



*We are Hope  
We are Healing  
We are*  
 northcare

[www.Northcare.com](http://www.Northcare.com)

2022

## Annual Report

July 1, 2021–June 30, 2022

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NorthCare is one of Oklahoma's leading behavioral health service providers working with persons living with mental illness, substance use, and trauma to help them live a productive, independent life in recovery. NorthCare strives to create a supportive environment for staff to grow. Every NorthCare staff member serves a vital role in achieving NorthCare's mission of strengthening communities by improving health and safety, one family at a time. NorthCare is an LGBTQ+ affirming agency and employer.

NorthCare's fundamental approach to service delivery of promoting holistic care would not be possible without talented individuals employing those methods every day.

We embrace our six core values every day in the care we provide when working with each other and out in the community.

Best regards,

Randy Tate, CEO

Executivedirector@northcare.com

## Our Values

# TRUST



northcare

KINDNESS

HOPE

TEAM

INCLUSION

CREATIVITY



## Our Progress

iPad 24/7 crisis response to law enforcement

\$5 million federal 2-year grant to provide mobile crisis intervention services, police co-responders, and out-reach for Oklahoma and Logan Counties

\$6 million 3-year project to expand SafeCare voluntary services in Oklahoma and nine other counties through the DHS TANF Innovation Grant

Awarded "988" mobile response team grant through the Oklahoma Department of Mental Health and Substance Abuse Services

Expanded ISS (Intensive Safety Services) through the MetaFund and the Arnall Family Foundation

Recognized as an Oklahoma "Top Workplace"

Launched a new array of employee wellness services



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### **Sha'Kara welcomes others**

Access is a key part of being a Certified Community Behavioral Health Clinic (CCBHC).

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### **James gives back**

Parent Partners offers hope, guidance, and advocacy to parents currently involved with child welfare.

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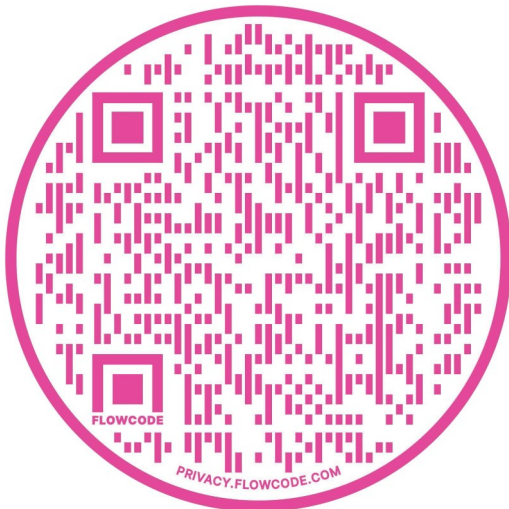


### **Olivia and Adrian**

Fields of Hope seeks to reunite moms and children through treatment and recovery support.

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# Access to Care

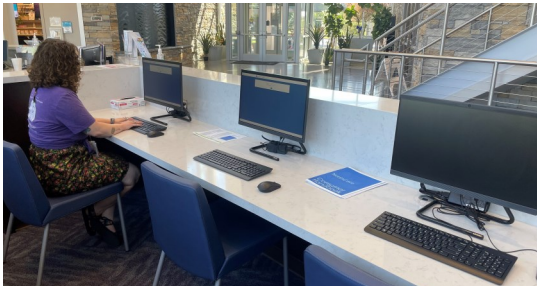


*Sha'Kara, welcomes others*

**Program Contact: Rachael Picon, LCSW**



**F**eeling welcome is important for everyone. Access is a key part of being a Certified Community Behavioral Health Clinic (CCBHC), NorthCare provides easy access for anyone in need. This past year, NorthCare has lived out our creativity value, innovating care through technology. New kiosks were set up at our adult clinic for initial screenings. Once basic information is completed online, a qualified clinician visits with prospective clients about their needs. This online screening saves time and staff resources. Clients report being served in a more timely manner.



