

**LIBERTY HOUSE
FOUNDATION
2018
ANNUAL
&
QUALITY IMPROVEMENT
REPORT**

Know me as a person not by my disability.

We are your friends, neighbors and family.

We improve and recover.

We are major contributors to American life.

We deserve dignity and respect.

Our History

Liberty House Foundation, Inc. was founded in 1972. We are a private, not-for-profit psychiatric and vocational rehabilitation program. We believe that recovery for people whose lives have been disrupted by mental illness or developmental disabilities must involve the whole person in a vital community offering respect, hope, mutuality, and unlimited opportunities for working, learning and socializing.

Liberty House is modeled after Fountain House in New York City which, since 1948, has been a pioneer in the international development of comprehensive, community-based programs of rehabilitation facilitating social and vocational adjustment. The success of this clubhouse model is clearly evidenced by over 275 replications of this program in this country and abroad. Liberty House is proud to be a certified member of the International Center for Clubhouse Development. Today Liberty House is recognized as a primary example of a fully-functioning clubhouse model program.

LIBERTY HOUSE MISSION

Liberty House is committed to assisting individuals with disabilities to live independent and full lives. We offer this in a supportive and caring environment that offers hope, teaches resiliency and focuses on recovery.



Guarantees

1. The right to have a place to come.
2. The right to have meaningful work.
3. The right to have meaningful relationships.
4. The right to have a place to return.

Beliefs

1. A belief in the recovery and potential of all people whose lives have been disrupted.
2. A belief that work, especially the opportunity to aspire and achieve gainful employment, is a deeply generative and re-integrative force in the life of every human being.
3. As a parallel concept of the importance of work, men and women require opportunities to be together socially. The clubhouse provides a place for social interaction, relaxation and social support.
4. A program is incomplete if it offers a full set of vocational opportunities and a rich offering of social and recreational opportunities and yet neglects the circumstances in which its members live.

Goals of our program:

1. Liberty House will offer programs and services that are inclusive, integrated and that support independence and autonomy at the highest level.
2. Liberty House will comply with all federal, state and county regulations to provide these services.
3. Liberty House will comply with all HCBS setting requirements.
4. Liberty House services will be delivered using a person-centered planning model.
5. Liberty House services will be delivered in a culturally competent and culturally diverse manner.
6. Liberty House will provide services that assist our members in achieving their goals and living the life they choose.

Liberty House provides these guarantees, demonstrates these beliefs and achieve these goals through a variety of clubhouse programs.

Work-Ordered Day Program

People disabled by mental illness or developmental disabilities face extraordinary obstacles to achieving their vocational goals. In addition to the stigma one faces when attempting to secure a job, people often need work skills and support to develop or reclaim stamina and self-confidence. The Clubhouse Work-Ordered Day Program, the foundation of the clubhouse model, provides these opportunities by offering structured yet flexible experiences, guidance, and support necessary to regain impaired abilities as well as personal hope and direction.

Members and staff work side-by-side to accomplish all of the elements of the business and activities of the clubhouse. Members find meaningful experiences in the full-service kitchen, the computer-intensive clerical unit, retail driven snack bar, maintenance unit and other areas critical to the smooth operation of the agency.

Through the experience of working side-by-side with staff and each other, members recognize and appreciate their own unique abilities, contributions and potentials.

Transportation Services

Liberty House provides daily transportation to and from program. Transportation is also available for medical, dental, therapeutic, benefit and psychiatric appointments.

Employment Program and Services

For individuals who have identified a vocational direction, the Clubhouse can assist them in securing employment. Clubhouse Model programs believe that it is the real work environment that provides the best assessment of work potential. Clubhouse's Transitional Employment Program (TEP) works in concert with the day program to support members in refining their confidence, direction and stamina through entry-level, paid employment opportunities in local businesses.

Job placements continue for up to six months in duration and can include clerical, production, food service, maintenance or service work in places of business ranging from small, local enterprises to large corporations.

Individuals can shape personal plans of support and benefit from multiple opportunities to further challenge personal barriers and to develop their career aspirations.

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Benefits Counseling

A major barrier to employment for individuals is fear of losing entitlements if they choose to work or increase their hours of employment. Liberty House offers the full-time services of a benefits counselor who assists individuals with managing their benefits so they can engage in substantial, gainful employment.

