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## Okmulgee-Okfuskee County Youth Services, Inc.

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# **Purpose**

## **Okmulgee-Okfuskee County Youth Services, Inc.**

### **ANNE MORONEY YOUTH SERVICES CENTER & SHELTER**

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

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

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

Our core values are:

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

# **Board of Directors**

## **2003-2004**

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

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

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

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

**Sharon Broadus**  
OKMULGEE, OKLAHOMA

**Chris Dixon**  
OKEMAH, OKLAHOMA

**Judge Anne Moroney**  
OKMULGEE, OKLAHOMA

**Ron Sawyer**  
BEGGS, OKLAHOMA

**Kyle Smith**  
HENRYETTA, OKLAHOMA

# Staff Members

## 2003-2004

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### **EXECUTIVE DIRECTOR**

Jackie Miller

### **ADMINISTRATIVE ASSISTANT**

Johnetta Harris  
Stephanie Welton

### **OUTREACH COORDINATORS**

Daphne Baker, Okfuskee County  
Judy Cravens, Okmulgee County  
Cassie Jones, Okmulgee County  
Portia Tarkington, Okmulgee County

### **OKMULGEE COUNTY FAMILY RESOURCE & SUPPORT**

Judy Cravens, Center Based Services Leader  
Rose Gouthier, Family Support Worker  
Cindy Lane, Family Assessment Worker  
Dana Moody, Family Support Worker

### **FIRST TIME OFFENDER COORDINATORS**

Judy Cravens, Okmulgee & Okfuskee County  
James Nichols, Okmulgee & Okfuskee County

### **SHELTER HOME COORDINATOR**

Cathy Webb

### **SHELTER HOME SOCIAL SERVICES COORDINATOR**

Sharon Crosley

### **SHELTER HOME NURSES**

Ethellea Frye

### **CLINICAL COORDINATOR**

Linda Yeager

**INTENSIVE SERVICES COORDINATORS**

Mary Beltran  
Susan Foster  
Charleen McCracken  
Donna McGee  
Nancy Mason  
Terri Minor  
Cathy Owen  
Jeff Roberts  
David Runnels  
Nzingha Vick  
Gordon Wieland  
Jacque Williams  
Sharon Worley  
Linda Yeager

**GRADUATED SANCTIONS COORDINATORS**

James Nichols, Okmulgee & Okfuskee County

**GRADUATED SANCTIONS SUPERVISORS**

LeeAnn Anderson  
Shannon Anderson  
Cory McPherson  
Kimberly Wallace

**SHELTER HOMES**

Kevin & Samira Behn  
John & Jennifer Goss  
Ed & JoAnn James  
Linda Knebel  
Kendrick & Melissa Kennedy  
Barry & Krisite Smith  
Mark & Rebecca Underwood

# **REPORT OF THE CHAIRPERSON**

## **Board of Directors**

### **2003-2004**

**Carol Smith**

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Okmulgee-Okfuskee County Youth Services, Inc. continues to provide needed programs to the children in Okmulgee and Okfuskee Counties. This year has been an extremely busy year for the director, Jackie Miller, and her staff.

Because of changes in the staff, the director had to revamp assignments and hire new staff members. This was done in a timely manner without disruption in the programs offered. Okmulgee-Okfuskee County Youth Services, Inc. has a director and staff that is dedicated to keeping the agency in order at all times to ensure quality services.

The Board of Directors at Okmulgee-Okfuskee County Youth Services, Inc. is proud to be affiliated with a workforce that believes in the mission statement of the agency and strives to improve the lives of youth through the many programs that are available.

# **ANNUAL REPORT**

# **ANNUAL DIRECTOR'S REPORT**

**2003 - 2004**

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

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In 2003-2004, Okmulgee-Okfuskee County Youth Services, Inc.'s Board and staff continued to provide quality services through traditional and innovative programs. Our agency's mission statement in summary is to improve the quality of life for children, youth, and families in Okmulgee and Okfuskee Counties. There is no question that our staff makes this their daily mission. Unfortunately, this responsibility can take its toll on one's morale. Often times, the staff has a heavy heart for those whom they provide services. Equally often, the staff may not see any results with the families. Then, there are those exciting times when the families do have successes and the staff sees this as a reward for their work.

During this past year, Okmulgee-Okfuskee County Youth Services, Inc. lost several excellent, long-time employees. Okmulgee-Okfuskee County Youth Services, Inc. has always strived to provide a team atmosphere for its employees so this past year has been difficult. As a team, we do not like to lose any team member nor do we like change. The year 2004-2005 will be a challenge. It will be the year to rebuild our team. Our goal will be to rebuild our team so that it is stronger than ever before. This will be difficult as the team of 2003-2004 accomplished some awesome goals.

In our Outreach Program we were able to assemble a complete simulation of a drunk driving accident, the subsequent mock funeral for the victim and the simulated apology of the offender to the victim's family. This simulation was done in cooperation with more than eight community agencies and over 40 volunteers from those agencies as well as individuals. It was an awesome experience for the students at Green Country Technology Center as well as the volunteers. What was even more awesome was that our staff was able to complete this simulation twice in the same day. Now that's teamwork!

The simulated accident program was just the beginning for the outreach program coordinators in 2003-2004. In early 2004, their projects included the first annual Okfuskee County Boy's Bash and the second annual Girl's Spring Tea in Okfuskee as well as Okmulgee County. These projects were accomplished through the tremendous teamwork of the entire agency staff.

This teamwork was seen throughout the year in our First Time Offender Program (FTOP) presentations as well. Our coordinators jointly teach this class through a power point presentation. These classes are always challenging because of the variety of participants and the content of the presentations. Imagine the teamwork involved in

completing the class that had 32 regular participants. After you imagine a class of 32 participants, be aware that every juvenile in this class successfully completed the class. Now that's teamwork!

Our Okmulgee County Family Resource and Support Program has struggled at times in the past to locate families to participate in our home visitation program. In March 2004 our staff reviewed our program brochure and together we decided that there was a need to revise the current brochure. The staff quickly put together a new brochure and distributed it throughout the community. This new brochure generated many new referrals to the program. This program topped the year out with a record number of 36 families. Now that's teamwork!

The Shelter Home Program provided care for 139 youth in seven different homes this past year. The number of youth served is slightly down from a year ago when we had thirteen homes providing care. There was a tremendous amount of teamwork involved throughout this past year amongst the homes themselves. There were several occasions when an emergency arose in one home and another home was able to provide assistance on the spur of the moment. Now that's teamwork!

The Integrated Behavioral Health Outpatient program continued to provide quality and effective services to the youth and their families in Okmulgee and Okfuskee County. The therapist's hard work and dedication to detail was rewarded in March 2004 with a three year certification from the Commission on Accreditation of Rehabilitation Facilities, Inc. (CARF) To receive this accreditation, there were over 850 standards that the agency had to be in compliance with. We only received 2 recommendations! Now that's teamwork!

In 2003-2004 the Board and staff of Okmulgee-Okfuskee County Youth Services, Inc. proved they were a team. This past year proved once again that with dedication and teamwork anything is possible.

# PROGRAM REPORTS

2003-2004

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

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## SHELTER HOME PROGRAM

Staff: Cathy Webb

The Okmulgee-Okfuskee County Youth Services, Inc. Shelter Home Program served 139 youth in the 2003-2004 fiscal year. The average age of the youth was 10.2 years old. The average length of time the youth spent in a shelter home was 10.3 days.

This past year six shelter homes in Okmulgee & Okfuskee County provided placements for youth. Each of our Shelter Homes underwent an extensive background check and home study before they were certified. References were checked and a safety assessment completed on the home prior to certification. The Shelter Home Parents received 12 hours of training prior to any youth being placed into their home. The Shelter Home Parents continued to receive further training throughout the year.

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

The Shelter Home Program is fortunate to have some wonderful families serving as Shelter Home Families. The Shelter Home families meet not only the basic needs of the children but also serve as teachers and mentors. During this past year a young mother, 15 years of age, came into our shelter home program with her 3 month old daughter. The mother and baby had been removed from the home she was living in after a drug raid. The mother and baby had been separated for 10 days and the mother was anxious to be back together. The mother had not grown up in a stable home environment and had not lived in the home of her biological family for over two years. She had recently been living with her ex-stepfather and her boyfriend. The young mother loved the baby and wanted to provide good care but had not received the training she needed to take care of the baby. The shelter mother took hours with the young mother teaching her the basic skills of infant care. The baby was sick at the time of intake and had to be taken to the doctor twice during the stay. The shelter mother spent many nights guiding the mother through the night as the mother took care of the sick baby. When it came time for the youth to leave, the young mother was very distraught at leaving the shelter home mother. After several months, the young mother

contacted the Shelter Home family to let them know that she and the baby are doing great. She acknowledged all the assistance that the shelter home family gave her and was very thankful for it. She stated, "I don't know what would have happened to me or my baby if we had not ended up in the shelter home."

During this past year a larger than normal amount of newborns were placed in the Shelter Home Program. Some of these newborns were in need of shelter care after their mother's tested positive for drugs and in some cases the baby also tested positive for drugs. A newborn baby normally requires a great deal of work but a newborn baby born with drugs in its system can require additional work. Our shelter home families were more than happy to accept these little babies. They could often be found rocking the baby or walking with the baby at all times of the day or night. These babies were often difficult to console and would cry a great deal. The Shelter Home families accepted this as a challenge and opened their arms wide to take care of these babies. They offered the babies love and support and the nurturing that any newborn deserves. The dedication to accept these young challenges is just one indication of the quality of our Shelter Home Parents.

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## **OUTREACH PROGRAM OKMULGEE COUNTY**

Okmulgee County Staff: Cassie Jones, Portia Tarkington, & Judy Cravens

The 2003-2004 school year began busy and seemed to end the same way. Schools receiving the Character Counts! program were Beggs, Twin Hills, Liberty Morris, Preston, Okmulgee Primary, Okmulgee Middle School and Okmulgee Elementary, Dewar, and Henryetta. Classes were also held at Okmulgee Alternative School and Okmulgee County Alternative Academy.

The Tulsa Area United Way Day of Caring was held again at Okmulgee Primary with citizenship activities incorporated into the second grade classes. The volunteer group was from First National Bank in Okmulgee and Henryetta. Twin Hills hosted a Career Day with many exciting and interesting professionals displaying their job duties to grades Pre-K through 8<sup>th</sup>. The volunteer group at Twin Hills was from WilTel in Tulsa.

During the last week of October, 2003 we kicked off National Red Ribbon Week, with a Drunk Driving Awareness Assembly at Green Country Technology Center (GCTC). We coordinated with GCTC and many community partners to present this Drunk Driving Awareness Assembly to the GCTC students and faculty. The presentations included a staged car crash involving several teenagers from GCTC's Students Against Destructive Decisions (SADD) Chapter who were pre-selected to play the roles of the dead and injured. Prior to viewing the mock crash, students were given an assembly on Under Age Drinking and Driving. The mock crash was a first hand opportunity for students to see the devastating affects drinking and driving can have on our lives. Law enforcement, ambulances, and fire rescues teams were summoned to the crash as part of the presentation. The goal was "real-life exposure" and an opportunity for them to

experience the reality of the jobs done by emergency personnel who assisted with this simulated accident.

Red Ribbon Week activities were also coordinated with Okmulgee Middle School and Preston Public School. The students at these schools were able to participate in dress-up days, coloring contests, door decoration day, and a Drug Free Assembly.

The Second Annual Spring Tea was held on March 23, 2004 for all the 8<sup>th</sup> grade girls in Okmulgee County. There were approximately 260 young ladies in attendance. The “tea” focused on promoting abstinence and the message that postponing sexual involvement until marriage as okay. Our goal was to provide an atmosphere for each young lady to feel special and valued. Our staff along with many community volunteers served a light luncheon, taught appropriate etiquette in a formal setting, and spoke on making good choices.

In the spring before each school prom eight Okmulgee County High Schools were presented with the VIP (Victims Impact Panel) program as a follow-up to the Drunk Driving Awareness Assembly held in October 2003 at GCTC. The VIP program presents the reality of drinking and driving through speakers. These speakers were actual victims, the offender themselves, and others directly affected by the drunk driver. Their stories were quite moving because they retold in detail the events and emotions that they experienced before, during, and after the incident. These assemblies were made possible through funding that Anne Moroney Youth Services received from the Sam Vierson Family Foundation.

The Okmulgee Summer Multicultural Enrichment Program began in June 2004 and concluded in July 2004. We collaborated with the founders of the summer program, Deep Fork, OSU Extension Services, and others to make this program successful. Character Counts! was presented to the 3<sup>rd</sup> and 4<sup>th</sup> graders by our staff. There were approximately 200 children, ages 3-18 years, who participated in this program throughout the summer of 2004.

We participated in a new program at Beggs during the summer of 2004 as well. Beggs Elementary School received GEAR-UP grant money to provide a Summer Program for At-Risk Kids (SPARK). The goal was to encourage at-risk students to stay in school by introducing them to available careers that require advanced training/college. Students were recommended to the program by their teachers. They then participated in a four-week program that focused on field trips of different careers. Ten students participated this summer along with the Beggs Elementary School Counselor and Cassie Jones. The students enjoyed field trips to Tulsa World, OSU/Okmulgee Campus, Okmulgee Memorial Hospital, Tulsa Air and Space Museum, Tulsa International Airport, Clear Channel/Cox Communications Television and Radio Stations, and the FBI Headquarters in Oklahoma City.

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## **OUTREACH PROGRAM OKFUSKEE COUNTY**

Okfuskee County Staff: Daphne Baker and Cathy Webb

Prevention programs are an important part of our agency. The Character Counts! Program promotes the six pillars of character; Respect, Responsibility, Trustworthiness, Fairness, Caring, and Citizenship. The schools participating in our Character Counts! program this year were Weleetka, Paden and Okemah Middle Schools.

There is a need to prepare our youth with the facts about drugs and about how drugs can effect their lives. This year the students at Oakes Elementary in Okemah participated in the Let's Talk About Drugs and Here's Looking at You 2000 drug prevention programs. These programs describe what drugs can do to you and how you can say NO. The Okemah Alternative School also participated in a drug education program that was called Teen Files: The Truth About Alcohol, Drugs, and Tobacco.

Life Leaders is a program that was developed to train students in how to help their peers. This year there were Life Leaders in Weleetka and Okemah. Each group was different and they participated in different activities. The Leaders at Weleetka presented a drug skit during Red Ribbon Week. They also presented a Character Counts! program to the elementary students. The Okemah Life Leaders presented a drug prevention program to the 4<sup>th</sup> graders at Oakes Elementary. Also, for Red Ribbon Week the Okemah Leaders presented a special "Don't Do Drugs" skit for the school's rise and shine assembly. They Okemah Leaders also presented a Character Counts! program to the Okemah 4H Cloverbuds.

The 2nd Annual Spring Tea for 8<sup>th</sup> grade girls was held in Okfuskee County on February 18, 2004. The tea took place at the First Baptist Church, Family Life Center. The theme for the day was "A Wedding". The tea focused on abstinence and encouraged the girls to make good choices in their relationships. The speakers for the event included Candy Hines from the Baptist Crisis Pregnancy Center in Oklahoma City and Krista Titsworth from Okemah, OK. Each speaker spoke of the importance of making good decisions and the ability to start at the present and make good choices from this point forward. The decorations included a wedding arch, a display table of wedding photos and tables covered in white tulle, flowers and candles. The girls were served sandwiches, cake and punch on glassware. The punch fountain and 3 tier wedding cake were especially popular with the young ladies. A bridal fashion show was put on to demonstrate the variety of wedding gowns available. The models were members of the FCLA chapter and wore dresses loaned to them by local residents. As the girls left the tea they were presented with gift bags to help them remember the occasion. Donations of time and money were made to the tea by many local churches and businesses.

