ACTC Management & Annual Report

July 1, 2015 – June 30, 2016

The leadership team of A Chance to Change Foundation (ACTC) has reviewed the agency’s performance in order to assess quality of programming and identify needed 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.

This Management Report encompasses program and financial activities for July 1, 2015 through June 30, 2016, with additional information through the end of the 2016 calendar year and beyond.

**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 these disorders. Services include:

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

**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:

- Board of Director’s leadership support and expertise;
- highly committed team;
- diversity of staff, licensure, training and expertise;
- philosophy and emphasis on treatment for family members;
- commitment to provision of a continuum of care which includes prevention, education, early intervention, treatment and recovery;
- trauma and co-occurring focused counseling;
- specialized services for children, adolescents, and families;
- free education, prevention, and early intervention programs;
- collaborative partnerships and expert community referrals.

STAFF & VOLUNTEERS

In FY 16, ACTC employed 22 staff members, 19 FT and 2 PT, with varying backgrounds, licensures and expertise ranging from: LPC, LADC, LCSW, LFMT, and BHCM. Most clinicians are dually licensed. ACTC also employs a Certified Behavioral Health Case Manager and a Medical Director who is contracted for regular consultation. This broad level of staffing allows for a wide range of quality services and expertise. The organization utilized four interns and four 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. The board of directors is committed to strong 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 extremely 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.

CLIENT’S WORDS OF GRATITUDE

The most helpful thing about my counseling at ACTC is the help to overcome my addictions and begin to heal and strengthen relationships and life...happy and free! 😊

ACTC has helped me feel safe.

I am learning coping skills and life is getting better.

I really appreciate my group class.

ACTC has addressed my needs and allowed me to be me, and not be judged.

Group counseling helps because I can be among like-minded people who help support me in ways others cannot.

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

Last year the SUCCEED program was delivered in 11 schools to 31 different groups reaching 261 students and providing 1,644 units of service.

Outcomes are tracked through student surveys and evaluations. Results show:

- 95% learned more about addiction and the impact on family
- 92% reported a better awareness of their own using
- 90% feel better about themselves and their future
- 88% reported they are more satisfied with their relationships
- 83% are attending school more regularly while 75% are also making better grades during the semester

In addition, 66% of students report not using at the beginning of group and still not using at the end of group. Out of those using: 22% stopped, 55% used less often, 12% stayed about the same and 45% reported they decreased the number of substances they were using.
Through the weekly Monday evening series, ACTC presented 49 addiction education programs providing 869 services (total attendees) to 258 individual participants. This is an overall increase of 210 attendees 25% over last year. In FY 16, the Addiction Education Series was revamped to include tailored and consistent weekly presentations as well as the addition of an in-person testimony. The testimony was a huge success and added a personalized element to the series that deeply resonated with participants. This simple addition was a big win for the long-time program!
Between July 1, 2015-June 30, 2016, the organization served 924 individual clients through various counseling programs and case management services compared to 1,170 in FY 15. This is a decline of 21% from the previous year.

ACTC also provided 7,382 counseling sessions in FY 16 compared to 6,810 counseling sessions in FY 15. This is an increase of 572 more sessions or 8%. Of the 7,382 sessions, 5,973 were individual or family counseling sessions and 1,409 were group sessions.

Program participants traveled from 20 counties in Oklahoma to receive services. The majority of clients reside in the following counties: Oklahoma, Canadian, Cleveland and Logan.

Measuring client outcomes in the counseling program is vital to understanding the program’s value, success, progress, challenges and needs. Client surveys reveal that 95% of clients responded, “yes definitely” or “yes mostly” to the following questions:

- appointments are set in a reasonable time frame;
I feel I have been treated with dignity and my cultural heritage has been respected by the staff;
session fees are fair and reasonable.

Client surveys also reveal that over 86% of clients responded, “yes definitely” or “yes mostly” to the following questions:

- hours and location are convenient;
- I trust my counselor;
- I am motivated and encouraged by my counselor.

This past year, ACTC continued disaster-related counseling and addiction services to those impacted by the May 2013 Tornadoes. The United Way of Central OK provides this funding and the program will continue through June 2018. In FY 16, 74 individual clients utilized 507 counseling services through this program.

