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## Okmulgee-Okfuskee County Youth Services, Inc.

### Annual Report

### 2007-2008

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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 2007-2008**

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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

**Chris Dixon**  
**Executive Committee**  
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

## 2007-2008

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### EXECUTIVE DIRECTOR

Jackie Miller

### ADMINISTRATIVE ASSISTANT

Johnetta Harris

### JOLTS DATA ENTRY SPECIALIST

Karin Weaver

### OUTREACH COORDINATORS

Portia Butler, Okmulgee County  
Sandi Golden, Okfuskee and Okmulgee County  
Shelly Green, Okmulgee County  
Joe Jackson, Okmulgee County  
Kim McNac, Okfuskee and Okmulgee County  
Andrea Roland, Okmulgee County  
Wiley Ryal, 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

### 1-EIGHTY (FIRST TIME OFFENDER) COORDINATORS

Joe Jackson  
Kim McNac  
Andrea Roland

### SHELTER HOME COORDINATOR

Mollye M. Furch

### SHELTER HOME NURSE

Ethellea Frye

### CLINICAL COORDINATOR

Linda Yeager

### INTENSIVE SERVICES COORDINATORS

Susan Foster  
Jim Fuller  
Heather Hogan  
Dianna Humphrey  
Pam Ittner  
Michelle Scott  
Crystal Walker  
Linda Yeager

**GRADUATED SANCTIONS COORDINATOR - OKMULGEE**

Joe Jackson  
Erick Starr

**OPERATION SAVE KIDS - TRUANCY**

Christy Frost  
Joe Jackson  
Erick Starr  
Karin Weaver

**SHELTER HOMES**

Tina Anecito  
Russell & Trisha Bailey  
Randy & Sherry Campbell  
Gay Dahl  
Don & Kathy Frankum  
Rob & Connie Hollingsworth  
Jeremy & Misty Trevier

# **REPORT OF THE CHAIRPERSON**

**Board of Directors**

**2007-2008**

**Carol Smith**

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# **ANNUAL REPORT**

# ANNUAL DIRECTOR'S REPORT

2007 - 2008

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

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## *PREFACE*

The 2007 – 2008 fiscal year is now complete. The annual report and audit have been finished marking the end of another chapter in the book that is entitled Anne Moroney Youth Services. This 2007 – 2008 fiscal year represents Chapter 32. As I review the table of contents of this book, I note that several Board members and I have been a part of 20 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. The 1988 – 1989 annual report reflected less than 150 youth served. I can summarize this chapter with one word – simplicity. This past year had no room for simplicity - over 5,700 youth received services from Anne Moroney Youth Services.

As one reads through the chapters the word, simplicity, is completely erased. It is replaced with words such as change, innovation, improvement, quality, commitment, determination, accountability, measurable outcomes, evaluation, efficient, cost-effective and satisfaction. These were just the first dozen that came to mind. A few minutes of thought would probably elicit twice as many. Staff would probably be able to list three or four times as many. Perseverance may just be the best word to describe the previous chapters of our saga.

## *Chapter 32*

Chapter 32 must begin with this quote from Newt Gingrich, "Perseverance is the hard work you do after you get tired of doing the hard work you already did."

I believe that each staff member would wholeheartedly agree with this quote and be able to correlate it to their program services and paperwork. It seems that the cycle of accountability is never ending from the administration of pre and post tests, from the implementation of new program forms, from time constraints on data entries, from the evaluation of each program component to ensuring that all one's paperwork is completed in a timely manner, etc. Oh, I almost forgot to mention the need to ensure

consumer satisfaction despite any and all paperwork obstacles and time constraints. There were no small tasks in fiscal year 2007-2008.

At times the tasks seemed unobtainable and they never seemed small. Staff's perseverance and determination prevailed and the tasks were accomplished as evidenced by our contract monitoring reports. These reports reflect Anne Moroney Youth Services' compliance in regards to administering and providing contract services in Okmulgee and Okfuskee Counties. Contract monitors were not the only people who recognized the hard work and commitment of agency staff. The Okmulgee County panel for the Tulsa Area United Way also recognized our commitment to hard work by recommending a funding increase. This funding increase allowed the Okmulgee County Truancy Program to continue and be enhanced with the Daniel Memorial Independent Living curriculum.

Funding increases today are much more difficult to obtain than 20 years ago. I can easily remember the day when funding sources reviewed a funding application, saw the key phrases "social service agency" and "improve one's condition" and stamped approved on the application. In that era the theory that programs should be funded that help others prevailed. As resources for social service programs have been reduced, proving a program's "accountability" and "outcomes" have become the key words on a funding application. Anne Moroney Youth Services' program outcomes for 2007-2008 indicate efficient, effective and quality programming.

These outcomes arose out of hard work and perseverance. To be honest there were several stumbling blocks and problems, internal and external, along the way. Yet again, the key was perseverance. Program staff was able to overcome obstacles and ignore personal preferences to achieve this year's outcomes. Robert Schuller states it best, "Problems are not stop signs, they are guidelines."

It will be the guidelines that we learned in 2007-2008 that will drive us through 2008-2009. Will the road always be smooth? Of course not! Will the path always be easy? Definitely not! Will everything be the same? Never! Can we achieve our program goals for 2008-2009? Of course! Can we work together as a team to achieve the program goals? Definitely! Can we continue to persevere? Always!

J.C. Watts once said, "Character is doing the right thing when nobody's looking. There are too many people who think that the only thing that's right is to get by, and the only thing that's wrong is to get caught." As this chapter closes and the next one begins, I am proud to say that the Board and Staff of Okmulgee-Okfuskee County Youth Services are people of character. It is because of their character, perseverance and desire to provide excellent services to the youth and families of Okmulgee and Okfuskee Counties that the challenges of 2008-2009 will be overcome.

# PROGRAM REPORTS

2007-2008

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## SHELTER HOME PROGRAM

Staff: Mollye M. Furch

The Okmulgee-Okfuskee County Youth Services, Inc. Shelter Home Program has provided quality care for 86 youth in the 2007-2008 fiscal year. The average age of the youth was 7.9 years. The average length of time the youth spent in a shelter home was 9.8 days. There were seven certified Shelter Homes this past year.

During the past year we had seven Shelter Families that provided youth with a loving and healthy environment to reside. Throughout the past year Okmulgee-Okfuskee County Youth Services has recruited and certified four new families. Efforts such as newspaper articles, community awareness and public speaking help in our mission to recruit 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. All Shelter Home Parents received training prior to any youth being placed in their home and had additional training opportunities throughout the year. Trainings included CPR, First Aid, Blood Borne Pathogens, Car Seat Safety, Childhood Illnesses, Fire Safety and Drug Awareness.

The Shelter Home Program provides a safe, secure and healthy environment for each youth. The children are provided with shelter, supervision, transportation, recreational opportunities and education when applicable. These services are geared to meet the needs of each individual child. The Shelter Home Coordinator and Shelter Home Parent prepare a service treatment plan that will meet each child's individual needs in conjunction with the child's parents, legal guardian or caseworker. We recognize that each child is a unique individual with their own set of characteristics that make them special.

The community is helpful to our program in that several local restaurants and businesses have made donations to benefit our youth in shelter care. This past year the Shelter Home Program received coupons for ice cream cones, drinks, French fries, hamburgers, chicken and more. We also received summer passes from the Okmulgee County YMCA Aquatic Park. With these passes the Shelter Home families could take the youth swimming at no charge. What a difference this made in the lives of three youth that came to our Shelter for a short time. These children went to swim at the

Aquatic Park and had never been swimming at an actual swimming pool before. They had so much fun that they stayed until the pool closed. Our agency appreciates the acts of kindness from others in the community. Little things can make a child feel special and it surely left these children with memories that they won't forget.

## **OUTREACH PROGRAM**

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Portia Butler, Sandi Golden, Shelly Green, Joe Jackson,  
Kim McNac, Andrea Roland, Wiley Ryal

The School Based Outreach Program had a very exciting year. The program continued to utilize the PATHS, LifeSkills Training and Character Counts! Curriculums. In addition, the Daniel Memorial Independent Living Program was implemented for high school students. Okmulgee County schools participating this year were: Beggs, Dewar, Henryetta, Liberty Morris, Morris, Okmulgee, Okmulgee High School Alternative, Okmulgee County Alternative Academy, Preston, Twin Hills, and Wilson. Okfuskee County schools participating this year were: Bearden, Boley, Graham, Okemah, Paden and Weleetka.

The Character Counts Program is a character-building curriculum that promotes the six pillars of character: Trustworthiness, Responsibility, Respect, Fairness, Caring and Citizenship. This curriculum was presented to students in Pre-K through 2<sup>nd</sup> grade.

One "Caring" activity includes each student drawing a self-portrait. The students were then asked to identify positive traits about themselves and positive activities that they could do for others. The class then processed how they felt about their self-portrait and how they felt about helping others.

One "Respect" activity includes each student drawing pictures that describe themselves. The students were then asked to identify unique traits about themselves and others. The class then processed that each student is unique and special. The activity ends with the students taking their pictures and making a self mobile with a paper plate and yarn.

The PATHS (Promoting Alternative Thinking Strategies) program was offered to students in 3<sup>rd</sup> through 5<sup>th</sup> grade. 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.

A PATHS lesson that was presented to the 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup> graders was on compliments. The students made "compliment books". Each student was given a scrapbook made of construction paper. They decorated the cover and inside pages with wallpaper scrap pieces and pictures cut out of magazines. Then the students wrote a compliment on a

small strip of paper to each of their classmates, which was glued into their book. The teachers thought this was a great way to practice giving and receiving compliments. The teachers also wrote special messages inside their student's books. I can still see the student's smiles as they read the nice things their classmates wrote about them. The students learned a valuable lesson about the power of words and they had a special book to remember their classmates.

