

# **LIBERTY CENTRE SERVICES, INC.**

## **ANNUAL PERFORMANCE AND MANAGEMENT REPORT FISCAL YEAR 2016/2017**

***"LIBERTY CENTRE SERVICES IS DEDICATED TO ASSISTING ADULTS RECOVERING FROM MENTAL ILLNESS WITH REAL OPPORTUNITIES TO REBUILD THEIR LIVES".***

***IT IS LIBERTY CENTRE SERVICES VISION THAT, "ALL PEOPLE WITH MENTAL ILLNESS WILL ACHIEVE THEIR POTENTIAL AND BE VIEWED AS AN ASSET TO THEIR COMMUNITY AND RESPECTED AS CO-WORKERS, NEIGHBORS, AND FRIENDS".***

Liberty Centre Services (LCS) is an internationally dually accredited organization that serves individuals 19 years and older recovering from mental illness. Liberty Centre received a 3 year accreditation from CARF International and Clubhouse International in August 2015. The new accreditation process will be in August 2018. Liberty Centre is unique in Nebraska because of its use of SAMSHA's Evidence-Based Practice of the Clubhouse Model of Psychosocial Rehabilitation. LCS is the only organization currently accredited in Nebraska to use this model. This vibrant organization has had a presence in the Norfolk community for over 30 years.

This organization is more than a rehabilitation program. At Liberty Centre recovery is a reality not just a distant dream! Members are surrounded by an environment that identifies each individual's strengths and through the cultivation of those strengths, the member's weaknesses simultaneously become less apparent. This occurs very naturally with peer support playing a key role. The skills and confidence gained through this experience translate seamlessly to the community. Most persons served live independently in Norfolk or in surrounding communities in northeast Nebraska.

Acknowledging that people with mental illness are able to recover and lead fulfilling and quality lives has fueled our commitment to keep supports flexible enough to meet people's changing needs with the appropriate level and type of support each person requires to maintain their quality of life.

LCS has purposely developed an array of services that are available to help meet each person's individual needs. Services include assistance in accessing and maintaining employment, housing, educational opportunities, transportation and social networks, as well as health and medication management.

Liberty Centre Services Inc. manages Park Place Residential Group Home, the Crisis Prevention Community Support Mental Health/Substance Abuse, Intensive Community Services, Recovery Support, Emergency Community Support, Medication Management Support Program, Liberty Centre Clubhouse, Willow Park I and II Apartments and Chestnut Park I and II Apartments and LIFT, Inc. Apartments.

Liberty Centre Services has built and maintained strong partnerships not only with the Norfolk Community and employers but also on the state and national levels. Volunteers from the community along with members of Liberty Centre serve on our Board of Directors. Over the years the board has been visionary in planning for the development and enhancement of services provided by our organization.

Liberty Centre continues to be involved in the development of certified clubhouses nationally. We are strongly committed to increasing opportunities for individuals with mental illness to receive quality and affordable services not only locally but also across the United States.

As a result of the opportunities that are available through Liberty Centre Services, individuals are maintaining their own homes, making friends, returning to school, becoming employed, paying taxes, and making significant contributions to their community.

There were 360 individuals that used at least one of the services that are available through Liberty Centre Services. Out of the 360 individuals served through LCS, 95% did not experience any psychiatric hospitalizations.

### **The Clubhouse**

The Clubhouse is purposely focused on work. The work of the Clubhouse is divided among departments or units. Each unit is responsible for an integral part of the functioning of the organization. Staff and members work side by side to accomplish the work. In the process of work, members not only brush up on their skills and learn new skills; they are continually communicating and interacting with their peers creating a natural network of support. The end result is increased self-confidence, a sense of belonging, along with a strong feeling of accomplishment, ownership and pride.

During this fiscal year Liberty Center Clubhouse served 208 individuals in the Clubhouse. As a complement to the day program, an evening and weekend program provides the opportunity for individuals to socialize and increase their relationship building skills. 101 individuals took part in the social recreation program this year. The Clubhouse recognizes the importance of members having reliable transportation to work, doctor appointments, the pharmacy, meetings, to and from Liberty Centre and various other community activities. The Clubhouse assisted members meet their transportation needs by providing 19,640 rides to members during this fiscal year. In addition the Clubhouse made arrangements with the cab company to make local cab tickets available to members at a discounted price through Liberty Centre.

