Delivering social services to people affected by HIV/AIDS

Tulsa CARES
2012-2013 ANNUAL REPORT
September 1-August 31

Tulsa CARES
3507 E. Admiral Place, Tulsa, OK 74115
(918) 834-4194
www.tulsacares.org
A Letter from the Executive Director

Dear Friends,

In the past year, we were privileged to serve over 500 HIV-positive Oklahomans through one or more of our social service programs. We linked 454 clients to HIV treatment, care, and public assistance programs; served 276 clients with mental health services; supported 199 clients with access to safe, stable housing; and supplied 313 clients with healthy, fresh, and safe foods. For these clients, Tulsa CARES’ services often meant the difference between being housed or homeless, fed or hungry, and having a support system or having no one at all.

This year was a time of transition and growth for Tulsa CARES. We expanded our therapy groups and educational workshops, became one of only thirty non-profit providers accredited by the Council on Accreditation in the state of Oklahoma, and made significant strides in our quest to obtain a new home. Each of these accomplishments is intrinsically linked to our commitment to quality client care.

Twenty-two years ago, Tulsa CARES was created by the Tulsa Community Service Council in response to the HIV/AIDS epidemic, and remains a leader in the HIV continuum-of-care as a respected Tulsa Area United Way Agency. Tulsa CARES continues to grow and adapt to the needs of our local community, and in return, our local community continues to support us. Without the generous support of our donors, the commitment of our compassionate, highly-experienced staff, and the dedication of our Board of Directors, our work would be impossible.

On January 31, 2014, I will retire after almost 21 years of service to this organization and to this community. We have done so much with so little for so long. I leave Tulsa CARES with a heart full of gratitude for the opportunity to serve. I leave the clients in the very capable hands of a well-trained, compassionate, and professional group of care providers. I leave the organization under the direction of a committed, competent, and caring Board of Directors. Tulsa CARES is solid and remains committed to “providing social services to people affected by HIV/AIDS.”

A very deep and heartfelt thank you to each of our donors for your help. Without you none of our work would have been possible.

Respectfully,

Sharon K. Thoele
Executive Director

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**Expenses**

<table>
<thead>
<tr>
<th>Service</th>
<th>2013 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program services</td>
<td>$1,484,670</td>
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<tr>
<td>Administrative</td>
<td>$412,180</td>
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<tr>
<td>Capital project expenses</td>
<td>$70,407</td>
</tr>
<tr>
<td>Outside support services</td>
<td>$42,940</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,987,280</strong></td>
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</tbody>
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**Our Finances**
Revenue

Executive Committee
Brandon Rule
President
William Clark, CPA
Executive Vice President
Dr. Blane Snodgrass
Secretary
Dmitry Volfson, CPA
Treasurer

Elected Board
Macy Amatucci
Dr. Raj Basu
Dan Burnstein
Kim Coretz
Kari Culp
Charles Faudree
Elizabeth Hunt
Jillian Ihloff
Palmer Johnson
Charlotte Mindeman
Dr. Karen Mitchell
Christopher Murphy
Hillary Parkhurst
Isaac Rocha
Dr. John Rogers
Vida Schuman
Ryan Jude Tanner
Sabah Khalaf, Intern

Program Staff
Casey Bakhsh, LCSW
Care Coordination Director
Keneshia Kelley, MEd
Lead Care Coordinator
Maureen Adams, BA
Care Coordinator
Bill List, MSW
Care Coordinator
Allison Burke, BA
Care Coordinator
Evan Scranton, BA
Care Coordinator
Amber Gonzalez, BBM
Bilingual Care Coordinator
Scott Montgomery, BA
Housing Care Coordinator
Mark Smalley, LCSW, LADC
Mental Health Program Director
Brian Timms, MSW
Psychotherapist

Board of Directors

Executive Committee
Brandon Rule
President
William Clark, CPA
Executive Vice President
Dr. Blane Snodgrass
Secretary
Dmitry Volfson, CPA
Treasurer

Our Staff

Administration
Sharon K. Thoele, MHR
Executive Director
D. Bruce Lewis
Office Manager
Marianne Wetherill, PhD, MPH, RD/LD
Director of Support Services
Erin Vance, MS
Information Systems Manager
Ally McGinnis, BA
Administrative Support
Angela Bloxham-Wilkerson
Receptionist

Program Staff
Micah Hartwell, BA, CDM
Nutrition Program Director
Samantha Franklin, AAS, CDM
Nutrition Care Coordinator

