

Center Update

March 2018

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

THE COUNSELING CENTER RECEIVES THREE NATIONAL AWARDS



*Bridgette Lempner, LISW-S,
Director of Employment Services,
displays Vocational Services Award*

At the recent annual meeting of the Mental Health Corporation of America (MHCA), The Counseling Center was presented with three Best Practices awards based on client and referral source satisfaction surveys. MHCA membership includes 153 community behavioral health organizations, and some non-member organization also use the surveys to assess service satisfaction. Karen Berry, CEO, received the following awards on behalf of the Center:

Recognition of Best Practices for achieving the highest level of satisfaction among those who refer clients for behavioral health services. This is the second consecutive year that the Center has received this award for referral source satisfaction.

Recognition of Best Practices in Vocational Services for achieving the highest level of client satisfaction in the provision of vocational services as part of the delivery of behavioral health services.

Overall Best Practices for achieving the highest level of client satisfaction in the provision of behavioral health services among organizations offering five to seven categories of services.

Berry commented, "We are pleased to accept these awards in recognition of the behavioral health services we provide to our community. I commend our staff for their dedicated professional service and for truly making a difference in the lives of those we serve."

ANNUAL STAFF TRAINING

Every year, the Professional Development Committee organizes an all day all staff training. This meets training requirements of our accreditation bodies and provides staff with information on important topics and emerging issues in the behavioral health field. This year presentations were held on several topics:

- Stephanie Smith Bowman, LISW and Aileen Vasquez, MA, CA of the DeafPhoenix Organization gave a presentation on the deaf and hard of hearing culture. Staff were educated about community issues for this culture and on preferred methods of interacting with members of their community.
- Ryan Murphy, LPCC-S, Director of Emergency Services, and Jacquelyn Kraps, Ph.D., VP/ Chief Clinical Officer provided Crisis Intervention training.
- Personal Safety for staff was also a focus of the training day. Dave Stauffer, LPCC-S, VP/ Chief Operating Officer and Dr. Kraps did a presentation on Personal Office Safety, while Jeff Bradford, LPCC-S, Director of Specialized Children's Services and Brian Gerber, LPCC-S, Director of Community Support Services, whose staff both provide community-based services, presented training on Personal Safety in the Community.
- Jim Foley, LISW-S, discussed a variety of social media formats and informed staff about cautions when using social media.

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Check out our website at: www.ccwhc.org

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