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## Okmulgee-Okfuskee County Youth Services, Inc.

### Annual Report

### 2005-2006

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# Purpose

## **Okmulgee-Okfuskee County Youth Services, Inc.** ANNE MORONEY YOUTH SERVICES CENTER & SHELTER

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The purpose of Okmulgee-Okfuskee County Youth Services, Inc. is to shelter and improve the quality of life for children, youth, and families in the corporation's service area by addressing the mental health needs through direct services of shelter, consultation, counseling, education and advocacy in Okmulgee and Okfuskee Counties.

The function of Okmulgee-Okfuskee County Youth Services, Inc. is to provide shelter services to children in the service area; to provide supportive services for those persons needing support to survive in the community as opposed to institutional care; to offer consultation and/or education to any group or agency desiring mental health data and to provide quality community based counseling services in Okmulgee and Okfuskee Counties.

Okmulgee-Okfuskee County Youth Services Inc. believes it is the right of every individual, regardless of age, color, gender, race, social support, cultural orientation, disability, psychological characteristics, sexual orientation, physical situation, spiritual beliefs, marital status, ethnic group, socioeconomic status or legal status to have the highest quality of services available.

Our core values are:

- . Respect for the dignity of every individual
- . Caring, compassion and support for individuals and families
- . A focus on the enhancement of well being for all individuals served
- . A level of service that exceeds expectations

# **Board of Directors 2005-2006**

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**Carol Smith**  
**Chairperson of the Board**  
OKMULGEE, OKLAHOMA

**Melinda Moudy**  
**Vice-Chairperson of the Board**  
HENRYETTA, OKLAHOMA

**Phillip Porter**  
**Secretary of the Board**  
OKMULGEE, OKLAHOMA

**Rae Ann Wilson**  
**Treasurer of the Board**  
OKMULGEE, OKLAHOMA

**Sharon Broadus**  
OKMULGEE, OKLAHOMA

**Kristin Cunningham**  
OKMULGEE, OKLAHOMA

**Chris Dixon**  
OKEMAH, OKLAHOMA

**Judge Anne Moroney**  
OKMULGEE, OKLAHOMA

**Ron Sawyer**  
BEGGS, OKLAHOMA

**Janna Duggan**  
HENRYETTA, OKLAHOMA

**Benita Casselman**  
OKMULGEE, OKLAHOMA

# STAFF MEMBERS

## 2005-2006

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### EXECUTIVE DIRECTOR

Jackie Miller

### ADMINISTRATIVE ASSISTANT

Johnetta Harris

### OUTREACH COORDINATORS

Shelly Green, Okfuskee County

Portia Butler, Okmulgee County

Mollye Mabrey, Okmulgee County

### OKMULGEE COUNTY FAMILY RESOURCE & SUPPORT

Rose Gouthier, Family Support Worker & Center Based Services Leader

Cindy Lane, Family Assessment Worker

Jawanna Wheeler, Family Support Worker & Center Based Services Leader

### FIRST TIME OFFENDER COORDINATORS

Brandy Simpson, Okmulgee & Okfuskee County

Andrea Roland, Okmulgee & Okfuskee County

### SHELTER HOME COORDINATOR

Katina Carlton

### SHELTER HOME CERTIFICATION SPECIALIST

Nancy Mason

### SHELTER HOME NURSE

Ethellea Frye

### CLINICAL COORDINATOR

Linda Yeager

### INTENSIVE SERVICES COORDINATORS

Laura Buell

Susan Foster

Jim Fuller

Pam Ittner

Letisha Stovall-LeBlanc

Nancy Mason

Bill Muilenburg

Brandy Simpson

Tashara Stewart

Kristy Walker

Linda Yeager

### GRADUATED SANCTIONS COORDINATOR - OKMULGEE

Jon Keim

**FRIDAY NIGHT DETENTION CADRES**

Johnny Fairres  
Blake Frost  
Christy Frost  
Robert Frost  
Aaron Graffman  
Patrick Hale  
Kelsey Ingold  
Gary McCollum  
Andrea Roland

**OPERATION SAVE KIDS - TRUANCY COORDINATOR**

Christy Frost

**SHELTER HOMES**

Russell & Trisha Bailey  
Gay Dahl  
David & Rikki Deal  
Clarence & Linda Demery  
Christopher & Elizabeth Pelkey  
David & DeLayne Woolverton

# **REPORT OF THE CHAIRPERSON**

## **Board of Directors**

### **2005-2006**

**Carol Smith**

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Okmulgee-Okfuskee County Youth Services aka Anne Moroney Youth Services is well known for its dedication to the well being of the youth it serves. On behalf of the Board of Directors, I congratulate the director, Jackie Miller, and her excellent staff for all the accomplishments made during the past year. A new fundraiser was planned and executed with great success. New employees were added and each one of these employees have become an asset to the Anne Moroney Youth Services' family.

At a time when budgets are being cut, it pleases the board to know that the employee's of Anne Moroney Youth Services continue to work hard to improve the welfare of the children they serve.

# **ANNUAL REPORT**

# ANNUAL DIRECTOR'S REPORT

2005 - 2006

OKMULGEE-OKFUSKEE COUNTY YOUTH SERVICES, INC.  
ANNE MORONEY YOUTH SERVICES CENTER AND SHELTER

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The 2005 – 2006 fiscal year is now complete. The annual report and audit have been finished. It is like another chapter has ended in the book that could be entitled Anne Moroney Youth Services. This 2005 – 2006 fiscal year represents Chapter 30. As I review the table of contents of this book, I note that several Board members and I have been a part of 18 chapters. As I look further I realize that a couple of Board members have been a part of even more chapters. Finally, there is one Board member that has been a part of each chapter of the Anne Moroney Youth Services' book. Rightfully, the book and the agency bear her name, Anne Moroney.

This first chapter tells of an agency built on integrity and the love of children. Each chapter builds on these two principles and tells stories of triumphs and struggles. I would like to begin with Chapter 12, my first chapter. Amazingly enough, the **ONLY** program available to the community was emergency shelter. Anne Moroney Youth Services consisted of three administrative staff members and five youth care workers. The 1988 – 1989 annual report reflected less than 150 youth served. I could summarize this chapter with one word – simplicity.

As one reads through the next 18 chapters the word, simplicity, is completely erased. It is replaced with words such as accountability and measurable outcomes. One must acknowledge that progress has been achieved. Anne Moroney Youth Services now has **NINE** programs, two administrative staff and thirty-two full and part time employees. The hard work of these employees directly touched the lives of over 7000 young people in 2005-2006. One will never be able to determine the full impact of this agency's employees and how many lives they have affected by their work.

Growth can be painful. Anne Moroney Youth Services' staff can attest to that this last year with the words accountability and measurable outcomes. For staff, these words mean paperwork and an evidenced based approach. As one reads about each program's accomplishments and the lives touched in this year's annual report, one must also consider the planning and documenting time that is involved. The staff of Anne Moroney Youth Services has done an absolutely amazing job of embracing change and producing results this past year!

Somewhere I read, "Every job is a self portrait of the person who does it, autograph your work with excellence." The author was listed as unknown but the meaning of what was written cannot be overlooked. Each time a shelter home parent opens their home,

each time a school outreach coordinator steps into a classroom, each time a 1 Eighty coordinator completes a class, each time a therapist counsels with a child and family, each time a Family Support Worker holds a new born baby, each time a Truancy Coordinator assists a student in finishing school, each time a Graduated Sanctions coordinator directs a youth in a new direction and each time a cadre stamps successful on a Friday Night Detention youth an autograph is left.

The staff of Anne Moroney Youth Services' has left many autographs in many places this past year. The impact of these autographs can never be truly measured. At times, it becomes difficult to **Just Believe** your work has or will make a difference. I commend the staff of Anne Moroney Youth Services for another year of **EXCELLENCE!**

As Chapter 30 comes to a close, Chapter 31 is already being written. This next year will be full of triumphs and struggles as well. Challenges such as new curriculum, CARF, invitations to bid, measurable outcomes, funding and accountability to name a few will be presented. I have 100% confidence in the staff of Anne Moroney Youth Services. They can rise to any challenge and they will continue to autograph their work with excellence!

# PROGRAM REPORTS

2005-2006

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The program reports have been written by the staff members who provided the services and are expressed in their own style and words to indicate the meaning of the programs to them or the persons they serve throughout the year

## SHELTER HOME PROGRAM

Staff: Katina Carlton and Nancy Mason

The Okmulgee-Okfuskee County Youth Services Shelter Home Program served 86 youth in the 2005-2006 fiscal year. The average age of the youth was 8.3 years old. The average length of time the youth spent in a shelter home was 9.8 days.

This past year six shelter homes in Okmulgee & Okfuskee County provided placements for youth. Each of our Shelter Homes underwent an extensive background check and home study before they were certified. References were checked and a safety assessment completed on the home prior to certification. The Shelter Home Parents received 6 hours of training prior to any youth being placed into their home. The Shelter Home Parents continued to receive further training throughout the year. New this year was the Shelter Home Parent Quarterly Dinner and Training. We utilized this time each quarter to conduct training, to offer support amongst shelter home staff and shelter home parents and to have a question and answer time.

The Shelter Home Program provides a safe, secure, and healthy environment for these youth. The youth are provided with food, shelter, supervision, recreation school (when applicable) and coordination of services that best meets their needs. Each youth has a service plan written for their individual needs. Both the Shelter Home Staff and the Shelter Home Parents follow the service plan.

The Shelter Home Program is fortunate to have some wonderful families serving as Shelter Homes. The Shelter Home families not only meet the basic needs of the children but also serve as teachers and mentors. During this past year, two teenagers came into our shelter homes and like the shelter homes so much that they requested to return when there was a disruption in their placements. In both instances, the youth stated that they did not want to go to any other shelter. Both youth expressed a desire to return to Okmulgee because they loved the friendly staff and they felt at home with the shelter families.

During the past year, a large number of babies were placed with our Shelter Home families. Even though each baby came with a different challenge, our shelter homes welcomed the babies with open arms. They offered the babies love and support while providing the nurturing that all babies need and deserve. The willingness to accept, care for and release these babies confirms the quality of our Shelter Home families.

## **OKMULGEE COUNTY OUTREACH PROGRAM**

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Okmulgee County Staff: Portia Butler & Mollye Mabrey

The 2005-2006 school year was a great success. The schools that participated in the Character Counts! Program this year were: Beggs, Dewar, Henryetta, Liberty Morris, Morris, Okmulgee, Preston, Schuler, Twin Hills, and Wilson Public Schools. WAIT Training (abstinence education) classes were held at Okmulgee High School.

Beggs Public Schools at Campus and Western Drive in Beggs. In the Spring of 2006, 9 classes of 1<sup>st</sup> and 2<sup>nd</sup> graders participated in the Character Counts! curriculum for 30 minutes, one day a week for six weeks. In addition 6 classes of 7<sup>th</sup> and 8<sup>th</sup> graders received the Project Alert curriculum. In the Fall of 2005, 8 classes of 3<sup>rd</sup> and 4<sup>th</sup> graders participated in Character Counts! with an emphasis on bullying prevention for 30 minutes one day a week for six weeks. Also, six classes of 5<sup>th</sup> and 6<sup>th</sup> graders received Character Counts!

Dewar Public Schools at 204 East 5<sup>th</sup> in Dewar. In the Spring of 2006, two classes of 1<sup>st</sup> and 2<sup>nd</sup> graders participated in the Character Counts! curriculum for 30 minutes one day a week for six weeks. Dewar's 7<sup>th</sup> and 8<sup>th</sup> graders received the Project Alert curriculum in the spring as well. In the Fall of 2005, 3 classes of 3<sup>rd</sup> and 4<sup>th</sup> graders participated in Character Counts! with an emphasis on bullying prevention for 40 minutes one day a week for six weeks. Also, in the Fall of 2005, 3 classes of 7<sup>th</sup> and 8<sup>th</sup> graders participated in Character Counts! with an emphasis on bullying prevention for 45 minutes one day a week for six weeks.

Henryetta Public School at 1800 West Division in Henryetta. In the Spring 2006, 5 classes of 7<sup>th</sup> graders received the Project Alert curriculum for 55 minutes one day a week for six weeks. In the Fall of 2005, 9 classes of 3<sup>rd</sup> & 4<sup>th</sup> graders attended Character Counts! with an emphasis on bullying prevention for 30 minutes one day a week for six weeks.

Liberty Morris School at 24140 Liberty Road in Morris. In the Fall of 2005, 5 classes of Pre-K through 8<sup>th</sup> grade attended Character Counts! for 30 minutes a week for six weeks.

Okmulgee Primary at 1003 North Okmulgee St. in Okmulgee. In the Spring of 2006, 6 combined classes of Kindergarten, 1<sup>st</sup> & 2<sup>nd</sup> graders participated in Character Counts! for 30 minutes a week for 6 weeks. In the Fall of 2005, 6 combined classes of Kindergarten through 2<sup>nd</sup> graders attended Character Counts! for 30 minutes a week for 6 weeks.

Okmulgee Elementary School at 1614 East 9<sup>th</sup> in Okmulgee. In the Spring of 2006, 7 classes of 3<sup>rd</sup> and 5<sup>th</sup> graders participated in Character Counts! with an emphasis on bullying prevention for 30 minutes a week for six weeks.

Okmulgee Middle School at 1421 E. Martin Luther King Drive in Okmulgee. In the Spring of 2006, 6 classes of 7<sup>th</sup> and 8<sup>th</sup> graders participated in the Character Counts! program in conjunction with the Project Alert curriculum for 45 minutes a week for six weeks.

Okmulgee High School at 3<sup>rd</sup> and Alabama in Okmulgee. In the Fall of 2005 the 9<sup>th</sup> graders participated in the Character Counts! Program with an emphasis on abstinence for 45 minutes a week for six week.

Students at the Okmulgee High School Alternative School at 3<sup>rd</sup> and Alabama in Okmulgee and the Okmulgee County Alternative Academy at 400 N. 6<sup>th</sup> in Okmulgee received parenting curriculum through our Family Resource and Support Program throughout the 2005-2006 school year..

Preston Schools at 10165 Pringey Avenue in Preston. In the Fall of 2005, six classes of Kindergarten – 2<sup>nd</sup> graders attended Character Counts! for 30 minutes a week for six weeks. Four classes of 3<sup>rd</sup> & 4<sup>th</sup> graders attended Character Counts with an emphasis on bullying! for 30 minutes a week for six weeks. Two classes of 6<sup>th</sup> graders attended Character Counts! for 45 minutes a week for six weeks. One class of 8<sup>th</sup> graders participated in Character Counts! for 45 minutes a week for six weeks. Also in the Fall of 2005, 16 Life Learners Leaders participated in Leadership training for one hour a week for 16 weeks. In the Spring of 2006, six classes of Pre-K, 5<sup>th</sup> and 7<sup>th</sup> graders at Preston received the Character Counts! curriculum.

Twin Hills at 7225 Twin Hills Road in Okmulgee. In the Fall of 2005, eight classes of Pre-Kindergarten – 2<sup>nd</sup> graders participated in Character Counts! for 30 minutes a week for six weeks. Four classes of 3<sup>rd</sup> & 4<sup>th</sup> graders participated in Character Counts! with an emphasis on bullying for 35 minutes a week for six weeks. Two classes of 5<sup>th</sup> & 6<sup>th</sup> graders participated in Character Counts! for 45 minutes a week for six weeks. Also, four classes of 7<sup>th</sup> and 8<sup>th</sup> graders received the Character Counts and the Project Alert program for 45 minutes a week for six weeks.

Wilson Schools at 8867 Chestnut Road in Henryetta. In the Spring 2006, four classes of 7<sup>th</sup> and 8<sup>th</sup> graders received the Character Counts! program with an emphasis on Project Alert.

On November 3, 2005 a Drunk Driving Awareness Assembly was held at Green Country Technology Center (GCTC). The staff of Anne Moroney Youth Services coordinated with GCTC and many community first response agencies to present this assembly for the students and faculty of GCTC. The presentation included a staged car crash involving several teenagers from GCTC's Students Against Destructive Decisions (SADD) Chapter who were pre-selected to play the roles of the victims. Prior to viewing the mock crash, the students received a presentation by Robert Frost, Okmulgee County DA Investigator, on Drinking and Driving. The mock crash was a first hand opportunity for students to see the possible devastating effects that drinking and driving can have on one's life. City, county and state law enforcement agencies, EMSA, LifeFlight and Okmulgee Fire Department simulated an actual response to the crash. The goal was "real-life exposure" and an opportunity to experience the reality of the emotions and duties of emergency response

workers. The simulated crash ends in a memorial service for the supposed victim of the crash and a final opportunity for the presenters to repeat the message “ Don’t Drink and Drive.”

In November, 2005 then Miss Oklahoma, Jennifer Berry, now Miss America came to Okmulgee County to assist our agency in several assemblies as a follow up to Red Ribbon Week. Miss Berry did presentations at Beggs, Henryetta, Okmulgee and Preston Schools. Miss Berry’s platform focused on Drinking and Driving. She told a story of her best friend that was killed in a car wreck as a result of friends that were drinking and driving.

The Fourth Annual Okmulgee County Spring Tea was held on February 7, 2006 for all the 8<sup>th</sup> grade girls in Okmulgee County. There were approximately 230 young ladies in attendance. Our goal, along with help from many community volunteers, was to provide the girls with an atmosphere of elegance. The focus of the message at the Spring Tea was on promoting abstinence and postponing sexual involvement until marriage. Each girl in attendance received a gift bag filled with goodies and tokens that encouraged abstinence. Each young lady was treated to a buffet style lunch that included different finger foods and two chocolate fountains. Miss Okmulgee County 2006, Rachael Polling, was one of this year’s speakers. Ms. Polling spoke on buffet etiquette. She also entertained the girls with a song and a dance. Miss Okmulgee County’s Outstanding Teen, Georgia Frasier, delighted the girls with a tap dance and by speaking about being a teen. Judy Motte, Okmulgee Memorial Hospital RN of twenty years, shared her professional and personal experiences as a labor and delivery nurse.

The Second Annual Okmulgee County Boys Bash was held on January 31, 2006 for all the 8<sup>th</sup> grade boys in Okmulgee County. There were approximately 270 boys in attendance. Jim Fuller, therapist at Anne Moroney Youth Services, spoke to the boys about proper etiquette and making a girl feel respected. Guest speakers from Tulsa University were quarterback Paul Smith and FCA member and Tulsa University CHI ALPHA Campus Pastor Bubba Green. Both of these speakers encouraged the young men at the Bash to focus on abstinence until marriage and making good choices that could help them for the rest of their lives. Brian Jackson was the featured speaker at the Boys Bash this year. Mr. Jackson’s presentation is sponsored by Cherokee Nation and is both positive and entertaining. Brian talks about his own experiences, such as overcoming his drug and alcohol abuse and his health problems. Brian’s program titled, “ I Believe”, motivates others into believing in themselves and encourages them to set and accomplish goals. Brian Jackson holds the world record for inflating and bursting four hot water bottles in succession despite his own odds. This was a great program and the boys enjoyed his presentation. Café on the Square catered the BBQ lunch for the Boys Bash this year.

In April 2006 Twin Hills School held their Red Ribbon Week. Staff from Anne Moroney Youth Services assisted by reading stories, holding coloring contests, participating in dress-up days, providing student ribbons and helping organize the Drug Free Assembly. Special presentations about Stranger Danger, Bullying and HIV/Aids were also provided

to various schools at their request.

The 10<sup>th</sup> Annual Okmulgee Summer Multicultural Enrichment Program began on May 30, 2006 and ended on July 21, 2006. There were approximately 120 children in attendance this year, ages 3-18. This summer the children enjoyed field trips at the Okmulgee Daily Times, the Okmulgee Fire Department, the Okmulgee County Court House, the Okmulgee Public Library, Okmulgee Memorial Hospital, the Creek Council House, the Wildlife Refuge, Okmulgee Lake, Blue Ribbon Chevrolet, and George Nigh Rehab. Oklahoma State University provided a special trip to their campus in Stillwater. The students were picked up in the "Big Orange Bus" and taken to tour the campus, eat lunch and listen to a guest speaker, former Okmulgee resident Dalona O'Guinn. This year's special guest speakers were Clarence James, SMU coach and Thad Hall, Colorado Springs High School counselor. Mr. Love performed a special song and dance. The Department of Environmental Quality and the Agape Pregnancy Center made presentations as well. Portia Butler coordinated the First Annual Summer Idol, which was big hit with the youth. Each week saw student performances. Students were eliminated by votes from their peers. Those students lucky enough to survive the vote received help from the panel of three judges. These judges reviewed the students' performance and gave them helpful hints for their future performances.

## **OKFUSKEE COUNTY OUTREACH PROGRAM**

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Okfuskee County Staff: Shelly Green

The Okfuskee County Outreach Program has had a very busy year. I accepted the Okfuskee County Outreach Coordinator's position in October 2005. The following schools received the Character Counts! curriculum during the 2005-2006 school year: Boley Pre-K through 3<sup>rd</sup>; Paden Kindergarten through 2<sup>nd</sup> grade; Bearden Kindergarten through 2<sup>nd</sup>; Weleetka 1<sup>st</sup> and 2<sup>nd</sup> grades; and Graham Pre-K through 2<sup>nd</sup> grade. The Bullying curriculum was presented to 3<sup>rd</sup> and 4<sup>th</sup> graders at both Paden and Bearden. In addition 3<sup>rd</sup> through 6<sup>th</sup> graders at Weleetka, 5<sup>th</sup> graders at Okemah and 7<sup>th</sup> graders at Henryetta received the Bullying curriculum. Project Alert's Drug and Alcohol curriculum was presented to 7<sup>th</sup> and 8<sup>th</sup> grade students at Okemah, Weleetka, Bearden, Paden, Boley and Wilson schools. Weleetka High School students received a special presentation on respect. The staff at Anne Moroney Youth Services assisted Okemah Middle School with their Red Ribbon Week. Our agency provided wrist bracelets to the students as well as sponsoring a poster contest.

