WHO WE ARE

Mission Statement:
Facing Mental Health and Addiction, Creating Solutions, Celebrating Recovery.

Since 1979, A Chance to Change has been recognized for providing high quality, life-saving counseling and outreach education programs. Our reputation for ethical service and commitment to putting people first has enabled us to grow community reach and help thousands of individuals and families. We strive to provide clients and their loved ones with the help they need to lead happier and more productive lives.

Trained and experienced counselors offer individual, family, and group counseling for children, adolescents and adults. Prevention, education, early intervention and outpatient counseling programs are provided to help those suffering from behavioral health and substance use disorders.

The agency supports recovery of mental health and substance use disorders as a process of change through which individuals improve their health and wellness, live a self-directed life and strive to reach full potential. ACTC views substance use disorders as a disease of the brain and a treatable illness.

The organization understands people living with mental and/or substance use conditions can increase social connections greatly when they have access to recovery-oriented services and establish positive relationships with family and friends. Family involvement in treatment aids in healing family relationships. It also provides the support needed to improve the family’s chance of successful recovery. ACTC is committed to providing quality wrap-around services for the entire family unit and support system.

Services Available, but not limited to:

- Family Issues
- Anxiety & Depression
- Substance Use, Problem Gambling & Other Addictions
- Trauma & PTSD
- Relationship Difficulties & Divorce
- Major Life Events
- Death & Grief
- Violence, Domestic Abuse & Human Trafficking
- Managing the Stress of Everyday Life
- Work/Life Balance & Work Difficulties
- Improving Self-Esteem
- Parenting
- Employee Assistance Programs
- Assessments, Screenings & Interventions
- Infants, Children & Adolescents
- Play therapy
- Case Management & Peer Support
- Life Coaching

What Makes ACTC Special

- Leadership, support and expertise from the board of directors coupled with a highly committed and diverse team
- Philosophy and emphasis on treatment for family members with commitment of a continuum of care including prevention, education, early intervention, treatment and recovery
- Trauma and co-occurring focused therapy
- Specialized services for children, adolescents, and families; including education, prevention and early intervention programs
- Hands-on, client centered approach
- Free weekly education on substance use and behavioral health disorders

Board of Directors

The agency is fortunate to have a stellar board of 23 community leaders that exude commitment to the mission, passion for behavioral health recovery and a strong sense of community. The members serve as the lead fundraising agent for the agency’s annual special event, Celebration of Recovery.
Young Professional’s Board
In FY19, ACTC launched a new leadership branch of the organization with the addition of a Young Professional’s (YP) Board. The YP Board was a direct result of a collaborative project between ACTC and LOYAL XIII. LOYAL is sponsored by Leadership OKC and links young adult leaders to the community. In FY18, ACTC was selected for a LOYAL Action Project that focused on organizational development for the agency. One of the leading strategies out of the project was connecting a younger demographic through a young professional board. The inaugural board members were made up of the following young professionals: Emily Carmichael - Chair, Jonathan Hampton, Isis Palomino - Secretary, Allison Stafford, Matt Stafford - Vice Chair, Keith Talbert, Whitney Ude and Corey White.

The YP Board collectively and individually, embarked on many projects over the year including: developing bylaws, recruitment, auditing the Ed Series, coordinating a new moms focus support group, organizing a Memorial Marathon cheer stop, serving on board committees, participating in COR, co-chairing the fall luncheon, conducting staff and community education, assisting with interviewing new IT firms and much more. The first year exceeded all expectations and we can’t wait to see what they have planned for FY20!

Staff & Volunteers
During FY19, 23 full-time staff members, two part-time staff members and one contract therapist were employed. The 16 staffers serving on the clinical team have varying backgrounds, licensures and expertise ranging from: LPC, LADC, LFMT, Case Management and certified Peer Recovery Support with several clinicians dually licensed. This broad level of staffing allows a wide range of quality services and expertise. The organization utilized four interns and three volunteers.

COMMUNITY IMPACT
July 1, 2018 - June 30, 2019: Through all programs and services, the organization reached 3,541 individuals through 13,554 direct service hours. Individual reach increased by 72.5% in FY19, compared to the 2,052 individuals reached in FY18.

The counseling program alone served 1,282 individual clients, ages four to 79, through individual, group, family and couples therapy. This is an increase of 94 clients or 8 percent over the previous year. This is also the largest number of clients served through counseling services in ACTC’s history. Session counts also increased with FY19, logging 11,706 counseling sessions compared to 10,390 in FY18. This is a 12.6 percent increase or 1,316 additional sessions. Of the 11,706 sessions, 826 were conducted serving clients at the Palomar office. Overall, 871 sessions were first-time clients.

