

# Table of Contents

## Okmulgee-Okfuskee County Youth Services, Inc.

### Annual Report

### 2008-2009

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<b>Purpose</b> .....	<b>2</b>
<b>Board of Directors 2008-2009</b> .....	<b>3</b>
<b>Staff Members</b> .....	<b>4</b>
<b>Report of the Chairperson</b> .....	<b>6</b>
<b>Annual Report</b> .....	<b>7</b>
Director’s Report.....	8
Program Reports .....	10
<b>Report of Services 2008-2009</b> .....	<b>23</b>
<b>Annual Evaluation - Plan &amp; Report 2008-2009</b> .....	<b>28</b>
Strategic Plan .....	29
Worker Satisfaction .....	37
Client Satisfaction Surveys.....	38
Organization Consumer Based Planning & Assessment.....	42
Needs Assessment.....	43
Corporate Compliance.....	45
Risk Management.....	47
Accessibility .....	48
Technology Report .....	51
<b>Goals and Objectives 2009-2010</b> .....	<b>53</b>
<b>Quality Assurance and Utilization Review Reports</b> .....	<b>77</b>
<b>Treasurer’s Report</b> .....	<b>89</b>
<b>Final Agency Budgets 2008-2009</b> .....	<b>96</b>
<b>Proposed Officers and Board of Directors 2009-2010</b> .....	<b>98</b>

# 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 2008-2009**

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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

## 2008-2009

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### EXECUTIVE DIRECTOR

Jackie Miller

### ADMINISTRATIVE ASSISTANT

Johnetta Harris

### JOLTS DATA ENTRY SPECIALIST

Karin Weaver

### OUTREACH COORDINATORS

Elise Brown, Okmulgee County  
Portia Butler, Okmulgee County  
Sandi Golden, Okfuskee and Okmulgee County  
Shelly Green, Okmulgee County  
Joe Jackson, Okmulgee County  
Kim McNac, Okfuskee and Okmulgee County  
Dana Moody, 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

### SHELTER HOME COORDINATOR

Mollye M. Furch

### SHELTER HOME NURSE

Ethellea Frye

### GRADUATED SANCTIONS & TRUANCY COORDINATOR - OKMULGEE

Erick Starr

### SHELTER HOMES

Tina Anecito  
Russell & Trisha Bailey  
Glynnis Coleman and Jamie  
Gay Dahl  
Don and Kathy Frankum  
Linda Martin

**CLINICAL COORDINATOR**

Linda Yeager

**INTENSIVE SERVICES PROGRAM**

Elise Brown, BHRS

Jim Fuller, LPC applicant

Heather Hogan, LPC applicant

Dianna Humphrey, LPC

Pam Ittner, LPC

Dana Moody, BHRS

Crystal Walker, LPC applicant

Linda Yeager, LPC

# **REPORT OF THE CHAIRPERSON**

## **Board of Directors**

### **2008-2009**

**Carol Smith**

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This year has come with many challenges. The nation's economic crisis not only affected our personal lives, but also the daily operations of the Okmulgee-Okfuskee County Youth Services aka Anne Moroney Youth Services. Many adjustments were made to insure the continued services of this institution. The Board of Directors was pleased with the successful changes implemented to the programs that benefit the children and families needing services.

During the past year, the agency was able to complete all program and financial audits with no recommendations. As the new fiscal year begins, The Board of Directors is confident that the agency will continue to successfully implement program services that make the welfare of children its number one priority.

Carol Smith, President  
Board of Directors

# **ANNUAL REPORT**

# ANNUAL DIRECTOR'S REPORT

## 2008 - 2009

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

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### *PREFACE*

The 2008 – 2009 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. The 2008 – 2009 fiscal year represents Chapter 33. November 1, 2008 marked the 100<sup>th</sup> birthday of Anne Moroney. Affectionately called Judge Anne for her many years on the bench, she remains an honorary board member. Rightfully, the book and the agency bear her name.

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 again had no room for simplicity – approximately 5,305 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 33*

In Chapter 32 perseverance was described. In 2008 – 2009 we persevered. The road was tough at times and we did not achieve all our goals but what counts is that at the end of the year Okmulgee-Okfuskee County Youth Services was at the finish line. Within eight days of finishing the 2008 -2009 fiscal year, the agency received a perfect report on its program services and financials from the Office of Juvenile Affairs, the Oklahoma Association of Youth Services and independent auditor, Saunders & Associates.

Achievement of standards is paramount in maintaining funding. Achieving standards and providing quality services is paramount in maintaining agency programs. Achieving goals is not always easy. Many times one must do what others won't and one must go above and beyond what is expected. The desire to achieve the best is what makes the staff and Board of Anne Moroney Youth Services unique and successful. Former football coach, Lou Holtz, once said. "Ability is what you're capable of doing. Motivation

determines what you do. Attitude determines how well you do it.”

It is without a doubt that the staff of Anne Moroney Youth Services has ability, motivation and attitude. The ability of the staff has been amazing this past year. Reviewing the results of the LifeSkills Training post tests which indicate 100% of the classes ( classes total for the year) improved their knowledge of life skills and drug and alcohol awareness. Reviewing the program results for the Family Resource and Support Program in which staff overwhelmingly surpassed 80% of the contractual mandates. Reviewing the Integrated Behavior Health Outpatient Program (IBHOP) in which 88% of the program’s clients showed progress in reaching their treatment plan goals. Reviewing the IBHOP’s billing and collection rate of 96% for the 2008 -2009 fiscal year. Reviewing the 1 Eighty Program’s successful completion rate of 84% for program participants. Reviewing the Consumer Based Planning Tool which showed 100% of the respondents felt that staff was knowledgeable, professional and courteous and that services were effective, necessary and timely.

These percentages definitely lend one to agree with this quote from Zig Zigler, “It is not your aptitude, but your attitude, that determines your altitude.” It truly is each staff member’s attitude of compassion and caring for kids that has helped Anne Moroney Youth Services soar to these high altitudes of accomplishment in 2008 - 2009.

Soaring to the top of the mountain may be difficult at times and one must always be wary of the turmoil in the air that surrounds the top of the mountain. Turmoil, whether created from within or fraught from without, can always spell disaster. The tasks of 2009 -2010 will be difficult and turmoil will abound due to the economic state of Oklahoma and the Nation. Our altitude for 2009 – 2010 will be determined by how well we support one another and how well each employee and Board member maintains a positive attitude under trying economic times. This next year will be a survival of the fittest due to budget cuts in state funding. Creativity and planning will be of the essence. Employee’s attitudes and willingness to accomplish new services will be tried. Despite the dismal prognosis for the upcoming year, I believe that the Board and staff of Anne Moroney Youth Services have the fortitude and perseverance to maintain all program services and all employee positions.

Anne Moroney Youth Services is blessed with a Board of Directors and staff who have ability and attitude and who have achieved high altitudes of accomplishment in the arena of program service delivery and in meeting client and program goals. Maybe even more important is that each staff member and each Board member is a person of character that desires to provide excellent services to the youth and families of Okmulgee and Okfuskee Counties. Legendary basketball coach John Wooden provides an inspirational quote for each of us, “Ability may get you to the top, but it takes character to keep you there.”

Anne Moroney Youth Services will definitely be playing hard ball in 2009 – 2010. The final goal for June 30, 2010 will be to finish the year by maintaining all program services and staff positions.

# PROGRAM REPORTS

2008-2009

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## SHELTER HOME PROGRAM

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Staff: Mollye M. Furch

The Shelter Program at Okmulgee-Okfuskee County Youth Services provides short-term care for youth from all areas of Oklahoma. Respite care is provided to local families in Okmulgee and Okfuskee Counties. The respite program offers parents and guardians an opportunity for a break and is intended to give both the youth and their parent a cooling off period.

Okmulgee-Okfuskee County Youth Services is one of many shelter programs in the state of Oklahoma. Aside from providing respite care, the program provides shelter care for children who may be in Department of Human Services, Office of Juvenile Affairs or tribal custody. The Shelter Home Program offers children ages 0-18 a family like atmosphere in a host-home. Children can be at ease in a safe, comfortable home where they are provided uninterrupted sleep, recreational and educational opportunities and eat three meals a day. These necessities are sometimes taken for granted. Our goal is to provide quality services, not only to the children in our county, but also to other youth in our state.

We currently have three certified Shelter Homes and are always recruiting new families. Each of our Shelter Homes undergoes an extensive background check and a home study before they are certified. References are checked and a home safety assessment is completed prior to the final certification. All Shelter Home Parents receive training prior to any youth being placed in their home and additional training opportunities are conducted throughout the year.

The Shelter Home Program is part of a statewide referral system. During the last year the program received over five hundred referrals seeking emergency shelter placement. In the past year the program has recruited and certified shelter home parents that provide care for children with special needs. This past year saw one shelter home family provide care for a young child who exhibited both verbally and physically aggressive behaviors. Upon arrival the child was very upset and angry because this was one more placement after so many other placements. This child had been in DHS custody for many years and hoped to be adopted soon. This child was welcomed into the shelter family's home and quickly felt comfortable. The child's behavior was great which pleased the caseworker. Upon discharge, the caseworker advised that the child would be placed with a foster family that was willing to seek counseling, to schedule doctor appointments and to see him succeed.

## **OUTREACH PROGRAM**

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Elise Brown, Portia Butler, Sandi Golden, Shelly Green,  
Joe Jackson, Kim McNac, Dana Moody, Wiley Ryal

The School Based Outreach Program had another outstanding year. The program continued to utilize the Character Counts!, PATHS, LifeSkills Training and the Daniel Memorial Independent Living curriculums. Okmulgee County schools participating this year were: Beggs, Dewar, Henryetta, Morris, Okmulgee, Okmulgee High School Alternative, Okmulgee County Alternative Academy, Preston, Schulter, and Twin Hills. Okfuskee County schools participating this year were: Bearden, Boley, Graham, Mason, Okemah, Paden and Weleetka. HIV/AIDS classes were conducted for Bearden, Beggs, Boley, Graham, Mason, Okemah, Okmulgee, Paden, Preston, Schulter, Weleetka and Wilson.

The curriculums utilized by the School Based Outreach Program are divided by class grades. The first curriculum is Character Counts! and it consists of the "six pillars of character." Those pillars are trustworthiness, respect, responsibility, fairness, caring and citizenship. This curriculum is presented to pre-kindergarten through second grade students. The Character Counts! goal is to form a more positive school and community environment. Staff often sees students in the community and the students recalling different lessons to staff. There was one incident when a student approached a staff member in Wal-Mart. The student stated she had been a good citizen and her mother commented that she has noticed a difference in her child.

The second curriculum is PATHS (Promoting Alternative Thinking Strategies) and is for third through fifth grade students. The PATHS goal is to supply information, techniques, and conduct activities that help students expand their thinking skills, encourage responsibility and boost their academic performance. Throughout the program the students are encouraged to think independently, to increase their self-esteem, to be responsible and to strive for success. A student's mother commented that PATHS had helped her son with his self-esteem. She said her son had not been active at home or school and now she has noticed a new side of him.

The third curriculum is called LifeSkills Training and is for sixth through eighth grade students. Youth are introduced to the cause, effects and violence associated with drug, alcohol and tobacco use; making informed decisions and working together in a group; media influence/impact and its affect on the habits of teenagers; coping with anxiety, frustration, and anger; enhancing communication and social skills; learning positive ways to be more assertive and speaking up for yourself, especially when it comes to resisting peer pressure; resolving interpersonal conflicts; and resisting and responding to peer group pressure.

