



**2021**

## Annual Report

July 1, 2020 – June 30, 2021





There is much to be grateful for as we look back at the past fiscal year.

New growth, program expansion, employee satisfaction, and continued excellence of consumer care have remained our primary focus. This year, I'm particularly grateful for our two newest locations.

Through the generosity of Herman Meinder and support of the Ward family we were able to purchase the White Fields campus in Piedmont on Dec 30, 2020. This facility will allow us to better serve women with an addiction to substances and their children. The campus, now called Fields of Hope, is home to the Family Treatment Center (family residential) and the Lotus Learning Center (child development). Through the support of Ed and Carol Abel we were able to grow and incorporate Montessori-style enhancements of the Lotus Learning Center.

In January 2021, after major renovations, we re-opened our offices at 50th and Meridian, which is home to Family Treatment Services and Family Preservation Services. This is a dynamic space designed to further embrace the needs of children and their families.

While the year had its challenges, we made it through successfully thanks to having dedicated employees and long-time partners: the Department of Mental Health and Substance Abuse Services, the Department of Human Services, and the United Way. Our mission to strengthen communities by improving health and safety has never been more relevant.

Best regards,

Randy Tate, CEO

## Just a Few FY21 High-

- Fields of Hope acquisition and expansion for women's residential treatment
- Re-opening Meridian offices for Family Treatment Services and Family Preservation Services.
- Science of Hope curriculum and assessment developed and copyrighted
- VICTORY House opening through an expansion grant as a consumer-run drop-in center
- National recognition for "Top Workplaces" in Nonprofit and Training
- NorthCare's SafeCare program earned a national accreditation
- COVID FEMA crisis counseling grant supported many in the Oklahoma City community
- The Mobile crisis team partnership with Oklahoma City Police Department and the Oklahoma Department of Human Services provided new ways to serve the community

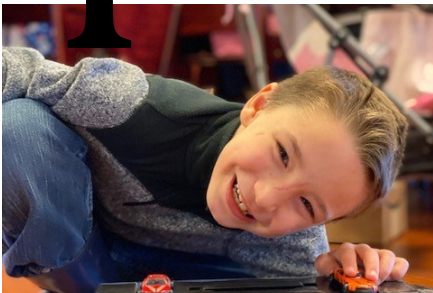


## Review 2021

**Masks were the fashion statement throughout 2021.**

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## Fields of Hope

Moms and children are reunited as the program finds a new home.

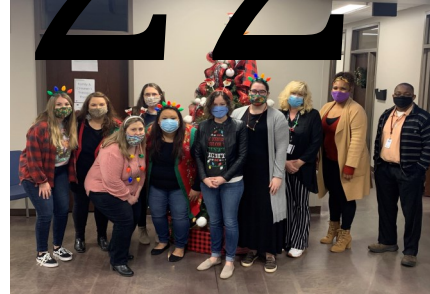
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## Team Based Care

NorthCare teams work to provide integrated care.

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## COVID-19 Response

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# Fields of Hope



*Smiley Finds Recovery*

Program Contact: LaCinda Daugherty

Smiley entered into the Family Treatment Center (FTC) at NorthCare's Fields of Hope campus to conquer her addictions to alcohol and other substances. Smiley is Native American and hails from the Kickapoo tribe. She grew up on an off reservations in both Oklahoma and Texas. As a child she experienced horrible traumas and a lack of family support systems. These experiences, eventually led her to coping through the use of alcohol and other substances. After multiple unsuccessful attempts at sobriety, Smiley voluntarily entered the FTC.

*"to know how to find my recovery and embrace my culture..."*



*The rate of alcoholism among Native Americans is 7.1% higher than that of Caucasians.*

Upon entering FTC she immediately immersed herself into groups, recovery meetings, classes, and the culture at Fields of Hope. Smiley told NorthCare staff that she needed "to know how to find my recovery and embrace my culture while doing so." Embracing her culture as part of recovery was an important part of her journey to sobriety.

*63% of FTC participants completed the program .*

When she learned about the Red Road to WellBriety Curriculum she worked with the FTC staff to investigate this material and to have it be included as an expansion of the recovery meetings offered at FTC. The Red Road to WellBriety is a curriculum that takes lessons and input from several Native American tribes all over the United States and is a curriculum of healing and hope for Native Americans seeking recovery. Smiley not only took the lead, read all of the information provided to her, and found that it spoke to her heart and Native American culture, she then threw herself into creating a pathway to implement the tenants of this material to benefit her fellow Native Americans, and all residents who choose to learn sobriety through a Native American lens. By sharing her story and her perspective she not only found her own sobriety, she ensured FTC programing has another path for patient centered services.



