



ANNUAL REPORT

TRANSFORMING LIVES,
RESTORING FAMILIES AND
BUILDING STRONGER COMMUNITIES

2023

Board of Directors:

Bill Hostetter

Michael Woodin

Lisa Owen

Gianluca Santinelli

Dr. Katie Bowman

Welcome To New London Counseling Center

A Message From Our Executive Director



**Making a difference,
together.**

We love what we do and we love doing it with you! Thank you for your support to make mental health care affordable, accessible and available in our area.



Seeing lives transformed, families restored and our community strengthened.

2023 was a year bursting with excitement, energy, and growth at New London Counseling Center (NLCC.) Some of the highlights include tripling our full-time staff at Avon Grove School District, offering bilingual services to students at The Garage Youth Center in Avondale and Kennett, and hiring six new staff members at the end of 2023. On top of that, we continued to offer outpatient care to our friends and neighbors regardless of their ability to pay. Even though money is tight for many households and insecurity seems to loom around every corner, *the supporters of NLCC have truly blessed this mission* and we are so humbled by the fact that we have never turned anyone away or limited services because of finances. Our clients continue to receive affordable care for as long as they need it with our incredible team of clinicians.

There's so much to be thankful for as we move into another year of growth and begin a partnership with another local youth center and offer new parenting groups to the community. Our dynamic group of therapists and staff continue to break down barriers and enter our neighborhoods to provide education and encouragement through other non-profits, places of worship, career expos, civic groups, athletic teams, etc.

We love what we do AND we love doing it with you!

Thank you for your support to make mental health care affordable, accessible and available in our area.

Dr. Katie Bowman

Katie Bowman

Executive Director, NLCC



Care Subsidy Program and Outreach

In 2023 we were able to provide over \$83,000 in scholarships.

New London Counseling Center's mission is to make mental health care accessible to everyone so no one is turned away for financial reasons. We offer a generous sliding scale fee structure based on household income and number of dependents. Most of our clients are employed or are full-time students; however, many are unable to afford the full cost of mental health care. In fact, over the past year, 35% of our clients received a significantly reduced rate for services through our Care Subsidy Program. These clients paid between \$10 and \$75 for their sessions, which is a 90%-25% reduction in cost. ***To date, no individual seeking therapy has been turned away because of financial barriers.***



We've also had several opportunities to serve our community!

We had the opportunity to be a part of the TCHS Health Fair and attend other community health fairs. We also hosted a paint pouring event as part of Art Therapy on our grounds at NLCC and a Mindfulness Nature Walk at Glenroy Preserve. Our goal is to be present in our community providing ongoing opportunities to improve mental health and spread awareness of how NLCC is a vital and valuable resource in Southern Chester County.

Who We Serve

Every year of operation has seen tremendous growth as our patients and their families entrust New London Counseling Center with their mental health care.

Since April 1, 2019, the dedicated team at NLCC has been providing individual, couples, family, and group therapy to people of all ages. The clinical team has provided over 12,279 hours of mental health treatment to a total of 864 children, adults, and families in our community. Our highly trained therapists can work with almost anyone from age five through the lifespan, and are passionate in the belief that early intervention and mental health skills are vital for a healthy life.



374 clients



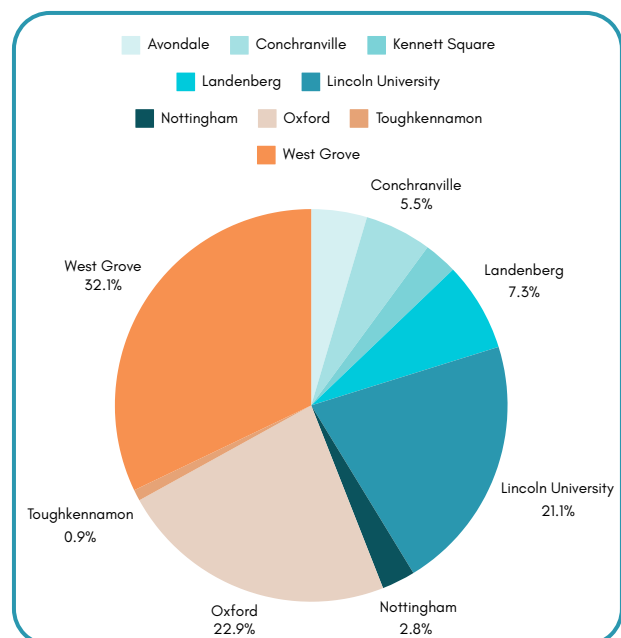
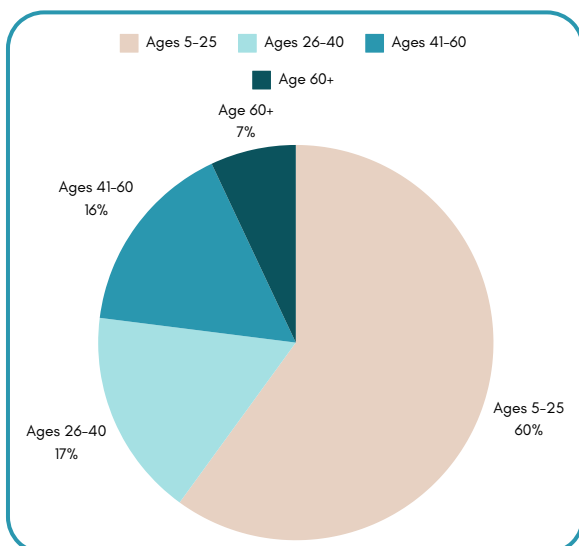
In 2023, we provided mental health care to 374 clients in Southern Chester County

4,000+ sessions



In 2023, we provided over 4,000 sessions over our 3 locations.

