



Annual Report

2010

*An ancient tradition of caring...
a modern approach to healing.*

Greetings from the President & CEO

PCS embraces a vision of a community where all people can achieve peace, healing, and wholeness. Over the 31 years of PCS's existence thousands of men, women and children have favored us with their stories and honored us with their trust. We hold this trust sacred and strive to provide our community with the highest quality counseling, education and consultation services possible.

This year was my second year as President and CEO of PCS. During this year, the need for our low-income services skyrocketed, and with help from our gracious donors, supporting congregations and community foundations, we were able to meet that need. I have been in awe of the generosity of the citizens of New Hampshire to reach out to help others despite the tough economic times. Much more is needed and, I am certain that this community will continue to support our mission.

An important aspect of our work is acknowledging the place of spirituality in the lives of people and being faith-sensitive in a way that is appropriate for each person. It took me some time to realize how truly unique this approach is within the mental health field and how truly necessary it is. As we become more aware of the research data that supports the unique work we do, the more we are committed to continuing to expand our services with underserved populations.

Audrey Watjen, LICSW

Mission

To ensure our vision, our mission is to be a center of excellence and diversity that integrates psychological theory and spiritual sensitivity through psychotherapy, consultation, and education. We partner with social service, educational, faith, and business communities to further this mission.

Guiding Values and Principles

We believe that healing involves an integration of the mind, body and spirit.

We believe that, for many people, the meaning of their life is affirmed by their faith and support that faith within the healing process.

We welcome diversity and treat everyone with hospitality, respect, compassion, and dignity.

We support staff members who work together as a community.

We believe that to be open and inclusive, we must pursue partnerships within the community.

We strive for fiscal responsibility and excellence in business practices

A Summary of Services

Pastoral Counseling Services, Inc. is a private, nonprofit counseling service whose staff are sensitive to issues of faith and spirituality. We are non-denominational and all clinical staff are professionally licensed by the State of NH. We have a staff of 16 full and part-time clinicians with a variety of specialties, including: depression, substance abuse, anxiety, stress management, EMDR, and anger management.

As we mark our 31st year, we now serve more than 1,600 children, adults and seniors annually, providing nearly 12,000 hours of counseling services.

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2010 Highlights

One of the goals identified by our Board and Staff Leadership Team during a strategic planning meeting in February was to increase the community's awareness of PCS. To that end, three targets were identified:

- Develop a new logo which reflects our broader spiritual identity
- Develop a comprehensive marketing plan
- Update web-site so it is dynamic, interactive, and real-time

We proudly unveiled our new logo and launched our new website at our Good Samaritan Awards banquet in October. Thanks to the Agnes M. Lindsay Trust for the necessary computer upgrades, to Nick Soggu and SilverTech for their donation of the website design and implementation and to St. Mary's Bank for funding our marketing outreach and rebranding efforts which includes new business cards, stationery and brochures.

Speaking of our Good Samaritan Awards Banquet, 2010 was the 15th annual awards ceremony. This event, attended by 280 people, honored five community Samaritans:

Business & Industry-Nick Soggu, SilverTech
Education-Robert Baines, Chester College of New England
Media & the Arts-Dave Bastien, Musicians for a Cause
Medicine & Healing-Richard Boulanger
Religion-Monsignor John Quinn, St. Elizabeth Seton Church

For many years, PCS has been recognized as a leader in the provision of mindfulness based stress management training. In 2010, we developed two new tracts for this training, one for the inmates at Goffstown State Prison for Women, which is partially funded by the Saul O. Sidore Memorial Foundation and the Women's Fund of NH and one for school-age children, with seed money from Queen City Rotary, both of which will be implemented in 2011.

During 2010, we have greatly expanded our Clergy and Congregational Care (CCC) services. Our newest offering, Appreciative Inquiry, is a process used by organizations to search for the best in people, their organizations, and the world around them. Appreciative Inquiry involves the art and practice of asking questions that strengthen a system's capacity to heighten positive potential.

