



PRO BONO  
COUNSELING  
PROJECT

20  
ANNUAL  
REPORT  
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# 20 ANNUAL REPORT 20



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## MESSAGE FROM THE BOARD

In a time of unprecedented uncertainty and challenge for people from across Maryland, the Pro Bono Counseling Project (PBCP) remained committed to its core mission of ensuring Marylanders with limited resources are connected to volunteer licensed mental health professionals and other supportive services.

The convergence of a global pandemic, ongoing financial crisis, and renewed movements for racial justice resulted in increased needs for mental health support. To meet this surge in demand, Pro Bono Counseling shifted quickly to ensure that mental health services continued to be available during the pandemic:

- All PBCP staff seamlessly began working remotely with full capability and functionality.
- We assessed our volunteer clinicians' capacity to provide services via teletherapy and telephone therapy and were able to match clients based upon preferences and needs.
- We increased our outreach efforts for clinician recruitment, and over 100 new licensed mental health therapists have enrolled with Pro Bono Counseling this year.
- Although we had to suspend our on-site continuing education workshops for safety, we recognize our volunteers continue to require CEs for licensing, so we transitioned to offer these workshops virtually to meet this need.

Thank you for your efforts in support of PBCP this past year. You have worked to ensure that mental health needs are met, and we appreciate all of your support!

*Peter A. Kahn MD*

Peter A. Kahn, MD  
President

*Amy R. Greensfelder*

Amy Greensfelder, LMSW  
Executive Director



## WHO WE ARE

Pro Bono Counseling Project is your  
mental health connection.

Pro Bono Counseling Project was founded in 1991 with the goal of connecting uninsured and under-insured, low-income Marylanders with qualified mental health professionals who provide their services to those who are unable to afford them, on a volunteer or low-fee basis. Since then, we have helped match over 30,000 individuals and families throughout Maryland with the most appropriate counselors, based on their specific needs, and helped them obtain the mental health care they could not otherwise afford.

We serve anyone in Maryland who is facing difficulties paying for counseling and who is experiencing most mental health problems, including stress, anxiety, sadness, grief, life transitions, relationship issues, or any other issue that can be addressed through talk therapy. We work with a network of more than 800 licensed counselors, covering a range of specialties, located throughout Maryland. Counseling services are offered in person, where available, and during the pandemic via video conferencing and telephone.

# OUR WORK

## TELETHERAPY

At the onset of the COVID-19 pandemic, the field of mental health counseling made a rapid shift to teletherapy to ensure everyone's safety. To assess our volunteer clinicians' capacity to provide services via teletherapy, Pro Bono Counseling Project (PBCP) compiled resources on our website for mental health providers. Working with the United Way of Central Maryland, PBCP provided selected volunteers with HIPAA compliant teletherapy platforms and headsets to enable remote counseling services. Volunteers were chosen based upon a capacity assessment survey of teletherapy needs. More than 60 volunteers were issued noise-canceling headsets to help improve sound quality and increase privacy during client telehealth visits. PBCP also provided HIPAA compliant Zoom licenses to volunteers.



## ONLINE CONTINUING EDUCATION WORKSHOPS FOR CLINICIANS

Pro Bono Counseling Project (PBCP) offers a robust schedule of continuing education workshops throughout the year. As a benefit to active PBCP volunteers, these workshops are free, but all clinicians and constituents are invited to attend for a nominal registration fee. PBCP's staff is committed to offering workshop topics that are educational, timely, and relevant to a clinician's practice and are presented by experts in their respected fields. During the pandemic, PBCP transitioned its workshops to live interactive presentations virtually, and increased the frequency and number of credit hours offered. Workshop topics included Teletherapy, Ethics, Trauma, Systemic Racism and Bias, Remote Care, and Working with South Asian Clients.