The 4<sup>th</sup> Annual Okfuskee County Spring Tea for 8<sup>th</sup> grade girls was held at the First Baptist Church in Okemah in February 2006. Almost 100 eighth grade girls, their teachers and community volunteers attended this event, which promotes abstinence. A wedding reception theme was chosen for the event. Finger foods and punch were served. The chocolate fountain was the big hit with the girls and adults. The guest speakers discussed abstinence, etiquette, and make up. A special guest sang a

wedding song for the girls.

The 3rd Annual Okfuskee County 8th grade Boy's Bash was held in January 2006 at the OSU Extension Center in Okemah for approximately 90 eighth grade boys, their teachers and community volunteers. Brian Jackson, a world record holder from Tahlequah, donated his time and talents to speak to the boys. He presented his well-known "I Believe" program to the boys. He amazed everyone when he blew up a hot water bottle and then tore a pack of playing cards in half. The boys were given tie-tying lessons and a tie-tying contest was held. Other speakers talked to the boys about etiquette and the importance of waiting until marriage to have sex. The boys had the opportunity to demonstrate their ball handling skills during the Bash. They were served a catered lunch of barbeque sandwiches and left with a mini football. One-eighth grade student left a thank you note that read " Thank you for believing in me when my parents don't even believe in me." It is comments like this that make these events worthwhile.

Near the end of the school year HIV/AIDS presentations were made at Bearden, Boley, Mason, Okemah, and Graham Schools. In June 2006 the staff of Anne Moroney Youth Services presented a self-esteem activity at the Healthy Kid's Day hosted by OSU Extension.

## **1 EIGHTY PROGRAM**

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Andrea Roland and Brandy Simpson

Once again, it's that time to contemplate all that has transpired over the last year. One word encapsulates the past year – change. Change never comes easy; people are comfortable with the status quo and do not want to face the unknown. This includes me. There has been some upheaval and strife over the past year. However, looking back, change has been good.

This year the agency staff have worked hard to implement the 1 Eighty curriculum into area schools for at-risk youth. The Okfuskee and Okmulgee County staff was able to institute the program in schools targeting students that exhibited behavior problems as well as youth with poor social skills. The 1 Eighty curriculum was also used with both county's alternative education programs benefiting both the schools through a no-cost program and the students in gaining life skills that they will need as they approach adulthood. Schools in both counties have been receptive to instituting this curriculum for at-risk students. Schools that chose to participate included the Okmulgee County Alternative Academy, the Okmulgee High School Alternative School, Beggs Middle School, Okemah Middle School, Okemah High School Alternative School, Boley School and Mason School.

Along with the school programs, the agency continued to target adolescents and their parents for the traditional 1 Eighty curriculum setting. As in past years, the staff continued to develop the curriculum so that it remained relevant to the families the program served. For instance, the drug and alcohol component was added so that the

youth and their parents could be better equipped to make informed choices. The staff also developed more object lessons to illustrate each segment's concepts. The activities were used to keep the group energized as well as helping the adolescents take abstract information and put it into a concrete activity.

Our goal for the 2005-2006 year was to serve 200 youth. We did not quite achieve our goal this year. However, we were able to reach 128 youth with our program. This was an increase of 125% or 71 youth from the previous year. Many of the youth and their families reported in the satisfaction surveys that they felt the program helped with their communication, anger management and decision making skills. I observed many adolescents over the previous year, but one particular adolescent stands out in my mind. She was a seventeen-year-old female who was involved in a local gang and was displaying delinquent behavior. She spoke about her and her mother's conflicted relationship and the difficulty she had in communicating with her mother. She seemed to change right before my eyes. As she stood in front of the panel during our last session, she was able to say in confidence that she had made many changes such as the manner in which she interacted with her mother, the new goals she had, and the determination to better herself through attending and participating in the 1 Eighty Program.

### **TRUANCY PROGRAM –OPERATION SAVE KIDS**

Youth Services Staff – Christy Frost  
Okmulgee County Truancy Officer – Chip Smalley

The target population for Operation Save Kids is any student in Okmulgee County that is not attending school regularly. The truancy prevention program has support and receives referrals from all the ten Okmulgee County School Districts, the county Vo-tech and the county alternative school. In addition, referrals are received from the Office of Juvenile Affairs, parents and other county social service agencies. The collaborative effort between the Okmulgee County Sheriff's Office and our agency has been extremely successful. We participate in the monthly Superintendent's meetings for feedback and suggestions. In addition, our Prevention Policy Board met monthly to provide support and oversight for the program. The Prevention Policy Board has been a great asset to the program with their suggestions, advice, and problem solving techniques.

In June 2006 a collaborative effort was developed with the Okmulgee Summer Multicultural Program. As we were unable to locate students with an interest in attending our Summer Career Field Trip program, staff altered the original plan slightly to work with the at-risk youth that were attending the Okmulgee Summer Multicultural Program.

The following is a summary of the 2005-2006 Operation Save Kids Outcome results:

- 1) Outcome #1 was chosen to help reduce juvenile delinquency by tracking the number and percent of students who have received an additional truancy referral during the time of program participation or who have received an additional truancy referral after successfully completing the program. In the first year of this program only 21 students out of 895 referred students or 2.3% of participants have received a subsequent referral.
- 2) Outcome #3/#3b was chosen to improve student's positive social behavior and to track improvements in student attendance. The truancy program received 895 referrals in the 2005-2006 school year. Of those referred students, 781 have successfully completed their program requirements and have exhibited a positive behavior change in regards to their behaviors.
- 3) Outcome #4 was chosen to increase the accountability of the program by tracking the number of students who successfully completed all program requirements. There have been 781 students who have successfully completed all their truancy program requirements. This reflects an 87.8% successful completion rate. The program has seen 103 students exit the program prior to completion. The reasons for noncompliance include the family's choice to move out of the county, school suspensions, student's pursuit of GED, and a student's extenuating health conditions. Three referrals are currently in the process of judicial proceedings. The remaining 6 referrals are still involved in the truancy program.
- 4) Outcome #5 and #6 were chosen to increase program support. Satisfaction surveys have been developed in an attempt to determine family and student satisfaction. Participation in the satisfaction surveys is voluntary. The response rate by parents and students were minimal. There were 128 parent surveys returned. Eighty-nine (89) parents reported they were satisfied with the program. That is a satisfaction rate of 69.5%. There were 91 student surveys returned. Only 39 students that responded indicated a satisfaction with the truancy program. That is a satisfaction rate of 42.9%. These results give indication that the truancy program is effective. One would not expect students, who have truant behaviors, to have a high satisfaction rate with a truancy program that encourages regular school attendance.

As of June 30, 2006, 895 students had participated in Operation Save Kids – Okmulgee County. Of this amount, 436 referrals were for students who were considered truant by their home school. The PPB and the program staff developed a standard referral process for the schools in an effort to promote program consistency throughout Okmulgee County. Each school district has been receptive to the recommended changes and have verbally committed to making changes in their referral process. The county superintendents have had discussions regarding the development of a uniform, countywide attendance policy for the 2006-2007 school year.

The program staff developed a classroom presentation for middle and high school students that encouraged not only school attendance but also the importance of education and graduation. The presentation included a worksheet that encouraged each

student to identify their job of choice and the corresponding earnings. The students were then assisted in determining approximate costs for housing, utilities, insurance, food, vehicle and transportation costs, etc. Once the cost of living expenses were figured, the students determined if their education would allow them to obtain their job of choice or a minimum wage job. Only then could the student determine if their job would cover their living expenses. This presentation was well received by the students. During the 2005-2006 school year, twenty (20) classroom presentations were completed with 459 students participating.

The following are major accomplishments that were experienced this past year in implementing Operation Save Kids:

- 1) Very active Prevention Policy Board that consists of members from the District Attorney's Office, Sheriff's Office, other county law enforcement agencies, County Commissioners, various county schools, local business and other community social service agencies.
- 2) All ten county school districts, the county Vo-tech and the county alternative school are all actively supporting the truancy program.
- 3) Four school districts have made changes to their attendance policy in collaboration with the Truancy Program.
- 4) There was and will be continued discussion and possible movement toward a countywide attendance plan.
- 5) The prevention techniques used by staff were instrumental in keeping the number of citations issued to six.
- 6) Staff made 20 classroom presentations to 459 students that emphasized school attendance, the importance of an education and the need for each student to graduate from high school.
- 7) The majority of students that have participated in the program showed an increase in regular attendance at school.

The following are barriers that were experienced this past year in implementing Operation Save Kids and the steps taken to remedy the barriers:

- 1) Each county school district has its own record keeping and attendance policy. It was somewhat difficult to implement a uniform county truancy program with the differences. This barrier was addressed with each school district. Several school districts have made changes in their school attendance policy in collaboration with the Truancy Program.
- 2) The students that participated in the Truancy Program throughout the school year were not interested in attending the Summer Career Field Trips. The schools encouraged participation, staff contacted students and parents personally and scheduled activities were distributed to students. Unfortunately, all attempts only produced eight interested students. The Summer Career Field Trip week was cancelled for these students when no one showed up at the designated pick up locations. Program staff collaborated with the Okmulgee Summer Multicultural Program and a modified schedule of services was implemented with their youth.

## **OKMULGEE COUNTY GRADUATED SANCTIONS**

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Staff: Jon Keim

The identified needs for the Okmulgee County Graduated Sanctions Program were developed through a collaborative effort among the Office of Juvenile Affairs, the District Attorney, Municipal and District Judges, Okmulgee County Law Enforcement Departments, Okmulgee County Schools and Okmulgee-Okfuskee County Youth Services, Inc. These agencies have identified the need for early intervention, as well as, immediate and appropriate consequences for juvenile offenders. In January, 2006 Okmulgee-Okfuskee County Youth Services, Inc. completed a Risk Factor Assessment on Okmulgee County. During that process, we discovered that some area schools were experiencing a very high rate of 1 to 10 day suspensions. It was felt that the Graduated Sanctions Program might be a possible alternative to suspension. The Graduated Sanctions Coordinator has been educating the schools about the program and the schools are beginning to make referrals. The Okmulgee County Graduated Sanctions Program targets youth between the ages of 12-18 who may be at risk of or definitely are involved in delinquent activities.

The Okmulgee County Graduated Sanctions Program met these identified needs by providing services to 47 youth in 2005-2006. Of those youth participating in the Graduated Sanctions Program a total of 31 youth successfully completed the program.

The Okmulgee County Graduated Sanctions Program continues to pursue community service projects within the hometown of each youth if at all possible. There are several agencies that have and are always agreeable to supervise the youth's hours without requesting a paid community service supervisor to be present. The following is a listing of all the agencies that were a part of our Community Service Projects this year: Okmulgee Police Department, Okmulgee Fire Department, Okmulgee Homeless Shelter, Salvation Army, Humane Society, Henryetta Police Department, Dewar City Hall, Weleetka City Hall, Beggs City Hall, Lake Drive Nursing Home and the Okmulgee Summer Multicultural Program.

## **INTEGRATED BEHAVIORAL HEALTH OUTPATIENT PROGRAM**

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Staff: Laura Buell, Pam Ittner, Susan Foster, Jim Fuller, Letisha Stovall-LeBlanc, Nancy Mason, Bill Muilenburg, Brandy Simpson, Tashara Stewart, Kristy Walker, Linda Yeager

Our Integrated Behavioral Health Outpatient Program continues to be a program of changes. We strive to provide the best outpatient services possible to the children and their families through individual and family counseling. In the past fiscal year, 307 youth and their families received counseling services from our agency. In addition to providing quality counseling our therapists strive to empower the youth and their family to positively communicate with each other and to help them develop skills to work through

any situation. The therapists are often faced with crazy schedules to accommodate the family's needs and complete the required paperwork. It is through dedication to their profession and their individual desire to help families that keep our therapists enthusiastic about their counseling.

The therapists of Anne Moroney Youth Services each have their own personalities, expertise and desire to make a difference in Okmulgee and Okfuskee Counties. And a difference they have made! The ever-increasing number of referrals speaks of the services they have accomplished.

The following are sample case scenarios written by our therapists:

It is incredible when you have the opportunity to watch someone blossom. I was blessed to be able to watch this metamorphosis. I believe every therapist needs a client that restores hope and confirms that as therapists we are making a difference in the lives of the children and families with whom we counsel.

I began working with this client whom we will call Tony, which is not her real name. I worked with her for approximately 9 months. She presented with significant behavior problems. She had anger control issues, had difficulty expressing emotions other than anger, and grief issues related to her biological father's inconsistent contact. Tony was an average student and had difficulty with her peers as well as her family. She also had difficulty reading and did not read on her grade level.

When I met Tony, she was very angry and would either not answer questions or answer with I don't know. She was not comfortable making eye contact and when she did she tended to look through her bangs at me. I utilized play and art therapy as Tony was most comfortable and responsive to these therapeutic approaches. Her teacher reported that Tony seemed sad and tended to bully other children. When confronted by the teacher, Tony was adamant it was not her fault. Additionally, Tony had a conflict-laden relationship in her family that her mother felt helpless to change. Tony began to blossom as her mother and teacher began helping her learn conflict resolution techniques, basic social skills and positive communication skills. As Tony's negative behavior decreased in the classroom, her circle of friends began to expand. With the help of the teacher, Tony's grades as well as her reading level increased. As Tony gained coping mechanisms, she was able to better focus on her academics. It was wonderful to watch her self-esteem and confidence rise as her peer interaction and academic skills improved.

Many families bring their child into counseling in hopes that therapy will "fix" the child's problem behaviors. Many families are at times, reluctant to see the problem behavior as system wide rather than individual focused. Tony's mother was the exception to the rule. She came into the counseling environment in hopes of helping her daughter as well as wanting to gain parenting skills to work more effectively with her daughter. Through family counseling, Tony's mother was able to become more consistent in her parenting skills. Tony's mother would take what she learned during the family sessions and implement them into her and her husband's parenting styles. Her mother also dealt

with Tony's paternal family's inconsistent relationship with Tony. She encouraged Tony's dad and his parents to be a consistent part of Tony's life as well as informed them of the detrimental nature their inconsistency had on Tony. By doing this, Tony was able to have more consistent visitation and telephone contact with her father and grandparents. This helped resolve her feelings of abandonment and unworthiness. I am happy to say that I closed Tony's case due to the vast improvement she made. I feel privileged that I was able to work with her and that she was a part of my professional life.

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This is story about a client whom we will call David (not his real name). David's mother called into the office in tears one day, needing to make a counseling referral. David's father was in prison. David's mother was currently going through a divorce and David had three younger siblings. The mother presented David's behaviors as hyper, refusing to get up and go to school, refusing to go to bed, and being physically aggressive with her. The mother also reported that David had punched holes in the walls and torn up his younger sibling's toys in the home. David's mother was seeking help to discover why David's behavior was deteriorating.

This therapist began to work with David on positive behaviors that lead to positive rewards. David's mother provided positive incentives to encourage her son to follow the rules of the home. These positive incentives included a cooked breakfast each morning that encouraged David to get up for school. David wanted to spend time with his mother where he had her undivided attention. David's mother began reading to him each night before bed like they had done when it was just the two of them. This encouraged David to give up his late night TV programs and go to bed on time. David was able to communicate to his mother that he was being bullied at school. David's mother was able to talk with the school principal and the other student's mother to resolve this issue. David was able to look forward to going to school.

Through counseling, David and his mother were able to develop positive communication skills and resolve the issues that were contributing to David's behaviors.

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Seeing change in a client is a rewarding experience but seeing how their lives are transformed because of the change is awesome. This is a story of an elementary age student that was experiencing severe stomach aches and was not able to attend school because of them. It was also reported that this student had lost her grandmother and babysitter within two months of each other. The student's parents had also separated for a period of time right after these deaths. When I first met this student, she was extremely nervous and had a pained smile on her face. He mother reported that the stomachaches may be a result of a hernia. The stomach problems seemed to be more prominent at school as she did not complain about them at home. Client was still doing gymnastics and was active with her family and friends. Client's mother also reported that she had not been her normal "bubbly" self since her grandmother's death.

During the course of treatment, the client was able to make a book about her grandmother and process the things she would miss about her grandmother. Through art therapy, she was able to draw pictures of herself with her grandmother doing things like shopping, playing soccer, going on family trips and other activities that they had regularly done. The client also processed going to her grandmother's home without her grandmother being there and her worries about losing one of her parents.

Through therapy, the client was able to process her grandmother's death. She was also able to develop some coping skills to deal with her anxiety at school over tests and to deal with her classmates. The client's mother and schoolteacher were identified as future resources for client to go to when she became anxious or just needed a listening ear.

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This is a story of a teenager who was referred for counseling as she was experiencing daily anger outbursts, ongoing depression, low self-esteem and daily conflict with her mother. When the teenager and her mother arrived for the first counseling session, they reported client was crying at least five days out of the week; several times a day. The teenager had also moved out of her mother's home due to constant bickering. The teenager was refusing to engage in activities, as she was experiencing anxiety attacks several times a week. These anxiety attacks hindered her from building positive relationships with others and also kept her from feeling independent. Client was verbally aggressive toward her family members as she felt she was responsible for taking care of them and not herself. These behaviors and feelings had led to client dropping out of school and feeling alone daily.

This teenager and her mother engaged in family counseling for over one year to work out their issues. The results; client enrolled in school to continue her education; client moved back into her mother's home; client obtained her driver's license and was able to go places by herself; client's self confidence increased and she participated in extra-curricular activities; client's crying spells were reduced to one time per week and client began to communicate more freely rather than holding her feelings and thoughts inside. Client's mother noticed that they were communicating more often and that they were having more serious conversations without conflicts. This teenager is continuing her high school education and aspires to gain employment in the future.

### **FRIDAY NIGHT DETENTION**

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Cadres: Johnny Fairres, Blake Frost, Christy Frost, Robert Frost, Aaron Graffman, Patrick Hale, Kelsey Ingold, Gary McCollum, Andrea Roland

Friday Night Detention was designed to meet the lack of immediate consequences for youth's misbehaviors in Okmulgee County. We modeled our program after a similar program in Muskogee County. We were fortunate to receive Tom Luker's, Muskogee's

Friday Night Detention Program Coordinator, expertise and guidance in developing our program. Since our first Okmulgee County Friday Night Detention, we have had some changes. The program originally began by holding Friday Night Detention every other Friday night. Currently Friday Night Detention is held on the first Friday night of each month. Our Okmulgee County referral sources are the municipal courts, District Judges, OJA, schools and parents. Recently, Seminole County OJA and Drug Court have begun sending several juveniles each month to the program.

Okmulgee County's Friday Night Detention Program has had many positive outcomes to date. The following are a few examples:

One male juvenile, whom we will call Joe, which is not his real name, came to Friday Night Detention with a terrible attitude. He was referred by his counselor. He had a bad attitude with authority figures and would not obey the rules his mother set. He came to Friday Night Detention with these same attitudes and did not successfully pass the program. Consequently, he had to come back the next month. This juvenile did not want to return to the program after not passing. The juvenile was able to express his embarrassment about how he had conducted himself and his fear that he would not pass the second time. The Friday Night Detention staff encouraged him to learn from his mistake, leave his attitude at the door, and work hard to complete the program. He did come to the program the second time with a different attitude toward the Cadres. He was able to maximize his abilities and he passed the program. Several weeks after he passed Friday Night Detention, Joe's parents reported his attitude was much better and he was complying with the rules at home.

Another, male juvenile, whom we will call Bob, which is not his real name came to Friday Night Detention after a referral from a judge. Bob felt that he should not be in trouble for his law violation and that the judge was too hard on him. Despite his feelings, Bob was able to successfully complete the Friday Night Detention Program that first evening. Bob was assigned to complete the 1 Eighty Program by the judge as well. Our referral sources understand that the Friday Night Detention Program provides an immediate consequence and is an eye opener for the juveniles. Many times, this may be the only program the juvenile needs. There are some juveniles that may benefit from the 1 Eighty program which teaches additional coping skills and accountability. Bob was one of these cases. Bob was able to identify during the 1 Eighty Program that the Friday Night Detention Program had made him realize that he was headed down the wrong path. Bob's attitude had improved from our first contact and he was able to successfully complete the 1 Eighty Program as well.

## **OKMULGEE COUNTY FAMILY RESOURCE & SUPPORT PROGRAM (OCAP)**

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Staff: Rose Gouthier, Cindy Lane, Jawanna Wheeler

### **IDENTIFIED POPULATION**

Okmulgee County Family Resource and Support Program continues to identify low-

income teens and single parents in Okmulgee County.

### **PROGRAM STAFF**

Jackie Miller, Program Supervisor; Cindy Lane, Family Assessment Worker; Rose Gouthier, Family Support Worker and Dana Moody, Family Support Worker continue to work diligently to provide quality services to our families. In December, Dana Moody and Rose Gouthier graduated from Langston University both with Bachelors Degrees in Psychology.

In August 2005, Evie Muilenburg, Center Based Activities Leader, left the agency to begin a new job. Ayngi Montgomery took over this position that same month. However, Ayngi Left the agency without notice in October, 2005.

Chasity Vaughn came on board as the Center Based Activities Leader on October 20, 2005. Chasity has a Bachelor of Science Degree in Family and Consumer Sciences with an emphasis in Family Relations and Child Development from Northeastern State University. Chasity left the agency in February 2006 and we opted not to fill this half time position.

Dana Moody, Family Support Worker, left the agency on May 20, 2006 in order to spend more time with her two children.

Jawanna Wheeler joined the agency on June 5, 2006 as our new family support worker. Jawanna has a Bachelor's of Social Work from East Central University and nine years as a Child Welfare Worker for DHS. Jawanna will be attending PAT training from July 31 – August 4, 2006.

Supervision continues to be done weekly. Staff also has the opportunity to bring any issue that may arise to their supervisor on a daily basis, so that direction can be given to the issue immediately. An individual session typically includes discussion about family home visits, assignment of any new families and community contacts. A group session typically includes discussion regarding parent education and support groups, training issues, referral issues, as well as plans for center-based activities.