Youth are given the opportunity to learn many new things as a result of the services provided by OOCYS. They participate in activities such as the D.U. Eyes, role plays, group activities, and are given one on one interaction with the program facilitators. The

D.U. Eyes activity simulates what it is like to “drive” while intoxicated. A set of special goggles is given to the youth and the youth is asked to “drive” an “obstacle course” while using a steering wheel provided by the facilitator. It becomes obvious that it can’t be done without hitting a pedestrian/cone. The activity gets the youth to thinking about the negative consequences associated with underage drinking. Another fun activity in which the youth participate is called Interactive Nights Out. In this activity the youth get to act as a class using an interactive computer program that facilitates the consequences of using drugs and alcohol. Simulations are played based on the youth’s decisions, and different scenarios are played out with different results. This simulation provides youth with a real time response to the positive and negative decisions that they get to make.

The LifeSkills Training curriculum uses many different learning tools to spark the interests of the youth to make better decisions concerning tobacco, drugs, and alcohol. Youth are given the information that many adults had to learn through the school of hard knocks concerning these and other related topics. Youth are shown how to communicate and use social skills that will enhance their chances of success in this fast paced and ever changing world. The goals of the program are to promote good health and enhance personal development. One teacher had the following to say, “You guys offer a quality program, and we love to have you come!” Teachers really believe that program staff make a difference in student attitudes concerning drug and alcohol abuse, and are excited to have us back each year.

The Daniel Memorial Independent Living Skills curriculum deals with the needs of today’s youth in means of earning a living and caring for their families. Each student is taught the skills necessary to apply, interview, accept and maintain employment. The students are introduced to and apply for employment through the Oklahoma Work Force program. The students are taught to recognize the difference in a luxury and a necessity. Managing one’s money and interacting appropriately with one’s family, peers, co-workers and superiors is emphasized. The students are also taught how to care for their health, their home and their families. The topics discussed range from understanding how to rent an apartment to budgeting monthly expenses such as the rent, utilities, food, day care, insurance premiums and car payments.

This class promotes independence as well as self esteem. It encourages positive behaviors among the students and allows for discussion on behavior that is acceptable and of behaviors that are not acceptable. Students are taught to examine the consequences of negative behaviors, both the short and long term effects. Each student is encouraged to take responsibility for his or her actions and to strive to reach their highest level of ability. Teaching positive emotional behavior and development by encouraging high self esteem through focusing on positive self concepts and esteem may be the most crucial area taught.

The School Based Outreach Program hosted a drinking and driving assembly at Henryetta High School on Friday, April 17, 2009. This assembly was intended to warn students of the dangers of drinking and getting into a vehicle with someone who has

been drinking alcohol. Robert Frost, Chief Investigator Okmulgee County District Attorney's Office, opened the program by telling the students about some of the alcohol related accidents that he has worked over the years. He presented a slide show that portrayed the destruction and devastation of these accidents. After the assembly, the students were taken outside to see the mock crash that was set up to portray a two vehicle accident. Students of Ms. Megowin's Speech and Drama class acted as victims in the vehicles, with one student portraying the drunk driver. Students and faculty watched as Henryetta fire fighters used the jaws of life to remove a student from one car while another student was being loaded into an ambulance. Two other students were given sobriety tests then "arrested" and taken away in a patrol car. When the students came back inside, a mock funeral was set up for the victim of the accident. Mike Kennedy, Director of Baptist Village, performed the service. Robert Frost closed the program with a reminder to the students to think twice before they make the decision to drink and drive. Henryetta's prom was scheduled for the very next evening and the goal for this assembly was to deter students from drinking and driving at their prom and thereafter.

The 7<sup>th</sup> Annual Okmulgee County Eighth Grade Girls Spring Tea was held on April 28, 2009 at Green Country Technology Center. It was a great success. A total of 260 girls attended either the morning or afternoon session. The tea focused on abstinence and encouraged the girls to make good choices in their relationships. The girls were treated to inspirational talks and a delicious buffet, which included two chocolate fountains and two flowing punch fountains. This year's guest speakers included Miss Okmulgee County-Christina Clayton, OJA Juvenile Justice Specialist -Texanna James and Morris Public School teacher and MADE member-Maggie Guynes. Each of these ladies spoke on the importance of abstinence in today's society and reaching one's goals.

The 7<sup>th</sup> Annual Okfuskee County Spring Tea was held on April 30, 2009. The 6<sup>th</sup> Annual Okfuskee County Boys Bash was held on May 7, 2009. The Spring Tea and the Boys' Bash were successfully conducted. Planning was crucial to developing successful events. There were 67 girls from the seven schools in Okfuskee County and 81 boys. The speakers were exceptional. The goal was to present a positive abstinence message and to let the participants know they are special. The comments were very positive, confirming that they listened and learned about abstinence.

Other positive comments were about the food, the speakers and the prizes. The boys' negative comment was that there should be more prizes for everyone. The boys and the girls made positive comments about the invitations, "I like how my name looks on the little card!"

The host church, First Christian Church, was very supportive and worked with the agency on both events. This year, the church members contributed not only their time but they also recruited other community partners to participate in the events. Other churches participated by volunteering their time, donating gifts and door prizes and making food for both the events. The donations included a three-tier wedding cake, cookies and a bride doll. The First Christian Church is a strong influence in this community and they were a

very important part in the success of this year's Okfuskee County Spring Tea and Boys Bash.

The 5<sup>th</sup> Annual Okmulgee County Eighth Grade Boys Bash was held on May 6, 2009 at the Green Country Technology Center. A total of 255 youth, and their teachers, attended the event. The annual event promotes abstinence and making positive choices about sex and relationships. The youth were treated to Massey's Bar-B-Que sandwiches and plenty of soft drinks and cookies. The speakers for this years event included both local and area wide men who are willing to share their stories on abstinence and making the hard choices that becoming a man brings from our post industrial society. The first speaker was Mr. Ray Gray, an Okmulgee native and long time youth worker, who currently works for the Okmulgee-Okfuskee County Youth Services, Inc. Mr. Gray treated the youth to his perspectives on what it takes to become a man by using three life skills that he deems important to their development: courage, common sense, and self esteem. The youth seemed to appreciate his streetwise perspective and he met with many of them on a level that they could understand. The next speaker was Mr. Dennis Wilhite. Mr. Wilhite is the director of the Okmulgee County Alternative Academy and works extensively with county youth who need specialized instruction to complete graduation. Mr. Wilhite spoke on the difficulties of finishing your education while trying to also be a responsible teenage father. Mr. Wilhite did not sugar coat the grim realities for dropouts due to unplanned pregnancies of youth.

The keynote speaker was Mr. Glen Haueter, a Tulsa area businessman who volunteers his time spreading the word on abstinence and making positive choices regarding sex and relationships. Mr. Haueter works closely with the Oklahoma Family Policy Council and a program called K.E.E.P. which stands for Kids Eagerly Endorsing Purity. Mr. Haueter dazzled the youth with a video clip of some of his college sports activities, and then he spoke to the youth about abstinence, respect, and boundaries. Mr. Haueter's message focused on the sacred nature of sex and that boundaries are meant to protect and preserve that moment until marriage. The youth seemed to understand and respond to his message and he was very focused on audience participation.

While the youth were listening to the speakers and enjoying the food, staff was giving away door prizes of footballs, baseballs, baseball gloves, fishing poles, and autographed OU pictures of former Heisman Trophy winners. The grand prize was a full size basketball goal generously donated by the Rev. Rex A. McDowell and his Compass Assembly of God Church, located on the loop. The youth were treated to a basketball finger spin contest in which the winning youth had his pick of the basketballs. The youth that participated were very talented and the entire crowd seemed to enjoy the feats of finger dexterity. As a thank you gift, each eighth grade boy received a complimentary toy football with Boy's Bash 2009 on it to remember the message of abstinence and that their community is behind their positive choices regarding sex and relationships. Special thanks for the event are as follows: East Central Electric CO-OP, Inc., Morris High School Honor Society/Boys, Pastor Rex A. McDowell and Compass Assembly of God, Massey's Bar-B-Que,

Agency staff in conjunction with the Okfuskee County Community Partnership Board planned and implemented the Weleetka Fun Day on June 27, 2009. There were 19 participants (6<sup>th</sup>, 7<sup>th</sup> & 8<sup>th</sup> grade girls and boys) for a full day – 9:00 am to 3:00 pm – of activities and learning groups. It was an important activity for the community and the youth. The principal stated, “This event is very positive for our kids and I am glad it’s at our school.

## **1 EIGHTY PROGRAM**

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Joe Jackson and Kim McNac

The 1-Eighty Program coordinators Joe Jackson and Kim McNac recruited two new members to serve on the 1-Eighty Graduation Panel. They continued to work closely with the district court, county/municipal courts, Office of Juvenile Affairs, county schools, parents, and local law enforcement agencies to gain referrals. .

Program facilitators, Joe Jackson and Kim McNac, attended a mandatory state training given by PREP Educational Products, Inc. in conjunction with the Oklahoma Association of Youth Services (OAYS). As a result, of this training, new materials and curriculum were introduced into the 1-Eighty Program’s weekly classes. Program facilitators introduced a new leader’s manual along with a parent and a teen manual into the weekly classes. Many new activities were also introduced due to the training. The activities and curriculum were changed, by OAYS and PREP as a pilot program across the state. Program facilitators were required to poll class members after each new session to get feedback on the new curriculum. Once this information was gathered, the facilitators were required to compile the information and make a report to OAYS and PREP staff.

One of the new activities was called “the magic wand.” Parents and youth were separated and each was given an opportunity to wave a magic wand and change one thing about the way their life was going. Both the youth and parents were polled and then brought back together and their answers were discussed. One youth admitted that if he could change one thing about his life it would be that, “I had never smoked marijuana and never got on the street.” One parent made the statement that, “I would have paid more attention to what my child was doing and who they were hanging around and I would give them more time with me.”

One notable story that occurred during the past year was the following: One young participant was referred to us for shoplifting at one of the local stores. After they had attended a couple of classes with their parent they turned 18 and could come by themselves. This person came to class alone when a parent could not make it, although most of the time the parent did attend. After the participant completed all of the required classes they told the class that they wanted to keep coming because they liked it so much. Although the participant did not attend any more than the required seven classes, they were very sincere in their desire to do so.

Another notable story included a youth that was referred by parents for having problems running away, drug issues, and general behavior issues. The youth did not want to attend the program, but the child's mother was adamant that they attend. Once the child had attended three sessions they settled in and started to participate in class. The parents said that within the seven weeks of program attendance the youth had stopped the negative behavior and they had noticed a difference in attitude and responsibility. The child also maintained school attendance during that period, which they weren't doing before the class.

1 Eighty Program Coordinator Joe Jackson co-facilitated an early intervention project in conjunction with the local Office of Juvenile Affairs Staff, at Okmulgee High School. At-risk students were identified by the high school principal to participate in a class with life skills curriculum designed to facilitate better choices and deter penetration into the criminal justice system. Joe Jackson taught many of the classes and worked closely with OJA staff to provide one-on-one prevention, and hands on activities designed to stimulate the positive decision making capabilities of the identified at-risk youth.

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

Erick Starr

The Okmulgee County Truancy Program Coordinator (Erick Starr) collaborated with all nine Okmulgee County Schools to provide truancy services for youth on the verge of failing or quitting school. Each school was visited on a weekly basis; this allowed the school and the Truancy Coordinator to work together on finding and getting the youth back to school.

Each Okmulgee County Schools was very helpful and maintained professional confidentiality during the school year. During some home visits the local Police Departments and the Sheriff's Office provided escorts and reinforcement for the Truancy Coordinator. The following procedures were followed in an effort to enforce the Oklahoma Truancy Laws: A phone contact was made to the referred applicant. The referred student's parents were then notified of their child's attendance report and enlightened of the Truancy rules and consequences. If the phone contact did not help the student's attendance, the Truancy Program Coordinator made a home visit to make a visual appearance with or without the local Police Department. The family again received information regarding Oklahoma's truancy laws and information regarding a possible citation. If both phone contacts and home visits proved unsuccessful, the school would write a letter to the District Attorneys Office requesting further legal action that may include a citation or possible jail time.

