

**WESTERN MARYLAND COUNSELING CENTER (WMCC)**

**Community Report 2019**

**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 2019 the Western Maryland Counseling Center continues to work on self-improvement, accessibility to our clients and stakeholders and creating a community environment in which to grow.

In 2019 – we:

* Acquired new office space (replacing half of our old space) which includes more offices, a larger kitchen and a conference room!
* Continued to work on increasing staff diversity by hiring another male clinician and a minority intern.
* Strengthened our Telehealth program utilization with our psychiatric staff and have started the process of integrating telehealth services with our clinicians.
* Maintained our CARF accreditation by submitting required proof of compliance.
* Continued to conduct Satisfaction Surveys with clients, stakeholders and with employees utilizing Survey Monkey. Results continue to show positive feedback.
* Continued to implement the **S**atisfaction **W**ith **L**ife **S**urvey to track our clinic effectiveness and efficiency. Scores continue to slightly trend upward.
* Started offering Medical Insurance coverage and a 401k plan to our staff.
* Continued 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.
* Implemented new ways to collect feedback from staff to improve office morale.
* Increased our resource library to offer more literature aimed at improving clinician skills to address the complex symptoms and experiences our clients face.

Thank you to all our stakeholders!!