



STATE OF OKLAHOMA CONTRACT WITH CROOKS MENTAL HEALTH SERVICES INC.

This State of Oklahoma Contract is entered into between the State of Oklahoma by and through the Oklahoma Department of Mental Health and Substance Abuse Services ("ODMHSAS") and CROOKS Mental Health Services, Inc. ("Supplier") and is effective as of the effective date set forth on a properly issued purchase order or, if no effective date is listed, the date of last signature ("Effective date"). The term of the Contract is 1 (one) year with 5 (five) one-year options to renew.

Purpose

The State is awarding the Contract to Supplier for the provision of behavioral health services for Tulsa County. Supplier will be responsible for delivering services in an engaging, supportive environment aimed at achieving positive outcomes for consumers. Key responsibilities shall include facilitating access to necessary services, ensuring the appropriateness of care, and promoting overall client satisfaction. Services must focus on consumer empowerment, wellness, recovery, and integration into the community. Additionally, they should be built on individual strengths, provided in natural settings, and uphold the human dignity and value of each consumer. Services provided must be trauma-informed, gender-specific, co-occurring capable, age-appropriate, and culturally competent to meet the diverse needs of all consumers. Supplier submitted a proposal containing no exceptions to the Solicitation. This Contract Document memorializes the agreement of the parties with respect to terms of the Contract that is being awarded to Supplier.

Now, therefore, in consideration of the foregoing and the mutual promises set forth herein, the receipt and sufficiency of which are hereby acknowledged the parties agree as follows:

1. The parties agree that Supplier has not yet begun performance of work under the Contract. Issuance of a purchase order is required prior to payment to a Supplier.
2. The following Contract Documents are attached hereto and incorporated herein:
 - 2.1. Solicitation EV000000672, Attachment A;
 - 2.2. Solicitation Specifications and Requirements, Exhibit 1;
 - 2.3. Amendments to the Solicitation, Amendments 1-4;
 - 2.4. Oklahoma General Terms, Attachment B;
 - 2.5. Intentionally Omitted, Attachment C;
 - 2.6. Intentionally Omitted, Attachment D;
 - 2.7. Response to Specification and Price, Attachment E1;
 - 2.8. Pricing, Exhibit Attachment E2; and

2.9. Value Add Offerings, Attachment E3.

3. The parties additionally agree:

3.1. Except for information deemed confidential by the State pursuant to applicable law, rule, regulation or policy, the parties agree Contract terms and information are not confidential and are disclosable without further approval of or notice to Supplier.

3.2. To the extent any term or condition in any Contract Document, including via a hyperlink or uniform resource locator, conflicts with an applicable Oklahoma and/or United States law or regulation, such term or condition is void and unenforceable. By executing any Contract Document which contains a conflicting term or condition, the State or Customer makes no representation or warranty regarding the enforceability of such term or condition and the State or Customer does not waive the applicable Oklahoma and/or United States law or regulation which conflicts with the term or condition.

3.3. The parties acknowledge and agree that rates are established pursuant to the Oklahoma Medicaid State Plan, as approved by the Centers for Medicare & Medicaid Services and maintained by the Oklahoma Health Care Authority. The State Plan is available at: <https://oklahoma.gov/ohca/policies-and-rules/plans-and-waivers.html>

Supplier shall be reimbursed solely in accordance with the rates and methodologies set forth in the Oklahoma Medicaid State Plan, which are paid to the Supplier solely by the Oklahoma Health Care Authority. ODMHSAS's reimbursement obligations are addressed in their underlying contract with the Oklahoma Health Care Authority, and no payment shall be made from ODMHSAS to the Supplier under this Contract.

Pursuant to 62 O.S. § 34.401(3), "The Oklahoma Department of Mental Health and Substance Abuse Services shall be prohibited from entering into contracts that do not clearly state a maximum fiscal obligation." This Contract is funded exclusively through Medicaid reimbursement. ODMHSAS shall not pay any additional funds under this Contract; all payments to Supplier shall be made pursuant to the Oklahoma Medicaid State Plan as administered by Oklahoma Health Care Authority and can be found here: <https://oklahoma.gov/ohca/policies-and-rules/plans-and-waivers.html>

3.4. Effective September 1, 2025, OAC 450:17-1-6 was amended. It now provides, in relevant part, "[o]nly one certified CMHC is allowed per service area, with the exception of Oklahoma County and Tulsa County. Oklahoma County and Tulsa County, in their entirety, shall be joint service areas available to every CMHC with at least one (1) certified CMHC location within the county. The Commissioner shall designate the number of CMHCs that may obtain certification within Oklahoma County and Tulsa County." The Commissioner has authorized four providers in Tulsa County and Supplier may operate in the entirety of Tulsa County.

4. The Office of Management and Enterprise Services is not responsible for payment obligations.

5. The undersigned Agency hereby attests that any required terms and conditions based on a Federal Award applicable to this Contract are included herein.
6. Any reference to a Contract Document refers to such Contract Document as it may have been amended. If and to the extent any provision is in multiple documents and addresses the same or substantially the same subject matter but does not create an actual conflict, the more recent provision is deemed to supersede earlier versions.

SIGNATURES

The undersigned represent and warrant that they are authorized, as representatives of the party on whose behalf they are signing, to sign this Agreement and to bind their respective party thereto.

**STATE OF OKLAHOMA
by and through the OKLAHOMA
DEPARTMENT OF MENTAL HEALTH AND
SUBSTANCE ABUSE SERVICES:**

By:

Name:

Title:

Date:



December 16, 2025

**CREOKS MENTAL HEALTH SERVICES,
INC.**

By:

Name: Brent Black

Title: CEO

Date: 09/12/2025


Brent Black (Dec 9, 2025 08:33:38 CST)

The State Purchasing Director is signing solely to ensure state agency compliance with provisions of the Oklahoma Central Purchasing Act pursuant to 74 O.S., § 85.5 concerning acquisitions by state agencies.

By:


Amanda Otis (Dec 18, 2025 09:11:42 CST)

Name: Amanda Otis

Title: State Purchasing Director

Date: Dec 18, 2025

Attachment A

Solicitation No. EV00000672

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded on behalf of Oklahoma Department of Mental Health and Substance Abuse Services (ODMHSAS) by and through the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract document.

I. PURPOSE

The Office of Management and Enterprise Services (OMES), Central Purchasing Division, is seeking responses on behalf of ODMHSAS) from qualified suppliers interested in providing services under a contract for Certified Community Behavioral Health Clinic (CCBHC) contractors. ODMHSAS will award one (1) contract per designated catchment area, resulting in a total of four (4) contract awards to four (4) different qualified suppliers. The goal is to provide high-quality behavioral health services to individuals residing in Tulsa County, covering the four established CCBHC catchment areas. This request for proposals stems from the increased acuity of individuals seeking care in the region and the growing demand for behavioral health services. The selected contractor will be responsible for delivering services in an engaging, supportive environment aimed at achieving positive outcomes for consumers. Key responsibilities shall include facilitating access to necessary services, ensuring the appropriateness of care, and promoting overall client satisfaction. Services must focus on consumer empowerment, wellness, recovery, and integration into the community. Additionally, they should be built on individual strengths, provided in natural settings, and uphold the human dignity and value of each consumer. The contractor must demonstrate a clear understanding of its role as a provider within the broader state-wide mental health and substance abuse service system for both children and adults. Collaboration with other providers, as necessary, to ensure access to services and continuity of care is essential. The contractor will also be expected to work closely with ODMHSAS in the ongoing implementation of transformational initiatives, including the integration of emerging evidence-based practices. Services provided must be trauma-informed, gender-specific, co-occurring capable, age-appropriate, and culturally competent to meet the diverse needs of all consumers. Bidders are welcome to submit proposals for any or all of the catchment areas; however, only one catchment area will be awarded per bidder. Additionally, the resulting contract may be designated for use as a Statewide Contract.

The Contract is awarded on behalf of ODMHSAS for Certified Community Behavioral Health Clinic (CCBHC) contractors.

1. Contract Term and Renewal Options:

1.1. The initial Contract term, which begins on the effective date of the Contract, is one year and there are five (5) one-year options to renew the Contract.

2. Solicitation Criterion:

The Bid will be evaluated using the best value/lowest and best criterion, based on the following:

2.1.1. Price

2.1.2. Attachment A,

2.1.3. Exhibit 1, Exhibit 2, Exhibit 3, Exhibit 4, Exhibit 5, Exhibit 6, and Exhibit 7.

3. Scope and Description:

3.1. The Bid Response must reflect for each requirement on Attachment A, Exhibit 1, Exhibit 2, Exhibit 3, Exhibit 4, and Exhibit 5. whether the requirement is met by an out-of-the-box solution or whether the requirement necessitates customization to the Bidder's proposed solution.

3.2. The Bid Response must demonstrate the Bidder's ability to meet or exceed the mandatory specifications outlined in the attached Exhibit 1.

4. Pricing

4.1. Pricing shall be proposed as a single total firm, fixed cost and include all information concerning fees, other costs, and any other information relevant to the total cost.

4.2. Value-added products and/or services within scope of the Acquisition may be included in the Bid.

5. Executive Summary and Company Information are on Exhibit 02: Executive Summary and Company Information.

6. The response to pricing shall be proposed using Exhibit 03: Price Template.

7. Value-added products and/or services within scope of the Acquisition are to be included in Exhibit 03

8. Business References are to be on Exhibit 04: Bidder Reference Worksheet.

9. Third-party vendor information is included on Exhibit 05: Third Party Supplier Information.

II. STATE OF OKLAHOMA NON-NEGOTIABLE GENERAL TERMS

In addition to other terms contained in an applicable Contract document, Supplier and State agree to the following General Terms:

1 **Scope and Contract Renewal**

- 1.1 Supplier may not add products or services to its offerings under the Contract without the State's prior written approval. Such request may require a competitive bid of the additional products or services. If the need arises for goods or services outside the scope of the Contract, Supplier shall contact the State.
- 1.2 At no time during the performance of the Contract shall the Supplier have the authority to obligate any Customer for payment for any products or services (a) when a corresponding encumbering document is not signed or (b) over and above an awarded Contract amount. Likewise, Supplier is not entitled to compensation for a product or service provided by or on behalf of Supplier that is neither requested nor accepted as satisfactory.
- 1.3 If applicable, prior to any Contract renewal, the State shall subjectively consider the value of the Contract to the State, the Supplier's performance under the Contract, and shall review certain other factors, including but not limited to the: a) terms and conditions of Contract documents to determine validity with current State and other applicable statutes and rules; b) current pricing and discounts offered by Supplier; and c) current products, services and support offered by Supplier. If the State determines changes to the Contract are required as a condition precedent to renewal, the State and Supplier will cooperate in good faith to evidence such required changes in an Amendment. Further, any request for a price increase in connection with a renewal or otherwise will be conditioned on the Supplier providing appropriate documentation supporting the request.
- 1.4 Upon mutual agreement, the Parties may extend the Contract for ninety (90) days beyond a final renewal term. The Parties may to the extent allowable by law, choose to exercise subsequent ninety (90) day extensions.
- 1.5 Supplier understands that supplier registration expires annually and, pursuant to OAC 260:115-3-3, Supplier shall maintain its supplier registration with the State as a precondition to a renewal of the Contract.

2 Contract Effectiveness

- 2.1** Unless specifically agreed in writing otherwise, the Contract is effective upon the date last signed by the parties. Supplier shall not commence work, commit funds, incur costs, or in any way act to obligate the State until a proper purchase order has been issued.
- 2.2** Any Contract document shall be legibly written in ink or typed. All Contract transactions, and any Contract document related thereto, may be conducted by electronic means pursuant to the Oklahoma Uniform Electronic Transactions Act.

3 Modification of Contract Terms and Contract documents

- 3.1** The Contract may only be modified, amended, or expanded by an Amendment. Any change to the Contract, including the addition of work or materials, the revision of payment terms, or the substitution of work or materials made unilaterally by the Supplier, is a material breach of the Contract. Unless otherwise specified by applicable law or rules, such changes, including without limitation, any unauthorized written Contract modification, shall be void and without effect and the Supplier shall not be entitled to any claim under the Contract based on those changes. No oral statement of any person shall modify or otherwise affect the terms, conditions, or specifications stated in the Contract.
- 3.2** Any additional terms on an ordering document provided by Supplier are of no effect and are void unless mutually executed. OMES bears no liability for performance, payment or failure thereof by the Supplier or by a Customer other than OMES in connection with an Acquisition.
- 3.3** Except for information deemed confidential by the State pursuant to applicable law, rule, regulation, or policy, the parties agree Contract terms are not confidential and are disclosable without further approval of or notice to Supplier.
- 3.4** Unless mutually agreed to in writing by the State of Oklahoma by and through the Office of Management and Enterprise Services, no Contract document or other terms and conditions or clauses, including via a hyperlink or uniform resource locator, shall supersede or conflict with the terms of this Contract or expand the State's or Customer's liability or reduce the rights of Customer or the State.

3.5 To the extent any term or condition in any Contract document, including via a hyperlink or uniform resource locator, conflicts with an applicable Oklahoma and/or United States law or regulation, such term or condition is void and unenforceable. By executing any Contract document which contains a conflicting term or condition, the State or Customer makes no representation or warranty regarding the enforceability of such term or condition and the State or Customer does not waive the applicable Oklahoma and/or United States law or regulation which conflicts with the term or condition.

4 Pricing

4.1 Pursuant to 68 O.S. §§ 1352, 1356, and 1404, State agencies are exempt from the assessment of State sales, use, and excise taxes. Further, State agencies and political subdivisions of the State are exempt from Federal Excise Taxes pursuant to Title 26 of the United States Code. Any taxes of any nature whatsoever payable by the Supplier shall not be reimbursed.

4.2 Pursuant to 74 O.S. §85.40, all travel expenses of Supplier must be included in the total Acquisition price.

4.3 The price of a product offered under the Contract shall include and Supplier shall prepay all shipping, packaging, delivery and handling fees. All product deliveries will be free on board Customer's Destination. No additional fees shall be charged by Supplier for standard shipping and handling. If Customer requests expedited or special delivery, Customer may be responsible for any charges for expedited or special delivery

4.4 Any product to be delivered pursuant to the Contract shall be subject to final inspection and acceptance by the Customer at Destination. The Customer assumes no responsibility for a product until accepted by the Customer. Title and risk of loss or damage to a product shall be the responsibility of the Supplier until accepted. The Supplier shall be responsible for filing, processing, and collecting any and all damage claims accruing prior to acceptance

4.5 Pursuant to OAC 260:115-9-1, payment for an Acquisition does not constitute final acceptance of the Acquisition. If subsequent inspection affirms that the Acquisition does not meet or exceed the specifications of the order or that the Acquisition has a latent defect, the Supplier shall be notified as soon as is reasonably practicable. The Supplier shall retrieve and

replace the Acquisition at Supplier's expense or, if unable to replace, shall issue a refund to Customer. Refund under this section shall not be an exclusive remedy.

5 Invoices and Payments

5.1 Supplier shall be paid upon submission of a proper invoice(s) at the prices stipulated in the Contract in accordance with 74 O.S. §85.44B which requires that payment be made only after products have been provided and accepted or services rendered and accepted This section shall not prohibit the payment of membership dues or payment for subscriptions to magazines, periodicals or books or for payment to vendors providing subscription services under 74 O.S. 85.44B.

The following terms additionally apply:

- A.** An invoice shall contain the purchase order number, description of products or services provided and the dates of such provision.
- B.** Failure to provide a timely and proper invoice may result in delay of processing the invoice for payment. Proper invoice is defined at OAC 260:10-1-2.
- C.** Payment of all fees under the Contract shall be due NET 30 days, but shall not be deemed late until 45 days. Payment and interest on late payments are governed by 62 O.S. §34.72. Such interest is the sole and exclusive remedy for late payments by a State agency and no other late fees are authorized to be assessed pursuant to Oklahoma law.
- D.** The date from which an applicable early payment discount time is calculated shall be from the receipt date of a proper invoice. There is no obligation, however, to utilize an early payment discount.
- E.** If an overpayment or underpayment has been made to Supplier any subsequent payments to Supplier under the Contract may be adjusted to correct the account. A written explanation of the adjustment will be issued to Supplier.
- F.** If the Supplier accepts payment by Purchase Card they shall do so according to Oklahoma law.

6 Oklahoma Open Records Act

Supplier acknowledges that all State agencies and certain other Customers are subject to the Oklahoma Open Records Act set forth at 51 O.S. §24A-1 et seq. Supplier also acknowledges that compliance with the Oklahoma Open Records Act and all opinions of the Oklahoma Attorney General concerning the Act is required. Customer may be provided access to Supplier Confidential Information. State agencies are subject to the Oklahoma Open Records Act and Supplier acknowledges information marked confidential information will be disclosed to the extent permitted under the Open Records Act and in accordance with this section. Nothing herein is intended to waive the State Purchasing Director's authority under OAC 260:115-3-9 in connection with Bid information requested to be held confidential by a Bidder. Notwithstanding the foregoing, Supplier Confidential Information shall not include information that: (i) is or becomes generally known or available by public disclosure, commercial use or otherwise and is not in contravention of this Contract; (ii) is known and has been reduced to tangible form by the receiving party before the time of disclosure for the first time under this Contract and without other obligations of confidentiality; (iii) is independently developed without the use of any of Supplier Confidential Information; (iv) is lawfully obtained from a third party (without any confidentiality obligation) who has the right to make such disclosure or (v) pricing provided to the State. In addition, the obligations in this section shall not apply to the extent that the applicable law or regulation requires disclosure of Supplier Confidential Information, provided that the Customer provides reasonable written notice, pursuant to Contract notice provisions, to the Supplier so that the Supplier may promptly seek a protective order or other appropriate remedy.

7 Conflict of Interest

In addition to any requirement of law or of a professional code of ethics or conduct, the Supplier, its employees are required to disclose any outside activity or interest that conflicts or may conflict with the best interest of the State. Prompt disclosure is required under this section if the activity or interest is related, directly or indirectly, to any person or entity currently under contract with or seeking to do business with the State, its employees or any other third-party individual or entity awarded a contract with the State. Further, as long as the Supplier has an obligation under the Contract, any plan, preparation or engagement in any such activity or interest shall not occur without prior written approval of the State. Any conflict of

interest shall, at the sole discretion of the State, be grounds for partial or whole termination of the Contract.

8 State Shall Not Indemnify

The State of Oklahoma cannot lawfully agree to indemnify a private contractor. The credit of the State shall not be given, pledged, or loaned to any individual, company, corporation, or association, municipality, or political subdivision of the State pursuant to Oklahoma Constitution article 10, Section 15, OAC 260:115-7-32(k)(3)(A) and Attorney General Opinion 2012-18.

9 Indemnification Coordination of Defense

9.1 In connection with indemnification obligations under the Contract, when a State agency is a named defendant in any filed or threatened lawsuit, the defense of the State agency shall be coordinated by the Attorney General of Oklahoma, or the Attorney General may authorize the Supplier to control the defense and any related settlement negotiations; provided, however, Supplier shall not agree to any settlement of claims against the State without obtaining advance written concurrence from the Attorney General. If the Attorney General does not authorize sole control of the defense and settlement negotiations to Supplier, Supplier shall have authorization to equally participate in any proceeding related to the indemnity obligation under the Contract and shall remain responsible to indemnify the applicable Indemnified Parties.

10 Termination for Funding Insufficiency

10.1 Notwithstanding anything to the contrary in any Contract document, the State may terminate the Contract in whole or in part if funds sufficient to pay obligations under the Contract are not appropriated or received from an intended third-party funding source. In the event of such insufficiency, Supplier will be provided at least fifteen (15) calendar days' written notice of termination. Any partial termination of the Contract under this section shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that are not terminated. The determination by the State of insufficient funding shall be accepted by, and shall be final and binding on, the Supplier.

10.2 Upon receipt of notice of a termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the

termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contractor certain obligations are terminated shall be refunded.

- 10.3** The State's exercise of its right to terminate the Contract under this section shall not be considered a default or breach under the Contract or relieve the Supplier of any liability for claims arising under the Contract.

