

Connecting to care.  
Empowering recovery.  
Advancing access.



2024-2025 ANNUAL REPORT

Berks   
Counseling  
Center | All About  
Recovery.  
All About You.

Certified Community Behavioral Health Clinic  
and Integrated Community Wellness Center

## 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 new electronic health record system will allow patients direct access to their health information, reduce paperwork, and play a pivotal role in monitoring clinical care and positive outcomes.***

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.

***This year has had its challenges with budget impasses, legislation negatively impacting our communities and threatened federally funded housing.***

Respectfully,



**Christine Axford**  
CEO, Berks Counseling Center



CLIENTS SERVED:

CLINICAL  
SERVICES

2518

MENTAL  
HEALTH

868

# Mock Go Live

*Innovation to improve care*



*On Thursday, January 22nd, the Berks Counseling Center team came together for NexGen'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, Berks Counseling Center’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** (Mental Health/Developmental Disabilities)
- **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**



*The staff at BCC share what services they provide at Berks Counseling Center and the pride in making a difference for others.*



Our CCBHC DCOs:

- **Threshold Rehabilitation Services Psych Rehab**
- **Holcomb Chimes Crisis Services**

BC is a proud member of:



HOUSING SERVICES **122**

CASE MANAGEMENT ENROLLMENT **341**

PEER AND RECOVERY SUPPORT SERVICES **787**

## 2024-2025 BOARD OF DIRECTORS

Joe Plageman  
*Chairperson*

Crystal Seitz  
*Vice Chair*

Christine Axford  
*BCC President, CEO*

Greg Little  
*BCC Chief  
Financial Officer*

John Robinson  
*Treasurer*

James Brooks  
*Board Member*

Linda Krause  
*Board Member*

Deborah Scull  
*Board Member*

Brenda Gaul  
*Board Member*

Missy Orlando  
*Board Member*

Jeff Ralph  
*Board Member*

## 2024-2025 BCC LEADERSHIP TEAM

Christine Axford  
*Chief Executive Officer*

Greg Little  
*Chief Financial Officer*

Alicia Flores  
*Billing Director*

Carol Bailey  
*Housing Director*

Pamela Witman  
*Continuous Quality  
Improvement Director*

Erica Agosto  
*Human Resources  
Director*

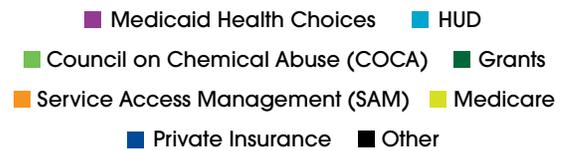
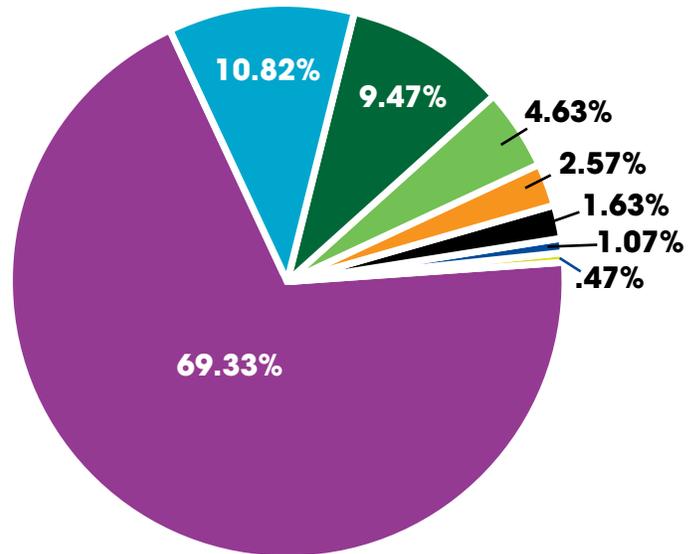
Thomas Kahler  
*Technology Director*

Bonnie Triebig  
*Clinic Director*

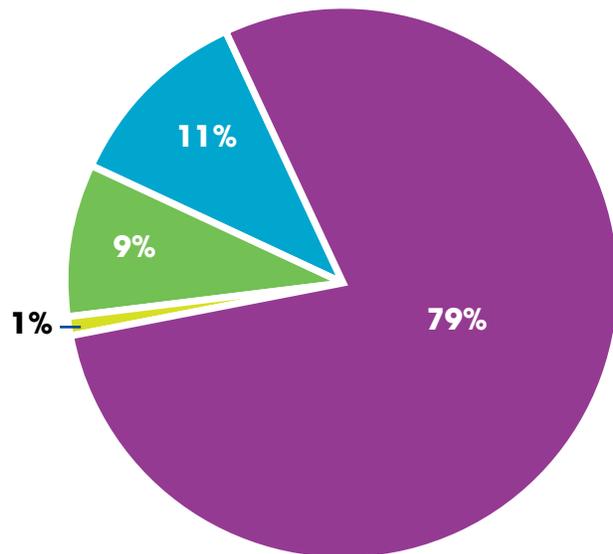
### MEDICAL DIRECTORS:

Dr. Mark Putnam  
Dr. Leif Christiansen  
Dr. Vinutha Netaji

## REVENUE



## EXPENSES



## OUR PATIENTS

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

59% Male  
41% Female  
<1% Transgender

CHILDREN &  
ADOLESCENTS  
SERVED:

MENTAL  
HEALTH

171

DUAL  
DIAGNOSIS

12

MEDICATION  
MANAGEMENT

3

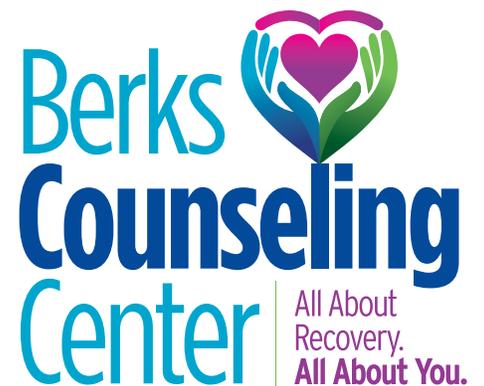
## MISSION

To provide and maintain the highest quality of behavioral health, physical health, and supportive services while meeting the needs of ALL populations that seek our help. 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.

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.



Certified Community Behavioral Health Clinic  
and Integrated Community Wellness Center

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