

# **LIBERTY CENTRE SERVICES, INC.**

## **ANNUAL PERFORMANCE AND MANAGEMENT REPORT FISCAL YEAR 2023/2024**

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

*IT IS OUR 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 three-year accreditation from CARF International in the Fall of 2021. The site visit and survey were conducted virtually. Clubhouse International accreditation was conducted in February 2023 and Liberty Centre Clubhouse received a three-year accreditation. 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 40 years.

At Liberty Centre recovery is the expectation, and not just a distant dream! Members are surrounded by an environment that identifies each person'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 people served live independently in Norfolk or in surrounding communities in northeast Nebraska.

In addition to connecting members with community resources, LCS has 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 support.

Liberty Centre Services Inc. includes Clubhouse Services, Community Support Mental Health/Substance Abuse, Intensive Community Services, Recovery Support Mental Health/Substance Abuse, Emergency Community Support, Peer Support, Outpatient Therapy, Medication Support, Willow Park I and II Apartments and Chestnut Park I and II Apartments as well as Park Place Communal Living Apartments.

Liberty Centre Services has built and maintained strong partnerships not only with the Norfolk community and employers but also on 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 the community and 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.

This year there were 403 individuals that used at least one of the services that are available through Liberty Centre Services. Maintaining a full workforce is at times challenging. However, this year we achieved being fully staffed.

Liberty Centre Services participated in the 2024 Norfolk Area Big Give. This is a community-wide fundraising effort for non-profit organizations sponsored by the Philanthropy Council of Northeast Nebraska. As a part of the Big Give, we held our annual "Hope Floats" traveling root beer float stands. The donations received totaled \$6576 through our participation in the Big Give event. The planning for the annual color run is underway. The date of this year's 10K & 5K Color your Recovery run/walk and the kids one-mile fun run is September 28, 2024.

Liberty Centre developed a new 3-year Strategic Plan which took effect in January 2024. The Plan has goals in the following areas: Succession, being a progressive organization that people want to support and work for and maintain financial solvency. The plan will be updated throughout its duration, with progress on each goal. For the first 6 months progress was noted on recruiting and training a Housing Director Successor, utilizing Relias Pro, employee retention and recruitment, increase social media presence, recognize employees with scheduled monetary appreciation, employee assessment, implement training on "Community" component in Bamboo HR, implement "Total Rewards" in Bamboo HR, increase community awareness of LCS and mental health, with presentations about LCS and mental illness and participation in community events, and maintain diversity in funding.

## **The Clubhouse**

The Clubhouse is purposely focused on work. The work of the Clubhouse is divided between 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, 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. This often results in increased self-confidence, a sense of belonging, along with a strong feeling of accomplishment, ownership, and pride.

During this fiscal year Liberty Center served 210 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. There were 139 individuals that took part in the social recreation program this year.

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 minimize the number of psychiatric hospitalizations they experience. This fiscal year 91.5% of members did not experience psychiatric hospitalization.

Members and staff have continued to develop the Media Unit. Videos are created on a weekly basis to keep the clubhouse updated on new opportunities for members to become involved. The group has also worked on creative ways to promote Liberty Centre through social media, websites, and the newsletter.

## **Member Bank**

The Clubhouse recognized a need for some members regarding fiscal management. In response to that need a member bank was created in the Clubhouse. One function of the bank is to help 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 benefited the members. Currently there are 57 member accounts.

## **Wellness**

Liberty Centre recognizes that mental health can affect physical health, and 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. Liberty Centre has incorporated wellness activities and concepts through the daily activities of the clubhouse and provides nutritional and exercise education and opportunities, as well as peer-led presentations and discussions during the year.

### **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. Liberty Centre will also continue to provide transportation to members pursuing educational opportunities. One member recently graduated from Wayne State College with a bachelor's degree.

### **Management Agent**

Safe and affordable housing is another key 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 15 new housing applications for LCS apartments received during this year and there were 57 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 and Park Place Communal Living Apartments.

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

A waiting list that meets HUD guidelines and regulations is maintained. As of June 30, 2023, there were 51 individuals on the waiting list for Liberty Centre Apartments.

