

**WESTERN MARYLAND COUNSELING CENTER (WMCC)**

**Community Report 2020**

**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 2020 the Western Maryland Counseling Center faced significant challenges due to COVID-19 and the Optum takeover of insurance processing.

In 2020 – we:

* Went full telehealth for the last 9 months of services in order to meet the needs of our clients and the community.
  + All clients were offered options on methods of telehealth that were accessible to them including audio-only, virtual platforms, etc.
  + Paperwork was sent electronically to keep us current with state requirements
  + Contact with administrative personnel was kept to the barest minimum to follow CDC social distancing guidelines.
  + Staff meetings were held virtually to improve camaraderie and comply with regulations
* Prior to COVID, we visually improved office space and waiting rooms, improved noise reduction measures and safety measures.
* Hired another minority psychiatric provider; and retained all clinicians during this difficult time.
* Maintained our CARF accreditation by submitting required proof of compliance.
* Continued to conduct Satisfaction Surveys with clients, stakeholders and employees utilizing Survey Monkey. Results continue to show positive feedback.
* Added more telehealth equipment in office to offer a second telehealth room.
* Completed competency trainings (done twice a year) that include topics important to the population we serve. Several staff obtained their LC license.
* Continue to collect & analyze performance improvement data to improve the delivery of our services.
* Were able to financially remain salient during the estimated payments (vs. real reimbursements) during the Optum transition.
* Donated to Frederick Memorial Hospital during the height of COVID by providing food to healthcare providers.

Goodbye 2020!!!