Support Services and Groups

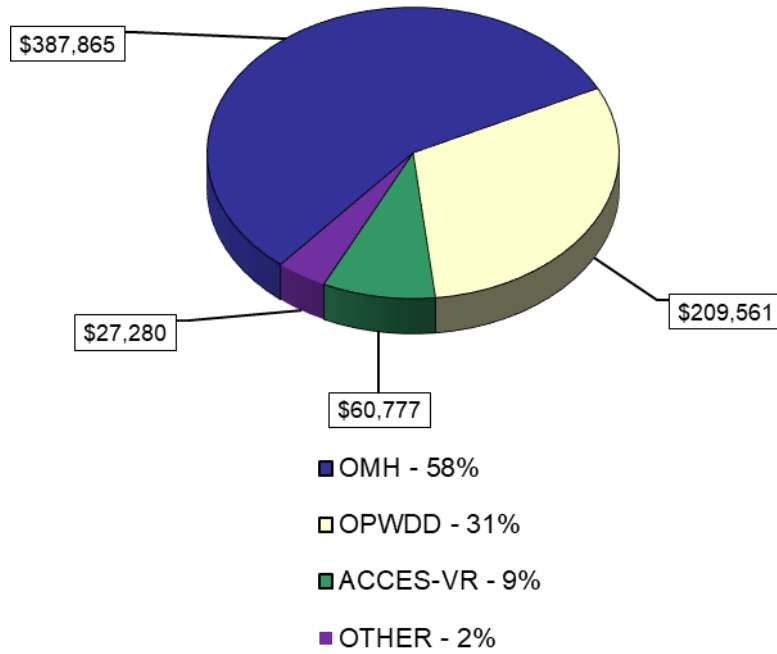
Liberty House provides opportunities for additional support, self-advocacy and continued personal development through a variety of support groups.

Social/Recreational Activities

Liberty House recognizes the need for individuals to socialize. Liberty House provides afternoon, evening and weekend socials.