FTC served 92 women and 56 children last year. Among those served:

- 58% had children involved in child welfare
- 96% of children left child welfare to be reunited with their mother from (50 out of 52)
- 68% had criminal justice involvement
- 3% recidivism rate

**V**ICTORY House was started as a safe place during uncertain times. NorthCare received a \$4 million Certified Community Behavioral Health Clinic (CCBHC) Expansion grant from SAMHSA to provide immediate mental health services for those impacted by COVID-19. The grant initiated two new programs: a consumer run drop-in center and a rapid response team (RRT). The goals of the grant are to increase engagement in services, improve housing and financial stability, and decrease risk of suicide.

Both initiatives have had amazing results. Here is a letter Victory House received:

*“My name is Rich and I am writing this letter to tell you that your program has (given) me a second chance in life. I have been homeless for 2 years and have been to 4 shelters and 3 programs and after 2 years I gained nothing. I have given up on the system and life itself. I have voices that I hear when people are out of my hearing range and they are all negative. I hear people say they will kill me or follow me and rob me. I also have nerve damage in my dominant hand which ended my 32-year career as an auto-mechanic; to top it off I have a double hernia.*

*Out of hope and wanting to leave this world I found your program and of course I didn't trust it.*

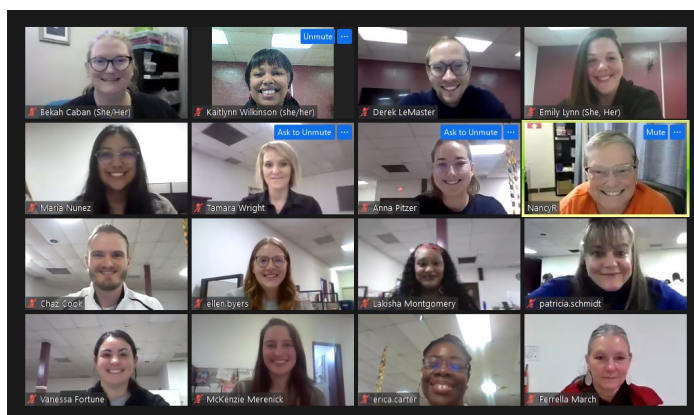
**78%** of grant participants reported maintaining or improving housing.

**57%** reported improvement in distressing symptoms.

***“Your program has given me a second chance and a reason to live.”***

*I figured it was like the rest. I have never been so wrong in my life. I have received all I have [asked] for and was given more because your team seen that I needed it. Your program has given me a second chance and a reason to live. From my heart I love and respect all of you for helping those in need. One day, I hope to return the favor for I am truly blessed.”*

***CCBHCs improve access for hard-to serve populations.***



*Grant team on Zoom*

Things have improved since the letter was written. Rich has been able to receive surgery for his hernia. NorthCare used flexible funding to provide respite housing during his recovery. He has safe, affordable housing and attends VICTORY House regularly.

Oklahoma was one of the first states in the nation to adopt this innovative approach. NorthCare was certified as a CCBHC in November 2016, one of the first centers in the nation.

# V.I.C.T.O.R.Y. HOUSE

A VISION OF  
INCLUSION  
COMMUNITY  
TOGETHERNESS  
OPPORTUNITY &  
RECOVERY FOR  
YOU!!!

**V.I.C.T.O.R.Y. House**

*Rich's Second Chance*

# Families Heal Together

## *Intensive Safety Services*

**Program Contact:** Casey Green

NorthCare supports the safety and well-being of children by providing a variety of services that help families function at their best. These families may be struggling to the point where the children could be at-risk of placement in foster care. NorthCare works with families to stay together or successfully be reunified with their children as soon as safely possible. The overall goal of these programs is to help children remain with their families and empower the parent(s).

**Intensive Safety Services (ISS)** is a short-term intensive, in-home therapeutic program. Therapists work hand-in-hand with families that are on the brink of having the children removed by the Oklahoma Department of Human Services to engage in trauma-informed and recovery-focused services to address issues such as addiction, domestic violence, and mental health. In the last year NorthCare served 247 representing 3,997 days of treatment.

**O**ne such family was Shannon's family. Shannon was in a relationship that had severe domestic violence that escalated to her partner attempting to take her life. The police intervened and Shan-

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

non survived but sustained a gunshot wound and other critical injuries.



*Shannon and her children were able to begin the process of healing*

With the assistance of ISS, Shannon and her children were able to begin the process of healing and made incredible progress in establishing a new home, processing the shared trauma, and create the stability needed for the oldest child to graduate high school.

As victims of domestic violence are often isolated from their support system as a mechanism of control by the abuser, Shannon and her children needed the tools and support to rebuild trusting relationships with Shannon's family.

NorthCare wants to thank the The Arnall Family Foundation and MetaFund providing financial support to expand ISS to serve more Oklahoma families.



