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## Okmulgee-Okfuskee County Youth Services, Inc.

### Annual Report

#### 2006-2007

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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 2006-2007

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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**  
Resigned 12/06  
OKMULGEE, OKLAHOMA

**Chris Dixon**  
OKEMAH, OKLAHOMA

**Kristin Cunningham**  
OKMULGEE, OKLAHOMA

**Judge Anne Moroney**  
OKMULGEE, OKLAHOMA

**Ron Sawyer**  
BEGGS, OKLAHOMA

**Janna Duggan**  
HENRYETTA, OKLAHOMA

**Benita Casselman**  
OKMULGEE, OKLAHOMA

# STAFF MEMBERS

## 2006-2007

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### EXECUTIVE DIRECTOR

Jackie Miller

### ADMINISTRATIVE ASSISTANT

Johnetta Harris

### JOLTS DATA ENTRY SPECIALIST

Karin Weaver

### OUTREACH COORDINATORS

Portia Butler, Okmulgee County  
Shelly Green, Okfuskee and Okmulgee County  
Mollye Mabrey, Okmulgee County  
Marion Surles, 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  
**Kim McNac, Okmulgee & Okfuskee County**

### SHELTER HOME COORDINATOR

Katina Carlton  
Mollye Mabrey

### SHELTER HOME CERTIFICATION SPECIALIST

Nancy Mason

### SHELTER HOME NURSE

Ethellea Frye

### CLINICAL COORDINATOR

Linda Yeager

### INTENSIVE SERVICES COORDINATORS

Susan Foster  
Jim Fuller  
Pam Ittner  
Letisha Stovall-LeBlanc  
Brandy Simpson  
Tashara Stewart  
Linda Yeager

### GRADUATED SANCTIONS COORDINATOR - OKMULGEE

Joe Jackson

**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  
Jeremy & Misty Trevier

# **REPORT OF THE CHAIRPERSON**

**Board of Directors**

**2006-2007**

**Carol Smith**

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# **ANNUAL REPORT**

**ANNUAL DIRECTOR'S REPORT**

# 2006 - 2007

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

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### *PREFACE*

The 2006 – 2007 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 2006 – 2007 fiscal year represents Chapter 31. As I review the table of contents of this book, I note that several Board members and I have been a part of 19 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 19 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 full and part time employees. The hard work of these employees directly touched the lives of over 7500 young people in 2006-2007. 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.

### *Chapter 31*

Chapter 31 must begin with this quote from Colin Powell, "If you are going to achieve excellence in big things, you develop the habit in little matters. Excellence is not an exception, it is a prevailing attitude."

In 2006-2007 six out of seven agency contracts required written proposals for renewal while the seventh required a certification renewal. This was the first year that every program was affected by the outcome of either a proposal or a review. If excellence had not been sought in the little matters of each day throughout the previous year, then the outcome of each program could have been in jeopardy. I am happy to report that every contract was renewed for 2007-2008. In addition, the agency was awarded a three-year accreditation by CARF for its Integrated Behavioral Health Outpatient Program. The

road to excellence can be both rough and smooth. It is often what one learns in the rough times that helps make for a smoother future.

It needs to be stated that Okmulgee-Okfuskee County Youth Services did experience some rough spots throughout the past year. More importantly it needs to be known that agency staff received valuable knowledge from each and every youth, family, audit, satisfaction survey, needs assessment, consumer planning tool, pre and post test in which they were a part. The knowledge and feedback received from those with whom we provided services helped staff look within themselves and their programs for excellence. In an effort to achieve excellence a mid year evaluation was conducted in December 2006.

This self evaluation consisted of reviewing Program Goals and Objectives, analyzing program outcomes results and reviewing comments from the agency's Consumer Based Planning and Assessment Tool. Accepting feedback and evaluating oneself simultaneously can be difficult. The staff as usual was prepared for such a challenge and we made several modifications to our program delivery at that time. The most notable was to our 1-Eighty Program, in which, families now could enter the program at any time versus originally those families who began the classes as one had to end as one. This modification gave families an opportunity to participate in program services much sooner.

If excellence was not the prevailing attitude at Okmulgee-Okfuskee County Youth Services this modification would not have occurred. I believe the willingness to adapt to the needs of the families and the community is just one of the components that makes our staff excellent. The desire to be the best helps us overcome obstacles and challenges us to reach higher. Agency staff was faced with the test of outcome measures this past year. Administering 2162 pre and post tests for our Life Skills Training curriculum alone was intimidating not to mention scoring and evaluating the results. The results were rewarding - each semester's results reflected an overall increase in the student's ability to refuse drugs and their knowledge of both drugs and life skills. This is just one example of a challenge that ended in excellence. The remainder of Okmulgee-Okfuskee County Youth Services' Annual Report is filled with more excellent results.

As this chapter closes and the next one begins, the Board and Staff of Okmulgee-Okfuskee County Youth Services are united in their desire to provide excellent services to the youth and families of Okmulgee and Okfuskee Counties. Vince Lombardi may have said it best, "The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor."

# PROGRAM REPORTS

2006-2007

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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: Mollye Mabrey-Furch

The Okmulgee-Okfuskee County Youth Services Shelter Home Program served 57 youth in the 2006-2007 fiscal year. The average age of the youth was 7.7 years old. The average length of time the youth spent in a shelter home was 9.5 days.

Throughout the past year Okmulgee –Okfuskee Youth Services has lost a few homes but has recruited and certified two families and is currently working to certify more. Recruiting new Shelter Homes has been a big focus for our program and efforts have been consistently made to ensure that we can meet the growing need. Efforts such as newspaper articles, public speaking, community education and outreach have been a means of recruitment. Community involvement has increased and donations of all kinds have come in along with the interests of individuals who want to become shelter families.

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 training prior to any youth being placed into their home. The Shelter Home Parents continued to receive further training throughout the year.

The Shelter Home Program provides a safe, secure, and healthy environment for these youth. The youth are provided with food, shelter, supervision, recreation, and coordination of services that best meets the individual's needs. A services plan is written by the Shelter Home Staff and is followed by the Shelter Home Parent. We recognize each child as a unique individual with their own set of characteristics that make them special.

Our shelter families have been very exceptional in providing safe, loving homes to serve our youth. Our families have shown compassion and have nurtured the children beyond the standard. Basic needs are always met but these shelter parents have gone far and beyond to encourage and inspire our youth. One child attended a youth church camp with our shelter parents who are youth ministers. He loved the experience and said that he gained beneficial knowledge that he will carry on with him throughout his life. He said that he finally knew that he was loved and that was something that he never was told as he was growing up. This shelter family as well as the others continually shows

dedication to the children that come through our program. All of our shelter families differ from one another but they do share the common bond of showing compassion and commitment to these children. We truly appreciate all of our shelter families for providing quality services to children from across the state of Oklahoma.

## **OKMULGEE COUNTY OUTREACH PROGRAM**

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Okmulgee County Staff: Portia Butler, Mollye Furch,  
Shelly Green, Andrea Roland, Marion Surles

The Okmulgee County Outreach Program has had a very busy year. We implemented two new curriculums this past year, PATHS and LifeSkills Training. Character Counts! curriculum continued to be offered as well. The schools that participated in our programs this year were: Beggs, Dewar, Henryetta, Liberty Morris, Morris, Okmulgee, Okmulgee County Alternative Academy Preston, Twin Hills, and Wilson.

The Character Counts Program is a character-building curriculum that promotes the six pillars of character: Trustworthiness, Responsibility, Respect, Fairness, Caring and Citizenship. This was for students in Pre-K through 1<sup>st</sup> grades.

The PATHS (Promoting Alternative Thinking Strategies) program was 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, and improve problem-solving skills. This program also 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 was offered to students in the 6<sup>th</sup> through 8<sup>th</sup> grades. This program is based on the premise that there are multiple pathways leading to tobacco, alcohol and drug use. This program is designed to help give middle school students necessary skills to resist social (peer) pressures to smoke, drink and use drugs, also to develop greater self-esteem and self-confidence. This program will help students effectively cope with social anxiety and increase their knowledge of the immediate consequences of substance abuse.

The following are sample scenarios:

This story is about a student who was in one of the LifeSkills Training classes. After finding out all the dangers what smoking can do to ones body, a young girl approached me after class and stated that she did not ever want to smoke or do drugs because of all of the harmful things that could happen. She then asked if she could have copies of all the information that I had on smoking because she wanted her grandfather to view

the material. Two weeks later, she came up to me and told me that her grandfather had reviewed the material and that he was willing to try and stop smoking and that he had already went from one pack a day to a half pack daily.

One day as I walked into a classroom for Character Counts!, a teacher stopped to say that as she was teaching a lesson, something happened where she stopped her lesson and started to talk about respect and the students told the teacher that they knew about respect because Mrs. Portia had already talked to them about it and they started to tell her many ways how they can show respect.

The Fifth Annual Okmulgee County Spring Tea was held on March 29, 2007 for all the 8<sup>th</sup> grade girls in Okmulgee County. There were approximately 260 young ladies in attendance. Our goal, along with help from 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 and two flowing punch fountains. Guest speakers included Miss Okmulgee County, Rachel Goff, who spoke to the girls about her platform "Reading is Fundamental." She also gave etiquette tips. Miss Okmulgee County's Outstanding Teen, Jenava Freeseaman spoke to the girls about her platform, which is "Bullying." Shawn Partridge, with Creek Nation Children and Family Services spoke on dating violence. Texanna James, with the Office of Juvenile Affairs was this years' abstinence speaker.

The Third Annual Okmulgee County Boys Bash was held on April 26, 2007 for all the 8<sup>th</sup> grade boys in Okmulgee County. There were approximately 275 young men in attendance. Robert Frost, Chief Investigator for the District Attorney's Office, was the Master Of Ceremony. The focus was on abstinence, self-esteem, and making positive choices to achieve one's goals and dreams. These young men were treated to outstanding motivational talks, etiquette and tie-tying lessons. Guest speaker Rod Thompson, Cox Commentator, spoke to the young men about making positive choices and having positive attitudes. Ruben Diaz, KTUL Channel 8 Sports Anchor, spoke about determination and the importance of education. Shawn Partridge and Richard Hicks with Creek Nation Children and Family Services spoke on dating violence. Jim Fuller, counselor at Anne Moroney Youth Services, gave the young men etiquette and dating tips. Jeremy Trevier, Preston Assembly Of God Youth Pastor, was this years' abstinence speaker. Café On The Square catered the barbeque. East Central Electric Operation Round-up donated the money for the barbeque.

## **OUTREACH PROGRAM**

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Shelly Green and Brandy Simpson

The Okfuskee County Outreach Program has had another successful year. Two new curriculums were implemented in the Fall of 2006. The **PATHS (Promoting Alternative THinking Strategies)** program teaches conflict resolution, self-control, anger management, understanding emotions, how to be a good friend, and other important life lessons to students in 2<sup>nd</sup> – 5<sup>th</sup> grades. The new **Life Skills** curriculum provides drug and alcohol education to 6<sup>th</sup> – 8<sup>th</sup> graders. This curriculum places an emphasis on how to resist peer pressure, the influence of media, violence in the media and other important topics related to drug and alcohol education. Of course, the Character Counts! program, which teaches the six pillars of character (trustworthiness, respect, responsibility, fairness, caring and citizenship) is still being taught to Pre-K – 1<sup>st</sup> grade students.

