

Center Update

February 2019

The Counseling Center of Wayne and Holmes Counties • 2285 Benden • Wooster, OH 44691

NEW DIRECTOR OF EMERGENCY SERVICES APPOINTED



Gail Garrod, LISW, Director of Emergency Services

Gail Garrod, LISW, was recently named Director of Emergency Services. Garrod joined the crisis team in 2012 and gained experience in all phases of behavioral health crisis intervention in Wayne and Holmes Counties. She briefly left her position at The Counseling Center in 2016 to work at the Multi-County Juvenile Correctional Facility, but returned in 2017. She holds Associate Social Service Technology and Bachelor of Social Work degrees from the University of Akron and a Master of Social Work degree from Cleveland State University. She was previously employed as a caseworker for Wayne County Children's Services.

The Emergency Services Program provides crisis intervention services 24/7 to Wayne and Holmes Counties. This includes walk-in office crisis services, interventions for those identified by community members and providers, and prehospital screening for possible psychiatric hospitalization.

Demand for services continues to increase, and was up by approximately 18% during fiscal year 18. Garrod, who reports she has a passion for crisis work, states she is "honored" to be appointed director and finds it rewarding to give people in crisis some direction and hope for the future. Her goals for the unit are to decrease response time and improve community visibility and relations.



CENTER ATTAINS HIGHEST LEVEL OF CARF ACCREDITATION

Following a three day site survey in the fall, the Counseling Center was notified of three year accreditation by the Commission on the Accreditation of Rehabilitation Facilities (CARF). This is the eighth time that the Center has received the three-year accreditation. The Center was commended by CARF for "its respected leadership team, its financial stability, an emphasis on performance improvement, positive customer response, a committed Board of Directors, the dedication of the staff, comfortable facilities and an emphasis on community collaboration." The accreditation covers services for adults, children and adolescents with mental health problems as well as those with substance abuse issues. Specific services covered include case management, residential treatment, crisis intervention, intensive family-based services, outpatient counseling, psychiatric services, prevention services and employment services.

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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