

FISCAL YEAR



2012 Annual Report

Liberty Center Connections

building healthy and peaceful families and communities



Every Woman's House
ending violence and creating peace



STEPS at Liberty Center

substance abuse treatment, education & prevention services

Board of Trustees

Leslie Knowling—President
Jill Wickham—Vice President
Tricia Pycraft—Secretary
Laurie Stickelmaier—Treasurer
Tom Fenzl, M.D.
Sharon Marcanthony, M.D.
Ted Moore
Jon Rose
Robbie Ross
Ruth Schlabach
Cathy Schmid
Ray Tucker
Mary Vaidya
Sally Bernhardt—Emeritus
Julia Fishelson—Emeritus
Donna Hodan—Emeritus
John Kropf—Emeritus

Our Mission

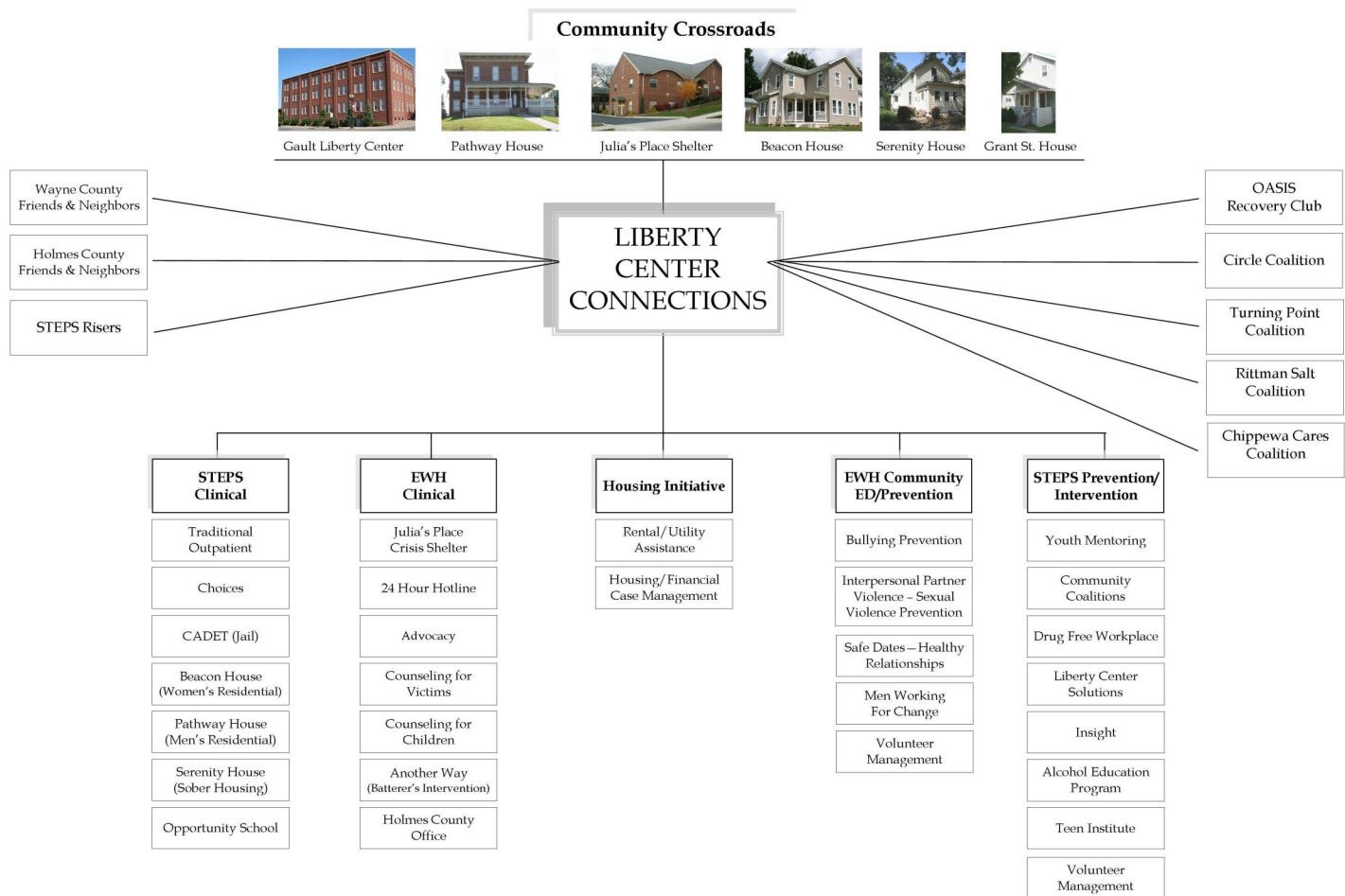
Building healthy and peaceful families and communities

