The leadership team of A Chance to Change Foundation (ACTC) has reviewed the agency’s performance to assess programming and identify improvements to the services provided to clients, program participants, staff and community. Agency performance reviews are conducted through several avenues including: leadership team meetings, clinical meetings and quarterly reviews.

AGENCY MISSION & OVERVIEW

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

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. Services include:

- Drug and Alcohol Counseling, Prevention and Community Education
- Problem Gambling Addiction, Sex & Other Addictions Counseling
- Mental Health Counseling
- Tobacco Cessation Counseling
- Stress Management, Depression & Anxiety Counseling
- Family & Couples Therapy
- Grief & Trauma Counseling
- Play Therapy
- Assessments, Screenings & Interventions

AGENCY PHILOSOPHY

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

ACTC also 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.

WHAT SETS ACTC APART

Many unique qualities and characteristics set the agency apart from other local and state organizations. A few of these very special qualities include:

- Leadership, support and expertise from the BOD 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 counseling;
- specialized services for children, adolescents, and families including education, prevention, and early intervention programs.
STAFF & VOLUNTEERS

In FY 17, ACTC employed 23 staff members, 19 FT, one PT, and three contract, with varying backgrounds, licensures and expertise ranging from: LPC, LADC, LCSW, LFMT, and BHCM with several clinicians dually licensed. ACTC also contracts with a Medical Director that provides weekly consultation services. This broad level of staffing allows for a wide range of quality services and expertise. The organization utilized four interns and five volunteers throughout the year.

BOARD OF DIRECTORS

ACTC has one of the strongest boards in the Oklahoma City metro area with extreme dedication and loyalty to the mission of the organization. They are committed to organizational leadership and fundraising to support stellar program and service delivery. The board is the leading agent in fundraising activities, especially the agency’s annual special event, Celebration of Recovery.

OUTCOMES

Outcomes are important to the work ACTC embarks 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, and service delivery.

PROGRAM STATISTICS BY NUMBERS AND PAY SOURCE

COUNSELING SERVICES

July 1, 2016- June 30, 2017, the organization served 991 individual clients, ages five to 76, through various counseling programs and case management services compared to 924 clients in FY 16. This is an increase of 67 clients or 7% over the previous year.

ACTC also provided 7,606 counseling sessions (8,095 hours) in FY 17 compared to 7382 counseling sessions in FY 16. This is a 3% increase or 224 additional sessions. Of the 7,606 sessions, 5,991 were individual or family and 1,615 were group sessions. The majority of growth was seen in group sessions with approximately a 15% increase over the previous year.
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 FY 17, 14 schools offered 37 groups reaching 343 students and graduating 282 participants throughout the year. The student reach is a 31% increase over FY 16. Participating schools included Edmond- Boulevard, Edmond Memorial High School, Hefner Middle School, Heritage Hall, Mustang Canyon Ridge, Mustang Horizons, Mustang North Middle School, Mustang South Middle School, Northside YMCA, Putnam City Academy, Putnam City North, Shidler Elementary, Yukon Middle School and Yukon High School.

KEY NOTES

- 84% reported a better awareness of their own using
- 78% increased knowledge of drugs/alcohol and addiction
- 82% feel better about themselves and their future
- 79% reported they are more satisfied with their relationship
ADDICTION EDUCATION SERIES

Through the weekly Monday evening series, ACTC provided 968 services to overall attendees, reaching 422 unduplicated participants. This is an increase of 164 unduplicated attendees from the previous year. In FY 17, the series added two additional session topics including mental health/co-occurring challenges and parenting.

KEY NOTES

- 50% of attendees participated in more than one topic
- 10% of participants attended the entire series
- Attendees ranged in age from 11 to 91
- Participants traveled from 30 cities in OK, TX and AR
- 59% of attendees reported little or no knowledge around the series topic
- 91% reported increased learning
- 98% reported presenter was knowledgeable, prepared & organized
- Referral Sources: Sponsors, counselor(s), attorney, church, FB, family, friend, job, probation officer/judge, school, community agency, doctor, OKCPD-Victim Services, and marketing efforts.

