

The Story of "SOS"

FISCAL YEAR 2018



"I personally believe this; we only have today; yesterday's gone and tomorrow is uncertain. That's why they call it the present. And sobriety really is a gift... for those who are willing to receive it."

- Ace Frehley

Specialized Outpatient Services, Inc, commonly referred to as SOS, was created in February 2000 by James Patterson with the goal to provide high quality substance abuse treatment services to those who normally cannot afford treatment. SOS is a non-profit corporation which receives donations through private donors, SOS staff, past clients, corporations, and funding from the Oklahoma Department of Mental Health Substance Abuse Services (ODMHSAS). SOS also accepts Medicaid, Insure Oklahoma and Private Pay for services. SOS provides traditional and evidenced based innovative services for the individual and families in the treatment of recovery from substance abuse and addictions. A wide array of services range from sober living environ-

ments, one-on-one individual counseling, family education and therapy, group and education classes, medication assisted therapies, DUI Assessments and school, random drug and alcohol testing, and every step or option in between. SOS offers specific programs to treat and help the impaired professional, opiate addiction, adolescents and families on an outpatient and intensive outpatient basis, which allows a client to be evaluated, referred, and placed in an appropriate level of care within or outside of SOS's current service structure. SOS's mission and vision is to enhance the quality of life of adults, adolescents and their families through the alleviation of human suffering caused by alcoholism, drug addiction and other co-occurring

(physical and behavioral) health problems. Inherent to this mission is a commitment to utilize a community base approach designed to offer services that will increase knowledge, hope and understanding to those individuals and families who normally could not afford it and the communities that have been impacted by substance abuse and related co-occurring problems. SOS envisions that this requires the collaboration of a comprehensive network of providers that will provide an array of substance abuse, mental, and behavioral health and other community services that will ensure a holistic continuum of care. SOS has one location for treatment services and drug testing. Hours of operation vary to accommodate multiple service options. SOS maintains certification with ODMHSAS and CARF.

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Our staff is dedicated to the mission and ongoing commitment of providing quality treatment services. In 2018, staff was over 30 strong, employing 24 full-time employees, as well as 7 contractors serving in a clinical capacity. James Patterson, CADC has been the Executive Director for SOS since it opened in February of 2000. Marking 5 years or over of employment with SOS are:

- Charles Gann: Technology Director 18 years
- John Cullen: CADC, Counselor 10 years

SUPER STAFF!

- Yanet Flores: Billing Dept. 12 years
- Darlette Slack: UA Director 11 years
- Carrie Mildren CADC: 9 years
- Patti Mason MA, LADC Clinical Director: 6 years

The staff members here at SOS believe in our cause. They have the heart and dedication that are necessary for success! We couldn't ask for a better crew!



SOS 2017-2018 CLINICAL GOALS, OBJECTIVES, & OUTCOMES

Goal 1: Efficiency

Objective 1: Access to Services in 7 days or less

- First Contact to 1st Appointment was an average 6 days
- First Appointment to Admission was 14 days (50% reduction from last year!)

Objective 2: 10% or less NO SHOWs

- Total Services of 21,600 sessions
- Total Sessions Missed 4,320
- End of Year No Show rate 20%

Goal 2: Effectiveness

Objective 1: Maintain 60% Successful Discharge Rate

- Adult Planned Successful Discharges at 40.65%
- Youth Planned Successful Discharges at 21.73%

Adult planned discharges are down 22.65% from last year. Adolescent planned discharges are down 23.3% from last year. We are continuously addressing this in

Objective 3: Maintain a 60% rate in Employment/ Education

- Adults maintained a 93.6% employment rate
- Adolescents had an 86.2% reduction in days absent from school

Goal 3: Client Satisfaction from Surveys Returned

Objective 1: 90% of clients will report General Satisfaction with SOS services overall.

