

FY21 MANAGEMENT REPORT

The leadership team of A Chance to Change Foundation (ACTC) has reviewed the agency's performance to assess programming and identify improvements to the services provided to clients, program participants, staff and community. Agency performance reviews are conducted through several avenues including: leadership team meetings, clinical meetings and quarterly reviews.

A total of 27 trained and experienced staff members work together as a team to offer counseling, Peer Recovery Support, life coaching and case management services to children, adolescents, adults and families. Prevention, education, early intervention and outpatient counseling programs are provided to help those suffering from mental health, substance use and addiction disorders. ACTC is committed to providing quality wrap-around services for the entire family unit and support system.

Mission:
**Facing mental health
and addiction,
creating solutions and
celebrating recovery.**

ACTC supports the journey of recovery for mental health, substance use disorders and addiction as a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach full potential.

ACTC also understands people living with these challenges can increase social connections when they have access to recovery-oriented services and establish positive relationships with family and friends. Family involvement in treatment aids in healing family relationships; it also provides the support needed to improve the family's chance of successful recovery.

LEADERSHIP & STAFF

30

BOARD
MEMBERS

ACTC HAS ONE OF THE STRONGEST BOARD OF DIRECTORS AND YOUNG PROFESSIONAL BOARDS IN THE METRO AREA WITH EXTREME DEDICATION AND LOYALTY TO THE MISSION. THEY ARE COMMITTED TO ORGANIZATIONAL LEADERSHIP AND FUNDRAISING TO SUPPORT STELLAR PROGRAM AND SERVICE DELIVERY.

10

VOLUNTEERS

THE ORGANIZATION UTILIZED FOUR GRADUATE INTERNS, THREE UNDERGRADUATE INTERNS AND THREE VOLUNTEERS THROUGHOUT THE YEAR.

27

STAFF

OVERALL, STAFF MEMBERS HAVE DIVERSE BACKGROUNDS AND VARYING EXPERTISE. THE CLINICAL TEAM HAS LICENSURES RANGING FROM: LPC, LADC, LCSW, LFMT, AND BHCM WITH SEVERAL CLINICIANS DUALY LICENSED. THIS BROAD LEVEL OF STAFFING ALLOWS FOR A WIDE RANGE OF QUALITY SERVICES AND EXPERTISE.

