



2020
Annual Report

Find

Support
in

Individual, Family, or Group Counseling

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You're not alone

Flexible appointment hours available to meet your needs.

English and Spanish.

Income-based rates upon request.

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Experience Grace

A professional counselor will walk you or someone you love through:

Depression | Grief & Loss | Domestic Violence | Spiritual Wounding | Anger | Eating Disorders

Addictions | Sexual Abuse | Leadership Training | Trauma | Financial Advisory | Pre-Marriage

Marital Struggles | Life Coaching | Reconciliation | Career Coaching | Child & Adolescent Issues

Make Peace **with God, yourself, and others.**

Let's collaborate on running a group, workshop, classes, or retreat about

Communication | Marriage | Parenting | Friendship | Contentment | Healing the Hurt of Sexual Abuse

Helping the Hurting | Healthy Relationships | Topical Bible Studies | Mood Disorders | PTSD | ADHD
& more ...

Message from the Executive Director & Chairman



Judy Reid, Executive Director

I've been regularly reminded over the past year of one night when we put our son to bed. He often had trouble just going to sleep. That night he said, "Mommy, I need something." We asked what. He said, "I need something." We asked again, "What do you need?" He replied, "I need something else." Our COVID year has been one of many people feeling they need something and not really knowing what that something is.

Our total clinical revenue has increased by 17% over this past year which is double our normal growth. People are struggling. It has been a year of people needing all kinds of help. The lack of things to do has often left room for negative thoughts and past traumatic experiences to surface. People have had a lack of socialization, which highlights our need for relationships. People have questioned where God is in the mass illnesses, racial, and political tensions and the division of our families and country.

COVID has also brought about an increase in unemployment and people in need of services who don't have the funds to pay for help. Scholarship usage increased by 122% as 44% of the people we served this past year are low income. We are so thankful to all of you have supported us over this year as we have supported people in the community.



John Clark, Board Chairman

2020: what an unexpected year it was! Nearly everything we knew was upended, changed, or cancelled. The suffering and loss have been unbelievable. And who would think that during all this we could not even gather with our extended families or fellow church members for comfort!

And yet, while working on this message for The Peacemaker Center's Annual Report, I realized with great joy that while there was no way to predict the devastation wrought by the Coronavirus, The Peacemaker Center had been well prepared to meet the need created by the turmoil and to continue to provide the vital services we have always provided. We did this by building a solid foundation over the years that supports the organization and the people we serve. That foundation has its cornerstone in God's grace and strength; and it has building blocks made up of dedicated Therapists; effective processes; adequate resources; strong leadership and administrative teams; and essential prayer partners and financial supporters who are willing to step up and support us so that no one will lose services.

While I still look back at last year with sadness, I also look back with joy, knowing that The Peacemaker Center was ready, willing, and able to meet the challenges of the year with strength and resilience; and all of that gives me great hope as we enter a new year.

Mission Statement and Core Values

SATISFACTION SURVEY 2020 COMMENTS

Each year we ask clients to participate in our Client Satisfaction Survey.

This helps us evaluate how we are doing as both an organization and as individual therapists.

We found consistent comments from clients finding the atmosphere to be welcoming, safe, and genuine; a place where they could talk, be heard, be understood, and where they could find encouragement and hope.

Here is a sampling of the comments:

My therapist literally saved my life and was able to reconcile me with my family - Priceless!

My therapist has always made me feel welcome at The Peacemaker Center and my life has really improved since I have started coming for therapy. So thankful for everything you all do.

Mission Statement

The Peacemaker Center is dedicated to helping people find peace with God, themselves, and others.

Vision

Our vision is to provide Clinical Counseling, Marriage & Family Therapy, and Social Work to anyone in need of our services, regardless of their ability to pay. Our trained professionals provide excellence in clinical care within the framework of God's truth and guidance. We see couples, families, and individuals of all ages for a variety of relationship and mental health issues.

*May the God of hope fill you with all joy and peace
as you trust in him.
Romans 15:13*

Core Values

God's Grace - Relentless pursuit of God's love and forgiveness.