The main goal of Liberty Centre is to provide opportunities to individuals with mental illness that assist them in taking steps to regain their lives and stay out of the hospital. There were 90% of individuals receiving case management services that did not experience any psychiatric hospitalizations.

Members engage in many educational presentations to area colleges, and high schools on a regular basis. These events have significantly impacted the students as well as creating a feeling of empowerment to the members. Members have voiced their appreciation for the opportunity to have an active role in changing the stigmatizing image many students may have of people with a mental illness.

### **Member Bank**

More than a decade ago the Clubhouse recognized a need for a number of members regarding financial management. In response to that need a member bank was created in the Clubhouse. The function of the bank is to provide assistance to members who wish to have help with budgeting and payment of bills. The Clubhouse also has a loan program that was made possible by a community fundraiser. These funds are loaned to assist members in the transitioning process. This could mean buying clothes for a new job, or paying deposits and/or utilities for an apartment. It has also been used to purchase medication while awaiting medicaid or insurance coverage. The flexibility of this fund has greatly benefited the members.

### **Employment Services**

SAMHSA has named supported employment delivered through an organization certified by the Clubhouse International as an evidenced based practice. LCS strongly believes in encouraging individuals to regain control of their lives and achieve independence. Liberty Centre's Employment Program helped accomplish this by providing an opportunity for all members to gain employment within the community. LCS provides individual assistance in finding a job to match the individual's skills and interest, and then provides continuous on the job training and support as needed for that individual. A priority this year was to increase the number of individuals employed. In-house employment meetings were held twice a month during the year. The purposes of these meetings were to instill an ongoing excitement and interest in employment. Employment dinners were held quarterly; adding another opportunity for members to learn techniques they can apply to their current employment experience. Current placements will be nurtured and new placements will continue to be developed in the next fiscal year. There were 174 different individuals employed during this fiscal year. That represents 83% of the 208 individuals that participated in the Clubhouse received employment services.

Being the only certified clubhouse in the state makes it a priority for us to be highly involved in discussions related to changes to service definitions. A great deal of effort has been devoted to being involved in the state level workgroups and committees that are assisted the State as they redefined the Supported Employment service definition and moved from a blended funding to a braided funding, using milestone funding model. The implementation has been a time consuming process.

### **Wellness**

Liberty Centre recognized the fact that mental health can greatly affect physical health, and that physical health can also affect mental health. The purpose of the wellness program is to provide educational opportunities to members to learn how to achieve a healthier lifestyle. Several outside speakers came to Liberty Centre and provided nutritional and exercise education. The clubhouse provides transportation to the YMCA

five days a week so members have the opportunity to participate and develop a strong routine of exercise and receive the support of others participating.

### **Supported Education**

Liberty Centre partnered with Northeast Community College to provide opportunities for members to further their educational goals. Liberty Centre recognizes that education is the best avenue to gain independence and an improved quality of life. This year six members attended classes at the college. Liberty Centre will continue to provide transportation to members pursuing educational opportunities.

### **Management Agent**

Safe and affordable housing is another key step for individuals to successfully achieve independence. LCS has addressed the independent housing needs of its members by applying for and receiving four housing grants from HUD to build 46 independent living apartments. There were 26 new housing applications for LCS apartments' received during this year and there were 53 individuals that lived in Liberty Centre apartments.

LCS continues to serve as the management agent for Willow Park I and II and Chestnut Park I and II Apartments in Norfolk. Additionally, LCS has been the management agent for LIFT, Inc. Apartments, in Columbus, NE since October 2012.

The Housing Manager and /or Housing Staff meet monthly with tenants of all of the apartment complexes. This provides an opportunity for review of expectations of tenants, polices and any concerns or input from tenants.

A waiting list that meets HUD guidelines and regulations is maintained. As of June 30, 2016, there were 39 individuals were on the waiting list for Liberty Centre Apartments and four on the waiting list for LIFT, Inc. apartments. LCS continues to monitor the need for additional housing for members.