In September, we hosted our first training event with Dr. Ken Pargament providing a day-long workshop on *Spiritually Integrated Psychotherapy*. The event was attended by 55 area therapists and counselors and was given exceedingly high marks for content and usefulness.

With the assistance from the Cogswell Benevolent Trust & the Agnes M. Lindsay Trust, we transitioned to a new networked billing system, which provides clients with clearer statements, staff with real time client and payment information and management with improved informative data. As an added bonus, the new system is less costly and easier to administer.

We were also thankful to receive funding from the Bishop's Charitable Fund in support of our life-saving work.

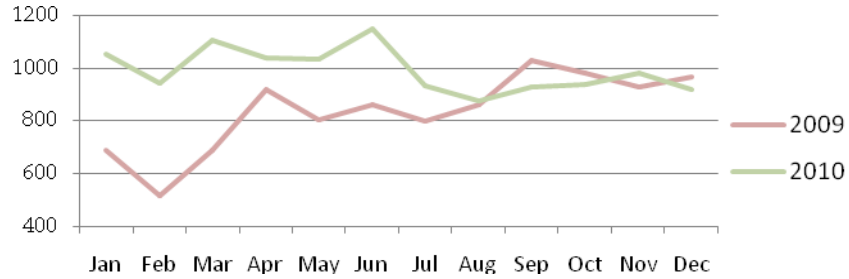
A Brief History of PCS

- 1979** PCS created by Rev. Dr. Steven Weaver and Rev. Dr. Billy Brown in collaboration with Brookside Congregational Church and NH Conference of the United Church of Christ. Doors opened in October in Manning House on the grounds of Brookside Congregational Church, where our main offices are today.
- 1986** Rev. Dr. Mark Watts hired as the first President and CEO. PCS accredited in as a Service Center by the American Association of Pastoral Counselors.
- 1986** PCS creates a satellite office in Bedford in covenant with Bedford Presbyterian Church.
- Mid 1990's** managed care comes to NH, and with it, an array of financial and client-care problems.
- 1994** PCS accredited by the Samaritan Institute of Denver, Colorado.
- 1996** PCS hosts our first Good Samaritan Awards Banquet, honoring local community members who go above and beyond to improve the quality of life in our society. Awards are presented in Business & Industry, Education, Media & the Arts, Medicine & Healing, Public Service, and Religion.
- 1998** PCS resigns as an AAPC Center for financial and philosophical reasons.
- 2000** PCS creates a satellite office in Nashua in covenant with Nashua First Church.
- 2002** management re-organized, creating a part-time Director of Development position.
- 2003** five additional clinical office spaces added in the former sexton's residence on the grounds of Brookside Church (now known as the *PCS Annex*)
- 2005** began Mindfulness-Based Stress Management programs at New Horizons for New Hampshire and Angie's Place for Women.
- 2006** Director of Development position is expanded to full-time.
- 2006** after 10 years of providing counseling services to the John H. Sununu Youth Services Center (youth detention facility), PCS begins a formal relationship with the SYC providing Basic Counseling Skills Classes to all staff.
- 2008** Audrey Watjen, LICSW, joins PCS as the agency's new President and CEO. Dr. Watts remains at PCS as full-time Senior Clinician.
- 2009** as a result the church's need to limit its use, PCS no longer has offices at Hillside United Methodist Church.
- 2009** Sununu Youth Services training expands to include community Juvenile Probation Officers.
- 2009** Rising Star added to Good Samaritan honors, to acknowledge young professionals.

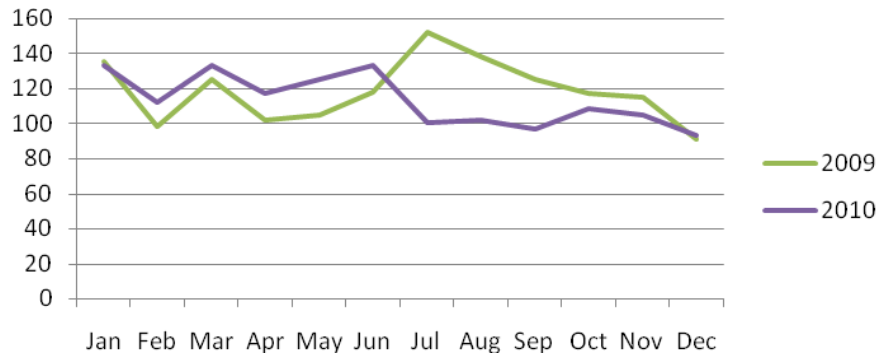
Clients Served and Services Provided

During Fiscal Year 2010 Pastoral Counseling Services provided 11,765 hours of counseling to 1,680 people, 20% more people served than last year.

