

# A NOTE FROM OUR CEO

"The most beautiful people I've known are those who have known trials, have known struggles, have known loss, and have found their way out of the depths"

– Elizabeth Kubler-Ross



## EXPLORING family constructs

SEPT. 28-30, 2022

#### **EXPLORING FAMILY CONSTRUCTS**

Through genetics, legal bonds, love, friendship, or community we identify as family and at the heart of every family is a relationship. As we move toward a more inclusive understanding of families, we must acknowledge the wide range of intersecting relationships which reach beyond our ancestry and influence us throughout our lifespan in both positive and negative ways.

The 2022 Zarrow Mental Health Symposium: Exploring Family Constructs will address the changing needs of families, examining the many facets of family relationships, dynamics, development, and systems.

**ZARROWSYMPOSIUM.ORG** 

TERRI L. WHITE, MSW
Chief Executive Officer

People are more than their struggles. They are more than the data points within these pages.

We keep data on a myriad of programs to let our partners know how we are positively impacting so many lives. But the true impact lies within each individual we serve.

We serve more than 30,000 Oklahomans each year. But the most important one is the one standing before us; the one asking for help.

It's the person on the other end of the phone calling our Mental Health Assistance Center. For many the call is hard to make, but we meet them where they are and lend a guiding hand to get the services they need.

It's the person experiencing homelessness who was injured the night before and has lost all possessions including identification. We're there to bandage the wounds, help get new identification documents and make an introduction to all our services. With a lot of trust building, we connect them to the dignity of work, mental health services and housing.

It all starts with the kindness of our staff. It's hard work but MHAOK is up to the task every day. Our passionate folks set out to make a difference and they do – one person at a time.



# EXECUTIVE LEADERSHIP TEAM

WITH DECADES OF EXPERIENCE, MENTAL HEALTH ASSOCIATION OKLAHOMA EXECUTIVES LEAD A TEAM OF WELL-TRAINED PROFESSIONALS



CEO Terri White and the Chiefs at Carnivale 2021. Mark your calendars for the next Carnivale, March 25, 2023.

Together, our executive leadership team oversees
Oklahoma's premier boots-on-the-ground nonprofit
dedicated to promoting mental health through
advocacy, preventing suicide, ending homelessness and
transforming the criminal justice system.

With your support and generosity, they oversee provision of life-saving services to approximately 30,000 Oklahomans each year when they need it the most.

Association programs include housing (committed to a Housing First model), suicide prevention, mental health education, support groups, pro bono counseling, mental health and substance abuse screening and referral, peer-to- peer recovery services, employment placement and support, integrated mobile medical intervention, and criminal justice advocacy

Additionally, the Association's statewide and grass roots advocacy program works on behalf of the most vulnerable individuals affected by mental illness, chronic homelessness, substance use, and/or justice involvement. Efforts to impact local and state policy, stop stigma and discrimination, and create solutions to the most pressing problems help better the lives of thousands of Oklahomans and their families.



TERRI L. WHITE, MSW
Chief Executive Officer



GREGORY A. SHINN, MSW

Associate Director & Chief

Housing Officer



HEATHER M. BRYANT, MBA

Chief Development Officer



MARK A. DAVIS, LCSW
Chief Programs Officer



JESSICA PHILLIPS, CPA
Chief Financial Officer



SELENA STOCKLEY
Chief Administrative Officer



# HOMELESSNESS to HOUSING

#### TULSA MAN PERSEVERES, FOLLOWS PATH TO HOUSING

Shade Rowbothom, a Tulsa man experiencing homelessness, hopped on the A Better Way Van looking for a chance to start over. He'd been in and out of poor relationships, struggled with serious alcohol addiction, and subsequently had difficulty keeping a job for any length of time. Shade proved himself a hard worker and received high praise from the A Better Way van driver.

At the end of the day Shade took his \$65 cash back to the garage he was sharing with 10 other people. He vowed to make it back for his appointment with the employment specialist. The next morning, Shade showed up for his 10 a.m. intake meeting ten minutes early. After spending about 40 minutes with the employment specialist Shade was determined he would get the job recommended with AAON, a partner with the A Better Way program.

Walking to the business that afternoon, Shade filled out an application for an entry-level position. He was sure that if he could only get a job and start making some money, he could save up for a car, find stable housing and rekindle relationships he had taken for granted. He would work on his alcohol addiction and turn his life around.

