

A horizontal bar composed of many small, colored squares in shades of orange, blue, and teal.

# PRO BONO COUNSELING PROGRAM

STRIKING DOWN BARRIERS TO QUALITY MENTAL HEALTH CARE

PRESENTED BY:

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Behavioral Health Clinical Director  
Project Access Northwest



# MISSION AND VISION

## Our Vision

Everyone in our community will have appropriate access to health care services.

## Our Mission

To improve community health by connecting those most vulnerable to vital health care services.

Project Access Northwest  
is a nonprofit organization dedicated  
to transforming access to health care in Washington.

## Patients

We provide patients **access to medical, dental care, and counseling** and help them **navigate the complexities of the health care system** so they can live healthier and more productive lives.

## Providers

We offer providers a **proven and efficient process for donating services** so they can focus on delivering life-saving medical care.

## Partners

Our longstanding relationships with partner organizations such as hospitals allow us to work together to **deepen our reach** in the community and **maximize our value**.

## Community

We are a **critical safety net** and strive to ensure that unmet health needs aren't leaving people vulnerable to long-term issues, hunger or homelessness.

# OUR WHY

One of the things that we focus on at Project Access Northwest is removing barriers.

We know that our clients face increased barriers due to several factors outside their control.

- Limited access to providers
- Costs
- Stigma attached to getting care
- Clients chasing physical symptoms that are best addressed from a behavioral health lens
- Lack of wraparound and follow up support – clients falling through the cracks

# PROGRAM OVERVIEW

## WHO we serve?

- Our services are available to people living at or below 300% of the Federal Poverty Level.
- Most common diagnoses are depression, anxiety, grief, trauma and life transitions.

## HOW we work?

- Clients can be referred by a community health provider OR self-refer
- Clients participate in a confidential phone interview to discuss their concerns and interest in seeking therapy. We will then identify a “best-fit” therapist — considering client preferences for cultural background, expertise, gender, and therapy style, etc. — and schedule an appointment when a therapist or counselor is identified.

## Client Perks

- A short, confidential phone screening conducted by a care coordinator
- A referral to a screened, “best-fit” volunteer licensed counselor or other resources
- No-cost counseling for a time frame agreed upon between client and provider – based on **their** needs!

## Provider Perks

- Thoroughly screened and well-matched clients. Only those who can engage in insight-oriented counseling will be matched to volunteer providers, based on a variety of factors such as age, interest areas/ specialties, availability, therapy style, etc.
- Case Consultation
- Free Continuing Education Workshops
- Increased support and destigmatization – Ask A Therapist Blog
- Free state licensure supervision hours

# ENROLLMENT IS EASY!

## Pro Bono Counseling-Client Enrollment Form

### Patient Information

\* First Name  Middle Name  \* Last Name  \* Date of Birth

\* Sex  \* Pronouns  She/Her  He/Him  They/Them \* Gender Identity

\* Ethnicity  \* Race  \* Best Phone Number To Reach You (...)  Other Phone Number

\* Are you Homeless?  Address

City  State  Zip Code  Email

\* Do You Need An Interpreter For your Appointments?  If Yes, What Language?

\* What Is Your Monthly Household Income?  USD

How Many People In our Household (whom you are responsible for by marriage, birth or adoption) are supported by monthly household income? Please include your...

People in your Household

### Pro Bono Counseling Program

\* What would you like to address with your therapist/counselor?

- LGBTQIA+  Relationship  College  Anxiety  PTSD  
 Immigration  Substance Abuse  Depression  Family Therapy  Racial Trauma  
 Maternity  Other

\* Have you worked with a therapist in the past?

- Yes  No

\* Would you be ok with being matched with an Intern or a Practicum Student?

- Yes  No

\* Would you be open to group therapy or group wellness?

- Yes  No

(Optional) Name of Therapist who I would recommend for this program/wish to work with

\* Is it Ok to leave information about services you are seeking with us on your voicemail?

- Yes  No

# COMPLETE OUR PRO BONO COUNSELING - CLIENT ENROLLMENT FORM HERE!

Scan this QR Code



OR

Click this [LINK](#)



*This is what new clients receive to support them in navigating the process of Pro Bono Counseling enrollment.*

Sherese D. Ezelle, LMHC, LCPC  
Behavioral Health Clinical Director



## What to expect

Thank you for your interest in the Pro Bono Counseling program. We are dedicated to providing accessible mental health support to individuals facing financial constraints.

By enrolling in the Pro Bono Counseling program, you are taking a significant step toward prioritizing your mental health and well-being. Our program offers you the opportunity to receive professional counseling services at no cost, tailored to your individual needs and circumstances. Through the dedicated support of licensed therapists, psychologists, or counselors who volunteer their time and expertise, you can navigate life's challenges, enhance your mental health outcomes, and improve your overall quality of life. Additionally, by participating in Pro Bono Counseling, you are joining a community that values mental health support for all individuals, regardless of financial limitations.

Here's what you can expect when you sign up for the program:

### 1. Submitting the Pro Bono Counseling—Client Enrollment Form

Upon submitting the online [Pro Bono Counseling—Client Enrollment Form \(trackvia.com\)](#), you will be assigned a care coordinator, who will reach out to you within 5–7 business days (post form submission) to initiate the screening and connection process.