Strategic Goals

1. Assure Financial Stability of the Organization
2. Recruit and Retain a Quality Staff
3. Grow the Organization in a Profitable Manner that Meets Mission and Community need as well as assures viability and maintains low overhead
4. Achieve Organizational Excellence
5. Create a Positive Image and Increased Awareness of our Organization, Mission, and People We Serve

Liberty Center Connections

Every Woman's House STEPS at Liberty Center
building healthy and peaceful families and communities



The OASIS Recovery Club, located inside Gault Liberty Center, provides a “safe and supportive environment for those in recovery.” Activities provided include a snack counter, game tables, computer stations/internet access, 12 step meetings, workshops/seminars and other recovery activities.

Looks Wet ...But It's DRY!

Contents

3 FROM THE EXECUTIVE DIRECTOR **4** ADMINISTRATION **5-6** STEPS AT LIBERTY CENTER
7-8 PREVENTION & INTERVENTION **9-10** EVERY WOMAN'S HOUSE **11** COMMUNITY EDUCATION

From the Executive Director

Thanks to all of you who have assisted Liberty Center Connections in serving our community over the past year. As I have reviewed the last year there were a number of exciting and positive developments that will help our community to deal more effectively with the issues of addiction and domestic violence.

- The staff at Every Woman's House has worked with members of the criminal justice system to implement use of the danger assessment – a tool used to measure the lethality of a family violence situation – and to permit the criminal justice system to take appropriate steps to intervene appropriately and protect victims.
- Opiate addiction (heroin, Vicodin, Oxycotin, etc.) has taken a strong and alarming hold in Wayne and Holmes county as evidenced by daily news headlines. STEPS, in collaboration with the Mental Health and Recovery Board, has established an opiate detoxification program. Many thanks to Dr. Basali, Pain Management Institute, who was willing to staff the original program. In April, 2012, we moved the program to the STEPS office under the supervision of Dr. Nicole Ballerini, an addictionologist from Summa Health Systems. The program continues to operate at maximum limits with excellent outcomes.
- The STEPS Risers are becoming a well-established advocacy group on the issue of addiction disease. The Risers mission is “reduce the stigma that underlies the disease of addiction and to assure that prevention, treatment and recovery services remain well funded and accessible.” To this end, the group, along with fundraising, is establishing a speaker's bureau to provide the community with information aimed at combatting the stigma associated with addiction disease.
- Liberty Center Connections has continued to establish housing programs to meet an underserved community need. During the past year, we provided housing assistance to 67. As of this date, 54 are still in stable housing. We know that stable housing is critical to maintaining recovery from addiction disease and to provide answers to victims of domestic violence and addiction.

We mourn the loss of Mike Braatz, our Residential Coordinator, who was killed in a hit and run motorcycle accident in May, 2012 and wish Guy Kellem, long time STEPS counselor, the best in his well-deserved retirement.

We are looking forward to FY'13 as we have developed an ambitious plan to grow and to meet the needs of our community. We know that addressing the issues of domestic violence and addiction disease are critical to the health and economic strength of our community. Please check out our websites at www.stepsatlibertycenter.org and www.everywomanshouse.org for ways that you can get involved!



Bobbi E. Douglas, MSSA, LICDC, PC
Executive Director

Operations ▪ Human Resources ▪ Fiscal Management

Employment at LCC

During FY 2012, LCC employed 66 employees. The agency maintained a 6% turnover rate, which is well below the national average for the field (26%). **91% of employees indicated (through a satisfaction survey) they would recommend LCC as an employer of choice.**

Employee Demographics	
Age	
Employee Under 40	15
Employee Over 40	51
Sex	
Male	11
Female	55
Management Composition	
Male	1
Female	5
Under 40	0
Over 40	6
Racial Characteristics	
White	56
African American	10
Other	0

Employees were provided 32 continuing education unit trainings that enabled them to keep abreast of current developments in the field of substance abuse and domestic violence. Outside agencies were invited to participate in the trainings offered, and Liberty Center Connections partnered with The Village Network to coordinate training. Additionally, employees had access to online training via Netsmart University.

The Ralph Jones Keys to Excellence Award acknowledges the hard work of exemplary employees. Employees have the opportunity to nominate others in the agency who have gone above and beyond their professional duties. All staff is able to vote on a quarterly recipient, who receives a monetary gift funded through The Ralph and Grace Jones Foundation for their service. This year's winners include: Melissa Connelly, Teresa Flory, and Phyllis Jones.