## MENTAL HEALTH WARMLINE

Pro Bono Counseling Project (PBCP) created a mental health WARMLine to support Maryland residents experiencing mental health impacts related to the COVID-19 pandemic. The WARMLine is staffed by trained mental health professionals who listen to concerns, provide telephone-based support and interventions, and refer callers to any additional resources they may need. PBCP's WARMLine is not a substitute for crisis services or ongoing therapy but is a means of support for anyone who is not in an immediate mental health crisis. With extended weekday and weekend hours, the WARMLine can serve as an intermediate step to connecting individuals for therapy as necessary and can connect callers to crisis services. The WARMLine was created in partnership with, and funded by a grant from, the United Way of Central Maryland.\*

\*Grant awarded in Fiscal 2021 (June 2020)



# A YEAR OF IMPACT

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## 2020 CLIENT SNAPSHOT

70% Women  
29% Men  
1% Another gender identity

Age range: 4 years to 85 years  
Average age: 37 years old

### Client Race

47% Black or African American  
33% White  
3% Asian  
15% All Other Races  
2% Multi-Racial

### Client Ethnicity

14% Latino or Hispanic  
2% South Asian

73% Income less than \$40,000



14% of clients' spoke a primary language other than English.  
Languages spoken include:

ASL	Indonesian	Sinhalese
Arabic	Japanese	Spanish
Bengal	Korean	Swahili
Dari	Latvia	Tamil/Telugu
Egyptian	Mandarin	Thai
Farsi	Nepali	Urdu
French	Portuguese	Vietnamese
Hebrew	Punjabi	W. African Creole
Hindi	Russian	Yoruba



## 2020 CLINICIAN SNAPSHOT

13,848 Donated hours of counseling  
117 New volunteers enrolled

18 New bilingual clinicians  
More than 80 Multi-lingual volunteers

In-person counseling, telephone,  
and teletherapy provided

# A YEAR OF IMPACT

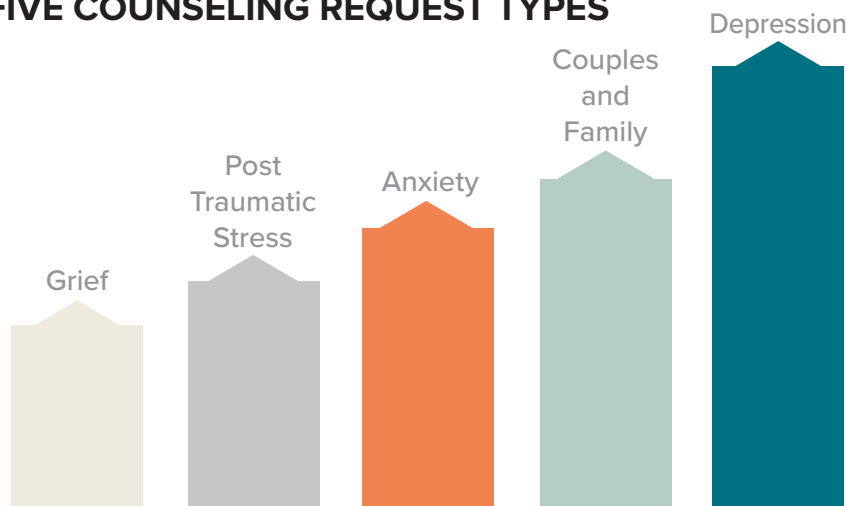
## COUNSELING REQUESTS BY COUNTY



2,585 requests for counseling

3,212 clients active in counseling

### TOP FIVE COUNSELING REQUEST TYPES



# WHAT PARTICIPANTS ARE SAYING

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## WARMLine Caller Statements

"I am so glad I called and you were able to help me. I was really having a hard time... I appreciated you listening to what I was going through."

*"It feels so good to be heard."*

"This WARMLine resource that you are providing is invaluable for me. This is such a significant service."

*"I truly appreciate you talking with me today. You have given me hope."*

## PBCP Client Statements

"I can't even say how appreciative I am of the services you offer. Therapy is really helping me."

*"I give your organization a 10/10. I've been working with a clinician through Pro Bono Counseling and I never want to work with another clinician again. I am so grateful for you guys."*

"I am so grateful that you provide this service. Counseling helped to turn my life around."

# FINANCIALS

## FY 2020 REVENUE

**\$762,144**

- Government Grants - 40%
- Private Foundations - 30%
- Program Fees - 20%
- Individual Donors - 9%
- Miscellaneous - 1%