The following schools received the Character Counts! program this school year: Paden, Boley, Graham, and Weleetka. Schools receiving the PATHS curriculum include: Paden, Boley, Weleetka, Bearden and Okemah. Schools receiving the Life Skills curriculum include: Okemah, Weleetka, Bearden, Paden and Boley. The Okemah Middle and High School Alternative Education Programs and Paden Alternative Education also received the Life Skills program this school year.

The following schools received HIV/AIDS education: Bearden, Paden, Boley, Weleetka, Graham, Mason and Bearden.

Anne Moroney Youth Services also participated in Okemah Middle School's Red Ribbon Week activities by sponsoring a poster contest for students in 5<sup>th</sup> – 8<sup>th</sup> grades.

Shelly Green enjoyed hosting a weekly storytelling program at the Okemah Library during the summer months for children aged 4-10. She provided storytelling and crafts. Several county children and their parents attended this weekly event.

Shelly Green and Brandy Simpson participated in the MIPS exercise conducted by the Okfuskee County Health Department. They also provided a self-esteem activity for the children who attended the Healthy Kids Day workshop put on by the Okfuskee County OSU Extension Center.

The 5<sup>th</sup> Annual Okfuskee County Eighth Grade Girls Spring Tea was held at the First Baptist Church Family Life Center in Okemah on March 27, 2007. Over 100 girls, teachers and volunteers attended this event. The purpose of the "Spring Tea" is to promote abstinence from sex as well as making good life choices. Linda Yeager from Anne Moroney Youth Services was the abstinence speaker for the event. Shawn Partridge from Creek Nation spoke to the girls about dating violence and healthy relationships. Elizabeth Been from the Okfuskee County OSU Extension office gave the girls etiquette tips. The girls were served a light buffet and as always loved the flowing

chocolate fountain. This year we added a flowing beverage fountain which was a big hit with the girls as well as the teachers. The girls were presented a key to my heart pin, a satin bookmark, votive holder and tea light as well as a souvenir individual photo to remember this special day. The photos were donated by Sheila Coyle from Hot Shots Photography Studio in Stigler, OK.

The 4<sup>th</sup> annual Eighth Grade Boys Bash was held at the First Baptist Church Family Life Center in Okemah on April 24, 2007. Approximately 70 boys, teachers and volunteers attended this event. The purpose of the "Boys Bash" is to promote abstinence from sex as well as learning to make good life choices. The gym was decorated in a sports theme. For the third year, Brian Jackson from Cherokee Nation Health Services spoke to the boys about making good life choices. Brian is a Guinness world record holder for blowing up hot water bottles. He told his life story and showed the video of his latest world record attempt. Jeremy Trevier, Preston Assembly of God youth pastor, was the abstinence speaker for the event. Shawn Partridge from Creek Nation presented her Dating Violence and Healthy Relationship program. Jim Fuller spoke to the boys about etiquette and how to treat girls with respect. The boys were served a lunch of Barbeque sandwiches and chips and were given a mini football to take home.

## **1 EIGHTY PROGRAM**

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Andrea Roland, Brandy Simpson, and Kim McNac

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.

Over last year the agency staff have worked hard to implement the 1 Eighty Program curriculum into area schools for at-risk youth. This year the agency added a new program called LifeSkills Training (see outreach). Due to this new program, the 1 Eighty Program was restored to the original curriculum setting, one that targets adolescents and their parents.

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 are 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 2006-2007 year was to serve 96 youth. We did not quite achieve our goal this year. However, 78 referrals were received and 51 participated in the 1 Eighty Program. 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. He is a fifteen year old who was referred by a judge for assault. Neither he nor his mother could sit in the same room without verbal conflicted. Several times he and his mother would put each other down, would refuse to listen to one another or would keep trying to out do each other in yelling matches. After sitting down with both of them and offering them counseling along with the 1 Eighty Program, there was a dramatic change. Throughout the classes you heard each of them listening to each other while using the listen/speaker technique that was taught. The youth also showed a remarkable change with his anger issues. Instead of blowing up and acting with rage, he would either walk away to cool off or he would stop the conversation and regain his focus. As he stood in front of the panel during our last session, he was able to say in confidence that he had made many changes such as the manner in which he interacted with his family and his girlfriend. He showed a lot of determination to better himself 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. 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 March 2007 program staff collaborated with the Okmulgee County Alternative Academy and the Okmulgee High School Alternative School to provide weekly educational classes from the Daniel Memorial Independent Living Skills curriculum. The curriculum covers the following areas: money management, educational planning, housing, transportation, leisure activities, food management, and health.

In January 2007 a collaborative effort was developed with the Okmulgee Summer Multicultural Program. On June 5, 2007 the Daniel Memorial independent Living Skills Program was implemented at the Okmulgee Summer Multicultural program for 31 students.

The following is a summary of the 2006-2007 Operation Save Kids Outcome results:

- 1) In the second year of this program only 72 students out of 995 referred students. Received an additional truancy referral during the time of program participation or who have received an additional truancy referral after successfully completing the program
- 2) The truancy program received 995 referrals in the 2006-2007 school year. Of those referred students, 888 have successfully completed their program requirements and have exhibited a positive behavior change in regards to their behaviors.
- 3) There have been 888 students who have successfully completed all their truancy program requirements. This reflects a 92.4% 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. Two referrals are currently in the process of judicial proceedings. One referral is still involved in the truancy program.
- 4) 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 33 parent surveys returned. Twenty-six (26) parents reported they were satisfied with the program. That is a satisfaction rate of 33%. There were 91 student surveys returned. Only 14 students that responded indicated a satisfaction with the truancy program. That is a satisfaction rate of 100%. 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, 2007, 995 students had participated in Operation Save Kids – Okmulgee County. Of this amount, 470 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 several districts have made changes in their referral process and truancy policy.

The program staff developed a classroom presentation for middle and high school students in 2006 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 has been well received by students for the past two years. During the 2006-2007 school year, nineteen (19) classroom presentations were completed with 525 students participating.

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

- 1) A 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 met monthly throughout the year.
- 2) All ten county school districts, the county Vo-tech and the county alternative school are all actively supporting the truancy program.
- 3) Staff made 19 classroom presentations to 525 students that emphasized school attendance, the importance of an education and the need for each student to graduate from high school.
- 4) The majority of students that have participated in the program showed an increase in regular attendance at school.
- 5) Staff has implemented new curriculum into the Okmulgee County Alternative Academy and the Okmulgee High School Alternative School to provide weekly educational classes from the Daniel Memorial Independent Living Skills curriculum.
- 6) The Daniel Memorial Independent Living Skills Program was implemented at the Okmulgee Summer Multicultural Program for 31 students.

In May 2007 a Mock Crash was held at Beggs High School. The staff coordinated with many first response agencies to present this assembly for the students and staff of Beggs. The presentation included a staged car crash involving several teenagers from Beggs High School 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 Beggs 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."

### **OKMULGEE COUNTY GRADUATED SANCTIONS**

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Staff: Joe Jackson

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 the 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. The Graduated Sanctions Programs targets youth between the ages of 10-18 who may be at risk and to prevent their further penetration into the juvenile justice system. Youth who are referred to the program may receive and of the following sanctions:

- 1-Eighty Program
- Friday Night Detention
- Community Service
- Curfew Times
- Random Drug Testing
- School Progress Reports
- Apology Letter
- Essay Assignments
- Counseling Individual/Family
- Additional sanctions are being developed all the time.

The Okmulgee County Graduated Sanctions program met the identified needs by providing services to 77 individual youth and 39 families. Most of these youth were serviced through the regular meetings of the Youth Advisory Council. The Youth Advisory Council is made up of community volunteers who have a desire to help youth make better choices. The Council has representation from the Okmulgee Police Department, Okmulgee County District Attorney's Drug Task Force, Dewar Police Department, Okmulgee County Criminal Justice Authority, Okmulgee County Sheriff's Department, Okmulgee Public Library, Baptist Village, The First Presbyterian Church, Preston Assembly of God, City Attorney for Okmulgee, and many other community volunteers. As part of the individually required sanctions some youth had to perform community service projects. These community service projects were facilitated with the following community partners: Deep Fork Community Action, Salvation Army, Okmulgee County Homeless Shelter, Okmulgee Police Department, Okmulgee County Commissioner's Road Crew, Okmulgee Memorial Hospital, Henryetta Fire Department, Okmulgee Public Library, Mounds Public Library, and the Okmulgee Fire Department. Many other community partners are being developed to better serve the needs of the youth.

Two school programs were implemented to generate services to area schools. The Okmulgee County Graduated Sanctions Program, working collaboratively with the Okmulgee County Alternative Academy (OCAA), implemented an after school program in which drug and alcohol abuse, anger management, money management, accountability, smoking cessation, and job seeking skills, were core curriculum. The OCAA Youth Advisory council serves the OCAA youth and is made up of police officers, teachers, and the director of the OCAA.

The Okmulgee County Graduated Sanctions Program, working collaboratively with the Beggs Middle School, implemented an in-school program in which conflict resolution

and bullying were targeted as core curriculum. Beggs Middle School utilized the members of their Safe Schools Committee to provide a Youth Advisory Council to those students who were referred to the Graduated Sanctions program.

To better serve the Okmulgee County Law Enforcement agencies a business card was developed. This card can be distributed to a parent whose child comes into contact with local law enforcement agencies and is considered at risk for further penetration into the juvenile justice system. The officers can hand out the card that gives the contact information of the Graduated Sanctions Coordinator so that the parent can make the program referral. To better serve the needs of Okmulgee County flyers were developed and posted on community information boards to inform parents and youth of the services offered by the Graduated Sanctions Program.

A success story for the Graduated Sanctions Program is a local youth that was referred by a middle school principal for fighting. The youth was given 30 hours of community service, 1 Friday Night Detention, counseling, and had to pass the current grade. The youth did his community service at his middle school during the lunch hour and successfully completed his Friday Night Detention. The youth's behavior was so changed that the principal was saying that the youth was saying "yes sir" and "no sir." The principal was impressed with the youth and said that they had never seen such a transformation in a child's behavior.

A similar success story included a youth that was referred by a local law enforcement agency for assault. The youth was given Friday Night Detention, 20 Community service hours, and counseling. The youth went through the Friday Night Detention and was successful. The youth's mother was impressed with the level of self-esteem that passing such a hard sanction gave to her child. The youth was assigned community service at a library within the county and was so helpful and cooperative the librarian gave a recommendation and told the program coordinator that their library would be happy to accept youth from the Graduated Sanctions Program if all of the youth performed like that one did.

## **INTEGRATED BEHAVIORAL HEALTH OUTPATIENT PROGRAM**

Staff: Susan Foster, Jim Fuller, Dianna Humphrey, Pam Ittner, Brandy Simpson, Tashara Stewart and Linda Yeager

"You will never achieve 100% if 99% is acceptable." Will Smith's quote is our theme as we continue to provide quality services to Okmulgee and Okfuskee Counties. This year passed quickly as we provided services to over 300 families, prepared for our CARF Site Visit, and gained and lost staff.