*"The way NorthCare was set up, it gravitates toward healing. Everyone employed here has a higher calling and purpose. I'm beyond blessed to be here." Client Survey*

Meet Sha'Kara, a volunteer at our Welcome Desk. Sha'Kara Walker had it all figured out. A full-time college student at Oklahoma State University in addition to a Resident Advisor, her plate was full. Sha'Kara was used to a fast-paced life and was a great problem solver. One might even call her an unstoppable force! The upcoming season of change would be the turning point in Sha'Kara's life when everything she knew and depended on came crashing down. Her life was overwhelming, and too much to handle. Sha'Kara remembers lying in bed, unable to move, feed herself, and even lacking the will to live.

In and out of the psychiatric hospital every week for five years straight, Sha'Kara was told she would never get better.

A miracle happened! Sha'Kara was introduced to NorthCare by a hospital Case Manager. The staff saw Sha'Kara's past and present potential as a successful, stable world changer. Without reservation, Sha'Kara opened up to the caring staff of Northcare. She began services with the PACT program. (Program of Assertive Community Treatment). PACT is an evidence-based outreach service model for adults living with mental illness. Called a "hospital without walls," PACT provides all the services needed for people with a history of psychiatric hospitalization or homelessness.

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

**T**his home-based service plan enabled Sha'Kara to take small steps towards big goals. Today, Sha'Kara has entered a new season as a full-time employee at Northcare, investing in the lives and well-being of consumers stuck in a temporary season of despair. Even on the darkest days, Sha'Kara is living-proof that seasons change, and with dedication and support there are definitely brighter days ahead.

People with lived experience, like Sha'Kara know what its like to ask for help. She now volunteers, helping other to get the services they need. She is a welcoming and friendly face to all who enter NorthCare's front door.

*NorthCare's average length of time from request for services to an initial evaluation is less than one day.*

**P**arent Partners offers hope, guidance, and advocacy to parents currently involved with child welfare. Parents are paired with a mentor who has successfully navigated the DHS Child Welfare process to support them on their journey and enhance connection and cooperation between parents and foster families.

**M**et James, a NorthCare Parent Partner. He was addicted to Meth and heroin at the age of 16, with multiple arrests and jail sentences. He was not a bright, shining picture of a thriving father, employee, or mentor. The story of James Ray is the perfect example that sometimes a “first impression” requires forgiveness. James will tell you that he didn’t “do it right” in the beginning. At the age of 16, he found himself a struggling addict looking for anything to get him his next hit. James’ life was a whirlwind of toxicity and pain. Born into this season was a baby girl which would be the turning point in James’ story.

James will tell you that during his addiction, he thought he was a good father. “I would go to any length to provide for my daughter, even if it meant stealing so she could eat”. Then, everything changed when James’ daughter was at risk of being placed in DHS custody if he did not make changes. “I was in and out of homelessness, I was addicted and willing to do anything to get a hit. I remember my DHS worker telling me that it could get worse. “ How in the world can this get any worse, he thought. The nightmare that was in front of him was the possibility of losing his daughter forever .

*“Everything is wonderful and always helpful to me”*

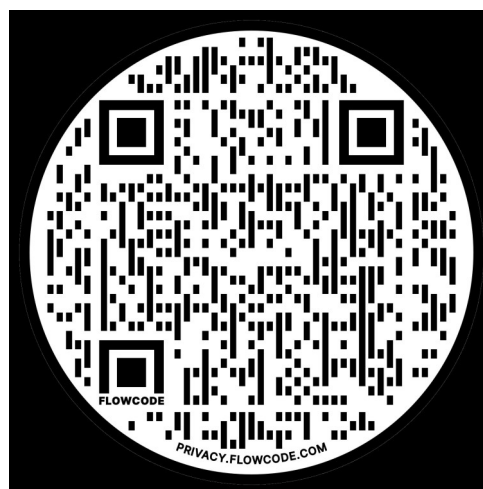
*Parent Partner participant*

After completing a full recovery program, and still in active recovery today, James is a different man. Employed full-time at NorthCare as an Oklahoma Parent Partner and a Peer Recovery Support Specialist, James is now mentoring others. He is grateful to DHS for their involvement in helping him become a better parent. Now he can help other parents through these programs.

