



12 & 12, INC.
FY 15
ANNUAL MANAGEMENT REPORT

12 & 12 Inc. is a comprehensive addiction recovery treatment center serving individuals and their families who are affected by alcoholism and other drug addictions. Services are provided for adults 18 and older in the Tulsa metropolitan area, surrounding counties, and statewide. Administrative offices and most programs are located in the Skyline facility at 6333 E. Skelly Drive. 12 & 12, Inc. has one satellite, Bryce House, located in the downtown area at 1214 S. Baltimore which serves Homeless Veterans.

Since first organized in 1985, 12 and 12's primary purpose has been to help individuals affected by alcoholism and other drug addictions. From our modest beginnings as a halfway house for alcoholic men, our organization has evolved into the largest community addiction recovery center in Oklahoma serving 2,352 individuals and their families this year. The mission at 12 & 12, Inc. remains to restore alcohol and other drug dependent men and women as productive members of their families, work, and community.

To accomplish our mission, 12&12 offers a comprehensive array of treatment services (education, intervention, treatment, medical and social support services). In carrying out this mission, we are accountable to the agencies with which we contract, to various state and local entities and in a broader sense we are accountable to the citizens of this community.

During fiscal year 2014 12 & 12 received funding from ODMHSAS for an Ambulatory Opioid Treatment Program. This program provides individuals access to inpatient opioid dependency detoxification services and assessment for participation in the Ambulatory Opioid Dependency Treatment Program. The complete array of services includes Medically Supervised Detoxification, Ambulatory Detox, Ambulatory Opioid Treatment Program, Intensive Residential Treatment, Transitional Living, Sober Living, Outpatient Treatment and Intensive Outpatient Treatment. Intensive Residential Treatment, Transitional Living and Outpatient Treatments are also provided for those individuals who have co-existing substance abuse and mental health diagnoses. Fees are based on the client's ability to pay; however, no one is refused services solely because of their lack of financial resources.

12 & 12, Inc. is a non-profit corporation and is tax exempt under 501(c) (3) of the Internal Revenue Code. We are governed by a community volunteer Board of Directors who support the mission and vision of 12 & 12. There are a total of 270 beds available for services in the Skyline facility. All programs are nationally accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities, state certified by the Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) and an accredited Comprehensive Community Addiction Recovery Center (CCARC) through ODMHSAS. Bryce House, which houses our homeless veterans, is accredited through the Veterans Administration.

12 & 12's annual operating revenue was \$7.4 million dollars during FY 2015, with a current budget of \$8.3 million. The agency currently operates with a staff configuration of 140 full time positions. 12 & 12 contracts with the Oklahoma Department of Mental Health and Substance Abuse Services, the Veterans Administration, Department of Corrections, Federal Probation and Parole, Medicaid, Cherokee Nation, Creek Nation, Sac & Fox Nation, Otoe Missouri Nation, the Indian Healthcare Resource Center and numerous commercial carriers. 12 & 12 earned GOLD member agency status from the Tulsa Area United Way for outstanding support of our community through the Tulsa Area United Way 2014 Campaign.

CLIENT PROFILES

In FY 15, 2,351 (unduplicated) individuals received residential services at 12 & 12, Inc. Data was collected from the Oklahoma Department of Mental Health and Substance Abuse Services Reports and Internal Data Collection including consumer surveys and information collected upon admission and discharge. Demographics for FY 2015 were as follows:

SERVICE RECIPIENT CHART

Gender	%
Female	34
Male	66
Unknown	
TOTAL	100

Employed	24
Unemployed	76

Race	%
Caucasian	55
Black	4
Native American	37
Hispanic	3
Other	1
TOTAL	100

Age	%
18 to 35 Years	54
36 to 64 Years	45
65 and Up	1
TOTAL	100

Education	%
< 10 years	10
10-12 years	48
13-16 years	40
> 16 years	2

Alcohol was the primary drug of choice for all admissions during FY 2015 at 35 percent, with opiates as the second most used drug identified at 30 percent with methamphetamines listed as third at 13 percent. Fifty-three percent of all admissions had their first episode of drug use prior to the age of 18. Thirteen percent of admissions were listed as having a substance abuse and a co-occurring mental health issue.

Eleven percent of admissions were employed full time and eight percent were employed on a part time basis. Seventy-six percent were unemployed and eight percent were not in the labor force. Seventy percent of all admissions were at twenty-five percent of the 2014 HHS poverty guidelines.