- 81.91% favorable rating for General Satisfaction

Objective 2: 80% of Clients indicate that services were beneficial

- 90.1% stated they benefited from SOS Service

SOS STAFF, FISCAL & BOARD DEVELOPMENT GOALS

STAFF DEVELOPMENT Goal 1: Increase & Maintain Staff Development

Objective 1: Clinical Education & Training Support

- Introduced the "SOS Standard of Care"
- CEUs: SOS encourages staff to obtain CEU's by sending out emails with upcoming opportunities for CEU's as well as providing a flexible schedule that allows for attendance.
- SOS has helped facilitate adolescent/family specific trainings via ACRA and SFP training.

FISCAL & BOARD DEVELOPMENT Goal 2: Increase SOS Financial Viability

Objective 1: Exploring New Revenue Possibilities

- SOS T-shirt fundraising program
- Annual Christmas Drive and raffle
- Counter sales (water and snacks) fundraiser
- SOS's Drive Me Wild Top Golf Fundraiser

SOS COMMUNITY GOALS

Goal 1:
Growing community outreach, advertising, and marketing (3hrs per month)

Objective 1: Education & Community Outreach

- Meeting with referral sources (DA's office, DHS Child Welfare, Juvenile Bureau, Municipal Probation, OKC Metro Schools, and OK Tribal Authorities)
- Weekly attendance at court

Objective 2: Developing Advertising & Campaigns

- SOS purchased a marketing package from AT&T which boosts our presence on the web.

SOS'S 2018 "DRIVE ME WILD" TOPGOLF FUNDRAISER



On Sunday February 18, 2018 SOS held our first "Drive Me Wild" TopGolf fundraiser. The event was sponsored by Integris Mental Health and Access Computer Services. Tickets included a life time TopGolf Membership card, 3 hours of play, and dinner. All proceeds from the event went to SOS's treatment and sober living scholarship fund to help individuals seeking treatment and women seeking sober living house services who cannot afford it. Not only was the event a blast but we were able to raise \$3,873.12 to help SOS better serve our community!

COURT RELATED PROGRAMS

SOS's court related programs include Community Sentencing, Canadian, Cleveland and Oklahoma County Court, Edmond, Yukon and Oklahoma City Municipal Court.

Community Sentencing is a probation based program that focuses on the court related needs of clients with substance abuse and/or co-occurring problems. Services offered are mental health/substance abuse evaluations, co-occurring group, anger management, critical thinking,

and/or random drug testing for adults clients only. An estimated 47 clients were served by the year end.

The Oklahoma County Court & OKC Metro Municipal Court Programs are private pay programs for clients involved in the municipal court system. Clients are offered drug and alcohol services related to their charge.

The various programs are BADD (Basic Alcohol Drug Diversion) a 12 week first time drug and alcohol of-

fender program, RID (Reducing Intoxicated Drivers) a 16-18 week repeat DUI offender program, and DDDT (Do Drugs, Do Time) a 16-18 week repeat drug offender program. SOS hopes to see these programs grow by increasing our presence at conferences and workshops in which potential referral sources attend. An estimated 500 clients participated in court related services last year.



“I REALLY ENJOYED THIS PROGRAM. IT HAS CHANGED AND HELPED ME CHANGE INTO A BETTER PERSON, FRIEND, MOTHER, AND DAUGHTER. I AM SOBER AND LOVE LIFE. IT WAS A TRUE BLESSING THAT I GOT THIS PROGRAM AND TOOK IT SERIOUSLY.”

*Actual Consumer
Comment from the SOS
FY 18 ODMHSAS Client
Satisfaction Survey*

MENTAL HEALTH & CO-OCCURRING PROGRAMS

According to SAMHSA about 65% of substance abuse clients also have a diagnosable co-occurring mental health disorder or an emotional distress that interferes with both their life and their recovery. Our Co-occurring group is designed to help clients address and heal both sides of their problem. We also discover that past life hurts are a significant part of the background of both substance abuse and emotional distress, so this group helps clients identify and heal these hurts.

The Co-occurring Group is part of the whole range of services provided by SOS

and it is intended to meet some specific needs. For many of our clients it helps identify the roots of negative feeling toward themselves in their early life experiences. For other clients this group helps connect the interaction between their depression and their alcohol abuse, or between their nervous anxiety and their marijuana abuse, or some other combination of experiences. Ultimately this group is about healing in order to move into a more healthy way of living.