A week later, after having an excellent interview with the H.R. staff of AAON, Shade was offered a job working on heating and cooling products in their production facility. Now, he just had to figure out a way to get there since the closest bus stopped ¾ of a mile away and two hours

A Better Way Team working for a day to earn \$65 and the opportunity to be connected to services, including employment.

after his shift would begin. Shade assured the A Better Way staff that he was determined to make the most of the opportunity. After receiving a bike the A Better Way team secured for him, he rode 7 miles one-way every morning to make it on time for the beginning of his 6 a.m. shift. Shade was determined to make things work.

For a few months, Shade struggled, but he didn't give up. He was kicked out of the garage he was staying in, and even after finding a place to stay, that ended up failing because of reasons beyond his control. Shade stayed determined. Although he struggled, his work ethic impressed AAON enough that he got a raise within the first three months. This gave him a way to repair broken bridges he had with his family and a place to stay as long as he needed.

After months of ups and downs, Shade finally committed himself to sobriety and the year of 2020 & 2021 have been his best years in a long time in his battle with alcohol. Every month he sends the A Better Way staff notifications of another 30 days of sobriety, and more importantly, his occasional promotions with AAON. Since riding the A Better Way van, Shade has overcome addiction, independently secured housing, repaired broken relationships with family, and kept a job that now pays him over \$20 an hour. As of today, he lives in his own apartment.

## STREET OUTREACH

WHEELCHAIR BOUND AND HOMELESS, OKLAHOMA CITY WOMAN FINDS A HOME.

Stephanie Newman, case manager for MHAOK's Street Outreach and Rapid Response team, went on a hotline call in October 2021, for a woman who was an amputee sleeping in a wheelchair on the streets of Oklahoma City.

> "I left her alone at that time with the promise that I would keep checking on her."

> > - Stephanie Newman

Newman says at first, the woman would not interact with her. She wouldn't tell Newman her name or remove a blanket from her head. Newman's offers to help were ignored.

"I left her alone at that time with the promise that I would keep checking on her. The level of vulnerability was highly concerning to me," Newman said.

Newman went back two more times to make contact. Eventually the woman spoke to her and accepted food. In November, the street outreach team was called by Oklahoma City Police and Crisis Intervention Team to help with the same woman. They learned her name was Sandra Carmona.

"After assessing the severity of the situation, I advocated for immediate emergency shelter for Ms. Carmona with an urgency to locate a supported housing unit due to her obvious symptoms and her declining health," Newman said.

The team was able to build trust with Carmona, worked with her to meet her needs, and found a suitable, accessible unit for her within MHAOK's Supported Housing Program.

The team later found out Carmona had been unsheltered in three different states. Now, in Oklahoma, she's off the streets with a roof over her head.



## MENTAL HEALTH AWARENESS

#### MHAOK ANSWERS THE CALL AND PROVIDES CONNECTION

#### **MENTAL HEALTH ASSISTANCE CENTER**

Calls to our Mental Health Assistance Center **grew by roughly 46% in 2021** for a total of just over 2,000 calls. The Mental Health Assistance Center provides general mental health information, clinical consultation, screening, and referral to community resources for individuals impacted by mental illness, homelessness, substance use and justice involvement.

For eligible individuals who are uninsured or underinsured, we offer the SunBridge pro bono counseling program.

The pro bono aspect of SunBridge counseling services assists individuals who are in need of counseling services but may be uninsured, underinsured, or unable to afford their insurance co-pay. If services are deemed necessary, we match them with a therapist.

#### **SUPPORT GROUPS**

We maintained seven support groups and added two new ones in 2021. New to the roster were **Platicas**, our Spanish conversations group, and a group for **parents of children with disabilities.** We partner with 14 community support groups and offer referrals when needed.

Led by a trained facilitator, we hosted 480 people in our support groups.

#### **CREATING CONNECTIONS**

Individuals impacted by mental illness and homelessness tend to self-isolate. Creating Connections presents an alternative to isolation by providing a safe atmosphere for participants in both Oklahoma City and Tulsa to build relationships. **Nearly 150 clients** were connected with everything from grocery shopping and medical appointments to bowling and movies.

This type of research-based support is proven to significantly reduce symptoms of mental illness as well as expedite recovery.

