



A CHANCE
to Change

MANAGEMENT REPORT

JULY 1, 2019 - JUNE 30, 2020



Who We Are



Community
Impact



Financial Data
& Reporting



Business
Operations



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

A Year of Struggle and Resilience

In the time of COVID-19, mental health services were more important than ever. Countless Oklahomans were driven into uncertain and tumultuous times. As the pandemic ensured, 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 resources to not only continue services but expand them to provide for the community, clocking more service hours and Telehealth sessions than ever before. We offered free virtual support groups and online resources to bring assistance to clients and community members wherever they were.

Despite the crisis, clients shared stories of hope, growth and resilience. We didn't do it alone. With help from donors, supporters and community partners, we truly made an impact.

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
- Managing the Stress of Everyday Life
- Work/Life Balance & Work Difficulties
- Improving Self-Esteem
- Parenting
- Employee Assistance Programs
- Assessments, Screenings & Interventions
- Infants, Children & Adolescents
- Play therapy
- Case Management & Peer Support
- Life Coaching

What Makes ACTC Special

- Leadership, support and expertise from the board of directors 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 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



Board of Directors

The agency is fortunate to have a stellar 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, Celebration of Recovery.

Young Professional's Board

In FY19, ACTC launched a new leadership branch of the organization with the addition of a Young Professional's (YP) Board. The YP Board was a direct result of a collaborative project between ACTC and LOYAL XIII. LOYAL is sponsored by Leadership OKC and links young adult leaders to the community. In its second full year, the FY20 YP Board included eight members. The YP Board focused on revamping the Addiction Education Series and creating fundraising opportunities to reach a younger donor demographic.

Staff & Volunteers

During FY20, 25 full-time staff members, one part-time staff member and one contract therapist were employed. The 16 staffers serving on the clinical team have varying backgrounds, licensures and expertise ranging from: LPC, LCSW, LADC, LFMT, Case Management, certified Peer Recovery Support, certified Life Coaching and intervention with several clinicians dually licensed. This broad level of staffing allows a wide range of quality services and expertise. The organization utilized 13 volunteers, practicum students and work studies.

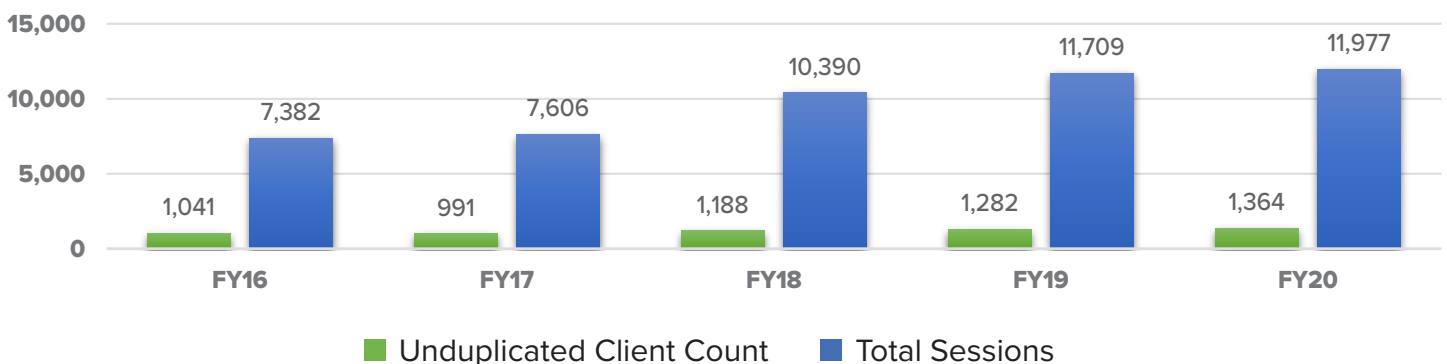


COMMUNITY IMPACT

July 1, 2019 - June 30, 2020: Through all programs and services, the organization reached 2,327 individuals through 14,750 direct service hours. Total service hours increased by 8.8 percent in FY20, compared to the 13,554 individuals reached in FY19. The agency impacted individuals from 83 cities in Oklahoma.

