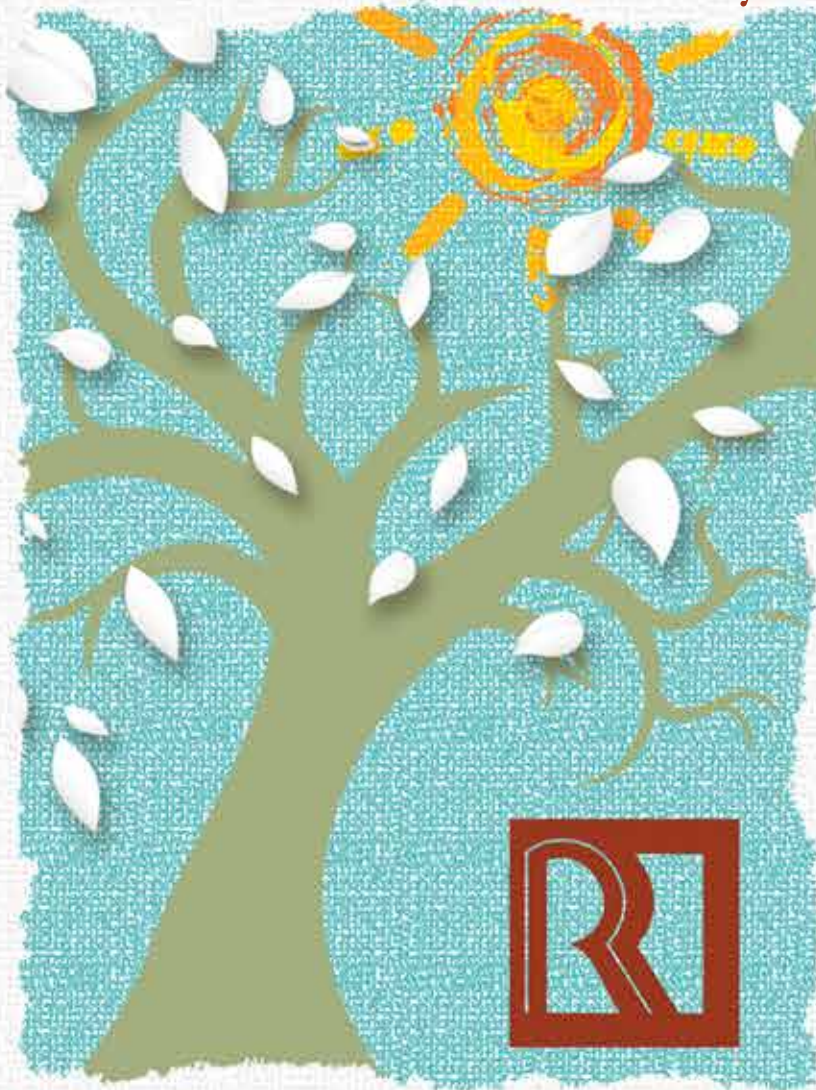


The Foundation of Your Recovery.



Red Rock Behavioral Health Services

Annual
Report
FY2015

A Message From the CEO

It has been another exciting year! In the last few years there has been national focus on the importance of timely, appropriate behavioral health services and the integration of primary health care aimed at treating the whole person. Statistics show that Oklahoman's that have a mental illness and/or substance abuse disorder are dying on average 30 years younger than the average population. To address these disparities and save lives, Red Rock was awarded the Health Home Services in 17 counties for Adults and 23 counties for youth. Red Rock has hired many new staff to work with our consumers for better physical health and Red Rock is well underway in providing high quality integrated services to our consumers. The Affordable Care Act, bringing some of the most significant reforms to behavioral health in our nation's history, will result in expanded coverage, parity, and advances in the use of technology to improve access and reduce costs in the future.

Red Rock opened two new offices in southwest Oklahoma this past year, one in Hobart and Altus. Expansion in funding has allowed a new Drug Court and Systems of Care program in those areas. Red Rock is near completion of a state of the art Trauma Informed Children's Center at our 4130 N. Lincoln location in Oklahoma City. We are very excited about this and about expanding our psychiatric services to youth!

