



## The COUNSELING CENTER

*of*

Wayne & Holmes Counties

2285 BENDEN DRIVE • WOOSTER, OHIO 44691 • TELEPHONE 330-264-9029 • FAX 330-263-7251

# EXECUTIVE SUMMARY

## FY 2016 ANNUAL REPORT

JULY 2015 - JUNE 2016

The Counseling Center is a private, not-for-profit corporation that provides a comprehensive range of behavioral health services to a wide variety of community residents. Governed by a 12-member Board of Directors, the organization has been in operation since 1953.

The main office is located on Benden Drive in Wooster; but the agency operates out of ten locations across Wayne and Holmes counties. These locations include six residential sites, as well as additional offices in Rittman, Orrville and Millersburg.

Many of the services provided by the Center are targeted toward those with more acute conditions and are funded with a combination of public dollars from the local Mental Health and Recovery Board (MHRB), as well as private revenue from insurance, Medicare, Medicaid and the patients themselves. The MHRB also funds a number of specialty services specifically for those with more severe and persistent mental illnesses who require additional service and support to live effectively in the community.

The FY16 operating budget was approximately \$7.3 million.

The Center is certified by the Ohio Department of Mental Health and Addiction Services (OhioMHAS). All services are also nationally accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF), and all required residential sites carry state licensure. In addition, the Center serves as a qualified local provider for a number of regional and national health insurance companies.

FY16 clients ranged in age from 3 to 99 with 23% of the total group being children or youth. Approximately 17% were older adults (age 60 or older), a significant increase from the 6% of total client population seen in FY15. Ninety-two percent of the clients were of Caucasian background and 8% were minorities. This exceeds the minority population of the service area, which is approximately 3%. Amish clients comprised 1.78% of those served.

Although client incomes ranged from zero to well over \$80,000, approximately eighty nine percent reported household incomes that were low enough that they qualified for care that was at least partially subsidized by the local MHRB -- clearly indicating the large number of persons in the community who would not be able to afford mental health services if it were not for the Counseling Center and its sliding fee scale.

The Center's mission, as revised by the Board of Directors in 2015, states that the Center exists

*"To make a difference in the lives of those who seek our care, and to promote positive behavioral health in the communities that we serve."*

In the recently completed fiscal year, the Center made significant strides toward that mission. Some of the Center's efforts are summarized below.

### **PREVENTION SERVICES**

Prevention services at the Center include such activities as suicide prevention, mental health consultation, jail based intervention, specialized programs for parents who are divorcing, support groups for Amish families with a mentally ill relative, school based services, family support services, and specialized training or education on a variety mental health issues.

In FY16, the Center's prevention programs:

- reached approximately 4,600 individuals with some type of mental health consultation, education or prevention service, an increase of over 11% from FY15 levels
- touched 500 adolescents in local high schools and middle schools with depression awareness and suicide prevention programs, and provided follow-up depression screenings for approximately 250 students, 30 of whom were eventually identified as being at high risk for significant depression or suicide and referred for follow-up care
- provided general information or educational presentations on mental health to over 1,250 persons
- reached 203 divorcing parents with an educational program designed to reduce the impact of divorce on their children after which 95% of the participants described the course as good, very good or excellent
- assisted other community professionals in dealing with the mental health needs of their own clients by providing approximately 900 hours of case consultation

- facilitated a support group specifically for Amish families with a mentally ill family member and a children's group for Amish children with a mentally ill parent
- located school based therapists in two local school systems, resulting in a reported decrease in problem severity, an increase in level of functioning, and with the additional impressive results that each participating student was successfully transitioned to the next grade level
- provided paraprofessional family support aides to clients referred by the Family and Children First Councils in both Holmes County and Wayne County to assist in maintaining school attendance and family stability
- placed, through a grant provided by the MHRB, mental health professionals in the jails in both Wayne and Holmes Counties who conducted 209 mental health screenings -- identifying 46 inmates with mental health issues and 90 with substance abuse concerns -- and assisted with post release linkage to appropriate services

### **TREATMENT SERVICES**

Treatment services provided by the Center include: individual and family counseling, group counseling, psychiatric medication assessment and monitoring, crisis intervention, and diagnostic assessment. Counseling is provided at offices located in Wooster, Rittman, Orrville, and Millersburg and is available for adults, children, adolescents, families, and couples. Typical problems include depression, anxiety, child behavioral difficulties, marital distress, interpersonal problems, and sexual or physical abuse. Crisis intervention services are available 24-hours a day and focus on short-term intervention, suicide prevention, screening for possible hospitalization and referral to other appropriate services. Assessment services are provided to every person who seeks ongoing assistance from the Center; and, at times, to other organizations or individuals who have a specific need. Medication is provided to clients who need this additional support to deal with their current symptoms.

In FY16, the Center's treatment programs:

- provided 2,065 diagnostic assessments
- provided individual counseling/psychotherapy to 2,146 patients
- intervened with 1,322 different persons who contacted the Center for crisis intervention and assisted with 539 public or private psychiatric hospital admissions
- provided psychiatric assessment to 774 patients and access to psychotropic medication to a total of 2,403 patients
- accessed approximately \$132,000 in actual medication or indigent medication program assistance to help clients who could not otherwise afford their medications

### **REHABILITATION SERVICES**

The Center's rehabilitation services are designed to assist those adults and children in the community who are affected with more severe and persistent mental health problems. Specific services offered in FY16 included: community psychiatric supportive treatment services (which focus on helping clients to live successfully in the community), home-based family intervention for troubled children/youth, residential care and employment assistance.