### **PROGRAM STAFF TRAINING**

Dana Moody and Cindy Lane attended the contractors meeting on August 3 & 4, 2005.

Jackie Miller, Program Supervisor; Cindy Lane, Family Assessment Worker; and Family Support Workers Rose Gouthier and Dana Moody attended the three day Healthy Families Conference in Norman, Oklahoma September 28-30, 2005.

Dana Moody, Rose Gouthier, Chasity Vaughn, Cindy Lane and Jackie Miller received Cultural Sensitivity training from Creek Nation on January 11, 2006.

Rose Gouthier and Jawanna Wheeler both received their CPR/First Aid training on June 26, 2006.

## **OUTREACH**

The Advisory Council has retained Stacy East, Director of Counseling and Access Services, OSU Okmulgee, Candace Vardell, Creek Nation WIC, Kristin Cunningham, Okmulgee Public Library; Denise Robison and Regina DeWitt, Deep Fork Community Action; and Kathy Cole, Child Development Specialist, Okmulgee County Health Department, Tina Fisher, Brad and Mary Osborne, parents. We added Kay Grogan, Okmulgee Early Head Start.

The initial meeting of the Advisory Council, for the new contract year, was held on September 8, 2005, with the following members in attendance: Kay Grogan, Early Head Start, Stacy East, OSU Okmulgee, Kathy Cole, Okmulgee County Health Department, Denise Robison, Deep Fork Community Action and Tina Fisher, parent. Program Staff in attendance were Dana Moody, Family Support Worker, Cindy Lane, Family Assessment Worker and Ayngi Montgomery, Center Based Activities Leader.

All members present were familiar with the program guidelines and requirements so only a brief overview was given and program fact sheets as well as referral sheets were given to all members present.

Cindy and Dana shared the good news that the age limit for enrollment has been changed from 3 months to 6 months and that it will now be left up to the discretion of individual programs as to whether or not they will continue services for a family who becomes involved with Child Welfare.

The council elected to retain all current officers for the 2005 – 2006 fiscal year.

The second quarter meeting was held on December 1, 2005 with the following members present: Kristin Cunningham, Denise Robison, Kathy Cole, Stacy East, and Candace Vardell. Staff members present were Dana Moody, Family Support Worker, Cindy Lane, Family Assessment Worker and Chasity Vaughn, Center Based Activities Leader.

Chasity Vaughn was introduced to the council as the new Center Based Activities Leader. Dana and Chasity gave their program reports.

The time set aside in council meetings for resource sharing has proven useful to program staff, as well council members. Stacy East explained how the new 211 system worked and the follow-up that is provided by the system staff. Program staff has already utilized this service numerous times with good results.

The third quarter meeting was held on March 2, 2006 with the following members present: Candace Vardell, Creek Nation WIC; Kathy Cole, Okmulgee Co. Health Department; Denise Robison, Deep Fork Community Action; Tina Fisher, Parent and program staff Cindy Lane and Dana Moody.

Council members completed the Fatherhood Initiative self-assessment in order to assist staff in better serving the fathers in our program.

The fourth quarter meeting was held on June 1, 2006 with the following members in attendance: Kathy Cole, Okmulgee Co. Health Department; Denise Robison, Deep Fork Community Action, Kay Grogan, Okmulgee Early Head Start and program staff, Jackie Miller and Cindy Lane.

Council members were updated on the program enrollment and activities and were asked to fill out their membership survey to continue or decline service on the advisory council. Surveys were mailed to those members not in attendance at this meeting.

In October 2005, Jackie Miller, Rose Gouthier and Cindy Lane revisited Brenda Martin, director of Agape Crisis Pregnancy Center in hopes of strengthening the relationship between the two programs. Since that time we have received one referral from the Center.

We have maintained regular contact with the Beggs, Henryetta, Okmulgee and Creek Nation Head Start directors. We also have weekly contact with the county health department's WIC office as well as the Creek Nation WIC office, Deep Fork Community Action, the Salvation Army, and Dr Minton's office.

We distributed the Okmulgee County Family Resource Directory to the community at the Family Festival in September.

### **PUBLIC AWARENESS ACTIVITIES**

The Family Festival committee elected to move this year's event from the County Fair to the Okmulgee County YMCA. Dana, Rose and Cindy attended the event planning meetings in the months of July, August and September.

We again used the popular handprint activity that we have used the past several years, however due to the change in location of the festival, our booth was located indoors in a carpeted area, so instead of using finger-paint, we chose to use washable markers to make the outline of the child's hand on a paper printed with the poem, FINGERPRINTS, by Wendy Lyn. We also handed out packets filled with parenting literatures well as a healthy trail mix snack. Attendance was down this year, again due at least in part to the change in location. We made about 85 contacts.

Again this year we manned a booth for the Okmulgee County Child Abuse Prevention Task Force. The children were given Vince and Larry coloring books and activity books and pencils. We handed out the Okmulgee County Family Resource Directories and Child Abuse Hotline cards to the parents and answered questions.

In September Dana Moody and Cindy Lane had a booth at OSU Okmulgee's "Welcome Back" for students. There were approximately 400 in attendance.

In October we were invited to participate in two separate events with Creek Nation. The first of these events, Employee Fun and Fitness Day, was held on October 26, 2005 at the Okmulgee County YMCA. Chasity Vaughn and Cindy Lane had an information booth and gave out trail mix. We made approximately 100 contacts. Then on October 28, 2005 Cindy Lane spoke to two groups of single parents at a breakout session of the Creek Nation Head Start's Parent Training. Cindy manned an information booth for the afternoon session of this event. Approximately 75 contacts were made.

On March 14, 2006 we hosted our annual Open House. We had a total of 22 in attendance for this event. We served a come and go lunch of cold cuts, fruit and vegetable trays. There were information tables with PAT information as well as other parenting information and Denver Developmental Screens.

On March 17, 2006 Cindy Lane manned a booth at the Creek Nation Spring Celebration. We gave out parenting information as well as child abuse reporting information. There were approximately 250 in attendance.

April was a busy month for us as we participated in many different public awareness activities in conjunction with the Child Abuse Prevention Task Force.

On April 3, 2006 Cindy Lane represented the agency as well as the Child Abuse Prevention Task Force as the Okmulgee County Commissioners signed a proclamation declaring April Child Abuse Prevention Month. Cindy used the pinwheels, provided by OCAP, and a Child Abuse Prevention Month Poster to make a display, which remained at the front entrance of the Okmulgee County Court House for the entire month of April.

On April 8, 2006 Rose Gouthier and Dana Moody manned a booth for the YMCA's Healthy Kids Day. They played a balancing game, simulating walking a tight rope (on the ground). Each child received a stuffed animal that had been donated to the agency. They also handed out bags of trail mix and parenting information. Cindy Lane helped with the Child Abuse Prevention Task Force booth. At that booth we gave out pencils that said "Stop Child Abuse" to the children and "Cherish the Child" car magnets to the parents. There were approximately 100 in attendance.

On April 19, 2006 Cindy Lane read books with the Child Abuse Prevention Task Force and BACA (Bikers Against Child Abuse) at Preston Elementary, Okmulgee Primary, Okmulgee Early Head Start and Okmulgee Head Start. After listening to the story the children got to go out and look at the motorcycles and received a BACA coloring book and a "Stop Child Abuse" pencil.

On June 24, 2006 Cindy Lane participated in a "Cars Can Become Coffins" campaign sponsored by Okmulgee County's new Turning Point Coalition. This event was held in front of the Okmulgee Wal-Mart. There were two cars set up with thermometers, one in the shade and one in direct sunlight, from 10:00 a.m.-2:00 p.m. The members of the coalition handed out mirror hanger reminders and other literature pertaining to car

safety for children, to approximately 350 families. Okmulgee Fire Department was also on site to give tours of the fire truck to children.

We continue to make the public more aware of our services through newspaper articles and announcements, as well as distributing flyers to all local child care facilities, head starts, Okmulgee County Health Department locations, WIC offices, Deep Fork Community Action, DHS, Creek Nation Children and Family Services, Okmulgee Public Library, doctor's offices and Wal-Mart.

### **SCREENING SERVICES**

We had a total of eighty-five screens. Of these, Thirty resulted in assessments, twelve were not interested, three were already enrolled in C1, eight were out of county, two had an opened Child Welfare case, five were referred to C 1, four had children who were too old, one was negative, one said she did not have time, and fourteen were unable to be contacted. When we are unable to contact families by phone we send the family an information packet. We also contact our referral source to request assistance in making contact with the family.

We completed fifty Denver II Developmental Screens this year. Of these, forty-five were normal; two had possible delays and were referred to Sooner Start. One had a previously identified delay and is receiving services from Sooner Start already and one was scheduled to be re-tested due to a caution, but was removed from the home before the re-test could be administered, and one refused.

### **INTAKE AND ENROLLMENT**

We have had difficulty this year in getting families enrolled after the assessment has been completed. In an effort to improve in this area, Family Support Workers are now accompanying the Family Assessment Worker to as many of the assessments as possible in order to get the first home visit scheduled immediately. This seems to have helped.

### **ASSESSMENT SERVICES**

We completed a total of thirty assessments during this period. Of these eighteen were opened, seven refused services, one was negative, two was referred to more intensive services and two were unable to be contacted following the assessment.

### **FAMILY SUPPORT PLAN**

Family Support Plans continue to be done with families on a regular basis, typically once every three months. Families sometimes have difficulty setting goals for themselves and their children that are achievable. Our Family Support Workers strive to encourage families in setting achievable goals and at the same time suggest necessary action steps so that the family can see that they are making progress toward their goals.

The Family Support Plan is designed to help families think about future goals and plans. Our families have experienced many successes including passing the GED, enrolling in and completing college courses, obtaining and maintaining employment and housing, improving housing conditions, purchasing vehicles, buying Christmas presents for their children, as well as potty training success stories.

### **HOME BASED PARENT EDUCATION AND SUPPORT SERVICES**

At the end of June we had 20 families enrolled and have served a total of 37 families since July 1, 2005.

We continue to do weekly and bi-weekly home visits. We provide PAT lessons and parent-child activities at each home visit. These activities continue to aid in developing fine motor skills, language and social-emotional and intellectual development. As always our goal is to reinforce positive parent-child interactions, so at least one book is read at each visit and activities and age appropriate information are provided for the other children in the home.

We continue to use Baby Bucks as an incentive for keeping home visits and participating in center based activities as well as providing transportation for WIC and Dr.'s appointments.

### **CENTER-BASED PARENT EDUCATION AND SUPPORT SERVICES**

#### **STRUCTURED PARENT EDUCATION GROUPS**

Two sessions of parenting education classes were held during this year with a total of eight classes.

The first set of classes were held on October 17<sup>th</sup> & 24<sup>th</sup> and November 7<sup>th</sup> & 18<sup>th</sup>, 2005. The class was from 6:00 – 8:00 p.m. each evening, with the exception of the November 18<sup>th</sup> class, which was held from 1:00-3:00 p.m.. The STEP curriculum was used and topics discussed included discipline that makes sense, building a better relationship with your child, listening and talking to your child, building self-esteem and praising and encouraging your child. There were two people in the class. They completed the class successfully. The facilitator for the class was Cindy Lane. The classes were held at Okmulgee Public Library, with the exception of the November 18<sup>th</sup> class, which was held at the Youth Services office.

The second set of classes was held on April 4, 11, 18 and 25, 2006. The class was from 6:00-8:00 p.m. each evening at the Okmulgee Early Learning Center. The STEP curriculum was used and topics discussed included effective discipline, understanding young children, understanding behavior and building self-esteem and communicating with young children. There were nine parents enrolled in this class. Dana Moody was the facilitator for these classes.

Fliers were distributed to Okmulgee, Beggs and Henryetta Head start programs, local day care centers and doctor offices. The classes were also advertised in the Okmulgee Daily Times and

Henryetta Daily Free-Lance Newspapers and on Okmulgee's KOKL radio station.

### **WEEKLY, ONGOING PARENT EDUCATION SUPPORT GROUPS**

Weekly ongoing parent education support groups continued in the Okmulgee County Alternative School and Okmulgee High School Alternative School. The leader/facilitator for these groups were Ayngi Montgomery in September, Chasity Vaughn from October 2005-January 2006.

When Chasity left the agency in February, we opted not to fill the position of Center Based Leader. Dana Moody took over the Weekly Parent Support Group at both alternative schools.

Group sessions were held in the Okmulgee County Alternative School every Tuesday from 10:00-11:00 a.m. The group of students varied in numbers, with normally 2-7 present in class. A variety of topics were discussed including child development, Shaken Baby Syndrome, Fetal Alcohol Syndrome, SIDS, child birth, childhood illnesses, bonding with the baby, keeping baby safe, smoking & pregnancy, and Nutrition. We also did one class on date rape and domestic violence as the class requested information on this topic.

Group sessions were in held in Okmulgee High School Alternative School every Thursday from 10:00-11:00 a.m. The group of students varied in numbers from 1-7 present in class. Various topics were discussed including Childbirth and delivery, Shaken Baby Syndrome, Fetal Alcohol Syndrome, common childhood illnesses and taking care of yourself.

We tried something new this summer by attempting a weekly parent support group at the Okmulgee Public Library using the **I AM YOUR CHILD DVD SERIES**. This was scheduled in conjunction with the library's Summer Reading Program. As of June 30<sup>th</sup> we had not had any parent participation in this group, but we will continue to offer it throughout the month of July.

### **MONTHLY PARENT EDUCATION SUPPORT MEETINGS**

These meetings are held at county Head Start. The first meeting was held on September 26, 2005 at the Henryetta Head Start and was conducted by Rose Gouthier. Rose spoke on the services offered through this program and showed examples of the Parents as Teachers curriculum and the parent/child activities. There were three parents in attendance.

On January 12, 2006 Chasity Vaughn facilitated a meeting at the Beggs Head Start. The topic of this meeting was Positive Parenting as well as an overview of the home visitation portion of the program. There were nineteen parents in attendance.

On February 8, 2006 Dana Moody attended the Okmulgee Head Start meeting. Her topic for that meeting was Nutrition and Budgeting. There were 7 parents and 4 children in attendance. Rose repeated this topic on February 9, 2006 at the Beggs

head Start with a total of nine parents in attendance and again on February 16, 2006 at Okmulgee Early Head Start with six parents in attendance.

On March 7, 2006 Rose spoke on Child Abuse Prevention at the Beggs Head Start. She handed out the Child Abuse Prevention Month Packets to the 10 parents in attendance and left enough packets at the site for all families to one. Dana Moody repeated the topic at Henryetta Head Start on March 27, 2006 with a total of 6 parents and 6 children in attendance.

<b>Date</b>	<b>Topic</b>	<b>Location</b>	<b># Attending</b>
09/26/05	PAT and Program Overview	Henryetta Head Start	3
01/12/06	Positive Parenting	Beggs Head Start	19
02/08/06	Nutrition and Budgeting	Okmulgee Head Start	7
02/09/06	Nutrition and Budgeting	Beggs Head Start	9
02/16/06	Nutrition and Budgeting	Okmulgee Early Head Start	6
03/07/06	Child Abuse Prevention	Beggs Head Start	10
03/27/06	Child Abuse Prevention	Henryetta Head Start	6

### **PARENT-CHILD DROP IN ACTIVITIES**

Parent-Child activities were held at two Head Starts during this time period. For each of the activities a table was set up in the entry way of the Head Start and the parents and children were given the opportunity to stop by the table on the way out of the building to participate in a craft together. The activities were age appropriate for the children and the parents were encouraged to participate fully with their children.

<b>Date</b>	<b>Activity</b>	<b>Location</b>	<b># Parents</b>	<b># Children</b>
09/30/05	Plastic Plate Mask	Okmulgee	16	23
11/07/05	Fall Headband	Henryetta	12	13
11/11/05	Fall Headband	Okmulgee	16	19
12/06/05	Gingerbread Man Door Hanger	Okmulgee	10	12
12/13/05	Gingerbread Man Door Hanger	Henryetta	9	12
01/20/06	Fingerprint Mice	Henryetta	11	11
03/08/06	Shamrock Buttons	Henryetta	15	15
05/03/06	Mother's Day Cards	Henryetta	11	11
05/10/06	Mother's Day Cards	Okmulgee	10	13

### **Family Support Events**

Our annual Fall Carnival was scheduled for October 21, 2005. We had no families in attendance. Possible reasons for lack of attendance seemed to be lack of transportation to the event, illness in families and some families being out of town over the fall break.

On December 19, 2005 we hosted the annual Christmas party complete with a tree and a Santa Clause who had a gift for each child. We took pictures of each child, with Santa. Each child was presented with a Christmas tree ornament picture frame and the family support workers will take the pictures of the children and Santa to the next home visit. We sent the families on their way with a bag of cookies and bottle of juice. There were a total of nine adults and nineteen children present.

On April 14<sup>th</sup> we hosted our annual Easter Egg Hunt and for the first time in three years it did not rain and we did not have to resort to plan B. The egg hunt and picnic were held at Kiddie Lake Park. We hid approximately 100 Easter eggs and kids had a great time hunting them. We ate pizza, fed the ducks and played on the jungle gym until we were all worn out (or at least Dana, Rose and Cindy were). We had a total of 5 adults and 7 children in attendance.

### **Individual Parent Education Consultation Services**

There were no individual parent education consultations in these two quarters.

### **COMMUNITY REFERRAL SERVICES**

Twenty families were referred to the following agencies and assistance programs:

**Deep Fork Community Action Child  
Okmulgee Head Start (3 & 4 Yr olds)  
Okmulgee Early Head Start (0-3)  
Creek Nation WIC  
Okmulgee County Health Dept. WIC  
Children First  
Catholic Charities  
Emergency Infant Services  
Sooner Start  
Salvation Army  
Crosstown Pentecostal Church (Food Pantry)  
First United Methodist Church (Food Pantry)  
Okmulgee Public Library  
Area 211 System**

### **INTERAGENCY COOPERATION**

We have received referrals from Okmulgee Memorial Hospital, Henryetta Head Start program, Creek Nation WIC and Deep Fork Community Action, Okmulgee County DHS.

Cindy Lane serves as the Chair for the Okmulgee County Child Abuse Task Force meetings and was in attendance each month. Cindy also attended the District II Task Force meeting in September, December and March. Cindy manned the Okmulgee County Child Abuse Task Force booth at the Family Festival. We distributed 100 copies of the updated Okmulgee County Family Resource Directory for parents.

Dana, Rose and Cindy served on the Family Fun Festival planning committee for 2005 and Jawanna Wheeler and Cindy Lane attended the first 2006 committee meeting in June. This gives us the opportunity to work with many of the area agencies such as: Okmulgee County Health Dept., Deep Fork Community Action, Sooner Start, OSU Extension Office, Creek Nation Children and Family Services and Head Start, Okmulgee Early Head Start, CREOKS, Okmulgee Police and Fire Departments, Okmulgee State Park Service, and Okmulgee Public Library.

Okmulgee County Library continues to donate books for our families as well as notify our workers of new books or information that may be helpful to them or our families.

Several area agencies and businesses allow us to display our program pamphlet and referral forms. Those are as follows: Okmulgee Public Library, Deep Fork Community Action, Creek Nation WIC, Wal-Mart, Dr. Minton, Okmulgee County DHS, Agape Crisis Pregnancy Center and Creek Nation Okmulgee Clinic.

## **EVALUATION**

Our site evaluation was March 15 & 16, 2006. Overall we did well on the evaluation. We received one recommendation regarding our assessments.

In the fourth quarter we have tried several new approaches to completing assessments. The first approach is coordinating with the Creek Nation WIC Program. Each week, on the day that they do certifications and the Creek Nation WIC staff presents our services to each family face to face. If the family screens positive and is interested in receiving services, we schedule an assessment.

The second approach is in conjunction with the Okmulgee Memorial Hospital. The hospital recently implemented a form that helps identify families in need of social services. Those families in need of our services will be referred to us before they leave the hospital. We anticipate an increase in referrals for new born and infants under six months with this process.

The third approach, as described in the intake and enrollment section is having the Family Support Workers accompany the Family Assessment Worker to the assessment and then scheduling the first home visit immediately.

