



Center for Community Counseling

Individual Counseling Services

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Organization and Program Overview

Since its inception in 1978, the Center for Community Counseling (CCC) has offered counseling services to uninsured and underinsured individuals who otherwise may not have access to mental healthcare. CCC is a non-profit, donor-based center that believes every person deserves the sense of peace, security, and stability that mental wellness permits. “Transforming lives and healing relationships” is the driving intention that fuels the passion and commitment of those who contribute to its mission.

CCC is a multi-service agency that offers individual and relational counseling, individual and group skills-building, support groups, and case management. CCC provides training, supervision, and case consultation to its volunteers and local mental health professionals. CCC guides its interns and externs through an intensive learning clinic to ensure that clients obtain quality mental health services regardless of their clinician’s level of licensure.

This research focused on our individual counseling program, which provides counseling to approximately 110 clients a year. Clients are seen by Oregon licensed counselors and social workers as well as student interns. Services are provided online or in person, in order to reduce barriers to access for the client. In conducting an evaluation of impact, we sought to discover whether our mission of transforming lives; and healing relationships is actualized through our counseling program. We chose to look at the impact of our program through four indicators or assumptions, listed below, about the therapeutic process and its outcomes. The first assumption is that through a person-centered therapeutic approach, clients develop personal insights and trust in themselves as complex and valuable individuals. As a result, clients begin to recognize their triggers, feelings, behaviors, and their respective consequences. The second assumption is that with time and the provision of a safe environment to examine past experiences with curiosity and compassion, clients can move forward with increased insight and confidence. The third impact is that as awareness grows, clients feel more empowered to take charge of their lives, increasing their feelings of hope for the future. And finally, these new skills and insights allow clients to engage in their personal and occupational or educational communities more fully and effectively. This illustrates one of CCC’s core principles, that the positive effects of individual healing ripple through the community.

Intended Impacts:

- ◆ Participants become more aware of their emotions, reactions, and thoughts. Through person centered therapy clients develop personal insights and trust in self as complex and valuable individuals. As a result, clients begin to recognize their triggers, feelings, their behaviors, and the consequences thereof.
- ◆ Participants become more empowered to take charge of their own lives with increased hope for the future. Clients begin to understand that they don't need to continue the narratives or behaviors already created but have:
 - The choice to react, feel, and think differently in future situations.
 - Develop increased hope for the future.
 - Develop life skills to better experience their life (communication, emotional regulation, anger/frustration management).
- ◆ Participants feel increasingly connected to healthy relationships in their lives. Significant relationships include children, adult children, parents, partners, friends, co-workers, bosses, and community members. (better attendance at work, more confidence and joy in parenting, Develop skills of communication, positive regard, compassion, and respect).
- ◆ Participants are able to accept their past experiences, including past traumas, by developing empathy, compassion, and an understanding of their internal strengths. Allow for time and trust so that past experiences can be processed with compassion and openness, so that participants can move forward with more insight and confidence in future choices.

Evaluation Methodology

Our evaluation aimed to determine the impact that the Center for Community Counseling is having on clients receiving individual counseling. The clients of CCC are adults in Oregon who are uninsured or underinsured and without symptoms of severe, chronic, mental health disorders. To understand CCC's impact, we explored two broad evaluative questions:

1. What kind and quality of impact does CCC have on its clients who receive individual counseling?
2. What aspects of the individual counseling program are causing this impact?

Over the course of the project, we (a) developed and refined our ideas of intended impact and indicators, (b) designed and implemented a mixed methods outcome evaluation using both qualitative and quantitative means to collect and analyze data, (c) identified themes and findings, and (d) considered the implications of those findings for program improvement and innovation.

This project began by identifying the intended impact of CCC's individual counseling program. Once determined, we used the Heart Triangle™ model to evaluate qualitative and quantitative impact indicators on the mental, behavioral, and emotional changes reported by clients. These indicators informed the development of the qualitative interview protocol and quantitative questionnaire used to evaluate the agency's progress toward its intended impact.

Qualitative Data Collection and Analysis

For the qualitative portion of the evaluation, we designed an in-depth interview protocol to collect data on the structural, qualitative changes that result from our program. We delimited our sample population to individual counseling clients who had received services for a minimum of six months as of August 1, 2023. Discharged clients were also eligible to participate, however, the termination of services must not have taken place before June 1, 2023. In total, thirty-five clients were found to be eligible for participation, and of those, 20 completed qualitative interviews, a 57% response rate.

Our interview team consisted of two Board members, one clinical staff, two MSW interns, and three counseling interns. We conducted one-on-one interviews lasting between 45 minutes and one hour in length and collected interview data using Otter.ai voice-to-text transcription.

