

# ANNUAL REPORT 2021



## A MESSAGE OF HOPE

## 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.

## Board of Directors

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Vice President  
**Miguel Troncoso**

Secretary & Treasurer  
**Jenna Howard**

Board Member  
**Earlene Bieger**

Board Member  
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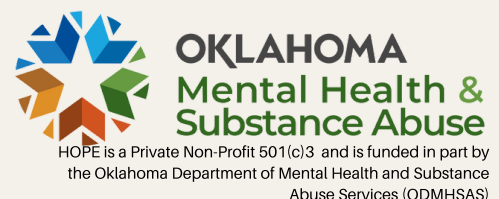
Board Member  
**Jory Daniel**

Board Member  
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Board Member  
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Board Member  
**Steve Rice**

Board Member  
**Brittany Riggin**



# MESSAGE FROM OUR CEO

Hello and welcome to our 2021 review of HOPE Community Services, Inc. (HOPE). Thank you for taking this opportunity to learn more about us. We have a lot of exciting things to share.

In preparation for this report, my retrospective review of past annual reports has reminded me just how much HOPE has grown in all that we do. Our positive system changes have brought about increased access and increased services. We have talked of growth for many years, but this year has been a year of achieving many of our long term goals that have been on our strategic planning. These are exciting times around HOPE.

You might have noticed that HOPE received an update to our logo. We have worked with a company to assist us in small changes that provide us a newer and fresher look that doesn't remove the HOPE identification. There will be changes to our website as well. We have worked to become more available in all social outlets such as Facebook, Website, Instagram, and Twitter. We have added staff working remotely to assist our clients who would like to have a remote session.

We now employ over 200 caring and compassionate individuals. We received a federal grant to assist us in this growth and in becoming a Certified Community Behavioral Health Clinic (CCBHC). We will discuss this in further detail in our report. We are currently in the process of renovating two (2) new buildings on South Walker which will help facilitate our growth. I see a lot more exciting things happening for HOPE's future.

I haven't spoken much about COVID-19 because we worked hard to not let the pandemic affect the way we provide access to services, we just got a little more creative. Remote work helped. We followed the CDC guidelines and took extra precautions. There have been many sessions held outdoors in nicer weather. We have recognized how COVID-19 has affected our clients and our staff. We work daily to provide extra support and services to those who need it. Our staff are encouraged to use our Employee Assistance Program (EAP) if needed and we have done a lot of outreach to our community for those who have been affected.

I would like to close by thanking our community, consumers, and funding sources for trusting in HOPE. I also thank our Board of Directors for their giving of their time to provide guidance and assistance for our many programs. We are able to provide all that we do because of our leadership team and our team members who are committed to our mission and are dedicated to learning best practices that provide better treatment outcome. It is our staff who are our foundation at HOPE. It is a blessing to work in an environment that instills HOPE and recovery. Great year Team HOPE!!

*Jeanette Moore, LCSW*  
*Chief Executive Officer*



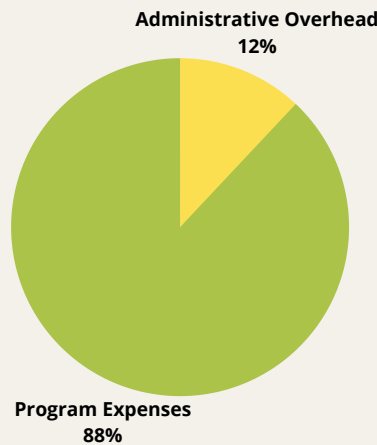
# OUR SERVICES

- Outpatient Behavioral Health & Addiction Services
- Medication Assisted Treatment Program
- Opioid Treatment Services
- TANF/Child Welfare Programs
- Children & Youth Programs
- Housing Assistance
- Individual & Group Therapy
- Case Management / Care Coordination
- Psychiatric Rehabilitation Program
- Psychiatrist, APRN, & Medication Clinic
- Drug & Mental Health Court