Another popular activity was "The Mouse Trap." The students discussed anger triggers and were encouraged to draw or write something that triggered their angry button. After sharing with the class, they wadded up their paper and had three opportunities to throw the paper at the mouse trap to set it off. The students were able to realize that each person has different anger triggers.

The LifeSkills Training was offered to students in 6<sup>th</sup> through 8<sup>th</sup> grade. 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 and to develop greater self-esteem and self-confidence. This program helps students effectively cope with social anxiety while increasing their knowledge of the immediate consequences of substance abuse.

One LifeSkills Training lesson that was presented to the 6<sup>th</sup> graders was about smoking. One of the students asked for a handout about the effects of smoking and secondhand smoke. She wanted to give it to her grandmother because her grandmother had been smoking for a long time. The student stated that she didn't like it when her grandmother smoked around her and her cousins. This student stated she gave the information to her grandmother and talked to her about the video, "Up In Smoke". The student reported that her grandmother cut back on her smoking and stopped smoking inside the house.

"The Dollar Bill Jump" helped the students better understand how using an uncontrolled substance can impair one's coordination. In this activity each youth is asked to hold their toes and try to jump over a dollar bill taped to the floor. This activity is very difficult but it allows the students to understand that things are not always as easy as they appear. This concept is also seen in the activity "Bridges." Students work in teams to promote problem solving and decision making while making a bridge out of newspaper. The strength of the team work is measured by whether or not the "Bridge" can hold a full can of vegetables.

In April 2008 a Mock Crash was held at Preston High School. Program staff coordinated with many first response agencies to present this assembly for the students and staff of Preston. The presentation included a staged car crash involving several teenagers from Preston 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. Mr. Frost was assisted by Gary McCollum, DA's office. 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. Preston Volunteer Fire Department, Okmulgee County Sheriff's Office, Creek Nation Emergency Management Services and EMS 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." Kelley Funeral Home provided the casket while The Blossom Shop provided a spray of flowers for the service. Beeline Salvage handled all the details related to the vehicle that was used.

The Sixth Annual Okmulgee County Spring Tea was held at Green Country Vo-Tech on April 29, 2008. There were approximately 250 eighth grade young ladies in attendance. The goal of the Spring Tea is to promote abstinence and to postpone sexual involvement until marriage. With the help of many community volunteers, we were able to provide the girls with an atmosphere of elegance at the Spring Tea. Each young lady was treated to a buffet style lunch that included different finger foods and two chocolate fountains and two flowing punch fountains. Each girl in attendance received a gift bag filled with goodies and tokens that encouraged abstinence. Guest speaker, Miss Okmulgee County, Talia Berning spoke to the girls about "Preventing STDs." She also gave great etiquette tips. Texanna James, Office of Juvenile Affairs, and Judy Motte, RN, Henryetta Medical Center, were also guest speakers. They both spoke on abstinence.

The Sixth Annual Okfuskee County Spring Tea was held on May 1, 2008 at St Paul's Methodist Church in Okemah. Dr. Francis Shelton from Boley, Oklahoma, spoke on abstinence and making the right choices in life. Nelda Tyler with the Oklahoma Women's Federation also spoke on abstinence. Ms. Tyler went on to discuss how one's life choices today affects one's future both professionally and personally. There were 59 girls from the seven schools in Okfuskee County that attended. Michelle Gilbert from the Area Prevention Resource Center and Elizabeth Been from OSU Extension volunteered their time for the Spring Tea. Many local volunteers contributed desserts and helped with the decorations. The girls were treated to a buffet of meats, crackers and fruit. The girls also received gift bags filled with goodies and tokens that encouraged abstinence.

The Fourth Annual Okmulgee County Boys Bash was held on May 6, 2008 for all the 8<sup>th</sup> grade boys in Okmulgee County. There were approximately 265 young men in attendance. Joe Jackson, 1-Eighty and Outreach Coordinator at Anne Moroney Youth Services, 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 about decision making and etiquette. Guest speaker Oscar Higgs, Okmulgee County Under Sheriff, spoke to the young men about setting goals, making positive choices and having positive attitudes. Jeremy Trevier, New Beginnings Church, spoke about abstinence as did Joe Jackson. The young men were treated to a barbeque luncheon catered by Favor BBQ and Grill. East Central Electric's Operation Round-up Program donated the money for the luncheon. Each young man received a mini football at the end of the program. Door prizes were also

distributed throughout the event. Door prizes included basketballs, footballs, MP3 players and gift cards to area businesses.

The Fifth Annual Okfuskee County Boys Bash was held on May 8, 2008 in the gymnasium of the United Pentecostal Church in Okemah. There were 68 eighth grade boys in attendance. The Keynote Speaker was Reverend David Chatwell from the United Pentecostal Church. He spoke to the young men about the importance of abstinence. Marcus Spriggs, former National Football League offensive lineman, encouraged the young men to make good choices for their future. He emphasized the importance of choices in regards to one's education as well as sports. Tom Condict, Okemah School Superintendent demonstrated appropriate tie tying methods. Travis Scott, Creek Nation Tribal Council, also participated in the day's activities. The boys enjoyed pizza from The Pizza Zone in Okemah. The pizza was funded by East Central Electric's Operation Roundup Program. Many community volunteers donated dessert and door prizes for the Boys Bash. The main door prize was a signed football from the University of Oklahoma.

Seven staff members from OOCYS assisted with the Okmulgee Multi-Cultural Summer Enrichment Program this year. There were approximately 120 students enrolled for the summer and most of the students came for the entire length of the program, June 3 through July 25, 2008. The theme for this year's summer program was: Back to the 3 R's - Respect, Response, Rewards. Staff coordinated their activities to correspond to the theme. Each day as the students came to the program they spoke to their teachers and personal leaders. By doing this they got to know their teachers and were able to show them respect. The students responded well by doing assigned educational and recreational activities, doing political speeches, reciting poetry, dancing, scrap booking, archery and sewing to just name a few. The students learned that just being present was not enough to receive a reward. They learned that hard work and studying was necessary to earn a reward. The students were rewarded with a prize and a party on the last day of the summer program.

Staff provided several different cultural events throughout the summer. In particular, Hispanic and Oriental culture was studied. Activities included learning numbers in Spanish and words in Chinese, learning delicacies of both cultures, and learning about the cultural background of the different countries.

Staff provided a softball clinic the last week of the program. Many came to the clinic with very little knowledge of playing the game. There were several students that wanted to learn at the end of the summer, whereas, they wanted to tell what they knew at the beginning of the program. There were many students with a lot of talent. These students were encouraged to join their local school or community teams.

Staff participated in Weleetka Fun Day on June 27, 2008. This was a collaborative effort with the Community Partnership Board of Okfuskee County. A full day of activities was scheduled for local 6<sup>th</sup>, 7<sup>th</sup> and 8<sup>th</sup> graders. The event was attended by 19 participants. Staff helped participants create their very own individual unique face mask. The kids were encouraged to let everyone see who they were through their

mask. Several participants opted to create their face mask in the colors of their school or their favorite sports team. Other participants created their face masks to be an older image of themselves. The kids were introduced to an American Native stomp dancer, Joe Sulphur. Mr. Sulphur instructed the kids in a stomp dance and used a beaver headdress to tell a native story. Everyone really enjoyed the day.

## **1 EIGHTY PROGRAM**

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Joe Jackson, Kim McNac, Andrea Roland

The 1Eighty Program changed coordinators in March 2008. Joe Jackson, former Graduated Sanctions Coordinator, took the place of Andrea Roland. Four new community members were recruited to serve on the Graduation Panel. A new brochure highlighting the program's key features was developed for parents, youth and referral resources. It will also be utilized as a recruitment tool for new Graduation Panel members.

The 1 Eighty Program continued to work closely with parents, the district court, the county municipal courts, the Office of Juvenile Affairs, the county schools, as well as local and county law enforcement agencies to gain referrals. The 1 Eighty Program received 81 referrals during the fiscal year. The program coordinators are always looking to add new curriculum and activities. Staff purchased a drug identification kit to help parents identify the different types of drugs. Staff also added a new game to the drug awareness session called Wheel of Misfortune. The Wheel is spun and the youth compete against each other by testing their knowledge regarding drugs and alcohol. Staff also tried to enhance the communication sessions by adding an activity called "Tower Building." The object of this exercise is to enhance a visual of the importance of communication in building a family. Participants are broken into two groups, parents and youth. Each team is required to use building blocks to make a tower, but they are not allowed to use verbal skills. It is hoped that this exercise will illustrate how difficult it is to build a tower without the ability to communicate. And if they can't build something as simple as a tower without communicating, then they can't build a functioning family either. A positive communication style is essential for a family to function properly. "Tower Building" is a powerful visual.

Two notable stories come to mind from this last year. The first involved two participants who were referred by one of the local municipal courts for assault. They had an argument over a love relationship and had been on opposing sides. For many years prior to the incident the two had been best friends. Each had assaulted the other. Both had been through the 1 Eighty Program previously but were non-compliant. The judge wanted the two youth to attend the program due to anger management issues. During their intake, they separately requested that they not be near each other during class or during any activities. The first few classes were very tense. When the program facilitators introduced the anger management session and covered the important act of forgiveness, both of them asked the facilitators to mediate a truce between them. They both wanted reconciliation, but neither wanted to make the first move. As a result of the

facilitator's mediation, the two were reconciled and finished the class as friends. One of the youth's grandparents called later and stated she noticed a change in her grandchild. She said that her grandchild had been more respectful and that the relationship with both the child and the mother had drastically improved. She also had mentioned that her grandchild had attempted the program before but did not complete. This time she followed through by completing the program. She learned something and was putting it into practice.