Parent Partners is just one of NorthCare’s focused on helping parents and their children. Last year NorthCare’s Comprehensive Home Based Services (CHBS) served 1,708 families with 3,559 children. Using the evidenced-based intervention, SafeCare, more than 80% of families are successful. Family preservation programs are funded through DHS and other private donors.



*Lawton Family Preservation Services*



Use QR code to learn more

*Program Contact: Julia Reed, LCSW*





# Parent Partners

*James gives back*



# Fields of Hope



*Olivia and Adrian*





Olivia was filled with fear when she first arrived at Fields of Hope. "I knew I had to do it. I just got my kids back. I had to be brave for the first time."

Olivia's path to Fields of Hope was long and painful. Olivia's parents were not involved in her life- she was basically raised by her brothers. At 15 she gave birth to her son, Adrian. She did not know much about how to be a parent. She did not

*"It's life changing. It's beautiful"*

*Olivia*

know how to live life clean and sober.

Olivia regrets not being available to Adrian and her other children due to addiction. Fields of Hope provided them an opportunity to start again. Through a structured residential program for women to work on recovery and participate in treatment, Olivia was able to finally get the help she needed.



### *Fields of Hope Outcomes*



"I'm more hopeful since starting in recovery."



"I feel like I receive the help in need from NorthCare Family Treatment Center."

**106.8%  
INCREASE**



in the number of children living with program participant

Each of her three children also participated in the treatment program and developmentally appropriate activities. Olivia completed Fields of Hope in 2021. Since then, she has continued to work on her recovery and is an engaged parent. Adrian is an active leader in his school. Olivia is working and thriving.



*Program success at Fields of Hope results in generational change.*

**Trauma-informed care** recognizes and responds to the lasting adverse effects of experiencing traumatic events. It is defined through six principles: *Safety*: participants feel physically and psychologically safe; *Peer support*: peer support and mutual self-help as vehicles for establishing safety and hope; *Trustworthiness and Transparency*: decisions are conducted with the goal of building and maintaining trust; *Collaboration and Mutuality*: importance is placed on partnering and leveling power differences; *Cultural, Historical, & Gender Issues*: culture and gender-responsive services; and *Empowerment, Voice and Choice*: organizations foster a belief in the primacy of the people who are served to heal and promote recovery from trauma.

### *Number served by NorthCare Residential Treatment:*

**90  
ADULTS**

**37  
CHILDREN**

**5,331  
DAYS OF  
HEALING FOR  
ADULTS  
STRUGGLING  
WITH  
ADDICTION**

### *Days of service:*

**1,953  
DAYS OF  
HEALING FOR  
CHILDREN OF  
TRAUMA AND  
NEGLECT**

# Recovery Support



*Thomas' begins a new life*





**R**ecovery is a process of change through which individuals improve their health and wellness, live a self-directed life, and strive to reach their full potential.

Thomas Vickery sat under a bridge on Blackwelder and I-40 in Oklahoma City. This was his home. Thomas believed he had no reason left to live. He had lost count of the number of times he overdosed and he suffered immense physical and emotional pain. Thomas will tell you he was “below the bottom.” His mother had recently died, his wife divorced him and

*89% of adults reported feeling more hopeful since starting services at NorthCare*



*Thomas participates in the annual art show each year.*

his daughter moved away. Thomas didn't care about his life. Thomas was hopeless. Thomas didn't realize that what he had experienced as a child and the exposed wounds of his past required healing if he was to acquire a state of mental and physical well-being.

With nowhere else to turn, Thomas found the caring team at Northcare. Thomas' life changed. “Adulting! I'm learning how to be an adult with the help of my therapist and counselors.”

Thomas will tell you that “everything is not alright, but I'm going forward and that's what matters!”. When he's not busy pursuing his engineering degree at OSU-OKC, you can find Thomas mentoring others in crisis with his faithful service dog “Teddy” at his side!

Medication Assisted Treatment (MAT) is part of the path to his recovery. MAT provides individuals with substance use disorders, medication to manage cravings and support sobriety.