# **REPORT OF SERVICES**

# OKMULGEE-OKFUSKEE COUNTY YOUTH SERVICES, INC. AGENCY REPORT ON SERVICES PROVIDED 2005-2006

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**SHELTER:**

<u># of Youth</u>	<u>Avg. age</u>	<u>Avg. stay</u>
86	8.3	9.8

<u>Top Four Referral Sources</u>	<u># of Referrals</u>	<u>% of Total</u>
Oklahoma County Child Welfare	35	40.70%
Okmulgee County Child Welfare	16	18.60%
Tulsa County Child Welfare	12	13.95%
Creek Nation Children & Family	7	8.14%

<u>Top Four Referral Reasons</u>	<u># of Referrals</u>	<u>% of Total</u>
Awaiting Placement	49	56.98%
Home/Family Problems	10	11.63%
Neglect	8	9.30%
Sexual Abuse	6	6.98%

\*Some cases may have been duplicated referral reasons

The ages of the youth served fell into the following categories:

Ages 7 and under	40
Ages 8-12	21
Ages 13-18	25

Male youth served	48.83%
Female youth served	51.16%

<u>Race</u>	<u>Percentage</u>
American Indian	9.3%
White	54.65%
African American	33.72%
Other	2.32%

**FIRST TIME OFFENDER:**

<u>Avg Age</u>	<u># of Youth</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
16.7	128	2130.03	594.06

<u>Top Four Referral Sources</u>	<u># of Referrals</u>	<u>% of Total</u>
Schools	62	48.44%
Other Agency	18	14.06%

Okmulgee Municipal Court	15	11.72%
Parents	13	10.16%

Top Four Referral Reasons

Risk of Becoming Delinquent	51	39.84%
Law Violation	34	26.56%
School Problems	28	21.88%
Home & Family Problems	10	7.81%

**OUTREACH PROGRAM - PREVENTION EDUCATION:**

Okfuskee County	1010 Students
Okmulgee County	<u>2410 Students</u>
	3420 Students

**SPECIAL EVENTS**

Okfuskee County	213 Students
Okmulgee County	<u>2799 Students</u>
	3012 Students

Okfuskee County Schools:

Bearden	125
Boley	46
Graham	33
Mason	93
Okfuskee Alternative School	43
Okemah Middle School	158
Okemah High School	34
Paden	119
Weleetka	247
Summer Program	<u>112</u>
Total	1010

Special Events – Okfuskee:

4 <sup>th</sup> Annual Spring Tea	53
3 <sup>rd</sup> Annual Boys Bash	70
HIV/AIDS Classes	<u>90</u>
Total	213

Okmulgee County Schools

Beggs	625
Dewar	76
Henryetta	240
Liberty Morris	62
Morris	20
Okmulgee	523

Preston	280
Schulter	125
Twin Hills	280
Wilson	46
Summer Program	<u>133</u>
Total	2753

Special Events – Okmulgee	
4 <sup>th</sup> Annual Spring Tea	226
2 <sup>nd</sup> Annual Boys Bash	273
HIV/AIDS Classes	108
GCTC Mock Drunk Driving	230
Crash	
Morris Mock Drunk Driving	352
Crash	
Red Ribbon Week – Twin Hills	120
Red Ribbon Assemblies - Miss Oklahoma	1390
Okmulgee High School Abstinence	<u>100</u>
Total	2799

**FRIDAY NIGHT DETENTION PROGRAM:**

<u># of Youth</u>	<u>Avg. Age</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
113	15.3	442.0	176.25

Top Four Referral Reasons

Law Violation	52	46.02%
Truancy	18	15.93%
Home/Family Problems	17	15.04%
School Problems	16	14.16%

Top Four Referral Sources

Okmulgee-Okfuskee Youth Services	24	21.24%
OJA	19	16.81%
Henryetta Municipal Court	18	15.13%
Parent	17	15.04%

**INTEGRATED BEHAVIORAL HEALTH OUTPATIENT PROGRAM:**

(Title XIX & CARS, OJA Community Based)

<u># of Youth</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
307	6140.25	4806.25 Direct 1334.00 Indirect

**FAMILY RESOURCE & SUPPORT PROGRAM:**

<u># of Screens</u>	<u># of Families</u>	<u># of Home Visits Attempted</u>	<u># of Home Visits Completed</u>	<u>Home Visit Completion %</u>
85	37	1126	843	74.85%

**TOTAL OF ALL DIRECT & INDIRECT SERVICES:**

Staff Provided\*\*  
11,714.32

<b>INDIRECT SERVICES</b>	<b><u># of Hours</u></b>
Administrative Time	2657.99
Community Development	1300.92
Community Education	1820.77
(Includes Prevention Education Presentations)	
Consultation & Supervision	638.67
Crisis Intervention – Youth	2.75
Information & Referral	3233.93
Program Development	5003.11
ROPES/Outdoor Adv.	41.00
Staff Development	262.75
Training Delivered	131.75
Training Received	447.75
Travel – Indirect	<u>536.63</u>
Total:	16078.02

**Total Direct and Indirect Service Hours 27,792.34**

\*Client Received Hours = Number of hours each client received, both direct and indirect.

\*\*Staff Provided Hours = Actual time counselor spent, which may include group as well as individual contact.

Outreach statistics include all other prevention activities, i.e. alternative school groups, etc.

***Numbers reflected above were taken from JOLTS – All services and times may not be reflected***

# **ANNUAL EVALUATION PLAN & REPORT**

# **ANNUAL EVALUATION REPORT**

## **2005-2006**

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### **EVALUATION PLAN**

The evaluation plan included an effort to sample client / consumer satisfaction, agency satisfaction, employee satisfaction and identified client needs. This evaluation plan was implemented through random mail surveys, telephone surveys, face to face surveys, school surveys, and public surveys. The surveys were administered by Okmulgee-Okfuskee County Youth Services, Inc.'s Corporate Compliance Officer and staff.

These surveys will be utilized to promote effective communication between our organization and to these consumers / clients and agencies we serve. In addition, Okmulgee-Okfuskee County Youth Services, Inc.'s Board of Directors and management team will develop short term and long term planning goals from the input received to help improve our services to the community.

# EVALUATION RESULTS

## 2005-2006 PROGRAM YEAR

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### WORKER SATISFACTION

Okmulgee-Okfuskee County Youth Services, Inc.'s management team and Board of Directors realize that each employee's satisfaction is of the utmost importance in their job performance. Furthermore, every employee's job performance needs to be his/her best as children and families look to them as role models, educators, advocates and counselors. This was the sixth year that the Employee Satisfaction Surveys were distributed. All salaried and contract staff were encouraged to participate and suggestions were requested. There were eighteen surveys dispersed with fourteen being returned for a participation rate of 78%. This is an increase in participation of 36% from last year's survey.

The surveys were categorized with the following areas: Communication and Planning, the Employee Role, Corporate Culture, Training Program, Pay and Benefits, Employee/Supervisor Relationship, as well as Overall Satisfaction. As employee's opinions were tallied, it was as expected that Okmulgee-Okfuskee County Youth Services, Inc. like any place of employment would receive recommendations for improvements. Of those employees participating, there were 93% of employees that felt satisfied to very satisfied overall with OCCYS as an employer.

In the area of Communications and Planning, 79% of employees felt that there was good communication between their program and upper management at Okmulgee-Okfuskee County Youth Services. In the area of contributing to the planning process of Okmulgee-Okfuskee County Youth Services, 86% of the employees felt included and that they had been active participants in the planning process.

In the area of the Employee Role, 100% of the employees felt satisfied as part of Okmulgee-Okfuskee County Youth Services' team. There were 100% of the employees who felt that they had been given enough authority to make a decision. At the same time, 71% of the employee's felt valued as a team member of Okmulgee-Okfuskee County Youth Services.

In the area of Corporate Culture, 79% of the employees felt satisfied that they received recognition for a job well done. There were 100% of the employees who felt quality was a priority at Okmulgee- Okfuskee county Youth Services.

In the area of Employee-Supervisor Relations, 88% of the employees felt satisfied that they had been treated fairly and with respect. There were 100% of the employees that felt their immediate supervisor advised them when their work needed improvement. At the same time, 79% of the employees also felt that their supervisor gave them

recognition for a job well done.

In the area of Training, 77% felt satisfied with the agency's initial training. As to ongoing training, 93% of the employees felt that OOCYS provides as much training as needed.

In the area of Pay and Benefits, 79% of the employees felt satisfied with Okmulgee-Okfuskee County Youth Services' compensation and benefits while 21% did not.

After last year's employee satisfaction surveys, the management team had developed several areas to allow for more employee input and recognition in 2005-2006. It would appear from this year's survey that there is a continued need to develop a more formal plan of employee recognition.

1. The Executive Director will choose one or two employees each month to be the agency's designated Employee of the Month. Employees may receive a gift certificate (depending upon local funding) for their accomplishments. Contractually, the agency administration is prohibited from giving any employee a bonus for their accomplishments. Each Employee of the Month will have his/her picture and an article describing their accomplishments printed in the local newspapers and posted on the agency's web page.
2. As this agency's reputation and progress rests on each individual employee's work and professionalism, all employees will be involved in establishing their program goals. Monthly reviews of outcomes will be established in an effort to better monitor employee's performance as well as to meet the program goals. Each staff member will present an overview of their program's goals and activities at a monthly staff meeting throughout the year. This will allow for sharing of program information and accomplishments.
3. All employees will write a program report describing their progress, activities and achievements for the year to become part of the agency's Annual Report. This will give each employee the opportunity to share their program information and accomplishments to funding sources as well as the public.
4. The monthly luncheons for all staff members will continue. The money raised will be given as a Corporate Donation to the Tulsa Area United Way each fall.
5. The Secret Office Mate Program will be continued this next year for any staff willing to participate.

This year's surveys had several suggestions for improving employee satisfaction. They are as follows:

1. The request for the agency to offer personal days as a benefit.
2. The request for the agency to offer eye coverage in its insurance package
3. The need for Internet services to be more readily available to staff.

4. The need for cleaner restrooms.
5. The need for an increase in the reimbursement rate for mileage.
6. The need for better attitudes and respect, no specifications as to who or from who.
7. A comment lamenting the number of no shows by clients and the amount of paperwork required for documentation of services.

The management team felt that all this year's suggestions are very important. In 2001, the Board of Directors voted to eliminate personal days in lieu of reducing paid sick leave. As the agency's Executive Director allows for almost 100% flexibility in scheduling, it does not seem in the best interest of the employees to reinstate personal leave and reduce another leave.

The management team of OOCYS has been able to provide medical, dental and term life insurance for its employees at 100% of cost up until 2 years ago. Dental and term life insurance continues to be provided at 100% of cost despite yearly increase in cost. Medical coverage is compensated at a maximum of \$260 of the monthly premium, which remains at 100% of cost for some employees. Unfortunately, as a small agency competitive medical coverage premiums are based upon the ages and healthiness of its participants. The cost of eye coverage will be requested and presented to staff. This cost will not be able to be subsidized by the agency at this time due to the lack of a substantial funding increase in the last 10 years.

Access to the agency's Internet has been limited as only one computer has been connected to the agency's dial up server. As program reports and approval for services are becoming web based, the management team will be investigating possibilities for DSL and wireless networking in the upcoming year. Efforts to network employee's computers to the new copier were not successful this past year.

The agency currently pays for minimal services for the restrooms and employees assist with the cleaning. The monthly cost of janitorial service will be requested and presented to staff as this cost is not currently in the agency's operating budget.

The agency currently reimburses \$.34 per mile for certain programs in which mileage is an approved budget category. Any employee wishing to claim non-reimbursed mileage as a work related expense on their taxes should consult a tax expert for guidelines before doing such.

The Executive Director attempted to provide a framework for positive attitudes in the work place in February and March 2006 by allowing the staff to express their issues and develop the agency's group norms for positive interactions. As these group norms were developed and approved by the employee's and this comment is unspecified as to who is being referenced employees, clients or referral sources. The management team will present the group norms for further discussion at a staff meeting in the upcoming year.

As the management team has no control over no shows this issue will continue to be

acknowledged by averaging each therapists' billable hours during a month vs. by the week.

The management team will continue to seek opportunities to reduce paperwork duplication when possible.

The management team recognizes the importance of a positive work environment and strives to make OOCYS a positive place to work. Every other year OOCYS participates in the Tulsa Area United Way Compensation Survey Report prepared by Villareal & Associates of Tulsa. The management team has included the 2004 survey of 87 Tulsa area non-profit organizations and their compensation practices. This report is available in its entirety for any employee to review. It is hoped that the following comparisons may help staff to understand the complexity of a non-profit agency and visualize OOCYS competitiveness in compensation and benefits with similarly sized agencies.

The Executive Director and the Board of Directors recognize that a positive work environment is enhanced when an employee feels well compensated for their work and their achievements. OOCYS management team continually seeks funding opportunities and cost reduction plans for its expenses. There must be a focus in these two areas, as OOCYS has not had a substantial increase in funding in the last ten years. Without a substantial increase in funding and with continually rising operating costs, OOCYS has not been able to provide an employee raise since January 2005.

When interpreting and using the 2004 Villareal Compensation Survey report the following factors were considered:

1. The characteristics of the survey participants, especially in terms of the budget size of the organization. Consequently, the comparisons noted in this report will relate to similar organizations with budgets from \$500,001 - \$1,000,000. Also, there was a distinct comparison between an agency's operating budget and benefits offered as well
2. The organization's compensation philosophy and the degree of competitiveness it desires. OOCYS has always strived to compensate its employees at the highest rate possible dependant upon the program budget.
3. The comparability of the jobs surveyed. The summary job descriptions have been included so that a comparison is possible.
4. The average salary level of a particular job typically represents the "going competitive rate" for an experienced, competent performer in a position comparable to the survey job. OOCYS has always recognized an applicant's education, experience and desire to work with the youth of Okmulgee and Okfuskee County as priorities in establishing one's initial salary.

In terms of benefits our agency is in the small annual operating budget category (under \$1,000,000) The following is a listing of the benefits OOCYS offers to their employees

compared to similar non-profit agencies surveyed in the Tulsa area.

	<u>OOCYS</u>	<u>COMPARISON</u>
Medical Insurance for employee – Offered	100%	71.8%
Dental insurance for employee – Offered	100%	53.8%
Life Insurance	100%	53.9%
Average Number of Holidays	10 days	9.7 days
Sick Leave # days per / year	12 days	9.4 days
Average Vacation Days		
Length of Service – 1 year	15 days	9.3 days
- 3 years	18 days	No info
- 5 years	18 days	14.1 days
- 10 years	18 days	16.9 days
- 20 years	18 days	17.8 days
Unused Vacation – Agencies allowing carryover	100%	59.0%
Formal Retirement Plan – Offered	100%	38.5%

It would appear from the above information that OOCYS' benefits may be considered competitive with similar non-profit agencies in the Tulsa area.

The salary comparisons are listed for those positions in which OOCYS could compute an agency average for said position. This was done in an effort to protect the detection of any employee's actual salary.

Counselor / Social Worker (Licensed)*	35.2	34.0
Counselor / Social Worker (Not Licensed)*	32.0	28.0
Trainer/Instructor/Teacher*	27.3	24.6

It would appear from the above information that OOCYS' salary compensations may be considered competitive with similar non-profit agencies in the Tulsa area.

\*Counselor / Social Worker (Licensed) – Provides more technically demanding services to clients, working independently in diagnosing and meeting client needs; may provide technical oversight to less experienced Counselors/Social Workers. Master's degree in Social Work or one of the behavioral sciences; two or more years of related experience; and the appropriate licensure and certification.

\*Counselor / Social Worker (Not Licensed) – Provides direct service to clients under the direction of the supervisor. Bachelor's degree in Social Work or one of the behavioral sciences, and up to two years experience.

\*Trainer/Instructor/Teacher – Teaches assigned or designated curriculum to students or participants in a particular program; may develop course or curriculum for students/participants. Bachelor's degree; at least one year of related experience.

**The information presented in the benefit and salary comparisons was taken from the 2004 Tulsa Area United Way Compensation Survey Report prepared by Villareal & Associates of Tulsa.**

## **CLIENT SATISFACTION SURVEYS**

Okmulgee-Okfuskee County Youth Services, Inc. recognizes and values the opinions and input of their consumers/clients. Client Satisfaction questionnaires were given directly to participants in the Integrated Behavioral Health Outpatient / CARS Program. The agency continues to mail out a Follow-up Questionnaire 90 days after case closure. The agency received 210 of these satisfaction surveys in the past year.

Client Satisfaction questionnaires were given to participants in the Shelter Home Program at discharge and to the First Time Offender participants during their last class session. There was a 100% return rate (for those residents old enough to respond) for the Shelter Home Program and a 100% return rate for the First Time Offender Program.

The following questionnaires were designed for the client to respond in a strictly confidential manner. The questions were scaled from one to five, with one being strongly disagree to five being strongly agree. Okmulgee-Okfuskee County Youth Services, Inc.'s management team wanted the clients to evaluate the programs as well as those delivering the program services. Therefore, the questionnaires asked their opinions regarding such areas as how they were treated, if they benefited from the program and would they refer others. The following are the results by program of the client's satisfaction:

### **Behavioral Health Outpatient / CARS Outcome Report**

My counselor was on time and kept my scheduled appointments. – 4.69

I was involved in my treatment plan. – 4.39

I felt my concerns were handled in a confidential way. – 4.53

I have benefited from the services received. – 4.41

I would refer others to this agency. – 4.49

## **Shelter Home Program Outcome Report**

I felt welcome when I came to the shelter. – 4.90

The shelter rules and expectations were clearly explained to me. – 4.8

During my stay, I've felt there were staff I could go to with a problem or if I just wanted to talk. – 4.8

I felt safe during my stay at the shelter. – 4.90

Overall, my stay at the shelter was positive. – 4.90

## **First Time Offender Program Outcome Report**

The program was explained clearly to me at intake. – 4.28

I feel that I was treated with dignity and respect. – 4.60

My facilitator was prompt in starting and ending class. – 4.40

I will be better able to handle my problems because of my participation in this program. – 4.12

I feel others would benefit from this program. – 4.40

In addition to the scale portion, there was also an open area to make additional comments. Okmulgee-Okfuskee County Youth Services, Inc. recognizes the delicate and difficult scenarios that face each one of these programs. The following are actual positive and negative quotes that arose from this year's questionnaires.

### **1 Eighty Class Survey Comments 2005-2006**

"I think this is a good program for the kids & their parents."

"This was a great program for understanding the law."

"I felt that it helped me with everyday situations."

"It was very helpful."

"It was a good program for people like me."

### **Behavioral Health Outpatient Survey Comments 2005-2006**

"It' all good."

" This is a really good place cause most teenagers don't feel comfortable talking to anyone but \_\_\_\_\_ is really easy to talk to."

" \_\_\_\_\_ is understanding' and does her job well."

"I am so glad we had the opportunity to go through this program. I learned so much. And \_\_\_\_\_ was great. I have recommended several people to go and talk to her. Thank you for everything."

" \_\_\_\_\_ is a good counselor. She helps me get through what is bothering me. I like her a lot. She is my best friend."

"All of the sessions have been helpful."

" \_\_\_\_\_ is a wonderful counselor & has exceeded our expectations."

"Make parents accessible regarding children's counseling and make our parents be nice to us."

"My counselor help me understand I made a bad choice and I am a good kid!"  
"Our experience at this time is due to the change in our counselor. \_\_\_\_\_ has helped us tremendously. We really appreciate her time and guidance."  
Need alternative hours – Saturday. Need coping classes for kids with ADD and other emotional needs.  
"We are all thankful for all the help we can get, however we are not seeing much change"  
"I feel I couldn't ask for a better counselor. She has made a big difference in our lives."  
"Very wonderful facility – we feel fortunate to be receiving these services."  
"\_\_\_\_\_ was very helpful & understandable. \_\_\_\_\_ has been a big influence to our family."  
"I didn't be good to \_\_\_\_\_ & I thought she was mean, but it was me, Sorry."  
"Be more helpful with suggestions that work toward a resolve. Inspire the child to come up w/their own ideas and help build on that. I just don't feel like there was much resolve for the situation @ hand."  
"Thank you for all your help! \_\_\_\_\_ is doing much better."  
"\_\_\_\_\_ is an excellent counselor, my daughter made great progress!"

### **Shelter Home Program Survey Comments 2005-2006**

There were no Shelter Home Program survey comments for the year 2005-2006.

### **2006 Spring Tea Comments**

"Thank you, I enjoyed everything the food, the talk, and all of the entertainment."  
"I enjoyed the dancing & singing. I really loved going to this. I'm glad that they came up with this. Thank you. The woman that talked about sex really had something to say."  
"I had a great time and the food was great and Miss Okmulgee County was a great speaker."  
"Thank you for letting us come to the tea. It was very fun. I like the food, singing & tap dancing. There was nothing I didn't like except having to leave!"  
"I thank you for helping me with my decision."  
"Thank you for telling me, that I need to stop sleeping around. But I have only slept with one boy. I would love to talk to you about this. But thank you for doing this for us Okmulgee kids."  
"Now I know how much it means to save myself! I had a lot of fun! Thank you so much."  
"I really enjoyed the abstinence speech by Ms. Motte it hit a lot of points in life I needed to hear that "talk." But overall I enjoyed everything! Thank you."  
"Thank you for the stuff you talked about and with the baby I know my sister has one and pregnant again and she is 17 years old."  
"As a parent & teacher, I want to thank you for letting these young girls know it is okay to be a goof person."  
"I think the Best part was the sex part...Some of my friends really needed that talk. Thanks a lot!"  
"I thought it was an excellent introduction. It really opened my eyes and maybe it will other girls as well."  
"Thank you so much for the talk. I have a boyfriend now that I really love but I want to stop being sexually active with him I'm just afraid he will leave me. I think our talk

helped me out a little but its really hard.”

“Thanks for telling me that you care about my future, and that you want to help. You have told me facts about what can happen when I don’t act smart and what I can do to be smart!”

### **2006 Boys Bash Comments**

“I Believe! Your Awesome.”

“Thank you for helping me believe in my self. I now can accomplish anything.”

“I Believe. Thank you for letting us come!”

“Thank you for the food and drinks and for a great show and for helping me believe in myself because sometimes my parents don’t believe in me.”

“I had a great time and learned a lot. I will wait. I already decided to wait for marriage, but ya’ll really helped my decision.”

“Thanx for making a difference in my life. I truly believe now.”

“Thank you for teaching me to not give up.”

“Thank you for inspiring me to never give up.”

“Thank you for showing me that nothing is impossible if you put your mind to it.”

“I Believe I Believe I Believe Thanks for the food and the advice it was fun... I Believe”

The above comments and suggestions will be evaluated by Okmulgee-Okfuskee County Youth Services, Inc.’s management team and Board of Directors to determine how to improve services in the upcoming year.

In the year 2005-2006, we disbursed our client satisfaction surveys at the time of discharge or during the time services were still being given. In addition, our Corporate Compliance Officer conducts quarterly telephone satisfaction surveys via the telephone. This method has proven to be the most effective in obtaining client satisfaction surveys.

Okmulgee-Okfuskee County Youth Services, Inc.’s management team plans to continue the current distribution plan for the Shelter Home and 1 Eighty Programs’ Client Satisfaction Questionnaires. To increase the return rate in our Integrated Behavioral Health Outpatient / CARS Program, the management team plans to continue to administer the client satisfaction questionnaire via telephone in addition to direct distribution. The management team composed of the Executive Director, the Clinical Coordinator, and the Corporate Compliance Officer will conduct these telephone questionnaires.

