



Annual Report
FY2022

Green Country Behavioral Health Services, Inc.
Annual Report to the Community

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GCBHS Mission:

GCBHS strives to create a safe, supportive and welcoming environment where those we serve can gain skills and resources necessary to lead healthy, self-sufficient, productive lives.

GCBHS Vision:

Our vision is to be the team of excellence and leaders in the provision of quality services.

Values:

Green Country’s Values were reformatted in FY2022. These long-standing beliefs continue to guide us; the format was changed from a list of single values to the following principles that encompass those values:

- **Inclusion:** *embracing the diversity of individuals and supporting equitable opportunities.*
- **Integrity:** *adhering to the highest ethical standards with mutual trust, respect and honesty.*
- **Loyalty:** *the genuine devotion to the best interests of our community, agency, those we serve, and each other.*
- **Stewardship:** *commitment to accountability for the resources entrusted to us.*

A message from the CEO



FY2022 has been another year of change and flexibility, as we maintained fully integrated services through a continuing national health pandemic and the construction projects that will bring great opportunities in FY2023. We can look across the main office parking lot and see the new Medical Arts building, where work crews are finishing up construction. Finally! These projects always take longer than we can predict. I want to thank you all for your patience through this process. And I promise it will be worth the wait.

Hello Team!

This has also been a year of training on Leadership, Diversity, Equity and Inclusion for staff across the agency. Tracy Spears has gotten to know us through these trainings, and she has great things to say about GCBHS staff.

In our March 28 Strategic Planning meeting, we implemented Tracy’s training suggestions on “Hits and Misses” by identifying the following accomplishments:

FY2022 HITS

- * Starting our new medical clinic building
- * Receiving funding from SAMHSA for integrated services and a Care-A-Van
- * Expanded our work force
- * John Lindsay in the Marketing position
- * iPad program expansion
- * Serving clients in more non-traditional hours
- * Dr. Tisa Newton coming on full time – suboxone clinic on Thursday evening
- * Care-A-Van services began
- * Adding another provider with years of experience
- * All old medical records were scanned into GoHealth
- * Purchased vans for transport
- * Purchased bicycles and air conditioners for clients through Helping Connections
- * Purchased medication lock boxes for medication harm reduction
- * We painted the main office building and rearranged the gargoyles
- * Strengthened focus on employee wellness and employee retention at Head Start
- * Provided services to adults and children – without a wait time
- * Head Start embedded two more GCBHS BHA’s in HS and EHS

We also identified some areas to focus on in FY2023 as we continue to improve our services and systems.

Once again, thank you for what we all accomplish together as we serve our community!

God Bless,
Joy

Green Country Behavioral Health Services, Inc.
Scope of Services

Green Country Behavioral Health Services (GCBHS) is a private, non-profit integrated health clinic providing outpatient and crisis services to adults, adolescents and children. GCBHS has served Muskogee and McIntosh Counties in rural Oklahoma since 1979 with behavioral health and addiction outpatient programs and crisis response services. Our 16-bed Adult Crisis Stabilization Unit opened in 2002 and an eight-person Care as Needed (CAN) outpatient unit opened in 2019. We provide a full continuum of care, which includes assessment, counseling and treatment for behavioral health and substance use disorders. All GCBHS programs hold “*Certification with Distinction*” through the Oklahoma Department of Mental Health and Substance Abuse Services. Through annual contracts, ODMHSAS also provides partial funding for our programs, including services to those who are homeless and those who have no ability to pay.

GCBHS serves as Grantee for Muskogee County Head Start, providing center-based education, health, disability and developmental services to Head Start children and families since 1997 and Early Head Start children and families since 2001. Our EHS home-based program began in 2014.

The main GCBHS phone line, 918 682.8407, is also a 24-hour crisis line for adults and children. In addition, we have a 24-hour mobile response line, 918 441.1315, for children and families. Across our agency, the following services and programs are available:

GCBHS Services/Programs

- Addiction Services
- Care as Needed (CAN) Unit
- Case Management/Peer Support
- Children’s Services
- Community Outreach
- Crisis Stabilization Unit (Adults)
- Disaster Management
- Individual/Family/Group Therapy
- Individual Placement Support
- Medication Assisted Treatment
- Medication Management
- Prevention/Wellness Activities
- Specialty Court Services (Mental Health/ Offenders’ Screening)
- Systems of Care/Transition Services
- Urgent Recovery Clinic

