



2020

## Annual Report

July 1, 2019 – June 30, 2020





*Family Preservation Services*

# Leadership

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Paul Williams, Vice President of Clinical Operations, Family Services  
Rachael Picon, Vice President of Clinical Operations, Adult Services  
LaCinda Daugherty, Vice President of Clinical Operations, Family Residential



Dear Friends,

In November 2019 I celebrated thirty years at NorthCare. Looking back over my career, I continue to be amazed at how adaptable our organization is.

With COVID-19, we encountered many new and unexpected challenges. Our commitment to serving the community never wavered as we implemented telehealth and mandated Personal Protective Equipment across the board.

Even with these unusual circumstances, we delivered services to nearly 9,000 people this past year.

We could not have done it without our dedicated workforce and our community partners.

Thank you for the dedication to our relevant mission: “Strengthening communities by improving health and safety, one family at a time.”

Best regards,

Randy Tate, CEO  
Executivedirector@northcare.com



## Review 2020

Butch Rice, Chief Financial Officer,  
with Randy Tate at NorthCare’s United  
Way Kick-off in July 2019.

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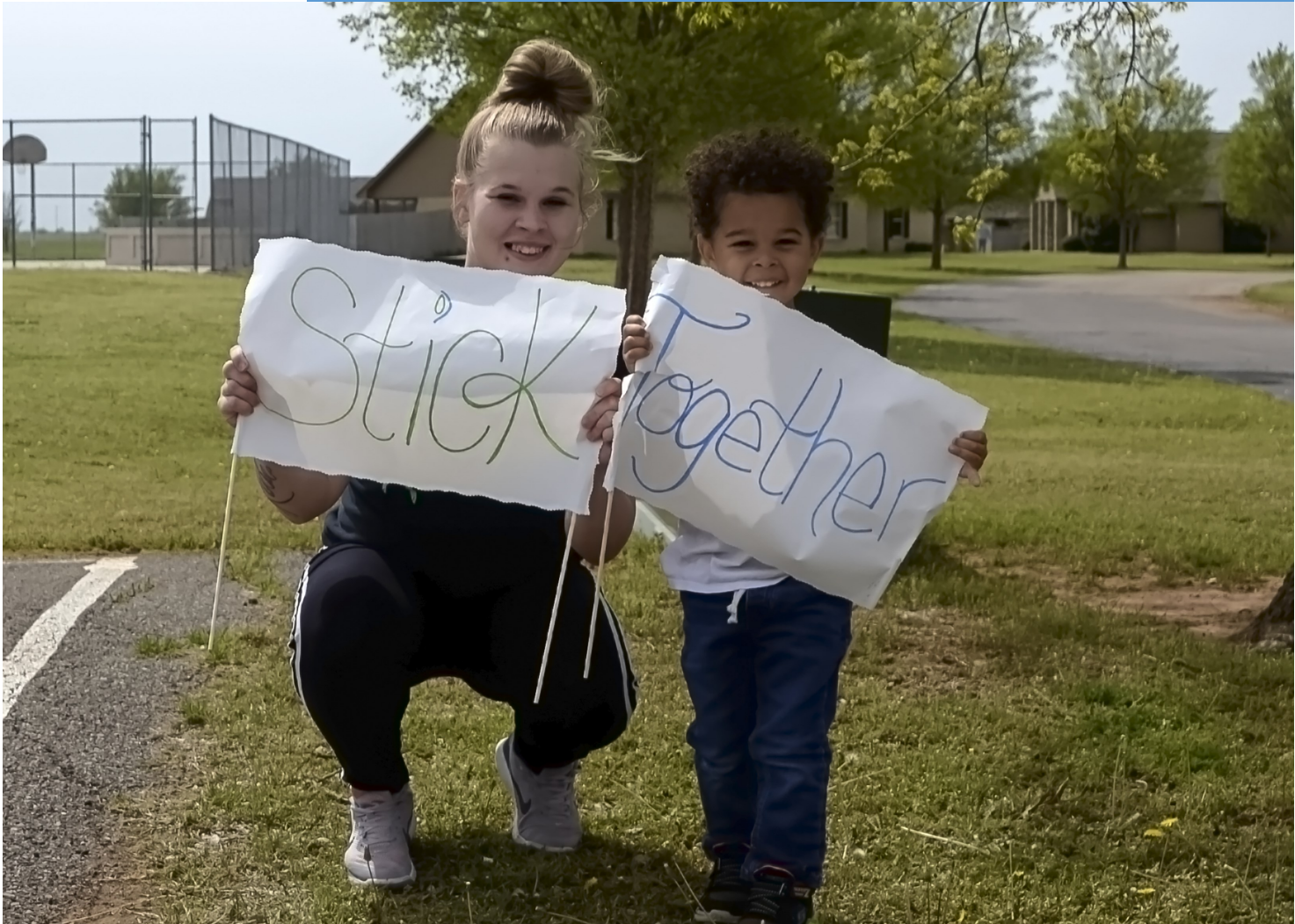


