



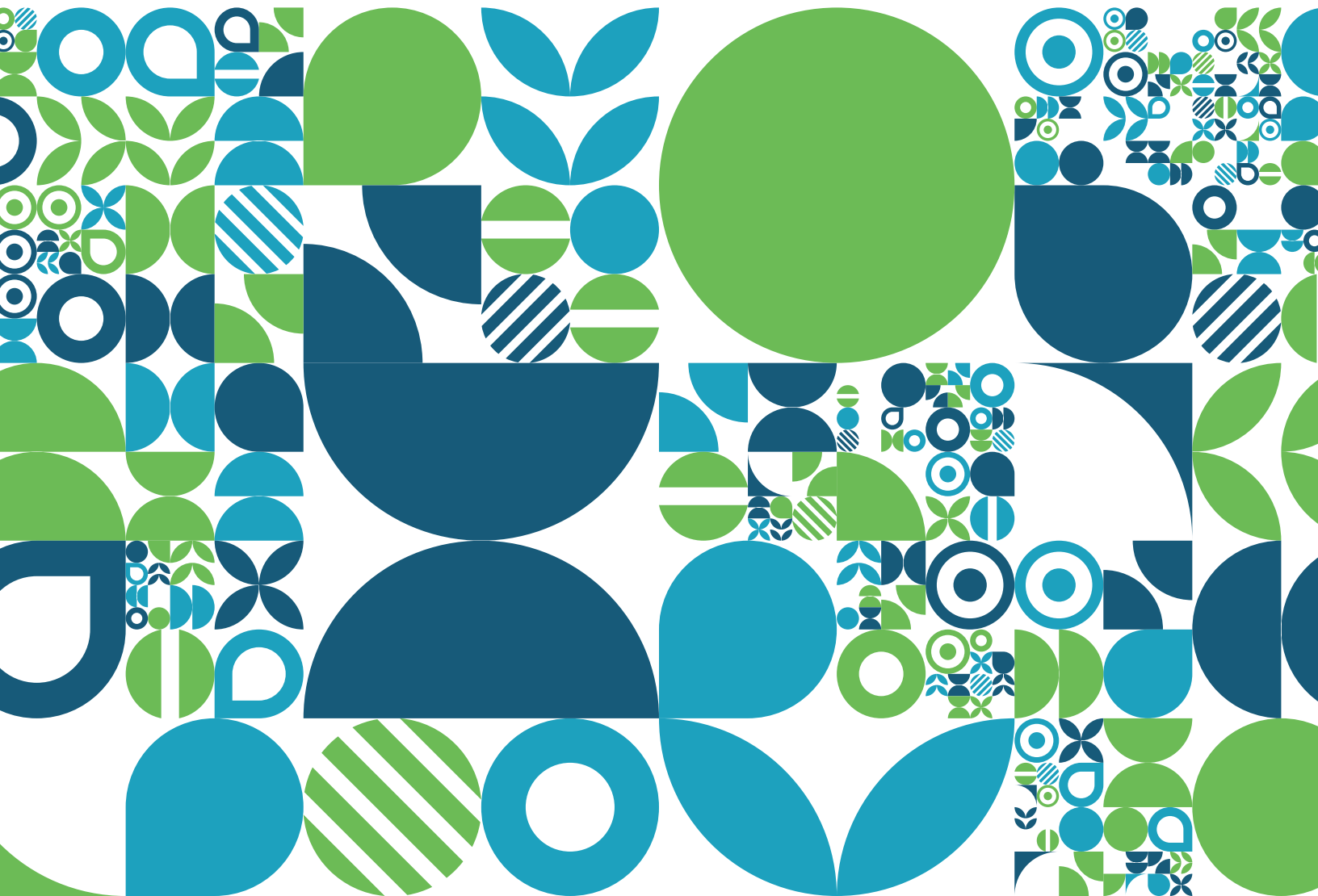
FY23

MANAGEMENT REPORT

 405-840-9000

 www.achancetochange.org

 2113 W. Britton Rd. OKC, OK



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.



