



“I stand today as a productive member of society, a better mother, a better me.”

Read Loraslee’s story inside.



I came from a family of addicts on both sides and grew up in the system from the age of 8. I was in foster care and raised with love, morals and values.

I can remember my foster mother telling me that as long as I had a job and could cover my rent and electric, I wouldn't have to listen to anyone. So, that's just what I did. I lived on my own with my five children for a long time and then I was introduced to drugs at the age of 31. It turned my life upside down. I lost everything...my children, my job, my car. For the next eight years I fought this battle of addiction that I knew so little about but enough to know I was living out my mother's story.

I came to BCC pregnant (and actively using) with four other children in the foster care system and another child with his father. I was lost and desperate but unaware that my addiction was just the beginning. My baby was healthy but I still had to give her up at the hospital. In that moment, I knew I had to leave my lifestyle behind and was finally able to do what I was unable to do for many years and that was to get clean for "me".

I turned to BCC for the third time for help and case manager, Lisa Fuller, took me back even though I was lost and damaged.

And so the healing began. It took eight years, but I have my daughter back, a place to live, a job as a licensed phlebotomist, and a car. I am able to forgive and love myself enough to allow me to live again. Services are out there and I took advantage of all the help that was offered. I stand today a productive member of society, a better mother, a better me.

— Loreslee Lugo



WHO WE ARE AND WHAT WE'RE ABOUT

Berks Counseling Center (BCC) is a fully licensed, private non-profit behavioral health agency operating and serving Berks County since 1977. BCC provides clinical and counseling services to treat mental health and substance abuse disorders, along with integrated physical health care, and many other supportive services.

We provide these integrated services to adults, children, adolescents, and families ALL whose lives are affected by mental illness and/or substance abuse disorders.

BCC is a Certified Community Behavioral Health Clinic (CCBHC) which positions us to provide a comprehensive range of mental health and substance use disorder services. These integrated and coordinated services are necessary to create access, stabilize those in crisis and provide treatment for those with the most serious, complex mental illness and addictions regardless of where they live or their ability to pay.

**NUMBER OF
CLIENTS SERVED:**

**CLINICAL
SERVICES**

3601

**MENTAL
HEALTH**

936

MESSAGE FROM THE CEO



Dear Friends and Colleagues:

I am honored to have assumed the role of CEO of Berks Counseling Center on January 1, 2019. I took over the reins from the strong and able leadership of Fran Malley. As we

move forward, we maintain a commitment to the Certified Community Behavioral Health Clinic model and a holistic, integrated, recovery oriented, and trauma informed system of care. We firmly believe the best care is patient driven and responsive to the needs of the community.

Our ongoing advocacy, at a local, state and federal level assures the voices of those we serve are heard. July 2019 concluded the CCBHC Demonstration Project. We remain committed to securing funding support that will fully sustain this model that has greatly impacted this community and has resulted in lives saved.

We have accomplished much this past year:

- With county support, we expanded forensic housing and are now able to serve more persons in need who are leaving the jail system and reintegrating within the community.*
- We worked with Berks County MH/DD and Community Care Behavioral Health to assure our patient base can continue to receive some of the core CCBHC services post the demonstration grant.*
- We expanded access to Medication Assisted Treatment for those with opiate addiction. With support from COCA, we implemented CRAFT, a program that supports family members of persons with opiate addiction.*
- We actively promoted mental health and wellness – participated in Suicide Prevention efforts, reached out to educate others about opiate addiction, provided training on Trauma Informed Care,*

and through a Reading Hospital “Be Well” Grant, provided training on Mental Health First Aid.