The counseling program alone served 1,364 individual clients, ages zero to 86, through individual, group, family and couples therapy. This is an increase of 82 clients or 6.3 percent over the previous year. This is also the largest number of clients served through counseling services in ACTC's history. Session counts also increased in FY20, logging 11,977 counseling sessions compared to 11,706 in FY19. This is a 2.3 percent increase or 271 additional sessions. Counseling clients on average attended 8.78 sessions during FY20.

Counseling Services: Five-year Comparison



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 5,755 reduced fee service hours to 377 unduplicated clients. The **A Chance to Recover program** and **Problem Gambling program** support reduced or no fee short-term and long-term therapy programs.



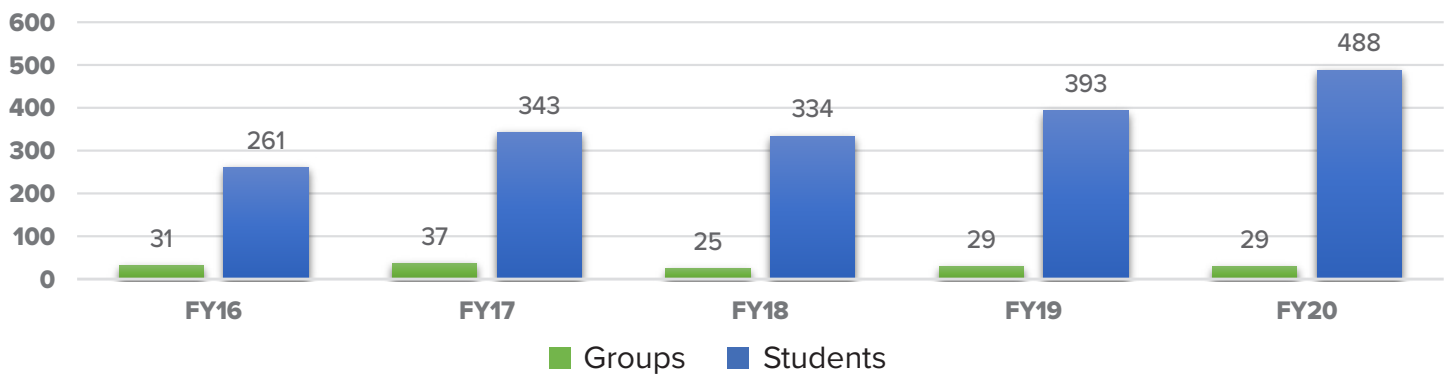
- The A Chance to Recover program served 119 clients, ages 4 to 70, through 2,012 mental health and substance use related sessions. ACTR reached 30 percent more clients compared to FY19. These services consisted of psychoeducation, case management, peer support, assessments, individual, group and family counseling. ACTR is supported by generous and loyal donors along with the United Way of Central Oklahoma.
- The Problem Gambling program, supported by donors and the Oklahoma Department of Mental Health and Substance Abuse Services, served 63 clients via 1,521 sessions.

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. During COVID-19, groups were transitioned into a virtual setting.

In FY20, 15 schools and community partners offered 29 groups throughout the year. The entire SUCCEED program provided 1,670 service hours. Services included school talks and small group education and therapy to 488 students. Student reached increased by 24.4 percent compared to FY19. School presentations reached an additional 1,500 students. Participating entities included: Boulevard Academy, Dove Middle School, Dove High School, Edmond Memorial, Hefner, Mayfield, Meadow Brook, Mustang North Middle School, Mustang South Middle School, PC Academy, PC North, PC West, Heritage Hall, the Juvenile Intervention Program (JIP) and the YMCA.