The 1st Annual Okfuskee County 8th grade Boy's Bash was held on May 5, 2004 at the

Okfuskee County Fairgrounds. The Woodmen of the World donated the money for lunch and brought along their sponsored Beat The Heat Racing Car from Seminole County. Several motorcycles were also on display for the boys to view. Robert Reilly of Parks Funeral Home instructed the boys on how to wear formal clothing. They seemed to really enjoy the opportunity to have hands on practice learning how to tie their ties. Ron Vick, OSU Extension Agent, spoke on table etiquette and how to conduct themselves in a formal dining environment. The guest speaker, Dewayne Colvin, Director of Missions for North Canadian Baptist Association, spoke on abstinence. He encouraged the boys to make good choices for their future and to think how their choices would affect the rest of their lives. He related his personal experiences to the boys and how he could have made better decisions. A total of 73 young men attended the bash and were served barbecue sandwiches, chips, baked beans and homemade cookies. More than thirty door prizes were given away. The door prizes included items from MVP pizza, Crystal Video, JR Movieland, Paradise Subs, ORU, Myers-Duran Harley Davidson and Paradise Donuts. The most sought after door prize was won by a young man from Paden, two ORU Season Basketball passes. Each young man received a Harley Davidson key chain and a carabineer as a thank you for attending the Bash.

### **OKFUSKEE COUNTY SUMMER YOUTH PROGRAM**

A Summer Youth Program was held in Okfuskee County this year for the first time. The youth were provided with activities to keep them busy throughout the summer as well as to assist them in keeping up their academic skills. A calendar of events was handed out to the children before the school year ended. This allowed the children and their parents to plan which activities they would like to enroll for. Each time the youth participated in an activity their name was entered into a drawing for two bicycles that were given away at the end of summer.

Each Friday, our staff was present at the Weleetka and Okemah City Parks to provide craft activities for any youth present. Many families became accustomed to planning their visits to the park around the craft sessions. There were also many tourists traveling through Okemah that would stop at the park for lunch or a rest break. They were extremely grateful for the craft activity that gave their child a much needed break from their travels.

The activities offered throughout the summer included:

- Building a Birdhouse
- Book Clubs (Two groups which met weekly)
- Sign Language Class (Met weekly)
- Keepsake Boxes
- Make Dad a Gift
- Mommy & Me Class
- Paint a Patriotic T-shirt
- Patriotic Starlight

- Money Matters
- Multiplication a Mystery
- Build a Race Car
- Babysitting Tips
- Pet Care
- Cooking for Kids
- Mind Your Manners
- So Fun to Sew
- Exercise is Fun
- Native American Traditions
- Get Ready for Kindergarten
- Study Skills

Also during the summer the staff of Okmulgee/Okfuskee County Youth Services hosted a Bubble Booth at the Woody Guthrie Festival. We had three large containers of bubble mixture for the children. The children used fly swatters, string, bubble wands, plastic pipes, cups and straws to make bubbles. Each child was also given a bottle of bubbles to take home that had our agency address and telephone number on it. Information on the agency's programs was available at the booth as well.

The last activity for this program was a Summer Festival which was held at the Okemah City Park. The children participated in many games, chalk painting, and a chance to dunk a staff member in a dunk tank. A lunch of hotdogs, chips, drinks and smores were furnished for the children. Each child at the festival received a t-shirt for his/her participation in the summer program as well as a door prize. The two bicycles were awarded to youth whose names were drawn from the collection of entries over the summer.

Plans are being made for a Summer Youth Program in 2005 due to the tremendous response to this year's program. Some of the comments made by children and parents include:

"Thank you for having something for the children."

"Can we do this again next year?"

"I want to come to more classes next year."

"My kids have enjoyed the program so much. Thank you for taking your time."

"This was so much fun!"

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## **FIRST TIME OFFENDER PROGRAM**

Staff: James Nichols

Well, we have completed another year with great success. The PREP curriculum that was implemented last year again proved to be successful. We have seen many positive changes in the youth who have attended the program this past year. The program emphasizes the need to stop and think about what you do before you do it. Though this seems so simple for many of us, it has made a big impact and was one of the most

“learned” things throughout the class. I have had many kids tell me that they really never stopped and thought about the consequences of stealing, skipping school and treating others with disrespect. The PREP curriculum allows us to venture into real life situations and talk freely with the youth and parent(s) attending class. The curriculum also allows us to give great information to kids and parents that can be used forever. Reaching the youth and their parents at times can be difficult, but being persistent and showing that you do care has allowed us to overcome many obstacles in their lives.

Frequent visits and regular contact with our referral agencies have helped to increase the referrals to our program. Several of our referral agencies have participated in the program and have been able to see first hand how the program works. These individuals have attended classes and have been members of our last session’s panel. Many times these individual have commented on the drastic changes they have seen throughout the class and in the community.

The year 2003-2004 will be the last year that this program will be referred to as the First-Time Offenders Program. As of July 1, 2004 the program will be renamed to the 1 Eighty Program. The name 1 Eighty is to signify the complete turn around we want the kids to show at the end of the program. The logo for the 1 Eighty Program will include “Helping Kids” and “Changing Lives” above and below the logo. These two phrases are significant in helping to meet our program goals. Many kids just need someone to say, “you are important”, “I do care about what you do” and I hope you will make the best choice for you. I have taught these ideas throughout this past year and have seen positive changes in many families. The following is just one example.

Recently a thirteen-year-old female completed the program. This was one juvenile in whom I witnessed a remarkable change. This juvenile was referred for resisting arrest, public intoxication, assault and battery and curfew violation. This young lady had one of the worst attitudes that I had ever witnessed. She acknowledged using drugs, having sex, smoking, skipping school and failing many of her classes. In addition she had an anger problem and had trouble getting along with authority figures. At the beginning of the program she would not participate in discussions nor did she show respect to the facilitators. Throughout the class, I always made it a point to show her that I was trying to help her. A couple of times I spoke to her individually and encouraged her. This particular juvenile began to participate during the third class and I could tell that she was really trying to change her attitude. She began to speak to me when she walked in the door and also began to interact with others in the room. The last night of class was a remarkable night for this young lady. She had completed all of her assignments and her petition to graduate. The panel asked her to tell the one thing that she learned from the class. She said, “I learned to respect others and myself”. She also stated that she really appreciated the kindness that she was shown. After class was over that night this young lady came up to me with tears in her eyes and hugged me and said “Thank You”. I was able to attend court with her and to tell the Judge that this young lady had completed her sanctions and had done a 1 Eighty in class.

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## **Okmulgee and Okfuskee County Graduated Sanction**

Staff: James Nichols

The assessed needs for the Okmulgee and Okfuskee County Graduated Sanctions Program were developed through a collaborative effort among the Office of Juvenile Affairs, the District Attorney, local judges, law enforcement, schools, and the Okmulgee-Okfuskee County Youth Services, Inc. These agencies have identified the need for early intervention, as well as immediate and appropriate consequences for juvenile offenders. The Okmulgee County Graduated Sanctions Program met these needs by providing services to 79 juveniles between July 1, 2003 and June 30, 2004 and the Okfuskee County Graduated Sanctions Program met these needs by providing services to 17 juveniles during the same time period.

The Okmulgee-Okfuskee County Graduated Sanctions Coordinator keeps in constant contact with all referring agencies. The coordinator attends Okmulgee, Henryetta, Beggs and Morris municipal courts so that referrals can be made the day of court. The coordinator also keeps in contact with the local schools and the Office of Juvenile Affairs so that referrals can be made easily and immediate action can be taken. The Youth Advisory Council meets on a monthly basis and when needed twice monthly. The sanctions given during these meetings and the collaborative effort among the Youth Advisory Council has decreased the number of repeat offenders in Okmulgee and Okfuskee County.

Goals and objectives were set for both counties at the beginning of the year. The first goal and objective for this year for Okmulgee County was to increase our referrals by 50% from OJA, municipal courts and local schools so that the Okmulgee County Graduated Sanctions Program could service 101 youth during the year. The Okmulgee County Graduated Sanctions Program provided services for 79 juveniles this year. The Okmulgee County Graduated Sanctions Program did increase awareness of the Graduated Sanctions Program by 75% to the local law enforcement officers and local schools by making weekly and bi-monthly contact visits.

The second goal and objective for Okmulgee County this year was to increase both youth and parent participation in community service projects and in the First-Time Offenders Program. Our objective was to have 85% of the youth and their parents successfully complete the program in a timely manner. We achieved this goal with 75 of 79 juveniles and their parents completing the program in a timely manner for a 94.9% completion rate.

The third goal and objective for Okmulgee County was to recruit 6-10 new Youth Advisory Council members. The Okmulgee County Graduated Sanctions Program achieved this goal by recruiting 9 new members. During this past year, the Okmulgee County Graduated Sanctions Program had a minimum of 5 members attend each meeting.

The first goal and objective for the year for Okfuskee County was to increase our referrals by 50 youth from OJA, municipal courts, and local schools. This goal would result in 60 youth participating in the program. Our goal was to increase the awareness of the Graduated Sanctions Program by 75% to the local law enforcement officers as well as Okfuskee County municipal courts and schools so that additional referrals to the program would occur. During this year we did not meet this goal. We did however increase our referrals by the previous year. We did increase the awareness of the Graduated Sanctions Program by making weekly and bi-monthly contacts with all referral sources

The second goal and objective for Okfuskee County was to increase youth and parent participation in community service projects and in the First-Time Offenders Program. Our objective was to have 85% of the youth and their parents successfully complete the program in a timely manner. We expected 60 youth and 55 parents to successfully complete their requirements. Because we did not meet the goal of servicing 60 youth for the year we did not meet this goal. However, we did see 15 youth and 14 parents successfully complete their requirements. This gave the program an 88% completion rate.

The third goal and objective for Okfuskee County was to recruit 6-10 new Youth Advisory Council members and have a minimum of five Youth Advisory Council members at each meeting. This year we were able to recruit 2 new Youth Advisory Council members. We averaged 4-5 members at each meeting.

Although all goals and objectives were not met, the Okfuskee County Graduated Sanctions Program did see an increase in referrals and participation. The Okfuskee County Graduated Sanctions Program did increase its awareness with local law enforcement, schools and municipal courts within the county.

The Okmulgee County Youth Advisory Council added several new members this year. New members included a local insurance agent, the Liberty-Morris School superintendent, a member of the Okmulgee City Council, a Creek Nation Drug Court employee, the Creek Nation's Assistant Attorney General and an Okmulgee County Sheriff Deputy. Our community service supervisors continue to help plan and keep a regular schedule for community service work hours. We continued this year to have the juveniles work at the Okmulgee Summer Multi Cultural Enrichment Program. This community service project has proven to be very successful for both the juveniles and the program coordinator. The Okmulgee County Graduated Sanctions Program had to also look for alternative ways for the juveniles to complete their hours because of the lack of funds. This year the Graduated Sanctions Coordinator arranged community service projects at the Morris Police Department, Morris Fire Department, Okmulgee County Sheriff's Office, Okmulgee County Jail, Okmulgee Summer Multi Cultural Enrichment program, Beggs Fire Department and the Okmulgee County Homeless Shelter. All seven agencies allowed the juveniles to complete their community service hours at no charge. The Okmulgee County Graduated Sanctions Program arranged for

one juvenile to work at the Creek Nation Festival while being supervised by the Creek Nation Attorney General and a Tribal Court employee. The juveniles also picked up trash along the highways and mowed several church lawns. Those juveniles doing their community service in Beggs, washed fire trucks, painted, and helped to bind the 911 maps for the Beggs Police Department and the Beggs Fire Department.

During this year the Graduated Sanctions Coordinator continued to visit the Okfuskee County Youth Advisory Council Members on a weekly basis. The Okfuskee County Youth Advisory Council continues to meet on the last Thursday of the month at noon. The Okfuskee County Youth Advisory Council is constantly seeking new and innovative ideas for the community service projects. The Graduated Sanctions Coordinator is working close with the OJA intake worker to find ways to show the community that the Graduated Sanctions Program is at work. During this year, juveniles worked at the Okfuskee County District Attorney's Drug Task Force auction, mowed lawns for churches and elderly families, helped serve Thanksgiving dinner at a local church and helped serve breakfast at the American Legion. The juveniles also picked up trash from the city streets, removed trash from the football field after the games and cleaned and removed trash from the Okfuskee County Courthouse. The community service supervisor coordinates these projects for the youth to complete.

Both counties identified problems encountered while implementing the program. In Okmulgee County during the last quarter, we have seen several personnel changes in key referral agencies. This has resulted in a lower number of referrals than usual. Throughout the year and especially during the last quarter the Okmulgee County Graduated Sanctions Coordinator kept in constant contact with the local municipal courts, OJA and the local schools to help overcome the lack of referrals. By doing this, it helped to maintain a good rapport with the referring agencies and also allowed these agencies to see that the Okmulgee County Graduated Sanctions Program supported them in their time of need. Okfuskee County continues to have a lack of referrals. A continuous effort is being made to show by example that the Graduated Sanctions Program is striving to help the youth of Okfuskee County. During the second and third quarters of this year Okfuskee County did not have a full time OJA worker. During this time the Okfuskee County OJA office shared an OJA worker and a supervisor from another county until a replacement was hired. During this time the coordinator kept in contact with the shared OJA worker and her supervisor. Keeping in contact was to show that the Okfuskee County Graduated Sanctions Program was supporting their efforts during this time. The coordinator worked both by phone and in person to help overcome any problems encountered and to ensure that the juveniles were receiving services in a timely manner. During the fourth quarter, no problems were encountered.

The following are comments from program participants:

- Two juvenile males stated, "It made me more responsible."
- A parent stated, "It made me more aware of what my children were doing."
- In a personal interview with a male juvenile, he stated, "I feel good about myself"

because I helped those old people out and mowed their lawn.”

-One female juvenile has actually seen the importance of communication and hard work through the program. The Okfuskee County Graduated Sanctions Coordinator has been able to see a complete turn around in this young lady. The Coordinator has seen her effectiveness to communicate with others and has seen a change in her attitude towards work. The female juvenile stated that she “feels good about herself and it’s getting easier to talk to people.”

-The female community service supervisor expressed that one young lady has continued to improve throughout the time spent doing community service. Through the innovative community service projects located by the Community Service Supervisor, this young lady saw the importance of communication.

-One female juvenile has opened up and expressed the satisfaction that she obtains from performing her tasks during community service. She has stated that it “makes me feel good to do something for someone else.”

-One young man stated, “It helped me see what path I was heading down.”

-Another Young man stated, “I realize that the drugs I was doing were bad.”

-A parent stated, “I see my son being more independent and more responsible now.”

-One young lady stated, “that the program made her feel good about herself and that she needed to think before she acts.”

-One male juvenile stated, “that the program made him realize even more that the offense that he committed could have put him in a worse place.”

-One female juvenile stated, “that she feels more in control of her life now and that she is able to control her temper better.” She also stated, “that she has been able to start to gain trust back from her parents.”

- During the first quarter, one young man did very well. This male juvenile expressed an interest during the Youth Advisory Council Meeting that he would like to be a weather spotter. One of our Youth Advisory Committee members is a deputy director for the Okmulgee County Emergency Management Agency. After talking with the youth we found that this was something he truly wanted to do. This particular Youth Advisory Member told the juvenile that if he successfully completed his sanctions, an introduction to the Director of Emergency Management Agency would be arranged. This same Youth Advisory Committee Member stated that there might be a possibility that the said juvenile could participate in a storm chase.

– Another male juvenile stated, “that because of the program and the changes in his life that people look at him different now. He said that people see the positive changes in him.”

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## **INTEGRATED BEHAVIORAL HEALTH OUTPATIENT PROGRAM**

Our Integrated Behavioral Health Outpatient Program continues to be very successful. This is due to the excellence of our therapists and the desires of the families to progress in therapy. The therapists are dedicated to providing quality services despite the paperwork obstacles that arise daily. There is no doubt that the number one priority for our therapists is the client and his/her family. The unfortunate fact remains that our

therapist's work is often judged by their paperwork rather than their therapeutic approach and the successes of their families.