Counseling Services: Five-year Comparison

Reduced Fee Programs
ACTC is proud to offer low cost counseling programs to the community for individuals and families that cannot afford services, have no insurance, high deductibles or gaps in insurance coverage. The A Chance to Recover program, Problem Gambling program and ACTC at Palomar all support reduced or no fee short-term and long-term therapy programs.
• The A Chance to Recover program served 93 clients, ages 13 to 65, through 1,624 mental health and addiction related sessions. These services consisted of psychoeducation, case management, peer support, assessments, individual, group and family counseling. ACTR is supported by generous and loyal donors along with the United Way of Central Oklahoma.

• The Problem Gambling program, supported by donors and the Oklahoma Department of Mental Health and Substance Abuse Services, served 81 clients via 1,545 sessions.

• ACTC at Palomar, Oklahoma City’s Family Justice Center, is a collaborative project that changes the trajectory of domestic and family violence by bringing community resources together to work as one team in an integrated setting. ACTC at Palomar provides clients with assessments, crises management, short and long-term individual counseling and group therapy while also lending expertise for staff and partner counseling and training. This special project provided 407 counseling sessions to 98 clients, and 419 counseling sessions to 96 Palomar partners.

A Chance to SUCCEED
A Chance to SUCCEED strives to empower students by enhancing their emotional and psychological wellbeing through abstinence or decreasing substance use, strengthening peer and family relationships, improving school performance and learning healthy decision-making.

In FY19, 20 schools and community partners offered 29 groups throughout the year. The entire SUCCEED program provided 1,800 service hours. Services included school talks and small group education and therapy to 393 students. Student reached increased by more than 17 percent compared to FY18. Participating entities included Canyon Ridge Intermediate, Coolidge Elementary, Deer Creek Middle School, Dove Academy, Dove Academy South, Edmond - Boulevard Academy, Edmond YMCA, Emerson North Alternative, Heritage Hall, Meadow Brook Intermediate, Mid Del Schools, Mustang Horizon Intermediate, Mustang North Middle School, Mustang South Middle School, Northside OKC YMCA, Putnam City Academy, Putnam City Original, Putnam City West, Shidler Elementary, Sisu Youth Services, Wheeler Elementary and the Juvenile Intervention Program.

SUCCEED: Five-year Comparison

SUCCEED Students Share Their Thoughts & Experiences: Key Outcomes
• 82% of students reported using drugs/alcohol less often after group
• 64% of students reported stopping using of drugs/alcohol
• 97% of students reported improved ability to cope with stress
• 87% of students reported feeling better about themselves and their future
• 82% of students reported feeling increased satisfaction in relationships with friends and/or family
• 87% of students reported attending school more regularly this semester than last semester
• 85% of students reported making better grades this semester than last semester
• 90% of students reported increased awareness of their drug/alcohol use
Addiction Education Series
The eight-week series provides psychoeducation free to the public with series topics educating individuals, families and professionals on the disease of addiction and how it affects the brain, body and family unit. ACTC has held the Addiction Education Series for more than 30 years.

In FY19, 559 unduplicated attendees from 20 cities participated in the series. The unduplicated client count increased 5 percent this past year. Of the 559 unduplicated attendees, the age range was 13 to 78. More than half of the attendees attended more than one session, which brought total sessions attended to 1,274.

Addiction Education Series: Unduplicated Attendees

Series topics included:
- Understanding Addictions
- Recovery & Addictive Behavior
- Addiction & The Recovery Process: Intervention & Treatment
- Family Dynamics
- Bearing the Burden: Co-dependency in Relationships
- Enabling: The Positive & Negative
- Achieving Wellness Through Integrative Treatment
- Trauma Awareness and Resiliency

Employee Assistance Services
The Employee Assistance Program provides confidential, professional behavioral health services for 41 local businesses and their employees. Those services included in-person and telehealth counseling, assessments, referrals and coaching. Typically, the employee and members of their household are eligible for 4, 6 or 8 sessions each calendar year. The program is designed to fit the need of each business and may include a variety of professional training options and educational workshops on topics ranging from “Stress Management”, “Balancing Work and Life”, to “Dealing with Difficult People” and more.

Throughout FY19, 314 individual clients utilized 1,577 EAP sessions.

United Way Tornado Grant Project
In June 2019, ACTC completed the administration and service delivery of the United Way Tornado three-year grant project. This special project was out of the ordinary for the organization and an excellent opportunity to display its administration skill set. Chosen in the summer of 2016 to lead the project, ACTC provided oversight to community agencies that provided behavioral health counseling to individuals and families affected by the May 2013 Oklahoma tornadoes. United Way of Central Oklahoma funded the project through donations they received during the disasters.