## The Science of Hope

NorthCare to become the first fully integrated HOPE mental health center in the nation.

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# Family Treatment Center



*Kaylie and Kobe Reunite*

FTC Contact: LaCinda Daugherty 405-858-1749

Kaylie began treatment at the Family Treatment Center in 2019 to achieve recovery and regain custody of her three-year-old son, Kobe. DHS had requested to terminate her parental rights due to the length of time Kobe had been out of Kaylie's life. Two weeks into the program Kaylie received the disappointing news that reunification was not possible while in treatment. Supervised visitation was scheduled but visits were often missed. Despite everything, Kaylie would not give up.

*Kaylie would not give up.*



*Her confidence grew...*

As her confidence grew, she continued to fight even harder to get her son back and succeed in her sobriety. She made every effort to attend therapy, participate in groups, and meet with NorthCare's doctor. Each week she exceeded her required treatment hours.

*63% of FTC participants completed the program successfully.*

Each month of her hard work was reported to DHS workers and the judge overseeing her case. February 14, 2020, Kaylie and Kobe were reunited, four months after she started treatment. Kobe participated in the Lotus Learning Center, the children's treatment program at the FTC, while his mom continued to attend class and therapy.

On May 2nd, the judge dismissed Kaylie's case and she received full custody of her son. Kaylie is continuing to work on her GED and is living in sober-living housing at White Fields so she and Kobe can continue to receive services and NorthCare support.



*Case dismissed*

February 2020 White Fields in Piedmont became the new home of the Family Treatment Center. Two cottages house up to forty women and children. During the year, the program had a success rate of 63% with 78 women served. The program receives financial support through the Oklahoma Department of Mental Health and Substance Abuse Services and the Department of Corrections.

Being homeless as a young adult is unusually difficult. Most 18-21-year-olds have the support of their family to secure a place to live and provide transportation. Getting a job and finding a home can be overwhelming in a homeless shelter or while living on the street. This was Jason's story. Jason's bad situation was compounded by having a criminal record.

In 2018 NorthCare created a team to provide outreach and intensive support to youth in transition ages 16 to 25. Services include assistance in securing housing and employment as well as linking youth to behavioral health services.

After working closely with Jason for six months, Case Manager Alexus Jones helped Jason get a 12-month lease in a safe, secure, affordable apartment. As an added bonus, he started a fast-food job across the street paying \$9 an hour. With this additional income, he can help pay his rent. He also receives a housing subsidy funded by the Oklahoma Department of Mental Health and Substance Abuse Services and HOPE Community Services.

As a federally designated Certified Community Behavioral Health Clinic (CCBHC), NorthCare is providing improved access for hard-to-reach populations. CCBHCs promote the integration and coordination of primary medical and acute behavioral health care. CCBHC teams link clients to primary medical care.

*60% of NorthCare outpatient clients reported improved medical/physical health.*

Contact: Kristen Bradley, RN 405-858-2700

Other CCBHC core services include peer recovery support services, crisis management, supportive employment and education services, health and wellness, transitional care, substance abuse treatment, individual and family support, counseling, and referral to community and social support agencies.

*CCBHCs provide improved access to hard-to-serve populations.*



*Care teams work together to Serve NorthCare clients.*

NorthCare was certified as a CCBHC in November 2016. Oklahoma was one of the first states in the nation to adopt this innovative approach. NorthCare became one of the first centers in the state and nation to achieve the standards.

In May 2020 another CCHBC expansion grant was awarded to NorthCare. The new grant will improve engagement in services as well as expand the psychosocial rehabilitation program.





# Transition Age Youth

*Jason Finds Home*

NorthCare received a \$4 million two-year expansion grant from the Substance Abuse and Mental Health Services Administration in 2018.