### **Outpatient Therapy Services**

Therapy is a collaborative effort between each individual and their therapist. Therapy can help individuals achieve their goals and develop healthy solutions to problems which may have caused emotional stress or disruption to their lives. Therapy can help to improve coping skills, strengthen self-esteem and promote behavior change as you work to improve your mental health, physical health, and overall wellness.

Outpatient Therapy includes the following services:

- Initial Diagnostic Interview/Intake
- IDI/Intake Addendum/Supervision Annual Assessment
- Individual, Couple, and Family Therapy
- Crisis Intervention/Risk Assessment
- EAP Therapy
- Substance Use Evaluation

There were 44 individuals that received outpatient therapy during this fiscal year.

## **Community Support Services**

There are countless individuals in the community that need community support services to help reduce the chance of relapse and hospitalization. The Crisis Prevention Program is available to help meet that need. This program offers a comprehensive team approach to ensure adequate support and services are available to adults with mental illness. Then we collaborate with each individual to help identify their goals and aspirations and to create a roadmap of recovery.

This year we offered many types of community support: Community Support Mental Health Services, Community Support Substance Use Services, Intensive Community Services, Emergency Community Support Rapid Response, Recovery Support Mental Health Services, Recovery Support Substance Use Services, Peer Support services and Medication Support Services. Support is offered 24 hours a day so that individuals can live an enriching life outside of the hospital. 88% of consumers served through community support did not experience psychiatric hospitalization. Community support services are customized according to the individual's needs. These services may include assistance with transportation, medication support, finances, residential support, leisure activities, illness education, symptom management, and assistance with basic needs such as food, clothing, and shelter. The unduplicated number of persons served in all community support services was 378.

## **Barriers to Services**

For Medicaid clients, MCO reduction of authorizations/funding for people served can at times be a barrier to support or rehabilitation services that have and could continue to reduce utilization of higher-level services. Like chronic physical health conditions and illnesses, mental illness prognosis and quality of life requires ongoing services and supports that are individualized and accessible.

LCS makes every attempt to develop and access funding for services needed by people served. Region 4 Behavioral Health and the State Division of Behavioral Health contract with LCS to provide support services. LCS uses these funds when MCO's discontinue funding, and the person is still in need of rehabilitation and/or support to manage their symptoms.

Even with all the attempts to limit funding related barriers to services, there continues to be people unable to access long-term support services necessary to maintain their mental health and quality of life.

LCS held SWOT exercises with members and staff at the Clubhouse and at CPP with community support staff. This information was given to the LCS Board to use while developing/updating the strategic plan. This plan is valid throughout 2024.

### **Region 4 Audits**

Region 4 Audits were conducted by the Region on all services purchased from Region 4. There was a correction plan developed and completed regarding Peer Support billing. Audits are filed onsite.

### **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 reviewed and approved by the Executive Director. Two signatures are required on all checks. There is a clear division of duties between the people managing and dispersing funds and those reconciling the bank accounts monthly.

### **Quality Review**

A quality review is conducted quarterly on a representative number of consumer files. Any deficiencies found are corrected by the appropriate staff and are signed off by their supervisor.

### **Internet Usage**

Staff and members receive training regarding the types of computer usage that are allowed within the LCS organization. A 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 do what is required to stay in compliance with them when using the computers.

### **Electronic Record**

InSync, an EMR software, is implemented in all LCS programs. Trainings occurred throughout the organization.

### **Security**

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 is not only to detect unlawful activity, but more importantly protect vulnerable members from being taken advantage of, bullied, or coerced. Security cameras are also located at CPP and at Park Place Apartments.