Fiscal Management

Liberty Center Connections ended the fiscal year with net revenue of \$228,383. A large anonymous contribution was made along with other contributions from the staff, Board and community which paid off the debt for the renovation of Noble House. Our revenue diversification for the year can be summarized as follows:

14% philanthropic
21% earned income
65% grants/contracts

Liberty Center Connections is fortunate to have dedicated members/groups in the community who provide monetary and community support. The agency received more than \$215,000 from fundraising efforts through Wayne County Friends and Neighbors, Holmes County Friends and Neighbors, and STEPS Risers, along with donations.

Julia Fishelson generously donated funding to purchase new furniture for the shelter living room makeover.



Information Technology—Technology was a large focus this past year in part because Liberty Center Connections was required to upgrade the client billing system in order to bill Medicaid and implement an Electronic Medical Record. This record is required by the Affordable Care Act and should greatly enhance efficiency. The agency made the decision to purchase MyAvatar product through Netsmart. Forty desktop computers were upgraded to meet the minimum requirements for the new software.

Referral Source Satisfaction

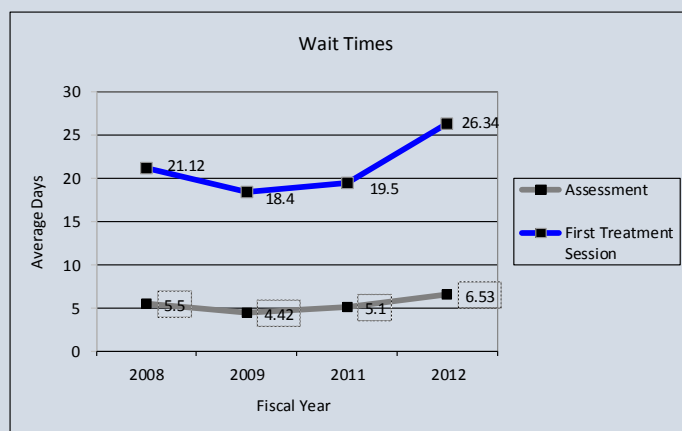
- **100% were satisfied with the quality of intervention provided**
- **100% reported the people who were referred have their needs met by our services**
- **100% indicated they would make future referrals, even if there were other agencies providing the same type of service**

CLINICAL SERVICES—The counseling program provides individual, group and family counseling for individuals experiencing difficulty because of substance use in their lives. Services provided include: assessment, individual counseling, group counseling, crisis intervention, couples therapy, case management, medication assisted therapy, drug court program, and family therapy. Also, residential, transitional, intensive outpatient services, and school based counseling services are provided.

NIATx Aims

STEPS continues to track data on the four aims related to the improvement of access and retention in addiction treatment, as presented by The Network for the Improvement of Addiction Treatment (NIATx). The four aims are:

1. Reduce the number of clients who do not keep an appointment (no shows)
2. Increase admissions to treatment
3. Increase continuation from the first through the fourth session
4. Reduce waiting time between first request for service and first treatment session



Unfortunately, the wait time between assessment and first treatment session increased significantly. This year, STEPS saw a 33% increase in the number of people served and a 2% increase in services, with a decreased number of clinicians providing service. The percentage of people who did not show increased from last year. These numbers are reflective of increased need with the reality of budgetary constraints.

Choices—Clients are involved in a combination of both general group therapy sessions and a wide variety of time-limited group therapy sessions on a broad array of topics vital to overall specific recovery needs. These are chosen by the client and his/her therapist based on his/her individual needs.

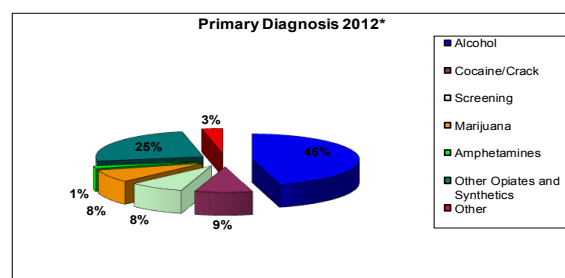
The CADET Program is offered to inmates at the Wayne County Justice Center. Offering clinical evaluation, an intensive outpatient program, a jail based aftercare group and an agency based aftercare for discharged inmates.

Wayne County Drug Court is a specialized docket responsible for handling non-violent felony drug/alcohol related cases through intensive treatment and supervision.

