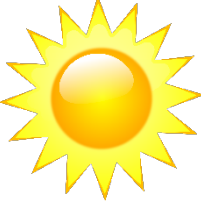



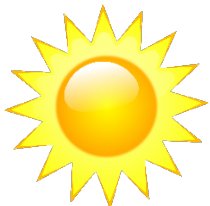


# Western Maryland Counseling Center, Inc.

January 2018 – July 2018 ◦ (1<sup>st</sup> Quarter Results)

## How We're Doing!

<b>Satisfaction &amp; Goal Area</b>	<b><u>ACCESS:</u></b> WMCC wants to minimize wait times for the intake appointments for our clients.	<b><u>EFFECTIVENESS:</u></b> WMCC works with our clients to help make a Positive change in Client's personal perspective.	<b><u>EFFECIENCY:</u></b> WMCC helps clients achieve positive change from their own perspective within 3 months.	<b><u>SATISFACTION:</u></b> WMCC hopes to make all our clients and stakeholders satisfied.
<b>Weather Symbol</b>				
<b>Comments</b>	With the exception of delays caused by bad weather (or an appointment requested by the client past the 9-day mark), <b>95%</b> of clients were given an intake appointment within 9 days of referral; 3 days if an emergency.	Data is still in collection – this chart will be updated by May 1 <sup>st</sup> as SWLS data was first captured in Jan. 2018 and is scheduled to be captured again in April 2018. Our hope is to see a 5-point improvement from admission to discharge.	Data is still in collection – this chart will be updated by May 1 <sup>st</sup> as SWLS data was first captured in Jan. 2018 and is scheduled to be captured again in April 2018. Our hope is to see a 1-point improvement per month (3 points in the first 3 months).	Client satisfactions surveys collected during the 1 <sup>st</sup> quarter of 2018 indicated an overall “Very Satisfied” or “Satisfied” rating of 99%. Stakeholder surveys sent out during the 1 <sup>st</sup> quarter of 2018 indicated an overall “Very Satisfied” or “Satisfied” rating of 95%.



Sunny: All is going great! >90%



Partly Sunny: Things are pretty good. >80%



Cloudy: Things could be better. >70%



Rainy: Some Improvement needed. >60%



Stormy: Major Improvements needed. >50%



Seeking Doppler Image: Information Unavailable