



PRESS RELEASE

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Liberty ARC Receives Industry Honor

AMSTERDAM- Liberty ARC, the Montgomery County Chapter, NYSARC, Inc., has been awarded the Workplace Excellence Award by the Bivarus Company. This prestigious, national award is given to only a select few companies, each year, who achieve high standards in workplace communication, employee satisfaction and leadership excellence.

“On behalf of Liberty ARC I’m honored to accept this Workplace Excellence Award from Bivarus. Our management team has worked closely with Bivarus to be able to achieve these impressive results,” said Liberty ARC CEO Jennifer Saunders. “Liberty ARC has always recognized that our employees make us what we are; they are our biggest strength and most valuable resource. We are thrilled to hear that our employees feel appreciated and know that we respect what they have to say.”

This award is given to healthcare organizations that have demonstrated excellence in the workplace using criteria designed by Bivarus, Inc. and exemplified in the client’s Engagement Survey results. The award is based on survey results from February 2017, which showed, quite clearly, that Liberty employees (92%) strongly felt that the organization was a good place to work.

Employees answered questions rating the following areas: attention to employee needs, communications, employee involvement, department leadership, direct supervision, overall work environment and employee satisfaction and engagement. Through these survey results Liberty ARC showed evidence of workplace excellence by meeting or exceeding the established Bivarus criteria related these categories.

Survey Result Highlights:

- 92.4% indicated that the person they report to cares about them as a person
- 88.6% indicated that they have had the opportunity to learn and grow within the last year

- The awarded organization must have a minimum participation rate of 68%, Liberty, which employs over 850, had employee survey involvement of 80%, significantly above the national average.

In each of the seven areas Liberty ARC scored in the “high” range when compared to data from other organizations in the Bivarus survey database, of over 200,000 employees nationwide, meaning the organization’s survey results showed significant positive feedback.

According to Connie Saunders, Senior Consultant for Employee Engagement at Bivarus, "In working with leaders at Liberty ARC, I have found a true commitment to employee engagement and a passion for learning how to recognize and reward employees. Liberty ARC's Senior Leadership Team takes action on survey results and continually assesses the culture of engagement in their organization. They know that engagement among staff has a big impact on the quality of care provided to the individuals they serve."

“Employee engagement is important to us because we truly believe that it has a direct, positive effect on the individuals we support. Working with Bivarus has not only helped us to improve our engagement with our employees but it has played an integral part in our overall survey success therefore providing a solid framework with which to continue with,” said Liberty ARC CEO Saunders. “Our partnership with Bivarus has helped to capture employee feedback for the betterment of the agency and Liberty has found it a successful tool to listen to what our employees are saying.”

For the past ten years, the leadership team at Liberty has utilized employee survey results to develop the organization’s strategic goals and to continue quality improvement efforts. Results are continually used as an organizational benchmark of performance and to measure employee satisfaction as well as effective agency communication.

Bivarus offers comprehensive and technology-enabled solutions that illuminate relevant insights and empower healthcare leaders to make timely decisions that positively impact the experiences of patients and employees.

Liberty ARC, the Montgomery County Chapter of NYSARC, Inc., was founded in 1957 by parents of children with developmental disabilities who wished to establish special education programs in the local community. Currently celebrating 60 years of quality services, the organization has grown to include vocational, recreational, residential, day, family support and health-related services to nearly 580 individuals with physical, developmental and other disabilities.

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