Residential Services have been designed to provide treatment for chemical dependency in a residential setting, to assist clients with gaining recovery tools to allow for long-term sobriety, and to assist clients in their transition back into the community as stable, self-sufficient citizens.

Transitional Living Program is designed to provide a therapeutic, sober environment for citizens to stabilize their recovery living in a residential facility that is supportive and affordable.

Medication Assisted Treatment (Suboxone)—STEPS developed a new contract with Summa Physicians Inc. to begin medication assisted treatment with Dr. Ballerini, an addictionologist, with specialized training. This vital service assists individuals addicted to opiates to safely and comfortably go through withdrawal and to have less cravings as they enter into the initial stages of recovery. 25% of STEPS clients were given a diagnosis related to opioid use/dependence.



Josie's Story

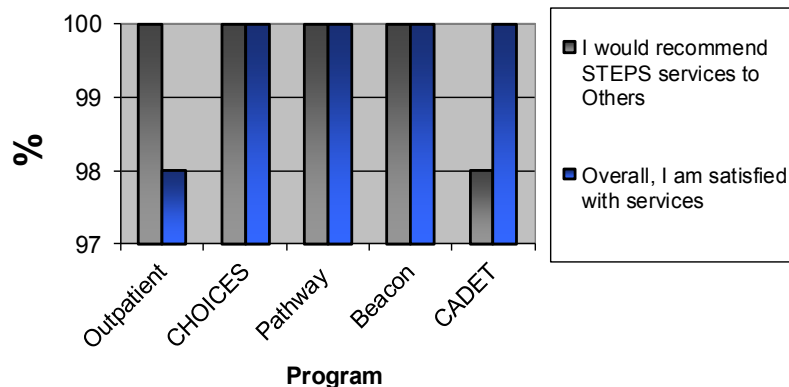
I had been a successful nurse for 13 years, married with three children. I had a full-time job and a supportive family, I could not have been happier. How could I be an addict? I still remember my first prescription for opiates. Looking back now, I feel like I was given a death sentence with that prescription. I had no idea what that pill was going to take from me. After a few weeks I was addicted. I lost my job, career, marriage, family, and earned myself a felony conviction.

Today I have five years sober and clean. With the help of counseling I was able to learn how dangerous prescriptions are and the tools necessary to live a sober life. Prescription opiates lead to the use of heroin; I have never met a heroin addict who has not started their addiction career without the use of a prescription opiate. Education, prevention, and treatment are the only way to address this epidemic.

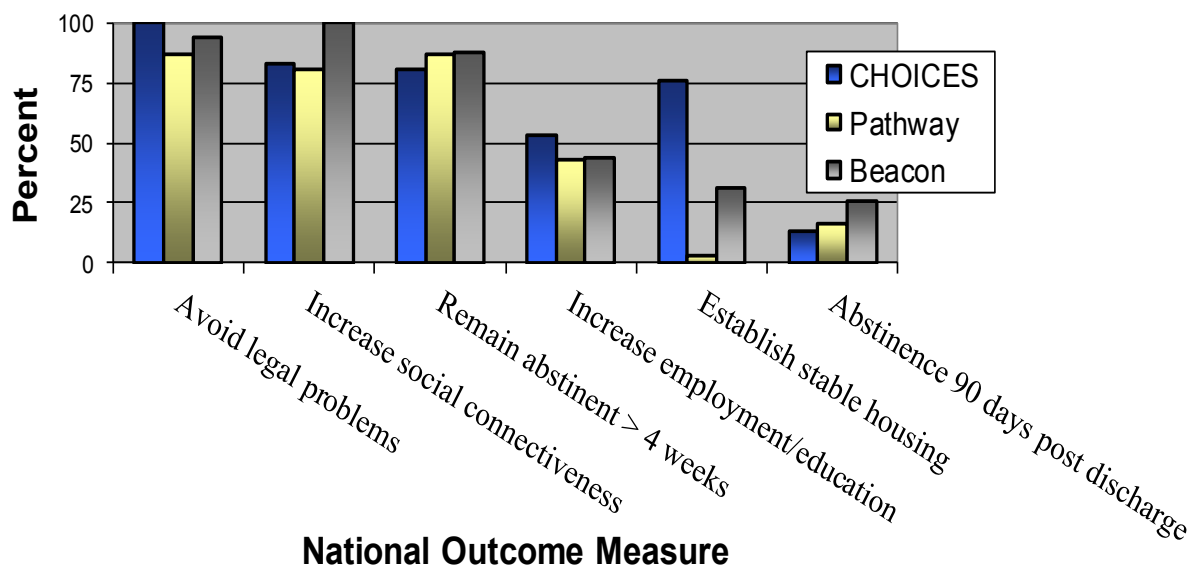
**Josie, not her real name*

PROGRAM	# OF CLIENTS	TIME
Outpatient, Intensive Outpatient	1050	30,568 Hours
Pathway House	47	4,152 Days
Beacon House	27	3,134 Days
Transitional Living	11	725 Days
Medication Assisted Treatment	40	n/a