# SafeCare

## *Families Stay Together*

Program Contact: Kelli Hart 405-858-2862

Jane was a single mom caring for the needs of her two preschool-age children, one diagnosed with Autism. Her challenging situation was made worse when Jane and her children lost their home. They had to move into a homeless shelter. Child welfare involvement was a possibility because of the many issues the family was facing.

NorthCare's SafeCare program team was asked to help. SafeCare is a research-based approach that provides education and support. It helps families stay together and parents to be successful. SafeCare accepts referrals from all sources and is available to families with children under age five in Oklahoma and Cleveland counties.

Because of SafeCare, Jane was able to work on finding a permanent place to live. This was the family's first step. Keeping permanent housing can be a challenge. Jane's family has been living in their new home for over a year now and are continuing to thrive.

The next major barrier was accessing school and educational services.

*Children receiving ISS are more likely to stay with their family— 82% did not enter state custody .*



*Access to school was another barrier.*

SafeCare staff helped with school enrollment and locating services. Speech pathology was needed for her three-year-old. He was able to access and complete. Since her older son was diagnosed with Autism, he was linked to supports that enabled him to begin attending school.

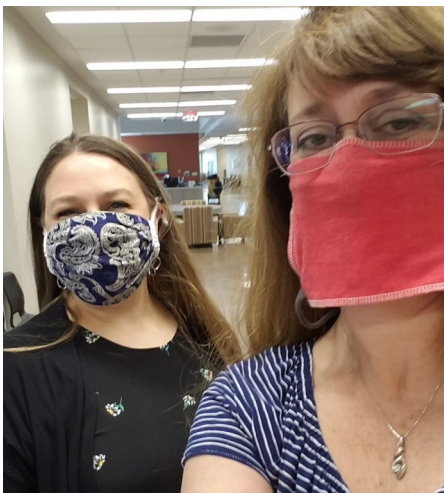
With a year of stable housing and schooling, Jane's family is on their way to living successfully in the community.

NorthCare supports the safety and well-being of children by providing a variety of services that help families function at their best. We work with families when they are struggling and children may be at-risk of placement in foster care. We support families to stay together or successfully be reunified with their children as soon as safely possible. Our overall goal is to help children remain with their families.

*Children in Family KINnections experienced improved stability—*

*84% of did not experience placement disruption.*

These programs work closely with Oklahoma's child welfare services to provide innovative solutions with demonstrated effectiveness. NorthCare has a long-standing relationship with researchers at the University of Oklahoma Child Study Center.



*Masks and telehealth are helping programs to deliver home-based care.*

**Comprehensive Homebased Services (CHBS)** is an integrated delivery system utilizing SafeCare, an evidence-based curriculum, to serve children and families impacted by abuse and neglect in 45 counties in central and western Oklahoma.

**Family KINnections** With this intervention, Community Resource Specialists (CRS) provide individualized in-home support to kinship foster families with the goal of decreasing placement disruption and increasing stability and permanency for children.

**SWIFT Adoption Profiles** are completed for children in the DHS custody with a goal of adoption.

**Home Studies** are completed for prospective traditional foster care, adoptive, and kinship families living in Oklahoma County and working with DHS.



**Intensive Safety Services (ISS)** is a short-term intensive, in-home therapeutic program. Therapists work hand-in-hand with families and DHS to engage in trauma-informed & recovery-focused services to address issues such as addiction, domestic violence, and mental health.



# Outpatient Services

Program Contact: Rachael Picon, LCSW  
405-858-2700

## *Molly's Journey*

**O**n September 25, 2016, Molly was arrested for possession and drug paraphernalia. She spent 28 days in county jail and was released to no kids, no job, no home, no ID, and just the clothes on her back. With nowhere to go, she walked to the City Rescue Mission. The mission connected her to NorthCare where she was diagnosed with Bipolar Disorder, depression, and PTSD. Molly reports, "This is when my transformation really took off."

She entered a plea into Oklahoma County Mental Health Court on March 17, 2017. The program was very hard but it put her with a treatment team at NorthCare. "The structure, participating in groups and medication management has helped me heal some of my past and, most importantly, being a better person," Molly says, "and helping other people every day. I am happier and mentally healthier than I have been in years and I can honestly say that it's all from my experience at NorthCare."



**NorthCare** provides integrated behavioral health care with a focus on the whole person: mind and body. We provide services to those who are struggling with symptoms related to trauma, addiction, or other mental health issues such as depression and anxiety as well as more severe mental illnesses such as Schizophrenia and Bipolar Disorder.