The Integrated Behavioral Health Outpatient Program staff experienced continued success during their CARF (The Commission on Accreditation of Rehabilitation Facilities) survey in March 2004. The CARF surveyors who came were quite helpful and complimentary of our agency's programs, staff and Board of Directors. At the end of the two-day survey, the staff's hard work was awarded with fourteen strength comments, six exemplary comments, and only two recommendations of areas to improve. WOW, What an accomplishment!!! Way to go staff and Board of Directors!!! We received notification in April 2004 that Okmulgee-Okfuskee County Youth Services, Inc. was awarded a three-year certification in the areas of Integrated Behavioral Health Outpatient Treatment and Case Management.

The following are sample case scenarios written by our therapists:

\*I have been working with a family for approximately one and a half months. I see a great deal of potential in the mother. She has come from a domestic violence situation and was, at one time, addicted to methamphetamines. Working with her and her children, I have been privileged to see positive changes in her. She is now drug free, trying to attain her GED, and working to become a better parent. The fact that she loves her children dearly is obvious. She just did not have the coping mechanisms or the parenting skills she needed to positively influence her children. As I work with her, I see her growing and obtaining the skills she once lacked.

Her children have been extremely resilient. They are slowly beginning to process their feelings toward the divorce and the subsequent child welfare involvement. They still have a rocky road ahead of them, but I believe they are on the right path to having a positive and healthy relationship with their mother.

We still have a lot of work to do together, but I am assured that she, in the end, will be a better mother and person for having gone through the experiences and painful growth processes that she has endured.

\*A teenager was referred for treatment following an inpatient stay at a hospital. This teen suffered from severe depression and anxiety. This teen was self-mutilating on a weekly basis. It was obvious after a few sessions that the client's medications were not working and needed to be adjusted. This teenager had not been able to function in school for the past two years. I saw this client throughout the summer and encouraged the client to enroll in their first year of high school for the fall. We worked with the school counselor to devise a plan to help this teenager cope with her anxiety in the school setting. Despite all the efforts of the client, the parents, the school and myself another inpatient stay was needed before the school year ended. During this stay the medications were adjusted again and they began to help the client. Work with the family resulted in the parents having a better understanding of the mood disorder. They were able to be more understanding and helpful to the client. The parents, through therapy, have improved their communication with the client and with each other.

This teenager no longer self mutilates. This teenager is functioning at school currently. There has been a significant reduction in the anxiety and depression previously experienced. This client is becoming a healthy, happy teen.

\*When this four-year-old was referred, he had been in his current home for almost one year. When collecting history, the trauma this child experienced was horrifying. The home in which he first lived caught fire when a meth lab exploded. The four-year-old witnessed a family member on fire. The family member later died and another family member was convicted of murder.

Initially, our therapeutic services centered on fire. We played out being victims with no one to rescue us. Later he was the rescuer and I was the victim. We then moved to him being the doctor and I was the one rescuing the victims. We finally moved to the point where he was able, as the doctor, to save the victim. While the client did quite a bit of dramatic play, the fire theme was in every therapeutic activity we completed. He drew pictures of the fire off the page of paper supplied, no matter how big the paper. His block structures would catch on fire and the other blocks would be the fire rescue trucks. We read books about firefighters and being rescued from fires. After about seven months of fire play, the client began to deal with separation and loss issues. As the client began to manage “the fire” and his feelings of loss, his behavior improved at home and at school. His abilities to do age appropriate tasks and his academic performance made significant improvements. At home, his behavior changed dramatically. Crying and fit throwing behavior was disappearing. While his past experience is not gone forever, this four year old has learned how to live with his trauma day by day.

\*This is a story of a six-year old client. This client has not lived with their family for almost one year. I have done client centered play oriented therapy. This includes the use of puppets, dolls, building blocks, drawings, feeling puzzles, and feeling games. Initially this child had intense fear, severe nightmares, anger and oppositional behaviors. This six year old experienced and processed nightmares referring to monsters, people coming and taking the client away, and about “dead children.” This client has difficulty sleeping at times and has feelings of sadness as well. This client continues to experience transition in where she lives. Through puppet play the client can express feelings of being an orphan and expresses herself with an “orphan” puppet. The family is learning different ways to support and help the client express her feelings appropriately.

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

Staff: Rose Gouthier, Cindy Lane, Dana Moody, & Judy Cravens

### **IDENTIFIED POPULATION**

Okmulgee County Family Resource and Support Program continues to identify low-income teens and single parents in Okmulgee County.

## **PROGRAM STAFF**

We began the 2003-2004 fiscal year with the following staff: Jackie Miller, Program Supervisor; Stephanie Welton, Data Entry Clerk; Cindy Lane, Family Assessment Worker; Rose Gouthier, Family Support Worker; Dana Moody, Family Support Worker and Judy Cravens, Center Based Activities Leader. Unfortunately, May 2004 saw both Stephanie Welton and Judy Cravens resign their positions with the agency for higher paying jobs elsewhere. These two positions will be filled in July 2004

Family Assessment Worker, Cindy Lane attended the Peer Review meeting on August 7, 2003. Cindy Lane and Data Entry Clerk Stephanie Welton, both attended the Contractors Meeting on August 8, 2003.

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

## **PROGRAM STAFF TRAINING**

Dana Moody, Rose Gouthier and Judy Cravens attended the National Fatherhood Initiative workshop in Oklahoma City on July 23 – July 25, 2003.

Cindy and Jackie attended the first day of the Healthy Families Conference on September 18, 2003 and Rose and Dana attended the second day of the conference on September 19, 2003.

On October 7, 2003, Judy Craven attended the Conference on Pre-maturity in Tulsa.

On October 23, 2003 and November 13, 2003, Dana, Rose and Judy attended a two-part satellite training entitled *Cultural Perspectives on Parenting* from Iowa State University Extension. The Okfuskee County Oklahoma Cooperative Extension Service in Okemah hosted this workshop.

On November 12, 2003 Dana, Rose, Judy and Cindy attended *Keys to Caregiving* in Tulsa.

Judy Cravens attended *Healthy You, Healthy Baby, Infant Exercise in Tulsa* on November 14, 2003.

Dana, Rose, Judy and Jackie all had CPR training on February 11, 2004.

Dana and Rose attended the following trainings: Teen Pregnancy: A New Look, in Tulsa, on March 12, 2004, Teaching Parents How to Love Without Spoiling: Effective

Strategies for Parent Educators, in Oklahoma City on April 16, 2004, and the Parents As Teachers: Issues in Working with Teen Parents in El Reno on June 1 & 2, 2004.

Cindy Lane received CPR training on April 13, 2004.

## **OUTREACH**

The Advisory Council retained several members this year. Those members included Luanna Kanada, C1 nurse; Cathryn Umsted, retired Okmulgee High School Counselor; Angie Anderson, LPN, Early Head Start; Stacy East, Director of Counseling and Access Services, OSU Okmulgee; Kelly Beam, Okmulgee Public Library; Delores Tarkington, Social Services Okmulgee Memorial Hospital; LaTina Vann, Parent; Melissa Bray, Early Head Start and Brandi White, Pediatrics Clinic. Candace Vardell replaced Joy Flud, Creek Nation WIC. We added parents, Mary and Brad Osborne.

The initial meeting of the Advisory Council, for the new contract year, was held on September 4, 2003, with the following members in attendance: Cathryn Umsted, Kelly Beam, Delores Tarkington, and Luanna Kanada, Mary and Brad Osborne and LaTina Vann. In addition to the agenda packet, which was sent out near the end of August, each new member received a copy of the program council by-laws as well as a list of meeting dates for the following year. Introductions were made and we then covered the by-laws, followed by an overview of the program, which covered the target population, services provided and eligibility guidelines.

The board elected new officers for the year. The following are the Advisory Council Officers for 2003-2004: Cathryn Umsted, Chair; Luanna Kanada, Vice Chair; Delores Tarkington, Secretary and Mary Osborne was elected to serve as the new Treasurer.

The second quarter Advisory Council meeting was held on December 4, 2003 with the following members in attendance: Cathryn Umsted, Candace Vardell, and Mary and Brad Osborne.

Each program staff member reported on her program area. Following the reports the council viewed the *Healthy Families America* video.

We are happy to have three (3) parents (Mary and Brad Osborne and LaTina Vann) currently serving on our advisory council, with one parent, Mary Osborne, serving as Treasurer.

The third quarter Advisory meeting was originally scheduled for March 4, 2004, but was cancelled due to inclement weather. A Special Meeting was set for April 1, 2004. However there was no quorum.

The fourth quarter Advisory meeting was held on June 3, 2004 with the following members in attendance: Candace Varnell, Creek Nation WIC and Delores Tarkington, Okmulgee Memorial Hospital.

We have maintained our contact with the area Head Start programs in Beggs, Okmulgee and Henryetta and speak with the directors at each program on a weekly basis.

A new OB-GYN, Dr. Minton, was hired by Okmulgee Memorial Hospital in June 2004. We have introduced our program to him and hope to receive referrals. Okmulgee County now has two doctors who can deliver babies. Weekly contact is maintained with each and each office has a supply of our program's referral forms. The Birthing Class instructor hands our referral forms out monthly at her classes.

Due to Okmulgee Memorial Hospital's HIPAA policy, we are no longer allowed to visit with each new mother. We now have an arrangement with the manager of Labor and Delivery, to give out our information packets to all new mothers. Each packet contains diapers, breast cream and other trial size items as well as parenting information, a pamphlet and referral form for our program. A gift for the baby is also included

We have maintained bi-weekly contact with Okmulgee County Health Department's Children First and WIC programs as well as the Creek Nation WIC program, Deep Fork Community Action Child Care Referral office and the Salvation Army.

We updated our Community Resource Directory in August 2003. We distributed the directories to our advisory council members, our families and to the community at the Family Festival.

In February 2004 our program was matched with the OSU Healthy Families Program in Delaware County to complete an outreach project. We initially completed a self-assessment of our program at a group staffing in March 2004. We analyzed our program brochure and concluded that it was in need of revisions. The new brochure emphasized the key services of the program with a simplified description and pictures. The new brochure has been very successful for our program.

On May 4, 2004, Cindy Lane, Rose Gouthier, Dana Moody and Jackie Miller traveled to OSU Delaware County Healthy Families Program in Jay. The program staff in Jay were very receptive and informative. We were able to exchange ideas and to share frustrations about locating and keeping families involved in program services. We completed and submitted our evaluation of OSU Delaware County in June 2004.

## **PUBLIC AWARENESS ACTIVITIES**

All program staff participated in the Family Fun Festival, which is held each year at the fair grounds in conjunction with the Okmulgee County Fair. The date for this year's

event was September 6, 2003. Staff members attended planning committee meetings in July and August to prepare for the event.

We decided to do the same activity that we have used the past several years, as it is so popular with families. Staff members assisted the children in making their handprint by using finger paint on a paper, printed with the poem, *FINGERPRINTS*, by Wendy Lyn. We also handed out packets filled with parenting literature. We made contact with approximately 150 families.

This year we again manned a booth for the Okmulgee County Child Abuse Prevention Task Force. The children's activity for this booth was a beanbag toss game. We handed out the updated Community Resource Directories and Child Abuse Hotline cards to the parents. We also had a display with many different booklets and handouts, which we encouraged all families to take, and answered questions.

We continue to make the public more aware of our services through newspaper articles and announcements, as well as distributing flyers to all local child care facilities, head starts, Okmulgee County Health Department locations, WIC offices, Deep Fork Community Action, DHS, Creek Nation Children and Family Services, doctor's offices and Wal-Mart. Program staff have been interviewed on our local radio station, KOKL, and have answered call-in questions regarding program services.

On October 17, 2003, we hosted a Fall Carnival for the community, in the great room at the center. The room was decorated for Fall. The Glenpool Fire Department provided the goody bags, which had Halloween safety tips printed on them. We had a total of five games including: golf, ring toss, beanbag toss, bowling, and a fishpond. The program staff made homemade cookies and popcorn for treats. Each child left with a bag full of prizes. There were a total of seventeen parents and forty-six children in attendance.

On March 31, 2004 we hosted our annual open house. We hand delivered invitations to all of our advisory committee members, referral sources and other community members. There was also an invitation printed in the local newspaper. The event was a come and go lunch buffet. Program information, the PAT curriculum and Denver II Developmental Screen materials were available for viewing.

On May 13, 2004 all program staff attended the initial planning committee meeting for the 2004 Family Festival. This upcoming year's Family Festival is scheduled for September 11, 2004 in honor of Patriots' Day. The second meeting was held on June 10, 2004. We were in attendance.

## **SCREENING SERVICES**

Twenty- three screens were completed in the first two quarters. Of these screens, nine resulted in assessments. Three were either already enrolled in C1 or were referred to

C1. Seven were unable to be contacted for an assessment. One was out of county and referred to the OCAP program in his area. Three had children who were too old for the program and were referred to Center Based Activities.

We saw the number of screens increase during the last two quarters of the year. We believe this was due largely in part to the new referral form that we developed after completing the self-assessment tool. Cindy completed thirty-six screens. Of those screens, eighteen resulted in assessments. Two were referred to Children First, six refused services, six were unable to be contacted, two had children too old for the program and were referred for center based services and two were out of county.

For those screens that are unable to be contacted by phone, we mail them program information as well as invitations to our center based activities. Cindy Lane has completed 70 Denver Developmental Screens for the year. Of those screens, 67 were considered normal and 3 had a delay noted. The three screens with delays were referred to Sooner Start for services.

## **INTAKE AND ENROLLMENT**

We have had no issues in this area.

## **ASSESSMENT SERVICES**

Of the nine assessments, six were opened, one refused services, one had a miscarriage and one did not score high enough on the assessment and was referred to Center Based Activities.

There were eighteen positive assessments in the last two quarters. Of those all eighteen families accepted services. Sixteen of these families have been opened. One family decided they did not want to receive services and one family has a child with leukemia and has been hospitalized often and has not been available for services.

## **FAMILY SUPPORT PLAN**

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

The Family Support Plan is designed to help families think about future goals and plans.

Our families have experienced many successes including getting pre-natal care, obtaining and maintaining employment and housing, enrolling in college, purchasing

vehicles, potty training their children and getting their homes clean and organized. Five mothers have completed their certification for Certified Nursing Assistant and have obtained jobs in the medical field.

We continue to update Family Support Plans every three months.

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

We are currently serving 33 families and have served a total of 40 families since July 1, 2003.

We continue to do weekly home visits. During the home visit we provide PAT lessons and parent-child activities. Some of the activities included making pat mats, looking at faces, clothes pin fun, play dough fun, ball roll, imitating actions, kick the can and simple stitchery. These activities include reading at least one book at each visit. We also provide activities for the older children such as puzzles, coloring sheets, building blocks and age appropriate books.

In November 2003, we celebrated Family Week by providing activities for the families, which focused on thankfulness for our families and the times we have together. These activities included reading stories about Thanksgiving, making handprint "turkeys" and having each family member tell stories of their most memorable Thanksgiving.

The Baby Bucks program continues to be used as an incentive for keeping home visits and participating in center based activities. Transportation continues to be provided for WIC appointments, well baby checks, yearly exams, etc.

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

### **STRUCTURED PARENT EDUCATION GROUPS**

Two sessions of parenting education classes (4 each) were held during this time period with a total of (8) classes.

The first set of classes were held every Monday during the month of October, 2003 from 6 – 8 p.m. STEP curriculum was used and topics discussed included discipline that makes sense, building a better relationship with your child, listening and talking to your child, building self esteem and praising and encouraging with your child. An average of 8–10 people attended the classes with 9 people completing the class and receiving certificates. Five fathers were present in most of these sessions and the importance of being a father was discussed and videos on fatherhood were presented.

The second set of classes were held every Monday during February 2004 with the STEP curriculum being used to cover the same topics listed above. An average of 10-12 people attended the classes with 9 people completing the class and receiving certificates.

