

TRANSITION HOUSE, INC. FY'24 GOALS

GOAL 1: IMPROVE QUALITY OF LIFE FOR PEOPLE SEEKING RECOVERY THROUGH ENHANCED WELLNESS OPPORTUNITIES.

TRANSITION HOUSE STANDARDS:

- UTILIZE BEST PRACTICES TO DEVELOP AND FACILITATE GROUP CURRICULUM, PLAN MEANINGFUL ACTIVITIES, AND OBTAIN CLIENT FEEDBACK.
- CONTINUE BUILDING AND STRENGTHENING CONNECTIONS WITH COMMUNITY PARTNERS.
- PROVIDE INTENSIVE CASE MANAGEMENT WITH A FOCUS ON DEVELOPING HEALTHY AND MEANINGFUL RELATIONSHIPS, SUPPORT, HOPE, ADVOCACY, AND CONNECTIONS.
- PROVIDE SUPPORTIVE COUNSELING TO HELP MANAGE SYMPTOMS OF MENTAL ILLNESS AND SUBSTANCE USE DISORDERS.
- PROVIDE SAFE AND SECURE HOUSING FOR PEOPLE PARTICIPATING IN THE TRANSITIONAL LIVING PROGRAM (TLP).
- PROVIDE AS NEEDED DIVERSE SUPPORT OPPORTUNITIES FOR THOSE SEEKING COMMUNITY OUTREACH PROGRAM (COP) SERVICES.

ACTION STEPS	PROJECTED OUTCOME BY 6/30/24	PRELIMINARY STATUS REPORT (specific data will be reflected in mid-year & year-end sections) OCT 2023	STATUS – JAN 2024	FISCAL YEAR END SUMMARY
<ul style="list-style-type: none"> • Continue acquiring additional evidence-based curriculum and materials to support meaningful groups and activities. 	<ul style="list-style-type: none"> • Acquire 1 new set of evidence-based materials. • Acquire 1 new set of effective tools to help promote overall well-being. 	<ul style="list-style-type: none"> • Started research on group materials. • Clients created a new set of ‘calm down’ jars. 	<ul style="list-style-type: none"> • Continuing research on group materials- nothing purchased yet. • Got client input on types of groups they would like. • Met with CHES Health to learn more about their support app for clients. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Continue community outreach, collaboration, and partnerships with local and regional agencies by hosting open houses for networking opportunities and engagement in community meetings. 	<ul style="list-style-type: none"> • Host 2 Open House for community providers. • Representatives from the Clinical Team will have 2 on-site visit with regional agencies. 	<ul style="list-style-type: none"> • TH Annual Holiday Party/Open House is set for Dec. 21. 	<ul style="list-style-type: none"> • TH Annual Holiday Party / Open House was well attended. • In process of scheduling a lunch and learn with COCMHC. • Programs Director had a leadership role with the development of the Norman Resource Fair. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Explore options for a clinical consultant to meet with TH staff monthly. 	<ul style="list-style-type: none"> • Acquire a new clinical consultant by 6/2024. 	<ul style="list-style-type: none"> • Preliminary discussions on possible candidates. 	<ul style="list-style-type: none"> • Reached out to a potential consultant. Continuing to reach out to COCMHC and others for consultation as appropriate. 	<ul style="list-style-type: none"> •
<p>Transitional Living Program (TLP):</p> <ul style="list-style-type: none"> • Develop and maintain healthy connections with clients in the TLP. • Determine client needs that cannot be met at TH, and work to advocate and refer for additional support. • Monitor and maintain cleanliness, comfort, and safety at TLP apartments. • Provide supportive counseling. 	<ul style="list-style-type: none"> • 80% of the TLP clients establish and maintain healthy therapeutic relationships with their Recovery Coordinator. • 90% of the TLP clients will have provided a list of needed identification and will be working to secure those documents. • 100% of the TLP clients will be living in safe and secure housing. • 75% of the TLP clients have a better quality of life and support system. 	<ul style="list-style-type: none"> • Overall, we’ve seen improvements with healthy connections with RC’s. • Improvements in getting ID related needs lists to RC’s in a more timely manner. • 100% have safe and secure housing. • Clients have improved connections with staff as well as with peers in the program. Better focus on recovery – decline in relapses. More engagement in 12 Step programs. 	<ul style="list-style-type: none"> • TLP stayed full for 1 month. • 100% of the TLP clients establish and maintain healthy therapeutic relationships with their Recovery Coordinator. • 100% of the TLP clients provided a list of needed identification and are working to secure those documents. • 100% of the TLP clients live in safe and secure housing. • 95% of the TLP clients have a better quality of life and support system. 	<ul style="list-style-type: none"> •

