

**LIBERTY HOUSE  
FOUNDATION  
2021  
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.

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.

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**

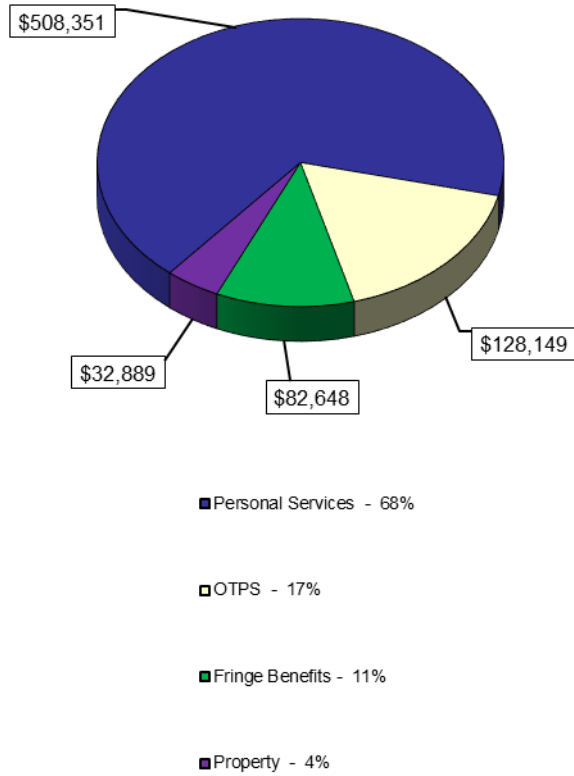
Liberty House provides opportunities for additional support, self-advocacy and continued personal development through a variety of support groups.

### **Social/Recreational Activities**

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

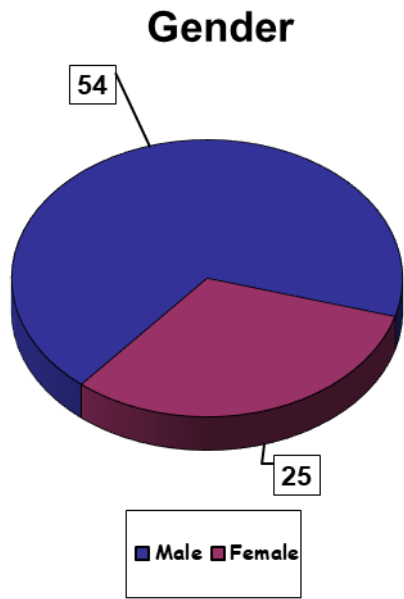


## 2021 Expenses

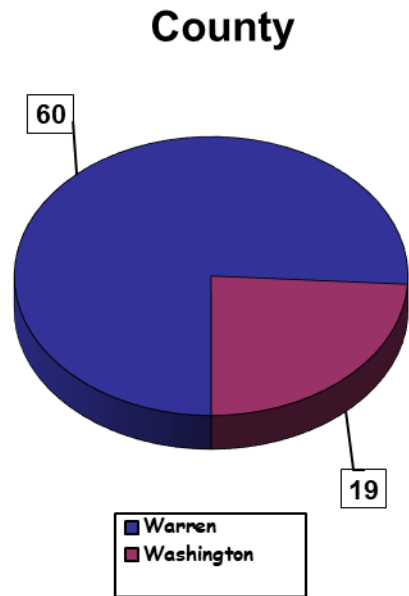


TOTAL EXPENSES = \$752,037

Total # of Referrals -	30	21 (2020)
Total # of Admissions -	9	14 (2020)
Total # of Discharges -	14	10 (2020)
Total # Served -	79	77 (2020)
Total # Attending Socials -	38	29 (2020)