Client Satisfaction Surveys



**National Outcome Measures
(Clients receiving services > one month)**



Prevention & Intervention Services



The Department of Prevention and Intervention Services (DPIS) promotes positive development of children, youth and families. The goals are to prevent and delay the use of alcohol and other drugs, as well as to minimize the potential future harm from use. These goals are accomplished through the following programs and services: Youth Empowerment Programming, Mentoring Program, Community Coalitions, Intervention Programs: Insight and Alcohol Education Program (AEP), Drug Free Workplace Programs.

Youth Empowerment

Wooster Teen Institute is a youth-led peer prevention group aimed at empowering youth to develop leadership skills to make drug free, healthy lifestyle choices and to positively impact their schools and communities.

- **95% of participants did not use alcohol, tobacco or drugs during the past school year.**

Mentoring Program

Stepping Stones is a collaborative youth mentoring program designed to provide selected students with innovative educational methods to encourage academic success, mentors are provided for each student to encourage personal success. These programs are cooperative efforts with, Orrville City Schools, Mental Health and Recovery Board, Orrville Area United Way and Turning Point Coalition.

- **65% of mentees go to school better prepared**
- **97% indicated they had not used during the past school year.**

**"I gained more confidence in myself and learned how to not get any more demerits.
"I learned to come to school more prepared."**
comments from Stepping Stones mentees



Insight Program is a family-centered, strength-based, early intervention program serving youth ages 13-19 years old. It is offered as an alternative to or in tandem with other sanctions youth may face for their involvement with alcohol and/or other drugs. As a result of the program:

- **There is a 49% increase from the pretest scores to the post test score, demonstration the obtainment of knowledge about addiction and safety.**
- **95% of parents thought the program provided help in better communication with their child in the future.**
- **100% indicated they have examined their own behavior including alcohol and drug abuse**

Alcohol Education Program (AEP) is a 72-hour Driver Intervention Program for adults who have been convicted of drinking and driving offenses.

- **92% of participants did not have a similar offense, two years from the completion of the program in FY2012.**
- **98% of clients indicated they have decided to change their behavior related to alcohol and/or other drug use.**

Drug Free Safety Program (DFSP) is a voluntary Bureau of Worker's Compensation incentive program designed to help employers establish a safer and more cost-effective workplace. By implementing this program, an employer can address workplace use and misuse of alcohol and other drugs, including prescription, over-the-counter, and illegal drug abuse, and take appropriate corrective action.

PROGRAM	# PARTICIPANTS
Teen Institute	20 Youth
Coalitions	Community Wide
Mentoring	55 Mentors/55 Youth
INSIGHT	59 Youth
Alcohol Education Program	240 Individuals
Drug Free Workplace	15 employers

Prevention & Intervention Services

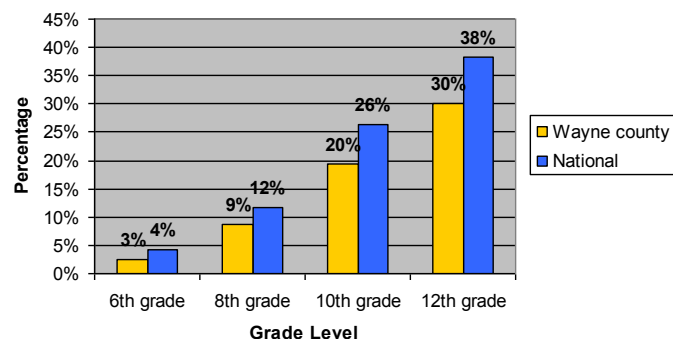
Community Coalitions are designed to empower the community to be involved in activities aimed to reduce substance abuse among youth and, over time, adults by addressing environmental factors in the community that increase the risk of substance abuse and by enhancing factors that reduce that risk.