WHO WE ARE

Facing the Future

The beginning of FY 23 brought unexpected changes to A Chance to Change. The Staff and Board of Directors were forced to exercise the use of the Agency Values (Acceptance, Courage, Transformation and Community). Two positions, Chief Executive Officer (CEO) and Director of Operations, were open and needed to be filled. The Board of Directors had recently **accepted** the resignation of the long-term CEO. The Clinical Director was promoted to Chief Operating Officer, but later resigned to move closer to family. During this time of **transformation**, the agency utilized two interim CEOs while searching for a new CEO. Gina Stafford was hired as CEO in October, and Assistant Clinical Director, Chris Taylor, accepted the Clinical Director position in the same month.

A major goal for FY 23 was creating stability for the agency, in light of many changes happening at once. The staff showed much **courage** by accepting new job responsibilities and new leadership. Changes were felt by the entire staff, and learning to work together as a **community** was hard; but staff continued to support each other while successfully working through changes. The agency ended the year very positively, as indicated in the following report.

Working with Families Since 1979

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 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 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. Family involvement in the treatment process 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:

- *Family Issues*
- *Anxiety & Depression*
- *Substance Use, Problem Gambling & Other Addictions*
- *Trauma & PTSD*
- *Relationship Difficulties & Divorce*
- *Major Life Events*
- *Death & Grief*
- *Violence, Domestic Abuse & Human Trafficking*
- *Eye Movement Desensitization & Reprocessing (EMDR)*
- *Work/Life Balance & Work Difficulties*
- *Improving Self-Esteem*
- *Parenting*
- *Employee Assistance Programs*
- *Assessments, Screenings & Interventions*
- *Infants, Children & Adolescents*
- *Play Therapy*
- *Managing the Stress of Everyday Life*



What Makes ACTC Special

- Leadership, support and expertise from the Board of Directors coupled with a highly committed and diverse team
- Outpatient substance use disorder treatment coupled with services for other behavioral health disorders, including trauma
- 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
- Serving a client population with no insurance or gaps in insurance coverage
- Hands-on, client centered approach
- Free weekly education on substance use and behavioral health disorders
- Provider of Employee Assistance Programs

Board of Directors

The agency is fortunate to have a strong 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, Celebrations. While facing a year of change, the agency utilized the many different skill sets of the members.

Staff & Volunteers

During FY23, 22 full-time staff members, 2 part-time staff members and 5 contract therapists were part of the ACTC team. The clinical team had varying backgrounds, licensures and expertise ranging from: LPC, LCSW, LADC, LFMT, Case Management, and certified Peer Recovery Support Specialist. This broad level of staffing allows a wide range of quality services and expertise. The organization utilized four graduate-level interns as well.

Also, this year the agency participated in the Give 5 Volunteer program. The program trains retired individuals to give back to the community. They are encouraged to give 5 hours a month to a non-profit agency. Four individuals selected our agency for a place of service.



COMMUNITY IMPACT

July 1, 2022 - June 30, 2023: Through all programs and services, the organization reached 1,981 individuals through 10,479 direct service hours. The agency served individuals from 92 cities in Oklahoma.

The counseling program alone served 1,180 individual clients, 5 to 86 years old, through individual, group, family, and couples' therapy. The number of clients served is close to the previous year. We provided 9,360 counseling sessions during FY23, compared to 9,592 sessions in FY22. This is a decrease of 232 counseling sessions.

The pandemic created many changes which impacted the practice of mental health services. Licensed therapists could now bill for telehealth. The need for mental health services appeared to increase with the isolation of our population. Therapy jobs were in demand and job opportunities were more available to therapists. A Chance to Change, like other agencies, lost therapists. The average number of therapists working for ACTC in FY22 was 15 therapists. These 15 therapists completed 9,592 counseling sessions. The average number of therapists working for ACTC in FY23 was 9 therapists. These 9 therapists completed 9,360 counseling sessions. The individual therapist's productivity increase approximately 38% in FY23.



Reduced Fee Programs

ACTC is proud to offer low cost counseling programs to the community for individuals and families that cannot afford services, have no insurance, high deductibles or gaps in insurance coverage. We provided 4,265 reduced fee service hours to clients. ACTC reduced fee programs include A Chance to Recover, Problem Gambling, and Palomar.

A Chance to Recover services consisted of psychoeducation, peer support, assessments, crisis intervention, individual, group and family counseling. ACTR is supported by generous and loyal donors along with the United Way of Central Oklahoma. The Problem Gambling program is supported by donors and the Oklahoma Department of Mental Health and Substance Abuse Services.