11 Suspension of Supplier

- 11.1** Supplier may be subject to Suspension without advance notice and may additionally be suspended from activities under the Contract if Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract.
- 11.2** Upon receipt of a notice pursuant to this section, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to receipt of notice by Supplier, the Suspension does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract during a period of Suspension or suspended activity or for any damages or other amounts caused by or associated with such Suspension or suspended activity. A right exercised under this section shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees attributable to a period of Suspension or suspended activity shall be refunded.
- 11.3** Such Suspension may be removed, or suspended activity may resume, at the earlier of such time as a formal notice is issued that authorizes the resumption of performance under the Contract or at such time as a purchase order or other appropriate encumbrance document is issued. This subsection is not intended to operate as an affirmative statement that such resumption will occur.

12 Certification Regarding Debarment, Suspension, and Other Responsibility Matters

The certification made by Supplier with respect to Debarment, Suspension, certain indictments, convictions, civil judgments and terminated public contracts is a material representation of fact upon which reliance was placed when entering into the Contract. A determination that Supplier knowingly rendered an erroneous certification, in addition to other available remedies, may result in whole or partial termination of the Contract for Supplier's default. Additionally, Supplier shall promptly provide written notice to the State Purchasing Director if the certification becomes erroneous due to changed circumstances.

13 Certification Regarding State Employees Prohibition From Fulfilling Services

Pursuant to 74 O.S. § 85.42, the Supplier certifies that no person involved in any manner in development of the Contract employed by the State shall be employed to fulfill any services provided under the Contract.

14 Notices

All notices, approvals or requests allowed or required by the terms of any Contract shall be in writing, reference the Contract with specificity and deemed delivered upon receipt or upon refusal of the intended party to accept receipt of the notice. Notice information may be updated in writing to the other party as necessary. In addition to other notice requirements in the Contract and the designated Supplier contact provided in a successful Bid, notices shall be sent to the State at the email address set forth below.

Notwithstanding any other provision of the Contract, confidentiality, breach and termination-related notices shall be delivered to the address below in addition to e-mail.

If sent to the State:

State Purchasing Director
2401 North Lincoln Blvd., Second Floor
Oklahoma City, Oklahoma 73105

With a copy, which shall not constitute notice, to:

Purchasing Division Deputy General Counsel
2401 North Lincoln Blvd., Second Floor
Oklahoma City, Oklahoma 73105

15 Miscellaneous

15.1 Choice of Law and Venue

Any claim, dispute, or litigation relating to the Contract documents, in the singular or in the aggregate, shall be governed by the laws of the State of Oklahoma without regard to application of choice of law principles. Pursuant to 74 O.S. §85.7(F), where Federal awards are involved, applicable federal laws, rules and regulations shall govern to the extent necessary to insure ensure compliance with the terms of the Federal award. Venue for any action, claim, dispute, or litigation relating in any way to the Contract documents, shall be in Oklahoma County, Oklahoma. The State expressly declines any terms that minimize its rights under Oklahoma Law, including but not limited to, Statutes of Limitations.

15.2 Employment Relationship

The Contract does not create an employment relationship. Individuals providing products or performing services pursuant to the Contract are not employees of the State or Customer and, accordingly are not eligible for any rights or benefits whatsoever accruing to such employees.

15.3 Failure to Enforce

Failure by the State or a Customer at any time to enforce a provision of, or exercise a right under, the Contract shall not be construed as a waiver of any such provision. Such failure to enforce or exercise shall not affect the validity of any Contract document, or any part thereof, or the right of the State or a Customer to enforce any provision of, or exercise any right under, the Contract at any time in accordance with its terms. Likewise, a waiver of a breach of any provision of a Contract document shall not affect or waive a subsequent breach of the same provision or a breach of any other provision in the Contract.

15.4 Invalid Term or Condition

To the extent any term or condition in the Contract conflicts with a compulsory applicable State or United States law or regulation, such Contract term or condition is void and unenforceable. By executing any Contract document which contains a conflicting term or condition, no representation or warranty is made regarding the enforceability of such term or condition. Likewise, any applicable State or federal law or regulation

which conflicts with the Contract or any non-conflicting applicable State or federal law or regulation is not waived.

15.5 Severability

If any provision of a Contract document, or the application of any term or condition to any party or circumstances, is held invalid or unenforceable for any reason, the remaining provisions shall continue to be valid and enforceable and the application of such provision to other parties or circumstances shall remain valid and in full force and effect. If a court finds that any provision of this contract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision shall be deemed to be written, construed, and enforced as so limited.

15.6 Section Headings

The headings used in any Contract document are for convenience only and do not constitute terms of the Contract.

15.7 Sovereign Immunity

Notwithstanding any provision in the Contract, the Contract is entered into subject to the State's Constitution, statutes, common law, regulations, and the doctrine of sovereign immunity, none of which are waived by the State nor any other right or defense available to the State; provided, however, that the parties hereby agree that the doctrine of sovereign immunity does not apply to actions grounded in contract and therefore does not prohibit Supplier from pursuing claims arising under the Contract against the State and Customers.

15.8 Survival

As applicable, performance under all license, subscription, service agreements, statements of work, transition plans and other similar Contract documents entered into between the parties under the terms of the Contract shall survive Contract expiration. Additionally, rights and obligations under the Contract which by their nature should survive including, without limitation, certain payment obligations invoiced prior to expiration or termination; confidentiality obligations; security incident and data breach obligations and indemnification obligations, remain in effect after expiration or termination of the Contract.

15.9 Gratuities

The Contract may be immediately terminated, in whole or in part, by written notice if it is determined that the Supplier, its authorized employee, agent, or another representative acting within the scope of their authority violated any federal, State or local law, rule or ordinance by offering or giving a gratuity to any State employee directly involved in the Contract. In addition, Suspension or Debarment of the Supplier may result from such a violation.

15.10 Import/Export Controls

Neither party will use, distribute, transfer or transmit any equipment, services, software or technical information provided under the Contract (even if incorporated into other products) except in compliance with all applicable import and export laws, conventions and regulations.

Exhibit 01

This Request Proposal is for four (4) Tulsa County CCHB catchment areas – Northeast, Northwest, Southeast and Southwest (see map below). Vendors are invited to submit bids for all four Tulsa County CCHB areas. Please note that only one vendor will be selected per each Tulsa County CCHB Area. In no event will a single vendor be awarded more than one (1) Tulsa County CCHB catchment area.

1. Mandatory Requirements

- 1.1. The Bidder shall comply with all requirements in this bid and provide a written response to each Mandatory Requirement. The bidder's compliance with the requirements in this bid shall be determined according to the sole unrestricted discretion of ODMHSAS.
- 1.2. Eligible provider organization (Bidder) must be a Certified Community Behavioral Health Clinic (CCBHC) by ODMHSAS standards, a qualified Medicaid provider and a 501(c)(3) private, non-profit entity or a tribal entity willing to become certified as a CCBHC, or a 501(c)(3) private provider willing to become certified as a CCBHC within 6 months of award. Payment for services provided at any site under this award is contingent upon, and may not be initiated until, the site has completed ODMHSAS certification as a CCBHC.
- 1.3. The Contractor shall at all times carry and maintain Commercial General liability insurance of no less than one million dollars (\$1,000,000) for any aggregate claim per incident. Professional services Contractor, must also provide Professional Liability insurance to adequately compensate persons for an act of professional negligence by the Contractor, its agents, employees or the like. A copy of Commercial General Liability insurance and Professional Liability insurance is to be submitted with the bid response.
- 1.4. Contractors are expected to comply with all applicable statutes and rules including but not limited to Title 43A; Title 450, Chapter 15, Chapter 17, Chapter 23, and Chapter 55 .
- 1.5. Contractors must respond to all adult and child mobile response requests dispatched by the ODMHSAS 988 call center 24 hours a day, 7 days per week.
- 1.6. Contractors are expected to comply with all applicable manuals, to include the CCBHC Manuals and ODMHSAS Service Manual (<http://www.odmhsas.org/arc.htm>, Documents), and the Eligibility and Target Population Matrix (<http://www.odmhsas.org/arc.htm>, Documents, Statements of Work, choose current fiscal year).

- 1.7. Contractors shall provide the 9 required CCBHC Services directly or through formal partnership which include: 1) Crisis Services, 2) Outpatient Mental Health and Substance Use Services, 3) Person-and-Family-Centered Treatment Planning, 4) Community-Based Mental Health Care for Veterans, 5) Peer and Family/Caregiver Support and Counselor Services, 6) Targeted Case Management, 7) Outpatient Primary Care Screening and Monitoring, 8) Psychiatric Rehabilitation, 9) Screening, Diagnosis, and Risk Assessment.

2. Access to Services

- 2.1. In determining a consumer's initial and ongoing eligibility for any service, Contractor may not exclude an individual of any age based on the following factors: Also see the Eligibility and Target Population Matrix on the ARC website for detailed information (<http://www.odmhsas.org/arc.htm>, Documents, Statements of Work, choose current fiscal year).
 - 2.1.1. The consumer's past or present mental health or substance use issues;
 - 2.1.2. The presumption of the consumer's inability to benefit from treatment;
 - 2.1.3. The specific substance used by the consumer;
 - 2.1.4. The consumer's continued substance use;
 - 2.1.5. The consumer's level of success in prior treatment episodes;
 - 2.1.6. The consumer's designation as a sex offender; or
 - 2.1.7. The consumer's past history of violence or incarceration.

3. Yearly Surveys by ODMHSAS

- 3.1. The ODMHSAS will rate the following criteria throughout duration of this contract on a yearly basis. The ODMHSAS does the satisfaction surveys for all the CMHCs through mail-outs and the enhanced tier payment system results in its Decision Support Services.
 - 3.1.1. Survey Criteria:
 - 3.1.1.1. History of Enhanced Tier Payment System Results.
 - 3.1.1.2. Client Consumer Satisfaction Survey Results.
 - 3.1.1.3. Number of persons served on the most in need (MIN) list.
 - 3.1.1.4. Reduction in inpatient bed days.
 - 3.1.1.5. Reduction in jail days.

4. Conditions

- 4.1. Contractors' staff must attend trainings and meetings required by the ODMHSAS.

- 4.2. Contractors must agree to submit data and participate in the established ODMHSAS evaluation process.
- 4.3. Any changes in program operations must be submitted to the ODMHSAS.
- 4.4. If the program is found to be in non-adherence on the evaluation criteria at any time, a notice of non-compliance will be issued to the Contractor and a period of remediation of 30 days will begin from the date of the receipt of the notice. Notice may be issued in person at a site audit, via certified registered U.S. mail or other certified carrier of the notice of non-compliance. If compliance is not returned within the 30-day period, immediate cancellation of the contract may be executed and no moneys due from date of non-compliance will be paid. A 30-day notification must be submitted to the ODMHSAS before the cancellation of a contract.

5. Compensation

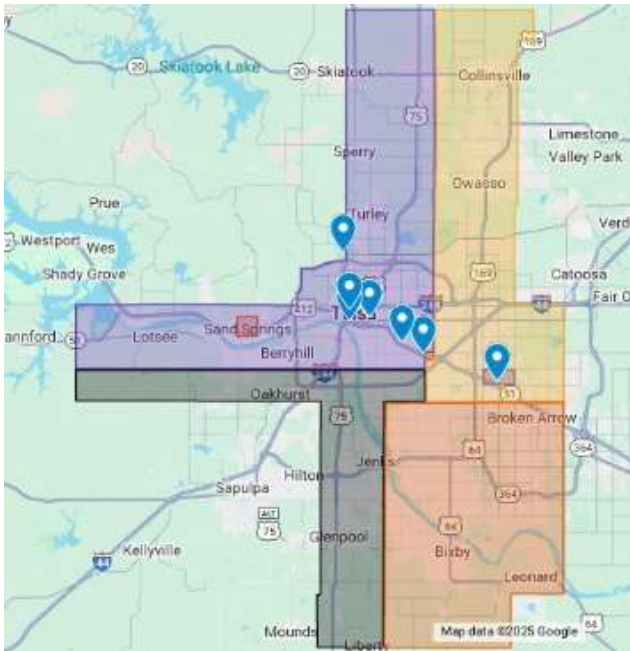
- 5.1. Compensation and billing pursuant to this contract shall be in accordance with the CCBHC Manuals and the ODMHSAS Services Manual (<http://www.odmhsas.org/arc.htm>, Documents).
 - 5.1.1. For eligible services, Customer Data Core (CDC) information must be filled out appropriately and completely with any level of care change or at a minimum of every six (6) months to obtain payment through this contract. If any of the information is determined missing from the CDC or not properly updated, the Department has the right to credit services provided to that consumer, request recoupment, or suspend payment. CDC information shall be entered into a location and format as prescribed by the department. A quality initiative (QI0 line is required before payment of any CCBHC services QI lines will not be issued unless a current CDC has been entered for the respective consumer. Contractor is required to comply with the ODMHSAS Services Manual and is hereby incorporated by reference. Contractor must follow all OHCA and ODMHSAS policies and guidelines pursuant to compensation.
- 5.2. Contractor is eligible to participate in the ODMHSAS Enhanced Tier Payment System (ETPS) program, established in accordance with attachment 4.19-B, page 24 of the Oklahoma Medicaid State Plan, as approved by the Center for Medicare and Medicaid Services (CMS) and the Oklahoma Health Care Authority (OHCA).
- 5.3. ODMHSAS compensation for services within this RFP is \$0.00 with the exception of quarterly ETPS payments determined by Contractor's results on twelve predetermined outcome measures.
 - 5.3.1. Contractor is responsible for contributing to the ETPS match funds pool based on core service dollars provided by ODMHSAS for this service area and number of clients served.

- 5.3.2. ETPS match funds contribution may be made in the form of the value of pending services provided to indigent individuals.
- 5.4. ODMHSAS reserves the right to provide compensation in support of services to indigent clients or special programs and services not covered by Medicaid or any other funding source at a later date, as budget allows.
- 5.5. ODMHSAS is the payer of last resort.

6. Core Service Functions

- 6.1. Certain contract requirements related to the core service functions are set forth in Oklahoma rules, Title 450, Chapter 17, Part 25 (450:17-5-170 through 450:17-5-192).

7. Tulsa county CCHB areas. NE, NW, SE, and SW





Date of Issuance: 04/18/2025 Solicitation/Event No. EV00000672
 Requisition No. _____ Amendment No. 1

Hour and date specified for receipt of offers is changed: No Yes, to: _____ 1:00 PM CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly in the subject line of the email.

RETURN TO: Supplier Portal (oklahoma.gov)

RICHARD DIAZ
Contracting Officer

RICHARD.DIAZ@OMES.OK.GOV
E-Mail Address

Description of Amendment:

a. This is to incorporate the following:

On behalf of the State of Oklahoma, the Office of Management and Enterprise Services (OMES) gives notice:

Attachment B has been replaced with an updated a new version of Attachment B title Attachment B updated.

b. All other terms and conditions remain unchanged.

CREOKS Mental Health Services, Inc
Supplier Company Name (PRINT)

4/21/25
Date

Brent Black
Authorized Representative Name (PRINT) Chief Executive Officer
Title

[Signature]
Authorized Representative Signature



Date of Issuance: 04/28/2025 Solicitation/Event No. EV00000672

Requisition No. 4520013068 Amendment No. 2

Hour and date specified for receipt of offers is changed: No Yes, to: _____ 1:00 PM CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent.

Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly in the subject line of the email.

RETURN TO: Supplier Portal (oklahoma.gov)

RICHARD DIAZ
Contracting Officer

RICHARD.DIAZ@OMES.OK.GOV
E-Mail Address

Description of Amendment:

a. This is to incorporate the following:

On behalf of the State of Oklahoma, the Office of Management and Enterprise Services (OMES) gives notice:

The requirements outlined in Exhibit 1, Section 1.2, have been revised to read as follows:

Eligible provider organization (Bidder) must be a Certified Community Behavioral Health Clinic (CCBHC) by ODMHSAS standards, a qualified Medicaid provider, and a 501(c)(3) private, non-profit entity or a tribal entity willing to become certified as a CCBHC, or a 501(c)(3) private provider willing to become certified as a CCBHC within 6 months of award. Payment for services provided at any site under this award is contingent upon, and may not be initiated until, the site has completed ODMHSAS certification as a CCBHC.

b. All other terms and conditions remain unchanged.

CREOKS Mental Health Services, Inc. (DBA CREOKS Health Services)
Supplier Company Name (PRINT)

5-8-25
Date

Brent Black
Authorized Representative Name (PRINT) Chief Executive Officer
Title

[Signature]
Authorized Representative Signature



Date of Issuance: 04/28/2025 Solicitation/Event No. EV00000672
 Requisition No. 4520013068 Amendment No. 3

Hour and date specified for receipt of offers is changed: No Yes, to: _____ 1:00 PM CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly in the subject line of the email.

RETURN TO: Supplier Portal (oklahoma.gov)

RICHARD DIAZ
Contracting Officer

RICHARD.DIAZ@OMES.OK.GOV
E-Mail Address

Description of Amendment:

a. This is to incorporate the following:

On behalf of the State of Oklahoma, the Office of Management and Enterprise Services (OMES) gives notice:
Please disregard Amendment No.2

The requirements outlined in Exhibit 1, Section 1.2, have been revised to read as follows:

1.2. Eligible provider organization (Bidder) must be a Certified Community Behavioral Health Clinic (CCBHC) by ODMHSAS standards.

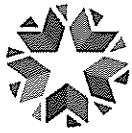
b. All other terms and conditions remain unchanged.

CREOKS Mental Health Services, Inc. (DBA CREOKS Health Services)
Supplier Company Name (PRINT)

5-8-25
Date

Brent Black Chief Executive Officer
Authorized Representative Name (PRINT) Title

[Signature]
Authorized Representative Signature



Date of Issuance: 05/12/2025

Solicitation/Event No. EV00000672

Requisition No. 4520013068

Amendment No. 4

Hour and date specified for receipt of offers is changed: No Yes, to: _____ 1:00 PM CST

Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent.

Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:

- (1) Sign and return a copy of this amendment with the solicitation response being submitted; or,
- (2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly in the subject line of the email.

RETURN TO: Supplier Portal (oklahoma.gov)

RICHARD DIAZ
Contracting Officer

RICHARD.DIAZ@OMES.OK.GOV
E-Mail Address

Description of Amendment:

a. This is to incorporate the following:

On behalf of the State of Oklahoma, the Office of Management and Enterprise Services (OMES) gives notice:

1. The requirements outlined in Attachment A, Section 2 have been revised as follows:

Bids will be evaluated based on the best value criterion, based on the following:

2. Answers to Q and A

In Exhibit 1, section 1.2, you describe the Bidder requirements. Just to clarify, can the bidder not currently be a CCBHC but is a 501(c)3 that is willing to become a CCBHC? The way the section is worded is causing some confusion.

Yes, prior to Amendment 3, the bidder could have been a 501(C)3 that is willing to become a CCBHC. However, following the amendment, the bidder must be a current certified CCBHC.

In reference to the attached Amendment 3 released today (4/28), please confirm the change to the allowed bidders. Previously, the RFP stated that 501c3 private providers willing to become a CCBHC within 6 months of award were eligible to bid. Has this been removed, thereby disallowing any provider who does not currently possess a CCBHC certification?

Yes, this has been removed, disallowing any provider who does not possess a CCBHC certification.

Attachment A(l): The final line of Paragraph 1 states “additionally, the resulting contract may be designated for use as a Statewide Contract? What would it mean if the contract was designated for use as a Statewide Contract?”

If it is decided that this is a fit for a statewide contract, this solicitation may be used in the creation of a statewide contract.

Attachment A(l): The second to last sentence of Paragraph 1 states “bidders are welcome to submit proposals for any or all of the catchment areas.” If submitting for more than one catchment area, is the bidder required to submit a separate bid for each catchment area? If so, what are the instructions to identify the various submitted bids?

If bidding for more than one, a separate bid should be submitted. However, no CCBHC will be awarded more than one catchment area.

Attachment A(l): The second to last sentence of Paragraph 1 states “bidders are welcome to submit proposals for any or all of the catchment areas.” If submitting for more than one catchment area, is the bidder permitted to identify preference priority for the catchment areas?

Bidders may state catchment area of preference.

Attachment A(l)(2) Selection Criteria: Beyond the information included in this subsection that the bid will be evaluated using the best value/lowest and best criterion based on responses to the required attachments and exhibits, please describe in detail the evaluation and review process. Please include criteria for selecting reviewers and the scoring process.

