



A CHANCE
to Change

FY22 MANAGEMENT REPORT

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

Emerging from the Pandemic

The effects of the pandemic continued through 2021-22, impacting large events and travel. A Chance to Change services were in high demand, especially in the areas of substance use, depression, and anxiety. The impacts of COVID-19 continued to be felt by our staff and clients. Clients continued to stay in therapy longer, their mental health affected by the ongoing instability and uncertainty about the future. Additionally, the pandemic impacted our daily routines with continued strong interest in telehealth and a decline in our in-person services. We continue to contemplate and assess the lessons learned during the pandemic and how we can apply them moving forward. Fortunately, we were able to continue to provide nearly all of our services, with virtual counseling being very popular.

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*
- *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



Board of Directors

The agency is fortunate to have a stellar board of 24 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.

Staff & Volunteers

During FY22, 24 full-time staff members, 6 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, certified Peer Recovery Support Specialist, and with several clinicians dually licensed. This broad level of staffing allows a wide range of quality services and expertise. The organization utilized four graduate-level interns as well.

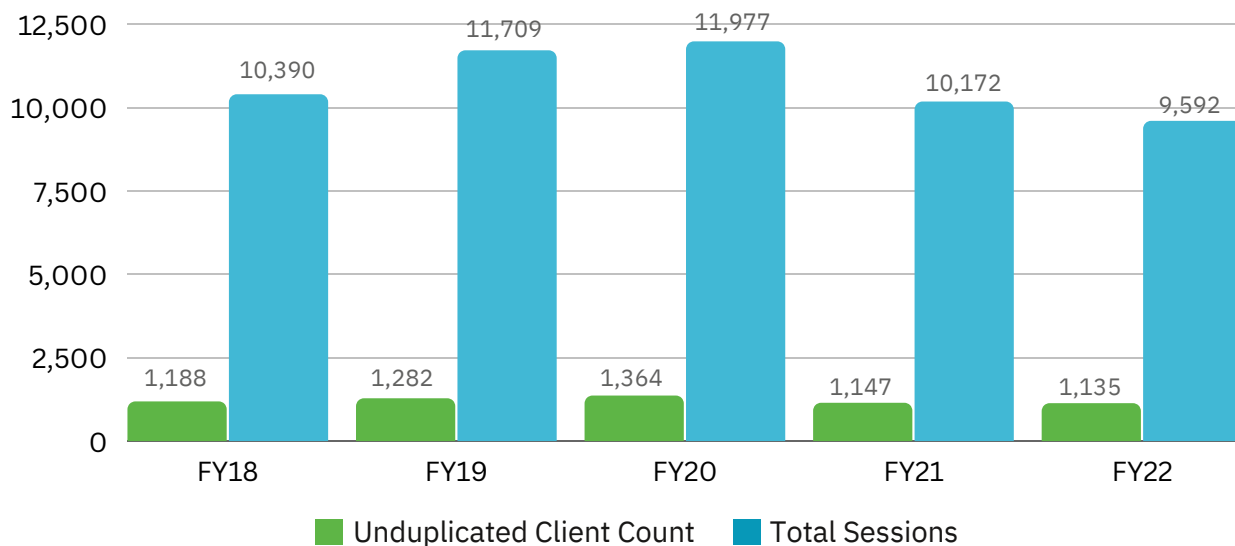


COMMUNITY IMPACT

July 1, 2021 - June 30, 2022: Through all programs and services, the organization reached 2,327 individuals through 14,750 direct service hours. The agency served individuals from 83 cities in Oklahoma.

The counseling program alone served 1,135 individual clients, infant to 86 years old, through individual, group, family, and couples therapy. The number of clients served is nearly identical to the previous year. We provided 9,592 counseling sessions during FY22.

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 4,043 reduced fee service hours to 334 unduplicated clients ages 3 to 79. ACTC reduced fee programs include A Chance to Recover, Problem Gambling, and ACTC at 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. For ACTC at Palomar, we work alongside 37 other community agencies to provide services to victims of domestic violence, sexual assault, human trafficking, stalking, elder abuse, and child abuse.