A Chance to SUCCEED

A Chance to SUCCEED strives to empower students by enhancing their emotional and psychological well being through decreasing substance use, strengthening peer and family relationships, improving school performance and learning healthy decision-making.

In FY23, 5 schools and 5 community partners offered 23 groups throughout the year, which was an increase from the 10 groups in FY22. We conducted presentations and small group education to 575 students, this is a slight increase from FY22. Participating entities included: Meadow Brook Intermediate, Independent, Mustang South Middle School, Middel Academy, Boulevard Academy, Heritage Hall kids, UCO students, Juvenile Intervention Program (JIP), and the YMCA.

“These students are brought together by similar hardships through a SUCCEED group, but what transforms are beautiful friendships. From hardship to friendship, that’s just one of the ways SUCCEED helps students find hope and healing.”

-Nanci Cosby, SUCCEED Facilitator

Addiction Education Series

The series provides psychoeducation for free to the public with series topics educating individuals, families and professionals on the disease of addiction and how it affects the brain, body and family unit. ACTC has held the Addiction Education Series for more than 30 years.

In FY23, 45 unduplicated attendees participated in the series. In May of 2022, the series was relaunched offering it in person and virtually. The newly revamped program was five weeks long, and provided in person or virtual options, including the following topics:

Week 1 – Understanding Addiction: The Individual

Week 2 – Understanding Addiction: The Family

Week 3 – Co-Dependency

Week 4 – Enabling: Healing the Loving that Hurts

Week 5 – Moving Toward Recovery

By the spring of 2023, we were concerned about the attendance of the relaunched education series. There was a need to re-evaluate the program. A decision was made to separate virtual education from in-person education. At the end of FY23, work was done to create virtual education models and reorganize the in-person series.

Employee Assistance Services

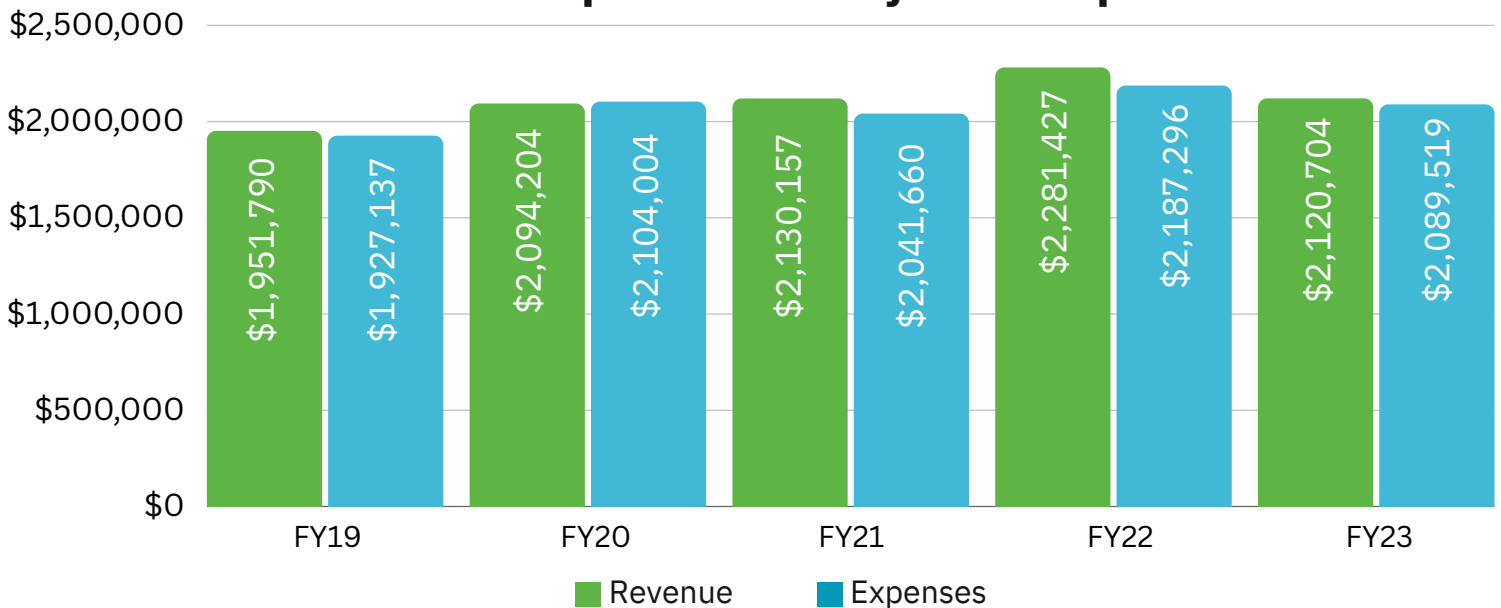
The Employee Assistance Program provides confidential, professional behavioral health services for 37 local businesses and their employees, which is a decrease from the 44 businesses that were participants the previous year. Businesses can evaluate the need for the service and terminate a contract with 30-day notice. Due to the decrease in the number of therapists, the agency did not try to increase the number of EAP businesses during FY23. Services included 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. Throughout FY23, individual clients utilized 2008 EAP sessions. 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 ranging from Stress Management, Balancing Work and Life to Dealing with Difficult People, and more. We provided 21 training courses in FY23, compared to 15 training courses in FY22.