We began the year with seven staff members that were going in many directions as we served our families in their homes and at their various schools. Each counselor is

responsible for their own schedule and, at times, that results in passing each other, sharing spaces at schools and room changes when we meet at the office. We were given a couple of opportunities to offer group education services to two different schools on anger management and grief education.

Our CARF certifying Site Visit was held in April 2007 with one reviewer completing the visit. We used the Site Visit as an opportunity to learn how to improve our services and develop more checks and balances to maintain our records. We were certified until 2010 in every area we requested. Our goal is to anticipate future changes and continue to provide quality services.

Our Counselors have unique personalities and skills. As a result, their work reflects those different personalities and our growing sources of referrals. The next few paragraphs are representation of work that occurred with children and their families this year.

The following are sample case scenarios written by our therapists:

There is nothing more harrowing to a parent than seeing their child experience depression that leads to self-mutilation and a suicide attempt. We received a referral from a single parent, the dad in this case, where his daughter had recently attempted to commit suicide and was hospitalized. The late adolescent female had experienced many traumas during the last year including parents separating, taking off with mother, living with older brother, breaking up with her boyfriend and being forced to return to father's home because of stability. She was also placed in the Alternative Academy due to poor school performance and behavior problems at school. At the time of assessment, it was difficult to determine who needed the assistance more the girl or her father, as he too had been traumatized by the family problems.

While working with the client and her father we have been able to increase communication, work through the feelings of hurt on both of their parts, establish the father as the parent and decreased the level of depression. The client has been diligent about keeping appointments and has verbalized anger and worked on ways to communicate her anger and hurt and sadness to her father. During family services, the father has come to recognize that his love for his child and setting and maintaining appropriate boundaries has led to an improvement in family relationships.

They each have some more work to do but they were able to withstand an attempt from mom and a friend to sabotage their relationship. Each was able to process feelings about mom's attempt and solidify that the best place for the client is right where she is, in Dad's home with rules and boundaries.

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Client: 13 year-old Caucasian girl who has social phobias of being around people in public. She has fears of going into grocery stores, malls, restaurants, retail stores, and other places without being around a number of close friends or parents to distract her. When left alone, client would feel that everyone would be looking at her, making her anxiety levels increase and having difficulty breathing. She felt comfortable at school and was able to control her emotions there. She identified and processed that she felt this way because she was familiar with the school and everyone accepted her.

Over the course of treatment, the goal was to de-sensitize her by allowing her to go in and out of public settings, such as a small retailer to purchase or look around. She was able to slowly work into larger settings with more people. She felt more comfortable with taking a friend and constantly looking or talking to them instead of looking around to see if others were looking back at her. The client eventually came to the conclusion that most people were not really looking at her to be judging but will often look back whenever the client starts looking at them first.

One day, the client revealed that her lifelong dream is to sing and perform in front of others. She stated that one of her friends has a Karaoke machine. Processed the idea with client that she may want to videotape herself singing and performing either alone or with one of her other friends. She stated that she would be terrified but agreed to try. Client eventually brought her videotape to one of our sessions and she seemed very proud of her accomplishments. Over time, this led to her actually performing in the school's talent show in front of others she did not know. This was a giant leap for her. She was so proud of her accomplishments.

Over the course of treatment, the client gained self-confidence and was able to work past her fears. This was special to me because of the unusual nature of the presenting problem. I have worked with phobias before with client being able to function through their fears but this client went beyond functioning into performing.

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Alexis (not her real name) is a 7-year-old white female brought in by her guardians for stealing, lying, back talking, and behavioral changes after a visit from her maternal grandfather. The client (and her siblings) had been removed from her home of origin because of alleged molestation by bio mom. During the course of treatment, the family came to realize that client's behavior worsened after visits by maternal grandfather and stopped the visits. The family also worked on positive reinforcements of positive behavior and client would excitedly tell MHP what rewards she had been receiving for her improved behavior. MHP also encouraged client to tell adults (even if not guardians, because it was disclosed that maternal grandfather was threatening to harm them if she told) if maternal grandfather said or did anything to hurt her. The family also worked on assuring the children they were loved and would be safe in their home, giving special attention to each child. By the time the treatment plan was nearing the end, client had stooped taking things that were not hers and only lying to stay out of trouble, which the family considered normal. The client seemed to realize that some adults can keep their promises and some can't and that her guardians (who were going to adopt the children)

can be trusted to do right by her and her siblings.

## **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. Tom allowed us to observe his groups. In addition, he provided us with program protocol and encouragement to get our program started. Once the Okmulgee-Okfuskee County Youth Services' Board of Directors approved our policy and procedures, Cadres aka Drill Instructors were chosen. The Cadres then received training from the staff of Thunderbird Academy.

Since the first Friday Night Detention held on April 8, 2005, we have had some changes. Our program started by holding these groups every other Friday to the first Friday of every month. There has been a decrease in participants by changing the program from every other Friday. For example, we would have at least twenty kids every two weeks and now we have at least twenty kids once a month. The juveniles that participant in this program may be referred by a municipal court, OJA, a District Judge, schools, and parents. In the recent months Seminole County OJA and Drug Court have been participating in our Friday Night Detention. They send at least three or more juveniles to the program every month.

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

One female juvenile, whom we will call Jane, which is not her real name, came to Friday Night Detention with a terrible attitude and aversion for authority. She was caught skipping school with four other boys; all of them were referred by the school. She had a bad attitude and refused to obey the rules her parents or the school set. She came to the Friday Night Detention with the same attitude towards her mother but was timid by the cadres. The Friday Night Detention staff encouraged her to learn from her mistake, leave her attitude at the door, and work hard to complete the program. She was able to maximize her abilities throughout that Friday night. When the program was completed she went to her mother and apologized for her attitude and behavior. Several weeks after she passed Friday Night Detention, both the school and her parents reported her attitude was much better and she was not hanging with the same friends, she was also complying with the rules at both places.

One male juvenile, whom we will call Bob, which is not his real name, came to Friday

Night Detention after a referral from the judge for possession of drugs. Bob came to the program with an attitude of thinking he was better than anyone in the room and that he did not have any problems that would lead him to participate in this program. Throughout the program he kept expressing his feelings, but not so much in words but actions. That night he did not pass the program and was told he needed to come back with a different attitude. He was also referred to the 1 Eighty Program by the judge. The following month Bob came back to Friday Night Detention, he showed a whole new side of himself. He walked in with attitude that he was going to pass and take each cadre's advice. He was able to successfully complete the Friday Night Detention Program. 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 Friday Night Detention Program had made him realize that he was headed down the wrong path. Bob's attitude improved dramatically from the 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 Jawanna Wheeler, Family Support Worker continue to work diligently to provide quality services to our families.

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 also participates in the Agency staffing every other week.

### **PROGRAM STAFF TRAINING**

Jackie Miller and Cindy Lane attended the contractors meeting on August 9 & 10, 2006.

Jawanna Wheeler completed Parents as Teachers Prenatal to 3 years Training.

Jawanna Wheeler completed Healthy Families American Family Support Worker

Training on September 21, 2006.

Rose Gouthier and Cindy Lane attended the Domestic Violence program, SILENT WITNESSES on October 10, 2006 at Creek Nation.

Rose Gouthier and Jawanna Wheeler attended Teen Pregnancy Prevention & Parenting Conference in Tulsa on October 27, 2006.

Rose Gouthier, Jawanna Wheeler & Cindy Lane completed MANDT Training on December 13 & 20, 2006.

Cindy Lane participated in the "Enhancing Outreach for Abuse Prevention" teleconference on January 23, 2007 as well as "Meaningful Parent Involvement" Teleconference on February 28, 2007.

On January 24, 2007 Janice Hanun of Creek Nation Social Services educated all staff members on the services available through the Tribe.

All program staff attended a Strategic Planning training, hosted by the Okmulgee Child Abuse Prevention Task Force on February 13, 2007.

In March both Jackie and Cindy participated in the online training for the Protective Factors Survey.

Jackie Miller and Cindy Lane participated in the prevent Child Abuse America Teleconference "Domestic Violence Workshop" on April 25, 2007.

Jawanna Wheeler completed PAT 3-5 training in Kansas City on June 4-7, 2007 and PAT Working with Teen Parents on June 14 & 15, 2007.

First Aid/CPR was completed by Cindy Lane, Johnetta Harris, Rose Gouthier, Jawanna Wheeler on June 19 & 25, 2007.

Jackie Miller, Johnetta Harris and Cindy Lane completed 2 hours of Pregnancy Related training on June 27 & 28. 2007.

## **OUTREACH**

The Advisory Council has retained Candace Vardell, Creek Nation WIC, Kristin Cunningham, Okmulgee Public Library; Denise Robison, Deep Fork Community Action; Kathy Cole, Child Development Specialist, Okmulgee County Health Department and Kay Grogan, Okmulgee Early Head Start. We have also retained Tina Fisher, parent of a child who graduated the program on December 18. Kristy Walker, Counselor for OSU Okmulgee took the place of longtime council member Stacy East.

The initial meeting of the Advisory Council, for the new contract year, was held on September 7, 2006, with the following members in attendance: Candace Vardell, Creek

Nation WIC; Kay Grogan, Early Head Start: Kristy Walker, OSU Okmulgee: Denise Robison, Sherry West and Darla Watkins, Deep Fork Community Action. Program Staff in attendance were Jawanna Wheeler, Family Support Worker and Cindy Lane, Family Assessment Worker

We discussed plans for the Family Festival which was held in conjunction with the Okmulgee County Fair on September 9, 2006.

The council elected to retain all current officers for the 2006 – 2007 fiscal year.

The second quarter meeting was held on December 7, 2006 with the following members present: Kristin Cunningham, Denise Robison, Kristy Walker, and Candace Vardell and Family Assessment Worker, Cindy Lane.

At the third quarter meeting on March 15, 2007, the council members participated in the Fatherhood survey. It was clear from the results that we need to do a better job in the media as well as plan a Father/Child event in the upcoming year.

The fourth quarter meeting was held on June 7, 2007 and members discussed recommendations for new Advisory Council Members with an emphasis on finding male participants to serve on the council.

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. As was reported in the bi-annual report in December, 2006, Dr. Minton, OB,GYN was on medical leave beginning in mid-October and was expected to return to practice full time in December. However, In January Dr. Minton closed his practice permanently and at this time has not been replaced, leaving Okmulgee County residents without a local OB, GYN.

Cindy did a program in-service for Creek Nation WIC on August 30, 2006 and she and Jackie did a program in-service at Preston School on October 3, 2006. On March 9, 2007 Cindy did a Child Abuse Reporting Training for Ryal School and on May 21, 2007 she spoke at Mason School.

In September we were invited to speak at the Rotary club luncheon. Cindy represented the agency and program at this event on the September 14<sup>th</sup>, 2006. On April 24, 2007 Jackie and Cindy spoke to the Okmulgee Lion's Club.

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

## **PUBLIC AWARENESS ACTIVITIES**

The Family Festival moved back to the Okmulgee County Fairgrounds in conjunction with the fair, this year and was a big success.