Casey Bakhsh, LCSW
Care Coordination Director
Keneshia Kelley, MEd
Lead Care Coordinator
Maureen Adams, BA
Care Coordinator
Bill List, MSW
Care Coordinator
Allison Burke, BA
Care Coordinator
Evan Scranton, BA
Care Coordinator
Amber Gonzalez, BBM
Bilingual Care Coordinator
Scott Montgomery, BA
Housing Care Coordinator
Mark Smalley, LCSW, LADC
Mental Health Program Director
Brian Timms, MSW
Psychotherapist

Revenue

REVENUE  2013 ACTUAL
Contributions     $  1,560,259
Grants           $  712,619
Tulsa Area United Way    $  396,718
Other            $  54,073
Total            $  2,723,669

Our Finances
$50,000 and above

George Kaiser Family Foundation
Helmerich Trust
Oklahoma Housing Finance Agency
Oklahoma State Department of Health
Tulsa Area United Way
U.S. Department of Housing and Urban Development
as administered by the City of Tulsa

$10,000 to $49,999

Jack Allen
Gary and Anna Black
Dan Burnstein and Martin Martinez
Broadway Cares/Equity Fights AIDS
Bill Carpenter and Charles Faudree
Jason and India Carter
Patricia Chernicky
Christopher Murphy
Coretz Family Foundation
Mollie and J.W. Craft
Allison and John Greene
Ruth K. Nelson
Oklahoma AIDS Care Fund
Sanford & Irene Burnstein Foundation
Michele Semin
Tamra and David Sheehan
Ryan Jude Tanner and Jay LeLand Krottinger
Kathy Taylor and Bill Lobeck
Jill and Robert Thomas
William and Susan Thomas
Dr. Jay and Kendra Wheeler

Plans for a New Home

Tulsa CARES purchased a nearby facility in 2013 with plans for renovation in the upcoming year. Our new building will further develop agency capacity to address growing needs across all programs.

Additional critical space will allow us to expand:

- Support Groups
- Educational Workshops
- Nutrition Program Storage and Expanded Food Preparation and Service Areas
- Offices for Additional Volunteers, Staff, and Practicum Interns

Expansion will also allow Tulsa CARES to offer more practicum placements for social work and public health students to strengthen mutually beneficial partnerships with local universities. Professional students and volunteers will enable us to expand services while controlling personnel costs and keeping the organization in touch with emerging research and university-based resources.

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In memoriam of our long time supporter and friend, Charles Faudree.
$499 and under
Raymond Okane
Vonda Pearlman
Steve and Annette Pharris
R W and A M Prate
Richard Neel Home
Aubrey and Mat Ringleb
Zachary Rudd
Brandon Rule and Laurel Johnson
Susan Sadler
Rebecca Salmon
Ms. Mary K. Sanditen
Wilfred and Jean Sanditen
Kim Smith and Bob Stanley
Drs. Melanie and Ira Spector
Jeff and Susie Stava
Jack and Susan Steinmeyer
Jeffrey Stewart
Marilyn and Jay Sylvan
Barbara and Dave Sylvan
Catherine Tatum
Tatiana Taylor
Margaret and Jim Thayer
The Swab Foundation
Ashley Thompson
Utica Dental
Dmitry and Jody Volfson
Walter & Associates
Pat Warnock
Betty Web
Martin Wing and Jack Harker
Ronald Wood
Shannon Young
Ronald Wood
Betty Web
Pat Warnock
Walter & Associates
Dmitry and Jody Volfson
Ashley Thompson
Margaret and Ira Spector
Kim Smith and Bob Stanley
Wilfred and Jean Sanditen
Ms. Mary K. Sanditen
Jeff and Susie Stava
Jack and Susan Steinmeyer
Jeffrey Stewart
Marilyn and Jay Sylvan

In Kind Support
Brookside Farmers’ Market
Linda Stevens
Francie Faudree-Gillman
Greg Holt
Steve Aberson
Monica Basu
India and Jason Carter
Toni Garner
Patrick Gordon
Keehl Fine Art
Lise and Chef Tim Inman
J. Pacetti Precious Jewelers
MAC Cosmetics
POSTOAK Lodge & Resort
POSTOAK Canopy Tours
Susan Sadler
James Shrader
MA Doran Gallery
Mike Sexton
Rita and George Singer
Bob Stewart
Bill Lobeck and Kathy Taylor
Chef Justin Thompson
Debbie Zinke
Will Rogers United Methodist Church

Our Service
Serving all of Northeastern Oklahoma
Tulsa CARES works with the most vulnerable segment of Northeastern Oklahoma’s HIV positive population.

We are committed to:
- improving the quality of life for all people living with HIV/AIDS,
- creating a safe haven for all people living with this disease through well educated, nonjudgmental, caring staff members,
- providing the resources, both financial and human, to maximize the health of persons with HIV/AIDS in our community, and
- educating, informing, and being a resource to the community for issues surrounding HIV/AIDS.

