



ANNUAL REPORT 2022

BOARD OF DIRECTORS

BILL HOSTETTER
MICHAEL WOODIN
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**TRANSFORMING LIVES, RESTORING FAMILIES,
AND BUILDING STRONGER COMMUNITIES.**



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484.746.3112
www.newlondoncounselingcenter.com

WHO WE SERVE

282

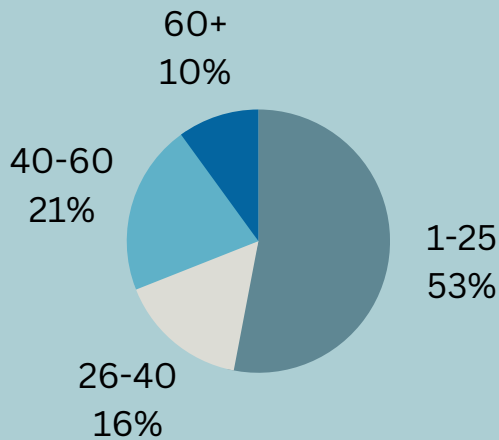
CHILDREN, TEENS, AND
ADULTS SERVED IN 2022

2,973

HOURS WITH
CLIENTS IN 2022

“I AM ALIVE
TODAY BECAUSE
THERAPY IS A
WAY TO HAVE AN
OUTLET IN LIFE.
MY THERAPIST IS
THE BEST.”

AGES



DEMOGRAPHIC STATS

80% OF CLIENTS RESIDE IN
SOUTHERN CHESTER COUNTY

WE ARE SERVING 180 CLIENTS
AT ANY GIVEN POINT IN TIME

WHERE WE WORK

MAIN OFFICES - LINCOLN
UNIVERSITY, PA

AVON GROVE SCHOOL DISTRICT
- ALL SITES, K-12TH GRADE

THE GARAGE YOUTH CENTER -
KENNETT SQUARE, PA AND
AVONDALE, PA

WATERWAY CHURCH - OXFORD,
PA

TELEHEATH

WHAT WE DO

INDIVIDUAL THERAPY
FAMILY THERAPY
GROUP THERAPY
COUPLES THERAPY
EDUCATIONAL WORKSHOPS
AND PRESENTATIONS

9 LICENSED MENTAL HEALTH
PROFESSIONALS

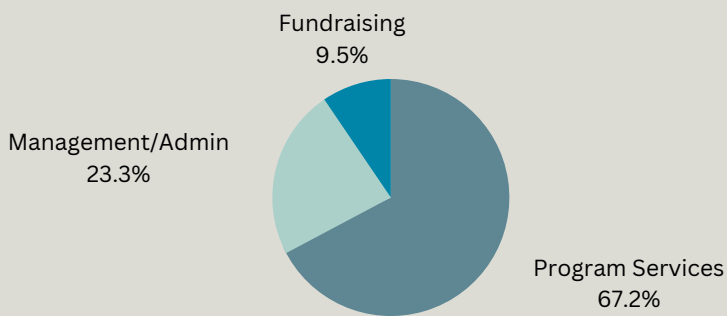
HOW WE DO THIS

Since NLCC opened in April 2019 we have provided over 7,800 hours of mental health treatment to 655 children, adults, and families in our community.

At our current rate of expansion, we anticipate distributing \$82,838 in scholarships to those unable to afford mental health care in 2023, and in turn over \$100,000 in scholarships in 2024.

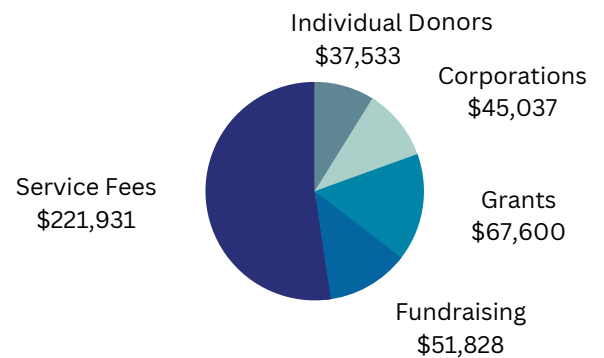
EXPENSES

Total \$335,719



SOURCES OF FUNDING

Total \$426,606 (does not include capital campaign or contribution revenue)



MISSION

“I FEEL VERY RELAXED AND WELCOMED AND ENJOY MY HOUR TALKING THROUGH ISSUES I MAY BE HAVING. I HAVE A LONG WAY TO GO TO GET TO WHERE I WANT TO BE, BUT I LOVE HAVING THE SUPPORT OF MY THERAPIST. IT’S REASSURING AND COMFORTING KNOWING SHE IS WITH ME ALONG MY LIFE JOURNEY AND RIDE.”

THE MISSION OF NEW LONDON COUNSELING CENTER IS TO PROVIDE QUALITY, COMPASSIONATE MENTAL HEALTH SERVICES THAT ARE ACCESSIBLE AND AFFORDABLE TO EVERYONE IN SOUTHERN CHESTER COUNTY.

HIGHLIGHTS OF 2022

AVON GROVE SCHOOL DISTRICT PARTNERSHIP

In response to the urgent mental health needs among the youth in our community, New London Counseling Center has gone into the community to meet the need. Rather than expect youth to come to our office, we have removed every barrier possible by going to them. We have cultivated a wonderful partnership with the Avon Grove School District and now have two therapists serving students in all four AGSD schools (grades K–12). In this way we are able to help students 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. These services are completely free for the students and, again, make it so easy for parents to help their children without causing additional stress or burden to them.

