

# Envision Wellness

ANNUAL REPORT 2023

50  
years



Founded as  
Northwest Buffalo  
Community Mental  
Health Center in  
1974.

Envision Wellness  
WNY is celebrating  
50 years of service  
in 2024.



# 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

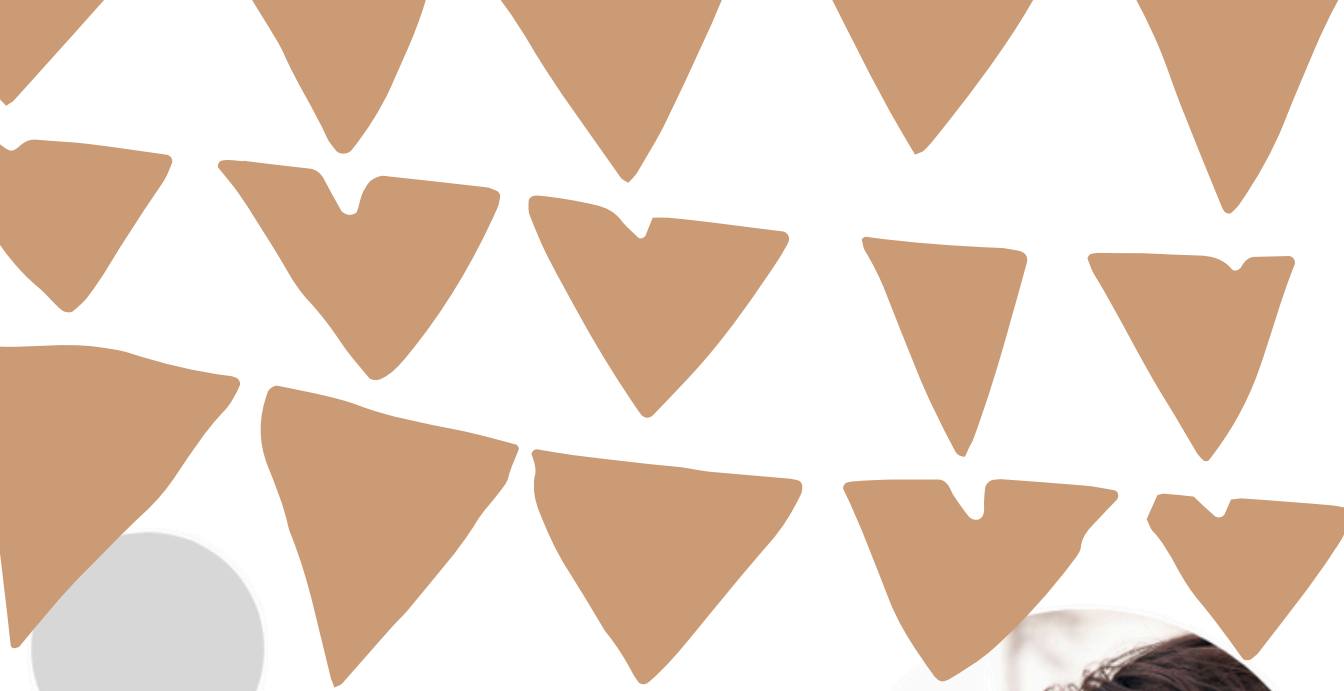
OUR (Opiate Use Disorder) Initiative, Engaging Clinic Initiative, NYS Workers Bonus, NYS Loan Forgiveness Program, MAAP Training Grant, Internship Fellowship Program.

Our collaborative relationship with Rahama Continues.

Envision Wellness was the recipient of two grants from the Peter Elizabeth C. Tower Foundation in 2023. One grant focuses on the development and training of staff in the Family Support Center. Funding was used to provide evidence-based training to staff to increase their clinical skills. A second grant will allow us to implement a new Electronic Medical Records system.

Envision Wellness was the recipient of a grant from the Patrick Lee Foundation. This grant enabled Envision to create a Fellowship Internship program for student interns enrolled in masters' programs that lead to NYS licensure in the behavioral health profession. Through this funding, students receive well-rounded training and a stipend in an effort to reduce barriers to entering the field.

We received a Capital Grant from the Dormitory Authority for New York State to enhance structure both externally and internally that will allow existing foundations some needed upgrades.