The teacher for these classes was Judy Cravens. The classes were held at Okmulgee Learning Center, a large day care/learning center located in Okmulgee. This was done in a cooperative effort to work with other community programs. The learning center provided the childcare and the location and our OCAP program provided the actual program, teacher and refreshments. Flyers were distributed to Okmulgee, Beggs and Henryetta Headstart programs, the library, local day care centers and schools. The classes were also advertised in the Okmulgee Daily Times newspaper and on Okmulgee's KOKL radio station.

### WEEKLY, ONGOING PARENT EDUCATION SUPPORT GROUPS

Weekly, ongoing parent education support groups continued in the Okmulgee County Alternative School and Okmulgee High School Alternative School. The leader/facilitator for these groups was Judy Cravens.

Group sessions were held in the Okmulgee High School Alternative school every Monday from 10:30 a.m. to 11:30 a.m. The group of young women varied in numbers but usually there was a minimum of 5-10 students present for these group meetings. We discussed a number of parenting issues including pre-natal information as the group consists of expectant moms and parenting mothers.

The group at Okmulgee H.S. Alternative Academy has been successful with the young women being very interested and willing to participate. We were also successful in getting these girls interested in our Family Support program and at least one qualified and is now in our program.

The group at the Okmulgee County Alternative Academy began as a very small group of three students. Two of these students dropped out of school in the early Fall and the other student delivered her baby and is out of school until second semester.

We resumed the weekly group meetings in January 2004. The group meets on Friday mornings and continued to be a small group with only 2 or 3 in attendance most weeks.

### MONTHLY PARENT EDUCATION SUPPORT MEETINGS

These support meetings were held in conjunction with the area Headstart's regular monthly parent group meetings and Judy Cravens conducted all. One was held at the Okmulgee Headstart on September 23, 2003 from 6-7 p.m with 11 parents in attendance. The topic discussed was "Child Development" and the same topic was presented again on October 2, 2003 from 6-7 p.m. at the Beggs Headstart Parent Meeting with 11 parents attending. On November 10, 2003 a program was presented on "Mental Wellness" for Parents at the Henryetta Headstart Parent Meeting from 6-7 p.m and 2 parents attended. On February 19, 2004 a meeting was held at the Okmulgee Headstart from 6-7 p.m., with 10 parents in attendance. The topic for this meeting was "Good Nutrition for Children". A program was presented on "Child Abuse

Prevention” for parents at the Henryetta Headstart on March 8, 2004 with 5 parents in attendance,. The same topic was presented on March 9, 2004 at 4 p.m. at the Okmulgee Early Headstart with 7 parents in attendance. It was presented again on April 1, 2004, at the Beggs Headstart with 5 parents attending and April 5, 2004 at 6:00 p.m. at the Creek Nation Headstart with 4 parents in attendance. On May 18, 2004 at 4 p.m. a meeting was held at the Okmulgee Early Headstart and the topic discussed was “Summertime Fun Activities with Your Child”. There were 8 parents in attendance.

At these meetings information was presented using visual and written materials, handouts were distributed and discussions were held. Parents were very interested in communicating with one another regarding various parenting issues and seemed to enjoy getting together as a group for this type of meeting. It gave all participants a chance to share parenting experiences and support one another.

### PARENT-CHILD DROP-IN ACTIVITIES

Drop-in activities were held at the Henryetta Headstart in the mornings on August 28, September 30, October 14, November 7, and December 18, 2003. Drop-in activities were held at the Okmulgee Headstart and Okmulgee Early Headstart on November 19, 2003. Judy Cravens was the group leader for these activities. All of these activities involved reading stories coloring a picture or making a craft activity about the season. One especially fun activity held at all 3 head starts was making bird feeders from pinecones, birdseed and peanut butter. A total of 51 birdfeeders were made with parents and children. All activities were held at a time when parents were normally picking up their children. The parents listened to the story and help their child with the coloring/craft project before leaving for home.

The topic in August was a story about a Rainbow Fish and how he learned to share with others. The children talked about sharing with their parents and they worked on a rainbow fish-coloring sheet. There were 3 adults and 35 children present. The story in September was about being a good friend and the children read a story and participated in a craft activity with their parents where they drew themselves and a friend on small paper figures and the figures were glued together as friends holding hands. There were 5 adults and 28 children present. The story in October was about pumpkins and everyone made an October headband. There were 6 parents and 32 children present. In November everyone made pinecone birdfeeders with 10 parents and 33 children being present in Henryetta and 13 adults and 18 children present in the Okmulgee Head starts. The topic in December was about building a snowman and fun winter activities. The children and parents at the Henryetta Headstart colored a snowman. There were 33 children present and 6 adults.

Drop-in activities were lead by Judy Cravens at the Henryetta Headstart in the morning on January 14, February 18, March 30, April 16, and May 13, 2004. All of these activities involved reading stories relating to the season and participating in a coloring or craft activity that related to the story. All activities were held at a time when parents were normally picking up their children. The parents came and listened to the story and

helped their child with the coloring/craft project before leaving for home.

The topic in January was a story about the three little kittens who lost their mittens. There were 5 adults and 28 children present. The story in February was about George Washington and Abraham Lincoln and the children read a story and participated in a craft activity with their parents. There were 6 adults and 29 children present. The story in March was about baby animals visiting the zoo and a “monkey” craft activity. There were 6 parents and 32 children present. The story in May was about Old MacDonald’s farm and fun summertime activities. The children colored an animal sheet where they matched and colored the front and back of 5 different animals. There were 6 adults and 32 children present.

### Family Support Events

Family picnics were the family support event on September 21, 2003. Dana and Judy hosted the southern end of the county’s picnic in Henryetta, at McCuthchen Park with seven (7) parents and twelve (12) children in attendance. Following a picnic lunch, the children played on the swings, slides and other playground equipment.

Rose and Cindy hosted the picnic for the northern part of the county at Okmulgee’s Kiddie Lake with six (6) parents and five (5) children in attendance. The children enjoyed the day feeding the ducks and playing on the swings and slides, following a picnic lunch.

The Family Support Event on December 15, 2003 was a Christmas party for enrolled families. The party was hosted by program staff and was held at the Center, which was decorated in the holiday spirit complete with a Christmas tree. Santa Clause presented each child with a gift. The staff made cookies, popcorn and punch for treats. Family Support Workers delivered gifts to those families who could not attend. There were seventeen (17) adults and thirty-six (36) children in attendance.

The Family Support Event on February 9, 2004 was a Valentine Party for our families to make personalized, hand made cards for their family members. The families enjoyed Valentine cookies and cupcakes with punch. There were five adults and six children in attendance.

On April 4, 2004 we hosted our annual Easter Egg Hunt for our families. This year’s party required some quick thinking on our part due to spring showers that turned into a downpour. We pulled the kiddie pool inside, filled it with colored Easter grass and hid the eggs (which were donated along with the candy to fill them, by the Okmulgee Service League). While the toddlers hunted for eggs in the pool, the older children played games to win eggs, such as Hot Potato, Egg Pass and Duck, Duck, Goose. Cookies and punch were served. We had a total of ten adults and nineteen children present.

With summer upon us, we were all anxious to take things outside. On June 25, 2004 we had our annual Fun In the Sun Family Support Event. This event is always a family favorite. We had wading pools for the small children and sprinklers for the older

children as well as water balloon games and volleyball. We served hot dogs and chips before the families left for home.

We continue to take pictures at our family support events and present them to the family at their next home visit.

### Individual Parent Education Consultation Services

There were no individual parent education consultations in these quarters

### **COMMUNITY REFERRAL SERVICES**

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

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

### **INTERAGENCY COOPERATION**

We have received referrals from Okmulgee Memorial Hospital, Dr. Ed Osborne, Henryetta Head Start program, Children First, Tulsa Regional Medical Center, Salvation Army.

Jackie Miller and Cindy Lane attended the Okmulgee County Child Abuse Task Force meetings in July, September, and November. Cindy attended the special reorganization meeting in December. We decided to have meetings each month in order to keep people interested and involved. At the January 2004 meeting we elected new officers and Cindy Lane was elected Chairperson. At the February meeting Cindy facilitated the changes for the State Plan. We also made plans for the CAP Month events. We placed baskets in 18 area businesses that contained packets of flower seeds to correlate with the theme of "In Loving Hands Kids Blossom". The flower seeds had a flyer attached explaining the Blue Ribbon Campaign. We also handed out blue ribbons at the area elementary schools to the parents who pick up their children after school. Program staff manned the Task Force booth at the Family Fun Festival this year. We distributed 100 copies of the Task Force's updated Community Resource Directory for parents. We also attended meetings in April, May and June 2004.

Cindy Lane attended the December 5, 2003 meeting of the District II Child Abuse Prevention Task Force as well as the March 5, 2004 and June 4, 2004 meetings.

All staff members served on the Family Festival planning committee, which gave us the opportunity to work with many of the area agencies such as: Okmulgee County Health Dept., Deep Fork Community Action and Child Care Referral Service, Sooner Start, OSU Extension Office, Creek Nation Children and Family Services and Head Start, Okmulgee Early Head Start, CREOKS, Okmulgee Police and Fire Departments, Okmulgee State Park Service, and Okmulgee Public Library.

Okmulgee County Library continues to donate books for our families as well as notify our workers of new books or information that may be helpful to them or our families. The library also provides summer reading programs for our families.

Several area agencies and businesses allow us to display our program pamphlet and referral forms. Those are as follows: Okmulgee Public Library, Deep Fork Community Action & Child Care Referral, Creek Nation WIC, Wal-Mart, Dr. Cain, Dr Minton, Okmulgee County DHS and Salvation Army.

## **EVALUATION**

Our site evaluation review was held on October 20 & 21, 2003 and we were pleased with the results.

# **REPORT OF SERVICES**

# OKMULGEE-OKFUSKEE COUNTY YOUTH SERVICES, INC. AGENCY REPORT ON SERVICES PROVIDED 2003-2004

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**SHELTER:**

<u># of Youth</u>	<u>Avg. age</u>	<u>Avg. stay</u>
139	10.2 years	10.3 days

<u>Top Four Referral Sources</u>	<u># of Referrals</u>	<u>% of Total</u>
Okmulgee County Child Welfare	53	38.13%
Creek Nation Child Welfare	32	23.02%
Okfuskee County Child Welfare	17	12.23%
Tulsa County Child Welfare	13	9.35%

<u>Top Four Referral Reasons</u>	<u># of Referrals</u>	<u>% of Total</u>
Neglect	53	38.13%
Home/Family Problems	38	27.34%
Physical Abuse	14	10.07%
Sexual Abuse	11	7.91%

**\*Some cases may have been duplicated referral reasons**

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

Ages 5 and under	48
Ages 6-12	35
Ages 13-18	56

Male youth served	41%
Female youth served	59%

<u>Race</u>	<u>Percentage</u>
White	40%
American Indian	37%
African American	19%
Hispanic	4%

**FIRST TIME OFFENDER:**

<u>Avg Age</u>	<u># of Youth</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
14.91	111	2220	1130

<u>Top Four Referral Sources</u>	<u># of Referrals</u>	<u>% of Total</u>
Graduated Sanction Program	25	23%
Office of Juvenile Affairs	23	21%
Henryetta Municipal Court	16	14%
Okmulgee Municipal Court & Area Schools	10	9%

Top Four Referral Reasons

Drug Offense	19	17%
Petty Larceny	17	15%
Fighting & Behavior Issues	14	13%
Alcohol Offenses	14	13%

**OUTREACH PROGRAM - PREVENTION EDUCATION:**

Okfuskee County	1032 Students
Okmulgee County	<u>2523 Students</u>
	3555 Students

## Okfuskee County Schools:

Bearden	20
Graham	10
Okemah	556
Paden	185
Weleetka	<u>261</u>
Total	1032

## Okmulgee County Schools

Beggs	532
Dewar	82
Henryetta	437
Liberty Morris	70
Okmulgee	736
Preston	346
Twin Hills	<u>320</u>
Total	2523

**INTEGRATED BEHAVIORAL HEALTH OUTPATIENT PROGRAM:**

(Title XIX &amp; CARS)

<u># of Youth</u>	<u>Client Received*</u>	<u>Staff Provided**</u>
378	5616	6906

**FAMILY RESOURCE & SUPPORT PROGRAM:**

<u># of Screens</u>	<u># of Families</u>	<u># of Home Visits Attempted</u>	<u># of Home Visits Completed</u>	<u>Home Visit Completion %</u>
59	45	1598	1185	74.14%

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

<u>Youth &amp; Parents</u>	<u>Staff Provided**</u>
4228	13,818.10

**INDIRECT SERVICES**

	<u># of Hours</u>
Administrative Time	3979.00
Client Advocacy	1290.00
Community Development	617.75
Community Education (Includes Prevention Education Presentations)	3359.25
Consultation & Supervision	1358.50
Crisis Intervention – Youth	3.00
Information & Referral	1914.00
Program Development	3564.00
ROPES/Outdoor Adv.	117.50
Staff Development	415.00
Training Delivered	34.50
Training Received	613.59
Travel – Indirect	<u>941.00</u>
Total:	18,207.09

**Total Direct and Indirect Service Hours 32,025.19**

\*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 2003-2004

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## EVALUATION PLAN

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

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

# EVALUATION RESULTS

## 2003-2004 PROGRAM YEAR

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### WORKER SATISFACTION

Okmulgee-Okfuskee County Youth Services, Inc.'s management team and Board of Directors realize that each employee's satisfaction is of the utmost importance in their job performance. Furthermore, every employee's job performance needs to be his/her best as children and families look to them as role models, educators, advocates and counselors. This was the fifth year that the Employee Satisfaction Surveys were distributed. All salaried and contract staff were encouraged to participate and suggestions were requested. There were twenty-four surveys dispersed with twelve being returned for a participation rate of 50%. This is a decrease in participation of 15% from last year's survey. It is also the lowest participation by staff since we began doing the surveys.

The surveys were categorized with the following areas: Communication and Planning, the Employee Role, Corporate Culture, Training Program, Pay and Benefits, Employee/Supervisor Relationship, as well as Overall Satisfaction. As employee's opinions were tallied, it was as expected that Okmulgee-Okfuskee County Youth Services, Inc. could improve in some areas for their employees. Of those employees participating, there were 58% of employees that felt a very satisfied sense in their job and at the same time, 42% felt satisfied in their job. Okmulgee-Okfuskee County Youth Services, Inc. was pleased to note that this year's employee satisfaction surveys reflected no one feeling below average to dissatisfied. Yet at the same time, Okmulgee-Okfuskee County Youth Services, Inc. felt that there was a noticeable drop in overall employee satisfaction from the previous year.

In the area of Communications and Planning, 100% of employees felt satisfied or very satisfied with the communication between their program and the management team. In the area of contributing to the planning process of Okmulgee-Okfuskee County Youth Services, Inc.'s leadership 83% of the staff felt satisfied that they had been included in the planning process of the agency.

In the area of the Employee's Role, 83% of the employees felt that they were part of Okmulgee-Okfuskee County Youth Services, Inc.'s team and were contributing to the agency's mission. There were 17% of the employees that did not feel as strongly about their role mainly in the areas of having the authority to make their own decisions, teamwork, and their value to the agency.

In the area of Corporate Culture, 83% of the employees felt that they received recognition for a job well done. There were 100% of the employees who felt that quality is a priority with Okmulgee-Okfuskee County Youth Services, Inc.

In the area of Training, 8% would have liked more initial training as well as more ongoing training.

In the area of Pay and Benefits, 100% of the employees felt satisfied with Okmulgee-Okfuskee County Youth Services, Inc.'s pay and benefits while 92% were satisfied with their personal leave days.

Upon review of this year's employee satisfaction surveys the management team felt a need to develop a new plan for employee input and recognition for the upcoming year.

1. All employees will continue to write a program report describing their program's progress and activities for the year. All employees will continue to develop their program's goals and objectives. These reports and goals will then be included in the agency's annual report. By completing this process, it is hoped that all employees will understand the importance of their input.