## **ORGANIZATION CONSUMER BASED PLANNING AND ASSESSMENT TOOL**

In addition to the Client Satisfaction Questionnaire, Okmulgee-Okfuskee County Youth Services, Inc. recognizes the need to receive input and recommendations from agencies with which we coordinate services. Each staff member distributed the Organization Consumer Based Planning and Assessment Tool to those individuals he or she worked with during the past year. There were approximately 175 assessment tools distributed in May 2006 and 86 returned. The assessment tools were distributed to school administrators and classroom teachers, caseworkers, law enforcement officers, judges and other community members. The response rate was 49%. Though this is an excellent response, the management team feels that it may be higher if the tools are distributed at the end of the first semester to those schools that do not have services scheduled for the second semester. The management team will deliver the Organization Consumer Based Planning and Assessment Tool in December 2006 and in April 2007.

This assessment tool was completed in an effort to determine Okmulgee-Okfuskee County Youth Services' perceived areas of strengths and weaknesses. Of those agencies and individuals responding, 86% stated that they were aware of the services that OOCYS offers to the community. On the other hand, only 76% of the respondents believe the public is aware of OOCYS' services. The area of public awareness was listed as a perceived weakness of the agency. We will continue to promote our services through public presentations, newspaper articles, radio interviews, community fairs as well as our web page.

Of those responding, 99% agreed that the relationship between our agency and their agency was positive. 94% of the respondents agreed that our coordinators / counselors were knowledgeable and professional. Every respondent agreed that the services' offered by OOCYS were an effective and necessary part of the community. When asked, 93% of the respondents agreed that services were provided in a timely manner and 97% agreed that their needs were met in a satisfactory and courteous manner.

Only 85% of the respondents indicated agreement that coordinators/ counselors sought input from the respondent regarding services and programs. Contractual guidelines are followed first and foremost but our coordinators / counselors will attempt to seek input from others as much as possible in 2006-2007. The outcome measures for the new PATHS curriculum is completely based upon classroom teacher input.

In developing this Planning and Assessment Tool, Okmulgee-Okfuskee County Youth Services, Inc. was interested in acquiring knowledge of our perceived strengths and weaknesses. We view this tool as a vital part of our quality assurance process. Okmulgee-Okfuskee County Youth Services, Inc. envisions the Organization Consumer Based Planning & Assessment Tool as a means of promoting effective communication between our organization and those we serve. The input received will be used to improve services and affect decision- making.

This year's assessment tool indicated three strengths and three weaknesses of Okmulgee-Okfuskee County Youth Services, Inc. Two strengths were in the employees themselves:

1. Coordinators / Counselors have an understanding of the youth and the community needs
2. Coordinators / Counselors are very qualified
3. The programs offered such as Character Counts!

The weaknesses identified were:

1. The need for more counselors
2. The need for more funding to be able to provide more services to the community
3. The need for more public awareness regarding agency programs and services.

Okmulgee-Okfuskee County Youth Services, Inc. requested recommendations for additional services that may benefit the community. Additional services most mentioned were to increase prevention education services with an emphasis on a drug and alcohol education, peer pressure, bullying and teenage dating. Our respondents also expressed a desire for our existing services be strengthen and lengthened from 6 weeks to a semester.

The recommendations from this year's assessment tool were incorporated into our OJA Community Based Youth Services and Tulsa Area United Way proposals for 2006-2007. The Character Counts! curriculum has been strengthened with the addition of two research, evidenced based outcome curriculums – PATHS and LifeSkills Training. The proposals also indicated 14 weeks of classroom instruction compared to the previous time of six weeks. As stated previously the Board and staff of OOCYS will continue to promote agency services through presentations, newspaper articles, radio interviews, community fairs, and the agency web page.

## **COMMUNITY NEEDS ASSESSMENT**

As is evidenced above in the Organization Consumer Based Planning & Assessment Tool, Okmulgee-Okfuskee County Youth Services, Inc.'s Board of Directors and management team recognize the importance of input from others to possibly help improve and implement new services for the children and families of Okmulgee and Okfuskee Counties. A Community Needs Assessment was administered to assist the long term planning decisions of Okmulgee-Okfuskee County Youth Services, Inc.'s management team and Board of Directors. Since last year's response rate was so outstanding. We decided to distribute the needs assessment to all students in Pre-K through 8<sup>th</sup> in both Okmulgee and Okfuskee County again. We were fortunate to have 986 Community Needs Assessments returned in Okmulgee County and 342 in Okfuskee County.

The Community Needs Assessment was written in such a manner that no personal information could be released nor could one be identified from the information. The information requested included the number of children and adults in the home, their

age, available transportation and a list of eleven community needs. The respondents were asked to rank the need for services for their community with a score of 1 being of the lowest need and of 3 being of the greatest need. Two additional questions asked the respondents to identify what were the biggest issues facing their community as well as to identify the top two things families need. We have listed the top five (5) needs for services for each county as well as the biggest issues facing the respondents' community and the top needs of a family.

In Okfuskee County, there were 342 Community Needs Assessments returned. The following are the top five needs for services for Okfuskee County:

1. Financial Problems
2. Child Behavior Problems  
Drug & Alcohol Issues
3. Marital / Family Issues
4. Stress / Anxiety / Depression
5. School Related Issues

The needs listed, as the top two were the same top needs as last year but in a different order.

The following are the most often listed issues facing Okfuskee County:

1. Need for more employment opportunities in the community
2. Lack of activities for the youth
3. Need to decrease access to drugs and alcohol

Okfuskee County's respondents felt that families need jobs, food and housing and love and support more than anything else.

In Okmulgee County, there were 986 Community Needs Assessments returned. The top five needs for services in Okmulgee County are:

1. Child Behavior Problems
2. Drug/Alcohol Issues
3. Financial Problems
4. Stress / Anxiety / Depression
5. Child Sexual Abuse

Four out of the five top needs listed were the same and had the same ranking as in last year's survey. The #4 need last year was parenting issues and it dropped to #6 this year.

The following are the needs listed most often as the issues facing Okmulgee County:

1. Drug and Alcohol Issues

2. The lack of activities for youth and families
3. The need for additional job opportunities in Okmulgee County

The needs listed were identical to last year's needs. The respondents felt that families need love and support, food and shelter and jobs more than anything else.

The Community Needs Assessment will be conducted in the same manner next year, as the response rate in both counties was exceptional.

The above tools have generated many issues and ideas for Okmulgee-Okfuskee County Youth Services, Inc.'s Board of Directors and management team to begin to develop this year's organizational plan. From the information gathered, we will be able to develop short term and long-term goals to better serve the children and families of Okmulgee and Okfuskee County.

## **CORPORATE COMPLIANCE**

Okmulgee-Okfuskee County Youth Services, Inc. strives to demonstrate ethical, legal, and solvent business practices in all their services. Okmulgee-Okfuskee County Youth Services, Inc. has an active Corporate Responsibility Plan that is designed to prevent, detect, report, and investigate all wrong doing, whether intentional or unintentional.

Okmulgee-Okfuskee County Youth Services, Inc. has a corporate compliance plan that includes random verification of services related to financial practices, billing procedures, vehicle usage, and consumer satisfaction. The following is a summary of the 2005-2006 Corporate Compliance Plan.

There were no issues or concerns associated with our financial compliance audits throughout the year. This was validated by our external audit that was completed by Saunders & Associates of Ada, Oklahoma in July 2006. Our external audit reflected no recommendations or concerns for fiscal year 2005-2006.

Okmulgee-Okfuskee County Youth Services, Inc.'s Corporate Compliance audit of the agency vehicle reflected no areas of concern. The mileage readings, families visited, trainings attended, and services completed as logged were verified and approved by the agency's Executive Director and the Corporate Compliance Officer. The agency vehicle continues to be utilized as per agency policy and procedure.

Okmulgee-Okfuskee County Youth Services, Inc.'s Corporate Compliance Officer attempted to contact 200 families throughout 2005-2006. The Corporate Compliance Officer successfully conducted 75 consumer satisfaction surveys with consumers via the telephone throughout the year. Contacting consumers via the telephone proved difficult at times due to misinformation and the lack of phone service at some residences. Our corporate compliance plan for consumer satisfaction will remain the same for 2005-2006. The Corporate Compliance Officer will continue to attempt contact by telephone with each consumer. This contact will occur at the time their individual treatment plan comes up for review. If contact cannot be made after three attempts via the telephone, a survey will be mailed to the consumer. We will include a self addressed stamped return envelope. The Corporate Compliance Officer will record the results and determine the percentage of participation.

This past year, the Corporate Compliance Officer successfully completed 38% of the attempted consumer satisfaction surveys. This was a decrease in our completion rate of 8% from the previous year. Of those surveys completed, the Corporate Compliance Officer reported no concerns.

Okmulgee-Okfuskee County Youth Services, Inc. continues to complete its own Behavioral Health Outpatient Services' billing. Executive Director, Jackie Miller, analyzed these billings throughout the year. This analysis was utilized with our therapists and the billing clerk to reduce areas of concern that lead to denials. We

concentrated on reducing our denials in the following areas: If treatment plans and/or treatment plan reviews are not completed in a timely manner and services continue to be provided, a gap in service coverage will occur and said services are not reimbursable. There are multiple reasons as to why Medicaid numbers become ineligible, we were able to reduce our denials associated with this by having our billing clerk utilize the new on-line verification site and our therapists verify Medicaid numbers monthly with the consumers' legal guardian.

The following is a synopsis of the 2005-2006-reimbursement rate for our Integrated Behavioral Health Outpatient Program. First quarter results were 96.70%, 2<sup>nd</sup> quarter results were 95.2%, third quarter results were 95.08% and 4<sup>th</sup> quarter results were 96.0%. The average billing reimbursement rate for the year was 95.7%. This was an decrease of 1.1% from the previous year. The management team at Okmulgee-Okfuskee County Youth Services, Inc. feels that this is an excellent reimbursement rate. They also feel that the efforts of the billing clerk and the therapists to be conscious of deadlines and of family's eligibility status have had definite results.

The management team of Okmulgee-Okfuskee County Youth Services, Inc. will continue to bill our Behavioral Health Outpatient Services through the EDS process in 2006-2007.

There was no incident reports associated with the Integrated Behavioral Health Outpatient Program, the Okmulgee County Family Resource and Support Program, the First Time Offender Program, nor the School Based Outreach Program. The Shelter Home Program did have three incident reports that involved shelter home residents that either ran away or had behavior problems.

Okmulgee-Okfuskee County Youth Services, Inc. did not receive any consumer or personnel grievances in fiscal year 2005-2006. The agency has not been involved in any litigation or malpractice suits for the past three years nor is there such a suit pending.

The Corporate Compliance Officer did not receive any allegations of wrongdoing or allegations of a violation of the Code of Ethics in fiscal year 2005-2006.

Okmulgee-Okfuskee County Youth Services, Inc. received contractual reviews this year from the Oklahoma State Department of Health, the Office of Juvenile Affairs and the Oklahoma Association of Youth Services that reflected our programs were in substantial compliance with their standards. The agency was in compliance with the Department of Human Services Child Placing Agency Licensing division standards for this year as well.

Upon review of the year's ethical, legal, and business practices, it was felt that Okmulgee-Okfuskee County Youth Services, Inc. was in compliance with their Corporate Compliance Plan for fiscal year 2005-2006.

## **RISK MANAGEMENT**

Okmulgee-Okfuskee County Youth Services, Inc.'s Risk Management Plan assesses potential and actual risks to the persons served and the public, to personnel to the working and service delivery environment and facilities. It is the intent of the Executive Director to conduct a mid-year review of the program goals and the financial status of the agency in the event a loss may be identified. This past year, one such loss was identified and a plan of action was implemented.

In January 2006 the Executive Director completed a mid year evaluation of the agency's programs and goals. The Integrated Behavioral Health Outpatient Program reflected a drop in billable service hours during the same period of time during the previous year. The management team attributed a portion of the drop to staff turnover. The other portion was directly related to each therapist's billable hours and the timeliness of their progress notes being received for billing purposes. During the January and February 2006 Integrated Behavioral Health Outpatient staff meetings the Executive Director, Clinic Coordinator, Billing Clerk and the therapists discussed ways to assist therapists in obtaining their billable hours. Several therapists presented their time management techniques. It was determined that the Billing Clerk would issue weekly memos to assist with Treatment Plan review due dates, progress notes and reports due, important notice reminders, etc. Therapists were reminded at this time that their salaries were determined by qualifications, experience and a set number of billable hours per week.

Another evaluation occurred in March 2006. A dramatic change in the amount of billable hours was noted and shown to the therapists. In the first six months of the 2005-2006 fiscal year the agency was able to bill \$64,944 in services. This amount is almost \$30,000 less than last year for the same time period. In a three month time period, January – March 2006, the agency was able to bill \$      in services. The disparity in numbers can be attributed to an increased monitoring and awareness of each therapist's required hours, past due progress notes from the first six months of the 2005-2006 fiscal year were received and billed, therapists completing deficit hours and the approval time for services that were not billable was reduced.

The Executive Director designed a new monthly summary listing the billable hours achieved for each therapist. The new summary continued to reflect the average billable hours achieved for each calendar month. The new summary now indicated if a therapist had a deficit in their billable hours and the actual number of deficit hours. It was felt that if a therapist had a deficit and the actual deficit amount was specified, the therapist would be better prepared to make adjustments in their monthly schedule to meet their hours the following month. These summaries continue to be distributed with each therapist's paycheck on the 15<sup>th</sup> of the month.

There was both group and individual discussion surrounding the issue of these deficit hours creating a potential risk for financial loss to the Integrated Behavioral Health Outpatient Program and the agency. Plans of Improvements were developed and wages being hourly based vs. salary based were discussed. The Executive Director and the Board of Directors felt that if progress notes were completed and billed weekly and if

the therapist could complete their agreed upon billable hours each week the potential loss of funding would be eliminated.

Unfortunately, despite efforts to eliminate both problem areas by June 30, 2006, the Integrated Behavioral Health Outpatient Program experienced a substantial financial loss during the 2005-2006 fiscal year. The Executive Director and Board of Directors agreed that improvement had occurred. Because of the improvements and the quality of services provided by the therapists, the Executive Director recommended to the Board that all therapists remain on salary on July 1, 2006. The Executive Director did institute several plans with the therapists in an attempt to eliminate future risk of financial loss in this program. These plans are as follows:

1. Each therapist signed a notarized agreement that listed the due dates for all progress notes throughout the 2006-2007 fiscal year. The agreement also stated a therapist would not be able to receive his/her paycheck until the designated progress notes for that pay period were completed and received.
2. If a therapist had a deficit of 20 or more hours a Plan of Improvement would be developed immediately.
3. If a deficit were to occur options to eliminate the deficit were approved by the Board of Directors on June 30, 2006. These Policies and Procedures were distributed to all employees with their June 30, 2006 paycheck.
4. Any therapist with a deficit of 20 or more hours on July 1, 2006 was placed on a Plan of Improvement to eliminate all deficit hours by September 30, 2006.

It is hoped that these safeguards will help eliminate the occurrence of a financial loss in this program in the future. Despite this financial loss, Okmulgee-Okfuskee County Youth Services did not reduce any benefits, salaries or positions in its Integrated Behavioral Health Outpatient Program on June 30, 2006. Clients were not affected by this loss either.

Due to the emphasis that Okmulgee-Okfuskee County Youth Services, Inc and contractors in the state of Oklahoma are placing on program accountability, Okmulgee-Okfuskee County Youth Services, Inc.'s Executive Director and Board of Directors will continue to assess and evaluate our Risk Management Plan throughout fiscal year 2006-2007.

## **ACCESSIBILITY**

Okmulgee-Okfuskee County Youth Services, Inc. strives to provide access to programs and facilities that are available to any individual by maintaining an accessible, healthy, and safe environment. The agency strives to eliminate any architectural, environmental, attitudinal, financial, employment, communication, and/or transportation barrier. The agency reviews and looks to eliminate any other barrier(s) that may be identified by the persons served, by our agency employees, or by our referral resources.

The Health and Safety Officer has conducted emergency trainings, evacuations, and

drills throughout the year. Agency staff has also been trained in First Aid and CPR skills. Okmulgee-Okfuskee County Youth Services was also able to have a staff member as a certified MANDT Instructor and one MANDT training was provided to staff this past year. In addition to the above trainings, regular building and vehicle inspections have been performed.

Okmulgee-Okfuskee County Youth Services, Inc. did not identify any potential barriers to services from their consumers' satisfaction surveys this past fiscal year. Okmulgee-Okfuskee County Youth Services, Inc.'s satisfaction survey has a specific question related to accessibility. If any barrier exists, the consumer will then be able to identify it with the Corporate Compliance Officer during the satisfaction survey telephone conference. The agency will be able to discuss ways to eliminate the identified barrier(s).

Okmulgee-Okfuskee County Youth Services, Inc. began quarterly discussions regarding accessibility in its staff meetings. Our staff was able to identify possible barriers to accessibility and solutions were proposed at said meetings. Each quarter an accessibility report is completed and presented to the Board of Directors for approval.

Following is this year's accessibility reports by quarter:

October 15, 2005

In our regular staffing on September 14, 2004 and our therapist staffing on September 14, 2004 progress was noted on previous quarters' accessibility plans as follows:

The staff of each program in conjunction with the Executive Director developed program goals for 2005-2006. The Board of Directors approved the 2005-2006 program goals on September 29, 2005. The following are the 2005-2006 Program Goals:

1. Okmulgee-Okfuskee County Youth Services, Inc. will continue to promote its agency mission and program services through a public awareness program
2. Okmulgee-Okfuskee County Youth Services, Inc. will recruit and maintain ten shelter homes in Okmulgee and Okfuskee Counties while providing quality services to a minimum of 150 youth
3. Okmulgee-Okfuskee County Youth Services, Inc. Outreach Coordinators will implement the Character Counts! curriculum in 100% of the eligible schools in Okmulgee and Okfuskee Counties. Eligible schools will be defined as those schools that do not receive similar services from another entity. Project Alert's Drug and Alcohol Education and Bully Proofing Your School curriculum will be presented in conjunction with the Character Counts! curriculum to selected grades. The Outreach Coordinators will continue and OJA agencies in Okmulgee and Okfuskee Counties. The 1 Eighty Coordinators will actively seek an increase in 1 Eighty referrals, which will result in 200 youth and their families participating in the program this next year. Coordinators will present the 1 Eighty curriculum to at risk students at schools that want to implement this program.

4. Okmulgee County Family Resource and Support Program will provide home visitation services to thirty families in Okmulgee County each quarter. They are going to increase program awareness through collaborative presentations at the county's head start and alternative schools and through their referral resources.
5. The CARS Program goal is to seek certification, if necessary, with the Oklahoma Department of Mental Health and Substance Abuse Services (DMHSAS). The agency must first recruit and hire an individual with a CADC or CAADC certification.
6. The Case Management goal is for each therapist to provide support and advocacy to all of their clients as needed.
7. Integrated Behavioral Health Outpatient Program's effectiveness goal is for each consumer to improve their individual functioning and reduce their need for outside intervention through participation in the program. Increases in clients' GAF scores will be the measure utilized to determine effectiveness.
8. Integrated Behavioral Health Outpatient Program's efficiency goal is for each consumer to receive Outpatient services in a manner that will be timely and reduce no shows. This measure will be measured by percent of no shows on a monthly basis.
9. Integrated Behavioral Health Outpatient Billing goal is to decrease the number of billing denials on a quarterly basis. The percentage of claims paid versus claims denied will be calculated on each weeks claim. Each Integrated Behavioral Health Outpatient Therapist and the Billing Clerk will be advised quarterly of common occurring errors that are leading to denials.
10. Okmulgee-Okfuskee County Youth Services, Inc.'s financial goals for 2005-2006 to help ensure financial security and continuity of service delivery are:
  - a. Maintain CARF accreditation, which will enable the organization to continue to bill Medicaid
  - b. Utilize all the RVU's approved through the OFMQ process in meeting the needs of the person served
11. The Truancy Prevention Coordinator will establish a Truancy Prevention Awareness Program with 100% of the Okmulgee County Schools as well as all law enforcement, courts, OJA, and parents in Okmulgee County. 1000 referrals will be sought.

Each program staff will be responsible for helping accomplish their program goal by June 30, 2006.

In May 2005, through the Consumer Based Planning Tool and the Community Needs Assessments it was determined that Okmulgee County needed a truancy prevention program. Accessibility for such a program was sought and received through a federal Title V grant with the Office of Juvenile Affairs. Implementation began July 1, 2005. To ensure that all ten Okmulgee County School Districts have access to these new services, program personnel will be attending the monthly Superintendent's meetings.

In an effort for schools and consumers to have a better understanding of and access to our prevention education programs in Okmulgee and Okfuskee Counties, staff will be

completing a calendar of events that will be posted on our web page. This calendar will list programs that are available to the public as well.

*January 15, 2006*

In our regular staffing on January 11, 2006 and our therapist staffing on January 11, 2006 progress was noted on previous quarters' accessibility plans as follows:

All employees have analyzed and reevaluated their program goals and referrals for the first six months of 2005-20056. Okmulgee-Okfuskee County Youth Services, Inc.'s Board of Director's at the agency's annual meeting on September 29, 2005 approved these program goals. Adjustments are being developed in the Integrated Behavioral Health Outpatient Program as a potential loss of funding has been detected. The Shelter Home Program will be seeking additional shelter homes. The OCAP program is seeking more families for home visitation. The Truancy Program will be developing classroom presentations to make students more aware of the Truancy Program and the importance of completing school.

The Executive Director has instructed the Shelter Home Program staff to actively recruit additional shelter homes through newspaper advertisements, radio announcements, and community presentations as well as on the agency web page and news articles. We currently have four active shelter homes resulting in low accessibility to our referral resources.

This was the first year that staff scheduled the Boys Bashes and Spring Teas early in the semester. This scheduling was done in an effort to make these two events more accessible to our 8<sup>th</sup> grade students in Okmulgee and Okfuskee County. Previously, these events were scheduled in April and May when many schools conducted testing and held end of the year field trips. Staff has noted that the student's accessibility during January and February is even more limited than at the end of the school year. Several schools have already advised staff of their inability to attend this year's events. The 2007 Boys Bash and Spring Tea will be scheduled in late April or early May to allow for more participation by the schools and students.