SOS is certified as a substance abuse facility which includes providing

co-occurring therapy but does not include providing mental health therapy in cases where there are no substance abuse issues. We provide Mental Health Evaluations in conjunction with Substance Abuse Evaluations, but not separately. We provide the Co-occurring Group to deal with both sides but not for mental health issues apart from substance abuse. We provide individual co-occurring counseling, but not mental health or behavioral work alone. Last year, over 40 individuals benefited from our mental health program.

DHS

The DHS program is a very well developed program that continues to serve those women and men who have been charged with allegations of abuse or neglect toward their children. What is remarkable about this program is that SOS uses an evidenced based practice, called the Matrix Model, in Core Group Sessions educating and supporting the client in early recovery and relapse prevention. Clients work

introduced into the 12 step self-help recovery environment, and are assigned a case manager to insure a well-rounded treatment program. More than 100 clients were served last year. Clients under the DHS contract saw a 31.53% successful discharge rate, which is up 7% from last year!



Adult Treatment Services



IOP, or the Intensive Outpatient Program, helps people who have addiction/co-occurring issues to maintain their sobriety. Our IOP program requires a minimum of 9 hours a week, including group and individual sessions, for at least 6 weeks. The IOP program continues to improve its processes to ensure individuals are receiving the best counseling services, and

meeting the state's hourly requirement. More than 250 clients went through our Intensive Outpatient Program last year. The Aftercare program follows an individual's IOP, and can last up to 6 weeks. The Aftercare program focuses on the coping skills the individual has learned, and how they will implement them in their lives once treatment is complete.

The probation and parole program has seen improvement from the last year with 50 clients participating in services. This program saw a 42% planned discharge rate and 88.4% of clients maintained sobriety.

DUI Services: Assessments, 10 hour, and 24 hour school

SOS DUI services are offered to help educate clients about the effects of drinking and driving. The intended outcome is to lower the risk of DUI in the future and keep the general public safe. DUI Services are a self-pay program that requires the client to complete an Assessment. Then, depending on the recommendations from the assessment, the client will attend a 10 hour school (one full weekend), a 24 hour school over a 6 week period, a 6-week program, a 12-week program, IOP, or some combination of the above. Recommendations also often include Victim's Impact

Panel. VIP is presented by M.A.D.D. and hosted here at SOS every twice a month. When a person has been sentenced to a state approved DUI school/program, SOS strives to be among the top choices for clients to attend. SOS offered DUI assessments to over 125 persons, both adult and youth. The 10 hour school served 81 clients. The 24 hour school (paying privately) served 64 clients for the past year. SOS offers DUI assessments on a Monday through Friday basis, 10 hour school two weekends monthly, and

24 hour school 4 times per week. The SOS DUI School continues to be a successful court referred program that serves clients from multiple counties surrounding Oklahoma City. In April 2018 SOS partnered with the Oklahoma City Indian Clinic (OKCIC) to provide DUI assessments for court recommendations only. OKCIC sent referrals for individuals to complete assessments. The individuals would then come in to enroll for the assessment and were given an appointment date. After the assessment was completed SOS billed OKCIC for the service.

Drug & Alcohol Testing/Monitoring Services

SOS's drug and alcohol testing hours changed this year so we could better serve our clients. Office hours are now 9am-8pm M-F and 9am-5pm (closing from noon-1pm) Sat. and Sun. SOS offers a variety of drug and alcohol testing services to meet the diverse needs of our clients. SOS offers two urine tests which detect alcohol from 20 to 80 hours after consumption. Drug testing can be performed using

urine, saliva, and/or hair follicle testing. Of these options, urine testing is the most common. Many test options exist and they can detect multiple drugs. A hair follicle test is performed by taking a small amount of hair from the head or armpit. This type of test can also detect multiple types of drugs. SOS administered a whopping 15,470 drug testing services last year for an average of 1,289per month! Under the direction

of Darlette Harmon, this department has continued to grow and improve. The UA department has scored over 95% on their last 4 monthly record reviews.