We receive the bids, and our evaluation team scores them based on predefined requirements. A recommendation is then made based on the evaluation results. The agency selects its reviewers and determines the scoring criteria

Bidder Instructions Section 7.2(7) requests the average client size (i.e., employee count). As clients and employees are different, please define what average you are seeking? Is it the number of clients? Is it the average case load per a defined employee role? Is it something else? If so, please define.

Average staff to client ratio.

Bidder Instructions Section 7.3(d)(1) requires disclosure of “any public contract terminated by a governmental entity or suits or claims against the Bidder for failure to perform in connection with a public contract.” Should bidders who received notice from OMES on April 10, 2025 that their contracts for Tulsa County were terminated as of May 10, 2025 (not indicated as being for failure to perform) disclose this in their bid response?

Yes.

Bidder Instructions Section 7.5: In the event an awarded bidder has service locations and/or facilities outside of the catchment area for which they are awarded, should they request a carve out exception for their locations/facilities in this Requested Exceptions section?

Yes. Exceptions may or may not be granted.

Bidder Instructions Section 7.7(f) states “If service level agreements are required, the

proposed service level agreement shall be inserted in this section.” The other RFP documents do not seem to indicate there is a requirement for a service level agreement. Is this required or should the bidder respond “N/A” to this subsection?

Yes, bidder can respond NA to this section.

Bidder Instructions Section 7.7(g) states “If a Statement of Work is required, the proposed draft shall be inserted in this section.” The other RFP documents do not seem to indicate there is a requirement for a Statement of Work. Is this required or should the bidder respond “N/A” to this subsection?

If a statement of work is required this will be completed by ODMHSAS, bidder can respond NA.

Bidder Instructions Section 7.9 (Financial Information) states: if requested, Bidder shall submit up to the last three years audited financial statements and up to three years tax returns in this section. The other RFP documents do not seem to indicate there is a request for financial information. Is this required or should the bidder respond “N/A” to this section?

It is requested.

Bidder Instructions Section 7.10 (Business References): Can the bidder submit letters of support in addition to the required business references, and if submitted, will they be evaluated as part of the bid response?

Letters of support included beyond those required in section 7.10 will not be included in the evaluation.

Bidder Instructions Section 9 (Contract Award Notice): What is the anticipated timeline for review and award of the bid contracts?

We are trying to award before July 1, 2025.

Bidder Instructions – Public Bid Opening: The Bidder Instructions for other RFPs from ODMHSAS typically include a section titled “Bid Public Opening” with the following instructions: “There will be no physical Bid openings. A public Bid opening, which will disclose the name of each Bidder and no further information, will be conducted on a per request basis via TEAMS provided the Contracting Officer receives a written request no later than 48 hours prior to the Bid Response Due Date and Time. TEAMS information will be provided to anyone requesting a public Bid Opening.” These instructions do not seem to be available in this present RFP. What is the process to request a public Bid opening?

We don't ever tell bidders who else has bid on the event.

If I am looking to put in a bid as a staffing agency what all needs to be submitted?

This would not work for a staffing agency, you have to be certified as a CCBHC to submit a bid.

Bidder Instructions Section 5 (Requested Exceptions): If a requested exception is not granted, would that in any way preclude a bidder from being awarded? Or would an award be made with the exception just being denied?

This exemption is in 7.4 of the bidder instructions.

Exhibit 7: The application documents contain an Exhibit 7 Risk Assessment, but the Bidder Instructions do not specify which Section of the bid response that the completed Exhibit 7 should be included. Please clarify?

There is not a specific place just name your response exhibit 7.

Page 4 of the Bidder Instructions article 7.2 indicates that we are to place Exhibit 1 in the “Executive Summary and Company Information” Section (Section Two) of the response. Exhibit 1 is the mandatory specifications and Exhibit 2 is the Executive Summary document. Are we to interpret reference to Exhibit 1 at 7.2 as an error and we should include Exhibit 2 in Section Two of the Bid Packet and our response to the mandatory specifications of Exhibit 1 are to be placed in Section 7?

Just name your response to the Exhibit number (i.e. If it is a response to exhibit 1 name it exhibit 1).

Page 5 of the Bidder Instructions article 7.2.8. indicates that Exhibit 2 is to include “Locations where the Bidder’s solution has been deployed”. This item is missing from the Exhibit 2 Spreadsheet. We are assuming that Bidder’s locations would be item “7.2.h” and we would indicate the locations on the spreadsheet. Or do you want an attachment that lists all the locations?

You can include them on the spreadsheet.

Page 7 of the Bidder Instructions article 7.7.a. indicates that Section 7 is where we submit how we “meet or exceed any Acquisition specifications such as Mandatory or Non-Mandatory specifications and requirements found in Attachment A”. Attachment A, Section I., article 3.3.2. seems to indicate that the only narrative response to be submitted in Section 7 is to “demonstrate the Bidder’s ability to meet or exceed the mandatory specifications outlined in Exhibit 1”. We understand this to mean that we are to only provide a narrative description responding to Exhibit 1, Item 1. Mandatory Requirements, articles 1.1. through 1.7. Is this correct?

Any exhibit that we have in the RFP requires a response.

Page 9 of the Bidder Instructions article 7.8.e. indicates we are to submit a “firm, fixed price”. Exhibit 3, Item 1 asks for the same and adds “all relevant details, including fees, additional cost, and any other information pertinent to the overall cost per year”. Do we understand that you are only asking for a PPS base rate, and that rate encompasses “all relevant details, including fees, additional cost, and any other information pertinent to the overall cost per year”? Or are you asking for something more than the PPS base rate?

I would suggest “Please follow Bidder Instructions and submit all relevant details, including fees, additional cost, and any other information pertinent to the overall cost per year” as an answer so that it is consistent with what is requested in the instructions. I am not sure we can or want to deviate from that guidance.

Also, page 9 of the Bidder Instructions article 7.8.e. indicates that we are to submit a firm, fixed price “for the term, including optional renewal terms, of the Contract”. Page 2 of Attachment A, indicates, “The initial Contract term, which begins on the effective date of the Contract, is one year and there are five (5) one-year options to renew the Contract”. Are we to give you one price for the initial Contract year, and then are we to anticipate our subsequent rates for each one-year renewal option? Or are we going to be “rebased” off year 1 and thus we are not to indicate rates for each of the five renewal years?

We want estimated costs for each of the 5 years?

It is not clear from the Bidder’s Instructions where Exhibits 6 and 7 are to be placed in the Bid packet. We understand that Exhibit 6 may only be informative to bidders and is not to

be placed in the packet, but in what section is Exhibit 7 to be placed?
Just include it in the response and name it exhibits 6&7.

Exhibit 2 article 7.2 indicates that we can provide "marketing information". Are we or can we attach marketing materials to Exhibit 2 (brochures, etc.)?

Yes.

b. All other terms and conditions remain unchanged.

CREOKS Mental Health Services, Inc.

Supplier Company Name (PRINT)

5/13/2025

Date

Brent Black

Authorized Representative Name (PRINT)

Chief Executive Officer

Title



Authorized Representative Signature

ATTACHMENT B

STATE OF OKLAHOMA NEGOTIABLE GENERAL TERMS

This State of Oklahoma General Terms (“General Terms”) is a Contract document in connection with a Contract awarded by the Office of Management and Enterprise Services on behalf of the State of Oklahoma.

In addition to other terms contained in an applicable Contract document, Supplier and State agree to the following General Terms:

1 Contract Order of Priority

- 1.1** Contract documents shall be read to be consistent and complementary. Any conflict among the Contract documents shall be resolved by giving priority to Contract documents in the following order of precedence:
- A.** any Amendment.
 - B.** terms contained in this Contract document.
 - C.** any Contract-specific State terms contained in a Contract document including, without limitation, information technology terms and terms specific to a statewide Contract or a State agency Contract.
 - D.** any applicable Solicitation.
 - E.** any successful Bid as may be amended through negotiation and to the extent the Bid does not otherwise conflict with the Solicitation, Contract or applicable law.
 - F.** any statement of work, work order, or other mutually agreed Contract documents.
- 1.2** If there is a conflict between the terms contained in this Contract document or in Contract-specific terms and an agreement provided by or on behalf of Supplier including but not limited to linked or supplemental documents which alter or diminish the rights of Customer or the State, the conflicting terms provided by Supplier shall not take priority over this Contract document or Acquisition-specific terms. In no event will any linked document alter or override such referenced terms except as specifically agreed in an Amendment.

2 Definitions

In addition to any defined terms set forth elsewhere in the Contract, the Oklahoma Central Purchasing Act and the Oklahoma Administrative Code, Title 260, the parties agree that, when used in the Contract, the following terms are defined as set forth below and may be used in the singular or plural form:

- 2.1 **Acquisition** means items, products, materials, supplies, services and equipment acquired by purchase, lease purchase, lease with option to purchase, value provided or rental under the Contract.
- 2.2 **Amendment** means any mutually executed, written modification to a Contract document or a written change, addition, correction or revision to a Solicitation.
- 2.3 **Bid** means an offer a Bidder submits in response to the Solicitation.
- 2.4 **Bidder** means an individual or business entity that submits a Bid in response to the Solicitation.
- 2.5 **Contract** means the written, mutually agreed and binding legal relationship resulting from the Contract documents and an appropriate encumbering document as may be amended from time to time, which evidences the final agreement between the parties with respect to the subject matter of the Contract.
- 2.6 **Customer** means the entity receiving goods or services contemplated by the Contract.
- 2.7 **Debarment** means action taken by a debarring official under federal or state law or regulations to exclude any business entity from inclusion on the Supplier list; bidding; offering to bid; providing a quote; receiving an award of contract with the State and may also result in cancellation of existing contracts with the State.
- 2.8 **Destination** means delivered to the receiving dock or other point specified in the applicable Contract document.
- 2.9 **Federal award** means the Federal financial assistance that a recipient receives directly from a Federal awarding agency or indirectly from a pass-through entity
- 2.10 **Governmental Entity** means any governmental entity specified as a political subdivision of the State pursuant to the Governmental Tort Claim Act including any associated institution, instrumentality, board, commission, committee, department, or other entity designated to act on behalf of the state.

- 2.11 Indemnified Parties** means the State and Customer and/or its officers, directors, agents, employees, representatives, contractors, assignees and designees thereof.
- 2.12 Inspection** means examining and testing an Acquisition (including, when appropriate, raw materials, components, and intermediate assemblies) to determine whether the Acquisition meets Contract requirements.
- 2.13 Moral Rights** means any and all rights of paternity or integrity of the Work Product and the right to object to any modification, translation or use of the Work Product and any similar rights existing under the judicial or statutory law of any country in the world or under any treaty, regardless of whether or not such right is denominated or referred to as a moral right.
- 2.14 OAC** means the Oklahoma Administrative Code.
- 2.15 OMES** means the Office of Management and Enterprise Services.
- 2.16 Solicitation** means the document inviting Bids for the Acquisition referenced in the Contract and any amendments thereto.
- 2.17 State** means the government of the state of Oklahoma, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the state of Oklahoma.
- 2.18 Supplier** means the Bidder with whom the State enters into the Contract awarded pursuant to the Solicitation or the business entity or individual that is a party to the Contract with the State.
- 2.19 Suspension** means action taken by a suspending official under federal or state law or regulations to suspend a Supplier from inclusion on the Supplier list; be eligible to submit Bids to State agencies and be awarded a contract by a State agency subject to the Central Purchasing Act.
- 2.20 Supplier Confidential Information** means certain confidential and proprietary information of Supplier that is clearly marked as confidential and agreed by the State Purchasing Director or Customer, as applicable, but does not include information excluded from confidentiality in provisions of the Contract or the Oklahoma Open Records Act.
- 2.21 Work Product** means any and all deliverables produced by Supplier under a statement of work or similar Contract document issued pursuant to this Contract, including any and all tangible or intangible items or things that have been or will be prepared, created, developed, invented or conceived at any time following the Contract effective date including but not limited to any (i) works

of authorship (such as manuals, instructions, printed material, graphics, artwork, images, illustrations, photographs, computer programs, computer software, scripts, object code, source code or other programming code, HTML code, flow charts, notes, outlines, lists, compilations, manuscripts, writings, pictorial materials, schematics, formulae, processes, algorithms, data, information, multimedia files, text web pages or web sites, other written or machine readable expression of such works fixed in any tangible media, and all other copyrightable works), (ii) trademarks, service marks, trade dress, trade names, logos, or other indicia of source or origin, (iii) ideas, designs, concepts, personality rights, methods, processes, techniques, apparatuses, inventions, formulas, discoveries, or improvements, including any patents, trade secrets and know-how, (iv) domain names, (v) any copies, and similar or derivative works to any of the foregoing, (vi) all documentation and materials related to any of the foregoing, (vii) all other goods, services or deliverables to be provided by or on behalf of Supplier under the Contract and (viii) all Intellectual Property Rights in any of the foregoing, and which are or were created, prepared, developed, invented or conceived for the use of benefit of Customer in connection with this Contract or with funds appropriated by or for Customer or Customer's benefit (a) by any Supplier personnel or Customer personnel or (b) any Customer personnel who then became personnel to Supplier or any of its affiliates or subcontractors, where, although creation or reduction-to-practice is completed while the person is affiliated with Supplier or its personnel, any portion of same was created, invented or conceived by such person while affiliated with Customer.

3 Additional Pricing

- 3.1** The price of a product offered under the Contract shall include and Supplier shall prepay all shipping, packaging, delivery and handling fees. All product deliveries will be free on-board Customer's Destination. No additional fees shall be charged by Supplier for standard shipping and handling. If Customer requests expedited or special delivery, Customer may be responsible for any charges for expedited or special delivery.
- 3.2** Supplier shall have no right of setoff.
- 3.3** Because funds are typically dedicated to a particular fiscal year, an invoice will be paid only when timely submitted, which shall in no instance be later than six (6) months after the end of the fiscal year in which the goods are provided or services performed.

4 **Ordering, Inspection, and Acceptance**

- 4.1 Any product or service furnished under the Contract shall be ordered by issuance of a valid purchase order or other appropriate payment mechanism, including a pre-encumbrance, or by use of a valid Purchase Card. All orders and transactions are governed by the terms and conditions of the Contract. Any purchase order or other applicable payment mechanism dated prior to termination or expiration of the Contract shall be performed unless mutually agreed in writing otherwise.
- 4.2 Services will be performed in accordance with industry best practices and are subject to acceptance by the Customer. Notwithstanding any other provision in the Contract, deemed acceptance of a service or associated deliverable shall not apply automatically upon receipt of a deliverable or upon provision of a service.

Supplier warrants and represents that a product or deliverable furnished by or through the Supplier shall individually, and where specified by Supplier to perform as a system, be substantially uninterrupted and error-free in operation and guaranteed against faulty material and workmanship for a warranty period of the greater of ninety (90) days from the date of acceptance or the maximum allowed by the manufacturer. A defect in a product or deliverable furnished by or through the Supplier shall be repaired or replaced by Supplier at no additional cost or expense to the Customer if such defect occurs during the warranty period.

Any product to be delivered pursuant to the Contract shall be subject to final inspection and acceptance by the Customer at Destination. The Customer assumes no responsibility for a product until accepted by the Customer. Title and risk of loss or damage to a product shall be the responsibility of the Supplier until accepted. The Supplier shall be responsible for filing, processing, and collecting any and all damage claims accruing prior to acceptance.

Pursuant to OAC 260:115-9-1, payment for an Acquisition does not constitute final acceptance of the Acquisition. If subsequent inspection affirms that the Acquisition does not meet or exceed the specifications of the order or that the Acquisition has a latent defect, the Supplier shall be notified as soon as is reasonably practicable. The Supplier shall retrieve and replace the Acquisition at Supplier's expense or, if unable to replace, shall issue a refund to Customer. Refund under this section shall not be an exclusive remedy.

- 4.3 Supplier shall deliver products and services on or before the required date specified in a Contract document. Failure to deliver timely may result in liquidated damages as set forth in the applicable Contract document. Deviations, substitutions, or changes in a product or service, including changes of personnel directly providing services, shall not be made unless expressly authorized in writing by the Customer. Any substitution of personnel directly providing services shall be a person of comparable or greater skills, education and experience for performing the services as the person being replaced. Additionally, Supplier shall provide staff sufficiently experienced and able to perform with respect to any transitional services provided by Supplier in connection with termination or expiration of the Contract.
- 4.4 Product warranty and return policies and terms provided under any Contract document will not be more restrictive or more costly than warranty and return policies and terms for other similarly situated customers for a like product.

5 Maintenance of Insurance, Payment of Taxes, and Workers' Compensation

- 5.1 As a condition of this Contract, Supplier shall procure at its own expense, and provide proof of, insurance coverage with the applicable liability limits set forth below and any approved subcontractor of Supplier shall procure and provide proof of the same coverage. The required insurance shall be underwritten by an insurance carrier with an A.M. Best rating of A- or better.

Such proof of coverage shall additionally be provided to the Customer if services will be provided by any of Supplier's employees, agents or subcontractors at any Customer premises and/or employer vehicles will be used in connection with performance of Supplier's obligations under the Contract. Supplier may not commence performance hereunder until such proof has been provided. Additionally, Supplier shall ensure each insurance policy includes a notice of cancellation and includes the State and its agencies as certificate holder and shall promptly provide proof to the State of any renewals, additions, or changes to such insurance coverage. Supplier's obligation to maintain insurance coverage under the Contract is a continuing obligation until Supplier has no further obligation under the Contract. Any combination of primary and excess or umbrella insurance may be used to satisfy the limits of coverage for Commercial General Liability, Auto Liability and Employers' Liability. Unless agreed between the parties and approved by the State Purchasing Director, the minimum acceptable insurance limits of liability are as follows:

- A. Workers' Compensation and Employer's Liability Insurance in accordance with and to the extent required by applicable law.

- B.** Commercial General Liability Insurance covering the risks of personal injury, bodily injury (including death) and property damage, including coverage for contractual liability, with a limit of liability of not less than \$2,000,000 per occurrence.
- C.** Automobile Liability Insurance with limits of liability of not less than \$2,000,000 combined single limit each accident.
- D.** If the Supplier will access, process, or store state data, then Security and Privacy Liability insurance, including coverage for failure to protect confidential information and failure of the security of Supplier's computer systems that results in unauthorized access to Customer data with limits \$5,000,000 per occurrence; and
- E.** Additional coverage required in writing in connection with a particular Acquisition.

5.2 Supplier shall be entirely responsible during the existence of the Contract for the liability and payment of taxes payable by or assessed to Supplier or its employees, agents and subcontractors of whatever kind, in connection with the Contract. Supplier further agrees to comply with all state and federal laws applicable to any such persons, including laws regarding wages, taxes, insurance, and Workers' Compensation. Neither Customer nor the State shall be liable to the Supplier, its employees, agents, or others for the payment of taxes or the provision of unemployment insurance and/or Workers' Compensation or any benefit available to a State or Customer employee.

5.3 Supplier agrees to indemnify Customer, the State, and its employees, agents, representatives, contractors, and assignees for any and all liability, actions, claims, demands, or suits, and all related costs and expenses (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) relating to tax liability, unemployment insurance and/or Workers' Compensation in connection with its performance under the Contract.

6 Compliance with Applicable Laws

6.1 As long as Supplier has an obligation under the terms of the Contract and in connection with performance of its obligations, the Supplier represents its present compliance, and shall have an ongoing obligation to comply, with all applicable federal, State, and local laws, rules, regulations, ordinances, and orders, as amended, including but not limited to the following:

- A.** Drug-Free Workplace Act of 1988 set forth at 41 U.S.C. §81.