## FY 2020 EXPENSES

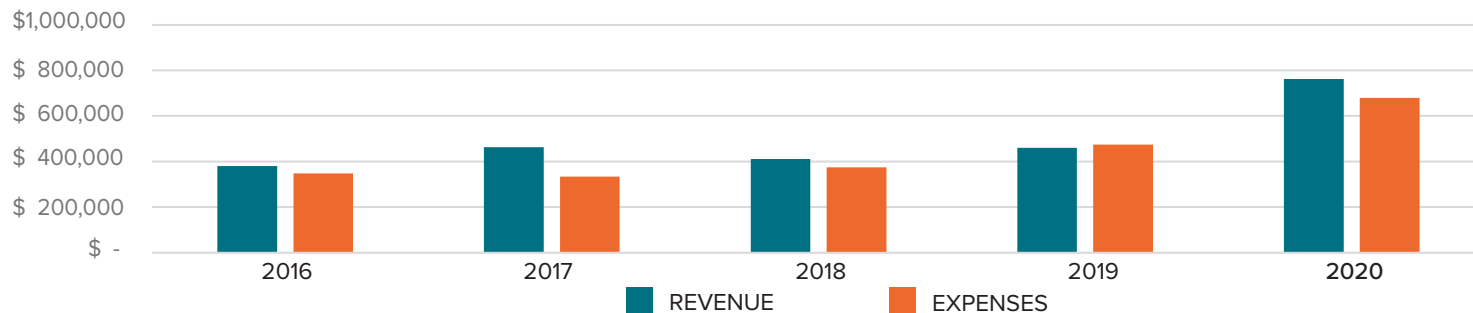
**\$679,722**

- Program Services - 88%
- General Admin - 9%
- Fundraising- 3%



**88% of *expenses* were program related**

## PRO BONO COUNSELING PROJECT FIVE-YEAR FINANCIAL ANALYSIS





# IN GRATITUDE

## PBCP VOLUNTEERS

The Pro Bono Counseling Project's volunteer clinicians are the lifeblood of the organization and the driving force behind its efforts. We would like to sincerely thank the more than two thousand mental health professionals who have given their time since our inception in 1991. It is through their exceptional generosity that PBCP can continue to help Marylanders with limited resources receive quality mental health care.

## PBCP SUPPORTERS

We sincerely thank and recognize the 465 private individuals who donated to Pro Bono Counseling Project in 2020. Additional funding:

### PUBLIC FUNDERS

- Baltimore County Department of Planning
- Behavioral Health Systems Baltimore
- Governors Office of Crime Control and Prevention

### CORPORATE SUPPORT

- Certified CIO
- Schoenfeld Insurance Associates

### PRIVATE FUNDERS

- The Bainum Family Foundation
- Baltimore Women's Giving Circle
- The Jacob and Hilda Blaustein Foundation
- The Charles Crane Family Foundation
  - Goldseker Foundation
- The Hoffberger Foundation
- David and Barbara B. Hirschhorn Foundation
- Louise D. & Morton J. Macks Family Foundation
- The Mental Wellness Foundation
  - Middendorf Foundation
- Harry and Jeanette Weinberg Foundation

## PBCP BOARD MEMBERS

### PRO BONO COUNSELING PROJECT BOARD MEMBERS

Peter A. Kahn, MD - *President*  
 Gilbert A. Bliss, LCSW-C - *President-elect*  
 Mark Smolarz - *Treasurer*  
 Lisa Beauvois, CRNP - *Secretary*  
 Melinda Hiken, APRN/PMH-BC - *Past President*

Chioma Anah, EdD, ATR, LCPC-S  
 Swaran S. Dhawan, LCSW-C  
 Shelly Lurie, APRN/PMH-BC  
 Daniel Mayer, JD  
 Camille B. Wheeler

# HOW YOU CAN HELP

Join us to ensure that all Maryland residents have equal access to the mental health care services and resources they need:

## DONATE

Make a one-time gift to Pro Bono Counseling Project or pledge to be a recurring donor at [ProBonoCounseling.org/support/annual-giving/](https://ProBonoCounseling.org/support/annual-giving/).

## VOLUNTEER

If you're a licensed mental health professional, join the network of more than 800 participating clinicians who donate their time each year to improve the lives of Marylanders in need of counseling. Visit [ProBonoCounseling.org/clinicians/get-involved/](https://ProBonoCounseling.org/clinicians/get-involved/) to enroll.

## SPONSOR A WORKSHOP

PBCP offers continuing education workshops for volunteer clinicians at no cost. Show your support for mental health care access by sponsoring one of these events. Contact us at [Info@ProBonoCounseling.org](mailto:Info@ProBonoCounseling.org).

## FOLLOW US ON SOCIAL MEDIA

PBCP is on Facebook and Instagram @ProBonoCounseling. Be the first to know about PBCP news and help spread the word about the free mental health resources available to those who need them.







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