The first semester of the 2008-2009 school year jumped into high gear with 52 referrals from the county schools. The Truancy Coordinator contacted all 52 clients by phone and made 36 home visits. A total of six students transferred to out of county schools, two students transferred to another Okmulgee County school and two students pursued a

GED. The remaining 42 referrals remained in school and improved their attendance. The Graduated Sanctions Coordinator had monthly meetings with the county schools to review each individual referral. The Graduated Sanctions Program Coordinator also made school contacts with the at risk students before they penetrated further into the Truancy Process. Many times this would allow the student to recognize his/her problem and fix the situation. No citations or warrants were issued to any of the referred students or parents.

The second semester of the 2008-2009 school year saw 35 students referred to the program. The Truancy Coordinator contacted all 35 referrals by phone and conducted 22 home visits. Of those 35 referrals; two students chose to pursue home schooling and three students were referred to the Okmulgee County District Attorney's Office for excessive absences.

## **OKMULGEE COUNTY GRADUATED SANCTIONS**

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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.

The Okmulgee Graduated Sanctions Program provided sanctions to 69 youth from July 1, 2008 to June 30, 2009. The Okmulgee Graduated Sanctions Program had a 75.5% completion rate and 24.5% premature termination rate. The Graduated Sanctions Program Coordinator collaborated with the following agencies to provide services and positive outcomes for local youth: Okmulgee County - Schools, Municipal Courts, Sheriffs Office and Police Departments, Y.M.C.A., Salvation Army, Work Force, Office of Juvenile Affairs, Compass Assembly of God and the agency's 1 Eighty Program. These agencies provided referrals and Council participation throughout the fiscal year.

The Graduated Sanctions Program recruited three new council members from the local community. As a result, The Graduated Sanctions Council grew to twelve members for

the year. This allowed the youth to experience different sanctions and ideas from many community leaders. During the Graduated Sanction Council meetings the following sanctions were exercised: community service, letters of apology, lecturing, compensation, 180 program, counseling, mentoring, curfew compliance, drug testing, home visits and phone compliance.

The Graduated Sanctions Coordinator was fortunate to mentor two of the referred youth by making home and recreational visits. The youth enjoyed the contact as well as the Coordinator. The Graduated Sanctions Program focuses on providing youth with the tools and necessities to better their life and to make more positive choices.

### **INTEGRATED BEHAVIORAL HEALTH OUTPATIENT PROGRAM**

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Elise Brown, Jim Fuller, Ray Gray, Dianna Humphrey, Pam Ittner,  
Dana Moody, Crystal Walker and Linda Yeager

Integrated Behavior Health had a very successful year by serving 306 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 and Behavior rehabilitation specialists:

Aiden is a 4 year old male who was referred for counseling by his mother. Aiden's father was deceased. Aiden had just started Pre-K and after the first two weeks of school Aiden came home sad stating that he is the only student that does not have a dad at school. Aiden started asking questions about why he doesn't have a dad, why did his dad have to die and why none of the other kid's dads had died. It became so bad that Aiden would cry at school, refuse to go to school, throw fits at home demanding to see dad and yell and scream at mom. While mom worked with the school, Aiden worked in individual psych-rehab on being able to understand the meaning of death, client learned that he can't visit dad like he would another family member who is living, client also learned that death is final and that dad is never coming home. After a few months, client was no longer crying at school, he was no longer mad or sad that dad is not in his life; he learned coping skills and ways to talk to mom about dad without yelling and screaming. At case closure client was happy and doing better in school.

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A 16 year-old Caucasian boy was referred for services by DHS due to his sexual abuse of his two younger siblings. Client's treatment history showed admittance to an inpatient facility for about nine months and outpatient services with another agency with little or no success. After DHS took custody, client was placed with other family members.

Even though client reported that he was cured of his sexual abuse issues, he showed little or no remorse for his behaviors. At times client's behaviors were very manipulative. He seemed confident and gave a quick answer to everything. Through the therapeutic process, client was able to identify that he had not been truly remorseful for his actions and discovered his desire for sexual gratification and justification overrode any thoughts of remorse. He has since spoken to his family and to those he offended to apologize. Client states that every time he sees his younger siblings, he does not have thoughts of abusing them but thoughts of how he violated their rights and how wrong it was. Client has shown progress in setting up boundaries that will prevent him from fantasizing on sexual materials and from being alone with children. He is now being supervised as he participates with his church youth department.

Client was making improvements as he had a job and was visiting his parents and siblings every other weekend. Even his behaviors around the home in which he were living were improving. Unfortunately, client was unable to accept that he could not have everything just the way he wanted it at the moment he wanted it so he blew his placement. Prior to being placed outside of his family, client was finally able to identify his manipulative behavior, understand how inappropriate it is, how it affects so many lives, and that he really does not want to have this kind of behavior. The therapist identified and processed with client that this is a learning experience, it is up to him to change.

Eloise is a 4 year old female who was referred for counseling by her mother as she was getting teased at home and at school for her speech impediment. It had gotten so bad that client no longer wanted to go to school. While client's mother and her school teacher worked to get client a speech therapist, client worked in individual therapy on being able to express her feelings without crying. Family sessions were conducted to work on her siblings being more accepting of her. Within a few months, client was doing well enough that she asked that the counselor no longer visit her at school because she was having so much fun in class that she didn't want to miss anything.

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GS, a 9 year old male, and his sister SP, five, were referred for services by their maternal grandmother after the clients began to have problems with the way he interacts within the family. G lived with maternal grandparents most of his life with visits to his parent's home when Dad was in town. His sister, S, lived with mom and dad on property adjoining the grandparents. On Mother's Day, dad became violent and threatened to kill the client, his younger sister and their mother. When Mom called grandmother, she came to get them. Dad followed them to grandparent's home and continued to threaten.

Grandparents were given custody of the client and his sister and they began services. G struggled to admit that he had any difficulty in his interactions but with time began to work on the hurts in his life and the fear of his violent father. He was disrespectful to his grandmother especially after visits with his parents. He began to get stomachaches when he would keep what was going on with his parents inside. Slowly, he began to talk to his grandmother about what was being said by his parents. He was repeatedly told that he would be forced to live in their home, even though the parents have not done what the court has required to regain custody. As he continues to express his feelings to grandmother and grandfather, he has improved his life and health.

S was also having difficulty after separation from her parents. She would throw fits and cry when told "no", an effective method to get her way in her parent's home. S was very verbal about her sadness and sense of loss. She slowly began to be more comfortable within grandparent's home. She was able to understand that the homes were different and had different expectations. While she occasionally tried to revert to old coping skills, grandmother was consistent with consequences and S gradually became content in the home of her grandparents.

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

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 doctors of South Tulsa Maternity and Pediatric Associates.

The program had a total of 180 screens this past year. Of these, 41 resulted in assessments and 26 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 913 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, T

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>
10-23-08	First Aid/Safety	Okmulgee Head Start	6
11-12-08	Child/Family Mental Health	Okmulgee Head Start	8
11-18-08	Child/Family Mental Health	Beggs Head Start	13
02-11-09	Nutrition and Budgeting	Okmulgee Head Start	15
02-19-09	Nutrition and budgeting	Okmulgee Early Head Start	10
03-05-09	Domestic violence/Child Abuse Prevention	Creek Nation Head Start	10
03-24-09	Child Abuse Prevention	Okmulgee Early Head Start	5
03-25-09	Child Abuse Prevention	Okmulgee Head Start	15

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>
09-09-08	Leaf Wreaths	Henryetta Head Start	10	30
10-13-08	Jack-O-Lantern Faces	Henryetta Head Start	14	22
10-13-08	Jack-O-Lantern Faces	Henryetta Early Head Start	5	6
10-23-08	Leaf Wreaths	Okmulgee Early Head Start	6	9
11-18-08	Leaf Wreaths	Beggs Head Start	6	5
12-11-08	Candy Cane Ornaments	Okmulgee Head Start	14	28
12-15-08	Christmas Ornaments	Youth Services	17	27
02-13-09	Valentine Necklaces	Creek Nation Daddy & Me	65	95
04-09-09	Wind Socks	Henryetta Head Start	10	29
05-06-09	Mother's Day Cards	Henryetta Head Start	8	27
06-11-09	Water Balloon Play	Youth Services	8	11

Program staff participated in many public awareness projects throughout the past year. The Family Resource and Support Program staff participates in the Okmulgee County Resource Coalition, which represents the Okmulgee County Child Abuse Prevention Task Force. April is Child Abuse Prevention Awareness Month. This is a special month that is devoted to making our community more aware of the ways in which they can help prevent child abuse. Each year, at the beginning of April, the County Commissioners sign a Proclamation proclaiming April as Child Abuse Prevention Awareness Month. This year ribbon tying events to commemorate each confirmed Okmulgee County child abuse case was held at Okmulgee Primary School, Morris Elementary School and the Creek Council House Museum. The Okmulgee County Child Abuse Prevention Task Force created a Blue Ribbon Tree that was displayed at the Okmulgee Public Library throughout the month of April.

Participation also occurred in the Week of the Young Child March which is hosted by the Creek Nation Office of Child Care and Head Start Program. The parade begins at the First Baptist Church parking lot and proceeds down 4<sup>th</sup> street to Morton, around the Creek Council House Museum on the Square and back down Grand to 4<sup>th</sup> street and ends at the church. The Okmulgee High School Drum Corp leads the way. The children march, ride in strollers or on/in decorated trucks or trailers. Some of the children have homemade musical instruments that they play. There is usually a clown or two in the group. The merchants and their patrons come out onto the sidewalks and cheer on the children. This event gets bigger and better each year with more people joining in the March and one can truly see the community becoming more involved and taking note of the issue of Child Abuse.

# **REPORT OF SERVICES**

# OKMULGEE-OKFUSKEE COUNTY YOUTH SERVICES, INC. AGENCY REPORT ON SERVICES PROVIDED 2008-2009

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**SHELTER:**

<u># of Youth</u>	<u>Avg. age</u>	<u>Avg. stay</u>
63	7.0	8.7 days

<u>Top Four Referral Sources</u>	<u># of Referrals</u>	<u>% of Total</u>
Okmulgee County Child Welfare	14	22.22%
Oklahoma County Child Welfare	17	26.98%
Creek Nation Children & Family	22	34.92%
Parent/Guardian	8	12.70%

<u>Top Two Referral Reasons</u>	<u># of Referrals</u>	<u>% of Total</u>
Awaiting Placement	55	87.30%
Family Crisis	8	12.70%

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

Ages 7 and under	38
Ages 8-12	11
Ages 13-18	14

Male youth served	49.20%
Female youth served	50.80%

<u>Race</u>	<u>Percentage</u>
American Indian	42.86%
White	26.98%
African American	30.16%
Hispanic	0.00%

**FIRST TIME OFFENDER:**

<u>Avg Age</u>	<u># of Youth</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
15.8 years	56	1155.55	470.55

<u>Top Four Referral Sources</u>	<u># of Referrals</u>	<u>% of Total</u>
Municipal-Beggs & Morris	11	19.64%
Okmulgee Municipal Court	10	17.86%
Parent	7	12.50%
Okmulgee County OJA	6	10.71%

Top Four Referral Reasons

Drug / Alcohol Problems	18	32.73%
Law Violation	15	26.79%
School Problems	6	10.71%
Home/Family Problems	6	10.71%

**OUTREACH PROGRAM - PREVENTION EDUCATION:**

Okfuskee County	1068 Students	73 Groups
Okmulgee County	<u>3692 Students</u>	<u>187 Groups</u>
	4760 Students	260 Groups