### 2. Detailed screening process

During the screening process, you will talk with a trained care coordinator and have the opportunity to discuss your behavioral health needs in depth. This information will help us connect you with a “best-fit” therapist for your specific wellness needs.

### 3. Review by Pro Bono Counseling leadership team

After completing the screening with your care coordinator, your screening information will be shared with the Pro Bono Counseling leadership team for review. This review will consist of looking at your therapist preference, as well as the concerns you would like support with. This information is then shared with the therapist who is the best fit to support you in achieving your wellness goals.

### 4. Assignment of therapist

Within 5–7 business days of the leadership team review, you will be contacted again by a care coordinator. They will provide you with the name and contact information of your assigned therapist.

### 5. Learn more about your therapist

You can visit the [“Meet Our Therapists”](#) page on the Pro Bono Counseling website to read more about your assigned therapist and their practice. This can help you familiarize yourself with your therapist before your first session.

We look forward to supporting you on your mental health journey through our Pro Bono Counseling program. If you have any questions or need further assistance, please feel free to reach out to Behavioral Health Clinical Director Sherese D. Ezelle, LMHC, LCPC at 206-489-4560 or [sheresee@projectaccessnw.org](mailto:sheresee@projectaccessnw.org).

Thank you for choosing Project Access Northwest for your mental health needs.

# ASK A THERAPIST – JOIN THE CONVERSATION!

## Ask a Therapist

You Are In: [Home](#) / [News](#) / [Ask a Therapist](#)



### Five self-care practices for women's mental health and wellness

Honoring women's mental health in Women's History Month

BY: [SHERESE DANIELLE EZELLE, LMHC, LCPC](#) POSTED: MAR 26, 2024 TAGS:

Women often juggle multiple roles and responsibilities, which can take a toll on their well-being. Engaging in self-care practices is crucial for maintaining mental health and finding balance in a busy world. [Continue reading](#)



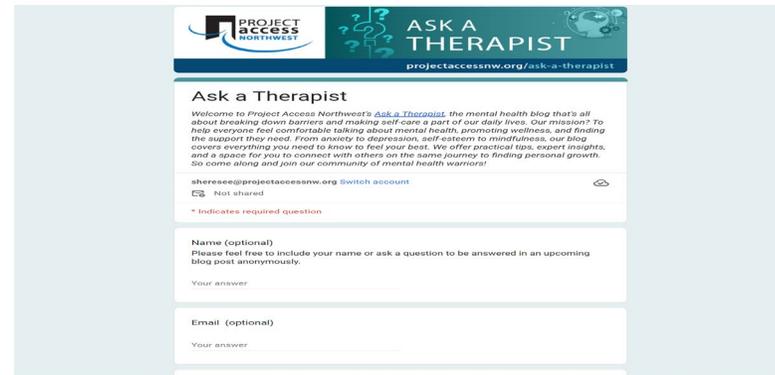
### Celebrating strength and resilience

Honoring women's mental health in Women's History Month

## Join The Conversation!

We invite you to be an active participant in the "Ask A Therapist" community. Engage with our articles, share your thoughts, and ask questions. We value your perspective and believe that together, we can create a supportive space where individuals feel heard, understood, and empowered.

ASK A THERAPIST



The screenshot shows the 'Ask a Therapist' form interface. At the top, there is a header with the Project Access Northwest logo and the text 'ASK A THERAPIST' and 'projectaccessnw.org/ask-a-therapist'. Below the header, there is a welcome message: 'Welcome to Project Access Northwest's Ask a Therapist, the mental health blog that's all about breaking down barriers and making self care a part of our daily lives. Our mission? To help everyone feel comfortable talking about mental health, promoting wellness, and finding the support they need. From anxiety to depression, self-esteem to mindfulness, our blog covers everything you need to know to feel your best. We offer practical tips, expert insights, and a space for you to connect with others on the same journey to finding personal growth. So come along and join our community of mental health warriors!'. Below the welcome message, there is a text input field for the user's name, with the text 'sheresed@projectaccessnw.org @switch account' and 'Not shared' next to it. Below the name field, there is a text input field for the user's email, with the text '\* Indicates required question' above it. Below the email field, there is a text input field for the user's question, with the text 'Name (optional) Please feel free to include your name or ask a question to be answered in an upcoming blog post anonymously.' above it. Below the question field, there is a text input field for the user's answer, with the text 'Email (optional) Your answer' above it. Below the answer field, there is a text input field for the user's name, with the text 'Your answer' above it. Below the name field, there is a text input field for the user's email, with the text 'Your answer' above it.



SCAN THIS QR TO GET INVOLVED – OUR EASY TO  
COMPLETE PROVIDER PLEDGE FORM IS HERE!

Our work would not be possible  
without YOU!



# ADDITIONAL WAYS TO GET INVOLVED



Recruit additional  
partners and providers



Share your ideas and  
expertise



Join our Board



Join one of our  
Committees

# CONTACT INFORMATION

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Behavioral Health Clinical Director

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F: 206.382.3507 or 800.579.1494

[ShereseE@projectaccessnw.org](mailto:ShereseE@projectaccessnw.org)

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THANK YOU!