



## WESTERN MARYLAND COUNSELING CENTER (WMCC) Community Report 2017

### Overview

The Western Maryland Counseling Center (WMCC) has been in business since March 2013. WMCC provides assessment and treatment of children, adolescents and adults with mental health and chemical dependency issues using a community-based model, delivering services in the client's home, school, workplace or other community location. Our vision includes the provision of culturally competent, holistic, and wellness focused services that promote social and emotional development, prevent the development of mental health challenges, and address social-emotional problems that currently exist.

In 2017 the Western Maryland Counseling Center saw a lot of changes and worked on developing plans for the future that will expand our ability to effectively meet the needs of our community.

In 2017 we:

- Prepared tirelessly for our first Accreditation Survey by the CARF organization and were awarded a 1-year accreditation.
- Conducted Satisfaction Surveys with clients, stakeholders and with employees to determine to level of satisfaction with our services.
- Reviewed our previous data collection tools to determine our clients' satisfaction with the treatment they are receiving and found them to be ineffective. As such, more effective tools were researched, with a focus on evidence-based tools, and a new survey tool was identified to more accurately track our clients progress in treatment. This new tool is called the **Satisfaction With Life Survey** and will begin in January 2018.
- Developed a plan to simplify the employee review process and plan to hold Staff Reviews on a yearly basis in February of each year regardless of hire date.
- We are finalizing a survey tool for children age 5-12 to allow children to vocalize their experience with treatment.
- Conducted regular Safety Drills to ensure the safety of our clients, staff & stakeholders. These drills included Fire Drills, Bomb Threats, Natural Disaster drills, Possible Violence drills, and Medical Emergencies.
- Engaged in CPR and First Aid training for all staff.
- Completed staff trainings that included: Confidentiality, Cultural Competence, Workplace Violence, Critical Incident Reporting and Corporate Compliance. A new program has been identified for staff training beginning in 2018 that will offer a wider variety of trainings as well as offering our staff the option to earn CEU's.
- Oversaw improvements to the building that increase the safety of our clients, staff and stakeholders including fixing the railings both outside and inside the building, adding lighting to the rear of the building, and adding white noise machines on both floors and under-door sound proofers to improve confidentiality

- Created tools for collecting, analyzing, and reporting performance improvement data regarding calculation of wait times, appointment no shows/cancellation rates, effectiveness, and efficiency, etc.
- Applied for permission to begin TeleHealth Services and were approved. A TeleHealth Practitioner was identified and WMCC will begin TeleHealth in January 2018 to complement our current psychiatric providers.
- Hired several new staff members that increased the diversity of our agency; we now have male and female clinicians & psychiatric support who come from a variety of backgrounds to meet the comfort of our clients.
- Created a new budget to reflect the growing nature of our company.
- Have plans to move in the spring of 2017 to a space that will be more accommodating for our clients, our staff and our stakeholders as we continue to grow in response to the demand of our community

Thank you to everyone who has patronized our agency or been a source of support to us during 2017!!