In FY16 the Center's rehabilitation programs:

- provided 62,671 units of individual or group community psychiatric support to adults with severe mental illness, and an additional 16,080 units to children or youth
- achieved excellent customer satisfaction ratings from participants in the adult community psychiatric support program with 96% of the surveyed customers rating their overall satisfaction as good, very good or excellent
- achieved excellent customer satisfaction ratings from participants in the children's community psychiatric support program with 100% of the surveyed parents rating their overall satisfaction as good, very good or excellent
- noted that 90% of the families involved in the home-based services program reported that, six months after the end of service, their youth was attending school, 100% of youth served had avoided legal charges, and 90% continued to live in the home

- provided 243 mentally ill persons with the opportunity to explore employment opportunities, 43 of whom became gainfully employed in competitive employment
- developed an additional 30 new employment sites willing to participate with Employment Services and hire program participants
- provided residential care to 54 severely mentally disabled adults who were otherwise unable to live on their own

### **OTHER SIGNIFICANT ACOMPLISHMENTS**

In addition to the specific program accomplishments noted above, the Center also

- provided a total of 174,310 units of mental health care
- managed 4,596 different cases -- an increase of 7% over the prior year -- and maintained an active caseload of 3,295 patients per month
- processed 2,405 admissions – an average of 200 per month
- opened for occupancy Orchard Court Apartments, a 15-unit apartment project designed to house homeless young adults with mental illness
- completed a referral source satisfaction survey in which 91% rated their satisfaction with the Center as good, very good, or excellent
- documented significant decrease in problem severity for children and youth, as measured by the Ohio Youth Scales
- completed a client satisfaction survey in which 94% of respondents reported feeling satisfied with the services received at the Counseling Center and 93% reported that they would recommend the Center to others
- administered a staff satisfaction survey which revealed that staff are convinced that they are engaged in worthwhile work, are enthusiastic about their jobs, appreciate their supervisors and colleagues, feel well informed, and see the Center as a good place to work
- participated, as one of 34 community mental health programs and hospital outpatient programs in 21 states, in a research study evaluating the impact of different medications in persons with early onset schizophrenia

- participated, with the financial support of the MHRB, in a staff training project led by the BeST Center of Northeast Ohio Medical University to train staff in new evidence based techniques to improve functioning of those with schizophrenia
- hired a Peer Recovery Support Assistant and instituted a peer recovery support program
- was chosen to participate in a national evidence based Zero Suicide program
- received specialized training in management of suicide risk
- participated in the BH Business initiative of the National Council of Behavioral Health to assist in strategic planning
- provided staff training in diversity and inclusion, including designation as an “Open Door” organization
- began initial preparation to implement the Behavioral Health Redesign initiative of OhioMHAS
- ended the year with a positive financial outcome
- successfully renewed the organization’s certification from CARF and the OhioMHAS, as well the licensure of three of its residential facilities
- celebrated the accomplishments of Diane DeRue, Vice President and Chief of Rehabilitation and Recovery Services, who was the recipient of the MHRB’s Shining Light Award for her many contributions to improve the lives of those living with a severe mental illness

### **SPECIAL CHALLENGES**

While the Center experienced significant clinical success during the year, the agency also faced a number of difficult challenges as noted below:

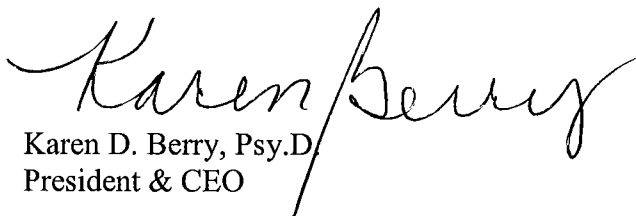
- ten of the 18 specific services offered by the Center fell below budgeted service delivery targets due to family/medical leaves of absence and difficulty in recruiting appropriately trained replacements for staff who left the agency
- access to care was below targeted wait levels and key services continued to have a waiting list

- preparation for changes in employee classification status due to new Department of Labor rules to be instituted in December, 2016 were challenging and time intensive
- technology requirements, while resulting in increased efficiency, continue to drain staff time and financial resources
- workforce issues, specifically recruitment and retention, have been particularly challenging in FY16 due to professional staff salary schedules and increasing competition for recruitment of professional employees

### SUMMARY

Despite the challenges of significant service demand, increased administrative requirements and the constantly changing health care environment, the Center continues as a positive and dynamic organization, committed to providing quality behavioral health care and excellent customer service to the residents of Wayne and Holmes counties.

Outcome measures and customer satisfaction surveys reflect that the individuals who use the Center are positively impacted in their lives – whether their problems are short-term and acute, requiring only limited intervention, or long-term and chronic with ongoing needs for rehabilitation and support. Our services are making a difference in the lives of those we serve.



Karen D. Berry, Psy.D.  
President & CEO