

Montgomery County Commission for Women

**Fiscal Year 2009 Annual Report
July 2008 – June 2009**



**Montgomery County Commission for Women
Counseling and Career Center
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July 2008 – June 2009

☞ COMMISSION ☞

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Commission for Women



Annual Report Fiscal Year 2009

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PRESIDENT'S MESSAGE

Regina L. Oldak

As immediate Past President, I appreciate this opportunity to look back over my two-year tenure and reflect on our achievements. The Commission contributes to the vitality, progressivity, and civility of Montgomery County by advocating on behalf of women at all levels of government and by educating families and policy makers about issues of concern to women.

This year, the Commission worked on legislation to address domestic violence, domestic workers' rights, health care, fair pay, child support, and unemployment insurance coverage, among other issues of central concern to women and families. We coordinated the 29th annual Women's Legislative Briefing, drawing federal, state, and local legislators, national experts, and an incredibly diverse group of advocates and volunteers from across Maryland.

We would all like to believe that women have achieved full equality and that there is no longer a compelling need for advocacy on their behalf, but it's not true. The issue of poverty as it affects women is a prime example. Poverty is most prevalent among elderly women and single mothers. Nationally, more than one in eight women live in poverty. The Commission's 2007 report on the Status of Women in Montgomery County found that although the overall poverty rate in Montgomery County was 3 percent, the rate among single mothers with young children was 30 percent – ten times higher. In response to that finding, the Commission chose to focus on the needs of poor mothers and children. In June, we released the "*Mothers and Poverty Agenda for Action*" with recommendations for protecting this most vulnerable population. The report has garnered unprecedented local and national media attention, and the Commission continues to receive requests for speakers on the project.

The Commission continued to work on behalf of immigrant women who struggle for access to legal rights in the workplace and in the courts. We published a guide to managing the legal process of separation and divorce; it will soon be translated into Spanish. We also published an updated brochure in six languages on violence in relationships.

This has been a difficult year for many, and it was challenging for the nonprofits that serve our residents. The Commission's Counseling Center helped more women than ever before cope with job loss, financial crisis, and the stress that those difficulties create for families already struggling to survive. The Counseling Center also worked with the Department of Human Resources to provide special workshops for County employees who face some of the same challenges.

I have been privileged to work with a group of people who care so much about the welfare of others and about the quality of life in Montgomery County. The Commission's work would not be possible without its commissioners and its dedicated staff. It has been my pleasure to work with them, and it is my pleasure to present the Commission's Annual Report for Fiscal Year 2009.

Introduction

The Montgomery County Commission for Women is one of over 200 such bodies across the nation. Commissions for Women are, by definition, advisory boards established by a city, county, or state government. Some are created by law, others by executive order. The Montgomery County Commission itself was created by County law in 1972 and is charged with the responsibility of advising the public, the County Executive, County Council, and agencies of the county, state and federal governments on the issues of concern to women.

As a department of the County government, it has two primary functions – advocacy and service. The law provides that there will be 15 commissioners; these are county residents appointed by the County Executive and subject to confirmation by the Council. Of the 15, nine must be endorsed by organizations concerned with women’s issues and six must serve independently of such organizations. Commissioners serve three years and without compensation. The women and men who serve on the Commission generally contribute an average of four hours per week in service to the County.

The purpose of the Commission is to advance women’s equal and full participation in the benefits, responsibilities and opportunities of society. In achieving this mission, the Commission:

- Examines laws, policies, practices and procedures;
- Identifies disparities that impact women; and
- Advocates remedies on behalf of the women of Montgomery County.

The department also administers the Counseling and Career Center. The Center is staffed with a combination of paid employees and a dedicated and highly skilled team of volunteers who provide services to those in our community struggling with difficult life crises and life transitions. The Center’s services include:

- Personal, couples and career counseling;
- Classes, support groups and workshops;
- Information and referral;
- Legal information;
- Testing for career aptitude and interest, and for personality type;
- Professional training for licensed social workers and counselors.