Intensive Safety services is one of several programs NorthCare offers through Family Preservation Services. Other programs include Comprehensive Home Based Services (CHBS), Family KINnections, Parent Partners, Safe Care, and Family TREE. These programs work closely with Oklahoma's child welfare services to provide innovative solutions with demonstrated effectiveness. Each uses the curriculum of SafeCare to provide additional tools to families to allow children to thrive. NorthCare has a long-standing relationship with researchers at the University of Oklahoma Child Study Center.

*"NorthCare continues to excel and set the standard for excellence in service delivery and staff development! You all have done excellent work in historic times."* SafeCare Accreditation



**SafeCare's Dwan McDonald**

**Spotlight on SafeCare!** SafeCare is a voluntary program with funding from the Oklahoma State Department of Health, Department of Human Services and the Arnall Family Foundation. NorthCare accepts referrals for families into the SafeCare program residing in Oklahoma and Cleveland counties. More counties will be added in FY22.

### 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.

*1,798 families were supported through CHBS. 54,038 service days*

**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.

*288 families participated in Family KINnections with 4,121 hours of services*

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

*182 children waiting for adoption benefited from Swift Adoption Profiles*

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

*251 Home Studies were completed for adoption and foster care placements*

**Family TREE** is a collaboration between NorthCare and other child welfare and behavioral health professionals to offer Team, Resources, Evaluation, and Education (TREE) for families and children involved in the Oklahoma county child.

*44 families served through CHBS, 45 parents through Parent Promise, and 16 kinship families through Family KINnections.*

### Safe Care

*104 families received 2,970 days of service*

NorthCare Family Treatment Services uses the 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.

**The Enhanced Foster Care program is a partnership of the Oklahoma Department of Human Services and Department of Mental Health and Substance Abuse Services. The goal of the program is to support foster families and stabilize foster care placements through NorthCare's Wraparound Program.**

#### *Ben and Destiny's Story*

NorthCare received a referral for Ben and Destiny, siblings ages three and five, who had experienced multiple disrupted foster care placements and were at risk for losing their current placement.

The NorthCare wraparound team worked with this family for a year helping to provide crisis stabilization and connecting their foster parent to additional resources including training on how to support children with significant trauma. The foster mom was able to create a trusting and emotional bond with Destiny and Ben with the support of Wraparound and in partnership with DHS. What was initially a temporary situation has created a long-lasting opportunity of hope for these kids to thrive. Ben and Destiny were adopted by their foster mother and now have their forever home.

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

#### *Garrett's Story*

Garrett started services with NorthCare following a referral from his elementary school in Fall 2019. He participated in the Project Equipped program, a partnership between the Oklahoma City school District, NorthCare, and the Oklahoma Department of Mental Health and Substance Abuse Services providing in-school behavioral services, support, and therapeutic interventions.

Since the beginning of the 2021 school year, Garrett has blossomed and become a leader and model student in his grade. He frequently talks about how much he enjoys school, his friends, and is glad that he overcame his anxiety surrounding attending school and decided to give it another chance.

When asked about how she was feeling about Garrett's return to school, his mom said, "I don't know that I could have brought him back to school after all the stuff we went through before, but his team has gone above and beyond to make sure he is successful. Everything has been intentionally set up to fit Garrett perfectly and make sure that happens. Without NorthCare being in the school to support us, I don't think any of this would be possible."

*"I don't know that I could have brought him back to school after all the stuff we went through before, but his team has gone above and beyond to make sure he is successful. "*



## Family Treatment Services

*Ben & Destiny Find Home*

Program Contact: Paul Williams, LPC

***Wraparound  
supports families.***

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

# Mobile Crisis Team

## Police Partnership

Program Contact: Beth Combs

The T.R.U.S.T. program was created by DHS Director Justin Brown and Chief Gourley in 2020. NorthCare was invited to help provide behavioral health services and access to child abuse prevention programs for children under 5 (SafeCare). The program started as a pilot in one police division and has expanded to serve the entire community.

After receiving a TRUST referral from an officer, NorthCare was able to connect with a family of seven that was grieving the tragic loss of their partner and parent. The NorthCare team was able to link the family with resources for housing, food, and provide a warm handoff for counseling services for the children. The family expressed great appreciation for NorthCare and their ongoing support.