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<p>Community Outreach Program (COP):</p> <ul style="list-style-type: none"> • COP clients are welcome to attend TLP groups and activities if approved by the Programs Director. • Social/Recreational activities are scheduled to encourage client engagement. • Phone calls are answered, and support is given to people seeking assistance and referrals. • Affirm and empower client worthiness while sharing hope. 	<ul style="list-style-type: none"> • At least 2 social/recreational activities will be scheduled monthly. • 75% of COP clients with 6 or more contacts in 6 months will have improvements or maintain adequate social/recreational skills; community living skills; and mental illness management. • At least 5 affirming/empowering messages will be shared weekly through social media. • 80% of the COP clients have a better quality of life and support system. 	<ul style="list-style-type: none"> • 1-2 COP activities are scheduled monthly. • COP RC was out for 3 weeks – end of Sept/beginning of Oct for medical procedures. • Overall, COP clients are doing well in skills areas and connections. • There has been consistency with social media work except when Executive Director was on vacation. Typically 5-7 affirming/empowering posts/week. • Significant number of clients report good quality of life and support systems. 	<ul style="list-style-type: none"> • 1-2 COP activities are scheduled monthly. • 98% of COP clients with 6 or more contacts in 6 months have improvements or maintain adequate social/recreational skills; community living skills; and mental illness management. • 5-7 times/week, affirming/empowering messages are shared through social media. • 98% of the COP clients have a better quality of life and support system. 	<ul style="list-style-type: none"> •
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GOAL 2: IMPROVE HEALTHY COMMUNITY RE-ENTRY FOR PEOPLE INVOLVED IN AGENCY PROGRAMS.

TRANSITION HOUSE STANDARDS:

- COMMITTED TO BEING MINDFUL OF THE ESSENTIAL PARTNERSHIP BETWEEN AGENCY CLIENTS, WORK, AND THE COMMUNITY.
- EQUIP CLIENTS WITH THE NECESSARY TOOLS TO BE CONTRIBUTING MEMBERS IN THE COMMUNITY WHILE HOLDING THEM ACCOUNTABLE TO SOCIETAL STANDARDS.

ACTION STEPS	PROJECTED OUTCOME BY 6/30/24	• STATUS – OCT 2023	STATUS – JAN 2024	FISCAL YEAR END SUMMARY
<ul style="list-style-type: none"> • Refer and empower clients to seek healthy connections, resources, and services outside of TH as needed. • Maintain high quality, recovery focused, consistent services through individual and group meetings with clients. 	<ul style="list-style-type: none"> • 80% of the TLP clients will be referred to outside mental health and other providers to receive needed services that TH staff cannot provide. • 75% of TLP clients will have improvements in or maintain adequate skill levels in: mental illness management; community living, work related, and social/recreation skills. 	<ul style="list-style-type: none"> • All clients are referred to outside mental health providers and other resources as needed. • The lack of client turnover and input from clinical staff indicates improvements in key skill areas. 	<ul style="list-style-type: none"> • Resource Fair work expanded connections outside of TH. • 95% of the TLP clients were referred to outside mental health and other providers to receive needed services that TH staff cannot provide. • 87% of TLP clients have improvements in or maintain adequate skill levels in: mental illness management; community living, work related, and social/recreation skills. 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Hold clients accountable to their recovery and occupancy agreements and recovery plans. 	<ul style="list-style-type: none"> • 80% of the TLP clients will be adhering to standards established by the occupancy and recovery agreements. 	<ul style="list-style-type: none"> • Though there have been some written warnings, however only had 1 dismissal during the first quarter of FY'24. 	<ul style="list-style-type: none"> • 86% of the TLP clients adhere to standards established by the occupancy and recovery agreements 	<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Support and hold clients accountable to recovery plans and use monthly assessments to guide plan updates to help clients maintain stable housing and income, thus reducing the risk of reoffending. 	<ul style="list-style-type: none"> • 80% of the active TLP clients will actively be working on their mental illness and related issues. • 75% of TLP clients will transition to appropriate community living or programs based on their needs. 	<ul style="list-style-type: none"> • We've seen improvements/ consistency in holding clients accountable to their plans and agreements. • 15 people were in TLP during the 1st quarter. 5 people completed the TLP since the beginning of FY'24. 2 of 5 clients were not 	<ul style="list-style-type: none"> • 93% of the active TLP clients are actively working on their mental illness and related issues. • 70% of TLP clients transition to appropriate community living or programs based on their needs. 	<ul style="list-style-type: none"> •

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<ul style="list-style-type: none"> Ensure people transition out of the TLP into appropriate housing or programs that best fit their needs. 		<p>placed in 'preferred' housing since the clients decided to leave before staff could assist with placement – staff continues to work to assist in helping clients find most appropriate housing through COP connection.</p>		
<ul style="list-style-type: none"> Encourage TLP clients to engage with TH staff through COP after leaving TLP. Encourage use of COP for extra support for those living in the community. Be intentionally welcoming and supportive of people seeking COP supports. Create a COP application form for those who have not been in the TLP who are interested in COP services. Create COP cover sheet. Add COP clients into TheraNest. 	<ul style="list-style-type: none"> 70% of COP clients are former TLP clients. 75% of COP clients will have 6 or more contacts with TH staff. Create COP application by 6/30/24. 80% of COP clients will have a COP cover sheet. 80% of COP clients will be entered into TheraNest. 	<ul style="list-style-type: none"> We've seen improvements in the connection to COP after TLP completion. Work has started on COP policies – Code of Conduct. COP Application is created – just starting to implement. 	<ul style="list-style-type: none"> 90% of COP clients are former TLP clients. 57% of COP clients have 6 or more contacts with TH staff. Programs Director is actively working on policy updates for both TLP and COP. Decision was made to complete all policy work before trying to do COP Cover Sheets Majority of COP clients are in TheraNest but additional information needs to be added. 	

