

**Organization**

North Oklahoma County Mental Health Center  
dba NorthCare Direction for Life (NC)  
4436 Northwest 50th Street  
Oklahoma City, OK 73112

**Organizational Leadership**

Phillip R. Tate, Chief Executive Officer

**Survey Dates**

August 25-27, 2008

**Survey Team**

Robert S. Graham, M.B.A., CBHE, Administrative Surveyor

Mari Samuelson, LISW, Program Surveyor

Mona L. Sumner, M.H.A., ACATA, Program Surveyor

Linda McCall Davis, Program Surveyor

**Programs/Services Surveyed**

- Assertive Community Treatment: Integrated: AOD/MH (Adults)
- Case Management/Services Coordination: Integrated: AOD/MH (Adults)
- Case Management/Services Coordination: Integrated: AOD/MH (Children and Adolescents)
- Community Integration: Psychosocial Rehabilitation (Adults)
- Crisis Intervention: Integrated: AOD/MH (Adults)
- Crisis Intervention: Integrated: AOD/MH (Children and Adolescents)
- Intensive Family-Based Services: Family Services (Adults)
- Intensive Family-Based Services: Family Services (Children and Adolescents)
- Outpatient Treatment: Integrated: AOD/MH (Adults)
- Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents)
- Prevention/Diversion: Integrated: AOD/MH (Adults)
- Prevention/Diversion: Integrated: AOD/MH (Children and Adolescents)

**Previous Survey**

August 29-31, 2005  
Three-Year Accreditation



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## Survey Outcome

Three-Year Accreditation

Expiration: August 2011

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## SURVEY SUMMARY

North Oklahoma County Mental Health Center dba NorthCare Direction for Life (NC) has strengths in many areas.

- NC provides an environment that is focused on the persons served, building service delivery on their strengths.
- Staff members exhibit compassion and enthusiasm about the persons served and the work they are performing.
- The leadership is flexible and open to feedback for the enhancement of service delivery.
- The home-based services demonstrate consistency in the manner in which they operate from county to county.
- NC has a strong focus on advocacy for the persons served, and this is demonstrated throughout the organization.
- The Safe Families prevention program provides practices based on research conducted by the University of Oklahoma.
- It is evident that the NC programs for children and adolescents are innovative and well designed. The intensive family-based program is particularly innovative, and the staff members in this program are compassionate and dedicated.
- NC is committed to providing trauma-related cognitive behavioral therapy and wellness recovery action plans, which are both evidence-based practices.
- It is noteworthy that NC has recruited the local chief of police to serve on its assertive community treatment advisory committee.
- The organization works very closely with the National Alliance for the Mentally Ill (NAMI), which provides additional excellent supports to the persons served.
- NC readily identified potential financial problems in fiscal year 2008 and acted strategically and aggressively to deal with the identified problems.
- The organization has developed a unique way to post emergency procedures and make them readily available to staff and persons served.
- The organization demonstrates creativity in its employee recruitment efforts.

- NC has clearly embraced technological improvements to help its employees be more efficient and effective. Examples include the use of a robot in the pharmacy, the implementation of electronic medical records, and the use of computerized environmental controls to reduce utility costs.
- The assertive community treatment team's performance in the provision of service delivery to persons served is a strength. The team provides 24-hour availability of staff members; assistance from food banks; and access to furniture, clothing, etc., and team members directly provide services to support activities of daily living in the community. The team also assists persons served with housing and transportation needs.

**In the following areas North Oklahoma County Mental Health Center dba NorthCare Direction for Life demonstrates exemplary conformance to the standards.**

- The organization has done an exemplary job in community organization. NC has reached out to the communities in which it operates and has developed strong relationships that have benefitted the programs and the persons served. NC regularly gives presentations at various community forums, helping to educate citizens and reduce the stigma attached to mental illness and addiction. Its relationships with the sheriff's office and the police department have led to model diversion programs that have benefitted the persons and communities served. The organization has also established a director of growth position and has employed a former city council person in this role, further facilitating support from the community.
- NC has created an innovative way of responding to crises within its facilities. It has created internal crisis response teams that, upon receiving a response code, either rush to address an emergent situation or ensure that staff and persons served are cleared from the environment.
- The program exhibits exemplary performance in the design and implementation of an alternative school program that serves youths who may be at risk and experiencing difficulties in their home schools. The positive behavioral emphasis is especially inspiring and merits replication.
- The Unity House program is exceptional in providing educational experiences to persons served that range from learning leadership skills to daily living skills. The environment is rich in providing hope and newfound confidence that persons served have not experienced previously. These experiences lay the foundation for persons served to live effectively and independently in the community. It is apparent that this program can attribute a large part of its success to a team that believes in the persons served and in their abilities to live independently after recovery.
- The children's program demonstrates exemplary performance in providing a professional that works at the local rescue mission to assist families needing intensive family services and also follows up with the families served as a team member.
- The organization does an outstanding job in its practice of attracting and retaining an exemplary psychiatrist. Dr. Bruce Stanton is the only psychiatrist in Oklahoma who received the NAMI 2008 Exemplary Psychiatrist Award. He serves as a mentor to staff and is admired by the persons served.
- The organization demonstrates efforts to recruit staff or volunteers who are peers to become team members and provide peer support or consultation to persons served by the assertive community treatment team. NC demonstrates its ability to attract volunteers and to have the assistance of NAMI in many areas. The advisory boards have very strong representation and support of the persons served.

**North Oklahoma County Mental Health Center dba NorthCare Direction for Life should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate nonconformance to standards but is offered as a suggestion for further quality improvement.**

On balance, NC has made a commitment to conform to the CARF standards and is in substantial conformance to them. The organization is encouraged to address the opportunities for improvement noted in this report and to continue using the standards to ensure that the services provided are of optimal value to the persons served. The organization is clearly aware of actions to take to make improvements and appears to have the commitment and resources to accomplish those improvements.

North Oklahoma County Mental Health Center dba NorthCare Direction for Life has earned a Three-Year Accreditation. The leadership and staff members are complimented for the positive efforts that they have made in the pursuit and maintenance of international accreditation, and they are encouraged to use the standards for the continuous improvement of the programs and services offered.