PROGRAM DEMOGRAPHICS

Medically Supervised Detoxification is designed for consumers who are intoxicated and/or at risk for medical complications in withdrawal. Physician coverage is provided by doctors from the University of Oklahoma Medical School.

- 628 Persons served
- Average length of stay – 5 days

Ambulatory Detox provides outpatient detox services to clients who meet criteria for ambulatory detox services, has a support system, and has transportation to and from 12&12.

Ambulatory Opioid Treatment Program provides medical detoxification services, stabilization services (counseling and group education, physician visits) and maintenance services. This program began on March 24, 2014.

- 35 Persons served
- Average length of stay - 4 months

Intensive Residential Treatment provides intense structure including education, individual and group counseling sessions, and support group meetings.

- 1007 Persons served (includes 496 dually diagnosed)
- Average length of stay – 27 days

Intensive Residential Treatment for the Dually Diagnosed offers psychiatric services and medication management in addition to the residential treatment program. The psychiatrist is on site three half days each week.

- 496 Persons served
- Average length of stay – 28 days

Transitional Living is available to individuals who complete residential treatment and require continued structure. Clients are expected to be employed, go to school, or do volunteer work. Clients receive individual and group counseling, life skills', etc.

- 214 Persons served (includes regular and dual)
- 108 unduplicated dual
- Average stay 57 days

Outpatient and Intensive Outpatient is designed for clients in early stage addiction or at high risk for addiction. Patients who have support systems (family, employment, etc.) and are willing to attend support group meetings are good candidates.

- 734 Persons served

Extended Care Unit

- 96 unduplicated
- Average stay 3 days

VA Overall

- 199 unduplicated
- Average stay 95 days

VA IOP

- 76 unduplicated
- Average stay 44 days

VA Bryce

- 56 unduplicated
- Average stay 197 days
- 12 clients were at Bryce the entire fiscal year

Sober Living Program

- 151 unduplicated
- Average stay 84 days

By Payer Source

- **Native American Tribes:**
 - 332 unduplicated
 - Average stay 39 days
- **Drug Court:**
 - 145 unduplicated
 - Average stay 56 days
- **Insurance:**
 - 164 unduplicated
 - Average stay 19 days
- **Self pay:**
 - 153 unduplicated
 - Average stay 10 days
 - 75 more clients served compared to 2014

CONSUMER SATISFACTION

Consumers complete internal and external surveys to provide feedback on care received, access to services and Customer Satisfaction.

Results from the Internal Midpoint-Discharge-Post-Discharge Consumer Satisfaction Survey:

- 92% ---- were treated with courtesy and respect by 12 & 12 staff
- 90% ---- medical needs had been addressed
- 92% ---- privacy was maintained
- 86% ---- rules were consistently enforced
- 88% ---- were satisfied with the overall appearance of 12 & 12
- 90% ---- were feeling better about themselves
- 82% ---- meals were satisfactory
- 92% ---- satisfied with skills of their counselor
- 92% ---- would refer others to 12 & 12

ODMHSAS Consumer Satisfaction Surveys are completed by all clients and sent to ODMHSAS who collects and reports the data. Results from the External (ODMHSAS) Discharge Consumer Satisfaction Survey:

General Satisfaction: 93.53%

Access to Services: 87.16%

Program Quality: 93.37%

Involvement in Treatment: 89.20%

Service Outcome: 88.25%

Overall Facility Rating: 79.22%

NATIONAL OUTCOME MEASURES (NOMS)

ODMHSAS clients complete a National Outcome Measures (NOMS) questionnaire after discharge from each level of care. Outcome Measures include the following:

1. Increased Level of Functioning
2. Reduction in Arrests
3. Reduction in Homelessness
4. Reduction in Substance Use
5. Reduction in Unemployment

Measures are collected by level of care including Residential, Community Living / Halfway, Outpatient, and Detox for all contracted substance abuse service providers in Oklahoma. Data compares outcomes between 12 & 12 and the average state score for each measure.