Early Childhood Education Programs

Head Start site locations:

- Fort Gibson School Campus*
- Haskell School Campus*
- Hilldale Public Schools*
- New Beginnings Child Care*
- The Springs Intergenerational Learning Center

MCHS Main Campus:

- Youth Central Muskogee*

Early Head Start site locations:

- Head Start sites above*
- JBR Campus
- Shawnee Campus Muskogee

Integrated Healthcare Partnerships: GCBHS continued our second year of full certification as an ODMHSAS Certified Community Behavioral Health Clinic in FY2022 and will work with the state

review team for subsequent certification in FY2023. This expansion of integrated health services is the most recent development in our long-standing partnerships with Arkansas Verdigris Valley Health Centers (AVV Health), dba Muskogee Health Center, and Hunter’s Precision Rx Pharmacy. GCBHS is honored to work alongside these partners as we serve the community. Our team is enhanced every year as we coordinate behavioral health, addiction services and crisis response with medical and pharmacy services. These programs are vital to our shared consumers and access to this collaboration of providers is simplified through coordinated care at one location. During FY2022, we continued to share space in the main GCBHS outpatient clinic in Muskogee. At the same time, we watched the construction of our new GCBHS Medical Arts building, which will be complete and ready for occupancy early in FY2023. The new facility (artist’s rendering below) is located on the same property as our main office, in downtown Muskogee. Staff at all three agencies are excited to move in!



Public Accountability

GCBHS programs are designed, monitored, and revised to meet ever-changing needs of the communities we serve. As COVID cases continue to ebb and flow, we have modified our business environment to ensure the safety of our clients, staff and visitors. Change has been ever-present in our business. However, two things remain constant: our commitment to ethical practices in our service delivery, and accountability in our business practices.

For forty-three years, we have maintained our commitment to public service in our community. GCBHS employees, *“caring people caring for others,”* work to meet the needs of clients and help strengthen families in Muskogee and McIntosh Counties. Fundamental values, which strengthen the foundation of our agency, were restated at the end of FY2022; however, *“commitment to accountability for the resources entrusted to us”* is still listed and accountability remains vitally important across the agency.

Green Country’s financial accountability is ensured through adherence to GCBHS internal control policies - approved each year by our Board of Directors - and evidenced through annual financial audits. Our financial audits are conducted by an external certified public accountant firm and

approved by the GCBHS Board. The GCBHS/MCHS Financial Audit for FY2022, conducted by Eide Bailly, L.L.P., is currently being finalized. Once complete, the audit will move through the annual process of presentation to, and approval by, the GCBHS Board of Directors and the MCHS Policy Council. Eide Bailly auditors confirm that no issues of non-compliance and/or material weakness have been identified in the FY2022 financial audit.

Accountability toward client care is evidenced in the following section, which includes outcomes for FY2022. This annual yearend report is reviewed by our Board of Directors, available to the community and staff on our website at GCBHS.com and is provided to ODMHSAS.

Strategic Planning

In March 2022, leadership and program supervisors came together for FY2023 strategic planning. FY2022 accomplishments are listed in the CEO's message on page 3 of this report.

Each year as we plan services and programs for Muskogee and McIntosh Counties, we request feedback from people we serve, other service providers, staff, and the community. Contributions from these stakeholders provide necessary and valuable information. The following reports are considered as we develop continuous quality improvement measures and an organizational plan:

- ❖ Client Satisfaction Surveys
- ❖ Employee Surveys
- ❖ Stakeholder Input
- ❖ Complaints & Grievances
- ❖ Critical Incident Reports
- ❖ Client Data (demographics and service utilization)
- ❖ Program Goals and Outcome Reports
- ❖ Financial Reports
- ❖ Medication Reports
- ❖ Human Resource Statistics
- ❖ Governing Authority Actions
- ❖ Record Reviews

Follow the Mission; Uphold the Values:

In FY2023, staff meetings will begin with the reciting of the GCBHS Mission Statement. Our Mission Statement still holds true and remains unchanged:

“GCBHS strives to create a safe, supportive and welcoming environment where those we serve can gain skills and resources necessary to lead healthy, self-sufficient, productive lives.”

Our goal, as always, is for every employee to take the agency's mission to heart. Especially in this time of growth and expansion, it is imperative that the agency mission statement remain at the forefront of each employee's mind.

