



ANNUAL REPORT

2022



HOPE is a Private Non-Profit 501(c)3 and is funded in part by the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS)

A Message From Our CEO

Jeanette Moore, LCSW



Hello and welcome to Hope's 2022 annual review. I have noticed that each year I speak of the growth we have achieved. This year brought about the most change I have witnessed in my almost 18 years at Hope and of course I am excited to share some of the specifics with you.

"Change is the law of life. And those who look only to the past or present are certain to miss the future." What a great quote from John F. Kennedy.

Our Hope team has most definitely dealt with change in 2022 that will help us serve many in 2023. Our dedication has kept us striving to promote and implement ongoing changes which help us meet the needs of our consumers, employees, community, and other stakeholders this past year. We have opened up access, increased staffing and decreased caseloads. We have expanded our work site to include an additional site for our specialty programs, *"The Rhone-Edwards Center"*. We are also under construction for another site where our Children and Youth Program, Intensive Services, Urgent Recovery Center (URC), Housing Program, Finance, and HR Department will be.

We provide 24/7 care now through our Urgent Recovery Center (URC) and our Mobile Crisis team that was developed for our Hope clients to utilize. We are also a community partner for 988 and have a Mobile Team that responds for that crisis line. We have received our Certified Community Behavioral Health Center (CCBHC) certification.

I truly believe this amount of success would not be possible without our dedicated and fearless team members and Board of Directors. We now employ over 280 team members. They have sailed through the storm of changes with only a few choice words. We celebrate our successes through a party in June and a holiday party in December. We now have an established Employee Council with a budget to be able to share fun things with all staff throughout the year and recognize staff accomplishments. We have also developed a Volunteer Program where staff are able to volunteer up to 8 hours per year at one of our local community partners. We believe in our staff and we continue to incorporate ways in which to show our appreciation.

We are looking forward to 2023 and we are excited about more change. We have began a change in our electronic medical records and we are switching over to another company that has experience with agencies who are CCBHC and they can handle our growth. I am sure I will be telling you all about this experience next year.

Thank you for taking the opportunity to learn more about us.

Jeanette Moore



Hope is the future for the many individuals we serve in our treatment programs, for our team members, and for our employment opportunities we offer to our community.

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.

Our 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.

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
- Urgent Recovery Center
- Mobile Crisis Team
- Bilingual Services
- 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
- Systems of Care
- Opt Up- Jail Diversion
- Aging Services