PROGRAMS

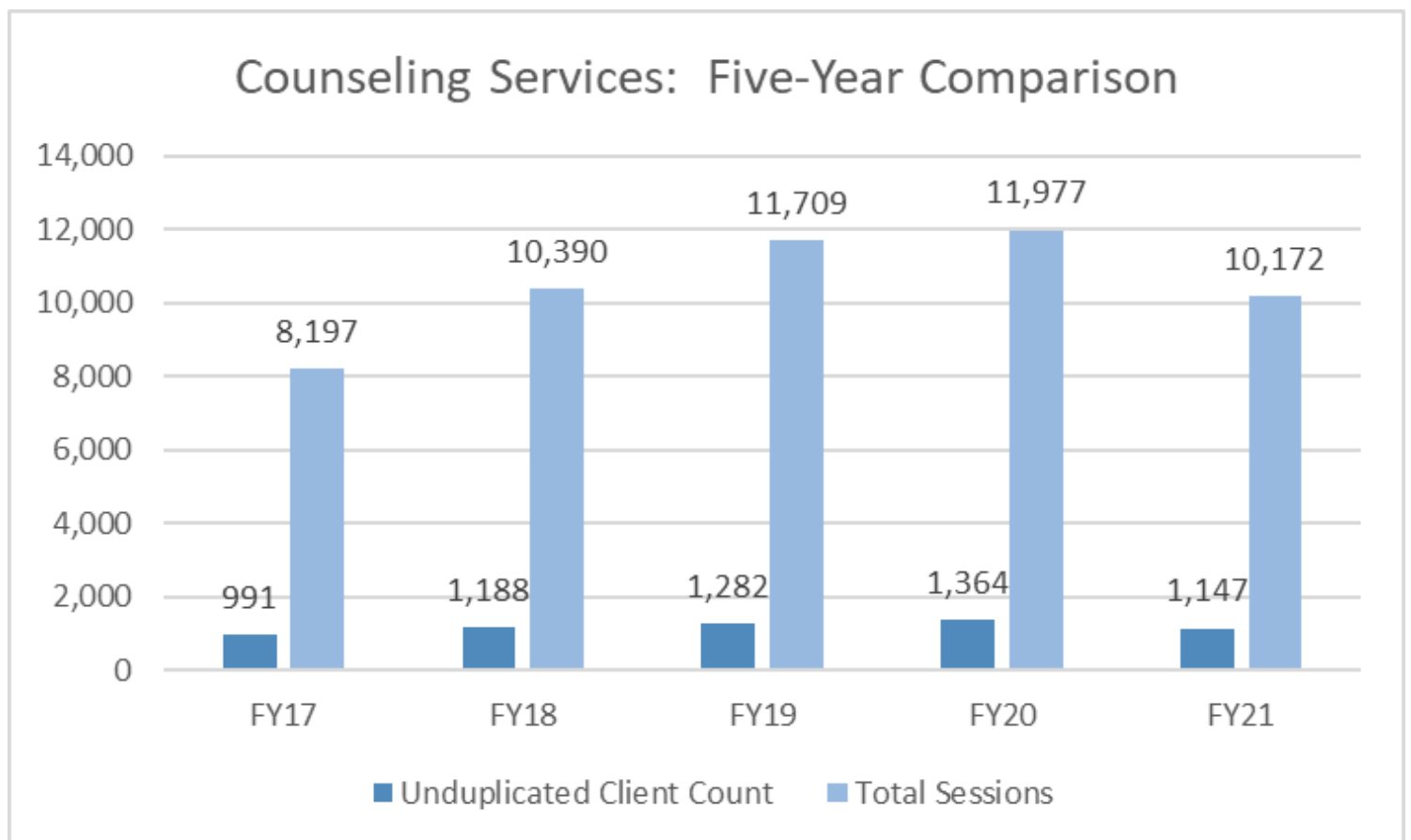
Counseling Services

July 1, 2020- June 30, 2021, the organization served 1152 unduplicated individual clients providing a total of 10,187 hours of counseling sessions.

Clients represented 45 Oklahoma counties and 0-85 age demographics.

Services were delivered through various counseling, peer support, coaching and case management programs.

The entire 12-month, fiscal year was impacted by the COVID-19 pandemic and a corresponding therapist shortage. Overall, client and session numbers declined from the previous year as clinical personnel decreased by 22% from pre-pandemic personnel statistics.



SUDENT QUOTE

"SUCCEED helped me see myself
& other people in a more positive way."

PROGRAMS

SUCCEED

The SUCCEED program empowers students by enhancing their emotional and psychological wellbeing through understanding the harmful impact of substance use, strengthening peer and family relationships, improving school performance, and learning healthy decision-making.

In FY21, seven community partners offered SUCCEED groups reaching 273 students throughout the year. Partners participating include The Y in Bethany, Dove Middle School, Dove High School, Mustang Middle School, Mustang South, Northside Y, and Heritage Hall.

Key Stats of SUCCEED Small Groups

- 72% have a better understanding why people use substances
- 72% increased coping skills for dealing with depression/anxiety/anger
- 89% reported good relationship(s) with family
- 75% made better grades this semester than last semester
- 83% attended school more regularly this semester than last
- 88% feel better about themselves and their future
- 95% think this group has been helpful



COMMUNITY PROGRAMS

Education Series

The eight-week series provides psychoeducation free to the public with series topics educating individuals, families and professionals on the disease of substance use and addiction and how it impacts the brain, body and family unit. ACTC has provided the Education Series free to the public for over 30 years.

Due to the Covid-19 pandemic, the Education Series was completely online during FY21. The online component included a trained therapist and an opportunity for online participants to ask questions and comment. Although the agency pivoted quickly and continued to offer online education, attendance was low and participation in the virtual format was minimal.

