

Organizational Summary

The Family Counseling Center of St. Paul's (FCCSP) is a culturally competent behavioral health organization serving Wilmington, Delaware and the surrounding community. Our compassionate, holistic approach to care – which we call *Heal with Love* or *Con Amor Sanamos (CASa)* – is integrated into our bilingual (English/Spanish), *mental and behavioral health counseling, community engagement, and peer supervision & consulting* programs. Our community-focused services are provided without regard to race, religion, gender, age, or ability to pay.

Since the 1960s, St. Paul's Parish has been a center for Hispanic Ministry in the City of Wilmington and its surrounding areas. In recent years, the needs of the Hispanic community – particularly individuals and families who are underserved, impoverished, and have no to little income - have steadily and significantly increased. In response, bilingual mental health counseling outreach began under the guidance and leadership of Sr. Theresa Marie Elitz in April 2003. Immediately the counseling outreach had a waiting list – a direct result of the need as well as the great demand for bilingual counselors. The outreach evolved, and in September 2010 became incorporated as a 501 C 3 nonprofit human services organization named The Family Counseling Center of St. Paul's (FCCSP).

We continue to foster partnerships with other community-focused organizations, opening the door to a wider pool of resources for our clients. We are also increasing the capacity of the Delaware community to respond to a dire need for licensed, bilingual, culturally competent mental/behavioral health therapists by providing training to clinician candidates, enabling them to earn supervised clinical hours to attain their state license, become credentialed with healthcare insurers, and become cultural competent and bilingual.

Our Mission is to provide compassionate, affordable, accessible and culturally competent mental/behavioral health counseling to help ensure the sustainability of children, adolescents, adults, and families in our community.

Our Vision is to 1) Help diminish linguistic, cultural, financial, and stigmatic barriers surrounding mental health; 2) Help close the gap in delivery of these services caused by the severe shortage of bilingual, culturally competent counselors; and, 3) Help close the gap between those insured and those who lack coverage.

Our Approach to care is driven by these values:

- *Value* the unique experiences, needs, relationships and strengths of each individual with whom we work.
- *Respond* to the specific needs of our clients, helping them overcome barriers with compassionate care.
- *Model* the type of care we provide to clients in the support we provide to our community partners.
- *Develop meaningful partnerships* with other organizations to increase the capacity of the community to respond to its people's needs.

Community Issues Addressed

Our programs address three distinct, yet overlapping issues that our team aims to resolve in its effort to support our clients and community:

- The need for accessible, affordable culturally competent mental/behavioral health resources for underserved people disproportionately impacted by cultural, linguistic, financial, and stigmatic barriers.
- The need for families in our community to access bilingual, culturally competent resources for mental, behavioral, and educational support.
- The need for strategic community partnerships that support families and help improve quality and increase service delivery among partnering organizations in our community.



Family Counseling Center of St. Paul's

Organizational Competencies

What makes the Family Counseling Center of St. Paul's relevant in the community and an excellent investment?

- *Accessibility.* Located in the heart of the community we serve, with flexible hours and fee scale, we accommodate our clients' specific needs and circumstances.
- *Bilingual, culturally competent services.* Our clients place their trust in our team's capabilities and relationship-based approach.
- *Compassionate direct care based on the 'Healing with Love' approach* - a holistic, replicable model integrated into each of our program components.

Partners/Collaborators/Referral Sources

- Community health/social service centers (Westside Family Healthcare, Latin American Community Center, La Comunidad Hispana)
- Healthcare Systems & Physicians (Nemours Pediatrics at Saint Francis Hospital, Rockford Center, ChristianaCare Health System, Dr. Oswaldo Nicastro, M.D.)
- Police Victims' Service Units (Wilmington & New Castle County Victims Crime Units)
- Schools (Various public, private, and charter elementary/middle/high schools)
- Faith-based (Fr. Chris Posche, Fr. Todd Carpenter from St. Paul's, various denominations in our area)
- Private Immigration Attorneys (Nina Qureshi, Esq.)
- Non Profit organizations (Delaware Center for Justice, Mental Health Association in DE, National Alliance for Mental Illness/NAMI, Wraparound Delaware, Delaware Lawyers Assistance Program/DELAP)
- State agencies (Community Mental Health, Delaware Health & Social Services/DHSS)
- Former and current clients

Key Needs

- *Strategic Planning* – (1,3,5 years)
- *Board Development* – Governance, strategic planning, recruitment, fundraising
- *Funding* – Bolster major gift individual donors' strategy; opportunities for collaboration with other NPO's
- *Resources* – Bilingual therapists, physical space
- *Community Partnerships* - Offsite counseling at partnership locations
- *Programs* – Explore new treatment modalities (Parent-Child Interactive Therapy/PCIT, Extended Trauma-based Cognitive Behavioral Therapy)
- Development of a leadership/advisory committee to better align with community needs

Team Profile

- Empathetic, shared leadership-based team, experienced in nonprofit and for-profit arenas, each who possess strong strategic, cross-functional, and relationship-building skillsets
- Graduate-level, professionally certified, Spanish-speaking clinicians with experience in a variety of modalities who have lived in and worked with populations in Central, South, and North America
- Bilingual business manager (native of South America) with strong background in finance, devoted to improvements in internal processes and external communication
- Executive Director with for-profit and non-profit management experience, with a keen focus on development/fundraising, reinforced by an organizational development & shared leadership model

Team Members

- Sister Theresa Marie Elitz, O.S.F. LPCMH, LCDP, NBCDCH / Founder and Senior Therapist
- Kathleen Dolan Seipel, MSW, LCSW / Therapist and Director, Community Engagement
- Mariella Roberts, LPCMH / Therapist
- Adrianna (Nan) Bernardo Freeman, LACMH, NCC / Therapist
- Tamara (Mari) Sumpter / Bilingual, Culturally Competent MSW Intern
- Galo Rodriguez, BA Finance / Manager, Client & Insurer Relations
- Rob McCreary, MBA / Executive Director and Chief Development/Fundraising Officer