The Festival was held on September 9<sup>th</sup>. We again used the popular handprint activity that we have used the past several years. FINGERPRINTS, by Wendy Lyn. We also handed out parenting literature.

Again this year we manned a booth for the Okmulgee County Child Abuse Prevention Task Force. The children were given BACA (Bikers Against Child Abuse) coloring books. Okmulgee County Family Resource Directories were available to parents and we handed out Child Abuse Hotline cards and Community Resource Packets to the parents and answered questions.

On September 13<sup>th</sup> we hosted an information booth at OSU Okmulgee Welcome Back Luncheon and Resource Fair.

On October 6, 2006 Cindy and Rose participated in the Creek Nation Domestic Violence Program and Resource Fair.

We were happy to be invited back to the Muscogee Creek Nation Head Start Parent Training on October 27, 2006. Cindy manned an information booth for the morning session of this event and spoke to a group of single parents in an afternoon breakout session.

Program staff hosted our annual Open House on March 13, 2007. Invitations were sent out to area agencies such as Deep Fork Community Action, County Health Department, Creek Nation WIC, Social Services and Children and Family Services, Department of Human Services, Work Force, OSU Extension, civic organizations and many others in the community. A light lunch buffet was set up and program information such as referral forms, Denver II screens, as well as samples of PAT were made available to those in attendance.

Cindy, Rose and Jawanna participated in the March 23<sup>rd</sup> Creek Nation Spring Celebration again this year by having a booth for both the program and the Child Abuse Prevention Task Force. Rose and Jawanna hosted the agency booth and gave out parenting information packets while Cindy hosted the Child Abuse Prevention Task Force booth and gave out information on leaving kids in hot cars, car seat safety and child abuse prevention and reporting information and blue ribbons to parents. Young children received BACA coloring books, Vince & Larry Crash Dummies coloring books and pencils and Stop Child Abuse pencils. This event is usually attended by a large number of teens and U21 information and stickers were given out to them.

Cindy attended planning committee meetings for the YMCA Healthy Kids Day on February 15 and March 8, 2007. The event was held on March 31, 2007. Rose and Jawanna hosted a program information booth and gave out parenting information packets as well as a healthy trail mix snack. Cindy hosted the Child Abuse Prevention booth and gave out child safety information and blue ribbons to parents and the BACA

coloring books and Stop Child Abuse pencils and Vince and Larry pencils and coloring books to kids.

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.

Cindy attended the initial planning meeting for the 2007 Family Festival which will be held on September 8, 2007 in conjunction with the Okmulgee County Fair.

### **SCREENING SERVICES**

We had a total of 90 screens. Of these, 40 resulted in assessments, 7 were not interested, 2 were out of county, 32 were unable to be contacted, 3 were referred to C1, 3 had children too old and 3 were negative. 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 49 Denver II Developmental Screens this quarter. Of these, 44 were normal; 2 had a possible delay and was referred to Sooner Start, 1 had a possible delay and was referred to the Speech Pathologist at the County Health Department, 1 was untestable and Sooner Start is already in the home and a referral was made for Head Start, 1 had a possible delay and was referred to Head Start

### **INTAKE AND ENROLLMENT**

We continue to have a bit of difficulty getting families opened following the assessment. Typically this occurs when the Family Support Worker is unable to accompany the Assessment Worker to the assessment visit. We will continue our efforts to schedule assessments at times when the Support Worker is able to attend. We have seen some improvement in this area since the last reporting period.

### **ASSESSMENT SERVICES**

We completed a total of 40 assessments during this period. Of these 28 were opened, 5 refused services, and 5 were unable to be contacted following the assessment. Two are pending contact with the family.

### **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**

We have served a total of 53 families this fiscal year.

We continue to do weekly and bi-weekly home visits. We provide PAT lessons and parent-child activities at each home visit. These activities 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.

Family Support workers, Rose Gouthier and Jawanna Wheeler travel to Bentonville, Arkansas bi-monthly to pick up diapers, wipes, and paper goods. These items are distributed to families as needed.

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

### **STRUCTURED PARENT EDUCATION GROUPS**

Two parenting education class sessions were held this fiscal year with a total of six classes.

The first class session was held on October 5, 12, 19, and 26. The class was from 6:00 – 8:00 p.m. each evening. 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 three people in the class. They completed the class successfully. The facilitator for the class was Jawanna Wheeler. The classes were held at Okmulgee Learning Center with the facility providing child care as needed.

For our second class held on March 30 and April 2, 2007 we teamed up with Work Force Oklahoma and had 10 parents in attendance. The classes were held at the Youth Services office from 1:00 p.m. -5:00 p.m. on March 30<sup>th</sup> and from 9:00 a.m. – 12:00 p.m. on April 2<sup>nd</sup>. The STEP curriculum was used for these classes and the topics discussed were Challenges with Infants and Toddlers, Understanding Yourself and Your Child, Understanding Children's Misbehaviors, Encouraging Your Child and Yourself, Listening and Talking to Your Child, Helping Children Cooperate, Discipline that Makes Sense and Choosing Your Approach. The parents also reviewed a Home Safety Checklist and watched Elijah's Story. Family Support Workers, Jawanna Wheeler and Rose Gouthier were co-facilitators.

Fliers were distributed to Okmulgee, Beggs and Henryetta Head start programs, local day care centers, Department of Human Services and doctor offices. The classes were

also advertised in the Okmulgee Daily Times.

### **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 the groups at Okmulgee County Alternative School is Jawanna Wheeler while Rose Gouthier facilitates the Okmulgee High School Alternative School parenting groups.

Group sessions were held in the Okmulgee County Alternative School every Wednesday from 9:30-11:00 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, Choosing Quality Child Care, and Common Childhood Illnesses.

Group sessions were held in Okmulgee High School Alternative School every Thursday from 12:30-1:30 p.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.

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

These meetings are held at various county Head Start programs. The first meeting was held on October 11, 2006 by Rose Gouthier at Okmulgee Headstart. The topic was First Aid/Safety. Mrs. Gouthier covered the same topic on October 12, 2006 at Okmulgee Early Headstart. Three meeting parent meetings were held over the topic of Family/Child Wellness. Mrs. Gouthier facilitated a parent meeting on at Okmulgee Early Headstart on November 10, 2006. Then Jawanna Wheeler facilitated two parent meetings over the topic of Family/Child Mental Wellness at both Wilson Headstart on November 17, 2006 and Henryetta Headstart on November 28, 2006. This leaves a total of 5 meeting from July 1, 2006 to December 31, 2006.

<b>Date</b>	<b>Topic</b>	<b>Location</b>	<b># Attending</b>
10-11-06	First Aid/Safety	Okmulgee HeadStart	3
10-12-06	First Aid/Safety	Early HeadStart	3
11-10-06	Child/Family Wellness	Early Headstart	3
11-17-06	Child/Family Wellness	Wilson Headstart	6
11-28-06	Child/Family Wellness	Henryetta Headstart	15
02-15-07	Nutrition & Budgeting	Beggs Headstart	3
03-27-07	Child Abuse Prevention & Reporting # 1	Henryetta Headstart	11
03-27-07	Child Abuse Prevention & Reporting #2	Henryetta Headstart	12

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

Parent-Child activities were held at three 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>
10-11-06	Making Pumpkins	Henryetta	17	23
11-10-06	Making Fall Trees	Early Headstart	5	8
11-10-06	Making Fall Trees	Okmulgee	4	4
11-16-06	Making Fall Trees	Henryetta	4	7
12-15-06	Making Candy Canes	Henryetta	17	20
02-13-07	Making Heart Necklaces	Henryetta	22	32
03-07-07	Making Wind Socks	Henryetta	16	30
04-23-07	When You Thought I Wasn't Looking Poem	Henryetta	15	25
05-08-07	Making Mother's Day Cards	Henryetta	13	30

### **Family Support Events**

Our annual Fall Carnival was scheduled for October 26, 2006. We had two enrolled families in attendance. Creek Nation Headstart was also invited to the carnival. Three separate bus loads containing 20 children and 4 adults each attended the carnivals. The children played developmentally appropriate games. Each of the 60 children participated in the cake walk, bowling, basketball throw, and miniature golf. Each child was given a goody bag with a coloring book, stickers and pencils.

On December 18, 2006 we hosted the annual Christmas party complete with a tree and Santa Clause who had a gift for each child. We took pictures of each child, with Santa and a family picture. During the next home visit, gifts were delivered to the families who were unable to attend. There were 20 children and 12 adults in attendance. Gifts for some families were purchased by the Bankruptcy Court employees. Gifts for the other families were purchased by program staff with donations from the Okmulgee Service League and the Okmulgee 1<sup>st</sup> Free Will Baptist Church.

One family was adopted by Deep Fork Community Action. A "Christmas Angel" donated \$500.00 to Deep Fork Community Action to be distributed in the form of gifts to a deserving family. Our program was contacted and a family was chosen to receive this generous gift. Family Support Worker Jawanna Wheeler gathered sizes and specific toy information from the family. The staff at Deep Fork did the shopping and wrapping while OCAP staff delivered the gifts.

Another family was adopted by the staff of Green Country Technology Center. A \$150.00 gift card was given to the program to be used to purchase gifts for a family. An

expectant mother was chosen to receive this gift. Family Support Worker Rose Gouthier shopped and delivered the gifts.

Twin Hills Elementary School raised over \$350.00 for an OCAP family of 6 to have Christmas. Family Support Worker Jawanna Wheeler took the mother shopping for her children's gifts. The mother who received this generous gift had never been able to shop like this for her children. She purchased clothes, toys and toothbrushes.

April 6, 2007 was a cold day complete with snow flurries so we moved our Easter egg hunt inside. Once again we broke out the old plastic wading pool, filled it with "grass" and hid eggs and believe it or not we had two parents and two children in attendance.

### **COMMUNITY REFERRAL SERVICES**

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

**Deep Fork Community Action**  
**Okmulgee Head Start (3 & 4 Yr olds)**  
**Okmulgee Early Head Start (0-3)**  
**Creek Nation WIC**  
**Creek Nation Social Services**  
**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**  
**Department of Human Services (Medical Insurance, Foodstamps)**  
**Vocational Rehabilitation Services**  
**Social Security Administration**  
**Agape Pregnancy Center**

### **INTERAGENCY COOPERATION**

We have received referrals from Okmulgee Memorial Hospital, Okmulgee & Henryetta Head Start programs, Creek Nation WIC and Deep Fork Community Action, Okmulgee County DHS, Health Department, Saint Francis Hospital and OSU Medical Center.

Cindy Lane serves as the Chair for the Okmulgee County Child Abuse Task Force meetings and was in attendance each month excluding May. Cindy also attended the District II Task Force meeting in December (the September meeting was cancelled). The District II Task Force meetings were changed to every other month at the beginning of the year and met in March and June. 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

Jawanna Wheeler and Cindy Lane attended 2006 committee meetings for the Family Festival in July and August.. 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.