### **Residential Rehabilitation**

The Park Place Residential Program is a home that is designed to assist persons with a serious mental illness to establish the skills needed to live in the community. Park Place is a 24-hour staffed home where residents receive room and board, medication management and independent living skills education. Park Place is operated in a manner where residents take an active role in their own rehabilitation. Services are individualized. Park Place served 12 individuals this year. Out of the residents receiving services through Park Place, 84% did not experience a hospitalization due to psychiatric reasons, two individuals were hospitalized for psychiatric reasons. Park Place served an additional six individuals in respite care. It is our belief that individuals can live successfully in the community with the proper support.

### **Community Support Services**

There are countless individuals in the community that are not necessarily involved in the Clubhouse, but are in need of community support services to reduce the chance of relapse and hospitalization. There were 93% of consumers served through community support that were not hospitalized for psychiatric reasons. The Crisis Prevention Program is available to meet these persons' needs. This program offers a comprehensive team approach to ensure

that adequate support and services are available to them so they can achieve their goals and aspirations. Support is offered 24 hours a day so that individuals have the opportunity to live an enriching life outside hospital walls. We have experienced a continued increase in the need and use of these services. Community Support / Mental Health and Substance Abuse services were delivered to 188 individuals this fiscal year. Community Support services are customized according to each individual's needs. These services can include transportation, medication, finances, residential support, leisure activities, illness education, symptom management, and assistance with basic needs such as food, clothing, and shelter. Emergency Community Support Rapid Response served 33 consumers in crisis situations during the year. For individuals that are in need of a higher increased amount of community support, Liberty Centre Services developed the Intensive Community Services Program. This program served 44 individuals this year. For individuals that require less support than traditional community support, Liberty Centre Services developed Recovery Support Services. There were 113 individuals served in this program. The unduplicated number of persons served in all community support services was 306.

**Fiscal year comparison chart of persons served**

	<u>2012/13</u>	<u>2013/14</u>	<u>2014/15</u>	<u>2015/16</u>	<u>2016/17</u>
Clubhouse	189	184	200	223	208
CPP	259	294	185	202	188
RS	57	76	57	94	113
ICS	15	56	43	44	44
ECS	13	60	74	46	33
Res Rehab	15	17	14	13	12
Respite	14	9	5	12	9
Medication Mgmt	205	176	130	101	71
Employment	104	138	141	158	174
Total Served (unduplicated)	300	332	341	362	360

**Cost per person per program**

Clubhouse:	\$ 12.28 per day
CPP:	\$428.14 per month
Recovery Support:	\$ 5.19 per day
Intensive Community Services:	\$ 15.74 per day
Emergency Community Services:	\$ 10.62 per day
Residential Rehab and Respite:	\$138.00 per day
Medication Management Support:	\$ 3.83 per day
Employment:	\$ 10.62 per day

**Region 4 Audits**

Region 4 Audits were conducted by the Region on all services purchased from Region 4. There were no concerns from these audits.

**Bonded Employees:**

All employees who handle money are bonded through Insurance Associates, a local insurance agency.

**Receivables and Payables**

Receivables are recorded by the person retrieving them from the mail and a copy is made. All deposits are counted by two people in the unit where the income is collected and then is counted again by two people outside that unit. A completed voucher is required prior to a check being dispersed. The expense(s) listed on the voucher must be coded, reviewed by the Associate Director and then finally approved by the Executive Director. Two signatures are required on all checks. There is a clear division of duties between the persons managing and dispersing funds and those reconciling the bank accounts monthly.

**Quality Review**

The LCS Quality Review Team (QRT) continues to meet through the year to enhance LCS continuous quality improvement including areas such as quality of service provision and data collection.

**Internet Usage:**

Staff and members receive training regarding the types of computer usage that is allowed within the LCS organization. Review of policies regarding computer and internet usage is included in staff and member training. Staff and members sign "Internet Usage Policy Acknowledgment" forms to show that they are aware of the policies and they are willing to what is required to be in compliance with them when using the computers.

**Security Cameras:**

Security cameras are in all three areas (Business Unit, Snack Bar and the Member Bank Area ) where money is handled. Security cameras are also located above the front and back doors on the outside of the building. Two additional security cameras were recently added. One was installed in the outdoor smoke building and one in the dining room. The purpose are not only to detect unlawful activity, but more importantly protect vulnerable members from being taken advantage of, bullied or coerced.

