

**WESTERN MARYLAND COUNSELING CENTER (WMCC)**

**Community Report 2021**

**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 2021 the Western Maryland Counseling Center continued to face significant challenges due to COVID-19 and the Optum takeover of insurance processing.

In 2021 – we:

* Stayed 100% virtual until the middle of April when COVID flexibilities started to expire. This allowed us to continue to meet the needs of our clients in the healthiest possible way. Once we partially reopened, we continued to also meet clients virtually who were medically fragile, experiencing transportation issues, etc.
	+ All clients were encouraged to come in face to face over time
	+ We phased out audio-only and increased the use of HIPAA compliant delivery of telehealth
	+ We encouraged clients to get the vaccination verbally and through literature hung in the waiting rooms
	+ We offered multiple opportunities for sanitation, distancing, increased PPE (offered to staff and clients), and other measures deemed necessary by the CDC
* Our staff became 89% vaccinated by the end of the first quarter. By the end of the year 100% of our staff is in compliance with current vaccine mandate.
* Offered pay increases to all staff, as well as other benefits to improve job satisfaction.
* 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.
* Improved safety drills, responses to certain situations/occurrences, and materials after collecting staff feedback.
* 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 an MOU with Washington County Public Schools
* Renewed business license with State of Maryland
* Promoted one of our most experienced clinicians to the position of Clinical Director.
* Continued to follow all CDC guidelines to keep our staff, clients and community safe.