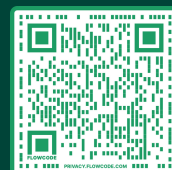


ANNUAL REPORT 2023



www.hopecsi.org

VISIT OUR WEBSITE!

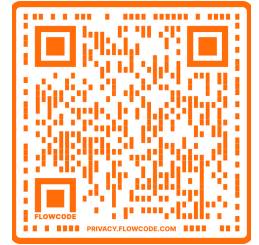




OUR MISSION

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.

EVERY
DONATION
BRINGS HOPE!



SEAN FINDS HOPE



“ Hope Community Services helped me fix my money problems and feel stable again. They were always there for me, and because of them, I got better at handling life's ups and downs. Finding Hope was like finding a special blessing that changed everything for the better. ”

Sean W. -Client at Hope Community Services

A NOTE FROM OUR CEO

2023 was a banner year for Hope Community Services. It marks our first full year as a Certified Community Behavioral Health Clinic. We were able to leverage our focus on whole person care to innovate with Community partners and really meet clients' needs at the epicenter of the mental health and substance use crisis in Oklahoma City.

We opened Hope Hall at 8125 S Walker that now houses our Children and Youth program, Community Living programs, Intensive Outpatient Services, Urgent Recovery Center, and Mobile Crisis Team. Our Urgent Recovery Center and Mobile Crisis teams saw 24/7 access grow to meet double the needs in 2023.

In July, Hope joined forces with the Oklahoma City Fire Department and formed the Opioid Overdose Response team. This team offers medical follow up after the overdose and guides individuals toward treatment options that fit their needs. This team has made at least 400 community contacts and helped so many start their recovery journey.

HOPE continues to have deep roots in our community and will continue to grow to serve more individuals in 2024.

Heather G. Helberg



Heather Helberg
CHIEF EXECUTIVE OFFICER



OKLAHOMA
Mental Health &
Substance Abuse





WELCOMING, CELEBRATION AND SERVING ALL

HOPE is committed to serving all through a comprehensive array of services ranging from screening and assessments to intensive treatment options. There are over 20 specialty programs to meet your needs.



THANK YOU TO OUR BOARD OF DIRECTORS

Walter Long

President
39 Years

Earlene Bieger

Board Member
6 Years

Jory Daniel

Board Member
2 Years

Kimberley Walker

Board Member
1 Year

Miguel Troncoso

Vice President
9 Years

Sunny Wenger

Board Member
5 Years

Cassandra Negron

Board Member
2 Years

Jenna Howard

Secretary & Treasurer
9 Years

Steve Rice

Board Member
3 Years

Sherry Read

Board Member
1 Year

“As a board member, I've experienced how HOPE has changed my life for the better. Seeing the positive impact of our organization's work has inspired me and reinforced my dedication to our mission .- Kimberley Walker board member ”



HOPE HALL, our newest location named after HOPE's founder Don Hall. Located at 8125 S. Walker Avenue, Oklahoma City, OK 73139. Houses our Child and Youth program, Housing Services and Intensive Outpatient Program, Mobile Crisis Team & Urgent Recovery Center.

URGENT RECOVERY CENTER



1,766 HOPE's URC Admissions in 2023

HOPE Urgent Recovery Center in central Oklahoma provides Crisis Intervention and evaluations for acute mental distress, substance use, and trauma-related symptoms. **All individuals are screened by a Licensed Mental Health Professional within 1 hour, regardless of payment ability.** Services aim to prevent crisis escalation, self-harm, and harm to others, with discharge planning prioritizing least restrictive care and community resources.



Beth Combs
Crisis Continuum Director



In response to the opioid crisis, HOPE is the first in the Oklahoma City Metro Area to provide inductions to aid with withdrawal symptoms in our URC.