I look forward to the years ahead; the horizon looks challenging as always, but full of possibilities. Our focus for FY 2016 will include continued expansion of our Substance Abuse Services and Medicated Assisted Treatment, improving our Access Call Center to improve consumer quality of care, and rolling out a new Electronic Health Record and discovering how our advances in technology can help us better engage and involve our consumers in their healthcare decisions and management of their own health.

-Verna Foust, CEO

Mission Statement

To positively change the lives of youth and adults by providing and coordinating their behavioral and physical health in an effort to strengthen families and support the community.



SOC

“Thank you for being so kind and doing your job so well.”

“Got me stabilized again and gave me hope.”

PACT

Housing

“Exceeded my expectations.”

Drug Court

Health Teams

“I love having this for my child. It seems to help so much.”

Crisis Stabilization Units

“I have greatly improved in every aspect of my life due to the treatment and tools I’m given here at Red Rock.”

Jordan’s Crossing

Prevention

Outpatient



Outpatient

- Red Rock opened an outpatient office in Altus in November 2014.
- In FY2015, Red Rock outpatient provided 33,321 case management services; 11,166 individual rehab services; 23,899 group rehab services; 1,976 family therapy sessions; 16,350 individual therapy sessions; and 15,967 group therapy sessions.
- A total of 895 outpatient satisfaction surveys were collected from consumers in FY2015. For the agency as a whole, 98% of respondents report being satisfied with the services they are receiving at Red Rock. Consumers in Hobart, Watonga, and Chandler gave at least an 85% positive rating on every survey question.
- Of new admissions, nearly 70% received four services within the first 45 days after admission.
- 1,066 outpatient consumers completed treatment at Red Rock.
- 51% of consumers reduced their drug use.

HIV



Red Rock provided 833 HIV/AIDS tests in FY2015 and demonstrated a 2.2% positivity rate.

In FY2015, 489 satisfaction surveys were completed from participants in the HIV Counseling, Testing and Referral Services.

Consumers report very high satisfaction with the Red Rock HIV CTR program and no indicator received less than a 97% positive rating.

100% of respondents would recommend the Red Rock HIV CTR services to a friend.

The Red Rock HIV CTR team also provides hepatitis C testing. In FY2015, 70 hepatitis tests were performed and demonstrated a 21% positivity rate.

Crisis Stabilization Units

Red Rock has three adult crisis stabilization units – 2 in Norman and 1 in Clinton—plus, a Children’s Crisis Stabilization Unit in Oklahoma City.

The average length of stay for the crisis units is 5 to 7 days. In FY2015, there were 3,603 admissions to the four crisis units.

There were 1,715 satisfaction surveys completed at the crisis units and 100% of all indicators met established satisfaction thresholds.

Of those responding, 98% of adults and children found the staff welcoming and respectful, and 96% would recommend the crisis unit to others in the community.

Red Rock had a 78% crisis stabilization rate—so of those staying at a Red Rock adult crisis unit, 78% did not need another stay for at least the next six months.

Regional Prevention Coordinator (RPC)

RPC programs have been housed at Red Rock for over 20 years, with offices in Clinton and Yukon providing prevention services to 11 counties.

In FY2015 RR RPC programs provided Responsible Beverage Service and Sales Training to over 350 participants with 15 establishments signing policies to have their staff trained annually.

RPC provided alcohol compliance checks to 326 establishments in FY2015 and 85% of those did not sell alcohol to a minor.

RPC works toward the safe disposal of prescription drugs. In FY2015, over 710 lbs of prescription medications were dropped off at local drop boxes in Canadian county.





Drug Court

Red Rock has Drug Court programs in the following counties: Canadian, Kingfisher, Custer, Washita, Beckham, Blaine, Roger Mills, Jackson, Harmon, Tillman, Kiowa, and Greer.

Red Rock served 409 people through its drug court programs in FY2015, compared to 326 in FY2014. In addition, 15,714 services were provided during the year.

Of those in the program, 91% report "no past month use."



Housing

In FY2015, 75 satisfaction surveys were collected from Red Rock Housing consumers and all nine items were given a positive rating of at least 92%, which is beyond the goal of 85%.

Of those responding to the satisfaction survey, 97% find staff welcoming and respectful, 96% would recommend Red Rock's housing to others, and 95% report overall satisfaction with Red Rock Housing services.

During the year, 168 people were served in the housing program and 49 people were placed in permanent housing.