*April 15, 2006*

In our regular staffing on February 22, 2006 and our therapist staffing on March 8, 2006 progress was noted on previous quarters' accessibility plans as follows:

Shelter Home Program staff continue to seek referrals for shelter homes. Accessibility for emergency shelter home placement continues to be limited to four active homes. One shelter home will soon be unavailable for further placements, as they are becoming an adoptive home. Several homes have been investigated but no certifications to date. This plan will be continued.

Consumer accessibility to the Integrated Behavioral Health Outpatient Program is

excellent. There is not a waiting list at the present time. Currently, some therapists have a deficit in their billable hours and are in arrears on their paperwork. These situations have created a potential risk for financial loss in this program. Plans of improvements have been made and consumer access to services will not be hindered.

Management felt that a group exercise in establishing group norms or acceptable behaviors was pertinent to the agency. This exercise was done in an effort to eliminate any perceived or actual attitudinal or communication barriers. Staff was encouraged to express their wants, needs and pet peeves. The following is the agreed upon Group Norms for the staff of Okmulgee-Okfuskee County Youth Services:

1. Love of kids
2. Make time and effort to support each other
3. Effective and direct communication with the person who has the information
4. Referrals – positive teamwork – educate each other, communicate with each other, seek referrals for each other
5. Be HONEST and TRUST one another; accept information as given
6. Have fun; release stress
7. Positive attitude
8. Encourage each other at all times; regardless
9. Confidentiality regarding clients as well as one another
10. Consistent, quality services, loyalty
11. Program staff presenting monthly training, additional training opportunities as programs change
12. Clean up after yourself
13. All clients will be supervised at all times. Clean up after they leave
14. Respect for each other
15. Cooperation

*These group norms will be reviewed during future staff meetings. Staff will also be asked to participate in a survey as to the effectiveness of these norms and to propose any necessary changes.*

July 15, 2006

In our regular staffing on June 14, 2006 and our therapist staffing on June 14, 2006 progress was noted on previous quarters' accessibility plans as follows:

An application was made to the Viersen Family Foundation in March. Funding was requested to purchase new color and black and white copier and printer. The printer feature allows the copier to be connected to a computer. This feature will allow all employees' access to the copier as a printer. It is estimated that the agency may realize savings of \$1000 or more in office supplies as individual printer cartridges will be almost

eliminated. The Viersen Family Foundation sent notification in May 2006 that they had approved our agency to receive \$6000 towards the new copier. The agency is currently awaiting approval from OJA to utilize approximately \$3000 of CBYS funding to complete the purchase. The new copier will allow staff to make color copies, agency brochures and agency letterhead at \$.07 per copy. This is a fraction of the cost that it currently pays to a printing company.

All employees are writing their annual program report to be included in the agency's annual report. They are also analyzing their goals and accomplishments of 2005-2006 to be able to determine their goals for the upcoming year

Nancy Mason and Katina Carlton will continue to try and locate additional shelter homes that can accommodate the referrals for shelter care that the agency receives. They are planning a foster / shelter home get together with the Department of Human Services and Creek Nation Children and Family. Additional certified homes would allow more accessibility for emergency shelter care in Okmulgee and Okfuskee County.

Discussion was held concerning therapists accessibility to the Internet. Currently, the agency has been advised that DSL is not available on the west side of Highway 75. The new Outpatient provider, APS, has a web-based program for quicker approval for outpatient services. The agency is presently connected to the Internet through dial-up on one computer. As the agency currently has seven full-time therapists, available access to all will be difficult. Agency management will continue to seek high-speed access to the Internet.

New daily time sheets were introduced. To be able to access our OJA funding in the 2006-2007 fiscal year, a change in time sheets was necessary. The new time sheets will eliminate the duplication of previous JOLTS documentation and time and effort sheets. Though the time sheets are very detailed and may appear difficult at first, it is hoped that staff will realize the benefits of less paperwork, easier accessibility for JOLTS reporting and access to needed funds.

The established group norms were reviewed. Staff was encouraged to remember and practice group norms. The group norms will facilitate positive teamwork and collaboration to accomplish program changes, introduce new curriculums and facilitate accessibility to services in the upcoming year. July and August were designated for introducing the new curriculums to students at the Okmulgee Summer Multicultural Program and for staff planning of outreach calendars.

# TECHNOLOGY REPORT

## 2005-2006 PROGRAM YEAR

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Okmulgee-Okfuskee County Youth Services, Inc. strives annually to improve their technology program. Our program improvement depends upon financial resources and personnel resources. Okmulgee-Okfuskee County Youth Services, Inc. currently has five 60GB 256 Celeron processor desktops, two Pentium 4 widescreen laptops, ten Pentium II grade or higher computers, four laptops, five laser printers; thirteen ink jet printers and two projectors. Each agency location has access to its own projector and laptop for classroom instruction as well as community presentations.

Okmulgee-Okfuskee County Youth Services, Inc.'s software includes Microsoft Office Suite 2000, Word Perfect Suite version 9, DacEasy Accounting, McAfee Virus Protection, and Spy Sweeper spy ware. The above-mentioned software is loaded on all agency computers with the exception of the DacEasy Accounting Program.

The agency's computers are not networked at the present time. Eight computers utilize login and password protection. The remaining computers are only utilized as word processors and passwords have not been deemed necessary at this time. Okmulgee-Okfuskee County Youth Services, Inc. has two computers that electronically submit confidential data as a contractual requirement. Both of these computers are login and password protected. In addition, access to the login and password information has been limited to only select personnel. With the assistance of our funding resources, these programs receive regular updates to guard against viruses and to ensure the confidentiality of the information transmitted. Agency staff completes a weekly virus update to ensure that no new viruses have penetrated our computers.

Okmulgee-Okfuskee County Youth Services, Inc.'s current back up policy includes daily back up of necessary information to a CD ROM and weekly backup of necessary information to a USB flash drive. All Integrated Behavioral Health Outpatient Treatment Plans are saved on a USB flash drive. Back-up media is stored in the agency fireproof safe.

Okmulgee-Okfuskee County Youth Services, Inc.'s staff continues to improve the agency website. We are continuing to develop an online calendar showing current class dates and information. In the upcoming year staff will work with Green Country Technology Center second year web design students to assist with this process.

Currently, consumers can access our website to learn about our services, complete a referral on-line, read the various programs' scheduled events, read the current newsletter, access a copy of our latest annual report and view employment opportunities. They also have the ability to link to other available resources through the Tulsa Area United Way, Oklahoma Association of Youth Services, Oklahoma Department of Human Services, Oklahoma Institute for Child Advocacy, Office of

Juvenile Affairs, Oklahoma Commission on Children & Youth, and the Okmulgee County Child Abuse Prevention Task Force.

Okmulgee-Okfuskee County Youth Services, Inc.'s management team realizes that through technology many more opportunities to share information with our consumers and stakeholders are available. In 2006-2007, Okmulgee-Okfuskee County Youth Services, Inc. intends to enhance its current information technology through keeping our web site fully accessible and free of barriers to our consumers.

Funding was sought and received from the Viersen Family Foundation to purchase a new Lanier L124C Color and Black and White copier in June 2006. The Lanier copier system is directly connected to a 60Gb 256 Celeron processor that utilizes digital media (USB Flash Drives) for printing saved information. Consequently, the Lanier copier serves as a copier and a printer. All staff has access to USB Flash Drives. By utilizing this component it is anticipated that the costs associated with printer cartridges will be reduced considerably during this next fiscal year. The Viersen Foundation grant funded approximately 70% of the copier cost while the Office of Juvenile Affairs approved the remaining cost with Community Based Youth Services funds. There was not enough funding available in 2005-2006 to obtain additional technology for networking and connecting to a high-speed Internet access. The Executive Director will research and determine if any appropriate funding sources exist to assist our agency in obtaining additional technology so that high-speed Internet service may be made available to the staff of Okmulgee-Okfuskee County Youth Services in 2006-2007.

# **GOALS & OBJECTIVES**

**QUALITY IMPROVEMENT RESULTS**  
**OKMULGEE-OKFUSKEE COUNTY YOUTH SERVICES, INC.**  
**ANNE MORONEY YOUTH SERVICES CENTER & SHELTER**

Our Quality Improvement Plan for this past year was developed and approved in September 2005. The goals for each program area were developed after careful consideration and review of the Client Satisfaction Surveys, the Organization Consumer Based Planning and Assessment Tool, and the Community Needs Assessment. In January 2006, the Executive Director completed a mid-year evaluation. The program goals remained the same, while changes occurred in program administration and personnel. The program staff continues to complete monthly audits of one another's files. This continues to be done in an effort to accomplish the program goals and to increase each program staff's accountability.

This past year's OJA state audit has placed an additional focus on each program and its accountability. In 2006-2007, a monthly JOLTS report will be requested that indicates the number of program referrals. The numbers will be reviewed monthly in an effort to meet our program goals. A quarterly analysis of the program will be completed. In the event, our quarterly numbers are below the needed average to accomplish the yearly goals program staff will determine the reason for lack of referrals. The staff will then determine how they can remedy the reason for the lack of referrals and implement the remedy immediately.

The agency goal was to develop a public awareness program. The staff of Okmulgee-Okfuskee County Youth Services, Inc. provided community presentations, utilized the local newspaper and radio station for coverage of activities, updated agency individual program brochures, and had an agency web page. These efforts have helped the public become more aware of our services. The efforts need to continue as this year's respondents feel that public awareness is a weakness for Okmulgee-Okfuskee County Youth Services. Our agency goal for 2006-2007 will be to continue public awareness of our mission and services.

The Shelter Program goal was to recruit and maintain ten shelter homes in Okmulgee and Okfuskee Counties. There were three shelter homes at the end of this fiscal year. We had six shelter homes certified throughout this past year. We did provide shelter care to 86 youth this past year. This was an increase from the previous year but this number was lower than our goal of 150 youth. We did not meet this program's goals. We had two significant changes in the Shelter Home Program this year. After several staff changes it was decided by management that the Shelter Home Program would be best supervised by one full time Shelter Home Coordinator. Also, two established shelter home families left the agency, one to become a kinship foster home and the other an adoptive home. The 2006-2007 Shelter Home Program goal will be to have ten shelter homes by June 30, 2007 and to provide shelter home placement for 95 youth. Shelter Home Program staff will continue to have additional activities planned to recruit, certify and help retain shelter home families.

The Outreach Program goal for the school year was achieved with the implementation of the Project Alert and Bully Your School curriculum. The outreach staff was unable to devote 75% of their week to community summer activities in June 2006. Additional planning will begin in March 2007 and collaborative projects with other community resources will be sought in an attempt to accomplish this goal during the summer of 2007.

As it is the Tulsa Area United Way and the Office of Juvenile Affairs objective to follow the national trend toward the utilization of evidence based prevention programs, Okmulgee-Okfuskee County Youth Services will implement the PATHS (Promoting Alternative Thinking Strategies) and LifeSkills Training curriculum in the 2006-2007 school year.

Okmulgee-Okfuskee County Youth Services is aware that the Character Counts! curriculum is an essential character-building curriculum that promotes the six pillars of character: trustworthiness, responsibility, respect, fairness, caring and citizenship. This program will continue for students in Pre-K through 1<sup>st</sup> grades as the building block for our other prevention education services. It is our belief that all students can benefit from this character education curriculum. The teachers and students also enjoy and look forward to this curriculum. We intend to increase the number of parent handouts in attempt to increase parental involvement and to encourage parental reporting as to the effectiveness of the curriculum.

The PATHS curriculum will be offered to students in the 2<sup>nd</sup> through 5<sup>th</sup> grades. The PATHS program is designed to help elementary-age children:

- Increase self-control
- Choose effective conflict-resolution strategies
- Reject aggressive responses to frustrating situations
- Improve problem-solving skills.

The PATHS curriculum has been selected as a

- Model Program – SAMHSA and Blueprints
- Select Program – CASEL (Collaborative for Academic, Social and Emotional Learning)
- Best Practices Program – Centers for Disease Control and Prevention
- Promising Program – US Dept Of Ed, Safe and Drug-Free Schools Program's Expert Panel.

The PATHS curriculum has been shown to significantly improve children's social, emotional, and cognitive skills. Social and emotional competence is a master skill that underlies both effective behavior and academic success. Research-based and proven effective, the PATHS program teaches children how to change behaviors and attitudes that contribute to violence and bullying, how to express and control their emotions, and how to develop effective conflict-resolution strategies.

The LifeSkills Training curriculum will be offered to students in the 6<sup>th</sup> through 8<sup>th</sup> grade. The LifeSkills Training program is a proven, highly effective, substance abuse

prevention/competency enhancement program designed to focus on the major social and psychological factors promoting substance use and/or abuse. The curriculum is based on the premise that there are multiple pathways leading to tobacco, alcohol and drug use. The curriculum places emphasis on teaching the students how to recognize social risk factors that may make them vulnerable. These social risk factors include but are not limited to peer pressure, low self-esteem, anxiety and media influence.

The LifeSkills Training curriculum is designed to help middle school students:

- Learn necessary skills to resist social (peer) pressures to smoke, drink and use drugs
- Develop greater self-esteem, self mastery and self-confidence
- Effectively cope with social anxiety
- Increase their knowledge of the immediate consequences of substance abuse

At the completion of this program students will be able to demonstrate effective communication skills, techniques for coping with anxiety and skills for developing successful relationships. The students will also be able to identify the myths and misconceptions about alcohol, marijuana and tobacco use. In addition, students will be better able to determine how self-image is formed, how it relates to their behavior and how it may be improved.

LifeSkills Training is an award winning prevention program that has been chosen for its excellence by:

- National Institute on Drug Abuse
- White House Office of Drug Policy
- U.S. Department of Education
- American Medical Association
- American Psychological Association
- National Center for Disease Control
- New York State Governor's Award
- Center for Substance Abuse Prevention – Exemplary Program
- Drug Strategies, Inc. – Making the Grade Award
- Office of Juvenile Justice and Delinquency Prevention - Blueprints

Both the PATHS and LifeSkills Training Programs have established and standardized evaluations. Okmulgee-Okfuskee County Youth Services' staff will be utilizing these evaluations to monitor the progress of these programs in the upcoming school year. Both curriculums define the administration and the evaluation of the pre and post material to maintain the curriculum's validity. It is the intent of our agency to offer these programs to all 17 school districts in Okmulgee and Okfuskee Counties. As in previous years, it is the discretion of each school district as to which program(s) they will implement. Each program will be offered on a semester basis for a minimum of 14 sessions per class. This allows the curriculum to be presented as it is designed. It is anticipated to offer the Characters Counts! and the PATHS curriculum at 30 minutes per class session and to offer the LifeSkills Training curriculum at 45 minutes per session due to the age of the students and the content of the material. Theoretically, if

transportation and scheduling coincide, the agency will be able to offer 225-250 groups per year. This number will help to meet the request for more services by our schools as documented in the Consumer Based Planning Needs and Assessment Tool. This number of groups will be accomplished with three full time School Based Outreach Coordinators and two part time Outreach Coordinators who also implement the First Time Offender or 1-Eighty Program.

The 1 Eighty Program did not achieve its program goal of 200 youth in 2005-2006. This program was able to more than double program participation from 2004-2005 at 57 youth to 128 youth in 2005-2006. It has been difficult for program staff to consistently seek additional referral sources. The program goals will be changed slightly for this upcoming year. The goal will be to continue 1 Eighty awareness in 100% of the schools, law enforcement agencies, courts, and OJA agencies in Okmulgee and Okfuskee Counties. Due to changes in our school based prevention education classes, the 1 Eighty program will serve 96 youth in 2006-2007. This goal can be accomplished in conjunction with our Friday Night Detention and Graduated Sanctions Programs. In addition, we will seek additional referrals in the municipal courts.

The Okmulgee County Family Resource and Support Program, which is funded by the Office of Child Abuse Prevention (OCAP), did achieve their goal. The Okmulgee County Family Resource and Support Program did provide home visitation services to thirty families in Okmulgee County each quarter. Program staff will also increase program awareness through collaborative presentations at the county's head starts and alternative schools and through their referral resources.

The Community At-Risk Services (CARS) Program has not achieved its goal of having one staff member with a CADAC, a CAADC or a candidate to obtain one or the other. The agency does have one staff member with a desire to pursue CAADC certification. The 2006-2007 goal will include certification by the Oklahoma Department of Mental Health Substance Abuse Services.

To fulfill it's purpose and maintain CARF accreditation, Okmulgee-Okfuskee County Youth Services, Inc.'s Quality Improvement Program continues to have the same effectiveness and efficiency goals for their Integrated Behavioral Health Outpatient Program. The quarterly analyses of these goals are included on Okmulgee-Okfuskee County Youth Services, Inc.'s Quality Assurance and Utilization Review Reports. (See pages 87 to 95)

**GOALS & OBJECTIVES**  
**OKMULGEE-OKFUSKEE COUNTY YOUTH SERVICES, INC.**  
**ANNE MORONEY YOUTH SERVICES CENTER & SHELTER**

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**Agency's Goal 2006-2007**

Okmulgee - Okfuskee County Youth Services, Inc. will continue to promote its agency mission and program services through a public awareness program.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. has many staff who will participate at various times in presentations to inform the public of our programs. These programs are supported by a volunteer Board of Directors representing many professions, who may also participate in public awareness programs.

**Activities:** The agency will design brochures, public service announcements, a web site, and presentation materials on agency programs.

**Outputs:** Brochures will be distributed at community events, to school administrators, pediatrician offices, health departments, childcare centers, etc.  
Presentations will be made to community civic groups, school administrators, collaborative agency administrators, Tulsa Area United Way, by agency director, program staff, and board members.

**Outcomes:** Initial: General public, educators, child care workers, medical professionals, and other agency staff will have the opportunity to hear and/or read information about existing programs.

Intermediate: Targeted audiences will become knowledgeable of Okmulgee-Okfuskee County Youth Services, Inc. programs.

Long term: Targeted audiences will identify and make referrals to the appropriate programs.

## Shelter Home Program Goal 2006-2007

Okmulgee-Okfuskee County Youth Services, Inc. will recruit and maintain ten shelter homes in Okmulgee and Okfuskee Counties providing quality services to a minimum of 95 youth.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. has one full-time staff member with a Bachelors Degree to coordinate the program. It also has one part-time staff member with a Masters Degree to certify shelter homes.

**Activities to Recruit:** Shelter Homes will be actively recruited by the program in Okmulgee and Okfuskee County through newspaper articles, on going presentations at community civic meetings, church activities, and/or school meetings (e.g. PTA, etc.), through the agency's brochures, website and employment advertisements. These presentations will be made by the shelter home coordinator, other staff members, and/or board members.

**Outputs:** Shelter Home Program presentations will be made, and applicants screened for a possible home study.

**Outcomes:** Initial: Communities will become knowledgeable of shelter homes and interested families will be screened for a home study.

Intermediate: Interested families will apply to become shelter homes and home studies will be completed.

Long term: New shelter homes will be approved and training completed resulting in additional shelter home placements being available in Okmulgee and Okfuskee Counties.

**Activities To Maintain:** Shelter Home staff will maintain daily contact, provide regular training, and organize monthly Shelter Home Get-togethers.

**Outputs:** Shelter Home families will receive regular assistance, training, and support.

**Outcomes:** Initial: Shelter Home families will receive more staff support and will become acquainted with one another.

Intermediate: Shelter home families will begin to develop a support system and will understand their part in the agency mission.

Long term: Shelter Home families will remain with the agency for an

extended period of time.

**Activities To Shelter Home Youth:** Shelter Home staff and Shelter Home parents will strive to provide quality services to all youth and their guardians.

**Outputs:** The Shelter Home Program will provide quality services by Shelter Home staff maintaining regular contact with the youth in care and Shelter Home staff will maintain regular communication with youth's guardian. Shelter Home staff and Shelter Home parents will provide appropriate supervision and coordinate activities for youth in care.

**Outcomes:** Initial: As youth are placed in shelter homes, their basic needs will be met.

Intermediate: Shelter Home staff and Shelter Home parents will provide support and encouragement to each youth in care.

Long term: The Shelter Home Program will meet the individual needs of each youth throughout their stay until alternative placement has been determined.

## Outreach Program Goal 2006-2007

Okmulgee-Okfuskee County Youth Services, Inc. outreach coordinators will implement the Character Counts!, PATHS and LifeSkills Training curriculums in 100% of the eligible schools in Okmulgee and Okfuskee Counties. Eligible schools will be defined as those schools that do not receive similar services from another entity. The Outreach Coordinators will continue to present activities for youth during the summer.

**Input:** Okmulgee-Okfuskee County Services, Inc. has 3.75 outreach coordinators that provide prevention programs to area schools during the school year. Outreach coordinators are available during the summer months to hold activities for the community youth.

**Activities For Outreach :** The agency's Outreach Coordinators will present the Character Counts!, PATHS and LifeSkills curriculum to the designated school officials in Okmulgee and Okfuskee Counties. The presentations will be for a period of 14 weeks each semester.

**Outputs For Outreach:** The intent will be to implement the Character Counts!, PATHS or LifeSkills Training curriculum in designated grades as per the individual school's preferences. Okmulgee-Okfuskee County Youth Services, Inc. will not implement this curriculum as a duplication of services of another agency.

**Outcomes For Character Counts:** Initial: Students will participate in activities that establish conflict resolution skills, mediation techniques, teambuilding and good decision making skills related to the six pillars of character: respect, responsibility, trustworthiness, fairness, caring, and citizenship. The PATHS curriculum will help elementary-aged children increase self-control, choose effective conflict-resolution strategies, reject aggressive responses to frustrating situations and improve problem-solving skills. The LifeSkills Training curriculum is designed to help middle school students to learn necessary skills to resist social (peer) pressure to smoke, drink and use drugs, to develop greater self-esteem, self mastery and self-confidence, to effectively cope with social anxiety and to increase their knowledge of the immediate consequences of substance abuse.

