



Community Impact Report 2020

2020 was a year of challenges and opportunities. During the COVID-19 pandemic, Samaritan Counseling Center Hawai'i seamlessly pivoted from in-person counseling to telehealth therapy. We served clients safely and helped them cope with pandemic stressors like anxiety, depression, and grief, expanding our services to all of Hawai'i. We continue to honor our promise to never turn anyone away because of an inability to pay.

Despite the increased need for mental health services and subsidies for clients in need, we have remained financially strong thanks to you, our donors, partners, and funders. With your assistance, we will continue to serve Hawai'i and strengthen the resilience of our communities for years to come.

Our Vision

Our vision is for everyone in Hawai'i to have access to quality behavioral health counseling that integrates their spirituality, as appropriate, to enhance health and wholeness.

Our Mission

To provide professional and accessible behavioral health counseling sensitive to the spiritual traditions of individuals, families, and communities in Hawai'i, regardless of their ability to pay.

"Counselor listened with compassion without judgement and validated my feelings with genuine care." - a Client

Our Values

The five values that guide our actions and decisions:

- **Compassion.** We treat all people with dignity, respect, and understanding.
- **Behavioral Health and Well-Being.** We strive to nurture health and wholeness in individuals and families.
- **Spiritual Health.** We believe that spiritual health is a source of strength, healing, and growth.
- **Integrity.** We hold ourselves true to our mission and accountable to the highest ethical and professional standards.
- **Authenticity.** We strive to be a safe space where people can be their true selves.

With counseling, 74% of clients are better able to control their lives and 75% are doing better in school or work.

87% of clients would recommend SCCH.

- Self-reported client surveys, 2021

For ways to support mental health in Hawai'i, visit: samaritancounselingcenterhawaii.org/giving

Mental Health Services

519

Clients
Received Care

3,811

Counseling
Sessions

(+17.2% over 2019)

Client Assistance Fund (CAF)

241

Clients
Subsidized
(46.4% of all clients)

2,000

Sessions
Subsidized
(52.5% of all sessions)

\$66,986

Mental Health
Subsidies
(+89.9% over 2019)



"My counselor has been very helpful in navigating through some tough times." - a Client

COVID-19 Impact

In Hawai'i, 82% of respondents experienced a mental health condition such as anxiety, depression, loneliness, or panic attacks during the pandemic (COVID-19 Tracking Study, December 2020).

- **17.2% increase** in demand for counseling.
- **89.9% increase** in mental health subsidies.
- **56.9% of counseling sessions in 2020** were conducted by telephone or secure video.
- Clients can receive counseling without worrying about health, transportation, or mobility issues.
- Some health insurance plans **waived copays**; others **reduced reimbursements to providers** for telehealth services.



Samaritan Counseling Center Hawaii

Community Outreach

FREE VIRTUAL WELLNESS WORKSHOP!

TALK STORY: COPING WITH STRESS DURING A PANDEMIC

WITH CAROL HERRINGTON, MSW, MAJOR PROGRAMS DIRECTOR

WHEN: April 8, 2020
4:30 - 6:30 PM

ALL WELCOME!

REGISTER BY APRIL 7th AT: www.samaritanhawaii.org

FOR MORE INFORMATION, PLEASE CONTACT:

NAME: CAROL HERRINGTON
PHONE: (808) 531-1234
EMAIL: cherrington@samaritanhawaii.org

SPONSORED BY:

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WHEN: Monday, July 27, 2020
6:00 - 8:30 PM
EST

TALK STORY: ANXIETY MANAGEMENT

A FREE VIRTUAL WELLNESS WORKSHOP FOR ADULTS & TEENS

LEARN STRATEGIES FOR ANXIETY MANAGEMENT AND HOW TO:

- Identify triggers and symptoms of anxiety
- Learn coping strategies for anxiety management
- Understand the impact of anxiety on your health and relationships
- Develop a plan for managing your anxiety

REGISTER: Please visit our website at www.samaritanhawaii.org to register for this free virtual wellness workshop.

FOR MORE INFORMATION, PLEASE CONTACT:

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PHONE: (808) 531-1234
EMAIL: cherrington@samaritanhawaii.org

Ho'omenemene Awards



On October 3, the virtual 2020 Ho'omenemene Awards recognized Rev. Dr. Gary C. Augustin, David C. Livingston, Honpa Hongwanji Hawai'i Betsuin, Nā Mea Kupono Learning Center, and Xi Psi Zeta Chapter of Zeta Phi Beta Sorority, who embody our mission of promoting hope and healing in Hawai'i. You inspire us!

Mahalo to our amazing performers Henry Kapono, Chaz Hill and Esther Izuo, Malu Productions, and Pueo Kane; The Hawai'i Theatre, Ha.Ka. Entertainment, 808 Productions; our energetic Ho'omenemene Committee Chair Kawika Rich; and our wonderful producer Katherine Ebrahimi.

Mahalo to Our Donors and Partners

Thank you for supporting mental health! We received gifts from generous individuals and Aloha Pono Lions Club, Atherton Family Foundation, Awesome Foundation O'ahu, Church of the Crossroads, Church of the Holy Nativity, Episcopal Diocese of Hawai'i, Friends of Hawai'i Charities, Foodland, German Benevolent Society, Harris United Methodist Church, Interfaith Alliance Hawai'i, Nu'uauu Congregational Church, Parish of St. Clement, Pearl City Community Church, St. Christopher's Episcopal Church, Stern Memorial Trust, Waikeola Congregational Church, Woman's Board of Missions, Women's Fund of Hawai'i, and many other mental health champions.



10 Mental Health Education Workshops
Between March and July, the Center presented 10 free mental health education workshops, through a grant from the **City and County of Honolulu**.

- **356 attendees** (in-person and virtual)
- **Mental health topics** included coping with stress, managing anxiety, understanding trauma, creativity, mindfulness, and more
- **Fantastic feedback:** "Great webinar, really enjoyed it. Wonderful format in a safe and caring environment," one attendee shared. Another attendee commented, "Learned a lot of new information and skills. Thanks!"

Domestic Violence Workshop
In August, the Center partnered with the **Domestic Violence Action Center (DVAC)** to present a free webinar, "Domestic Violence: Unpacking the Impact" to increase domestic violence awareness.

"I feel comfortable to address and work thru any anxiety, issue no matter how emotional or triggering because of the trust and support my counselor has given to me." - a Client

Management Team

Executive Director | Rachele Chang
Clinical Director | Gary Augustin, PhD, LMFT

Board of Directors

As of December 31, 2020

President | Rev. Dr. George Clifford
Vice President | Rev. Dr. Robert Steele
Secretary | Veronica Rich
Treasurer | Kapono Faitau

Directors | Chandra Davis; Dr. Sheree Gates; Dr. AnneMarie Gumataotao; Linda Rose Herman; Michelle Kama; Rev. Neal MacPherson; Dr. M. Stanton Michels; David "Kawika" Rich; Linda Rich; Rev. Dr. Bert Sumikawa