Our Programs Work
Despite the social and economic challenges that our clients face, our programs effectively link clients to medical care and help keep them there. Through our efforts, we are able to reduce the number of new HIV cases in our community.
$5,000 to $9,999

Tom Adelson
Avery Family Trust
Bama Foods, Ltd.
BKD Foundation
Kevin and Sheila Buck
Lynn Schusterman and Stacy Schusterman
Cheryl and Richard Groenendyke
Hall Estill
Greg Holt, M.D.
Jewish Federation of Tulsa Foundation
Mary Jo and Ben Kimbro
Andrew Kinslow
Kinslow Keith & Todd Architects
Larry and Marilyn Lee
Lobeck Taylor Family Foundation
Erin and John Peters
Ranch Acres Wine & Spirits
The University of Tulsa
Trent Tucker
Tammy Chick
Williams Community Giving

$2,500 to $4,999

Monica Basu
Couch Pharmacy
David Cover and Christopher Sellars
Crossland Construction Company, Inc.
Drummond Law PLLC
EMD Serono

Our Achievements

ACCREDITATION

In 2013, Tulsa CARES earned full, agency-wide accreditation by the Council on Accreditation. We are one of only thirty non-profit providers in Oklahoma to earn this status. Following a detailed review of our organization’s policies and procedures against standards of best practice and a two day on-site visit by a COA review team, accreditation independently verified our services are:

- Evidence-based and outcomes oriented
- Culturally competent
- Provided by a skilled and supported staff
- Individualized and strengths-based
- Client and family focused
- Delivered to protect client dignity

Accreditation from the COA allowed Tulsa CARES to qualify to become a Medicaid provider.

CHRONIC DISEASE SELF-MANAGEMENT CERTIFIED

Stanford University certified two Tulsa CARES staff members to provide an evidence-based chronic disease self-management program. “Keys to Health” is a community-based skill-building workshop that uses effective strategies for improving:

- Patient communication with physicians
- General health and disease symptoms
- Fatigue management
- Viral load suppression
- Medication adherence

“Keys to Health” reinforces our program efforts by empowering clients to take more control over their health to improve quality of life. Tulsa CARES is the only agency offering a chronic-disease self-management program for persons with HIV/AIDS in Northeastern Oklahoma.
Between 09/01/12-08/31/13, Tulsa CARES served 515 clients demographically representative of Oklahoma’s entire HIV-positive population:

Race and Ethnicity
- 55% Caucasian
- 10% Hispanic
- 9% American Indian
- 8% Other

Gender
- 79% Male
- 20% Female
- 1% Transgender

Age
- 3% 13-24 years
- 38% 35-44 years
- 57% 45-64 years
- 2% 65+ years

11% of clients have children living in the home.
Promoting Resilience

Mental Health

Stigma and social isolation remain deadly components of HIV disease. Lack of social support and depression are linked to increased risk for disease, disability, and death.

At Tulsa CARES, Licensed Clinical Social Workers provide services to help clients and their loved ones overcome mental, social, and emotional barriers. More clients are accessing our mental health services than ever before. In FY 2013, we served a record 276 clients with mental health screenings, and individual, couples, family, and group therapy.

Tulsa CARES staff may be the only people aware of a client's HIV status, and Tulsa CARES may be the only place a client feels accepted and understood.

Combating Homelessness

Housing

One out of six Tulsa CARES clients does not have a permanent place to live. They are temporarily living with friends, family, or are living in a shelter or on the streets.

Our housing program receives funding from the U.S. Department of Housing and Urban Development through the Housing Opportunities for People with AIDS (HOPWA) Program to provide:

- Rental Assistance ($339,342)
- Mortgage Assistance ($8,009)
- Utility Assistance ($23,600)
- Housing Information Services

In FY 13, Tulsa CARES supported 199 clients to remain safe and stably housed.

Our Donors

$2,500 to $4,999

- Gas Tech Engineering LLC
- Hille Foundation
- Kirk Holt
- Adam Leavitt
- Jim and Marian McCarthy
- Steve and Dr. Karen Mitchell
- Julie and John Nickel
- Osteopathic Founders Foundation
- Clayton Payne and Russell Duncan
- Rodney Pratz
- Refresh Dentistry
- Patricia Savage
- Kajeer Yar