Another notable story would begin with a parent's referral to the Graduated Sanctions Program, in which the youth was given the 1 Eighty Program as a consequence. When the parent and youth were brought in for an intake they were both at odds with each other and were very frustrated. After attending several sessions, it was obvious that the youth and the parent were not as frustrated. They found the program to be beneficial and were communicating more effectively. The youth's mother told the program facilitator that her child was excited about being in the program and enjoyed every bit of it. The youth also said that the mother had been more respectful and receptive of the youth's needs and wants as a result of being involved in the program. The mother stated that both the Graduated Sanctions and the 1 Eighty Programs were beneficial to her family and that she would recommend both programs to others.

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

Youth Services Staff – Christy Frost, Joe Jackson, Erick Starr, Karin Weaver  
Okmulgee County Truancy Officer – Chip Smalley

Operation Save Kids was a Title V program that began July 1, 2005. Title V is a federally funded grant program that can award one time program funding to a project for a maximum of three years. This was the programs last year to receive federal funding. When this program was proposed no one knew what to expect but everyone knew that they did not want students to be truant from school. As Executive Director, I had been given one very strong directive during the proposal phase from Okmulgee County District Attorney, Tom Giulioli, and that was to execute all procedures to the letter as Okmulgee County was already under the watchful eye of the federal authorities. This program was able to accomplish that directive and was nominated for program recognition to the United States Department of Justice in February 2008. The nomination was accepted and the program's accomplishments will be included in a report to Congress.

In addition, the Okmulgee County Tulsa Area United Way panel members recognized the quality and the importance of the program. They unanimously recommended that TAUW continue to fund the program. The TAUW Board concurred and funding for a coordinator position was awarded in January 2008. This fulfilled the purpose of Title V funding. Federal funds are granted to begin a new program then the community takes ownership and continues to fund the program when federal funding ends.

Operation Save Kids Okmulgee is a truancy intervention and prevention program serving students within the ten Okmulgee County school districts. In the last three years Operation Save Kids Okmulgee was successful with influencing seven of the ten school districts to accept a uniform truancy policy. Collaboration for this project involved the County Commissioners, the Okmulgee County Sheriff's Office, the District Attorney's office, school personnel, local law enforcement, the Creek Nation and our agency. As a result of this program, less than ten youth have been prosecuted through district court for truancy since the program's inception. More than 3000 youth were served by this program since July 1, 2005. During the school year, truancy referrals were sent to the coordinator for intake. The coordinator met with the youth to determine the reason for the absenteeism. Together the coordinator, truancy officer, school personnel, the youth and the parents work together to develop a plan of services to address the needs of the youth and the family. The services provided were determined by an assessment of the needs and barriers which were negatively impacting the youth's academic achievement. The truancy officer met with the students at each school throughout the week. In addition, the officer made home visits, canvassed neighborhoods, and took phone calls. Both the coordinator and the officer provided prevention classes throughout the year.

The Daniel Memorial Independent Living Skills System is a competency-based approach to teaching independent living skills. Most youth cannot succeed by themselves. In the fast paced life style of today's world many times families do not take the opportunity to address the fourteen categories listed here. The youth may or may not have someone to show or teach them these skills. By offering this curriculum to high school students, our school based outreach program is enhanced and we continue to reinforce the principles of our Character Counts!, PATHS and LifeSkills Training programs.

During the summer of 2007 the Daniel Memorial Independent Living Life Skills curriculum was utilized with the youth participating in the Okmulgee Multi-cultural Summer Enrichment Program. This same curriculum was utilized in the Okmulgee County Alternative Academy (OCAA) during the past school year. During the fall semester the students received the curriculum in a group setting of 10-15 students. With the Tulsa Area United Way funding beginning in January 2008, the agency was able to hire an additional staff member to teach the Daniel Memorial on an individual and small group basis. The Daniel Memorial curriculum has a short objective assessment that is administered initially as a pretest and then again as a posttest. The results assist our staff in determining the effectiveness of the program.

The Daniel Memorial focuses on Money Management, Consumer Awareness, Food Management, Personal Appearance and Hygiene, Health, Housekeeping, Transportation, Education, Job Seeking Skills, Emergency/Safety, Community Resources, Interpersonal Skills, Legal Skills and Housing. Staff saw progress in many of the students that they worked with throughout the school year. One student had been placed at OCAA during the middle of the semester. This student was very happy to leave their home school because of relationships with classmates. This student has

applied themselves and is seeking to complete their studies at OCAA. One local high school graduation had three OCAA students receive their diplomas. It was rewarding to see the progress that these students and others made throughout the year.

## **OKMULGEE COUNTY GRADUATED SANCTIONS**

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Joe Jackson, Erick Starr

The Graduated Sanctions Program is designed for at risk juveniles in Okmulgee County. The Graduated Sanctions Program encourages juveniles to adjust and take responsibility for their negative actions. Referrals are received from local municipal courts, schools, law enforcement agencies, parents and the Office of Juvenile Affairs. Once a referral is received the Graduated Sanctions Coordinator completes an assessment with the youth and his or her parent. During the assessment an at-risk behavior assessment is completed and the family is scheduled to meet with the Graduated Sanctions Council. The Council consists of community individuals that desire to see the youth of Okmulgee County striving to do their best.

During the Graduated Sanctions Council meeting the youth and their parent have an opportunity to share with council members the circumstances surrounding their referral to the program. The Council members also have the opportunity to ask questions of both the parent and the youth. Once the question and answer portion has ended the Council members meet briefly to determine what consequences may be beneficial in helping the youth turn negatives into positives. Possible sanctions include completing community service hours, participating in counseling or the 1-Eighty program or both, writing a letter of apology or an essay or participating in the Friday Night Detention Program at Muskogee County Youth Services. The Council advises the youth and the parent(s) of the sanction(s) immediately after they make the determination. The Graduated Sanctions Coordinator then keeps in contact with the youth to monitor progress and encourage the completion of the Sanctions Plan.

The Graduated Sanctions Program has had positive feed back from both the youth and parents. A family of four comes to mind. Each youth was enrolled in the Graduated Sanctions Program. During the assessment and the Council meeting the youth showed little remorse for their negative actions. The Council sanctioned the youth to the Friday Night Detention Program in Muskogee. This program encourages the youth to participate in several physical and team building activities. The Graduated Sanction Coordinator and a Council Member had attended this particular session with the aforementioned youth. It was toward the end of the Friday Night Detention program that the youth were wore out and ready to quit. Both the Graduated Sanctions Coordinator and Council member encouraged each youth to finish strong. The youth were able to successfully complete the Friday Night Detention Program as well as the Graduated Sanctions Program. Weeks later the Coordinator ran into the family at the YMCA and the kids had smiles on their faces. The guardian stated that the kids had done a complete turn around with their attitudes. The guardian went on to state that the whole

family had decided to live healthier since the Graduated Sanctions Program and purchased a family membership at the YMCA.

## **INTEGRATED BEHAVIORAL HEALTH OUTPATIENT PROGRAM**

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Susan Foster, Jim Fuller, Heather Hogan, Dianna Humphrey, Pam Ittner, Michelle Scott, Crystal Walker and Linda Yeager

Integrated Behavior Health had a very successful year by serving 314 youth and their families in Okmulgee and Okfuskee Counties. Staff members provide counseling services to children, ages 3 to 18, and their families for a variety of reasons. We continue to see these children in their schools, homes and a few in the office. Our referral sources remain stable with referrals coming from school counselors, teachers, parents, physicians, hospitals, child welfare agencies and the Office of Juvenile Affairs.

Children come to us with a wide range of behavioral and emotional problems. Our staff has successfully worked with children who are grieving the loss of a loved one, are overly active and unable to concentrate, who are defiant in the home and school and those who have experienced trauma. Because of our consistent referral base, we are given the opportunity to work with children who have long-term behavioral issues related to removal from the home, abusive and neglectful parenting, and parental abandonment. We also work with a number of court ordered children because of unlawful behavior in the community.

One of our core beliefs is “children, as part of a family system, benefit from family services”. While we see children at school, we generally work with families in their homes. We offer family services to assist the family in negotiating the struggles that accompany having a child with behavior or emotional problems by offering a listening ear, an impartial set of eyes, and specific parenting helps to improve family interactions. While we assist with family change, the family remains in control of their decision to utilize information presented.

The following are sample case scenarios written by our therapists:

Haley B. an 8 yr. old white female was referred for counseling due to displaying odd behaviors, grief issues related to her father’s death, as well as struggling with adult interaction and showing disrespect for grandparents. Client’s grandparents have custody of client due to her father’s accidental overdose and mother not being involved in her life. Client’s dad died on her 7<sup>th</sup> birthday and since then, client refused to talk about her father’s death and has acted as if he were not dead. She also started displaying odd behaviors such as peeing on stuffed animals or on the floor, and pouring sugar on her bed then going to sleep.

During our first meeting client would not talk nor would she look at counselor and displayed additional anxiety about someone new. In the beginning, client had a difficult time identifying feelings and expressing any emotion during session. Once client

became comfortable, she was very expressive although her emotions were conveyed through her animals that she has had throughout her life. When directly approached, she was still unable to express herself or deal with tough emotions. At the end of services, client was able to openly talk about her dad's death and process how she felt about him being gone. She no longer presented anxiety about interacting with adults and was able to express herself appropriately. Client's family had noticed a significant change in her behavior and her willingness to talk about dad, along with an increased positive attitude towards grandparents. Client learned, through services, that negative feelings were okay and how to express them in ways that were healthy for her and appropriate to others.

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Debby is a 6 year old female who was referred to counseling because of daily temper tantrums, not listening to mom and grief related to the loss of a her grandfather who lavished her with gifts and special attention. The school reported that the client did not display tantrums or not listening in the classroom.