Wayne County is home to four community coalitions that are dedicated to helping youth grow up drug free. As independent, volunteer organizations, each coalition works in its respective community conducting community-wide strategies tailored to meet the unique needs of youth, families and all the community members. Started in 1999, **CIRCLE Coalition** (CIRCLE) is the county's oldest coalition and serves the Wooster area. **Turning Point Coalition** (formerly Orrville Turning Point Coalition) began in 2004 and serves the community of the Dalton Local, Green Local and Orrville City School Districts. The county's two newest coalitions were formally launched in 2010. **Chippewa Cares** (CC) serves Chippewa Township, including Doylestown. **Rittman SALT** (RS) serves Rittman City. STEPS at Liberty Center is honored to be a founding partner of all four coalitions.

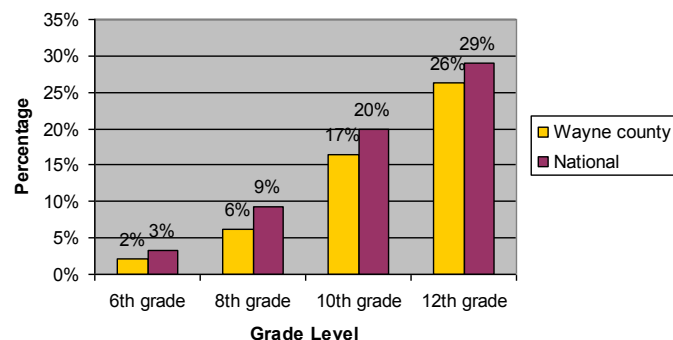


Harvest Bash is a free, well attended, family and community event held by Circle Coalition each Fall.

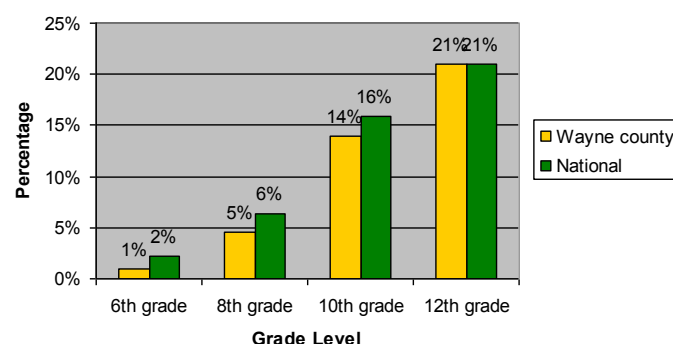
Alcohol Monthly Use Rates



Tobacco Monthly Use Rates



Marijuana Monthly Use Rates





Every Woman's House
ending violence and creating peace



From the Clinical Director—Dr. Gina Patterson

This year, EWH continued to serve many victims of family violence, sexual abuse, and sexual assault. In 2008, EWH partnered with Wooster Police Department to address homicide through the Danger Assessment Project. The Danger Assessment is a 20 item survey given to a victim of intimate partner violence, and the results indicate her risk of being murdered by her partner. This survey was developed by Dr. J. Campbell of John Hopkins University. Law enforcement officers administer this survey to victims on domestic violence calls and provide feedback to the victims about their level of danger. If the risk level is high, the officer immediately connects the victim to the EWH hotline. Survey results are included in a report sent to the Prosecutor, who can use the results to make recommendations to aid in prosecution. In the past several months, the Wayne County Sheriff's Office and Orrville Police Department have also adopted this program. Currently, the Holmes County Prosecutor's Office is considering adopting the program. *"The discussion of these risks and the score itself have been invaluable in encouraging the victims of domestic violence to take steps to protect themselves and their family. In my experience with the DA [Danger Assessment], there have been incidents where specific risk factors have been discussed with the victim and based on our conversation, they have either gone to Every Woman's House or made other arrangements to get out of the abusive environment."*

-Matt Fisher, Chief of Police,
Wooster Police Department, March 12, 2012

CLINICAL SERVICES

Outpatient Counseling provides: assessment; individual; group and family counseling; crisis intervention services in offices in Wayne and Holmes Counties. These services are primarily available to individuals experiencing difficulty because of domestic violence, sexual assault or other abuse in their lives.

- 71% of women who had received counseling for at least 90 days decreased their symptom of distress level.
- 67% of children decreased their problem severity, as reported by their parents.

The Another Way Program is a Batterer's Intervention Program for men who have been abusive to their partners or families.

- Of the 17 participants who completed Phase I or more of the program in FY2010, 94% have not been convicted again for domestic violence or a similar crime for the past two years. (Source: Wayne County Courtview July 2012.)

Victim Advocacy services include, but are not limited to, safety planning, information and referral, assistance with Civil Protection Orders (CPO's) and civil standby's, and court accompaniment.