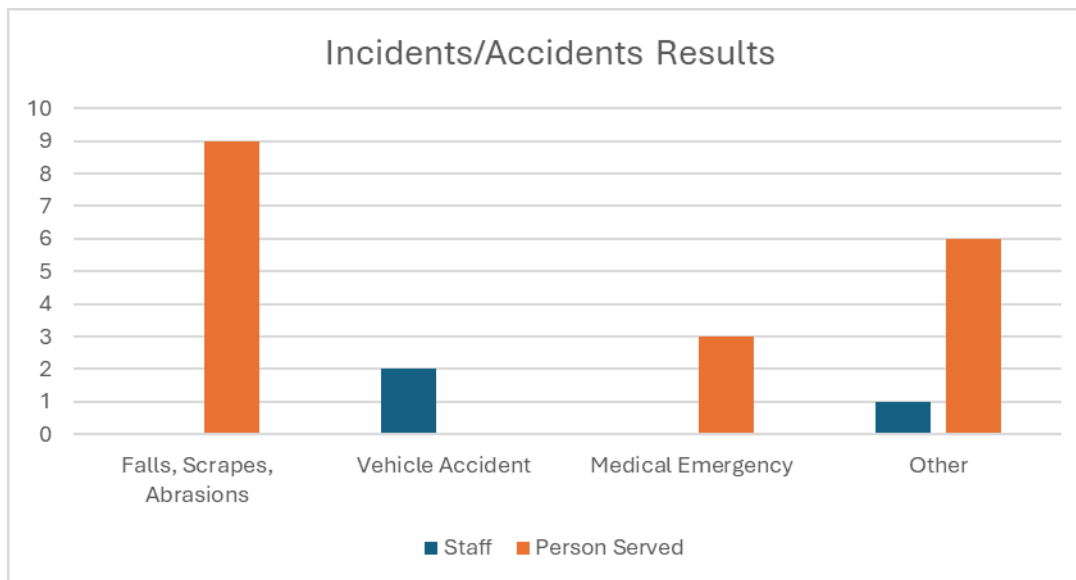
## Corporate Compliance

No reports of non-compliance were filed this fiscal year. 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.

## Incident and Accident Reports

During the fiscal year of 2023-2024, there were a total of 9 incidents of falls, scrapes, or abrasions, 2 vehicle accidents, 3 medical emergencies, and 7 other incidents not specified in the above categories. The other incidents consisted of (1) two burns, (2) one person hit head on corner cabinet, (3) one person was hit in arm with ramp coming down on bus (4) one near miss vehicle accident (5) one person was lightheaded and had EMT called, and (6) one person's medical records were faxed to wrong facility.

Incidents and accidents are reviewed by members of the Safety Committee on a quarterly basis. When appropriate, additional discussions are held to develop possible plans on how to prevent future incidents or accidents from occurring. Staff continue to receive on-line drivers' training and/or training at least once per year. Staff are reminded to use extreme caution when driving. Staff are also notified, when possible, of street closures/roadwork to avoid areas and when there is inclement weather staff are asked not to drive out of town. Wet floor signs are used when mopping on floors and individuals are encouraged to walk slowly in these areas. These wet floor signs are also used when floors become wet due to rain or snow. Direct service staff who handle or assist consumers with medications continue to be med aide certified.