Board of Directors

President
Walter Long

Vice President
Miguel Troncoso

Secretary & Treasurer
Jenna Howard

Board Member
Earlene Bieger

Board Member
Sunny Wenger

Board Member
Jory Daniel

Board Member
Kimberley Walker

Board Member
Cassandra Negron

Board Member
Steve Rice

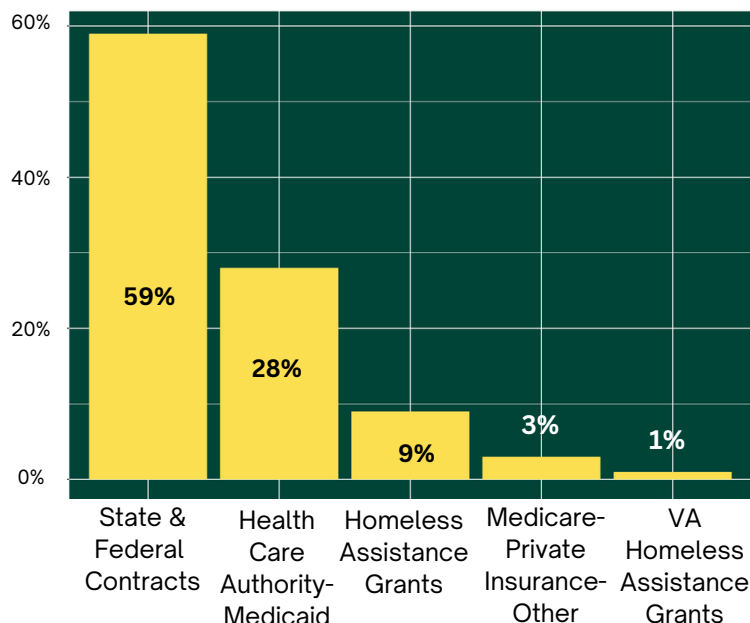
Board Member
Sherry Read

2022 Agency Overview

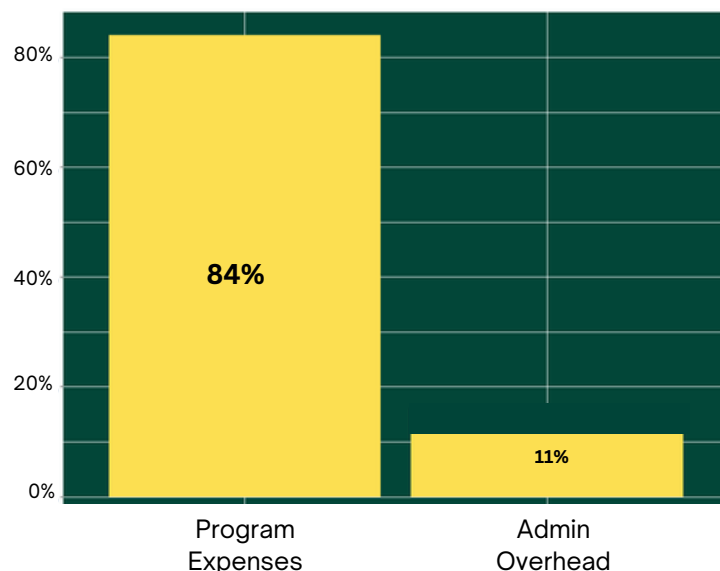
*Total Individuals and Consumers
Helped:
6,112 Agency-Wide*

*Total Medications Donated:
\$240,838.65*

Revenue By Source

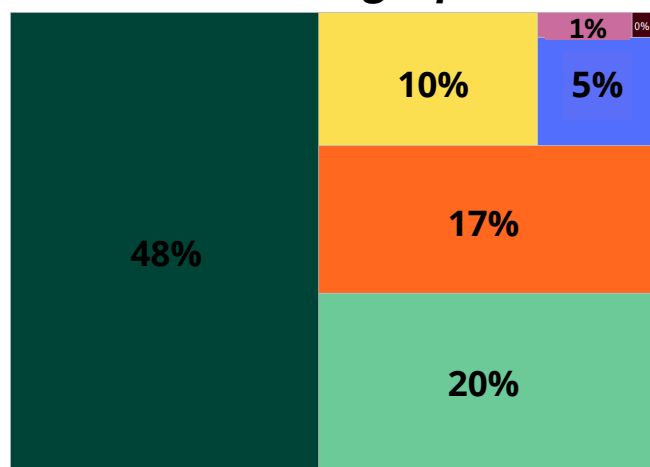


Administration Overhead



Consumer Demographics

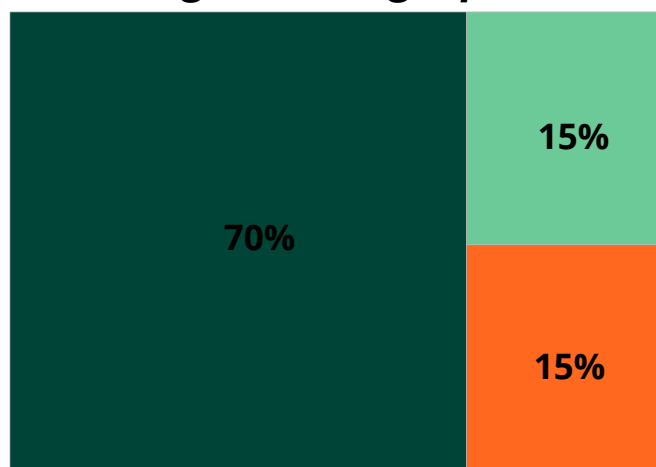
Race Demographics



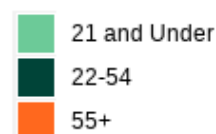
Race



Age Demographics



Age



Justice Services

*22 graduates Mental Health Court
19 graduates from Drug Court*

*Total Justice Program Individuals
Helped: 500*



HOPE and the Arnall Family Foundation teamed together to bring Oklahoma City assertive, court-based, and jail-based treatment through a new program called Opt Up. Every day, hundreds of individuals with treatable behavioral health needs cycle through local courts and jails, known as high-utilizers. The Opt Up Project gives individuals immediate access to stabilizing treatment engagement services. These services ultimately reduce the individuals' interaction with the criminal legal system.