Debby and mom worked very hard on desirable behaviors, emphasizing appropriate rewards and consequences for behaviors displayed. It was determined that Debby would act out with tantrums and not listening when mom's attention was focused on the other children in the home. The counselor worked with mom to spend some extra time with the client after meeting the other two children's immediate needs. Debby's grief reactions were taken care of after she began to recognize that mom is not able to do what grandfather did when it came to gifts and time.

Debby became very helpful to mom as the sessions drew to a close and seemed excited to have extra, just for her, helps to do for mom.

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James, a 14 year-old Caucasian male, was referred for services after client began displaying signs of suicidal ideation based upon broken relationships with others. He was defiant in the home, withdrawn and having mood swings. Mother states she has no control over client and fears that he will make an impulsive decision to hurt himself. Mom and Dad were separated and talking about divorce, at that time.

Client has shown significant progress in his ability to control his emotions and thought process. He no longer has suicidal ideation, is less impulsive, and has adjusted well to new home setting with parents finalizing their divorce. Client states he feels in control over his emotions and learned skills needed to eliminate outside influences that may negatively affect his decision-making process. Client has improved his self-esteem and is making positive goals for his life.

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The referral came in from Okfuskee County DHS, an eight year old Bi-racial female and her eight month old sister living in foster care in Okemah. She has a seven year old sister who was living with her paternal grandmother in Okmulgee and a brother, nine, just went to live with his father in Tulsa. Mom was in drug rehab in Muskogee and pregnant with her fifth child. Client's father is deceased and died prior to her birth.

Initially, sessions focused on redefining what is "normal" for a family as client's home was fraught with violence, neglect and substance abuse. She had a difficult time expressing her feelings and appeared to have limited ability to express herself. As services went on, the client became more expressive and open about how her life was different since she came to live with sister's grandmother. She also was able to verbalize how afraid she was of mom's boyfriend hurting mom and the possibility that she would not ever get to live with her mother again.

As time went on, mom had the client's younger brother, completed rehab and reunited with her boyfriend. As the adults worked their court ordered service plan, mom went to school, got a job and transitioned her children into the home starting with the youngest sister. When the school year ended, the client and her sister were moved home with mom and her boyfriend. Since returning home, the family has focused on forming rules and consistent discipline in the home. Because of treatment, violence and substance use has not occurred and the client is no longer experiencing anxiety about the future. While treatment is not over, we are hopeful that the family is on solid ground and will continue to work on restoring relationships.

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

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Rose Gouthier, Cindy Lane, Jawanna Wheeler

Okmulgee County Family Resource and Support Program continues to identify low-income teens, single parents and couples in Okmulgee County that may be interested in parenting and child development material. Staff maintains regular contact with the Beggs, Henryetta, Okmulgee and Creek Nation Head Start directors as well as the Okmulgee County Health Department and Creek Nation WIC, Deep Fork Community Action and the Salvation Army.

In March 2008 Okmulgee Memorial Hospital in conjunction with the Doctors of South Tulsa Maternity and Pediatric Associates opened a Pre-Natal Clinic at Okmulgee Memorial Hospital. Currently the clinic is open only on Fridays and patients still deliver at South Crest Hospital. This clinic has been a great benefit to the families in Okmulgee and surrounding counties as well as the Okmulgee County Family Resource and Support Program. Our program is working with the hospital, the doctors and the families to familiarize them about program services. The agency provides an infant car seat to be given away at the monthly drawings. The family's drawing registration provides the program with required screens and an opportunity to receive program information.

The program had a total of 103 screens this past year. Of these, 46 resulted in

assessments and 36 new families received program services. The Parents as Teachers (PAT) curriculum is utilized for the weekly and bi-weekly home visits. Program staff conducted a total of 892 home visits last year. During each home visit staff also provide a parent-child activity. These activities 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, The Okmulgee Service League and Okmulgee Public Library donated new and gently used books to be distributed to our families. Then in May 2008 the Okmulgee Service League donated \$500.00 to be used to purchase more books as well as to pay for Birth Certificates, Drivers License, Tribal or State ID's for families who are unable to afford these documents. The Okmulgee Public Library assisted staff in the purchase of 138 age appropriate books. These books are disbursed at regular home visits and on the child's birthday.

Program staff facilitated weekly ongoing parent education support groups at the Okmulgee County Alternative Academy (OCAA) and the Okmulgee High School Alternative School. The groups of students varied in numbers, with normally 2-12 present in class. A variety of topics were discussed including Child Development, Poison Look-A-Likes, Baby Care, Quality Child Care, Childbirth and Delivery, Shaken Baby Syndrome, Fetal Alcohol Syndrome, Common Childhood Illnesses, Taking Care of Yourself, Caring for Sick Children and Baby Nutrition.

Program staff facilitated parent meetings at the county Head Start program sites. Dates, topics, locations and number attending were as follows:

<b>Date</b>	<b>Topic</b>	<b>Location</b>	<b># Attending</b>	
10-10-07	First Aid/Safety	Okmulgee Head Start	3	
10-11-07	First Aid/Safety	Beggs Head Start	9	
10-23-07	First Aid/Safety	Henryetta Head Start	3	
02-13-08	Nutrition and Budgeting	Okmulgee Head Start	10	
02-26-08	Nutrition and budgeting	Okmulgee Early Head Start	8	
04-22-08	Child Abuse Prevention	Okmulgee Early Head Start	8	
04-22-08	Child Abuse Prevention	Okmulgee Head Start	10	
04-24-08	Child Abuse Prevention	Beggs Head Start	10	

Staff also facilitated Parent-Child activities at the county Head Starts during this same time period. For each of these 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. Dates, activities, locations and number attending were as follows:

<b>Date</b>	<b>Activity</b>	<b>Location</b>	<b># Parents</b>	<b># Children</b>
08-28-07	Who Am I – Hand Mirror	Henryetta Head Start	22	37
09-25-07	Leaf Magnets	Henryetta Head Start	17	34

10-10-07	Leaf Magnets	Okmulgee Head Start	7	10
10-11-07	Leaf Magnets	Beggs Head Start	9	10
10-23-07	Jack-O-Lanterns Faces	Henryetta Head Start	19	34
11-14-07	Pine Cone Turkeys	Henryetta Head Start	14	34
02-11-08	Valentine Necklace	Henryetta Head Start	12	27
04-15-08	Windsocks	Henryetta Head Start	9	19
05-05-08	Mother's Day Cards	Henryetta Head Start	9	24

Program staff participated in many public awareness projects throughout the past year. Program staff manned a booth in July 2007 for the Relay for Life and in August 2007 a booth at the Deep Fork Community Health Fair. In September staff distributed parenting literature and trail mix at the Family Festival, which is a part of the Okmulgee County Free Fair. In addition, program staff manned a booth for the Okmulgee County Child Abuse Prevention Task Force. The focus this year was on child safety. Vince & Larry Crash Dummies coloring books were given to the children and information on car seats, leaving kids in hot cars and safe sleep habits for children were given to the parents. The parents were also given Child Abuse Hotline cards and Community Resource Packets.

In October 2007 program staff participated in the Creek Nation Fire, Health and Safety Fair and the Muscogee Creek Nation Head Start Parent Training. In early March 2008 program staff participated in the Healthy Kids Day at the YMCA. There were about 150 parents and children in attendance for this event. Near the end of March 2008 program staff participated in the Creek Nation Spring Celebration. There were approximately 400 children and parents in attendance at this event.

Staff organized and participated in a "Cars Can Become Coffins" event at the Okmulgee Wal-Mart on April 11, 2008. This awareness event was sponsored by the Child Abuse Prevention Task Force. The Keep Kids Safe in Cars brochures and materials were made possible through a grant from the Oklahoma Commission on Children and Youth. Staff was invited to participate in the Creek Nation Child Care's Week of the Young Child March around the town square. There were approximately 200 children and adults at this event. The March was led by the Drum Corp from the Okmulgee High School Marching Band. Each child had a home made instrument they played as everyone marched around the town square. Many of the business owners and customers came out onto the sidewalk to cheer on the participants. This was one of the most fun events of the year. The Keep Kids Safe in Cars brochures were distributed at the OSU Okmulgee Community Service Fair on May 21, 2008. This event was attended by approximately 150 students and faculty.

# **REPORT OF SERVICES**

# OKMULGEE-OKFUSKEE COUNTY YOUTH SERVICES, INC. AGENCY REPORT ON SERVICES PROVIDED 2007-2008

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**SHELTER:**

<u># of Youth</u>	<u>Avg. age</u>	<u>Avg. stay</u>
86	7.9	9.8

<u>Top Four Referral Sources</u>	<u># of Referrals</u>	<u>% of Total</u>
Okmulgee County Child Welfare	39	45.35%
Oklahoma County Child Welfare	24	27.91%
Creek Nation Children & Family	12	13.95%
Cleveland County Child Welfare	4	4.65%

<u>Top Four Referral Reasons</u>	<u># of Referrals</u>	<u>% of Total</u>
Awaiting Placement	78	90.70%
Family Crisis	4	4.65%
Protective Custody	4	4.65%

\*Some cases may have been duplicated referral reasons

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

Ages 7 and under	42
Ages 8-12	26
Ages 13-18	18

Male youth served	45.34%
Female youth served	54.65%

<u>Race</u>	<u>Percentage</u>
American Indian	39.53%
White	34.88%
African American	18.60%
Hispanic	6.98%

**FIRST TIME OFFENDER:**

<u>Avg Age</u>	<u># of Youth</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
16.2 years	81	1483.75	427.00

<u>Top Four Referral Sources</u>	<u># of Referrals</u>	<u>% of Total</u>
Municipal-Beggs & Morris	18	22.22%
Okmulgee Municipal Court	17	20.99%
Henryetta Municipal Court	11	13.58%
Schools	9	11.11%

