MISSION
We walk with people through counseling and education to find hope and healing, and to live a fulfilling life.

VISION
The Center will be recognized as the welcoming place for those seeking inspiration, hope, and healing of mind, body, and spirit.

CLINICAL AND HOLISTIC SERVICES
• Individual, couples, and family counseling
• Psychological testing and assessment
• Psychiatry
• C.O.O.L. (Children Overcoming Obstacles of Life), a specialized program for children and adolescents
• Training for clinical professionals
• Spiritual direction
• PrairieFire, a two-year renewal program
• Clergy and congregational development opportunities

2021 INCOME
Clinical: 76%
Contributions: 16%
Pandemic Assistance: 6%
Training, consultation, other: 1%
Misc: 1%

2021 EXPENSES
Program services: 81%
Operations: 11%
Fundraising, communications, marketing: 8%

“Since 1972 our work has been in service of positive change. Every day clients teach us that great challenges can also be great catalysts for growth.”

JAMES E. HAYES
EXECUTIVE DIRECTOR
SINCE 2016

ANDREA JAMES
2021 BOARD OF DIRECTORS
PRESIDENT

“While the Center navigated operational changes, the Board of Directors did the same behind the scenes. This dedicated group gathered virtually all year long providing support to the Center. They worked diligently to create a multi-year strategic plan, refine a remote work policy as the Center adapted to the pandemic, and establish enhanced benefits for Center staff.”

ELLERY DUKE
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Contributions: 15%
Pandemic Assistance: 6%
Training, consultation, other: 1%
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ELLEN DUKE
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SINCE 1977
This year confirmed that our people are our greatest asset. We are grounded in their wisdom and made better every day by their innovation. Our dynamic team is made up of more than 30 multidisciplinary licensed clinicians and 10 dedicated administrative professionals.

2,225 individuals served through counseling, psychiatry and psychological testing

22,310 clinical sessions provided

31% of clinical referrals came from physicians or other health care providers

“In 2021 we experienced a significant increase in people seeking mental health services. As the pandemic continued, more children and adults needed services for depression, anxiety and heightened stress. I am so proud of the way our clinicians and staff responded and adjusted to a hybrid service model to best meet the needs of our clients.”

KELLY HILL
LICENSED PSYCHOLOGIST AND DIRECTOR OF CLINICAL SERVICES SINCE 1999

25% of services were subsidized for clients who were uninsured, underinsured or from low-income households

$214,380 raised through contributions to Women Helping Women, the Center’s annual fundraising event

“Of clients accessed services for anxiety or depression

62% of sessions were accessed via telehealth.

Telehealth expansion was driven by necessity during the pandemic, and it has made lasting changes to the way people access care. It reduces significant barriers like unreliable transportation, caretaking responsibilities, long commutes and lack of local providers.”

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JODI STEGER
INTAKE COORDINATOR SINCE 2021

458 children and adolescents were served through the C.O.O.L. (Children Overcoming Obstacles of Life) program. Founded in 1999, C.O.O.L. is an original approach that links play and creativity with the clinical process. In 2021, our C.O.O.L. clinicians helped kids process anxiety and trauma resulting from significant disruption to their lives throughout the pandemic.

420 hours of clinical supervision and training provided by Center clinicians

$305,000 from generous donors launched the Training Program Endowment at the Community Foundation of Greater Des Moines

“The Polk County Board of Supervisors has supported the Center for years. The critical care the Center provides to thousands of vulnerable children, teens and adults has been a cornerstone in our mental health community. Their partnership has been invaluable.”

ANGELA CONNOLLY
POLK COUNTY SUPERVISOR 2021 WHW HONOREE

446 individuals were served through Leadership & Spiritual Life, education, and renewal programs

“I came to the Center because of my desire to be somewhere we can integrate religious beliefs with therapeutic services. I am proud to be part of this team of professionals that strives to provide high-quality services to everybody, and where equality and inclusion is a reality.”

JUAN PAULO PADILLA
LICENSED MENTAL HEALTH COUNSELOR AND SPIRITUAL DIRECTOR SINCE 2021

In 2021, our C.O.O.L. clinicians helped kids process anxiety and trauma resulting from significant disruption to their lives throughout the pandemic.

“The pandemic posed a big learning curve for the Training Program. Thanks to the persistence of our residents and widespread support from Center staff, we continued the Residency throughout the pandemic. We look forward to resuming full training activities in 2022 under the new leadership of Shannon Welch-Groves.”

CHRISTINE DIETZ | DIRECTOR OF CLINICAL TRAINING

446 individuals were served through Leadership & Spiritual Life, education, and renewal programs

“I love supporting the Center because it is a safe and nurturing place for women, children and families; helping them build resiliency skills that allow them to realize that they are enough, even through life’s trials and tribulations.”

RENEE HARDMAN
2021 WHW COMMITTEE COCHAIR

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