ACTC Management Report
July 1, 2014 – June 30, 2015

Through the quarterly review process, 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.

This Management Report encompasses program and financial activities for July 1, 2014 through June 30, 2015, with additional information through the end of the 2015 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 addiction counseling
- Drug and alcohol prevention programs
- Drug and alcohol education
- Early drug and alcohol intervention
- Problem gambling addiction counseling
- Sex & other addictions counseling
- Tobacco Cessation
- Stress Management
- Depression & Anxiety
- Family and Marital Issues
- Grief Counseling
- Trauma Counseling
- Pain Management
- Co-occurring Disorders
- Co-dependency
- Assessment
- PTSD Screening

Agency Philosophy

ACTC views chemical dependency, problem gambling, and other addictions as a diseases of the brain and as treatable illnesses.

ACTC also understands addiction is a painful disease that affects the entire family. Family involvement in treatment aids in healing family relationships; it also provides the support needed to improve the addict’s chance of successful recovery. The entire family is affected by someone’s addiction, and all are encouraged to participate in 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 are centered in and around ACTC; setting the agency apart from other local and state organizations. A few of these very special qualities include:

- highly committed administrative, business office and clinical staff that genuinely have a heart for the mission and clients served;
• diversity of staff, licensure, training and expertise;
• Board of Director support, expertise and support in fundraising efforts;
• wide range of services and emphasis on treatment for family members of those suffering from addictions;
• commitment to provision of a continuum of care which includes prevention, education, early intervention, treatment and recovery;
• wide range of pay sources to accommodate diverse client base;
• trauma and co-occurring focused counseling;
• variety of specialized services for children, adolescents, adults, and families;
• free education, prevention, and early intervention programs, especially for youth;
• collaborative partnerships and expert community referrals.

OUTCOMES

Outcomes are extremely important to the work ACTC does every day. Understanding client and community needs drive program development and implementation. Goals and objectives are developed and monitored throughout the year as a part of ACTC’s continuous effort to assess and improve services and organizational structure. Surveys are distributed to determine the level of satisfaction and results experienced by clients, stakeholders, partners, staff, board members and others.

Stakeholder surveys revealed that 88% of those surveyed are aware of the variety of services offered by ACTC and are pleased with the referral process. Those surveyed also feel the agency is providing good or excellent customer service.

STAFF & VOLUNTEERS

Throughout the fiscal year, ACTC employed a total of 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. Employee outcomes and surveys reveal 92% of

CLIENT’S WORDS OF GRATITUDE

I am so grateful for a second chance. I am grateful for this journey and the friends along the way!

ACTC has helped me beyond word.

I am grateful for ACTC, it has given me hope and strength. What a blessing this place is!

I really appreciate my counselor.

I am grateful for ACTC, it has really helped with my gambling problem. My counselor is wonderful and group leader is great too!

I am so thankful for ACTC, this past year spent in recovery and the peace I have received.

Thank God for ACTC and all of the people who help individuals become better in life.
employees enjoy their work, feel the agency is providing good services, are working to improve quality, have an understanding of the mission and policies, have an understanding of policies and procedures, have an understanding of client rights, feel they had an adequate orientation, feel they received adequate training to do their job, received adequate information on changes that occur at work and opportunity for input when changes occur.

The organization utilized seven interns and three volunteers.

**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, developing and fundraising for stellar program and service delivery. The board is the leading agent in fundraising activities, especially the agency’s annual special event, Celebration of Recovery.

In FY 15 the board of directors maneuvered the agency through a change in executive directors, secured an interim director and then spearheaded the search for a new leader. With their support, as of April 15, 2015, ACTC has a new CEO leading the agency.

Understanding board involvement and experiences is just as important as understanding others experiences that are associated with the agency. When surveyed, outcomes measured 100% of board members stated very positive reactions to the following: talents were being adequately utilized, membership is stimulating and rewarding, roles are understood and the board is effective, and they understand the agency’s programs, financial and legal responsibilities as a board member.

**PROGRAM STATISTICS BY NUMBERS AND PAY SOURCE**

1 **SUCCEED**

The A Chance to SUCCEED education and early intervention program aims to improve students’ lives by reducing the use of alcohol/drugs, improving school performance, improving relationships, and improving their understanding of substance use and its effects on them and their decisions. Last year the SUCCEED program was delivered in 14 schools to 38 different groups reaching 394 students.

Program outcomes are tracked through surveys and evaluations. Results show:

- 90% learned more about addiction and its effects on their family
- 69% are making better grades this semester
- 75% are attending school more regularly
- 72% are more satisfied with their relationships
- 80% feel better about themselves and their future
- 53% stopped using or reported they were using less often
To corroborate the reports from students, school counselors and principals also report improvement in grades, graduation rates, test scores, and in some cases, a reduced drop-out rate. School officials are enthusiastic about the support A Chance to SUCCEED provides to the students.

2 ADDICTION EDUCATION SERIES

ACTC served 659 participants through the free Monday night psycho-education Addiction Education Series compared to 975 the previous year. This represents a 32% decrease in participants. The continued decline of this program will be a major discussion topic for the Program Committee and staff in 2016.
3 COUNSELING SERVICES

Between July 1, 2014-June 30, 2015, the organization served 1,170 individual clients through various counseling programs and case management services compared to 1,189 in FY 14. ACTC also provided a total of 6,810 sessions compared to 6,575 sessions the previous year. 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.

