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In Memory of Franklin Burns

April 14, 1934 - Dec. 19, 2018

Franklin Burns served as President of HOPE Board of Directors, and also served on the board for 35 years. Frank was a lifelong resident of Oklahoma and spent most of his life helping others with his volunteer work throughout the community. He believed everyone should do their part to give back to the community, and always said that he liked to make someone’s life a little better by reciting “You are my Sunshine.”

“You are my sunshine, my only sunshine You make me happy when skies are grey You never know, dear, how much I love you Please don’t take my sunshine away”
Welcome to HOPE’s 2019 Annual Report. It is my pleasure to introduce you to our agency. HOPE is a non-profit outpatient community mental health center in South Oklahoma City; we have been in operation since 1980. We provide a large array of behavioral health and addiction services, and we offer housing opportunities for many individuals/families who have found themselves in a homeless situation. We offer services to adults, families, and children and the services include psychiatric medication clinic, therapy, group, case management, peer support, wellness programs, systems of care, and employment programs. We also provide many specialty programs that are highlighted in this report. We are certified through the Oklahoma Department of Mental Health and Substance Abuse Services, and we are nationally accredited through the Commission on Accreditation of Rehabilitation Facilities (CARF).

As you can see we are using a super heroes theme this year. We have over 155 dedicated superheroes. Each June we honor our staff with an employee appreciation celebration and this year staff were highlighted for their many super powers. While costs for healthcare continue to rise, we take great pride in demonstrating the value of our staff’s health and wellness by offering an excellent benefits plan which includes insurance for health, dental, and life insurance that is paid 100% by HOPE. We also offer generous leave time and an excellent retirement plan that yearly contributes 10% of a staff’s salary into the employee’s retirement fund. We strive to be an employer of choice. This report will highlight our many accomplishments for 2019.

I would be remiss if I didn’t express sincere gratitude to our Board of Directors in their leadership and dedication toward helping us achieve our mission, goals and positive outcomes. I also thank our funding sources and those who have made donations for having the trust in HOPE to provide these much needed resources to our community.

Heroes don’t always wear capes. We salute the many individuals who reach out every day for the help they need in their recovery process. The individuals who work hard to overcome the many obstacles they face. The ones who are participating in their care and have shown strength and resiliency. You are our heroes and we thank you for putting your trust in HOPE.

Sincerely,

Jeanette Moore, LCSW
HOPE Community Services, Inc.
Chief Executive Officer
Our Philosophy

HOPE Community Services, Inc. is dedicated to a program that promotes the quality of life and emotional well-being of behavioral health consumers and individuals with drug and/or alcohol addiction. HOPE believes in an active partnership among consumers, family members, providers, and community leaders to deliver a community based, consumer driven system of care. Consumer’s rights and respect for consumer’s personal dignity and sense of worth are of major importance. HOPE believes in cost effective services delivered by qualified staff that are responsive to consumers.

Mission

To be a progressive leader in the community providing innovative and supportive mental health and addiction programs that are responsive, efficient, and effective in delivering trauma and recovery focused services to improve the quality of life for children, families, and adults in our community.
HOPE HIGHLIGHTS

- We served around 8,200 consumers
- We helped provide housing to more than 455 individuals/families
- We employed 155 full time team members
- We engaged 86.9% of in services within the 1st 45 days (above the state average score of 81%)

- We support a Housing First Model
  The Housing First model prescribes safe and permanent housing as the first priority for people experiencing homelessness. Once housing is secured, a multidisciplinary team of support workers can address complex needs through services like drug and alcohol counselling or mental health treatment.