In totality, four local United Way agencies provided 373 individuals 3,599 direct service hours and spent $418,495.02 on direct client services. Of the total grant dollars distributed, ACTC received $238,819 for client services the agency provided over the three-year period. FY19 was the last year for the grant and ACTC closed funding in June 2019 and provided the final report to United Way in the fall of 2019.
FUNDING for programs comes from the following sources:

- Fees for services - insurance, self-payment or Sooner Care (Medicaid)
- Employee Assistance Program contracts
- United Way of Central Oklahoma (A Chance to Recover, A Chance to SUCCEED, and Disaster Counseling Services)
- Oklahoma Department of Mental Health and Substance Abuse Services (Problem Gambling Treatment Program)
- Individual and corporate donations
- Special events
- Private foundation grants

FINANCIAL DATA & REPORTING

Agency revenue for FY19 was $1,951,790, which was a 13 percent increase compared to the previous year’s revenue of $1,726,728. Expenses for the past two years were $1,927,137 in FY19 and $1,739,728 in FY18. The agency ended FY19 with an overall surplus of $24,653, compared to the previous year’s deficit of $13,173.

Financial Development

Fundraising is a vital function to offer low cost counseling services and free community education programs to the public. Fundraising responsibilities make up 56 percent of the agency’s total budget. In FY19, the agency raised $1,091,877 through donations, grants, memorials and events. The agency is proud to report that 83.4 cents of every dollar supports client services and 16.6 cents of every dollar is spent on administrative functions.

The largest fundraising event last year was the 40th Annual Celebration of Recovery, generating a record-breaking $449,024 compared to FY18 at $394,380. Over the past five years, the event has grown by $142,324 or 46 percent.
Health & Safety Performance
The agency hosts annual staff health and safety trainings covering: bomb threats, fire, natural disaster, severe weather, power failures, workplace violence, blood borne pathogens, infection control, emergency drills and more. This past year, the agency enlisted an online training system to automate the training and education process. This new training system is self-driven for the employees and incorporates competency-based outcomes.

Grievances & Critical Incidents
In FY19, no grievances were reported and six critical incidents were reported. All critical incidents were related to wellness situations involving two falls, one cut, one intoxicated client, one suicidal client and one psychogenic non-epileptic seizure. The incidents were handled in a timely manner, filed, reported and debriefed accordingly with no remedial action being taken. Several recommendations were made through debriefings and implemented as appropriate.

Quarterly & Annual Reviews
The electronic health record, Insync, makes it possible to review clinical charts and documentation with ease and allow quality oversight in a timely and efficient manner. This year, chart audit systems were monitored monthly and reviewed quarterly and annually.

Other areas assessed/reviewed include accessibility, human resources, technology, finance, accounting, risk analysis, risk management, health, safety, cultural competency, diversity and corporate compliance. The team develops a plan for each of these areas and reports progress quarterly and annually. Copies of this document are available at any time.

Strategic Planning
To ensure the agency is relevant, innovative and continually improving services, a Strategic Plan is developed by the board of directors with staff input. The most recent strategic planning session was conducted at the May 2018 board retreat. As a result of the 2018 strategic planning and a recommendation from CARF, the Marketing Committee started work on revising the mission statement. In March of 2019, a new mission statement was adopted: Facing Mental Health and Addiction, Creating Solutions, Celebrating Recovery. The Strategic Plan is updated annually and new goals and objectives are set for each fiscal year.

Outcomes
Outcomes are important to the work we embark on every day. Understanding client and community need drives program development and implementation. Goals and objectives are developed and monitored throughout the year as a part of continuous efforts to assess and improve organizational structure and programs.

Non Profit & Oversight
ACTC is a 501(c)3 not for profit agency governed by a volunteer board of directors. HSPG and Associates performs an external financial audit annually. The FY19 audit was conducted in September 2019 and the HSPG team presented the final audit report in October 2019 with no identified material findings.
Partnerships & Referrals
The agency continues to partner with groups related to the mission, including:

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<td>OK County Crises Center</td>
<td>Positive Tomorrows</td>
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Accreditation & Certification
A Chance to Change is accredited by CARF for Integrated Alcohol and Drug and Mental Health Services. The CARF accreditation was conducted in May of 2018 and the agency received a three-year certification. The Oklahoma Department of Mental Health and Substance Abuse Services also certifies ACTC for substance abuse services and problem gambling treatment. ODMHSAS will conduct a certification review in the late fall of 2019. ACTC meets the requirements and standards set out by national accreditation and state certification bodies. Anyone may request a copy of the agency’s reports, policies and procedures, consumer handbook and outcome reviews.

The board of directors reviews the Annual Report and Management Report at the Annual Meeting each year. The FY19 Annual Meeting is Tuesday, November 12, 2019.