- 100% indicated they are more aware of their safety options and know more ways to plan for safety.

PROGRAM	CLIENTS	TIME
Counseling	332	2,584 Hours
Shelter	210	6,732 Days
Advocacy	354	1,481 Hours
Housing Initiative	14	n/a
Serenity House	3	365 Days

HOUSING INITIATIVE

The Housing Initiative has evolved significantly over the past year. Three programs continue to operate; The Housing Stability Program (HSP), Rapid Re-Housing Ohio (RRHO), and Housing Case Management (HCM).

- Of the 30 households that have completed HPRP, 87% of them are still stably housed.
- 16 evictions have been stopped through HPRP, allowing those families to stay in their homes
- 33 families have been moved into housing from homelessness through HPRP.
- 23 families have received housing assistance through RRHO
- Serenity House (a three-quarter way, chemical-free home for men in recovery) ended the fiscal year with 3 stable long term residents.

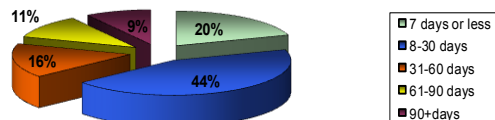
100% of respondents in Outpatient, Another Way, Advocacy and Housing were overall satisfied with services provided.

Julia's Place

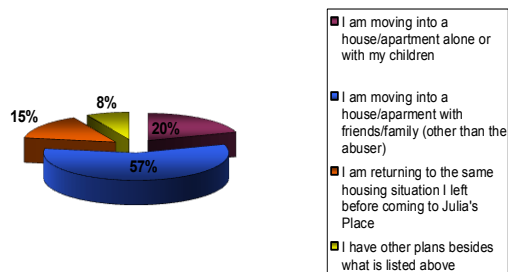


Julia's Place Shelter provides a safe environment for both women and families, who are victims/survivors of domestic violence. It also provides temporary shelter for homeless women and their children when other resources are not available.

Julia's Place Length of Stay 2012



Housing Situation Upon Exit 2012



Mary's Story

Mary* is a 33 year old, married, mother of three children. She fled from another state to her home of Wayne County due to domestic violence from her spouse. Mary entered the shelter in July of 2011. Throughout her stay she was focused on self-sufficiency for herself and her children. She met consistently with her case manager at the shelter and diligently followed her case plan in seeking employment and housing.

Mary met with a counselor at EWH and was found to have minor symptoms of anxiety and depression due to the abuse, but was recovering quickly. Mary attended the Compass Support Group for survivors of trauma to assist her in her recovery from the abuse.

Mary met with the Victim Advocate to discuss her options in leaving the marriage. There were complications due to leaving the state. Mary received a free legal consultation from an attorney as part of a grant between EWH and Community Legal Aid. The Victim Advocate and the Attorney from Community Legal Aid coordinated services out of state to assist her in leaving the marriage. She was able to obtain a divorce and retain custody of the children. The Victim Advocate also assisted in safety planning and referring to supportive services.

Mary completed the Barriers Assessment for the Rapid Re-Housing of Ohio (RRHO) housing program and was eligible for long term rental assistance. She had difficulty obtaining employment; therefore, she decided to take this opportunity to return to school. Mary was able to locate safe housing for her and her children and was able to exit the shelter in November of 2011. She has continued meeting with the case manager on a regular basis through the RRHO program. She has obtained local employment and will be able to maintain her housing independently when RRHO assistance ends in September.

*not her real name

- 97% of women who left the shelter reported the staff assisted them in accessing community resources.
- 90% indicated staff assisted them in creating a safety plan (increase from 81% in previous fiscal year).
- On average, the safety levels upon departure (for those who were there due to domestic violence) increased by 64%.
- Responded to over 590 hotline calls (a 7% increase from last year).

Community Education Programs



The Community Education Program aims to provide education and raise awareness on the impact of violence to the community of Wayne and Holmes Counties. Every Woman's House (EWH) programs create safe school and community environments. EWH also responds to many organizational requests for presentations and information booths. The focus is on healthy relationships, domestic/violence, signs of abuse, misconceptions, and resources to help victims.