- B.** Section 306 of the Clean Air Act, Section 508 of the Clean Water Act, Executive Order 11738, and Environmental Protection Agency Regulations which prohibit the use of facilities included on the EPA List of Violating Facilities under nonexempt federal contracts, grants or loans.
- C.** Prospective participant requirements are set at 45 C.F.R. part 76 in connection with Debarment, Suspension and other responsibility matters.
- D.** 1964 Civil Rights Act, Title IX of the Education Amendment of 1972, Section 504 of the Rehabilitation Act of 1973, Americans with Disabilities Act of 1990, and Executive Orders 11246 and 11375.
- E.** Anti-Lobbying Law set forth at 31 U.S.C. §1325 and as implemented at 45 C.F.R. part 93.
- F.** Requirements of Internal Revenue Service Publication 1075 regarding use, access and disclosure of Federal Tax Information (as defined therein).
- G.** Obtaining certified independent audits conducted in accordance with Government Auditing Standards and Office of Management and Budget Uniform Guidance, 2 CFR 200 Subpart F §200.500 et seq. with approval and work paper examination rights of the applicable procuring entity.
- H.** Requirements of the Oklahoma Taxpayer and Citizen Protection Act of 2007, 25 O.S. §1312 and applicable federal immigration laws and regulations and be registered and participate in the Status Verification System. The Status Verification System is defined at 25 O.S. §1312, includes but is not limited to the free Employment Verification Program (E-Verify) through the Department of Homeland Security, and is available at [Home | E-Verify](#);
- I.** Requirements of the Health Insurance Portability and Accountability Act of 1996; Health Information Technology for Economic and Clinical Health Act; Payment Card Industry Security Standards; Criminal Justice Information System Security Policy and Security Addendum; and Family Educational Rights and Privacy Act; and
- J.** Be registered as a business entity licensed to do business in the State, have obtained a sales tax permit, and be current on franchise tax payments to the State, as applicable.

- 6.2** The Supplier's employees, agents and subcontractors shall adhere to applicable Customer policies including, but not limited to acceptable use of Internet and electronic mail, facility and data security, press releases, and public relations. As applicable, the Supplier shall adhere to the State Information Security Policy, Procedures, Guidelines set forth at [Information Security Policy, Procedures, Guidelines \(oklahoma.gov\)](#) Supplier is responsible for reviewing and relaying such policies covering the above to the Supplier's employees, agents and subcontractors.
- 6.3** At no additional cost to Customer, the Supplier shall maintain all applicable licenses and permits required in association with its obligations under the Contract.
- 6.4** In addition to compliance under subsection 6.1 above, Supplier shall have a continuing obligation to comply with applicable Customer-specific mandatory contract provisions required in connection with the receipt of federal funds or other funding source.
- 6.5** The Supplier is responsible to review and inform its employees, agents, and subcontractors who provide a product or perform a service under the Contract of the Supplier's obligations under the Contract and Supplier certifies that its employees and each such subcontractor shall comply with minimum requirements and applicable provisions of the Contract. At the request of the State, Supplier shall promptly provide adequate evidence that such persons are its employees, agents or approved subcontractors and have been informed of their obligations under the Contract.
- 6.6** As applicable, Supplier agrees to comply with the Governor's Executive Orders related to the use of any tobacco product, electronic cigarette or vaping device on any and all properties owned, leased, or contracted for use by the State, including but not limited to all buildings, land and vehicles owned, leased, or contracted for use by agencies or instrumentalities of the State.
- 6.7** The execution, delivery and performance of the Contract and any ancillary documents by Supplier will not, to the best of Supplier's knowledge, violate, conflict with, or result in a breach of any provision of, or constitute a default (or an event which, with notice or lapse of time or both, would constitute a default) under, or result in the termination of, any written contract or other instrument between Supplier and any third party.
- 6.8** Supplier represents that it has the ability to pay its debts when due and it does not anticipate the filing of a voluntary or involuntary bankruptcy petition or appointment of a receiver, liquidator or trustee.

- 6.9** Supplier represents that, to the best of its knowledge, any litigation or claim or any threat thereof involving Supplier has been disclosed in writing to the State and Supplier is not aware of any other litigation, claim or threat thereof.
- 6.10** If services provided by Supplier include delivery of an electronic communication, Supplier shall ensure such communication and any associated support documents are compliant with Section 508 of the Federal Rehabilitation Act and with State standards regarding accessibility. Should any communication or associated support documents be non-compliant, Supplier shall correct and re-deliver such communication immediately upon discovery or notice, at no additional cost to the State. Additionally, as part of compliance with accessibility requirements where documents are only provided in non-electronic format, Supplier shall promptly provide such communication and any associated support documents in an alternate format usable by individuals with disabilities upon request and at no additional cost, which may originate from an intended recipient or from the State.

7 Audits and Records Clause

- 7.1** As used in this clause and pursuant to 67 O.S. §203, “record” includes a document, book, paper, photograph, microfilm, computer tape, disk, record, sound recording, film recording, video record, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form.
- 7.2** Supplier agrees any pertinent federal or State agency or governing entity of a Customer shall have the right to examine and audit, at no additional cost to a Customer, all records relevant to the execution and performance of the Contract except, unless otherwise agreed, costs of Supplier that comprise pricing under the Contract.
- 7.3** The Supplier is required to retain records relative to the Contract for the duration of the Contract and for a period of seven (7) years following completion or termination of an Acquisition unless otherwise indicated in the Contract terms. If a claim, audit, litigation or other action involving such records is started before the end of the seven-year period, the records are required to be maintained for two (2) years from the date that all issues arising out of the action are resolved, or until the end of the seven (7) year retention period, whichever is later.
- 7.4** Pursuant to 74 O.S. §85.41, if professional services are provided hereunder, all items of the Supplier that relate to the professional services are subject to examination by the State agency, State Auditor and Inspector and the State Purchasing Director.

8 Confidentiality

- 8.1** The Supplier shall maintain strict security of all State and citizen data and records entrusted to it or to which the Supplier gains access, in accordance with and subject to applicable federal and State laws, rules, regulations, and policies and shall use any such data and records only as necessary for Supplier to perform its obligations under the Contract. The Supplier further agrees to evidence such confidentiality obligation in a separate writing if required under such applicable federal or State laws, rules and regulations. The Supplier warrants and represents that such information shall not be sold, assigned, conveyed, provided, released, disseminated or otherwise disclosed by Supplier, its employees, officers, directors, subsidiaries, affiliates, agents, representatives, assigns, subcontractors, independent contractors, successor or any other persons or entities without Customer's prior express written permission. Supplier shall instruct all such persons and entities that the confidential information shall not be disclosed or used without the Customer's prior express written approval except as necessary for Supplier to render services under the Contract. The Supplier further warrants that it has a tested and proven system in effect designed to protect all confidential information.
- 8.2** Supplier shall establish, maintain and enforce agreements with all such persons and entities that have access to State and citizen data and records to fulfill Supplier's duties and obligations under the Contract and to specifically prohibit any sale, assignment, conveyance, provision, release, dissemination or other disclosure of any State or citizen data or records except as required by law or allowed by written prior approval of the Customer.
- 8.3** Supplier shall immediately report to the Customer any and all unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of any State or citizen data or records of which it or its parent company, subsidiaries, affiliates, employees, officers, directors, assignees, agents, representatives, independent contractors, and subcontractors is aware or have knowledge or reasonable should have knowledge. The Supplier shall also promptly furnish to Customer full details of the unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination, or attempt thereof, and use its best efforts to assist the Customer in investigating or preventing the reoccurrence of such event in the future. The Supplier shall cooperate with the Customer in connection with any litigation and investigation deemed necessary by the Customer to protect any State or citizen data and records and shall bear all costs associated with the investigation, response and recovery in connection with any breach of State or citizen data or records including but not limited to credit monitoring services with a term of

at least three (3) years, all notice-related costs and toll free telephone call center services.

- 8.4** Supplier further agrees to promptly prevent a reoccurrence of any unauthorized use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of State or citizen data and records.
- 8.5** Supplier acknowledges that any improper use, appropriation, sale, assignment, conveyance, provision, release, access, acquisition, disclosure or other dissemination of any State data or records to others may cause immediate and irreparable harm to the Customer and certain beneficiaries and may violate state or federal laws and regulations. If the Supplier or its affiliates, parent company, subsidiaries, employees, officers, directors, assignees, agents, representatives, independent contractors, and subcontractors improperly use, appropriate, sell, assign, convey, provide, release, access, acquire, disclose or otherwise disseminate such confidential information to any person or entity in violation of the Contract, the Customer will immediately be entitled to injunctive relief and/or any other rights or remedies available under this Contract, at equity or pursuant to applicable statutory, regulatory, and common law without a cure period.
- 8.6** The Supplier shall immediately forward to the State Purchasing Director, and any other applicable person listed in the Notices section(s) of the Contract, any request by a third party for data or records in the possession of the Supplier or any subcontractor or to which the Supplier or subcontractor has access and Supplier shall fully cooperate with all efforts to protect the security and confidentiality of such data or records in response to a third party request.

9 Assignment and Permitted Subcontractors

- 9.1** Supplier's obligations under the Contract may not be assigned or transferred to any other person or entity without the prior written consent of the State which may be withheld at the State's sole discretion. Should Supplier assign its rights to payment, in whole or in part, under the Contract, Supplier shall provide the State and all affected Customers with written notice of the assignment. Such written notice shall be delivered timely and contain details sufficient for affected Customers to perform payment obligations without any delay caused by the assignment.
- 9.2** Notwithstanding the foregoing, the Contract may be assigned by Supplier to any corporation or other entity in connection with a merger, consolidation, sale of all equity interests of the Supplier, or a sale of all or substantially all of the assets of the Supplier to which the Contract relates. In any such case, said

corporation or other entity shall by operation of law or expressly in writing assume all obligations of the Supplier as fully as if it had been originally made a party to the Contract. Supplier shall give the State and all affected Customers prior written notice of said assignment. Any assignment or delegation in violation of this subsection shall be void.

- 9.3** If the Supplier is permitted to utilize subcontractors in support of the Contract, the Supplier shall remain solely responsible for its obligations under the terms of the Contract, for its actions and omissions and those of its agents, employees and subcontractors and for payments to such persons or entities. Prior to a subcontractor being utilized by the Supplier, the Supplier shall obtain written approval of the State of such subcontractor and each employee, as applicable to a particular Acquisition, of such subcontractor proposed for use by the Supplier. Such approval is within the sole discretion of the State. Any proposed subcontractor shall be identified by entity name, and by employee name, if required by the particular Acquisition, in the applicable proposal and shall include the nature of the services to be performed. As part of the approval request, the Supplier shall provide a copy of a written agreement executed by the Supplier and subcontractor setting forth that such subcontractor is bound by and agrees, as applicable, to perform the same covenants and be subject to the same conditions and make identical certifications to the same facts and criteria, as the Supplier under the terms of all applicable Contract documents. Supplier agrees that maintaining such agreement with any subcontractor and obtaining prior written approval by the State of any subcontractor and associated employees shall be a continuing obligation. The State further reserves the right to revoke approval of a subcontractor or an employee thereof in instances of poor performance, misconduct or for other similar reasons.
- 9.4** All payments under the Contract shall be made directly to the Supplier, except as provided in subsection A above regarding the Supplier's assignment of payment. No payment shall be made to the Supplier for performance by unapproved or disapproved employees of the Supplier or a subcontractor.
- 9.5** Rights and obligations of the State or a Customer under the terms of this Contract may be assigned or transferred, at no additional cost, to other Customer entities.

10 Background Checks and Criminal History Investigations

Prior to the commencement of any services, performance of background checks and criminal history investigations of the Supplier's employees and subcontractors who will be providing services may be required. If required, the Supplier agrees to provide the State with a description of the background check process to include any vendor's

used to gather information. Supplier will further attest that each employee and subcontractor providing services has passed the background check. Supplier's access to facilities, data and information may be withheld prior to completion of background verification acceptable to the State. The costs of additional background checks beyond Supplier's normal hiring practices shall be the responsibility of the Customer unless such additional background checks are required solely because Supplier will not provide verification of results of its otherwise acceptable normal background checks; in such an instance, Supplier shall pay for the additional background checks. Supplier will coordinate with the State and its employees to complete the necessary background checks and criminal history investigations. Should any employee or subcontractor of the Supplier who will be providing services under the Contract not be acceptable as a result of the background check or criminal history investigation, the Customer may require replacement of the employee or subcontractor in question and, if no suitable replacement is made within a reasonable time, terminate the purchase order or other payment mechanism associated with the project or services.

11 Patents and Copyrights

Without exception, a product or deliverable price shall include all royalties or costs owed by the Supplier to any third party arising from the use of a patent, intellectual property, copyright or other property right held by such third party. Should any third party threaten or make a claim that any portion of a product or service provided by Supplier under the Contract infringes that party's patent, intellectual property, copyright or other property right, Supplier shall enable each affected Customer to legally continue to use, or modify for use, the portion of the product or service at issue or replace such potentially infringing product, or re-perform or redeliver in the case of a service, with at least a functional non-infringing equivalent. Supplier's duty under this section shall extend to include any other product or service rendered materially unusable as intended due to replacement or modification of the product or service at issue. If the Supplier determines that none of these alternatives are reasonably available, the State shall return such portion of the product or deliverable at issue to the Supplier, upon written request, in exchange for a refund of the price paid for such returned goods as well as a refund or reimbursement, if applicable, of the cost of any other product or deliverable rendered materially unusable as intended due to removal of the portion of product or deliverable at issue. Any remedy provided under this section is not an exclusive remedy and is not intended to operate as a waiver of legal or equitable remedies because of acceptance of relief provided by Supplier.

12 Indemnification

12.1 Acts or Omissions

- A. Supplier shall defend and indemnify the Indemnified Parties, as applicable, for any and all liability, claims, damages, losses, costs, expenses, demands, suits and actions of third parties (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) arising out of, or resulting from any action or claim for bodily injury, death, or property damage brought against any of the Indemnified parties to the extent arising from any negligent act or omission or willful misconduct of the Supplier or its agents, employees, or subcontractors in the execution or performance of the Contract.
- B. To the extent Supplier is found liable for loss, damage, or destruction of any property of Customer due to negligence, misconduct, wrongful act, or omission on the part of the Supplier, its employees, agents, representatives, or subcontractors, the Supplier and Customer shall use best efforts to mutually negotiate an equitable settlement amount to repair or replace the property unless such loss, damage or destruction is of such a magnitude that repair or replacement is not a reasonable option. Such amount shall be invoiced to, and is payable by, Supplier sixty (60) calendar days after the date of Supplier's receipt of an invoice for the negotiated settlement amount.

12.2 Infringement

Supplier shall indemnify the Indemnified Parties, as applicable, for all liability, claims, damages, losses, costs, expenses, demands, suits and actions of third parties (including without limitation reasonable attorneys' fees and costs required to establish the right to indemnification) arising from or in connection with Supplier's breach of its representations and warranties in the Contract or alleged infringement of any patent, intellectual property, copyright or other property right in connection with a product or service provided under the Contract. Supplier's duty under this section is reduced to the extent a claimed infringement results from: (a) a Customer's or user's content; (b) modifications by Customer or third party to a product delivered under the Contract or combinations of the product with any non-Supplier-provided services or products unless Supplier recommended or participated in such modification or combination; (c) use of a product or service by Customer in violation of the Contract unless done so at the direction of Supplier, or (d) a non-Supplier product that has not been provided to the State by, through or on behalf of Supplier as opposed to its combination with products Supplier provides to or develops for the State or a Customer as a system.

12.3 Notice and Cooperation

In connection with indemnification obligations under the Contract, the parties agree to furnish prompt written notice to each other of any third-party claim. Any Customer affected by the claim will reasonably cooperate with Supplier and defense of the claim to the extent its interests are aligned with Supplier. Supplier shall use counsel reasonably experienced in the subject matter at issue and will not settle a claim without the written consent of the party being defended and where applicable the Attorney General of Oklahoma, which consent will not be unreasonably withheld or delayed, except that no consent will be required to settle a claim against Indemnified Parties that are not a State agency, where relief against the Indemnified Parties is limited to monetary damages that are paid by the defending party under indemnification provisions of the Contract.

12.4 Limitation of Liability

- A.** With respect to any claim or cause of action arising under or related to the Contract, neither the State nor any Customer shall be liable to Supplier for lost profits, lost sales or business expenditures, investments, or commitments in connection with any business, loss of any goodwill, or for any other indirect, incidental, punitive, special or consequential damages, even if advised of the possibility of such damages.
- B.** Notwithstanding anything to the contrary in the Contract, no provision shall limit damages, expenses, costs, actions, claims, and liabilities arising from or related to property damage, bodily injury or death caused by Supplier or its employees, agents or subcontractors; indemnity, security or confidentiality obligations under the Contract; the bad faith, negligence, intentional misconduct or other acts for which applicable law does not allow exemption from liability of Supplier or its employees, agents or subcontractors.
- C.** The limitation of liability and disclaimers set forth in the Contract will apply regardless of whether Customer has accepted a product or service. The parties agree that Supplier has set its fees and entered into the Contract in reliance on the disclaimers and limitations set forth herein, that the same reflect an allocation of risk between the parties and form an essential basis of the bargain between the parties. These limitations shall apply notwithstanding any failure of essential purpose of any limited remedy.

13 Termination for Cause

- 13.1** Supplier may terminate the Contract if (i) it has provided the State with written notice of material breach and (ii) the State fails to cure such material breach within thirty (30) days of receipt of written notice. If there is more than one Customer, material breach by a Customer does not give rise to a claim of material breach as grounds for termination by Supplier of the Contract as a whole. The State may terminate the Contract in whole or in part if (i) it has provided Supplier with written notice of material breach, and (ii) Supplier fails to cure such material breach within thirty (30) days of receipt of written notice. Any partial termination of the Contract under this section shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that are not terminated.
- 13.2** The State may terminate the Contract in whole or in part immediately without a thirty (30) day written notice to Supplier if (i) Supplier fails to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract; (ii) Supplier's material breach is reasonably determined to be an impediment to the function of the State and detrimental to the State or to cause a condition precluding the thirty (30) day notice or (iii) when the State determines that an administrative error in connection with award of the Contract occurred prior to Contract performance.
- 13.3** The State may terminate the Contract if the scope includes PR Vendor services and the Supplier, or Supplier's employee, violate the lobbying clause. PR Vendor services is defined to include a contract for public relations (PR), marketing or communication services. The State may immediately terminate the Contract with no more than 10-day notice under this section.
- 13.4** Upon receipt of notice of a termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Such termination is not an exclusive remedy but is in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded. Termination of the Contract under this section, in whole or in part, shall not relieve the Supplier of liability for claims arising under the Contract.

13.5 The Supplier's repeated failure to provide an acceptable product or service; Supplier's unilateral revision of linked or supplemental terms that have a materially adverse impact on a Customer's rights or obligations under the Contract (except as required by a governmental authority); actual or anticipated failure of Supplier to perform its obligations under the Contract; Supplier's inability to pay its debts when due; assignment for the benefit of Supplier's creditors; or voluntary or involuntary appointment of a receiver or filing of bankruptcy of Supplier shall constitute a material breach of the Supplier's obligations, which may result in partial or whole termination of the Contract. This subsection is not intended as an exhaustive list of material breach conditions. Termination may also result from other instances of failure to adhere to the Contract provisions and for other reasons provided for by applicable law, rules or regulations; without limitation, OAC 260:115-9-1 is an example.

14 Termination for Convenience

14.1 The State may terminate the Contract, in whole or in part, for convenience if it is determined that termination is in the State's best interest. In the event of a termination for convenience, Supplier will be provided at least thirty (30) days' written notice of termination. Any partial termination of the Contract shall not be construed as a waiver of, and shall not affect, the rights and obligations of any party regarding portions of the Contract that remain in effect.

14.2 Upon receipt of notice of such termination, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to the effective date of termination, the termination does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract or for any damages or other amounts caused by or associated with such termination. Such termination shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees that are unused when the Contract or certain obligations are terminated shall be refunded. Termination of the Contract under this section, in whole or in part, shall not relieve the Supplier of liability for claims arising under the Contract.

15 Suspension of Supplier

15.1 Supplier may be subject to Suspension without advance notice and may additionally be suspended from activities under the Contract if Supplier fails

to comply with confidentiality, privacy, security, environmental or safety requirements applicable to Supplier's performance or obligations under the Contract.

15.2 Upon receipt of a notice pursuant to this section, Supplier shall immediately comply with the notice terms and take all necessary steps to minimize the incurrence of costs allocable to the work affected by the notice. If a purchase order or other payment mechanism has been issued and a product or service has been accepted as satisfactory prior to receipt of notice by Supplier, the Suspension does not relieve an obligation to pay for the product or service but there shall not be any liability for further payments ordinarily due under the Contract during a period of Suspension or suspended activity or for any damages or other amounts caused by or associated with such Suspension or suspended activity. A right exercised under this section shall not be an exclusive remedy but shall be in addition to any other rights and remedies provided for by law. Any amount paid to Supplier in the form of prepaid fees attributable to a period of Suspension or suspended activity shall be refunded.