Top Four Referral Reasons

Law Violation	47	58.02%
Drug / Alcohol Problems	15	18.52%
School Problems	8	9.88%
Truancy	3	3.70%
Home/Family Problems	3	3.70%

**OUTREACH PROGRAM - PREVENTION EDUCATION:**

Okfuskee County	705 Students
Okmulgee County	<u>3095 Students</u>
	3800 Students

**SPECIAL EVENTS**

Okfuskee County	558 Students
Okmulgee County	<u>758 Students</u>
	1316 Students

Okfuskee County Schools:

Bearden	96
Boley	10
Graham	20
Okemah Alternative School	30
Okemah Middle School	144
Paden	131
Weleetka	<u>274</u>
Total	705

Special Events – Okfuskee:

6 <sup>th</sup> Annual Spring Tea	59
5 <sup>th</sup> Annual Boys Bash	68
HIV/AIDS Classes	412
Weleetka Fun Day	<u>19</u>
Total	558

Okmulgee County Schools

Beggs	491
Dewar	297
Henryetta	382
Liberty Morris	25
Morris	676
Okmulgee	691
Okmulgee Alternative	28
Preston	0
Twin Hills	313
Wilson	72

Summer Program	<u>120</u>
Total	3095

Special Events – Okmulgee	
6 <sup>th</sup> Annual Spring Tea	223
4 <sup>th</sup> Annual Boys Bash	279
HIV/AIDS Classes	156
Preston Mock Crash	<u>100</u>
Total	758

**GRADUATED SANCTIONS PROGRAM:**

<u># of Youth</u>	<u>Avg. Age</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
58	16.1	398.75	349.25
<u>Top Four Referral Reasons</u>			
Law Violation		35	60.34%
Drug/Alcohol Problems		9	15.52%
Truancy		4	6.90%
Curfew Violation		3	5.17%

Top Four Referral Sources

Okmulgee Municipal	21	36.21%
Sheriff's Office	8	13.79%
OJA - Okmulgee	7	12.07%
Henryetta Municipal	7	12.07%
Beggs & Morris Municipal	7	12.07%

**INTEGRATED BEHAVIORAL HEALTH OUTPATIENT PROGRAM:**

(Title XIX & CARS, OJA Community Based)

<u># of Youth</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
314	6044.46	4189.10 Direct 1396.36 Indirect

**FAMILY RESOURCE & SUPPORT PROGRAM:**

<u># of Screens</u>	<u># of Families</u>	<u>#Ages &amp; Stages Screens</u>	<u># of Home Visits Completed</u>	<u># of Assessments</u>
101	61	140	927	45

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

<u>Staff Provided Direct **</u>	10,992.84
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<b>INDIRECT SERVICES</b>	<b><u># of Hours</u></b>
Administrative Time	3852.52
Community Development	146.75
Community Education	2738.92
(Includes Prevention Education Presentations)	
Consultation & Supervision	1190.99
Crisis Intervention – Youth	10.75
Information & Referral	1748.39
Program Development	6720.53
Staff Development	216.84
Training Delivered	85.25
Training Received	1132.92
Travel – Indirect	<u>1825.06</u>
Total:	19,668.92

**Total Direct and Indirect Service Hours      30,661.76**

\*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**

## **2007-2008**

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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

## 2007-2008 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 seventh 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 78%. This is an increase in participation of 3% 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, 93% 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, 93% 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, 86% of the employees felt satisfied as part of Okmulgee-Okfuskee County Youth Services' team. There were 86% of the employees who felt that they had been given enough authority to make a decision. At the same time, 86% of the employee's felt valued as a team member of Okmulgee-Okfuskee County Youth Services.

In the area of Corporate Culture, 86% of the employees felt satisfied to very satisfied with the recognition that they received for a job well done. There were 100% of the employees who felt quality was a priority at Okmulgee- Okfuskee county Youth Services.

In the area of Employee-Supervisor Relations, 93% 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, 93% of the employees felt satisfied to very satisfied that their supervisor gave them recognition for a job well done.

In the area of Training, 86% felt satisfied with the agency's initial training. As to ongoing training, 100% of the employees felt that OOCYS provides as much training as needed.

In the area of Pay and Benefits, 71% of the employees felt satisfied with Okmulgee-Okfuskee County Youth Services' compensation while only 71% 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. believes that the agency 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.

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

1. Additional office and parking space for employees (unable to accomplish – no funds) 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.
2. Additional waiting space and quieter service areas for families (use of auxiliary building encouraged)
3. Additional Personal Time Off (annual leave days increased based upon years of service, Supplemental Income Longevity pay implemented)
4. Additional positive feedback (continued positive feedback through Program of the Month, individual and group supervision, evaluations, etc.)
5. Additional initial training (implemented counselor shadowing training and increased in-service initial training as needed)
6. Medical benefits provided at 100% (pursued possible State wide OAYS health plan in April 2008 still awaiting outcomes in September 2008)

The management team felt that all last year's suggestions were very important and were able to address 5 of 6 employee suggestions. The management team feels that it was able to implement and encourage positive outcomes in 4 of 6 areas. The Executive Director has pursued state wide health coverage and this suggestion is still in progress as the State Insurance Commissioner has to rule on the acceptability of the proposed plan.

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

1. Personal Days
2. Reduction in Paperwork
3. Mileage Reimbursement for therapists
4. Additional fundraisers

These suggestions will be reviewed by the management team.

## **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. In the year 2007-2008, 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.

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. – 4.77

I was involved in my treatment plan. – 4.68

I felt my concerns were handled in a confidential way. – 4.64

I have benefited from the services received. – 4.53

I would refer others to this agency. – 4.57

## Shelter Home Program Outcome Report

I felt welcome when I came to the shelter. – 4.20  
 The shelter rules and expectations were clearly explained to me. – 4.90  
 During my stay, I've felt there were staff I could go to with a problem or if I just wanted to talk. – 4.60  
 I felt safe during my stay at the shelter. – 4.50  
 Overall, my stay at the shelter was positive. – 4.80

## First Time Offender Program Outcome Report

The program was explained clearly to me at intake. – 4.48  
 I feel that I was treated with dignity and respect. – 4.62  
 My facilitator was prompt in starting and ending class. – 4.38  
 I will be better able to handle my problems because of my participation in this program. – 4.42  
 I feel others would benefit from this program. – 4.31

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.

Okmulgee-Okfuskee County Youth Services' management team evaluates its school based outreach program through teacher satisfaction surveys as well as pre and post test results. The Character Counts! And PATHS programs utilize teacher satisfaction surveys while the LifeSkills Training and the Daniel Memorial Independent Skills curriculums utilize test results. The outcomes results for 2007-2008 are as follows:

Outcomes	The school administrator(s) at each Okmulgee County School is offered the Character Counts!, PATHS and LifeSkills Training curriculum. Each school district determines which grades will participate for each school year. All students in the designated classes are eligible to participate free of charge with guardian permission.
Change Indicators	Teachers will identify if students' behaviors have improved related to each character trait.
Data Collection Tools & Methods	Teachers will be given a survey at the end of their student's Character Counts! curriculum. The teacher will assess whether the curriculum had any affect on the student's behaviors.
Outcomes Achieved	2007-2008 Total # of Clients: 37 out of 72 teachers surveyed – 51% return rate, 1195 Students

	#	%	Outcome
	32 teachers, 1195 students	86%	86% of the teachers surveyed agreed to strongly agreed that students increased their understanding of the character traits – responsibility, respect, trustworthiness, fairness, caring and citizenship.
	36 teachers, 1195 students	97%	97% of the teachers surveyed agreed to strongly agreed that the Character Counts! program was a needed resource for their school.
	35 teachers, 1195 students	95%	95% of the teachers surveyed agreed to strongly agreed that the Character Counts! program had an impact on their student's behavior.
Program Evaluation	It is difficult to quantify the effectiveness of efforts to teach ethical values. This survey is administered to the teachers to measure visible changes as well as their personal feelings about the program. The data obtained from these surveys will help to provide recommendations for changes and improvements in the Character Counts! program.		

Outcomes	Through the PATHS curriculum students will show a decrease in aggressive or disruptive behavior, students will have a higher level of concentration and attention, and students will show improvement in their social and emotional competence. In the Spring of 2007 the teachers were asked to utilize the PATHS student evaluations to report the progress of the entire class. The PATHS student evaluation is a standardized evaluation that is designed to reflect the effectiveness of the PATHS curriculum. The teachers felt as though this evaluation tool was cumbersome and time consuming and were not in favor of its completion. In the fall of 2007 teachers were given a simplified survey to assess whether the PATHS curriculum had any affect on the students behaviors.		
Change Indicators	Teachers will identify if students' behaviors have improved related to Aggressive/DisruptiveBehavior, Concentration/Attention and Social/Emotional Competence.		
Data Collection Tools & Methods	Teachers will be given a survey at the end of their student's PATHS curriculum. The teacher will assess whether the curriculum had any affect on the student's behaviors.		
Outcomes Achieved	2007-08 Total # of Clients: 28 out of 61 teachers surveyed – 46% return rate, 1174 Students		
	#	%	Outcome
	23 teachers, 1174 students	82%	82% of the teachers surveyed agreed to strongly agreed that students increased their understanding of "feeling" words, gained empathy and compassion, improved in resolving conflict and improved in controlling their anger.

	23 teachers, 1174 students	82%	82% of the teachers surveyed agreed to strongly agreed that the PATHS program contributed to improved classroom behavior.
	28 teachers, 1174 students	100%	100% of the teachers surveyed agreed to strongly agreed that the PATHS program integrated well with other academic subjects and school activities.
Program Evaluation	This survey is administered to the teachers to measure visible changes as well as their personal feelings about the program. This is the 1 <sup>st</sup> year that the agency has received survey results from the teachers. The Coordinators will be strengthening their lesson plans and seeking additional input from the classroom teachers in the upcoming semester to improve survey results.		