CRISIS OVERDOSE RECOVERY



Stephanie Pfitzenmeyer, HOPE's PRSS, Overdose Recovery Team

A fantastic partnership between the Oklahoma City Fire Department and Hope Community Services has resulted in the collaboration of an opioid Overdose Recovery Team (ORT), which saves numerous lives. This program provides a lifeline by delivering compassionate support and vital intervention services.



For prompt behavioral health crisis assistance, contact HOPE's Mobile Crisis Unit hotline 405-226-6200



Hope staff: Nora Castillo, Taylor Eversole, Stephanie Pfitzenmeyer, Oklahoma City's Fire Department's Major Lance Jones, Trask Coker, Jamie Clark, Amanda Colbert, & Thunder Girls at OG+E recognition event

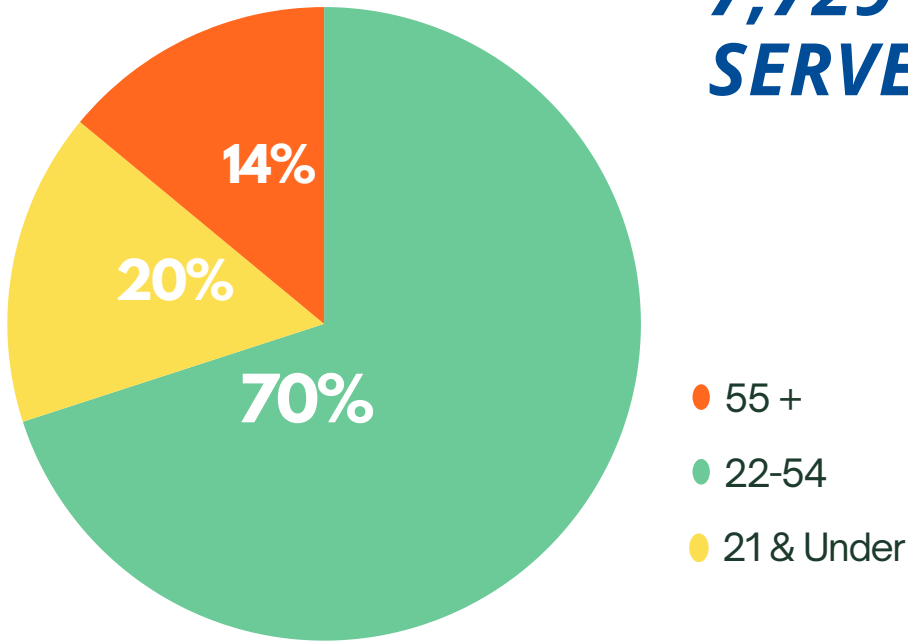
400
ORT crisis overdose responses in 2023