**SPECIAL EVENTS**

Okfuskee County	623 Students
Okmulgee County	<u>1960 Students</u>
	2583 Students

Okfuskee County Schools:

Bearden	99
Boley	30
Graham	40
Mason	112
Okemah Alternative School	29
Okemah Middle School	144
Paden	265
Weleetka	<u>349</u>
Total	1068

Special Events – Okfuskee:

7 <sup>th</sup> Annual Spring Tea	67
6 <sup>th</sup> Annual Boys Bash	81
HIV/AIDS Classes	456
Weleetka Fun Day	<u>19</u>
Total	623

Okmulgee County Schools

Beggs	599
Dewar	176
Henryetta	543
Morris	808
Okmulgee	646
Preston	415
Schulter	213
Twin Hills	<u>292</u>
Total	3692

Special Events – Okmulgee	
7 <sup>th</sup> Annual Spring Tea	260
5 <sup>th</sup> Annual Boys Bash	255
HIV/AIDS Classes	1145
Henryetta Mock Crash	<u>300</u>
Total	1960

**GRADUATED SANCTIONS PROGRAM:**

<u># of Youth</u>	<u>Avg. Age</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
62	15.8	665.84	637.09
<u>Top Four Referral Reasons</u>			
Law Violation	44	70.97%	
Drug/Alcohol Problems	8	12.90%	
Curfew Violation	4	6.45%	
Truancy	3	4.84%	

Top Four Referral Sources

Okmulgee Municipal	21	33.87%
Parent	4	6.45%
OJA - Okmulgee	6	9.68%
Henryetta Municipal, Beggs & Morris Municipal	26	41.94%

**INTEGRATED BEHAVIORAL HEALTH OUTPATIENT PROGRAM:**

(Title XIX & CARS, OJA Community Based)

<u># of Youth</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
306	5228.50	4100.50 Direct 1128.00 Indirect

**FAMILY RESOURCE & SUPPORT PROGRAM:**

		<u>#Ages &amp; Stages</u>	<u># of Home Visits</u>	
<u># of Screens</u>	<u># of Families</u>	<u>Screens</u>	<u>Completed</u>	<u># of Assessments</u>
180	58	158	913	41

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

**Staff Provided Direct \*\*** 9,944.24

<b>INDIRECT SERVICES</b>	<b><u># of Hours</u></b>
Administrative Time	4307.30
Community Development	200.52
Community Education (Includes Prevention Education Presentations)	3292.12
Consultation & Supervision	1548.66
Crisis Intervention – Youth	24.83
Information & Referral	2008.41
Program Development	7933.77
Staff Development	269.74
Training Delivered	76.00
Training Received	789.97
Travel – Indirect	<u>2170.41</u>
Total:	22,621.73

**Total Direct and Indirect Service Hours  
32,565.97**

\*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

## 2008-2009

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### EVALUATION PLAN

The evaluation plan included an effort to sample client/consumer satisfaction, agency satisfaction and employee satisfaction while identifying 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 the 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.

### ONGOING PLANNING PROCESS

In order to develop and implement a Strategic Plan for Performance Improvement, an agency must be involved in a continual planning process. The following summary outlines the strategic planning process of Okmulgee-Okfuskee County Youth Services, Inc.

In May and December, the agency conducts a Consumer Based Planning Tool Assessment in order to ascertain the needs of the communities served and agency's ability to meet those needs. A survey is sent to law enforcement agencies, school officials, District Attorney Offices, Juvenile Services Unit of the Office of Juvenile Affairs, Child Welfare Unit of the Department of Human Services, Municipal Court officials, the County Health Department, Muscogee (Creek) Nation, local schools, and other community-based agencies. The survey addresses issues such as the relationship between the two agencies; what Okmulgee-Okfuskee County Youth Services can do to improve relationships; what the unmet needs in the community are; and proposed way the entities may partner to meet those needs. The results from the survey are compiled, a written summary is prepared, and the results are reviewed by the agency's management team. In addition the agency conducts a community needs assessment in September of each year. The community needs assessment is distributed to all students in a designated class throughout both Okmulgee and Okfuskee County. For example the assessment may be distributed to all third grade students for their parents to complete. The community needs assessment is designed for community members to identify needs that they see in their particular community. In evaluation, the agency's management team compares the organization's strengths and abilities to the community's needs and makes recommendations regarding the ways in which the agency can feasibly meet those needs.

The Consumer Based Planning Tool and the Community Needs Assessment are two ways in which Okmulgee-Okfuskee County Youth Services assesses the needs of the communities served and expectations of stakeholders. It is also used as a guide in creating the annual Strategic Plan for Performance Improvement.

In June, the Administrative Team begins preparations of the new fiscal year's (July through June) Strategic Plan for Performance Improvement by: 1) reviewing quarterly outcome data reports of the current fiscal year; 2) reviewing mid-year reports of client and stakeholder satisfaction and post-discharge data; 3) reviewing quarterly internal quality assessment reports; 4) reviewing mid-year progress toward agency and program goals and objectives; 5) reviewing the new Community Needs Assessment; 6) reviewing year-to-date budget reports and 7) projecting funding levels for all contract, grants, programs and services of the agency for the new fiscal year. Each management team member will then begin changes, revisions, deletions and/or additions to the program goals and objectives of his/her respective programs, and the management team will together review, revise, and/or make additions to the agency short term and long term goals.

In September, the new Strategic Plan for Performance Improvement will be finalized and presented to the staff for their review and discussion. The Strategic Plan for Performance Improvement will be presented to the Board of Director's for their review and approval at the annual board meeting. The Strategic Plan will include the on-going planning process, the information management system, the needs assessment process, the agency's performance in the areas of: 1) input from the persons served; 2) cultural competence, a description of the programs and services provided, organizational and program goals and objectives, the outcomes management system and quarterly reports, consumer satisfaction bi-annual reports, the post-discharge data bi-annual reports, the internal quality assessment system and quarterly reports, and the way in which the plan will be used and disseminated for performance improvement. The approved Strategic Plan for Performance Improvement will be made available to all staff, consumers, funding sources, and the community stakeholders.

Upon Board approval, the administration and the staff are responsible for complete implementation of the Strategic Plan. The management team will conduct quarterly quality assessment reviews. Management team members will gather the effectiveness, efficiency, and accessibility data for the Outcomes Management System and prepare quarterly reports for their respective program areas as appropriate. Agency staff will conduct quarterly quality assessment review as outlined in the Internal Quality Assessment description and prepare the necessary quarterly reports. Designated staff will collect consumer satisfaction data and post-discharge data and prepare the respective quarterly reports. Completed reports will be submitted to the Executive Director and reviewed with agency staff for their discussion and recommendations. The completed reports and recommendations will then be presented quarterly to the Board of Directors during the November, January, and May board meetings, and for the fourth quarter in September when the agency's Annual Management Report is presented to the Board of Directors for approval. The Board of Directors will decide the necessary action based on the reports and the recommendations of the Executive Director

A mid-year evaluation of the Strategic Plan for Performance Improvement will be conducted during the month of January. This will ensure that the organization and each program are on task and in line with required quarterly and bi-annual reports, reviewing progress toward organizational and program goals and objectives, reviewing compliance with the Ongoing Planning Process plan, and making recommendations for adjustments to the plan. Results of the mid-year evaluation process will be presented to staff for discussion and input. Any recommendations for adjustments to the Strategic Plan will be presented the Board of Directors for approval at the January meeting.

In July, the process of end-of-the-year program evaluations and the preparation of the Annual Management Report for the recently completed fiscal year will begin. Final quarterly reports for outcome management data and internal quality assessment will be completed. Agency staff will begin to prepare written reports regarding percentage of goals and objectives achieved by their respective program areas. Administrative staff will prepare written reports regarding progress made toward achieving short term and long-term organizational goals. Demographic data collected throughout the year on population per program category served will be compiled. Written analysis of the demographic data comparing the previous fiscal year to the recently completed fiscal year will be completed by the Executive Director. The written analysis will include recommendations for program changes and/or performance improvement. The Executive Director and program staff will review program progress made for the year at a regularly scheduled staff meeting in July or August. During these meetings, the management team will discuss their findings and make recommendations for quality improvement of programs and services of the agency. These findings may result in the revision of the current year Strategic Plan for Performance Improvement; those changes will be presented to the Board for approval. The Annual Management Report will be presented to the Board of Directors for approval during the agency's annual meeting in September. The approved Annual Management Report will be presented to staff for discussion, input and recommendations for quality improvement. The approved Annual Management Report will be made available to consumers, funding sources, and community stakeholders.

As the agency cycles through this planning process, it is assured that the quality of care and services to consumers across all programs will improve.

## **SWOT ANALYSIS**

The core of a strategic planning process is to identify strengths, weaknesses, opportunities, and threats (SWOT). We have focused on those most likely to impact agency operations and progress towards reaching our goals and objectives.

Strengths: There are a number of key strengths possessed by Okmulgee-Okfuskee County Youth Services.

1. Staff: Okmulgee-Okfuskee County Youth Services has one of the best staff in the state of Oklahoma. Staff members are caring, professional and trained many

curriculum, treatment modalities and techniques. This staff strives to provide quality services while caring for individual needs of the children and their families, which is the cornerstone of our mission.

2. **Array of Services:** Okmulgee-Okfuskee County Youth Services has built an impressive continuum of services. The agency offers emergency shelter in the Shelter Home Program, prevention education in the schools through the Character Counts!, PATHS, LifeSkills Training and Daniel Memorial Independent Living Skills curriculum, prevention education to youth and their parents in the 180 (First Time Offender) Program, outpatient counseling, truancy prevention and community service opportunities through the Graduated Sanctions Program.
3. **Community Support:** While not the most visible organization in town, Okmulgee-Okfuskee County Youth Services is well thought of and respected for the services we offer. The agency has established collaborations and partnerships and uses these to reach untapped markets. Okmulgee-Okfuskee County Youth Services enjoys excellent working relationships with local schools as well as state agencies including the Juvenile Services Unit of the Office of Juvenile Affairs, the Child Welfare Division of the Department of Human Services, the Oklahoma State Department of Health and Deep Fork Community Action. Okmulgee-Okfuskee County Youth Services also enjoys an excellent working relationship with Muscogee (Creek) Nation.
4. **Cash Flow:** Okmulgee-Okfuskee County Youth Services has a strong management team, composed of the Board of Directors and the Executive Director that has maintained a cash flow that encompasses 3+ months.

**Weaknesses:** Any organization will have some weaknesses. Understanding those weaknesses is the key to avoiding problems because of those weaknesses. Lack of strengths in key areas can be considered a weakness.

1. **Awareness:** Okmulgee-Okfuskee County Youth Services, biggest weakness is public awareness. Agency staff spends the majority of time in provision of services rather than in public awareness. The agency will increase awareness by distributing additional program fact sheets to all program participants.
2. **Capacity:** Okmulgee-Okfuskee County Youth Services strives to maximize the productivity of all staff. This is inclusive of direct care staff, management staff and administrative/support staff. Finding the optimal combination is the key to addressing the revenue needs of the agency. Okmulgee-Okfuskee County Youth Services intends to certify five current staff members as Behavioral Health Rehabilitation Specialists (BHRS) in the upcoming year to provide additional services to clients as well as increase revenue through federal reimbursement.

**Opportunities:** Opportunities represents the external potential for Okmulgee-Okfuskee County Youth Services to expand services and supplement existing programs.

1. **Proactive Staff:** The agency's management team is always thinking of alternative funding sources to expand services and resources. The establishment of the BHRS position and the provision of additional services to area schools have

created additional referrals to all agency programs. An increase in BHRS services by established and trusted youth Services' employees in the schools should help facilitate more referrals for services.