Outcomes	The LifeSkills Training curriculum focuses on developing each student's personal and social skills in an effort to improve each student's general knowledge of drugs and life skills and to reduce their motivation to use drugs. This curriculum is also designed to encourage students to apply their learned skills to resist social pressures to use alcohol, tobacco and other drugs.		
Change Indicators	The student's pre and post-test results will show an increase in their overall knowledge, drug knowledge and life skills knowledge. A student's drug attitude and drug refusal skill score will also be calculated before and after the curriculum is taught. The drug attitude score will decrease, a high score on this scale indicates the student has a positive attitude about drugs. The drug refusal score will increase, a high score on this scale indicates that a student is more likely to say "no" when asked to smoke, drink or use other drugs.		
Data Collection Tools & Methods	The LifeSkills Training Questionnaire Middle School Version is administered to all students within one week before the curriculum is started and within one week after the curriculum is completed. The questionnaires are then scored and evaluated to determine the effectiveness of the LifeSkills Training curriculum.		
Outcomes Achieved	2006 Total # of Clients: 635 students		
	#	%	Outcome
	563	5%	5% increase in overall knowledge score on a scale of 0-100%
	563	10%	10% increase in drug knowledge score on a scale of 0-100%
	563	4%	4% increase in life skills knowledge on a scale of 0-100%
	563	-0.1	0.1 decrease in the drug attitude score, the higher the number the more positive the student is about tobacco, alcohol and drugs
563	+0.1	0.1 increase in the drug refusal score, the higher the number the more likely the student is to say "no"	

	72	11%	11% of the students who completed the pre-test were either still enrolled in the program or they were not present when the post-test was administered
Outcomes Achieved	2007-2008 Total # of Clients: 1181 students		
	#	%	Outcome
	1097	14%	14% increase in overall knowledge score on a scale of 0-100%
	1097	19%	19% increase in drug knowledge score on a scale of 0-100%
	1097	9%	9% increase in life skills knowledge on a scale of 0-100%
	1097	-0.03	0.03 decrease in the drug attitude score, the higher the number the more positive the student is about tobacco, alcohol and drugs
	1097	+0.18	0.18 increase in the drug refusal score, the higher the number the more likely the student is to say "no"
	84	7%	7% of the students who completed the pre-test are either still enrolled in the program or they were not present when the post-test was administered
Program Evaluation	The outcome results reflect increased awareness and knowledge in each of the five categories that were evaluated.		

Outcomes	The Daniel Memorial Independent Living Skills curriculum allows for each student to receive a pre and post life skills assessment. Once the pre-assessment is completed, a computer program generates a detailed skill plan that focuses on the individual student's needs, goals and strengths. The software program not only provides an individual plan for each student but it also generates the results of the class. The computer program then generates the class lesson plan as well as the pre/post test questions. Each 60-minute class session focuses on teaching concrete skills through exercises, worksheets, games and practice in fourteen categories. Each student also receives weekly individualized instruction.		
Change Indicators	The student's pre and post-test results will show an increase in their knowledge in the following categories: Money Management/Consumer Awareness, Food Management, Personal Appearance and Hygiene, Health, Housekeeping, Transportation, Education, Job Seeking Skills, Job Maintenance Skills, Emergency/Safety, Community Resources, Interpersonal Skills, Legal Skills and Housing.		
Data Collection Tools & Methods	The Daniel Memorial Independent Living Skills Short Test Assessment is administered to all students within one week before the curriculum is started and within one week after the curriculum is completed. The questionnaires are then scored and evaluated to determine the effectiveness of the Daniel Memorial Independent Living Skills curriculum.		
Outcomes Achieved	2007-2008 Total # of Clients: 39 students		
	#	%	Outcome

	29	18%	18% increase in the Money Management and Consumer Awareness score on a scale of 0-100%
	29	25%	25% increase in the Food Management score on a scale of 0-100%
	29	14%	14% increase in the Personal Appearance and Hygiene score on a scale of 0-100%
	29	7%	7% increase in the Health score on a scale of 0-100%
	29	14%	14% increase in the Housekeeping score on a scale of 0-100%
	29	17%	17% increase in the Transportation score on a scale of 0-100%
	29	16%	16% increase in the Education score on a scale of 0-100%
	29	21%	21% increase in the Job Seeking Skills score on a scale of 0-100%
	29	24%	24% increase in the Job Maintenance Skills score on a scale of 0-100%
	29	23%	23% increase in the Emergency/Safety score on a scale of 0-100%
	29	30%	30% increase in the Community Resources score on a scale of 0-100%
	29	27%	27% increase in the Interpersonal Skills score on a scale of 0-100%
	29	23%	23% increase in the Legal Skills score on a scale of 0-100%
	29	25%	25% increase in the Housing score on a scale of 0-100%
	10	26%	26% of the students who completed the pre-test were not present when the post-test was administered
Program Evaluation	The outcome results reflect increased awareness and knowledge in each of the fourteen categories that were evaluated.		

## **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 74% in 2007-2008.

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 2007-2008. Of those agencies and

individuals responding, 93% stated that they were aware of the services that OOCYS offers to the community. On the other hand, only 73% of the respondents believe the public is aware of OOCYS' services. These results show an increase in awareness from the previous year. Individual awareness increased by 9% while public awareness increased by 7%. Regardless of these results the area of public awareness continues to be 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, 97% 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 (97%) agreed that the services' offered by OOCYS were an effective and necessary part of the community. When asked, 96% 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 86% 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 2008-2009.

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 knowledgeable, available and committed
3. The agency provides essential services to the schools and the youth in the community

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, juvenile drug court, Friday Night Detention and on-going parenting classes.

The recommendations from this year's assessment tool were incorporated into our program goals for 2008-2009.

### **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. The agency's Community Needs Assessment was last administered in September 2007 to assist the long term planning decisions of Okmulgee-Okfuskee County Youth Services, Inc.'s management team and Board of Directors. Throughout 2007-2008 the Executive Director has served on the State Plan committee for OAYS. The committee is developing a state-wide Needs Assessment to be utilized in 2008-2009 by all 42 Youth Service agencies. It is hoped that this instrument will be completed and distributed in October 2008. These results will be reflected in next year's annual report.

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 2007-2008 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 2008. Our external audit reflected no recommendations or concerns for fiscal year 2007-2008. Additionally, OJA and the Oklahoma State Department of Health conducted regular 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 373 families throughout 2007-2008. The Corporate Compliance Officer successfully conducted 28 consumer satisfaction surveys with consumers via the telephone, 19 returned via the mail and 18 returned as undeliverable 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 2008-2009 with the exception that the Corporate Compliance Officer will attempt telephone contact monthly in the late afternoon or early evening. 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 8% of the attempted consumer satisfaction surveys. This was a decrease in our completion rate of 18% 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 2007-2008 billing reimbursement rate for our Integrated Behavioral Health Outpatient Program. First quarter results were 95.7%, second quarter results were 98.0%, third quarter results were 95.6% and fourth quarter results were 99.0%. The average billing reimbursement rate for the year was 97.1%. This was a increase of 1.9% 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 2008-2009.

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. They were as follows:

There were two Critical Incidents this fiscal year both involving the Shelter Home Program. The first occurred when a Shelter Home family was leaving the Youth Services office and one of the parents tripped on the sidewalk and fell, hitting her head on an employee's vehicle. Staff members assisted the parent by checking her for injuries and making an ice pack for her head. The parent had a bump on her head, but no other visible marks. Staff members helped her back into the building. The parent remarked that she falls all of the time and "was used to it". The family left the office after about 10 minutes. Shelter Home Coordinator, Mollye Furch called the family later that same evening to check on her and the parent stated she was OK.

The second Critical Incident occurred when a Shelter Home resident became angry when he was told by the Shelter Home Parent that he could not watch a certain TV program because it was inappropriate. As the Shelter Home Parent described it, "he went into a rage, threw the remote and destroyed it. Picked up a fishbowl, threw it at the TV". The Shelter Home Parent called Cindy Lane who was on call that evening. After consulting with Director, Jackie Miller the decision was made to move the child to another home for the night and Child Welfare worker agreed to pick the child up the

next morning.

Okmulgee-Okfuskee County Youth Services, Inc. did not receive any consumer or personnel grievances in fiscal year 2007-2008. 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 2007-2008.

Okmulgee-Okfuskee County Youth Services, Inc. did receive four complaints during 2007-2008. All four involved the Integrated Behavioral Health Outpatient Program. The complaints were lodged on three employees (3 complaints and 1 complaint respectively). These complaints were addressed and resolution was accomplished. Three of the four complaints were resolved by the parent agreeing to continue services with another therapist and the other parent deciding that they no longer needed services as her daughter's behaviors had improved.

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 continues to maintain CARF accreditation and standards through April 2010.

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 2007-2008.

## **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, two such losses were identified and plans of action were implemented.

Okmulgee-Okfuskee County Youth Services was in the third year of a three year federal grant for their Title V Truancy Program. If an alternative source of funding was not located by June 30, 2008 this program would 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 received funding for 1.0 FTE in January 2008

from the Tulsa Area United Way.

Okmulgee-Okfuskee County Youth Services continues to experience difficulty in the consistent completion of therapist's required billable hours for salary. The inconsistency results from no show appointments, scheduling conflicts as well as therapist's time management skills. Not all therapists had difficulties. Only those therapists with a deficit in billable hours were placed on a Plan of Improvement. The Plans of Improvement are individualized to meet the therapist's and the agency's needs.

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 2008-2009.