$1,000 to $2,499

- Aberson's Inc.
- David and Carol Adelson
- Liz and Robert Austin
- Bank of Oklahoma
- Raj Basu and Rebekah Tennis
- Michael Boyd and Marlene Martindale
- Suzanne Brickner
- Ann Shannon Cassidy
- Charles and Peggy Stephenson
- Bryan Close
- Kari Culp
- Patricia Dickman
- Marcy Edwards
- Ann and Mark Farrow
$1,000 to $2,499
Robert Stewart
Summit Bank
Suzanne & Jim Kneale Family Foundation
The Mayo Hotel
The Nordam Group Inc.
The Rollins M. and Amalie K. Koppel Foundation
The Sharna and Irvin Frank Foundation
Tulsa Community Foundation
Piper and Deacon Turner
Annie and Jeff Van Hanken
Susie and Don Wellendorf
Theda and John Werthen
Patricia Wheeler
Jeff Zumwalt and Matthew Force

$500 to $999
Cody Addington
Lisa and Steve Antry
John and Donna Brogan
Clark Burns
Jane Callahan
Carpet One Floor & Home
Stephanie and Danny Christner
Dr. Terry Cline
Stephanie and Ralph Cole
Tim Cole
Keith and Laura Colgan
Joel Cousins
Kathie and John Coyle
Barry and Karen Davis
Mary Lou and Chip Doudican
Judith and Ted Eliot
George and Kathy Farmer
Michael Farr
Melissa Graham
Mark and Kirsten Graham
Dr. Greg Gray
Heroux Partners PLLC
Rick Hollingsworth and John Voegele
Gabe Horn and Allan Suzor
Jackie Cooper BMW
Steve and Shelly Jackson
KGrL Gates
Nazir and Anderle Khaled
Stanley Troy Lee
Paul M. McClain
Heather McGraw
Kym Morella
Ryan Morgan
Mark Nelson
Hillary Parkhurst
Sharon Bell and Greg Gray
Schnake Tumbo Frank Inc

Compassionate, Client-Centered Care Coordination

At Tulsa CARES, we know that sometimes the most crucial components of treatment are not always found in a doctor’s office. Our care coordinators spend quality time developing client-centered care plans to remove barriers to medical care with services such as:

- Comprehensive Assessments by Experienced Providers
- Linkage and Referrals to Essential Medical and Social Service Programs
- Prescription and Transportation Assistance
- Bilingual Services

“Case Management helped me to...”

- 95% Gain skills to manage my HIV
- 93% Stay on my HIV med
- 93% Gain confidence in myself
- 90% Got medical care
- 88% Control my HIV viral load
- 86% Reduce my stress about my HIV

Values reflect percent of surveyed clients in agreement with the statement.
**Our Donors**

1,000 to $2,499

- David and Janis Finer
- Toni Garner
- R. Shannon Hall and Cynthia Hulsey
- Rosemary Harris and Tracy Spears
- Diane Heaton and Scott Phillips
- Fayenelle and Jay Helm
- HoganTaylor LLP
- Imhoff PLC
- J. Pacetti Precious Jewels
- Jones, Gotcher & Bogan
- Mike Keys and Ty Kaszubowski
- Dr. Price Kraft and Darla Sedgwick
- Julie Kruger
- Leigh Ann Moss and Dr. Eric Sherburn
- Robert and Jean Murphy
- Mark Murray and John Gaudet
- George Cameron Nash
- Oklahoma Magazine
- Patriot Bank
- Philip & Miranda Kaiser Family Fund
- Christopher Roberts
- Daniel and Vida Schuman
- Jana Shoulders and Robert Soza
- Parker Simon and Brad Turney
- George and Rita Singer
- Blane Snodgrass, O.D.
- Southern Hills Country Club
- SR Hughes
- Richard and Carol Stewart

**Fighting hunger, feeding health**

**Nutrition**

Food insecurity occurs when people cannot access adequate food because they lack the resources, financial or other, to obtain enough to eat. People with HIV/AIDS who are food insecure are more likely to develop health complications, experience depression, and face an increased risk of early death.

An estimated 88% of low-income Oklahomans living with HIV/AIDS experienced marginal, low, or very low food security in 2012.

Ongoing access to the right foods plays a vital role in lessening the effects of HIV disease and side effects of medications. We see first-hand as clients regain strength and muscle mass when provided access to nutritious and physiologically therapeutic food. Since its inception in 1997, the food + Health program has grown by nearly 800%, and we served 313 clients in FY 13.

Our programs make a crucial difference. 4 out of 5 Tulsa CARES clients report their food situation improved since coming to Tulsa CARES.

Our comprehensive nutrition services include:

- Food Assistance and Body Composition Testing
- Medical Nutrition Therapy by a Registered Dietitian
- Nutrition Education by Certified Dietary Managers

**Our Impact**

- 1,267 Wholesome Congregate Meals
- 471 Bags of Emergency Groceries
- 374 Nutritional Supplements
- 1181 Bags of Healthy Monthly Groceries and Medical Foods
- 96 Holiday Baskets
- 4,711 Bags of Fresh Farmer’s Market & Donated Produce