Jordan's Crossing

The Red Rock Jordan's Crossing program provides residential substance abuse treatment for women with dependent children. In FY2015, 374 women and children were served (compared to 437 in FY14) and a total of 65,068 services were provided.

In FY2015, 74 satisfaction surveys were completed by JC participants. Of those, 99% reported satisfaction with the services they were receiving and would refer a friend who needed help to Jordan's Crossing.

After discharge from the program, 100% of those completing a survey indicate maintaining sobriety and 97% reported no further arrests.



PACT

Red Rock provides PACT services in Oklahoma City and Shawnee (Pottawatomie and Seminole Counties).

The Red Rock PACT program served 204 people and provided 21,566 services.

In FY2015, 72 PACT consumers completed satisfaction surveys. Of those responding, 100% found staff to be positive and helpful and to focus on their strengths, and 98% reported services help them cope better with daily problems and get along better with family and friends.

Of those in PACT services, 92% had permanent housing and 98% avoided arrest. In addition, tobacco use per day decreased 8% among PACT participants

SOC/Youth Health Team

Red Rock provides Wraparound/Youth Health Team services in the following counties: Oklahoma, Lincoln, Pottawatomie, Grady, Canadian, Greer, Kiowa, Blaine, Custer, Beckham, Roger Mills, Kingfisher, Washita, Tillman, Harmon and Jackson.

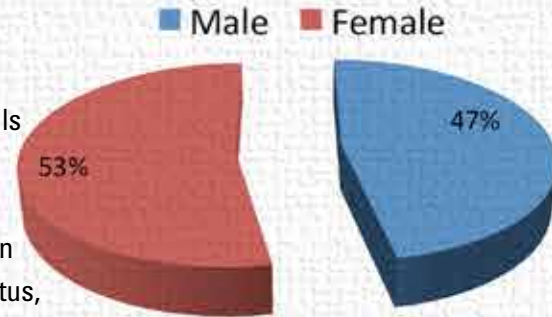
In FY15, Red Rock's Systems of Care-Wraparound/Youth Health Team program served 576 children and their families, compared to 482 in FY2014, and 446 in FY2013.

100% of recipients surveyed would recommend this program to others.

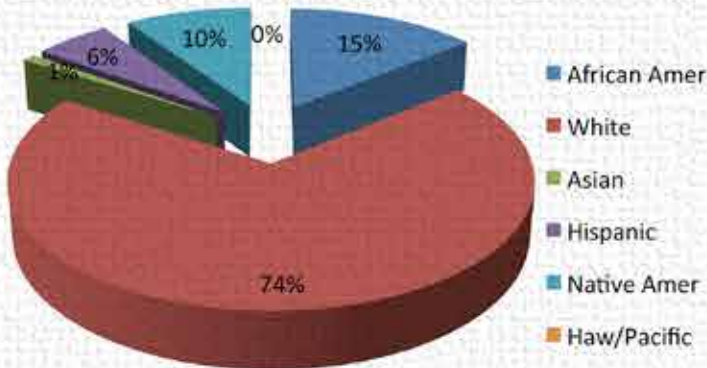


Demographics

Red Rock BHS strives to reach the diverse population of individuals with mental health and substance abuse treatment needs. Characteristic/Demographic information was collected on each person served by completing a Client Data Core (CDC). Information in this report includes gender, age, race, income, employment status, current residence, primary problem and service focus.