## **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).

## **ACCESSIBILITY PLAN 2008-2009**

The Board and staff of Okmulgee-Okfuskee County Youth Services, Inc. believe that all youth and their families should have access to any of the agency's programs and activities that they would like. The Board and staff feel that there are many challenges that face the youth and families with whom we work. As an agency we want to

conscious of any barriers that might arise in the provision of our services. Our consumers, referral sources and staff will be asked to help identify any barriers through the agency satisfaction survey process. In addition to administering satisfaction surveys, the agency's management team will conduct an accessibility self-assessment in December 2008. The results will be reviewed with the Board and staff and this plan will be modified appropriately. We have chosen to concentrate on attitudinal, architectural, communication, employment, transportation, environmental and financial barriers in 2008-2009.

**ATTITUDINAL:** Staff and board members will make themselves available for training that relates to the abilities and limitations of persons with disabilities and the cultural diversity of others. Our current Policy and Procedures on Client Rights, Code of Ethics, program philosophies and cultural diversity will help to satisfy this barrier. Allowing consumers to establish problem statements and goals in their own words will also help satisfy this barrier.

**ARCHITECTURAL:** The Health and Safety Officer has the primary responsibility and all staff has the shared responsibility thereafter of ensuring that our consumers do not experience any architectural barriers. The Health and Safety Officer will do a minimum of four quarterly self-inspections each year. The inspections will include but not be limited to the agency's building, grounds and vehicle to ensure accessibility. The Health and safety Officer will provide a written report of any said barrier to the Executive Director. A Plan of Action to remove any architectural barriers will be developed and presented to the Board and necessary funds will be sought to remove said barrier.

**COMMUNICATION:** Communication is a key component of our provision of services. The Health and Safety Coordinator will continue to provide training quarterly on the TDD device. Staff will also receive training to help identify sign or foreign language interpreters that may be needed to assist staff in providing services in the community. Any communication barriers that may be identified by consumers or staff may be addressed through community presentations (civic, religious or business) or through the agency webpage.

**EMPLOYMENT:** Our agency is an equal opportunity employer and looks to hire employees upon their educational and employment history regardless of a disability. This barrier will be satisfied by administration following agency policy and procedures regarding employment practices.

**TRANSPORTATION:** The agency will continue to provide services in a manner that all consumers may access the program of their choice without transportation barriers. The agency currently provides 95% of its services in the schools and the home. Transportation may be available to a consumer through the agency van. If the agency van is not available program staff assists the consumer in contacting the two public transportation options available in our area. The Health and Safety Officer will inspect the agency vehicle quarterly to ensure that it is in proper running order. The agency will strive to ensure that the agency vehicle will be accessible to any consumer regardless

of a disability.

**ENVIRONMENTAL:** The Health and Safety Officer understands the importance of ensuring that the agency's buildings and grounds are free of any environmental barriers. The Officer will complete a monthly inspection to ensure that there are no barriers in regards to lighting, equipment, noise or odors. If a barrier is identified, the Health and Safety Coordinator will submit a report to the Executive Director. A Plan of Action to remove any environmental barriers will be developed and presented to the Board and necessary funds will be sought to remove said barrier.

**FINANCIAL:** The Board and staff understand the impact finances have on agency personnel, consumers and the community. The agency will strive to maintain sufficient funds for each and every program of the agency. The agency will seek funding at the local, state and federal levels through advocacy and or grant writing. The agency will also participate in a yearly local fundraiser to directly raise funds for program expenses that are not allowable through contracts. If a financial barrier is identified, the Executive Director and the Board Chairman will develop a plan of action so the program can be self sufficient again.

# TECHNOLOGY REPORT

## 2007-2008 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 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. 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, access a copy of either the Okmulgee or Okfuskee County Resource Directory, access a copy of our latest annual report and view employment opportunities. They also have the ability to link to other available resources through the Tulsa Area United Way, Oklahoma Association of Youth Services, Oklahoma Department of Human Services, Oklahoma Institute for Child Advocacy, Office of Juvenile Affairs,

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

Okmulgee-Okfuskee County Youth Services, Inc.'s management team realizes that through technology many more opportunities to share information with our consumers and stakeholders are available. In 2008-2009, 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 has high-speed Internet service and Netgear software that allows for the internet to be wireless amongst five desktops and six laptops. This has been invaluable. During 2008-2009 the agency will coordinate with APS to connect all agency therapists to an online treatment plan and approval process.

# **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 2007. 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 2008, 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 weekly audits on progress notes and 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.

In 2008-2009, a monthly JOLTS report will be requested that indicates the number of referrals for each program. The numbers will be reviewed monthly in an effort to meet our program goals. A quarterly analysis of each 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 according to our Consumer Based Planning Tool that reflect a 7% increase in public Awareness. The efforts need to continue as this year's respondents still felt that public awareness is a weakness for Okmulgee-Okfuskee County Youth Services. Our agency goal for 2008-2009 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 five certified shelter homes and two in the certification process at the end of this fiscal year. We had seven shelter homes certified throughout this past year. We did provide shelter care to 86 youth this past year. This number was slightly lower than our goal of 95 youth. We were very close to meeting this program's goals this year with our Shelter Home Coordinator only being available as a .75 FTE. It is anticipated that the Shelter Program can meet the 2008-2009 goal as the Shelter Home Coordinator will be full time effective 11/1/08. The 2008-2009 Shelter Home Program goal will be to have ten shelter homes by June 30, 2009 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 Daniel Memorial Independent Living Skills curriculum and the continuation of the

Character Counts!, PATHS and LifeSkills Training curriculums. The Character Counts! Curriculum continued to be offered to students in Pre-K through 2<sup>nd</sup> grade, PATHS to students in 3<sup>rd</sup> through 5<sup>th</sup> grades and LifeSkills to students in 6<sup>th</sup> through 8<sup>th</sup> grades. The Outcome results listed on pages 35 – 39 of this report also indicate this program's success. The outreach staff was able to devote approximately 50% of their week to community summer activities in June 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 81 youth and their families. This is an increase in services to 30 youth and their families from the previous fiscal year. Management and program staff believe the increase can be attributed to the on-going class schedule that allows participants to enter the program upon referral and intake versus the next available group. This approach has helped to increase our municipal court referrals and to allow the youth to complete the program more expediently. This approach will continue in 2008-2009 with an emphasis on obtaining more school referrals. The 1 Eighty program will serve 96 youth in 2008-2009. This goal can be accomplished in conjunction with our Graduated Sanctions Programs. In addition, we will seek additional referrals from area schools.

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 surpassed the following program goals in 2007-2008:

1. Home visitation services were provided to 61 families; requirement 50 families
2. 927 home visits were completed, requirement 892 home visits
3. 140 Ages and Stages were administered, requirement 124 Ages and Stages
4. 101 screens were obtained, requirement 104 screens
5. 45 assessments were completed, requirement 56 assessments

The Okmulgee County Family Resource and Support Program's goals will remain the same in 2008-2009 as they are contractual requirements.

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 agency has no current staff members certified or willing to apply for certification.. The 2008-2009 goal will include hiring a Behavior Rehabilitation Specialist to implement the Daniel Memorial Independent Living Skills program to clients. The agency will continue to seek a CADC or CAADC certified employee.

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 79 to 92)

# GOALS & OBJECTIVES

## OKMULGEE-OKFUSKEE COUNTY YOUTH SERVICES, INC.

### ANNE MORONEY YOUTH SERVICES CENTER & SHELTER

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#### Agency's Goal 2008-2009

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 2008-2009

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 2008-2009

Okmulgee-Okfuskee County Youth Services, Inc. outreach coordinators will implement the Character Counts!, PATHS, LifeSkills Training and the Daniel Memorial Independent Living Skills 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 4.5 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, LifeSkills Training and Daniel Memorial Independent Living Skills 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, LifeSkills Training or Daniel Memorial Independent Living Skills 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!, PATHS, LifeSkills Training, Daniel Memorial Independent Living Skills** 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 2009, 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 2008-2009

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 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 .50 FTE Truancy Prevention Coordinator who will work in conjunction with the nine Okmulgee County school districts and local law enforcement departments as needed.

**Recruitment Activities:** Coordinator will make a minimum of one face-to-face contact with school officials in Okmulgee County bi-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 100% of the youth and their families referred to the program. The Truancy Coordinator 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 2008-2009

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 .50 full time Graduated Sanctions Coordinator.

**Recruitment Activities:** The 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 2008-2009**

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 fifty-four families throughout the year. 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 2008-2009

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. Employee a minimum of one Behavioral Health Rehabilitation Specialist (BHRS) to implement the Daniel Memorial Independent Living Skills curriculum to all eligible CARS clients

**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. A BHRS will be available to provide independent living skills to CARS clients. 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. CARS program will provide Individual rehab for identified CARS clients that need independent living skills.

**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. Adolescent's knowledge will increase in 14 categories of independent living.

Intermediate: Adolescents and parents will change their attitude toward substance abuse. Adolescents will be more prepared to live independent from their parents.

Long term: Adolescents will remain substance abuse free for a period of three months or longer. Adolescents will completed high school, seek and maintain employment and locate individual housing.

**Test:** SASSI, observation and self-reporting on three months follow up survey in regards to substance abuse.

Pre and Post Test results from the Daniel Memorial Independent Living Short Assessment form.

### **Case Management Goal 2008-2009**

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 2008-2009

To fulfill its purpose, Okmulgee-Okfuskee County Youth Services, Inc.'s QI Program holds the following Goals and Objectives for fiscal year 2008-2009.

*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) 2008-2009**

### **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  
2008-2009**

**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 2008-2009**

### **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 2008-2009**

### **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 2008-2009**

### **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 2008-2009**

### **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, 2007

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, Drug Free and Tobacco Policy, Client Rights, Employee Safety, Internet Policy, Compassion Fatigue, Agency Mission, Philosophy and Organizational Chart, Grievance Procedures, Confidentiality, Record Keeping, HIPPA and Critical Incident Reporting.

