

Carl Albert Transition — Staff FAQ

A note on how to read this FAQ. We've tried to answer plainly. Where an answer depends on your individual situation — pay, benefits, retirement, or leave — we say so and point you to the people who can give you specifics. Your individual offer letter and official HR communications always govern.

The Transition — Basics

What is happening?

CREOKS — a nonprofit community behavioral health organization and Certified Community Behavioral Health Clinic — is assuming operations of the Carl Albert CMHC service area. In practical terms, services continue, locations remain, and the mission of serving this region does not change. Some systems and processes behind the scenes will integrate over time.

What does CREOKS hope to bring to the SE region?

CREOKS hopes to maintain and honor the trust that exists between the Carl Albert system and the communities you serve. CREOKS hopes to provide additional resources and programming that will strengthen the existing system.

Will any services or locations close?

No. Services and sites continue, including outpatient care, crisis services, and the Urgent Recovery Centers. Continuity of care for clients is a priority throughout the transition.

When does the transition take effect?

The transition follows a structured, staged timeline rather than happening overnight. Key dates will be shared through staff updates — watch for the transition schedule and town-hall communications.

Your Job & the Hiring Process

Will current employees be offered positions with CREOKS?

CREOKS is committed to interviewing 100% of current Carl Albert employees — everyone will have that conversation. Offers will be extended to those who meet CREOKS qualifications.

We deeply value the continuity, relationships, and expertise our current staff bring, and our goal is to retain this team. We encourage every employee to take part in the interview process.

How and when will I be interviewed, and when will I know?

Interviews will be scheduled by site: McAlester 7/22/26 & 7/23/26 (9 a.m.–6 p.m.); satellite sites on 7/24 (9 a.m.–1 p.m.). Offers will follow on a defined timeline. There is a booking tool available for selecting a time and location that works best for you — links are provided at the end of this document. If you are unable to attend the special interview event, please reach out to recruitment@creoks.org and we can guide you through the normal application process.

What does the hiring process involve?

Standard steps such as an interview, verification of your licenses and credentials, a background check, and any required screening. HR will explain exactly what to expect and what you need to provide.

Will my job title, supervisor, or responsibilities change?

In the near term, most roles, teams, and reporting relationships are expected to stay familiar so services aren't disrupted.

Over time, as operations integrate and as new programs, contracts, and roles emerge across CREOKS's statewide network, there may be opportunities to grow or shift into work that fits your goals. Any changes will be communicated to you directly — not by surprise.

Will my prior experience and years of service be recognized?

Yes. Your history at Carl Albert, your certifications, and your professional accomplishments are valued and will factor into your individual offer and compensation. HR will discuss this with you one-on-one.

What if I'm currently on leave (medical, FMLA, or military)?

Your protected-leave rights will be respected. CREOKS and HR will follow up with you individually about your specific situation — please make sure HR has your current contact information.

What if I'm not offered a position, or I choose not to accept one?

If that happens, HR will meet with you directly to talk through your options and any available

support. These conversations will be handled with respect and privacy.

Is my job safe — will there be layoffs?

Our intent is to retain the talented employees who provide care to Carl Albert communities.

CREOKS is committed to ensuring continuity of care to the consumers and communities, and we can't do that without the dedicated professionals that make that happen each day. However, individual conversations will happen to verify qualifications, eligibility, and ensure alignment with our mission and values.

Pay, Benefits & Retirement

Will my pay stay the same?

CREOKS is committed to competitive and transparent compensation. Each person will receive an individual offer that reflects their experience, credentials, and responsibilities, and HR will walk through it with you one-on-one. CREOKS's pay for comparable behavioral-health roles is intended to be competitive, and in some cases total compensation may be enhanced through the additional benefits and opportunities described below.

Will health insurance and other benefits be comparable?

CREOKS currently contributes \$999.00 per month toward employee health insurance premiums, with final costs depending on your coverage choices (for example, individual vs. family, and medical, dental, or vision options).

CREOKS also offers some benefits that state employees do not currently receive, which can add value to your total package. For a true side-by-side, review the benefits comparison document, which details plan options, employer contributions, and additional perks.

Will there be bonuses or raises?

CREOKS appreciates the dedication and commitment employees bring to serving their communities. Compensation will be reviewed as part of the transition process and any updates or changes will be communicated directly with employees.

What happens to my state retirement / OPERS pension?

This is one of the most common questions, and it deserves a personal answer. Generally, retirement benefits you have already earned remain governed by the state retirement system, while future retirement benefits would be earned under CREOKS's plan.

Because everyone's situation is different, please get individualized guidance from HR and from

the official retirement-system resources before making any decisions. We'll make sure you have the information and contacts you need.

