

CHANGING LIVES IN TRYING TIMES.



A CHANCE
to Change

2020 **ANNUAL REPORT**

A YEAR OF STRUGGLE AND RESILIENCE

In the time of COVID-19, our services were more important than ever. Countless Oklahomans were driven into uncertain and tumultuous times. As the pandemic ensued, clients stayed in therapy longer; their usual coping skills being affected by quarantines and lockdowns. A mental health crisis arose, but A Chance to Change was there. We rallied our resources to not only continue our services but expand them to provide for our community. We offered free virtual support groups and online resources to bring assistance to clients and community members wherever they were.

Oklahoma still has healing left to do. The crisis exacerbated an already distressing mental health situation in our state. A Chance to Change will continue its work to support mental health and pave the way for healing in our communities.

TREATING FAMILIES SINCE 1979

Since 1979, A Chance to Change has been recognized for providing high quality, life-saving counseling and outreach education programs for individuals and families. 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.

The agency supports recovery of mental health and substance use conditions 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. We understand that people with these conditions can increase social connections greatly when they have access to recovery-oriented services and establish positive relationships with family and friends. ACTC is committed to providing quality wrap-around services for the entire family unit and support system.

We Can Help With:

Trauma	Depression
Couples & Family Conflicts	Anxiety
Adolescent, Child & Play Therapy	Stress Management
Co-Occurring Disorders	Grief Support
Substance Use Disorders	Interventions
Gambling Disorder	Life Coaching
Drug & Alcohol Education	Peer Support
Tobacco Cessation	...and More



CURRENT STATE



1 IN 4

OKLAHOMANS SUFFER FROM A MENTAL HEALTH DISORDER



2nd

HIGHEST RATE OF UNINSURED CITIZENS NATIONALLY



45th

OVERALL IN MENTAL HEALTH NATIONALLY



RICK AND SANDY: A FAMILY IN HEALING

Rick and Sandy have been married for 38 years, but not all those years were peaceful. They both experienced childhood traumas which left them treating each other in not so loving ways.

"When yelling started, it would take me back to when I was seven years old," Rick said. "It took me back to that fear. Shouting and screaming was my defense and I knew it was hurtful to Sandy and our relationship."

"In those times when it got heated between me and Rick," Sandy said. "It would take me back to when I was a kid too."

Rick and Sandy each struggled with having their own way, and their differences felt like personal rejection.

"We had many times of conflict in our marriage, but would sort of gloss over it and push it to the side," Rick said. "There was such a pile after about 30 years of marriage that there wasn't anything left to pile on. We got very hopeless and it created a major depression for the both of us."



They knew they needed help. They tried several counselors with little success before finding their way to A Chance to Change in March of 2018, both seeing counselors individually and also as a couple.

"Our counselors really helped us to get real with our ugly selves and to tackle our issues objectively without reacting," Sandy said.

"My counselor gave me the tools to recognize the triggers that led to conflict in my marriage," Rick said. "He helped me realize that sometimes my feelings weren't necessarily true, and that I didn't have to be led around by them anymore."

The agency has not only impacted Rick and Sandy, but their entire family.

"A Chance to Change helped more than our marriage. I have an adopted son, daughter, granddaughter and sister who have gotten counseling," Sandy said. "We all had our own individual struggles, and even conflicts with each other, but A Chance to Change really helped create healthy improvements in our relationships with one another."

For Rick, Sandy and their family, counseling helped them heal, not take things so personally and be a loving and understanding family.

"A Chance to Change helped more than our marriage. I have an adopted son, daughter, granddaughter and sister who have gotten counseling."

- Sandy

A RECORD-BREAKING IMPACT

In 2020, we served more clients and provided more services than ever before.



14,750
service hours
provided to



2,327
unduplicated
individuals



6%
increase in
client reach



0 - 86
ages served
from



83
cities across
Oklahoma



8,368
low or no cost
service hours



2,957 hours or 25%
of counseling was delivered
via Telehealth services

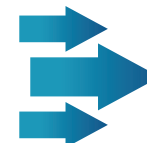


7,889 online visits
to the COVID-19
Mental Health Toolkit

ADVERSE CHILDHOOD EXPERIENCES (ACEs)