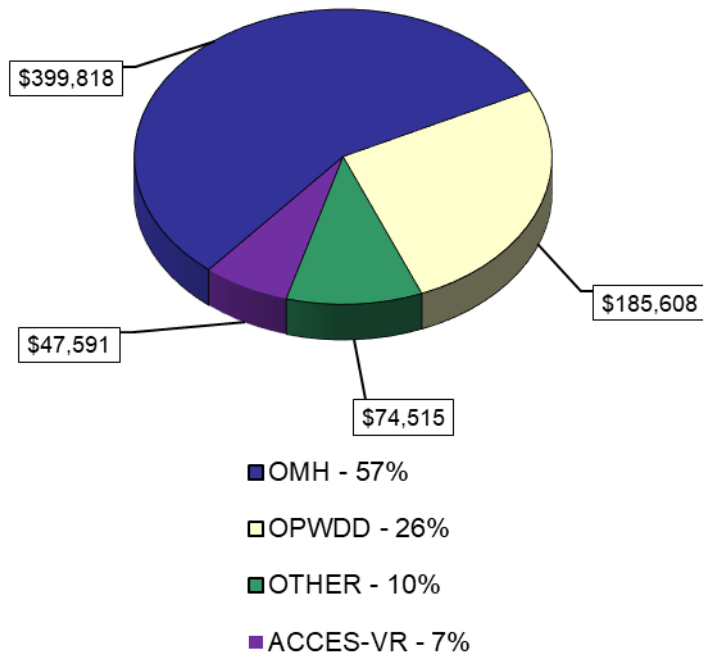
(2020 - 50 Males & 27 Females)



(2020 - 55 Warren, 22 Washington)

## Revenue

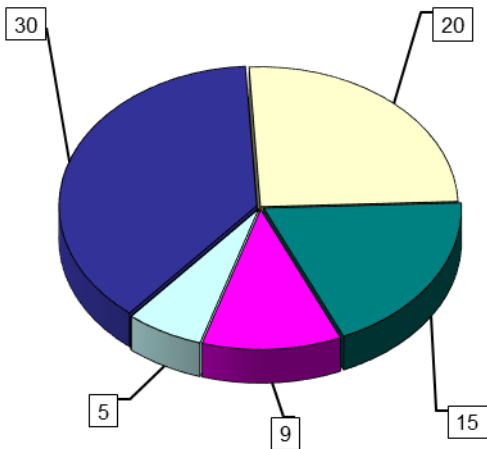
## 2021 Contract Revenue



TOTAL REVENUE - \$707,532

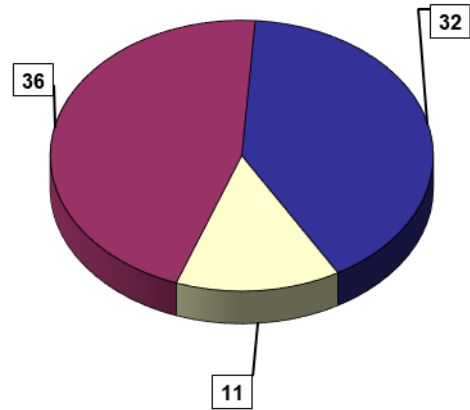
# Characteristics of Individuals Served - 2021

## Diagnosis



- MR/DD - 30
- Schizophrenia/Schizoaffective - 20
- Other - 15
- Depression - 9
- Bipolar - 5

## Age



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

## **Employment Placements**

Total # of new individuals placed in employment programs - 5<sup>11</sup> (2020)

Contract Services - 15<sup>17</sup> (2020)

Supported Employment - 46<sup>44</sup> (2020)

Independent Employment - 1<sup>1</sup> (2020)

Transitional Volunteer - 10<sup>10</sup> (2020)

Total # of Placements - 83<sup>83</sup> (2020)