Services offered to both children and adults include mental health and substance abuse treatment, crisis intervention, assessment, treatment planning, individual and group counseling, medication management, care navigation, peer-to-peer services, and employment support.

*NorthCare provides outpatient services in Oklahoma and Logan counties.*

Court-related services help individuals involved in the criminal justice system access outpatient mental health and substance abuse treatment.

**Drug & Mental Health Courts** work with the jail and court systems to divert non-violent individuals into treatment.

**HERS** is a Department of Corrections program for female offenders.

**Re-entry Intensive Care Coordination Team (RICCT)** is an intensive re-integration program designed to facilitate the transition of individuals out of incarceration into the community.

**Day Reporting** monitors individuals released from the Oklahoma County jail as an alternative to a cash bond.

*Day Reporting reduced county jail days by 19,507*

Anna was worried about being able to care for her children.

As a single mom of three children, she knew she needed help. She was fearful of her children going into state custody. Daily she was receiving calls from the school due to her oldest son's behavior. She feared losing her job. She felt lost, with no control, and unsure how to provide the structure her children needed. The Oklahoma Department of Human Services referred her to NorthCare in 2019. The family quickly learned NorthCare was here to support and walk alongside them as they navigated this journey as a family. At the beginning of services, Anna appeared resistant. However, she quickly saw that she was able to guide her services for her family. Her voice and choice mattered. Anna commented about her experience: "NorthCare never gave up on my family even when others did."

Wraparound System of Care is a model for children and families with complex needs and requires creative customized interventions to recover and realize their potential in life. Wraparound services were able to utilize Anna's family strengths to help the family accomplish their goals. Anna wanted to keep her job. Her oldest son wanted to feel supported in school. Through therapy, the family was able to process previous trauma and create some lasting stability. Anna became empowered to support her family without being concerned if someone called child welfare. Through their participation in wraparound services and therapy, Anna was able to connect to other families with similar experiences. She joined a family network with support. The family is on the right track taking the lead in their care.

NorthCare provides comprehensive services for children and families.

**School-based Services** offers support for children and teens with emotional or behavioral problems. With offices in several schools across the Oklahoma City Public School District, NorthCare therapists are available to quickly help when there is a need.

*Her voice and choice mattered.*



*"NorthCare never gave up on my family even when others did."*

**Community/Home-based Services** offers specialized services with a multidisciplinary team for those whose needs are better met in the community than through traditional office-based services.

**Foster Care Stabilization & Reunification** helps children and youth placed in foster care to retain successful placement by supporting the entire family.



## Children & Families

*Anna Gets Hope*

Program Contact: Paul Williams, LPC 405-858-2700

***Wraparound  
supports families.***

NorthCare provides specialized services that “wraparound” families. This program promotes healing and supports families impacted by trauma.

# Regional Prevention Coordinator

## *Serving Seniors-Saving Lives*

Program Contact: Meg Cannon, 405-858-2841

**W**hen it comes to accidental opioid overdose, older adults are some of our most susceptible individuals. NorthCare's Regional Prevention Coordinator (RPC) is dedicated to reducing these overdoses by teaching Oklahoma County residents how to protect themselves and those around them.

In 2017, the RPC formed a partnership with Oklahoma County SALT/TRIAD, an organization that brings together senior citizens, the Oklahoma County Sheriff's Department, and representatives from law enforcement. SALT's goal is to help seniors remain safe in their homes through education and empowerment. Oklahoma County SALT has more than 600 senior members at 19 different locations.

Before the COVID-19 pandemic, the RPC presented in-person to SALT members at nineteen locations. Topics covered include general medication safety, medication safe use, and, most recently, the need for everyone to have a Narcan (naloxone) kit as part of their home medication supplies.

In 2019, the RPC provided hands-on training on Narcan use and worked with distribution hubs to put more than 400 free Narcan kits directly in the hands of these seniors.



### *Overdose prevention saves lives.*

Currently, the RPC continues to work with SALT/TRIAD to provide free medication lockboxes to seniors who are victims of medication theft. RPC team members have also participated in online video updates for members and continue to provide opioid overdose prevention support to this population and others throughout Oklahoma County.

