

Fiscal Year  
2011

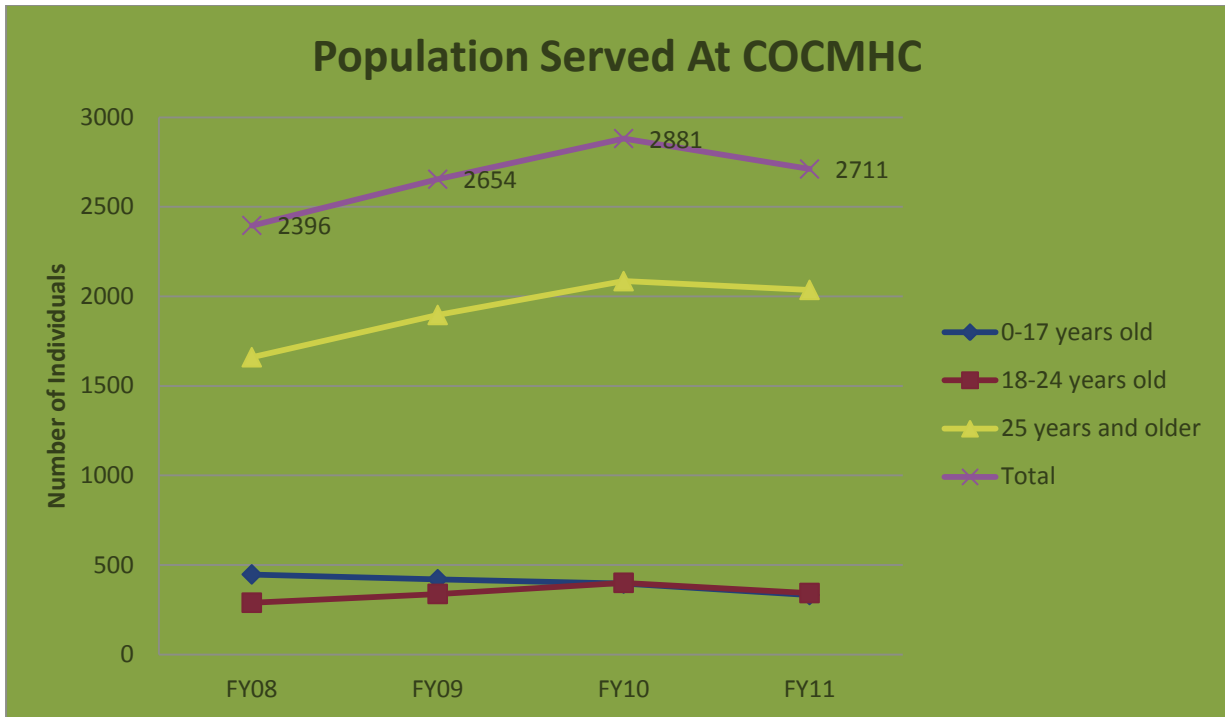
# Management Report, Executive Summary

Central Oklahoma Community Mental  
Health Center

*This Executive Summary is written to draw together elements of particular interest from the organization's annual Management Report. For more thorough or detailed information, please consult the full FY11 Management Report.*



## Population Served



## Recognition in Fiscal Year 2011

***COCMHC's dedication to service was recognized throughout the fiscal year***

### Certification with Special Distinction

Site Certification, a process in which reviewers compare the organization's policies, procedures, and performance to a set of stringent standards, was conducted in February of 2011. COCMHC was awarded Certification with Special Distinction, and was the first COCMHC in Oklahoma to receive this honor.

### Funding Award to Serve Youth Transitioning into Adulthood

Using federal funding awarded through a competitive grant application, COCMHC started a program that seeks to serve youth as they transition into roles as independent adults. This program has documented tremendous success in the first year of operation, both in serving this population and in developing partnerships with other organizations in order to improve service provision.

### Governor's Commendation at Quality Oklahoma Team Day

The Wellness Center's work was recognized at Quality Oklahoma Team Day with their project titled "Improving Quality of Life While Increasing Life Expectancy." This project focused upon the decreased life expectancy of people with a mental illness, a substance use disorder, or both and the work of the Wellness Center to help people live longer, healthier lives.



## Specialized Training in Fiscal Year 2011

### *COCMHC's highly qualified staff continuously increases knowledge and skills*

#### Trauma-Focused Cognitive Behavioral Therapy

COCMHC was honored to be selected to participate in intensive TFCBT Training. Going well beyond the organization's ongoing efforts to understand the effects of trauma on people we serve, TFCBT provides new tools and skills for assessing all levels of trauma, in-depth training and shadowing to ensure clinicians maintain the highest possible standards of care for people with traumatic experiences, and concentrated expertise for clinicians working with children and young adults. Eleven clinicians of COCMHC have participated in this training and are in ongoing supervision, and more will participate in the coming fiscal year.

