

# TRANSITION HOUSE, INC.

## GOALS

### FY'20 Goals & Outcomes

Content:

FY'20 Goals, Objectives and Outcomes



Our Vision: A community committed to connection, recovery, wellness, and joy.

Our Mission: Changing lives by creating pathways for mental wellness.

Our Impact: Improving our community by providing tools for sustaining mental wellness with skills development, supportive care, and advocacy.

Our Culture: We Listen. We Respect. We Support. We Empower.

Our Values: We believe in inspiring hope for recovery and wellness through healthy connections.

Our Commitment to Recovery: Belief in Recovery, Mutual Trust & Respect, Connection, Integrity, Fun and Gratitude.



# TRANSITION HOUSE FY'20 GOALS & OUTCOMES

WE ARE FACING CHALLENGES WE HAVE NEVER FACED BEFORE. THE GOOD NEWS – WE HAVE THE BEST TEAM IN OUR TH HISTORY. TOGETHER, WE WILL NOT ONLY SURVIVE, WE WILL THRIVE!

## TRANSITION HOUSE FY'20 GOALS, OBJECTIVES & OUTCOMES:

GOALS:	OBJECTIVES:	STATUS:
<p>When the COVID-19 pandemic began its impact in our area in mid-March, progress on goals changed. Though outcomes may look different from originally planned, we continue to move forward with our efforts to help the People of TH in the best and safest ways possible.</p>		
<p><b>REDUCE SUICIDE RATE THROUGH ENHANCED RECOVERY AND WELLNESS OPPORTUNITIES</b></p>	<p><b>IMPROVE RECOVERY OPPORTUNITIES THROUGH IMPROVED PSYCHO-EDUCATIONAL GROUPS</b></p> <ul style="list-style-type: none"> <li>Continue research of best practices Group Curriculum Materials.</li> <li>Continue planning meaningful activities for clients to enhance wellness and having fun.</li> <li>Invite client feedback through client surveys, written statements, focus groups and individual feedback to improve TH groups/Activities that encourage active participation of TLP and COP clients.</li> </ul>	<ul style="list-style-type: none"> <li>Groups have improved considerably as it relates to materials used and client engagement.</li> <li>TH continues to acquire evidence based best practices curriculum materials to improve group quality.</li> <li>Activities and group engagement have been improving. Unfortunately, the pandemic has significantly impacted groups and activities. Staff's creativity and flexibility have created positive outcomes despite the barriers.</li> </ul>
	<p><b>STRENGTHEN CONNECTIONS AND COLLABORATION WITH COCMHC, GMH AND OTHER MENTAL HEALTH COMMUNITY PARTNERS</b></p> <ul style="list-style-type: none"> <li>Meet with COCMHC and GMH Leadership to update our Memorandum of Understanding between the agencies.</li> <li>Continue to improve communication and coordination of care through treatment teams when possible.</li> <li>Schedule routine clinical staff meetings with COCMHC and GMH to improve understanding of services and coordination of care.</li> <li>Schedule meetings with area providers (including Norman Regional Health System, Red Rock, Oakwood, etc.) to further educate them regarding TH services and programs, appropriate referrals, referral process, etc.</li> </ul>	<ul style="list-style-type: none"> <li>Partnerships and coordination of care with community providers continues to develop.</li> <li>Connections look different because of the pandemic, but efforts continue to strengthen healthy connections.</li> <li>Clinical team members have made some stronger connections as a result of more individualized contacts with other providers.</li> <li>We continue strong community connections despite the pandemic challenges, plus statewide connections have improved.</li> <li>TH Clinical Director played an integral role in the development of and services provided by Norman's Warming Shelter.</li> <li>TH has strengthened connections with ARC (Adult Rehab Center – Salvation Army, OKC), and Rose Rock Treatment Center.</li> </ul>
	<p><b>WORK WITH COMMUNITY PARTNERS TO REDUCE INCARCERATION RATES OF PEOPLE WITH SERIOUS MENTAL ILLNESS</b></p> <ul style="list-style-type: none"> <li>Continue active involvement with Cleveland County Mental Health Task Force.</li> <li>Continue to Develop Connections and Collaboration with Partners involved with Specialty Courts, Norman Police Department, Sheriff's Office and others as appropriate.</li> </ul>	<ul style="list-style-type: none"> <li>Efforts to reduce incarceration rates have been effective. TH's partnerships along with direct client support helped 2 people successfully completed Drug Court.</li> <li>TH continues to partner closely with Specialty Courts – this was highlighted in another special performance at JBJ'20 – the virtual event.</li> <li>Communication with Specialty Court partners has improved.</li> </ul>
	<p><b>WORK WITH COMMUNITY PARTNERS TO REDUCE SUICIDE RATE</b></p> <ul style="list-style-type: none"> <li>Continue healthy connections with People seeking Referrals, Services and Support.</li> <li>Further develop and increase Awareness of the Community Outreach Program through sharing activities calendars with local providers.</li> </ul>	<ul style="list-style-type: none"> <li>Staff continues to receive feedback from people who indicate that they are alive today because of the support of TH.</li> <li>Staff availability to people who are seeking services and support continues to be a priority. Feedback from people calling our agency indicates the positive impact of staff's intentional efforts to connect with people seeking assistance.</li> </ul>