## **Staff**

Total # of Staff - 12

Total # of Master's Degree - 3

Total # of Bachelor's Degree - 7

Total # of Associate's Degree - 1

Total # of High School - 1

### **Longevity with Agency**

Less than 1 Year - 2

1-4 Years - 5

5-9 Years - 2

10-14 Years - 0

15-19 Years - 0

20-24 Years - 2

25 Years or More - 1

## 2021 Funding:

- To make the necessary adjustments throughout the year to incorporate reductions in county and state contracts as a result of the COVID-19 pandemic. **Liberty House kept a watchful eye on county contract state aid award letters. Luckily our state aid was reinstated back to original award level and reductions were not necessary.**
  - To complete the work necessary to sell Liberty House shares in Metlife Stock that we acquired from an old money purchase plan. **We worked with staff from Metlife who sent us the forms necessary to sell the stock. This was completed on 10/25/21 and the proceeds were \$18,948.56.**
  - To complete the necessary milestones to submit an application for DIEP funding for connecting our electronic health record with HIXNY. **All of the milestones were completed and submitted on 12/27/21. As a result, we received \$13,000 from the Data Incentive Exchange Program.**
  - To work with OPWDD to renew all Operating Certificates that will expire in September 2021. **All of the necessary paperwork was completed to renew our operating certificates. Liberty House has an operating certificate for Pathways to Employment, Community Pre-Voc and Supported Employment. These certificates are valid until September 30, 2024.**
  - To continue our work with the Northwinds IPA and explore signing a provider agreement to be able to enter into a value based payment arrangement through an ACO. **Liberty House remains an active participant in the Northwinds IPA. At this time, the IPA is undergoing a reorganization and it is yet to be determined if they will retain provider agreements or they will propose a new membership model.**
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- Explore the financial sustainability of transitioning Adult HCBS Services to CORE: Community Oriented Recovery and Empowerment Services. **Executive Director has participated in**

numerous trainings regarding the transition. It appears that the only HCBS service that will transition to CORE will be Psychosocial Rehabilitation (PSR). Liberty House will receive a provisional designation that will be effective from 02/01/22-07/31/22. This will give us time to fully designate if that is something we decide to pursue.

- To apply for funding available to not-for-profits as it relates to the COVID-19 pandemic. **In December of 2021, Liberty House applied for Workforce Stabilization funds available through OPWDD.**
- To explore any and all funding opportunities that will enhance our overall financial position. **Liberty House pursued the aforementioned funding opportunities as well as receiving an anonymous donation of \$26,643 in July of 2021.**

### **2021 Program Services:**

- To streamline all processes within the organizational representative payee department to enhance quality, organization and efficiency at all levels. **To improve the workflow, the benefits specialist has**



**created a checklist of daily, weekly and monthly requirements to be met for each member enrolled in the program. This ensures that nothing is left undone.**

- To have the benefits specialist provide training to staff to improve their overall knowledge of Social Security, Medicaid, Medicare, SNAP and related benefits. **The new benefits specialist needed more time to familiarize herself with all of this information and to participate in various trainings to really understand the information. This will become a priority in 2022.**
- To develop a volunteer opportunity that involves working and caring for animals. **This goal was not achieved but will become a priority in 2022.**
- To develop a volunteer opportunity that involves clerical/reception duties. **This goal was not achieved but will become a priority in 2022.**
- To continue the transition of all documentation of services to a shared file to be utilized by all staff. **100% of all goals, service plan reviews and daily case notes are accessible on the shared network.**
- To increase the percentage of members who had an annual primary care visit to 100%. **90% of all members of the program had an annual primary care visit which included a depression and diabetes screening.**
- To increase the number of admissions to the program. **Due to the continuing effects of the COVID-19 pandemic, referrals and ultimate admissions are not yet back to pre-pandemic levels. We will continue efforts in 2022.**

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- To increase the units of service for all day programs. **Due to the continuing effects of the COVID-19 pandemic, referrals and ultimate admissions are not yet back to pre-pandemic levels. As a result, units of service do not increase. We will continue efforts in 2022.**

- To continue to provide telephone services to the members throughout the COVID-19 pandemic. **Liberty House staff continue to reach-out on a regular basis to any member who has not returned to a pre-pandemic schedule.**
- To continue with all COVID-19 sanitation protocols. **We continue to screen every member and visitor that enters the program. We have continued with a thorough sanitation of the building upon completion of the day program.**
- To prepare the program for return to pre-COVID-19 programs and services. **As of December 2021, the state is still requiring masking, social distancing and reduced capacity. We will continue to stay abreast of any and all guidance from the state.**