### *Other services for seniors*

- The MAPS 3 Pete White Health and Wellness Center has been operated by NorthCare since 2019: **[healthandwellnessokc.com](http://healthandwellnessokc.com)**
- Oklahoma's Mental Health and Aging Coalition is hosted by NorthCare: **[omhac.org](http://omhac.org)**



The Regional Prevention Coordinator serves Oklahoma County to reduce the consequences related to substance use and increases prevention capacity and infrastructure at the community level. Initiatives focus on activating large-scale population-level change in reducing underage drinking, adult binge drinking, and non-medical use of prescription drugs. The RPC also offers ABLE-approved Responsible Beverage Service and Sales training for anyone who sells alcohol.

Here are some of the RPC accomplishments this past year:

- ◆ Spoke to more than 7,500 county residents about NMUPD (nonmedical use of prescription drugs)
- ◆ Hosted “My Baby!” event for new and expectant mothers. More than 100 Narcan kits were distributed at this event.

Coordinated community efforts to address problem drinking have:

#### *Does prevention work?*

- Decreased adult alcohol-related arrests by 29% since 2015
- Decreased youth alcohol-related arrests by 34% since 2015.

*Substance abuse prevention is part of NorthCare’s overall continuum of care.*

**Q Space** is another prevention program sponsored by NorthCare. It provides a safe space that welcomes LGBTQ+ youth and young adults, in a substance-free environment. **Q Space is seeking to change conditions that contribute to alcohol, tobacco, and other drug-related problems.** The program is funded in partnership with the Oklahoma Department of Mental Health and Substance Abuse Services and the AIDS Care Foundation.

*LGBTQ+ young people face many challenges today. With Q Space, they are not alone.*



*Groups are held each week for youth as well as young adults.*

Weekly meetings enable attendees to express their true selves in an environment that is free from judgment or shame, all while learning about health and wellness, engaging with peers, and gaining connections to local resources. These support groups are specially designed to foster a strong sense of “qmunity” and empowerment.

# PACT Team

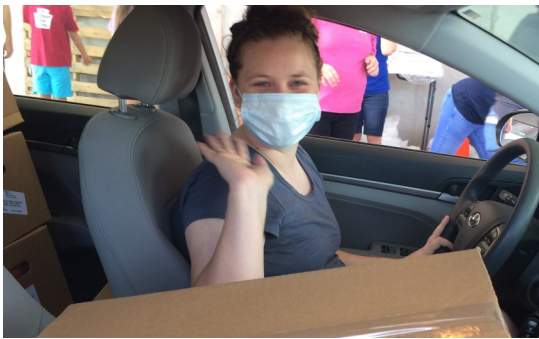


## *Brian's Life of Possibilities*

PACT is called a “hospital without walls” since it provides a similar level of treatment in community-based settings.

**Brian** is a 34-year-old who lives with intense fear on a daily basis due to a serious mental illness. Every day he contends with extreme and irrational fears. He does not feel safe. When not in the hospital, he struggles to maintain a safe place to stay, bouncing among local homeless shelters and living with family members. When living with his family members, he is taken advantage of financially and, at times, physically abused. As a result, he is hospitalized ten times in two years.

*No one believed he would ever be able to live on his own.*



*Home visits are an important part of the PACT model.*

Every day his situation grew worse and worse. He reported fearfulness of the world around him. With each hospitalization, Brian's symptoms worsened. He was unable to control his thoughts and emotions. No one believed he would ever be able to live on his own.

*39% of outpatient clients received services from a peer: someone with lived experiences of mental illness or substance use disorder.*

One day things got much worse. While he was experiencing severe symptoms, he physically assaulted a person in his group home. He had been in the group home for one day. He was hospitalized again. But this time, things were different. While receiving treatment at Griffin Memorial Hospital, he was started on a new medication. He also received a new plan for housing.



*60% of outpatient clients reported improved self-care.*

A new plan for services was created through the NorthCare PACT team (Program of Assertive Community Treatment). Housing was to be provided by the Mental Health Association of Oklahoma.

Through intensive community-based services and support, Brian is now living on his own. He is less fearful. For the first time, he feels safe in his home and is able to go to the grocery store to purchase groceries on his own. He is working a getting a state ID. Through participation in individual therapy, he is learning to manage and understand his diagnosis. Brian is beginning to make goals and plans for the future. He is excited about all the possibilities!

The PACT model utilizes a multi-disciplinary treatment team including doctors, nurses, therapists, peers in recovery, and case managers to provide intensive, sometimes daily, home-based care. PACT is a cost-effective way to reduce unnecessary hospitalizations.

