

FY 2021 ANNUAL REPORT

Help Today. Hope Tomorrow.



OUR MISSION

CREOKS Health Services promotes and improves the lives of the individuals and families we serve through our commitment to provide comprehensive health, wellness and social services



CREOKS Health Services is an established, non-profit organization providing comprehensive health, wellness and social services. Our behavioral health division has been serving communities in Oklahoma since 1980. Our reputation has allowed us to work with local agencies, schools, and civic organizations to help individuals and families.

Our organization offers a wide-range of services in our clinics and through home or school-based programs. We help individuals needing brief counseling, substance abuse treatment or those struggling with behavioral issues.

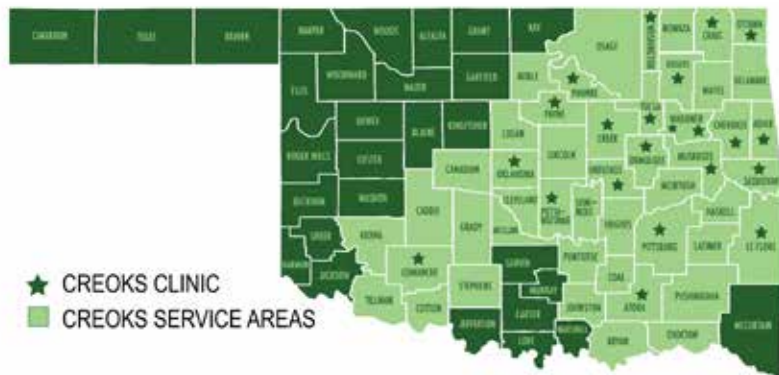
Our professional staff is committed to the individual and strives to provide compassion and respect to our clients and their families. Taking time to listen and properly assess client needs enables CREOKS to provide workable and successful solutions.

CREOKS is certified, and partially funded by the Oklahoma Department of Mental Health and Substance Abuse Services and is accredited by CARF International.



CREOKS has 24 clinics across the eastern half of Oklahoma and one location in Arkansas.

- | | |
|---------------|-------------------|
| Atoka | Pawnee |
| Bartlesville | Poteau |
| Broken Arrow | Sallisaw |
| Catoosa | Sapulpa |
| Claremore | Shawnee |
| Lawton | Stillwater |
| McAlester | Stilwell |
| Miami | Tahlequah |
| Muskogee | Tulsa |
| Okemah | Vinita |
| Oklahoma City | Wagoner |
| Okmulgee | Mountain View, AR |



Urgent Care & Crisis Stabilization
Spring Creek Recovery Center, Sapulpa OK

Family Medical
TruHealth Integrated Care, Tulsa OK





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Help Today
Hope Tomorrow

CREOKS Leadership

Board of Directors

CREOKS Health Services is honored to have such a phenomenal Board of Directors comprised of professionals from the communities in which we serve. It is through their tireless efforts that CREOKS continues to grow and improve in ways that better serves our clients and communities. Their collective expertise and commitment is vital to CREOKS and ensures the organization stays true to our mission.



Paulette Barnes
Chair



Erin Wambold
Vice Chair



Pam Bealko
Secretary/Treasurer



Ronald Arterbery



Theo Crawley



Tanya Jones



Brenda Layman



Melvin Taylor

Not Pictured

Dennis Chaffin
Elana Grissom
Randy Harris
Marilyn Jackson

Chief Executive Officer



Brent Black

Administration

Phil Black, Chief People Officer
Amber Gutierrez, Chief Communications Officer
Wade Hunter, Chief Operating Officer
Marcia Keesee, Chief Learning and Diversity Officer
David Manson, Chief Financial Officer
Brandi Smith, Chief Clinical Officer
Josh Williams, Chief Information Officer
Mike Wise, Chief Administrative Officer

Senior Directors

Samantha Bowman, Assistant Clinical Director of Children's Services
Dan Cross, Director of Substance Abuse
Jay Dearmore, Director of Facilities
Chris Flannagan, Director of Organizational Development