GOAL 3: DEVELOP RESOURCES TO STRENGTHEN TH CORE SERVICES AND AGENCY OPERATIONS.

TRANSITION HOUSE STANDARDS:

- WORK TO FIND EFFICIENT AND EFFECTIVE TOOLS TO UTILIZE IN PROVIDING SERVICES AND MANAGE NECESSARY OPERATIONS OF TH.
- CONTINUE RESOURCE DEVELOPMENT TO SUPPORT THE QUALITY OPERATIONS OF THE AGENCY.
- FOCUS ON IMPROVING CONNECTIONS WITH CURRENT AND PROSPECTIVE FUNDING SOURCES.

ACTION STEPS	PROJECTED OUTCOME BY 6/30/24	STATUS – OCT 2023	STATUS – JAN 2024	FISCAL YEAR END SUMMARY
<ul style="list-style-type: none"> Strengthen staff skill sets by participating in ongoing training and conferences. 	<ul style="list-style-type: none"> Clinical staff will complete required ODMHSAS trainings. Clinical staff will complete Case Management training. Clinical staff will complete Motivational Interviewing training. Clinical staff complete Mental Health First Aid. 	<ul style="list-style-type: none"> Staff completed Therapeutic Options training. Tyrese is now Housing Plus endorsed. Have information for Case Management training. 	<ul style="list-style-type: none"> Clinical Staff & Executive Director attended the ODMHSAS Momentum Conference in Dec. 2023. Recovery Coordinators (RC's) are working on scheduling Case management training. 2 of the 3 clinical staff have completed Motivational Interviewing training. 	
<ul style="list-style-type: none"> Continue exploring innovative ways to ensure and promote staff wellness and retention. 	<ul style="list-style-type: none"> Staff will have participated in at least 10 SWARA's (Staff Wellness and Recovery Activities). 	<ul style="list-style-type: none"> We have done 1 full SWARA and had at least 2 other times when staff went to lunch together as a full team. 	<ul style="list-style-type: none"> Staff agreed to do modified SWARA's when unable to do full SWARA's because of agency needs. Continued focus on staff care and encourage healthy use of leave time. 	

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<ul style="list-style-type: none"> Continue review TH policies and procedures and determine priorities and next steps in updates. 	<ul style="list-style-type: none"> Update Clinical Policies and Procedures by 6/30/24 Create new Client Orientation packet, Client Handbook, and TLP interview form. 	<ul style="list-style-type: none"> Amanda is working with Alex on Clinical policy updates. Emergency policies & procedures is in first draft stage. 	<ul style="list-style-type: none"> Policy work is making good progress. The decision was made to be more thorough rather than trying to rush through development. Work has been done on COP, Facilities, Screening/Admittance, Records, Emergencies, and Crisis bed/extensions. TLP interview form has been updated. 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> Increase public awareness of TH by expanding social media presence and creating a newsletter. Encourage and empower client participation in increased advocacy and awareness efforts. 	<ul style="list-style-type: none"> Produce 2 newsletters. Assess benefits versus risks of establishing a TH TikTok. 5 new Transitionisms to be created by clients. Create 3 short videos to raise awareness of mental health and substance abuse disorders. Create 3 short videos to improve understanding of the services provided by TH 	<ul style="list-style-type: none"> 1 newsletter is done and on the TH website. Board approved TH TikTok. Not started yet. 	<ul style="list-style-type: none"> 2 TH Newsletters, <i>Transitions</i>, have been produced, posted on the website & shared on social media. 15 new Transitionisms have been created, influenced by clients. 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> Seek assistance to finalize work to set up Bloomerang. 	<ul style="list-style-type: none"> Have Bloomerang operational by October 2023 	<ul style="list-style-type: none"> Website now has the Bloomerang Donation link. Still needs clean up work. 	<ul style="list-style-type: none"> Progress is being made with Bloomerang, however this is more challenging than anticipated. 	<ul style="list-style-type: none">
<ul style="list-style-type: none"> Select and empower Board and Volunteers for the FY'24 Fund Raising Committee. Coordinate efforts between Executive Director, Board and Volunteers to reach out to potential new funding sources. 	<ul style="list-style-type: none"> Have Fund Raising Committee established by Dec. 2023 Have at least 3 Fund Raising Committee meetings that will establish the fund raising plan and begin work on the plan. 	<ul style="list-style-type: none"> Kristen is Fund Raising Chair. Talk of including high school students from TigerPalooza to help as committee members. 	<ul style="list-style-type: none"> Fund Raising Committee work began with the TH Donor Drive kick off in Dec. 2023. 	<ul style="list-style-type: none">