Agency values were reformatted in order to highlight the principles embraced within those values. They are as follows:

- Inclusion: embracing the diversity of individuals and supporting equitable opportunities.
- Integrity: adhering to the highest ethical standards with mutual trust, respect and honesty.
- Loyalty: the genuine devotion to the best interests of our community, agency, those we serve, and each other.
- Stewardship: commitment to accountability for the resources entrusted to us.

In the last few years, GCBHS teams have worked through immense changes in our business and our world – some planned and some unprecedented. One thing never changed – our ability to provide quality services. Even throughout a global pandemic, GCBHS was open for business every day.

In FY2022, GCBHS staff achieved program outcomes, including the following:

- We provided 922 crisis interventions; 564 or 61.2% of those crisis interventions were diverted from a higher level of care (CSU or inpatient) and were able to remain in the community.
- We began our Care-A-Van services – taking GCBHS services to the most rural areas – and met our goal of enrolling 200 clients in the first year.
- We supported clients who are underinsured or don't have insurance in improving health outcomes in the following measures:
 - a. 10% or 5 clients quit using tobacco within one year of joining the program.
 - b. 9% or 4 clients had a clinically significant decrease in their weight within 6 months of joining the program.
 - c. Clients enrolled experienced an average five point decrease in Systolic blood pressure from baseline to the six-month reassessment.
 - d. Clients enrolled experienced an average two point decrease in diastolic blood pressure from baseline to the six-month reassessment.
 - e. Clients enrolled experienced an average 27 point decrease in HDL cholesterol from baseline to the six-month reassessment.
- In our O-PIP program, GCBHS averaged 94% completion of six-month reassessments and 93% completion of 12-month reassessments. We were the only provider that not only met, but exceeded, the goal.
- Seven clients completed our Diabetes Management program, with an average A1C improvement of 0.8.
- During FY2022, the GCBHS Medication Assisted Treatment Program served 297 clients, receiving 47 program referrals, resulting in an 8% new client growth rate.
- 100% of MAT Program clients this year completed a Tobacco Screen, with about 80% identifying current nicotine usage. After education from GCBHS staff, 90% of those clients expressed interest in tobacco cessation or reduction.

Strategic planning also identified the following areas where we need to improve:

- Our programs continue to have great space needs.
- Our Checotah location remains too small, limiting our ability to meet community needs there.
- GCBHS and MCHS Staff Turnover increased, the majority due to COVID.
- Our Warner School partnership (Head Start/Early HS classes) was lost due to COVID concerns.
- We still need an internal Staff Trainer, especially with increased staff needs across the agency.

Early Childhood Education Programs

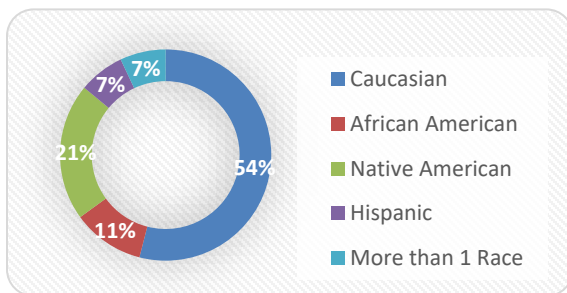
GCBHS was awarded a five-year Head Start/Early Head Start grant in FY2020, continuing to serve Muskogee County children and families with limited resources. Muskogee County Head Start operates under joint governance by MCHS Policy Council and the GCBHS Board of Directors.

In FY2022 a cumulative total of 357 children and families were served in our MCHS programs. This program serves a diverse population, including many Hispanic families from our community. Our program staff work toward the goal of serving these children and their family members efficiently and effectively, taking into consideration their home language and home culture.

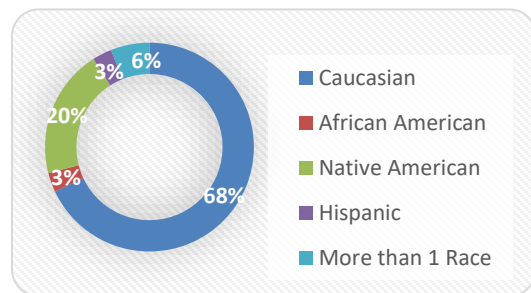
Demographics

Appreciation of Diversity is still a GCBHS agency value and guiding principle. Our commitment is to maintain a workforce and governing authority that are aligned with the cultural diversity of our clients and community, as shown in the following FY2022 statistics:

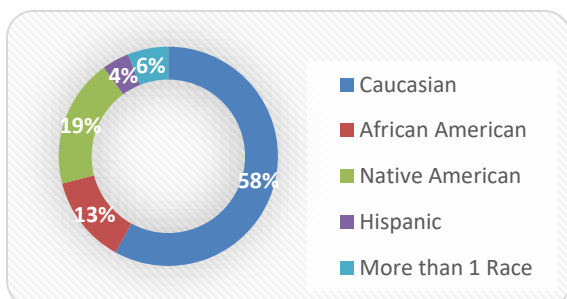
Muskogee County Residents



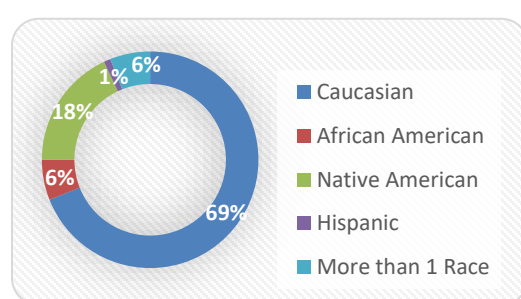
McIntosh County Residents



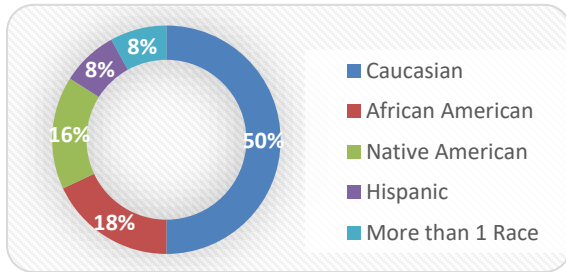
GCBHS Muskogee Clients



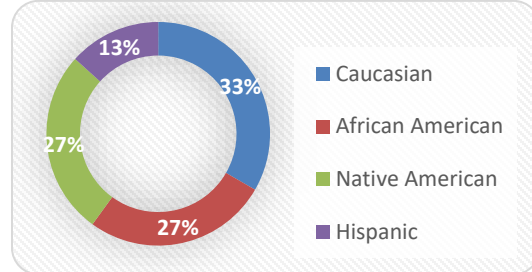
GCBHS McIntosh County Clients



GCBHS Staff



GCBHS Joint Governance



As Grantee for the Muskogee County Head Start/Early Head Start programs, GCBHS maintains joint governance through the GCBHS Board of Directors and the MCHS Policy Council. The racial diversity of GCBHS staff and governing bodies continues to provide fair representation of our communities and the residents we serve.

Health and Wellness

GCBHS supports our clients and workforce by promoting health and wellness for clients and staff. In FY2022, we maintained our certification as a Healthy Business, earning the Excellence level of certification and added an on-site gym for staff and clients. We also hired a Wellness Coach to assist participants at the gym and on the new pickle-ball court. Our goal continues to be assisting in making a positive impact on the health of GCBHS employees and our clients. Additionally, every Head Start and Early Head Start site in our program achieved the highest level of certification as a Healthy Early Childhood Program. Children in our Head Start/Early Head Start program spend part of each day, weather permitting, on supervised outings to playgrounds designed specifically for their age groups.



GCBHS Board of Directors

GCBHS has been fortunate, since its incorporation in 1979, to have community members willing to volunteer their time and share their expertise while serving on our Board of Directors. GCBHS Board members not only reflect the diversity of our community, they also meet strict standards

for Head Start federal program monitoring. Our Directors have experience in the areas of finance, health care, law enforcement, elementary education, legal expertise, veterans' services, and early childhood education, as well as personal experience with our services.

In FY2022, Paula Wilburn, Muskogee attorney at Wright, Stout and Wilburn, served as Board President; Penny Mitchell, Officer at Peoples National Bank in Checotah, served as Vice-President; Dr. Donna Sharp, Assistant Professor, Bacone College, served as Secretary; and Muskogee Police Chief Johnny Teehee held the Treasurer position. GCBHS Board members also included: Loretta Reed, retired Muskogee elementary educator; Amber Crall, Muskogee Chamber Operations Director; and Yesenia Ochoa, Muskogee Bridges out of Poverty program. Chaplain Forrest Kirk, PhD, Chief Chaplain at Eastern OK VA Healthcare System, served as GCBHS Board Emeritus during part of FY2022.