FINANCIAL DATA & REPORTING

Agency revenue for FY23 was \$2,120,704, which was a 7% decrease compared to the previous year's revenue of \$2,281,427. Expenses for FY23 were \$2,089,519, which was 4.5% less than last year, so the agency ended with a surplus of \$31,185

Revenue & Expenses: Five-year Comparison



Funding for programs comes from the following sources:

- Fees for services - insurance, self-payment or Sooner Care (Medicaid)
- Employee Assistance Program contracts
- United Way of Central Oklahoma (A Chance to Recover and A Chance to SUCCEED)
- Oklahoma Department of Mental Health and Substance Abuse Services (Problem Gambling Treatment Program)
- Individual and corporate donations
- Special events
- Private foundation grants



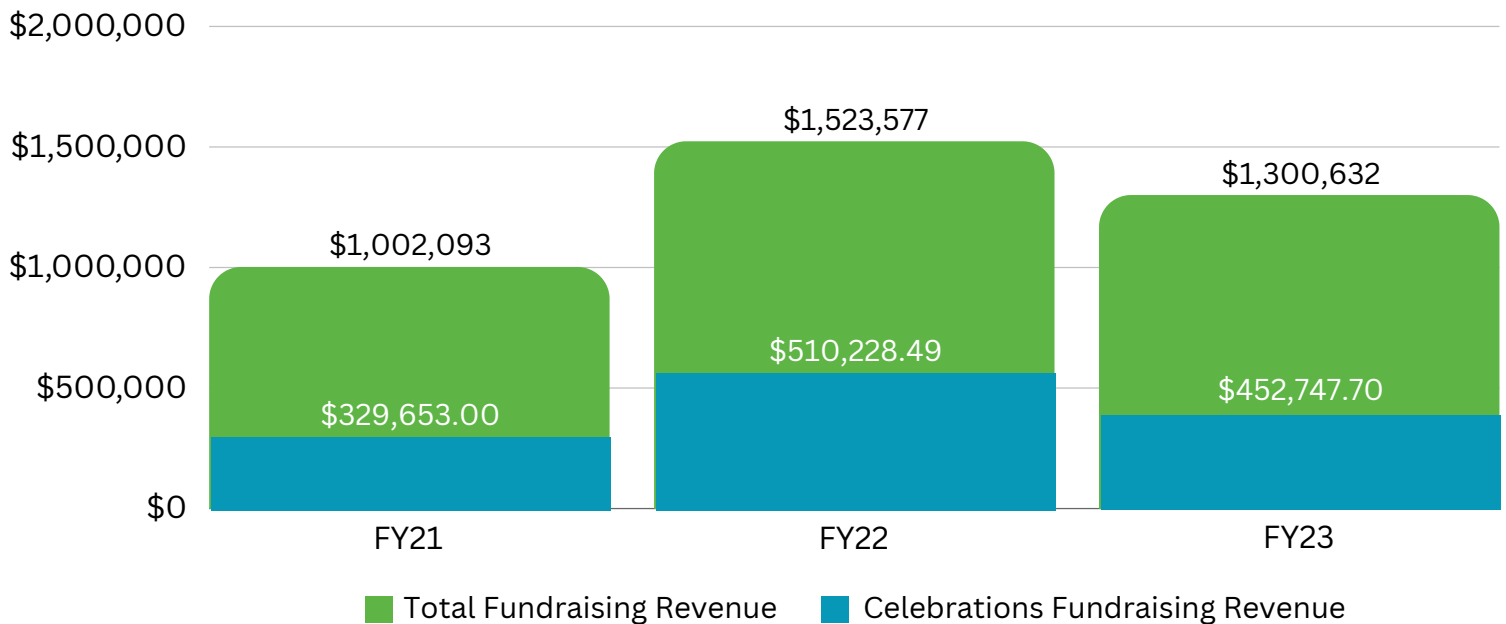
Financial Development

Fundraising is a vital function to offer low-cost counseling services and free community education programs to the public. In FY23, the agency raised \$1,300,632 through donations, grants, memorials, and events, comprising 58% of the agency's total budget.

The annual fundraising event for the agency is Celebrations. In FY23, the event was a great success raising \$452,747.

The agency was able to secure \$276,705 in Employee Retention Credit Program (ERC). The funds should be received in FY24.

Fundraising: 3-Year Comparison



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 regularly.

Health & Safety Performance

The agency hosts annual staff health and safety trainings covering bomb threats, fire, natural disaster, severe weather, power failures, workplace violence, blood borne pathogens, infection control, emergency drills. As a certified agency, the Oklahoma Department of Mental Health requires these trainings and drills.

Grievances & Critical Incidents

No grievances or critical incidents were reported in FY23.

Periodic & Annual Reviews

The electronic health record system, Kipu, continues to be utilized by the agency. The system makes it possible to review clinical charts and documentation. We have experienced difficulties with the telehealth sessions this fiscal year. Clinical leadership has explored options for improvements and have evaluated other electronic health record systems.

In March of FY23, the agency selected a new third-party technology provider, Forward In Technology (FIT). The transition from 501 to FIT went smoothly and the response time was greatly improved.

