

The Counseling Center of
Wayne & Holmes Counties
2285 Benden Drive
Wooster, OH 44691

CENTER UPDATE

MARCH 2012

COUNSELING CENTER RECEIVES NATIONAL "BEST PRACTICE" AWARD

The Counseling Center was honored recently at the annual meeting of the Mental Health Corporations of America (MHCA) with "Best Practice" Awards for Referral Source Satisfaction and for Customer Satisfaction in the area of Case Management/Community Support. Best Practice Awards are distributed annually by MHCA to those organizations who use the MHCA Customer Satisfaction and Referral Source Satisfaction Survey tools and whose reported results are subsequently determined to be the best in the nation among participating organizations.

"The Counseling Center has been diligently working for several years to improve our communication with key referral sources," noted Susan Buchwalter, President/CEO. "It is very rewarding for our staff to realize that their efforts make them a national leader in this area." The Case Management/Community Support Award recognizes the efforts of staff who work with both adults with severe mental illness and children with significant emotional disturbance. "This is a service business," noted Buchwalter, "we can only be successful in bringing about change if we relate successfully to our clients and extend ourselves to treat them with respect and meet their service needs."



(MHCA Best Practice Award winners: Brian Gerber, LPCC-S, Director of Community Support Services; Sally Zimmerman, LPCC, RN, APN, Director of Psychiatric Services; and Brennan Galloway, LPCC-S, LSW, Director of Specialized Children's Services)



(Ryan Murphy)

PROMOTION

The Counseling Center is pleased to announce the promotion of **Ryan Murphy, PCC**, to the position of Director of Emergency Services. Murphy has been working as a home-based counselor in the Center's Specialized Children's Program. Murphy is completing his doctoral work for a degree in psychology, has previous experience providing crisis intervention services, and brings previous management experience as the executive director of a small mental health program in Kentucky.



(Janice Shroyer)

ANNUAL TRAINING

Counseling Center staff recently completed annual trainings on the provision of Person Centered Care and on working successfully with persons from an Appalachian heritage. Janice Shroyer, LISW, of the Holmes County Juvenile Court was guest speaker.