Often police officers are the front line of addressing the human service needs of the community when that isn't their specialty—

*"In a nutshell, what I have seen while working on TRUST is that a lot of people didn't know that a place like NorthCare existed and mental health services did not have to cost them a lot of money. I have been able to link countless people to services and provide resources to people in our community that were in need."*



*Chief Wade Gourley, Oklahoma City Police Department, developed the TRUST program with DHS Director Justin Brown*

In another case, neighbors contacted 911 because of concern for a family. Mom, Lisa, was caring for several children, one under age five and another with a serious developmental disability. One of the children broke a window and they could not afford to fix it. The mother and her children were facing eviction and NorthCare's team in partnership with DHS staff worked to find community resources to fix the window and locate basic furniture. They also advocated with the landlord to prevent eviction if rent could be paid. NorthCare's SafeCare team reached out to Lisa. Lisa was not originally from the United States, and was uncertain of the resources that she and her family would qualify to receive and how to navigate the systems for assistance. SafeCare was able to engage Lisa and her children in services.

According to a Brookings report, nine out of ten calls to the police department are for non-violent encounters.

## Mobile Crisis Team

Pivoting for COVID-19 and beyond. During the pandemic the mobile crisis team moved to virtual response when a family was in need. This is one such story. One evening a crisis call was received regarding an adolescent placed in a kinship foster home through OKDHS. Within 10 minutes a NorthCare counselor was able to connect with the foster grandparents, the parent in another state, and the DHS worker in another city and the teen in crisis. The Team was able to support and validate the teen's thoughts and feelings, develop a safety plan, and brain storm next steps including engagement in counseling, wraparound services for foster placements, and medication management. The Family and the DHS worker were so appreciative of the quick response, easy access to a therapist, and the teen felt heard and encouraged being able to speak with the parent.

Northcare is proud of the work the Mobile Crisis Team is able to do at a moment's notice to connect with individuals and families in crisis to deescalate situations and provide safety strategies, linkage with mental health and medical services, and resources in the community.

NorthCare's Mobile Crisis is available to anyone in Oklahoma County. To reach help call 405.858.2700.



**N**orthCare's **Q Space** is a safe and nurturing cocoon, a sorely-needed shelter where LGBTQ+ youth in Oklahoma can connect with their peers, learn to overcome adversity, and develop their wings to fly and thrive. By providing substance-free and affirming support groups at no charge, QSpace can make the difference between a young person dying by suicide or living to see their 25th birthday. Through this work, Q Space was awarded an international Hollis-

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



**Q Space** is a 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 by the Oklahoma Department of Mental Health and Substance Abuse Services and the Cresap Family Foundation.

# Criminal Justice



## ***Deborah Finds Pride Again***

*Specialty court programs provide eligible, non-violent, felony offenders the opportunity to participate in a highly structured, court-supervised treatment program in lieu of incarceration.*

## Oklahoma Drug Court Outcomes: (FY18-19)

- 94.5% reduction in unemployment
- 176% increase in income
- 78% increase in private insurance
- 106.8% increase in the number of children living with program participant

<https://oklahoma.gov/content/dam/ok/en/odmhsas/documents/recovery/criminal-justice/FY21-Drug-Court-One-Pager.pdf>



*Ro Mims, NorthCare Veteran's Court Liaison, speaking before the Oklahoma County Jail Trust.*

Deborah plead into DUI court in 2019. During her time in DUI court, Deborah had a hard time being successful, testing positive on her UA's and taking longer than normal to phase up as she stated that "she felt as though she had no community support in DUI court and there was no one she could relate to." Then Deborah learned about Veteran Treatment Court. As a veteran this was a better fit and she successfully transferred to Veteran Treatment Court January 2021. Soon after starting Veteran Treatment Court and treatment services with NorthCare, Deborah expressed to the court liaison "that having a court liaison that is a veteran made her want to trust again and she feels as though she found her veteran community support" and with that support the healing began.

Deborah found the courage and strength to trust her treatment team and graduated.

She attributes her success to the Veteran Treatment Court Staff and her at team NorthCare for her being able to grow as an individual, find the pride she once had in herself when she served in the Armed Forces and provide for her family with a clean start to life.



*The Honorable Kenneth Stoner, Oklahoma County Veterans Court*

Criminal justice reform and diversion programs continue to grow and expand at NorthCare. Day Reporting, the agency's first jail diversion program began over twenty years ago and now NorthCare now provides clinical support to these specialty courts: Mental Health, Drug Court and Veterans NorthCare also provides services to the Veteran's Diversion program.

### Number of persons served by NorthCare by program:

- 111 in Drug Court
- 85 in Mental Health Court
- 82 in Day Reporting
- 67 in ReMerge
- 1,187 Offender Screenings



## Team Based Care

### *Matthew's Story*

**M**atthew struggles with several serious mental health issues: Post Traumatic Stress Disorder, Agoraphobia, and Bipolar I.