2. The Integrated Behavioral Health Outpatient Team will begin to have weekly staffing in October 2004. Each month will typically include three group meetings in which cases can be staffed or ongoing training can be completed. The other week in the month will continue to be an individual supervision in which cases will be discussed as well as an overview of current case audits.

3. Any interested staff may participate in our new program "Office Pal." Any interested staff will register their name with the Executive Director and she will draw the staff pairings. Those staff members participating will be encouraged to take their "Office Pal" on a regular basis. The pairings will be changed every six months.

## **CLIENT SATISFACTION SURVEYS**

Okmulgee-Okfuskee County Youth Services, Inc. recognizes and values the opinions and input of their consumers/clients. Client Satisfaction questionnaires and self addressed stamped envelopes were given directly to participants in the Integrated Behavioral Health Outpatient / CARS Program. The agency had 38% return rate on their satisfaction surveys in this program.

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 the Shelter Home Program and an 100% return rate for the First Time Offender Program.

The following questionnaires were designed for the client to respond in a strictly confidential manner. The questions were scaled from one to five, with one being strongly disagree to five being strongly agree. Okmulgee-Okfuskee County Youth Services, Inc.'s management team wanted the clients to evaluate the programs as well

as those delivering the program services. Therefore, the questionnaires asked their opinions regarding such areas as how they were treated, if they benefited from the program and would they refer others. The following are the results by program of the client's satisfaction:

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

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

I was involved in my treatment plan. – 4.58

I felt my concerns were handled in a confidential way. – 4.62

I have benefited from the services received. – 4.65

I would refer others to this agency. – 4.49

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

I felt welcome when I came to the shelter. – 4.48

The shelter rules and expectations were clearly explained to me. – 4.3

During my stay, I've felt there were staff I could go to with a problem or if I just wanted to talk. – 3.9

I felt safe during my stay at the shelter. – 4.48

Overall, my stay at the shelter was positive. – 4.38

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

The program was explained clearly to me at intake. – 4.6

I feel that I was treated with dignity and respect. – 4.75

My facilitator was prompt in starting and ending class. – 4.58

I will be better able to handle my problems because of my participation in this program. – 4.43

I feel others would benefit from this program. – 4.58

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

### **Behavioral Health Outpatient Survey Comments 2003-2004**

"We love \_\_\_\_\_"

"I have benefited from talking with \_\_\_ and she has really been some help to me and my son."

"We had a considerate, wonderful and exceptionally helpful counselor."

"She was very helpful, to aid in the help I needed."

"\_\_\_\_\_ has made a tremendous change in my son's life. \_\_\_\_\_ relates to her. And I feel like her heart is in it instead of it just being "her job."

"We like that you work with our needs and concerns."

“They are really nice and respectful to talk to when you need to talk to someone.”  
“They are all very professional, caring, thoughtful people. I’ve been very pleased!”  
“Our counselor \_\_\_\_\_, is great and has made the transitions in our family much easier.”  
“Great and productive so far.”  
“She is good. She needs a raise for doing so well.”  
“\_\_\_\_\_ is so fun I like being with her once a week.”  
“Our counselor is always on time, calls back in timely manner and is there when needed. She is really great.”  
“I think things are great, would not do anything different.”  
“It helps!”  
“My daughter has greatly improved.”  
“This place is great and I like your services.”  
“\_\_\_\_\_ is a wonderful person and a great counselor.”  
“\_\_\_\_\_ relates very well with \_\_\_\_\_. She has also gave me some good advice in dealing with her behavior problems.”  
“\_\_\_\_\_ is very professional and honestly concerned with the needs of the boys. She gave good advice and I appreciate her patience and concern.”  
“Our counselor has been wonderful. She is accommodating and understanding. I think my family will benefit greatly from this service.”  
“\_\_\_\_\_ is very helpful to us. We really appreciate her help.”  
“\_\_\_\_\_ is our counselor and I am very pleased with her because she always makes things seem better than they are. I have benefited from sessions and am very grateful to her.”  
“\_\_\_\_\_ is wonderful. She has had a very positive impact on my daughter’s behavior.”  
“I think that my daughter has benefited from this. And so have I. I appreciate what they have done for us.”  
“\_\_\_\_\_ is great! She really works well with \_\_\_\_\_.”  
“You guys are doing just fine! Keep up the good work!”  
“Everyone is very helpful and always keeps me informed.”  
“Everyone is nice. Just keep on working with young children like \_\_\_\_\_. \_\_\_\_\_ loves Wednesdays. He likes his counselor \_\_\_\_\_.”

### **First Time Offender Classes Survey Comments 2003-2004**

“The program has helped with our family situation.”  
“Very informative. Useful anger management tools.”  
“I did not want to go at first, but after I did it was very useful.”  
“Great! I think that as a parent I can understand my child better.”  
“It really helped me out in areas I didn’t think I was weak in.”  
“Chairs are very hard. Need comfortable chairs please. \_\_\_\_\_ is a wonderful person, very helpful.”  
“I loved you all! Very kind and willing to help! We just need more help, or a longer program. Maybe we need more one on one. Thank You!!”  
“I’m glad that I came to this class because I have learned a lot about teenagers and drinking and drugs.”  
“They explained things very clearly and helped me understand my problems better and how to handle them in life.”

“The program was fun! Love you guys. Thanx 4 your time.”

“I really liked how \_\_\_\_\_ handled the program and hopefully others will learn to.”

“I liked this program! As an educator, I’d like to see you work more with the schools – especially the Middle School. We could work on prevention of behavior problems before they get here.”

“Everything about the program was useful in everyday life, and I enjoyed being here. You were all very friendly and made me feel at ease about our situation.”

“Thank You All.”

“\_\_\_\_\_ is an excellent counselor and his class is wonderful.”

### **Shelter Home Program Survey Comments 2003-2004**

“\_\_\_\_\_ and her children were just like family to me.”

“I would recommend this shelter to friends.”

“The people were very nice.”

“They were very nice and if I wanted something, they would do their best to get it.”

“The \_\_\_\_\_ are good people and please keep them in mind for other kidz.”

“I love the family I stayed with and I would love to come here any other time. I would definitely do this over again. Thank you very much.”

“It’s was okay, I guess?”

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

In the year 2003-2004 we continued to disburse our client satisfaction surveys at the time of discharge or during the time services were still being given. This method has proven to be the most effective in obtaining client satisfaction surveys.

Okmulgee-Okfuskee County Youth Services, Inc.’s management team plans to continue the current distribution plan for the Shelter Home and First Time Offender 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, Inc. presented the Character Counts! curriculum for the third year in a row to schools in both Okmulgee and Okfuskee Counties. Student, teacher, and parent surveys were redesigned this past year for the Character Counts! program. The following is a summary of those schools surveyed:

*Schools Surveyed:*

Okmulgee Elementary	Twin Hills	Preston	Dewar
Okmulgee Primary	Henryetta	Liberty Morris	
Okmulgee Middle	Beggs	Weleetka	

**Total Student Surveys: 1738 sent / 1738 returned = 100% return rate**

*Random questions from survey:*

I think learning about respect, responsibility, and trustworthiness has been important.

93% yes      7% no

Overall, Character Counts! has made a positive difference in me.

85% yes      15% no

I have noticed a change in my friends as a result of Character Counts!

64% yes      36% no

**Total Teacher Surveys: 52 sent / 52 returned = 100%**

*Random questions from survey:*

Did you talk to your students about what they were learning in Character Counts!

100% yes      0% no

Overall, Character Counts! has had an impact on the student's behavior.

100%          0% no

**Total Parent Surveys: 1035 sent / 265 returned = 26%**

*Random questions from survey:*

Has your child's behavior improved related to the character traits respect, responsibility, and trustworthiness?

82% yes      18% no

Overall, has Character Counts! had an impact on your child's behavior.

85% yes      15% no

**Additional Comments written on returned surveys:**

*Parents:*

"Super Program!"

"They also have the Character Counts! books at the library that we checked out throughout the year."

*Students:*

"I like the fun activities that help us learn."

"I liked how something fun could tell an important message."

“I liked the movies and learning about respect and caring.”

*Teachers:*

“I think it is a positive way to reinforce character building traits. I truly hope we can continue with this program.”

“I liked the fact that it was presented in a way that the students remembered the lessons from week to week. The lessons and activities were geared to their level.”

“It would be great to leave a few activities with the teacher so we could continue to talk/work on the character trait throughout the week.”

In addition to the Client Satisfaction Questionnaire, Okmulgee-Okfuskee County Youth Services, Inc. recognizes the need to receive input and recommendations from agencies that we coordinate services. In past years, the Board of Directors of Okmulgee-Okfuskee County Youth Services, Inc. has conducted the Organization Consumer Based Planning and Assessment Tool this year. With last year’s return rate being 26%, an alternative distribution was utilized in 2003-2004. Each staff member distributed the assessment tool those individuals he or she worked with during the past year. There were 92 assessments distributed in May 2004 and 41 were returned. The assessments were distributed to school personnel, caseworkers, law enforcement officers, judges, and other community members. The response rate was 45%. The management team will deliver the Organization Consumer Based Planning and Assessment Tool in this same manner next year.

This assessment tool was an effort to determine Okmulgee-Okfuskee County Youth Services, Inc.’s perceived areas of strengths and weaknesses. Of those agencies responding, 73% stated that they have a general knowledge of our programs and 27% stated that they had some knowledge of our programs. On the other hand, 83 % of the respondents feel the general public is somewhat familiar to familiar with Okmulgee-Okfuskee County Youth Services, Inc.’s services. This is an increase in awareness of 8% from last year’s survey and an increase of 33% over the last three years. We will continue to promote our services through public presentations, newspaper articles, radio interviews, as well as our web page and our quarterly newsletter.

Of those responding, 98% felt the relationship between our agency and their agency was positive. This was an increase of 6% from the previous year. Likewise, 90% felt access to our staff was satisfactory. This reflects a 2% decrease in staff accessibility from last year’s survey. Our goal continues to be 100% in this area. The question was raised as to professional courtesy from our agency and the result reflected professionalism 98% of the time.

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, Okmulgee-Okfuskee County Youth Services, Inc. requested recommendations for additional services that may benefit the community. Our referral resources felt that additional parenting classes and counseling services were needed as well as additional sex and character education for middle and high school students. Our referral resources indicated a need for community youth recreational programs as well.

The following are the strength and weaknesses of Okmulgee-Okfuskee County Youth Services, Inc. as listed by those agencies which participated in this assessment.

### Strengths

Professional employees

Employee's willingness to assist

Counseling services

Open communication between agencies

The variety of programs

"I appreciate the entire staff but especially \_\_\_\_\_ & \_\_\_\_\_. Both have gone out of their way to accommodate these students. Many, many thanks."

"Teamwork"

"Do A Great Job"

"Thanks!"

"It's a pleasure to work with the Okfuskee County staff."

"Keep up the good work!"

"I enjoy working with Okmulgee-Okfuskee County Youth Services, Inc."

"The Character Counts! Program has been wonderful for our kids. Parents have been happy with it also. \_\_\_\_\_ is a wonderful presenter who genuinely cares about children and their well being."

"The service provided by this organization is crucial tool in dealing with the problem youth of our community and outlying area. I've been able to witness the objectiveness of this service. I do support it, and hope that with funding issues as they are that this would be effected only in a very last step. Our youth need to and should be a priority. I commend the efforts of the local office and staff for their tireless continued dedication to this service."

"I always call OOCYS first with a referral as I know they will follow through. I am so grateful for their Character Ed. Program as it makes my job easier. Their employees are super, very easy to work with and very professional. They are willing to implement new programs and help the school."

### Weaknesses

Lack of counselors

Lack of shelter homes

Lack of finances

More community awareness

Okmulgee-Okfuskee County Youth Services, Inc. requested the respondents to recommend services to better meet their needs. The three services most mentioned were to expand outpatient counseling services, to provide additional parenting classes and to develop an after school program for the community. In addition, the respondents were asked to list the most pressing unmet needs in the community. Of the many responses, the most often mentioned were activities for youth and parenting skill classes.

### **Needs Assessment**

As is evidenced above in the Organization Consumer Based Planning & Assessment Tool, Okmulgee-Okfuskee County Youth Services, Inc.'s Board of Directors and management team recognize the importance of input from others to possibly help improve and implement new services for the children and families of Okmulgee and Okfuskee Counties. A Community Needs Assessment was administered to assist the long term planning decisions of Okmulgee-Okfuskee County Youth Services, Inc.'s management team and Board of Directors. The agency staff was instrumental in administering this assessment at both the Okfuskee and Okmulgee County Fairs to those passersby who were interested. There were 28 respondents in Okfuskee County and 33 respondents in Okmulgee County.

The Needs Assessment was written in such a manner that no personal information could be released nor could one be identified from the information. The information requested included the number of children and adults in the home, their age, available transportation and a list of eleven community needs. The respondents were asked to rank the needs of their community with a score of 1 being of the lowest need and of 3 being of the greatest need. We have listed the top needs for each county as well as the numbers of adults and children in the homes represented by these answers.

In Okfuskee County, there were 51 adults and 42 children residing in the homes of those responding. The top six needs for Okfuskee County are:

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

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

1. Employment Opportunities
2. More community activities for families and children

This year, an additional question was added for the respondent to list the top two things families need. The top response was the need for the family to have secure employment and regular income.

In Okmulgee County, there were 56 adults and children residing in the homes of those responding. The top five needs for Okmulgee County are:

1. Drug/Alcohol Issues
2. Physical Abuse of Children
3. Child Behavior Problems
4. Financial Problems
5. Sexual Abuse of Children

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

1. Drug/Alcohol Issues
2. Employment Opportunities
3. Activities for youth and families

This year, an additional question was added for the respondent to list the top two things families need. The responses in Okmulgee County were almost evenly distributed between church, family support, employment opportunities, shelter, and love.

The above tools have generated many issues and ideas for Okmulgee-Okfuskee County Youth Services, Inc.'s Board of Directors and management team to begin to develop this year's organizational plan. From the information gathered, we will be able to develop short 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 2003-2004 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 Ron D. Tisdale, CPA. Our external audit reflected no recommendations or concerns for fiscal year 2003-2004.

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 conducted consumer satisfaction surveys with consumers via the telephone throughout the year. Contacting consumers via the telephone proved difficult at times due to misinformation and the lack of phone service at some residences. Our corporate compliance plan for consumer satisfaction will remain the same for 2004-2005. The Corporate Compliance Officer will continue to attempt contact by telephone with each consumer. This contact will occur at the time their individual treatment plan comes up for review. If contact cannot be made after three attempts via the telephone, a survey will be mailed to the consumer. We will include a self addressed stamped return envelope. The Corporate Compliance Officer will record the results and determine the percentage of participation.

This past year, The Corporate Compliance Officer successfully completed 38% of the attempted consumer satisfaction surveys. Of those surveys completed, the following issues and resolutions were recorded.

**Issue:** The counselor knew the youth previously in another setting and the parent felt the counselor should not have accepted the case but did not want her changed at this time.

**Resolution:** When a case is assigned to a counselor, the counselor and client will both be questioned as to any possible conflict of interest.

**Issue:** The parent/guardian doesn't feel that the youth and counselor are bonding but doesn't want to change counselors at this time.

**Resolution:** None

**Issue:** The parent/guardian felt that an obstacle in the counseling sessions was that the counselor was hearing impaired and difficult to understand but that overall the counseling sessions were very stressful. The counseling sessions have ended.

**Resolution:** When a youth is assigned to this counselor the person speaking to the family will inform them of her hearing impairment and be given the option of another counselor if they are not comfortable. The counselor will also speak with the family at intake to make sure they are comfortable with her hearing impairment.

**Issue:** The parent/guardian felt that the counselor was not well enough educated on the disabled to be counseling a disabled youth. The parent/guardian has terminated services with the counselor and does not want to start again with a new counselor.

**Resolution:** The therapist on this case has taken full time employment with another agency and is carrying a few cases with our agency. Training was held with all the therapists to better educate them on working with a disabled youth.

**Issue:** The parent/guardian felt that the counselor was not effective and a solution was never reached.

**Resolution:** The youth is no longer receiving services from our agency at the family's

request.