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	<ul style="list-style-type: none"> <li>Continue to educate the community on Transition House services through various opportunities including speaking engagements, providing information materials at conferences, June Bug Jam, etc.</li> <li>Continue to develop supportive connections and collaborative efforts with local law enforcement and other community partners.</li> </ul>	<ul style="list-style-type: none"> <li>JBJ went on virtually - despite the challenges – and continues to be impactful.</li> <li>TH continues to value our role and connections with local law enforcement and court systems.</li> </ul>
	<p><b>CONTINUE TO STRENGTHEN STAFF CAPACITY TO PROVIDE THE HIGHEST QUALITY SERVICES POSSIBLE.</b></p> <ul style="list-style-type: none"> <li>Continue routine review Standards associated with Culture and Commitment to Recovery.</li> <li>Continue to support the Clinical Director efforts to transition to an under supervision/licensed clinician. Work with Bob Moore as LPC supervisor to assist with this process.</li> <li>Once the Clinical Director is under supervision for LPC, develop a plan in coordination with COCMHC to provide short-term therapy to TLP clients as appropriate.</li> <li>Increase Training budget to encourage and support clinical staff's efforts to receive additional training and attend appropriate conferences that will help them obtain new skills/tools for assisting clients in their recovery.</li> </ul>	<ul style="list-style-type: none"> <li>Additional funding from ODMHSAS in the fall of 2019 gave TH the ability to make salary adjustments to help improve quality staff retention. When a staff transition occurred just prior to the funding increase, TH was able to recruit at a higher salary.</li> <li>Clinical Director completed OK Legal and Ethical Responsibilities Exam (OLERE) at the beginning of FY'21-one step closer to going under supervision for LPC.</li> <li>Additional consultation from TH Board member Bob Moore, LPC has been valuable, especially during this time of COVID-19 pandemic.</li> <li>TH's training budget increased, and staff was able to make use of this increase in resource. TH's Clinical Director attended the National Alliance to End Homelessness Conference in July 2019. In addition, staff was able to attend the Zarrow Conference, Trauma focused conference, and DMHSAS conferences.</li> <li>On-line training increased during the early phases of the pandemic.</li> </ul>
<p><b>DEVELOP RESOURCES TO STRENGTHEN TRANSITION HOUSE CORE SERVICES</b></p>	<p><b>SECURE AND MAINTAIN PARTNERSHIPS WITH CURRENT AND PROSPECTIVE FUNDERS TO IMPROVE AGENCY RESOURCES</b></p> <ul style="list-style-type: none"> <li>Continue efforts to increase rate paid for Transitional Living Program Services.</li> <li>Continue to develop connections with Foundations and local Civic Clubs.</li> <li>Continue to Improve Community's Awareness of and Support of Transition House through speaking engagements, social media and June Bug Jam.</li> <li>Support Board efforts to develop a fundraising plan for the Board.</li> <li>Support Board efforts to develop connections that result in donations to Transition House.</li> </ul>	<ul style="list-style-type: none"> <li>TH secured an additional contract with ODMHSAS that helped to improved TH's financial stability.</li> <li>Sooner Rotary Club provided funds to help TH payoff the van loan.</li> <li>Norman Board of Realtors grant helped TH secure a new phone system.</li> <li>Bombas made a donation of 1,000 pairs of socks.</li> <li>OEC continues to support TH and our clients directly.</li> <li>Local support from churches continues to increase – either as JBJ sponsorships and/or in-kind donations.</li> <li>Despite barriers, fund raising efforts were better than expected.</li> <li>TH was able to secure a PPP loan that was made available because of the pandemic.</li> </ul>
	<p><b>EXPLORE ADDITIONAL OPPORTUNITIES TO REDUCE COSTS AND INCREASE REVENUE</b></p> <ul style="list-style-type: none"> <li>Explore less costly, more efficient banking options.</li> <li>Establish a second bank account for on-line donations.</li> <li>Set up a Donate option for social media.</li> </ul> <p><b>IMPROVE TRANSITION HOUSE ENVIRONMENT, ADVOCACY, AND SERVICES THROUGH USE OF VOLUNTEERS AND INTERNS</b></p>	<ul style="list-style-type: none"> <li>TH transitioned to Armstrong Bank and costs are being reduced as a result.</li> <li>A second bank account has been set up for on-line donations.</li> <li>TH had another successful Day of Caring with volunteers from First Fidelity Bank.</li> </ul>