Ages and Demographics



What we do and where we work

“I am more confident in my decision making and able to stand up for myself without wavering on my decisions. I have been taught tools and techniques to keep my anxiety at bay and work through the problem instead of pushing it down.”

-NLCC Client

Our Services

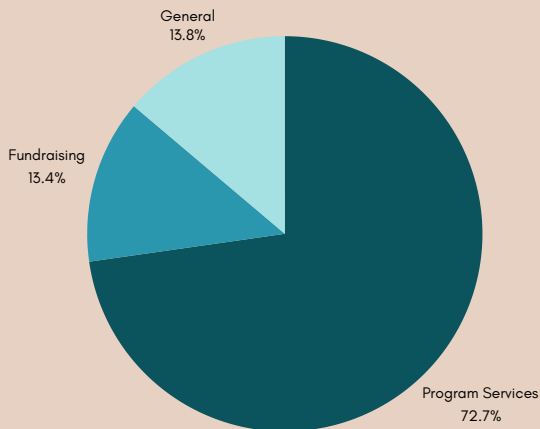
Individual Therapy
Family Therapy
Group Therapy
Educational Workshops
Presentations

Our Locations

Main Office: 1016 State Road,
Lincoln University, PA
Avon Grove School District -
all sites K-12
The Garage Youth Centers
(Kennett Square & Avondale)
Telehealth

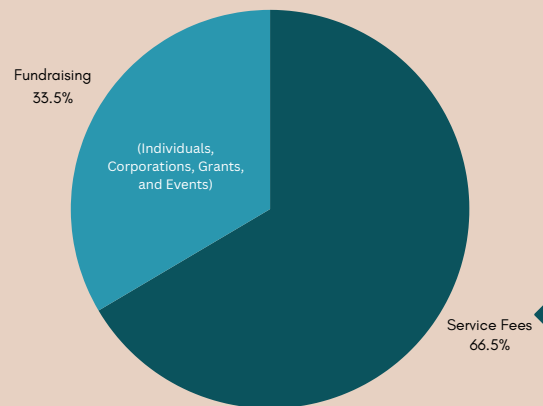
Expenses

Total \$529,388



Sources of Funding

Total \$604,782



Our Partnerships

We are continuing our passion to make mental health care accessible to all, and are excited to see such an amazing response, and growth, within our partnerships. These services are free for the students and alleviate the barrier of time and transportation on the parents.

The Garage Youth Center

In July (GYC) 2022 New London Counseling Center began providing vital therapeutic services to students in the Garage Youth Center facility—a space the students already feel comfortable and safe. This partnership expanded in the last year, growing from two to four mental health professionals who serve students at the GYC Avondale and Kennett Square locations.

- Each student typically met for a 50-minute session
- **158 Sessions** were held in 2023
- **24 students** received care

Avon Grove School District

We have cultivated a wonderful partnership with the Avon Grove School District and now have increased from one to three full-time therapists serving 72 students in all four AGSD schools. The licensed therapists provide individual therapy to students grade K-12 who are unable to access care outside of school and/or need additional support in school because their mental health is significantly affecting their ability to learn.

- Each student typically met for a 50-minute session
- **735 Sessions** were held in 2023
- **72 students** received care

The following comes from a 2023 Trends Report from the American Psychological Association:

*“The **biggest challenge** facing mental health care providers right now, experts say, is a **shortage of providers trained to meet the mounting needs of children and adolescents...** There’s a growing recognition that mental health is just as important as physical health in young people’s development, but that’s happening just as mental health services are under extreme strain,” said clinical psychologist Robin Gurwitsch, PhD, a professor in the Department of Psychiatry and Behavioral Sciences at Duke University Medical Center.”*



Our Goals and their Outcomes

Program Goal #1:

To provide care subsidies to low-income clients in order to remove financial barriers for therapy.

OUTCOME:

NLCC did not turn away any potential client due to the inability to pay. We served 281 clients in 2022 and 374 clients in 2023, a **33% increase in clients** who received essential mental health services.

Program Goal #2:

To provide access for life-saving mental health services to low-income clients, who are not able to afford mental health services.

OUTCOME:

In 2023, 91 clients received Care Subsidies to gain access to essential mental health services. 96% of subsidy clients say that they believe their therapists meets their mental health needs most of to all of time.

Our Supporters

We could not possibly thank our generous sponsors and donors enough. Because of their generosity, we have never had to turn anyone away from receiving mental health care due to their financial situation.

A list of our corporate sponsors can be found on our website, but we are also blessed with individual and foundational sponsors, many of whom wish to remain unnamed.

With your help, we will continue offering high quality care at an affordable cost to everyone in our community!

You can help give the gift of mental health today!

Use the QR code, or visit our website:
www.newlondoncounselingcenter.com/give



We are thrilled to continue to meet the needs of our community and are incredibly blessed with an amazing staff of therapists who share our mission!

”

"NLCC worked with me within my income to be able to receive counseling services because I am a single mom with limited resources to be able to get therapy. The counseling center is much needed in the area because of limited resources for counseling in Southern Chester County. The staff is very friendly and welcoming."

Thank you New London Counseling Center.
-NLCC Client



1016 State Road
Lincoln University, PA 19352
484-746-3112

www.newlondoncounselingcenter.com

TRANSFORMING LIVES, RESTORING FAMILIES AND BUILDING STRONGER COMMUNITIES