Revenue

2018 Contract Revenue



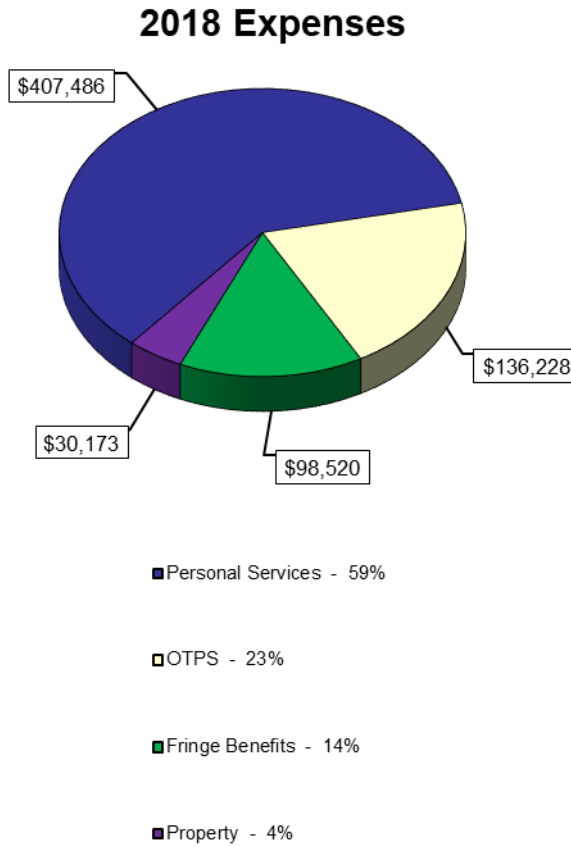
TOTAL REVENUE - \$685,483

2017 - \$642,323

2016 - \$607,632

2015 - \$619,918

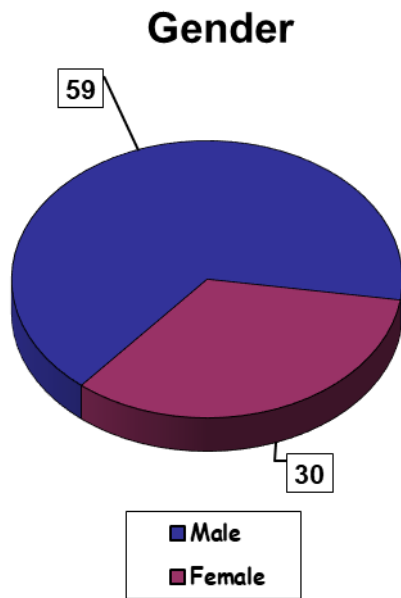
Expenses



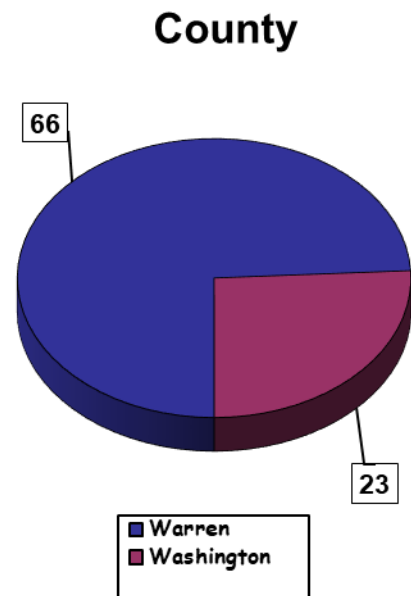
TOTAL EXPENSES = \$672,407 (2018); \$644,777 (2017)

Characteristics of Individuals Served - 2018

Total # of Referrals -	36	45 (2017)
Total # of Admissions -	15	16 (2017)
Total # of Discharges -	19	12 (2017)
Total # Served -	88	87 (2017)
Total # Attending Socials -	43	41 (2017)



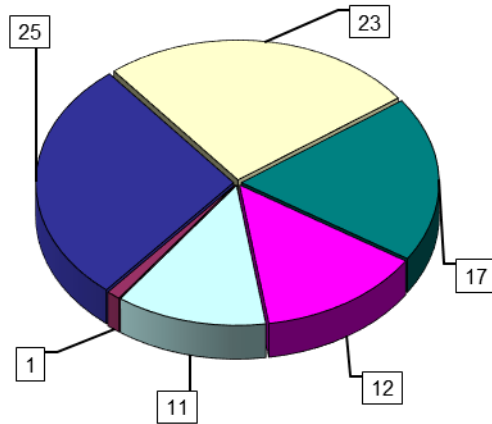
(2017 - 56 Males & 31 Females)



(2017 - 66 Warren, 21 Washington)

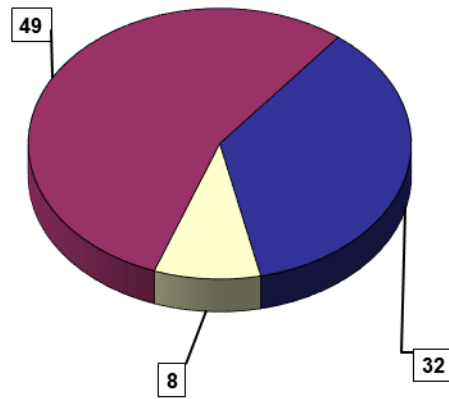
Characteristics of Individuals Served - 2018

Diagnosis



- Other - 25
- Schizophrenia - 23
- MR/DD - 17
- Depression - 12
- Bipolar - 11
- Learning disabled - 1

Age



- 18 - 39 years old
- 40 - 59 years old
- 60 & up

Employment Placements

Total # of new individuals placed in employment programs - 17¹² (2017)

Contract Services - 35¹⁹ (2017)

Supported Employment - 59⁵² (2017)

Independent Employment – 5⁶ (2017)

Transitional Volunteer - 26¹⁷ (2017)

Total # of Placements - 143⁹⁴ (2017)

Staff

Total # of Staff - 13

Total # of Master's Degree - 2

Total # of Bachelor's Degree - 9

Total # of Associate's Degree - 1

Total # of High School - 1

Longevity with Agency

Less than 1 Year - 3

1-4 Years - 5

5-9 Years - 0

10-14 Years - 0

15-19 Years - 3

20-24 Years - 1

25 Years or More - 1

Progress on 2018 Agency Goals

Funding:

- To continue to maximize DSRIP funding.
Liberty House received \$75,500 in DSRIP payments in 2018.
- By 03/30/2018, complete the deliverables to meet Milestone-3 of NYEC.
Milestone 3 was met and we received \$15,300 in payments. We also received a bonus payment of \$14,100 for meeting all of the milestones in a timely fashion.
- Complete and submit RFP for new 5-year contract with ACCES-VR.
We were awarded a 5-year contract totaling \$410,000.
- By September of 2018, meet the milestone requirements of the Data Exchange Incentive Program.
Due to connectivity issues between HIXNY and EHR vendors, the program was extended to September of 2019.
- To eliminate site-based prevocational services and transition those six individuals to community based services.
A transformation plan has been submitted and approved by OPWDD and currently is in process utilizing person-centered planning during Life Plan meetings.

Program Services:

- To continue to participate in DSRIP activities and move towards pay for performance.