We inductively analyzed data using a modified version of thematic analysis. Each interviewer analyzed the data from their interviews to identify initial themes. Together, we developed common themes from all of the interviews. We identified the overarching and inter-interview themes that emerged from the full scope of our data analysis to illuminate the collective insights and discoveries. We mapped these themes visually and examined the dynamics within and between them, their causes and catalysts, and any new or surprising insights that developed. We then determined the most significant discoveries and brought them forward as findings.

Quantitative Data Collection and Analysis

For the quantitative portion of the evaluation, we designed a questionnaire to collect data on our quantitative indicators of impact. We administered this instrument to 35 and had a response of 27, a 77% response rate. The data were analyzed primarily using measures of central tendency. We identified key insights, patterns, and gaps within the data and incorporated these discoveries into the related findings. The most significant insights from the quantitative data are described in the following narrative.

Limitations

The evaluation was conducted at a time when several of the clients identified were in the process of being discharged from services; as a result, it was more difficult to have them return to complete the interview. However, they were more willing to complete the quantitative survey. Another procedural issue that arose related to the initial recruitment procedure which was altered when the issue was identified. Other eligible clients found it difficult to find time to commit to meeting with our researchers outside of the time they already had reserved for therapy sessions, thus decreasing the size of the participant pool.

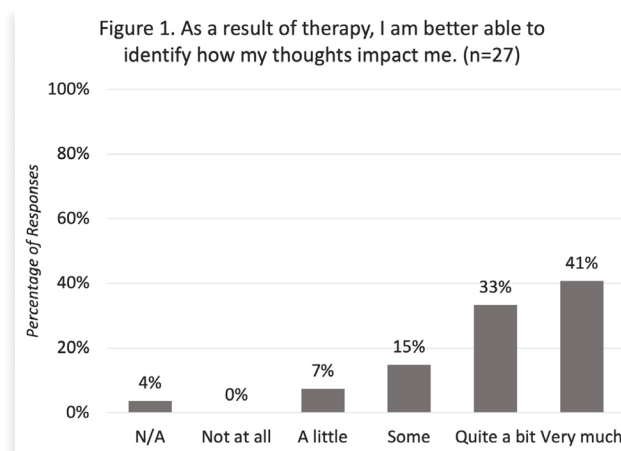
Findings

Finding 1: Therapy increases self-awareness.

Our interviews showed that therapy allows for a discovery of self by examining life experiences, including traumatic experiences and their impact on one's sense of self, relationships with others, and hope for the future. Clients reported that they feel more capable in addressing the challenges in their lives by uncovering inner strength that they may not have known prior to therapy. In addition, they report an understanding that growth is difficult and ongoing and that they have the skills and insight to continue.

Key Takeaways

- ◆ Clients develop an awareness of how childhood trauma/experiences currently affect their thoughts, behaviors, and feelings.
- ◆ Clients are able to make better choices and life decisions that support a healthier future.
- ◆ Clients are aware that growth does not happen all at once and accept that they will continue to develop.
- ◆ Clients discover their inner strengths that help them heal from life experiences and cope with life challenges.
- ◆ 74% of clients surveyed report that, as a result of therapy, they are substantially better able to identify their feelings.
- ◆ 74% of clients surveyed say that, as a result of therapy, they are significantly better able to identify their thoughts and their impact on them, since starting therapy (see Figure 1).



I have found out that I'm feisty, that I'm definitely a fighter, and I didn't realize that I was. I mean, obviously, I was because I survived everything.

-CLIENT

Therapy is key to inner healing and finding out about ourselves and how we fit in the world.

-CLIENT

I don't know that you ever arrive and are healed...I just think that it's an ongoing process of deeper healing.

-CLIENT

Therapy holds up a mirror and shows me, where does this hurt come from? Why do you react the way you do? That has changed how I heal.

-CLIENT

Possible Responses

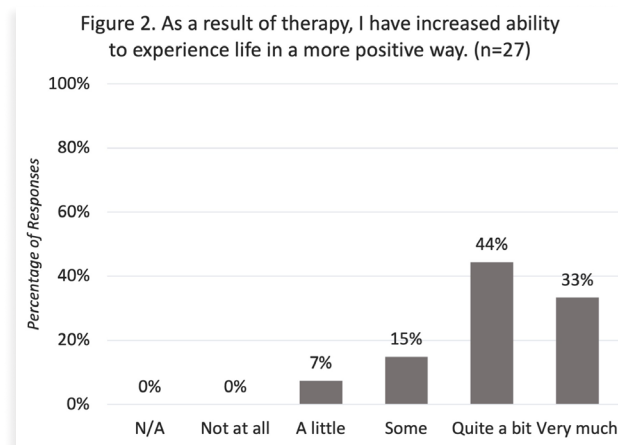
- ◆ CCC will share the results of our research with clinicians during training and onboarding to show the impact of our therapeutic model on clients.
- ◆ CCC will share these findings with the wider clinical community to promote long-term therapy, instead of seeing skills building as the primary treatment modality for the working class.

