



## Why choose Family Life Services?

### **Quality**

*In its 25 years of service, Family Life Services has cultivated a first-class network of counselors who are master's level or higher and individually screened for their skill and expertise.*

### **Specialty**

*Through its in-depth intake process, Family Life Services can match you with a counselor who has experience with **your** particular issues.*

### **Faith basis**

*While never imposing their beliefs on clients, all Family Life Services counselors are open to addressing any spiritual issues the client wishes to bring into the session.*

### **Convenience**

*Counseling sites are located throughout Northeast Pennsylvania, and day and evening appointments are available to fit your schedule.*

### **Affordability**

*Family Life Services has a sliding fee scale based on household income. No one is denied service due to inability to pay our full fee.*

For more information on any of Family Life Services programs or services, please call:

610.682.1337  
1.888.499.2699 toll free

Fax: 610.682.1580

FLS@diakon.org  
www.diakon.org/fls

One South Home Avenue  
Topton, PA 19562

Family Life Services office hours:  
**Monday through Friday**  
8 a.m. to 4:30 p.m.

*Why we do what we do...*

*In response to God's love in Jesus Christ, Diakon Lutheran Social Ministries will demonstrate God's command to love the neighbor through acts of service.*



**FAMILY LIFE SERVICES**  
Diakon Lutheran Social Ministries

## Professional Counseling Services

FAMILY LIFE SERVICES



*Compassionate, individualized care*



**FAMILY LIFE SERVICES**  
Diakon Lutheran Social Ministries



# Professional Counseling Services

## What is counseling and who can benefit?

Counseling is a supportive service through which people in crisis, transition, or emotional pain can process their experiences and explore strategies for healing, coping, and moving forward in a more healthy, positive direction. Some issues which often motivate people to seek confidential counseling include:

- Grief and loss
- Separation and divorce
- Marital struggles
- Parenting
- Depression
- Low self-esteem
- Anxiety
- Anger
- Blending families
- Transition and adjustment
- Personal growth

## How do I start counseling?

Family Life Services first conducts a telephone intake interview with you to help us understand your needs and the type of issues you are facing. The intake helps us choose a therapist in your area who has the right background and experience to help you. The phone intake is free and captures

much of the background information that would normally take up much of the first session. With that out of the way, you can start addressing your concerns immediately upon entering counseling.

## How does the telephone intake work?

The intake interview takes about 45 minutes. We typically schedule them during our office hours 8:00 a.m. to 4:30 p.m. Monday through Friday, although evening hours are available on a limited basis. The counseling sessions, on the other hand, are often scheduled for evenings or Saturdays. In marital or family counseling, multiple family members may be asked to complete an intake. In some cases, including those in which substance use is a concern, referrals for specialized assessments will be made.

## How much does it cost?

Family Life Services offers services that are affordably priced and very competitive in comparison with other providers. In order to ensure that counseling is accessible to all who desire it, individuals who feel unable to afford our fee can opt to be considered for a fee reduction based on our sliding fee scale. By providing information about your household income, we can determine whether you qualify. This process is quick and easy, and may lead to significant savings.

## Will my insurance plan pay for counseling?

Family Life Services is not a direct provider for any health insurance plans or HMOs, which means you would need to work directly with your health insurance company to determine whether any of your payments to Family Life Services can be reimbursed by submitting a claim. We cannot guarantee that your claim will be accepted.

## Do you provide medication, if necessary?

No, Family Life Services does not provide psychiatric assessments or prescribe medication. If needs for these services would materialize, we would work closely with you to find an appropriate provider with whom our counselor would then collaborate.

## How do I take the first step?

To find out more about counseling, to get a fee estimate, or to schedule your free phone intake, call Family Life Services at 610-682-1337 or toll-free at 888-499-2699. Our staff will be happy to guide you through the process and answer any questions you may have along the way. They remain a resource for you throughout your counseling experience.

