

The Counseling Center of
Wayne & Holmes Counties
2285 Benden Drive
Wooster, OH 44691

CENTER UPDATE

APRIL 2012

ELECTRONIC MEDICAL RECORDS ENHANCEMENT

As part of moving to a fully operational electronic medical records system, the Center has implemented a document imaging system that scans and stores copies of materials and correspondence that would normally be filed in paper records. In the first nine months of operation, the system has scanned over 45,000 records with a 35% decrease in paper filing.

COUNSELING CENTER RECEIVES GRANT

The Counseling Center has been awarded a capital grant of \$350,000 to assist with the construction of a 15-unit residential program, located just east of the Center's current location on Benden Drive. The program will target young adults experiencing a first psychotic episode who need additional assistance and support in order to live successfully in the community. Total project cost is \$1.8 million and grants to fund the balance of the construction costs are in process.

STAFF SATISFACTION SURVEY

Counseling Center staff recently completed a staff satisfaction survey process in which 95% or more of the staff indicated that they enjoyed their jobs and were enthusiastic about their work. In addition, 90% or more of the staff reported that they think the Counseling Center is a good place to work, that they feel a sense of accomplishment in their work, had a supervisor who was willing to listen to their problems and worked in a program in which staff were willing to help and support each other. "The Counseling Center is fortunate to have a strong team of dedicated professionals who work together to make a difference in the lives of those we serve," noted Susan Buchwalter, Center CEO.

SUICIDE RATES

The Wayne County Health Department reports that there were 15 completed suicides in Wayne County in 2011. The Counseling Center provides 24-hour crisis intervention services that can respond to situations of threatened suicide. Services can be accessed by calling any of the Center's offices day or night. Offices include: Wooster (330) 264-9029, Orrville (330) 683-5106, Rittman (330) 925-5466, or Millersburg (330) 674-6697.

MARCH SERVICES

In March, the Counseling Center admitted 230 new clients, which is a new record for service requests. The figure represents more than one admission for each hour that the organization was open. In addition, the demand for crisis intervention is also running ahead of projection and each of the Center's residential facilities is also above expected capacity for the year. Year-to-date, the Center has provided nearly 127,000 units of mental health service to the community.

Phone: (330) 264-9029 • Fax: (330) 263-7251

Check out our website at: www.ccwhc.org

The Counseling Center is supported by the Mental Health & Recovery Board, United Way, insurance, grants and patient fees