



Christian Family Solutions

healing. helping.

Member Connect Newsletter

Winter 2013-2014

In This Issue:

- **NEW! Member Assessment Service**
- **Counselor Video Chats**
- **New MAP Counselor**
- **Helping Congregations Afford MAP**
- **New MAP Video**
- **Resource Share**
- **MAP FAQs**
- **Welcome to Our New Member Organizations!**

New MAP Service: Member Assessment

A new service now available to partnering organizations is **Member Assessment**. Pastoral counseling is a vital part of congregational or school ministry. As you work with members/students and come across a situation where there appears to be little progress being made and you'd like a second opinion on the member's needs, you can refer them to MAP for an assessment. The Member Assessment service was designed to be completed in one or two sessions only. The counselor will meet with the member, assess their psychological needs, and make appropriate recommendations for care. The recommendations will be shared with both the member and pastor. This service is particularly beneficial where members may struggle with a substance abuse problem. Instead of wondering if pastoral counseling alone is the best course of action, let our staff assess the member's level of distress and help guide them to the most appropriate course of treatment. The referral process for Member Assessment is the same as all other services. Call **800.438.1772** to make the referral and then have the member complete an online intake.



Counselor Video Chats Available!

We've heard from you that called workers would appreciate the opportunity to chat with a counselor on a specific topic but find it hard to find times to do so. How would you like to bring one of our mental health professionals to your next faculty or staff meeting to discuss a topic such as bullying, teenage self-harm, risks of social media, or other pertinent topics? We know faculty meetings have very tight agendas. We can schedule a short 20-minute time for your faculty or staff to meet via video with a counselor. The counselor can provide specific information on the topic and then take questions from staff. You can use a device with a webcam or add a projector to show the image on a larger screen. We know you are busy, and we know you'd like to be kept up to date on current topics or challenges. To schedule a quick video chat, simply call **800.438.1772** or e-mail assistance@wlcfs.org.



New MAP Staff Member

As a new resource to our Member Assistance Program organizations, we are pleased to announce that Elizabeth Robinson, MA, LPC, is now seeing clients via video through the Member Assistance Program. She also provides in-person counseling at our Brookfield, WI clinic. Liz specializes in working with children and adolescents and has a very strong background in helping teens who struggle with issues like depression, anxiety, suicidal ideation, and self-harm. Please click [here](#) to read Liz's full biography.



Liz Robinson, MA, LPC

Interested in having Liz attend your next faculty/staff meeting? Liz is now available to meet your staff for a quick 20-minute video chat. She'd be glad to introduce herself and share information on her work with teens and the common struggles she sees them face.

Appointments can be made with Liz through your Member Assistance Program by calling **800.438.1772**.

Helping Congregations Afford Their Member Assistance Program

We know that so many congregations and schools have very tight budgets. As a result, referrals to MAP may be limited. We'd like to help! Our current cost per hour is offered to organizations at a 50% discount. The development staff at WLCFS-Christian Family Solutions works hard to find donors and grants to cover the other 50% of our costs to provide counseling services to members.

In 2014, organizations not part of a district program could see an increase in fees—our first increase since the program began in 2008. More organizations are now partnering with WLCFS to help them describe MAP to donors they know. Nearly 30% of all MAP counseling hours are now covered by specific donors for organizations. Some donors support the entire cost; some cover a certain percentage. Gifts can be given directly to WLCFS, and we will simply credit your account. Gifts can also be given directly to your organization or district (for those part of a district MAP). Pastor James Mattek is available to meet with prospective donors for your organization's MAP. He can describe the services and emphasize the need to help address mental health challenges in your organization. Contact Pastor Mattek at jmattek@wlcfs.org or by calling **888.685.9522**. Together we can help find the support and provide opportunities for members to show their love for Christ as they support your organization's MAP.

New Video Helps Describe MAP

A short 2:23-minute video is now available to help describe the Member Assistance Program to organizations considering a partnership with WLCFS. Although nearly 250 schools, congregations, districts, and other organizations are participating in MAP, we know there are still those who have not yet heard about the resources available. At your next circuit meeting, teacher's conference, or other gathering, consider showing this short video so other organizations are aware of the program. Tell them of the benefits you've seen, and invite them to contact us.



Please click image above to view video

Resource Share

Below are helpful resources that counselors use in their work with members. The resource and their brief review are shared so you can use the resource in your work with members as well.