When he came to NorthCare Matthew was experiencing severe trauma reactions and anxiety related symptoms to the point that he refused to leave his home for long periods of time and isolated himself from others. His symptoms were so severe that he had difficulty taking his medications consistently, and would have issues with mood, paranoia, and insomnia for days. During the pandemic, his symptoms increased and he began to withdraw more and more into his home. Due to an extensive trauma history it has made it difficult for him to form healthy and positive relationships, and has contributed to his agoraphobia. He didn't even feel comfortable enough to have his video

Matthew was able to work his treatment team, who provided a comprehensive approach to the problems he was experiencing. By engaging in individual therapy, Matthew has learned effective coping skills and techniques to set healthy boundaries to help minimize his anxiety and increase his daily functioning. He reports he now feels confident and comfortable enough to have unplanned interactions with acquaintances in public settings. He has been able to attend at least one social event a week, including church. He has also been able to have multiple conversations with several people at his church and neighborhood.

Matthew is working on ways to building positive and healthy relationships within his community, and learning effective copings skills to better manage his mental health symptoms.





In NorthCare’s adult outpatient clinic, most of clients receive care from a team of case managers, peers, therapists, and nurse care managers, who work closely with the medication clinic prescribers to provide **Integrated Health Services**. A key part of being a Comprehensive Community Behavioral Health Clinic (CCBHC) is the ability to provide integrated physical wellness services along with behavioral health services to ensure holistic care . NorthCare implemented a monthly wellness series to provide information about common chronic health conditions and teach interventions to improve health outcomes. During FY 21 staff were trained on tobacco cessation, diabetes,

*NorthCare clients report:*

*66% improved self-care*

*61% experience better health*

*56% better interpersonal skills*

nutrition, respiratory diseases, cardiovascular health, and emergency room use. Care pathways have been created around each of these conditions so that staff can assess severity and utilize appropriate interventions to decrease morbidity and mortality in clients living with chronic health conditions.

*“You guys and gals are great.*

*I call you my Dream Team-that should say it all.*

*God bless everyone of you.”*

*Client Survey comment*

**Program Contact: Rachael Picon, LCSW**

# PACT Team

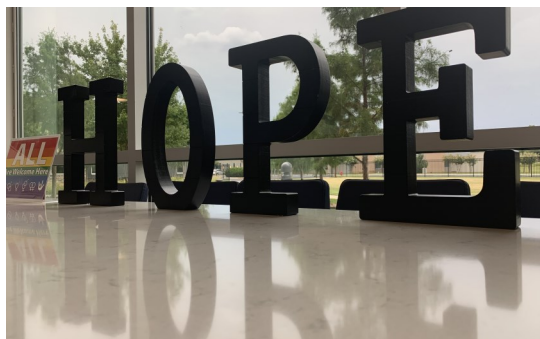


## *Tina's Path to Independence*

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

**T**ina's Story: Tina has been engaged with PACT services at Northcare for two years. When Tina began services with PACT she was living in a space that lacked many basic utilities and was heavily infested with bed bugs. Tina struggled to understand the severity of her situation and how the PACT Team which provided for community-based mental health services, could help her. Once the PACT Team was able to build trust with Tina, she confided in her team how people who claimed to be her friends were exploiting her for her income and DHS benefits.

*Tina struggled to understand the severity of her situation.*



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

The PACT Team went to work assisting Tina with moving to a new home with utilities, free from bed bugs, and away from those who were preying on her vulnerability.

Tina now lives in a safer living environment with supportive friends. Her new support system helped her get back on her feet and move into a new home.

*PACT Home-based services continued through two ice storms, many weeks of atypical snow fall, and COVID-19 related challenges.*

Story submitted by Susan Phan

Tina has made tremendous progress and with the aid of a translator provided by PACT she's been able to fully engage in PACT services. Tina has become more open about communicating her needs and accessing community resources which has greatly improved her quality of life. Simple things such as getting a smartphone and learning how to use it to listen to traditional music has helped her overall mental health. Tina continues to strive to set goals to improve her well-being and her PACT Team is there with her to help her achieve them.



*95% of PACT participants would recommend the program to a friend or family member.*

**P**ACT utilizes a multi-disciplinary treatment team model 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.

*Last year PACT served 137 adults and provided 14,480 services*

# The Science of Hope



*Providing pathways to hope.*

This past year, NorthCare’s HOPE & Well Being Team developed an Adult HOPE & Well Being Curriculum and Assessment. This curriculum received a copyright from the US Library of Congress. The children’s version of the HOPE & Well Being Assessment is also now available.