2. Need for Services: The current economic recession combined with increased mental health and substance abuse problems gives us the indication of further need for the services and programs offered by Okmulgee-Okfuskee County Youth Services. We feel the agency's continuum of care establishes us as the provider in the area best able to address these needs.

Threats: Threats are external concerns that are real and must be managed to assure they do not interfere with the operations or keep the agency from achieving its mission.

1. Qualified Staff: There is a shortage of qualified licensed counselors in rural Oklahoma. Okmulgee-Okfuskee County Youth Services intends to maximize the expertise of current qualified licensed counselors and augment the counseling program with experienced outreach staff. These staff members will be certified as Behavioral Health Rehabilitation Specialists for clients in need of rehabilitation services. Strategies for retaining current staff and recruiting new staff will continue to be examined.

2. Stagnant Funding: Reliance on state funding which is experiencing a shortfall has forced the agency to expand their search for additional funding sources and restructure contract budgets in order to continue to meet the needs of our service area. The agency intends to utilize the additional BHRS positions for federal reimbursement.

A SWOT analysis for Okmulgee-Okfuskee County Youth Services could go on much longer. For 2009 – 2010 the agency will focus its time, efforts and resources on the above issues. The Executive Director and the Board of Directors will review the agency's SWOT analysis, program outcomes and the agency's financial solvency quarterly.

## **CULTURAL DIVERSITY**

The Executive Director completes an annual cultural breakdown of the service area, Board of Directors, clients and staff. The purpose of the breakdown is to compare the ratios within the four groups and to recognize any shifts in populations that may identify recruiting efforts, training areas, need for input, and needed shifts in services. Information was obtained from the U.S. Census Bureau and the Office of Juvenile Affairs Juvenile on Line Tracking System (JOLTS). Analysis of the data indicates that population totals have remained unchanged over the past few years.

**Cultural Diversity Statistics for Counties, Board of Directors, Clients and Employees**

	<b>County</b>	<b>Okfuskee</b>	<b>Okmulgee</b>	<b>Total</b>	
	<b>Total Pop</b>	11,172	39,219	50,391	
Category					
White		7,105	26,630	33,735	<b>66.95%</b>
African Am.		1,117	3,608	4,725	<b>9.38%</b>
Amer. Ind.		2,089	5,451	7,540	<b>14.96%</b>
Asian		11	78	89	<b>0.18%</b>
Haw./Pac Is.		0	0	0	<b>0.00%</b>
Other		593	2,353	2,946	<b>5.84%</b>
Hispanic		<u>257</u>	<u>1,099</u>	<u>1,356</u>	<b><u>2.69%</u></b>
Totals		<b>11,172</b>	<b>39,219</b>	<b>50,391</b>	<b>100.00%</b>

**Board of Directors**

Category					
White				5	<b>50.00%</b>
African Am.				3	<b>30.00%</b>
Amer. Ind.				2	<b>20.00%</b>
Asian				0	<b>0.00%</b>
Haw./Pac Is.				0	<b>0.00%</b>
Other				0	<b>0.00%</b>
Hispanic				<u>0</u>	<b><u>0.00%</u></b>
Totals				10	<b>100.00%</b>

**Clients**

White				3,459	<b>65.20%</b>
African Am.				524	<b>9.88%</b>
Amer. Ind.				895	<b>16.87%</b>
Asian				9	<b>0.17%</b>
Haw./Pac Is.				0	<b>0.00%</b>
Other				282	<b>5.32%</b>
Hispanic				<u>136</u>	<b><u>2.56%</u></b>
Totals				5,305	<b>100.00%</b>

**Employees**

White				11	<b>55.00%</b>
African Am.				4	<b>20.00%</b>
Amer. Ind.				5	<b>25.00%</b>
Asian				0	<b>0.00%</b>
Haw./Pac Is.				0	<b>0.00%</b>
Other				0	<b>0.00%</b>
Hispanic				<u>0</u>	<b><u>0.00%</u></b>
Totals				20	<b>100.00%</b>

**INFORMATION MANAGEMENT SYSTEM**

Okmulgee-Okfuskee County Youth Services facilitates a variety of procedures and conducts regular meetings with all stakeholders for the purpose of efficiently obtaining and distributing information. Stakeholders include funding sources, referral sources, community agencies, board members, administration, staff, consumers, and the community.

**Funding Sources:** Most funding sources (i.e. Office of Juvenile Affairs, the Oklahoma State Department of Health and Oklahoma Health Care Authority) are supplied with invoices, which in some cases detail the number and type of service provided. Monthly reports from the Juvenile On-line Tracking System (JOLTS) are provided to the Office of Juvenile Affairs. Monthly reports from the OCAPPA data base are provided to the Oklahoma State Department of Health. Weekly data regarding Medicaid services provided is supplied to the Oklahoma Health Care Authority through the EDS system. The majority of the services provided by the agency are entered into JOLTS or OCAPPA which are the primary data managers of program statistics for Okmulgee-Okfuskee County Youth Services. In order to assess the quality of services provided as well as contract compliance, the majority of the agency's funding sources conduct an annual site audit where client files, personnel files, fiscal records, and policies and procedures are reviewed. The results of these audits and the responses of the Administration are reported to the staff and the Board of Directors by the Executive Director. Additional information provided to our funding sources includes a copy of the annual audit, a copy of the Annual Management Report and additional information as requested.

**Community Partners:** Members of the management team and direct service staff meet regularly with community partners and referral sources for the purpose of sharing information regarding consumer updates, referral information, and agency news such as personnel and administrative changes. Administrative, clinical, and direct service staff also participate on a variety of community task forces, groups, and organizations for the purpose of sharing updated agency information, learning about new developments within other organizations, and promoting the programs and services of Okmulgee-Okfuskee County Youth Services throughout the community. A copy of the Annual Management Report is made available to community partners and the community at-large via the agency's website at [www.annemoroneyouthservices.com](http://www.annemoroneyouthservices.com).

**Advisory Board:** The Executive Committee of Board of Directors of Okmulgee-Okfuskee County Youth Services meets every month of the fiscal year and the whole Board meets bi-monthly. At each meeting the Board is provided minutes from the previous meeting; financial reports detailing the previous month's expenditures and revenues; updates on new programs and services; and an Executive Director's report. Quarterly, the Board of Directors reviews and approves the Program Outcomes Reports, the Corporate Compliance Report; and the Quality Assurance/Utilization Reports. In addition, the Board reviews the agency's strategic plan quarterly. Annually, the Board receives and approves the Accessibility Plan, the Strategic Plan for Performance Improvement, the Annual Management Report, the annual budget, the Policies and Procedures, the annual fiscal audit, the annual Form 990 and site visit findings from each funding source. The minutes and supporting documents from each meeting are available in the Executive Director's office.

**Staff Meetings:** Okmulgee-Okfuskee County Youth Services conducts a general staff meeting twice a month for the purpose of sharing general agency information with all agency staff from all program areas. Counseling staff has a weekly staff meeting to discuss client information in addition to the general staff meeting information. Information discussed during the general staff meetings include Board of Directors decisions pertinent to staff; miscellaneous agency business; community needs assessment; coordination of services internal and external to the agency; agency-wide program updates; the reviews reports and documents of the agency including policies and procedures, reports regarding health and safety inspections and drills, Outcomes Management analysis data reports, Consumer Satisfaction data reports, Internal Quality Assessments reports, Post-Discharge data reports, the Strategic Plan for Performance Improvement Plan, the Annual Management Report, the annual budget and monthly budget reports, and any other documents that are pertinent and related to agency business.

**Expectations of Clients and Stakeholders:** It is the policy of the agency to maintain an open line of communication with clients, their families, and other stakeholders (including funding and referral sources) and to afford each client, family member, and stakeholder adequate opportunity to express opinions, recommendations, and complaints. Therefore, any client may at his/her discretion provide in writing any opinion, recommendation, or complaint by sending it to the Executive Director's office. The Executive Director will follow agency policy and give each opinion or recommendation due consideration. The agency also conducts quarterly Client Satisfaction and Annual Stakeholder Satisfaction surveys and follow-up surveys in order to request and assess the client's opinion regarding the quality of care he/she is receiving or has received. A copy of the Strategic Plan for Performance Improvement and Annual Management Report is available online via the agency's website at [www.annemoroneyyouthservices.com](http://www.annemoroneyyouthservices.com). The agency relays information to the community through brochures, public announcements and by participating in and presenting to various civic clubs, community organizations, school functions, and advisory committees. The above processes are designed to give the agency an opportunity to evaluate, improve, and report on the quality and effectiveness of the services provided. Consumers on the waiting list will be contacted weekly and their needs for services will be monitored in accordance with the Waiting List Policy.

**Community Education and Development:** The staff of Okmulgee-Okfuskee County Youth Services provides information regarding the programs and services of the agency to the community by participating in a presenting to various civic clubs, community organizations, job fairs, agency information fairs, school functions, chamber activities and advisory boards and task forces. The staff present the programs and services of the agency to the public at large in a way that helps reduce stereotyping of individuals served, assists the community in accessing services, and promotes diversity issues. The programs and services of the agency are also communicated through feature articles in the local newspaper, radio programs, the agency's annual report and services of Okmulgee-Okfuskee County Youth Services by providing current information and human interest stories that demonstrate how individuals were helped by the agency.

The strategic plan is designed to allow the agency an opportunity to evaluate, improve and

report on the quality, effectiveness and efficiency of the services provided.

# EVALUATION RESULTS

## 2008-2009 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. Management developed a new Employee Satisfaction Survey this year that encouraged each employee to express their satisfaction with the agency as well as their personal performance. All salaried and contract staff were encouraged to participate and suggestions were requested. There were seventeen surveys dispersed with twelve being returned for a participation rate of 71%. This is a decrease in participation of 7% from last year's survey.

After last year's employee satisfaction surveys, the management team had developed several areas to allow for more employee input and recognition in 2008-2009. 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. Depending upon contractual requirements weekly or monthly program outcome reviews will be established in an effort to better monitor employee's performance as well as to meet the program goals. Each staff member was encouraged to present an overview of their program's goals and activities at a monthly staff meeting and place an article in the newspaper. This was done in an effort to share program information and accomplishments.

This year's employee satisfaction surveyed indicated 11 out of 12 employees were satisfied to completely satisfied with their job, with their supervisor, with their compensation, with their overall job security and with the agency as a place to work. 10 out of 12 employees were satisfied with the morale of the people with whom they worked while 11 out of 12 employees were satisfied with their own morale. 100% of employees were able to agree that they were optimistic about the future of the agency, that they were proud to work for the agency and that the agency cared about its people.

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

1. Personal Days (Annual leave days were increased and 30 day advance request for leave was not enforced.)

2. Reduction in Paperwork (Unable to accomplish, all paperwork is consistent with contractual requirements)
3. Mileage Reimbursement for therapists (Unable to accomplish as there was no increase in program funding)
4. Additional fundraisers ( Economy of the community did not allow for additional fundraisers)

The management team felt that all last year's suggestions were very important but the nature of the suggestions did not lend for easy accomplishment or change.

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

1. Less paperwork
2. More office space

These suggestions will be reviewed by the management team but again prove difficult to change. The agency strives to keep the paperwork to contractual requirements only. The agency will be financially challenged in 2009-2010 because of the economy so additional office space will be unfortunately be a mute suggestion.