“[THERAPY IS] GIVING MY DAUGHTER HOPE AND COPING SKILLS TO FACE LIFE IN A POSITIVE WAY. HER ATTITUDE AND UNDERSTANDING AS WE LEARN TOGETHER HAS STRENGTHENED OUR COMMUNICATION AND RELATIONSHIP.”

GARAGE YOUTH CENTER PARTNERSHIP

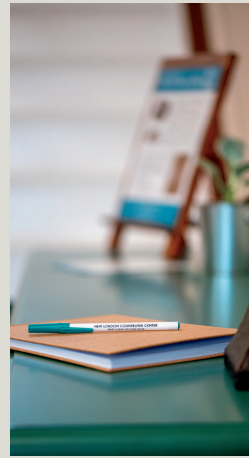
NLCC has partnered with the Garage Youth Center to provide mental health education and services to their students. Most notably, in July 2022 we began providing vital therapeutic services to students in the Garage Youth Center facility—a space where students already feel comfortable and safe. This removes accessibility barriers (such as financial constraints and time spent traveling to appointments) for the students and their families, enabling at-risk students to access mental health care they otherwise would not have been able to.

CARE SUBSIDIES

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. Currently, 33% of our clients receive 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. We are proud to say that no person seeking therapy has been turned away because of financial barriers.

NEW OFFICES

After several years of planning and renovations, NLCC finally moved into our new building in October 2022! The stately farmhouse built in the mid-1800s is full of character and offers a warm and inviting atmosphere for mental health services. The renovated farmhouse has five offices for seeing clients and a comfortable waiting area. The Christian Life Center paid upfront for the renovations, with a loan agreement that New London Counseling Center is responsible for repaying the full cost of the building improvements over the course of three years. If you would like to contribute to the capital campaign or learn more about the project, please visit our website or contact executivedirector@newlondoncounselingcenter.com.



WHY WE DO THIS

CLIENT TESTIMONIALS

“My brain is finally changing for the better. I am no longer in a fixed mindset. I am at peace more than ever and have learned wonderful tools as well as things about myself. My family and friends have noticed all positive changes.”

“Therapy has helped me become a better mom. I yell less and don't let my emotions control my behavior. It's helped me become a better communicator with my spouse. My therapist really listened and helped find tools that would work for me.”



“NLCC HELPED ME WHEN I WAS IN A VERY DESPERATE TIME AND SITUATION, WHEN NO ONE ELSE WOULD. JUST HAVING SOMEONE CARE AND LISTEN TO ME BROUGHT BACK HOPE AND CLARITY THAT MY DAUGHTER AND I WERE GOING TO BE OKAY. THERAPY HAS BEEN A WONDERFUL, LEARNING EXPERIENCE AND IS HELPING IN SO MANY WAYS. MANY BLESSINGS TO THEM AND THANK YOU FOR EVERYTHING. WORDS ALONE CAN'T EXPRESS HOW GRATEFUL I AM.”

100% OF CLIENTS SURVEYED IN 2022
WOULD RECOMMEND NLCC TO A
FRIEND OR FAMILY MEMBER.



DEAR FRIENDS,

When I take a moment to reflect, I am struck by how much the New London Counseling Center has grown and impacted this community over the past four years. NLCC opened in 2019 because of a vision that everyone should be able to receive mental health care in a place where they feel respected, valued, and understood. Starting with just two therapists working out of one office at the Christian Life Center, we have expanded to five locations and nine therapists! This expansion is all part of our mission strategy— to break down barriers for people to access mental health care. For some, the distance and time spent traveling to appointments is too much. For others, finances are a barrier. As a nonprofit we believe mental health care should be available and accessible to everyone, so approximately one-third of our clients receive significant scholarships to subsidize the cost of their therapy. These are individuals who would not have been able to afford paying out of pocket at other organizations, and therefore would not have been able to access care. But with your help we are going to continue breaking down barriers for everyone in our community!



Growing in number of locations and clients is great, but those are mere symbols of what truly matters: the people. Each and every person comes to us because they are struggling with something very real. What each has found when they arrived was a team of providers and staff that treated them with compassion and respect. I wish you were able to see the transformation and healing that has occurred in their lives. Marriages have been revived, people have chosen to save their lives instead of end them, and children have healed from traumatic experiences. These are just a few examples of how counseling has helped our community, and we are positioned to continue providing support to our friends and neighbors with your help.

As we look ahead throughout 2023 and beyond, we hope to continue strengthening our partnerships with the local school districts and youth centers by offering more services to students as well as educational opportunities for staff and educators. We also plan to grow our staff and board to reflect the ever-growing needs of our community.

Thank you for joining us in our mission to transform lives, restore families, and build stronger communities.

With sincere gratitude,

Dr. Katie Bowman, Executive Director

OUR SUPPORTERS

We cannot thank our generous sponsors and donors enough. Your donations mean that we have never turned anyone away because of their financial situation. With your help, we will continue offering high quality care at an affordable cost to everyone in our community. Thank you!

Donations can be made at: www.newlondoncounselingcenter.com