WHO WE ARE

Mission: “Offering a chance to change lives affected by addictions and behavioral disorders.”

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 our 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 addiction and behavioral health disorders.

ACTC views substance use disorders as a disease of the brain and a treatable illness. We support 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.

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:

<table>
<thead>
<tr>
<th>Family Issues</th>
<th>Managing the Stress of Everyday Life</th>
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<tbody>
<tr>
<td>Anxiety &amp; Depression</td>
<td>Work/Life Balance &amp; Work Difficulties</td>
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<tr>
<td>Substance Use, Problem Gambling &amp; Other Addictions</td>
<td>Improving Self-Esteem</td>
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<td>Trauma &amp; PTSD</td>
<td>Parenting- Children &amp; Adolescents</td>
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<td>Relationship Difficulties &amp; Divorce</td>
<td>Employee Assistance Programs</td>
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<td>Major Life Events</td>
<td>Assessments, Screenings &amp; Interventions</td>
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<td>Death &amp; Grief</td>
<td>Play therapy</td>
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<tr>
<td>Violence or Domestic Abuse</td>
<td>Case Management &amp; Peer Support</td>
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What Makes Us 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 addiction and behavioral health disorders

Board of Directors

The agency is fortunate to have a stellar board of 21 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.
Staff & Volunteers
During FY18, 20 FT staff members and one PT contract therapist were employed. The 13 staffers serving on the clinical team have varying backgrounds, licensures and expertise ranging from: LPC, LADC, LCSW, LFMT, Case Management and Peer Recovery Support with several clinicians dually licensed. ACTC also contracts with a Medical Director that provides weekly consultation services. This broad level of staffing allows a wide range of quality services and expertise. The organization utilized four interns and three volunteers.

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, programs

COMMUNITY IMPACT
July 1, 2017- June 30, 2018, through all programs and services, the organization reached 2,052 individuals through 13,434 direct service hours.

The counseling program alone, served 1188 individual clients, ages four to 79, through individual, group, family and couples therapy. This is an increase of 197 clients or 16% over the previous year. This is also the largest number of clients served through counseling services. Session counts also increased with FY18 logging 10,390 counseling sessions compared to 7606 in FY17. This is a 27% increase or 2784 additional sessions. Of the 10,390 sessions, 713 were conducted serving clients at the new Palomar office and 851 were first-time clients.

Reduced Fee & Scholarship Programs
ACTC is proud to offer low cost counseling programs to the community for individuals and families that cannot afford services, have no insurance or have high deductibles. The A Chance to Recover and Problem Gambling Programs alongside Palomar, all support reduced or no fee short and long-term therapy programs.

The A Chance to Recover program served 128 clients, ages 13 to 65, through 1867 mental health and addiction related sessions. These services reached clients over 15 cities and 7 counties throughout Oklahoma and consisted of psycho education, case management, peer support, assessments, individual, group, and family counseling.

The Problem Gambling program, supported by donors and the Oklahoma department of Mental Health and Substance Abuse Services, served 85 clients via 1319 sessions.

Counseling Services- 5 year Comparison

<table>
<thead>
<tr>
<th></th>
<th>Unduplicated Client Count</th>
<th>Total Sessions</th>
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<tbody>
<tr>
<td>FY 14</td>
<td>1189</td>
<td>6576</td>
</tr>
<tr>
<td>FY 15</td>
<td>1255</td>
<td>6816</td>
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<tr>
<td>FY 16</td>
<td>924</td>
<td>7382</td>
</tr>
<tr>
<td>FY 17</td>
<td>991</td>
<td>7606</td>
</tr>
<tr>
<td>FY 18</td>
<td>1188</td>
<td>10,390</td>
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New Counseling Services in FY18

ACTC at Palomar, Oklahoma City’s Family Justice Center

Palomar is a collaborative project that changes the trajectory of domestic and family violence by banding community resources together and working as one team in an integrated setting. Board member, Spence Carson, led the effort to raise pilot project funds and support a full-time therapist at the Palomar location. ACTC provides Palomar clients with assessments, crises management, short and long-term individual counseling, group therapy while also lending expertise for staff and partner counseling and training.

This special project provided 713 hours of counseling to individuals and families affected by domestic violence, sexual assault, elder abuse and human trafficking and supported staff members from over 20 partner agencies housed at the central location. Clients receiving services ranged in ages from four to 79 from across 11 cities and 6 counties.

Telehealth - serving clients beyond the office

Telehealth was new to ACTC in FY18 thanks to a generous grant from the Oklahoma City Community Foundation. The service is virtual and supports therapy at the comfort of the client’s home, preferred personal space or workplace. In the first year, 157.5 session hours were provided to support adolescents and adults ranging in age from 11 to 75 throughout 15 Oklahoma cities, 10 counties and 2 states. This added service was especially beneficial last winter when the agency had to close for inclement weather.

