



## **WESTERN MARYLAND COUNSELING CENTER (WMCC) Community Report 2018 (January-June)**

### **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 the first half of 2018 the Western Maryland Counseling Center continued to see a lot of changes and continues to work on developing plans for the future that will expand our ability to effectively meet the needs of our community.

In 2018 – so far we:

- Moved to a new location to better serve our clients and meet the needs of our staff
- Have been re-licensed by the State of Maryland as an Outpatient Mental Health Facility
- Started a Telehealth program to better meet the needs of our clients as well as offering alternative providers.
- Created a service dog policy to address the growing trend in animal visits to the clinic
- Added two new female and one male clinician to our staff
- Continued to conduct Satisfaction Surveys with clients, stakeholders and with employees to determine to level of satisfaction with our services. Data continues to positive and show an improvement in satisfaction overall.
- Started a new assessment tool called the **Satisfaction With Life Survey** to track our clinic effectiveness and efficiency. Overall, scores have trended upward and clients are vocalizing an increase in satisfaction with their lives after participating in our program.
- Conducted our first (across-the-board) Annual Employee Review in February
- Continue to conduct 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.
- Completed staff competency trainings that included: Confidentiality, Cultural Competence, Workplace Violence, Critical Incident Reporting and Corporate Compliance. Many of these trainings included CEU's for our staff.
- Continue to collect & analyze performance improvement data regarding calculation of wait times, appointment no shows/cancellation rates, effectiveness, and efficiency, etc.
- Created a new budget to reflect the growing nature of our company.

Thank you to everyone who has patronized our agency or been a source of support to us during the first half of 2018!!