Authentic Relationships - Knowing ourselves, we seek to know others in a genuine way that lifts shame and brings life.

Accountability - Building a healthy community where dialogue leads to healthy change, goal achievement, and adherence to ethical standards.

Growth - Achieving peace through growing relationships with God and others.

Wisdom - Pursuing high levels of Biblical wisdom and continuing to grow and learn as professionals.

Justice - Impartially pursuing what is fair.

Community Involvement - Collaborating with and supporting other organizations as we serve individuals and families in the context of their community.

Excellence - Hiring, training, and developing professional staff to provide relevant clinical services to all people seeking help.

Our Methods

Cognitive Behavioral Therapy | Emotion-Focused Therapy
Dialectical Behavioral Therapy | Family Systems Therapy
Play and Art in Therapy | Professional Assessments
Bible-Based Mentoring/Counseling | EMDR
Team Building & Business Consultation
In-home Services by BSW Interns
Gestalt Individual & Family Counseling

Our Staff & Board

We are pleased to report we have grown from 30 to 36 Counselors and Interns in the year 2020. We were intentional in hiring Counselors to help us meet the need and demand coming from a challenging year. Our Therapists all sharpened their telehealth skills to meet the needs of clients unable to get to the office.

THERAPISTS

Amy Hummel, DA
Ann Spooner, MSS, LSW
Becca Brittain, MSW, LCSW
Bonnie Kotler, MS, LPC
Christie Versagli, MS, EMDR
Christine Granese, MS
Dan Rodgers, MBA, MA, LPC
Dawn Sirois, MA, LMFT
Ed Fleth, MA
Heather Makowicz, MSW, CSD
Jill Maher, MA, NCC
Judy Reid, MSW, LCSW, LMFT
Karen Fitchett, MA
Karen Uhler, MA, LPC
Lisa McCartney, MS
Lisa Qualmann, MABS, LPC
Megan Delp, MMFT
Melanie Wilson, MS
Nancy Mitchell, MABC
Nicole McKinney, PhD
Pam Hopkins, MA
Samantha Hess, MS, LPC
Sandy Lewis, MHS
Sandy Padron, MA
Scott Edwards, MDiv, MA, LPC
Sharie Neal, MA

Shavaun McGinty, MA, CT, NCC
TaMara Gray-Phillips, MFT
Tracy Defina, MFT
Vicki Shay, MA, LPC, CPAM
Whitney Witczak, MA

INTERNS

Danielle Simone
Deanne Weaver
Kaylin Calamaro
Megan Moffett
Molly Measure

BOARD

John Clark, Chairman
Barbara Yamarick, Secretary
Thomas Whiteman, Treasurer
Cindy Wanamaker, Member
Judy Reid, Executive Director
Scott Edwards, Director of Operations

ADMIN TEAM

Patsy Green, General Office Manager
Linda Scura, Intake and
Communications Coordinator
Linda Chermer, Business Office
Manager

Our Team

We provide individual, marriage, and family therapy within the framework of God's truth and the context of community. We remain intentional with our staff being trained and certified in Trauma Repair to meet the needs of our community.

Vital Statistics

Statistical Information of the performance and service of The Peacemaker Center to clients, for the organization as a whole, and specifically to clients in financial need that received donated sessions or assistance from the scholarship raised from our generous donors.

Client Service Statistics for 2020

Clients Served:

1,339 Total Clients Served

Decrease of 3% of Total Clients from 2019

692 New Clients Served in 2019

Decrease of 13% of New Clients Served from 2019

Hours of Client Service:

11,597 Hours of Client Service

Increase of 3% of Hours of Client Service from 2019

Charitable Client Service Statistics for 2020

Scholarship & Donation Funds Raised:

\$69,731 Total Fund Raised

Decrease of 19.5% from 2019

Donated Sessions:

575 Sessions Donated Free of Charge to Beneficiaries

Increase of 44%

Scholarship Assisted Sessions:

1,402 Total Sessions Averaging Over 116 Per Month

130 Beneficiaries of Scholarship Funds

Low Income Sessions:

4,857 Low Income Sessions Provided

44% of Clients Served were Low Income

42% of Sessions Provided to Clients were Low Income Sessions



I greatly appreciate my reduced rate. The Grants from The Peacemaker Center help me to be able to afford very needed counseling.