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 reviews each of these areas and reports progress.

Strategic Planning

To ensure the agency is relevant, innovative and continually improves services, a Strategic Plan is developed by the Board of Directors with staff input. The strategic planning began in August 2023. The new Strategic Plan will be implemented in FY24.

Outcomes

Outcomes are important to the work we embark on every day. Understanding client and community needs 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 and programs.

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 FY23 audit was conducted in September 2022 and the HSPG team presented the final audit report in November 2022 with no identified material findings.

Partnerships & Referrals

The agency continues to partner with groups related to the mission, including:

12 Step Meetings	Green Shoe Foundation	OK Center for Nonprofits	Pivot
Arcadia Trails	Health Alliance for the Uninsured	OK County Crises Center	Positive Tomorrows
Catholic Charities	Heartline 211	OK Health Department	Rainbow Fleet
Chesapeake	Hope House	OKC Artists 4 Justice	ReMerge
City of OKC	Infant Crises Services Inc.	OKC County Health	SOS
Crossings	Integris	Department OKC	Suicide Prevention
The Dragonfly Home	Lawyers Helping Lawyers	Indian Clinic	United Way of Central Oklahoma
Edmond Public Schools	Legal Aid Services of OK	OKC Police Department	The Virtue Center
Francis Tuttle	MHAOK	OKC Public Schools	The Y
Gateway	Mustang Public Schools	Palomar	Yukon Public Schools
Goodwill	North Care	Parent Promise	YWCA
Greater OKC Chamber	ODMHSAS	PC Schools	

State Certification

The Oklahoma Department of Mental Health and Substance Abuse Services certifies ACTC for substance abuse services and problem gambling treatment. The ODMHSAS substance abuse review was conducted in the third quarter of 2022, and the gambling program review was conducted in the first quarter of 2023. ACTC met the requirements and standards set out by state certification bodies. ACTC received certification with distinction. Anyone may request a copy of the agency's reports, policies and procedures, consumer handbook, and outcome reviews.

The Board of Directors reviewed the Annual Report and Management Report at their meeting on November 28, 2023.



Partner Agency