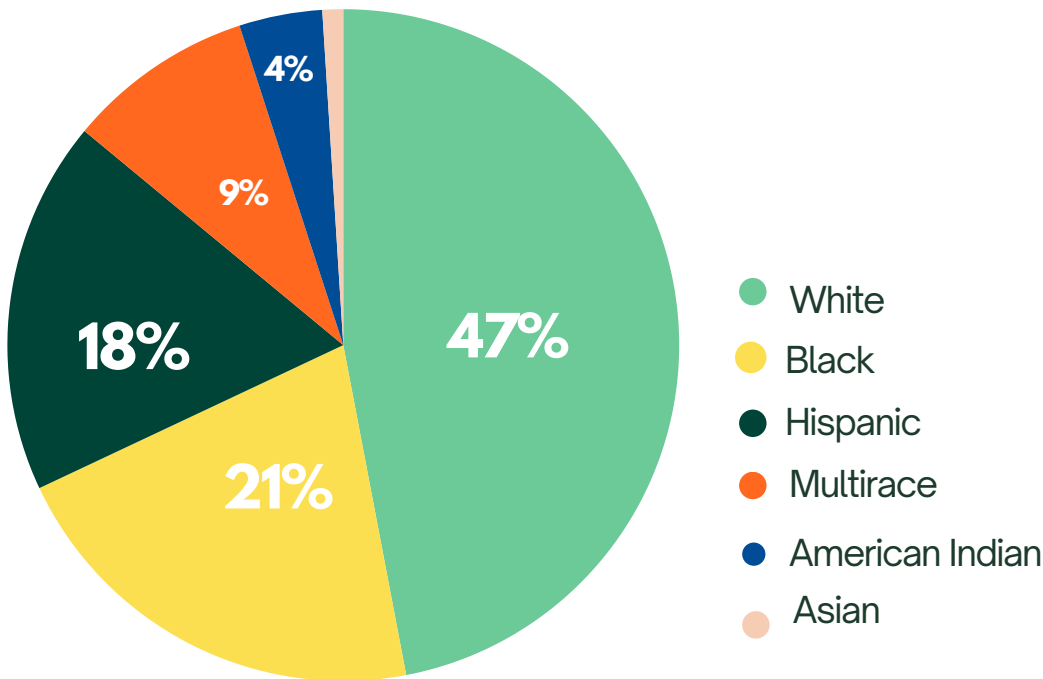
THE IMPACT of HOPE

Age Demographics

**7,729 INDIVIDUALS
SERVED IN 2023**



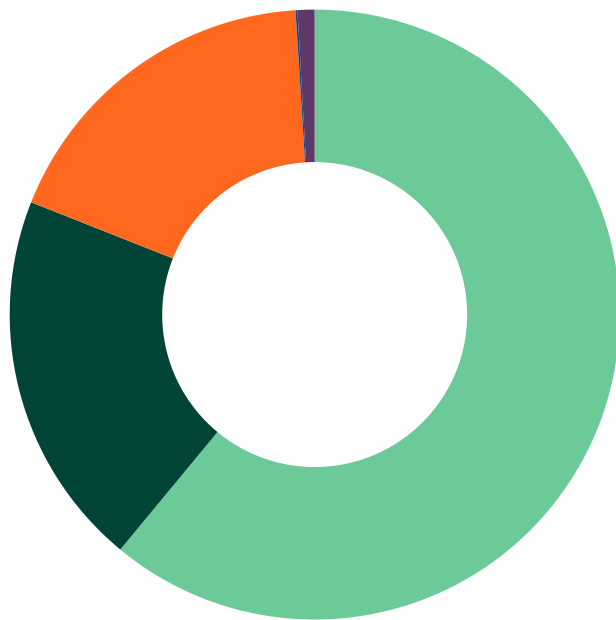
Race Demographics



AGENCY REVENUE

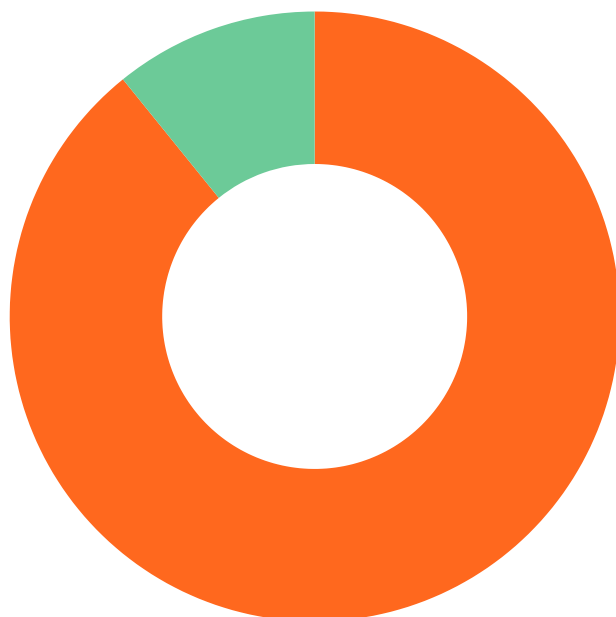
Hope Community Services, Inc. recorded a substantial increase in agency revenue for the year 2023.