Cindy Lane was invited to join the Okmulgee County Consortium, which is a resource sharing coalition, and attended those meetings throughout the year. Through this coalition, Cindy was invited to get in on the organizational stage of the Okmulgee County Turning Point Coalition, which sponsored the "1200 a Day" against tobacco campaign last April and Kids in Hot Cars last June. Since that time the coalition has continued to grow and Cindy has participated in some of the meetings as well the last coalition sponsored activity "Do It In Your Sleeve". Cindy, along with other members of the coalition went into area schools to present a program to pre-k through 2<sup>nd</sup> grade teaching them to sneeze into their clothing rather than on their hands or just into the air. Cindy participated in the events at Preston and Henryetta Elementary Schools on November 6<sup>th</sup> and 10<sup>th</sup>. In January 2007, Cindy was asked to serve as the Committee Chair for the Child and Family Violence Committee of the Turning Point (Wellness) Coalition because there is already an active CAP & Domestic violence Task Force which Cindy Chairs. Cindy reports the activities of the CAP Prevention Task Force, recruits members and uses this forum to make others in the community aware of the Okmulgee County Family Resource and Support Program.

Although they are not in our county, we have received referrals from OSU Medical Center (formerly known as Tulsa Regional Medical Center) as well as Saint Francis Hospital. 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, Okmulgee County DHS, Agape Crisis Pregnancy Center, Okmulgee County Health Department and Creek Nation Okmulgee Clinic.

## **EVALUATION**

Our annual site evaluation took place on January 10 & 11, 2007. Since the time of the evaluation, Jawanna Wheeler has completed her required PAT trainings. We are continuing to brainstorm and develop innovative ways to acquire screens and complete assessments. Without an OBGYN or a hospital that delivers in the county, this is a weekly activity. In the third quarter we experienced a significant increase in assessments only to see a significant decline in the fourth quarter.

# **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>
57	8.0	8.1

<u>Top Four Referral Sources</u>	<u># of Referrals</u>	<u>% of Total</u>
Okmulgee County Child Welfare	19	33.33%
Other Agencies	15	26.32%
Creek Nation Children & Family	10	17.54%
Oklahoma County Child Welfare	8	14.04%

<u>Top Four Referral Reasons</u>	<u># of Referrals</u>	<u>% of Total</u>
Awaiting Placement	47	82.46%
Physical Abuse	5	8.77%
Protective Custody	3	5.26%
Home/Family Problems	2	5.26%

\*Some cases may have been duplicated referral reasons

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

Ages 7 and under	33
Ages 8-12	6
Ages 13-18	18

Male youth served	47.36%
Female youth served	52.63%

<u>Race</u>	<u>Percentage</u>
American Indian	22.81%
White	45.61%
African American	17.54%
Hispanic	12.28%
Other	1.75%

**FIRST TIME OFFENDER:**

<u>Avg Age</u>	<u># of Youth</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
15.1 years	51	286.33	200.83

<u>Top Four Referral Sources</u>	<u># of Referrals</u>	<u>% of Total</u>
Schools	16	29.63%
Parents	9	16.67%

Henryetta Municipal Court	5	9.26%
Beggs Municipal Court	4	7.41%

Top Four Referral Reasons

Law Violation	20	37.04%
Drug / Alcohol Problems	13	24.07%
School Problems	11	20.37%
Risk of Becoming Delinquent	4	7.41%

**OUTREACH PROGRAM - PREVENTION EDUCATION:**

Okfuskee County	749 Students
Okmulgee County	<u>2800 Students</u>
	3549 Students

**SPECIAL EVENTS**

Okfuskee County	569 Students
Okmulgee County	<u>1100 Students</u>
	1669 Students

Okfuskee County Schools:

Bearden	125
Boley	32
Graham	25
Okfuskee Alternative School	43
Okemah Middle School	158
Paden	119
Weleetka	<u>247</u>
Total	749

Special Events – Okfuskee:

5 <sup>th</sup> Annual Spring Tea	100
4 <sup>th</sup> Annual Boys Bash	70
HIV/AIDS Classes	<u>399</u>
Total	569

Okmulgee County Schools

Beggs	625
Dewar	76
Henryetta	240
Liberty Morris	31
Morris	540
Okmulgee	523
Preston	280
Twin Hills	280
Wilson	120

Summer Program	<u>85</u>
Total	2800
Special Events – Okmulgee	
5 <sup>th</sup> Annual Spring Tea	260
3 <sup>rd</sup> Annual Boys Bash	275
HIV/AIDS Classes	215
Beggs Mock Drunk Driving	<u>350</u>
Crash	
Total	1100

**GRADUATED SANCTIONS PROGRAM:**

<u># of Youth</u>	<u>Avg. Age</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
64	15.3	286.33	200.83
<u>Top Four Referral Reasons</u>			
Law Violation	52	46.02%	
Truancy	18	15.93%	
Home/Family Problems	17	15.04%	
School Problems	16	14.16%	
<u>Top Four Referral Sources</u>			
School	31	48.44%	
Okmulgee	8	12.50%	
Okmulgee Municipal	7	10.94%	
Court			
Beggs Police Dept.	4	6.25%	

**INTEGRATED BEHAVIORAL HEALTH OUTPATIENT PROGRAM:**

(Title XIX & CARS, OJA Community Based)

<u># of Youth</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
325	5438.65	4464.65 Direct 974.00 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>
90	55	1254	921	73.44%

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

<u>Staff Provided**</u>
12,367.08

<b>INDIRECT SERVICES</b>	<b><u># of Hours</u></b>
Administrative Time	4158.58
Community Development	246.25
Community Education (Includes Prevention Education Presentations)	2045.84
Consultation & Supervision	727.00
Crisis Intervention – Youth	8.75
Information & Referral	2161.02
Program Development	5565.81
Staff Development	338.75
Training Delivered	152.16
Training Received	771.08
Travel – Indirect	<u>1156.32</u>
Total:	17331.56

**Total Direct and Indirect Service Hours 29,698.64**

\*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**

## **2006-2007**

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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

## 2006-2007 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 sixteen surveys dispersed with twelve being returned for a participation rate of 75%. This is a decrease in participation of 1% 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, 92% of employees felt that they were satisfied or very satisfied with the 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, 100% of the employees felt satisfied to very satisfied that they had been included and active participants in the planning process.

In the area of the Employee Role, 92% 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, 83% of the employee's felt valued as a team member of Okmulgee-Okfuskee County Youth Services.

In the area of Corporate Culture, 92% of the employees felt satisfied to very satisfied with the recognition that they received for a job well done. There were 92% of the employees who felt quality was a priority at Okmulgee- Okfuskee county Youth Services.

In the area of Employee-Supervisor Relations, 92% of the employees felt satisfied to very 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, 100% of the employees felt satisfied to very satisfied that their supervisor gave them recognition for a job well done.

In the area of Training, 83% felt satisfied with the agency's initial training. As to ongoing training, 92% of the employees felt that OOCYS provides as much training as needed.

In the area of Pay and Benefits, 83% of the employees felt satisfied with Okmulgee-Okfuskee County Youth Services' compensation while only 67% of the employees were satisfied with their personal days.

After last year's employee satisfaction surveys, the management team had developed several areas to allow for more employee input and recognition in 2007-2008. OKMULGEE-Okfuskee County Youth Services, Inc. will continue the following practices throughout the next fiscal year:

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.

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

1. The request for the agency to offer personal days as a benefit. (No Changes)
2. The request for the agency to offer eye coverage in its insurance package. (Accomplished in May 2006)
3. The need for Internet services to be more readily available to staff. (Accomplished in August 2006)
4. The need for cleaner restrooms. ( No Changes - same provider)

5. The need for an increase in the reimbursement rate for mileage. (Accomplished August 2007)
6. The need for better attitudes and respect, no specifications as to who or from who. (This was listed on two surveys this year as well)
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 last year's suggestions were very important and were able to accomplish 3 of 5 employee suggestions in which it had control. 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, vision 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 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.

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

1. Additional office and parking space for employees
2. Additional waiting space and quieter service areas for families
3. Additional Personal Time Off
4. Additional positive feedback
5. Additional initial training
6. Medical benefits provided at 100%

These suggestions will be reviewed by the management team. Several of these suggestions have been addressed previously as noted above. The cost for additional parking and office space would necessitate a local building improvement campaign as the agency does not have a contract that would allow for building expansion costs.

## **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 with regard to 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. – 4.71

I was involved in my treatment plan. – 4.61

I felt my concerns were handled in a confidential way. – 4.57

I have benefited from the services received. – 4.44

I would refer others to this agency. – 4.54

### **Shelter Home Program Outcome Report**

I felt welcome when I came to the shelter. – 5.00

The shelter rules and expectations were clearly explained to me. – 4.84

During my stay, I've felt there were staff I could go to with a problem or if I just wanted to talk. – 4.84

I felt safe during my stay at the shelter. – 4.84

Overall, my stay at the shelter was positive. – 4.88

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

The program was explained clearly to me at intake. – 4.31

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

My facilitator was prompt in starting and ending class. – 4.20

I will be better able to handle my problems because of my participation in this program. – 4.14

I feel others would benefit from this program. – 4.20

In the year 2006-2007, 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. The assessment tools are distributed to school administrators and classroom teachers, caseworkers, law enforcement officers, judges and other community members. The response rate was 49% in 2005-2006. Though this was an excellent response, the management team felt that it may be higher if the tools were 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 delivered the Organization Consumer Based Planning and Assessment Tool in December 2006 and in May 2007.

In December 2006, there were 99 Consumer Based Planning Tools distributed and 61 were returned for a return rate of 62%. The Executive Director evaluated the tools. The Tool indicated three areas of concern. The concerns were as follows:

1. 30% of the respondents did not feel that the agency coordinator/counselor sought input from them
2. 20% of the respondents did not feel that they were aware of the agency's services
3. 46% of the respondents did not feel that the public was aware of the agency's services

The Executive Director and Program Staff developed a Plan of Action to address the above concerns during the Spring 2007 semester. Program staff were to:

1. Seek input from the teachers as to service delivery and content
2. Discuss classroom performance with teachers
3. Schedule in-service training for area schools and other agencies
4. Publish newspaper articles about program services and availability

In May 2007, there were 110 Consumer Based Planning Tools distributed and 78 were

returned for a return rate of 71%. The Executive Director evaluated the tools. The targeted areas of concern showed dramatic improvement. The May 2007 results were as follows:

1. 4% of the respondents did not feel that the agency coordinator/counselor sought input from them
2. 12% of the respondents did not feel that they were aware of the agency's services
3. 22% of the respondents did not feel that the public was aware of the agency's services

The improvement indicates the importance of these tools as well as a Plan of Action to address concerns that are presented.

This assessment tool was completed in an effort to determine Okmulgee-Okfuskee County Youth Services' perceived areas of strengths and weaknesses. The following results are the combined total for fiscal year 2006-2007. Of those agencies and individuals responding, 84% stated that they were aware of the services that OOCYS offers to the community. On the other hand, only 66% 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. 97% of the respondents agreed that our coordinators / counselors were knowledgeable and professional. The majority of respondents (92%) agreed that the services' offered by OOCYS were an effective and necessary part of the community. When asked, 94% of the respondents agreed that services were provided in a timely manner and 96% agreed that their needs were met in a satisfactory and courteous manner.

Only 83% 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 continue to seek input from others as much as possible in 2007-2008.

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 agency and coordinators willingness to help in whatever way possible

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 and to provide consistent counseling services.