During the year, Liberty House staff met with AHI on how to use the PSYCKES application to produce data to enhance pay for performance payments.

- To continue to expand the quality and quantity of groups offered to enhance employability, mental wellness, mindfulness, healthy living and financial stability.

Throughout the year, groups were held two times per week addressing the aforementioned topics. Also added this year, was a group dedicated strictly to self-advocacy and rights promotion.

- To continue to expand the number of volunteer opportunities in the community.

During the year Liberty House staff held several meetings with the Association for Mental Health staff to create a new volunteer site at their in-house garden facility. Start-up is slated for the spring of 2019. Also during the year, staff met with the director of Meals on Wheels and we were able to become part of their on-line system so that we can go in and sign-up for volunteer opportunities that come up during the week.

- To successfully transition OPWDD HCBS from Medicaid Service Coordination model to Care Coordination, and eventually managed care.

Liberty House staff has participated in numerous trainings to educate ourselves on the new Care Coordination Model, Life Plan, and Staff Action Plans.

- Continue to market and promote HCBS program and services.
Liberty House has made numerous presentations to other agencies, health homes, and conferences. We have shared a success story as part of our marketing campaign.
- Train all staff in new site-based, community-based pre-vocational service and SEMP regulations.
All staff completed this training and it will be reviewed annually.
- To continue to participate in Workforce Transformation activities.
Executive Director and/or Program Coordinator attend quarterly meetings and all staff have participated in Core Competency video trainings.
- To complete and implement Employment First Model.
All staff have completed the training and are implementing the philosophy of place the individual in employment first and to create a training plan after.
- To increase the number of individuals placed in employment.
The number of new individuals placed in employment for the year was 17. That was up from 12 the prior year.

Administrative Functions:

- Complete connection to Regional Health Information Organization – HIXNY.
While our EHR is not connected to HIXNY, we are connected to HIXNY in that we are loaded in the system and can access information.
- By August 1, 2018, hire and train new financial manager.
The new financial manager has been hired and is undergoing initial training.
- Continue to actively recruit new board members.
During the year, we recruited and elected a new board member who was a retired probation officer and mother of one of our consumers.
- By the end of 2018, train all staff in the use of the Electronic Health Record.
By the end of 2018, the clinical coordinator, administrative assistant, financial manager and executive director were trained and operating the system and learning the functionality of the record.
- Begin preparation of succession planning for executive director.
Phase I of the process has been initiated, which is to thoroughly train of all board members and staff in the rules, regulations, policies and procedures necessary for compliance.

2019 Agency Goals:

Funding:

- To maximize funding available through participation in DSRIP projects
- To prepare the agency for OPWDD transition to Managed Care
- To explore the opportunity to become a provider in an IPA
- To explore the opportunity to become a provider in a CCO
- To maximize funding opportunities in the new CRS 2.0 contract
- To prepare the agency for transition to value based payment arrangements

Program Services:

- To continue efforts to educate and promote agency vision and mission
- To continue to implement the OPWDD transformation plan to prepare for the closure of site-based pre-vocational service by 12/31/20
- To increase the number of individuals who are receiving Pathways to Employment services
- To increase the number of current employment sites
- To increase the number of employment placements
- To increase the number of volunteer placements
- To transition all OPWDD “ISP” and Habilitation plans to Life Plans and Staff Action Plans
- To develop groups and programs that address the social determinants of health

Administrative Functions:

- Complete on-boarding and initial training of financial manager
- To actively prepare for and participate in Social Security Administration audit
- To actively prepare for and participate in United Health Care HCBS services audit
- To complete the process of renewing OPWDD operating certificates
- To enhance the data collection processes to prepare for value based payment arrangements, with the vision of allowing our data to tell our story
- Continue on-going collaboration efforts via the Community Services Board, OMH sub-committee meetings, OPWDD sub-committee meetings, OPWDD executive directors meetings, AHI-DSRIP, Regional Planning Consortium and Regional Workforce Transformation Team
- Continue efforts to get EHR hooked up to HIXNY
- Continue to actively recruit new board members that will bring diversity, high performance and guidance for the future
- To continue to train staff in the functionality of the EHR
- Prepare and implement a new lease agreement with Christ Methodist Church
- To review with the staff, members, and the board of directors, the February 2019 OPWDD Agency Protocol Manual
- To actively prepare for DQI audit

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- To initiate all ACCES-VR Tier 1-4 Training for all staff
- By the end of the year, have all staff complete OMH-HCBS training offered by the Center for Practice Innovations
- To continue to monitor and track Innovations training and annual requirements