Intermediate: Students will begin to practice the six pillars of character at school with their peers and at home with their families and friends. Students will also have a better understanding of why it is important to be a person of character who has skills to make good choices. As students practice the skills they have learned, they may be placed in mediation roles during school.

Long term: Students will have improved behavior at school in regards to improved peer relationships, responsibility towards self and others,

respect of teachers, peers, and self, etc. Students will also learn to make better choices at home and with their friends. More students will also demonstrate that a person of character says no to bullying, drugs, alcohol and peer pressure.

**Activities For Summer Programs:** The agency's Outreach Coordinators will collaborate with other community agencies to provide activities for youth during the summer. Agency staff will conduct or attend meetings to discuss proposed activities as well as determine a response to the activities from the community. Okmulgee-Okfuskee County Youth Services, Inc. outreach coordinators will schedule a minimum of 60% of their workweek for these activities in the summer.

**Outputs For Summer Programs:** Summer activities will be scheduled and presented to target audiences during April and May 2007, at all area schools, through public service announcements and fliers.

**Outcomes For Summer Programs:** Initial: Interested youth will sign up for activities.  
Intermediate: Youth will attend and participate in activities.  
Long term: The youth will have organized activities to participate in during the summer. If successful, the agencies collaborating will increase activities for the future. In addition, a successful activity may increase the amount of agencies collaborating for annual events.

## 1 Eighty Program Goal 2006-2007

Okmulgee-Okfuskee County Youth Services, Inc. will maintain the 1 Eighty Program's awareness with school officials as well as all law enforcement agencies, courts, and OJA agencies in Okmulgee and Okfuskee Counties. The 1 Eighty Coordinators will actively seek 1 Eighty referrals, which will result in 96 youth and/or their families participating in the program this next year.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. has .75 full-time 1 Eighty coordinators who are trained in the state approved FTOP/PREP curriculum.

**Recruitment Activities:** Coordinators will make face-to-face contact with school officials as well as all law enforcement, courts, and OJA agencies in both Okmulgee and Okfuskee Counties every two weeks. Coordinators will also publish newspaper articles and make regular radio announcements that will help educate the public about the 1 Eighty Program.

**Outputs:** Referrals will be received from school officials and parents as well as all law enforcement, courts, and OJA agencies in both Okmulgee and Okfuskee Counties. Educating the general public on the program will increase parental referrals.

**Outcomes:** Initial: Schools and parents as well as law enforcement, courts and OJA agencies will become more knowledgeable and aware of the 1 Eighty program.

Intermediate: Schools and parents as well as law enforcement, courts and OJA agencies will begin to look to the 1 Eighty Program as a referral resource for those youth they come in contact with.

Long term: The 1 Eighty program will have an increase in referrals due to community awareness. The 1 Eighty Program will provide services to 96 youth and their families.

**Curriculum Activities:** Coordinators will conduct regularly scheduled classes weekly for 1 Eighty participants using the First Time Offender/PREP curriculum. The coordinators will continue to develop the core curriculum by adding elements that will help the youth and his/her parent to grasp the core concepts. The coordinators will continue to recruit appropriate individuals within the community who are interested in working with youth to be a part of a panel in the 1 Eighty class. This panel allows the youth an opportunity to become accountable for his/her actions.

**Outputs:** The 1 Eighty Program will provide a positive opportunity for all referrals to successfully complete the program.

**Outcomes:** Initial: Enroll appropriate referrals into the 1 Eighty Program.

Intermediate: Provide an interactive learning environment for both the youth and his/her parent(s) by utilizing the FTOP/PREP curriculum.

Long term: The youth accepts responsibility for his/her actions and successfully completes the program and does not reoffend.

## Truancy Prevention Program Goal 2006-2007

Okmulgee-Okfuskee County Youth Services, Inc. will maintain Truancy Prevention Program awareness with 100% of the Okmulgee County Schools as well as all law enforcement, courts, and the Office of Juvenile Affairs in Okmulgee County. The Truancy Prevention Coordinator will actively seek 1000 referrals, which will result in more awareness of the Truancy Prevention Program and which should result in a decrease in the absentee rate at each Okmulgee County School.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. has 1.0 full-time Truancy Prevention Coordinator who will work in conjunction with 1.0 full-time Okmulgee County Sheriff's Office Truancy Prevention Deputy.

**Recruitment Activities:** Coordinator will make a minimum face-to-face contact with school officials in Okmulgee County weekly. Coordinator will also publish newspaper articles and make regular radio announcements that will help educate the public about the Truancy Prevention Program.

**Outputs:** Referrals will be received from school officials and parents as well as all law enforcement, courts, and OJA in Okmulgee County. Educating the schools and the general public on the program will increase referrals.

**Outcomes:** Initial: Schools and parents as well as law enforcement, courts and OJA agencies will become more knowledgeable and aware of the Truancy Prevention Program.

Intermediate: Schools and parents as well as law enforcement, courts and OJA agencies will begin to look to the Truancy Prevention Program as a referral resource for those youth who have school attendance issues.

Long term: The Truancy Prevention Program will receive referrals due to community awareness. The Truancy Prevention Program will provide services to 1000 youth and their families. The Truancy Coordinator and Deputy will also make classroom presentations referencing the importance of school attendance and job opportunities. The Truancy Program will also establish objectives for a Summer Program.

**Outputs:** The Truancy Prevention Program will provide a positive opportunity for all referrals to successfully complete the program.

**Outcomes:** Initial: Receive appropriate referrals into the Truancy Prevention

Program.

Intermediate: Provide immediate intervention to students and parents that have school attendance issues.

Long term: The youth accepts responsibility for his/her actions and successfully completes the program and attends school on a regular basis.

## Okmulgee County Graduated Sanctions Program Goal 2006-2007

Okmulgee-Okfuskee County Youth Services, Inc. will increase Okmulgee County Graduated Sanctions awareness by 100% in all schools, law enforcement agencies, courts, and OJA in Okmulgee County. The Okmulgee County Graduated Sanctions Coordinator will actively seek 98 referrals, which will result in more awareness of the Okmulgee County Graduated Sanctions Program.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. has a part-time Graduated Sanctions Coordinator who may work a maximum of 760 hours per year.

**Recruitment Activities:** Coordinator will make contact with schools, law enforcement courts, and OJA in Okmulgee County to receive referrals. Coordinator will also publish newspaper articles and make regular radio announcements that will help educate the public about the Okmulgee County Graduated Sanctions Program.

**Outputs:** Referrals will be received from school officials and parents as well as all law enforcement, courts, and OJA in Okmulgee County. Educating the schools and the general public on the program will increase referrals.

**Outcomes:** Initial: Schools and parents as well as law enforcement, courts and OJA agencies will become more knowledgeable and aware of the Okmulgee County Graduated Sanctions Program.

Intermediate: Schools and parents as well as law enforcement, courts and OJA agencies will begin to look to the Okmulgee County Graduated Sanction Program as a referral resource for those youth who have behavior problems or legal issues.

Long term: The Okmulgee County Graduated Sanctions Program will receive referrals due to community awareness. The Okmulgee County Graduated Sanctions Program will provide services to 98 youth and their families.

**Outputs:** The Okmulgee County Graduated Sanctions Program will provide a positive opportunity for all referrals to successfully complete the program.

**Outcomes:** Initial: Receive appropriate referrals into the Okmulgee County Graduated Sanctions Program.

Intermediate: Provide immediate intervention to youth and parents that have behavior problems or legal issues.

Long term: The youth accepts responsibility for his/her actions and successfully.

## **Okmulgee County Family Resource and Support Program Goal 2006-2007**

To provide home visitation services to thirty families in Okmulgee County each quarter. To increase program awareness through collaborative presentations at the county's head start and alternative schools and through their referral resources.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. has 2.5 full-time staff that provides family assessments, development screenings, family home visits, Parents as Teachers curriculum, videos, and parent-child interactive activities. Program staff also provides center-based activities in Beggs, Henryetta, and Okmulgee for families.

**Activities:** Two full-time Support Workers/Center Based Leaders provide home visitation services, transportation, and linkage to community resources for a total of thirty families. They also coordinate presentations at the county's head starts, alternative schools and our agency. One part-time Assessment Worker completes family assessments and conducts Denver Developmental Screenings.

**Outputs:** Pregnant and parenting participants are enrolled in the program.

**Outcomes:** Initial: Parents become more knowledgeable of parenting skills, developmental milestones, and parent-child interactive activities. Through community presentations and involvement there will be a 50% increase in community awareness of this program's services.

Intermediate: Parents will learn to follow through with guidelines and activities and they will provide and practice what they learned through the Parents as Teachers curriculum. Community agencies will become educated as to the program's services.

Long term: Parents will become their children's best teacher. Children will achieve appropriate milestones for their age and their abilities with the help of their parents. Community agencies will refer all potential families to program.

### **CARS Program Goal 2006-2007**

To seek certification with the Oklahoma State Department of Mental Health and Substance Abuse Services (DMHSAS) and to develop additional outpatient education services for adolescent substance abusers.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. will have a CADC or CAADC on staff, who can present educational information on drugs and alcohol to adolescent substance abusers. Referrals will be from OJA.

**Activities:** CARS program will provide individual and family outpatient services for identified CARS clients that may have drug and alcohol issues.

**Outputs:** CARS referrals will participate in all recommended services.

**Outcomes:** Initial: Adolescent and parent's knowledge about the effects of substance abuse and addiction will increase.

Intermediate: Adolescents and parents will change their attitude toward substance abuse.

Long term: Adolescents will remain substance abuse free for a period of three months or longer.

**Test:** SASSI.  
Observation.  
Self-reporting on three months follow up survey.

### Case Management Goal 2006-2007

Okmulgee-Okfuskee County Youth Services, Inc. will provide support and advocacy to clients.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. Integrated Behavioral Health Outpatient staff will provide support and/or advocacy to their clients. Staff will link families to community resources. Referrals will be from various referring agencies.

**Activities:** Case management will be an on-going and varied service to provide support and advocacy for the clients and families. These activities may include but not be limited to educational advocacy and community resource referral, linkage and advocacy.

**Outputs:** All Integrated Behavioral Health Outpatient and CARS clients will be offered case management services.

**Outcomes:** Initial: Integrated Behavioral Health Outpatient staff will help clients and families become more familiar with community resources and advocacy services.

Intermediate: Clients and families will begin to access and feel support from community resources with assistance from Integrated Behavioral Health Outpatient staff.

Long Term: Clients and families will access appropriate community resources to meet their basic needs on their own.

## Quality Improvement Goals 2006-2007

To fulfill its purpose, Okmulgee-Okfuskee County Youth Services, Inc.'s QI Program holds the following Goals and Objectives for fiscal year 2006-2007.

*Goal 1:* Maintain CARF accreditation for the purpose of identifying to consumers, providers, purchasers and the general public that Okmulgee-Okfuskee County Youth Services, Inc. meets nationally recognized standards for mental health services.

*Objectives:*

- Assure all management staff and their departments are aware of the standards required by CARF.
- Review standard compliance in each accreditation area - organizational leadership, human resources, health and safety, case management and integrated behavioral health outpatient program.
- Implement new CARF standards in the area of corporate compliance.

*Goal 2:* Insure the continuing evaluation of all-important aspects of client care.

*Objectives:*

- Track reporting of client care monitoring and other pertinent documentation.
- To monitor and evaluate peer review activities and data on utilization review related information.
- To identify and correct any situation in the agency, which may adversely affect client, staff, or visitors as reflected through Critical Incident Reporting.
- To receive a 70% satisfaction result rate on all consumer satisfaction surveys.
- To achieve a minimum return rate of 20% on all consumer satisfaction surveys distributed

## **PROGRAM AREA: Community At Risk Services (CARS) 2006-2007**

### **Effectiveness Goal:**

Each consumer will improve their individual functioning (reduce involvement with the Juvenile Justice System) through participation in the Outpatient program.

### **Desired Outcome Effectiveness Measures:**

1. Each consumer will show progress toward their treatment objectives each quarter.
2. Each consumer will show an increase of at least 2 points in their GAF score each quarter.
3. Each CARS consumer will demonstrate improved skills through a weekly involvement with a positive role model such as a counselor, mentor or tutor. Better grades, more positive social interactions, good report from employer, etc.
4. Each CARS consumer will demonstrate a decrease in negative activities such as absence from school, curfew violations through education about their status and participation on the Integrated Behavioral Health Outpatient Program.

### **Consumers Impacted:**

CARS, Integrated Behavioral Health Outpatient Counseling and Outreach consumers will be impacted by these measures.

### **Time of Measure:**

This will be tracked monthly and reported Quarterly during the Quarterly Review conferences.

### **Data Source:**

This information will be recorded in the progress notes and included with the Treatment Plan. This information will also be recorded in the monthly CARS report that is given to the referring OJA caseworker.

### **Responsible Staff:**

The outpatient counselor will be responsible to track the progress and assess the latest GAF score and record that score at the time of the Quarterly Review Conference. The outpatient counselor will also provide a monthly report to the Office of Juvenile Affairs outlining the youth's progress or lack thereof, the family's progress or lack thereof, as well as any concerns that have arisen. If a mentor or tutor is assigned to a case, they will also be responsible to track the progress in a written report.

### **Outcome Expectancies:**

1. It is expected that through evaluation of a representative sample each consumer will show progress toward their treatment objectives each quarter.
2. It is also expected that there will be an increase in the GAF scores after participation in the Outpatient Treatment Program.

3. Those consumers who have mentors and/or tutors will show more improvement than those consumers who do not have an extra positive role model.

**Results:**

The organization will evaluate the percentage of progress that each consumer has achieved, in the representative sample, which has received outpatient behavioral health services using the minimal, average, and significant criteria.

**PROGRAM AREA: Integrated Behavioral Health Outpatient Services  
2006-2007**

**Effectiveness Goal:**

Each consumer will improve their individual functioning and reduce their need for outside intervention through participation in the Integrated Behavioral Health Outpatient Program.

**Desired Outcome Effectiveness Measures:**

1. Each consumer will show progress toward their treatment objectives each quarter.
2. Each consumer will show an increase of at least 2 points in their GAF score each quarter.

**Consumers Impacted:**

Integrated Behavioral Health Outpatient Counseling and Outreach consumers will be impacted by these measures.

**Time of Measure:**

This will be tracked monthly and reported Quarterly during the Quarterly Review conferences.

**Data Source:**

This information will be recorded in the progress notes and included with the Treatment Plan.

**Responsible Staff:**

The outpatient counselor will be responsible to track the progress and assess the latest GAF score and record that score at the time of the Quarterly Review Conference.

**Outcome Expectancies:**

1. It is expected that through evaluation of a representative sample each consumer will show progress toward their treatment objectives each quarter.
2. It is also expected that there will be an increase in the GAF scores after participation in the Outpatient Treatment Program.
3. Those consumers who have mentors and/or tutors will show more improvement than those consumers who do not have an extra positive role model.

**Results:**

The organization will evaluate the percentage of progress that each consumer has achieved, in the representative sample, which has received outpatient behavioral health services using the minimal, average, and significant criteria.

The organization will administer the GAF after each quarter of services and determine how much the GAF scores have been improved.

**Continuous Improvement Analysis:**

To be done after the effectiveness data has been collected and evaluated.

## **PROGRAM AREA: Integrated Behavioral Health Outpatient Services 2006-2007**

### **Efficiency Goal:**

Each consumer will receive Outpatient Services in a manner that will be timely and reduce no shows.

### **Desired Outcome Efficiency Measures:**

1. Each consumer will receive in a timely manner; an assessment and treatment plan within 5 visits.
2. Each program will reduce no shows and encourage participation in treatment through sending appointment letters, reminders, and/or calling prior to treatment appointment.
3. The waiting list will be kept to a minimum by making appropriate assessments and timely referrals (within 2 weeks). This will facilitate the development of a treatment plan that is appropriate.

### **Consumers Impacted:**

This will impact CARS, Integrated Behavioral Health Outpatient Treatment and Outreach consumers.

### **Time of Measure:**

1. This will be tracked each quarter at the Quarterly Review Conference through the signatures and dates on the assessment data.
2. This will be reported each Quarterly Review Conference and will be tracked with the manager of the appointment book.

### **Data Source:**

1. This data will be found in the Treatment Plan and case record.
2. This will be found on the tracking sheet and the appointment book.

### **Responsible Staff:**

1. Staff will verify this data through the audit process.
2. The counselor will report this data. In addition, the manager of the referral log will also report this data.
3. The OJA worker will be involved in a more timely manner.

### **Outcome Expectancies:**

1. It is expected that each consumer will receive an assessment within the first five visits
2. The goal is to reduce the no show rate on an ongoing basis through various interventions.
3. The waiting list will be reduced as the assessment and treatment plan process is completed within two weeks.

**Results:**

The results will be evaluated and if there is a drop in the timeliness of the assessment an immediate intervention will be instituted.

If the no show rate does not get better with reminders it may be time to have the OJA caseworker impose sanctions on their consumers.

**Continuous Improvement Analysis:**

This will be done each quarter.

## **PROGRAM AREA: Case Management 2006-2007**

### **Effectiveness Goal:**

Each consumer will receive active support and/or advocacy to meet their treatment goals.

### **Desired Outcome Effectiveness Measures:**

Each consumer will increase their positive community involvement through Case Management services within a minimum of one positive experience in a time frame as indicated in the treatment plan.

### **Consumers Impacted:**

The consumers impacted will be from the CARS and Integrated Behavioral Health Outpatient (Outreach) Programs.

### **Time of Measure:**

This will be done weekly, and reported weekly, to provide an accurate recording of the positive community involvement. This will be discussed at the quarterly review conferences.

### **Data Sources:**

This will be recorded in the weekly case notes of the outpatient counselor.

### **Responsible Staff:**

The outpatient counselor will be responsible and report the results to their supervisor.

### **Outcome Expectancies:**

Consumers will improve their positive involvement in the community

### **Results:**

The organization will evaluate the percentage of progress that each consumer has achieved, in the representative sample.

### **Continuous Improvement Analysis:**

This will be done each quarter

## **PROGRAM AREA: Case Management 2006-2007**

### **Efficiency Goal:**

Each consumer will receive active support and/or advocacy to meet their treatment goals.

### **Desired Outcome Efficiency Measures:**

Each consumer will receive a minimum of one weekly contact or face-to-face visit to assist with working on treatment plan goals.

### **Consumer Impacted:**

CARS and Outpatient (Outreach) consumer will be impacted.

### **Time of Measure:**

Each outpatient counselor will file a weekly report form and present it to his/her supervisor

### **Data Source:**

This information will be tracked in the case management progress note.

### **Responsible Staff:**

Outpatient counselor will be responsible to manage this process

### **Outcome Expectancies:**

Every consumer will receive a weekly contact

### **Results:**

The organization will evaluate the percentage of progress that each consumer has achieved in the representative sample

### **Continuous Improvement Analysis:**

This will be done each quarter

## **PROGRAM AREA: Integrated Behavioral Health Outpatient Billing 2006-2007**

### **Efficiency Goal:**

To decrease the number of Integrated Behavioral Health Outpatient Billing denials on a quarterly basis.

### **Desired Outcome Efficiency Measures:**

Each Integrated Behavioral Health Outpatient Therapist and the Billing Clerk will be advised quarterly of common occurring errors that are leading to denials. The Billing Clerk and Therapists will then be able to correct these errors for future billings. The Quarterly Report will be completed by the Executive Director in conjunction with the billing reimbursements from the Oklahoma Health Care Authority.

### **Consumers Impacted:**

Okmulgee-Okfuskee County Youth Services, Inc. does not receive reimbursement on certain billing denials. This may impact consumers from the CARS and Integrated Behavioral Health Outpatient Programs at some time.

### **Time of Measure:**

A quarterly report will be completed by the Executive Director after receiving the billing reimbursement from the Oklahoma Health Care Authority. Once this report is completed, it will be discussed at the next monthly meeting of the Integrated Behavioral Health Outpatient Program.

### **Data Sources:**

This data will be recorded in Okmulgee-Okfuskee County Youth Services, Inc.'s Quality Assurance and Utilization Review file.

### **Responsible Staff:**

1. The Billing Clerk and Executive Director will verify this data.
2. The Executive Director and/or the management team will report this data to the Integrated Behavioral Health Outpatient Program staff.

### **Outcome Expectancies:**

1. It is expected that each Integrated Behavioral Health Outpatient staff and the Billing Clerk will attempt to reduce the number of billing errors that they may be responsible for incurring.
2. The goal is to reduce the denial rate to as low as possible, 0% being optimum but not likely.

**QUALITY  
ASSURANCE  
AND  
UTILIZATION  
REVIEW  
REPORT**

*October 15, 2005*

The Integrated Behavioral Health Outpatient staff met in July, August, and September during this last quarter. We covered the following areas for training: client rights, confidentiality, code of ethics, child abuse and neglect reporting, employee safety, drug free workplace and gang identification.

In July 2005, we conducted a professional review of 8 open cases. In September 2005, we conducted a professional review of 10 open cases and 15 closed cases. The charts were examined to ensure that the assessments were thorough, complete, and timely. We also examined the goals and objectives on the treatment plan to see if they were based on the assessment. We checked to see if the services being provided were the same as the services specified in the treatment plan, and if they matched. We also ensured that the person served was involved in choosing said service(s). We further checked to see if the documented date(s) of service coincided with the billed date and that the services reflected were those actually provided.

The total cases reviewed for this quarter was 18 open cases and 15 closed cases. We found 25 files with no faults and 8 files with minor documentation errors. We found a few cases with OFMQ recommended changes that needed to be made to meet auditing requirements. We reviewed all recommendations and those changes were made. The following is a listing of the documentation errors that occurred most often.

1. Lack of case notes to document gaps in services and attempts to contact families for services.
2. Discharge summaries are not being completed in a timely manner. Discharge summaries need to accurately reflect why client is being discharged. Needs to coincide with information written in progress notes.

