

ANNUAL REPORT

FY25





Heather Helberg, LPC-S
Chief Executive Officer

MISSION:

**TO INCREASE ACCESS
TO COMPASSIONATE
CARE AND CULTIVATE
HEALING.**

LEADERSHIP



Billy Ray
Chief Clinical Officer



Shelley Hawkins
Chief HR Officer



Craig Ireland
Chief Financial Officer



Melanie Johnson
Clinical Director

BOARD OF DIRECTORS

Miguel A. Troncoso, President

Steve Rice, Vice President

Sherry Read, Secretary

Walter Long

Earlene Bieger

Kimberley Walker

Andrea Grayson

Gabriela Rodriguez

Stephen Cooley

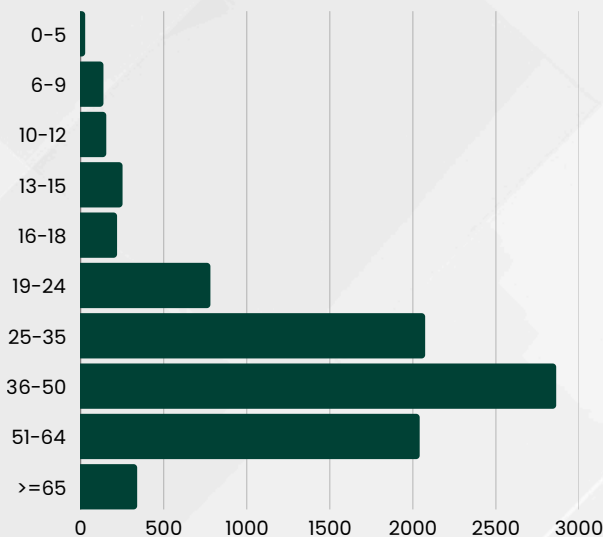
Taylor Backus

THE IMPACT OF HOPE

8,888

Individuals served
in FY25

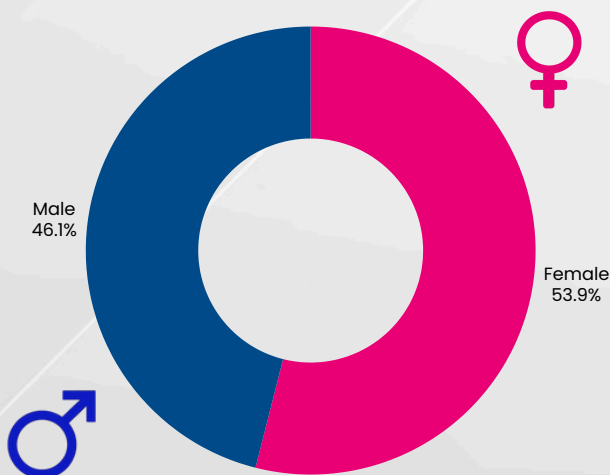
Age Demographics



15% OVERHEAD RATIO

By maintaining a low overhead, more of every dollar is invested where it matters most - supporting the clients and communities we serve.

Gender Demographics



CHILDREN, YOUTH & FAMILY SERVICES

Hope's Children's Services team provides confidential outpatient mental health care for youth up to age 25, in clinics, homes, and schools. We use best practices in treatment and counseling for daily functioning and recovery.



730

Youth Services in FY25



Thanks to the
Volkswagen Club of
Oklahoma for
sponsoring our youth
holiday party!

1,992

Individuals received
URC services in FY25

URGENT RECOVERY CENTER

Hope's Urgent Recovery Center offers crisis stabilization services for individuals 18 years of age and older.

90%

URC clients diverted
from higher levels of
care in in FY25

The center's services focus on preventing crisis escalation, self-harm, and harm to others, while discharge planning emphasizes the least restrictive level of care and connection to community resources.



**CRISIS
SERVICES**



MEDICATION CLINIC

Hope's Medication Clinic plays a vital role in supporting our clients' behavioral health and wellness through safe, effective, and compassionate medication management.

3,656

**Individuals seen in
Med Clinic in FY25**

Our team of providers and nursing staff work closely with individuals to monitor treatment responses, adjust medications as needed, and provide education that empowers clients to take an active role in their care.

NURSING SERVICES

As a Certified Community Behavioral Health Clinic, Hope prioritizes comprehensive care.

Our nursing team creates personalized plans to manage physical conditions, improving health outcomes. We ensure seamless care coordination with primary care physicians and specialists, emphasizing holistic care.

3,522

**Individuals received
nursing services in
FY25**

Congratulations

**Peer Recovery Support
Specialist of the Year!
Hope's own Stephanie
Pfitzenmeyer**



**PROFESSIONAL
DEVELOPMENT
ACADEMY**
WE MAKE LEADERS BETTER

The Professional Development Academy is a transformational leadership program designed to develop frontline leaders to their fullest potential. Improving leaders gives the agency greater value to those in the communities in which they serve.

**Congratulations to Hope's leadership cohorts that
participated in the Professional Development Academy
Leadership Program**

- Aaron King
- Billy Ray
- Melanie Johnson
- Cody Shoemaker
- Sara Booth
- Novlan Reader
- Lisa Webb
- Shelley Hawkins
- Cynthia Emegano

COMMUNITY EVENTS

We value our community relationships. Over the last year, we have had the pleasure of attending and participating in many events within our communities, including:

- OCCC College & Resource Fair
- ODAPCA Conference
- ODMHSAS Children's Behavioral Health Conference
- ODMHSAS Momentum Conference
- Better with Age Fun Day
- Metropolitan Library Resource Fairs
- MetroTech Mental Health Days
- NAMI Walk

HOPE APPRECIATES OUR COMMUNITY PARTNERS

We value our community partnerships. Over the last year, we have had the pleasure of partnering with agencies such as OKCPD, OKCFD, OHCA, ODMHSAS, as well as many local hospitals, healthcare providers, and court systems.



THANK YOU TO OUR 2025 SPONSORS



WATERMARK
BANK



SUPPORT HOPE, SUPPORT OUR COMMUNITY

Certified community behavioral health clinics like Hope rely on donations to provide life-changing services. Your support ensures that hope is always within reach for those who need it most.



LOCATIONS

Wellness & Recovery Buildings

6100 S. Walker Ave.

Oklahoma City, OK 73139

Hope Hall Building

8125 S. Walker Ave.

Oklahoma City, OK 73139

The Rhone-Edwards Center

416 SW 79th Street

Oklahoma City, OK 73139



CONTACT US

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Email

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24/7 Crisis Line

405-226-6200

WWW.HOPECSI.ORG