Budget

The Commission for Women’s programs and services are funded by County general revenues. Fees charged to individuals who participate in the group and individual services of the Counseling and Career Center are returned to the County’s general fund to partially offset the expenses of the department.

The FY09 approved budget for the department’s general fund was \$1,309,350. Due to staff vacancies and a mandatory savings plan, the budget was deliberately under spent. During FY09, a total of \$1,273,461 was expended.

The service fees charged in FY09 were \$50 per individual counseling session, \$20 per group or workshop session and \$55 for vocation interest and personality type testing. The Counseling and Career Center generated a total of \$171,906 in fees. The FY09 revenues represent 13 percent of the department's appropriation.

The Commission at Work

The Commission met on August 27, 2008 to set its agenda for the 2008-09 fiscal year. During the course of the year, the Commission also responded to many other events and issues through letters, calls, e-mails, action alerts, written and spoken testimony, speaking engagements and meetings. There was still much work to be done on the important issues and projects started in FY08 and it was decided that the Commission's FY09 agenda would continue the work started in the previous fiscal year. Below is a summary of the Commission's work on its priority projects for FY08.

Immigrant Women in Montgomery County (IWin Committee)

The Commission for Women established the issues confronting immigrant women as a priority area of concern in July 2002, and formed its IWin (Immigrant Women in Montgomery County) Committee. This committee first sought input from experts, service providers and advocates through a series of four forums entitled *A Brave New World*, conducted in 2003 (FY 04). In response to these forums, the Committee focused its work in FY 05 on the issue of immigrant women in the workplace. The Committee produced two brochures: *Sexual Harassment – It's Against the Law* and *Employment Rights of Pregnant Women*. Each brochure was translated and published in five languages (English, Spanish, Chinese, Korean and Vietnamese) and widely distributed to local organizations and agencies. In FY 06, the committee took on the issues facing domestic workers as an area of focus and began research on this topic. On October 16, 2006 (FY 07), the Committee presented its recommendations in a six-page memorandum and simultaneously released its newly published *Employment Guide for Domestic Workers*, printed in English, Spanish and French. Over 7,000 of these brochures were distributed to more than 100 agencies and organizations.

In FY 08, the committee began work on several projects, updating the *Talk to Your Daughter About Violence* brochure (originally printed in 2001) by adding new resources, statistics and information. The new brochure was called *Let's Talk About Violence in Relationships* and was published in Spanish, French, Chinese, Korean and Vietnamese. The committee also focused on the issue of separation and divorce among immigrant women. It began work on a divorce handbook for clients of the Counseling and Career Center.

This year, the Committee published the *Let's Talk About Violence in Relationships* brochure in all six languages. Brochures were mailed to schools, community centers, county agencies, local organizations that work with members of the immigrant community and many other locations.

The County's Domestic Workers Bill, which the IWin Committee supported in 2008, passed the Montgomery County Council on July 15, 2009. As was required in the new legislation, the Commission for Women worked with the Montgomery County Office of Consumer Protection to create a model employment contract for domestic workers. The model contract was translated into Spanish and French by the Office of Consumer Protection and made available to the public on its website.

Committee members met with the staff of the Gilchrist Center for Cultural Diversity and the liaisons to immigrant communities from the County Executive's Office of Community Partnerships.

The committee completed the divorce handbook this year. The new handbook includes in-depth information about the process of separation and divorce, legal and mental health resources, information about domestic violence and a chapter focused on special issues affecting immigrant women going through separation and divorce. The handbook will be published in both English and Spanish.

Mothers and Poverty (MAP Committee)

In June, 2007 the Commission for Women released its *2007 Report on the Status of Women in Montgomery County*. One of the major findings of the report was that single female-headed households are disproportionately poor. While only about 3% of the county's families live below the federal poverty line, nearly 30% of female-headed households with children under the age of five live in poverty. In response, the Commission selected single mothers and poverty as a priority area in FY 08 and created the Mothers and Poverty (MAP) Committee.

As its first order of business, the MAP Committee hosted a public forum series entitled *Dreams Deferred: Single Mothers and Poverty* that focused on the major issues impacting the lives of low-income mothers and their families. These three forums, held in the spring of 2008, brought together researchers, advocates, service providers, service recipients and interested members of the community.