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	<ul style="list-style-type: none"> <li>Continue efforts with local Civic Groups and Faith Communities to do additional projects to enhance Transition House property.</li> <li>Utilize Interns as Appropriate.</li> <li>Continue involvement with Day of Caring and other appropriate Volunteer opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>TH had an outstanding Board Fellow from OU's Price College JC Penney Leadership program.</li> <li>TH was selected by a Price College IBC Business for the Spring of 2020 – unfortunately, their ability to raise funds for TH was impacted by the onset of COVID-19.</li> </ul>
<b>IMPROVE AGENCY OPERATIONS</b>	<p><b>IMPROVE AGENCY OPERATIONS</b></p> <ul style="list-style-type: none"> <li>Get additional training to better utilize Office 365.</li> <li>Continue Safety and Security updates.</li> </ul>	<ul style="list-style-type: none"> <li>TH staff learned to use Office 365 during the pandemic.</li> <li>Keyless locks were installed in doors going into file room and storage area.</li> <li>Drop-In Center flooring was replaced through a Norman Community Foundation grant.</li> <li>Blinds were replaced at the TLP apartments and in the Drop-In Center.</li> <li>A second work cell phone was added for client contact (especially important during the pandemic).</li> <li>TH established the staff's ability to work remotely as needed.</li> </ul>
	<p><b>REVIEW AND UPDATE POLICIES AND PROCEDURES AS NEEDED</b></p> <ul style="list-style-type: none"> <li>Review policies related to Safety and Security.</li> <li>Review policies related to Smoking and Medical Marijuana.</li> <li>Update Client Handbook.</li> <li>Develop Policies and Procedures related to Client Gender Identity.</li> <li>Review Policies and Procedures as needed with Staff during Clinical Team meetings and Staff meetings to ensure a consistent understanding of current agency policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>TH continues to follow ODMHSAS policies related to Smoking and Medical Marijuana.</li> <li>Updates to the Client Handbook have started.</li> <li>TH began investigating policy updates, but changes have not been formalized at this time.</li> <li>Staff has done 2 reviews of agency policies and procedures with staff during FY'20.</li> <li>New TH vision and mission statements were developed and approved. Our Vision: A community committed to connection, recovery, wellness, and joy. Our Mission: Changing lives by creating pathways for mental wellness.</li> </ul>
	<p><b>IMPROVE TRANSITION HOUSE STAFF CONNECTION AND COLLABORATION</b></p> <ul style="list-style-type: none"> <li>Cross Training positions.</li> <li>Continue active participation in routine Consultation and Meetings.</li> <li>Continue to improve meaningful Connections among Staff to reduce Compassion Fatigue and Staff Turnover.</li> <li>Improve Staff Wellness through more intentional and well-planned SWARA's.</li> <li>Do quarterly lunches sponsored by the Board as a form of support and gratitude for the staff's work.</li> </ul>	<ul style="list-style-type: none"> <li>Staff consultation is much more consistent and effective.</li> <li>Staff connections and collaboration have improved, and the staff has healthy connections and support for each other.</li> <li>TH has created a judgement free environment promoting vulnerability and authenticity while supporting connections and professional and personal growth.</li> <li>SWARA's and Board sponsored Staff lunches have been impacted by the pandemic, however staff will continue to be creative in efforts to promote healthy connections and well-being.</li> <li>TH continues to promote overall staff wellness through flexibility with work practices and leave time.</li> <li>Staff and Board partnered with consultant Rennie Cook to participate in a full day agency retreat.</li> </ul>