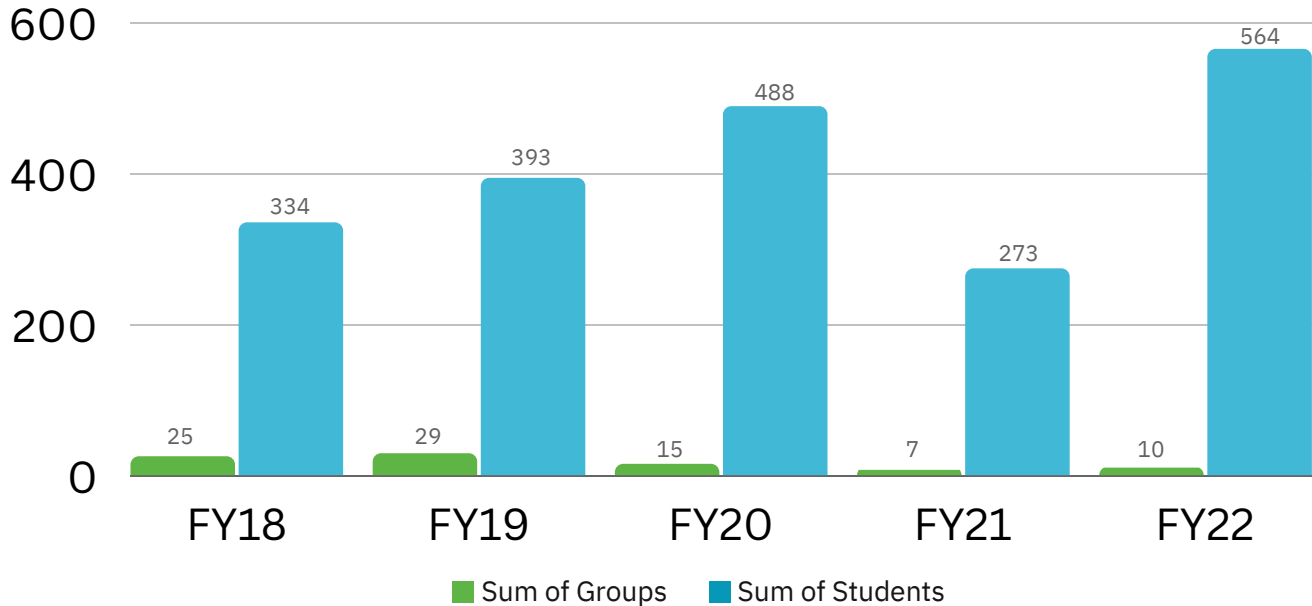


A Chance to SUCCEED

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 FY22, 7 schools and community partners offered 10 groups throughout the year. Because of the pandemic, the number of groups was lower than in years past due to limited access to in-school programming. We conducted presentations, small group education, and therapy to 564 students. Large school presentations on specific mental health topics reached 528 students. Participating entities included: Bishop McGuinness, Dove Middle School, Heritage Hall, Meadow Brook Intermediate Mustang South Middle School, the Juvenile Intervention Program (JIP), and the YMCA.

SUCCEED: Five-year Comparison



“This class has helped me talk about my feelings. I hope in the future I will have no problem coping with my problems.”

-SUCCEED Student

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 FY22, 95 unduplicated attendees from 17 cities participated in the series. In May of 2022, we relaunched the series in person after only offering it virtually throughout the pandemic. The newly revamped program is now five weeks long, has in person and virtual options, and includes the following topics:

Week 1 – Understanding Addiction: The Individual

Week 2 – Understanding Addiction: The Family

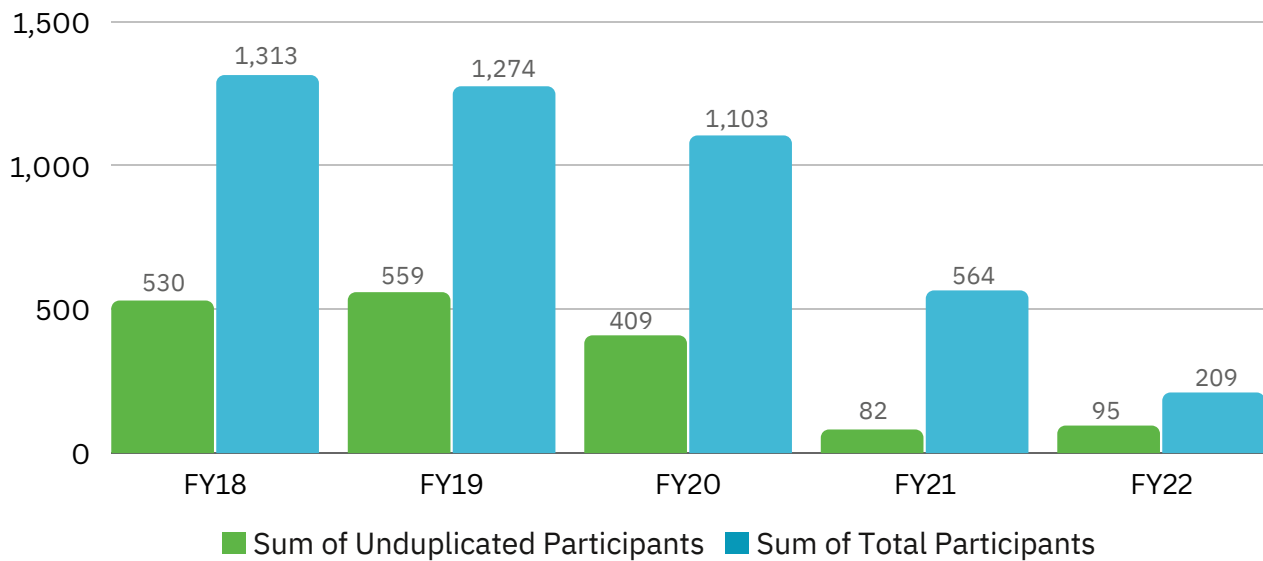
Week 3 – Co-Dependency

Week 4 – Enabling: Healing the Loving that Hurts

Week 5 – Moving Toward Recovery



Addiction Education Series: Five-year Comparison



Employee Assistance Services

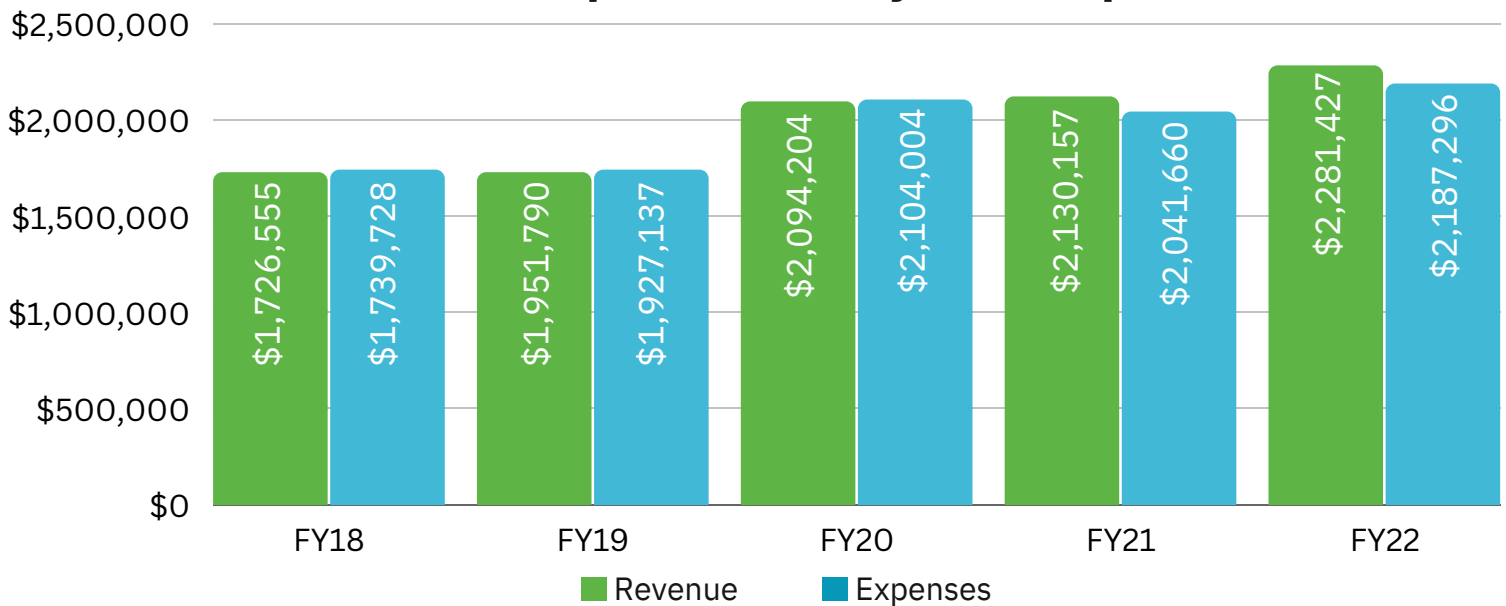
The Employee Assistance Program provides confidential, professional behavioral health services for 44 local businesses and their employees, which is an increase from the 36 businesses that were helped the previous year. Those services included in-person and telehealth counseling, assessments, referrals and coaching. Typically, the employee and members of their household are eligible for 4, 6 or 8 sessions each calendar year. Throughout FY22, 390 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 15 of these trainings in FY22.