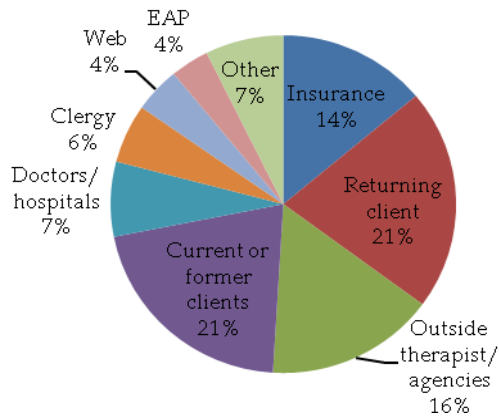
Hours of Service 2010



Requests for Service



SOURCE OF REFERRALS



Financial Summary

FISCAL YEAR 2010

REVENUE

Client Fees & Insurances	\$848,411 (90%)
Grants	\$15,165 (2%)
Church Contributions	\$13,200 (1%)
Individual Contributions	\$9,262 (1%)
May Breakfast	\$11,625 (1%)
Good Samaritan Banquet	\$28,177 (3%)
Misc. Income	<u>\$11,509 (3%)</u>
TOTAL REVENUE	\$937,349

EXPENSES

Wages, Taxes & Benefits	\$785,342 (84%)
Administrative*	\$163,353 (17%)
Clinical	\$ 621,989 (67%)
Facilities	\$37,163 (4%)
Operations	\$69,527 (7%)
Events	\$13,317 (2%)
Misc, Expenses	<u>\$31,718 (3%)</u>
TOTAL EXPENSES	\$937,067

*Administrative staff includes:

Half-time President/CEO
 Full-time Development Director
 Full-time Office Manager
 Part-time Receptionist
 10% of three Vice-Presidents

Fees vs Costs for Services



Staff

Audrey A. Watjen, MSW, LICSW
 President/CEO

Calvin R. Genzel, PhD , LP
 Vice-President of Clinical Services

David B. Reynolds, DMin, LPP
 Vice-President of Community Services

Emily B. Geoghegan, PhD, LP
 Vice-President of Mind/Body Services

Joyce M. Herndon
 Director of Development

Lois E. Goss, MA, LICSW

Bayard P. Herndon, MA, MDiv, LPP

Lisa D. Jobin, MA,NCC, LMHC

Patricia A. Ketzler, MDiv, LPP

Carol Knieriem, MSW, LICSW

Mary E. Koon, RN, MED, MLADAC

John J. O'Donnell, DMin, LPP

Carol A. Orze, MS, LMHC

Dianne Philion, MSW, LICSW

P. Mark Watts, DMin, LPP

Stephanie K. Williston, PhD, LP

Mary Yost, MA, MLADAC

Lee Preczewski, Office Manager

Cerissa MacDonald, Receptionist

Contributors

Thank YOU for your continued support - YOU are helping us to help others

Churches

Bedford Presbyterian Church
Brookside Congregational Church, UCC
Catholic Diocese of New Hampshire
Church of the Good Shepherd
First Parish Congregational Church of E. Derry
First Congregational Church of Manchester
First Congregational Church of Nashua
St. Elizabeth Seton Church
Ste. Marie's Parish Church
St. Peter's Episcopal Church

Individuals

Sr. Margaret Ahern
Mr. Craig Ahlquist
Ms. Irene Allard
Anonymous
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Ms. Adele Baker
Ms. Sarah Benson
Randy & Carolyn Benthien
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