**Fiscal Management**

LCS Board of Directors continues to receive regular updates from CalmWater Financial regarding investments. The Board has decided to continue at risk level "3" so that the risk will be low to moderate.

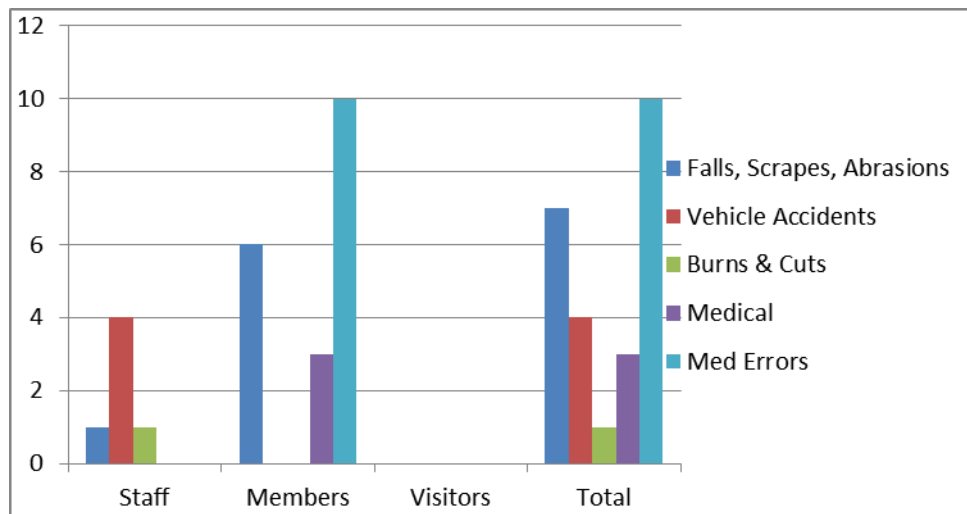
**Corporate Compliance:**

No reports of non-compliance were filed this fiscal year. Bev Ferguson continues to serve as LCS Corporate Compliance officer. There were no grievances filed this year. The LCS grievance process and location of grievance reporting forms continue to be a part of both member and staff orientation. Grievance policies and forms are posted at all LCS programs.

## Safety

### Incident and Accident Reports

During the fiscal year of 2016-2017, there were a total of 7 incidents of falls, scrapes or abrasions, 4 vehicle accidents, 1 burn and cut, 3 medical emergencies, 10 medication errors, and 6 other incidents not specified in this category. In December 2016, one of the "other incidents" involved a consumer of the Crisis Prevention Program who was actively psychotic and threatened staff with weapons that were initially hidden under his clothing. Staff was unaware of the weapons until they were revealed. Staff was able to text another staff member for assistance and police were called and arrived within minutes of the initial text. Further information regarding this incident can be found on the form written up by the staff member involved. Incidents and accidents are reported quarterly in safety meetings. Discussions are held to develop possible plans on how to prevent the incidents or accidents from occurring in the future. Staff continue to receive on-line driver's education and trainings at least once per year. Wet floor signs continue to be used when mopping or when the floors are wet due to precipitation outside. We have talked to staff at Liberty Centre about getting quotes for cost of installation to have a wind break installed over the back entrance of Liberty Centre clubhouse. There has been no word on these quotes at the end of the fiscal year so hopefully we will know more next year. Medication errors continue to be documented by staff and reasons for the errors are listed. Staff continue to receive education in house meetings at Park Place to minimize the number of errors occurring. Medical emergencies this year consisted of resident reporting chest pains at Park Place on two separate occasions and one member was unresponsive while at clubhouse. Accidents which occurred this fiscal year resulted in one vehicle being totaled and three with minor to no damage. Staff will continue to receive driver's education and are asked to use extreme caution when driving.