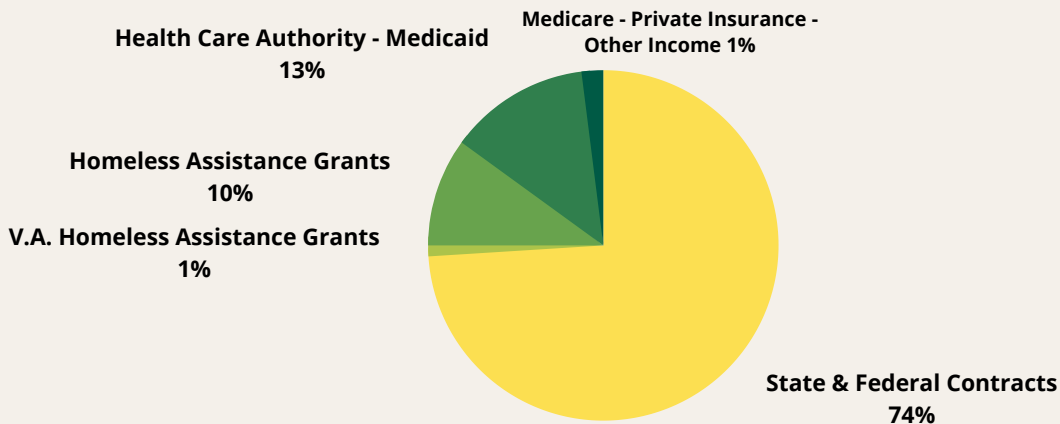
- Peer Recovery Support
- Health & Wellness Programs
- Crisis Intervention
- IPS Supported Employment
- Prison Re-entry Program
- Community Sentencing Program
- On-Site Pharmacy
- Transitional Living
- PATH (Projects for Assistance in Transition from homelessness)
- Veterans Services
- System's of Care

## AGENCY OVERVIEW

### 2021 Administration Overhead



### 2021 Revenue By Source



**HOPE saw 6,678 unduplicated clients from January 1, 2021 to December 31, 2021.**

**HOPE found housing for more than 320 clients in 2021.**

**HOPE's Drug Court graduated 22 clients in 2021.**

**HOPE provided \$1,022,251 worth of donated medications in 2021.**




# VETERANS SERVICES PROGRAM

The Veteran Services program at HOPE Community Services assists Active-duty service members, family members, Veterans, widows and those affected by military trauma with support and resources to live healthy lives. Program administrators work closely to align advocates, case managers, therapists, peer recovery support specialists and family members with a client-centered network of caregivers. HOPE personnel also work closely with Veterans Administration (VA) and Oklahoma Department of Veteran Affairs officials to ensure clients have access to any benefits they are entitled to aid recovery.

This past year was highlighted by growth and expansion of the Veteran Services program. This office was proud to engage the local community as it continues to grow and mature with the organization. Veteran Services was chosen to receive a grant from the United States Department of Labor (USDOL) to host a "Stand Down" to support the Homeless Veterans' Reintegration Program, the Governor's Task Force, and the Mayor's Task Force to end Veteran homelessness. HOPE Community Services successfully collaborated with more than 13 Federal, state and local agencies to offer services and other resources for more than 60 Service Members, Veterans and Families during the event.

Additionally, the Veteran Services program was proud to partner with the Bob Woodruff Foundation to help military families with maintaining housing while continuing to address mental health and recovery needs in the community. The Bob Woodruff Foundation grant filled a critical need in the face of the pandemic brought on by the COVID-19 virus. The Bob Woodruff Foundation generously provided an \$86,000 grant to aid in this effort. HOPE was able to provide assistance to over 75 clients and meet their needs. The Bob Woodruff Foundation grant has been a service multiplier, enhancing the great work of our staff.

The Veteran Services program is looking forward to further growth, new challenges and the privilege to serve each and every Soldier, Marine, Sailor, Airman, Coast Guardsman, National Guard and Reserve personnel and their families needing our assistance.



*"My first supervisor in the military once told me..."The military does a great job training us to defend the nation, even if it means going to war. Nobody trains us to come home and be a civilian again. Always take care of YOURSELF." The Veteran Services team respects what our clients have experienced in the past and what they are experiencing now are small matters compared to the exciting experiences that await them."*

*Tony Foreman, Veteran's Services Coordinator*

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## JUSTICE SERVICES- REENTRY INTENSIVE CARE COORDINATION TEAMS

-**26 of the 30 clients** we served in FY '21 reentered society successfully, having no new legal charges and no outstanding arrest warrants.

-Of the 30 total clients served in community **12** were employed at least part time. **14** had SSDI/SSI benefits as their primary income. **1** had a combination of employment and SSDI/SSI (the remaining 3 clients did not have regular monthly income prior to the end of FY '21).