**Issue:** Parent/counselor felt that the counselor was demeaning.

**Resolution:** A new counselor was assigned.

**Issue:** The parent/counselor felt that counselor overreacts to everything that the child says.

**Resolution:** A new counselor was assigned.

**Issue:** The parent/guardian stated the counselor did not make appointments nor did the counselor call before their arrival. The counselor always expected to see the client upon arrival.

**Resolution:** The counselor in question had already resigned from our agency. All therapists record their next scheduled appointment date and time on each week's progress notes.

The surveys did indicate that Okmulgee-Okfuskee County Youth Services, Inc.'s therapists are prompt and attentive to the needs of the persons served the majority of the time.

From July 1, 2003 through June 30, 2004, Mental Health Management Services of Tulsa, Inc. billed for our Behavioral Health Outpatient Services. 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. In January, 2004 the Oklahoma Health Care Authority (OHCA) revised their service codes to be in compliance with their federal mandate. Consequently, our staff was faced with new service codes as well as new limits on billable time associated with each service code. Many of our treatment plans were already approved for a certain amount of units and billable time, when the new codes went into place the conversion was not unit for unit nor were the billable times always comparable.

The following is a synopsis of the 2003-2004 collection rate for our Integrated Behavioral Health Outpatient Program. First quarter results were 93%, 2<sup>nd</sup> quarter results were 93%, third quarter results were 95% and 4<sup>th</sup> quarter results were 99.2%. The average billing collection rate for the year was 95%. The management team at Okmulgee-Okfuskee County Youth Services, Inc. feels that this is an excellent collection 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 has had definite results.

The management team of Okmulgee-Okfuskee County Youth Services, Inc. decided in May 2004 that the agency was in a position to begin billing for the Integrated Behavioral Health Outpatient Services in-house. Our billing contract with Mental Health Management Services of Tulsa, Inc. ended on June 30, 2004.

There were no incident reports associated with the Integrated Behavioral Health Outpatient Program, the Okmulgee County Family Resource and Support Program, the First Time Offender Program, nor the School Based Outreach Program. The Shelter Home Program did have 12 incident reports that involved shelter home residents that either ran away or had minor medical needs.

Okmulgee-Okfuskee County Youth Services, Inc. did not receive any consumer or personnel grievances in fiscal year 2003-2004. 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 nor allegations of a violation of the Code of Ethics in fiscal year 2003-2004.

Okmulgee-Okfuskee County Youth Services, Inc. received contractual reviews this year from both the Oklahoma State Department of Health and the Office of Juvenile Affairs 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. The agency received a three certification from the Commission on Accreditation of Rehabilitation Facilities (CARF).

Upon review of the year's ethical, legal, and business practices, it was felt that Okmulgee-Okfuskee County Youth Services, Inc. was in compliance with their Corporate Compliance Plan for fiscal year 2003-2004.

### **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 a plan of action was implemented.

Effective January 1, 2004 the Oklahoma Health Care Authority (OHCA) revised their billing codes and the corresponding billing reimbursement rates for said billing codes. Prior to 1/1/04 the individual therapy units were approved in 30 minute increments and multiple units could be used in one day. After 1/1/04 the individual therapy units are approved for one unit per day in time increments of 20-30 minutes, 45-50 minutes or 75-80 minutes. The agency received notification of the changes via a fax on December 29,

2003. Okmulgee-Okfuskee County Youth Services, Inc. strives to provide consistent and quality services regardless of the consumer's ability to pay. Okmulgee-Okfuskee County Youth Services, Inc. also believes in a fair reimbursement rate for our therapist's time. We did not want this transition to be difficult for our therapists or for our consumers. In an effort to make the transition as easy as possible we continued to see our consumers for the time they were initially approved for and reimbursed our therapist accordingly. The agency was not able to bill and receive reimbursement for some of this time. By February 2004, the therapists had readjusted their schedules to correspond with the new codes and the corresponding time.

The other loss associated with this year involved our funding with Tulsa Area United Way. Due to the current economic situation, Tulsa Area United Way was forced to reduce their overall campaign goal for 2005. This resulted in a corresponding 12.3% reduction in our agency's 2005 allocation. Our allocation reduction was in part due to two TAUW panel recommendations. Those recommendations were as follows:

1. The panel recommended that Okmulgee-Okfuskee County Youth Services, Inc. comply with GAAP in capitalizing its fixed assets and recording the associated depreciation, which would as a result correct the financial reporting to confirm with GAAP and result in an unqualified opinion on its audit report.
2. The panel encouraged the agency to engage in outside fundraising to leverage its funding base.

Okmulgee-Okfuskee County Youth Services, Inc. has resolved the first recommendation listed above by having their auditor, Ron D. Tisdale, CPA complete a depreciation schedule by June 15, 2004. Okmulgee-Okfuskee County Youth Services, Inc. 2003-2004 Audit Report will reflect this compliance. The Board of Directors and staff of Okmulgee-Okfuskee County Youth Services, Inc. have explored several fundraising ideas but have not yet determined an appropriate fundraiser for fiscal year 2004-2005. The Board and staff will continue to pursue a fundraiser for the upcoming year.

In May 2004 the Board of Directors approved the Executive Director's recommendation that Okmulgee-Okfuskee County Youth Services, Inc. cancel their billing contract with Mental Health Management Services of Tulsa, Inc. The agency's Administrative Assistant will be responsible for this task. The cancellation of this contract would save the agency \$7800 for the next fiscal year. This amount exceeds the 12.3% reduction in the 2005 Tulsa Area United Way allocation.

With the before mentioned changes, it is believed that there will be no loss of programs or services, no reduction of services, no reduction of employees or employee benefits and no financial concerns to begin the new fiscal year.

As there continues to be economic instability in the state of Oklahoma, 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 2003-2004.

## **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 have also been trained in First Aid and CPR skills. In addition to the above trainings, regular building and vehicle inspections have been performed.

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

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

Following is this year's accessibility reports by quarter:

### *September 30, 2003*

In our regular staffing on September 10, 2003 and our therapist staffing on September 17, 2003 progress on last quarter's accessibility plan was reviewed.

Cathy Webb has been working on the agency web site. To date, she has been able to complete the history of the agency section, staff section, and services section.

Cassie Jones, Stephanie Welton, and Green Country Technology Center has designed an ACCESS program that has been implemented this month to generate client review due dates. We are continuing to work out the bugs in this program. To date, we have been able to generate a monthly review due list by client, assigned therapist, and due date. Therapists are asked to double check list for accuracy. The billing clerk is using the program to generate GAF report for analysis as well.

A new Corporate Compliance Client Satisfaction Survey, which includes an accessibility question, has been developed and approved by the Board of Directors on September 25, 2003. Corporate Compliance Officer will begin to administer this new survey to

clients next month.

Cathy Webb has received approval from the Dr. Laura Schlessinger Foundation to receive 15 baby girl bags, 15 baby boy bags, 30 child girl bags, 30 child boy bags, 15 teen girl bags, and 30 teen boy bags.

The staff of each program in conjunction with the Executive Director developed program goals for 2003-2004. The 2003-2004 program goals were approved by the Board of Directors on September 25, 2003. The following are the 2003-2004 Program Goals:

1. Okmulgee-Okfuskee County Youth Services, Inc. will continue to promote its agency mission and program services through a public awareness program
2. Okmulgee-Okfuskee County Youth Services, Inc. will recruit and maintain ten shelter homes in Okmulgee and Okfuskee Counties while providing quality services to a minimum of 175 youth
3. Okmulgee-Okfuskee County Youth Services, Inc. Outreach Coordinators will implement the Character Counts! curriculum in 100% of the eligible schools in Okmulgee and Okfuskee Counties. Eligible schools will be defined as those schools that do not receive similar services from another entity. The Outreach Coordinators will continue to present activities for youth during the summer
4. Okmulgee-Okfuskee County Youth Services, Inc. will increase First Time Offender Program (FTOP) awareness by 100% to school officials as well as all law enforcement, courts, and OJA agencies in Okmulgee and Okfuskee Counties. The FTOP Coordinators will actively seek an increase in FTOP referrals, which will result in 150 youth and their families participating in the program this next year.
5. Okmulgee County Family Resource and Support Program will provide home visitation services to thirty families in Okmulgee County each quarter. They are going to increase program awareness through collaborative presentations at the county's head start and alternative schools and through their referral resources.
6. The CARS Program goal is to maintain our Oklahoma Department of Mental Health and Substance Abuse Services (DMHSAS) certification and to develop additional outpatient treatment services for adolescent substance abusers.
7. The Case Management goal is for each therapist to provide support and advocacy to a minimum of ten clients each month.
8. Integrated Behavioral Health Outpatient Program's effectiveness goal is for each consumer to improve their individual functioning and reduce their need for outside intervention through participation in the program. Increases in clients' GAF scores will be the measure utilized to determine effectiveness.
9. Integrated Behavioral Health Outpatient Program's efficiency goal is for each consumer to receive Outpatient services in a manner that will be timely and reduce no shows. This measure will be measured by percent of no shows on a monthly basis.
10. The Integrated Behavioral Health Outpatient Billing goal is to decrease the number of billing denials on a quarterly basis. The percentage of claims paid versus claims denied will be calculated on each weeks claim. Each Integrated

Behavioral Health Outpatient Therapist and the Billing Clerk will be advised quarterly of common occurring errors that are leading to denials.

11. Okmulgee-Okfuskee County Youth Services, Inc.'s financial goals for 2003-2004 to help ensure financial security and continuity of service delivery are:
  - a. Maintain CARF accreditation, which will enable the organization to continue to bill Medicaid
  - b. Maintain Department of Mental Health Substance Abuse Services certification so additional services can be provided and access to another revenue stream can be sought
  - c. Utilize all the RVU's approved through the OFMQ process in meeting the needs of the person served

Each program staff will be responsible for helping accomplish their program goal by June 30, 2004.

The staff also requested that our employee satisfaction survey be revised to eliminate duplicated questions and include accessibility issues. Jackie Miller will complete the revisions to the employee satisfaction survey by December 31, 2003.

*December 31, 2003*

In our combined agency staffing on December 17, 2003 progress was noted on previous quarter's accessibility plan as follows:

The My Stuff Bags for children 3-11 have arrived. The Shelter Home staff has started passing out the bags. The youth are greatly enjoying receiving their own bags and the treats inside them.

The agency website has been completed and is available for public viewing. The following areas have been added to the website: kid links, scrapbook, and directions to the office. Continued improvements will be made to the website. The website address will continue to be added to informational material.

The revised employee satisfaction survey has been completed. A copy is attached for employee review. Duplicated questions were eliminated and two accessibility questions were added. The questions are as follows:

- 1) Have you experienced any obstacle(s) in the performance of your employee job duties? If so, please describe.
- 2) Have you experienced any obstacle(s) in providing services to our families/clients? If so, please describe.

This employee satisfaction survey will be administered in July 2004.

All employees continue to work towards their 2003-2004 program goals. The following areas were identified as accessibility issues that needed to be addressed:

- 1) A staff training on appropriate techniques to establish rapport with a client who has physical disabilities. This training will be conducted by Cathy Webb in April 2004.

All staff felt that the windows in the front room continue to be problematic for group presentations and staffings in the morning due to the fact that the windows face east. On a clear morning, the sun can be quite blinding making it difficult to complete presentations. Mini blinds will be purchased and installed by agency staff by March 31, 2004. This will allow our staff the opportunity to open or close the blinds as needed for our clients' and staffs' comfort.

The therapists are having difficulty with the computers in their office. These computers are older and are unable to consistently print clients' treatment plans and progress notes. This difficulty reduces therapists' productivity and delays services to clients. Stephanie Welton will research computer specifications and prices to meet agency need. Depending upon cost, two new computers will be purchased by February 28, 2004.

Okmulgee-Okfuskee County Youth Services, Inc. has been invited to a Legislative Breakfast on February 24, 2004. We will have the opportunity to present a display board describing our agency services. Cassie Jones and Jackie Miller will purchase an appropriate display board and design a display that effectively describes our agency's services by February 20, 2004. Stephanie Welton and Jackie Miller will attend the legislative breakfast and present the agency's display board on February 24, 2004.

Okmulgee-Okfuskee County Youth Services, Inc. foresees a need to locate alternative funding for current and new programs. At the present time, additional state funding for current programs is not available. Without additional funding, some of our programs may have to reduce certain services to clients. For example, a reduction in the therapists' time with a client may have to be implemented, the elimination of our Baby Bucks program, which provides diapers and wipes to needy parents, or modify summer youth activities. Okmulgee-Okfuskee County Youth Services, Inc. believes that funding directly affects services. Consequently, clients are also affected. Cathy Webb and Jackie Miller will locate available federal and private foundation grants and make appropriate applications by June 30, 2004.

#### *March 21, 2004*

In our regular staffing on March 10, 2004 and our therapist staffing on March 17, 2004 progress was noted on previous quarters' accessibility plans as follows:

The blinds on the east windows have been installed and the lighting situation is much improved.

The My Stuff Bags for youth 12-18 have now arrived. Several of the bags have been

given out. The bags contain toiletries, t-shirts or hats, paper, pencil, throw, and a stuffed animal. The youth are certainly benefiting from the bags. We are still on the waiting list to receive infant bags.

Two new Dell computers were purchased in January 2004 and replaced ones in the front office. The former computers were placed in the therapists' office and are functioning properly. The therapists are no longer experiencing printing difficulties with their progress notes and treatment plans.

A display board was developed and is now available for local community health fairs, TAUW presentations, community events, etc.

An application was made to the Viersen Family Foundation in February. Funding was requested to purchase new carpet for entire building in Okmulgee, to subsidize our 2004-2005 liability, property, and vehicle insurance, and to provide joint presentations with the Victims Impact Panel to all high schools in Okmulgee and Okfuskee Counties in 2005.

A request for consideration has been made to the Department of Mental Health Substance Abuse Services for a site visit. This is the first step in being considered for an Adult Drug Court Program.

All employees continue to work towards their 2003-2004 program goals.

The following areas were identified as accessibility issues that needed to be addressed:

- 1) The need to purchase a TDD device. Its availability would be noted on our brochure and in our web page. Cathy Webb will locate an appropriate TDD device for our agency. Once it is purchased, Cathy will provide training on how to use the TDD device to all staff members. The purchase and training will be completed by June 30, 2004.
- 2) Our agency brochure needs to be revised and the service information simplified to be more attractive. Cassie Jones will develop the new brochure to correspond with agency presentation board. New digital images of children receiving services will be taken. Cassie will develop and print the brochure in conjunction with the Tulsa Area United Way Print Shop by August 31, 2004.
- 3) Cathy Webb has identified a source who will assist us in transferring our agency brochure and client rights to Braille. As we are in the process of revising our agency brochure, this translation will be completed by September 30, 2004.
- 4) Cathy Webb will locate a shelter home that can accommodate a child with physical disabilities by July 31, 2004.

*July 21, 2004*

In our regular staffing on July 14, 2004 and our therapist staffing on July 21, 2004 progress was noted on previous quarters' accessibility plans as follows:

The My Stuff Bags for infants have now arrived. Several of the bags have been given out. The bags contain hand made quilts and blankets, a stuffed animal, and other baby items. The children are certainly benefiting from the bags.

An application was made to the Viersen Family Foundation in February. Funding was requested to purchase new carpet for entire building in Okmulgee, to subsidize our 2004-2005 liability, property, and vehicle insurance, and to provide joint presentations with the Victims Impact Panel to all high schools in Okmulgee and Okfuskee Counties in 2005. The Viersen Family Foundation sent notification in May 2004 that they had approved our agency to receive \$20,000. This check was received in June 2004. The carpet is in the process of being laid and should be completed by July 31,2004

A request for consideration was made to the Department of Mental Health Substance Abuse Services for a site visit. This was the first step in being considered for an Adult Drug Court Program. Numerous telephone calls have been made but it appears that the funding may be administered through Judge Woodliff's office.