# Financial Statement

Revenue: \$2,742,838

Expense: \$2,290,323

Four Grants Received totaling \$462,548

- Patrick Lee Foundation \$150,000
- Peter & Elizabeth C. Tower Foundation \$35,000 for training and \$40,000 for a new EMR system
- Statewide Health Care Transformation Program III to pay of a line of credit \$95,000
- Statewide Health Care Facility Transformation Program III for Roof and IT Rooms \$142,548

Bonus provided to all staff at the end of the year: \$23,700 in total was given.





# By the numbers

- 334 Admissions
- 4,869 Sessions provided
- 2,745 Tele-sessions provided
- 1,334 Assessments provided
- Total active caseload for the Agency 596
- Total Clients served - 1,008 (active and D/C)

# Performance Measures

Reduce hospitalizations; # Hospitalizations 8/583; less than 2%

Attendance rate - 89%

Untoward Events (reportable events) - 4

Crisis Services Calls - 6





# Personnel

Retention: (hired vs. terminated) 13/12

- 19% Turnover Rate
- Due to Growth in staffing plan in 2023
- 33% turnover without any growth
- Was 74% in 2022

Fully Staffed at 36 employees

- 17% Growth since 2022 of 6 staff
- 3 Workforce staff (clients) part of their treatment

Interns hosted: 11 total

- BSW - 1
- Graduate - 6
- Mental Health Counseling- 4
- MSW- 2
- Nurse Practitioner - 3

Employee Satisfaction Survey numbers:

- 98 % response rate
- 76% of respondents would refer a friend or family member to Envision Wellness for services
- 59% of respondents believe there are opportunities for professional growth at Envision Wellness
- 73% of respondents would recommend Envision Wellness to someone they know
- 79% of respondents believe that Envision Wellness is dedicated to diversity and inclusiveness
- 81% of respondents report feeling satisfied with their employment at Envision Wellness



# Training

Staff participated in 1742 hours of training in 2023.

These hours include specialized training such as:

- Play Therapy (certification) - 3 staff certified
- Models of Play Therapy - 3 staff certified
- EMDR - 12 staff trained
- WPATH (certification) - 1 staff certified
- Mindfulness Training - 15 staff trained
- DBT - 15 staff trained
- MI - 15 staff trained
- CPI (Center for Practice Innovations) Training (FIT [Focus on Integrated Treatment]) Integrated Mental Health Mental Health/Addictions Treatment Training (IMHATT) Certificate - 14 staff certified
- NYPR Training Academy (PROS) - 5 staff completed training





# Information Technology

Upgrades continue - 15 new devices (6 last year).

With increased staffing new devices were provided for new staff positions. Outdated devices were upgraded in order to stay relevant with IT.





# Year of the Employee

COVID continues to impact life in general as we all adjust to functioning without mandates or restrictions. NYS ended Emergency Billing parameters in March impacting how all programs provide services and bill for those services. There were growing pains with staff and clients getting used to being 'in-person' for most services. A dip in revenue was felt in each program, however staff worked at engaging clients to maintain attendance so that they can gain more therapeutic insights. All of our services are OMH licensed for telehealth as can be provided in a hybrid model; telehealth and in person dependent upon the needs of the clients. Telehealth service is mostly utilized in the clinic Out Patient setting.

It also is reported that recruitment and retention in the behavioral health field remains difficult. NYS has focused some initiatives programs such as a NYS Workers Bonus and a Loan Forgiveness program in an attempt to aid agencies in staffing. Envision participated in both programs to provide our staff with financial incentives to remain at their present positions.

Envision Wellness spent 2023 investing in staff. As our training hours and variety of training titles show, the agency was committed to provide all staff specialized training and supervision so that they had the tools they needed to intervene and provide treatment to all the participants who attend Envision Wellnesses programming.

While Envision continues to hire, it is due to growth and not turnover. Our culture allows for work life balance, investment in clinical skills and the ability for staff to provide treatment in a manner that allows staff to feel their dedication has purpose.

Our Team is the reason Envision thrives.



# 2024 Plan and Goals

- Successful transition to a new EMR/RCM system
- Establish a formal succession plan
- Establish formal HR policies and procedures
- Identify opportunities for individuals and organizations to support the mission and 50th Anniversary
- Provide evidence-based training opportunities to staff
- Hire at least one peer
- Host up to six interns
- Increase program menu of services





# Get in touch

*For questions, comments and suggestions*

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## FACEBOOK

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