Brian Ormsby, Senior Director of Crisis Services
Jonathan Pierce, Assistant Clinical Director of Adult Services
Todd Self, Director of Agency Advancement
Jenny Stubblefield, Controller
Sheryl Zumwalt, Senior Director of Compliance

Managers

Jeremy Aragon, Site Director for Adult Services (Catoosa & Claremore)
Courtney Boone, Asst. Director, Adult & Children's Services (Sapulpa & Child Mobile Crisis)
Ashley Brown, Site Director for Adult Services (Sapulpa)
Leah Chupp, Site Director for Adult & Children's Services (Bartlesville)
Tia Crawford, Asst. Site Director (Miami/Vinita)
Rachel Couey, Site Director for Children's Services (Sapulpa)
Katherine Conner, Site Director for Children's Services (Okmulgee)
Tia Crawford, Asst. Site Director for Adult & Children's Services (Miami & Vinita)
Christie Crews, Regional Director of School Based Services
Jami Cunningham, Site Director for Children's Services (Muskogee/Wagoner)
Amber DeVilbiss, Regional Director of School Based Services (Owasso, Union, Jenks & Glenpool)
Chris Dhoku, Asst. Human Resources Director
Crystal Fessler, Site Director for Adult Services (Muskogee)
Jessi Groetken, Asst. Site Director for Adult & Children's Services (Tulsa/ Broken Arrow)
Amanda Hammack, Site Director for Adult Services (Broken Arrow/Tulsa)
Geoffrey Hanley, Asst. Director (Spring Creek Recovery Center)
Mindy Hanson, Asst. Site Director (Sallisaw/Stilwell/Tahlequah)
Chantri Harper, Site Director of Children Services (Okemah)
Jacqueline Long, Infant Mental Health Director

Terrah Manes, Site Director for Adult Services (Poteau/Sallisaw/Stilwell/Tahlequah)
Emily Oberg, Site Director for Children's Services (Catoosa/Claremore)
Lisa Parks, Interim Site Director (Mountain View, AR)
Dennise Pollyea, Interim Clinical Director (Mountain View, AR)
James Pope, Director of Care Coordination, Coaching, and Training
Carmen Qualls, Asst. Director (Spring Creek Recovery Center)
Cory Riggs, Director of Information Technology
Kristine Runfola, Site Director for Adult & Children Services (Okmulgee)
Steven Sassin, Asst. Director (Spring Creek Recovery Center)
Tom Seidel, Site Director for Adult & Children Services (Oklahoma City)
Kellyann Taron, Site Director for Adult & Children's Services (Shawnee)
Cherry Temple, Asst. Director (Spring Creek Recovery Center)
Madison Thompson, Director of Children's Services (Tulsa/Broken Arrow)
Deborah Tiger, Asst. Director for Adult & Children's Services (Pawnee & Stillwater)
Alisha Waggoner, Site Director for Children's Services (Poteau, Sallisaw, Stilwell, & Tahlequah)
Amanda Webb, Site Director of Adult Services (Wagoner)
Ashley Westmoreland, Site Director for Adult & Children's Services (Miami/Vinita)
Stacy Williams, Site Director for Adult & Children's Services (Atoka/McAlester)

From the Desk Of
BRENT BLACK

Dear Friends,

If I were to choose one word that represents the past year for CREOKS, it's staff and their families, that word would be resilience. Honestly, the last two years have been a real challenge for the entire world. The circumstances we've experienced have tested us all professionally and personally. What's inspiring to me is the ongoing hope for tomorrow and the drive we all have to help those in our community who need it most.



As I reflect on this year, I view it through a lens of communication, collaboration, adaptation, and success. CREOKS and the work we do could not happen without the commitment of our Board of Directors, our visionary leadership and industry professionals and a superior group of support staff. I thank you all for your contribution to our mission and your ongoing dedication.