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



*HOPE Navigator Team at NorthCare completing training in March.*

After one year of utilization, primarily in the Family Preservation area and the 2020 Expansion Grant, NorthCare conducted over 1,600 HOPE & Well Being assessments with consumers. From assessment at intake to second assessment approximately 90 days later, 55.9% of consumers showed an increase in Hope. From intake until the third assessment, approximately 180 days later, consumers showed a 72.7% increase in Hope. Not only was there a significant increase in HOPE overall, but consumers also showed a statistically significant increase in Hope relative to each of the eight dimensions of

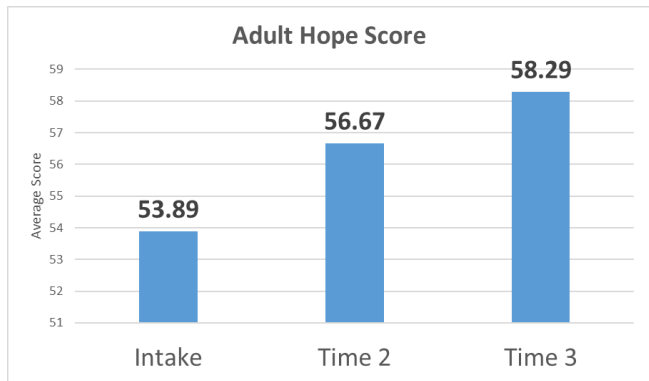
well-being focused on in the curriculum (emotional, social, spiritual, financial, occupational, environmental, physical, and intellectual). By utilizing the evidence-based Science of Hope, NorthCare can assess a consumer’s overall HOPE score as well as their HOPE score for each of the eight dimensions of



*Will and HOPE were created to help teach children about the power of HOPE*

With these scores, NorthCare’s program staff can pinpoint the specific areas a client is experiencing low hope in their life. As the science of hope has shown, if someone’s hope is increased so are their likelihoods of success.

NorthCare professionals work alongside clients to implement strategies to boost hope, thus freeing their mental willpower to focus on treatment and total well-being.



*From intake until the third assessment, approximately 180 days later, consumers showed a 72.7 percent in-*

# COVID-19 Response



northcare



*NorthCare Vax Team*

Program Contact: Agata Karch, LCSW

**N**orthCare was certified as a vaccine clinic and provided over 500 doses of the Pfizer and Moderna vaccines to clients and staff.

NorthCare wants to thank medication clinic staff, Brandi Strange, APRN, Mark Smith, RN and NorthCare's Chief Medical Officer Peter Kowalski for their vaccination efforts. A special thanks to Dr. Kowalski who provided outstanding leadership during the pandemic, with frequent video updates to educate staff on COVID-19. Another thanks to our partner Variety Care for all their support this year.

*500 clients and employees received vaccines through NorthCare.*



*Donations secured to help 87 children impacted by COVID*

A grant through FEMA and the Oklahoma Department of Mental Health and Substance Abuse Services provided funding for a crisis counseling outreach team specific to COVID-19 pandemic.

The outreach team identified many needs in the community and worked diligently to find resources to meet those needs. Through these calls the need for assistance with the holidays was identified and the team got to work.

NorthCare staff Adriana Wendland tells the story this way: *"Our Team received calls from many people, single mothers, single fathers, and grandmothers raising their grandchildren due to parent's incarcerations, a woman whose husband died from Covid-19, a brave 14 year old who lost their support systems. Those that reached out stating they cannot pay their bills, much less provide Christmas gifts to their children.*

*Among all those calls NorthCare identified 21 families needing assistance with Christmas. Those families represented 87 children that had given up on Christmas because their parents had been so heavily impacted by Covid-19. The team couldn't let that go! And we didn't!*

*Initially, as a team of 6 people we just started asking our friends and families to sponsor each child, then we started receiving donations from churches, local businesses and individuals that heard about our Christmas Mission.*

*Within a week NorthCare received more donations than we had asked for! Every child received not one – but multiple beautifully wrapped presents. Not just random presents – they got what they truly wanted! This experience showed us that there is HOPE for better tomorrow and we have the greatest opportunity to give that hope to others!"*



*Walmart, Feed the Children and other donors enabled NorthCare to provide holiday gifts to Fields of Hope residents and all families being served by NorthCare.*