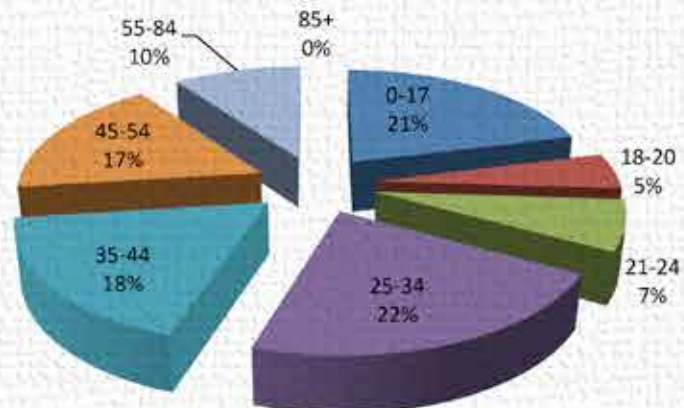


Gender

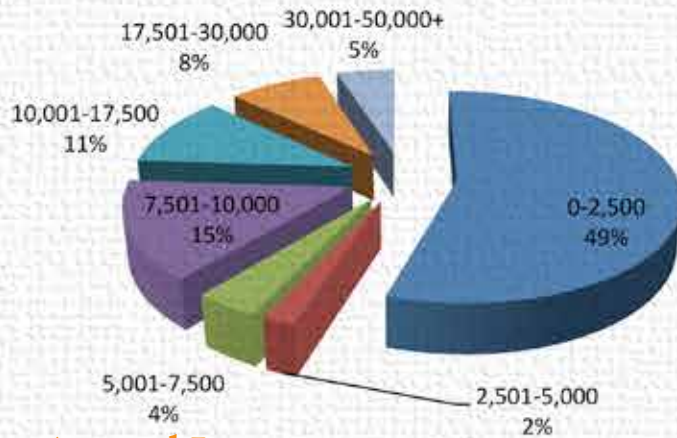


Race/Ethnicity of Persons Served

This report shows the percent of persons based on different demographic variables available on the Integrated Client Information System (PICIS). To be included in the report, individuals must have an open admission but may not have received a service during FY2015 (July 1, 2014 – June 30, 2015). For FY2015, Red Rock provided services to 10,234 people, compared to 9,926 in FY2014 and 9,296 in FY2013.

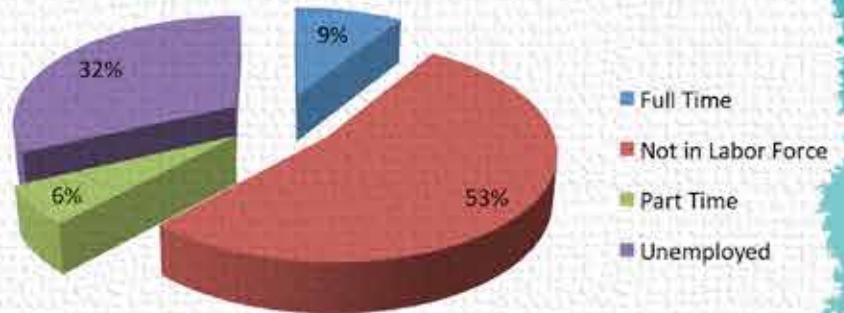


Age of Persons Served

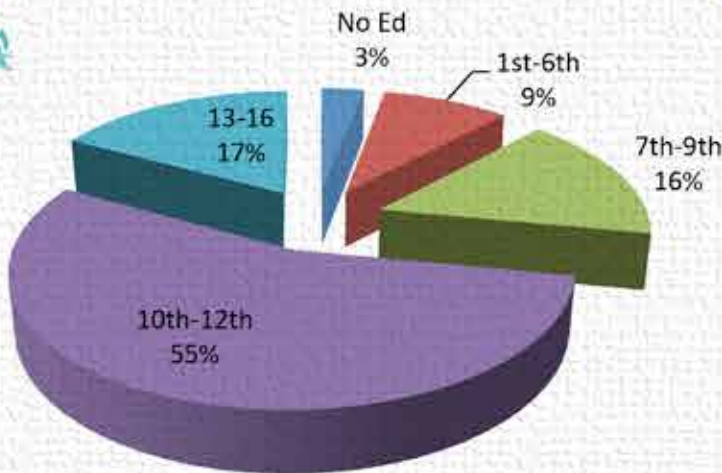


Annual Income

For FY2015, those unemployed and not looking for work increased from 51% to 53%. Those employed full time increased from 8% to 9%, and those unemployed (and seeking employment) decreased from 35% to 32%.

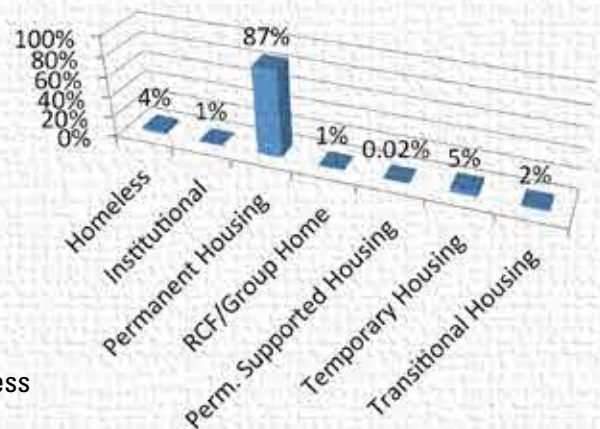


Employment Status



Highest Grade Completed

In FY2015, there was very little change to current residence when compared to FY2014. The most significant change was that homelessness increased from 3% in FY2014 to 4% in FY2015.



