



The COUNSELING CENTER

of

Wayne & Holmes Counties

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EXECUTIVE SUMMARY

FY 2017 ANNUAL REPORT

JULY 2016 - JUNE 2017

The Counseling Center is a private, not-for-profit corporation that provides a range of behavioral health services to residents of Wayne and Holmes Counties. Founded in 1953, it is one of the oldest providers of community mental health services in the state of Ohio. The organization is governed by a 12-member Board of Directors.

In addition to the main office located on Benden Drive in Wooster, the organization also maintains offices in Millersburg, Orrville and Rittman. Six residential sites, including five group homes and Orchard Court Apartments, a 15-unit complex designed to house homeless young adults with mental illness.

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

The FY17 operating budget was approximately \$7.5 million.

Although serving clients with a wide range of incomes, the majority of clients reported household incomes low enough that they qualified for Medicaid or for care that was at least partially subsidized by the Mental Health & Recovery Board, clearly indicating the importance of public dollars to support needed behavioral health services to area residents.

Clients ranging in age from 3 to 92 were served during the fiscal year. While the majority of clients were white, six percent represent minority groups. This exceeds the minority population of the service area. Amish clients are also served, and one of the Center's case managers works specifically with the Amish.

The Center's mission, as revised by the Board of Directors in 2015, is

"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."

The following summarizes some of the Center's FY17 accomplishments in fulfilling the mission.

PREVENTION SERVICES

In FY17, the Center's prevention programs:

- reached 4,047 individuals with some type of mental health consultation, education, or prevention service
- provided general information or education on behavioral health topics to approximately 1,500 individuals
- educated approximately 500 adolescents in local high schools and middle schools with depression awareness and suicide prevention programs, and provided follow-up depression screenings for 270 students, 35 of whom were identified as being at high risk for significant depression or suicide and referred for additional services
- provided approximately 750 hours of case consultation to community professionals to assist them in dealing with the mental health needs of their own clients
- reached over 200 divorcing parents with an educational program designed to reduce the impact of divorce on their children
- facilitated a support group specifically for Amish families with a severely mentally ill family member
- located a school based therapist in a local school system, with outcomes indicating improvement in overall student functioning
- provided an Early Childhood Mental Health program that served 212 children at eight facilities with the goal, which was achieved, of preventing school expulsion
- provided paraprofessional family support aides to clients referred by the Family and Children First Councils in both Wayne and Holmes Counties to assist in maintaining school attendance and family stability
- placed, through a MHRB grant, a mental health professional in county jails, to screen inmates and provide post release community linkage with the goal of reducing recidivism

TREATMENT SERVICES

In FY17, the Center's treatment programs:

- provided 1,781 diagnostic assessments
- provided counseling/psychotherapy to 2,180 clients
- provided crisis intervention to 1,679 individuals and, when indicated, assisted with psychiatric hospital admission
- established a telepsychiatry program in Holmes County to provide easier access to services

RECOVERY SERVICES

In FY17, the Center's recovery programs:

- provided 59,312 units of individual or group community psychiatric support to adults with severe mental illness, and an additional 23,211 units to children or youth
- provided residential care to 46 severely mentally disabled adults who were otherwise unable to live on their own
- maintained a peer recovery support program to assist those with a severe mental illness
- established, in conjunction with the Wayne County Probate Court, a guardianship program for those individuals whose severe mental illness limits their ability to function independently
- provided 326 mentally ill persons with the opportunity to explore employment opportunities

OTHER SIGNIFICANT ACCOMPLISHMENTS

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

- provided a total of 156,362 units of mental health care
- managed 4,754 different cases, an increase of approximately 3% over FY16
- processed 2,172 new admissions/readmissions
- completed a referral satisfaction survey in which over 95% of referral sources rated their satisfaction with the Center's process and services as good, very good, or excellent
- documented a decrease in problem severity for children and youth post-treatment
- completed a client satisfaction survey in which 93% of respondents reported satisfaction with the services received at the Center

- administered a staff satisfaction survey which revealed that 95% of staff report that their work has meaning and purpose, they enjoy the tasks they perform, and that they are engaged in their work
- implemented electronic health records throughout the system, with the exception of psychiatric services which will implement in January, 2018
- upgraded electronic health records to an internet-based system, which will allow remote access for crisis staff and other community workers
- continued staff training to provide trauma-informed care and to be a trauma-informed workplace
- prepared for the state's Behavioral Health redesign initiative, slated to begin in FY18
- made extensive preparations for the Department of Labor rule changes that would have increased the base pay level for exempt employees, although the rule was reversed at the last minute
- implemented workforce enhancements including the initiation of a personal leave buy-back program and a revision of the incentive compensation plan
- continued to have representatives at the Public Policy and Youth and Family Services Committees of the Ohio Council

NATIONAL AWARD

The Counseling Center was honored to be the recipient of a national award from the Mental Health Corporation of America (MHCA) for achieving the highest score on a referral source satisfaction survey that was administered at MHCA-affiliated behavioral health centers throughout the country.

SPECIAL CHALLENGES

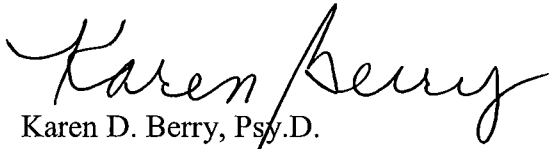
While experiencing significant clinical success and national recognition, the organization also faced a number of challenges:

- operating expense exceeded operating revenue, creating a \$197,191 deficit
- the majority of service delivery levels fell below budgeted levels due to family/medical leaves and workforce issues
- access to care exceeded targeted wait times and some services continued to have wait lists
- technology requirements and external certification and procedural changes, such as Behavioral Health Redesign, drained staff time and financial resources
- staff retention and recruitment have been especially challenging due to professional staff salary schedules and increasing competition for recruitment of behavioral health professionals

SUMMARY

Despite an increasingly challenging landscape for behavioral healthcare, the Center remains committed to its mission to meet the behavioral health needs of the residents of Wayne and Holmes counties.

Both customer satisfaction surveys and outcome measures reflect the positive impact our services have on those who receive care at the Center, and we will face the challenges of the future dedicated to continuing to make a difference in the lives of those who receive our care.

A handwritten signature in black ink that reads "Karen Berry". The signature is written in a cursive, flowing style.

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