# Outpatient Services



## **Medication Clinic**

- 3,057 adults
- 147 children
- 14,330 Doctor/PA/APN visits



## **Peer Services**

- 1,750 adults
- 10,889 services

*31.6% of adult clients received peer-led services*



## **Individual Therapy**

- 713 adults
- 230 children
- 7,854 sessions



## **Group Services**

- 492 adults
- 6,663 sessions



## **Case Management**

- 1,921 adults
- 179 children
- 6,348 sessions





# By the Numbers

*Fiscal Year 2021*

*How many people does NorthCare serve?*

*8,225 (unduplicated count)\**



*2,790 children*

*85,369 services provided*



*5,435 adults*

*89,354 services provided*

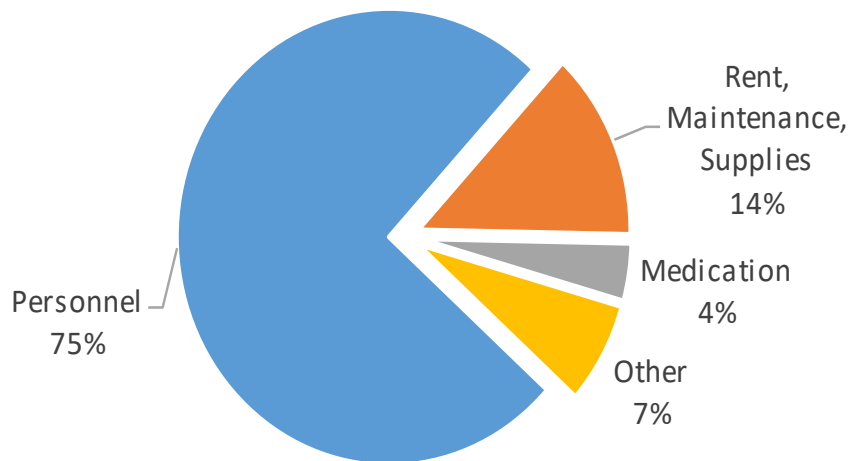
*\*This includes all clients who received a service from NorthCare during the fiscal year.*

