

## Is Outpatient Counseling Right For Me?

Most people who are motivated and can establish a trusting relationship with their counselor do well in outpatient counseling.

Outpatient counseling is beneficial for:

- persons experiencing depression or anxiety. Clients have the option of seeing a psychiatrist as well as a counselor, if medication intervention is indicated.
- individuals in recovery from substance abuse. Counseling supports a client's abstinence, helps him/her avoid relapse, and makes it easier for a client to deal with underlying issues that were "medicated" by addiction.
- couples going through stress in their relationship who need to improve communication skills.
- families whose children are experiencing behavioral problems.
- individuals who have a sudden change in their life, such as job loss, death of a loved one, or a physical injury.

If you are uncertain, call the staff at Catholic Charities to help you decide.



## CATHOLIC CHARITIES LOCATIONS

### Main Office

2601 W 4th Street  
PO Box 2610  
Wilmington, DE 19805  
302-655-9624

### Bayard House

300 Bayard Avenue  
Wilmington, DE 19805  
302-654-1184

### Seton Villa

800 Bellevue Road  
Wilmington, DE 19809  
302-762-2982

### Thrift Center

1320 E 23rd Street  
Wilmington, DE 19802  
302-764-2717

### Kent Office

1155 W Walker Road  
Dover, DE 19904  
302-674-1600

### Sussex Office

406 S Bedford Street, Ste 9  
Georgetown, DE 19947  
302-856-9578

### Casa San Francisco

127 Broad Street  
Milton, DE 19968  
302-684-8694

### Eastern Shore Office

1201 Pemberton Drive, Ste 1A  
Salisbury, MD 21801  
410-749-1121

### La Casita

411 Wicomico Street, Ste A  
Salisbury, MD 21801  
410-749-2287

### Seton Center

30632 Hampden Avenue  
PO Box 401  
Princess Anne, MD 21853  
410-651-9608

### PREGNANCY COUNSELING HOTLINE

TOLL-FREE 24-HOUR

1-877-225-7870

VISIT OUR WEBSITE

[www.cdot.org/charities.html](http://www.cdot.org/charities.html)

Catholic Charities directs and coordinates the charitable and social service programs of the Catholic Diocese of Wilmington.

It delivers critical direct care human services to individuals and families residing in Delaware and the Eastern Shore of Maryland regardless of their religion, race, or ability to pay.



## CATHOLIC CHARITIES

DIOCESE OF WILMINGTON



## Counseling Services

## Catholic Charities provides...

outpatient counseling programs to individuals with mental health issues such as **depression** and **anxiety**, as well as **substance abuse issues** such as addiction to alcohol, illegal drugs, or prescription medication.

Catholic Charities' staff of caring, licensed counselors and psychiatrists work with **couples** and **families** who are experiencing stress in their relationships with each other. Counselors also work with parents and children to improve **behavioral issues** in the home and at school.

Catholic Charities provides counseling services to anyone for whom outpatient treatment is the right choice, regardless of your ability to pay. We are able to accept most third party insurance, and Medicaid and Medicare. If you do not have insurance, we have a sliding scale to make counseling affordable.

When you call our office, our intake worker can make a referral to appropriate services if outpatient counseling does not meet your needs.

## Client Confidentiality

Clients of Catholic Charities are protected by the confidentiality requirements of federal law, specifically HIPAA (the **Healthcare Information Portability and Accountability Act**). This means that your counselor or any Catholic Charities staff cannot let anyone know that you are a client or divulge any information about you without your written consent.

## How do I begin?

Phone the Catholic Charities office — Main, Kent, Sussex, or Eastern Shore — closest to your home. Check the back of this brochure for locations and phone numbers. Ask to speak to the Counseling Services intake support staff.

The intake worker will conduct a brief, confidential phone interview so you can describe your problem and ask questions. The intake worker will also need information about how to reach you and your insurance coverage so that we can begin your admission to the program.

**We welcome your calls if you have questions or concerns about a family member.** Sometimes the person who needs help the most is most reluctant to make that first call. For this reason it can be helpful to make contact and have your questions about cost, counselor availability, and treatment expectations, etc. answered in advance, so when the potential client calls to make an appointment, it is an easier call for that person to make.

## What are the next steps?

We realize that the decision to seek counseling can be difficult. We make every effort to schedule your first appointment as quickly as possible after your first call.

Our Clinical Supervisor reviews the information from your intake call, and then assigns a counselor experienced with the problem you have reported. If Catholic Charities does not employ a counselor trained in the area you require, we will refer you to another professional who has the needed expertise that best fits your request.

## What to Expect

Catholic Charities takes great care to accept clients in critical situations as quickly as possible. We will assign you to a therapist immediately, given the availability of clinicians. We arrange first appointments as quickly as possible.

Your first appointment will be longer than usual so your counselor can do a thorough assessment. If you require a psychiatric evaluation, we will schedule this meeting after your first session with your counselor.

On occasion, you may be placed on a “waiting list” for services.

If we are unable to schedule you as quickly as needed, we will help you find services elsewhere.

The financial assistance of friends helps to make Catholic Charities professional counseling services available to those who could not otherwise afford them. We can offer a sliding fee scale because of generosity of our supporters.

To contribute, you can visit our website at <https://www.cdow.org/ccdonation.html>, and select Counseling Services as your ministry of choice. You can also mail a check to our main office

Catholic Charities  
2601 W 4<sup>th</sup> Street  
Wilmington, DE 19805

Note Counseling Services on the memo line.