A Chance to SUCCEED

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 FY18, 12 schools and community partners offered 29 groups throughout the year. The entire SUCCEED program provided 1,732 hours of small group education and therapy to 334 students. The student reach mirrors the previous year and sustained the 31% increase from FY16. Participating entities included Edmond- Boulevard Academy, Edmond Memorial High School, Oklahoma Christian Academy, Mustang Horizons, Mustang North Middle School, Mustang South Middle School, Putnam City Academy, Shidler Elementary, Heritage Hall, Canyon Ridge, Northside YMCA and the Juvenile Intervention Program.

Students Share Their Thoughts & Experiences - Key Outcomes

91% attending school more regularly & 79% improved grades
68% plan to use drugs and/or alcohol less often
81% feel more satisfied with family/friend relationships & 97% feel better about themselves and their future
Addiction Education Series
The eight-week series provides psychoeducation free to the public with series topics educating individuals and families on the disease of addiction and how it affects the brain, body, and family unit.

In FY18, 530 participants, from 27 Oklahoma counties, attended 1,313 total sessions. The unduplicated client count increased 20% this past year and the overall session count increased 26%. Of the 530 unduplicated attendees, the average age was 38 and approximately half of the attendees (287) attended more than one session.

Employee Assistance Services
The Employee Assistance Program provides confidential, professional behavioral health services for 37 local businesses and their employees, including 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 from “Stress Management”, to “Balancing Work and Life” to “Dealing with Difficult People” and more.

Throughout FY18, 26 of the 38 companies, enrolled in the program, utilized services totaling 274 individual clients and 1519 EAP sessions.

FINANCIAL DATA & FUNDING
Agency income for FY18 was $1,726,555, a 5% increase, compared to $1,635,879 the previous year. Expenses the past two years are comparable and were of $1,739,728 in FY18 and $1,758,080 in FY17. The agency ended FY18 with an overall deficit of $13,173 compared to the previous year’s deficit of $122,201.

*FY 15: restatement of revenue, actual revenue was $1,417,422
Funding for programs comes from the following sources: fees for services (insurance or self-payment, Sooner Care (Medicaid), Employee Assistance Program contracts, Central Oklahoma United Way for 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 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% of the agency's total budget. In FY18, the agency raised $971,198 through donations, grants, memorials, and events. The agency is proud to report 19 cents of every dollar is spent on administrative functions and 81 cents of every dollar supports client services.

The largest fundraising event last year was the 39th Annual Celebration of Recovery, generating a record-breaking $394,380 compared to FY18 at $364,878. Over the past five years, the event has grown by $151,325 or 38%!

BUSINESS OPERATIONS
The agency identifies needed improvements, including accessibility, human resources, technology, finance, accounting, risk analysis, health and safety, cultural competency, diversity, and corporate compliance through ongoing reviews of business practices. The management team monitors and assesses these plans quarterly and copies of the quarterly report are available at any time.

Health & Safety Performance
The agency hosts annual staff health & safety training covering: bomb threats, fire, natural disaster, severe weather, power failures, workplace violence, blood borne pathogens and infection control. Emergency drills are held at least annually.
Grievances & Critical Incidents
In FY18, no grievances were reported and three critical incidents were filed. The critical incidents all related to wellness situations involving a fall, cut and chemical spill. The incidents were handled in a timely manner, filed, reported and debriefed accordingly and no remedial action was taken.

Quarterly & Annual Reviews
The electronic health record, Insync, has made 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. The main areas of focus were diversifying all aspects of the agency, sustained revenue, marketing, community reputation and succession planning. Client surveys and referral source survey information are also utilized to plan for future needs.

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 FY18 audit was conducted in September 2018 and the HSPG team presented the final audit report in November 2018 with no identified material findings.

Partnerships & Referrals
The agency continues to partner with groups related to the mission, including: ODMHSAS, OBHA, 12 Step Meetings, Dr. Hal Vorse, PC Schools, Yukon Public Schools, Edmond Public Schools, Mustang Public Schools, OKC Public Schools, OK Health Department, OKC County Health Department, Francis Tuttle, Chesapeake, Green Shoe Foundation, Palomar, Hope House, Crossings, NAIC, Gateway, MHAOK, North Care, Integris, Arcadia Trails, Heartline 211, SOS, OK County Crises Center, Goodwill, The Y, YWCA, Suicide Prevention, United Way of Central Oklahoma, City of OKC, Rainbow Fleet, Parent Promise, OKC Indian Clinic, OKC Artists 4 Justice, Legal Aid Services of OK, Infant Crises Services, Inc., The Dragonfly Home, Pivot, and more.

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 conducted clinical and financial reviews in the fall of 2017, winter 2018 and again in the summer of 2018. 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 FY18 Annual Meeting is Tuesday, November 13, 2018.