



The Counseling Center  
of Wayne and Holmes Counties

***FY 2014 ANNUAL REPORT  
EXECUTIVE SUMMARY***

***JULY 2013 - JUNE 2014***

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 for over 60 years.

The main office is located on Benden Drive in Wooster; but the agency operates out of nine locations across the Wayne and Holmes county area. These locations include five residential sites.

Many of the services provided by the Center are specifically purchased by the Mental Health and Recovery Board (MHRB), and provided to those individuals with either limited resources or with more severe or persistent mental health symptoms. Other parts of the Center's service array are targeted toward those with more acute conditions and are funded with a combination of public dollars and private revenue from insurance, Medicare and the clients themselves.

The FY14 operating budget was approximately \$6.6 million.

The Center is certified by the Ohio Department of Mental Health. All services are also nationally accredited by 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.

FY14 clients ranged in age from under 5 to 95 with 22% of the total group being children or youth and 5 % representing senior citizens. Ninety-seven percent of the clients were of Caucasian background and 3% were minorities which is similar to the population of the service area. Two percent were Amish.

Although client incomes ranged from zero to well over \$75,000, approximately ninety 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 huge 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.

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The Center's mission, as approved the Board of Directors in 2011, states that the organization

*“promotes and enhances the mental health of individuals, families and groups through a comprehensive range of prevention, rehabilitation and treatment services, designed to meet individual needs.”*

In the recently completed fiscal year, the Center made significant strides toward that mission. Some of the Center's efforts in each area 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 FY14, the Center's prevention programs:

- reached approximately 4,200 individuals with some type of mental health consultation, education or prevention service
- touched nearly 1,000 adolescents in local high schools and middle schools with depression awareness and suicide prevention programs, and provided follow-up depression screenings for 399 students, 21 of whom reported having thoughts of suicide in the last month and 18 of whom reported at least one prior attempt.
- provided general information or educational presentations on mental health to over 800 persons
- assisted other community professionals in dealing with the mental health needs of their own clients by providing approximately 700 hours of consultation
- reached 300 divorcing parents with an educational program designed to reduce the impact of divorce on their children after which 93% of the participants subsequently described the course as good, very good or excellent and 93% reported learning helpful strategies for dealing with their children's reactions to the divorce
- presented an intensive evidence-based parenting program to parents with an out of control adolescent after which the parents were so satisfied that they decided, on their own, to create a mutual support group to reinforce the concepts they had learned

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- 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 a school-based therapist in one local school system, resulting in a reported decrease in problem severity, an increase in level of functioning, and with the additional impressive results that each participating high school student passed all required classes, two students received Honor Awards and one elementary student was named Student of the Month
- provided paraprofessional family support aides to clients referred by the Family and Children First Councils in both Holmes County and in Wayne County to assist in maintaining school attendance and family stability with the result that no out of family placements were needed for participating students
- provided Mental Health First Aid training to 220 community members with 100% of the participants indicating they would recommend the service to others
- conducted 156 mental health screenings in local jails, identifying 99 inmates with mental health issues and 118 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, 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 FY14, the Center's treatment programs:

- provided a diagnostic assessment to 1,694 different individuals who sought on-going mental health services – 93 more than in the prior year
- provided individual counseling/psychotherapy to 2,070 patients

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- intervened with 1,363 different persons who contacted the Center for crisis intervention and assisted with 585 public or private psychiatric hospital admissions
- provided psychiatric assessment and access to psychotropic medication to a total of 1,820 different patients
- accessed approximately \$240,000 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 FY14 included: community psychiatric supportive treatment services (which focus on helping clients to live successfully in the community), home-based family intervention and residential care.

In FY14 the Center's rehabilitation programs:

- provided 65,460 units of individual or group community psychiatric support to adults with severe mental illness, and an additional 16,967 units to children or youth
- achieved excellent customer satisfaction ratings from participants in the adult community psychiatric support program where 97% rated their overall satisfaction as good, very good or excellent. Ninety-three percent those who received home-based services and 91% of those who received children's community psychiatric support were similarly satisfied
- noted that 100% of the families involved in the home-based services program reported that six months after the end of services their child was attending school, had avoided legal charges, and continued to live in the home. Every family continued to report that the home-based service was helpful to their family
- provided 177 persons with mental illness the opportunity to explore employment opportunities, 71 of whom obtained some sort of work or volunteer position and 48 of whom remained employed for a minimum of 90 days for an estimated return on investment of \$2 in earned income for each dollar invested in the program
- provided residential care to 47 severely mentally disabled adults who were otherwise unable to live on their own

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- received national Best Practice Awards for Customer Satisfaction in Community Psychiatric Supportive Treatment Services for both adults and children and for Employment Services

### ***OTHER SIGNIFICANT ACOMPLISHMENTS***

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

- provided a total of 173,392 units of mental health care – an increase of 4% over the prior year
- managed 4,232 different cases – an increase of 4% over the prior year -- and maintained an active caseload of nearly 2,943 per month
- processed 2,081 admissions – an average of 173 per month
- ended the year with operating revenue over operating expense and a conservative administrative cost of just over 13% of expense
- completed a referral source satisfaction survey in which 88% rated their satisfaction with the Center as good, very good, or excellent, exceeding the national average
- documented statistically significant change in system distress and quality of life for adults who used Center services; and statistically significant change in problem severity and level of functioning for children and youth, as measured by the Ohio Department of Mental Health Outcomes system
- implemented a number of quality improvement initiatives including increasing patient access to Medicaid, securing hospital discharge summaries, validating and updating patient data in the electronic record, improving the management of central pharmacy funds, and reducing the wait list for children's services; and, in addition, implemented an impressive customer satisfaction initiative developed by the Center's Leadership Academy
- completed a client satisfaction survey in which 93% reported feeling satisfied with the services received at the Counseling Center and 96% reported that they would recommend the Center to others
- administered a staff satisfaction survey in which 95% rated the Counseling Center as a good place to work, 96% reported feeling a sense of accomplishment with their jobs and 98% reported being enthusiastic about work

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- successfully renewed and/or maintained the organization's certification from CARF and the Ohio Department of Mental Health and Addiction Services, as well the licensure of three of its residential facilities

### ***SPECIAL CHALLENGES***

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

- five of the 17 specific services offered by the Center failed to meet their expected annual productivity targets due family/medical leaves of absence and difficulty in recruiting appropriately trained replacements for staff who left the agency – especially in the area of psychiatry
- key specialty services continued to have a waiting list which ranged on a monthly basis from 217 to 287 and averaged 256
- changes in health care provided financial challenges and exposed the organization to increased risk from uncompensated care

### ***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 mental 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.

(SDB- 8.14)