

**KRONKOSKY CHARITABLE FOUNDATION
ROUNDTABLE DISCUSSION**

TOPIC: Community Based Counseling Services

DATE: April 9, 1999

PREPARED BY: Julie Crawford

PARTICIPANTS

Invited Agency Representatives

Dr. Paul Parks	Executive Director	Ecumenical Center For Religion and Health
Mr. Larry Abrams	LMSW	Family Service Association
Ms. Lillian Younkens	Executive Director	Catholic Consultation Services
Mr. Ron Aaron	Executive Director	Jewish Family Services
Mr. Tony Neugebauer	Clinical Director	Community Counseling Services Our Lady of the Lake

Foundation Staff and Trustees

Palmer Moe	Executive Director
Megan Kromer	Director of Program & Evaluation
Mark Carmona	Grants Manager
Julie Crawford	Intern, UTSA

OVERVIEW OF ORGANIZATIONS

Jewish Family Services

Jewish Family Services is a secular organization founded in 1973 to provide mental health services for the surrounding community. In 1998 they adopted a sliding fee scale and they also provide free services to victims of crime. (Charges do not have to be filed against the perpetrator, but if the statute of limitations has not run out, victims are encouraged to report the crime.) Jewish Family Services provides counseling for people from ages 4 to 70. Counseling services are provided for people who have had traumatic experiences ranging from child abuse to elder abuse and for people dealing with family issues (divorce, custody, blended families), depression, and eating disorders.

Since July 1, 1995 there has been a 75% increase in the number of clients. In 1999 there were 339 crime victims who received 2,029 hours of counseling services. Jewish Family

Services employs 8 full time therapists and they have 4 therapists that volunteer their time. There is a need for additional therapists. They are open six days a week. Monday and Friday from 9:00 a.m. to 5:00 p.m., Tuesday, Wednesday and Thursday from 9:00 a.m. to 7:00 p.m. and on Sundays from 10:00 a.m. to 6:00 p.m.

Other services offered include: play therapy and psychological testing. The eating disorder program is an integrated multi-disciplinary program with a nutritionist and a psychiatrist. JFS works with children and adults who have battled with anorexia.

Our Lady of the Lake Counseling Services

Our Lady of the Lake Counseling Services was founded about 30 years ago and they serve as a training facility for students as well as a Mental Health facility for the community. Students must complete 4 semesters of training which must be done at the clinic. 25 to 30 psychology students at Our Lady of the Lake graduate per year. Students spend time at the clinic where they are provided with a variety of experiences. The Education tract takes approximately 3 years to earn a graduate degree, a doctorate degree takes between 4 to 7 years with an additional one year of internship. Our Lady of the Lake Counseling Services offers counseling 2 nights a week to the families of Any Baby Can.

Their mission is similar to the university's mission (education), but their goal is to provide all services at decreased fees to the West Side community. They serve people with mental health problems and people who have been victims of crime. They also serve the mandated client whose therapy is an alternative to incarceration.

Our Lady of the Lake Counseling Services added Spanish speaking services in the mid 1980's. They also provide play therapy, psychological services and psychological testing at a reasonable fee. Some of the reasons a person might want psychological testing done include:

- there is a tremendous wait at their children's schools to test for ADHD,
- they must meet specific criteria for the school to provide certain services
- they want to find out where they or their child is developmentally
- there is or was emotional, physical, or psychological abuse

Family Service Association / Families And Schools Together

FSA addresses five areas adversely affecting families: Family breakdown, child abuse, care needs of both very young and elderly dependents, juvenile crime and substance abuse. Families and Schools Together (FAST), helps families of elementary school children identified as at-risk for future substance abuse, school failure and delinquency. They develop the skills needed to overcome their daily challenges without abusing drugs or alcohol. Students are referred to FAST by school counselors, parent liaisons and a drug and alcohol coordinators team. FAST has 2 therapists and have parent liaisons, counselors who identify problems such as family problems or grades. They have a family approach that looks at the whole picture like marital problems that may affect children. The services are free but can only be offered to FAST clients.

The FAST program provides services for those who do not have access because they do not have transportation or a phone. FAST is an 8 week program that tries to "put back what has been taken away". They meet 2 1/2 hours a week and they have a meal, learn communication skills, they spend time together and they have buddy time, which is networking with other parents.

School districts identify schools who have requested the program and the schools contact FAST to work out the logistics. The program meets between 6:00 and 8:30 p.m. The FAST program is active in 29 states and currently they are in 22 schools in San Antonio.

- FAST is funded by TCADA
- See attachment for other programs offered by Family Service Association.

Catholic Consultation Services

Catholic Consultation Services began offering counseling services in 1981 at the request of the Archbishop of San Antonio. They began by offering counseling to priests, nuns and brothers and soon after offered counseling to non-ordained ministers and referrals made by the clergy. 48% of the clients are on a sliding scale and they pay between \$5- \$25. They also bill Medicare and Medicaid.

Catholic Consultation Services mainly serve the Hispanic and poor communities. They have a Hispanic bilingual counselor. They recently opened up a center on the East Side but there is a certain reluctance on the part of the parents to see a counselor or to send their child to a counselor.