Let's talk about some of our successes, we purchased a new building in Stilwell and in west Tulsa, plus continued to remodel current clinic locations. We established the CREOKS Diversity Council whose mission is to provide a safe, confidential, and respectful environment for all individuals regardless of race, culture, ethnicity, sexual orientation, and/or disability. We were awarded several grants, BlueConnect provided iPads to law enforcement to connect to a Mental Health Professional for support, we received a grant to provide transportation for individuals who are in need of crisis services, and Helping Connections provided for enhanced services to individuals impacted by COVID-19. See more of our achievements on page six of this report.

CREOKS has big plans for FY22. We plan to open a psychiatric urgent care and crisis center in Wagoner. We're going to expand our Medication Assisted Treatment program to more locations through Telemed and plan to remodel Spring Creek to include a substance abuse residential unit. We also aspire to provide housing options. Visit page nine to see our FY22 Strategic Plan.

It's an exciting time at CREOKS. We're growing, we're challenging ourselves, we're creating real change in our communities. You're integral in our future, so I invite you to be an active part of this exciting adventure.

Thank you,

A handwritten signature in black ink, appearing to read 'Brent Black'.

Brent Black, CEO
CREOKS Health Services

CREOKS Board of Directors Annual Assessment Survey and Comments

The Board of Directors gave CREOKS an overall positive rating on performance.

CREOKS strengths observed: "Resilience and our commitment to the agency and clients", "Teamwork, people-oriented, goal driven, always seeking feedback", "Anticipation of needs, adaptability, leadership, dedication of staff, and ability to deliver services in trying times."

CREOKS ability to meet all mental health and substance abuse needs: "We will never be able to meet all the mental health needs of our communities, but we are committed to try," "Continue to do what you are doing! We just need more of it," "Excellent."

carf INTERNATIONAL

A Three-Year Accreditation is issued to **CREOKS Behavioral Health Services**

for the following program(s)/service(s):

- Case Management/Services Coordination: Integrated: AOD/MH (Adults)
- Case Management/Services Coordination: Integrated: AOD/MH (Children and Adolescents)
- Case Management/Services Coordination: Mental Health (Adults)
- Case Management/Services Coordination: Mental Health (Children and Adolescents)
- Crisis Intervention: Integrated: AOD/MH (Adults)
- Crisis Intervention: Integrated: AOD/MH (Children and Adolescents)
- Outpatient Treatment: Integrated: AOD/MH (Adults)
- Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents)
- Outpatient Treatment: Mental Health (Adults)
- Outpatient Treatment: Mental Health (Children and Adolescents)

This accreditation is valid through
June 30, 2023

The accreditation seals in place below signify that the organization has met annual conformance requirements for quality standards that enhance the lives of persons served.



This accreditation certificate is granted by authority of:

Richard Fortkosh

Richard Fortkosh
Chair
CARF International Board of Directors

Brian J. Boon, Ph.D.

Brian J. Boon, Ph.D.
President/CEO
CARF International

Three-Year CARF International Accreditation

CARF International awarded CREOKS Behavioral Health Services a Three-Year Accreditation. CREOKS has been accredited by CARF, the international accrediting body, since 2000 and the latest certification marks the fifth consecutive Three-Year Accreditation awarded to CREOKS.

“By pursuing and achieving accreditation, CREOKS has demonstrated that it meets international standards for quality and is committed to pursuing excellence.”

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization’s substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process and has demonstrated to a team of surveyors during an on-site visit that its programs and services are of the highest quality, measurable, and accountable.

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services.



CARF accreditation recognizes a service provider’s commitment to continually improve services, encourage feedback, and serve the community.

CREOKS Achievements for FY21

- CREOKS continued to improve communication and trainings for all staff, providing 17 Continuing Education workshops via Zoom Teleconference. Over 3500 behavioral health clinicians from CREOKS and throughout the region attended the 2020-2021 CREOKS Continuing Education Training Workshop Series*.



- CREOKS had 78 student interns from 31 state, regional, and national universities complete the CREOKS Practicum & Internship Program.