“I AM SO GRATEFUL FOR SOS AND FOR MY RECOVERY THIS PLACE HAS SHOWN ME AND GUIDED ME TO LONG TERM SOBRIETY AND LIFE TIME RECOVERY”

Actual Consumer Comment from the SOS FY 18 ODMHSAS Client Satisfaction Survey

“THIS TREATMENT CAN SAVE PEOPLES LIVES”

Actual Consumer Comment from the SOS FY 18 ODMHSAS Client Satisfaction Survey



"Success is the sum of small efforts, repeated day in and day out."

-Robert Collier

Adolescent Services

SOS uses the Adolescent Community Reinforcement Approach (ACRA) model for treatment in substance abuse and behavioral issues. The ACRA model combines individual services as well as family involvement to aid the adolescent in reaching and maintaining sobriety. The ACRA model not only helps the adolescent to work through triggers and coping skills for substance use but also allows them to explore pro-social activities, communication and problem solving skills, and job seeking skills. The ACRA model focuses on any area an adolescent may

struggle with on the road to recovery. In this model, adolescent and family members can expect individual and family counseling sessions, family activities, fun activities for the adolescents, and rewards and incentives for attendance and participation. Once the ACRA model has been completed, the adolescent then moves into aftercare, Assertive Community Care (ACC). ACC is a way for the adolescent (and family members) to keep contact with counselors and staff at SOS while maintaining a less demanding treatment schedule. ACC is based in the community and can be as sim-

ple as a weekly phone call to the adolescent to discuss their recovery and issues they may be facing. ACC is 12 weeks long and is a great way to lend a helping hand to adolescents maintaining a sober lifestyle. Our adolescent clients are typically between 12 and 18 years of age and are referred from a variety of sources. Last year SOS helped 63 adolescents in their journey to recovery. Our adolescent program saw a 27.78% successful discharge rate, which is up 6% from last year.

Federal Probation

The Federal Probation and Drug Court Program here at SOS is headed by Patti Mason, MA, LADC. Women's Group is offered to women who have suffered a trauma at some time in life. Trauma impacts a person's beliefs, identity, behavior, relationships and many other aspects of life. This group allows the women to connect with, and advocate for, one another. One major goal of this group is to improve the self esteem and outlook on life of the attendees by allowing them to process, and then work through, their trauma.

trauma. The CARE program (Court Assisted Recovery Effort) began in 2009. SOS is the only provider of services for this program. CARE is a program for clients who are under traditional federal supervision and have had recurring problems with drugs and/or alcohol. This program consists of 4 phases lasting 13 weeks each. Each phase has a community service aspect. Linda believes in this program because, "This program allows them to build a foundation of structure without drugs and alcohol. There is both freedom and

accountability. "Charting a new Course is a relatively new program having begun last year. This 14 week program focuses on teaching the clients to adopt a more responsible way of thinking and is offered to people who have had a violation of their probation indicative of the need to develop better thought processes. The program has been going well in it's first year and we hope to see it continue to grow.

SOS's federal programs helped over 200 clients last year and we hope to see that number grow.

"I REALLY LOVED THE STAFF AND HOW WELCOMING AND KIND THEY WERE- WITH ME. THEY REALLY TOOK ME AS AN INDIVIDUAL UNDER THEIR WING AND SHOWED ME THE TOOLS I USE TODAY TO CONTINUE TO STAY SOBER."

Actual Consumer Comment from the SOS FY 18 ODMHSAS Client Satisfaction Survey

Sober Living House

SOS proudly sponsors the "Amethyst House" which is a women-only sober living facility in Oklahoma City. This program is designed to encourage women to live independently, with their recovery as the main focus. This structured, recovery

based program offers different options to suit the resident's needs. Residents can choose to participate in outpatient services such as, individual and/or group sessions, as well as IOP. They can also take advantage of our case management

services. During a 4 month minimum residency, tenants move through a phase system in order to earn privileges and progress through treatment. Amethyst House can accommodate up to 6 women at a time.



(SOS Amethyst House pictured above.)