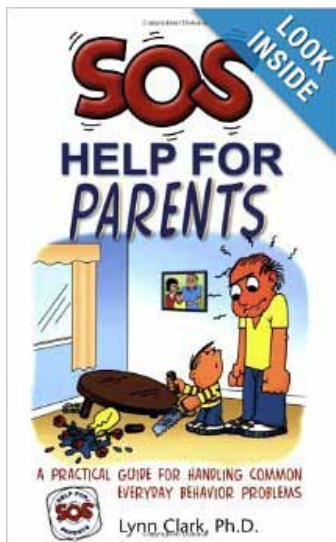
www.hausvater.org—From Dr. Joshua Mears



When a client asks for information regarding resources and support for encouraging and growing in the Christian faith within their homes, the Hausvater Project is one of the first recommendations that I provide. Built around

the mission “to equip Christian men and women for distinctive and complementary vocations in family, church, and society, by fostering research and education in light of Holy Scripture as proclaimed by the Lutheran Confessions,” the Hausvater Project is an excellent resource for book reviews, edifying articles, and community events that assist families to center their lives on Christ. Dr. MacPherson, the President and founder of Hausvater, is a faculty member at Bethany Lutheran College, and his contributions provide a wealth of information surrounding this important mission.

SOS Help for Parents—From Dr. Myles Tonnacliff



Parents are always looking for practical and specific ideas and techniques to use to help their children improve their behavior. The question usually starts with, “What do I do when my child...?” *SOS Help for Parents* is a great resource full of specific techniques parents can use immediately to help address a child’s problem behavior. It is available online for around \$13. The book is also available in Spanish.

Click [here](#) to review all of the other SOS resources.

Available MAP Services

- Emotional counseling (individual, couple, family)
- Career counseling
- Premarital counseling
- General substance abuse counseling
- Consultation
- Member assessments
- Educational presentations
- Senior care consultation
- Online support groups
- Crisis response

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

.....

MAP/WLCFS

Contact Info:

Dan Nommensen

800.438.1772

dnommensen@wlcfs.org

ChristianFamilySolutions.org

FAQs—Frequently Asked Questions about MAP

Here are a few questions we frequently receive at WLCFS about MAP:

What happens if a member needs to see a psychiatrist?

Sometimes it is important to determine if medication could be helpful for a member as they address their psychological challenges. When a counselor recommends that a member see a psychiatrist, the counselor will coach the member on how to find one. Usually the most efficient way to find a psychiatrist is to contact your insurance company or your primary care physician for a referral to an in-network physician. Psychiatric services are not offered through MAP by phone or video.

How can pastors communicate with a member's counselor?

At the first appointment with the member, counselors ask members to sign a document that allows them to communicate with the pastor/teacher/dean. This partnership and communication is vitally important and a hallmark of the program. Counselors normally contact the pastor once the release has been signed, but if you'd like to make that first contact, just give the counselor a call at **800.438.1772**. We appreciate the collaboration with you as we seek to provide the best service for the member.



Can members use their health insurance to pay for services?

The day will come when health insurance plans and state/federal laws will catch up to technology. That day is not quite here yet. Although some states are developing guidelines for what's called Telehealth, most insurance carriers or specific plan benefits will not pay for Telehealth—or they require that the provider be licensed in that state. Since counseling services and other health services are no longer limited by geography and an in-person office setting, we expect to see federal laws that deal with licensure and practicing across state lines. How soon this will happen is anyone's guess. Until that time, WLCFS continues to operate within a specific Member Assistance Program, providing services through partnering organizations.

Welcome, New Member Organizations!

St. John Lutheran Church, Florence, WI

Divine Word Lutheran Church, Plover, WI

Weatherford Hudson Oaks, TX ELS Exploratory Mission

Calvary Lutheran Church, Dallas, TX

Gethsemane Lutheran Church, Raleigh, NC

Northland Lutheran High School, Mosinee, WI

St. Paul Lutheran Church, North Fond du Lac, WI

Arizona Lutheran Academy, Phoenix, AZ

Minnesota Valley Lutheran High School, New Ulm, MN

Light of the Valley Lutheran Church, Layton, UT

Northwestern Publishing House, Milwaukee, WI

Trinity Lutheran Church, Saline, MI

St. John Lutheran Church, Princeton, WI

Our Savior Lutheran Church, Harrisonville, MO

Lamb of God Lutheran Church, Madison, AL

Mount Olive Lutheran Church, Iron Mountain, MI

Wisconsin Lutheran High School, Milwaukee, WI

Holy Cross Lutheran Church, Oklahoma City, OK

King of Kings Lutheran Church, Wasilla, AK

Resurrection Lutheran Church, Rochester, MN

St. Paul Lutheran Church, Onalaska, WI

St. Peter Lutheran Church, Fond du Lac, WI