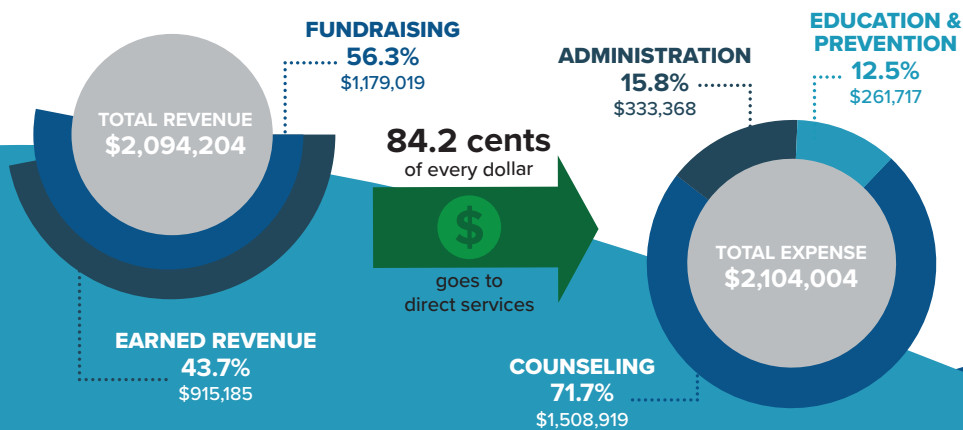
A landmark study in the 1990s found a significant relationship between an individual's number of adverse childhood experiences (ACEs) and a variety of negative outcomes in adulthood, including poor physical and mental health, substance use disorders and risky behaviors. The more ACEs experienced, the greater the risk for these outcomes. 2020 was the first year we reported the ACEs of our clients. ACEs are traumatic events occurring before age 18 and are measured by 10-question, yes-or-no survey, which every client at the agency completes. ACEs include all types of abuse and neglect as well as parental mental illness, substance use, divorce, incarceration and domestic violence.

36.4%
OF CLIENTS SCORED
4 OR HIGHER



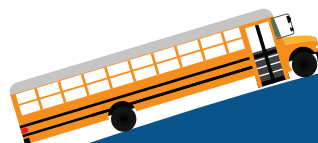
**MORE THAN 3X THE
NATIONAL AVERAGE**

**MORE THAN 2X THE
STATE AVERAGE**



A CHANCE TO SUCCEED

This school-centered program provides students free education for substance use, problem solving, relationships, peer pressure, bullying, depression, anxiety and more. Students participate in weekly prevention and early intervention groups conducted by licensed counselors and trained graduate level interns. Groups were transitioned into a virtual setting during the COVID-19 crisis.



1,670
service hours
provided to
488 students at
15 schools

MISSION

Facing Mental Health and Addiction,
Creating Solutions, Celebrating Recovery.

VISION

A world that embraces mental health care
as necessary and accessible for everyone.

VALUES



ACCEPTANCE

Change begins with acceptance.

Everyone's progress starts the moment they decide they want something in their life to change.

Willingness to ask for help sets the healing process in motion.

We honor this by embracing the unique needs of each individual as they begin taking steps toward positive change.



COURAGE

Change requires courage.

It takes strength to be vulnerable and seek new possibilities - it requires you to stop, turn and face the problems that are often easier to avoid.

We boldly support each person's journey and walk alongside them in their time of need.



TRANSFORMATION

Change is a journey.

Anyone can learn how to positively transform their life and emerge stronger and more resilient.

Growth happens when we learn to think differently.

Together, we commit to learning, improving and innovating to better serve each other.



COMMUNITY

Change happens together.

People flourish when they have support from others along the way; clinical professionals, family, friends and even total strangers who care.

We model how to lean on others for support by collaborating with our network of community partners.

HIGHLIGHTS FROM LEADERSHIP



Ron Carr
2021-23 Board Chair



Janienne Bella
CEO

As we sit down to share our thoughts with you, we cannot help but reflect on what an unusual and challenging year 2020 presented for everyone. Janienne and I swell with pride when we think of the commitment, compassion and innovation we witnessed and was demonstrated by staff, board members, volunteers, generous donors and community partners.

Through the challenging times of the COVID-19 pandemic, our country's social unrest and ever-changing political climate, the agency stood strong to meet the needs of clients and the community. In fact, FY20 was a historic year for the agency; we reached more clients and offered more counseling sessions than ever before. This is a testament to the tenacity and fortitude of those that support the A Chance to Change mission.

In 2020, we witnessed a crucial need for mental health and substance use services as the COVID-19 pandemic brought on a mental health crisis. The agency helped and supported individuals and families as they discovered new dreams, found the strength to cope, maneuvered through dark times, embraced sobriety and moved life forward. We saw Telehealth counseling solidify its role in an ever-changing environment. Online individual, group, couples and family counseling options allowed our therapists to pivot seamlessly when quarantines, virtual work and online schools took precedent.

Our younger clients were top of mind this year as their academic worlds were turned upside down. We are so grateful for the work we do with schools and students. It was a big win that surveys reported 74% of the students we worked with had an improved ability to cope with stress and 82% felt better about themselves and their future.

We would be remiss if we did not acknowledge the donors that supported the agency when the economy tightened and our annual event canceled this past March. We understand it is not always easy to support financially and your generosity, in the midst of great change and unknowns, was overwhelming and appreciated.

In closing, Janienne and I would like to extend a heartfelt thank you to each of you; however, "thank you" does not seem adequate enough to describe the gratitude we feel. Your kindness and steadfast support is the backbone of the work we do and we appreciate you - thank you for consistently loving our mission, agency and clients. We look forward to 2021 with aspirations of growth, extended reach throughout the state and excitement for the future of this organization.

THANK YOU TO OUR 2020
DONORS WHO HELPED US RAISE
A RECORD-BREAKING \$1,179,019!



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