Finding 2: Clients are developing a balance of skills and personal insights that contribute to improved functioning and long-lasting change.

Parallel to the evolution in medical healthcare where interventions are limited by insurance approval and cost restrictions, mental healthcare moved from counseling focused on understanding oneself to interventions focused on changing behaviors. The exception to this limited application of mental healthcare is usually available only to those who can afford to pay out of pocket to a private practitioner. CCC's therapeutic services honor the complexity of the human being by developing both skills for improved functioning and developing insight for self-understanding. As such, they are better able to function in their day-to-day responsibilities while gaining the insight that will allow the change to be more long-lasting than strictly cognitive or behavioral therapy. Our interviews showed our services appropriately balance between the two approaches.

Key Takeaways

- ◆ Skills that clients reported as being helpful both in and out of the therapy room are mindfulness (such as stepping back, breathing deeply, and noticing physiological responses), managing symptoms of anxiety and depression, and changing one's internal dialogue to be more supportive and encouraging.
- ◆ Clients understand the benefit of therapy is not to superficially band-aid their feelings but to help them live more authentically.
- ◆ Clients indicated that a deeper understanding of themselves helped them to create healthier relationships, overcome obstacles, and live more fulfilling lives.
- ◆ 78% of clients surveyed report that, as a result of therapy, they have an increased ability to experience life in a more positive way (see Figure 2).



- ◆ 70% of clients surveyed report that, as a result of therapy, they have a significantly increased ability to look back at their life without becoming overwhelmed.
- ◆ 74% of clients surveyed report that, as a result of therapy, they feel substantially more able to cope with stress in their daily lives.

[After losing my home in a wildfire,] it was hard to feel motivated to do the things I love to do. So I'm reaching out more and it's been three years and with the steady counseling, I'm just feeling like I'm standing more upright and able to be motivated to do the things that I love to do.

-CLIENT

The hurt is an indication of something that needs to be addressed.

-CLIENT

I live in my head to avoid all the body sensations. Counseling brings me back to, "Hey, you need to check in with your body!" Feeling a body sensation, I'll say, "I need to stop and breathe."

-CLIENT

It's about me coming back into myself and thinking, "Why am I having this reaction?" That is definitely a great survival skill that I am still figuring out.

-CLIENT

Possible Responses

- ◆ Increase partnerships with universities to enhance the educational offerings to volunteers.
- ◆ Reach out to universities that are more depth-oriented schools to recruit student interns with the knowledge and skills to better support the clients in the treatment process.

Finding 3: Through therapy clients recognize when a relationship is healthy and grow in their ability to set boundaries.

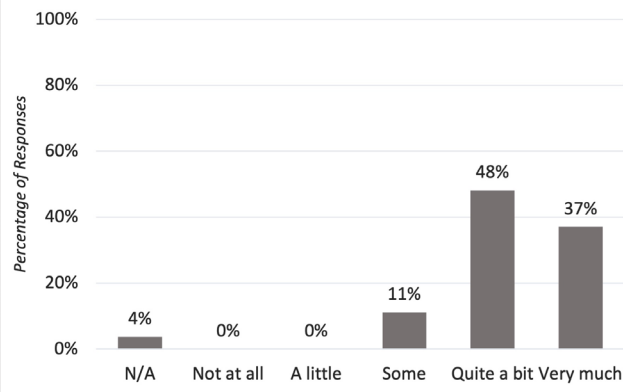
Data show that clients are able to be more authentically present with others. Therapy helps our clients evaluate their relationships with their family, friends, and community so that they can deepen healthy relationships and separate themselves from harmful ones. Many clients reported that therapy helped them become more honest with themselves and others, empowering them to risk saying no to requests rather than acting out of obligation.

It is important to understand that this population does not often have access to financial and social resources. As such, the choice to move away from these unhealthy relationships can have additional barriers.

Key Takeaways

- ◆ Clients demonstrated an increased ability to understand and share their feelings with themselves and others.
- ◆ Clients learned to establish better boundaries, to be more honest with others, and to be able to say no when necessary as a way to care for themselves.
- ◆ Clients talked about an increased desire to give back to others and their community as a result of therapy.
- ◆ Interviews showed clients had an increased ability to trust and effectively communicate with others.
- ◆ 74% of clients surveyed responded that, as a result of therapy, they are substantially better able to show up for those they are in a relationship with, even when things become difficult.
- ◆ 85% of clients surveyed report that, as a result of therapy, they are substantially better able to recognize the importance of their relationships (see Figure 3, next page).
- ◆ 85% of clients surveyed report that, as a result of therapy, they have significantly improved their ability to communicate with others.