SUCCEED: Five-year Comparison



SUCCEED Students Share Their Thoughts & Experiences: Key Outcomes

- 74% of students reported improved ability to cope with stress
- 87% of students reported feeling better about themselves and their future
- 82% of students reported feeling increased satisfaction in relationships
- 77% of students reported attending school more regularly
- 78% of students reported making better grades this semester than last
- 82% of students reported increased awareness of their drug/alcohol use

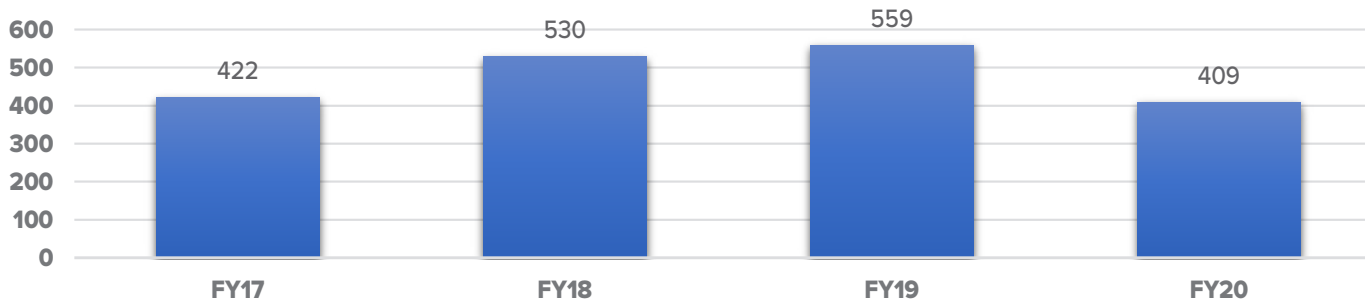
Addiction Education Series

The eight-week series provides psychoeducation 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 FY20, 409 unduplicated attendees from 17 cities participated in the series. Of the 409 unduplicated attendees, the age range was 11 to 75. More than half of the attendees attended more than one session, which brought total sessions attended to 1,103. Overall session count decreased towards the end of the fiscal year due to the COVID-19 pandemic, and the series canceling in-person sessions and moving to online sessions.



Addiction Education Series: Unduplicated Attendees



Addiction Education Series topics included:

- *Roots Of Addiction: Hope For Recovery*
- *Behavioral Addictions: Recovering a Life of Quality*
- *Addiction & the Hope of Intervention, Treatment & Recovery*
- *Developing Healthy Families in the Face of Addiction*
- *Co-dependency: Journey to Self-Love*
- *Enabling: Healing the Loving that Hurts*
- *Achieving Wellness Through Integrative Treatment*
- *Healing the Roots of Addiction: A Look at Trauma and Resiliency*

Employee Assistance Services

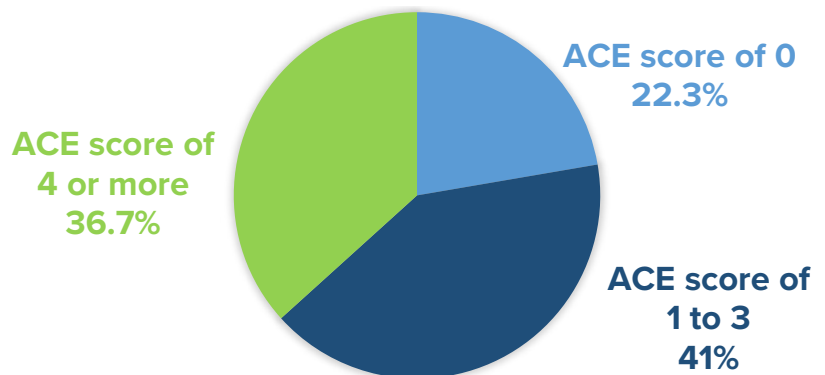
The Employee Assistance Program provides confidential, professional behavioral health services for 39 local businesses and their employees. Those services included in-person and Telehealth counseling, assessments, referrals and coaching. Typically, the employee and members of their household are eligible for 4, 6 or 8 sessions each calendar year. 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. Throughout FY20, 447 individual clients utilized 1,154 EAP sessions.