Current Residence

Red Rock Behavioral Health Locations

Altus

111 North Hudson St., Altus, OK 73521
(580) 379-4085

Canadian County

Red Rock BHS - 7777 E. Hwy 66, El Reno, OK 73036
(405) 422-8800

Chandler

Red Rock BHS - 112 N. McKinley, Chandler, OK 74834
(405) 258-3040

Chickasha

Red Rock BHS - 804 W. Choctaw, Chickasha, OK 73018
(405) 222-0622

Clinton

Red Rock BHS – 70-100 - N. 31st, Clinton, OK 73601
(580) 323-6021

Elk City

Red Rock BHS - 3080 W. 3rd, Elk City, OK 73644
(580) 225-5136

Hobart

216 S. Main, Hobart, OK 73651
580-726-2452 - Fax 580-726-2483

Kingfisher

107 N. Main St., Kingfisher, OK 73750

Oklahoma City

4400 N. Lincoln Blvd., Oklahoma City, OK 73105
(405) 424-7711

4130 N Lincoln, Oklahoma City, OK 73105
(405) 424-7711

Shawnee

Red Rock BHS - 101 N. Union, Shawnee, OK 74801
(405) 275-7100

Watonga

216 West A Street, Watonga, OK 73772
(580) 623-7199

Yukon

1501 W. Commerce, Yukon, Ok 73099
(405) 354-1928

Children's Crisis Unit

4404 N Lincoln, Oklahoma City, OK 73105
(405) 425-0333

Norman Crisis Unit –Griffin

900 E Main St., Building 52, Unit 200, Norman, OK 73070
(405) 573-6466

Norman Crisis Unit- Norman Regional

901 N. Porter Ave., Norman, OK 73071
(405) 573-6466

Jordan's Crossing

W I-240 Service Rd, Oklahoma City, OK 73139
(405) 604-9644

Outpatient therapy services, case management services, screening intake and referral services, psychiatric rehabilitation services, alcohol and drug assessments, health home services, drug court services

Systems of Care, outpatient therapy services, case management services, screening intake and referral services, psychiatric rehabilitation services, medication clinic services, services to homeless individuals, peer support services, emergency services, wellness activities and support.

Outpatient therapy services, case management services, screening intake and referral services, psychiatric rehabilitation services, medication clinic services, services to homeless individuals, peer support services, emergency services, wellness activities and support, Systems of Care Wraparound services.

Outpatient therapy services, case management services, screening intake and referral services, psychiatric rehabilitation services, medication clinic services, services to homeless individuals, peer support services, emergency services, wellness activities and support.

Crisis stabilization, Systems of Care, outpatient therapy services, case management services, screening intake and referral services, psychiatric rehabilitation services, medication clinic services, services to homeless individuals, peer support services, emergency services

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Systems of Care, outpatient therapy services, case management services, screening intake and referral services, psychiatric rehabilitation services, peer support services, emergency services.

Mental Health Court, outpatient therapy services, case management services, screening intake and referral services, psychiatric rehabilitation services, medication clinic services, services to homeless individuals, peer support services, emergency services, wellness activities and support.

Systems of Care, outpatient therapy services, case management services, screening intake and referral services, psychiatric rehabilitation services, medication clinic services, services to homeless individuals, peer support services, emergency services, wellness activities and support.

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Systems of Care, outpatient therapy services, case management services, screening intake and referral services, psychiatric rehabilitation services, medication clinic services, services to homeless individuals, peer support services, emergency services, wellness activities and support.

Drug Court, outpatient therapy services, case management services, screening intake and referral services, psychiatric rehabilitation services.

Crisis stabilization services for children.

Crisis stabilization services for adults.

Crisis stabilization services for adults.

Residential substance abuse treatment for women with dependent children

**To positively
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Red Rock Behavioral Health Services

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www.red-rock.com

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