

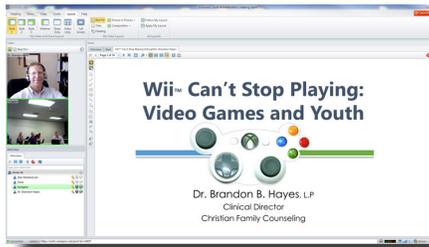
**Available MAP
Services**Emotional counseling
(individual, couple, family)Career counselingPremarital counselingGeneral substance abuse
counselingConsultationMember assessmentsEducational presentationsElder Care NavigationOnline support groupsCrisis responsetScreen

To make referrals for any of
these services, please call
800.438.1772.

MAP/WLCFS**CONTACT INFO**Dan Nommensen
800.438.1772dnommensen@wlcfs.org
ChristianFamilySolutions.org**this issue**Educational Presentations Provided in Schools **P.2**Telehealth Services Now Available in Four States **P.2**Have a Referral to Make? What's the Process? **P.2**Recent Feedback from Members **P.3**MAP Expands On-Site at Five Schools **P.4****Not Comfortable with Video?
Some Helpful Tips When Members Are Hesitant**

When pastors, principals, deans, or other referral agents from organizations discuss the Christian counseling services available, sometimes they may get a reply such as, "Well, Pastor, I've never used video to talk to someone before. I don't think I'd be comfortable with that." WLCFS-Christian Family Solutions has been providing video-assisted counseling for members since 2008. We were an early adapter to this modality that is still considered "new" and emerging. Comfort with communicating through video is definitely on the increase with popular programs such as Skype and FaceTime. Young people consider it normal and part of their everyday life. However, some people might be a bit apprehensive. Here are a few tips you can use if people may not feel comfortable with your encouragement to try video-assisted counseling through your Member Assistance Program:

1. **Hold the session from church/school.** You can offer to set up the connection for them so they don't have to worry about installing VSee on their own device.
2. **Attend with the member.** Another helpful approach we've seen used by pastors is to attend the session(s) with the member. Let them know you can attend the first session (or more) with them to make sure they are comfortable.
3. **Try it out before the first appointment.** Not only can members test their connection here: www.christianfamilysolutions.org/vsee, but if they'd appreciate connecting with one of our staff members prior to the first appointment, we'd be glad to connect with them so they can get a taste of how easy it is to communicate through video. Just have the member give us a call at 800.438.1772 to set up a live test.
4. **Direct them to our website.** You can direct them to our website for helpful information about setting up the connection, testing it out, troubleshooting, and more. This information can be found here: www.christianfamilysolutions.org/counseling/telehealth-video-counseling/getting-started.
5. **It's OK to say no.** Our goal is to help members feel comfortable and help them address their issues of concern. The Christian counseling services available through MAP are offered as a helpful resource. If members do not feel comfortable after an initial session, we would never force them to continue. It's OK for members to prefer a different option, and we'll help them review other resources that might meet their needs.



Dr. Brandon Hayes presenting to the staff at St. Croix Lutheran

EDUCATIONAL PRESENTATIONS

Now that school is back in session, don't forget to book your next presentation with one of the counselors at WLCFS-Christian Family Solutions. Presentations are available on a wide variety of topics and available in various lengths of time—as little as 20 minutes. You can view the list of available topics and request a presentation through our website [here](#). You can also contact [Ann Zuleger](#) at **800.438.1772** or e-mail her at azuleger@wlcfs.org. Now is a great time to schedule your presentation and take advantage of your discounted rate for participating in the Member Assistance Program.

Have a Referral to Make? What's the Process?

Contact us at **800.438.1772**. Ask for Dan Nommensen, MAP Coordinator. Provide the name of the member and reason for referral. Provide the member with your organization's online intake link so they can read the informed consent, enter their general contact information, and take a brief assessment. Once the intake has been completed, we will call the member and schedule an appointment.

Dan Nommensen
800.438.1772, ext. 1202
262.345.5532 (direct)
dnommensen@wlcfs.org

Educational Presentations Provided at St. Croix Lutheran School and Bethany Lutheran College

To help the staff at St. Croix Lutheran School and Bethany Lutheran College prepare for the upcoming school year, WLCFS-Christian Family Solutions provided a day-long seminar at each campus.