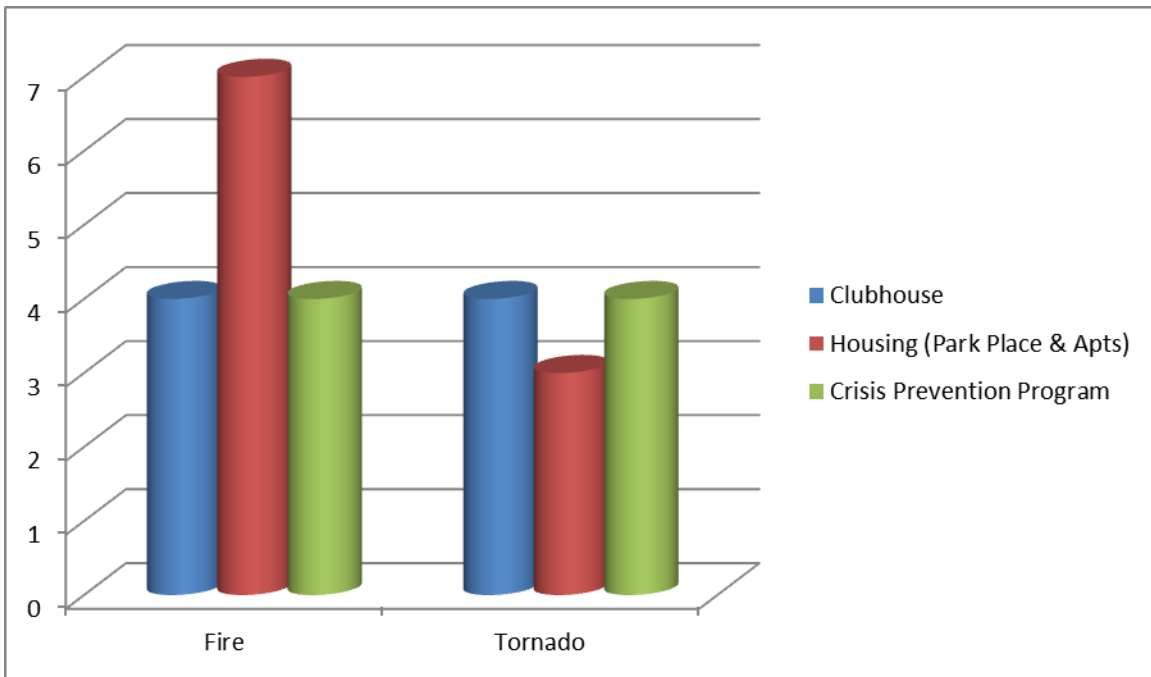


Ideas to help prevent future incidents from occurring include the following: (1) continue to use wet floor signs, (2) installing hand rails in the back of the clubhouse entrance or possibly of getting a wind break over the top of the ramp, (3) continued driver's training and educational opportunities, (4) continuing education and training on medication administration for staff and individuals served, and (5) encourage individual's to watch

where they are walking to help prevent falls and trips from occurring. Individuals served are encouraged to participate in activities or events that will enhance or improve their overall health. This year speakers or instructors from the YMCA were available to teach or educate individuals on Zumba or yoga stretching. At the Color Run coupons for free dietician sessions were handed out for individuals to use for additional health education.

**Drills**

Liberty Centre Services programs conduct quarterly drills to inform its members and staff of the proper procedures to take when and if an actual disaster occurs. This fiscal year, fire and tornado drills were held at each location. Each safety committee member from each LCS site will conduct drills as required by the policy and if necessary the drills will be done more often if there is a need for better education. Bomb threat drill reviews are conducted on the Relias Training System annually for staff. Bomb threat drills may be actively conducted at the discretion of the program. Safety tours are held annually and required for all staff. Members/consumers of the different programs are encouraged to participate in the safety tours and drills. Each new member/consumer and staff entering Liberty Centre Services will receive a tour during orientation. Staff is required to read through the Safety Manual at the beginning of their employment. When safety policies are updated or new ones are created, they shall be replaced in the manuals and uploaded into Relias for all staff to review. During Program Meetings at Liberty Centre, the policies will be reviewed to educate individuals served when necessary.



**Additional Safety Topics**

Staff entering employment with Liberty Centre Services is trained in First Aid and CPR. Throughout the year, staff receive additional training and/or review for these topics through the Relias Training System or through a drill conducted by a member of the Safety Committee. In March and April staff received hands on CPR training where they had to practice given CPR to a “dummy”.



Safety meetings are held quarterly at minimum. Throughout the year as deemed necessary by Safety Committee team members, additional meetings may be conducted. The meetings are held at Liberty Centre clubhouse and attendance includes members and staff from each Liberty Centre Services site. At least one representative from each LCS site is encouraged to be at the quarterly safety meetings.