-**All 30 clients** were housed; none were homeless.

-All **30 clients** experienced an increase in attending self-help groups or community volunteer opportunities while in the program

***"The staff was very nice and made me feel more comfortable than I have been in weeks in my world of chaos!"***

***-Consumer of Hope***

***"HOPE's clients receive medication review appointments quickly!"***

73% of clients received their medications within 14 days of admission

# HOUSING SERVICES

Our Community Living Program offers housing opportunities to individuals and families experiencing homelessness. Qualifications for most programs require an SMI diagnosis and meeting the HUD standards of homeless. Over the last year CLP has been able to assist **more than 320 people** with finding safe affordable housing through our many grants, partnering agencies and local housing opportunities.

***"Working with a high risk population through a pandemic has been both challenging and rewarding, CLP has a strong motivated and compassionate team that is dedicated to serving our community and I am thankful for each one."***

***- Angela Wernke; Community Living Program Director***



## PERMANENT SUPPORTED HOUSING AND TRANSITIONAL LIVING GRANTS

Program/Grant	Program Description	Persons Served
OKC Continuum of Care	Committee dedicated to prioritizing the needs of homeless individuals and families	135
Norman Continuum of Care	Committee dedicated to prioritizing the needs of homeless individuals and families	20
Balance of State Continuum of Care	Housing program that serves the individuals and families within the OKC Balance of State area	22
COMPASS	Temporary housing assistance provided to individuals who are chronically homeless, in need of daily living skills, and have recently been discharged from an inpatient facility	8
Bridge Subsidy	Provides temporary assistance to individuals who are exiting the Department of Corrections	20
VA Grant and Per Diem Transition in Place	Veteran specific assistance awarded over a 3 year period	8
PATH	Provides outreach services to identify and connect homeless individuals with resources within their community	95

# OUR CLIENTS

***"I was very lost when I got here, and I am on my way to being found."***

***-Tommy Gonzales; client of  
HOPE Community Services***

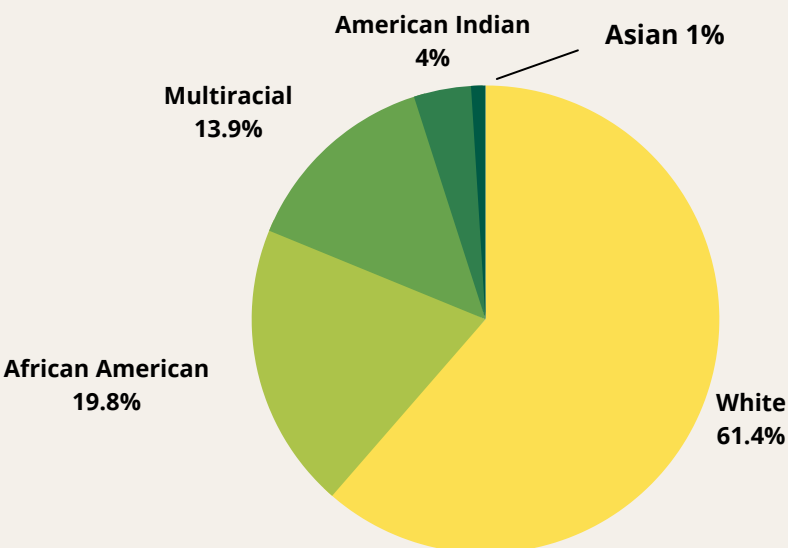


“What I learned from HOPE is that I can overcome anything. They have given me effective tools and information that helped me get off and stay off drugs. Everything at HOPE has worked out for me. There is nothing else I could possibly ask for or need from them, they’ve given me everything I need. It’s been a long road to where I am today and they made it the easiest possible scenario I could’ve had. I am more confident living on my own in my own apartment than a year ago. HOPE has given me all of the tools to help me through the world on my own. They’ve helped me with things I don’t understand when it comes to getting an apartment. They always give me respect and transparency about what they can do for me. I have never been more grounded in my life. They make the journey a lot easier to handle, if you’re having a rough time they can ease you through it, where it’s not so bad. They can help you get a roof over your head, a job and whatever else you need. This place has done wonders for me. I came from nothing, I had nothing, and now I have a chance at getting whatever I want as long as I apply the tools they have given me. They give you the tools to live and survive. That’s one thing everyone should know.”