#### **VETERANS OUTREACH**

Veterans Outreach Services in Oklahoma City continued on its path connecting with **140 veterans** who joined the roster in 2021.

We offer a "Veterans Talk" support group, which provides resources for veterans, and a platform for veterans to share their experiences, assists with the transition back to civilian life, and helps veterans visualize their goals for the future.

#### **ZARROW SYMPOSIUM**

The Zarrow Symposium drew **790 virtual attendees** in 2021 which showcased **four keynote speakers and 122 additional speakers** contributing to **58 sessions.** For the first time, we offered several breakout sessions in Spanish.

We had attendees from **18 different states** across the country.

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Center grew by roughly
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## CRIMINAL JUSTICE REFORM

#### CONNECTING JUSTICE INVOLVED INDIVIDUALS WITH A NEW WAY FORWARD

**Tulsa's Special Services Docket** helped participants in 2021 **avoid 1,335 days in jail** and saved the city of Tulsa more than \$300,000 compared to \$200,000 in 2020. We connected with 240 participants, which is nearly double the number we served in 2020.

#### JUSTICE AND MENTAL HEALTH TRAINING CENTER

Our Justice & Mental Health Training Center provided mental health and trauma-informed training to 465 criminal justice sector professionals.

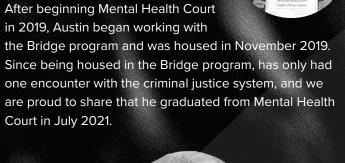
Notable 2021 trainees:

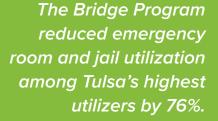
- Tulsa municipal court judges and staff
- Oklahoma Diversion Hub case managers
- OU Campus Police (Tulsa, Oklahoma City and Norman)

#### **BRIDGE PROGRAM**

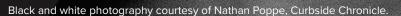
The **Bridge Program** reduced emergency room and jail utilization among Tulsa's highest utilizers by 76%.

Prior to the Bridge program, **Austin** struggled with chronic homelessness which he attributes to his substance use disorder. This resulted in him accruing a high number of jail stays. After beginning Mental Health Court in 2019, Austin began working with the Bridge program and was housed in November Since being housed in the Bridge program, has or













INFORMATION AND TRAINING CAN SAVE LIVES.

By training Oklahomans to use the evidenced-based suicide prevention program **QPR** (Question, Persuade and Refer) we are teaching participants to recognize early suicide warning signs and risk factors, along with how to effectively intervene when someone is experiencing thoughts of suicide in a mental health crisis. Incidents of suicide have increased dramatically during the pandemic.

To address this crisis, we trained **just under 500 people** this year in QPR and are certifying additional trainers.

#### STUDENT MENTAL HEALTH

Despite the challenge of limited access to schools, we connected more than 18,000 Oklahoma students, parents and educators with information about mental health and wellness.

The Student Mental Health program provides mental health education to 2nd-12th grade students in local schools. In addition, 5th through 12th graders receive screening, triage and referral with parental consent. We stay with students and family once connected to resources. Through this program, we promote wellness and help prevent suicide among youth impacted by mental illness.

We connected more than 18,000 Oklahoma students, parents and educators with information about mental health and wellness.





In the last year we answered the 11,279 knocks on the door to offer programs, housing and provide referrals to community services.

#### **BREAKING NEWS**

MHAOK, with funding from the City of Oklahoma City, just acquired Taylor Ridge Apartments which allows MHAOK to provide 54 additional units of housing.

#### **DENVER AND LOTTIE HOUSE**

Our peer-run drop-in centers: Denver House in Tulsa and Lottie House in Oklahoma City are hubs for individuals who are experiencing homelessness to receive essentials such as hygiene kits, bus passes, food, water, clothing, and friendship. In addition, participants are connected to Peer Recovery Support Specialists to identify and solve needs, offer programs and provide referrals to additional community services.

In the last year we answered the **11,279 knocks on the door** to offer programs, housing and provide referrals to community services.

#### **ENDING HOMELESSNESS**

Our primary goal is to help end homelessness by providing safe, decent and affordable housing for people

experiencing homelessness, mental illness, substance use and justice involvement.

We educate others that mental illness is one of the major contributing factors to homelessness. This is why in 2021 MHAOK had **1,545 units of affordable and supportive housing units** in Tulsa and Oklahoma City.