Adverse Childhood Experiences

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

77.7 percent of ACTC clients have a score of one or more and 36.7% of clients have a score of four or more, which is more than three times the national average and two times the state average at that score.

Percentage of clients in range of ACE score

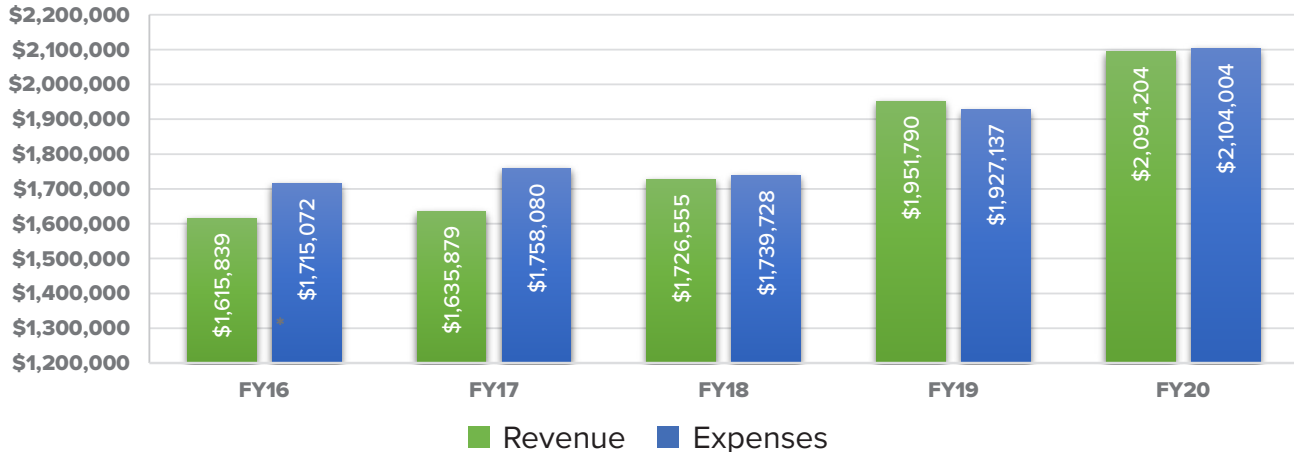




FINANCIAL DATA & REPORTING

Agency revenue for FY20 was \$2,094,204, which was a 7.3 percent increase compared to the previous year's revenue of \$1,951,790. Expenses for the past two years were \$2,104,004 in FY19 and \$1,927,137 in FY19. The agency ended FY20 with a deficit of \$9,800

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. Fundraising responsibilities made up 56.3% of the agency's total budget. In FY20, the agency raised \$1,179,019 through donations, grants, memorials and events. The agency is proud to report that 84.2 cents of every dollar supports client services and 15.8 cents of every dollar is spent on administrative functions.

The largest fundraising event for the agency is the annual Celebration of Recovery. In the interest of keeping our community safe and healthy during COVID-19, the decision was made to cancel the 11th Annual Celebration of Recovery event planned for March 31, 2020. However, pre-event fundraising garnered \$329,653 with nearly 100 sponsors.

Celebration of Recovery: Five-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 quarterly and copies of the quarterly report are available at any time.

COVID-19 Impact and Outlook

When the coronavirus pandemic escalated in March 2020, A Chance to Change leadership navigated these uncharted waters hand in hand with board members, staff, clients, community partners and supporters. Our top priority and focus was and continues to be safe client care. As the crisis escalated, the agency instituted a new Supplemental Client and Visitor Policy. Under guidance from the Centers for Disease Control, the policy asked several screening questions to gauge client and visitor risk of exposure to COVID-19.

