

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

# CENTER UPDATE

MARCH 2013

## 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 Services. 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 Award recognizes the efforts of staff who work with both adults with severe mental illness and children with significant emotional disturbance, as well as in the Counseling Center's Home-Based Intervention program. "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."

This is the second year in a row that the Counseling Center has received these same awards.

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### PROMOTIONS

The Counseling Center is pleased to announce the promotion of **Sarah Bauman, MSW, LISW** to the position of Director of Residential Services and the promotion of **Leslie Feder, MSW, LISW-S** to the position of Director of Employment Services. Both Bauman and Feder are graduates of the Counseling Center's Leadership Academy and both were previously employed in the Community Psychiatric Support Program.

### ANNUAL TRAINING

Counseling Center staff recently completed annual trainings on the professional ethics provided by staff of the Ohio Counselor, Social Worker and Marriage and Family Therapist Board and on understanding and working with persons who are gay, lesbian, bisexual or transgendered. The training on sexuality was provided as part of the Center's efforts to assure that the staff are appropriately sensitive to working with persons of various cultures. The training was provided by members of the local PFLAG (Parents and Friends of Lesbians and Gays) group. Information on local resources was also provided.