# The Science of Hope



*Providing pathways to hope.*

Program Contact: Lisa Buck, LCSW 405-858-2700

NorthCare is partnering with Dr. Chan Hellman from the University of Oklahoma's HOPE Research Center to become the first fully integrated mental health facility in the nation. Dr. Hellman's work shows us that hope is not just a feeling or an emotion but is also a science. When a person has low hope, they simply do not have the necessary willpower to focus on setting goals or creating pathways

*Hope is the belief that your future will be better than today and you have the power to make it so.*



*Lisa Buck leads the HOPE initiative.*

Lisa Buck, NorthCare's Vice President of Marketing and Development, has been leading the project since November 2019. In January all NorthCare staff were invited to the kick-off event with Dr. Hellman and Oklahoma's First Lady Sarah Stitt.

By utilizing the evidence-based Science of Hope, we can assess a client's overall HOPE score as well as their HOPE score for each of the eight dimensions of wellness. With these scores, we can pinpoint the specific areas a client is experiencing low hope in their life.



*Chan Hellman, Ph.D. conducts nationally recognized research on hope.*

NorthCare's exclusive HOPE & Wellbeing Assessment and Toolkit will immediately provide HOPE results and allow staff to begin working with clients on their lowest HOPE dimensions as early as their first meeting, setting the stage for better outcomes in their treatment protocols and life in general.

With the scores, NorthCare professionals can begin implementing strategies to boost hope, thus freeing their mental willpower to focus on treatment and total well-being.