**W**ith help from NorthCare, Thomas now lives at the Pershing Center, an affordable housing program operated by CityCare. Independent Placement Services (IPS) helps him with school and employment. He engages in many therapeutic activities including individual and group therapy. As an artist, NorthCare's annual art show is one of his favorite activities.

NorthCare programs are designed to foster recovery:

*Health*—managing one's illnesses or symptoms and making informed healthy choices that support physical and emotional wellbeing

*Home*—a stable and safe place to live

*Purpose*—meaningful daily activities such as a job or school

*Community*—supportive relationships with families, friends and peers



Ellen Byers



Samantha Eads



Tonya Washington



John Cloud



Amy McClung



## INDIVIDUAL THERAPY

**9,138 Sessions**

**↑ 15%**



## MEDICATION CLINIC

**3,214 Adults**

**209 Children**

**13,580 Medication Visits**



Adults receiving medication visit within 14 days of admission



## PEER SERVICES

**2,032 adults**



Adults receiving peer services



## GROUP SERVICES

**8,886 Sessions**

**↑ 25%**

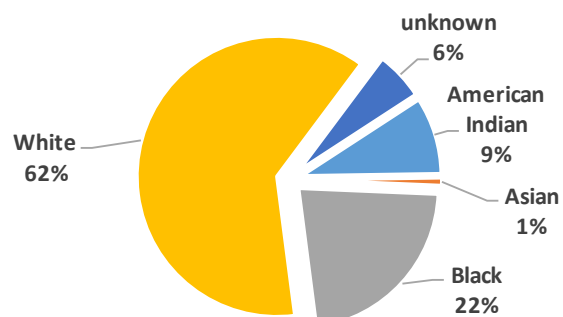


## CASE MANAGEMENT

**10,784 Sessions**

**↑ 31%**

Who we served







# By the Numbers

*Fiscal Year 2022*

8,955\*  9%



INDIVIDUAL LIVES CHANGED THROUGH THE  
MISSION AND VISION OF NORTHCARE



6,076  
adults  
served



87,283  
adult  
services  
provided



2,879  
children  
served



73,219  
child  
services  
provided



\*This includes an unduplicated count of all clients who received a service from NorthCare FY 22 compared to FY 21