The recommendations from this year's assessment tool were incorporated into our program goals for 2007-2008.

## **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 819 Community Needs Assessments returned in Okmulgee County and 319 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 319 Community Needs Assessments returned. The

following are the top five needs for services for Okfuskee County:

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

In Okmulgee County, there were 819 Community Needs Assessments returned. The top five needs for services in Okmulgee County are:

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

The needs in both counties continue to be consistent with the previous year's Community Needs Assessment. The Community Needs Assessment will be conducted in the same manner next year, as the response rate in both counties was exceptional. Next year's Community Needs Assessment will be updated to incorporate additional contractor required elements.

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 2006-2007 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 2007. Our external audit reflected no recommendations or concerns for fiscal year 2006-2007. Additionally, OJA conducted quarterly financial audits and there were no issues associated with these audits.

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 2006-2007. The Corporate Compliance Officer successfully conducted 55 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 2006-2007. 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 26% 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 2006-2007-reimbursement rate for our Integrated Behavioral Health Outpatient Program. First quarter results were 95.0%, second quarter results were 96.8%, third quarter results were 93.7% and fourth quarter results were 95.4%. The average billing reimbursement rate for the year was 95.2%. This was a decrease of 0.5% 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 2007-2008.

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 two incident reports that involved shelter home residents that either ran away or were in need of a higher level of care.

Okmulgee-Okfuskee County Youth Services, Inc. did not receive any consumer or personnel grievances in fiscal year 2006-2007. 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 2006-2007.

Okmulgee-Okfuskee County Youth Services, Inc. did receive 12 complaints during 2006-2007. Of those 12 complaints, 10 involved the Integrated Behavioral Health Outpatient Program and two involved the 1-Eighty Program. The complaints were lodged on three employees (6 complaints, 4 complaints and 2 complaints respectively). These complaints were addressed and resolution was accomplished.

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.

Okmulgee-Okfuskee county Youth Services had its CARF accreditation survey in April 2007. The agency received 5 recommendations from a possible 1084 standards. The results from this survey allowed the agency to receive their third three-year accreditation with CARF.

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 2006-2007.

## **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.

Okmulgee-Okfuskee County Youth Services was in the second year of a three year federal grant for their Title V Truancy Program. If an alternative source of funding is not located by June 30, 2008 this program could end resulting in a financial and service loss to Okmulgee County. In January 2007 a proposal for additional funding was made to Tulsa Area United Way. The proposal requested additional funds to employ one full-time Truancy Coordinator. The agency will receive funding for .50 FTE in January 2008 if TAUW meets their campaign goal. The agency will seek additional funds in 2007-2008 for this position.

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 2007-2008.

## **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).

In 2006-2007 Okmulgee-Okfuskee County Youth Services, Inc. had two discussions regarding accessibility in its staff meetings. Our staff was able to identify possible barriers to accessibility and solutions were proposed at said meetings. The yearly accessibility report is completed and presented to the Board of Directors for approval at the annual meeting in September.

Following is this year's accessibility reports:

January 15, 2007

In our regular staffing on October 11, 2006 and November 8, 2006 as well as a special mid-year program evaluation for the OJA Community Based Youth Services programs (Shelter, Outreach, and 1-Eighty) progress was noted on previous quarters' accessibility plans as follows:

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. As of this date, neither goal for the shelter home program has been accomplished and shelter home utilization is below 50% of the anticipated yearly goal. Consequently, the emphasis will be for the Shelter Home Coordinator to contact civic, professional and church organizations to speak about the shelter home program and seek recruitment for possible shelter homes. The Shelter Home Coordinator will also begin completing the initial phases of the Shelter Home Study with the Shelter Home Certification Specialist completing the final phases. It is hoped that a more timely response by our staff will keep prospective shelter homes interested until approval and placement. The Shelter Home Coordinator will complete one speaking engagement by January 31, 2007.

After reviewing the shelter home mid year utilization rate and developing a more intense recruitment and quicker application process, program staff reviewed the outreach program. Program staff stated that the LifeSkills Training curriculum emphasized the knowledge areas this semester. Next semester there will be an effort to place additional emphasis on the Drug Attitude and Drug Refusal curriculum. Program staff felt as though the PATHS curriculum was not fully embraced by they themselves. Program staff will fully promote PATHS throughout their fourteen-week course in the second

semester. Program staff will also work much more diligently to engage the classroom teachers in completing the PATHS curriculum assessment tool by May 15, 2007.

The 1-Eighty program has not reached their mid-year goal of 48 participants. It was determined that many referrals are not garnered because of the lapse in time from referral to the next beginning class date. At the present time each class starts and finishes in a seven-week period. For the next six months program staff will allow referrals to enter the 1-Eighty Program at the next scheduled class after the intake is completed. The number of referrals and successful completions will be analyzed by June 15, 2007 to determine if this approach allows more accessibility to this program.

DSL was obtained in September from AT&T Long Distance. The ensuing technical difficulties were finally overcome in December 2006. The agency has five computers connected through a wireless network system and Internet availability to staff has been accomplished. The agency has not yet contacted the Outpatient provider, APS, to access their web-based program that allows for quicker approval of outpatient services. A goal date of June 30, 2007 has been set to connect and utilize the APS Internet approval system for our Integrated Behavioral Health Outpatient Program.

The agency received liability insurance bids from three different carriers who all declined to provide liability coverage for the ROPES Course. New liability and property insurance coverage was obtained by November 10, 2006 with the stipulation that the ROPES Course would not be used unless an insurance policy could be obtained specific to the ROPES Course. The Executive Director and Board of Directors have opted to not use the ROPES Course for an undetermined time as the cost of this insurance is not affordable at the present time.

Agency staff has requested more in-service training from qualified providers in our service area. Suggested topics included disability eligibility, Sooner Start services, Creek Nation Social Services, Home Safety Issues. It was decided that at least one in-service will be held quarterly in which an area provider will be asked complete a presentation regarding their services. The first agency in-service is to be scheduled and completed on or before March 31, 2007.

Program staff will work in conjunction with Green Country Vo-Tech to place a link on the agency web page that will allow anyone to access the Okmulgee and Okfuskee County Community Resource Manuals. If at all possible our website and this link will be made available to other community providers so that professionals as well as consumers may access this information. Both manuals will be available on our website by June 30, 2007.

April 15, 2007

In our regular staffing on March 28, 2007 progress was noted on previous quarters' accessibility plans as follows:

Mollye Furch will become the new full-time Shelter Home Coordinator effective May 1, 2007. Mollye will be recruiting additional shelter homes through civic and church presentations as well as through newspaper ads. Mollye will be completing the Shelter Home studies so that there is a more timely response to interested individuals and families. Mollye will have completed one shelter home study and one public presentation by May 31, 2007. By June 30, 2007 it is anticipated that the Shelter Home Program will have two new approved homes making shelter more accessible to our referral sources.

Character Counts<sup>1</sup> and PATHS teacher evaluations are to be completed by May 4, 2007. Posttests for the LifeSkills Training and Daniel Memorial Independent Living Skills curriculum will be completed by May 11, 2007.

The 1-Eighty Program has not reached their mid-year goal of 48 participants. It was determined that many referrals are not garnered because of the lapse in time from referral to the next beginning class date. At the present time each class starts and finishes in a seven-week period. For the next six months program staff will allow referrals to enter the 1-Eighty Program at the next scheduled class after the intake is completed. The number of referrals and successful completions will be analyzed by June 15, 2007 to determine if this approach allows more accessibility to this program. This strategy has proven effective in that the referrals are entering the class in a timelier manner.

The agency has five computers connected through a wireless network system and Internet availability to staff has been accomplished. The agency has not yet contacted the Outpatient provider, APS, to access their web-based program that allows for quicker approval of outpatient services. A goal date of June 30, 2007 has been set to connect and utilize the APS Internet approval system for our Integrated Behavioral Health Outpatient Program.

Agency staff has requested more in-service training from qualified providers in our service area. Suggested topics included disability eligibility, Sooner Start services, Creek Nation Social Services, Home Safety Issues. It was decided that at least one in-service will be held quarterly in which an area provider will be asked complete a presentation regarding their services. The first agency in-service is to be scheduled and completed on or before March 31, 2007. Janice Hannon with Creek Nation Social Services completed the first in-service training on January 24, 2007.

Program staff will work in conjunction with Green Country Vo-Tech to place a link on the agency web page that will allow anyone to access the Okmulgee and Okfuskee County Community Resource Manuals. If at all possible our website and this link will be made available to other community providers so that professionals as well as consumers may access this information. Both manuals will be available on our website by June 30,

2007.

The agency has secured a vision plan for its full-time employees. The agency will cover 100% of the employee cost and employees may elect dependent coverage on a cafeteria plan. Coverage to take effect May 1, 2007. This is a suggestion that was received from an employee satisfaction survey, which was administered in July 2006.

# TECHNOLOGY REPORT

## 2006-2007 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 three 60GB 256 Celeron processor desktops, two Pentium 4 widescreen laptops, ten Pentium II grade or higher computers, six AMD laptops, two IBM ThinkPad notebooks, three laser printers; eight 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 2007, 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. Eighteen 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 continue to update the website with Employee of the Month articles as well as service and personnel updates. The staff and students of Green Country Technology Center assist the agency with web page updates.

Currently, consumers can access our website to learn about our services, complete a referral on-line, read the various programs' scheduled events, access a copy of either the Okmulgee or Okfuskee County Resource Directory, access a copy of our latest annual report, see the agency's Employee of the Month, 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.

The agency obtained high-speed Internet service in September 2006. The agency also purchased Netgear software to allow for the internet to be wireless amongst five desktops and six laptops.

# **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 2006. 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 December 2007, the Executive Director completed a mid-year evaluation. The program goals remained the same, while changes occurred in program administration and personnel. The Executive Director continues to complete monthly audits on program 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 2007-2008, 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 2007-2008 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 certified shelter homes and two in the certification process at the end of this fiscal year. We had three shelter homes certified throughout this past year. We did provide shelter care to 57 youth this past year. This number was significantly lower than our goal of 95 youth. We did not meet this program's goals. After several staff changes it was decided by management that the Shelter Home Program would be best served by combining the Shelter Home Coordinator and Shelter Home Certification Specialist positions into one full-time Shelter Home Coordinator. The 2007-2008 Shelter Home Program goal will be to have ten shelter homes by June 30, 2008 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 PATHS and LifeSkills Training curriculum in all interested schools in Okmulgee and Okfuskee Counties. The Character Counts! Curriculum continued to be offered to students in Pre-K through 1<sup>st</sup> grade. The outreach staff was unable to devote a minimum of 60% of their week to community summer activities in June 2007. Additional planning will begin in January 2008 and collaborative projects with other community resources will be sought in an attempt to accomplish this goal during the summer of 2008.