They have 4 full time counselors and 2 part time counselors; normally they hire interns but currently do not because they do not have someone to supervise them. Their main struggle is to find therapists who are bilingual and know the culture.

Catholic Consultation Services provide people with counseling services while respecting their values and religious denominations. Most people hear about them through parish priests and through the yellow pages.

- 8000 clock hours are available and they handle cases that range from extreme psychotic to personal issues.
- Catholic Consultation Services are currently taking their programs into the schools.

Ecumenical Center for Religion and Health

Ecumenical Center for Religion and Health was founded about 30 years ago by Bishop Jones and Rabbi Jacobson. Henry Perkins currently staffs the organization. Many medical students come to this organization for ethics training. Physicians must have ethics training once a year. There are 4 seminars offered for physicians including long distance learning that spans into the valley. Ecumenical Center for Religion and Health is a Pastoral organization. The majority of people on staff have a BA in theology and a MA in psychology. The organization does not promote a religious viewpoint, rather they provide opportunities for people to bring in their own religion.

They have a fee subsidy based on gross income, family size, resources, and situations. The counseling aspect is to see a wide range of people from poor to rich. Those with Clinical Pastoral Education (CPE) training can go minister in hospitals because they have knowledge on how to handle disease. Others use the CPE experience to understand their congregation. There is also a Hispanic CPE program.

Ecumenical Center for Religion and Health focuses on Gerontology and they try to reach persons in residential care by partnering with organizations. They also look at issues such as how to provide service to the "sandwich generation", extended care facilities, the well being of residents and creative ways primary care individuals work with them.

People hear about the services from referrals from pastors and from the phone book. The counseling services are offered on an individual basis. Appointments are made and the actual service is offered at the church.

For over 30 years the Ecumenical Center for Religion and Health has served the San Antonio area by combining the very best of the biological and

medical sciences with the resources of faith traditions to promote healing and growth for individuals, families and institutions. The services include:

Counseling: The Center provides individual, marital, couple and family counseling and psychotherapy for persons suffering from anxiety, depression, marital and family conflicts, stress related to job, parenting, aging, chemical use, loss and grief. Clients reflect a broad socio-economic background as the Center maintains a commitment to providing the highest quality service to clients regardless of their financial means. Therapists are state licensed and hold graduate level degrees in both psychology and theology. A unique feature of the service is the ability to utilize and integrate the resources of faith in the therapeutic process. Persons may be self-referred or are referred by religious professionals, physicians, schools, former clients and friends. Fees can be subsidized as needed based on income, dependents, and extenuating circumstances.

Pastoral Counseling Training: The Center provides Clinical Pastoral Education (CPE) training for clergy and laity training for hospital and prison chaplaincies and parish ministry. The program is provided in both English and Spanish. The Center also works in conjunction with major seminaries to provide doctoral level education and with local educational institutions in training masters and doctoral level counseling interns.

Bioethics: Led by Henry Perkins, MD, the Center provides programs and classes addressing ethical issues faced by religious and health care professionals. Classes for medical school residents, interns and physicians are offered at the Center.

Special programs: The Center provides a variety of educational programs, workshops and courses for professionals. Of special note is the Center's Gerontology program that works collaboratively with other organizations to understand and address the needs of residents and family members of elderly in residential homes.

Issues

- The elderly have special needs for senior service programs, psychiatric counseling, transportation.
- Caregiver issues includes anger, frustration, being overwhelmed, elder abuse and exhaustion. Questions like "Am I gonna end up like this? or Who is going to take care of me?" Poverty is an issue because 60% of clients are below the poverty line which means they make under \$10,000 a year.

- There are different types of clients those that are victims of crimes, those that have substance abuse problems and those that are mandated.
- Barriers to services are accessibility, the stigma associated with being in therapy, distrust, transportation, lack of child care and respite care.
- Sensitivity to cultural differences is an important issue when it comes to understanding why many do not choose to get counseling. There may be cultural bias against sharing your problems outside your culture.
- There is a resistance on the East Side because that part of the community feels disenfranchised, cut off and skeptical. They look at counseling services as more of a social worker, or welfare spy. They see the promises as nothing more than lip service and they eye it with suspicion and distrust. The system lets them down. They tend to trust only established services that have been in their community for 5 or more years.
- The fact that many clients find services in the Yellow Pages reflects a disconnect from community networks.
- There are people who have tried managed care and have had horrible experiences, some will not get services again because they are not being served. The managed health care system is overwhelmed and people are looking to community-based services for help.

Critical Gaps in Services

- There is a lack of access to services for teens and adolescents, including residential services.
- There is a lack of focus on long term problems, people are looking for instant results.
- Child Protective Services are so overwhelmed that if "it's not bleeding" they rarely intervene on behalf of the child.
- There is a shift away from talking about healing. HMO's are more concerned with a person being functional and how cheaply you can get them to function.

Needs and Recommendations

- We need more early intervention programs that focus on kids that have severe problems instead of waiting until they come through the Texas Youth Commission.
- The well to do are underserved

Attachments

Family Service Association

Community Counseling Services