FINANCIAL DATA & FUNDING

Agency income for July 1, 2016 - June 30, 2017 was $1,635,879 compared to $1,615,839 the previous year. Expenses of $1,758,080 compared with $1,715,072 in FY 16. The agency ended FY 17 with an overall deficit of $122,201. Total liabilities and net assets at the end of June 30, 2017 were $1,018,202 compared to $1,017,232 the previous year. Funding for programs comes from the following sources:

- fees for services (insurance or self-payment);
- 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);
- Sooner Care (Medicaid);
- Individual and corporate donations;
- Special events;
- Private foundation grants.

The board of directors designates monies to two funds- emergency operating and capital expenses. A total of $300,000 is set aside for the Emergency Operating Reserve Fund with remaining monies rolling to the Capital Fund. The balance in the Capital Fund is $57,739 after $185,000 were used for the new office location and move.
Vast amounts of resources were spent improving the agency’s foundational structure. ACTC implemented a new Electronic Health Record, accounting and financial system and moved locations to a beautiful new office located in Casady Square. New system implementations along with the move took place fall 2016 and were operational by the beginning of 2017. The leadership team and staff committed themselves to streamlining functions, processes and procedures for the agency.

**FINANCIAL DEVELOPMENT**

Fundraising is a vital function for the agency to offer reduced fee counseling services and community education programs to the public. In FY 17, $1,103,251 was raised through donations, grants, memorials, and events. The largest fundraising event was the Celebration of Recovery, generating a record-breaking $364,878. Over the past five years, the event has grown by $204,369!
PARTNERSHIPS AND REFERRALS

The agency continues to partner with groups related to the ACTC mission, including: ODMHSAS, Oklahoma Behavioral Health Association (formerly OSASA), 12 Step Meetings, Dr. Hal Vorse, Putnam City Schools, Oklahoma Health Department, Francis Tuttle, Chesapeake, Green Shoe Foundation, Palomar, Hope House, Crossings Community Center, NAIC in Norman, Gateway to Prevention and Recovery in Shawnee, Mathis Brothers, Red Cross/Mental Health Association Oklahoma, North Care, Integris, Heartline 211, SOS, OK County Crises Center, Goodwill, YMCA, YWCA, Urban League, Suicide Prevention, and United Way of Central Oklahoma.

BUSINESS OPERATIONS

ACTC 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. There is a plan for each of these areas and is reported quarterly by the management team. Copies of this document are available at any time.

The agency hosts annual staff training and conducts safety drills for emergencies. Safety measures are included in the quarterly reviews completed by the management team.

GRIEVANCES AND CRITICAL INCIDENTS

There were no grievances reported. Critical incidents were followed up appropriately, with no remedial action taken and debriefings completed, as needed.

CLINICAL DOCUMENTATION REVIEW

The electronic system has made it possible to review clinical charts, documentation, and conduct quality oversight in a timely manner. This year, chart audit systems were monitored and reviewed monthly.

NON PROFIT AND OVERSIGHT

ACTC is a 501(c) 3 not for profit agency governed by a volunteer board of directors. HSPG and Associates performs an agency wide external financial audit annually. The FY 17 audit was conducted in August and September 2017 and the HSPG team presented the final audit report to the Finance and Audit Committee with no identified material findings.

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 2016 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. The ODMHSAS substance abuse and gambling program review were both conducted December 2015. The next ODMHSAS review will be a combined review in FY 18. 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 ACTC Board of Directors reviews the Annual Report and Management Report at the Annual Meeting each year. The FY 17 Annual Meeting is Tuesday, November 7, 2017. The reports will be available on request for consumers, stakeholders, and the Oklahoma Department of Mental Health and Substance Abuse Services.