The 1 Eighty Program did not achieve its program goal of 96 youth in 2006-2007. This program was able to provide services to 51 youth and their families. It has been difficult for program staff to consistently seek additional referral sources. In December 2006 management and program staff decided to attempt to provide an on-going class schedule that allowed participants to enter the program upon referral and intake versus the next available group. This approach has helped to increase our school referrals and to allow the youth to complete the program more expediently. This approach will continue in 2007-2008 with an emphasis on obtaining more school and municipal court referrals. The 1 Eighty program will serve 96 youth in 2007-2008. 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 provided home visitation services to fifty-five families in Okmulgee County throughout 2006-2007. 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 CADC, a CAADC or a candidate to obtain one or the other. This issue will be resolved this next year as the state qualifications for providing chemical dependency counseling have changed to acknowledge a licensed professional and the agency has two staff members willing to provide this service. The 2007-2008 goal will include certification by the Oklahoma Department of Mental Health Substance Abuse Services.

To fulfill its 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 2007-2008**

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 2007-2008

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 and complete shelter home studies. It also has a Masters Degreed Clinical Coordinator 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 quarterly 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 2007-2008

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 4.0 full-time 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 2008, 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 2007-2008**

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 1.0 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 2007-2008

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 2007-2008**

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 2007-2008**

To provide home visitation services to fifty families in Okmulgee County. To complete 104 screens and 56 assessments during the year. In addition, program staff must complete 892 home visits and 124 Ages and Stages questionnaires.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. has 2.5 full-time staff that provides family assessments, Ages and Stages Questionnaires, 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, actively participates in community outreach, and conducts Denver Developmental Screenings as needed.

**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 2007-2008**

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 or a licensed therapist on staff, who can present educational information and/or therapy 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 2007-2008**

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 CARS clients. Staff will link families to community resources. Referrals will be from OJA. Referrals from other sources may received case management services as needed.

**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 CARS clients will be offered case management services. Other clients will receive case management services as needed.

**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 2007-2008

To fulfill its purpose, Okmulgee-Okfuskee County Youth Services, Inc.'s QI Program holds the following Goals and Objectives for fiscal year 2007-2008.

*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 current 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) 2007-2008**

### **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  
2007-2008**

**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 2007-2008**

### **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 timelier 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 2007-2008**

### **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 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 2007-2008**

### **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 consumers 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 2007-2008**

### **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, 2006

The Integrated Behavioral Health Outpatient staff met in July, August, and September during this last quarter. We covered the following areas for training: Confidentiality, Code of Ethics, Child Abuse and Neglect Reporting, Critical Incident Reporting, Drug Free and Tobacco Policy, Client Rights, Preventing Disease Transmission/Blood Borne Pathogens and the 1-Eighty Program.

In September 2006, we conducted a professional review of 15 open 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 15 open cases. We found no faults in any of the cases that were reviewed.

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. During this quarter, the Executive Director on 7/10/06 and 8/30/06 reviewed progress notes. Approximately 1500 notes were reviewed for approximately 154 clients.

Strengths noted:

1. The majority of the progress notes related to the treatment plan objectives.
2. The majority of the progress notes identified what the client accomplished during the session.
3. Therapists continue to reflect client's progress toward meeting the treatment plan objectives.
4. Therapists continue to record date and type of service billed in accordance with signature verification sheets and time sheets.

Weaknesses noted:

1. In some cases there was no noted progress for several weeks without a change in the therapeutic approach to engage client.
2. At times, the therapeutic approach utilized did not coincide with the age of the client.
3. At times, the family response was missing on either a family counseling or Treatment Plan progress note.

4. At times, the progress notes indicated that a client showed maximum benefit from services and/or the client was no longer willing or ready to work on further issues. When this occurred, transition plans and discharge summaries were not always completed within the ten-day time frame.
5. At times, case notes to document a gap in service were not included.
6. Case notes to document attempts to engage family in therapy were not always included on case management note.

The above strengths and weaknesses are shared with each individual therapist and where applicable corrections were completed.

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 – 95.0%, August – 96.0%, and September – 95.0%. The average for the quarter was 95.0%. 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.

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 will become increasingly important as the new EDS system is implemented and as changes are possible in eligibility requirements.

Two different satisfaction surveys are administered quarterly by two different means in an effort to allow consumers to express their satisfaction or dissatisfaction with our services. Satisfaction Surveys are hand delivered with an envelope for confidentiality. During this quarter 153 such surveys were distributed. Consumers returned 64 for a 42% return rate. The following list relates the question and the average score from these surveys.

- |   |      |
|---|------|
| 1. My counselor was on time and kept my scheduled appointment . | 4.55 |
| 2. I was involved in my treatment plan.                         | 4.63 |
| 3. I feel my concerns were handled in a confidential way.       | 4.59 |
| 4. I have benefited from the services received.                 | 4.51 |
| 5. I would refer other to this agency.                          | 4.54 |

1=Strongly Disagree; 2=Disagree; 3=Somewhat Agree; 4= Agree; 5=Strongly Agree

The second survey is administered by telephone by the Corporate Compliance Officer. The Corporate Compliance Officer attempted to contact 75 clients this quarter. A total of 20 clients could be reached. The Corporate Compliance Officer reported no areas of concern for this quarter. This satisfaction survey requests input from the consumer on accessibility, quality of services and quality of staff's responsiveness to the family's needs.

In this quarter, the agency continued to experience 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 management team has monitored therapist hours this quarter in an effort to reduce or eliminate the risk of a potential financial loss.

1. All therapists have met the requirement to complete and turn in their progress notes before receiving their paycheck.
2. Any therapist with a deficit of 20 or more billable hours is currently working a Plan of Improvement.
3. The amount billed this quarter compared to a year ago reflects an increase of \$8128.60. This increase is reflected even though therapists are collectively 188.25 billable hours behind.

The following chart is a reflection of our first quarter 2006/2007 fiscal year results. We had an average of 64% of our consumers meeting their GAF score goal. This was a decrease of 20% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 6% decrease from the previous quarter. The progress made toward treatment goals shows an average of 1.28. This average shows on the scale between minimal and average progress. Our no show rates improved in July, August, And September. The average no show rate for this quarter was 14%. This was a 2% 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>	66% met goal	70% met goal	56% met goal	64% avg for qtr	20% decrease from last qtr
<b>Progress Toward Treatment Goals</b>	32/35, 91% made progress for an average of 1.34 on a scale of: None-0, Minimal-1, Average-2, Significant-3	38/43, 88% made progress for an average of 1.44 on a scale of: None-0, Minimal-1, Average-2, Significant-3	27/32, 84% made progress for an average of 1.06 on a scale of: None-0, Minimal-1, Average-2, Significant-3	88% avg for qtr, 1.28 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	6% decrease from previous qtr, .28 decrease in progress from previous qtr
<b>No Shows/ Clients</b>	18%	15%	10%	14%	2% decrease in the no show rate from previous qtr

January 15, 2007

The Integrated Behavioral Health Outpatient staff met in October, November and December during this last quarter. During October staff received the following trainings: Oppositional Defiant Disorder, Code of Ethics, Confidentiality, Child Abuse and Neglect Reporting and Seclusion and Restraint. In November and December staff received 16 hours of MANDT Training.

In November 2006, we conducted a professional review of 21 open cases and 3 closed cases. In December 2006, we conducted a professional review of 45 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 66 open and 9 closed cases. We found 23 files with no faults and 52 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. Lack of consistency in completing portions of the intake; in particular client's weaknesses, interpretive summaries, diagnosis axis and staff signatures.

Improvement was noted in the following area:

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

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. During this quarter, the Executive Director on 10/11/06 and 12/1/06 reviewed progress notes. Approximately 1500 notes were reviewed for approximately 145 clients. There were 20 progress notes that either

had not identified the therapeutic approach utilized or a family response was missing.  
Strengths noted:

1. Progress notes related to objectives and the majority of notes easily identified what was identified during the session to accomplish the objective.
2. Therapists continue to reflect client's progress toward meeting treatment plan objectives.
3. Therapists continue to record date and type of service billed in accordance with signature verification sheets and time sheets.

Weaknesses noted:

1. In some cases there was no noted progress for several weeks without a change in the therapeutic approach to engage client.
2. At times, the therapeutic approach utilized did not coincide with the age of the client.
3. At times there was an absence of a family response on a family counseling or Treatment Plan progress note.
4. Several progress notes indicate no progress for several weeks to a month without a change in therapeutic approach
5. When a client shows maximum benefit from services and is no longer willing or ready to work on an issue must complete transition plan/discharge plan.

The above strengths and weaknesses are shared with each individual therapist and where applicable corrections where completed.

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 – 94.7%, November – 96.7%, and December – 99.0%. The average for the quarter was 96.8%. 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 will become increasingly important as the new EDS system is implemented and as changes are possible in eligibility requirements.

Two different satisfaction surveys are administered quarterly by two different means in an effort to allow consumers to express their satisfaction or dissatisfaction with our services. Satisfaction Surveys are hand delivered with an envelope for confidentiality. During this quarter 50 such surveys were distributed. Consumers returned 32 for a 64% return rate. The following list relates the question and the average score from these surveys.

- |  |     |
|--|-----|
| 1. My counselor was on time and kept my scheduled appointment. | 4.6 |
| 2. I was involved in my treatment plan.                        | 4.5 |
| 3. I feel my concerns were handled in a confidential way.      | 4.4 |
| 4. I have benefited from the services received.                | 4.4 |
| 5. I would refer other to this agency.                         | 4.3 |

1=Strongly Disagree; 2=Disagree; 3=Somewhat Agree; 4= Agree; 5=Strongly Agree

The second survey is administered by telephone by the Corporate Compliance Officer. The Corporate Compliance Officer resigned from the agency on 1/25/07 and did not complete the telephone surveys in this quarter.

In this quarter, the agency continued to experience 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 management team has monitored therapist hours this quarter in an effort to reduce or eliminate the risk of a potential financial loss.

1. All therapists have met the requirement to complete and turn in their progress notes before receiving their paycheck.
2. Any therapist with a deficit of 20 or more billable hours is currently working a Plan of Improvement.

The amount billed this quarter compared to a year ago reflects an increase of \$8404.29. This increase is reflected even though therapists are collectively 121.6 billable hours behind. Therapists have been able to collectively reduce the deficit in billable hours this quarter by 66.65 hours.

Outcomes Measurement Report:

The following chart is a reflection of our second quarter 2006/2007 fiscal year results. We had an average of 67% 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 3% decrease from the previous quarter. The progress made toward treatment goals shows an average of 1.37. This average shows on the scale between minimal and average progress. The average no show rate for this quarter was 14.1%. This was a .10% 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>	66% met goal	53% met goal	83% met goal	67% avg for qtr	3% increase from last qtr
<b>Progress Toward Treatment Goals</b>	30/38, 79% made progress for an average of 1.24 on a scale of: None-0, Minimal-1, Average-2, Significant-3	34/43, 79% made progress for an average of 1.44 on a scale of: None-0, Minimal-1, Average-2, Significant-3	34/35, 97% made progress for an average of 1.42 on a scale of: None-0, Minimal-1, Average-2, Significant-3	85% avg for qtr, 1.37 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	3% decrease from previous qtr, .09 increase in progress from previous qtr
<b>No Shows/ Clients</b>	8.8%	17.2%	16.2%	14.1%	.10% increase in the no show rate from previous qtr

April 15, 2007

The Integrated Behavioral Health Outpatient staff met in January, February and March during this last quarter. During January staff received the following training: Agency Mission, Philosophy and Organizational Chart, Client Rights, and Code of Ethics. During February staff received training in the areas of Confidential Release of Information, HIPAA, Critical Incident Reporting, Drug Free Workplace, Transportation, Seclusion and Restraint, Infection Control, AIDS/HIV. In March staff received training on Suicide Prevention, Health and Safety, Emergency Evacuation Procedures, Hazardous and Bio-hazardous Materials, Corporate Compliance, Out of Office Services, Cultural Diversity, Competency Based Training and Fire/Disaster Drill.