The MAP Committee set out in FY 2009 to create an Agenda for Action specifically to address the high rate of poverty for mothers with young children. The Committee began this project by gathering statistics and information from the United States Census Bureau, anti-poverty think tanks, women's organizations, and government agencies collecting data focused on low-income single mothers and their families. The research was organized into six critical categories: Education, Employment, Child Care, Income Supports, Health Care and Housing.

For each of the six categories, the MAP Committee developed a list of policy and program recommendations which became an Agenda for Action at the county, state and federal levels. If implemented, the Committee members believe that these recommendations would greatly improve the lives of single mothers and their children.

On June 10th, the Single Mothers and Poverty Agenda for Action was formally introduced to the public at an event held at the Commission for Women office. Over 50 people, including elected officials, service providers, advocates, members of the media and other interested members of the community, all attended this program to learn about the Agenda. Committee Chair Tedi Osias provided an overview of the report, the major findings and policy recommendations. Participants were invited to join the Commission for Women's efforts in addressing the issues facing low-income single mothers.

Policy and Legislation (PAL) Committee

In March 2009, the PAL Committee created the PAL Issue Alerts and invited members of various county women’s groups to be included on an email distribution list to be notified of upcoming legislative issues of concern to women in Annapolis and on Capitol Hill. The Commission conducted a survey on how this new alert system was working and the response was very positive with most respondents indicating that they had followed through with taking action on legislative issues.

The Commission took action on 19 bills before the Maryland General Assembly. Nine of these were enacted to a very satisfactory outcome of 47 percent. Most importantly, much community support was built and the legislators and public were educated about these important issues.

Montgomery County Commission for Women 2009 Legislative Agenda

	Bill Number/Name and CFW Action and Outcome
S T A T E	H.B. 310/ S.B. 270: <i>Unemployment Insurance for Part-Time Workers</i> Sent letters to House Economic Matters, Senate Finance Committee Sent PAL Alert regarding the bill Passed and Signed by the Governor
	H.B. 288/S.B. 368: <i>Lilly Ledbetter Fair Pay Restoration Act of 2009</i> Sent letter to House Health and Government Operations Committee Sent PAL Alert regarding clarifying amendments Passed and Signed by the Governor
	H.B. 1296 <i>Healthy Families Healthy Workplaces Act</i> Withdrawn
	H.B. 717/ S.B. 740: <i>Family Law Child - Custody Determinations</i> Sent letter to Senate Judicial Proceedings Committee Sent PAL Alert No Further Action
	H.B. 296/S.B. 267: <i>Family Law - Protective Orders Surrender of Firearms</i> Sent letters to Senate Judicial Proceedings Committee and letter to House Judiciary Committee Sent PAL Alert Passed and Signed by the Governor
	H.B. 302/S.B. 268: <i>Family Law - Temporary Protective Orders - Surrender of Firearms</i> Sent letters to Senate Judicial Proceedings Committee and House Judiciary Committee Passed and Signed by the Governor
	H.B. 1283: <i>Criminal Law - Sexual Crimes – Definitions</i> Sent letter to House Judiciary Committee No Further Action
	H.B. 1181/S.B. 467: <i>Domestic Violence - Expungement of Records</i> Sent PAL Alert No Further Action

