

## **Frequently Asked Questions**

### **How do I request counseling services?**

In order to engage in services, you must first complete an intake packet. You can find the intake link on our website under the "What We Offer" section. Once we receive your intake information, you will be contacted within 2 business days to schedule an appointment with an assigned counselor.

### **How do I schedule an appointment?**

Call 980-225-9915 and the receptionist will assist you with scheduling an appointment with your assigned counselor. We do not accept walk-ins.

### **Do you take private health insurance, Medicare, or Medicaid?**

No. We currently do not accept Medicare, Medicaid, or bill insurance.

### **How much does counseling cost?**

The Community Life Center operates on a contribution basis. We are able to operate through the generous support of New Beginnings Church, donations, and event bookings. We ask that those who come for services invest in their own counseling by contributing a minimum of \$25 per individual session. Online payments can be made via the [Client Portal](#).

### **I have a friend or relative that I think needs help. Can I sign them up for counseling?**

No. Please refer the individual to our website to complete an intake or have them contact our office at 980-225-9915. In the case of a minor (under 18) that needs counseling services a parent or legal guardian may assist in completing the intake packet.

### **Can I see a psychiatrist and receive medication?**

No. We are not a clinical facility and do not prescribe medication.

### **Do I have to be a Christian to use your services?**

Our services are available to everyone. Although we work from a biblical worldview, our approach is to meet each client wherever she is in all areas of life. No one will be denied service based on his/her religious beliefs.

### **Who are your counselors and what are their qualifications?**

Our Lay and Pastoral Counselors, or Encouragers, as we often refer to them are certified through the Word of Life Christian Counseling Training Institute and are equipped to aide in the process of helping others to wholeness. They follow the code of ethics of the American

Association of Christian Counselors. Some of our volunteer counselors are licensed and many have a background in the fields of mental health, human services, peer support, or healthcare. Our Director of Counseling, who is licensed, assigns clients to counselors based on availability of client and counselor and your presented issues.

### **What should I expect at my first counseling session?**

Your counselor will clarify your reasons for seeking counseling and issues of concern. There may also be additional questions about your symptoms, general functioning, background, and at this time you can share any other information you think is important. At the end of the session, you and the counselor will make a plan for your future sessions.

### **I need groceries, housing, or money for utilities, can you provide me with financial assistance?**

We do not have a food pantry or provide financial assistance. Through our ReCAST Navigator, we can provide you with a referral to community agencies and supportive services that may be able to assist with your needs.

### **Is a deposit required to reserve space for an event?**

A \$150 refundable deposit is due at the time of booking to secure the date for an event.

### **What are your rates for reserving event space?**

		Rate		
Event Space	Size	2 Hours	4 Hours	8 Hours
Conference Room	544 sq. ft.	\$125	\$250	\$400
Meeting Room	675 sq. ft.	\$160	\$320	\$525
Chapel	1,140 sq. ft.	\$260	\$525	\$750

*Eligible nonprofits receive a 25% discount on the above rates.*