I am grateful for the healing I've experienced in my therapy at The Peacemaker Center. I've been honored to participate in the annual fund-raising event as I love the idea of scholarships.

I feel I have tools and resources to manage my anxiety. I feel I have a stronger sense of identity in Christ for others that need therapy and are not able to afford it or may not have insurance.

Financial Statement

The Peacemaker Center Summarized Statement of Activities

January 1st - December 31st 2020

INCOME

Clinical Revenues.....	779,968.75
Helps Revenues.....	55,422.00
Scholarships & Donation Revenue.....	75,731.28
Other Income.....	83,211.45

Total Income.....994,333.48

EXPENSES

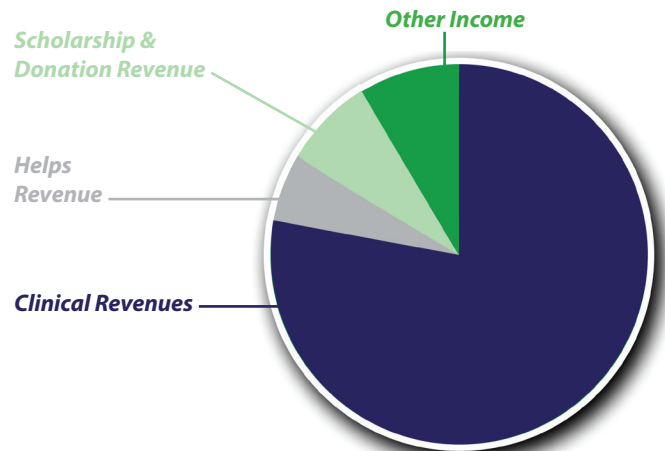
Clinical Operation and Staff Costs.....	581,663.54
Administration Costs.....	179,997.72
Office & Organizational Operation Costs.....	64,762.98
Property, Buildings, and Maintenance.....	83,787.84
Fundraising Costs.....	5,022.32

Total Expenses.....915,234.40

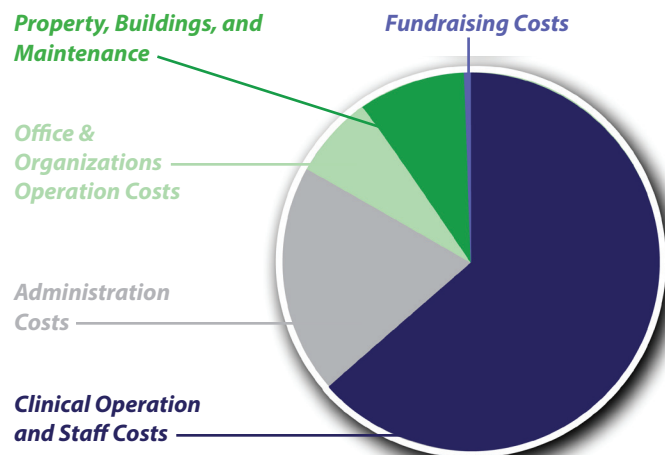
Operational Proceeds to Net Assets.....79,099.08

* Financial information has not yet been audited

INCOME SOURCES FOR OPERATIONS



OPERATIONAL EXPENDITURES



Financial Discussion & Analysis:

During the Financial Year of 2020, The Peacemaker Center had strong overall financial growth, represented through the increase in Clinical Revenues from services paid by clients. Helps Revenues from the assistance of Churches and other organizations, and Scholarship & Donation Revenues raised through the generosity of donors remained strong despite the many challenges faced during 2020 and had slight decreases from the previous year. The increase in revenues from the clinical process exceeded the declines from Helps and Scholarship & Donation Revenues by \$98,571.48.

Included in Other Income was interest income, dividend income, and gain on forgiveness of Payment Protection Program (PPP) loan received during 2020.

Total revenue was \$994,343.48, a 22.00% increase from total revenue in 2019 and Clinical Revenues were an \$118,162.64 in total and 17.85% increase from the prior year.