Bill Number/Name and CFW Action and Outcome	
S T A T E	H.B. 845: <i>Domestic Violence - Tween/Teen Dating Violence Education and Awareness</i> Sent letters House Judiciary Committee and Senate Education, Health and Environment Committee; Sent PAL Alert 4/8 House Passed
	H.B. 98/S.B. 601: <i>Domestic Violence - Temporary Protective Orders – Extension</i> Sent letter to Senate Judicial Proceedings Committee Passed and Signed by the Governor
	H.B. 1090/ S.B. 681: <i>Child Sexual Abuse Criminal Law - Third Degree Sexual Offense - Person in Position of Authority.</i> Sent letter to House Judiciary Committee and Senate Judicial Proceedings; Sent PAL Alert Unfavorable Report by House Judiciary Committee
	H.B. 1279: <i>Maryland Medical Assistance Program - Family Planning Services – Eligibility</i> Sent letter to House Health and Government Operations (Withdrawn)
	H.B. 41/S.B. 173: <i>Health Insurance-Mandated Benefits Hospitalization and Home Visits</i> Sent letter to Senate Finance Committee Passed and Signed by the Governor
	H.B. 405: <i>Health Insurance - Mandated Benefits - Breast Cancer Screening</i> Sent letter to Senate Finance Committee Passed and Signed by the Governor
	H.B. 1280: <i>Gender Equity Health Coverage Act</i> Sent letter to House Health and Government Operations Committee; Sent PAL Alert Unfavorable Report by Health and Government Operations
	H.B. 951/S.B. 813: <i>Health Care Affordability Act of 2009</i> Sent Letter to Senate Finance Committee and House Health and Government Operations No Further Action
	H.B. 474/S.B. 566: <i>Human Relations-Sexual Orientation and Gender Identity- Anti Discrimination</i> No Further Action
	H.B. 560: <i>Hate Crimes - Prohibitions and Protected Classes – Age, Gender, and Disability</i> Monitored by CFW Passed and Signed by the Governor
	H.B. 562: <i>Hate Crimes - Civil Remedy</i> No Further Action

Bill Number/Name and CFW Action and Outcome	
F E D E R A L	H.R. 1887: <i>Congressional Commission for Women</i> Meetings with Congressional Representatives Edwards, Speiers, DeLauro, Van Hollen to oppose creation of Congresses' appointment of a Commission for Women Bill Passed Congress; President signed into law
	S. 181: <i>Lilly Ledbetter Fair Pay Act</i> To overturn the Supreme Court's decision in Ledbetter v. Goodyear Tire & Rubber Co., and restore the long-standing interpretation of civil rights laws that employees may file pay discrimination claims within 180 days of each discriminatory paycheck they receive. Sent letter to Maryland Senators Bill Passed Congress; President signed into law
	H.R. 2: SCHIP- <i>To extend and improve the Children's Health Insurance Program</i> Monitored by CFW Bill Passed Congress; President signed into law
	H.R. 12/S.182: <i>Paycheck Fairness Act</i> Added Commission's name to letter of support by the National Women's Law Center House of Representatives Passes Bill
	H.R. 1/S. 1: <i>American Recovery and Reinvestment Act</i> Sent action alerts; Sent letter to the Maryland Congressional Delegation Bill Passed Congress; President signed into law
	Proposed Federal Rule - <i>Health and Human Services Provider Conscience Regulation</i> CFW letter sent opposing the restrictions

Bill Number/Name and CFW Action and Outcome	
C O U N T Y	County Council 7-09: <i>Workforce Investment Scholarships</i> Sent letter to County Council recommending equity for women and girls Commissioners Hobby and Rai Testified before full County Council County Council Passed Bill with some changes reflecting CFW recommendations

2009 Women's Legislative Briefing

An enthusiastic crowd of well over 700 women and men packed the rooms at the 29th annual Women's Legislative Briefing at its new location at the University of Maryland, Shady Grove Campus. Sponsored by the Montgomery County Commission for Women and more than 70 community and women's organizations, this year's event included greetings from Montgomery County Executive Isiah Leggett, Council President Philip Andrews, and Prince George's County Executive's Chief of Staff Michael D. Herman.

Congresswoman Donna Edwards presented an inspiring keynote address that brought the crowd to its feet. Six workshops followed where guests learned more about legislation and the legislative process. The workshops included: Ensuring Women's Health, Securing Our Future, Working for Economic Equity, Negotiating the Legislative Process, Protecting Women and Families, and Achieving Elected and Appointed Office. Legislators, advocates, lobbyists, and experts in these fields formed panels to discuss information on upcoming legislation on the county, state, and federal level.