"HOPE's Justice Services Program is proud to have served nearly 500 Oklahomans in 2022, resulting in reunified families, secured long-term housing, retained employment, reduced legal system involvement, and improved health and wellness of Oklahoma's Justice-involved population. We truly enjoy the work we do and are honored to be part of ongoing efforts toward social justice reform."

-Robert Scott, Director of Justice Services



Community Support Program (CSP)

HOPE's Community Support Program assists in helping adults with Behavioral Health Diagnoses learn to live healthy, independent, and productive lives. The population that CSP serves is very diverse. CSP has clients that are homeless, have possible substance use, are low income, newly released from prison, and/or are a part of the LGBTQIA+ community. CSP helps the client by educating them on triggers for their mental health symptoms as well as healthy coping skills to manage them. CSP team members assist the clients with independent living skills such as teaching them how to budget and pay their own bills., as well as, providing the client with resources to be able to advocate for themselves. Our CSP team provides all of these services with compassion, understanding and zero judgment. CSP has a talented team of therapists, case managers, and peer recovery support specialists.



*Total CSP Individuals Helped:
2,106*

Community Living Program (CLP)



“Our goal is to help our consumers avoid homelessness quickly and ensure they retain housing that is affordable and safe. We follow housing processes, communicate with partnering agencies, navigate new resources, and locate new landlords willing to work with the homeless population. We also support and educate clients with mental as well as physical health, to be self-sufficient, motivate them, learn to navigate resources, and maintain stability to graduate the housing program. It takes a group of people who are dedicated and passionate, willing to work together to help our vulnerable population. It can be challenging, but also rewarding.”

Permanent Supported Housing and Transitional Living Grants

- BOS-Permanent Supportive Housing clients housed in Oklahoma County but reside outside Oklahoma City: **Assisted 47**
- CH32- Permanent Supportive Housing Clients housed in Oklahoma City: **Assisted 50**
- Norman- Permanent Supportive Housing Clients housed in Norman: **Assisted 27**
- HHP- Permanent Supportive Housing Clients housed in Oklahoma City: **Assisted 39**
- HPH- Permanent Supportive Housing Clients housed in Oklahoma City: **Assisted 55**
- SC39- Permanent Supportive Housing Clients housed in Oklahoma City: **Assisted 70**
- Veteran's Affairs-GPD Program provides safe physical and emotional environment to homeless veterans: **Assisted 25**
- Compass-Transitional Living Program assists low income individuals with mental/co-occurring mental illness and substance abuse discharged from Psychiatric Inpatient Care, Department of Corrections, or aging out of foster care system: **Assisted 14**
- Bridge-Transitional Living Program assists low income individuals with mental/co-occurring mental illness and substance abuse discharged from Psychiatric Inpatient Care, Department of Corrections, or aging out of foster care system: **Assisted 40**

Total CLP Individuals Helped:
367



In 2022, access to behavioral health crisis services expanded nation-wide with the adoption of 988, a 24/7 crisis line that directs texts or calls to an in-state de-escalation call center. 988 launched in July of 2022 and has been a life-saving resource for those undergoing a crisis. By providing an easily remembered, 3 digit number with professionals ready on the other side of the line, the ease of access to these sometimes overwhelming resources is made easy to the public. When calling 988, the operator is trained to handle thoughts of suicide, substance use issues or other mental health problems, like depression or anxiety.

Mobile Crisis Unit 405-510-3775

Hope Community Services, Inc. also provides a Mobile Crisis Team onsite to assist any of our clients or community. Our mobile team is staffed with Behavioral Health and Substance Use providers. This includes licensed mental health professionals and certified peer recovery support specialists and/or case managers. We provide this service 24/7, 365.

Urgent Recovery Center

Hope's Urgent Recovery Center is a place of stabilization providing an emergency assessment and intensive support for individuals experiencing a mental health or substance use crisis. The URC setting allows individuals 18 and over to de-escalate from a crisis state in a safe therapeutic environment. With a goal of resolving the immediate crisis and stabilizing at the lowest level possible, services may also include meals/showers, detox screening, case management/peer services, and emergency medication. The URC is located at the back of our Recovery Center, East side, at 6100 S. Walker and is staffed 24/7/365 with a multidisciplinary team of a prescriber, nurse, licensed behavioral health practitioner, case managers and peers with lived experience similar to the population served.