Total expenditures were \$915,234.40, an increase of 15.48% from expenditures reported in 2019. Operational Proceeds to Net Assets of \$79,099.08 were utilized to make a significant effort towards paying down the mortgage (\$50,000 not reflected in the Profit & Loss Statement) and the remaining will be carried into 2021 for the operations of the organization.

Peacemaker Award Recipient 2020

*My therapist
was absolutely
amazing at
intertwining
mental health,
well-being
and spiritual
encouragement.
This made all the
difference for me!*

*My therapist's
suggestions
are always on point
with things
I'm working on.
It was a Godsend
she had me read
the book,
"The Deepest Well".
My therapist
always has
suggestions
for anything
I'm struggling with.
I feel very thankful
to have her
as my therapist*

The Peacemaker Center is pleased to announce the winner of our annual award that recognizes local individuals who are going above and beyond in service to others and their community. Congratulations Holly O'Connell!

Holly, a nurse by profession, a Mom by God's grace, and resident of Downingtown, found herself navigating the mental healthcare maze when a family member was going through a mental health crisis. Even with her clinical training, she found the journey difficult and full of bumps along the way. Determined there had to be a better way, A Path To Hope was born. Holly is the founder and executive director of A Path To Hope, a non-profit with a mission to guide and support individuals in navigating mental health systems through education, information sharing, and community projects. A Path To Hope seeks to empower individuals to seek treatment by improving access to resources.

Often a family member is at a loss as to where to start and who to turn to when discovering a loved one is suffering with mental health challenges. Holly experienced this intimately when researching options for her family's mental health services. She has combined her motherly heart with her vast medical knowledge to create a landing page for locals researching mental health care. Instead of surfing the Internet and coming up empty and confused by all of the content, A Path to Hope's website and social media pages aggregate local resources that cover an array of mental health topics to help educate and give direction to a family seeking help.

"Our desire is to educate the community, have open conversations, and share what incredible resources are available to us right in our own backyard,"
Holly shared in an interview with The Peacemaker Center.

In addition to these online resources, Holly spends a great deal of her time sharing what she has learned and experienced along her journey by educating others in the community. Through dynamic talks, Holly shares the ins and outs of finding the right provider, insurance claims, crisis interventions, and other local resources, as well as tools to prepare children struggling with mental health for college. She and a

small group of volunteers have also organized Resource Fairs that bring local practitioners all under one roof to present information in a non-threatening atmosphere. The pandemic has not stopped Holly's efforts and now virtual presentations are being done and a virtual Resource Fair is planned for the spring. Holly is also always willing to have a one-on-one discussion to share her story and offer some guidance.

You can also credit Holly and A Path to Hope for the signs around town that say, "Don't Give Up", "You Matter", "You Are Not Alone", and "One Day At A Time." While these slogans are part of a national campaign, A Path to Hope has brought them to Chester County. Who knew when Holly founded A Path to Hope that we would be part of a pandemic and be in the midst of a growing need of mental health services?

In sharing how God's presence has led her and her family on this journey to forming A Path To Hope, Holly shares, "I was given the gift to recognize the call to help when someone in my life had the courage to reach out. We were able to give them help, and I need to pay that forward."

A Path To Hope is a valuable resource in our community and Holly was the obvious choice for the second annual Peacemaker Center award for her efforts in our community. We thank her for her selfless service in advocating for mental health needs here in Chester County!



Moving Forward

Andy

Andy suffered from depression and anxiety; he also worried because he knew his job was going to be eliminated soon, and he lacked the confidence and skills to interview for other jobs. In addition, he became homeless after a conflict with his roommate. He was able to apply for housing support while maintaining dignity and purpose during the time he was homeless. He was able to learn and practice effective interviewing skills, which aided him in gaining the confidence needed to pursue and eventually be hired for a better paying job. Andy recently moved into a new apartment. His anxiety and depression have diminished as the quality of his life has improved.