Figure 3. As a result of therapy, I am better able to recognize the importance of my relationships. (n=27)



Therapy has given me the confidence to say no and to empower myself to set boundaries with people. It empowers me to take charge of my feelings and my own belief in myself. And that gives me hope for the future. Knowing that whatever happens no matter what grief I go through, no matter what pain I might be fearing in the future, I can get through it because I'm strong enough to do so. And I have the confidence to be able to navigate those now.

-CLIENT

My relationships are becoming more mutual, more respectful, and communication is more transparent than a year ago.

-CLIENT

I've let go of a couple of toxic family members who would upset me and filled it with friends I call family.

-CLIENT

Possible Responses

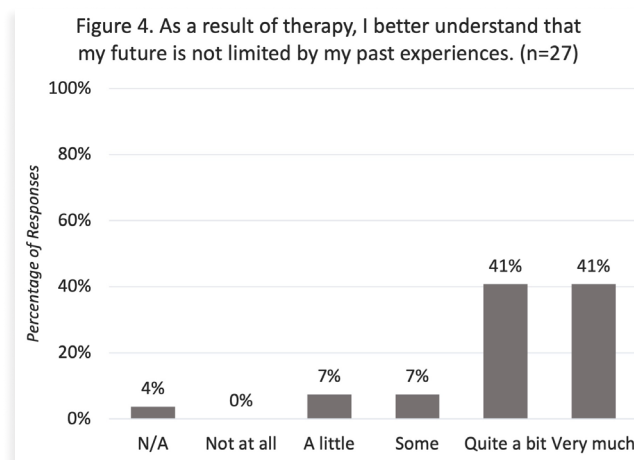
- ◆ CCC is exploring ways to increase partnerships with community agencies to provide additional opportunities for clients to build healthy relationships through support groups, therapy groups, and volunteer and employment opportunities.
- ◆ CCC has begun to implement a case management program to support clients in accessing additional resources to support them in overcoming the financial or logistical challenges of distancing themselves from unhealthy relationships.

Finding 4: A stronger sense of self brings new hope for the future.

Hope for the future was a consistent theme in the interviews. Clients reported learning to feel more fully instead of just seeking to feel better in the moment. This shift in perspective encouraged a fuller understanding of themselves as worthy, and as a result, found a newfound enthusiasm, joy, and hope for the future. As they found their own strength, the effects of therapy radiated out to their significant relationships and community.

Key Takeaways

- ◆ Interviews showed that clients learned to feel and embrace their emotions, even painful ones, instead of looking for a quick fix of feeling better in the moment. This resulted in greater acceptance of themselves.
- ◆ The realization that experiencing pain can lead to a deeper appreciation of life's joys became a transforming aspect for clients, often resulting in greater engagement in relationships and community.
- ◆ Clients reported embracing a fundamental belief in their worthiness, sometimes for the first time.
- ◆ Clients gained a profound understanding of their inner strength, enabling them to tackle challenges and undertake actions they previously thought were beyond their capabilities.
- ◆ Interviews highlighted the transformative journey of clients in therapy, emphasizing the power of self-discovery, resilience, and hope for the future that extends beyond the individual and helps create healthy relationships and fuller engagement in the community.
- ◆ 78% of clients surveyed report that, as a result of therapy, they have a significantly increased ability to cope with future challenges.
- ◆ 81% of clients surveyed say that, as a result of therapy, they are substantially better able to understand the role that their past experiences and traumas have played in shaping who they are.
- ◆ 81% of clients surveyed report that, as a result of therapy, they are substantially better able to understand that their future is not limited by their past experiences (see Figure 4).



I am worthy...I am a fighter.

-CLIENT

I've learned that I'm very resilient and I have overcome a lot.

-CLIENT

You know when you're depressed, you don't feel like there's much future left and so (therapy) has helped me refocus on joy until I realize that there is good stuff ahead.

-CLIENT

The thing I've learned is that I put myself second in most things and I need to not do that all the time. And that when I actually put myself first things work better and just keep the tension at bay and create opportunities rather than resentments.

-CLIENT

I still feel a lot of the past very acutely and it rises up. I have called it an undertow. But what's been helpful is to say, "Okay, there's the undertow. The undertow doesn't get to dictate everything. It's just the undertow." And so, it's an odd thing, where you kind of still experience it. You still feel it has all the power it has ever had, and yet it doesn't stop you from moving forward to something else. And so that's been a very positive thing.