"Hope has offered not only our client's but also our community, a safe and trauma informed place for those experiencing a mental health crisis to get immediate help in a setting more conducive to recovery than emergency departments. We've extended our ability to provide crisis based interventions beyond previous means of telephonic interventions to now having trained mental health providers able to meet the person where they are physically and in their recovery process. We've helped our clients stabilize from a crisis and we've also helped connect them with services and other community resources to hopefully prevent a future crisis from reoccurring. We have been able to help facilitate intakes and access to continued outpatient services to bridge gaps. We are safe, compassionate, trained professionals, separate from law enforcement to help with a range of interventions and needs."

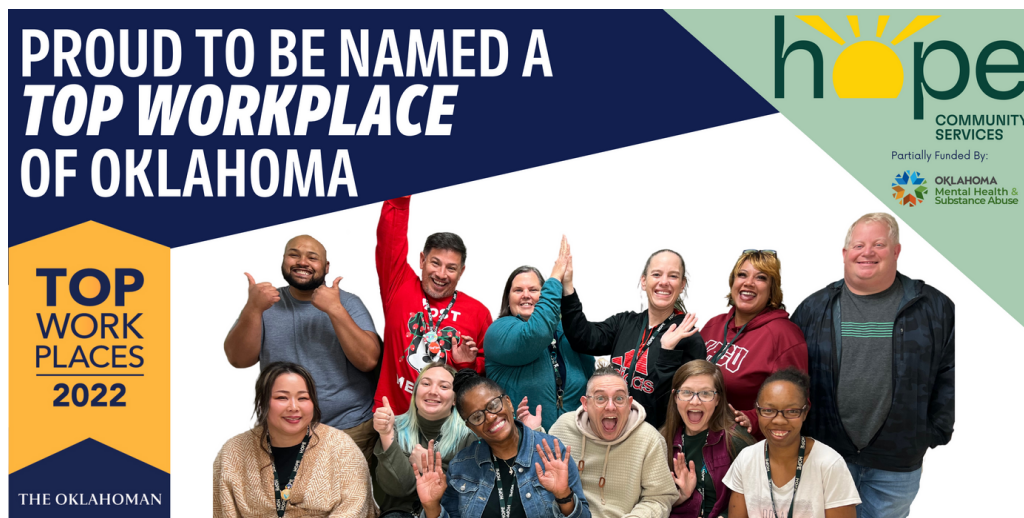
-Walker Hawkins, Director of Intensive Services

Our Team

We began 2022 with 196 employees, and at the end of 2022 we finished off with 278 employees!

With a **41.8% increase in staff**, our Hope family has grown significantly as our agency continues to flourish and start new programs, welcome in new consumers and open more locations! It is an incredibly exciting time to be a part of Hope Community Services Inc. as we stride through to the new year with so much in store!

Solely based on the feedback of our staff members, we were awarded as a Top Workplace of Oklahoma 2022!



With so much in store, it is an exciting time to join our team!
Email us at careers@hopecsi.org or scan the QR code for more information!

"The culture emphasizes teamwork and employees are given great opportunities to be involved in the processes that help the people we serve. Hope is involved in many areas of assisting clients with their mental health and substance use needs, and has services for people throughout the lifespan and with many specialty areas that folks struggle with. It's a great group of people to be involved with."

Herbert Brand LPC, LADC; Military Support Services Therapist

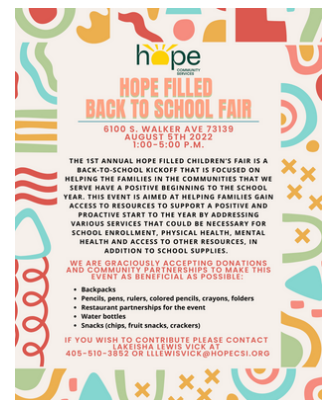


Children & Youth Program

*Total Children & Youth
Helped: 552*

Hope's Children & Youth Program has had an amazing year filled with new partnerships, our first ever Back to School Fair, and collaborations. First, HOPE's Children & Youth program has been working within the OKC Public School System through the BISS contract by providing hands on behavioral health interventions over the last few years. In 2022, we saw our services expand within the Capitol Hill feeder pattern to Shidler, Cesar Chavez, Webster, Lee, Wheeler, and Herronville Public Schools. HOPE was awarded a new housing grant in 2022 called Youth Homelessness Demonstration Program (YHDP). YHDP is a youth diversion housing program with the aim of diverting homelessness in youth and young adults as well as assisting them in learning the skills to continue maintaining stable housing and living situations. HOPE began partnering with OCCC under the eSMI grant to assist with counseling services for students in need and providing outreach for early adult interventions. Also, two of the Children & Youth staff members joined the Youth Action Board, a self-governed sub-committee of the OKC CoC comprised of youth and young adults with lived experience in homelessness or housing instability. The YAB works with community partners, providers and stakeholders to create effective change in how youth homelessness is addressed in OKC and beyond. Lastly, Children & Youth's therapists began participating in a training collaboration to be certified in Child Parent Psychotherapy which is a model designed to help with children and families affected by trauma.