Oklahoma County DUI/Drug Court

The Oklahoma County Drug Court program was initiated in 1998, and was developed to divert persons from prison or jail, while helping them achieve and maintain total abstinence from drugs by becoming a more productive and law abiding citizens. DUI Court was implemented in 2001 with the same goals and purposes. The 7th Judicial District Drug/DUI Court Program is a court-supervised, comprehensive treatment program for non-violent defendants with alcohol and/or drug problems. This is a voluntary program which includes regular court appearances before a

designated Drug/DUI Court Judge and treatment services, which include random drug and alcohol testing, individual and group counseling, specialized counseling, regular attendance at self-help meetings, requirements to attain and keep employment and obtain a GED, if needed. Like our adult treatment program, our DUI/Drug court and FDC programs follows the same guidelines; IOP, or the Intensive Outpatient Program. Our IOP program requires a minimum of 9 hours a week, including group and individual sessions, for at least 6 weeks.

The IOP program continues to improve its processes to ensure individuals are receiving the best counseling services, and meeting the state's hourly requirement. 13 clients went through our Drug Court Intensive Outpatient Program last year. 9 Successfully discharged the program.

The Aftercare program follows an individual's IOP, and can last up to 6 weeks. The Aftercare program focuses on the coping skills the individual has learned, and how they will implement them in their lives once treatment is complete.

Oklahoma County Family Drug Court and SFP/CFP

FDC's seek to do what is in the best interest of the family by providing a safe and secure environment for the child while intensively intervening and treating the parent's substance abuse and other comorbidity issues. FDC is among the most effective programs for improving SUD treatment initiation and completion in child welfare populations. Treatment completion rates were 20 to 30 percentage points higher for the FDC participants than

for the comparison participants. The strengthening families program, or SFP, works toward the eventual goal of bringing families back together. As part of the requirements for parents to get their children back, DHS refers families that have the possibility of reunification to the SFP program. This program teaches parents the skills needed to be healthy and productive parents to their children. Often these parents were not raised in an environ-

ment conducive to good parenting so this program helps them to develop ways to build a happy and healthy family. Parents also learn how to become a parenting team and work together to make their family whole again. Last year, SFP helped 5 families on their journey to reunite. The Keynote Speaker at the Winter '17 graduation ceremony was KFOR's Scott Hines. Mr. Hines shared with the graduates his own inspirational story of recovery and hope.

2017 Christmas Drive



Every holiday season SOS holds it's annual Christmas Drive. Our goal is to give back to the community and help provide sober families with food, gifts, and sweet memories they would not else re-

ceive. We raise money from donations, selling raffle tickets, and selling ornaments that individuals can decorate themselves and hang in the SOS lobby. For the 2017 Christmas Drive we were able to raise

\$2812.58!! With that money we were able to sponsor 9 families. The families were taken to Wal-Mart where they could pick out food, clothing, bedding, and toys.

An SOS Success Story

My name is L. Rodriguez. I am 29 years old. I have 2 beautiful baby girls, Maxine is 3, and Carter is 10 months, and I am in a wonderful relationship with the man of my dreams, C. I came into this program on October 4th, 2018 and will be graduating on October 1st, 2018. I can't say enough about Specialized Outpatient Services and Family Drug Court. These programs saved my life, and restored my faith. It's by the grace of God that I am here writing this to you now.

When DHS came into my home on July 17th, 2017, on suspicion of drug use in the presence of minors, they took Maxine and placed her in custody. I was 4.5 months pregnant with Carter at the time and I was severely underweight. I was scared, and my world was completely turned upside-down. I knew I had to make a choice. And for once in my life, I chose to fight, rather than to run.

Maxine was placed within a kinship foster home with family. She would stay there for 2 weeks and then be placed with a traditional foster placement. This was with people we had never met before, and all I could think of was how scared she must be. To be taken away from all she has ever known, so suddenly. She had just turned 2 in June. She was just a baby. I knew without a doubt that I would do whatever I had to do to get her home.