ACTC staff and counselors were transitioned to working from home by March 20, 2020. We were fortunate to have Telehealth tools in place that supported consistent individual and group counseling services even for those at home. Services continued without pause as we transitioned into 100% Telehealth-based service. Groups, workshops and the weekly Addiction Education Series were quickly converted into an easy-access online format.

In response to the increased need for mental health services during this time, the agency pivoted to offer several new resources to the community. We developed an extensive Mental Health Toolkit on our website, filled with helpful resources and articles to help families through the crisis. We also launched several new, free or reduced fee support groups to help the public deal with anxiety and fear surrounding the COVID-19 crisis.

As FY20 came to a close, we continued to offer Telehealth services with a mixture of in-person services, honoring client preferences. As we navigate the era of social distancing, A Chance to Change will continue to prioritize client and employee health and safety and innovate services to meet community need.

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 and more.

Grievances & Critical Incidents

In FY20, one grievance was reported and five critical incidents were reported. The grievance was filed by a client and handled according to agency protocol. After action included training all staff on grievance procedure. Critical incidents were related to situations involving two seizures, one burn, one fall, and one drug paraphernalia left on agency premises. The incidents were handled in a timely manner, filed, reported and debriefed accordingly with no remedial action being taken. Several recommendations were made through debriefings and implemented as appropriate.

Quarterly & Annual Reviews

The electronic health record, Insync, makes it possible to review clinical charts and documentation with ease and allow quality oversight in a timely and efficient manner. This year, chart audit systems were monitored monthly and reviewed quarterly and annually.

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 develops a plan for each of these areas and reports progress quarterly and annually. Copies of this document are available at any time.



Strategic Planning

To ensure the agency is relevant, innovative and continually improving services, a Strategic Plan is developed by the board of directors with staff input.

As part of the Strategic plan, the Marketing Committee began work in September 2019 to develop a vision statement and values to represent the organization and accompany the existing mission statement. After many hours of committee, staff & YP Board brainstorming sessions, the committee reached a consensus in October 2020. The complete mission statement, vision statement and values are listed at the beginning of this report.

As the agency continues to expand and reach more community members, ACTC leadership began discussions on the strategic viability of the current office location. A Building Committee was formed to begin research on avenues for agency expansion. The committee continues work, weighing the options of moving to a new location, opening a second location, taking advantage of Telehealth or a mixture of these options. The Strategic Plan is updated annually and new goals and objectives are set for each fiscal year.

Outcomes

Outcomes are important to the work we embark 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 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 FY20 audit was conducted in September 2020 and the HSPG team presented the final audit report in November 2020 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	Positive Tomorrows
Arcadia Trails	Health Alliance for the Uninsured	OK County Crises Center	Rainbow Fleet
Catholic Charities	Heartline 211	OK Health Department	ReMerge
Chesapeake	Hope House	OKC Artists 4 Justice	SOS
City of OKC	Infant Crises Services Inc.	OKC County Health Department	Suicide Prevention
Crossings	Integris	OKC Indian Clinic	United Way of Central Oklahoma
The Dragonfly Home	Lawyers Helping Lawyers	OKC Police Department	The Virtue Center
Edmond Public Schools	Legal Aid Services of OK	OKC Public Schools	The Y
Francis Tuttle	MHAOK	Palomar	Yukon Public Schools
Gateway	Mustang Public Schools	Parent Promise	YWCA
Goodwill	North Care	PC Schools	
Greater OKC Chamber	ODMHSAS	Pivot	

Accreditation & 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 2018 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. ODMHSAS conducted a certification review in the late fall of 2019. 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 board of directors reviews the Annual Report and Management Report at the Annual Meeting each year. The FY20 Annual Meeting is Tuesday, November 10, 2020.



Partner Agency

