

**WESTERN MARYLAND COUNSELING CENTER (WMCC)**

**Community Report 2018**

**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 second half of 2018 the Western Maryland Counseling Center continued to see a lot of changes that will impact our ability to effectively meet the needs of our community.

In 2018 – 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.
* Improved our phone and internet service with our move.
* 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 utilizing Survey Monkey to make it easier and more accessible.
* Started a new assessment tool called the **S**atisfaction **W**ith **L**ife **S**urvey to track our clinic effectiveness and efficiency. Scores have continued to show a slight increase in satisfaction with their lives after participating in our program.
* Conducted our first Annual Employee Review in February with positive feedback overall.
* Continue to conduct regular Safety Drills to ensure the safety of our clients, staff & stakeholders.
* Completed competency trainings (done twice a year) that include topics important to the population we serve.
* Continue to collect & analyze performance improvement data to improve the delivery of our services.
* Obtained a 3-year CARF Accreditation.

Thank you to all our stakeholders!!