-CLIENT

Possible Responses

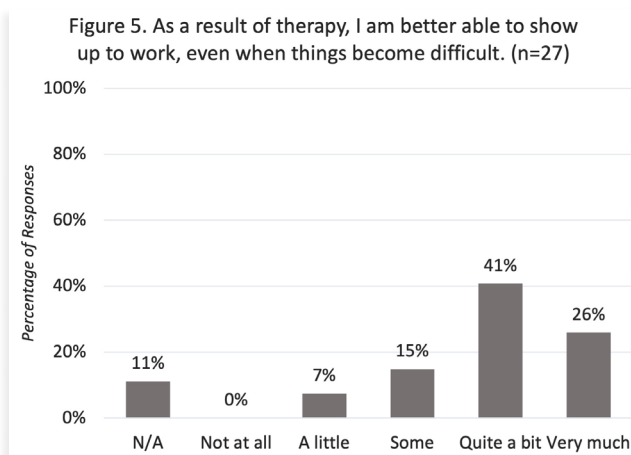
- ◆ CCC will share the results of our research with clinicians during training and onboarding to show the benefits to clients that come from their involvement with CCC.
- ◆ CCC will share these findings with the clinical community as evidence of the value of participating at CCC as a volunteer and donor.

Finding 5: Clients are more present, empathetic, and engaged with partners, family, work, and community as a result of therapy.

In the interviews, clients expressed a desire and an ability to fully be there for their families. Given the greater healing that takes place, this desire to engage more fully is extended to the greater community through wanting to give back, seeking employment or promotions, and developing greater social support. Many noted the energy and confidence it takes to more fully engage in these relationships and the value they gain from the experience.

Key Takeaways

- ◆ Clients appreciate that they were more able to be present and responsive to their partners, children, and other extended family.
- ◆ Clients reported that as a result of therapy, they are looking to reenter the workforce or pursue higher education and that they are more committed to persevering during challenging times.
- ◆ Clients reported a stronger sense of themselves in relation to their community and a desire to find meaningful ways to be engaged with their greater community.
- ◆ 67% of clients surveyed responded that, as a result of therapy, they are now substantially better able to show up at work, even when things become difficult (see Figure 5).



- ◆ 100% of clients surveyed responded “a lot” or “some” to the statement that, as a result of therapy, they find it a lot or somewhat easier to communicate their needs to others.
- ◆ 93% of clients surveyed responded “a lot” or “some” to the statement that, as a result of therapy, they feel more connected to others.
- ◆ 89% of clients surveyed responded “a lot” or “some” to the statement that, as a result of therapy, they have a better sense of belonging in their social connections.

I want a healthy life for my daughter, and I know that in order to do that I need to deal with my own stuff.

-CLIENT

I've had a couple of really rough bosses come through. Before therapy, I would run to the bathroom and cry and freak out. Now I can just scoot back and know it's not a personal thing. I am able to observe that this is how they are feeling. Therapy has been extremely helpful.

-CLIENT

I do not hide that I go to therapy. I share the benefits I've learned and tell people to reach out if they need help.

-CLIENT

There's now a book group. The book group meets once a month, and it's people in the neighborhood. And I was instrumental in making that happen. And so, I would like to see that continue next year so that we have even more connections amongst ourselves

-CLIENT

Possible Responses

- ◆ CCC is working to expand its case management services to help link clients to financial and community resources to meet their goals of independence.
- ◆ CCC is working to increase its partnerships with community agencies to link clients to opportunities to volunteer, gain employment, and build social support.
- ◆ CCC is exploring opportunities to partner with small businesses to provide therapy to their employees, which can in turn increase their productivity at work.
- ◆ Generalizing the skills learned to a clients place of employment is an aspect of therapy that will be discussed in future training to understand how to better support clients in this area.

Finding 6: The Center for Community Counseling's current model of providing services creates accessibility; however, more therapists are needed to meet the diverse needs of the community.

CCC clients report that services at the center are accessible in two significant ways: (1) the sliding scale where participants may pay as low as \$5 per session allows low-income, uninsured, and underinsured clients to access therapeutic services, and (2) the hybrid-option for clients to receive in-person or online sessions to reduce barriers for clients to receive services, such as finding transportation and paying for childcare. Some of those interviewed reported that virtual sessions were experienced as a safe entry to therapy and offered an on-ramp to clinical services that could lead later to in-person sessions at the Center. Furthermore, CCC is flexible and

able to provide clients with a “good fit” by having multiple therapists and counselors available. Not all mental health agencies can provide this flexibility. Those interviewed expressed appreciation for the high quality of therapeutic interactions they experienced.