The presentations were especially geared for dorm staff at each school. The staff selected topics that they felt were most applicable and would help them in their work serving students in the dorms. Presenters were both in-person and brought in through live video conferencing. Each presenter focused on providing relevant information and practical strategies for staff. Some of the topics selected by staff included the following:

- **Middle/High School Age Development & Mental Health Challenges** (Dr. Joshua Mears)
- **Eating Disorders** (Liz Seelow/Anita Smith)
- **Cutting and Self-Harm** (Heather Wegner)
- **Obsessive Gaming** (Dr. Brandon Hayes)
- **Culture Shock for International Students** (Sena Yerges)
- **Counseling Mini-Skills** (Dr. Joshua Mears/Anita Smith)
- **Knowing When and Where to Refer** (Dr. Joshua Mears)
- **Mental Health on Campus; Emerging Mental Illness** (Dr. Joshua Mears)
- **Cutting, Suicide, and Self-Harm** (Heather Wegner)
- **Substance Abuse** (Dr. Jenna Londgren)
- **Pornography** (Dr. Jenna Londgren)
- **Role Plays & Counseling Panel Q & A**

Telehealth Services Now Available in Four States

In each of the last three editions of *Member Connect*, we introduced you to the concept of telehealth. Click [here](#) to review a previous article. Telehealth is a great solution for members to meet with a counselor from WLCFS-Christian Family Solutions—apart from their congregation's Member Assistance Program. *Telehealth* is a term from the insurance world that describes medical services (including mental health) provided through a secure video connection. The provider seen must be licensed in the patient's state of residence. WLCFS-Christian Family Solutions now offers telehealth services in Florida, Indiana, Wisconsin, and Minnesota. We recently sent an e-mail blast and a mailing to congregations in these states. Included in the mailing was a poster with a card pocket that contains information on how to request services. If you did not receive that packet of materials, please contact us at assistance@wlcfs.org and we'd be happy to send those items to you.

Individuals in these four states who have the ability to pay can now request services directly and meet with a counselor by video—without the need to use their congregation's Member Assistance Program. The cost for telehealth sessions is \$75 per hour. In some cases, members may have an insurance plan that includes telehealth services. Members are encouraged to contact their insurance company to review their benefits. The addition of telehealth takes the financial burden off a congregation's MAP and allows members to pay for the services directly. For more information on telehealth, check out our website here: www.christianfamilysolutions.org/counseling/telehealth-video-counseling. You can also contact our Telehealth Coordinator, Andrea Semmann, at **800.438.1772, ext. 1706**.

Counselors Continue to Add Areas of Specialty

Congratulations to our counselor John Schuetze for receiving a new certification. He is not only a Licensed Professional Counselor, but he also completed the certification requirements as a Board Certified Crisis Response Therapist. John Schuetze provides counseling services at our clinic locations in West Bend and Germantown in Wisconsin as well as seeing WELS members through the Member Assistance Program in person or through video. John also serves full-time at Wisconsin Lutheran Seminary as the campus counselor, registrar, and professor of Pastoral Theology and Systematic Theology. John serves on the crisis response team at WLCFS-Christian Family Solutions and is asked to respond when there is an event (i.e., tornado, earthquake, flood, hurricane) that impacts one of our MAP organizations. John is a great example of devotion to training and specialization in their field that all of the counselors at WLCFS-Christian Family Solutions possess. Learning doesn't stop with a degree and a mental health license. Continuing education is something each counselor is required to pursue to maintain their license. **What kinds of education, licensing, and certifications do our staff members possess? Here is a list:**