In January 2007, we conducted a professional review of 30 open cases and 1 closed cases. In February 2007, we conducted a professional review of 7 open cases and no closed cases. In March 2007, we conducted a professional review of 14 open cases and 83 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 84 closed cases for a total of 135 cases. We found 54 files with no faults and 81 files with minor documentation errors. 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. Lack of consistency in completing portions of the intake; in particular client's weaknesses, past history of client's presenting problem, interpretive summaries, diagnosis axis and staff signatures.
4. Cases that have been open for more than one year do not have an updated client rights form signed.
5. The one page Treatment Plan/Update form needs to be completed consistently with the evidence of progress documented and an "x" to designate the family's response to the update or change.
6. All case files had a current GAF score documented at intake and on the initial treatment plan but many times the last year's GAF score was not documented.
7. The section entitled Relationships needs to be detailed as to relationships and/or interactions with family, friends, authority figures, etc. Cannot just state, "has friends."

Improvement was noted in the following area:

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

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. During this quarter, the Executive Director on 2/5/07 and 3/5/07 reviewed progress notes. On 2/5/07 800 progress notes detailing services for 135 clients were reviewed for the time period 11/11/06 to 1/12/07. There were 17 notes that needed additional information in the family response area or progress area. There were approximately 45 progress notes that did not have the problem statements marked. On 3/5/07 350 progress notes detailing services for 126 clients were reviewed for the time period 1/13/07 to 2/12/07. There were 10 notes that needed additional information in the family response area or progress area. There were approximately 35 progress notes that did not have the problem statements marked.

Strengths noted:

1. Progress notes related to objectives and the majority of notes easily identified what was identified during the session to accomplish the objective.
2. Therapists continue to reflect client's progress toward meeting treatment plan objectives.
3. Therapists continue to record date and type of service billed in accordance with signature verification sheets and time sheets.
4. The therapeutic approach utilized always coincided with the age of the client.

Weaknesses noted:

1. In some cases there was no noted progress for several weeks without a change in the therapeutic approach to engage client.
2. At times the problem statement addressed is not always identified with a check.
3. At times there was an absence of a family response on a family counseling or Treatment Plan progress note.
4. Several progress notes indicate no progress for several weeks to a month without a change in therapeutic approach
5. When a client shows maximum benefit from services and is no longer willing or ready to work on an issue must complete transition plan/discharge plan.

The above strengths and weaknesses are shared with each individual therapist and where applicable corrections were completed.

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 – 97.5%, February – 91.0%, and March – 92.6%. The average for the quarter was 93.7%. Often times, we are able to correct a billing error and collect further reimbursement for services.

There were more errors in February and March of this quarter even though our rate of reimbursement remained in the 90<sup>th</sup> percentile. This is in part due to the absence of our Administrative Assistant who was on medical leave and the staff member entering the data was not as familiar with the entries. 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 treatment plan 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 will become increasingly important as the new EDS system is implemented and as changes are possible in eligibility requirements.

Two different satisfaction surveys are administered quarterly by two different means in an effort to allow consumers to express their satisfaction or dissatisfaction with our services. Satisfaction Surveys are hand delivered with an envelope for confidentiality. During this quarter 84 such surveys were distributed. Consumers returned 53 for a 63% return rate. The following list relates the question and the average score from these surveys.

- |  |      |
|--|------|
| 1. My counselor was on time and kept my scheduled appointment. | 4.85 |
| 2. I was involved in my treatment plan.                        | 4.59 |
| 3. I feel my concerns were handled in a confidential way.      | 4.53 |
| 4. I have benefited from the services received.                | 4.40 |
| 5. I would refer other to this agency.                         | 4.66 |

1=Strongly Disagree; 2=Disagree; 3=Somewhat Agree; 4= Agree; 5=Strongly Agree

The second survey is administered by telephone by the Corporate Compliance Officer. The Corporate Compliance Officer made contact with 19 clients out of 57 attempted contacts. This is a response rate of 33%. Those unable to be reached by telephone were mailed a satisfaction survey with a SASE but none have been returned to-date. There were two Areas of concern identified during this quarter's surveys. One discussed the need to better match the therapist with the client. The agency Director and Clinical Coordinator attempt to

do this on each referral but are limited to the referral information to determine counselor assignment. If during or after intake, it becomes apparent that a transfer is needed, one is done. The second issue was one in which the parent did not feel that the therapist assigned was best able to deal with the child's behavior. Issues such as this are addressed during the Clinical Coordinator's individual supervision time with the therapist. This satisfaction survey requests input from the consumer on accessibility, quality of services and quality of staff's responsiveness to the family's needs.

In this quarter, the agency continued to experience 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 management team has monitored therapist hours this quarter in an effort to reduce or eliminate the risk of a potential financial loss.

1. All therapists have met the requirement to complete and turn in their progress notes before receiving their paycheck.
2. Any therapist with a deficit of 20 or more billable hours is currently working a Plan of Improvement.

The management team has placed help wanted ads in seven newspapers and sent the qualifications directly to three universities seeking candidates for two open counselor's positions. The agency has only received three resumes in five months. Two interviews were scheduled; one candidate interviewed the other no showed. Neither candidate was hired. The agency has placed a new ad in four local newspapers and anticipates a better response based upon college graduations.

Outcomes Measurement Report:

The following chart is a reflection of our third quarter 2006/2007 fiscal year results. We had an average of 82% of our consumers meeting their GAF score goal. This was an increase of 15% from our previous quarter.

Our consumers' progress toward reaching their treatment goals showed a 6% increase from the previous quarter. The progress made toward treatment goals shows an average of 1.45. This average shows on the scale between minimal and average progress. The average no show rate for this quarter was 13%. This was a 1% 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>	79% met goal	77% met goal	91% met goal	82% avg for qtr	15% increase from last qtr
<b>Progress Toward Treatment Goals</b>	31/38, 82% made progress for an average of 1.23 on a scale of: None-0, Minimal-1, Average-2, Significant-3	32/35, 91% made progress for an average of 1.35 on a scale of: None-0, Minimal-1, Average-2, Significant-3	23/23, 100% made progress for an average of 1.77 on a scale of: None-0, Minimal-1, Average-2, Significant-3	91% avg for qtr, 1.45 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	6% increase from previous qtr, .08 increase in progress from previous qtr
<b>No Shows/ Clients</b>	14%	11%	13%	13%	1.0% decrease in the no show rate from previous qtr

July 15, 2007

The Integrated Behavioral Health Outpatient staff met in April and May. The staff received training this quarter on the referral and intake process, Family therapy with children with disabilities, and pregnancy and behavioral health issues.

During this quarter we conducted a professional review of 41 open cases and 90 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 131. We found 31 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 over 2100 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. 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.
4. Lack of documentation as to which Problem Statements were addressed during the session.

5. Lack of review of time documentation many pm's listed that were actually am's.

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 – 96.0%, May – 92.3%, and June – 97.8%. The average for the quarter was 95.4%. 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 1.7% 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.

Two different satisfaction surveys are administered quarterly by two different means in an effort to allow consumers to express their satisfaction or dissatisfaction with our services. Satisfaction Surveys are hand delivered with an envelope for confidentiality. During this quarter 84 such surveys were distributed. Consumers returned 53 for a 63% return rate. The following list relates the question and the average score from these surveys.

- |  |      |
|--|------|
| 1. My counselor was on time and kept my scheduled appointment. | 4.85 |
| 2. I was involved in my treatment plan.                        | 4.70 |
| 3. I feel my concerns were handled in a confidential way.      | 4.76 |
| 4. I have benefited from the services received.                | 4.46 |
| 5. I would refer other to this agency.                         | 4.64 |

1=Strongly Disagree; 2=Disagree; 3=Somewhat Agree; 4= Agree; 5=Strongly Agree

The second survey is administered by telephone by the Corporate Compliance Officer. The Corporate Compliance Officer made contact with 16 clients out of 82 attempted contacts. This

is a response rate of 20%. Those unable to be reached by telephone were mailed a satisfaction survey with a SASE but none have been returned to-date. There were two Areas of concern identified during this quarter's surveys. One discussed the need to better match the therapist with the client. The agency Director and Clinical Coordinator attempt to do this on each referral but are limited to the referral information to determine counselor assignment. If during or after intake, it becomes apparent that a transfer is needed, one is done. The second issue was one in which the parent did not feel that the therapist assigned was best able to deal with the child's behavior. Issues such as this are addressed during the Clinical Coordinator's individual supervision time with the therapist. This satisfaction survey requests input from the consumer on accessibility, quality of services and quality of staff's responsiveness to the family's needs.

**Outcomes Measurement Report:**

The following chart is a reflection of our fourth quarter 2006/2007 fiscal year results. We had an average of 69% of our consumers meeting their GAF score goal. This was a decrease of 13% from our previous quarter.

Our consumers' progress toward reaching their treatment goals showed a 3% decrease from the previous quarter. The progress made toward treatment goals shows an average of 1.53. This average shows on the scale between minimal and average progress. The average no show rate for this quarter was 11%. This was a 2% decrease 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>	66% met goal	76% met goal	66% met goal	69% avg for qtr	13% decrease from last qtr
<b>Progress Toward Treatment Goals</b>	33/35, 94% made progress for an average of 1.22 on a scale of: None-0, Minimal-1, Average-2, Significant-3	22/28, 79% made progress for an average of 1.66 on a scale of: None-0, Minimal-1, Average-2, Significant-3	19/21, 90% made progress for an average of 1.71 on a scale of: None-0, Minimal-1, Average-2, Significant-3	88% avg for qtr, 1.53 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	3% decrease from previous qtr, .08 increase in progress from previous qtr
<b>No Shows/ Clients</b>	11%	10%	11%	11%	2.0% decrease in the no show rate from previous qtr

# **TREASURER'S REPORT**

**TREASURER'S REPORT**

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# **FINAL AGENCY BUDGET**



**PROPOSED  
OFFICERS  
&  
BOARD OF  
DIRECTORS**

# **PROPOSED OFFICERS**

## **2007-2008**

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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**  
CHRIS DIXON

# **PROPOSED BOARD OF DIRECTORS 2007-2008**

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**CAROL SMITH**  
OKMULGEE, OKLAHOMA

**MELINDA MOUDY**  
HENRYETTA, OKLAHOMA

**RAE ANN WILSON**  
OKMULGEE, OKLAHOMA

**PHILLIP PORTER**  
OKMULGEE, OKLAHOMA

**CHRIS DIXON**  
OKEMAH, OKLAHOMA

**JUDGE ANNE MORONEY**  
OKMULGEE, OKLAHOMA

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BEGGS, OKLAHOMA

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**BENITA CASSELMAN**  
OKMULGEE, OKLAHOMA

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HENRYETTA, OKLAHOMA