- Developed the capacity to provide primary care needs throughout the catchment area to include screenings and vaccinations.*

- Increase fundraising efforts, including a benefit for a single mother who lost her leg to diabetes. CREOKS raised funds towards a much needed prosthetic. CREOKS increased it's quarterly funds raised through Amazon Smiles and Google.*



- Continued to seek additional funding/revenue sources through private insurance, Medicare and self-pay systems.*
- CREOKS continued with its efforts to remodel, improve and expand office space in the Oklahoma clinics.*



- CREOKS made advances in outcome reports in GoHealth Solutions, our proprietary EMR software.*

- Promoted new services and programs, BluConnect, Parents Teachers- Helping Connections, and CHES HEALTH.



- CREOKS continued to improve PTO packages for staff.*
- CREOKS improved new employee on-boarding process.*



- Implemented CREOKS Individual Placement and Support (IPS) in all 7 CCBHC clinics.*



- CREOKS increased branding and marketing efforts, along with internal and external communications by regularly sending out electronic newsletters, continuing education course notifications, internal job postings and creating corporate communication pieces for consumers, referral sources, interns and employee recruitment.*



- CREOKS Expanded services in Arkansas.*

- CREOKS expanded infant Mental Health Services.*



- Established relationships with the Department of Corrections to work with people scheduled for release with behavioral health needs.*

- CREOKS purchased more electronic devices for consumers and families to utilize for telehealth therapeutic purposes.*



- CREOKS Implement MAT programs by Telemed for rural offices.*

- Continued to implement strategies to improve staff morale and retention.*

- CREOKS Expanded and increased mental health services for seniors.*

- Implemented trainings/workshops for all staff related to cultural competence, communication skills, and team building.*

- CREOKS continued to explore opportunities for diversification of funding services such as home health, physical/occupation therapy, dental, pharmacy and vision.

- CREOKS provided recovery oriented, culturally competent, trauma informed and co-occurring capable services throughout FY2021.*

* Strategic Plan FY21



CREOKS Continuing Education & Professional Development

One of the many ways CREOKS demonstrates our commitment to excellence is by offering an annual series of Continuing Education Training Workshops that promote life-long learning for behavioral health professionals. Our programs are designed to ensure a high-quality learning experience in a professional environment. With the threat of COVID still affecting our state and in an effort to keep our trainers, staff and attendees safe, our fall 2020 and spring 2021 trainings were all held online via Zoom Video Conferencing.

CREOKS is dedicated to professional training that is culturally competent and sensitive to the needs of our diverse clientele. Grounded in clinically relevant, evidence-based best practices, and taught by leaders in the behavioral health profession, CREOKS Continuing Education Training Workshops are approved by the Oklahoma State Board of Licensed Social Workers, the Oklahoma State Board of Licensed Alcohol and Drug Counselors, and the State Board of Behavioral Health Licensure (BBHL) for Licensed Professional Counselors & Licensed Marital & Family Therapists.

Over 3,500 behavioral health clinicians from CREOKS and throughout the region attended the 2020-2021 CREOKS Continuing Education Training Workshop Series listed below:

- *Keys To Unlocking Trauma*, Linda J. Russell, Ed.D.
- *The Ethics of Cultural Humility, Diversity, and Inclusion in Clinical Practice*, Lisa Cromer, PhD
- *Assessing Psychopathy: Defining Abnormal Behavior*, Jennifer Minton, M.S., LPC-S
- *Military Culture for Service Providers and Caregivers*, Aaron Ashworth, LPC
- *The Power of Thought: CBT for the Real World*, Greg Suttmiller, MS, LPC, LADC
- *Mindfulness: A Tool for Psychotherapy and Treatment*, Wiley Harwell, D. Min., LPC, ICGC-II
- *The Injury of Trauma: Music and Movement for Recovery*, Jeremy Elledge, LCSW
- *Ethical Considerations for Working with Marginalized Populations*, Jeremy Elledge, LCSW
- *Well-Being Means Being Well*, Dr. Bea Kellar-Dupree, Ph.D., LPC-S, NCC
- *Exploring Neurodiversity: Working With Neurodevelopmental Disability Across the Lifespan*, Robyn Lyles, LMFT
- *Slippery Slopes: Common Ethical Pitfalls and How to Avoid Them*, Tina Beavans, LCSW
- *Self-Care and the Helping Professional: Beyond the Bubble Bath*, Raquel Colbert-Dawson, LPC, CHT
- *Moral Injury in the Context of Behavioral Health*, Carter Check, MDiv., CCC
- *Trauma and Immigration: Understanding the Immigration Journey As a Traumatic Experience and the Intersection with the Legal Immigration System*, Tayrin Saldivar-Hernandez, LPC-S, Diane Contreras, Esq, and Molly Bryant, LMSW
- *Play Therapy with Sexually Abused Children and Adolescents*, Sharolyn Wallace, Ph.D., LCSW, RPT-S, IMH-E
- *Recovery, Relapse, and Resilience: Play Therapy Interventions with Addition*, Sharolyn Wallace, Ph.D., LCSW, RPT-S, IMH-E
- *Supervision Redux 2021: Three Narrative Approaches for Supervision*, Marc Charney, LMFT-S, LPC-S



CREOKS Practicum & Internship Program

Combining theory with practice, CREOKS offers a comprehensive practicum & internship program for students working towards Associates, Bachelor's, and Master's Degrees in the field of behavioral health services. We believe that the best way to develop clinical skills is through rich and rewarding clinical field experiences in the context of strong supervision and guidance from our multi-disciplinary staff. Our program provides a wide range of training experiences and opportunities for in-depth learning, while ensuring the development of core competencies that result in student interns developing and refining the skills that are necessary for successful professional practice in behavioral health services. During the 2020-2021 academic year, 78 student interns, from 31 state, regional, and national universities completed CREOKS Practicum & Internship Program.



Your Health Is Our Priority

TruHealth Integrated Care is a comprehensive primary care clinic, providing you and your family quality healthcare services in a convenient, comfortable and friendly environment.

Our caring staff strive to form a compassionate and respectful partnership with you in our mission to develop and maintain your optimal health.



Ryan Choplin, PA-C



William O'Brien, MD



4103 S. Yale Ave., Ste. C
Tulsa, OK 74135
(918) 495-4110
TruHealthMed.org



Same Day Appointments

All Major Insurance Plans Accepted



Spring Creek Recovery Center



Spring Creek Recovery Center, a division of CREEKS Health Services, is a community-based crisis facility. Spring Creek provides a broad array of services designed to assist individuals 18 years and older with their mental health stability and recovery. The center serves Creek, Okfuskee, Okmulgee, Wagoner, Cherokee, Adair, and Sequoyah counties, but also supports the crisis needs of Tulsa and the state as a whole.

Spring Creek not only includes a 16 private-bed Recovery Center, but also a Psychiatric Urgent Care that has 8 Recovery Recliners and a 24-hour hot line. The center is designed to meet the growing need to provide diversion services and crisis support care to adults requiring 24 hour care for intervention and crisis resolution, regardless of their ability to pay.