Improvement was noted in the following area:

1. The progress notes are reflecting a more thorough accounting of objectives that are being processed and resolved.

The staff of Okmulgee-Okfuskee County Youth Services Inc. completes its own weekly billing with EDS. We continue to use our billing tracking system in house to analyze the reimbursement rate of our billing services. Our reimbursement rate for initial billing continues to be in the 90<sup>th</sup> percentile. The following are the percentages by month for this quarter – July – 98.0%, August – 95.0%, and September – 97.0%. The average for the quarter was 96.70%. Often times, we are able to correct a billing error and collect further reimbursement for services.

There were very few errors for this quarter as is evidenced by the high rate of reimbursement. There were a few claims that include services that were billed but were not able to be reimbursed. We were either over our allowable units or the services billed were not approved. At times, the therapists fail to comply with the OFMQ review date, which results in

some services not being approved for reimbursement. Neither of these mistakes can be corrected nor services rebilled. Okmulgee-Okfuskee County Youth Services, Inc. did experience a few more billing errors this quarter than in the previous quarter.

Therapists continue to be encouraged to complete treatment plan reviews by the due dates. This will continue to keep a low denial rate associated with gaps in coverage. Therapists were encouraged to regularly (once monthly) ask the client's legal guardian if their Medicaid eligibility is current. This helps us monitor each client's eligibility and eliminates denials for services performed that the client is not eligible to receive. All CARS referrals are checked for eligibility at the time of the referral and EDS documentation is placed in their file.

**Outcomes Measurement Report: *First Quarter***

The following chart is a reflection of our first quarter 2005/2006 fiscal year results. We had an average of 70% of our consumers meeting their GAF score goal. This was an increase of 2% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 13% decrease from the previous quarter. The progress made toward treatment goals shows an average of 1.29. This average shows on the scale between minimal and average progress. Our no show rates improved in July and September. The average no show rate for this quarter was 13%. This was a 4% decrease from the previous quarter.

<b>MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY</b>					
	<b>July</b>	<b>August</b>	<b>September</b>	<b>Current Qtr.</b>	<b>Previous Qtr.</b>
<b>GAF Scores</b>	84% met goal	59% met goal	67% met goal	70% avg for qtr	2% increase from last qtr
<b>Progress Toward Treatment Goals</b>	23/25, 92% made progress for an average of 1.60 on a scale of: None-0, Minimal-1, Average-2, Significant-3	20/27, 74% made progress for an average of 1.08 on a scale of: None-0, Minimal-1, Average-2, Significant-3	19/23, 83% made progress for an average of 1.19 on a scale of: None-0, Minimal-1, Average-2, Significant-3	83% avg for qtr, 1.29 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	13% decrease from previous qtr, .51 decrease in progress from previous qtr
<b>No Shows/ Clients</b>	10%	17%	11%	13%	4% decrease in the no show rate from previous qtr

January 15, 2006

The Integrated Behavioral Health Outpatient staff met in October, November and December during this last quarter. We had gang identification training in the month of October.

In November 2005, we conducted a professional review of 51 open cases and 3 closed cases. The charts were examined to ensure that the assessments were thorough, complete, and timely. We also examined the goals and objectives on the treatment plan to see if they were based on the assessment. We checked to see if the services being provided were the same as the services specified in the treatment plan, and if they matched. We also ensured that the person served was involved in choosing said service(s). We further checked to see if the documented date(s) of service coincided with the billed date and that the services reflected were those actually provided.

The total cases reviewed for this quarter was 51 open and 3 closed cases. We found 8 files with no faults and 46 files with minor documentation errors. We found a few cases with OFMQ recommended changes that needed to be made to meet auditing requirements. We reviewed all recommendations and those changes were made. The following is a listing of the documentation errors that occurred most often.

1. Lack of case notes to document gaps in services and attempts to contact families for services.
2. Discharge summaries are not being completed in a timely manner. Discharge summaries need to accurately reflect why client is being discharged. Needs to coincide with information written in progress notes.

Improvement was noted in the following area:

1. The intake assessment was consistently thorough and complete.
2. All open cases had transition plans in files.
3. The intake information coincided with the treatment plan and client and family participation in the process was well documented.

The staff of Okmulgee-Okfuskee County Youth Services Inc. completes its own weekly billing with EDS. We continue to use our billing tracking system in house to analyze the reimbursement rate of our billing services. Our reimbursement rate for initial billing continues to be in the 90<sup>th</sup> percentile. The following are the percentages by month for this quarter – October – 97.5%, November – 93.0%, and December – 95.0%. The average for the quarter was 95.20%. Often times, we are able to correct a billing error and collect further reimbursement for services.

There were very few errors for this quarter as is evidenced by the high rate of reimbursement. There were a few claims that include services that were billed but were not able to be reimbursed. We were either over our allowable units or the services billed were not approved. At times, the therapists fail to comply with the OFMQ review date, which results in some services not being approved for reimbursement. Neither of these mistakes can be corrected nor services rebilled. Okmulgee-Okfuskee County Youth Services, Inc. did experience a few more billing errors this quarter than in the previous quarter. We have identified a need to keep our billing cycle on a weekly routine in an effort to not duplicate billing requests for the same service. Our billing collection rate showed a decrease of 1% from our previous quarter.

Therapists continue to be encouraged to complete treatment plan reviews by the due dates. This will continue to keep a low denial rate associated with gaps in coverage. Therapists were encouraged to regularly (once monthly) ask the client's legal guardian if their Medicaid eligibility is current. This helps us monitor each client's eligibility and eliminates denials for services performed that the client is not eligible to receive.

In this quarter as well as in the first quarter, the agency saw an increase in clients that did not qualify for Medicaid. The agency policy allows for all clients to be seen regardless of their ability to pay for services. These clients are seen through the agency's Community Based Youth Services Contract with the Office of Juvenile Affairs. The agency does not have an unlimited number of dollars available in this contract. Consequently, we utilized the maximum amount available for counseling services within the first six months of this fiscal year. We are continuing to see these client's. The following is the amount billed on Medicaid client's for the time period listed:

July 1, 2004- December 31, 2004	\$ 94,407
January 1, 2005 – June 30, 2005	\$115,248
July 1, 2005 – December 31, 2005	\$ 64,944

As is evidenced by the above figures, the agency is approximately \$30,000 behind in what it billed for the same period the previous year.

**Outcomes Measurement Report:**

The following chart is a reflection of our second quarter 2005/2006 fiscal year results. We had an average of 73% of our consumers meeting their GAF score goal. This was an increase of 3% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 10% increase from the previous quarter. The progress made toward treatment goals shows an average of 1.46. This average shows on the scale between minimal and average progress. Our no show rates showed monthly increases with December resulting in the highest rate to date. The average no show rate for this quarter was 15.5%. This was a 2.5% increase from the previous quarter.

<b>MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY</b>					
	<b>October</b>	<b>November</b>	<b>December</b>	<b>Current Qtr.</b>	<b>Previous Qtr.</b>
<b>GAF Scores</b>	76% met goal	71% met goal	71% met goal	73% avg for qtr	3% increase from last qtr
<b>Progress Toward Treatment Goals</b>	36/38, 95% made progress for an average of 1.38 on a scale of: None-0, Minimal-1, Average-2, Significant-3	16/17, 94% made progress for an average of 1.48 on a scale of: None-0, Minimal-1, Average-2, Significant-3	31/34, 91% made progress for an average of 1.51 on a scale of: None-0, Minimal-1, Average-2, Significant-3	93% avg for qtr, 1.46 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	10% increase from previous qtr, .17 increase in progress from previous qtr
<b>No Shows/ Clients</b>	13.9%	14.6%	1.1%	15.5%	2.5% increase in the no show rate from previous qtr

April 15, 2006

The Integrated Behavioral Health Outpatient staff met in January, February and March during this last quarter. Appropriate Treatment Planning was the training topic in the month of February. In March, the staff received training and was able to develop the Group Norms for their program.

In February 2006, we conducted a professional review of 10 open cases and 7 closed cases. The charts were examined to ensure that the assessments were thorough, complete, and timely. We also examined the goals and objectives on the treatment plan to see if they were based on the assessment. We checked to see if the services being provided were the same as the services specified in the treatment plan, and if they matched. We also ensured that the person served was involved in choosing said service(s). We further checked to see if the documented date(s) of service coincided with the billed date and that the services reflected were those actually provided.

The total cases reviewed for this quarter was 10 open and 7 closed cases. We found all 17 files with minor documentation errors. We found a few cases with OFMQ recommended changes that needed to be made to meet auditing requirements. We reviewed all recommendations and those changes were made. The following is a listing of the documentation errors that occurred most often.

1. Lack of case notes to document gaps in services and attempts to contact families for services.
2. Discharge summaries are not being completed in a timely manner. Discharge summaries need to accurately reflect why client is being discharged. Needs to coincide with information written in progress notes.

During this quarter all progress notes were reviewed for compliance. The reading of the progress notes is completed on a monthly basis. The progress notes are reviewed to ensure that the correct problem statements are recorded and that the notes correlate to the problem statements. The type of service is also reviewed to ensure that the note reflects an individual, family or treatment plan setting.

The majority of the notes for this quarter were in compliance. The following is a listing of the documentation errors that occurred most often:

1. Lack of documentation to reflect the attempts to engage the client and family in services.
2. Difficulty recording the newest problem statements on the progress notes in and around the time of review.
3. Lack of documentation of the processing of the problem statements. Progress notes with client reports and consequent outcomes but limited documentation regarding the processing of said reporting during session.

The staff of Okmulgee-Okfuskee County Youth Services Inc. completes its own weekly billing with EDS. We continue to use our billing tracking system in house to analyze the reimbursement rate of our billing services. Our reimbursement rate for initial billing continues to be in the 90<sup>th</sup> percentile. The following are the percentages by month for this quarter – January – 93.75%, February – 93.75%, and March – 97.75%. The average for the quarter was 95.08%. Often times, we are able to correct a billing error and collect further reimbursement for services.

There were very few errors for this quarter as is evidenced by the high rate of reimbursement. There were a few claims that include services that were billed but were not able to be reimbursed. We were either over our allowable units or the services billed were not approved. At times, the therapists fail to comply with the OFMQ review date, which results in some services not being approved for reimbursement. Neither of these mistakes can be corrected nor services rebilled. Okmulgee-Okfuskee County Youth Services, Inc. did experience a few more billing errors this quarter than in the previous quarter. During this quarter EDS completed a system change that resulted in a delay of approved

reimbursement for services in January. We have identified that our billing reimbursement rate has also declined as families become ineligible and when families do not maintain their eligibility. We continue to encourage the therapists to review the client's Medicaid card monthly. Our billing collection rate showed a decrease of .12% from our previous quarter.

Therapists continue to be encouraged to complete treatment plan reviews by the due dates. This will continue to keep a low denial rate associated with gaps in coverage. Therapists were encouraged to regularly (once monthly) ask the client's legal guardian if their Medicaid eligibility is current. This helps us monitor each client's eligibility and eliminates denials for services performed that the client is not eligible to receive.

In this quarter as well as in the previous quarters of this year, the agency saw an increase in clients that did not qualify for Medicaid. The agency policy allows for all clients to be seen regardless of their ability to pay for services. These clients are seen through the agency's Community Based Youth Services Contract with the Office of Juvenile Affairs. The agency does not have an unlimited number of dollars available in this contract. Consequently, we utilized the maximum amount available for counseling services within the first six months of this fiscal year. A rebudget was submitted and approved by OJA that allowed for additional funds to be placed in salaries. We continue to see these clients but closely review the necessity of services. The following is the amount billed on Medicaid clients for the time period listed:

July 1, 2004- December 31, 2004	\$ 94,407
January 1, 2005 – June 30, 2005	\$115,248
July 1, 2005 – December 31, 2005	\$ 64,944
January 1, 2006 – June 30, 2006	

As is evidenced by the above figures, the agency is approximately \$30,000 behind in what it billed for the same period the previous year. It is also evident that the amount billed in the second six months was dramatically higher than the first six months. The disparity in the billing amounts is in part due to therapist's notes being turned in late and some therapist's not meeting their required number of billable hours.

Okmulgee-Okfuskee County Youth Services' management team felt that the above disparity in services billed reflected a potential risk for loss of funds. In March 2006, the monthly documentation of the therapist's hours was revised. This documentation now reflects the therapist's hours that are due the agency.

**Outcomes Measurement Report:**

The following chart is a reflection of our third quarter 2005/2006 fiscal year results. We had an average of 65% of our consumers meeting their GAF score goal. This was a decrease of 8% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 10% increase from the previous quarter. The progress made toward treatment goals shows an average of 1.46. This average shows on the scale between minimal and average progress. Our no show rate in February reflected a dramatic drop in no shows with a rate of 10.4%. The average no show rate for this quarter was 12.3%. This was a 3.2% decrease from the previous quarter.

<b>MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY</b>					
	<b>January</b>	<b>February</b>	<b>March</b>	<b>Current Qtr.</b>	<b>Previous Qtr.</b>
<b>GAF Scores</b>	55% met goal	63% met goal	77% met goal	65% avg for qtr	8% decrease from last qtr
<b>Progress Toward Treatment Goals</b>	36/38, 95% made progress for an average of 1.38 on a scale of: None-0, Minimal-1, Average-2, Significant-3	16/17, 94% made progress for an average of 1.48 on a scale of: None-0, Minimal-1, Average-2, Significant-3	31/34, 91% made progress for an average of 1.51 on a scale of: None-0, Minimal-1, Average-2, Significant-3	93% avg for qtr, 1.46 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	10% increase from previous qtr, .17 increase in progress from previous qtr
<b>No Shows/ Clients</b>	13.7%	10.4%	12.9%	12.3%	3.2% decrease in the no show rate from previous qtr

July 15, 2006

The Integrated Behavioral Health Outpatient staff met in April, May and June during this last quarter. The staff received training this quarter on treating adolescent sex offenders and the new APS Outpatient Provider training.

In February 2006, we conducted a professional review of 5 open cases and 5 closed cases. The charts were examined to ensure that the assessments were thorough, complete, and timely. We also examined the goals and objectives on the treatment plan to see if they were based on the assessment. We checked to see if the services being provided were the same as the services specified in the treatment plan, and if they matched. We also ensured that the person served was involved in choosing said service(s). We further checked to see if the documented date(s) of service coincided with the billed date and that the services reflected were those actually provided.

The total cases reviewed for this quarter was 5 open and 5 closed cases. We found all 10 files with minor documentation errors. We found a few cases with OFMQ recommended changes that needed to be made to meet auditing requirements. We reviewed all recommendations and those changes were made. The following is a listing of the documentation errors that occurred most often.

1. Lack of case notes to document gaps in services and attempts to contact families for services.
2. Discharge summaries are not being completed in a timely manner. Discharge summaries need to accurately reflect why client is being discharged. Needs to coincide with information written in progress notes.
3. One page reviews are not completed by the required due date.

During this quarter all progress notes were reviewed for compliance. The reading of the progress notes is completed on a monthly basis. The progress notes are reviewed to ensure that the correct problem statements are recorded and that the notes correlate to the problem statements. The type of service is also reviewed to ensure that the note reflects an individual, family or treatment planning.

The majority of the notes for this quarter were in compliance. The following is a listing of the documentation errors that occurred most often:

1. Lack of documentation to reflect the attempts to engage the client and family in services.
2. Lack of documentation to reflect gaps in services or indicate that case was in the process of closure.
3. Lack of complete documentation of therapist – client processing of the problem statements. Progress notes with client reports and consequent outcomes but limited documentation regarding the processing of said reporting during session.
4. Some progress notes indicate that client is no longer engaged in the therapeutic process. Lack of documentation by therapists as to modifications needed or if closure is appropriate.

The staff of Okmulgee-Okfuskee County Youth Services Inc. completes its own weekly billing with EDS. We continue to use our billing tracking system in house to analyze the reimbursement rate of our billing services. Our reimbursement rate for initial billing continues to be in the 90<sup>th</sup> percentile. The following are the percentages by month for this quarter – April – 95.0%, May – 99.0%, and June – 994.0%. The average for the quarter was 96.0%. Often times, we are able to correct a billing error and collect further reimbursement for services.

There were very few errors for this quarter as is evidenced by the high rate of reimbursement. There were a few claims that include services that were billed but were not able to be reimbursed. We were either over our allowable units or the services billed were not approved. At times, the therapists fail

to comply with the OFMQ review date, which results in some services not being approved for reimbursement. Neither of these mistakes can be corrected nor services rebilled. Okmulgee-Okfuskee County Youth Services, Inc. did experience a few more billing errors this quarter than in the previous quarter. During this quarter EDS completed a system change that resulted in a delay of approved reimbursement for services in January. We have identified that our billing reimbursement rate has also declined as families become ineligible and when families do not maintain their eligibility. We continue to encourage the therapists to review the client's Medicaid card monthly. Our billing collection rate showed an increase of .92% from our previous quarter.

Therapists continue to be encouraged to complete treatment plan reviews by the due dates. This will continue to keep a low denial rate associated with gaps in coverage. Therapists were encouraged to regularly (once monthly) ask the client's legal guardian if their Medicaid eligibility is current. This helps us monitor each client's eligibility and eliminates denials for services performed that the client is not eligible to receive.

In this quarter as well as in the previous quarters of this year, the agency saw an increase in clients that did not qualify for Medicaid. The agency policy allows for all clients to be seen regardless of their ability to pay for services. These clients are seen through the agency's Community Based Youth Services Contract with the Office of Juvenile Affairs. The agency does not have an unlimited number of dollars available in this contract. Consequently, we utilized the maximum amount available for counseling services within the first six months of this fiscal year. A rebudget was submitted and approved by OJA that allowed for additional funds to be placed in salaries. We continue to see these clients but closely review the necessity of services. The following is the amount billed on Medicaid clients for the time period listed:

July 1, 2004- December 31, 2004	\$ 94,407
January 1, 2005 – June 30, 2005	\$115,248
July 1, 2005 – December 31, 2005	\$ 64,944
January 1, 2006 – March 31, 2006	\$127,818

As is evidenced by the above figures, the agency is approximately \$17,000 behind in what it billed for the same period the previous year. It is also evident that the amount billed in the second six months was dramatically higher than the first six months. The disparity in the billing is in part due to therapist's notes being turned in late and some therapists not meeting their required number of billable hours.

In March 2006, the Okmulgee-Okfuskee County Youth Services' management team felt that the above disparity in services billed reflected a potential risk for loss of funds. There was a concentrated effort by management, therapists and the billing clerk to remedy this situation. Despite staff efforts, the Integrated Behavioral Health Outpatient Program reflected expenses totaling \$209,804 and income of \$192,969 for a difference of \$16835. The overall agency net loss for 2005-2006 was \$16,969.

The management team has established new monitoring practices with its therapists to reduce the risk of a potential financial loss in the future.

1. Each therapist signed a notarized agreement that listed the due dates for all progress notes throughout the 2006-2007 fiscal year. The agreement also stated a therapist would not be able to receive his/her paycheck until the designated progress notes for that pay period were completed and received.
2. If a therapist had a deficit of 20 or more hours a Plan of Improvement would be developed immediately.
3. If a deficit were to occur options to eliminate the deficit were approved by the

Board of Directors on June 30, 2006. These Policies and Procedures were distributed to all employees with their June 30, 2006 paycheck.

4. Any therapist with a deficit of 20 or more hours on July 1, 2006 was placed on a Plan of Improvement to eliminate all deficit hours by September 30, 2006.

**Outcomes Measurement Report:**

The following chart is a reflection of our fourth quarter 2005/2006 fiscal year results. We had an average of 84% of our consumers meeting their GAF score goal. This was a increase of 19% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 1% increase from the previous quarter. The progress made toward treatment goals shows an average of 1.56. This average shows on the scale between minimal and average progress. The average no show rate for this quarter was 15.6%. This was a 3.3% increase from the previous quarter.

<b>MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY</b>					
	<b>April</b>	<b>May</b>	<b>June</b>	<b>Current Qtr.</b>	<b>Previous Qtr.</b>
<b>GAF Scores</b>	85% met goal	85% met goal	82% met goal	84% avg for qtr	19% increase from last qtr
<b>Progress Toward Treatment Goals</b>	21/23, 91% made progress for an average of 1.55 on a scale of: None-0, Minimal-1, Average-2, Significant-3	33/34, 97% made progress for an average of 1.78 on a scale of: None-0, Minimal-1, Average-2, Significant-3	16/17, 94% made progress for an average of 1.35 on a scale of: None-0, Minimal-1, Average-2, Significant-3	94% avg for qtr, 1.56 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	1% increase from previous quarter; from previous qtr, .10 increase in progress from previous qtr
<b>No Shows/ Clients</b>	13.4%	15.2%	18.2%	15.6%	3.3% increase in the no show rate from previous qtr

**PROPOSED  
OFFICERS  
&  
BOARD OF  
DIRECTORS**

# **PROPOSED OFFICERS**

## **2006-2007**

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**CHAIRPERSON OF THE BOARD**  
CAROL SMITH

**VICE-CHAIRPERSON OF THE BOARD**  
MELINDA MOUDY

**TREASURER**  
RAE ANN WILSON

**SECRETARY**  
PHILLIP PORTER

**EXECUTIVE COMMITTEE**  
SHARON BROADUS

# **PROPOSED BOARD OF DIRECTORS 2006-2007**

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**CAROL SMITH**  
OKMULGEE, OKLAHOMA

**MELINDA MOUDY**  
HENRYETTA, OKLAHOMA

**RAE ANN WILSON**  
OKMULGEE, OKLAHOMA

**PHILLIP PORTER**  
OKMULGEE, OKLAHOMA

**SHARON BROADUS**  
OKMULGEE, OKLAHOMA

**JUDGE ANNE MORONEY**  
OKMULGEE, OKLAHOMA

**RON SAWYER**  
BEGGS, OKLAHOMA

**CHRIS DIXON**  
OKEMAH, OKLAHOMA

**KRISTIN CUNNINGHAM**  
OKMULGEE, OKLAHOMA

**BENITA CASSELMAN**  
OKMULGEE, OKLAHOMA

**JANNA DUGGAN**  
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