FINANCIAL DATA & REPORTING

Agency revenue for FY22 was \$2,281,427, which was a 9% increase compared to the previous year's revenue of \$2,130,157. Expenses for FY22 were \$2,187,296, so the agency ended with a surplus of \$94,131.

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

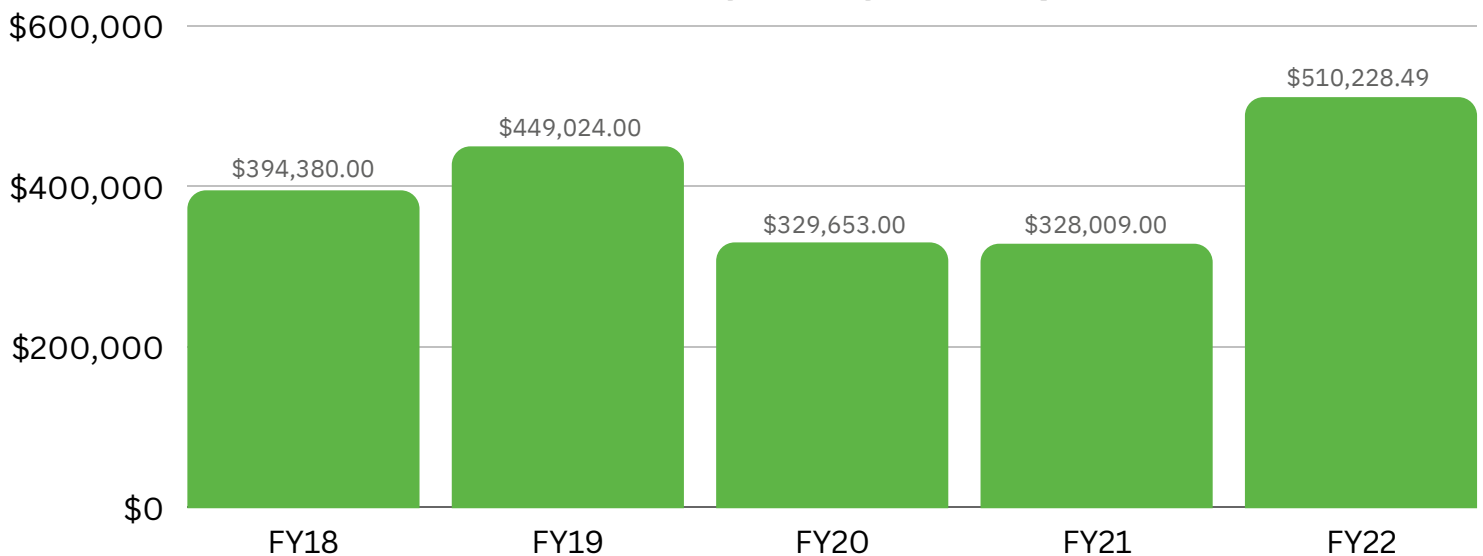
Financial Development

Fundraising is a vital function to offer low cost counseling services and free community education programs to the public. Fundraising revenue makes up 52% of the agency's total budget. In FY22, the agency raised \$1,194,906 through donations, grants, memorials and events.

The largest annual fundraising event for the agency is Celebrations. It was rebranded in FY22 to be more reflective of all the agency does, and it was a great success. It raised over 50% more than the FY21 virtual event.

The agency was able to secure \$268,911 in Paycheck Protection Program (PPP).

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 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 and more.

Grievances & Critical Incidents

No grievances were reported. We had one critical incident in which an employee stepped off the step leaving the building and twisted their ankle. The issue was resolved.



Periodic & Annual Reviews

The electronic health record system was updated to Kipu, improving the reporting capacity of the agency. The new system 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 reviews each of these areas and reports progress.

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. The next strategic planning session is set for the first quarter of 2023.

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 FY21 audit was conducted in September 2021 and the HSPG team presented the final audit report in November 2021 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 and gambling program review were both conducted in 2019. The next ODMHSAS substance review will be conducted in the third quarter of 2022, and the gambling program review will be conducted in the first quarter of 2023. ACTC meets the requirements and standards set out by 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 reviewed the Annual Report and Management Report at their meeting on October 25, 2022.



Partner Agency