27 East Ross Avenue
Sapulpa OK 74066

(918) 216-4999

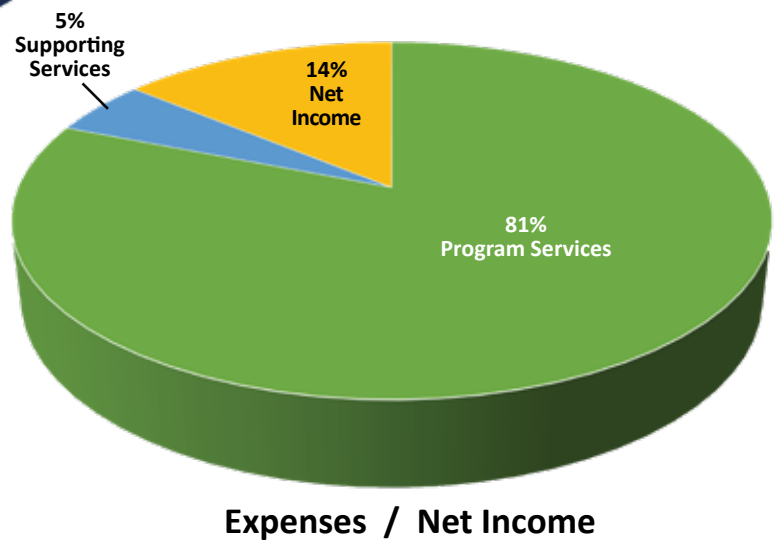
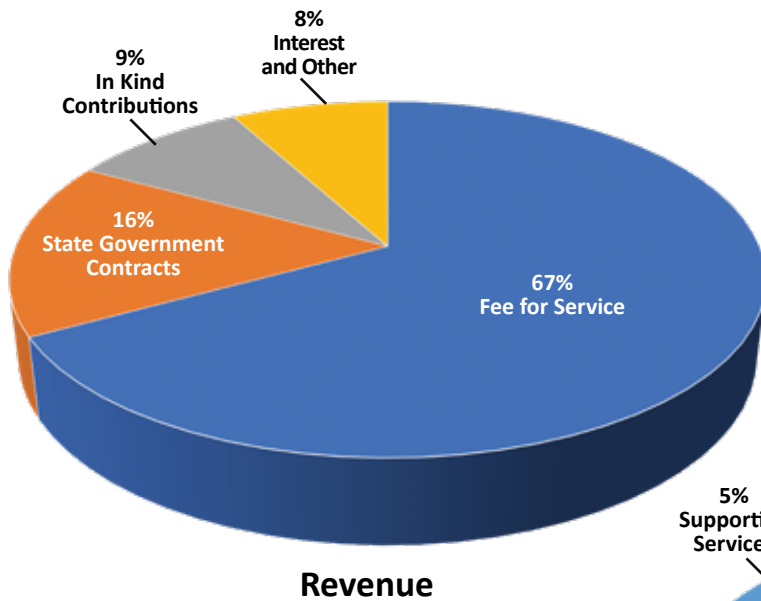
CREOKS FY 2021 Strategic Plan

Planning is crucial for any organization and CREOKS places a high value on this process. CREOKS administration, Board of Directors, senior management and directors meet annually to perform a SWOT analysis where the organization's internal strengths and weaknesses, as well as its external opportunities and threats are identified. A strategic plan is then developed to set priorities, focus resources, strengthen operations, and ensure that employees and other stakeholders are working toward the common goals. This disciplined effort helps CREOKS adjust the organization's direction in response to an ever-changing environment and to continue to provide the best possible services to our clients.



- CREOKS will continue to improve communication and trainings for all staff
- CREOKS will improve outcome reports and statistics in GoHealth Solutions
- CREOKS will implement trainings/workshops for all staff related to cultural competence, communication skills, and team building
- CREOKS will increase fundraising efforts and increase publicity in media
- CREOKS will continue to improve PTO packages for staff
- CREOKS will improve new employee on-boarding process
- CREOKS will continue to implement strategies to improve staff morale and retention
- CREOKS will open a psychiatric urgent care and crisis center in Wagoner
- CREOKS will continue to remodel, improve/expand office space in Tahlequah, West Tulsa, Wagoner, Sapulpa, and Okemah
- CREOKS will expand MAT programs by Telemed to more locations
- CREOKS will develop the capacity to provide primary care needs throughout the catchment area to include screenings and vaccinations
- CREOKS will implement IPS/supported employment to be offered in all 7 counties
- CREOKS will expand Infant, children, and school based Mental Health Services to every clinic
- CREOKS will expand services in Arkansas, Missouri and Texas
- CREOKS will expand primary care and pharmacy services throughout agency
- CREOKS will develop CEU training registration and payment system/training portal
- CREOKS will expand and increase mental health services for adults and seniors
- CREOKS will look at ways to increase transportation for clients
- CREOKS will complete HR Database with capacity to market
- CREOKS will complete Synergy with the capacity to market
- CREOKS will expand opportunities to sell GoHealth Solutions and IT services
- CREOKS will open dental office for services
- CREOKS will remodel Spring Creek to add a substance abuse residential unit and explore options of adding a children's crisis/urgent care unit
- CREOKS will begin providing housing options
- CREOKS will expand volunteer program
- CREOKS will expand food and clothing pantries
- CREOKS will continue to explore opportunities for diversification of funding services such as home health, physical/occupation therapy, dental, pharmacy and vision
- CREOKS will continue to seek additional funding/revenue sources through private insurance, Medicare, and self-pay systems
- CREOKS will continue to provide recovery oriented, culturally competent, trauma informed and co-occurring capable services