We moved **634 more individuals and families** into safe and affordable housing in 2021 compared to 504 in 2020. In 2021, we started our Rapid Rehousing Program, where we celebrated more than **100 move-ins** in the first nine months.

In 2021, 90% of our residents remained in housing after one year.

#### **EMERGENCY SHELTERS**

When temperatures plummeted to -14 degrees, we responded with amazing speed to open two emergency shelters in Tulsa and Oklahoma City, which provided warm beds where heads hit pillows 3,781 times. Staff braved the elements and combed the two cities in search of those at risk of exposure.

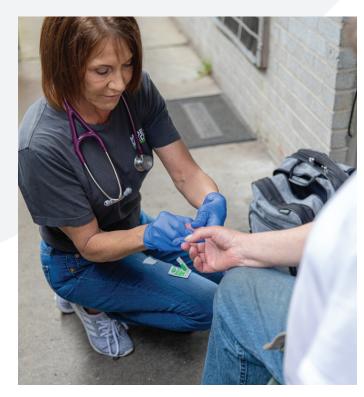
Black and white photography courtesy of Nathan Poppe, Curbside Chronicle.



#### MOBILE MEDICAL, COMMUNITY HEALTH AND WELLNESS

For those experiencing homelessness, a simple scrape may turn into a severe infection without proper wound care. Health problems grow exponentially for those living unsheltered. From diabetes to frostbite, our mobile medical teams see a plethora of medical problems.

These programs provide critical medical attention these individuals would not otherwise receive.



Mobile Medical's Jackie Sauter tends to a resident with a hurt finger.

**In 2021, over 600 unique clients** were helped through our programs in Tulsa and Oklahoma City. Some clients were seen multiple times.

Services include medical appointments, medications, medical devices and even transportation.

#### ION: INTENSIVE OUTREACH AND NAVIGATION

The Intensive Outreach & Navigation team provides outreach and services to individuals with serious mental illness. **Forty** clients were served in 2021. The program

serves individuals who are frequently and repeatedly admitted to local area mental health crisis centers such as the Oklahoma County Crisis Intervention Center, Griffin Memorial Hospital, and the Oklahoma Crisis Recovery Unit.

This program includes immediate access to housing at apartment complexes throughout Oklahoma City, along with intensive wrap-around case management services to aid individuals as they move toward obtaining self-sustainability.

#### STREET OUTREACH

Building trust is the first step toward permanent and supportive housing for those experiencing homelessness, many of whom have been overlooked and failed by many systems of support. The Street Outreach and Rapid Response Teams include staff who search the streets of Tulsa and Oklahoma City to find individuals experiencing chronic homelessness, build trust and rapport, ultimately connecting them to services and housing. Traveling the streets and entering encampments, we outreached to 1,862 unique individuals experiencing homelessness. And, distributed more than 6,000 care packs.

#### **EMPLOYMENT SERVICES**

Our Employment First program provides personalized case management and mentorship. We also connect with local businesses, corporations, and community organizations to develop the relationships necessary for **establishing employment opportunities.** 

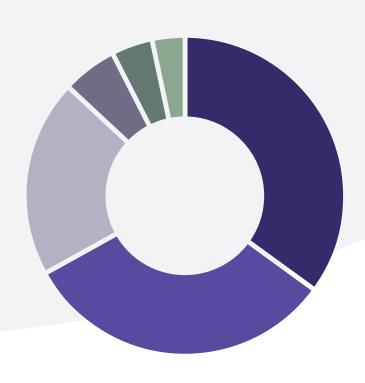
Programs include: Altamont Bakery, Transitional Employment, A Better Way, Supported Employment and Housing to Work programs.

#### A BETTER WAY

A Better Way is an alternative to panhandling. Participants get paid for a day's work, a meal, and the opportunity to be connected to employment, mental health and housing services. The program started in Tulsa in 2019, and we expanded to Oklahoma City in September 2021. The Oklahoma City team celebrated their first two clients being housed and provided 130 clients with the dignity of work; in Tulsa, 564 individuals were served.