The afternoon came to a close with a plenary session “Ending Poverty for Women and Children: A Call to Action.” This panel included representatives from the Center for American Progress, the National Women’s Law Center, and the National Campaign to Prevent Teen and Unwanted Pregnancy who discussed why women with families are over represented among the poor and proposed policy initiatives that can help these families avoid or work their way out of poverty. This discussion on poverty and strategies to meet the needs of women and their families is a top priority for the Montgomery County Commission for Women.

Girls Summer Computer Camp Scholarship Program

Since 2000, the Commission for Women has provided scholarships for girls of low income and/or for whom English is a second language, to attend two-week sessions of special computer day camps offered on the campuses of Montgomery College. Designed especially for middle school girls, these camps offer an introduction to web site design and computer programming in an effort to address the severe under representation of girls studying information technology. In the summer of 2008, a total of 26 girls received scholarships funded through the Commission for Women. Funds for one of the scholarships were donated by Montgomery County Business and Professional Women. Of the 26 girls, 12 reported that English is their second language with Spanish and Tagalog being the native languages. Six different countries of origin were represented (including the United States) and 17 MCPS schools were represented. Using privately donated funds, the Commission purchased specially designed t-shirts for each girl in the camps.

Community Outreach

The legislation establishing the Commission for Women requires that it provide advice to the County Executive, the County Council, the public, and to the agencies of the county, state and federal governments on issues of concern to women. The advocacy work undertaken by CFW in FY09 includes:

In July 2008, CFW’s Executive Director assisted with the planning of the Montgomery County Domestic Violence Coordinating Council’s Fatherhood Conference Fair which was being planned for November 2009.

The Commission sent two delegates to the annual conference of the National Association of Commissions for Women (NACW) in Albuquerque, New Mexico in July. The Commission continued its support of NACW in FY09 through the provision of office space, phone, computer and internet service, as well as supervision of the NACW staff. The office also handles most of NACW’s communications throughout the year and leads its membership drive. The CFW Executive Director and Commissioner Pat Cornish served as associate members of the NACW Board of Directors, and presented two workshops at the national conference.

In response to the County Council bill passed in July 2008 requiring employers of certain domestic workers to offer negotiations for written employment contracts, a Washington Post columnist published an internet blog containing insensitive comments about domestic workers. The CFW wrote to the columnist to express disappointment in his comments and to clarify the points of the County legislation.

A July 2008 Report on the Health Initiatives of State Women's Commissions and Councils, issued by the National Women's Law Center, included women's health advocacy initiatives by the Montgomery County Commission for Women. It was the only county commission for women to be included in the report.

A small delegation from the Gyonggi Women's Development Center in South Korea, visited the CFW offices on July 11 to learn how government can address women's issues in a democracy. In February 2009, the Commission hosted 22 delegates from the Chinese Women's Leadership delegation from Henan Province.

On September 17 CFW hosted a Council of Women's Organizations program featuring Kate Bell, a visiting fellow at the Center for American Progress and Head of Policy and Research for One Parent Families in the United Kingdom. Ms. Bell spoke about strategies for addressing poverty among single parents in the U.K. Approximately 33 people attended.

The Commissioners and staff participated in the County's 2008 Community Service Day project by donating over \$400 to purchase children's books for the planned Family Justice Center children's library.

In October CFW's Executive Director and staff participated in a teleconference with NACW and National Women's Law Center representatives on the topic of women's access to health insurance and healthcare. In October, CFW staff also took part in a Webinar on how the private insurance system fails women.

The January 2009 issue of *Washington Woman* included an article on the Commission's "Let's Talk About Violence in Relationships" brochure. This brochure, originally published in 2001 in English and Spanish ("What Every Girl Should Know About Violence"), was redesigned and updated to include information about relationship violence. The revised booklet is geared to adolescents, women, men and parents and was reprinted in English, Spanish, French, Korean, Vietnamese, and Chinese. The March *Washington Woman* magazine contained an article on the Commission's "Sexual Harassment in the Workplace" brochure which was also redesigned and updated to include current laws. Both booklets are also available on the Commission's website.

