



The COUNSELING CENTER

of

Wayne & Holmes Counties

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EXECUTIVE SUMMARY

FY 2019 ANNUAL REPORT

JULY 2018 - JUNE 2019

Fiscal year 2019 was one of significant accomplishments and challenges for The Counseling Center. Our triennial accreditation survey was completed by CARF and we were again awarded a three year accreditation (the highest accreditation level possible).

The Center was once again the recipient of two national awards from Mental Health Corporation of America (MHCA). For the third consecutive year, The Counseling Center received the Recognition of Best Practices in Referral Source Satisfaction based on the MHCA referral source satisfaction survey. And The Counseling Center again received the Overall Best Practices for Behavioral Health organizations offering five to seven categories of services.

Service expansion continued, particularly in the telepsychiatry program and in school-based services. Established and successful in serving the Holmes County area, telepsychiatry was expanded in the Wayne County area to increase psychiatric service availability. In addition to continuing school-based services in Dalton Local and Green Local schools, the school-based behavioral health program expanded to include service to Orrville City Schools, Southeast Local Schools, and Rittman Exempted Village School District.

The year also brought several major challenges. As part of Ohio's Behavioral Health (BH) Redesign initiative, the organization instituted billing the five state-procured Medicaid managed care companies instead of one state Medicaid entity. This created additional administrative burdens, especially in the areas of billing and collection.

Recruitment and retention of the behavioral workforce, a problematic issue at both the state and local level, continued to impact The Counseling Center. While our turnover rates are typical for organizations such as ours, service delivery is negatively impacted and additional efforts and resources are necessary to both recruit and retain a talented

workforce. This is particularly challenging in view of flat funding by state and local funders.

Despite these challenges, The Counseling Center continues to provide high quality behavioral health services to the residents of Wayne and Holmes Counties.

During the fiscal year, the organization served 4,594 different persons, and 3,544 additional individuals were impacted by one of the agency's consultation, education, or prevention programs. In total, over 8,138 persons were touched by one of the Center's programs.

Overall, the agency provided approximately 110,000 units of various behavioral health services.

The Center averaged 165 new admissions per month, for a total of 1,981 during the fiscal year. Demand was high throughout the year. Several services, particularly psychiatric services and adult case management services, maintained waiting lists.

Crisis intervention services were available on a 24 hour/7 day basis and those needing services were able to be seen the same day, and in many cases, immediately. The crisis staff, with no increase in staffing, conducted 1,056 pre-hospital screenings during the year, (an average of two to three per day), which is a 33% increase in this service over the last two fiscal years.

Referral sources included hospitals/emergency departments, physician offices, law enforcement, children's services, schools, outpatient mental health providers, courts, developmental disabilities boards, other social service agencies, self, and family/friends.

Clients ranging in age from 4 to 92 were served during the fiscal year. While the majority of clients were white, minority clients comprised approximately 6% of those served, which is almost 3% higher than the demographics for the two county area.

The majority of clients reported household incomes that were low enough to qualify for care that was funded by public dollars, including Medicaid and Mental Health and Recovery Board (MHRB) subsidies. Thus, many individuals in the counties could not afford needed behavioral health services if not for Medicaid or the sliding fee scale made possible by MHRB support.

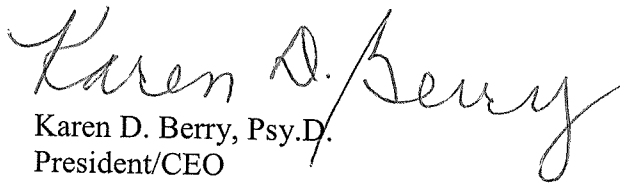
The preliminary June, 2019 financial statements, included in the budget compliance section of this report, indicate that the organization ended the year with a \$1,348,262 (17.3%) shortfall from budgeted levels. While the inability to produce budgeted units was affected by staff family/medical leave and staff recruitment and retention challenges, the principle factor was the result of BH Redesign. Reimbursement rates, lower under BH Redesign for some core services, paired with coding and other billing changes, negatively impacted revenue generation. Despite this, however, the Center maintains a viable financial status.

Customer satisfaction surveys indicate that 100% of the surveyed clients rated the overall quality of care and services provided services as good, very good, or excellent. In addition, 100% of clients surveyed indicated a willingness to return to The Counseling Center if additional services are needed.

A decision was made to search for an alternative to the current electronic health records system. A committee was formed and received demonstrations from several companies, and, near the end of the fiscal year, a vendor was selected. Implementation will begin early in FY19.

Discussion also began about the use of the 3.5 acre adjacent property, including dialogue with the MHRB. The hope is to expand crisis alternatives including a construction of a crisis stabilization unit.

While FY19 brought both successes and challenges, the focus has remained on quality clinical services to each individual served. We look forward to FY20 and to continuing to fulfill our mission—“To make a difference in the lives of those who seek our care and to promote behavioral health in the communities that we serve.”


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