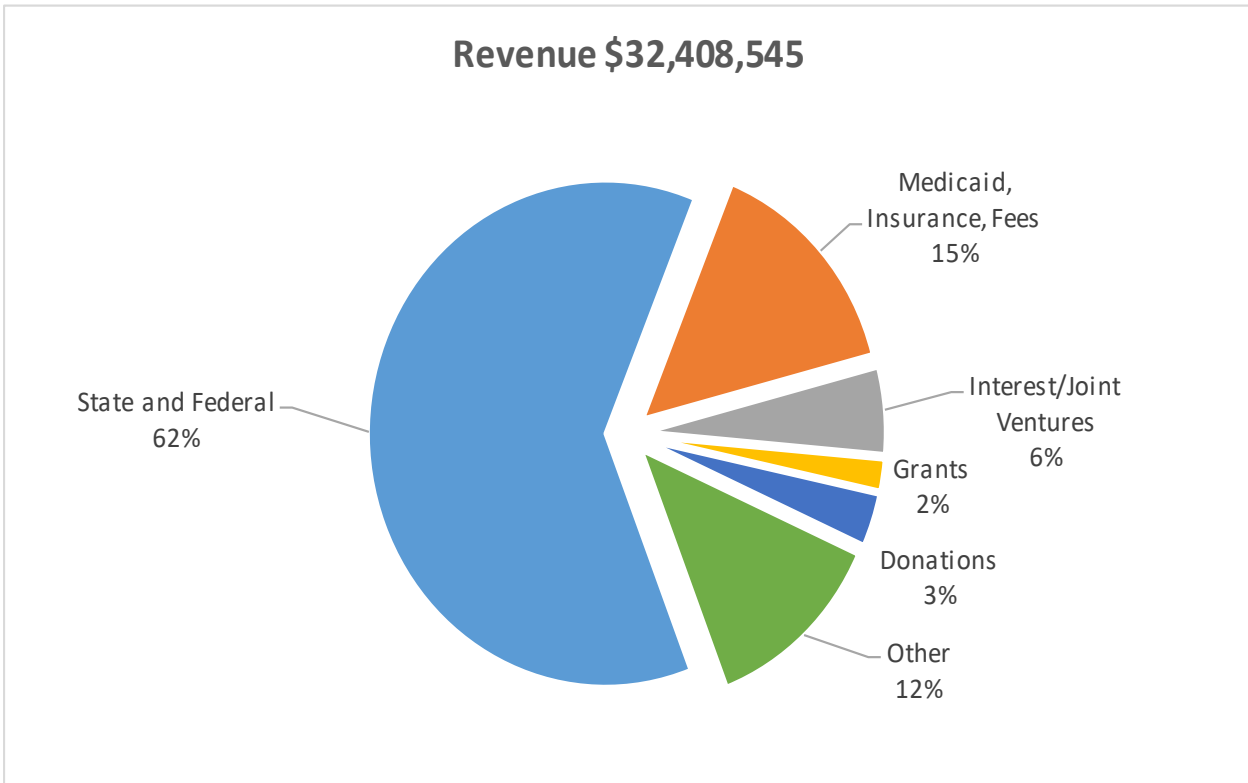


# Financials

*Fiscal Year 2021*

Expenses \$28,059,319



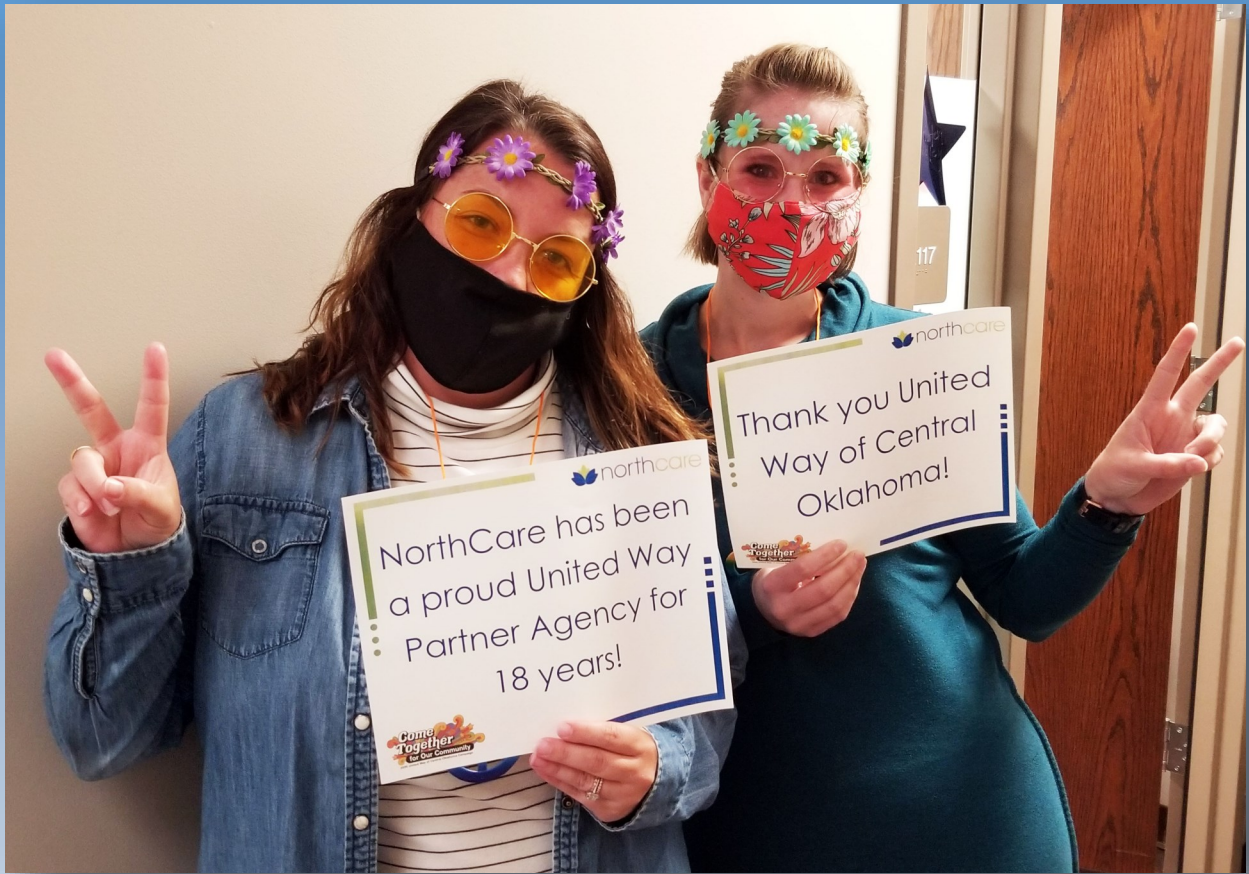


# Our Funders



United Way  
of Central Oklahoma  
Community Partner





**Werner Family Foundation**  
**Clyde Evan Charitable Trust**  
**Love-Meyer Foundation**  
**Louie's LLC**

**Ed and Carol Abel**

**Herman Meinder Foundation**

**NorthCare wants to thank all of our individual donors and volunteers who support us throughout the year.**

**If you would like to donate please visit [www.NorthCare.com](http://www.NorthCare.com) or use the QR Code!**



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Lisa Buck, Vice President of Marketing and Development

## **Clinical Team**

Peter Kowalski, M.D., Chief Medical Officer  
Kelli Hart, Vice President of Child Welfare Operations  
Agata Karch, Vice President of Clinical Operations, Patient Access & Prescribers  
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



*Enid Team, Family Preservation Services*

*"If it wasn't for you I would not be here. I owe so much gratitude to you. You have saved my life many times in many ways. You're so special to me & I'm forever grateful."*

*-Program Participant, Fields of Hope*

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

**Adult Services, Outpatient**

2617 General Pershing Blvd  
Oklahoma City 73107

**Family Treatment Services**

4436 NW 50th Street  
Oklahoma City, OK 73112

**Women's Residential Treatment**

Fields of Hope  
7127 N. County Line Road  
Piedmont, OK 73078

**Logan County Clinic**

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