15.3 Such Suspension may be removed, or suspended activity may resume, at the earlier of such time as a formal notice is issued that authorizes the resumption of performance under the Contract or at such time as a purchase order or other appropriate encumbrance document is issued. This subsection is not intended to operate as an affirmative statement that such resumption will occur.

16 Certification Regarding State Employees Prohibition From Fulfilling Services

Pursuant to 74 O.S. § 85.42, the Supplier certifies that no person involved in any manner in development of the Contract employed by the State shall be employed to fulfill any services provided under the Contract.

17 Force Majeure

17.1 Either party shall be temporarily excused from performance to the extent delayed as a result of unforeseen causes beyond its reasonable control including fire or other similar casualty, act of God, strike or labor dispute, war or other violence, or any law, order or requirement of any governmental agency or authority provided the party experiencing the force majeure event has prudently and promptly acted to take any and all steps within the party's control to ensure continued performance and to shorten duration of the event. If a party's performance of its obligations is materially hindered as a result of a force majeure event, such party shall promptly notify the other party of its best reasonable assessment of the nature and duration of the force majeure event and steps it is taking, and plans to take, to mitigate the effects of the force majeure event. The party shall use commercially reasonable best efforts to

continue performance to the extent possible during such event and resume full performance as soon as reasonably practicable.

17.2 Subject to the conditions set forth above, non-performance as a result of a force majeure event shall not be deemed a default. However, a purchase order or other payment mechanism may be terminated if Supplier cannot cause delivery of a product or service in a timely manner to meet the business needs of Customer. Supplier is not entitled to payment for products or services not received and, therefore, amounts payable to Supplier during the force majeure event shall be equitably adjusted downward.

17.3 Notwithstanding the foregoing or any other provision in the Contract, (i) the following are not a force majeure event under the Contract: (a) shutdowns, disruptions or malfunctions in Supplier's system or any of Supplier's telecommunication or internet services other than as a result of general and widespread internet or telecommunications failures that are not limited to Supplier's systems or (b) the delay or failure of Supplier or subcontractor personnel to perform any obligation of Supplier hereunder unless such delay or failure to perform is itself by reason of a force majeure event and (ii) no force majeure event modifies or excuses Supplier's obligations related to confidentiality, indemnification, data security or breach notification obligations set forth herein.

18 Security of Property and Personnel

In connection with Supplier's performance under the Contract, Supplier may have access to Customer personnel, premises, data, records, equipment and other property. Supplier shall use commercially reasonable best efforts to preserve the safety and security of such personnel, premises, data, records, equipment, and other property of Customer. Supplier shall be responsible for damage to such property to the extent such damage is caused by its employees or subcontractors and shall be responsible for loss of Customer property in its possession, regardless of cause. If Supplier fails to comply with Customer's security requirements, Supplier is subject to immediate suspension of work as well as termination of the associated purchase order or other payment mechanism.

19 Miscellaneous

19.1 Transition Services

If transition services are needed at the time of Contract expiration or termination, Supplier shall provide such services on a month-to-month basis, at the contract rate or other mutually agreed rate. Supplier shall provide a proposed transition plan, upon request, and cooperate with any successor

supplier and with establishing a mutually agreeable transition plan. Failure to cooperate may be documented as poor performance of Supplier.

19.2 Publicity

The existence of the Contract or any Acquisition is in no way an endorsement of Supplier, the products or services and shall not be so construed by Supplier in any advertising or publicity materials. Supplier agrees to submit to the State all advertising, sales, promotion, and other publicity matters relating to the Contract wherein the name of the State or any Customer is mentioned or language used from which, in the State's judgment, an endorsement may be inferred or implied. Supplier further agrees not to publish or use such advertising, sales promotion, or publicity matter or release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning the Contract or any Acquisition hereunder without obtaining the prior written approval of the State.

19.3 Mutual Responsibilities

- A.** No party to the Contract grants the other the right to use any trademarks, trade names, other designations in any promotion or publication without the express written consent by the other party.
- B.** The Contract is a non-exclusive contract and each party is free to enter into similar agreements with others.
- C.** The Customer and Supplier each grant the other only the licenses and rights specified in the Contract and all other rights and interests are expressly reserved.
- D.** The Customer and Supplier shall reasonably cooperate with each other and any Supplier to which the provision of a product and/or service under the Contract may be transitioned after termination or expiration of the Contract.
- E.** Except as otherwise set forth herein, where approval, acceptance, consent, or similar action by a party is required under the Contract, such action shall not be unreasonably delayed or withheld.

19.4 Entire Agreement

The Contract documents taken together as a whole constitute the entire agreement between the parties. The Contract documents include this Contract, any Amendments to this Contract, applicable Solicitation, and any successful bid as may be amended or limited through negotiation. No statement, promise,

condition, understanding, inducement or representation, oral or written, expressed or implied, which is not contained in a Contract document shall be binding or valid. The Supplier's certifications, including any completed electronically, are incorporated by reference into the Contract.

ATTACHMENT E1

Responses to Specifications and Requirements

Per Attachment A, article 3.2, below is our response to our ability to meet or exceed the mandatory specifications outlined in Exhibit 1. We will also attach Exhibit 6 and Exhibit 7 in this section of the RFP.

Exhibit 01

1. Mandatory Requirements

- 1.1. The Bidder shall comply with all requirements in this bid and provide a written response to each Mandatory Requirement. The bidder's compliance with the requirements in this bid shall be determined according to the sole unrestricted discretion of ODMHSAS.

CREOKS acknowledges and understands all the requirements of this bid and agrees to comply and implement CCBHC services in accordance with these terms.

- 1.2. Eligible provider organization (Bidder) must be a Certified Community Behavioral Health Clinic (CCBHC) by ODMHSAS standards, a qualified Medicaid provider and a 501(c)(3) private, non-profit entity or a tribal entity willing to become certified as a CCBHC, or a 501(c)(3) private provider willing to become certified as a CCBHC within 6 months of award. Payment for services provided at any site under this award is contingent upon, and may not be initiated until, the site has completed ODMHSAS certification as a CCBHC.

CREOKS was certified as a CCBHC under chapter 17 in 2019 and became the first Oklahoma SPA CCBHC in the state on October 1st, 2019. CREOKS has maintained its certification since that time and was recently recertified with Special Distinction for the period of March 27, 2025, to March 31st, 2028. A copy of our most recent certification is Attachment A to this narrative.

- 1.3. The Contractor shall at all times carry and maintain Commercial General liability insurance of no less than one million dollars (\$1,000,000) for any aggregate claim per incident. Professional services Contractor, must also provide Professional Liability insurance to adequately compensate persons for an act of professional negligence by the Contractor, its agents, employees or the like. A copy of Commercial General Liability insurance and Professional Liability insurance is to be submitted with the bid response.

CREOKS Mental Health Services, Inc. (DBA CREOKS Health Services, Inc.) carries and will maintain Commercial General liability insurance of no less than one million dollars (\$1,000,000.00) for any aggregate claim per incident. CREOKS currently carries Commercial General liability insurance at three million dollars (\$3,000,000.00) for any aggregate claim per incident. CREOKS further meets the liability insurance requirements of Attachment B, page 6, of this solicitation and has umbrella liability of eight million dollars (\$8,000,000.00). CREOKS intends to maintain this level of coverage and will never carry less than one million dollars (\$1,000,000.00) for any aggregate claim per incident. A copy of CREOKS' Commercial General Liability insurance and Professional Liability insurance can be found in Section 3, item 3.5.

- 1.4. Contractors are expected to comply with all applicable statutes and rules including but not limited to Title 43A; Title 450, Chapter 15, Chapter 17, Chapter 23, and Chapter 55.

CREOKS complies and will comply with all applicable statutes and rules including but not limited to Title 43A; Title 450, Chapter 15, Chapter 17, Chapter 23, and Chapter 55. CREOKS currently holds certifications with Special Distinction for Chapter 17 and Chapter 23. Both of those certifications are subject to Chapter 15 Consumer Rights. A copy of our most recent Chapter 23 certification is Attachment B to this narrative.

- 1.5. Contractors must respond to all adult and child mobile response requests dispatched by the ODMHSAS 988 call center 24 hours a day, 7 days per week.

CREOKS will respond to all adult and child mobile crisis requests dispatched by the ODMHSAS 988 Call Center, 24 hours a day, 7 days a week. CREOKS has been a contracted 988 provider with ODMHSAS since the launch of 988 in Oklahoma on July 1, 2022. Currently, CREOKS operates four adult mobile response teams, seven child mobile response teams, and three transport teams. Our children's mobile crisis team achieved a diversion rate of 82% across all 988 and child mobile crisis calls—totaling 1,069 calls in 2024. ODMHSAS staff have recognized CREOKS as the state leader in children's mobile crisis response. In fact, the ODMHSAS invited our 988 Adult and Child Mobile Response Director, Stephanie White, LPC-S, to speak at a National Council sponsored technical assistance training in June 2024. Stephanie was asked to speak to other states on how to start a children's mobile crisis team, how to structure them, the needed training, and to answer questions.

In Tulsa County, we have an adult mobile response team based in West Tulsa and two child mobile response teams stationed in Broken Arrow. A crisis transport team is also available to support these teams during calls. One of the child mobile response teams is embedded within the public school systems of Broken Arrow, EPIC (brick-and-mortar), and Union, serving both Tulsa and Wagoner counties. CREOKS maintains strong partnerships with area hospitals, emergency departments, first responders, and a wide network of public, private, and nonprofit community organizations. Beyond crisis de-escalation and

connecting individuals to essential services, our teams provide follow-up the day after each crisis to ensure smooth transitional care. Our response times are among the fastest in the state: school-based teams arrive within 15 minutes, while all other teams consistently meet or exceed the required response times for.

CREOKS is committed to expanding its mobile response capacity to meet the needs of our assigned catchment area and call volume. In the near term, we plan to cross train our adult and child crisis response teams, effectively doubling our ability to support individuals across the lifespan.

- 1.6. Contractors are expected to comply with all applicable manuals, to include the CCBHC Manuals and ODMHSAS Service Manual (<http://www.odmhsas.org/arc.htm>, Documents), and the Eligibility and Target Population Matrix (<http://www.odmhsas.org/arc.htm>, Documents, Statements of Work, choose current fiscal year).

CREOKS Mental Health Services, Inc. acknowledges and will comply with all applicable manuals, to include the CCBHC Manuals, ODMHSAS Service Manual, Eligibility and Target Population Matrix Documents, and Statements of Work for the current fiscal year. CREOKS has been a state-contracted provider for decades and has been the highest performing and scoring CCBHC in the ODMHSAS annual CCBHC fidelity reviews for the last two years.

- 1.7. Contractors shall provide the 9 required CCBHC Services directly or through formal partnership which include: 1) Crisis Services, 2) Outpatient Mental Health and Substance Use Services, 3) Person-and-Family-Centered Treatment Planning, 4) Community-Based Mental Health Care for Veterans, 5) Peer and Family/Caregiver Support and Counselor Services, 6) Targeted Case Management, 7) Outpatient Primary Care Screening and Monitoring, 8) Psychiatric Rehabilitation, 9) Screening, Diagnosis, and Risk Assessment.

CREOKS will and does provide the 9 required CCBHC Services directly. Below is CREOKS' current strategy for implementation as well as possible adjustments based upon the awarded catchment area. We have changed the order of the above 9 required activities to align more with the logical clinical flow.

I. Crisis Services:

CREOKS will participate in the State's crisis continuum for Tulsa through:

- 1. Crisis Hub: CREOKS actively participates in the State's 24/7 988 helpline for Tulsa as well as in its other 7 county CCBHC catchment area. We have met and exceeded Solari's standards. We also have our own Hub for crisis calls that come from local hospitals and for our children's mobile crisis. We work to resolve situations remotely, triage calls, and deploy mobile crisis as needed. Our CREOKS 24/7 Hub will be moving to Broken Arrow this year.*
- 2. Mobile Crisis Teams: Again, we have three mobile response teams that serve Tulsa County. An adult mobile response team in West Tulsa, a child mobile response team in*

Broken Arrow, and a school-based mobile response team in the Public School systems of Broken Arrow, EPIC (brick-and-mortar), and Union. We will cross train our teams and thus double the teams' capacity to respond to 988 calls. We will also expand our mobile response capacity based upon call volume and awarded catchment area.

3. Follow Up Appointments: We coordinate with Solari for follow-up appointments for 988 calls. We have an automated email notification for all crisis follow-up regardless of disposition (inpatient or in the community). Our mobile crisis teams check in on all persons served within 24 hours after their call to 988 to ensure connection to care. Our own hub does the same for persons seen by our mobile crisis that are not contacted via 988. We have same day access when needed. We have a centralized scheduling and intake team consisting of 4 therapists and two case managers dedicated to coordinating transitional care between higher levels of care and our outpatient CCBHC clinics. All persons involved in CCBHC services collaboratively develop crisis plans. CREOKS is consistently performing in the upper quintile on the crisis ETPS measures of inpatient/crisis unit follow up within 7 days and inpatient/crisis unit readmission within 180 days. We will be adding two additional therapists to this team to account for the additional demand.

4. Urgent Recovery Centers/Crisis Centers: CREOKS is already a critical support to meet the crisis needs of adults, adolescents, and children in Tulsa. In Sapulpa, CREOKS has an adult crisis unit in Sapulpa with 8 beds, and an adult Urgent Recovery Center with 4 recliners, and a Children's crisis unit with 14 beds. Later this year, we will also be opening in Sapulpa a Children's Urgent Recovery Center with 6 recliners as well as our children's specialty IDD/SED crisis unit with 8 beds. There will also be an accompanying children's IDD/SED Urgent Recovery Center with 2 recliners. We are also scheduled to finish this year the construction on an adult crisis center, adult Urgent Recovery Center, child crisis center, and child Urgent Recovery Center in Broken Arrow. The Broken Arrow adult crisis center will have 3 beds, and the adult Urgent Recovery Center will have 6 recliners. The child crisis center will have 4 beds, and the child Urgent Recovery Center will have 4 recliners. This provides Tulsa County a total of 41 beds and 22 recliners to meet the county's critical unmet needs. In the 2024 calendar year, out of almost 650 persons served in our crisis centers, only 38 were sent to a higher level of care.

5. Integrated Technology: As a CCBHC, we have extensive experience in working with law enforcement and the iPad program. We conduct telehealth to support crisis assessment and diversion in the field. We further have established relationships with all emergency room, hospitals, crisis, and inpatient providers in Tulsa County. We can provide remote assessment and diversion as well as deploy teams as needed. All persons on the Most In Need list or assessed at risk for crisis services are issued an iPad for remote and crisis support.

6. Transportation: CREOKS has been providing crisis transportation for its original seven county catchment area since the State began this program. We know how to work with crisis transportation. CREOKS does transport to Tulsa County from the adjacent counties. All our 988 teams provide crisis transportation and will continue to do so. All our 988 teams meet the same ODMHSAS standards as the ODMHSAS contracted crisis transportation providers.

7. Additional Components: CREOKS has an organized post crisis engagement process and a Tenure Protocol. We have centralized scheduling and intake to ensure all persons discharging are engaged in a timely manner. Our post discharge crisis system has specific protocols for community tenure, suicide prevention, and Most In Need (MIN). All persons discharged are contacted before and immediately following discharge by our outreach and engagement teams. Staff support people in transitions to meet their intake, medication management, and initial appointments with clinic staff at our outpatient clinics. If need be, these outreach staff will continue to work with someone for up to 180 days. We are finalizing agreements to have a hospital liaison at TCBH, FCS, the Calm Center, Brookhaven, and Parkside.

II. Screening, Assessment, and Diagnosis:

CREOKS has a uniform process for conducting screening, assessment, and diagnosis that includes our Tulsa clinic. It involves the collaborative effort of a multidisciplinary team of licensed mental health professionals, physicians/physician extenders, case managers, peer support specialists, nurses, and behavioral health coaches. If needed, CREOKS can provide immediate crisis assessment and intervention, or conduct same-day access screening and evaluation, or schedule a routine initial evaluation within 10 business days. CREOKS consistently meets this standard with a Fiscal Year 2024 performance at 93%.

The Person-and-Family is always at the center of the process, and everything is done with a strengths-based, recovery-oriented, trauma-informed, gender-specific, age-appropriate, co-occurring capable, and culturally competent lens. CREOKS has likewise meticulously developed an initial 90-day protocol to ensure that state and federal standards are met while at the same time maximizing Person-Family involvement for the development of a comprehensive Person-and-Family-Centered treatment plan. There is also a protocol that addresses the screening and assessments that are to be conducted every six months.

Our staff conduct the following screens: Patient Health Questionnaire -9/A, Columbia, CATS (Youth/Caregiver), PCL-5, Ohio Scales, ACE Questionnaire, AUDIT, GAD-7, and TB Screen. Based on those results, the staff may further administer the CUDIT-R, CRAFFT, T-CUDS, GAIN-SS, ASI, TASI, Problem Gambling Severity Index, or Geriatric Depression Scale. Persons screened for tobacco use are referred to the Tobacco Helpline. Our evaluation process meets or exceeds CCBHC standards. Staff are trained in diagnosis and risk stratification, and we have specialized Infant and Early Childhood staff, especially in Tulsa, for diagnosing infants and toddlers under 5.

CREOKS uses the 60-day window for the development of comprehensive care plans to conduct a range of assessments that will inform diagnosis and treatment. Medical records are requested and the Health Information Exchange as well as the Relias platform are consulted to determine health and wellness goals. Case Managers conduct the social drivers of health screening and a case management strengths-based assessment. Peers conduct a health risk appraisal and for those who have not had a history and physical in the last 12 months, those persons receive a nursing assessment.

The therapist conducts the biopsychosocial assessment with the help of the additional information. When indicated, the therapist will conduct the additional assessments of the ASI/TASI and ASAM to determine substance use treatment needs. The resulting strengths, needs, abilities, and preferences of the biopsychosocial assessment as well as the diagnoses are jointly discussed. The therapist further explains recommended therapeutic and rehabilitative activities and how those might support wellness, recovery, and their treatment goals. An appointment is made for treatment planning.

III. Outpatient Primary Care Screening and Monitoring:

To our knowledge, CREOKS is the only provider that has a physician extender providing primary care consult at 16 hours a week to assist in primary care screening and monitoring. While many of the items required by this standard can be conducted by behavioral health staff and are done so, the underlying spirit of this standard is that there is an assessment of the primary care needs by a clinically competent authority. Staff schedule “Care Review” with our APRN each week to review anyone with complex medical needs. The CREOKS Care Review is designed to ensure that we are reviewing the co-occurring medical conditions (behavioral and medical), how they might interact with one another, scan for possible drug to drug interactions, identify unmet prevention screening needs, and provide recommendations for further medical and behavioral health attention that include screening for HIV and viral hepatitis. The APRN further makes recommendations for service plan goals and wellness coaching.

We do have established health protocols and our EHR is set up for the precursors of diabetes and heart disease. We have a weight management protocol, tobacco use protocol, blood pressure protocol, diabetes/metabolic syndrome protocol, and cholesterol protocol. We can flag any chart for these protocols, and we have a participant dashboard where biometrics are shown for BMI, blood pressure, cholesterol, blood glucose, and A1c. All Peers and FSPs are trained as Wellness Coaches and complete the Department’s WellBody and Tobacco Free training. Our RNs are trained as Wellness Coaches and provide health education.

IV. Person-and-Family-Centered Treatment Planning:

Our agency values and practices are based on Wraparound/Systems of Care. This means CREOKS approaches the entire care planning process from a Person-and-Family-Centered approach that is both recovery oriented and ecological. People commit to what they want to do rather than what we want them to do. Those goals are not solely medical in nature (symptom oriented) but rather are based on having a vital and meaningful life in the community of their choice. Identifying what that life looks like (recovery) and who is involved in supporting that (ecology) is what leads not only to engagement but also outcomes.

Such a Person-and-Family-Centered plan necessarily follows from a Person-and-Family-Centered screening, assessment, and diagnostic process. CREOKS employs coaches in

both adult and children's services dedicated to training and coaching staff on an ongoing basis to adopt the Person-and-Family-Centered framework from first contact to discharge. Plans are updated at least every six months but sooner based upon changes in care needs and health status. There is attention paid not only to what is important "to" a person but also what is important "for" a person. True Person-and-Family-Centered plans will always work to harmonize both for optimal outcomes.