In light of the advantages of this model, there are drawbacks as well. The clients interviewed were those who had been in services for a minimum of six months, so the data regarding those who ended services before six months or were referred out due to a lack of providers were not captured in this project. Looking at additional internal information, we can deduce that some of the reasons were about the fit of the volunteer or because the volunteer was leaving CCC.

Key Takeaways

- ◆ Offering mental health services virtually creates a sense of comfort and safety.
- ◆ The mix of virtual and in-person service delivery helps clients overcome barriers to access such as transportation or childcare costs.
- ◆ The sliding fee scale allows low-income and uninsured clients an opportunity to receive high-quality therapeutic care.
- ◆ Clients feel grateful for the exceptional level of care received and were often surprised given the affordability of services.
- ◆ Interviews highlighted risks inherent in the CCC’s reliance on student interns who are unable to stay with clients beyond their internship; as such, causing disruptions in client care.
- ◆ The Center needs a greater diversity of counselors to include gender identification, language and culture representation, and race and ethnic identity. 100% of clients surveyed responded that the cost of sessions offered by CCC increases the accessibility of therapy services.
- ◆ 95% of the 20 people seen online or hybrid reported that the online option makes therapy accessible to them. 71% of people seen in person report that being seen in person makes therapy accessible for them.

I started seeing [provider] via video sessions for a long time. Only recently have we been meeting in person. Having the option to be virtual or to be in person is a good thing. I've recommended it to my mother who will feel more comfortable with virtual at first.

-CLIENT

Once a week I have this safe place.

-CLIENT

I'm grateful that I can receive services even though I have no insurance and couldn't pay. If I had to pay, I wouldn't get the help.

-CLIENT

My therapists have been great. I had [first provider] and I now have [second provider] and they were fantastic. The flexibility of letting me have my baby on the phone with me really opens up the service for me. I can't always find childcare, so it's been nice.

-CLIENT

Possible Responses

- ◆ Longer-term volunteers are needed to ensure continuity of care for those who need it.

- ◆ Researchers are curious to know how many potential clients are not served because an appropriate match is not available.
- ◆ CCC is looking for ways to engage new licensed therapists in volunteering long term.

Conclusion

Insights Into Impact

CCC was pleased that the intended impacts of counseling were confirmed by our research. Our findings showed that individual counseling brought about significant internal change that carried over to their significant relationships and engagement in their community. These changes were consistent throughout the population regardless of the level of licensure, contrary to the common perception that interns are less effective. These findings were also consistent whether the individual was seen online or in person. In addition to the intended impacts, we found consistent themes of the importance of CCC's sliding fee scale and hybrid delivery model in allowing clients to access counseling services. Another surprising finding showed the clients are aware of the positive effect of therapy on the community as clients engage more fully with their family, workplace, and social networks.

Steps Forward

CCC is committed to sharing the results of our research with clinicians, both internally to celebrate the impact of their volunteer hours, and externally to educate clinicians in the community of the importance of CCC's person-centered, rather than insurance-centered, approach. The hope of providing this information is to inspire other clinicians to join CCC's team of dedicated clinicians to meet the ever-growing needs of our community. The same process will be used with universities to educate field placement directors on the value of an internship at CCC and to identify students whose skills and interests match those of CCC's model.

CCC will actively explore opportunities to expand partnerships with community agencies. This expansion will provide additional avenues for clients to cultivate healthy relationships through support groups, therapy groups, and volunteer and employment opportunities as well as financial resources to meet their goals. In tandem with growing our partnerships externally, we are working to further develop our resource-linking services in order to connect our clients to these opportunities.

Further research is needed to understand the number of potential clients not served due to the lack of therapist availability. In addition, consideration will be given to why clients did not stay in services and if it is, as suspected, because of the match of the clinicians or if there are additional barriers to remaining in services.

CCC will engage donors, sponsors, local clinicians, and community partners and their leaders in understanding the effectiveness of the services we provide and the need to make these services more accessible to clients through additional funding and support.

Opportunities for Future Evaluation

CCC will continue to evaluate the impact of our services by gathering client feedback and conducting interviews. Each spring CCC will invite feedback through either qualitative or quantitative surveys. Project Impact will be expanded to evaluate therapy groups, internships, and volunteer therapist experiences. Members of CCC's Board of Directors will be invited to participate in this research process in order to be more intimately involved.

Appendices

Appendix A - Indicators of Impact

Impact #1 – Participants become more aware of their mental, emotional and behavioral self.