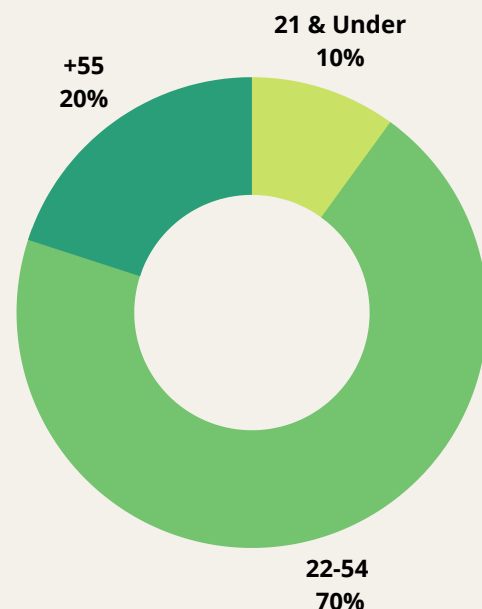
***-Tommy Gonzales***

## CLIENT DEMOGRAPHICS

### RACE



### AGE GROUP



***Over 90% of clients believe HOPE  
staff when they say the clients  
can make changes for the better.***

Data came from CY'21 surveys for ACCESS

***"We keep our clients  
engaged in vital services!"***

# CCBHC & URC

## What is a Certified Community Behavioral Health Center?

Provides community-based mental health and substance use disorder services

Advances integration of behavioral health with physical health care

Assimilates and utilizing evidence-based practices on a more consistent basis

Promoting improved access to high quality care

The Certified Community Behavioral Health Center model of care requires integrating mental health, substance use disorder, and physical health services at one location. This allows clients the ability to receive outpatient mental health and substance use services, and foster individual responsibility for health awareness. Accessible and available care provided includes: service times and settings that are convenient to the community served, where the service recipient lives, prompt intake and engagement in services, access to adequate care, comprehensive care planning and service provision, access to adequate crisis services, and availability of community-based services and telehealth. The community needs assessment is utilized to ensure services settings and hours are appropriate. No individual is denied behavior healthcare services because of place of residence or homelessness or lack of a permanent address and HOPE is responsible for providing crisis response, evaluation, and stabilization services regardless of residences. Person-centered care is exercised whenever possible to ensure accessibility and availability. Community-based peer, recovery, and clinical supports-as well as the use of telehealth/telemedicine is used to increase accessibility and availability of services.

Clients have access to a range of services such as: crisis services, screening, assessment, diagnosis, care planning, outpatient mental health/substance abuse services, targeted case management, psychiatric rehabilitation services, peer/family support services and veteran's services. Expanding to a CCBHC has benefitted clients/staff/agency by increasing jobs, smaller caseloads, pay increases, and onsite 24/7 Urgent Recovery Care.

## What is an Urgent Recovery Care center?

A non-emergent crisis care center for individuals experiencing a mental health crisis

Accessible approach to mental health and substance use care

Includes nurses, licensed behavioral health practitioners and peers

24/7 operation with licensed behavioral health providers

*"I believe CCBHC and URC services will have a positive impact on the lives of individuals we serve by focusing on integrated care and crisis management. We can save lives by addressing suicidal/homicidal ideations and comorbidity."*