In 2022, the Children and Youth Program conducted a Back to School fair which was a huge success with over 88 backpacks, filled with school supplies and 95 coats given to our community completely free. The fair was made possible by gracious donors and community partners who wanted to make an impact on the lives of our community and clients. Along with backpacks, supplies and coats, we had an on-site vaccination van, The Caring Van, administering required vaccinations to children. This fair was ultimately a huge success, and showed the reach of our Children & Youth Department as a whole.



"The Children & Youth department saw many changes in year 2022. Although those changes brought on challenges that were new to many of us, our team persevered through them all in order to continue growth within our staff as well as the number of clients we served. We were able to continue helping families, children, and youth navigate life and restore hope and aim to continue that goal through year 2023 as well as enhancing the quality and expertise of our team members and interventions we provide each day to our consumers."

Daniel Edwards, Director of Children & Youth Services



Consumer Testimony

Individual Placement Support Services (IPS) & Domestic Violence Program

"Hope has grounded me in a way that allows me to keep fighting. There is always somebody there to talk to and encourage me."

***Kelly Sicard, Client of Hope
Community Services***



*Kelly Sicaire (left) and Dakota Reynolds:
Domestic Violence Case Manager (right)*

Kelly Sicard grew up in a tumultuous household, her mom and dad were struggling with separate mental health diagnoses while trying to raise her. They were both adult children of alcoholics. Her mother was experiencing a domestic violence situation in the home, which caused Kelly and her mother to flee from there to live with her grandmother. Two years later, her mother was tragically killed by a drunk driver.

At a time when she was undergoing her own domestic violence experience, mourning the loss of her mother, struggling with substance use, and facing a difficult road ahead, Kelly sought out mental health help at Hope Community Services. Kelly says that with hard work, time and consistency, she was able to overcome the obstacles she was facing.

When the time came for her to start finding a stable job, she says that Hope was there for her throughout the entire process. "I was trying to figure out what job would give me meaning and what would be something I like to do," says Kelly. "Through the IPS program at Hope, they made me realize that working as a Peer Recovery Support Specialist might be a good fit for me." Hope's IPS team helped her to navigate trainings and certifications in order for her to make this happen. Kelly has now been a certified Peer Recovery Support Specialist since November of 2022, and she spends her days helping others in similar situations as she once was. "It can be really scary to seek help, and it's hard because you don't know who you can trust. When you give it a chance, you're gonna find that it really does help you be able to think for yourself to find solutions for your problem," says Kelly.

The Rhone-Edwards Center

We recently celebrated the Grand Opening and Ribbon Cutting for our newest Hope addition, The Rhone-Edwards Center!

Named in honor of our very own Alma Rhone-Edwards, a dedicated Hope employee of over 40 years. Alma has been with Hope through many chapters of her life, she has guided numerous staff members, helped countless consumers, and has always been a positive light within our organization. To know Alma is to love her, and it shows through the amount of past and present staff members who showed up to honor her. The building is just as beautiful as it's namesake. Thank you to the South OKC Chamber of Commerce for making this grand opening so special! The REC is the home of our Specialty Program, which consists of our Bilingual Program, Military Support Services, Domestic Violence, IPS, Justice Services, and more. It has been great to give these programs their own home, it has given our consumers a sense of ownership and pride in their new building.



8125 S. Walker Ave: Opening Soon!

Our agency is excited to open our newest location, at 8125 S. Walker. This building is just a quick 5 minute drive South of our headquarters at 6100 S. Walker. This location will house a number of programs, including: Children & Youth, the Urgent Recovery Center, Intensive Services, Community Living Program, Accounting, and Human Resources. This building has been in the works for some time, and we are excited for our staff and consumers to make way into the facility. The building is completely renovated to best fit our programs and consumers, and we hope that they feel the love that went into making this building perfect for Hope.



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www.hopecsi.org



[@hopecsi](https://www.instagram.com/hopecsi)



Hope Community Services

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