

Envision Wellness

ANNUAL REPORT 2021



Mission Statement

Envision Wellness WNY Behavioral Health is dedicated to establishing nurturing and sustained relationships with individuals, families and community stakeholders to foster growth, self-efficacy and independence by providing innovative evidenced based treatment focused on a whole person recovery model. Each participant's personal experience and needs guide the roadmap for intervention allowing for stability, acceptance and an increased quality of life while being an active member of an inclusive community. It is our passionate belief that embracing individuals with compassionate treatment, instills hope, restores dignity and rebuilds lives while enriching the community in which we all reside.



Projects and Initiatives

Wrote proposal and rationale to be approved by Office of Mental Health, NYS Office of Professions or NYS Health Department.

Provision of two COVID Vaccination Clinics, Family Success Center- Children and Adolescent license approval, RAHAMA Satellite Clinic-OP Mental Health Clinic, OUD (opiate use disorder) Initiative, Engaging Clinic Initiative, PROS (Personalized Recovery Orientation Services program) fully transitioned, established funding contract with ECDMH, Rebrand CDT to WelCom (Welcome Community), Telehealth all programs, VISTA Volunteer, Health Navigator.



Financial Statement

Revenue: \$2,115,174

Expense: \$1,996,213

Grants: 3 total of \$170,000

Bonus provided to all staff end of year

IT Upgrade continues: 10 new devices

- Upgraded Server to ensure provision of Telehealth Services
- Creation of Computer Training lab for PROS utilizing refurbished agency computers to promote computer literacy and competitive job acquisition



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By the numbers

- Intake: 192
- Sessions provided: 18,767 up from 10,336 in 2020
- *Tele-sessions: 14,102 up from 353 in 2020
- Assessments: 348
- Total active caseload 2021: 262 / 2020: 301
- Total clients served 2021: 415 / 2020: 426
(active and D/C)

*a new service in 2020

Performance measures

Reduce hospitalizations

Hospitalizations 2021: 4 out of 415 less than 1% 2020: 8 out of 426

Attendance rate 2021: 96% / 2020: 91%

Untoward events 2021: 5 / 2020: 4

Crisis services calls 2021: 0 / 2020: 4 / 2019: 12



Personnel

Staff Retention: (#) hired vs terminated 17/13, 76% turnover.
"The Great Resignation" impacted turnover.

Survey numbers: 75% response

- 91% agree or strongly agree feel inspired to meet their goals at work
- 90 % feel satisfied with career growth opportunities
- 85% Would recommend a friend or family member to Envision for services
- 90% feel that Envision Wellness values and promotes diversity
- 90% feel that their job at Envision Wellness gives their life purpose or meaning





Training

243 Hours up from 102 in 2020 provided internally.

- 14 staff Certified, CPI (Center for Practice Innovations) Training (FIT [Focus on Integrated Treatment]) Integrated Mental Health Mental Health/Addictions Treatment Training (IMHATT) certificate.
- 20 staff NARCAN trained
- Suicide diversion training: 20 hours 10 staff attended
- NYS Assistor-8 hours (maintain Certification)
- Additional trainings attended; 25 trainings for a total of 785 hours
- All licensed professionals are required to gain 12 hours a year in CEUs
- Interns hosted: 3 BSW, 1 Graduate; Mental Health Counseling



Pandemic

COVID continues to impact all aspects of our clients lives and the lives of our employees. NYS has continued to maintain Emergency Billing parameters allowing for more latitude in how services are provided in order to keep clients engaged. All of our services are provided in a hybrid model, telehealth and in person dependent upon the needs of the clients. In response to the continued health risk for all, Envision Wellness WNY mandated that full vaccine status is a condition of employment. Administration and the Board of Directors feel strongly that the health and safety of our staff and clients is paramount, and vaccinations is vital to that maintaining the health of all who enter our premises.



Envision Wellness WNY has experienced COVID infections firsthand via staff and clients. We have and continue to provide support and flexibility as best we can.

Human Resource professionals have termed staffing concerns following the lull in COVID rates and returning to offices as “The Great Resignation”. Individuals from all industries were leaving positions in enormous numbers. The Behavioral Health industry was included in that migration. Envision Wellness saw a large overturn of staff as well. We have been able to create a team from a diverse pool of applicants that is allowing us to remain stable and staffed.

2022 Plans and goals

- Increase revenue by 20%
- Increase Caseloads by 20%
- Maintain staff-reduce turnover rate to 30%
- Performance driven evaluations and merit raise process
- Train in evidenced based tx interventions
- Create an HR position and fill position
- Recruit an Associate Board
- Hold at least one fundraiser



Get in touch

For questions, comments and suggestions

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