All employees are writing their annual program report to be included in the agency's annual report. They are also analyzing their goals and accomplishments of 2003-2004 to be able to determine their goals for the upcoming year

In March 2004 we identified the need to purchase a TDD device. Its availability would be noted on our brochure and in our web page. Cathy Webb has located an appropriate TDD device for our agency. It will be purchased in August 2004 and Cathy will provide training on how to use the TDD device to all staff members. The purchase of the TDD device and the training will be completed by November30, 2004

Our agency rights have been translated to Braille. As we are still in the process of revising our agency brochure, the translation of the agency brochure will not be completed until November 30, 2004.

- 1) Our agency brochure needs to be revised and the service information simplified to be more attractive. Cassie Jones is in the process of developing the new brochure to correspond with the agency presentation board. New digital images of children receiving services will be taken. Cassie will develop and print the brochure in conjunction with the Tulsa Area United Way Print Shop by August 31, 2004.
- 2) Cathy Webb will continue to try and locate a shelter home that can accommodate a child with physical disabilities. This has proven to be a challenge and has not yet been accomplished. We are extended this accessibility goal to December 31 2004.

# TECHNOLOGY REPORT

## 2003-2004 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 fourteen Pentium grade or higher computers (four of which are laptops), five laser printers, and eleven ink jet printers. The agency also has a power point projector and screen for classroom instruction as well as community presentations.

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

The agency's computers are not networked at the present time. Six computers have login and password protection. The remaining computers are only utilized as word processors and passwords have not been deemed necessary at this time. Okmulgee-Okfuskee County Youth Services, Inc. has two computers that electronically submit confidential data as a contractual requirement. Both of these computers are login and password protected. In addition, access to the login and password information has been limited to only select personnel. With the assistance of our funding resources, these programs receive regular updates to guard against viruses and to ensure the confidentiality of the information transmitted. In 2003-2004, Okmulgee-Okfuskee County Youth Services, Inc. purchased and installed McAfee Virus Protection on the remaining four computers that are password and login protected. Agency staff complete a weekly virus update to ensure that no new viruses have penetrated our computers.

Okmulgee-Okfuskee County Youth Services, Inc.'s current back up policy includes daily back up of necessary information to a disk and weekly backup of necessary information to a CD ROM. Currently, this application is only necessary on three of the agency's computers. Since the additional computers are utilized more as word processors, their information is printed immediately and is not stored on the hard drive. In fiscal year 2003-2004, Okmulgee-Okfuskee County Youth Services, Inc. purchased a fireproof safe for the storage of these disks and CD's.

In the past year, Okmulgee-Okfuskee County Youth Services, Inc.'s staff has improved the agency website by adding the newsletter, the scrapbook, and the annual report to name a few items. The staff also submitted our web page for accessibility inspection to a free web based consulting group. This group specializes in analyzing web page designs to be user friendly for consumers with disabilities. We received several web page recommendations such as eliminating scrolling marquees, altering background colors and ensuring no pop ups occur. Okmulgee-Okfuskee County Youth Services, Inc.'s staff will continue to add improvements to the web page throughout the upcoming year.

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

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 2004-2005, Okmulgee-Okfuskee County Youth Services, Inc. intends to enhance its current information technology through making our web site fully accessible and free of barriers to our consumers. Okmulgee-Okfuskee County Youth Services, Inc. will endeavor to update all agency computers with the latest versions of WordPerfect and Word. The Executive Director and the Corporate Compliance Officer will research and determine if any appropriate funding sources exist to assist our agency in obtaining additional technology for networking and connecting to high speed internet access.

# **GOALS & OBJECTIVES**

# QUALITY IMPROVEMENT RESULTS

## 2003-2004

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

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Our Quality Improvement Plan for this past year was developed and approved in September 2003. 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 2003, a mid-year evaluation was completed by the Executive Director. The program goals remained the same as all staff the goals were still achievable. The program staff continue to complete monthly audits on one another's files. This continues to be done in an effort to accomplish the program goals and to increase each program staff's accountability.

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, developed new agency and individual program brochures, and published a regular newsletter. These efforts have helped the public become more aware of our services. This was evidenced by an 8% increase from last year's respondents who feel the general public is familiar with Okmulgee-Okfuskee County Youth Services, Inc.'s services. We have seen a 33% increase in awareness over the last three years. Our agency goal for 2002-2003 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 seven shelter homes in process as of June 30, 2003. We continue to experience a regular turn over in our shelter homes due to the nature of the service. The Shelter Program goal will remain the same this next year with additional activities planned to help retain shelter home families.

The Outreach Program goal was achieved this summer with four staff members participating and presenting activities for youth in Okmulgee and Okfuskee Counties. The Okmulgee County Outreach Coordinators participated and presented activities at the Okmulgee Summer Multi-Cultural Enrichment Program and the Beggs Summer Program for At-Risk Kids (SPARK). In Okfuskee County two months of activities were planned for the youth. Our 2004-2005 Outreach program goal will again be to implement the Character Counts! curriculum in 100% of the eligible schools in Okmulgee and Okfuskee Counties. Eligible schools will be defined as those schools that do not receive similar services from another entity. Our summer activities goal will remain as stated.

The First Time Offender Program did not quite reach its goal of 150 youth participants but it did achieve tremendous success with those 111 youth and their families that did participate. This program continues to be strengthened by the two coordinators and be the PREP/FTOP curriculum that was developed specifically for this program. The goal to increase FTOP awareness by 100% to all law enforcement, courts, and OJA agencies in Okmulgee and Okfuskee Counties was realized. This past year, we received referrals from a variety of resources. We have reduced our goal to 140 youth referrals for 2004-2005.

The Okmulgee County Family Resource and Support Program, which is funded by the Office of Child Abuse Prevention (OCAP), did achieve their goal of having thirty families enrolled in the home visitation component. Actually, they surpassed their goal by six families during the last quarter of the year. Thirty-six families enrolled in the home visitation program is quite challenging but the program's staff did an outstanding job of providing services. Their program goal will remain the same as this is a contractual requirement and our families are quite mobile. Program staff has increased program awareness as evidenced by the quantity of screenings that we received. The staff will continue to promote program awareness through collaborative presentations at the county's head starts and alternative schools and through their referral resources.

The Community At-Risk Services (CARS) Program goal was to develop additional outpatient treatment services for adolescent substance abusers. This goal has not been achieved due to the lack of available and Certified Alcohol and Drug Counselors in Okmulgee and Okfuskee Counties. Okmulgee-Okfuskee County Youth Services, Inc. will continue with this goal in 2004-2005.

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

Okmulgee-Okfuskee County Youth Services, Inc. also accomplished the above goal during its CARF survey in March 2004. The two day survey was complete after the surveyors made only two recommendations for improvements to staff. Okmulgee-Okfuskee County Youth Services, Inc. was quite proud of this accomplishment. Within thirty days of the survey, Okmulgee-Okfuskee County Youth Services, Inc. was awarded a three year certification from CARF in the areas of Outpatient Treatment: Integrated: AOD/MH and Case Management/ Services Coordination.

# GOALS & OBJECTIVES

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

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### Agency's Goal 2004-2005

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 website, and presentation materials on agency programs.

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

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

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

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

## Shelter Home Program Goal 2004-2005

Okmulgee-Okfuskee County Youth Services, Inc. will recruit and maintain ten shelter homes in Okmulgee and Okfuskee Counties providing quality services to a minimum of 175 youth.

**Input:** Okmulgee-Okfuskee County Youth Services, Inc. has one full-time staff member with a Masters Degree and one part-time staff member with a Bachelor's Degree.

**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 quarterly newsletter. These presentations will be made by the shelter home coordinator, other staff members, and/or board members.

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

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

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

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

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

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

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

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

Long term: Shelter Home families will remain with the agency for an extended period of time.

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

**Outputs:** The Shelter Home Program will provide quality services by Shelter Home staff maintaining daily contact with the youth in care, 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 2004-2005

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

**Input:** Okmulgee-Okfuskee County Services, Inc. has 3.25 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 Character Counts!:** The agency's Outreach Coordinators will present the Character Counts! curriculum to the designated school officials in Okmulgee and Okfuskee Counties.

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

**Outcomes For Character Counts!:**

Initial: Students will participate in activities that relate to the six pillars of character: respect, responsibility, trustworthiness, fairness, caring, and citizenship.

Intermediate: Students will begin to practice the six pillars of character at school with their peers and at home with their families and friends.

Long term: Students will have improved behavior at school in regards to completed assignments, improved peer relationships, responsibility towards school work, respect of teachers, etc. Students will also learn to make better choices at home and with their friends.

**Activities For Summer Programs:** The agency's Outreach Coordinators will collaborate with other community agencies to provide activities for youth during the summer. Agency staff will conduct or attend meetings to discuss proposed activities as well as determine a response to the activities from the community. Okmulgee-Okfuskee County Youth Services, Inc. outreach coordinators will schedule a minimum of 75% of their workweek for these activities in the summer.

**Outputs For** Summer activities will be scheduled and presented to target audiences during May 2005, at all area schools, through public

**Summer Programs:** service announcements and fliers.

**Outcomes For Summer Programs:** Initial: Interested youth will sign up for activities.

Intermediate: Youth will attend and participate in activities.

Long term: The youth will have organized activities to participate 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 (Formerly First Time Offender) Program Goal 2004-2005**

Okmulgee-Okfuskee County Youth Services, Inc. will increase the 1 Eighty Program's awareness by 100% to school officials as well as all law enforcement, courts, and OJA agencies in Okmulgee and Okfuskee Counties. The 1 Eighty Coordinators will actively seek an increase in 1 Eighty referrals, which will result in 140 youth and their families participating in the program this next year.

- Input:** Okmulgee-Okfuskee County Youth Services, Inc. has 1.5 full-time 1 Eighty coordinators who are trained in the state approved FTOP/PREP curriculum.
- Recruitment Activities:** Coordinators will make face-to-face contact with school officials as well as all law enforcement, courts, and OJA agencies in both Okmulgee and Okfuskee Counties every two weeks.
- 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.
- 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 140 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 regularly contact and recruit individuals within the community who are interested in working with youth to be a part of a panel in the 1 Eighty class.
- 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.

## Okmulgee County Family Resource and Support Program Goal 2004-2005

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

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

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

**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.

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.

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 parent(s).

### CARS Program Goal 2004-2005

To maintain Oklahoma Department of Mental Health and Substance Abuse Services (DMHSAS) certification and to develop additional outpatient treatment services for adolescent substance abusers.

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

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

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

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

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

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

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

### Case Management Goal 2004-2005

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

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

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

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

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

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

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

## Quality Improvement Goals 2004-2005

To fulfill its purpose, Okmulgee-Okfuskee County Youth Services, Inc.'s QI Program holds the following Goals and Objectives for Fiscal Year 2004/2005.

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

*Objectives:*

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

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

*Objectives:*

- Track reporting of client care monitoring and other pertinent documentation.
- To monitor and evaluate peer review activities and data on utilization review related information.
- To identify and correct any situation in the agency, which may adversely affect client, staff, or visitors as reflected through Critical Incident Reporting.
- To receive a 70% satisfaction result rate on follow-up surveys.
- To receive this satisfaction result on a minimum return of 10% of surveys sent.

## **PROGRAM AREA: Community At Risk Services (CARS) 2004-2005**

### **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, who has received outpatient behavioral health services using the minimal, average, and significant criteria.

**PROGRAM AREA: Integrated Behavioral Health Outpatient Services  
2004-2005**

**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, who 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 & Community At Risk Services (CARS) 2004-2005***

**Efficiency Goal:**

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

**Desired Outcome Efficiency Measures:**

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

**Consumers Impacted:**

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

**Time of Measure:**

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

**Data Source:**

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

**Responsible Staff:**

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

**Outcome Expectancies:**

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

**Results:**

The results will be evaluated and if there is a drop in the timeliness of the assessment

an immediate intervention will be instituted.

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

**Continuous Improvement Analysis:**

This will be done each quarter.

***PROGRAM AREA: Case Management 2004-2005***

**Effectiveness Goal:**

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

**Desired Outcome Effectiveness Measures:**

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

**Consumers Impacted:**

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

**Time of Measure:**

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

**Data Sources:**

This will be recorded in the progress notes of the outpatient counselor.

**Responsible Staff:**

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

**Outcome Expectancies:**

Each consumer will improve their positive involvement in the community

**Results:**

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

**Continuous Improvement Analysis:**

This will be done each quarter

***PROGRAM AREA: Case Management 2004-2005***

**Efficiency Goal:**

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

**Desired Outcome Efficiency Measures:**

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

**Consumer Impacted:**

CARS and Outpatient (Outreach) consumer will be impacted.

**Time of Measure:**

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

**Data Source:**

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

**Responsible Staff:**

Outpatient counselor will be responsible to manage this process

**Outcome Expectancies:**

Every consumer will receive a weekly contact

**Results:**

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

**Continuous Improvement Analysis:**

This will be done each quarter

**PROGRAM AREA: Integrated Behavioral Health Outpatient Billing  
2004-2005**

**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  
REPORTS**

*October 15, 2003*

The Integrated Behavioral Health Outpatient staff met in July, August, and September during this last quarter. We covered the following areas for training compliance with the agency's policy and procedures regarding grievance procedure, child abuse and neglect reporting, confidentiality, drug free workplace, fire safety, first aid procedures, evacuation procedures, and workplace threat.

In July 2003, we conducted a professional review of 18 open cases and 28 closed cases. In August 2003, we conducted a professional review of 37 closed cases. The charts were examined to ensure that the assessments were thorough, complete, and timely. We also examined the goals and objectives on the treatment plan to see if they were based on the assessment. We checked to see if the services being provided were the same as the services specified in the treatment plan, and if they matched. We also ensured that the person served was involved in choosing said service(s). We further checked to see if the documented date(s) of service coincided with the billed date and that the services reflected were those actually provided.

The total cases reviewed for this quarter was 18 open cases and 65 closed cases. We found 9 files with no faults and 74 files with minor documentation errors. We found a few cases with OFMQ recommended changes that needed to be made to meet auditing requirements. We reviewed all recommendations and those changes were made. The following is a listing of the documentation errors that occurred most often.

1. Lack of case notes to document gaps in services and attempts to contact families for services.
2. Discharge summaries are not being completed in a timely manner. Discharge summaries need to accurately reflect why client is being discharged. Needs to coincide with information written in progress notes.
3. Complete all information requested to describe the domestic violence witnessed by client. Details of who is involved is a must.
4. Presenting Problem needs to include a thorough description of current and past history.
5. If applicable, a client's addiction severity risk assessment needs to be documented. If a SASSI has not been completed, Not Available needs to be documented.
6. Past and current developmental history needs to be completed on all intakes.
7. Most often missed sections on our intake are: relationships, living situation/persons in home, sexual abuse information - specifically answering #2, 3, and 4, and physical abuse information - specifically answering #2, 3, and 4.
8. All files open as of July 1, 2003 need a transition plan in progress.
9. All treatment plans must report services with our agency on page 1.

Improvement was noted in the following area:

1. The intake assessment is being completed in a much more thorough and timely manner.

Mental Health Management Services of Tulsa, Inc. continues to process our weekly billing claims. We have developed a 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%, August – 93%, and September – 94%. The average for the quarter was 93%. Often times, we are able to correct a billing error and collect further reimbursement for services.

The most common errors for this quarter include incorrect diagnosis code, ineligibility of client served, incorrect PA#, or services requested not approved on current PA. All of these errors, except for ineligibility, can be corrected either by our therapist or through the Oklahoma Foundation for Medical Quality, Inc. (OFMQ). These errors tend to occur through typographical errors. At times, the ineligibility can be resolved by the family completing necessary paperwork and reimbursement may occur.

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. All therapists were instructed to request client's new Medicaid numbers that will be issued to correspond to the new EDS billing system that was implemented in December 2002 by the Oklahoma Health Care Authority. 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.