Alison

Alison came in at age 64 and was highly distressed and struggling to manage her emotions. She had physical pain most of the time. She used EMDR to process early trauma and attachment wounds that have negatively impacted her throughout her life. She experienced a lifting of shame, a decrease in overall anger and a relief from some of her physical pain. She has learned she does have a voice and can use it. She reports feeling lighter. She is finding a new awareness of the interconnectedness within herself of her developmental parts from infancy through adulthood.

Marcia

Marcia came in because she was feeling depressed and anxious. Not much had changed in her life except the limitations of Covid. She is normally outgoing and loves to travel. Her travel for work came to a halt and she was forced to work mainly from home. Covid caused life changes that allowed enough down time for past events to creep into her mind. She was able to resolve old losses and childhood bullying by using EMDR to reprocess the old memories. She began coming into sessions noticeably lighter and to the point she came in once a month just to check in. Her circumstances have not changed but she has. Her depression and anxiety seem to have lifted.

New Staff Introductions

Christine Granese, MS



Chris is dedicated to the whole person concept of mental, spiritual, and physical health. Her range of personal and professional experience include working with children and families concerning attachment and bonding. Chris relates and is sensitive to her experience with bereavement and addiction counseling.

Heather Makowicz, MSW, CSD



As the mother of a son with multiple special needs and someone who has experienced deep healing in her own life, Heather strives to give away what she has received. She is a Certified Spiritual Director and a leader in her church's Healing Prayer Ministry.

Jill Maher, MA, NCC



Jill's passion is helping her client's feel heard, supported and encouraged while working with them to identify areas for growth and tools for strength. Her wide range of personal and professional experience lends well to her holistic approach to healing.

Karen Fitchett, MA



Karen, a breast cancer survivor, brings a variety of life experiences to her counseling. Karen desires to help others work through struggles and find hope and healing utilizing an integrated approach, which includes person-centered therapy, cognitive-behavioral therapy, family systems therapy, and other approaches.

Lisa McCartney, MS



Lisa has been working as a professional therapist for more than eight years and brings a variety of experience. She has developed a specialization in anxiety and obsessive-compulsive disorder (OCD), marriage and family, and spiritual growth.

Nancy Mitchell, MABC



With warmth, compassion, and humor, Nancy walks alongside her clients to support them in their journey toward emotional health and restoration. She uses an integrative approach to counseling that includes cognitive behavioral therapy, person-centered therapy, strengths-based therapy, and other approaches.

Sharie Neal, MA



As a Christian counselor, Sharie partners with clients to bring healing and wholeness through a therapeutic partnership and integrative counseling approaches that provide knowledge, practical application and hope. Her 30 years of counseling experience and training have made her knowledgeable and skilled at uncovering root problems and identifying life processes that lead to recovery.

Tracy Defina, MFT



Tracy's passion is seeing individuals, couples, and families thrive. With compassion and connection, she offers hope for clients to grow, healing wounds and relationships. Addressing anxiety and depression from trauma is a strength of Tracy's in addition to working with sexuality and sexual addiction including partner support.

Fundraising Results

I feel I benefited from having someone who listened and gave me feedback in a caring way that held me accountable to God.

This has been one of the most positive life changing events in my life. My therapist has been an answer to my prayers and she allows me to go at a pace that I am comfortable with and she challenges me at the same time. I went to a therapist for years and she has changed my life. thinking. mindset in a matter of weeks.

We are so grateful for our donors and the support we have received from the community over the past year, especially in light of the challenges COVID has brought.

Community support directly impacts the people we serve and helps to provide the highest quality of mental health services to help individuals facing the challenges of life.

Our total raised in 2020 was \$75,731. Your generous support made a difference with...

- Immediate shift to telehealth services at the initial shut down in March.
- Providing needed therapeutic services to individuals, couples, families, and children who could not otherwise afford services
- Enabling group sessions to be offered to the community at low cost.

Thank you for making a difference!