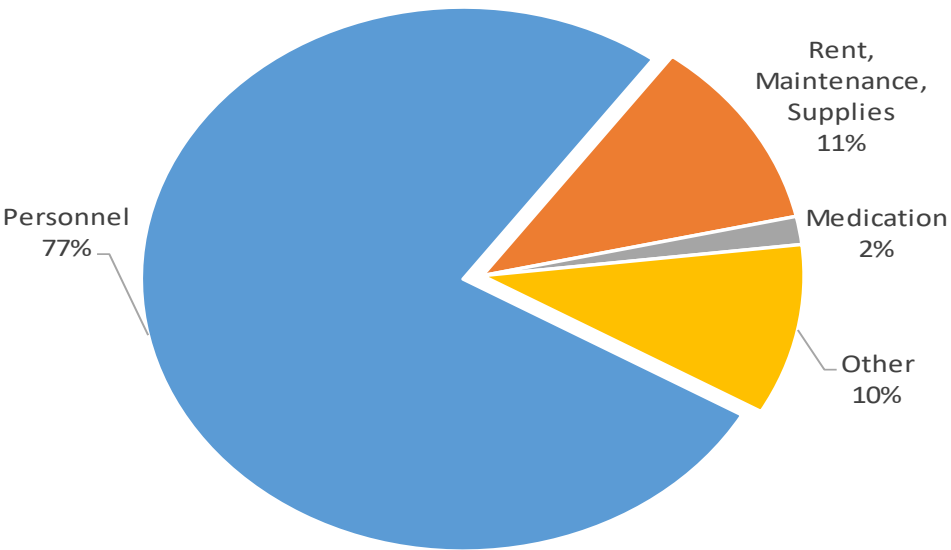




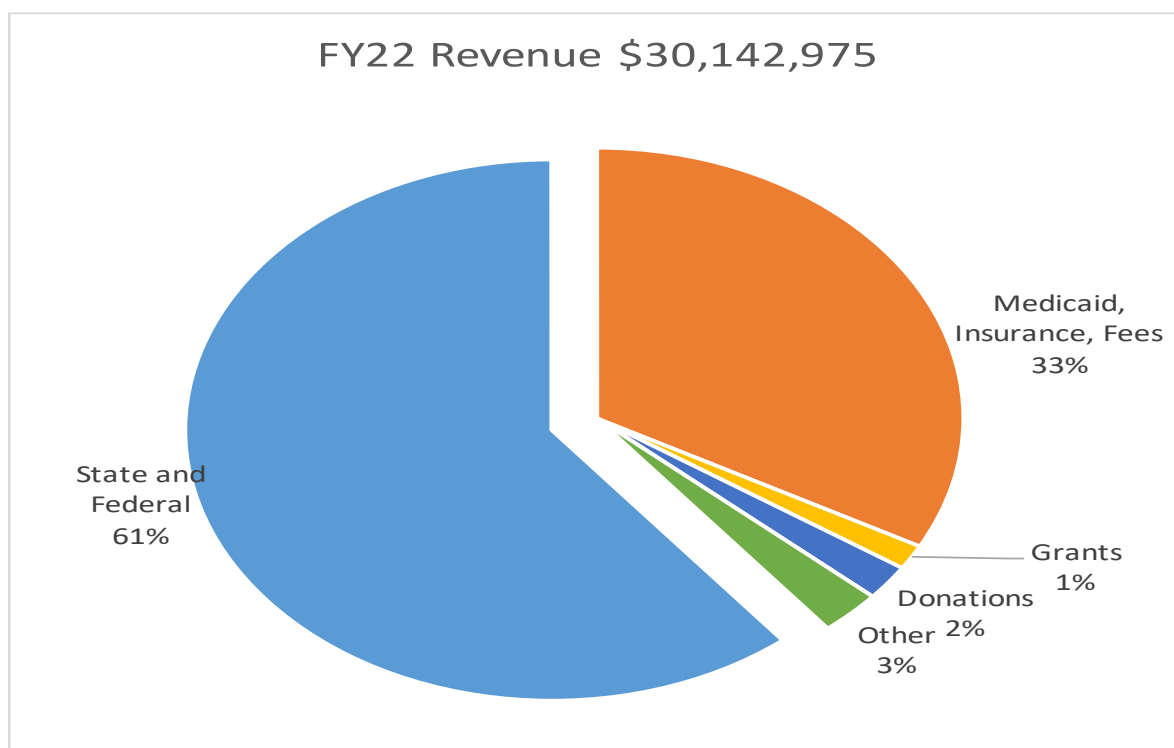
# Financials

*Fiscal Year 2022*

FY22 Expenses \$33,514,362

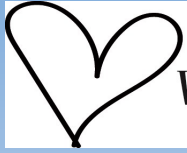






(Pending final audit)

# Our Funders



Werner Family Living Trust



- Bob and Laurie Kelly
- Walmart
- Sams Club
- Love-Meyer Family Foundation
- Werner Family Foundation
- Standley Systems
- Berkenbile Family
- Errol and Nancy Mitchell
- Peggy Kates
- Keller Williams Red Day Run
- Paycom
- Bank of Oklahoma
- Hendricks, Casey & Hutter Law Firm
- Caleb's Cause
- Clyde Evans Charitable Trust
- White Fields
- Mach Resources







Kiss the Cow was part of the annual United Way competition this year.



**United Way  
of Central Oklahoma  
Community Partner**



*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!.*

# Leadership

## Board of Directors

Jered Davidson, JD, President  
Paul Porter, JD, Vice President  
Shawn Thomas Rogers, Secretary  
William I. James, Board Treasurer  
Carol Asin  
Rebecca Denny  
Jane Ferrell, Ex-Officio  
Dr. George Kurdgelashvili  
William Lockhart  
Doli Mathews, RN, MPH  
Erin McConnell, Ex Officio  
Jeremiah Smith  
Clifton Thomas, Ph.D.