- BCCRT** = Board Certified Crisis Response Therapist
- BCETS** = Board Certified Expert in Traumatic Stress
- BCPCC** = Board Certified Professional Christian Counselor
- CATSM** = Certification in Acute Traumatic Stress Management
- CCTP** = Certified Clinical Trauma Professional
- CEAP** = Certified Employee Assistance Professional
- CET** = Certified E-Therapist
- DCC™** = Distance Credentialed Counselor
- LCSW** = Licensed Clinical Social Worker
- LICSW** = Licensed Independent Clinical Social Worker (*state of MN*)
- LMFT** = Licensed Marriage & Family Therapist
- LP** = Licensed Psychologist
- LPC** = Licensed Professional Counselor
- MA** = Master of Arts
- MDiv** = Master of Divinity
- MS** = Master of Science
- MSE** = Master of Science in Education
- MSW** = Master of Social Work
- NCC** = National Certified Counselor
- PACC** = Permanency in Adoption Competency Certification
- PhD** = Doctor of Philosophy
- PsyD** = Doctor of Psychology
- SAC** = Substance Abuse Counselor
- STM** = Master of Sacred Theology

Recent Feedback from Members:

"I was so happy to meet with a WELS counselor. We are in [state on the east coast] and don't have WELS counselors in our area. My wife and I needed to talk to a counselor because of the problems my son is having. In three meetings we now feel like we are on the same page again and have more ideas on how to discipline and help him when he gets angry."

"My husband and I needed to meet with a counselor. We just weren't taking time for us. Meeting from home at night worked well. We tried a local counselor, but our work schedules are crazy and we couldn't find a consistent time to meet during the day. Our counselor really connected with us well and understood us. Thanks!"

Welcome, New Member Organizations!

Living Savior Lutheran Church,
Valrico, FL

Cross of Glory Lutheran Church,
Washington, MI

Atonement Lutheran Church,
Plano, TX

Our Savior Lutheran Church,
Arlington, TX

St. Peter Lutheran Church,
Appleton, WI

Our Savior Lutheran Church,
Longmont, CO

Immanuel Lutheran Church,
Hadar, NE

St. John Lutheran Church,
Mukwonago, WI

St. John Lutheran Church,
Bay City, MI

Redeemer Lutheran Church,
Merritt Island, FL

Salem Lutheran Church,
Milwaukee, WI

Atonement Lutheran Church,
Baltimore, MD

Grace Lutheran Church,
Oskaloosa, IA

Hope Lutheran Church,
West Palm Beach, FL

St. John Lutheran Church,
Lake Benton, MN

Immanuel Lutheran Church,
Mosinee, WI

Trinity Lutheran Church,
Winner, SD

Mount Zion Lutheran Church,
Ripon, WI

Grace Lutheran Church,
Saint Joseph, MI

Trinity Lutheran Church,
Mountain Home, AR

St. Luke Lutheran Church,
Little Chute, WI

Good Shepherd Lutheran Church,
Burton, MI

Member Assistance Program Expands On-Site at Five School Locations

Four area Lutheran High Schools and Bethany Lutheran College now have counselors on-site! St. Croix Lutheran School, West Lutheran High School, Winnebago Lutheran Academy, Shoreland Lutheran High School, and Bethany Lutheran College are starting the school year with expanded counseling services available to students and families. At each of these schools, WLCFS-Christian Family Solutions is providing a counselor on-site. To help expand access to counseling services at these schools, students are provided with a set number of counseling hours at no cost, so the financial obstacles or barriers are completely removed. After the initial sessions have been used and a student is still in need of treatment, they can continue to meet with their counselor right at the school with parents paying privately or using insurance.

Some of the counselors involved in providing services on-site are the following:



[Jeff Richardson](#)
Winnebago Lutheran
Academy



[Elizabeth Seelow](#)
Winnebago Lutheran
Academy



[Heather Wegner](#)
St. Croix Lutheran School;
West Lutheran High School



[Ashley Perushek](#)
Shoreland Lutheran
High School



[Dr. Joshua Mears](#)
Bethany Lutheran College



[Anita Smith](#)
Bethany Lutheran College



[Jessica Smith](#)
Bethany Lutheran College

In addition to having counselors on-site, St. Croix, Shoreland, and West will also participate in the new tScreen service. tScreen is a voluntary and confidential emotional screening service for freshman students. The screening occurs in the fall with a team of counselors who come on-site for 3-5 days. With consent from parents, freshman students participate in a computer-administered screening and receive feedback from a counselor. For more information on tScreen, view our website [here](#).

We are excited to continue to see growth in the counseling services provided at schools!

visit us on  