V. Outpatient Mental Health and Substance Use Services:

CREOKS provides a very comprehensive array of outpatient mental health and substance use services. Our agency clinical framework is guided by a strengths-based, recovery oriented, and ecological perspective committed to consumer empowerment, wellness, recovery, and integration. We offer all required CCBHC evidence-based practices. Most of our physicians and extenders work out of our Yale Tulsa clinic, to include our Psychiatrist Medical Director. We do make use of long-acting injectable medications to treat both MH and SUDs, monitor for metabolic syndrome, and adverse events. We provide the following within and for Tulsa County residents:

- **Infant and Early Childhood Mental Health Services:** We have a specialty team and trained therapists with supporting Community Support Workers (CMs, PRSSs, F-PRSSs). They offer the evidence-based practices of Child Parent Psychotherapy (CPP), Parent Child Interactive Therapy (PCIT), Attachment Biobehavioral Catch-up (ABC). Therapists have completed training in the Foundations of Infant Mental Health Assessment taught by Dr. Tessa Chesher. This training is specifically designed to prepare therapists to conduct diagnostic assessments for children 0-5. Therapists are further trained and credentialed as Registered Play Therapists (RPT). CREOKS has its own Registered Play Therapy Institute. In addition to working with families with young children, they receive additional specialized training in Maternal Mental Health and offer post-partum and perinatal services to families.
 - CREOKS provides behavioral health consulting and community support to Head Starts, and Early Head Starts in Tulsa County as well as Mayes, Nowata, Rogers, Wagoner, and Washington Counties through an MOU with the Community Action Resource & Development, Inc. (CARD). We have been providing this service for the last 9 years.
- **Wraparound/Systems of Care:** CREOKS is a state leader in Wraparound/Systems of Care. We offer this in Tulsa County as well as in 13 other counties. We have been awarded three additional Wraparound/Systems of Care contracts to other underperforming providers.
 - **Array of Hope:** An integrated Care Wraparound Team serving children with SED/IDD. In addition to Wraparound, we provide specialized therapy, psychological testing, OT, PT, Speech Language Therapy, Dietary Services, and medication management.
 - **Enhanced Foster Care:** CREOKS Wraparound serves more children in Enhanced Foster Care than any other behavioral health provider in Oklahoma. CREOKS is the preferred provider by OHS in Tulsa County.

- *School-based Services: We are one of the largest if not the largest provider of school-based services in the state. We have staff working in almost 170 different school systems across the state. We are in 84 schools and 11 school systems in Tulsa County. We are the sole provider for EPIC public schools, the largest online school system in the state. We routinely receive over 800 referrals from EPIC Public Schools alone each year.*
 - *Behavioral Intervention Services and Supports in Schools (BISSS): CREOKS is contracted to provide BISSS in Tulsa Public Schools and 9 other public school districts in Oklahoma.*
- *Behavioral Interventionist: CREOKS provides this service in Tulsa County and is the only provider in the state piloting this clinical program in partnership with the ODMHSAS and Oklahoma Human Services (OHS). This program is for children in OHS custody who have had multiple placement disruptions and/or are having challenging behaviors and are at risk of disrupting their current placement.*
- *Transitioned-Aged Youth Services: CREOKS implements the evidence-based practice of Transition to Independence Process (TIP) Model and have Wraparound teams dedicated to helping youth in transitions. We support Broken Arrow Public Schools with their transitioned-aged youth program “Rise” and we support persons with IDD in their transitional care for “Blessings To Share” in Tulsa County. We are further the designated outpatient provider for the Tulsa Boy’s Home and the Tulsa Girl’s Home.*
 - *Juvenile Diversion: CREOKS is the designated provider by Tulsa County’s Family Center for Juvenile Justice and supports their Community Intervention Center and Child In Need of Supervision (CHINS) program.*
- *Aging Services: The E4 Center for Excellence in Aging recognizes CREOKS as the national leader for community mental health Aging Services. We were only one of three agencies in the nation selected by SAMHSA to participate in a nine-month training program with the E4 Center to pilot an Aging Services model for community mental health. CREOKS is the selected provider by OHS’ APS teams in Tulsa and Eastern Oklahoma, and we are the Meals on Wheels identified provider for Tulsa County. CREOKS is the principal author for the Behavioral Health Forum on Aging’s guidance to CCBHCs on implementing Aging Services.*
- *Suicide Specific EBPs: All CREOKS therapists are required to complete the CAMS training. CREOKS has trained approximately 20 therapists in intensive Dialectical Behavioral Therapy (16-month course) and has approximately 35 therapists who have completed the DBT skills training (6-week course). CREOKS has approximately 25 therapists who have completed the Cognitive Behavioral Training for Suicide Prevention (CBT-SP)*
- *Trauma-Specific Services: All CREOKS therapists are required to complete the trauma-specific training in Cognitive Processing Therapy. CREOKS has approximately 100 therapists trained in TF-CBT in the company. CREOKS has approximately 25 therapists trained in EMDR, and another 100 therapists trained in Seeking Safety.*

- Eating Disorder: CREOKS offers eating disorder specific services in Tulsa through its CIRCARA program. The staff is led by a state-level expert, Dr. Heather Gilliam, and a team of experienced eating disorder clinicians and a dietitian.
- Problematic Sexual Behavior-Cognitive Behavioral Therapy (PSB-CBT): CREOKS is the only provider in the state that offers both the school-aged and adolescent models of this evidence-based practice. This is offered in Tulsa.
- Equine Therapy: CREOKS has its own ranch in Wagoner County, River Trail Ranch. CREOKS offers equine therapy with three teams that are certified by Eagala (Equine Assisted Growth and Learning Association). We also have staff trained in offering this for Veterans and PTSD.
 - Animal Assisted Therapy: CREOKS offers animal assisted therapy in Tulsa with trained animals. This is also offered in other clinics across the company.
- Psychiatric Rehabilitation: This will be discussed in the corresponding section.

CREOKS further offers a comprehensive array of substance use services in Tulsa County and programs that support Tulsa County. We provide ASAM Level 0.5 Early Intervention, Level 1 Outpatient Treatment, and Level 2.1 Intensive Outpatient Treatment for both children and adults in Tulsa. We provide Level 1-WM: Ambulatory Withdrawal Management through our Medicated Assisted Treatment/Recovery program in Tulsa and offer Level 3.7-WM Residential Withdrawal Management in our Sapulpa Crisis Center and this will also be offered at our Broken Arrow Crisis Center. We have two sober living homes that can support persons in recovery. One is in Okemah and the other in Okmulgee. Additionally, we offer:

- Beyond Families: A specialized program for prenatal substance use. This program works with OHS, OB/GYN clinics, and hospitals to identify expectant mothers who are likely to lose custody of their children either because of their substance use or that their child at birth tests positive for exposure to substances. The Beyond Families program engages the family in the production of a Family Care Plan that demonstrates to OHS and other stakeholders that the family is actively engaged in substance use services and that it is safe for the family to retain custody of the child. This program results in more than 95% of families retaining custody of their child. It also leads to impressive outcomes for the family and the child.
- Intensive Outpatient (IOP): We offer this in person and virtually. This is offered as an after-school program at the Broken Arrow Community Resource Center, 6 hours a week (2 hours per day, on Tuesday, Wednesday, and Thursday) for 12 – 16 weeks. This is also offered in person at the clinic to support the MAT/MAR program. Another Tulsa County school system is considering inviting us to be their IOP provider.
- Functional Family Therapy: This evidence-based practice has been shown to reduce delinquency, substance use, mental health challenges, violence, and other behavioral problems. CREOKS offers this in Tulsa County to support the Tulsa Juvenile Bureau, the Tulsa Public Defender's Office, and the Office of Juvenile Affairs. CREOKS is the only CCBHC that provides this service and the only provider in the nation that offers this to Tribal populations.

- *Rehabilitative Curricula*: This is discussed under the psychiatric rehabilitation section.

VI. Targeted Case Management:

CREOKS is very familiar with Targeted Case Management. All consumers are assigned a “responsible case manager” (RCM). Its provision is mainly governed by risk stratification as well as our Suicide Prevention Protocol, Community Tenure Protocol, and participation in a specialized program. Our CREOKS Tulsa CCBHC provides case management to persons assessed and stratified into our adult and children’s low, medium, and high intensity teams- this includes Wraparound and Service Coordination. Those scoring into the Suicide Prevention Protocol or being placed on the Community Tenure Protocol following discharge from inpatient, residential, or CBSCC also receive case management. We further have a Bilingual Outreach team (Spanish/English) and an Aging Services team that have case management. Specialty Case Management (Social Driver of Health) projects in Tulsa are the following:

- *Housing First*: CREOKS has had a Housing First Team operating in Tulsa for the last three years. The team implements elements of the Rapid Rehousing Model to get people placed. They have access to flex funds to assist with deposits, first and last month’s rent, and moving expenses. Staff provide education discussed under rehabilitation. Persons in the Tulsa Clinic who need intensive housing support and service navigation are enrolled in this program.
- *BeHeard Movement Partnership*: CREOKS has a very strong relationship with Tulsa’s BeHeard Movement. This organization has a facility in Eastern Tulsa and CREOKS has a detachment of one therapist and 3 case managers along with a dedicated housing specialist there. We will be adding an IPS staff member to this team this year. BeHeard sees over 1,000 people a month at this facility. CREOKS provides service navigation and assists with facilitating housing and will also do so for employment.
- *OHFA 40 Micro Homes Project*: CREOKS is partnered with OHFA to construct and provide wraparound support for 40 Micro Homes to be built in Tulsa County. These homes are for women with or without children who have been impacted by a traumatic experience to include domestic violence, human trafficking, job loss, eviction, etc.
- *City of Tulsa Transitional Living Center*: CREOKS has applied to be the City of Tulsa’s operator of their Transitional Living Center. We are hopeful this will be awarded to CREOKS. It will be in Northeast Tulsa. This center will serve 75 persons (59 households) at a time. It is expected to serve 250 persons a year.

VII. Peer and Family/Caregiver Support and Counselor Services:

CREOKS employs 48 staff certified as Peer Recovery Support Specialists (PRSSs) or Family-Peer Recovery Support Specialists (F-PRSSs) serving Tulsa County. Peers are trained in several evidence-based practices to be mentioned in Psychiatric Rehabilitation and others mentioned in previous sections (WellBody, Tobacco Free, Housing First, IPS, and

Wraparound). We offer training in Wellness Recovery Action Plan (WRAP) and have trained staff in the basic WRAP model as well as WRAP for Veterans. We are sending peers through the PEARLS (Program to Encourage Active Rewarding Lives) training for our Aging team. We are looking into training more PRSS/F-PRSSs in BRITE (Building Resilience for Individuals Through Trauma Education). Our supervisors complete the ODMHSAS Peer Supervisor training and our Peers complete ODMHSAS specialty tracks appropriate to their role (great trainings!).

VIII. Psychiatric Rehabilitation:

A wide range of staff are involved in psychiatric rehabilitation. Therapists, Certified Case Managers, Peer Recovery Support Specialists, Family-Peer Recovery Support Specialists, Behavioral Health Coaches, and Behavioral Interventionists are all involved in psychiatric rehabilitation. CREOKS adopts a recovery outlook to behavioral health. This means that behavioral health is not just about addressing symptoms, but it is also about helping a person realize their goals to have a vital and meaningful life in the community of their choice. This means helping a person live successfully in the world and participating actively in life. CREOKS uses a wide range of curricula from those that might explicitly address aspects of psychiatric conditions to life skills in the broadest sense of that term. Below is a list of the many programs offered in Tulsa County that can be considered within the scope of psychiatric rehabilitation.

- Individual Placement and Support (IPS): CREOKS has been providing IPS in Tulsa County for five years. CREOKS currently maintains relationships with 325 employers in Tulsa County to assist participants with complex work histories.
- Housing First: This team also provides psychiatric rehabilitation concerning successful housing and life skills. The Tulsa County team provided training on tenant rights with the Deputy Mayor of Tulsa last year. They also provided a financial wellness series with Arvest Bank where they trained people on banking basics, smart budgeting, credit 101, identity theft, and debt management.
- Parent Student Interaction Program (P-SIP): This is offered in Union Public Schools and another school system in Tulsa County has asked us to offer this. It is a substance use prevention model.
- Strengthening Families: We offer the evidence-based family skills program for high-risk populations. It is designed to enhance the protective factors that leads to lowering the risk for behavioral health problems and domestic violence in the home.
- Celebrating Families! (Substance Use specific): Similar to strengthening families, this family-based curriculum is focused on enhancing protective factors to substance use.
- Family Care Plans: CREOKS helped to develop the toolkit for the state on family care plans. These plans are developed as part of our Beyond Families program in Tulsa and other locations. These plans help families keep their children and they guide ongoing recovery.
- Skill Streaming: This is a series of social skill training manuals that were created for specific developmental stages of childhood and adolescence. These can be

provided in group or individually. They also have manuals that are created for children who are neurodivergent.

- *Nurturing Parenting and Conscious Discipline: Both are parenting curricula that are considered evidence informed and endorsed by the OHS. They strengthen parenting skills and the parenting bond producing improved parent-child interaction and a reduction in incidents of violence and abuse.*
- *Enhanced-Illness Management and Recovery and Illness Management and Recovery: Both are considered best practice for providing recovery skills and psychoeducation around serious mental illness, substance use, and later editions also address physical wellbeing. These are used for individual and group rehabilitation.*
- *Seeking Safety: This is a group therapy manual, but it is also used for psychiatric rehabilitation. It has outstanding skills for basic trauma and substance use recovery.*

VIII. Community-Based Mental Health Care for Veterans:

The CREOKS Veterans Services Team (VST) is a trauma-informed, culturally competent clinical program housed within each Certified Community Behavioral Health Clinic (CCBHC) across the agency. Its mission is to provide veterans and their families with coordinated, comprehensive, and veteran-specific mental health and case management services that prioritize military experiences, cultural identity, and whole-health goals. The program is staffed by clinicians, case managers, and peer support specialists who are either veterans themselves, have military ties, or are extensively trained in military cultural competency. All services are tailored to the veteran identity and address service-related conditions, transitional challenges, and barriers to care.

*The CREOKS Tulsa VST is the only Tulsa CCBHC that has embedded staff at The Coffee Bunker a veteran-serving peer organization. CREOKS has a veteran working as an onsite case manager two days a week. CREOKS is also the only CCBHC receiving direct referrals from the Oklahoma National Guard (OKNG) Victim Services Office for service members impacted by military sexual trauma (MST), in which our team is uniquely trained to deliver trauma-informed, culturally competent care. In June of 2025, CREOKS will launch a new partnership with the Cherokee Nation Veteran Treatment Court, serving as the court's designated mental health provider. CREOKS further elevates care coordination through MOUs with key Veteran Service Organizations such as **Eagle OPS, OSU Community Wellness Programs**, and **DHS Tulsa**, enabling streamlined referrals and resource sharing. Beyond formal partnerships, CREOKS demonstrates a deep-rooted commitment to community service by actively participating in regular Mayoral-directed Veteran Advisory Councils in Tulsa, Broken Arrow, and Jenks contributing to veteran-focused planning and advocacy efforts.*

Each service within the VST is aligned with a strategic mission. Veteran-specific therapy is delivered using trauma-focused, evidence-based modalities such as Cognitive Processing Therapy (CPT), Eye Movement Desensitization and Reprocessing (EMDR), and Written

Exposure Therapy (WET), targeting combat trauma, moral injury, military sexual trauma, and complex PTSD. Veteran-specific case management offers navigation support for VA systems, housing, benefits, employment, and coordination of community resources.

Planned program expansions include PeerLink, a peer support and mentorship initiative launching by the end of 2025. This program will pair veterans with trained peer specialists to provide support during crises, life transitions, and recovery planning. Also in development is Path to Purpose, a six-week, skills-based curriculum launching in early 2026. This program is designed to help veterans rediscover identity, purpose, and belonging through structured psychoeducation, community-building, and strengths-based development.

The Tulsa VST also hosts a BSW, MSW, and LPC internship program specifically designed to develop culturally competent social workers and counselors. Interns gain hands-on experience through military cultural training and supervised practice within veteran-specific clinical settings.

Tulsa's Veterans Services Team serves as the lead and model site for all CREOKS VST clinics. It functions as the primary hub for protocol development, program piloting, and staff training across the agency. The Tulsa VST established the foundational infrastructure for veteran-specific intake and screening, veteran-focused treatment planning, and outcome tracking systems that measure service efficacy in alignment with CCBHC quality indicators. As other CREOKS CCBHC clinics implement their own Veterans Services Teams, they receive guidance and operational support from the Tulsa VST to ensure alignment with CREOKS' systemwide veteran care model.

2. Access to Services

CREOKS acknowledges this term and agrees to comply.

3. Yearly Surveys by ODMHSAS

CREOKS acknowledges and will comply with this term.

4. Conditions

CREOKS acknowledges and will comply with this term.

5. Compensation

CREOKS acknowledges and understands this term.

6. Core Service Functions

CREOKS acknowledges and will comply with this term.

7. Tulsa County CCBHC areas.

CREOKS acknowledges that it may apply for one or all four catchment areas but in no event will it be awarded more than one (1) CCBHC catchment area.

ATTACHMENT E2

PRICING

CCBHC Rates and Reimbursement

3.3. The parties acknowledge and agree that rates are established pursuant to the Oklahoma Medicaid State Plan, as approved by the Centers for Medicare & Medicaid Services and maintained by the Oklahoma Health Care Authority. The State Plan is available at: <https://oklahoma.gov/ohca/policies-and-rules/plans-and-waivers.html>

Supplier shall be reimbursed solely in accordance with the rates and methodologies set forth in the Oklahoma Medicaid State Plan, which are paid to the Supplier solely by the Oklahoma Health Care Authority. ODMHSAS's reimbursement obligations are addressed in their underlying contract with the Oklahoma Health Care Authority, and no payment shall be made from ODMHSAS to the Supplier under this Contract.

**ATTACHMENT E3
VALUE ADD OFFERING**

NOTE: Value Added can be more than 5 items. Below is a sample format.

Value Added Options or Differentials (what will you do that others do not): Bidders should identify any value-added options or differentials that they are proposing and include a short description of how it adds value to the contract. Identify if the items will increase or decrease cost (\$), time, service, quality, or client satisfaction.

You may add/delete the number of value items below as necessary.

Item 1: Instantaneous Implementation: CREOKS can continue operations immediately, which no non-Tulsa based CCBHC can do. CREOKS is embedded in 11 Tulsa school districts, 84 specific school sites, at the BeHeard Movement facility, Job Corps, and we have one central clinic. We currently serve over 6,000 adults and children in Tulsa annually providing mental health and substance use services.

Impact:

Client Satisfaction, Services, and Time: Uninterrupted service for approximately 6,000 adults and children. CREOKS provides services across the lifespan from Infant and Early Childhood specialized teams to school-based therapeutic services, to transitioned aged services, SOC/Wraparound, adult and child mental health, federal probation and parole services, substance use services, IOP, and Medicated Assisted Treatment.

Quality: CREOKS has been the top scoring CCBHC for the last two years by ODMHSAS quality audits. CREOKS also meets the highest state standards and has been certified under Chapter 17 as a CCBHC with Special Distinction. CREOKS provides a range of evidence-based practices and partners with more than 40 organizations in Tulsa.

Item 2: CREOKS Will Accept Additional Statewide CCBHC Catchment Areas At the Catchment Area's Lowest PPS

Rate: CREOKS offers that should the ODMHSAS wish to extend any additional CCBHC service areas beyond those of Tulsa County as part of a statewide contract under this award, CREOKS would be willing to become a CCBHC provider in that additional catchment area at the same PPS rate as the lowest PPS rate of a current CCBHC provider in that catchment area. Depending upon the circumstances, CREOKS is further willing to offer to become a CCBHC provider in any additional catchment area at a PPS rate up to 5% below the lowest PPS rate of a current CCBHC provider in any additional catchment area.

Impact:

Decrease Cost: CREOKS would never request a PPS rate higher than the lowest PPS rate of any given provider in the given catchment area. Depending upon the circumstances, CREOKS is willing to offer becoming a CCBHC in any additional catchment area up to 5% below the lowest PPS rate in the given catchment area.