In February, the Commission signed on to an Amicus Brief that was filed by the National Women's Law Center in support of respondents in a Firefighters' Civil Rights Case (*Ricci v. DeStefano*) before the Supreme Court. The Amicus Brief supported the position that elimination of discriminatory practices does not constitute reverse discrimination.

The Commission sent a letter in March 2009 to newly elected President Barack Obama commending him on the creation of the White House Council on Women and Girls and recommending that consideration be given to providing some federal support to the National Association of Commissions for Women (NACW). In April, the Montgomery County CFW hosted the NACW Board of Directors' 2-day meeting, and members of the Board were invited to Capitol Hill during that time to meet with the Director of the White House Council on Women and Girls.

Helen Holton, President the Maryland Commission for Women attended MCCFW's March 2009 meeting and gave a presentation on the Maryland Commission's programs, issues and priorities and talked about plans for the Maryland Women's Heritage Center.

Commissioners and staff delivered speeches, participated as panelists and made presentations at meetings, conferences, and events throughout the year, addressing women's issues and concerns and describing the activities and services of the Commission for Women and the Counseling and Career Center. Altogether, commissioners and staff spoke at 10 events, reaching a total audience of approximately 321. In addition, commissioners and staff attended 16 community events, providing staffed displays at fairs and diversity day celebrations.

Commission for Women and Counseling and Career Center
 FY 2009 At A Glance

Service Provided	Totals
Counseling	
Number of New Clients	1063
Number of Sessions	3428
Percent of Clients Reporting that Counseling Helped Them Resolve Problems	97%
Telephone Legal Consultations	134
Classes, Groups, Workshops, and CFW Programs	
Number of Participants (includes 700 Women's Legislative Briefing attendees)	3609
Number of Events (includes WLB and 2 CFW Council of Leaders events)	248
Percent of Clients Reporting that Groups Were Useful or Very Useful	99%
Number of Vocational Tests Administered	225
Speakers Bureau & Community Outreach	
Number of Countable Participants	1641
Number of Activities	26
Computer Camp For Girls - Number of Scholarships Awarded	26
Legislative Advocacy	
Number of state/federal bills on which action was taken	19
Number/percent of bills achieving advocated outcome	9 / 47%
Volunteers, Commissioners, Interns and Externs	
Number of Participants	134
Number of Hours	18,272
Number of Work Years	8.7
Revenue Generated by Counseling Center Fees	\$171,900
Revenue Generated by Private and Corporate Contributions	\$8,600

Each year, the Counseling and Career Centers assists thousands of women in the community by providing a wide range of services and programs that address legal and financial issues, emotional problems, difficult life transitions, career planning and employment matters, and family concerns. With a small staff of highly trained professionals and dedicated volunteers, the Center has extensive experience in dealing with the broad range of women's issues.

Counseling

At the Center, counseling sessions for personal and career issues are available for individuals and couples eighteen years of age and older. In personal counseling, clients address problems such as separation and divorce adjustment, anxiety, decision making, self-esteem, transitions, relationship issues, anger, and loss. Career counseling sessions deal with finding employment, identifying skills and goals, career advancement, resolving problems in the workplace, career planning, and seeking training opportunities. Couples in counseling work on communication skills, conflict resolution, improving mutual understanding, and setting joint goals and priorities.

Counseling is provided by licensed clinical social workers, licensed clinical professional counselors, graduate student interns earning masters degrees in social work and counseling, and post-graduate externs working toward licensure. All have experience working with multi-cultural clients and some are bilingual. In FY09, more than 1000 clients participated in 3428 counseling sessions at the Center. In confidential evaluations of their counseling experiences, clients gave their counselors high marks for understanding their needs and helping them to improve their ability to solve problems.

Classes

Throughout the year the Counseling and Career Center offers classes on a variety of topics of interest and importance to women. In all, the Center provided 246 classes in FY09. Of these, 217 were presented for the public, 18 were held for Montgomery County government and public school employees and 2 were presented for community organizations. Classes provided at the Center are open to the public and are divided into the following categories: Business and Professional Development for Women; Financial Security; Personal Growth and Optimum Living for Women; Separation and Divorce; and Couples and Families. Classes provided for County and MCPS employees focus primarily on career issues. All classes are led by highly qualified professionals including the Center's counselors, attorneys from the Family Law Section of the Bar Association, and contractors and volunteers with particular areas of expertise.