REVENUE BY SOURCE



- State & Federal Contracts 18%
- Health Care Authority Medicaid 61%
- Homeless Assistance Grants 20%
- VA Homeless Assistance Grants 1%
- Medicare & Private Insurances 0.13%

EXPENSES



- Program Expenses 89%
- Administrative Overhead 11%



CO-OP PROGRAM

The **Court Ordered Outpatient Program (CO-OP)** assists justice-involved individuals with severe mental illness. This initiative provides targeted, intensive support to aid in sustaining their outpatient recovery journey. Our overarching objective is to strategically deter clients from reengaging with the judicial system, thus mitigating the occurrence of repeated incarcerations.



HOUSING PROGRAM



270+

received ongoing housing assistance



The Community Living Program has supported housing for over 270 individuals and families. Services, support and community engagement help to ensure client success. This impactful work has garnered **over \$7 million in additional funds from HUD**. We are proud to be part of a team that is making a positive impact on our community and efforts to combat homelessness.

NURSING

3036 received nursing-specific services in 2023



Shane Martin
Director of Nursing & Nursing Staff

Since becoming a Certified Community Behavioral Health Clinic HOPE prioritizes comprehensive client care. Our nursing team assesses physical, mental, and psychosocial needs, crafting personalized care plans to manage chronic conditions and enhance self-care. This approach has led to significant improvements in overall health outcomes. We collaborate closely with primary care physicians and specialists to ensure seamless care coordination, underscoring our commitment to providing exceptional holistic care.

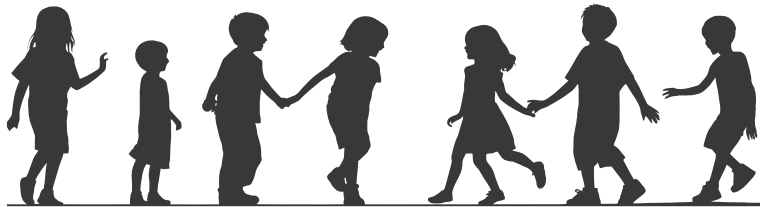
CHILDREN & YOUTH

HOPE's Children and Youth program helps children and young people overcome challenges, navigate behavioral health systems and build brighter futures. With holistic support and interventions, HOPE enables youth and their families to enjoy healthy play, improve academic performance, and flourish in life. In partnership with OKC Public School System and beyond to expand access.



Gabby Evans, Director and Children & Youth team

Over 600 children and youth connected through HOPE's services and support in 2023.



FAMILY CARE PLANS



Ciara Lawson
Family Care Plan Coordinator

In the Family Care Plan (FCP) program aims to prevent DHS involvement and reunite separated families. In 2023, 17 FCPs were initiated. Several homeless clients secured housing, and some received vital prenatal care.



The "Tough as a Mother" campaign, launched on Mother's Day, promotes awareness of mothers in recovery.

Hope Community Services would like to honor the legacy of a remarkable leader: Jeanette Moore, our CEO for almost 19 years.

Moore successfully championed the advancement of behavioral health, strengthened crucial relationships with key partners, expanded access to services, and advocated for policy reforms to address systemic challenges.



As HOPE bids farewell to Jeanette, her impact will continue to reverberate throughout our community. Jeanette's leadership has set a lasting standard. Her legacy bears witness to the transformational power of empathy and compassion.

Thank you, Jeanette wishing you all the best in your retirement.



And Yet We Rise

FOLLOW US
ON SOCIALS!



FACEBOOK



INSTAGRAM



LINKEDIN

NEED HELP, HOPE IS HERE...



THE RHONE-EDWARDS
CENTER

416 SW 79TH STREET
OKLAHOMA CITY, OK
73139



HOPE HALL
BUILDING

8125 S. WALKER AVE.
OKLAHOMA CITY, OK
73139



WELLNESS & RECOVERY
BUILDINGS

6100 S. WALKER AVE.
OKLAHOMA CITY, OK
73139