Self-inspections are to be held at least twice a year. Liberty Centre and Crisis Prevention Program both completed these inspections twice this fiscal year. Park Place did not report any Self-Inspections this fiscal year. Park Place staff will be reminded to complete these inspections twice a year and to turn in documentation to be reviewed at the quarterly safety meeting. There were no major issues reported this year so no action plans were necessary/completed.

Fire extinguishers at all Liberty Centre Services sites including those kept in vehicles, are inspected monthly to ensure they are in working order. The fire protection company inspects the extinguishers annually. During the year, if needed, the fire extinguishers are serviced if they are not in working order.

Outside inspections may include electrical, food service, fire marshal, plumbing, etc. These inspections are held annually at the clubhouse. When outside inspectors identify problems or concerns during the inspections, they are discussed during safety meetings and are corrected in an appropriate amount of time. The Fire Marshall inspected the apartments, clubhouse, Crisis Prevention Program, and Park Place this year any issues reported were fixed within a month of the inspection.

There have been some trends related to the incident reports from this year. These include medication errors and incidents with people falling, tripping, or abrasions. Education on medication errors were addressed individually with staff and discussed in house meetings as needed. Wet floor signs are utilized when floors are mopped and when the weather outside could potentially cause slippery shoes. Other issues that were reported this year consisted of different incidents. Safety procedures were reviewed and updated if needed to address concerns. At Crisis Prevention Program, a new security system was installed in February 2017 where individuals coming into the location would have to be buzzed in. This system was uninstalled in May 2017 because it did not meet the expectations initially promoted by the company. In light of the initial security system not meeting the security needs, temporary wall panels and a door were purchased and will be installed next fiscal year at Crisis Prevention Program.

Because of the incident that occurred in December (see previous information above in Incidents section), a new app feature called Guardian MPS was researched, purchased, and downloaded on each LCS owned cell phone and staff were encouraged to download on their personal cell phone. This app can be utilized when staff are in distress or unknown/risky situations and has a feature to check in and out of an "appointment". When times require contact with the police, staff can press a panic button that will alert emergency personnel to the location. This app has a GPS feature on it so emergency personnel will know the location if the panic button is pressed.

Relias Trainings are offered throughout the year on various topics. The topics include: Emergency Preparedness, Fire Safety, Environmental Safety in the Workplace, Rules of the Road – Driving Safety, Winter Driving, Bomb Threat, Dangerous or Threatening Situations, Emergency Disaster Plan for each Liberty Centre Services site, Fire Extinguisher Safety, and Tornado Safety.

### **Future Education and Training Ideas**

Safety Committee team members will work on creating additional educational opportunities and trainings in the following areas: hold a club education program for review of first aid/CPR for members/consumers of Liberty Centre Services, defensive driving opportunities, seasonal safety (winter driving, walking in extreme high/low temps, etc.), and safety committee members may perform “extra” drills throughout the year to increase knowledge of meeting points, exits, and procedures.

### **Advocacy Efforts**

Liberty Centre Services, Inc. is actively involved in local, regional, state, national, and international organizations with the intent of staying abreast of trends and opportunities to improve and or increase our services.

### **International**

Clubhouse International  
Clubhouse International Advisory Board

### **National**

SHRM (Human Resource Association)

### **State**

Nebraska Association of Behavioral Health Organizations  
Vocational Rehabilitation Services  
Madison County Day at the Legislature  
Supported Employment work group  
SQIT State Quality Improvement team  
State of Nebraska Mental Health Advisory Committee

### **Regional**

Mental Health Advisory Board for Region 4 Behavioral Health System  
Philanthropy Council of Northeast Nebraska, Chairman  
Behavioral Health workgroup

### **Local**

Parent to Parent Board of Directors  
Legislative Council  
Housing Council  
Norfolk Ambassadors  
Rotary & Kiwanis Service Clubs  
Human Resources Council  
Habitat for Humanity Board of Directors  
Families and Children’s Coalition

**Community Events**

Radio Talk Shows

Newspaper interviews

Educational Presentations for:

University of Nebraska Medical Center, College of Nursing

Wayne State College

Northeast Community College

Norfolk Public School

Norfolk Catholic School

Service Clubs