## **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 2008-2009, 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 satisfaction 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. – 4.57  
I was involved in my treatment plan. – 4.52  
I felt my concerns were handled in a confidential way. – 4.55  
I have benefited from the services received. – 4.31  
I would refer others to this agency. – 4.58

**Shelter Home Program Outcome Report**

I felt welcome when I came to the shelter. – 4.84  
The shelter rules and expectations were clearly explained to me. – 5.00  
During my stay, I've felt there were staff I could go to with a problem or if I just wanted to talk. – 5.00  
I felt safe during my stay at the shelter. – 5.00  
Overall, my stay at the shelter was positive. – 4.84

**First Time Offender Program Outcome Report**

The program was explained clearly to me at intake. – 4.60  
I feel that I was treated with dignity and respect. – 4.93  
My facilitator was prompt in starting and ending class. – 4.48  
I will be better able to handle my problems because of my participation in this program. – 4.45  
I feel others would benefit from this program. – 4.60

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 2008-2009 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.
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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	2008-2009 Total # of Clients: 9 out of 99 teachers surveyed – 10% return rate, 1900 Students		
	#	%	Outcome
	9 teachers, 1900 students	100%	100% of the teachers surveyed agreed to strongly agreed that students increased their understanding of the character traits – responsibility, respect, trustworthiness, fairness, caring and citizenship.
	9 teachers, 1900 students	100%	100% of the teachers surveyed agreed to strongly agreed that the Character Counts! program was a needed resource for their school.
9 teachers, 1900 students	100%	100% 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.		
Change Indicators	Teachers will identify if students' behaviors have improved related to Aggressive/Disruptive Behavior, 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	2008-09 Total # of Clients: 29 out of 86 teachers surveyed – 34% return rate, 1596 Students		
	#	%	Outcome
	29 teachers, 1596 students	97%	97% 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.

	27 teachers, 1596 students	93%	93% of the teachers surveyed agreed to strongly agreed that the PATHS program contributed to improved classroom behavior.
	27 teachers, 1596 students	93%	93% 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	2008-2009 Total # of Clients: 1264 students		
	#	%	Outcome
	1214	13%	13% increase in overall knowledge
	1214	19%	19% increase in drug knowledge
	1214	9%	9% increase in life skills knowledge
	1214	-0.05	0.05 decrease in the drug attitude score, average score 1.5 on scale of 1 to 5; the higher the number the more positive the student is about tobacco, alcohol and drugs
1214	+0.20	0.20 increase in the drug refusal score, average score 4.3 on scale of 0 to 5; the higher the number the more likely the student is to say "no"	
50	4%	4% 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	

	1214 students, 75 classes	100%	100% of the classes improved their scores from the pre-test to the post-test
Program Evaluation	The outcome results reflect increased awareness and knowledge in each of the five 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. There were 139 assessment tools distributed to school administrators and classroom teachers, caseworkers, law enforcement officers, judges and other community members and 125 returned. The response rate was 90% in 2008-2009, a 16% increase from the previous year.

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 2008-2009. Of those agencies and individuals responding, 90% stated that they were aware of the services that OOCYS offers to the community. On the other hand, only 75% of the respondents believe the public is aware of OOCYS' services. Individual awareness decreased by 3% while public awareness increased by 2%. Regardless of these results the area of public awareness continues to be listed as a perceived weakness of the agency. During this past year the agency promoted services through public presentations, newspaper articles, community fairs as well as our web page. In the upcoming year the agency will provide each student involved in services an agency program fact sheet

Of those responding, 100% agreed that the relationship between our agency and their agency was positive. 100% of the respondents agreed that our coordinators / counselors were knowledgeable and professional. 100% of the respondents agreed that the services' offered by OOCYS were an effective and necessary part of the community. When asked, 100% of the respondents agreed that services were provided in a timely manner and 100% agreed that their needs were met in a satisfactory and courteous manner.

The majority (96%) 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 2009-2010.

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 both strengths and weaknesses of Okmulgee-Okfuskee County Youth Services, Inc. The employees themselves are the agency's strength. As evidenced by the following remarks:

"Knowledgeable presenter. She respected the time she had and used her time wisely. We look forward to her visits."

"Very child/client centered, flexible, professional staff."

"Wide range of services."

"Coordinators are well trained and knowledgeable of subject matter being taught. The activities are appropriate and the lessons keep the children involved."

"It's people – you have top quality professionals who always show up when they're suppose to (or they will call and let us know)."

"They want to work with the youth in our communities to help enforce positive actions."

"Excellent therapists, put the needs of clients first."

"The counselors work with teachers and children in a very professional yet personable manner."

"Strength in purpose. The youth services work hard to assist students to develop into successful people."

The weaknesses identified were:

1. The need for more counselors and more time in the classroom.
2. The need for more funding to be able to maintain and provide more services to the community.
3. The need for more public and professional 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 provide parenting classes, public awareness, bullying/sensitivity lessons and a 250 bed boot camp/holding facility. The recommendations from this year's assessment tool were reviewed and incorporated into our agency and financial program goals for 2009-2010.

## **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 state-wide Community Needs Assessment was completed and will be distributed by the Oklahoma Association of Youth Services on September 16, 2009. The agency intends to distribute 950 community needs assessments to all first graders in both counties. The OAYS office will utilize a scantron to tabulate the results. When the results are available an addendum to the annual report will be presented for approval to the agency's Board of Directors and the results will be made posted on the agency's website.

The above tools continue to assist Okmulgee-Okfuskee County Youth Services, Inc.'s Board of Directors and management team in developing the agency's strategic 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 2008-2009 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 2009. Our external audit reflected no recommendations or concerns for fiscal year 2008-2009. Additionally, OJA conducted regular financial audits and there were no issues associated with these audits. The agency did receive the following recommendations from the Internal Audit division of the Oklahoma State Department of Health:

1. Program staff that utilize OCAP state or match funds must complete a time and effort sheet that documents both time worked and services provided on the same piece of paper.
2. Disbursement of internet match costs to all agency programs regardless of contractual requirement.

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 289 families throughout 2008-2009. The Corporate Compliance Officer successfully conducted 80 consumer satisfaction surveys with consumers via the telephone. 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 2009-2010 with the exception that the Corporate Compliance Officer will attempt telephone contact with all open and closed cases by quarter rather than at 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 28% of the attempted consumer satisfaction surveys. This was a increase in our completion rate of

20% from the previous year. Of those surveys completed, the Corporate Compliance Officer reported only one concern. That concern was shared with the Clinical Coordinator and resolved with the counselor involved.

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 2008-2009 billing reimbursement rate for our Integrated Behavioral Health Outpatient Program. First quarter results were 95.2%, second quarter results were 97.0%, third quarter results were 95.6% and fourth quarter results were 96.0%. The average billing reimbursement rate for the year was 96.0%. This was a decrease of 1.1% from the previous year. The management team at Okmulgee-Okfuskee County Youth Services, Inc. feels that this is an excellent reimbursement rate. They also feel that the efforts of the billing clerk and the therapists to be conscious of deadlines and of family's eligibility status have had definite results.

The management team of Okmulgee-Okfuskee County Youth Services, Inc. will continue to bill our Behavioral Health Outpatient Services through the EDS process in 2009-2010.

There were no critical 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 critical incident reports. They were as follows:

The first critical incident occurred when a thirteen year old allegedly stole items and/or money from a retailer and a local church. No charges were filed. Said youth also chose to climb on the roof of the church and climb down without any injuries. The second incident occurred when a three year child fell and hit her head on the floor. The child did have a small bruise but a little ice and lots of hugs helped.

Okmulgee-Okfuskee County Youth Services, Inc. did not receive any consumer or personnel grievances in fiscal year 2008-2009. 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 2008-2009.

Okmulgee-Okfuskee County Youth Services, Inc. did receive one complaint during 2008-2009. The complaint involved the Integrated Behavioral Health Outpatient Program. The complaint was addressed and resolution was accomplished. The complaint was initially resolved by the parent agreeing to continue services with another therapist but then the 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 2008-2009.

## **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 continues to experience difficulty in the consistent completion of therapist's required billable hours for salary. The inconsistency results from multiple issues. This past year the agency realized a very low number of counseling referrals during the 2009 summer resulting in an inability to achieve required billable hours. In addition no show appointments, scheduling conflicts as well as therapist's time management skills also contributed to the risk. 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.

The economy of the state of Oklahoma effects tax revenues which in turns affects the amount of funding available to the agency. The agency did not experience a budget cut in program funding for 2008 -2009. The Executive Director and Board of Directors reviewed the agency's strategic plan in June 2009 as it is anticipated that the agency will experience funding cuts in 2009 – 2010. The agency's strategic plan will be

reviewed by the Executive Director and the Board of Directors at a minimum quarterly and more often if necessary. The agency's Executive Director will develop a plan of action that ensures the longevity of program services and employee's jobs.

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 2009-2010.

## **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).

The agency's Executive Director developed an accessibility survey tool in 2008 – 2009. This survey tool was completed by the accessibility team and a plan was developed for the upcoming year. The 2009 – 2020 Accessibility Plan was approved by the agency's Board of Directors on June 25, 2009.

## **ACCESSIBILITY PLAN 2009-2010**

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 yearly in June and December. 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 2009-2010.

**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. The above goals were accomplished in 2008 – 2009. Cultural diversity training, an open house, a new agency brochure (English and Spanish) and problem statements and goals in consumer's words will be the attitudinal accessibility goals for 2009 – 2010.

**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. The Health and Safety Coordinator completed all internal inspections and the agency passed the external inspections by the fire marshals. If funds are available the agency will purchase a handicap parking sign in 2009 -2010.

**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 be aware of agency's memorandum of understandings to provide interpreters for clients in the areas of Spanish, Creek or sign language. 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. The Health and Safety Coordinator addressed the above areas in 2008 - 2009. The Agency will continue to provide TDD and Relay Oklahoma Training. The agency will make available a large print orientation packet for consumers. The agency will ensure that agency client's rights and other signs are posted at the proper height in 2009 – 2010.

**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 more than 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. There were no transportation accessibility issues reported in 2008 -2009. The transportation accessibility plan remains the same for the upcoming year.

**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. The Health and Safety Officer did complete all required inspections in 2008 – 2009. If funding is available the agency intends to purchase handicap accessible signs for the two agency bathrooms and additional flashing light alarms for the bathrooms and meeting areas.

**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. The agency will continue the current financial accessibility plan into 2009 -2010 while seeking additional federal reimbursement through certification of current staff as Behavioral Health Rehabilitation Specialists. The agency's director will also complete appropriate grant applications for current programs and for any new funding if located.

## TECHNOLOGY REPORT

## 2009-2010 PROGRAM YEAR

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Okmulgee-Okfuskee County Youth Services, Inc. strives annually to improve their technology program. Our program improvement depends upon financial resources and personnel resources. Okmulgee-Okfuskee County Youth Services, Inc. currently has five E-machines, XP OS desktops, one Compaq, 32 bit Vista OS desktop, two Pentium 4 widescreen laptops, six Compaq Presario V6000, 32 bit Vista OS, two IBM ThinkPad notebooks, three laser printers; two 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, DacEasy Accounting and Payroll Version 15, TrendMicro Internet Security, and Spy Sweeper spy ware. The above-mentioned software is loaded on all agency computers with the exception of the DacEasy Accounting and Payroll Program.

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 coordinated with APS to connect all agency therapists to an online treatment plan and approval process. This has increased approval time and implementation of services to consumers.

The agency's computers are not networked at the present time for the exchange of program information but are wirelessly connected for internet access. Eighteen computers utilize login and password protection. Okmulgee-Okfuskee County Youth Services, Inc. has two computers that electronically submit confidential data as a contractual requirement. 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.