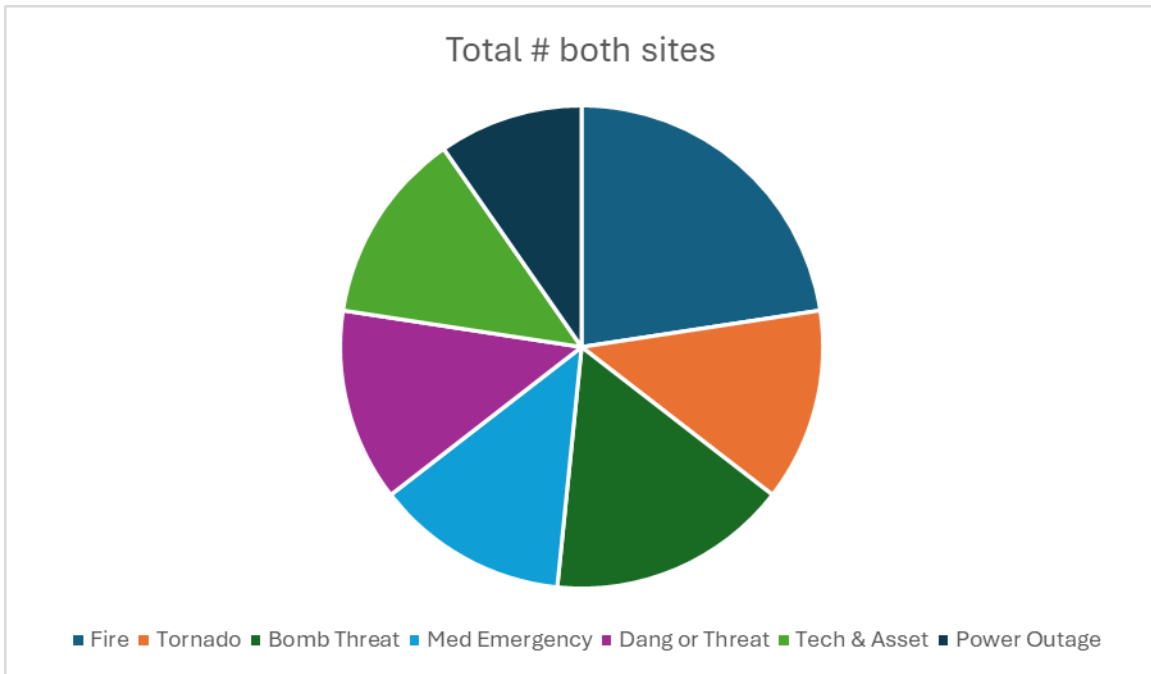


Actions for improvement ideas: Some ways to help prevent future incidents from occurring include the following: (1) individuals are asked to pay attention to signs and floors when walking so they don't trip or fall, (2) slow down and be aware of

surroundings and use extreme caution when driving, and (3) use oven mitts when working around stove/oven.

**Drills**

Liberty Centre Services programs conduct quarterly drills to inform people served 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. During the year, the Clubhouse performed three fire drills while CPP performed four. Each facility performed two tornado drills this year. Two bomb threat drills were held at the Clubhouse and CPP performed 3 bomb threat drills. Two medical emergency drills and Dangerous or Threatening Situation drills were performed at CPP and LC Clubhouse. Clubhouse and CPP conducted two technology and data asset drills. Power outage drills were held twice at Clubhouse and once at CPP.



Safety committee members from each LCS site will conduct drills as required by the policy. Safety committee team members may increase the number of drills during the fiscal year at their discretion to allow additional training for staff/persons served. There were no major issues reported during the drills.

When drills are conducted, an announcement will be made to use the nearest exit. 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. Persons served are encouraged to participate in the safety tours and drills while at the Clubhouse and at the CPP location, although most of the time these services are



held in the community, and it is very unlikely that persons served are on site. Each new person served and staff entering Liberty Centre Services will receive a tour during orientation. Staff are required to read 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 persons served when necessary.

LCS owns individual apartments and a house for communal living within the community. The Housing Manager will do walk through inspections at this site at least once a month to ensure there is nothing wrong with the facility and to ensure everything is working appropriately. These sites will conduct fire and tornado drills when appropriate to inform residents of appropriate actions to take if such an event would occur.

### **Critical Incidents**

There were no Critical Incidents reported this year.

### **Additional Safety Topics**

All direct service staff entering employment with Liberty Centre Services are trained in First Aid and CPR. Throughout the year, staff will 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.

Safety meetings are held quarterly at a 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 is encouraged by persons served 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 at each LCS location. Inspections were completed as required at all LCS programs. There were no major issues reported on any of the inspections this year, so no action plans were needed.

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 typically conducts a walk-through review annually at each LCS site.

This year there were more incidents involving falls, scrapes, or abrasions involving individuals served. Members are encouraged to pay attention to where they are walking, look for signs indicating if the floor is wet, and to pick up their feet when walking as several fell due to tripping on their own feet.

Relias Trainings are offered throughout the year on various topics. The topics may 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 offer additional training or overviews of safety-related training courses they have attended to ensure staff and members are adequately informed.

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### **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 increase our services.

### **International**

Clubhouse International  
Clubhouse International Advisory Board

### **National**

The National Council for Mental Health

### **State**

Nebraska Association of Behavioral Health Organizations  
Vocational Rehabilitation Services

### **Regional**

Mental Health Advisory Board for Region 4 Behavioral Health System  
Philanthropy Council of Northeast Nebraska, Past Chairperson

**Local**

Parent to Parent Board of Directors  
Governmental Affairs Council  
Housing Council  
Norfolk Ambassadors  
Rotary International Service Club  
Human Resources Council  
Habitat for Humanity Board of Directors  
Families and Children's Coalition

**Community Events**

Radio Talk Shows  
Newspaper interviews  
Color Your Recovery 5K/10K  
Norfolk Area Big Give  
Educational Presentations for:  
    Wayne State College  
    Northeast Community College  
    Norfolk Public School  
    Service Clubs