*-Shannon Barczak LCSW, Clinical CCBHC Director*

***"HOPE excels at following up with our clients after a crisis!"***





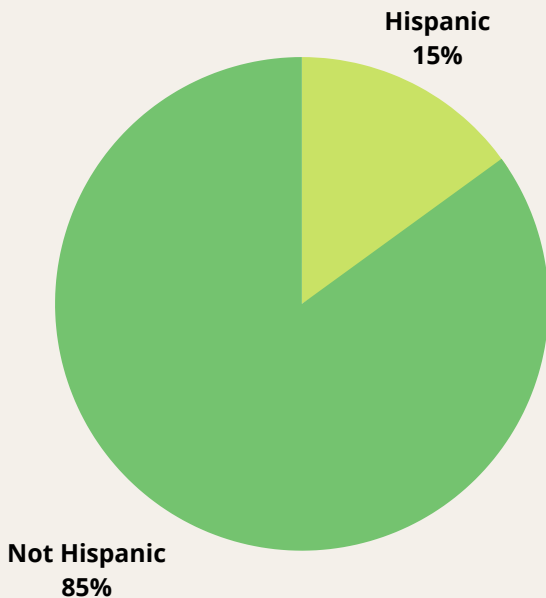
# BILINGUAL PROGRAM

*"In 2007 I was hired by HOPE Community Services and have been here since then. I initiated the bilingual services the same year and through the years I have seen many changes in the agency. What is interesting about working at HOPE is the culture of the agency. As a therapist I have been exposed to different cultures. I work mainly with Spanish speaking clients who had learned how important was to take care of their mental health and worry less about the stigma of mental illness. It is rewarding to hear former clients saying that they are doing well because they attended our services and now they are going on with their lives. I will continue my journey at HOPE by learning new things and accommodating changes and challenges from every day of life."*

*-Vilian Madrigales, Bilingual Program Manager*



## Client Demographics



HOPE Community Services, Inc. has always had a bilingual team, but just recently, about 3 years ago, we saw an increase in bilingual clients coming in when Oscar Penate, Director of Support Services, did an interview for Zero Suicide on a Hispanic Television Network and Vilian Madrigales, Bilingual Program Manager, would do outreach on the radio.

We have 2 therapists who spend majority of their days working with our bilingual clients, 2 Case Managers who work with our adult bilingual clients, 2 Case Managers who work in our housing program, 2 Case Managers who work with our bilingual families as well as multiple administrative assistants, quality assurance staff, directors, coordinators and one Spanish screener. HOPE Community Services Inc. is proud of our bilingual staff members for ensuring all of the HOPE clients receive adequate and timely care.



*"Over 90% of clients report feeling accepted in having a different culture and background than staff!"*

*from CY'21 CSP surveys*

# *HOPE PHARMACY CELEBRATES 8 YEARS IN BUSINESS!*



HOPE Pharmacy celebrated 8 years in business in 2021. We have been pleased to provide our clients and our staff with the convenience of having the pharmacy on-site. Our HOPE Pharmacy has done an incredible job of providing accessibility to clients by offering mail services. Our pharmacy compliments our medication clinic with our Medical Director Dr. Horn and 2 APRN nurses.

*In 2021, HOPE was able to provide \$1,022,251 in donated medications.*



# HOPE IS GROWING!



HOPE has a new location in the works! With our growing community of staff members, programs and consumers, we decided it was time for an upgrade! Coming late 2022, our newest addition 8125 S. Walker Ave, Oklahoma City, OK will be another location of HOPE Community Services, Inc. It will be home to our Children's Program, Housing Program, and Intensive Services. Our Accounting, Billing, and HR departments will be sharing the 2nd floor. Most exciting is the new Urgent Recovery Center in the back, which will operate 24/7.



**HOPE Community Services,  
Inc.**

Keep up with the building process and other updates  
through our Facebook page!

HOPE Community Services, Inc.  
6100 S. Walker Ave.  
Oklahoma City, OK 73139

The Don Hall Consumer Educations 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, Stand was a compassionate Executive Director of HOPE and a strong advocate for our clients. This fund honors Stand by helping our clients with money for food, clothing, medical care, medications or any items that they might be in need of but do not have the resources to pay for it. 100% of your donation goes toward helping the client.

Cash Donations, may be designated by the donor for the specific use by one of the activates above or for general agency use.

☐ Yes I would like to contribute to HOPE CSI in the amount of \$\_\_\_\_\_

**Method of Payment:** ☐ Check/Money Order

☐ Visa    ☐ Discover    ☐ MasterCard

Name on Card: \_\_\_\_\_

Phone Number: \_\_\_\_\_

CC Number: \_\_\_\_\_

Exp. Date: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Card Holder Signature: \_\_\_\_\_

- I would like my contribution to go to:**
- ☐ The Don Hall Client Education Fund
- ☐ Stand LaBoon Consumer Assistance Program
- ☐ In Memory of \_\_\_\_\_
- ☐ In Honor of \_\_\_\_\_
- ☐ Other \_\_\_\_\_

**Please send my tax deductible receipt to:**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

☐ I would like to stay anonymous

To Donate: Please visit our website at [www.hopecsi.org](http://www.hopecsi.org) or scan the QR code to donate directly to our PayPal



SCAN ME