During the past year the agency was blacklisted by its internet provider. The blacklisting was a result of inappropriate subject matter being attached to outgoing emails. The agency's Executive Director successfully fixed and controlled this security incident from reoccurring. Additional internet security software was purchased and installed on all computers with out of date virus protection, staff were restricted from opening personal emails, staff were restricted from accessing public internet sites and weekly virus scans were implemented. The agency's Executive Director also collaborated with John Cory, TAUW N-Tech Collaborative Manager to arrange for a security vulnerability assessment by students from the Oklahoma State University Institute of Technology's Capstone Project. The students assisted the agency in securing the Netgear software from outside users. The students also completed a Vulnerability Assessment on April 20, 2009 that highlighted ten areas of concern. The Executive Director intends to target and remedy those ten areas of vulnerability in 2009 – 2010 if funding allows.

The agency's Executive Director, John Cory and the Tulsa Technology Center collaborated on a student project that included the laying of networking cables throughout the office building at 1950 N Okmulgee. In the fall of 2009, it is hoped that another group of Tulsa Technology students will build a server for the agency. These students will install the server and network all agency computers to said server. The internet and all agency software with the exception of the DacEasy programs will be accessible to staff through the network. The agency will also run an internet security program through the server so that all employees' computers will be scanned daily and receive the latest available updates. The Vulnerability Assessment, the networking cables and the server were made available at no cost to the agency. This was possible through the agency's partnership with Tulsa Area United Way and specifically through N-Tech Collaborative's partnerships with community vendors.

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 the APS secure user website or on an agency 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 assisted the agency with web page updates as needed this past year.

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 2009-2010, 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.

# **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 2008. 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 2009, the Executive Director completed a mid-year evaluation. The program goals remained the same. Depending upon contractual and program requirements, the Executive Director continues to complete weekly and monthly audits on progress notes and program files. This continues to be done in an effort to accomplish the program goals and to increase each program staff's accountability.

In 2009-2010, 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 and program descriptions, 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 2% increase in Public Awareness yet a 3% decrease in awareness by those with whom we work. Public Awareness efforts need to continue as this year's respondents still felt that this is a weakness for Okmulgee-Okfuskee County Youth Services. Our agency goal for 2009-2010 will be to continue public awareness of our mission and services.

The Shelter Program goal was to recruit and maintain ten shelter homes in Okmulgee and Okfuskee Counties. There were three certified shelter homes at the end of this fiscal year. We had six shelter homes certified throughout this past year. We did provide shelter care to 63 youth this past year. This number was lower than our goal of 95 youth. The average length of stay was 8.7 days. Longer stays and fewer shelter homes made it difficult to meet the goal. The 2009-2010 goal for the Shelter Home Program will be seven shelter homes by June 30, 2010 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 Shelter Home Coordinator will complete five community speaking engagements to help make the public aware of the program and to recruit new shelter home families.

The Outreach Program goal for the school year was achieved and the results listed on

pages 25 -26 and 40 – 42 of this report indicate this program's success. The outreach staff was able to devote approximately 60% of their week to community summer activities in June 2009.

The 1 Eighty Program did not achieve its program goal of 96 youth in 2007-2008. This program was able to provide services to 56 youth and their families. This is an decrease in services to 25 youth and their families from the previous fiscal year. The Coordinators continued to attend all municipal court sessions in Okmulgee County but the juvenile dockets were lower than anticipated this past year. The 1 Eighty program will serve 96 youth in 2009-2010. Additional referrals will be sought from area schools as well as the Office of Juvenile Affairs in conjunction with those youth placed in Attendant Care. The agency's Graduated Sanctions Program will be another excellent referral source.

The Okmulgee County Family Resource and Support Program, which is funded by the Office of Child Abuse Prevention (OCAP), achieved all program goals except in the assessment area. The Okmulgee County Family Resource and Support Program achieved the following program results in 2008 -2009:

1. Home visitation services were provided to 58 families; requirement 50 families
2. 913 home visits were completed, requirement 892 home visits
3. 158 Ages and Stages were administered, requirement 124 Ages and Stages
4. 180 screens were obtained, requirement 104 screens
5. 41 assessments were completed, requirement 56 assessments

The Okmulgee County Family Resource and Support Program's goals will remain the same in 2009-2010 as they are contractual requirements.

The Community At-Risk Services (CARS) Program did not achieve 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 agency continues to seek a CADC or CAADC certified employee. The 2008-2009 goal to hire a Behavior Rehabilitation Specialist to implement the Daniel Memorial Independent Living Skills program to clients was achieved by hiring two full-time and one part-time staff member.

The Graduated Sanctions Program did not achieve its program goal of 98 participants. The program did provide services to 62 youth and families throughout the year. The program did recruit new Youth Council members but was unable to accomplish the goal of having at least three Council members present at each meeting.

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 77 to 88)

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

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**AGENCY'S GOAL 2009-2010**

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. All agency materials will have the new TAUW logo and will reflect that the agency is a Tulsa Area United Way partner. The agency will distribute a summary of program services to all students and families with whom they provide services during the 2009 – 2010 program year.

**Outputs:** Brochures will be distributed at community events, to school administrators, pediatrician offices, health departments, childcare centers, etc. and to all program recipients. 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.

## **FINANCIAL GOALS 2009 - 2010**

### **LONG-TERM FINANCIAL SOLVENCY AND CONTINUITY OF SERVICES:**

It is through the on-going work of the Board of Directors and the Executive Director working steadfastly on the state and local level; successfully implementing and maintaining quality programs and services under established contracts and grants, working vigorously to pursue new contracts and grants to supplement established programs or to begin new programs and services in response to the needs of the community; and to continue an on-going process of pursuing available funding that supports the programs and services within the mission of the agency that long-term financial solvency and continuity of services will be achieved. Furthermore, through the process of regularly monitoring and analyzing the revenue and expenditures for new and established programs; assuring that each program, contract and/or grant stays within the existing approved budget; taking appropriate action when expenditures exceed revenues; establishing programs and services that have the potential of showing a net gain which can in turn help support the other programs and services of the agencies; making fiscal decisions that help to build the cash flow capabilities of the agency thereby allowing the agency to develop and implement new programs and services; establishing new programs and services that are self-sustaining and adequately funded thereby not draining the agency of existing resources; the financial health and solvency of the agency will also be achieved.

**FINANCIAL GOALS:** Okmulgee-Okfuskee County Youth Services is approaching the current financial environment with a cautious, but proactive process. The corporation has developed several goals that will keep Okmulgee-Okfuskee County Youth Services a viable organization in this ever-changing fiscal system. Okmulgee-Okfuskee County Youth Services operates from a budget and receives an independent review of its operations. Okmulgee-Okfuskee County Youth Services, Inc. financial goals for 2009-2010 to help ensure financial security and continuity of service delivery are:

1. Maintain CARF accreditation, which will enable the organization to continue to bill Medicaid. Utilize all the RVU's approved through the APS process in meeting the needs of the person served.
2. Adhere to contractual guidelines and accurate documentation to maintain contracts with the Office of Juvenile Affairs-Community Based Youth Services and CARS contract, Office of Juvenile Affairs-JABG grant, Oklahoma State Department of Health-Office of Child Abuse Prevention contract and Tulsa Area United Way funding
3. Seek new funding opportunities either independently or collaboratively to provide additional youth services to the community.
4. Certify current staff that are eligible to be Behavioral Health Rehabilitation Specialists(BHRS), have BHRS provide individual and group sessions that will help augment services for clients and increase potential federal and state reimbursement

## **SHELTER HOME PROGRAM GOAL 2009-2010**

Okmulgee-Okfuskee County Youth Services, Inc. will recruit and maintain seven shelter homes in Okmulgee and Okfuskee Counties providing quality services to a minimum of 75 youth.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. has a .75FTE 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. The Shelter Home Coordinator will complete five community speaking engagements to help make the public aware of the program and to recruit new shelter home families.

**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 2009-2010

Okmulgee-Okfuskee County Youth Services, Inc. outreach coordinators will utilize 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. Individualized and group behavior rehabilitation services will be offered to identified students throughout the school year and during the summer.

**Input:** Okmulgee-Okfuskee County Services, Inc. has 5.5 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. Those Coordinators with the appropriate educational requirements and experience will provide individualized behavior rehabilitation services to identified students throughout the school year and during the summer.

**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. The rehabilitation services will be implemented to augment the agency's Integrated Behavioral Health Outpatient and CARS programs.

**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. Group and/or individual rehabilitation services will be provided throughout the community or in the home. 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. Group and individual rehabilitation services will be written into a youth's treatment plan as needed.

**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 2009-2010**

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 75 youth and/or their families participating in the program this next year.

- Input:** Okmulgee-Okfuskee County Youth Services, Inc. has 1.0 FTE which is comprised of two part-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. Coordinators will seek additional referrals from OJA through the Attendant Care 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 2009-2010**

Okmulgee-Okfuskee County Youth Services, Inc. will maintain the 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. The Truancy Program will receive 125 referrals of which five or less will be referred for prosecution.

- 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 2009-2010

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 50 referrals, which will result in more awareness of the Okmulgee County Graduated Sanctions Program. The 2009 -2010 program goal will be to have 50 participants and to successfully graduate a minimum of 80% of those participants.

**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**  
**2009-2010**

Contractual requirements mandate this program's goals. The goals will be as follows: to provide home visitation services to fifty families in Okmulgee County, to complete 104 screens, 56 Assessments, 892 home visits and 124 Ages & 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 2009-2010**

To certify a minimum of five current staff members as Behavioral Health Rehabilitation Specialists (BHRS) to implement the Daniel Memorial Independent Living Skills curriculum individually and in a group setting. To continue to seek an individual with a CADC or CAADC, if such an individual is employed to seek certification with the Oklahoma State Department of Mental Health and Substance Abuse Services (DMHSAS) and to develop additional outpatient education services for adolescent substance abusers.

**Input:** The agency currently has 1.0 FTE BHRS. Five current staff members will be certified to provide individual or group independent living skills to CARS clients. Okmulgee-Okfuskee County Youth Services, Inc. will have a CADC or CAADC or a licensed therapist on staff, who can present educational information and/or therapy on drugs and alcohol to adolescent substance abusers. Referrals will be from OJA.

**Activities:** CARS program will provide individual and/or group rehabilitation services for identified CARS clients that need independent living skills or mentoring. If able the CARS program will provide individual and family outpatient services for identified CARS clients that may have drug and alcohol issues.

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

**Outcomes:** Initial: Adolescent's knowledge will increase in 14 categories of independent living. Adolescent and parent's knowledge about the effects of substance abuse and addiction will increase.

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

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

**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.

## **QUALITY IMPROVEMENT GOALS 2009-2010**

To fulfill its purpose, Okmulgee-Okfuskee County Youth Services, Inc.'s QI Program holds the following Goals and Objectives for fiscal year 2009-2010.

*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 that 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) 2009-2010**

### **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 2009-2010**

### **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 2009-2010**

### **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: Integrated Behavioral Health Outpatient Billing 2009-2010**

### **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, 2008

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, Client Rights, Employee Safety, Internet Policy, Agency Mission, Philosophy and Organizational Chart, Grievance Procedures, Confidentiality, Record Keeping and HIPPA.

In July 2008, we conducted a professional review of 27 open and 32 closed cases. In August 2008, we conducted a professional review of 17 open cases and 18 closed cases. In September 2008, we conducted a professional review of 15 open cases. The charts were examined to ensure that the assessments were thorough, complete, and timely. We also examined the goals and objectives on the treatment plan to see if they were based on the assessment. We checked to see if the services being provided were the same as the services specified in the treatment plan, and if they matched. We also ensured that the person served was involved in choosing said service(s). We further checked to see if the documented date(s) of service coincided with the billed date and that the services reflected were those actually provided.

The total cases reviewed for this quarter was 59 open and 49 closed cases. We found no faults in 70 cases that were reviewed and minor errors in 28 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. Treatment goals need to be written in the client's words
5. Attention to detail page 13 is not always completed in entirety
6. Inconsistency in descriptions of similar client characteristics
7. Treatment plan objectives are too restrictive for client's overall well being

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 – 92.3%, August – 98.0%, and September – 95.3%. The average for the quarter was 95.2%. 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 billed again.