Time: CREOKS has been awarded a CMHC catchment area in the past and was given 30 days to assume complete responsibility for four counties. CREOKS met that goal to include responsibility for all crisis services and medication management.

Service/Quality: CREOKS has been the top scoring CCBHC for the last two years by the ODMHSAS in quality and fidelity audits. CREOKS also meets the highest state certification standards and has been certified under Chapter 17 as a CCBHC with Special Distinction.

Client Satisfaction: CREOKS customer satisfaction surveys consistently report scores in the upper ninetieth percentile. Communities, school systems, and local governments are consistently pleased and supportive of our work. We can provide additional references as requested.

Item 3: CREOKS' PPS Rate is estimated to drop \$10 a year over the 5 renewal years to save the ODMHSAS

\$8,194,560.00: This would result in a total cost savings to the state of \$8,194,560.00.

Impact:

Decrease Cost/Services: CREOKS will be increasing the number of persons served, scope of services, outcomes, and countywide impact over the course of the six (6) years of the term of this award (the initial year with five (5) optional 1-year renewal years). Through the quality of its services, economies of scale, and powerful partnerships, CREOKS will be able to accomplish the vision of the ODMHSAS while at the same time reducing the cost to the state. Dependent upon rebasing, CREOKS estimates that this will result in annual reduction of \$10 a year in the PPS rate over the renewal period and a cost savings to the state of \$8,194,560.00.

Quality: CREOKS is confident that its model reflects the highest standards of the ODMHSAS which is supported by CREOKS being the highest scoring CCBHC on the ODMHSAS CCBHC qualitative reviews for the last two years straight.

Customer Satisfaction: CREOKS has an outstanding reputation not only in Tulsa County but across the state. Our agency is considered a state leader in crisis center and mobile crisis services, Zero Suicide implementation, school-based programs,

specialty courts, and evidence-based practices. This translates into people getting the support they need and community partners becoming confident in the professionalism and capacity of community mental health in supporting their citizens.

Item 4: Coordination with Adjacent County Clinics: CREOKS has strategically placed adjacent county clinics and the Tulsa clinic so that many of the central and southern Tulsa County residents are within 5 miles from a CREOKS clinic.

Impact:

Client Satisfaction, Services, and Time: Based on SAMHSA statistics on the prevalence of SMI and SED in Oklahoma, there are as many as 75,000 adults and children with unmet mental health needs in Tulsa County. CREOKS has clinics in West Tulsa, Broken Arrow, Catoosa, Sapulpa, and Spring Creek Crisis Centers that are just outside the Tulsa County line. This constellation of CREOKS clinics allows CREOKS the strength and resources to quickly expand to address those unmet needs. This leads to greater access to care and greater client satisfaction. People will not have to travel far for help. We calculate that the adjacent county clinics currently serve as many as an additional 7,000 unduplicated Tulsa residents a year, with this number growing annually.

Quality: The availability of these other clinics means that CREOKS can continue to expand rapidly to meet the Tulsa demand without sacrificing quality.

Time: This is immediately available. It also means that when Tulsa County resources are exhausted, Tulsa County residents do not need to travel far at all to get needed help.

Item 5: Crisis beds and recliners: CREOKS has an adult crisis center in Sapulpa and a children’s crisis center in Sapulpa. CREOKS will open a specialized co-occurring IDD and SED children’s crisis center in Sapulpa, an adult crisis center in Broken Arrow, and a children’s crisis center in Broken Arrow this year. All crisis intervention is coordinated where CREOKS would use its 41 beds and 22 recliners in the adjacent counties to support Tulsa.

Impact:

Service: CREOKS will be able to coordinate a broad network of crisis resources that also includes its relationships with area hospitals and crisis centers. This coordinated network will result in increased efficiency of crisis services. It would also decrease the likelihood that children would have to sit in an emergency room awaiting placement.

Decrease Cost: Our entire crisis system is committed to serving individuals in the least restrictive environment. This means a commitment to a reduction in hospitalizations. CREOKS’ numbers for hospitalization and crisis usage have plummeted since 2019, which is supported by ODMHSAS data.

Quality/Customer Service/Time: CREOKS plummeting readmission rates give testimony to the quality of its services. This also means faster recovery time. CREOKS is known for “humanizing” its crisis services. We call the people we serve “guests” and our standard for crisis services is that we only offer what we would want our own family members to receive. We have our own cooking staff and use therapists to staff our crisis centers.

Item 6: Primary Care: CREOKS will provide primary care to Tulsa County residents with Medicaid as well as provide pro bono primary care to those in need based upon the ability to pay through its Yale Tulsa primary care clinic. CREOKS will be opening another comprehensive primary care clinic in Broken Arrow in 2026. CREOKS has the capacity to arrange for labs and analysis.

Impact:

Quality: CREOKS can provide integrated care which includes the required health screenings but also ensures that CREOKS can adequately support people in treating the precursors to heart disease (Blood Pressure, Cholesterol) and diabetes (Glucose) while ensuring adequate preventive screening and early intervention. No current CCBHC in Tulsa offers primary care in addition to behavioral health. Such integrated care also ensures timely and accurate medication reconciliation.

Service/Time: The TruHealth clinic is on our Tulsa Yale Avenue clinic campus and those wanting primary care can be scheduled and seen very quickly. This will further be the case in Broken Arrow. Those enrolled in our primary care and behavioral health care can also coordinate their appointments.

Decrease Cost: Primary Care can reduce emergency room visits as well as prevent more serious and costly medical problems. The greatest cost to healthcare is the lack of preventive care and chronic disease management for those with co-occurring behavioral health challenges. Such persons are likely to die 25 years sooner than the general public.

Client Satisfaction: Our primary care clinic is on the campus of our behavioral health clinic. This provides ease of access as well as the coordination of care accomplished through the same agency giving people a one stop healthcare experience.

Item 7: Pharmacy: CREOKS will provide pharmacy services to anyone regardless of the prescriber. The CREOKS pharmacy also makes home deliveries. CREOKS has pharmacies in Midtown Tulsa and Sapulpa. We will open a pharmacy in Broken Arrow in 2026. CREOKS has been providing pharmacy services for the last 7 years.

Impact:

Quality: All prescriptions are double checked to ensure that there are no drug-to-drug interactions. Our pharmacists are very familiar with psychotropic medications and their medication education is much more sensitive to side effects and

challenges with psychotropics and possible drug-to-drug interactions. We also ensure that persons prescribed medications can obtain and begin a regimen as well as monitor medication adherence through assuring timely refills.

Service/Time: Our pharmacies are on the campus of our behavioral health clinics. This is very convenient because it is on the same campus. We also provide home deliveries, so people don't even need to come in to pick up a prescription.

Decrease Cost: Persons who have access to medications are less likely to have a behavioral health relapse and a crisis or inpatient visit. Our pharmacy maximizes the use of sample medications as well as Patient Assistance Programs. Our pharmacy also shops from a variety of suppliers to obtain the lowest possible price. Those savings are passed along to the consumer. Having an integrated pharmacy also makes it less likely to cost the individual and the state the outcome of an adverse medication event.

Client Satisfaction: Our pharmacies are on the campus of our behavioral health clinics. This creates convenience. We also provide home deliveries.

Item 8: Array of Hope: CREOKS is proud of the work it has done in developing the first truly integrated co-occurring IDD/neurodiverse and SED wraparound program in the state that includes Physical Therapy, Occupational Therapy, Speech Language, Dietitian, Licensed Health Service Psychologist, and a Community Educator.

Impact:

Service: We are not aware of any provider in the state or perhaps any state, that has a Wraparound program with an integrated team that includes Physical Therapy, Occupational Therapy, Speech Language, Dietitian, Licensed Health Service Psychologist, and a Community Educator.

Quality: Integrated care teams are always the preferred option to stitching together a group of different providers. The Array of Hope has interdisciplinary team meetings chaired by a Licensed Health Service Psychologist. CREOKS hopes to set the standard for co-occurring IDD/neurodiversity and SED/SMI.

Decrease Costs: CREOKS offers Physical Therapy, Speech Language, Dietitian, and psychological services at no charge to the ODMHSAS. Behavioral Health and IDD Services have collectively struggled with adequately addressing the integrated care needs of both populations. People are often shuffled back and forth between both programs with neither adequately addressing the integrated care needs. This leads to protracted, duplicative, and expensive treatments that get one halfway there but never quite to optimal health. Such an integrated team will lead to more effective treatment and reduced costs.

Client Satisfaction: The families that we are currently serving are extremely pleased with this option. Needed services are conveniently accessed.

Time: This will cut down the time to get the specialty care of Physical Therapy, Occupational Therapy, Speech Language, and Dietitian from different providers.

Item 9: Psychological Testing: To our knowledge, no other CCBHC offers psychological testing. CREOKS not only has its own Licensed Health Service Psychologist, but we also have paid graduate assistants from the University of Tulsa's PhD Psychology program. Psychological testing is not a CCBHC service and is provided at no cost to the ODMHSAS.

Impact:

Service: One of the biggest challenges faced by school-aged children is the scarcity of psychological testing. In Tulsa County alone, Tulsa Public Schools tells us that wait times are easily 6 months. Courtesy of the generosity of the George Kaiser Family Foundation, the fact that CREOKS can offer this service free of charge for those without a payor source is huge! CREOKS has had a licensed health service psychologist on staff for the last 3 years. Dr. Heather Gilliam, Psy.D., is a respected Tulsa area psychologist with nearly 20 years of clinical experience and more than 10 years' experience in practice as a Licensed Health Service Psychologist.

Quality: The availability of psychological testing means that CREOKS can support children and adults to get the services they need. Dr. Gilliam is available for consultation by staff, especially in the case of neurodiversity and eating disorders. This helps staff provide a higher quality service. We do wish to mention that Dr. Gilliam is a field education supervisor for Ph.D. candidates at Tulsa University. These candidates assist with testing. Dr. Gilliam has been recognized by Tulsa University as the field site supervisor of the year.

Decrease Costs: Access to testing means persons can get needed services. Those without adequate treatment can lead to crisis and inpatient utilization as well as incarceration.

Customer Satisfaction: Access to testing is an outstanding resource for our families. They are so grateful that we can help them with something so challenging. We have a specially designed testing area in Tulsa that allows for parental observation and participation.

Time: Having our own psychologist reduces the wait time for children to get testing. It also makes testing possible for those who don't have Medicaid or any other means of payment.

Item 10: Tulsa County School Based Crisis Teams: CREOKS is the only CCBHC provider that has a specific crisis response team dedicated 100% to supporting in school crisis events. We offer this for all Broken Arrow Public Schools, all EPIC Public-School brick and mortar students, as well as all Union Public Schools we are embedded at in Tulsa County. Our plan

is to offer this service to the other 9 school districts we serve in Tulsa County in the next 24 months. We are the only CCBHC that offers this service in the state.

Impact:

Service: Broken Arrow, Union, and EPIC Public Schools as well as families are extremely pleased with the 15-minute response time of our teams. Our teams work with the schools and are in communication with our embedded staff.

Quality: This is “state of the art”. All other providers are using general mobile crisis teams to respond. Our School-based Crisis Response Specialists are dedicated 100% to school-based crisis response. They are trained for the scenarios and populations they support.

Decreased Cost: This reduces crisis and inpatient utilization and results in a significant savings. It also reduces the social cost of parents having to take off work and students missing school days.

Client Satisfaction: Administrators, teachers, parents, and students are all extremely pleased with this service.

Time: Response times are within 15 minutes. The schools are so appreciative.

Item 11: City of Tulsa Transitional Living Center Operator: CREOKS is one of two providers being considered to become the operator for the City of Tulsa’s \$2 million Transitional Living Center in North Tulsa. This facility will have 59 habitations for those referred by local homeless serving agencies. The center will serve approximately 250 persons a year.

Impact:

Service: Tulsa County is home to one quarter of all homeless individuals in the state. Other than a small Department of Social Service transitional living center, the City of Tulsa Transitional Living Center is the only other Transitional Living Center in Tulsa County.

Quality: Our plan is to use best practices not only for the Transitional Living Center but also to follow the evidence-based practices of the “Rapid Rehousing Model”, “Housing First”, and “Individual Placement and Support”. All residents will be offered behavioral health services, primary care, Occupational Therapy, Physical Therapy, Speech Language Therapy, and Dietary Services.

Decreased Cost: Homelessness increases the likelihood of crisis and inpatient utilization as well as emergency room and medical hospitalization expenses. It also increases the likelihood for domestic violence, substance abuse, poor physical health, sexual abuse, assault, and other poor health and life outcomes. This further leads to a greater likelihood of legal involvement.

Client Satisfaction: The City of Tulsa has been searching for a provider to support the mayor’s vision to end homelessness and is ecstatic to have the support of CREOKS and behavioral health. This also is welcomed by area homeless serving agencies as well as the hundreds of individuals who are homeless in Tulsa County.

Item 12: 40 Micro homes with Wraparound Team for Tulsa County: CREOKS has operational responsibility for 40 OHFA funded “Micro Homes”. These homes will be for women with or without children who have been impacted by a traumatic experience to include domestic violence, human trafficking, job loss, eviction, etc. In addition to having a place to live, women in this program will be provided behavioral health wraparound services and supports.

Impact:

Service: Housing Solutions of Tulsa indicates that Tulsa needs 13,000 additional units to meet its housing shortfall. The solution to homelessness is ultimately housing. These 40 Micro Homes meet a critical need for housing, especially for the most vulnerable.

Quality: OHFA is a leader in Oklahoma for sustainable housing solutions. They needed a partner to provide the necessary supports for at risk women in this special project. The goal is to create a healing community that results in opportunities for growth and the resources should one desire to transition to other housing solutions in the future.

Decreased Cost: Again, homelessness carries with it the cost of increased ER, medical hospital, crisis center, and psychiatric hospitalization. It also increases the risk of incarceration and serious substance use challenges. Homelessness has a particularly deleterious effect on children that increases the likelihood of out of home placement, dropping out of school, and poor academic performance. These all translate not only into federal, state, and local community costs but also the social and humanitarian cost to the lives of those intimately affected by unstable living conditions.

Client Satisfaction: OHFA, City of Tulsa, the local continuum of care (A Way Home for Tulsa), and homeless serving organizations are thrilled about the prospect of these units not to mention those women who will eventually live there.

Item 13: Embedded Behavioral Health Team at BeHeard Movement’s Campus: CREOKS is the only CCBHC that has embedded staff at BeHeard providing services all days that BeHeard is open.

Impact:

Service: CREOKS has a team of one Therapist with three Case Manager II’s and a Housing Specialist stationed out at BeHeard on every day that BeHeard is open (Thursday-Saturday). We rent office space, and the team enrolls persons in Medicaid as well as enrolls them in behavioral healthcare. The Case Managers provide service navigation, and the therapist

conducts biopsychosocial assessments and therapy. The therapist is trained in trauma therapy. All staff have experience working with the unhoused. The Housing Specialist assists people in finding more stable housing options.

Quality: The CCBHC model and the ODMHSAS in specific is urging CCBHCs to find ways to provide outreach to the homeless and most vulnerable populations. BeHeard has an outstanding reputation for supporting the homeless and indigent population in Tulsa with food, showers, and support. CREOKS brings the highest standards in behavioral health as well as an evidence-based Housing First program.

Decreased Cost: Outreach is prevention and early intervention which provides alternatives from persons seeking ER, medical hospitalization, crisis center, and inpatient admission. This program will also work to create opportunities for housing and employment to mitigate against long term homelessness and the consequent cost of incarceration, substance use, etc.

Client Satisfaction: The BeHeard Movement has quickly become a cornerstone to the City of Tulsa's support to the homeless and indigent. They are respected and appreciated by homeless serving agencies and those who seek their services. CREOKS will enrich an already outstanding program.

Item 14: Juvenile Diversion Contract supporting the Tulsa County Community Intervention Center and Child In Need of Supervision (CHINS): CREOKS provides intensive services to adolescents at risk of being placed in the detention center. The goal is to maintain community living and develop skills to be successful in their day-to-day living.

Impact:

Service: Courts and communities are urgently seeking alternatives to incarceration when possible. Rehabilitation rather than punishment remains the optimal goal for corrections. These two programs (CIC and CHINS) work with adolescents along a continuum of justice involvement. CREOKS provides intensive therapy and wraparound as well as other behavioral support to identified youth to create the conditions where prosocial behavior is promoted, and protective factors are maximized.

Quality: CREOKS was identified as the provider for the CIC and CHINS based on our success supporting adolescents with other key Tulsa stakeholders and improving the lives of adolescents through other programs (Enhanced Foster Care, Schools, Tulsa Boys Home, etc.).

Decreased Cost: Avoiding incarceration not only saves the state tax dollars but it also avoids the human costs of shattered families.

Client Satisfaction: Tulsa County, the families, and the youth are immensely grateful for the quality and outcomes we produce for the County and the families involved in this program.

Time: This is immediately available, and the Family Center for Juvenile Justice as well as families do not have to look for help.

Item 15: Co-Response Team for a Tulsa County Police Department: This Tulsa County city has asked us to withhold their name until they make a public announcement. This project consists in CREOKS' staff riding with police and responding to 911 mental health crisis calls to offer supportive interventions, de-escalation, and referral to an appropriate level of care for services.

Impact:

Service: CREOKS staff will ride with the CIT officer with the goal of increasing outcomes where CIT is called out. The CREOKS staff member will not only provide screening, brief intervention, and referral to appropriate levels of care but also assist CIT in educating the public on mental health and substance use. Particular attention is paid to anti-opioid abuse strategies.

Quality: CREOKS was asked to provide this service based on the crisis response work it has been doing and the support it has given to local law enforcement.

Decreased Cost: Outreach, prevention, early intervention, and appropriate referral to the indicated treatment avoids the costs of ER, hospital, residential, and inpatient care. It also reduces the cost associated with legal involvement such as court costs, incarceration, probation, and parole.

Client Satisfaction: CREOKS is being offered this opportunity based on our current success supporting this city with crisis calls and other projects we have done for this city.

Item 16: Municipal Court "First Offender Program" (FOP): This Tulsa County city has asked us to withhold their name until they make a public announcement. This project is a jail diversion contract for CREOKS to provide treatment to juvenile offenders ages ten (10) through eighteen (18) with no more than two (2) misdemeanor offenses.

Impact:

Service: This municipal court program is a comprehensive program that includes an intake and assessment, skill building classes, individual and family counseling, substance use groups, and crisis intervention. CREOKS will be the only provider of this service for this city.

Quality: CREOKS was asked to provide this service based on the outstanding work and outcomes it has achieved through its jail diversion programs with the Tulsa County Family Center for Juvenile Justice.

Decreased Cost: All diversion programs are not only rehabilitation programs they are also programs that save all sectors of society the tremendous costs associated with incarceration, probation, and parole as well as the other associated costs of ER, hospital, crisis, and inpatient stays.

Client Satisfaction: CREOKS is being offered this opportunity based on our current success with youth in juvenile diversion programs and other projects we have done for this city.

Item 17: Broken Arrow Community Resource Center: We are the only CCBHC that has a Community Resource Center. This facility provides a place for community events, after school programs, child and family programming, and behavioral health life skill training. The center also has a clothing closet, food pantry, and showers. The BA Police Department refer people to the center, and it is also used by homeless adolescents.

Impact:

Service: A Community Resource Center is an expanded version of a Family Resource Center not only in terms of target populations but also with the level of clinical programming. The Community Resource Center is a hub for local providers to connect with young children and families, school-aged children, adolescents, youth in transition, and adults. The center offers a wide range of programming for all ages. This can include Parent Café's, after school programming, Strengthening Families, Celebrating Families!, supervised visitation, psychoeducational groups, and support groups. They also have the facilities to offer showers to the homeless, clothing, and food.

Quality: The quality of the programming and the expansion of the basic Family Resource Center model are what makes this center unique in Tulsa and stand out from just being a resource hub.

Decreased Cost: The Community Resource Center functions as an outreach center to the community for screening, prevention, early intervention, and referral to appropriate clinical services. The center also supports recovery and skill development. These services lower costs by reducing utilization of higher intensity and more costly care offered through crisis, residential, and inpatient care. They also connect people to other community resources that reduce the likelihood of child abuse and neglect.

Client Satisfaction: The City of Broken Arrow has been absolutely thrilled to have this center. The center is becoming the hub for several important publics and stakeholders in Southeast Tulsa.