- We expanded our patient services to include Blended Case Management, Youth Peer Support and Certified Recovery Support.*
- We began renovations on BCC’s Family Center which will operate on the fourth floor of our current facility and will expand evidence based child, adolescent and family services.*
- We furthered our commitment to physical health and wellness and embedded these strategies into our clinical protocols and employee practices. This will include, in the upcoming year, the opening of Genoa onsite pharmacy services.*
- We implemented team based daily huddles and clinical care coordination to enhance patient care. This now includes specialized teams targeting Children and Adolescents, those with Opiate Addiction, and High Risk Populations.*
- We developed screening tools and strategies to more effectively address the social determinants of health and patient risk factors.*
- We maintained our commitment to open/same day access to care.*
- Our Advocacy Team participated for the first time at National Council Hill Day in Washington DC and remains actively engaged with our local, state, and federal lawmakers.*

Clearly, I owe a debt of gratitude to our staff, Board and the many collaborative partners and funders who supported these activities throughout the year. You have my deepest appreciation and thanks!

Christine Axford

Christine Axford
CEO
Berks Counseling Center

**CHILDREN &
ADOLESCENTS
SERVED:***

**MENTAL
HEALTH**

214

**DRUG &
ALCOHOL**

34

**DUAL
DIAGNOSIS**

65

*Age 17 and under through Tulpehocken School District

2018-2019 - BOARD OF DIRECTORS

Joe Plageman *Chairperson*
Christine Axford *President, CEO*
Greg Little *CFO*
Brenda Gaul *Treasurer*
James Brooks *Board Member*
Crystal Seitz *Board Member*
Linda Krause *Board Member*
Deborah Scull *Board Member*
John Robinson *Board Member*
Franco Vella-Gatt *Board Member*

2018-2019 - BCC LEADERSHIP TEAM

Christine Axford *Chief Executive Officer*
Dr. Leif Christiansen *Director of Physical Medicine*
Dr. Mark Putnam *Director of Behavioral Medicine*
Greg Little *Chief Financial Officer*
Alicia Flores *Billing Director*
Carol Bailey *Housing Director*
Bonnie Triebig *Clinical Director*
SanSan Weber *Clinical Director*
Pamela Donato *Continuous Quality Improvement Director*
Erica Agosto *Human Resources Director*
Thomas Kahler *Technology Director*
Karen Kramer *Marketing & Employee Engagement Director*
Kathy Haggerty-Kase *Development & Public Relations Manager*

“
I have been working with a Health Coach at BCC for 10 months and have lost 30 pounds. I have gained the education, confidence and power to become more active in my daily life. People ask what I am doing to have lost 30 pounds, and I say it’s mostly about the things I am NOT doing! I no longer eat oversized portions and I am no longer a full-time couch potato. I have learned how small changes in my lifestyle can greatly affect my physical health for the better. I am grateful to my health coach for her patience, knowledge, and mostly, for her support.

- Lisa G

THANK YOU!

Many thanks to all that are dedicated to comprehensive, client driven health and wellness.

- **Berks County MH/DD** (Mental Health/Developmental Disabilities)
- **Community Care Behavioral Health**
- **Substance Abuse and Mental Health Services Administration** (SAMHSA)
- **Office of Mental Health Substance Abuse Services** (OMHSAS)
- **Council on Chemical Abuse** (COCA)
- **Berks County Jail System - Community Re-entry Center**
- **National Council on Behavioral Health Care** (NatCon)
- **Berks Coalition to End Homelessness**
- **Opioid Task Force**
- **Berks County Treatment Courts**
- **Berks County Veterans Association**
- **Rehabilitation and Community Providers Association** (RCPA)
- **AmeriHealth Caritas**
- **Tulpehocken School District**
- **All About Children**
- **Visions Credit Union**

