNUAL REPORT

# 39 YEARS OF HOPE AND HEALING IN OUR COMMUNITY



Des Moines Pastoral

**Counseling  
Center**

8553 Urbandale, Avenue, Urbandale, IA 50322

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