Throughout the fiscal year, a total of 564 services were provided to 82 unduplicated participants. This is a decrease 327 unduplicated attendees and 539 services from the previous year. Online 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 Hurst
- Achieving Wellness Through Interactive Treatment
- Healing the Roots of Addiction: A Look at Trauma & Resiliency

COMMUNITY PROGRAMS

Employee Assistance Services

The Employee Assistance Program provided confidential, professional behavioral health services to 36 local businesses and their employees. Those services included in-person and telehealth counseling assessments, referrals and coaching.

Typically, employees 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 options, assessments and educational workshops on topics ranging from depression, anxiety, substance use, addiction, stress management, balancing work and life, respect in the workplace, managing challenging situations, laughter, dealing with difficult people and more.

Throughout FY21, 395 individuals clients utilized 1,926 EAP sessions compared to 447 individuals and 1,154 sessions in FY20. The 67% increase in session count is a direct response to the Covid-19 pandemic and the long-standing partnership the agency has with many front-line partners, including schools, medical personnel and other not for profit direct care agencies.



VIRTUAL PROGRAMS

Virtual Reach & Impact During the COVID-19 Pandemic

Due to the COVID-19 pandemic, all aspects of the agency's programming had to be re-imagined. The pandemic impact on the community, individuals, families, schools, and students was unprecedented and the ACTC mission was needed more than ever.

The agency had to be creative, nimble and forward-thinking as pivoted to accommodate in-person, virtual and blended learning requirements. We maximized overall reach by continuing telehealth counseling and community education along with adding virtual platforms through Therapy Tip Reels marketed on social media, developing SUCCEED virtual programming counselors and teachers could easily administer and supporting EAP clients with virtual groups and trainings. Specifically, the SUCCEED virtual programming focused on the following topics:

- Coping with Stress
- Focus & Fun with Virtual Learning
- Setting Up Your Virtual Classroom
- Staying Social while Socially Distanced
- Wellness Now- Meditation Exercises

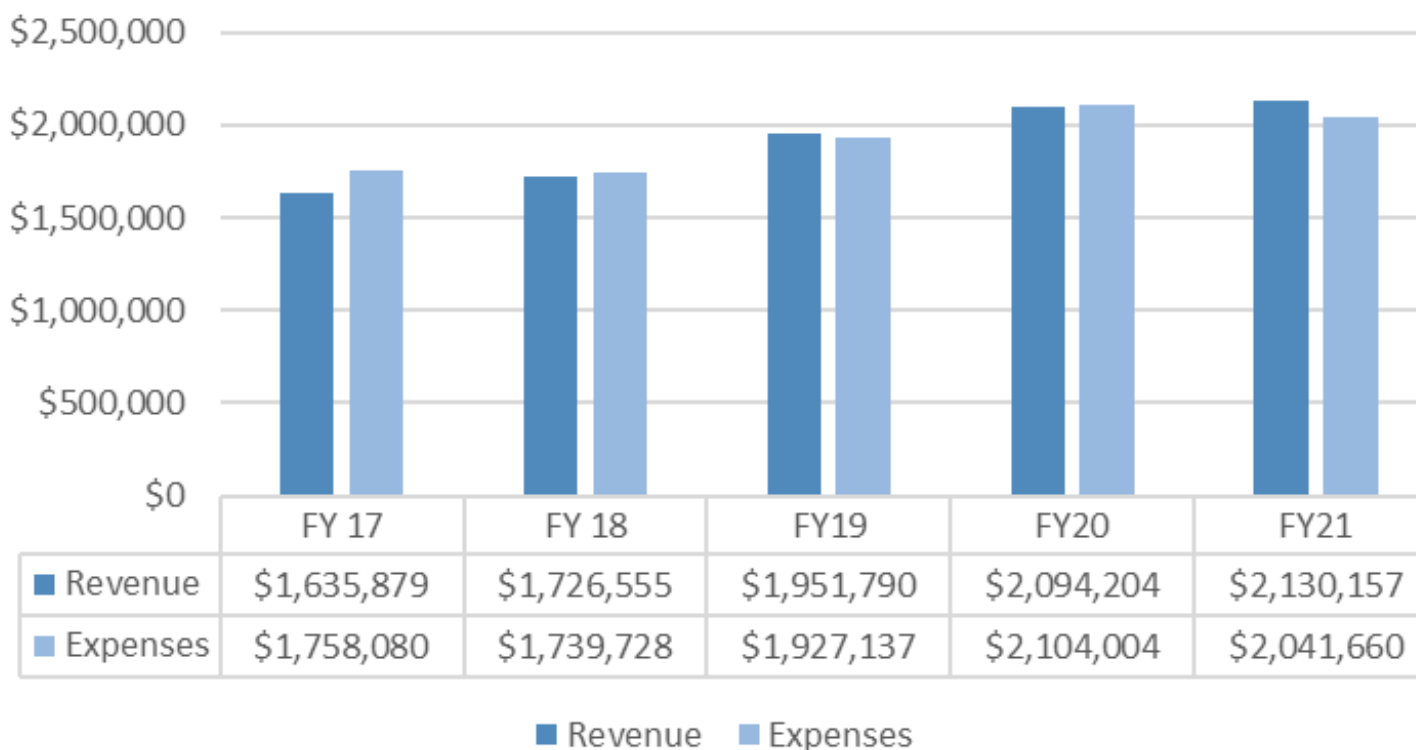
**THE TOTAL VIRTUAL REACH WAS MORE THAN WE
COULD HAVE IMAGINED, REACHING OVER 22,772
PEOPLE.**