12 & 12 NOMS for ODMHSAS clients are as follows:

RESIDENTIAL:

	<u>12 & 12 Score</u>	<u>State Score</u>
• Increased Level of Functioning(5pts)	82.8%	62.5%
• Reduction in Arrests (past 12 months)	95.5%	60.4%
• Reduction in Homelessness	52.8%	61.6%
• Reduction in Substance Use (Primary)	89.4%	89.2%
• Reduction in Unemployment	4.0%	17.1%
Provider Requested Measures		
• Abstinence from Substance Abuse	76.9%	76.8%
• Maintained Employment	85.7%	90.9%
Oklahoma Performance Measures		
• Planned Discharges	73.4%	61.7%

HALFWAY:

	<u>12 & 12 Score</u>	<u>State Score</u>
• Increased Level of Functioning (1 pt):	66.7%	84.2%
• Reduction in Unemployment	50.0%	71.7%
• Reduction Substance Abuse (Primary)	20.0%	83.9%
Provider Requested Measures		
• Maintained Housing	100%	100%
• Maintained Sobriety	67.9%	.288.8%
Oklahoma Performance Measures		
• Planned Discharges	23.3%	46.3%

OUTPATIENT:

	<u>12 & 12 Score</u>	<u>State Score</u>
• Increased Level of Functioning (5pts):	50.9 %	53.6%
• Reduction in Arrests (past 12 months)	88.9%	68.3%
• Reduction in Substance Abuse (Primary)	47.8%	61.9%
• Reduction in Unemployment	33.3%	50.9%
Provider Requested Measures		
• Maintained Employment	100%	94.5%
• Maintained Housing	100%	99.6%
Oklahoma Performance Measures		
• Planned Discharges	32.2%	50.1%

Detox:

	<u>12&12 Score</u>	<u>State Score</u>
• Increased Level of Functioning (1 pt)	71.9%	84.8%
Oklahoma Performance Measures		
• Planned Discharges	63.8%	59.8%

INTERNAL OUTCOME REPORTS

Summary of Critical Incidents: There were a total of 530 critical incidents during FY 2015. Of those, 231 were medical emergencies that required the client be transported via EMSA to the hospital.

Accident Reports

During FY15 there were a total of 102 accidents reported. Of these, 41 required outside medical attention, to include Emergency Room, Urgent Care or Concentra. 29 were clients, 13 were staff/CSW and 1 visitor. The charts below indicate accidents by type, injury, level of care and location.

Grievances and Complaints

There were a total of 28 Grievances and 20 Complaints. All complaints were resolved at the lowest level and all of the grievances were resolved at the lowest level.

12 & 12 AVERAGE CLIENT AT A GLANCE FOR FY 2015

- ODMHSAS payer source
- Male
- Between 25-34 years of age
- Caucasian
- Self Referred
- From Tulsa County
- Resided in Permanent Housing
- Unemployed
- 10-12 Grade Education
- Never Married
- Below 25% poverty level
- Primary Drug of Choice – 1st-Alcohol, 2nd-Opiates, 3rd-Methamphetamine
- Daily Use
- Age of First Use between 13-17 years of age
- Attended Residential Treatment and/or Medically Supervised Detox

BOARD PROFILES

Gender	%	Race	%
Female	29	Caucasian	90
Male	71	Black	0
		Native American	10
		Hispanic	0
		Asian	0

STAFF PROFILES

Gender	#	%	Race	#	%
Female	85	66	Caucasian	92	72
Male	43	34	African American	21	16
			Native American	9	7
			Hispanic	5	4
			Asian	0	0
			Not Specified	1	1

Department

Number of Employees

Administration 15

Admissions

Supervisor 1
 Counselors 2
 Admissions Screeners 5
 Front Desk 5

Bryce House

Counselor 1
 Chemical Dependency Techs 5

Clinical

Clinical Director 1
 Lead Counselors 2
 Counselors 9
 Case Managers 4

Lead Tech	1
Shift Lead Tech	2
Chemical Dependency Techs	29
Utilization Review Specialist	1

Detox

Director of Nursing/RN	1
RN	3
LPN	5
Chemical Dependency Techs	7
MAT Techs	3

Food Service

Manager	1
Assistant Food Service Supervisor	1
Cooks & Drivers	6

IT

2

Housekeeping

Supervisor	1
Housekeepers	3

Maintenance

Supervisor	1
Maintenance Techs	2

Operations

2

Manager	1
Medical Records Lead	1
Medical Records Clerk	1

Out Patient

Supervisor	1
Counselors	3
Case Manager	1
Sober Living	1
Tech	1

Outreach Services

1

Total Employees:

128