### **2021 ADMINISTRATIVE FUNCTIONS:**

- To update the administrative and internal control policies and submit them for board review and approval. **The internal control policies were reviewed, revised and submitted for approval on April 29, 2021.**

- To assist financial manager in preparing 2022 budget for submission to the Office of Community Services. This includes deficit funding summary, units of service sheet, spending plan and budget narrative. **Executive Director prepared an excel folder that merged all of the necessary budget files into one. This helped to streamline the budget preparation process. All files are saved in the order that is necessary to complete the process. Budget was submitted and approved by the Office of Community Services at the July 2021 meeting.**
- Explore the possibility of utilizing electronic time sheets. **This goal was not accomplished and will become a priority in 2022.**
- Explore the possibility of transitioning manual case records to electronic case records. **This is an on-going discussion amongst all staff. As of now, the staff like the ability to pull a case record and they know exactly where to look for what they need. We will continue these discussions.**
- Scan in and save all monthly board meeting packages to the server. **All board meeting packages and minutes have been scanned in and saved to the server. This practice will continue.**
- Scan in and save all personnel records to the server. **This goal was not accomplished and will become a priority in 2022.**
- Scan in and save all signed contracts to the server. **All contracts have been scanned in and saved to the server. This practice will continue.**

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- To have all staff required, complete ACCES-VR Tier training. **100% compliance by end of the year.**
- To have all staff required, complete OPWDD 6 hour annual training. **100% compliance by end of the year.**
- To have all staff required complete OPWDD Innovations training offered through Eleversity. **100% compliance by end of the year.**

- Educate all staff and members in the benefits of the COVID-19 vaccine. **Throughout the year, we held several informational sessions regarding the benefits of receiving the COVID-19 vaccine. We also discussed how it was another step towards getting the program back to full capacity.**
- To assist all staff and members who desire, in registering for a COVID-19 vaccine. **Liberty House staff worked tirelessly to assist in registering our members for the vaccinations and provided transportation to and from to ensure they received the vaccine. By end of year, 100% of all members were vaccinated and 90% of staff.**

**INTENTIONALLY BLANK**  
**SEPARATING PROGRESS FROM GOALS**

**2022 - 2023 AGENCY GOALS**  
**DRAFT**

**2022 FUNDING:**

- To explore the financial sustainability of continuing to offer BH-HCBS services.
- To apply for workforce stabilization funding available through OMH.

- To complete and submit an RFP to secure a 5 year CORE contract with ACCES-VR.
- To complete the revalidation process with CMS to be able to bill for Medicaid services.
- To recruit volunteers to ease the burden of personnel services expenses.
- To actively engage in fund-raising activities and promote the recruitment of annual donors.
- To explore non-restricted funding opportunities to enhance financial stability.

### **2022 PROGRAM SERVICES:**

- To complete and submit 2022 Patient Characteristics Survey Report.
- To continue to increase the percentage of members who have an annual wellness visit.
- To continue efforts to increase admissions to program.
- To continue efforts to increase the units of service for all programs.

- To identify program inefficiencies and restructure to maximize efficiency.
- **To develop a volunteer opportunity working as a receptionist/office duties.**
- **To develop a volunteer opportunity working with animals.**
- To explore opportunities to enhance the mobile work crew program.
- To continue to monitor and expedite required staff trainings across all programs.
- **To have the benefits specialist provide training to staff to improve their overall knowledge of Social Security, Medicaid, Medicare, SNAP and related benefits..**

### **2022 ADMINISTRATIVE FUNCTIONS:**

- To update the internal control policies to add another level of protection and oversight to Medicaid and ACCES-VR billing.
- To train the new financial manager in all aspects of job responsibility. With particular focus on the 2021 CFR, 2023 budget preparation and Medicaid billing.
- To revise all Medicaid billing sheets to expedite claim submission and improve work flow.

- To revise all Units of Service sheets to expedite year-end reporting.
- To explore any and all opportunities to enhance data collection.
- **Transition to electronic time sheets.**
- **Scan in and save all personnel records to the server.**
- To actively commence succession planning activities.
- To closely look at organizational structure and make recommendations for changes.