FINANCIAL DATA

Agency income was \$2,130,157 compared to \$2,094,204 the previous year. Expenses of \$2,041,660 compared with \$2,104,004 in FY20. The agency ended FY21 with an overall surplus of \$88,497.

Revenue included a loan of \$258,039 from the Paycheck Protection Program and the loan was 100% forgiven in FY21. The PPP money was directly related to the COVID-19 pandemic. Total liabilities and net assets at the end of June 30, 2021 were \$1,236,312 compared to \$1,159,022 the previous year.

Revenue & Expense 5 Year Comparison



FINANCIAL DATA

Funding Sources

ACTC has a diverse funding portfolio including the following sources:

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

Fundraising is a vital function and key business component that supports the agency's ability to offer free and reduced fee services to the public. In FY21, \$1,002,093 was raised through donations, grants, memorials, and events.

The largest fundraising event was the virtual Celebration of Recovery, generating \$328,009 in direct gifts and \$15,540 in in-kind donations.

**ACTC fundraising efforts provided 4,548
free or reduced fee counseling services
this past year.**

OPERATIONS

Business Operations

ACTC 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. There is a plan for each of these areas and is reported quarterly by the management team. 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 and updated annually by the board of directors and leadership team. Client and referral source survey information is also utilized to plan for future needs. Due to the COVID-19 pandemic, the board held off on a formal board retreat to update the current strategic plan but will add the retreat to the FY22 calendar.

Clinical Documentation Review

The electronic system has made it possible to review clinical charts, documentation, and conduct quality oversight in a timely manner. In April 2021, the agency implemented a new EHR system and is excited to streamline the client and clinician experience. This year, chart audit systems were monitored and reviewed monthly.



OPERATIONS

Outcomes

Outcomes are important to the work we embark on everyday. Goals, objectives and desired outcomes are developed and monitored throughout the year.

Health & Safety

The agency hosts annual staff training and conducts safety drills for emergencies covering: bomb threats, fire, natural disaster, severe weather, power failures, workplace violence, blood borne pathogens and infection control.

Grievances and Critical Incidents

No grievances or critical incidents were reported in FY21. All staff members are trained annually on the process to file a grievance or report a critical incident.

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.



ACCOUNTABILITY

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 agency wide external financial audit annually. The FY21 audit was conducted in August and September 2021 and the HSPG team presented the final audit report to the Finance and Audit Committee with no identified material findings.

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 review will be a combined review in FY23. 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 reviews the Management Report at the Annual Meeting each year. The FY21 Annual Meeting is Tuesday, December 7, 2021. The reports will be available on request for consumers, stakeholders, and the Oklahoma Department of Mental Health and Substance Abuse Services.