4 INCOME & FUNDING

Agency income for July 1, 2015 - June 30, 2016 was $1,615,839 compared to $1,417,422 (restatement= $277,800 totaling $1,695,222) the previous year. Expenses of $1,715,072 compared with $1,525,530 in FY 15. The agency ended FY 16 with an overall deficit of $99,233. Total liabilities and net assets at the end of June 30, 2016 were $1,017,232 compared to $927,821 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 Services;
- Oklahoma Department of Mental Health and Substance Abuse Services (Problem Gambling Treatment Program);
- State of Oklahoma OJA grant (for A Chance to SUCCEED);
- Sooner Care (Medicaid);
- Individual and corporate donations;
- Special events;
- Private foundation grants.

The board of directors designates reserve funds as follows: $300,000 to Operating Reserve and the balance of reserve funds go to the Capital Fund. The Capital Reserve fund for 2015-2016 is $242,739 totaling $542,739 in unrestricted, board designated net assets.

INCOME SNAPSHOT
The past year a vast amount of time has been spent on technology including: launching a new agency website, researching and evaluating a new electronic health record, planning and developing a new financial/accounting system and structure, eliminating process duplication and redundancy, and implementing an electronic payroll system. New system implementations will begin July 2016 and continue into late fall. The leadership team and staff are committed to the ongoing work of streamlining functions, processes and procedures for the agency.
6  FUNDRAISING AND DEVELOPMENT

Fundraising is a vital function to offer reduced fee counseling services and community education programs to the public. The board of directors and staff spend a great deal of time, energy and focus on fundraising in order to continue to provide these free and low cost programs.

In FY 16, $1,152,918 was raised through donations, grants, memorials, and events. The largest fundraising event was the 2016 Celebration of Recovery, generating a record-breaking $346,198. Over the past five years, the one night event has grown by $185,689! The board of directors and staff should be applauded for their continued success with this event.

7  PARTNERSHIPS AND REFERRALS

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

We also work closely with the following treatment centers: Catalyst, The Arc, Santé Treatment Center, Valley Hope Treatment Center, Hazel Street, Clay’s Crossing, Rob’s Ranch, The Menniger Clinic, 12 & 12, The Referral Center, Jordan’s Crossing, Mission Academy (Teen Recovery Solutions) and other residential treatment centers. Partnerships and referrals are an important part of marketing the agency, providing services and supporting positive client outcomes. The agency provided over 3,150 referrals during FY 16.
8 OTHER MANAGEMENT ISSUES

Facility

Over the past year, Building Chair, Marsh Pitman worked to identify new space for the agency. In March 2016, the board of directors voted to move the agency to a new lease location in Casady Square located at Pennsylvania Avenue and Britton Road. The new space is a five-year lease option and the agency will move the fall of 2016. This is an exciting time for the agency. Reserve funds, which are not committed to the operating reserve, have been set aside for capital needs.

9 POLICY AND PERFORMANCE REVIEW

9.1 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. Drills for emergencies are held at least annually. Other safety measures are included in the quarterly reviews completed by the management team.

9.2 GRIEVANCES AND CRITICAL INCIDENTS
There were no grievances reported. Critical incidents were followed up appropriately, with no remedial action taken and debriefings completed.

9.3 OTHER ONGOING REVIEWS
ACTC also tracks other areas, identifying any needed improvements, including accessibility, human resources, technology, finance and accounting, risk analysis and management, health and safety, cultural competency and diversity, and corporate compliance. There is a plan for each of these areas and is reported on quarterly by the management team. Copies of this document are available at any time.

9.4 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.

9.5 NON PROFIT AND OVERSIGHT
ACTC is a 501(c) 3 not for profit agency governed by a volunteer board of directors. An agency wide external financial audit is performed annually. A Chance to Change engaged a new audit firm, HSPG and Associates to perform the FY 16 audit. The current year’s audit identified opportunities for improvement in the agencies internal controls and these opportunities have been discussed and addressed with the Finance and Audit Committee as well as the CEO and leadership team.

10 ACCREDITATION AND 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 2015 and the agency received a three-year certification.
ACTC is also certified for substance abuse services and problem gambling treatment by the Oklahoma Department of Mental Health and Substance Abuse Services. The ODMHSAS substance abuse review was conducted December 23, 2015 and the agency was awarded a two-year certification.

The last gambling program certification was awarded in 2015 for 3 years and will renew in 2017. 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.

ACTC has responded to these changes by refining and expanding our Oklahoma City alcohol and drug addiction counseling, adding gambling addiction counseling and counseling for other addictions and disorders, and expanding treatment services to meet families’ needs.

The ACTC Board of Directors reviews the Annual Report and Management Report at the Annual Meeting each January. This year’s Annual Meeting is scheduled for Tuesday, January 17, 2017. The reports will be available on request for consumers, stakeholders, and the Oklahoma Department of Mental Health and Substance Abuse Services.