PROGRAM	HOURS	UNITS
Youth Education	409	4,516 Students
Men Working For Change	39	Community Events
Community Education	512	Community Events
Adult Education	12	15 Parents
Volunteer	26,758	1,394 Volunteers



Men Working for Change Program works toward improving the community's response to sexual violence by strengthening the knowledge and skills of teens/young adults, professionals, community organizations, and the general public. *The above picture was taken during Domestic Violence Awareness Month.*

Highlights

- Domestic Violence Awareness was raised through the **Purple Lights Night** campaign.
- College of Wooster *Helping Students* presented an education training, "**He Said She Said**" and **No Means No** was performed in front of 500 first year students.
- During Sexual Assault Awareness month "**Cups of Prevention**" was supported by local businesses placing teal ribbon stickers on their to-go-orders and provided EWH resources to their customers.
- Jeans for Justice** allowed organizations to show a visual protest against the misconceptions surrounding sexual assault by wearing jeans in a professional environment.
- Kids Day 2012** gave EWH the opportunity to interact with 144 children and 72 adults providing activities teaching them about healthy relationships.



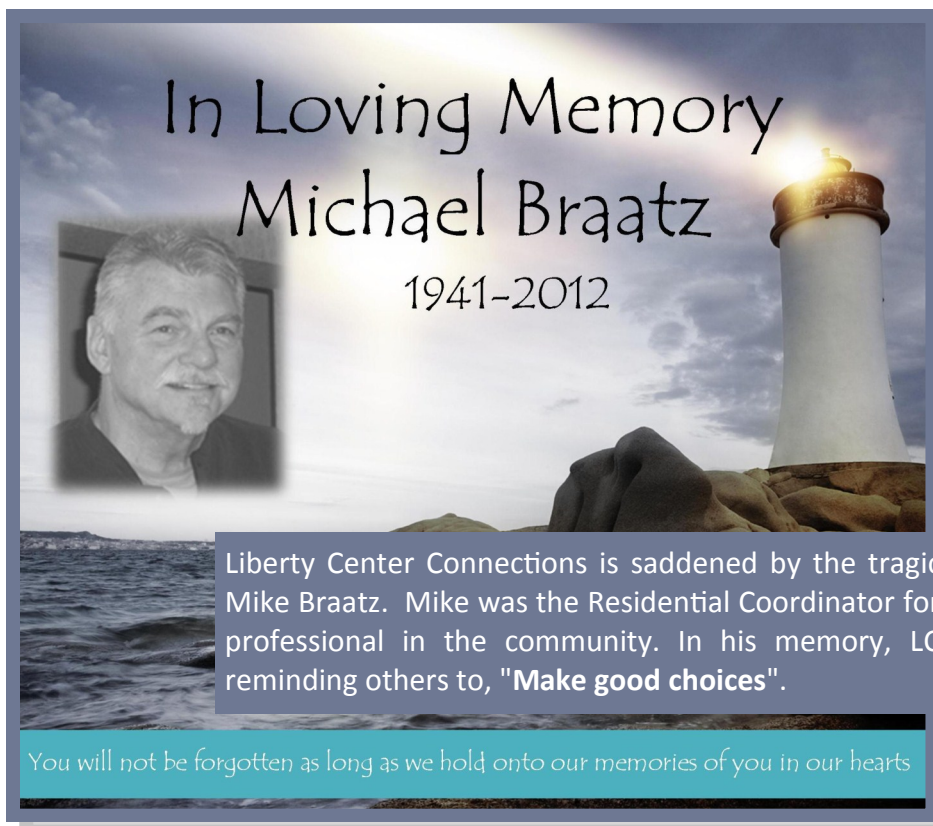
Agency volunteers are a dedicated and compassionate group that provided the equivalent of more than 10 fulltime employees, saving the agency more than \$260,000 in salary expenses.

97% of volunteer respondents indicated they would recommend Liberty Center Connections to their friends as a family as a volunteer experience.



Awareness In Motion Van

Awareness in Motion—As a Sexual Assault project, we dreamed up the idea to create an eye-catching painted vehicle that would get people talking about ways to end violence and create peace. Many local businesses, organizations, and community members supported the "Awareness in Motion" project by offering guidance, materials, discounts, donated services, resources, and encouragement. The van was painted with messages and art work. All the motivational messages and images were created by survivors of abuse, local artists, College of Wooster students, members of the NAACP youth council, and many other impassioned volunteers in a conscientiousness effort to be as inclusive as possible.



Accreditations and Licensure



COA—Liberty Center Connections is currently certified by Council on Accreditation.



ODADAS—STEPS services are certified through Ohio Department of Alcohol and Drug Addiction Services.



ODMH—EWH services are certified through Ohio Department of Mental Health



Liberty Center Connections is a contract agency of Wayne/Holmes Counties United Way and the Mental Health and Recovery Services Board of Wayne/Holmes Counties.