**CREOKS Behavioral Health Services
Statement of Activities
Fiscal 2021
Year Ended June 30, 2021**



Community Needs & Satisfaction Survey and Comments

93% surveyed reported they were satisfied with the overall quality of CREOKS' services. **91%** reported that CREOKS clearly communicated with them/their agency. **91%** reported being satisfied with our accessibility when needed and **91%** in regard to our timely responsiveness to requests and needs.

94% surveyed reported they were satisfied with the professionalism and courtesy of CREOKS' staff. **89%** of respondents said CREOKS was able to provide effective solutions to their problems and/or complaints. CREOKS was given a **97%** rating in response to our ability to work with partners by understanding their needs and working towards common goals, as well as a **97%** on the performance of our administrative support staff who work with their agency to meet their needs.

CREOKS Personnel Survey, Comments and Statistics

80% surveyed reported they were satisfied working at CREOKS. **77%** reported they would recommend CREOKS as a good place to work. **83%** feel they are a part of the CREOKS team and **84%** believe when they have questions or concerns, their supervisor is able to answer them. **86%** reported their supervisor actively listens to their suggestions.

CREOKS employs and has affiliations or contracts with **543** licensed/certified professionals which includes **170** LPC, **7** LADC, **41** LCSW, **232** BHCM, **8** LMFT, **14** BHA, **10** FSP, and **24** WC.

(Figures do not include LBP, RSS, Physicians/Psychiatrists, and RN).

CREOKS served 15,072 persons during FY 2021.



A History of Service

In early 1980, a group of professionals and local citizens collaborated to form the Tri-County Health Team in order to address the mental health needs in Creek, Okmulgee & Okfuskee County. The team was awarded funds to begin their agenda of providing and promoting mental health services to those without health insurance or money to pay for mental health services. Then President of the Okmulgee County Mental Health Association and Okmulgee County Representative, Irene Horn, began the task to form a non-profit corporation that would oversee the mental health program implementation. On June 25, 1980, the newly founded corporation would be called **CREOKS Mental Health Services, Inc.** "CREOKS" is an acronym formed from the first three counties, Creek, Okmulgee and Okfuskee. Less than eight months later, CREOKS opened its first location in Okmulgee. Clinics in Sapulpa and Okemah opened shortly thereafter. From the opening of the CREOKS Tulsa clinic in 2004 through today, CREOKS has grown to include clinics in Claremore, Tahlequah, Stilwell, Wagoner, Bartlesville, McAlester, Pawnee, Sallisaw, Shawnee, Oklahoma City, Stillwater, Miami, Atoka, Poteau, Muskogee, Broken Arrow, Lawton, Catoosa and one location in Mountainview, Arkansas.



The growth was not just limited to outpatient clinics. In 2014, CREOKS opened Spring Creek Recovery Center in Sapulpa, which is a crisis stabilization facility with 8 psychiatric urgent care recliners and 16 private-room beds. In 2017, CREOKS opened its first retail pharmacy, TruWellness RX and medical clinic, TruHealth Integrated Care in Sapulpa. In 2018 CREOKS opened TruHealth Integrated Care in Tulsa, along with an onsite pharmacy.