#### Wraparound Credentialing

Care coordination is a service provided by COCMHC to help individuals and families meet a multitude of needs. A specialized type of care coordination is wraparound, provided to families in the Systems of Care program. To be credentialed in wraparound, a care coordinator must demonstrate mastery of specific skill sets through shadowing, expert consultation, and ongoing demonstration of skills. All of our care coordinators are credentialed in wraparound.

## B.E.S.T. Awards in Fiscal Year 2011

B.E.S.T. (Building Excellent Services Together) is a program of the Oklahoma Department of Mental Health and Substance Abuse Services designed to recognize employees who exemplify good service and outstanding work. Employees are nominated by colleagues and people we serve via cards distributed throughout the facility and via the Department's website.

Name	Recognition
Joe Bowers	During a major snowstorm, brought his own equipment to clear sidewalks and the parking lot, provided safe transportation to work for some essential employees, stayed overnight at the facility to ensure he was there in the morning, and worked for three days to clear snow and ice from the walkways and parking lot.
Breanna Russell	Showed compassion and care for a parent with a medical emergency, remained calm and helpful throughout the emergency, and assisted the family while the parent was hospitalized.
Kaylean Thomas	Nominated by a person receiving services in Medication Clinic for her kindness, helpfulness, and hard work.



## Satisfaction of Persons Served

### *Measuring Satisfaction*

COCMHC uses several methods to gather information about the level of satisfaction of people who utilize our services. These methods include the use of suggestion boxes, surveys, and an analysis of grievances filed. Suggestion box responses are featured here due to their widespread usage and the large amount of information gathered through them. For more information, please refer to the full FY11 Management Report.

### *Suggestion Box Responses*

A total of 64 responses were gathered from suggestion boxes throughout the facilities of COCMHC, as shown in the table to the right. All suggestion box entries are reviewed in monthly Process Improvement Committee meetings. Responses, both positive and critical, naming specific employees are addressed directly with that employee.

Cards contain check boxes, as summarized below, and space for open-ended responses. Forty-one open-ended responses were left in suggestion boxes in FY11. Of these 41, 18 were positive, 11 were negative, and 12 were neutral. To review all open-ended responses, please refer to the full FY11 Management Report.

Entries by Location of Box	
Child and Family Systems of Care	12
PACT (Assertive Community Treatment)	6
Evaluation & Referral	2
Medication Clinic	2
PSR Team Green	12
Adult Outpatient	6
Wellness Center	10
<b>Total Entries</b>	<b>64</b>

Answers to Statements on Suggestion Box Cards	Strongly Agree or Agree	Strongly Disagree or Disagree
I feel welcome here.	92.0%	8.0%
I feel safe here.	94.0%	6.0%
I can recover from my illness.	95.6%	4.4%
I can recovery from my addiction.	94.1%	5.9%
I get quality services here. I get good services here. <sup>1</sup>	93.8%	6.3%

<sup>1</sup> This statement changed during the fiscal year from "I get quality services here." to "I get good services here."



## Mission and Strategic Plan

### ***Fiscal Years 2010-11***

COCMHC's Management Team developed and adopted new goals and objectives in February of 2009 and then pursued those goals during Fiscal Years 2010 and 2011. These goals are:

Service Goal: People we serve will believe that recovery from mental illness and addiction is possible, not just in theory, but for everyone.

Human Resources Goal: People who work at COCMHC will feel valued.

Fiscal Goal: COCMHC will utilize the opportunities available to increase resources.

Central Oklahoma Community  
Mental Health Center joins with  
individuals, families, and  
communities to encourage hope,  
recovery, and wellness.

For information about the objectives developed and the progress toward the goals and objectives, please see the full FY11 Management Report.

### ***Fiscal Year 2012***

COCMHC's Management Team adopted the following goals for FY12:

Goal 1: Increase efficiency and productivity of all staff.

Goal 2: Create and improve holistic care and integration.

Goal 3: Improve adequate and appropriate staffing in order to continue providing recovery oriented, culturally competent, trauma informed and co-occurring capable services.

Goal 4: Develop and utilize electronic medical records and technology.

Goal 5: Improve Infrastructure.

For information about the objectives selected for each goal, please refer to the full FY11 Management Report.