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. Our billing collection rate showed a decrease of 3.7% from the previous quarter.

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 64 such surveys were distributed. Consumers returned 53 for an 83% 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. | 4.53 |
| 2. I was involved in my treatment plan.                        | 4.45 |
| 3. I feel my concerns were handled in a confidential way.      | 4.53 |
| 4. I have benefited from the services received.                | 4.17 |
| 5. I would refer other to this agency.                         | 4.38 |

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 98 clients this quarter. A total of 22 clients could be reached. The Corporate Compliance Officer reported one concern this quarter. This concern was discussed with the Clinical Coordinator and the therapist involved. 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 2008/2009 fiscal year results. We had an average of 72% of our consumers meeting their GAF score goal. This was a decrease of 3% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 5% decrease from the previous quarter. The progress made toward treatment goals shows an average of 1.38. This average shows on the scale between minimal and average progress. Our no show rates were high in July and August but showed improvement in September. The average no show rate for this quarter was 17%. This was a 4% decrease from the previous quarter.

**MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY**

	July	August	September	Current Qtr.	Previous Qtr.
GAF Scores	79% met goal	62% met goal	74% met goal	72% avg for qtr	3% decrease from last qtr
Progress Toward Treatment Goals	23/28, 82% made progress for an average of 1.15 on a scale of: None-0, Minimal-1, Average-2, Significant-3	18/26, 69% made progress for an average of 1.35 on a scale of: None-0, Minimal-1, Average-2, Significant-3	17/19, 90% made progress for an average of 1.63 on a scale of: None-0, Minimal-1, Average-2, Significant-3	80% avg for qtr, 1.38 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	5% decrease from previous qtr, .29 decrease in progress from previous qtr
No Shows/ Clients	21%	24%	7%	17%	4% decrease in the no show rate from previous qtr

January 15, 2009

The Integrated Behavioral Health Outpatient staff met in October and November during this last quarter. Training was conducted in the following areas: Treatment modalities, agency mission and philosophy, cultural diversity, client rights, code of ethics, agency organizational chart and safety issues when providing out of office services. In December 2008 program staff completed the annual MANDT training.

In October 2008, we conducted a professional review of 27 open and 45 closed cases. In November 2008, we conducted a professional review of 3 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 30 open and 45 closed cases. We found no faults in 67 cases that were reviewed and minor errors in 8 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. Relationship section to encompass family, peer, authority, etc. relationships

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 gaps in services or indicate that case was in the process of closure.
2. 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.
3. Client response to describe clients reaction to that particular session and the content within session

The staff of Okmulgee-Okfuskee County Youth Services Inc. completes its own weekly billing with EDS. We continue to use our billing tracking system in house to analyze the reimbursement rate of our billing services. Our reimbursement rate for initial billing continues to be in the 90<sup>th</sup> percentile. The following are the percentages by month for this quarter – October – 94.25%, November – 91.3%, and December – 96.5%. The average for the quarter was 94.0%. Often times, we are able to correct a billing error and collect further reimbursement for services.

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

Therapists continue to be encouraged to complete treatment plan reviews by the due dates. This will continue to keep a low denial rate associated with gaps in coverage. Therapists were encouraged to regularly (once monthly) ask the client's legal guardian if their Medicaid

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

Two different satisfaction surveys are administered quarterly by two different means in an effort to allow consumers to express their satisfaction or dissatisfaction with our services. Satisfaction Surveys are hand delivered with an envelope for confidentiality. During this quarter 50 such surveys were distributed. Consumers returned 37 for a 74% 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. | 4.41 |
| 2. I was involved in my treatment plan.                        | 4.54 |
| 3. I feel my concerns were handled in a confidential way.      | 4.49 |
| 4. I have benefited from the services received.                | 4.57 |
| 5. I would refer other to this agency.                         | 4.41 |

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 45 clients this quarter. A total of 13 clients could be reached by telephone. The overall response rate for this quarter was 29%. 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 2008/2009 fiscal year results. We had an average of 75% of our consumers meeting their GAF score goal. This was an increase of 3% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 6% increase 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 1.61 which was an increase of .23 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 10%. This was a 7% decrease from the previous quarter.

**MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY**

	October	November	December	Current Qtr.	Previous Qtr.
GAF Scores	78% met goal	71% met goal	77% met goal	75% avg for qtr	3% increase from last qtr
Progress Toward Treatment Goals	29/32, 91% made progress for an average of 1.55 on a scale of: None-0, Minimal-1, Average-2, Significant-3	13/17, 77% made progress for an average of 1.65 on a scale of: None-0, Minimal-1, Average-2, Significant-3	21/23, 91% made progress for an average of 1.63 on a scale of: None-0, Minimal-1, Average-2, Significant-3	86% avg for qtr, 1.61 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	6% increase from previous qtr, .23 increase in progress from previous qtr
No Shows/ Clients	9%	8%	14%	10%	7% decrease in the no show rate from previous qtr

April 15, 2009

The Integrated Behavioral Health Outpatient staff met in January, February and March during the last quarter. During this quarter staff received training in the standard policy and procedures of the agency.

In January 2009, we conducted a professional review of 48 closed cases. In February 2009, we conducted a professional review of 21 open cases and 15 closed cases. In March 2009, we conducted a professional review of 16 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 37 open and 63 closed cases for a total of 100 cases. We found 75 files with no faults and 25 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
2. Discharge summaries are not being completed in a timely manner.
3. Several files did not include a Professional Disclosure Statement or a Transition Plan

Improvement was noted in the following area:

1. All intakes were completed accurately and thoroughly
2. The intake information coincided with the treatment plan and client and family participation was well documented.

3. Discharge summaries, when completed, do reflect progress made and families involvement.

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 139 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 time of service billed in accordance with signature verification sheets and time sheets.
4. Therapists regularly identify treatment modality in each progress note.

Weaknesses noted:

1. At times the problem statement addressed is not always identified with a check.
2. 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.
3. Type of service chosen was not always an accurate reflection of services provided.

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 – 94.3%, February – 98.8%, and March – 98.0%. The average for the quarter was 97.0%. 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 billed again. 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 45 such surveys were distributed. Consumers returned 45 for a 100% 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. | 4.71 |
| 2. I was involved in my treatment plan.                        | 4.70 |
| 3. I feel my concerns were handled in a confidential way.      | 4.62 |
| 4. I have benefited from the services received.                | 4.40 |
| 5. I would refer other to this agency.                         | 4.91 |

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 24 clients out of 76 attempted contacts. This is a response rate of 31.6%.

There were no areas of concern identified during this quarter's surveys. The Corporate Compliance Officer reported that survey participants were very satisfied with services and were very complimentary of staff.

In this quarter, the agency experienced a significant increase (approximately 20%) 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. 100% 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. Currently the agency has only one Plan of Improvement.

#### Outcomes Measurement Report:

The following chart is a reflection of our third quarter 2008/2009 fiscal year results. We had an average of 78% of our consumers meeting their GAF score goal. This was a 3% increase from the previous quarter.

Our consumers' progress toward reaching their treatment goals showed a 7% increase 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 15%. This was a 5% increase from the previous quarter.

<b>MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY</b>					
	<b>January</b>	<b>February</b>	<b>March</b>	<b>Current Qtr.</b>	<b>Previous Qtr.</b>
<b>GAF Scores</b>	81% met goal	81% met goal	72% met goal	78% avg for qtr	3% increase from last qtr
<b>Progress Toward Treatment Goals</b>	31/32, 97% made progress for an average of 1.55 on a scale of: None-0, Minimal-1, Average-2, Significant-3	20/21, 95% made progress for an average of 1.52 on a scale of: None-0, Minimal-1, Average-2, Significant-3	22/25, 88% made progress for an average of 1.51 on a scale of: None-0, Minimal-1, Average-2, Significant-3	93% avg for qtr, 1.53 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	7% increase from previous qtr, .08 decrease in progress from previous qtr
<b>No Shows/ Clients</b>	16%	16%	13%	15%	5% increase in the no show rate from previous qtr

July 14, 2009

The Integrated Behavioral Health Outpatient staff met in April and May. The staff received training this quarter on available out of home placements.

During this quarter we conducted a professional review of 62 open cases and 12 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. We found 6 files with minor documentation errors. The following is a listing of the documentation errors that occurred most often:

1. Objectives on treatment plan need to be more measurable.
2. One page reviews are not completed by the required due date.

During this quarter the progress notes for 114 clients 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 methods, progress and responses correlate to the problem statements. The type of service is also reviewed to ensure that the note reflects an individual, family or treatment planning.

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

1. Lack of documentation to reflect the attempts to engage the client and family in services.
2. Lack of documentation to reflect gaps in services or indicate that case was in the process of closure.
3. Some progress notes indicate that client is no longer engaged in the therapeutic process. Lack of documentation by therapists as to modifications needed or if closure is appropriate.

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 – 99.0%, May – 97.0%, and June – 93.0%. The average for the quarter was 96.0%. Often times, we are able to correct a billing error and collect further reimbursement for services.

There were very few errors for this quarter as is evidenced by the high rate of reimbursement. There were a few claims that include services that were billed but were not able to be reimbursed. We were either over our allowable units or the services billed were not approved. At times, the therapists fail to comply with the OFMQ review date, which results in some services not being approved for reimbursement. Neither of these mistakes can be corrected nor services billed again. We have identified that our billing reimbursement rate has also declined as families become ineligible. We continue to encourage the therapists to review the client's Medicaid card monthly. Our billing collection rate showed a decrease of 1.0 % 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 15 such surveys were distributed. Consumers returned 11 for a 73% 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. 4.64

- 2. I was involved in my treatment plan. 4.40
- 3. I feel my concerns were handled in a confidential way. 4.55
- 4. I have benefited from the services received. 4.10
- 5. I would refer other to this agency. 4.60

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 20 clients out of 68 attempted contacts. This is a response rate of 29%. 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. 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 2008/2009 fiscal year results. We had an average of 76% of our consumers meeting their GAF score goal. This was a decrease of 2% from our previous quarter.

Our consumers' progress toward reaching their treatment goals showed a 2% decrease from the previous quarter. The progress made toward treatment goals shows an average of 1.44.

This average shows on the scale between minimal and average progress. The average no show rate for this quarter was 19%. This was a 4% increase from the previous quarter.

<b>MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY</b>					
	April	May	June	Current Qtr.	Previous Qtr.
GAF Scores	81% met goal	75% met goal	71% met goal	76% avg for qtr	2% decrease from last qtr
Progress Toward Treatment Goals	33/36, 89% made progress for an average of 1.62 on a scale of: None-0, Minimal-1, Average-2, Significant-3	56/57, 98% made progress for an average of 1.55 on a scale of: None-0, Minimal-1, Average-2, Significant-3	18/21, 86% made progress for an average of 1.16 on a scale of: None-0, Minimal-1, Average-2, Significant-3	91% avg for qtr, 1.44 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	2% decrease from previous qtr, .09 decrease in progress from previous qtr
No Shows/ Clients	19%	22%	15%	19%	4.0% increase 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**

## **2009-2010**

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**MELINDA MOUDY**

**VICE-CHAIRPERSON OF THE BOARD**  
**JANNA DUGGAN**

**TREASURER**  
**RAE ANN WILSON**

**SECRETARY**  
**PHILLIP PORTER**

**EXECUTIVE COMMITTEE**  
**CHRIS DIXON**

# **PROPOSED BOARD OF DIRECTORS 2009-2010**

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HENRYETTA, OKLAHOMA

**JANNA DUGGAN**  
HENRYETTA, OKLAHOMA

**RAE ANN WILSON**  
OKMULGEE, OKLAHOMA

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