![Bar chart showing INDIVIDUAL CLIENTS VIA PAY SOURCE](chart)

Measuring client outcomes in the counseling program is vital to understanding the program’s value, success, progress, challenges and needs. Client surveys reveal that 96% of clients responded “yes definitely” or “yes mostly” to the following questions:

- appointments were being set in a reasonable time frame;
feeling they are treated with dignity;
they had input into their treatment goal;
session fees are fair and reasonable;
they are finding and developing strategies and ways to stay abstinent;
hours and location are convenient;
overall satisfaction with services;
ability to develop a positive attitude;
improving at work/school;
relationships are improving;
counseling has helped with emotional/mental health issues and/or addictive behaviors.

This past year, ACTC continued disaster related counseling and addiction services to those impacted by the May 2013 Tornadoes. This funding is provided by the United Way of Central OK and the program will continue through June 2016. In FY 15, a total of 85 clients were served through this program and outcome results indicated:

- 90% of clients showed improvements on post-screening assessment tests
- 92.3% of clients showed improvements in school, work/daily activities
- over 50% of disaster related clients were dealing with an addiction personally or within their family unit.
4 FUNDING

Agency income for July 1, 2014-June 30, 2015 was $1,417,422 compared to $1,268,472 the previous year. Expenses of $1,525,530 compared with $1,268,472 in FY 14. The cash and reserve fund balance at the end of June 30, 2015 was $774,988 compared to $904,585 the previous year. 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 2014-2015 is $242,739. 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.

5 TECHNOLOGY

The past year a vast amount of time has been spent on technology including: continued implementation of the Foothold electronic health record, streamlining client intake paperwork, eliminating process
duplication and redundancy, exploring new technology to help with client reminders, payroll, electronic client billing, bill pay and more. System reviews continue into 2016 and staff are committed to streamlining functions, processes and procedures.

6 FUNDRAISING AND DEVELOPMENT

Fundraising is a vital function of ACTC because the Addiction Education Series, A Chance to SUCCEED, and other education and prevention that programs are offered free to the public. Programs like A Chance to Recover are also offered at very low cost. The board of directors spends a great deal of time, energy and focus on fundraising in order to continue to provide these free and low cost programs. In FY 15, $940,803 was raised through donations, grants, state grants, memorials, and events. The largest fundraising event was the Celebration of Recovery Event which generated $306,700 in March of 2015. Over the past four years the one night event has grown by 48%. The board and staff should be applauded for their continued success with this event!

![Celebration of Recovery](image)

7 MARKETING AND PUBLIC RELATIONS

The agency launched a new logo in 2015 and has been working diligently on plans for a new website. The new website should be fully operational in 2016. FY 15 was a year of planning and developing brand standards and a refreshed brand image for the organization. That work continues today and will begin to formally roll out with the new 2016 calendar year.

PARTNERSHIPS & REFERRALS

We continue to partner with several groups related to the ACTC mission, including OK Substance Abuse Services Alliance (OSASA), 12 Step Meetings, Dr. Hal Vorse, NAIC in Norman, Gateway to Prevention and Recovery in Shawnee, Red Cross, Heartline 211, SOS, OK County Crises Center, Goodwill, YWCA, Urban League, Suicide Prevention, and United Way. We work closely with Santé Treatment Center, Valley Hope Treatment Center, Four Winds, Hazel Street, New Hope, and other residential treatment centers. Partnerships and referrals are an important part of marketing the agency, services and supporting positive client outcomes. The agency averages over 260 expert referrals per month.
8 OTHER MANAGEMENT ISSUES

Facility

ACTC leases the two buildings which house approximately 8,500 square feet of offices. The warehouse is currently subleased. The agency is essentially out of space to grow. We are currently in the second year of a two-year lease with the current landlord.

Over the past year, the board worked with the landlord on several possible building renovations to the existing ACTC rental space. None of these options were viable for the organization. Outside of this reporting period, the board decided to look for another rental space. An ideal space would have a three to five year lease option. During that future time frame and depending on the local economic situation, the board will consider what the best long-term need for the organization is.

Reserve funds, which are not committed to the Operating Reserve, have been set aside for capital needs.

9 STRATEGIC PLAN

In order to continually improve services, a Strategic Plan is set by the board of directors with staff input. Our client surveys and referral source survey information is also utilized to plan for future needs. Moving forward, the strategic planning process will be handled through board committees with the help of staff liaisons and departmental staff as needed. This process will occur in February and March of 2016 to help set the direction of the agency and establish goals for the new year and future moving forward.

10 POLICY AND PERFORMANCE REVIEW

10.1 Health/Safety Performance
The agency hosts an annual staff Health & Safety training, held every January, 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 done by the management team.

10.2 Grievances and Critical Incidents
There were no grievances reported. Critical incidents were followed up appropriately, with no remedial action taken and debriefings completed.

10.3 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 which are reported on quarterly by the management team. Copies of this document are available at any time.

10.4 Clinical Documentation Review
The electronic system has made it possible to more completely review clinical charts, documentation, deadlines, and conduct quality oversight. This year new chart audit systems and tracking were put in place to become aware of documentation problems more quickly.

10.5 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. There was not a management letter or audit findings in the FY 2015 audit.

11 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 19, 2016. The reports will be available on request for consumers, stakeholders, and the Oklahoma Department of Mental Health and Substance Abuse Services.