In July 2007, we conducted a professional review of 9 open and 12 closed cases. In September 2007, we conducted a professional review of 20 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 29 open and 12 closed cases. We found no faults in 29 cases that were reviewed and minor errors in 12 cases.

The case audits reflected a need for additional training in the area of assessment and information gathering. This training will be completed in the next quarter. Areas of concern include the following:

1. Address multiple questions individually and completely
2. Presenting Problem includes historical information and corresponding time frames
3. Family history needs to include significant information on biological parents, sibling relationships, family history of mental illness, etc.
4. Can not assess substance abuse severity without administering an instrument to assess severity such as SASSI
5. Past GAF score is for the previous year and current GAF score if for previous 30 days
6. Treatment Plans must indicate start dates, consumer comments and level of care
7. Treatment goals need to be written in the client's words

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 – 97.0%, August – 95.5%, and September – 94.7%. The average for the quarter was 95.7%. 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 APS 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 54 such surveys were distributed. Consumers returned 46 for an 85% 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. | 4.78 |
| 2. I was involved in my treatment plan.                        | 4.65 |
| 3. I feel my concerns were handled in a confidential way.      | 4.60 |
| 4. I have benefited from the services received.                | 4.50 |
| 5. I would refer other to this agency.                         | 4.50 |

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 67 clients this quarter. A total of 4 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.

#### Outcomes Measurement Report:

The following chart is a reflection of our first quarter 2007/2008 fiscal year results. We had an average of 80% of our consumers meeting their GAF score goal. This was an increase of 11% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 5% increase from the previous quarter. The progress made toward treatment goals shows an average of 1.56. This average shows on the scale between minimal and average progress. Our no show rates were high in July but showed improvement in August and September. The average no show rate for this quarter was 14%.

This was a 3% increase from the previous quarter.

MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY					
	July	August	September	Current Qtr.	Previous Qtr.
GAF Scores	63% met goal	83% met goal	94% met goal	80% avg for qtr	11% increase from last qtr
Progress Toward Treatment Goals	14/16, 88% made progress for an average of 1.36 on a scale of: None-0, Minimal-1, Average-2, Significant-3	21/23, 91% made progress for an average of 1.67 on a scale of: None-0, Minimal-1, Average-2, Significant-3	16/16, 100% made progress for an average of 1.65 on a scale of: None-0, Minimal-1, Average-2, Significant-3	93% avg for qtr, 1.56 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	5% increase from previous qtr, .03 increase in progress from previous qtr
No Shows/ Clients	17%	14%	11%	14%	3% increase in the no show rate from previous qtr

January 15, 2008

The Integrated Behavioral Health Outpatient staff met in October and November during this last quarter. Interviewing techniques and thorough assessments were covered on November's training. In December 2007 program staff completed the annual MANDT training.

In October 2007, we conducted a professional review of 13 open cases. In November 2007, we conducted a professional review of 27 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 13 open and 27 closed cases. We found no faults in 15 cases that were reviewed and minor errors in 25 cases.

The case audits reflected a need for additional training in the area of assessment and

information gathering. This training will be completed in the next quarter. Areas of concern include the following:

1. Address multiple questions individually and completely
2. Presenting Problem includes historical information and corresponding time frames
3. Family history needs to include significant information on biological parents, sibling relationships, family history of mental illness, etc.
4. Can not assess substance abuse severity without administering an instrument to assess severity such as SASSI
5. Past GAF score is for the previous year and current GAF score if for previous 30 days
6. Treatment Plans must indicate start dates, consumer comments and level of care is based on CAR scores

During this quarter the individual progress notes for 138 cases 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 content of the note reflects the actual service provided.

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 treatment modality and problem statement addressed during the session.
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.

The staff of Okmulgee-Okfuskee County Youth Services Inc. completes its own weekly billing with EDS. We continue to use our billing tracking system in house to analyze the reimbursement rate of our billing services. Our reimbursement rate for initial billing continues to be in the 90<sup>th</sup> percentile. The following are the percentages by month for this quarter – October – 97.25%, November – 98.7%, and December – 98.0%. The average for the quarter was 98.0%. 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 APS 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 56 such surveys were distributed. Consumers returned 45 for an 80% 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. | 4.77 |
| 2. I was involved in my treatment plan.                        | 4.62 |
| 3. I feel my concerns were handled in a confidential way.      | 4.60 |
| 4. I have benefited from the services received.                | 4.50 |
| 5. I would refer other to this agency.                         | 4.50 |

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 92 clients this quarter. A total of 2 clients could be reached by telephone. There were 90 surveys mailed with 14 responses from families. There were 18 returned as undeliverable. The overall response rate for this quarter was 17%. 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.

#### Outcomes Measurement Report:

The following chart is a reflection of our second quarter 2007/2008 fiscal year results. We had an average of 84% of our consumers meeting their GAF score goal. This was an increase of 4% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 2% decrease from the previous quarter. Those making progress made more overall progress than in the previous quarter. The progress made toward treatment goals shows an average of 1.87 which was an increase of .31 on a scale of 0-3. This average shows on the scale between minimal and average progress. Our average no show rate for this quarter was 14%. This was a 2% increase from the previous quarter.

MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY					
	October	November	December	Current Qtr.	Previous Qtr.
GAF Scores	78% met goal	85% met goal	88% met goal	84% avg for qtr	4% increase from last qtr
Progress Toward Treatment Goals	24/27, 89% made progress for an average of 1.80 on a scale of: None-0, Minimal-1, Average-2, Significant-3	22/26, 85% made progress for an average of 1.69 on a scale of: None-0, Minimal-1, Average-2, Significant-3	16/16, 100% made progress for an average of 2.13 on a scale of: None-0, Minimal-1, Average-2, Significant-3	91% avg for qtr, 1.87 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	2% decrease from previous qtr, .31 increase in progress from previous qtr
No Shows/ Clients	17%	13%	17%	16%	2% increase in the no show rate from previous qtr

April 15, 2008

The Integrated Behavioral Health Outpatient staff met in January, February and March during this last quarter. During this quarter staff received training in the area of Ethics and the Intake and Assessment Process.

In January 2008, we conducted a professional review of 44 open cases. In February 2008, we conducted a professional review of 3 open cases and 9 closed cases. In March 2008, we conducted a professional review of 27 open cases and no 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 74 open and 9 closed cases for a total of 83 cases. We found 19 files with no faults and 64 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 and GAF scores.
4. 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 read progress notes detailing services for 130 clients.

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 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. 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 within 10 days of last session or contact.

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 – 95.3%, February – 94.5%, and March – 97.0%. The average for the quarter was 95.6%. Often times, we are able to correct a billing error and collect further reimbursement for services.

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 75 such surveys were distributed. Consumers returned 54 for a 72% 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. | 4.77 |
| 2. I was involved in my treatment plan.                        | 4.68 |
| 3. I feel my concerns were handled in a confidential way.      | 4.69 |
| 4. I have benefited from the services received.                | 4.51 |
| 5. I would refer other to this agency.                         | 4.61 |

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 92 attempted contacts. This is a response rate of 16%. Those unable to be reached by telephone were mailed a satisfaction survey with a SASE but none have been returned to-date. There were no areas of concern identified during this quarter's surveys.

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. 83% of the agency's therapists have met the requirement of completing and turning 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.

Outcomes Measurement Report:

The following chart is a reflection of our third quarter 2007/2008 fiscal year results. We had an average of 84% of our consumers meeting their GAF score goal. This was the same percentage as the previous quarter.

Our consumers' progress toward reaching their treatment goals showed a 17% decrease from the previous quarter. The progress made toward treatment goals shows an average of 1.49. 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.

MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY					
	January	February	March	Current Qtr.	Previous Qtr.
GAF Scores	87% met goal	84% met goal	80% met goal	84% avg for qtr	Remained the same as last qtr
Progress Toward Treatment Goals	17/23, 74% made progress for an average of 1.50 on a scale of: None-0, Minimal-1, Average-2, Significant-3	18/27, 67% made progress for an average of 1.37 on a scale of: None-0, Minimal-1, Average-2, Significant-3	4/5, 80% made progress for an average of 1.60 on a scale of: None-0, Minimal-1, Average-2, Significant-3	74% avg for qtr, 1.49 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	17% decrease from previous qtr, .38 decrease in progress from previous qtr
No Shows/ Clients	19%	19%	23%	20%	4.0% increase 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:

4. Lack of documentation to reflect the attempts to engage the client and family in services.
5. Lack of documentation to reflect gaps in services or indicate that case was in the process of closure.
6. 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.
7. Lack of documentation as to which Problem Statements were addressed during the session.
8. 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.

MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY					
	April	May	June	Current Qtr.	Previous Qtr.
GAF Scores	66% met goal	76% met goal	66% met goal	69% avg for qtr	13% decrease from last qtr
Progress Toward Treatment Goals	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
No Shows/ Clients	11%	10%	11%	11%	2.0% decrease in the no show rate from previous qtr

# **TREASURER'S REPORT**

# TREASURER'S REPORT

Page 1











# **FINAL AGENCY BUDGET**



**PROPOSED  
OFFICERS  
&  
BOARD OF  
DIRECTORS**

# **PROPOSED OFFICERS**

## **2008-2009**

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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 2008-2009**

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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

**RON SAWYER**  
BEGGS, OKLAHOMA

**KRISTIN CUNNINGHAM**  
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**BENITA CASSELMAN**  
OKMULGEE, OKLAHOMA

**JANNA DUGGAN**  
HENRYETTA, OKLAHOMA