What happens to my accrued leave / PTO?

How accrued leave is handled is being coordinated as part of the transition, and CREOKS will communicate the specifics in writing. Please don't rely on informal information — wait for the official word from CREOKS.

Caseloads & Clinical Practice

Will caseloads increase?

The CCBHC model is designed to expand access by distributing work across a broader team — care coordination, crisis response, peer support, and integrated services — rather than concentrating it on a few people. Typical caseloads range from about 30 to 60 individuals depending on the level of care.

Will clinicians have less autonomy?

No. CREOKS values staff expertise and uses a team-based, whole-person model. Our infrastructure gives clinicians additional tools, referral options, and interdisciplinary support for complex cases when they want it — so you keep your clinical judgment with a strong team and system behind you.

Will my license or credentialing be affected?

HR and the credentialing team will manage the work to enroll providers with CREOKS and with payers, aiming to avoid any gap in your ability to practice and bill. They will tell you what, if anything, you need to do and when.

Forensic & Competency Services

Will Carl Albert's forensic and competency services continue?

Yes. Competency-to-stand-trial evaluations, jail-based services, and stabilization for competency clients are essential work that continues under CREOKS, and the specialized staff who provide them are valued members of the team.

Clients, Care & Mission

Will clients lose services or face more barriers?
Will Carl Albert remain a safety-net provider?

Oklahoma's CCBHC framework emphasizes a no-wrong-door approach and broad access to behavioral health care. CREOKS is committed to ensuring that all consumers — regardless of need or ability to pay — receive uninterrupted, appropriate, and timely care. Carl Albert remains a safety-net provider for this community.

Will crisis services and the Urgent Recovery Centers keep operating?

Yes — crisis services and the McAlester adult and children's Urgent Recovery Centers continue without interruption.

Who will lead our sites moving forward?

CREOKS leadership will work closely with existing teams and local Carl Albert leaders to support a successful transition. CREOKS understands the value of local knowledge and relationships in providing quality care.

Will policies, procedures, or documentation requirements change?

Both organizations are accountable to the same standards of care, and while there will be many similarities, there will be some differences. CREOKS has an internal training department with specialized position coaches that will guide and support staff along the way, in conjunction with clinical leadership and GoHealth EHR support teams.

What EHR do you use?

CREOKS owns and operates its own EHR system called "GoHealth EHR." This system was built to support the needs of the CMHC/CCBHC workforce. The advantage of having an internal system is that changes can be made as requirements are updated, and support is timely and local. Other CCBHCs like Green Country and Counseling and Recovery Services also utilize our EHR.

Growth & Opportunities at CREOKS

Within the CREOKS system, staff have enhanced opportunities for training, specialization, promotion, and movement across programs. When staff are supported and fulfilled, clients receive better care and communities thrive. These include:

- **Registered Play Therapist Training Institute** — which has built the largest play therapy workforce of any agency in the state.

- **Equine-Assisted Therapy** — CREOKS is the only CCBHC with a ranch dedicated to serving clients through the ground-based EAGALA model. If you ever need to feel refreshed and inspired, River Trail Ranch is the place to go.
- **HRSA student loan forgiveness** — for eligible employees.
- **Paid supervision** — CREOKS pays for internal supervision for candidates under supervision and offers financial assistance if you select an external supervisor.
- **Continuing education** — more than 20 hours of CEUs are provided free to employees each year.
- **Employee appreciation events** — for the whole family.

Questions & Support

For questions, you can communicate directly with the departments below:

Recruitment@creoks.org

Best for questions about compensation, offer letters, or general process questions.

Benefits@creoks.org

Best for questions regarding benefits, leave, and retirement.

For comments, concerns, or questions you have for leadership, please use the CREOKS Leadership Listens form on the CREOKS welcome page (**creoks.org/welcome**). There you can also find other helpful links, such as the interview booking tool.

Upcoming Events

7/21/2026 · Community Townhall — Expo Center, 6 p.m. to 8 p.m.

All are welcome. We hope to see community partners, staff, consumers, and anyone with questions or comments for leadership. This event will be a great opportunity to connect with Brent Black (CREOKS CEO) and Debbie Moran (Carl Albert Director). Virtual and in-person options.

7/22/2026 · Interview Event	Carl Albert McAlester · 9 a.m.–6 p.m.
7/23/2026 · Interview Event	Carl Albert McAlester · 9 a.m.–6 p.m.
7/24/2026 · Interview Event	Satellite locations · 9 a.m.–1 p.m.

Disclaimer: This FAQ is a living document and will be updated as decisions are finalized and as staff raise new questions.