

# **EXECUTIVE SUMMARY**

## **FY 2015 ANNUAL REPORT**

**JULY 2014 - JUNE 2015**

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 Wayne and Holmes counties. These locations include five residential sites, as well as additional offices in Rittman, Orrville and Millersburg.

Many of the services provided by the Center are targeted toward those with more acute conditions and are funded with a combination of public dollars from the local Mental Health and Recovery Board (MHRB), as well as private revenue from insurance, Medicare, Medicaid and the patients themselves. The MHRB also funds a number of specialty services specifically for those with more severe and persistent mental illnesses who require additional service and support to live effectively in the community.

The FY15 operating budget was approximately \$6.9 million.

The Center is certified by the Ohio Department of Mental Health and Addiction Services (OhioMHAS). All services are also nationally accredited by the Commission on the Accreditation of Rehabilitation Facilities (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.

FY15 clients ranged in age from 3 to 101 with 23% of the total group being children or youth and 6 % representing older adults. Ninety-five percent of the clients were of Caucasian background and 5% were minorities which is approximately double the minority population of the service area. One percent were Amish.

Although client incomes ranged from zero to well over \$80,000, 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 large 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.

The Center's mission, as revised by the Board of Directors in 2014, states that the Center exists

*“To make a difference in the lives of those who seek our care, and to promote positive mental health in the communities that we serve.”*

In the recently completed fiscal year, the Center made significant strides toward that mission. Some of the Center's efforts 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 of mental health issues.

In FY15, the Center's prevention programs:

- reached approximately 4,100 individuals with some type of mental health consultation, education or prevention service
- touched 900 adolescents in local high schools and middle schools with depression awareness and suicide prevention programs, and provided follow-up depression screenings for approximately 600 students, 30 of whom were eventually identified as being at high risk for significant depression or suicide and referred for follow-up care
- provided general information or educational presentations on mental health to over 1,200 persons
- reached 201 divorcing parents with an educational program designed to reduce the impact of divorce on their children after which 93% of the participants described the course as good, very good or excellent and over 90% reported learning helpful strategies for dealing with their children's reactions to the divorce and keeping their children out of conflicts with their divorcing spouse
- assisted other community professionals in dealing with the mental health needs of their own clients by providing approximately 1,000 hours of case consultation
- presented an intensive evidence-based parenting program to parents with an out of control adolescent after which every parent reported a successful reduction in at least one destructive behavior displayed by their child, along with a reported decrease in problem severity, increased general functioning and increased hopefulness about their family's future
- 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 student was successfully transitioned to the next grade level
- provided paraprofessional family support aide 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
- reduced recidivism in the Wayne County jail by 26% through a grant that placed mental health professionals in the jails in both Wayne and Holmes Counties who conducted 296 mental health screenings -- identifying 169 inmates with mental health issues and 204 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, psychiatric 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 FY15, the Center's treatment programs:

- provided 2,130 diagnostic assessments
- provided individual counseling/psychotherapy to 2,130 patients
- intervened with 1,284 different persons who contacted the Center for crisis intervention and assisted with 573 public or private psychiatric hospital admissions
- provided psychiatric assessment and access to psychotropic medication to a total of 2,279 different patients -- an increase of 25% over the prior year
- accessed approximately \$300,000 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 FY15 included: community psychiatric supportive treatment services (which focus on helping clients to live successfully in the community), home-based family intervention for troubled children/youth, residential care and employment assistance.

In FY15 the Center's rehabilitation programs:

- provided 61,122 units of individual or group community psychiatric support to adults with severe mental illness, and an additional 16,582 units to children or youth
- achieved excellent customer satisfaction ratings from participants in both the adult community psychiatric support program and the children's community psychiatric support programs with 98% of the surveyed customers rating their overall satisfaction as good, very good or excellent
- noted that 93% 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
- provided 203 mentally ill persons with the opportunity to explore employment opportunities -- 75 of whom obtained some sort of work or volunteer position and 19 of whom remained employed for a minimum of 90 days for an estimated annual taxable earnings of \$130,000
- provided residential care to 54 severely mentally disabled adults who were otherwise unable to live on their own

## **OTHER SIGNIFICANT ACOMPLISHMENTS**

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

- provided a total of 169,263 units of mental health care
- managed 4,232 different cases – an increase of 7% over the prior year -- and maintained an active caseload of 2,980 patients per month
- processed 2,427 admissions – an average of 202 per month

- ended the year with a conservative administrative cost of just over 13% of expense
- successfully transitioned to a new CEO
- began construction of a 15-unit apartment project designed to house homeless young adults with mental illness
- completed a referral source satisfaction survey in which 91% rated their satisfaction with the Center as good, very good, or excellent
- documented significant change in problem severity and level of functioning for children and youth, as measured by the Ohio Youth Scales
- implemented a new outcomes system for adults using the MHCA-16 assessment tool with the result that 67% of patients reported improvement in the symptoms of depression, 55% noted improvement in symptoms associated with anxiety disorder, 91% improvement in thought disorder concerns, 89% improvement in concerns about substance use and a full 100% noted that previous thoughts about hurting themselves or others were resolved
- moved the Orrville office to a more convenient and customer friendly location and increased service hours in the Orrville community
- reduced the average wait for non-emergency services to less than 14 days
- implemented a number of quality improvement initiatives including utilization of pharmacy reports, reducing the impact of Medicaid spenddowns, improving communication with referral sources, reorganizing the clerical staff in the psychiatric services office, reducing admissions to psychiatric hospitals, handling miscellaneous forms in the electronic medical records system, creating community linkages with various CEP programs, and increasing staff expertise in providing trauma informed care
- implemented an electronic assessment process and converted billing to a system in which services are billed directly from staff service reports without additional data entry
- completed a client satisfaction survey in which 93% of respondents reported feeling satisfied with the services received at the Counseling Center and 97% reported that they would recommend the Center to others
- administered a staff satisfaction survey in which 100% rated the Counseling Center as a good place to work, 98% reported enjoying the tasks associated with their positions and 98% reported being enthusiastic about work

- was selected as one of 34 community mental health programs and hospital outpatient programs in 21 states to participate in a research study evaluating the impact of different medications in persons with early onset schizophrenia
- successfully renewed and/or maintained the organization's certification from CARF and the OhioMHAS, 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:

- ten of the 17 specific services offered by the Center fell below budgeted service delivery targets due to family/medical leaves of absence and difficulty in recruiting appropriately trained replacements for staff who left the agency, resulting in financial shortfalls
- key specialty services continued to have a waiting list
- ended the year with a small financial loss
- technology requirements, while resulting in increased efficiency, continue to drain staff time and financial resources

### **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 behavioral 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.