Classes at the Center serve as an important adjunct to the counseling services. They provide peer support, information and participation in group activities and relevant discussion. During the year, various support groups for women are offered focusing on separation and divorce, emotional and verbal abuse, and finding employment. For the first time in FY09 a support group was also held for couples seeking to improve their relationships. Enrollment for classes and support groups reached 2909 in the fiscal year. Participants evaluated the classes and groups highly, finding the content to be very useful and the presenters effective.

Assessment Testing

The Counseling and Career Center administers two standardized assessment instruments, the Myers-Briggs Type Indicator and the Strong Interest Inventory, every month in group sessions. Through these instruments, clients learn about their career interests and personality preferences as well as how to make informed choices in personal and career matters. Clients may take these assessments plus the Self-Directed Search, on an individual basis when working with a counselor. In FY09, clients took 225 standardized assessments.

Information and Referral Services

Trained volunteers at the Center's Information and Referral desk assist clients to make appointments, register for classes, and check-in for counseling sessions and workshops. They also provide helpful referrals to other community agencies when clients need services not available at the Counseling and Career Center. Volunteers who work at the Information and Referral Desk are given instruction in active listening, using the Center's database, and assisting clients both in person and on the telephone. These volunteers also learn how to effectively assist clients with limited English proficiency. In FY 09, thirty-three volunteers worked as information and referral specialists typically for one or more four-hour shifts per week.

Legal Call Back Program

In FY 09, the volunteer attorneys of the Legal Call Back Program provided information on legal issues by telephone to 134 individuals. Questions are submitted by clients to the information and referral desk, screened by the volunteer coordinating attorney, and then referred to participating attorneys based on the legal information requested. There is no charge for this service and the nineteen attorneys in the Legal Call Back program respond to each question within a two week period.

Continuing Education for Counselors and Social Workers

Continuing education classes for licensed clinical social workers, licensed clinical counselors and other human service professionals are provided by the Counseling and Career Center. Classes are typically three hours in length, taught by experts in their particular disciplines, and provide three continuing education hours approved by the Maryland Board of Social Work Examiners and the National Board for Certified Counselors. These classes are well attended and receive excellent evaluations. Nine classes were held at the Center in FY 09 on the following topics:

- Working with the South Asian Community: Clinical Implications
- Taking the Mystery Out of Change: Teaching Your Clients the 4S Model
- What Clinicians Need to Know About Psychological and Neuropsychological Testing for Adults
- Integrating the Inner Selves: Key Components in Eating Disorders
- Therapeutic Interventions with Stressed Out Adults and their Aging Parents
- Clinical Supervision in the NEW Evidence-Based Era
- Brief Therapy for the Real World and the Inner World: The Relationship in Short Term Treatment
- Conflict Resolution: Strategies for Therapists
- Practical Ethics for the Mental Health Practitioner

Graduate and Postgraduate Internship and Externship Program

Each September graduate students in social work and counseling masters degree programs work at the Counseling and Career Center to complete two semester advanced placement internship programs. These students work at the Center for at least twenty hours per week during the academic year prior to their graduation. Under the supervision of the Center's staff counselors, the students provide individual career or personal counseling thus enabling the Center to serve many more women. The supervising counselors maintain close contact with each student's university advisor to ensure that all requirements for graduation are met. Counseling externs, who have received their degrees, but must work under supervision to receive licensure, are also accepted as counselors at the Center. Externs must work at least sixteen hours a week for one year and may provide couples as well as individual counseling. In FY09, five interns and four externs received training and provided counseling services at the Center.