**Outcomes Measurement Report:**

The following chart is a reflection of our first quarter 2003/2004 fiscal year results. We had an average of 53% of our consumers meeting their GAF score goal. This was a decrease of 6% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 7% decrease from the previous quarter. The progress made toward treatment goals shows an average of 1.46. This average shows on the scale between minimal and average progress.

<b>MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY</b>					
	<b>July</b>	<b>August</b>	<b>September</b>	<b>Current Qtr.</b>	<b>Previous Qtr.</b>
<b>GAF Scores</b>	67% met goal	63% met goal	28% met goal	53% avg for qtr	6% decrease from last qtr
<b>Progress Toward Treatment Goals</b>	15/15, 100% made progress for an average of 1.74 on a scale of: None-0, Minimal-1, Average-2, Significant-3	14/16, 88% made progress for an average of 1.52 on a scale of: None-0, Minimal-1, Average-2, Significant-3	26/31, 84% made progress for an average of 1.11 on a scale of: None-0, Minimal-1, Average-2, Significant-3	91% avg for qtr, 1.46 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	7% decrease from previous qtr, .03 decrease in progress from previous qtr
<b>No Shows/ Clients</b>	13%	12%	16%	14%	Increase of 3% in the no show rate from previous qtr

*January 15, 2004*

The Integrated Behavioral Health Outpatient staff met in October, November, and December during this last quarter. We covered the following areas for training compliance with the agency's policy and procedures regarding grievance procedure, code of ethics, cultural diversity, confidentiality, fire drill, medical emergency, child abuse and neglect reporting, client rights, reporting and identifying critical incidents, and seclusion and restraint policy.

In October 2003, we conducted a professional review of 112 open cases and 28 closed cases. In December 2003, we conducted a professional review of 41 open cases and 8 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 153 open cases and 36 closed cases. We found 62 files with no faults and 127 files with minor documentation errors. We found a few cases with OFMQ recommended changes that needed to be made to meet auditing requirements. We reviewed all recommendations and those changes were made. The following is a listing of the documentation errors that occurred most often.

1. Lack of case notes to document gaps in services and attempts to contact families for services.
2. Discharge summaries are not being completed in a timely manner. Discharge summaries need to accurately reflect why client is being discharged. Needs to coincide with information written in progress notes.
3. Presenting Problem needs to include a thorough description of current and past history.
4. If applicable, a client's addiction severity risk assessment needs to be documented. If a SASSI has not been completed, Not Available needs to be documented.
5. All treatment plans must report services with our agency on page 1.

Improvement was noted in the following area:

1. The intake assessment is being completed in a much more thorough and timely manner. The areas of concern that were noted in last quarter report (domestic violence, developmental history, sexual and physical abuse) have been corrected.
2. All open cases had transition plans in files.

Mental Health Management Services of Tulsa, Inc. continues to process our weekly billing claims. We have developed a 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 – 93%, November – 92%, and December – 93%. The average for the quarter was 93%. Often times, we are able to correct a billing error and collect further reimbursement for services.

The most common errors for this quarter include PA units had already been utilized by a previous provider, ineligibility of client served, or services requested not approved on current PA. These errors cannot be corrected, consequently, reimbursement cannot be received. At times, the ineligibility can be resolved by the family completing necessary paperwork and reimbursement may occur.

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.

The Oklahoma Health Care Authority advised the agency on December 29, 2003 that there would be a reduction in rates and time classifications. This resulted in prior authorized units being reduced the last two weeks of December. Consequently, many units of service were not reimbursable during that time.

**Outcomes Measurement Report:**

The following chart is a reflection of our second quarter 2003/2004 fiscal year results. We had an average of 48% of our consumers meeting their GAF score goal. This was a decrease of 5% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 3% increase from the previous quarter. The progress made toward treatment goals shows an average of 1.31. This average shows on the scale between minimal and average progress. Our no show rates improved in October and November but reflected an increase in December. The average no show rate for this quarter was 14%. This was the same as the previous quarter.

<b>MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY</b>					
	<b>October</b>	<b>November</b>	<b>December</b>	<b>Current Qtr.</b>	<b>Previous Qtr.</b>
<b>GAF Scores</b>	56% met goal	50% met goal	38% met goal	48% avg for qtr	5% decrease from last qtr
<b>Progress Toward Treatment Goals</b>	17/18, 94% made progress for an average of 1.49 on a scale of: None-0, Minimal-1, Average-2, Significant-3	16/18, 89% made progress for an average of 1.19 on a scale of: None-0, Minimal-1, Average-2, Significant-3	24/24, 100% made progress for an average of 1.26 on a scale of: None-0, Minimal-1, Average-2, Significant-3	94% avg for qtr, 1.31 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	3% increase from previous qtr, .15 decrease in progress from previous qtr
<b>No Shows/ Clients</b>	11%	13%	17%	14%	No change in the no show rate from previous qtr

*April 15, 2004*

The Integrated Behavioral Health Outpatient staff met in January, February, and March during this last quarter. We covered the following areas for training compliance with the agency's policy and procedures regarding accessibility, seclusion and restraint, interviewing skills, treatment planning, person and family centered services.

In February 2004, we conducted a professional review of 24 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 24 open cases. We found 6 files with no faults and 18 files with minor documentation errors. We found a few cases with OFMQ recommended changes that needed to be made to meet auditing requirements. We reviewed all recommendations and those changes were made. The following is a listing of the documentation errors that occurred most often.

1. Lack of case notes to document gaps in services and attempts to contact families for services.
2. Discharge summaries are not being completed in a timely manner. Discharge summaries need to accurately reflect why client is being discharged. Needs to coincide with information written in progress notes.
3. Presenting Problem needs to include a thorough description of current and past history.
4. If applicable, a client's addiction severity risk assessment needs to be documented. If a SASSI has not been completed, Not Available needs to be documented.
5. All treatment plans must report services with our agency on page 1.

Improvement was noted in the following area:

1. The intake assessment is being completed in a much more thorough and timely manner. The areas of concern that were noted in last quarter report (domestic violence, developmental history, sexual and physical abuse) have been corrected.
2. All open cases had transition plans in files.

Our CARF audit was on March 25 – 26, 2004. We received two recommendations. They were as follows:

1. Although the organization has a program description, it does not include a program philosophy in the description. It was recommended that a program philosophy be included in every program description.

2. Although most charts had documentation of the orientation, it was recommended that this be consistently documented in all charts of persons served.

The CARF surveyors listed the following strengths of our program:

1. Teamwork among the counseling staff and management and their support of the persons served were evident in every aspect of the programming.
2. Persons served feel genuinely cared for and supported by all levels of staff at OOCYS
3. OOCYS has used the talents of its staff to implement very positive approaches to treatment planning.
4. The atmosphere, location, and appearance of the facilities bring a serenity and peacefulness to anyone entering the premises. The organization has creatively used the available space to accommodate a wide range of treatment activities.
5. The Board of Directors, CEO, and staff members demonstrate a strong commitment to the persons served and are committed to the values of their mission statement.
6. OOCYS has an excellent reputation in the community and the surrounding area.
7. The Board of Directors and CEO are skilled in managing and working with their staff in order for the organization to be financially sound.
8. OOCYS has a clearly articulated philosophy of treatment that is understood and implemented by the treatment staff and throughout the organization.
9. It is evident that the CEO has accomplished a positive and smooth-running organization. This stability within the organization has brought about many positive changes and is anticipated to continue to provide much-needed services to the person served.
10. Cultural competency and diversity are well represented throughout the organization with regard to the staff members and the services they provide to the persons served. This is evident in the activities provided and throughout the working environment.
11. OOCYS has a strong family component in both the outpatient and case management services.
12. OOCYS provides a network of outreach services in order to provide services to children in a rural area.
13. Staff members demonstrate creativity in their motivation to improve services.
14. The organization is commended for doing monthly quality records reviews, a practice that results in all cases being reviewed biannually

The CARF Surveyors listed the following areas as exemplary:

1. OOCYS has an exemplary outcomes evaluation process that governs the operations of the organization. The outcomes evaluation process includes the person served, staff, management, and the Board of Directors.
2. The organization is commended for being proactive in identifying and addressing potential problems. When considering program changes, the input of the person served is consistently sought.
3. The commitment and passion of the CEO, board, and management staff and the dedication, compassion, enthusiasm, and skills of the staff members is a trademark of the organization that is practiced throughout every level of the organization. This level

- of professionalism is found throughout the organization.
4. The personnel records of the organization are well maintained and include innovative forms, such as the personal record viewer log, individual clinical supervision meetings, and acknowledgement of staff review of policies and procedures regarding privacy of protected health information.
  5. The organization's annual report is comprehensive and provides an excellent overview of the year's activities, including the report of services, goals, and objectives: quality assurance and utilization review reports, evaluation results of worker satisfaction: satisfaction surveys of persons served: behavioral outpatient outcomes reports: needs assessment: corporate compliance: risk management: accessibility; and technology reports.
  6. The organization has an extensive corporate compliance plan that includes random verification of services related to financial practices, billing procedures, vehicle usage, and satisfaction of person served.

Mental Health Management Services of Tulsa, Inc. continues to process our weekly billing claims. We have developed a 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 – 92%, February – 93%, and March – 100%. The average for the quarter was 95%. Often times, we are able to correct a billing error and collect further reimbursement for services.

The most common errors for this quarter 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. Being over allowable units was in part a result of OFMQ's service changes that occurred on January 1, 2004. They changed their format for hours of services and some of our current clients received services that could not be billed. At times, the therapists fail to comply with the OFMQ review date, which results in some services not being approved for reimbursement. Neither of these mistakes can be corrected nor services rebilled. As evidenced by the 100% collection mark in March 2004, these errors continue to be improved.

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.

**Outcomes Measurement Report:**

The following chart is a reflection of our third quarter 2003/2004 fiscal year results. We had an average of 34% of our consumers meeting their GAF score goal. This was a decrease of 14% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 28% decrease from the previous quarter. The progress made toward treatment goals shows an average of 1.48. This average shows on the scale between minimal and average progress. Our no show rates improved in January, February, and March. The average no show rate for this quarter was 12%. This was a 2% decrease from the previous quarter.

<b>MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY</b>					
	<b>January</b>	<b>February</b>	<b>March</b>	<b>Current Qtr.</b>	<b>Previous Qtr.</b>
<b>GAF Scores</b>	40% met goal	43% met goal	18% met goal	34% avg for qtr	14% decrease from last qtr
<b>Progress Toward Treatment Goals</b>	17/25, 68% made progress for an average of 1.52 on a scale of: None-0, Minimal-1, Average-2, Significant-3	10/14, 71% made progress for an average of 1.54 on a scale of: None-0, Minimal-1, Average-2, Significant-3	13/22, 60% made progress for an average of 1.43 on a scale of: None-0, Minimal-1, Average-2, Significant-3	66% avg for qtr, 1.48 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	28% decrease from previous qtr, .17 increase in progress from previous qtr
<b>No Shows/ Clients</b>	11%	8%	7%	12%	2% decrease in the no show rate from previous qtr

*July 15, 2004*

The Integrated Behavioral Health Outpatient staff met in April, May, and June during this last quarter. We covered the following areas for training: Working with Consumers with Developmental Disabilities and Reporting Child Abuse and Disclosures of Child Abuse.

In April 2004, we conducted a professional review of 40 open cases and 15 closed cases. In June 2004, we conducted a professional review of 17 open cases and 6 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 67 open cases and 21 closed cases. We found 4 files with no faults and 84 files with minor documentation errors. We found a few cases with OFMQ recommended changes that needed to be made to meet auditing requirements. We reviewed all recommendations and those changes were made. The following is a listing of the documentation errors that occurred most often.

1. Lack of case notes to document gaps in services and attempts to contact families for services.
2. Discharge summaries are not being completed in a timely manner. Discharge summaries need to accurately reflect why client is being discharged. Needs to coincide with information written in progress notes.
3. Presenting Problem needs to include a thorough description of current and past history.

Improvement was noted in the following area:

1. The intake assessment is being completed in a much more thorough and timely manner. The areas of concern that were noted in last quarter report (domestic violence, developmental history, sexual and physical abuse) have been corrected.
2. All open cases had transition plans in files.
3. Staff is completing the treatment section on the treatment plans as requested by OFMQ.

This is the last quarter that Okmulgee-Okfuskee County Youth Services Inc. will utilize Mental Health Management Services of Tulsa, Inc. for our weekly billing. Cassie Jones and Jackie Miller attended the EDS training regarding Medicaid billing on the OHCA website. Okmulgee-Okfuskee County Youth Services, Inc.'s management team believes that it is in the best interest of the agency to begin processing our weekly claims effective July 1, 2004. We have developed a 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 – 99.25%, May – 98.67%, and June – 99.67%. The average for the quarter was 99.20%. Often times, we are able to correct a billing error and collect further reimbursement for services.

There were very few errors for this quarter as is evidenced by the high rate of reimbursement. There were a few claims that include services that were billed but were not able to be reimbursed. We were either over our allowable units or the services billed were not approved. At times, the therapists fail to comply with the OFMQ review date, which results in some services not being approved for reimbursement. Neither of these mistakes can be corrected nor services rebilled. As evidenced by the 99.2% collection mark in the fourth quarter, these errors continue to be improved.

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.

**Outcomes Measurement Report:**

The following chart is a reflection of our fourth quarter 2003/2004 fiscal year results. We had an average of 55% of our consumers meeting their GAF score goal. This was a increase of 21% from our previous quarter. Our consumers' progress toward reaching their treatment goals showed a 15% increase from the previous quarter. The progress made toward treatment goals shows an average of 1.56. This average shows on the scale between minimal and average progress. Our no show rates improved in April, May, and June. The average no show rate for this quarter was 9%. This was a 3% decrease from the previous quarter.

<b>MONTHLY OUTCOME DATA AND QUARTERLY SUMMARY</b>					
	<b>April</b>	<b>May</b>	<b>June</b>	<b>Current Qtr.</b>	<b>Previous Qtr.</b>
<b>GAF Scores</b>	58% met goal	65% met goal	79% met goal	55% avg for qtr	21% increase from last qtr
<b>Progress Toward Treatment Goals</b>	13/19, 68% made progress for an average of 1.53 on a scale of: None-0, Minimal-1, Average-2, Significant -3	22/23, 96% made progress for an average of 1.74 on a scale of: None-0, Minimal-1, Average-2, Significant -3	27/34, 79% made progress for an average of 1.41 on a scale of: None-0, Minimal-1, Average-2, Significant-3	81% avg for qtr, 1.56 avg for qtr on a scale of: None-0, Minimal-1, Average-2, Significant-3	15% increase from previous qtr, .08 increase in progress from previous qtr
<b>No Shows/ Clients</b>	8%	9%	11%	9%	3% decrease in the no show rate from previous qtr

# TREASURER'S REPORT











# **FINAL AGENCY BUDGETS**



**PROPOSED  
OFFICERS  
&  
BOARD OF  
DIRECTORS**

# **PROPOSED OFFICERS**

## **2004-2005 TERM**

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**CHAIRPERSON OF THE BOARD**  
CAROL SMITH

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

**TREASURER**  
RAE ANN WILSON

**SECRETARY**  
PHILLIP PORTER

**EXECUTIVE COMMITTEE**  
SHARON BROADUS

# **PROPOSED BOARD OF DIRECTORS 2004-2005**

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**Sharon Broadus**  
OKMULGEE, OKLAHOMA

**Kristin Cunningham**  
OKMULGEE, OKLAHOMA

**Chris Dixon**  
OKEMAH, OKLAHOMA

**Judge Anne Moroney**  
OKMULGEE, OKLAHOMA

**Melinda Moudy**  
HENRYETTA, OKLAHOMA

**Ron Sawyer**  
BEGGS, OKLAHOMA

**Carol Smith**  
OKMULGEE, OKLAHOMA

**Kyle Smith**  
HENRYETTA, OKLAHOMA

**Phillip Porter**  
OKMULGEE, OKLAHOMA

**Rae Ann Wilson**  
OKMULGEE, OKLAHOMA