## Chief Executive Officer

Randy Tate, MSW

## Administration Team

Butch Rice, Chief Financial Officer  
Shawna Hall, Controller  
Deena Clifton, Vice President of Revenue Cycle Management  
Belinda Bowen, Vice President of Human Resources  
James Riediger, Vice President of Information Technology  
Connie Schlittler, LCSW, Vice President of Growth  
Lisa Buck, Vice President of Marketing and Development

## Clinical Team

Peter Kowalski, M.D., Chief Medical Officer  
Agata Karch, LCSW Vice President of Clinical Operations, Crisis Services  
Julia Reed, LCSW, Vice President of Clinical Operations, Child and Family Services  
Rachael Picon, LCSW, Vice President of Clinical Operations, Adult Services  
LaCinda Daugherty, LPC, Vice President of Clinical Operations, Family Residential

## New & Upcoming in FY2023

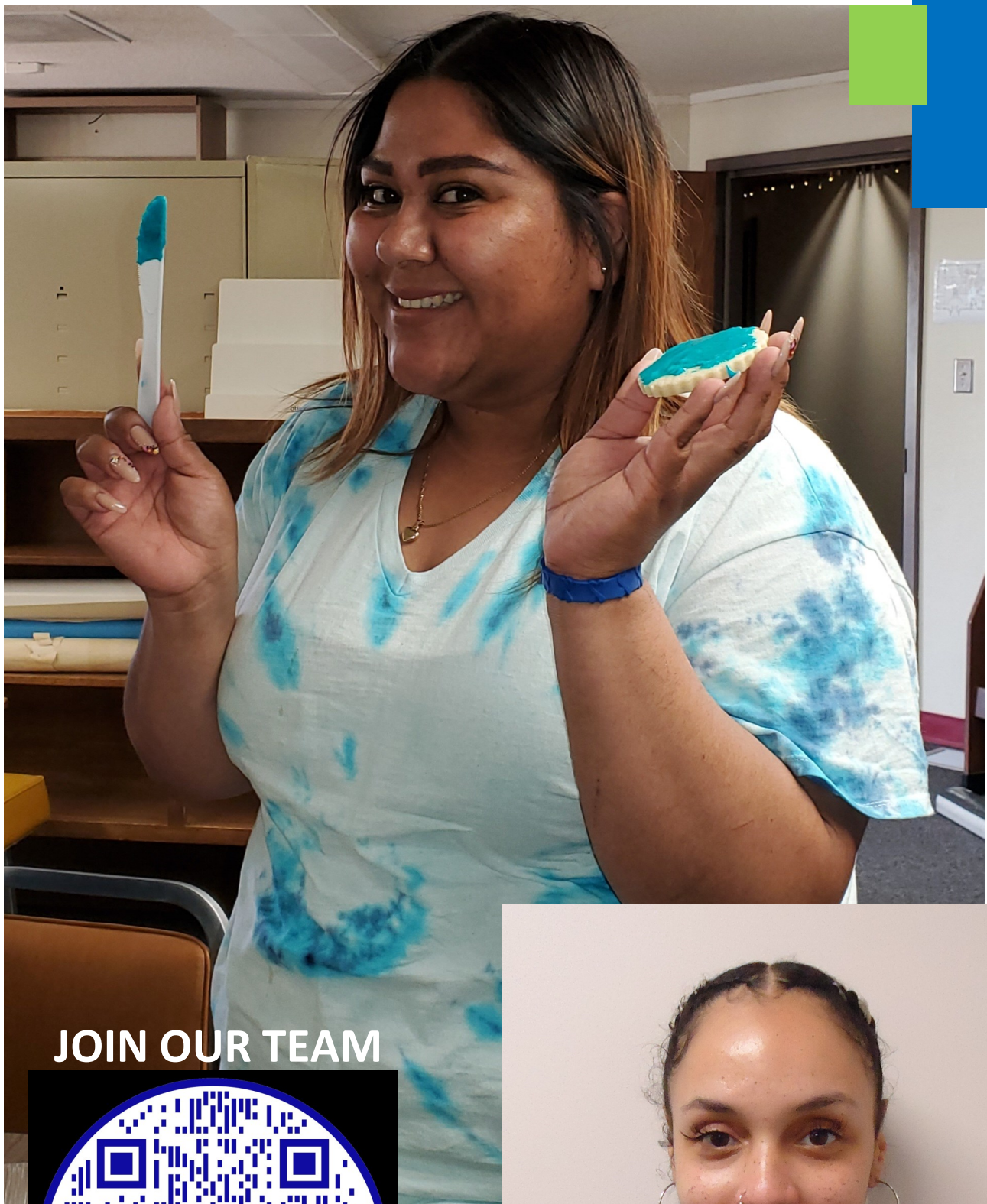
988 mobile crisis response teams in  
Oklahoma and Logan Counties