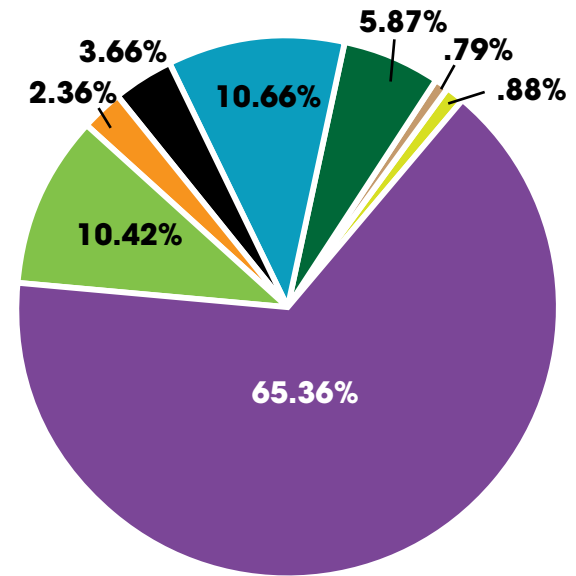


Dr. Netaji, Iris, Kayla, Jodi and the rest of BCC have helped me get my life back to the person I know I'm capable of being. If you follow their simple guidelines and requirements, your lifestyle will change for the better. I myself, was lost and hopeless with nowhere to turn. In just over 14 months, I now have my own place, full-time job, money in my pocket and I'm happy beyond belief. Everyone truly cares at BCC and is willing to help if you are willing and want to get more out of life, you also can have it all. To everyone at BCC, thank you kindly from the bottom of my heart.

- RA



REVENUE

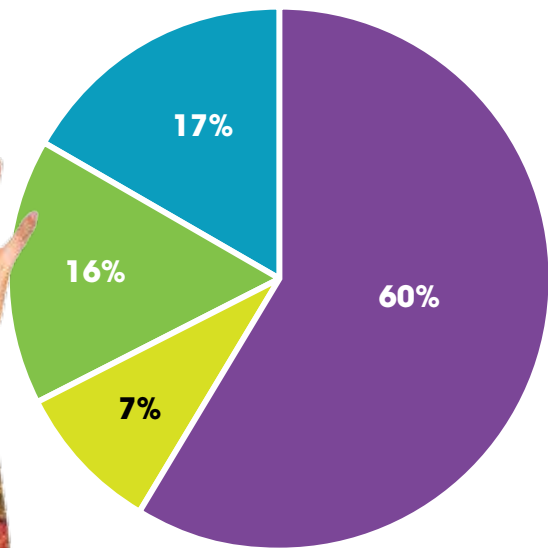


- Medicaid Health Choices ■ HUD
- Council on Chemical Abuse (COCA) ■ Grants
- Service Access Management (SAM) ■ Medicare
- Private Insurance ■ Other

CULTURALLY DIVERSE CLIENTS

45%	Caucasion	59%	Male
35%	Latino	40%	Female
14%	African American	1%	Transgender
5%	Biracial		
1%	Other		

EXPENSES



- Behavioral Health ■ Housing
- M&G ■ Physical Health



HOUSING SERVICES

151

CASE MANAGEMENT ENROLLMENT

416

PEER SUPPORTS & DECISION SUPPORT CENTER

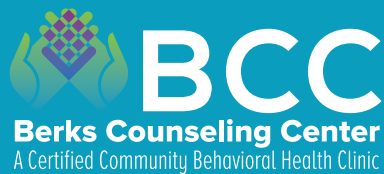
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VISION

To maintain the highest quality of behavioral/physical health and supportive services while meeting the changing needs of the clients who seek our help.

MISSION

Berks Counseling Center (BCC) is a recovery oriented Certified Community Behavioral Health Clinic (CCBHC) with an integrated behavioral and physical health model of service delivery. The Clinic provides a holistic approach to a culturally and economically diverse population for the purpose of achieving a healthy and productive lifestyle.



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Non Profit Status Berks Counseling Center, Inc. is a registered 501 (c) 3, non-profit organization. A copy of the official registration and financial information may be obtained from the Pennsylvania Department of State by calling toll free within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement. Federal ID # is 23-2043478. Equal Opportunity Employer. Funding this publication has been made possible with revenues from service contracts with federal, state, county and local governments whether directly or through the Council on Chemical Abuse, Pennsylvania Mental Health/Developmental Disabilities (MH/DD) Administration, the Office of Drug and Alcohol Programs, Department of Health, Department of Housing and Urban Development, and Community Care Behavioral Health Organization. Funds are also secured through private contracts, client fees, and third party insurance. All parties specifically disclaim responsibility for any analysis, interpretation or conclusions.