What we mean: Through person centered therapy clients develop personal insights and trust in self as complex and valuable individuals. As a result, clients begin to recognize their triggers, feelings, their behaviors, and the consequences thereof.

E3 (Quantitative Indicators of Impact)	E4 (Qualitative Indicators of Impact)
<p>Know</p> <ul style="list-style-type: none"> ◆ Understanding that therapy can be difficult, particularly initially, resulting in an increased discomfort as I more deeply feel feelings that have been repressed or avoided. ◆ Understand areas in their lives that they have control over and areas that they don't. 	<p>Believe</p> <ul style="list-style-type: none"> ◆ Believe in themselves and in their power to heal themselves through this therapeutic process and that they are competent to continue the healing throughout life. ◆ That are resilient and able to trust their internal strengths when faced with obstacles.
<p>Do</p> <ul style="list-style-type: none"> ◆ Show up to (therapy, work, relationships), particularly when it's difficult. 	<p>Become</p> <ul style="list-style-type: none"> ◆ Ability to be guided by intention instead of reaction. ◆ More able to accept complexity and maintain an equilibrium through the ambiguity they face.
<p>Feel</p> <ul style="list-style-type: none"> ◆ Increased confidence in their own ability to heal or more hopeful about the future, something along those lines. 	<p>Love</p> <ul style="list-style-type: none"> ◆ Love themselves enough to stay engaged in the therapeutic process.

Impact #2 – Participants begin to take charge of their own lives.

What we mean: Clients begin to understand that they don't need to continue the narratives or behaviors already created but have:

- ◆ The choice to react, feel, and think differently in future situations.
- ◆ Increased hope for the future.
- ◆ Life skills to better experience their life (communication, emotional regulation, anger/frustration management).

E3 (Quantitative Indicators of Impact)	E4 (Qualitative Indicators of Impact)
<p>Know</p> <ul style="list-style-type: none"> ◆ They learn to identify their unique life skills and insights which can guide their future life choices. 	<p>Believe</p> <ul style="list-style-type: none"> ◆ Believe in themselves and in their power to self-regulate.

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Do	Become
<ul style="list-style-type: none"> ◆ Apply life skills. ◆ Future planning/goal setting/imagining. 	<ul style="list-style-type: none"> ◆ Strengthened sense of self-possession and locus of control; ◆ More willing to engage in life.
Feel	Love
<ul style="list-style-type: none"> ◆ Self-confidence. ◆ Decrease in symptoms of stress/anxiety/depression. 	<ul style="list-style-type: none"> ◆ Increase their commitment to living.

Impact #3 – Participants feel more positively connected to their significant relationships

What we mean: Significant relationships include; children, adult children, parents, partners, friends, co-workers, bosses, and community members. (better attendance at work, more confidence and joy in parenting, Develop skills of communication, positive regard, compassion and respect)

E3 (Quantitative Indicators of Impact)	E4 (Qualitative Indicators of Impact)
Know	Believe
<ul style="list-style-type: none"> ◆ Important to take time to be with your significant others and close community connections. ◆ Relationships are complicated and can be full of hurt/ruptures - they can also be stronger because of the repair that follows. ◆ Notice if they are avoiding a person/situation as a reaction or with intention (work, school, family). 	<ul style="list-style-type: none"> ◆ That they are lovable, valuable, or worthy of respect. ◆ Relationships are worth investing in.
Do	Become
<ul style="list-style-type: none"> ◆ Regularly use positive communication skills ◆ Spend time with others. ◆ Ability to listen to others with genuine interest and to hear what is truly being communicated. 	<ul style="list-style-type: none"> ◆ More appropriately engaged with others. ◆ Become active and engaged listeners.
Feel	Love
<ul style="list-style-type: none"> ◆ Affirmed and validated in their feelings, thoughts, choices by having their story heard. ◆ Connected to others in their life. ◆ Being present in relationship gives a sense of joy. 	<ul style="list-style-type: none"> ◆ A sense of connection with others. ◆ Valued relationships.

Impact #4 – Participants are able to accept their past experiences, including past trauma.

What we mean: Allow for time and trust to develop so that past experiences can be processed with compassion and openness; so that participants can move forward with more insight and confidence in future choices.

