

# Berks Counseling Center

All About  
Recovery.  
All About You.



**Connecting to Care.**  
**Empowering Recovery.**  
**Advancing Access.**

# MESSAGE FROM THE CEO



Dear Friends and Colleagues:

It has been a busy year for Berks Counseling Center. After a two-year process of assessing our needs and evaluating vendors, we are set to implement a new electronic health record system, Next Gen, on March 2. We look forward to this developing partnership. This new system is designed to support and enhance care, allow patients direct access to their health information, reduce the paperwork and administrative burden experienced by our direct care staff, and play a pivotal role in monitoring clinical care and positive outcomes. Along with this, we have upgraded our equipment and devices, improved our cybersecurity, and expanded the use of technology in our waiting areas, training, and conference rooms.

Our Certified Community Behavioral Health Clinic and Integrated Community Wellness Center continues to thrive. Our primary care provider Feyi Oyewole CRNP, helps assure patients access to onsite physical health care as well as behavioral health care. Community outreach continues to be a priority. This past year, BCC added two additional outreach initiatives. We began providing outreach at the Reading Housing Authority Community Center at Oakbrook and, in collaboration with Berks County MHDD, implemented a new pilot Mobile Medication Program designed to provide home-based psychiatric care for high-risk patients with serious mental illness.

This year has had its challenges. There have been budget impasses at the state and federal level, legislation negatively impacting our communities, and legal battles that threatened federally funded housing. BCC is proud to be an active advocate for those with mental health and substance use disorders on these and other critical issues.

Respectfully,

*Christine Axford*  
Christine Axford Med LPC

CEO

**Clients Served:**

**Clinical  
Services**

**2518**

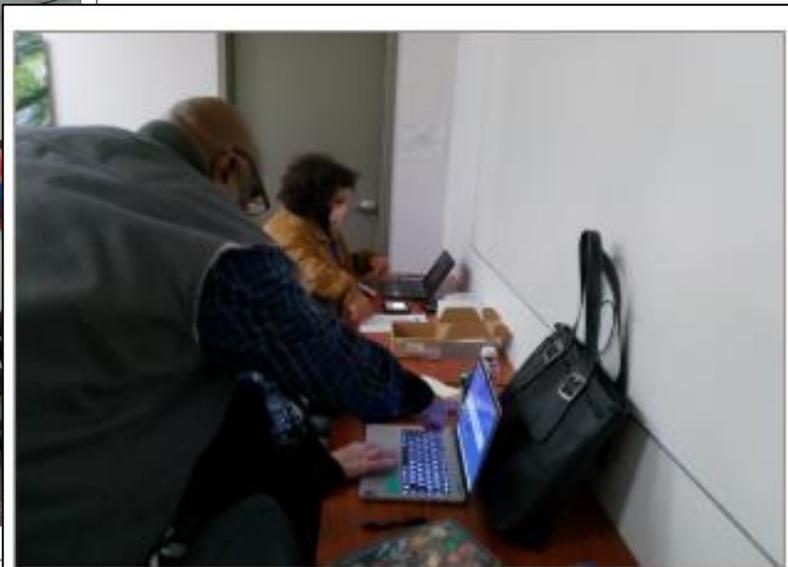
**Mental  
Health**

**868**

# Mock Go Live



*Innovation to Improve Care*



On Thursday, January 22nd, the BCC team came together for NextGen's Mock Go Live. All staff had the opportunity to practice for the upcoming launch of the new system.



Drug &  
Alcohol

**520**

Dual  
Diagnosis

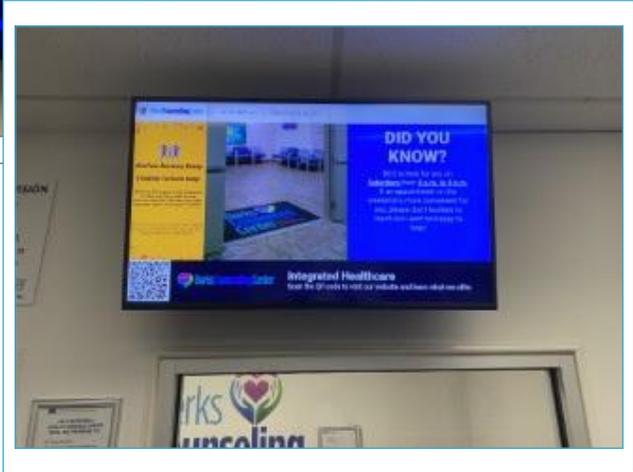
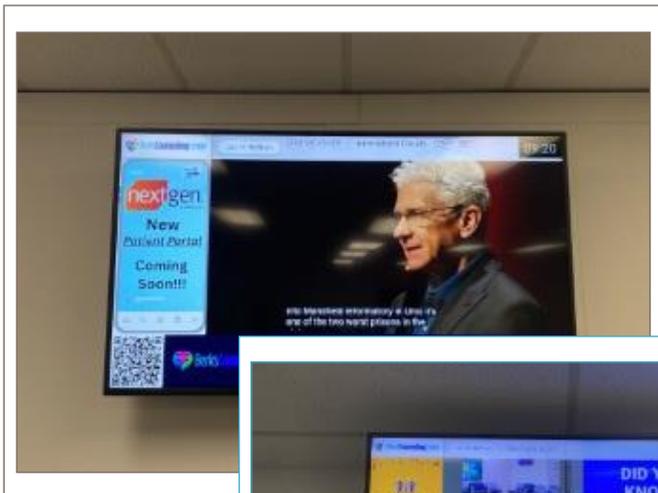
**919**