2020 Donors

Benevity Community Impact Fund
Brick Lane Church
Calvary Chapel of Chester Springs
Calvary Lutheran Church
Campbell, N
Carver, C & J
CF Downingtown
Chepak, C & L
Chester County CYF
Christian, T & H
Cianci, M & S
Cipriano, C
Clark, J & M
Commonwealth of PA (Crime Victims)
Covenant Fellowship Church
Crouse, R & M
Darnell, J & D
deMelker, E
Derres Family Charitable Fund
Eckel, P & B
Edwards, S & W
Elko, L
Enright, S & S
Fitchett, K & C
Franklin Mint Federal Credit Union
Grace Valley Fellowship
Green, C & P
Han, R

Helmbrecht, K & L
Helping Hands (Kyle Korver Foundation)
Hetzl, J
Holenstein, P & K
Holt, K & K
Holway, C
Home of the Sparrow
Incyte Corporation
Matching Gifts Program
Ingram, S
Justice Rain
Koehler, S
Koppenhaver, G & A
Kotler, M & B
Kramp, B & E
Linskens, N
Livingston, R & B
Maher, S & J
Marsh Creek Church
McAndrews, R
Mission Community Church
Mitchell, J & N
Montgomery, P
Moyer, M & E
Nagel, M & M
Nines, K
Palamone, D
Park, D & S
Parker, D
Payne, B & S
Peiffer, W & J
Peterson, E
Project 938

Providence Church of Coatesville
Providence Church of West Chester
Reid, R & J
Robbins, T & C
Roche, A
Rodgers, D & L
Sebastro Family Fund
Shay, T & V
Simkanin, C
Snyder, E & L
Sowden, L
Starke, J & S
Steege, C & S
Susiani, R
Thijs, N
Timer, R & S
Trinity Asset Protection
Truxler, D
Wanamaker, C
Wasilchick, L
Weber, M & N
Weyl, C & E
Whiteman, T & L
Wilkinson, R
Willowdale Chapel
Wisniewski, B & B
Witczak, W
Yamarick, D & B
Young Mom's
Zelina Le Boutillier Charitable Foundation

IT'S OKAY TO CRY

Little did we know in March 2020, that over a year later, we would still be dealing with the Covid-19 pandemic. It was the start of a year that would change all of us and cause significant disruption in all of our lives. Finances, household burdens, childcare, food accessibility, health care, loss of job or reduction in hours, distance learning, strained relationships---the list goes on and on. And what do all these things have in common? They can negatively impact our mental health.

For many, the pandemic has changed the way we live and work and require us to limit our people-to-people connections. The repercussions of all of this has taken a significant toll on our mental and emotional well-being. And while we anticipate an end to physical restrictions and mask wearing, the impact of these challenges experienced

during the pandemic will be with us for a long time and be the subject of research studies for years to come. It is easy to feel the burden of all of these changes and be overwhelmed by feelings of grief, sadness, loss, anxiety and loneliness. Emotional suffering and grief presses in and many don't know how to deal with these difficult emotions. Avoidance of your feelings won't work forever. It's okay to cry! It's okay to ask for help!

Our brain is the most complex organ in our human body, yet we probably give it the least amount of attention. While we know how important it is to seek help when we have a physical challenge, we are not so quick to seek assistance for our mental health challenges. And we often don't make the connection that our mental health will begin to impact our physical well-being.

ing. High blood pressure, stomach aches, headaches, chronic pain and difficulty sleeping are just a few of the ways our bodies will tell us something is wrong. It's okay to cry! It's okay to ask for help!

While none of us knew last year what the future would be, God is and was in control. As other information in this Annual Report highlights, The Peacemaker Center continues to expand our reach with new staff and locations. Mental health and its negative effects can seep into all aspects of our lives, including our faith as we question God. Our counselors will come along side individuals and families who may be struggling. Our caring, nonjudgmental staff can help you recapture your hope and your faith as they walk alongside you to help you heal. It's okay to cry! It's okay to ask for help!



Locations

DOWNINGTOWN

103 GARRIS RD

KENNETT SQUARE

202 S WILLOW ST

WEST CHESTER

312 W UNION ST

COATESVILLE

643-5 E LINCOLN HWY

AUDUBON

778 SUNNYSIDE AVE

FORT WASHINGTON

500 OFFICE CENTER DR., SUITE 100

Contact Information

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FACEBOOK: www.facebook.com/thepeacemakercenter



We are a faith-based non-profit 501c3 organization and welcome your most cheerful donation.