E3 (Quantitative Indicators of Impact)	E4 (Qualitative Indicators of Impact)
<p>Know</p> <ul style="list-style-type: none"> ◆ That their past experiences have helped to shape or color their interpretation of ongoing day to day experiences. ◆ That past experiences do not predict or define future experiences. 	<p>Believe</p> <ul style="list-style-type: none"> ◆ They are not their trauma. ◆ They believe they are strong, resilient, and worthy of respect.
<p>Do</p> <ul style="list-style-type: none"> ◆ Face their future with curiosity and openness. ◆ Interpret their lived experience with a positive or hopeful frame. ◆ Explore their experiences without becoming flooded by emotion or engaging in self-harming behaviors. ◆ Using coping strategies when overwhelmed 	<p>Become</p> <ul style="list-style-type: none"> ◆ They embrace future possibilities beyond the constraints of their past trauma.
<p>Feel</p> <ul style="list-style-type: none"> ◆ Safe, sane, relief. ◆ They experience pride in having survived through their experiences. 	<p>Love</p> <ul style="list-style-type: none"> ◆ Compassion for themself. ◆ Committed to your future.

Appendix B - Qualitative Interview Protocol

What have you learned, through your experience with CCC, about being in therapy? What has been most challenging to discover? → How has this changed your belief in your own ability to heal through therapy? (*Know/Believe*)

In what ways do you feel more hopeful about your future, since starting therapy? What still worries you about your future? → How has this impacted your dedication to continuing your healing journey through therapy, even when it feels hard? (*Feel/Love*)

What have you learned about yourself given your life experiences, particularly those that have been painful? → How has your belief about yourself and your view of yourself, in light of your experiences, changed because of therapy? (*Know/Believe*)

What have you tried (or what steps have you taken), as a result of therapy, that has been helpful when you become overwhelmed by past memories or feelings? What has been most helpful? What has been least helpful? → How has doing these helped you grow as a person? How has this impacted the way you embrace future possibilities? (*Do/Become*)

In what ways do you feel less overwhelmed by past experiences or painful events? → How has this impacted how you care for yourself, since starting therapy? (*Feel/Love*)

During your experience with us, what have you discovered about the skills and strengths that you have? → How has this discovery helped to change your view of yourself and your ability to manage your emotions? (*Know/Believe*)

What skills or insights are you able to implement (do) in order to take charge of your own life, that you didn't do as much before therapy? What are you still wanting to do that you haven't been able to do yet? → How has this impacted the way you engage with the world around you? In what ways do you need to continue developing in this area? (*Do/Become*)

What is most exciting or energizing, since starting therapy? What still feels stressful or causes you anxiety? → How has your commitment to yourself changed through the therapeutic process? (*Feel/Love*)

Since being in therapy, what has changed in how you feel about the significant relationships in your life? What still feels deflating or discouraging or worries you about those relationships? → How has this experience shaped your commitment to family, friends, and community? (*Feel/Love*)

In relationships with others, how do you communicate differently, because of this service? In what ways have you changed in your communication with others? In what ways do you still find communication with others challenging? → How have you had to grow or change inside to strengthen your significant relationships, even when it is difficult? (*Do/Become*)

I'm wondering where you see yourself a year from now; where do you see yourself given your goals?

Appendix C - Quantitative Questionnaire

As a result of therapy... (N/A, Not at all, A little, Some, Quite a bit, Very Much)

1. I understand areas in my life that I have control over and areas I don't.
2. I am better able to show up to work, even when things become difficult
3. I am better able to show up for those I'm in relationship with, even when things become difficult
4. I am better able to identify my feelings.
5. I am better able to identify how my thoughts impact me.
6. My ability to cope with future challenges has increased.
7. I am better able to identify my personal strengths.
8. I am more hopeful for my future.
9. I can more able to set goals for my future.
10. I feel less anxious in my daily life
11. I feel less depressed in my daily life
12. I feel more able to cope with stress in my daily life
13. I am better able to recognize the importance of my relationships.
14. I have improved my ability to communicate with others
15. I have improved my ability to listen to others with genuine interest
16. How I chose to interact with others feels more rewarding
17. I better understand that my past experiences and traumas have played a role in shaping who I am.
18. I better understand that my future is not limited by my past experiences.
19. I increased ability to look at my life without becoming overwhelmed.
20. I have increased ability to experience life in a more positive way.
21. I experience my feeling as normal

Since starting therapy... (N/A, Not at all, Some, A lot)

1. I found it easier to spend time with others.
2. I found it easier to communicate my needs to others.
3. I found it easier to listen to the needs of others with genuine interest.
4. I have more people in my life who understand me.
5. I feel connected to others.
6. I have a better sense of belonging in my social connections
7. I feel less overwhelmed by my thoughts and memories of past experiences.

I found services at CCC to be: (N/A, Makes accessing services more difficult for me, Neither helpful or unhelpful, Makes therapy accessible for me)

1. I found the cost of sessions...
2. The time of sessions...
3. Having sessions online...
4. Having sessions in-person...

Demographic Questions:

Age: _____

Gender: _____

I receive sessions:

- ◆ Online
- ◆ In person
- ◆ I regularly meet either in person or online