



CANCER*care*<sup>®</sup>

# Our Impact

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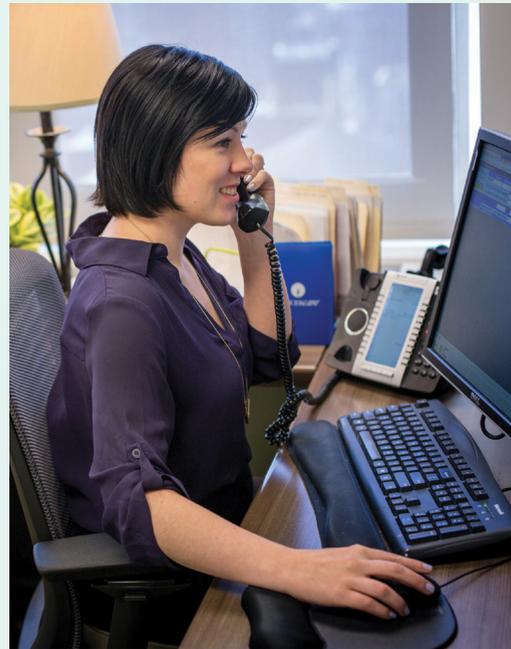
**CANCERCARE'S PSYCHOSOCIAL  
SUPPORT SERVICES**

# OUR IMPACT—CANCERCARE'S PSYCHOSOCIAL SUPPORT SERVICES

The standard of care for all cancer patients must include addressing the emotional and practical effects of cancer. As the leading national organization dedicated to providing free psychosocial support services, CancerCare's social workers understand the complex issues raised by cancer. More importantly, our social workers know that finding ways to cope with these concerns brings an enormous sense of relief to both the person with cancer and his or her loved ones. CancerCare helps **195,000 people** each year cope with cancer, and our websites have grown to become leading online resources, providing both information and support with **2.1 million visits** annually.

## The Benefits of Counseling

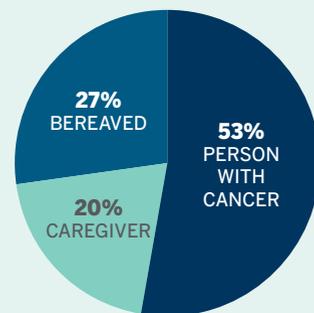
- Better understand cancer and its treatment
- Learn new ways to cope with cancer
- Manage emotions such as anxiety or sadness
- Improve communication with your health care team
- Better cope with the stress of caregiving
- Find reliable information
- Talk to your family about cancer
- Find useful resources in your community
- Learn new ways to cope with feelings raised by grief
- Manage financial challenges
- Understand patient rights and insurance information



## CancerCare's Psychosocial Support

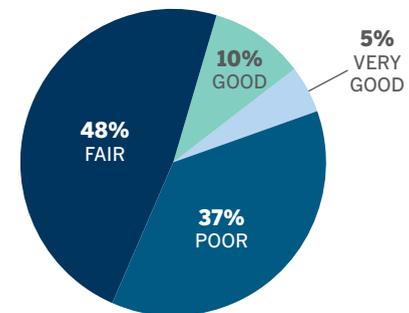
Seeking professional counseling is good coping behavior when facing an enormous adjustment like a cancer diagnosis. Face-to-face or telephone counseling provides a safe space to share and examine situations that individuals affected by cancer may face. A recent survey of 250+ CancerCare clients found the following:

Survey participants identified themselves as:

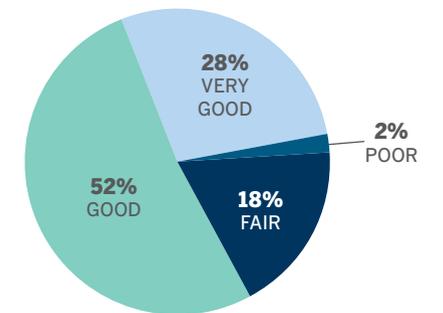


Before contacting CancerCare, **15 percent of clients** reported their emotional health/well-being as good or very good. The number of clients that said their emotional health/well-being was good or very good **increased to 80 percent** as a result of counseling sessions with a CancerCare social worker.

How would you have rated your emotional health/well-being before you contacted CancerCare?



How would you rate your current emotional health/well-being as a result of your counseling session with your CancerCare social worker?



*"I was able to share my feelings about my cancer and could not do that with my friends or family. My social worker gave me a way to express my grief."*

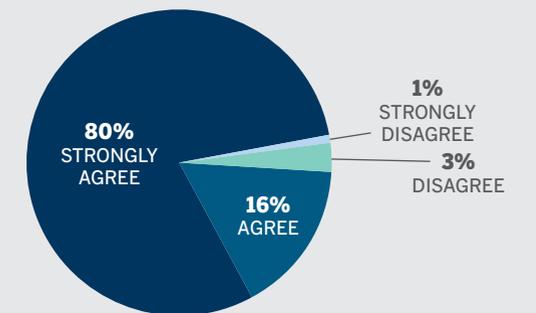
– CancerCare Client

**96 percent of clients** said their CancerCare social worker was timely in providing the information and services they needed throughout their counseling session.

*"To be a part of and work at CancerCare, an institution dedicated to high quality, high touch, and labor intensive services to the full spectrum of people living with cancer is a great honor and privilege."*

– Carolyn Messner,  
DSW, OSW-C, FAPOS, LCSW-R

My CancerCare social worker was timely in providing the information/services that I needed.

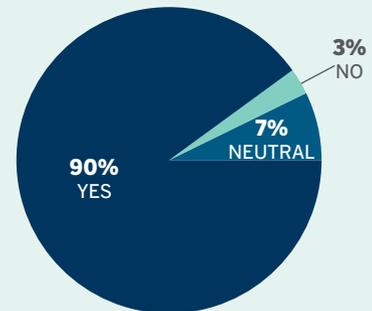


**90 percent of clients** surveyed said their CancerCare social worker met their needs.

*“I liked that my social worker was so easy to talk to, was non-judgmental, and gave me tasks to complete to help me get through some very tough and deep issues. I also appreciated being assisted over the phone due to living too far for in person services.”*

– CancerCare Client

**Overall, do you feel the counseling services provided by the CancerCare social worker met your needs?**

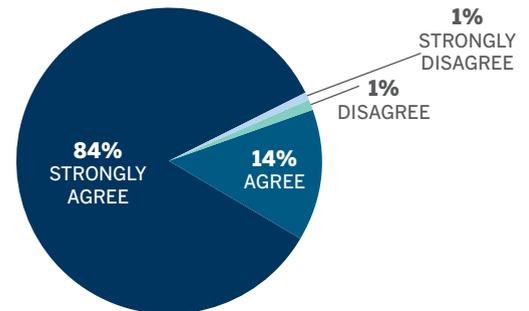


**98 percent of clients** reported that they would recommend CancerCare’s counseling services to another person in their situation.

*“CancerCare truly creates a space where those affected by cancer can come and find solace and support, as well as tools to assist them on their journey.”*

– Sarah Kelly, MSW, LCSW

**I would recommend CancerCare’s counseling services to another person in my situation.**



## **Our Impact—CancerCare’s Psychosocial Support Services**

For more than 70 years, CancerCare has helped people across the U.S. cope with the emotional challenges of cancer. Our professional oncology social workers tailor services to each individual’s needs and concerns. In fiscal year 2017, **76,606 calls** were answered by CancerCare’s HopeLine and we offered **159 support groups** for patients, caregivers, and the bereaved.



**To learn more about CancerCare’s free support services, call 800-813-HOPE (4673) and speak with a CancerCare social worker.**