Medication  
Management

**211**



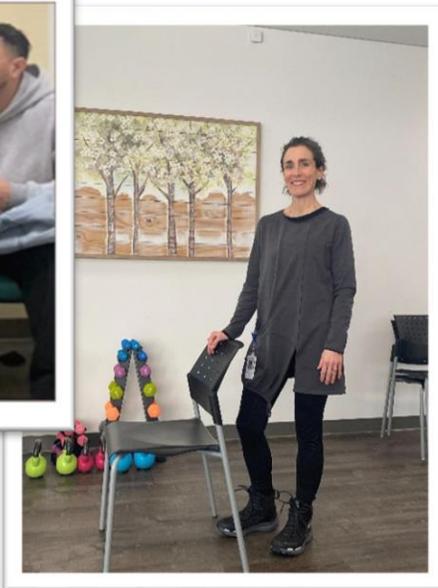
# Sharing Information Connecting People Investing in the Future



As part of our commitment to effective communication, BCC's lobby TVs serve as a valuable tool for sharing essential information, promoting transparency, and enhancing the overall experience for our clients.



Celebrating our staff's stories—sharing why they love working at BCC and how it has impacted their lives, now showcased on our TVs and social media.



*Thank you!*

BCC provides services in close collaboration with:

- Berks County MH/DD
- Community Care Behavioral Health
- Council on Chemical Abuse (COCA)
- Berks County Jail System
- SOS Berks
- Berks County Treatment Courts
- Berks County Veterans Affairs
- AmeriHealth Caritas
- Tulpehocken School District
- Reading Area Community College (RACC)
- Genoa Pharmacy
- United Way
- Hope Rescue Mission
- City of Reading
- Reading Housing Authority
- Berks Coalition to End Homelessness

## Our CCBHC DCOs: Threshold Rehabilitation Services Psych Rehab, and Holcomb Chimes Crisis Services

BCC is a proud member of:

**Housing Services** **122**

**Case Management Enrollments** **341**

**Peer & Recovery Support Services** **787**



**2024-2025  
BOARD OF DIRECTORS**

**Joe Plageman**  
*Chairperson*

**James Brooks**  
*Board Member*

**Crystal Seitz**  
*Vice Chair*

**Linda Krause**  
*Board Member*

**Christine Axford**  
*BCC President, CEO*

**Deborah Scull**  
*Board Member*

**Greg Little**  
*BCC Chief Financial Officer*

**Brenda Gaul**  
*Board Member*

**John Robinson**  
*Treasurer*

**Missy Orlando**  
*Board Member*

**Jeff Ralph**  
*Board Member*

**2024-2025  
BCC LEADERSHIP TEAM**

**Christine Axford**  
*Chief Executive Officer*

**Thomas Kahler**  
*Technology Director*

**Greg Little**  
*Chief Financial Officer*

**Bonnie Triebig**  
*Clinic Director*

**Alicia Flores**  
*Billing Director*

**Medical Directors:**

Dr. Mark Putnam  
Dr. Lief Christiansen  
Dr. Vinutha Netaji

**Pamela Witman**  
*Continuous Quality Improvement Director*

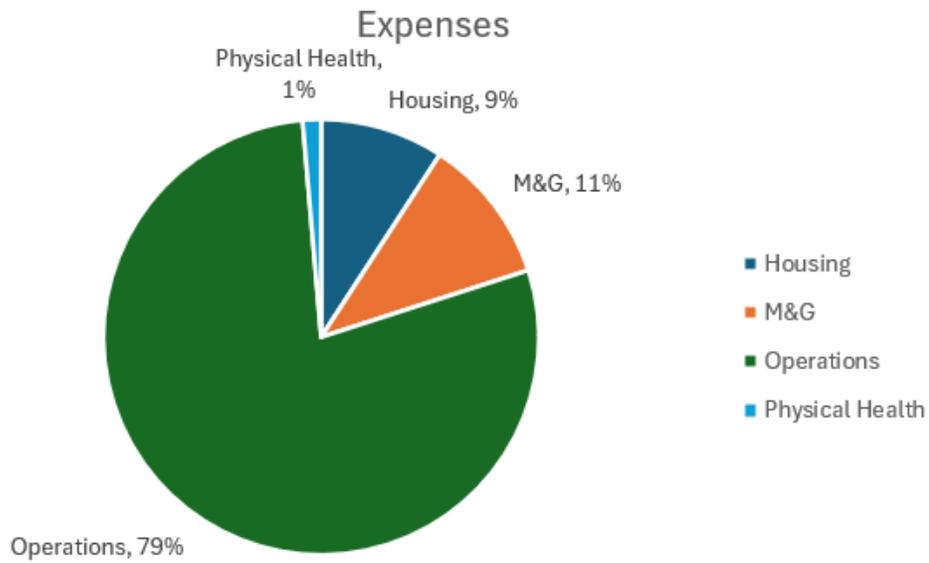
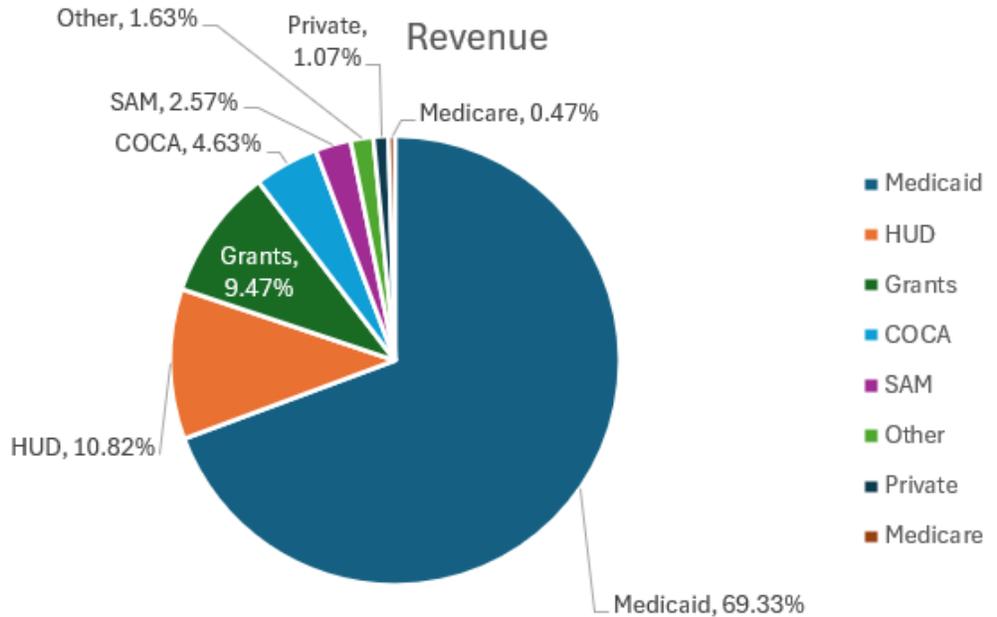
**Erica Agosto**  
*Human Resources Director*

**OUR PATIENTS**

42% Latino or Hispanic  
39% White  
15% African American  
4% Multiracial  
<1% Other

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59% Male  
41% Female  
<1%% Transgender



**Child &  
Adolescent  
Services**

**Mental  
Health 171**

**Dual  
Diagnosis 12**

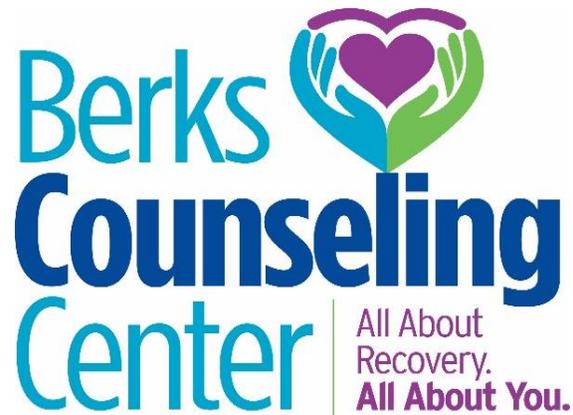
**Med  
Management 3**

## Mission

To provide and maintain the highest quality of behavioral health, physical health, and supportive services while meeting the needs of ALL equally. We do this through a holistic and integrated approach for the purpose of achieving a healthy and productive lifestyle in recovery.

## Our Commitment to Trauma-Informed Care

To create a comprehensive system that promotes radical acceptance, unity, empowerment, and resiliency in every human interaction.



A Certified Community  
Behavioral Health Clinic and  
Integrated Community  
Wellness Center

645 Penn Street, 2<sup>nd</sup> Floor  
Reading, PA 19601-3543  
610-373-4281

[www.berskcounselingcenter.org](http://www.berskcounselingcenter.org)

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