We were allowed 2 visits a week with her, at the DHS office. I'll never forget the first time I saw her- she was so small, and scared, dressed in other people's hand me downs. She had lost weight, wasn't talking, or eating. She just looked at us. I was scared that in the couple of weeks she had been gone that she might of forgotten us. We sat on the couch eating a cup of ice together. I held her so tight and played with her hair. The visitation room had two way glass, someone had to monitor C. and I- this I just didn't understand. Was I really such a threat to her? Did they think I'd hurt her? I selfishly thought I was only hurting myself with my drug use, not considering the growing baby in my stomach, or my innocent 2 year old whose parents would rather snort lines of meth than spend quality time with her. I am sitting here now, writing this, with tears falling from my eyes.

But, life is different now. Maxine came home to us on April 24th of this year. And when I gave birth to Carter, I was allowed to bring her home from the hospital, rather than her going into custody as well. I'll never forget that day, my case worker visiting me in the hospital, telling me the good news. And that good news only came as a direct result of the work I was putting into my recovery. These classes, the accountability, the people I met, the desire for change, the motivation I felt, the need for more out of life, I am just so, so grateful.

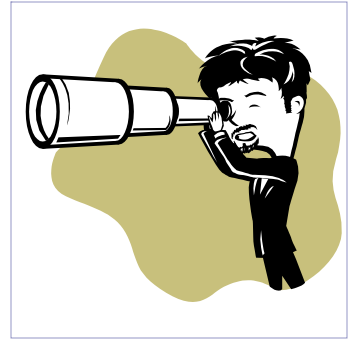
The things I want to point out the most are the direct result of us making the most of our treatment here. C. has started his own painting business, we have both quit smoking cigarettes, Maxine is finally adjusted to being back home, we are both present in the girls' lives, we have not relapsed, every drug test has been negative, we have plans for our future, we know how to live life sober, and can deal with whatever life throws our way. Recovery is possible- and I thank God everyday for all he has done for my family.

Looking ahead to 2019

SOS is committed to continuously improving our processes in order to operate with optimal efficiency as well as to provide the best possible care and treatment to our clients. We have several areas of operation that we will be focusing on in the year 2019. SOS has developed the SOS Standard of Care binder which is a template for the general operations and expectations of all clinical activity. While the processes within this binder have been implemented, 2019 will be a

year for adding to, editing, and streamlining the contents of the manual with the eventual goal of a distinct and consistent “SOS Way” of operation. As always, SOS wants to increase client’s overall satisfaction with SOS. The SOS Standard of Care will give us the structure needed to do this. SOS will also develop and implement an “Agency Event Calendar” which outlines different client and staff functions throughout the year. SOS will also make 2019 a year of improved HR functions.

SOS has a strong HR structure to build from but there are areas for improvement such as hiring, recruiting, and training practices. Strong HR practices make for a strong agency and SOS recognizes this fact. Some HR goals are to further develop our new hire training and orientation process, increase the use of the SOS employee handbook, and increase employee job satisfaction. SOS strives to be the best and 2019 is our year to make it happen!



THE TWELVE STEPS OF ALCOHOLICS ANONYMOUS

1. **We admitted we were powerless over alcohol – that our lives had become unmanageable.**
2. **Came to believe that a Power greater than ourselves could restore us to sanity.**
3. **Made a decision to turn our will and our lives over to the care of God as we understood Him.**
4. **Made a searching and fearless moral inventory of ourselves.**
5. **Admitted to God, to ourselves and to another human being the exact nature of our wrongs.**
6. **Were entirely ready to have God remove all these defects of character.**
7. **Humbly asked Him to remove our shortcomings.**
8. **Made a list of all persons we had harmed, and became willing to make amends to them all.**
9. **Made direct amends to such people wherever possible, except when to do so would injure them or others.**
10. **Continued to take personal inventory and when we were wrong promptly admitted it.**
11. **Sought through prayer and meditation to improve our conscious contact with God, as we understood Him, praying only for knowledge of His will for us and the power to carry that out.**
12. **Having had a spiritual awakening as the result of these steps, we tried to carry this message to alcoholics, and to practice these principles in all our affairs.**



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*“It is never too
late to be what
you might have
been.”*

~George Eliot