## REVENUE \$24,229,004



Grants / Contracts • \$8,494,587

Rental Income • \$7,784,285

Contributions / Private Grants • \$4,848,007

Paycheck Protection Program • \$1,309,387

Fundraiser • \$1,045,385

Other • \$747,352

## **EXPENSES** \$22,740,892



\$14,428,192 • Housing Development & Services

\$3,310,656 • Administrative & Support Services

\$3,073,450 • Recovery Services

\$829.822 • Street Outreach & Prevention Services

\$474,907 • Mental Health Education & Communication

\$413,323 • Criminal Justice & Diversion

\$139,164 • Advocacy & Public Policy

\$71,375 • Mental Health Assistance Center





## INVESTING IN MHAOK

ADVANCING THE PREMIER BOOTS-ON-THE GROUND AGENCY SPECIALIZING IN SERVING INDIVIDUALS EXPERIENCING MENTAL ILLNESS, HOMELESSNESS, SUBSTANCE USE, AND JUSTICE INVOLVEMENT.



Members of our Street Outreach and Community Health and Wellness teams receive needed supplies. From left, Shelah Farley, Lyndsay Swihart, Stephanie Newman and Tim Chandler.

From homelessness to housing, we walk alongside our clients, help them achieve independence and connect to the services they desperately need. Partnering with MHAOK makes a life-saving difference. Serving over 30,000 people each year, together we advance mental health and strengthen our communities.

There are no words to express the gratitude we feel for all of you who have supported this important work. Thank you! Our development team is eager to answer your questions, share about mission-critical funding opportunities, or recommend the most strategic ways you and your company can partner with MHAOK to change and save lives.

Reach your development team: donations@mhaok.org or by calling 918-382-2410.

#### THANK YOU TO ALL WHO SUPPORTED US IN 2021!

#### \$500,000+

Tulsa Area United Way

#### \$100,000-\$499,999

The Anne and Henry Zarrow Foundation Ascension St. John

Common Bond Foundation

E.L. and Thelma Gaylord Foundation

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Mark and Cinda Marra

Mervin Bovaird Foundation

Oklahoma Bar Foundation

Oklahoma City Community Foundation

Osage Casinos

Philip Boyle Foundation

1921 Tulsa Race Massacre Centennial

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#### \$5,000-\$9,999

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Bank of Oklahoma

John and Mary Ann Bumgarner

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de Beaumont Foundation

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The Gelvin Foundation

GlobalHealth

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Valeo Community Residence Program

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Terri L. White

Lane Wilson

Yale Avenue Christian Church

R. Jill Young

Youth Services of Tulsa

Bronya Zamarin

#### **UNDER \$1,000**

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Patrick Aguilar

Jeremy Allen

Sophia Alvarez

Amazon Smile Foundation

Ardmore Plumbing Supply Co.

Lenzi Arnold

Assistance League of Tulsa

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Sara Barry

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Robert and Laurie Berman

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## BY THE NUMBERS

11,279

Served in our Drop-in Centers.



694

Participants put to work through A Better Way.

18,882

Students given mental health services and education.

9,110

Lunches and hygiene kits given out in Tulsa and OKC.

3,117

Sustainably housed in Tulsa and OKC.

8,199

Reached with Suicide Prevention and Mental Health Awareness Information 30,000

Oklahomans served by the Association.



#### **TULSA LOCATION**

5330 EAST 31ST STREET, SUITE 1000 TULSA, OKLAHOMA 74135 918.585.1213



#### OKLAHOMA CITY LOCATION

400 N WALKER AVE, SUITE 190 OKC, OKLAHOMA 73102 405.943.3700

**Mental Health Association Oklahoma** is dedicated to promoting mental health, preventing mental disorders, and achieving victory over mental illness through advocacy, education, research, service, and housing.

**Help Us, Help Others.** Calling our Mental Health Assistance Center is the first step.

By calling 918.585.1213 or 405.943.3700, you can connect with information and resources related to mental health and homelessness, including how to access services, support groups, and more.

Contact us anytime Monday – Friday, 8:30 am – 5 pm or leave us a voice message after hours and we will return your call. You may also email us at info@mhaok.org

We are here to help you navigate community resources and mental health services.

#### **Tulsa Drop-In Center**

Denver House 252 West 17th Place Tulsa, Oklahoma 74119 918.585.1213

#### **Oklahoma City Drop-In Center**

Lottie House 1311 North Lottie Avenue OKC, Oklahoma 73117 405.600.3074

f ∅ **y** in @mhaokla mhaok.org







Mental Health Association Oklahoma is a partner agency of the Tulsa Area United Way and the United Way of Central Oklahoma and an affiliate of Mental Health America.