





Western Maryland Counseling Center, Inc.

January 2018 – May 2018

How We're Doing!

Satisfaction & Goal Area	<u>ACCESS:</u> WMCC wants to minimize wait times for the intake appointments for our clients.	<u>EFFECTIVENESS:</u> WMCC works with our clients to help make a Positive change in Client's personal perspective.	<u>EFFECIENCY:</u> WMCC helps clients achieve positive change from their own perspective within 3 months.	<u>SATISFACTION:</u> WMCC hopes to make all our clients and stakeholders satisfied.
Weather Symbol				
Comments	We achieved 95% of first appointments within 9 days. With the exception of delays caused by bad weather (or an appointment requested by the client past the 9-day mark), <u>95%</u> of clients were given an intake appointment within 9 days of referral; 3 days if an emergency.	Of the clients who completed a discharge survey, the average improvement from admission to discharge was 8.3 points. Data is in ongoing collection – this chart will be updated quarterly as SWLS data is collected quarterly. Our hope is to see a 5-point improvement from admission to discharge.	Of all the clients who participated, we have an average increase of 2.17 points. Of all clients who were able to participate in TWO Satisfaction with Life Survey's (between Jan.-Apr. 2018)– the average increase across the board was 2.17 points. Children (10-17 yo) decreased by 1.27 points overall and Adults (18+) increased by 2.57 points.	Satisfaction Survey's returned during the first quarter show a client satisfaction rating of 99% Client satisfactions surveys collected during the 1 st quarter of 2018 indicated an overall "Very Satisfied" or "Satisfied" rating of 99%.


 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

If you'd like more information – please ask to see Shelly or Mende!