

FY2025 Recommendations to the Board of Directors

From CREOKS's Consumer Advisory Work Group

- **CREOKS should offer their own transportation options for outpatient appointments.**
 - Talk to SoonerCare about limitations on rides for Mental Health appointments and problems with Uber contract
 - Consider purchasing company vehicles for outpatient transportation services.
- **CREOKS should hire and/or create a position for an Activities Coordinator to organize social opportunities for clients.**
 - Reinstate annual clinic picnic/social events for consumers.
- **CREOKS should provide therapists with someone who can advise them how to handle specialized cases.**
 - We have that for Eating Disorders AEB “Office hours”, would be great to have one for substance use services.
- **CREOKS should enhance their Substance Use Treatment Services by:**
 - Partnering with Residential Treatment Providers
 - Look at hosting AA/NA meetings at our facilities
- **CREOKS Should establish public suggestion boxes in every clinic.**
 - Advertise suggestion boxes to consumers using flyers etc.
 - Regularly review suggestions.
 - We could have the secretaries send the suggestions to the awg@creoks.org email once a month.
- **CREOKS should help to improve the lines of communication from Support Staff to clients.**
 - Retention of Case Managers.
 - Policy on cancellation communications from staff. Clients need to know why.
 - Can we have some kind of tracking mechanism for cancelled appointments in our GoHealth Scheduler?
- **CREOKS should pilot virtual groups offered to clients outside of the confines of clinic/county lines.**
- **CREOKS should apply to become a provider of The Program for All-Inclusive Care for the Elderly (PACE).**
- **CREOKS should consider marketing services to include specific clinic locations.**