- Our Transportation Department provided 6390 riders with transportation to their services and around 2000 Bus passes
- 78.8% of new consumers to HOPE received a Psychiatric Medication visit within 14 days of admission (above the state average score of 67.7%)
- 87.7% of our Mental Health Court participants maintained sobriety (above the state average score of 82%)
Healthy Choices at HOPE

Focusing on the connection between physical health and behavioral health or addiction is important in addressing the whole consumer and meeting their needs to reduce chronic illness and improve overall health and recovery. Our goal is to assist those who have chronic conditions gain the tools needed to live a longer, better quality of life. We strive to address Health and Wellness with all our consumers to help them have happier and healthier lives as well as to treat the whole person.

Achievements and Success

- 2nd in State of Oklahoma for Health Home Services
- Nominated for PEARLS pilot program for aging population
- 1 of 7 Health Homes selected to participate in Oklahoma Team Base Care Innovation Community-developed huddle/role definition protocol
- 1 of 5 Health Homes selected to participate in Site Visit by OSU Center for Health Systems Innovation.

Findings:
1. Assigning the name ‘Healthy Choices’ to the Adult Health Home program.
2. Clients walking in will receive same day intake and screening.
3. Securing client engagement through the ‘phases’ of enrollment (Phase 1: Access and Intake; Phase 2: Engagement; Phase3: HH Enrollment).
4. Discussing services early on with clients to understand their Advantage Waiver status and whether or not they are being seen by another mental health provider; Using the letter of collaboration or termination letter to identify HOPE as a new collaborator or the agency taking over client services (per the client’s request).
5. Having a lab on site that can handle basic blood draws and UA’s.
6. Having an IT person on site daily who handles problems, requests and system back-ups is a good business decision.
7. Having Psych on site and available to meet with clients.
8. The staff meeting was very organized and well run with pertinent information being dispersed and explained well.

Healthy Choices Staff Members

Let’s Go Back!! This was a job for HOPE Heroes
Yes! Heroes in Deed
Culture of HOPE 2019 Staff Highlights
I Am HOPE, You Are HOPE, We Are HOPE

Lunch and Learn Programs

Our Lunch and Learns cover a wide range of educational topics. There are unlimited opportunities for our employees to learn organizational, time management, communication, cultural diversity, and leadership skills. As an agency we continue to thrive in our organizational values and mindset that supports ethical practices and cultural diversity. We provided nine educational Lunch and Learns and Cultural Competencies presentations on site.

OKC Memorial Marathon HOPE Team

Our HOPE Team trained hard to run this race in supporting the Oklahoma City Memorial Marathon.

Milestones in Recovery

Milestones in Recovery is a time to honor all the great things consumers are doing in their recovery and is such a wonderful event for everyone that attends.

-Lisa Webb, Consumer Advocate & Wellness Coordinator
OKC NAMIWalks HOPE Team

HOPE Heroes joined NAMI Oklahoma, for the NAMIWalks Oklahoma event, to promote awareness of mental health through advocacy, education, and support.

HOPE supports NAMIWalks 2019 at Myriad Botanical Gardens

Accreditation & Certification

HOPE has been accredited by the Commission of Accreditation of Rehabilitation Facilities for over 20 years.

HOPE is a Private Non-Profit 501(c)3 Certified Mental Health Center (CMHC) and is partially funded by the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS).

HOPE has been recognized for going above and beyond in making health and wellness a priority. We are committed to creating a healthier workplace environment for our employees.
**AGENCY OVERVIEW**

- **2019 Revenue By Source**
  - 5% State & Federal
  - 1% Medicaid
  - 7% Homeless Assistance
  - 8% Grants
  - 42% Department of Corrections

- **Clients By Age Group**
  - 66 and over
  - 41 to 65
  - 26 to 40
  - 18 to 25
  - 0 to 17

- **Clients By Race**
  - American Indian
  - White
  - African American
  - Asian
  - Pacific Islander
  - Hispanic
  - Declined to Answer