Volunteer Program

It is only with the work of the many volunteers who generously give of their time and expertise that the Counseling and Career Center is able to provide so many programs and services to assist women. Volunteers work as information and referral specialists, legal call-back attorneys, class instructors, and office assistants. Others provide community outreach, technical assistance, volunteer recruitment and graphic arts design. Undergraduate students with majors in family studies, psychology and related fields work at the information and referral desk, assist with research projects and help with special events while high school juniors and seniors provide clerical support and other assistance to fulfill their student service learning requirement. During the '09 fiscal year, 116 volunteers contributed 12, 272 hours of service or the equivalent of 5.9 full-time employees.

A Snapshot of the Counseling and Career Center Client Demographics

In FY09, the following demographic information was supplied by more than 2700 clients who attended classes or received counseling at the Center:

Ethnic Origin - Clients of the Counseling and Career Center reflect the diverse population of Montgomery County. 46% of those responding to demographic questionnaires identified themselves as belonging to ethnic minorities including 19% African-American, 13% Hispanic, 8% Asian Pacific, 1% American Indian, and 6% other ethnicity. 53% identified themselves as Caucasians.

Annual Income – In FY09, the Center served clients with a wide range of annual family incomes. Included were 45% reporting incomes under \$30,000; 15% between \$30,000 and \$50,000; 11% between \$50,000 and \$70,000; and 29% reporting incomes above \$70,000.

Marital Status – Demographic questions on marital status revealed that 57% of clients were not currently married in FY09. 28% reported that they had never been married, 27% responded that they were separated or divorced, and 2% indicated they were widowed. The remainder, 43%, reported they were married.

Employment Status - At the time they received services at the Counseling and Career Center in FY09, 48% of clients reported they were unemployed while 52% indicated they were employed either part-time or full-time.

FY09 Counseling and Career Center Volunteers

Information and Referral Services

Phyllis Bagdonas
Rosario Lozano Basta
Julie Buchanan
Rose Denegal
Nicole Glassman
Rachel Goldfarb
Karen Goldberg
Therese Hackford
Janet Hoveland
Naomi Karp
Evelyn Kelley

Linda Killian
Erin Leeland
Trish Lehman
Lois Leibel
Iris Madison
Edie Mahlmann
Stacey Markham
Wanda Michael
Mary Paull
Eileen Polinger
Mary Raigns

Judy Rumerman
Bharathi Sarilla
Martina Sestakova
Sheetal Shetty
Opal Spencer
Beverly Thoms
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FY09 Donations

The Montgomery County Commission for Women appreciates the generosity of individuals and organizations in the community who contributed funding in support of the Commission's programs. In FY09, 101 contributions were made to the Commission's programs and activities totaling \$8,600.

Amount	Donor
\$3,400.00	NACW for Office Space
\$1,000.00	NACW for Office Space
\$475.00	Montgomery County Business and Professional Women
\$205.00	Women Legislators of Maryland Foundation, Inc.
\$200.00	Sharon E. Holquin
\$150.00	Designer Fabrications LLC; The Florence Perman Bequest to the LWVMC
\$100.00	African American Employee Association; Delta Sigma Theta Sorority Inc, Fort Washington Alumnae Chapter
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\$40.00	Fauzia S. Rashid
\$5.00	Council of Leaders Event. The following individuals contributed \$5 each to attend the Council of Leaders Event on September 17, 2008: Irma Cuellar; Sylvia I. Darrow; Terry Fuller; Tonya Fullwood; Sarah Gotbaum; Patricia A. Grant; Jane Hobdy; Chandra Walker Holloway; Deborah Horan; Elizabeth Irons; Pauline Johnson; Karen Kullgren; Larniece McKoy Moore; Kinya Mururu; Lois Neuman; Joy Nurmi; Marilyn Pierre; Ethel Shelton; Jean P. Thompson; Patti Witham; Women Business Owners of Montgomery County



Montgomery County Commission for Women Counseling and Career Center

401 North Washington Street, Suite 100
Rockville, Maryland 20850
240-777-8300

Hours of Operation:
Monday, Tuesday, Thursday & Friday
8:30 am – 5 pm

Wednesday
12:30 - 9:00 pm

E-Mail cw@montgomerycountymd.gov
Website www.montgomerycountymd.gov/cfw