Outpatient clinics for children and  
adults in Guthrie and Edmond

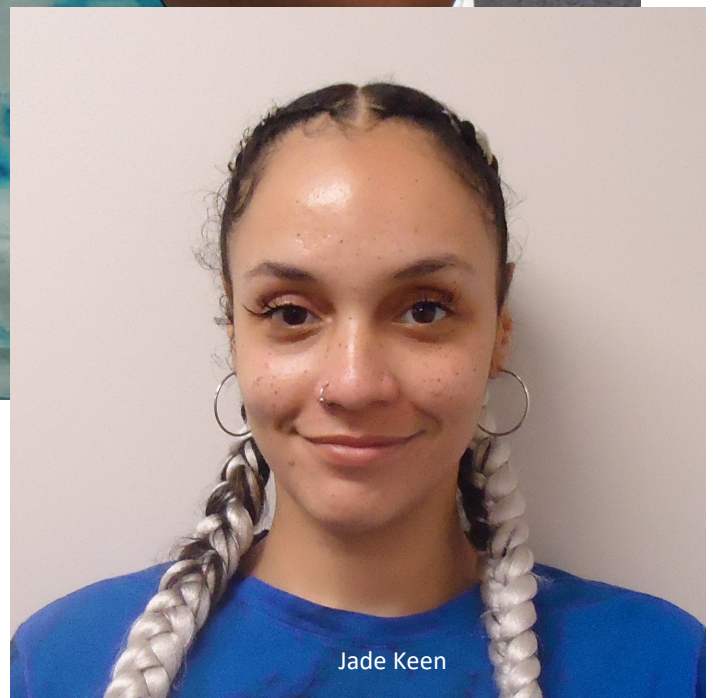
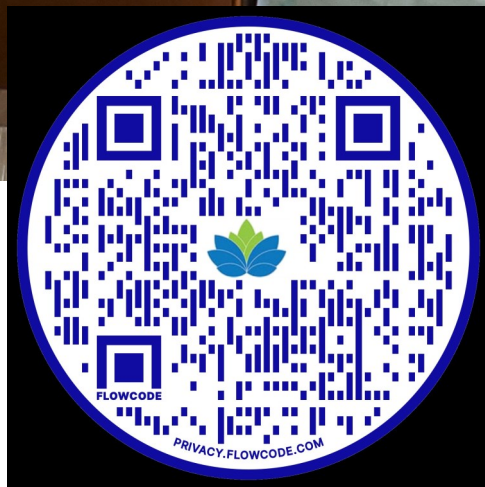
Urgent Recovery Care centers for  
24/7 crisis intervention

Expand substance use disorder treatment  
and drug testing by adding Specialized  
Outpatient Services (SOS)





**JOIN OUR TEAM**



Jade Keen

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

**Adult Services & Administration**

2617 General Pershing Blvd  
Oklahoma City 73107

**Child and Family**

Family Treatment Services  
4436 NW 50th Street  
Oklahoma City, OK 73112

**Women's Residential Treatment**

**Recovery Residence**

Fields of Hope  
7127 N. County Line Road  
Piedmont, OK 73078  
Referral line: 405-858-1736

**Specialized Outpatient Addiction**

**Recovery Services**

5208 Classen Circle  
Oklahoma City, OK 73118  
Referral line: 405-810-1766

**Logan County**

205 S. Academy Road  
Guthrie, OK 73044  
Referral line: 405-858-1750



Request services  
405-858-2700  
[www.northcare.com](http://www.northcare.com)

*NorthCare is a member of*