- **Clients By Gender**
  - Female
  - Male
## HOPE’S HOUSING PROGRAMS

<table>
<thead>
<tr>
<th>Grant</th>
<th>Program Description</th>
<th>Grant Operating Dates</th>
<th>FY’19 Grant Amounts</th>
<th>Persons Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelter + Care: 39</td>
<td>Permanent supportive housing program that serves individuals and families within the OKC area</td>
<td>May 2018 – April 2019</td>
<td>$319,265.00</td>
<td>60</td>
</tr>
<tr>
<td>Chronic Homeless 32</td>
<td>Permanent supportive housing program dedicated to chronically homeless individuals within OKC area</td>
<td>March 2018 - February 2019</td>
<td>$319,265.00</td>
<td>60</td>
</tr>
<tr>
<td>Chronic Homeless 15 (HOPE Housing Plus)</td>
<td>Permanent supportive housing program dedicated to chronically homeless individuals within OKC area</td>
<td>October 2018 - September 2019</td>
<td>$176,776.00</td>
<td>32</td>
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<tr>
<td>HOPE Partners in Housing</td>
<td>Permanent supportive housing program dedicated to chronically homeless individuals within OKC area</td>
<td>December 2018 - November 2019</td>
<td>$218,196.00</td>
<td>71</td>
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<tr>
<td>Shelter + Care: Balance of State</td>
<td>Permanent supportive housing program that serves individuals and families within the OKC Balance of State area (OK County, but not OKC)</td>
<td>July 2018 – June 2019</td>
<td>$203,600</td>
<td>28</td>
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<tr>
<td>Shelter + Care Norman</td>
<td>Permanent supportive housing program that serves individuals and families within the Norman City area</td>
<td>March 2018 - February 2019</td>
<td>$102,228.00</td>
<td>37</td>
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<tr>
<td>Family Self-Sufficiency Program</td>
<td>Provides temporary assistance to families who are homeless or at risk of homelessness</td>
<td>July 2018 – June 2019</td>
<td>$87,420</td>
<td>13</td>
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<tr>
<td>Transitional Youth Housing Subsidy</td>
<td>Temporary housing assistance provided to youth aged individuals who have been recently discharged from foster care or juvenile facility</td>
<td>July 2018 – June 2019</td>
<td>$150,000</td>
<td>40+</td>
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<tr>
<td>Discharge Planning Housing Subsidy</td>
<td>Temporary housing assistance provided to adult individuals who have been recently discharged from an inpatient facility, correctional facility, or foster care.</td>
<td>July 2018 – June 2019</td>
<td>$138,000</td>
<td>40+</td>
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<tr>
<td>PATH</td>
<td>Provides outreach services to identify and connect homeless individuals with resources within their community.</td>
<td>July 2018 – June 2019</td>
<td>$68,514.19</td>
<td>73</td>
</tr>
</tbody>
</table>
About this charity:

We are an outpatient community mental health center. We work with individuals, families, and children. We work daily to diffuse crisis situations, help individuals in finding a shelter or home, we provide group and individual therapy as well as assist with psychiatric medication clinic and even help to pay for medications for individuals who are indigent and can't afford them. We provide services for addiction disorders and work towards fighting the opioid addiction crisis.

To Donate: Please visit our website at https://www.hopecsi.org/

HOPE is a private non-profit 501(c) 3 tax deductible organization. All donations are tax deductible

The Don Hall Consumer Education Fund, provides financial assistance to consumers to promote education, training, and enrichment to further their recovery from mental illness or addiction.

The Stand LaBoon Consumer Assistance Program, Holiday Helpers assists consumers during the holidays by providing food, gifts, and clothing. The Tassel Movers program provides assistance to students graduating high school by providing a cap, gown and tassels for their ceremonies.

Cash Donations, may be designated by the donor for the specific use by one of the activities above or for general agency use. Donations may be made as a memorial to a special person. Cash donations should be mailed to HOPE Community Services, Inc. 4720 S. Shields Blvd. Oklahoma City, OK 73129.
Donate with PayPal Giving Fund

HOPE Community Services, Inc.

To Donate: Please visit our website at https://www.hopecsi.org/