*NorthCare employees have high individual and collective hope scores.*

*Hope is a significant predictor of staff well-being.*



## Outpatient Services

### Mental Health & Substance Abuse Services

#### Medication Clinic

- ◆ 3,009 adults
- ◆ 171 children
- ◆ 14,488 Doctor/PA/APN visits

#### Peer Services

- ◆ 1,667 adults
- ◆ 9,830 services

#### Individual Therapy

- ◆ 601 adults
- ◆ 217 children
- ◆ 7,930 sessions

#### Group Services

- ◆ 672 adults
- ◆ 3,616 sessions

#### Case Management

- ◆ 2,086 adults
- ◆ 199 children
- ◆ 6,548 services

#### PACT Team

- ◆ 150 adults

#### Medication Assisted Treatment (MAT)

- ◆ 115 adults
- ◆ 5,446 services delivered

#### Day Reporting (pretrial diversion)

- ◆ 161 adults-
- ◆ 19,507 Days

#### Mental Health & Drug Court

- ◆ 167 adults
- ◆ 8,314 services

#### Prison Re-entry Program (RICCT)

- ◆ 71 adults
- ◆ 1,422 services

#### Offender Screenings (OK & Logan Co.)

- ◆ 1,759 screenings

#### HERS (female offender program)

- ◆ 96 adults
- ◆ 2,984 services

#### ReMerge

- ◆ 62 adults
- ◆ 2,506 services



# By the Numbers

*Fiscal Year 2020*

## Family Preservation Services

### Comprehensive Home-Based Services (CHBS)

- ◆ 1,826 families
- ◆ 55,105 days of service

### Intensive Safety Services (ISS)

- ◆ 283 families
- ◆ 4,055 days of service

### Family KINnections

- ◆ 250 families
- ◆ 5,177 services

### Swift Child Profiles

- ◆ 238 children
- ◆ 445 services

### DHS Home Studies

- ◆ 252 families
- ◆ 261 services

### Parent Partners

- ◆ 95 families
- ◆ 2,509 services

### Safe Families

- ◆ 114 families
- ◆ 3,217 services

## Substance Abuse Services

### Family Treatment Center

- ◆ 69 adults
- ◆ 52 children
- ◆ 8,914 days of treatment provided

*How many people did NorthCare serve?*

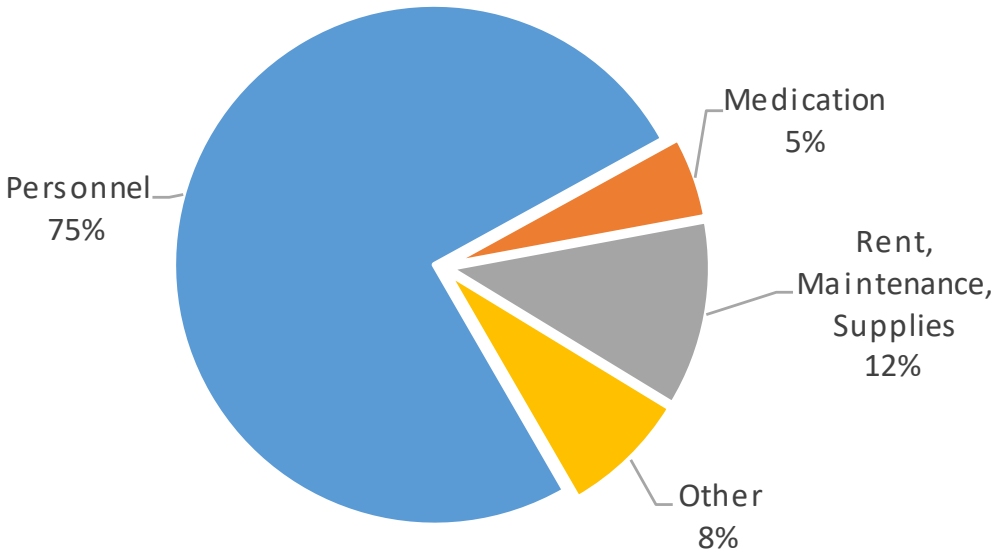
*8,896 (unduplicated count)*



# Financials

*Fiscal Year 2020*

Expenses \$25,569,515\*

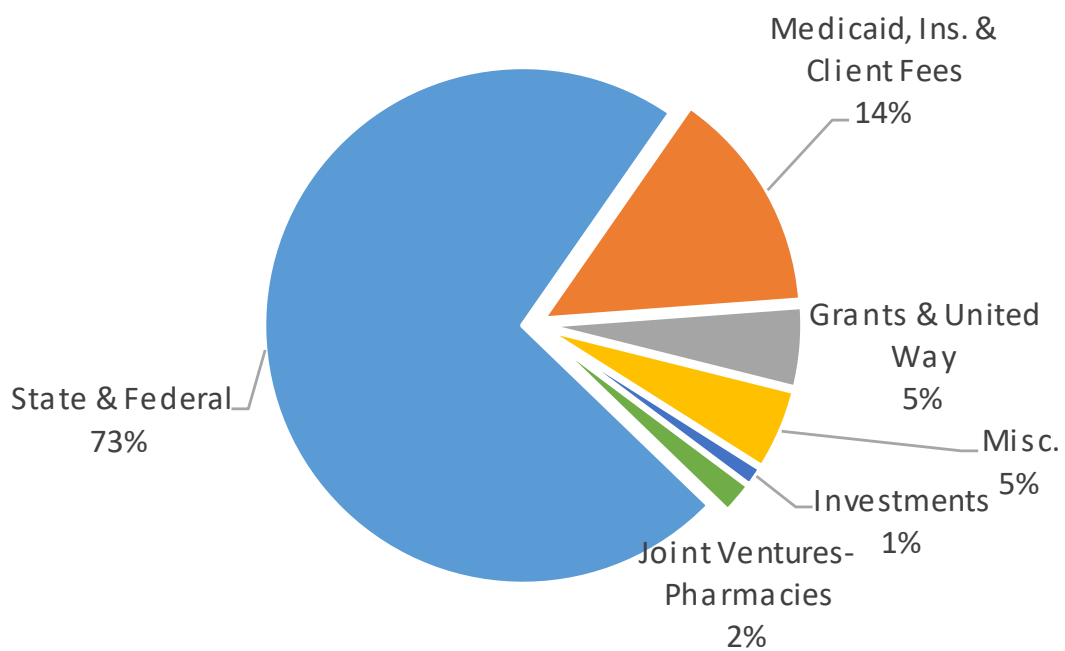


\*pending final audit





### Revenue \$26,587,312\*





# Our Funders

*Thanks for your support!*



***SAMHSA***

Substance Abuse and Mental Health  
Services Administration

**ARNALL**  
FAMILY FOUNDATION

Thanks to our many other individual donors and volunteers who support us throughout the year



United Way  
of Central Oklahoma  
Community Partner



**“I didn’t think I’d like this program.  
Turns out I love it!”**

-Comprehensive Home-Based Services Parent

*NorthCare is dedicated to meeting the unmet needs of Oklahoma citizens by offering services that inspire hope, strengthen communities and empower.*

NorthCare  
2617 General Pershing Blvd  
Oklahoma City, OK 73107  
Call for services: 405-858-2700  
[www.northcare.com](http://www.northcare.com)

*NorthCare is a member of*



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