Time: Having this service increases access to services and readily provides outreach. People get services sooner than they would otherwise.

Item 18: Eating Disorder Treatment: CREOKS began its formal Eating Disorder services ("CIRCARA" Disordered Eating & Nutrition) two years ago. CIRCARA is an age and gender inclusive program. This team consists of therapists, a dietitian, and APRN along with case management and peer support. The team is supervised by a clinician with over 13 years of expertise in eating disorders. OK Complete Health, Humana, and Aetna and CREOKS are considering how to expand this program to meet the greater statewide need for adolescent and adult disordered eating care.

Impact:

Service: There is a desperate need to provide quality eating disorder treatment to persons who are indigent or on Medicaid. There are almost no options for persons without private insurance. CREOKS provides outpatient eating disorder treatment with a team of professionals with years of experience working at Laureate's distinguished eating disorder program. The CIRCARA team is involved in training initiatives/partnerships with schools and local practices to establish early identification/risks related to eating disorders. CREOKS is also discussing with managed care how to expand this program to meet the broader needs of the state.

Quality: Our team lead is Heather Gilliam, Psy.D. was the lead clinician for the adolescent unit at Laureate. The team has a dietitian with 5 years' experience at Laureate. The lead therapist is on the Oklahoma Eating Disorder Association (OEDA) Board and our other therapists worked at Laureate for five years. Our reputation is quite strong in Tulsa ahead of any launching of outreach. Laureate, local hospitals, and local eating disorder informed dietitians are waiting for our program to expand so they can send more people to us. OK Complete Health, Humana, and Aetna came to CREOKS asking how they could support the expansion of our program.

Decrease Cost: Persons with eating disorders use emergency rooms, get hospitalized, and die. It is truly a fatal disease. The cost is economic and human.

Client Satisfaction: The inclusion of eating disorder treatment has attracted a whole new demographic to our agency. Our reputation is outstanding and Laureate, St. Francis Children's Hospital, and local dietitians are anxious to refer to us.

Time: This is an existing service and because of our medical practice it grants immediate access to other needed medical services.

Item 19: Union Public Schools designated JASAE & Parent Student Interaction Program provider: CREOKS is the Union Public Schools designated provider for conducting all Juvenile Automated Substance Abuse Evaluations (JASAE) assessments and facilitating the Parent Student Interaction Program for the entire school district.

Impact:

Service: CREOKS conducts the JASAE on all identified children at risk for substance use. Those scoring needing early intervention are enrolled with their parents in the Parent-Student Interaction Program (P-SIP). This program is offered every Wednesday night. This prevention-based program provides education on the risks of substance use as well as conducting parent-child activities to strengthen the parent-child bond to enhance protective factors from substance use.

Quality: CREOKS had a Substance Use Wraparound Team based out of Union Public School's Alternative School. Our success treating adolescents led to this additional service. Our continued success with adolescent substance use services has only enlarged our reputation in the community. Another school system is considering having us provide the same program in their school district.

Decreased Cost: Adolescent substance use leads to poor school performance, dropping out of school, antisocial behavior, legal involvement, and mental health challenges. This results in the cost of ER, hospital, crisis center, residential, and inpatient care and sometimes incarceration. It also leads to the social and humanitarian costs of a life shattered.

Client Satisfaction: Union Public Schools has been extremely pleased with the work we have been doing. Our reputation with Union is leading to a possible similar arrangement with another school system.

Time: This improves access to care and thus those who need a service get it as soon as possible.

Item 20: Online School Support- EPIC Public Schools: CREOKS is the designated provider for EPIC Public Schools. EPIC is the largest online school in the state. We have had 762 referrals so far this year. We should end the school year with over 900. Online school is becoming a viable option for students who have special needs that a school system cannot meet, or it is the choice of the family. CREOKS uses this resource to provide additional options to families as needed. We can provide Wraparound or assign the Behavior Interventionist or offer Functional Family Therapy or other services as indicated during the "school day" to support families and behavioral outcomes.

Impact:

Service: EPIC and other online schools have traditionally only been able to provide therapy. CREOKS provides the entire gamut of services to students assessed to need them. We also work with EPIC as we would with any other school system. This is particularly important when the online school option is chosen because local school districts do not have the resources to attend to children with special needs.

Quality: We replaced a small behavioral health company as the EPIC provider. They could not meet the demand nor provide the quality and array of services CREOKS does.

Decrease Cost: Early and consistent intervention reduces the utilization of ER, hospital, crisis center, and inpatient stays. Due to students being isolated, suicide risk is particularly elevated.

Client Satisfaction: Families, students, and administrators are very satisfied- hence the large number of referrals.

Time: We will continue to be EPICs statewide provider, and this gives students access and immediate referral to a CCBHC.

Item 21: Tulsa Behavioral Interventionist Pilot Program: CREOKS is the only provider in the state that is piloting this clinical program in partnership with the ODMHSAS and Oklahoma Human Services (OHS). This program is for children in OHS custody who have had multiple placement disruptions and/or are having challenging behaviors and are at risk of disrupting their current placement. Inpatient status is not a qualifying factor to receive this model.

Impact:

Service: This is a pilot project between the ODMHSAS and OHS. The desire is to address the high intensity needs of children with placement disruptions and/or challenging behaviors. The Behavioral Interventionist spends up to 15 hours a week with a child providing a trauma-specific neuro-stimulating intervention. They also partner with other professionals and caregivers to develop a plan to reshape behaviors, resolve conflicts, reduce crises, and assist other professionals who are working with the child in their daily environment.

Quality: CREOKS is the only provider in the state that has successfully implemented this service. The other designated provider surrendered their contract as they could not effectively recruit, train, deploy, and successfully implement this project. CREOKS has a talent for innovation and has often been asked by the ODMHSAS to be a part of the development team for promising and important practices.

Decreased Cost: The whole goal of this project is to reduce changes in placement and particularly disruptive behavior. Children who cannot maintain placement often find themselves referred to higher levels of care that are much more costly.

Client Satisfaction: Those families are grateful for the support, and this has translated into greater success in community reintegration.

Time: This is a Tulsa County based program, and we are the only ODMHSAS approved provider. We have the established program, and it is immediately available.

Item 22: Occupational Therapy, Physical Therapy, Speech Language, and Registered Dietitian Services: CREOKS offers occupational therapy, physical therapy, speech language therapy, and registered dietitian services across the life span separately or as part of a variety of specialized programs to include Aging Services, Infant and Early Childhood Mental Health Teams, etc.

Impact:

Service: As far as we know, CREOKS is the only CCBHC in the state that offers Occupational Therapy, Speech Language Therapy, and Physical Therapy. Another provider offers Registered Dietitian but on a limited basis. All these services are available either through our Primary Care clinic as an adjunct to a specialized team (Aging, Infant and Early Childhood Mental Health Teams, etc.) or as a standalone service. Access to needed services, including those of allied health, is a goal of CCBHCs.

Quality: Occupational, Physical Therapy, Speech Language Therapy, and Dietary Services are considered particularly important at both ends of the life cycle. These allied health services help CREOKS address the “whole person”. A whole health approach is considered best practice.

Decreased Cost: When providers offer a broad array of services, those persons in need of such services are more likely to receive them. Adequate treatment avoids the use of emergency services such as the ER and hospitals, which saves the state, those institutions, and the individuals money.

Client Satisfaction: Consumers appreciate a whole health approach from the standpoint of screening and referral to treatment as well as the ease of access to services.

Item 23: Functional Family Therapy Team: CREOKS is the only CCBHC that has Functional Family Therapy teams that operate in Tulsa County as well as in the adjacent counties. In fact, CREOKS is the only CCBHC that has Functional Family Therapy at all. CREOKS further has the only Functional Family Therapy program that also serves the Tribes. The National Center for Functional Family Therapy is collaborating with us to determine how this model is best implemented to support Native Americans. We are the national test site for this.

Impact:

Service: CREOKS is currently the only CCBHC in the state that offers Functional Family Therapy. Functional Family Therapy is an evidence-based, team-based, family-centered model. FFT has been shown to be effective in reducing substance use, depression, ADHD, conduct disorders, and delinquency among adolescents. CREOKS is further the only provider in the state of any type that is offering this service to the Tribes.

Decrease Costs: It’s efficacy in reducing delinquency and behavioral conditions will save the state funds in curtailing imprisonment and prolonged treatment. The Tulsa Public Defender’s office, the Tulsa Juvenile Bureau, and the Office of Juvenile Justice are partnering with CREOKS to offer FFT as an alternative to incarceration.

Quality: All CREOKS FFT staff complete a three-year training program provided by Functional Family Therapy, LLC, the developers of FFT. CREOKS must collect and report outcome data to FFT and ensure that it meets fidelity.

Client Satisfaction: The Office of Juvenile Affairs, the Juvenile Bureau of Tulsa, and the Tulsa Public Defender’s office are partnering to offer this treatment as an alternative to incarceration. We believe that this most certainly will translate into client satisfaction.

Time: CREOKS has been implementing this EBP in Tulsa County for the last 3 years. This gives access to services to adolescents with substance use and justice involved but can also be successfully implemented for behavioral health in general.

Item 24: Problematic Sexual Behavior-CBT: CREOKS is the only CCBHC provider in Oklahoma that has staff trained in both the school-aged and adolescent models of PSB-CBT. CREOKS further has an OU trained and certified instructor to train other staff in this EBP.

Impact:

Service: CREOKS is the only CCBHC in the state that can provide both the school-aged and adolescent models of this evidence-based practice.

Client Satisfaction: This program makes a huge difference for families. Once a child/adolescent graduates from this therapy, this tends to lead to the completion of OHS involvement.

Decrease Costs: OHS tells us that problematic sexual behavior is one of the leading causes of Enhanced Foster Care placement. Being able to effectively treat children could do much to reduce the costs of Enhanced Foster Care and the trauma not only of problematic sexual behavior but also of out of home placement.

Quality: Our PSB-CBT teams are receiving intensive coaching and training in the two models by the founders of this method. We believe that we provide this service far beyond the basic requirements of fidelity.

Time: This service is up and active in Tulsa right now. This was a model specifically requested by OHS and for those at risk of or being involved in Enhanced Foster Care. CREOKS serves more children in the state in Enhanced Foster Care than any other behavioral health provider.

Item 25: Military Sexual Trauma-Specific Services for the Oklahoma National Guard Victim Services: CREOKS is the only CCBHC in Tulsa and across the state that receives direct referrals from the Oklahoma National Guard Victim Services Office to provide Trauma-Specific Services for Military Sexual Trauma and PTSD.

Impact:

Services/Quality: CREOKS' Veterans Teams are uniquely trained to deliver trauma-informed, culturally competent care. These referrals involve close collaboration with the Oklahoma Military Department and a comprehensive understanding of DoD policies and preauthorization protocols through TRICARE allowing CREOKS to meet the complex, high-trust needs of service members and veterans impacted by MST with discretion, clinical excellence, and cultural understanding. CREOKS staff provide the best practices of Cognitive Processing Therapy (CPT), Eye Movement Desensitization and Reprocessing (EMDR) Therapy, and Written Exposure Therapy (WET), focusing on addressing combat trauma, moral injury, military sexual trauma, and complex PTSD.

Customer Service: This partnership reflects the trust placed in CREOKS to serve a highly sensitive population with care, discretion, and cultural competence.

Time: This service is in place and by direct referral which means that members of the guard and their family members have immediate access to care.

Item 26: Cherokee Nation Veteran Treatment Court: CREOKS will become the designated provider of the Cherokee Nation's Veteran's Treatment Court.

Impact:

Services/Quality: CREOKS will become the designated mental health provider for the Cherokee Nation's Veteran's Treatment Court. The CREOKS Veterans Services Team will conduct behavioral health screenings, provide trauma-informed therapy and case management, in the support of justice-involved veterans in their journey toward healing and reintegration through diversion and accountability. CREOKS will also participate in court and provide updates on participant progress. CREOKS has many years of providing Treatment Court services across the state and has received an ODMHSAS award for its Family Treatment Court model. This new partnership underscores CREOKS' leadership at the intersection of tribal, judicial, and veteran systems of care.

Customer Service: This contract is the result of our reputation for providing treatment court services and based upon several programs we have successfully implemented to support Tribal members.

Time: This service is in place and by direct referral means that Tribal members have immediate access to care.

Item 27: Equine Therapy (River Trail Ranch): CREOKS will make Equine Therapy available to persons in Tulsa County.

Impact:

Service: Equine Therapy is considered a promising practice for those suffering from trauma. We have staff trained in Equine Therapy and offer that in the adjacent county of Wagoner. Our facility is within commuting distance of Tulsa County. This program has been extremely popular among adults and youth, and we have several groups we offer through the week. We also have specialized equine programs for Trauma, Veterans, IDD, and Native Americans.

Quality: This therapy, akin to animal assisted therapy, increases bonding, rapport, and treatment engagement. CREOKS has three teams of staff who are either certified in Equine Therapy or are in training to meet certification. Our program is overseen by Dr. Sharolyn Wallace, LCSW who is certified in Equine Therapy by Eagala.

Decreased Cost: Anything that improves the efficacy of therapy and reduces trauma results in a reduction in crisis service usage, hospitalization, incarceration, and death.

Client Satisfaction: This is very popular. It is effective in engaging persons in treatment, particularly those who have not been receptive to traditional "talk therapy."

Item 28: Designated outpatient provider for the Tulsa Boy's Home and the Tulsa Girl's Home: All children discharging from the Tulsa Boy's Home and the Tulsa Girl's Home are referred to CREOKS for outpatient services.

Impact:

Service: As the designated outpatient provider for the Tulsa Boy's Home and the Tulsa Girl's Home, CREOKS provides comprehensive transitional care. CREOKS staff meet with the Home staff and the child as well as their family before discharge. They conduct a biopsychosocial assessment and develop a comprehensive care plan. Children are often served by a specific Wraparound Team or receive Service Coordination.

Quality: CREOKS is the designated provider based on our excellent reputation in the community as well as our willingness to meet the needs of the Boy's and Girl's Homes and those of the families.

Decreased Cost: All transitional care is focused on an effective reintegration with the child's family, school, and peer group. Most recidivism occurs due to poor transitional planning and continuity of care. In such cases, the child will circulate back into crisis services and then in the care home. These children have very complicated histories. There is a great financial, social, and emotional cost to out of home placement.

Client Satisfaction: CREOKS has this relationship due to the client satisfaction not only in terms of the families but also in terms of the Boy's and Girl's Homes.

Time: We are the current outpatient provider for the Tulsa Boy's Home and the Tulsa Girl's Home. Implementation is immediate. Because of the comprehensive and integrated care approach of CREOKS, this also affords ready access for these children in other supportive programming.

Item 29: Family Care Plan Coordination: CREOKS is a state leader in Family Care Plan Coordination and has been providing this for seven years. CREOKS worked with the ODMHSAS to create the Family Care Plan Toolkit. We provide technical assistance to other CCBHCs on its implementation and offer this service in 26 locations across the state.

Impact:

Service: Family Care Plans were developed as part of the Beyond Families Program. This program works with OHS, OB/BY/N clinics, and hospitals to identify expectant mothers who are likely to lose custody of their children either because of their substance use or that their child at birth tests positive for exposure to substances. These care plans are developed to demonstrate to OHS and other stakeholders that the family is actively engaged in substance use services and that it is safe for the family to retain custody of their child. The plans have been expanded to be used in a variety of other contexts. The plans help families track their progress towards their family goals. It also leads to greater engagement in services and strong outcomes.

Quality: The Beyond Families program has been a model for the state as well as our work with Family Care Plans. Our work not only reflects the standards but is setting them.

Client Satisfaction: Parents are extremely grateful. In over 90% of the situations, the fact that the family has a Family Care Plan makes the difference in newborns staying with their family or being taken into custody.

Time: The availability of the care plan program and the fact that more than 90% of the families are likely to retain custody leads community agencies to be more likely to make referrals early and families are eager to get help. Families are often willing to engage with child welfare, behavioral health, and even legal involvement as an option to retain their children

Item 30: CREOKS Embed Team at Job Corps in Tulsa: CREOKS is the only CCBHC that has a team embedded at Job Corp in Tulsa.

Impact:

Services: CREOKS has two Therapists and one Case Manager II assigned to Job Corp in Tulsa. The team enrolls the transitioned-aged youth in Medicaid as well as behavioral health services. They also conduct service navigation for other resources to support the movement toward independence.

Quality: This service is designed to be age-informed and focused on the appropriate supports for youth to successfully transition to independence. The team therapists provide trauma-specific care, and the team has a trained EMDR therapist who is also trained in TF-CBT and Seeking Safety.

Time: This is outreach and provides timely access to services. It also has a prevention focus by creating the opportunities for these youth to have early intervention.

Item 31: Intellectual and Developmental Disability Services (The Grove): CREOKS has an IDD department and provides integrated behavioral health and IDD services in Tulsa and adjacent counties.

Impact:

Service: CREOKS has a Director for IDD Services and has specialty teams for integrated behavioral health and IDD treatment. Those teams provide services to A New Leaf, Blessings to Share, and to the Union Public Schools "Rise Program" in Tulsa County. CREOKS is also applying for a Community and Home-Based Services waiver to provide the IDD services of Family Training, Family Counseling, Occupational Therapy, and Physical Therapy. CREOKS has also had its behavioral health/IDD Array of Hope program for four years. CREOKS is about to open a Children's Specialty Crisis Center in Sapulpa for those with SED and IDD.

Quality: CREOKS has contracted with Dr. Amanda Cothorn-Webb to provide technical assistance and training to our IDD staff. Dr. Webb is the Executive Director of the OK Waitlist Management Program, Liberty Healthcare. She is also the Clinical Director of Strong Minds, Healthy Athletes with Special Olympics OK.

Client Satisfaction: The State Legislature asked CREOKS to speak in September to a special committee designed to study how to improve integrated care services for behavioral health and IDD. CREOKS is considered the state pioneer in integrated care within this domain.

Item 32: Designated Aging Services Provider for OHS APS in Tulsa County: CREOKS and OHS have a signed MOU whereby CREOKS is the designated provider in Tulsa County for APS referrals for behavioral health.

Impact:

Service: CREOKS is contacted when APS identifies individuals in need of mental health services in Tulsa County. CREOKS offers outreach and access to services within one business day of referral. CREOKS will go to the home of the individual, or

provide telemedicine, or meet them at our clinic depending on consumer choice. CREOKS has an Aging Services team in Tulsa County that includes a Team Leader, LMHP, CM II, Peer, Occupational Therapy, Physical Therapy, Speech Therapy, and Dietitian.

Quality: CREOKS is considered the state leader for Aging Services. CREOKS received nine months of consult and training from Chicago's Rush Center for Excellence in Aging. CREOKS has subsequently become the chair of the CCBHC Subcommittee for the Oklahoma Behavioral Health Forum on Aging. CREOKS is the author for the Behavioral Health Forum on Aging's guidance to CCBHCs in offering Aging Services.

Decreased Cost: Individuals identified by APS are vulnerable and very likely to make use of emergent services such as ERs, hospitals, and crisis centers. Intervention and treatment can reduce the use of costly emergent services.

Time: We have an iPad pilot going on with APS and we also have established points of contact so that APS can connect persons with us immediately. This has been a significant challenge for APS. Most of the referrals APS makes across the state are not completed due to the delay of days to weeks between making a referral and that referral being followed up on.

Item 33: Designated Aging Services Provider for Meals on Wheels in Tulsa County: CREOKS and Meals on Wheels for Tulsa County have a signed MOU where CREOKS is the designated provider for behavioral health to over 1,100 homebound individuals in Tulsa County.

Impact:

Service: CREOKS has a multidisciplinary team that will deploy to the home, provide telemedicine, or meet with the individual and family at a convenient CREOKS location. The CREOKS Aging Services team in Tulsa County that includes a Team Leader, LMHP, CM II, Peer, Occupational Therapy, Physical Therapy, Speech Language Therapy, and Dietitian.

Quality: This agreement was the result of our statewide reputation for being the leader in Aging Services as well as our excellent reputation for providing evidence-based care.

Decreased Cost: Persons who are homebound and on fixed incomes are less likely to seek out vital health care services but use emergent services such as the ER, hospital, crisis centers, and inpatient. Many persons who receive Meals on Wheels also have very complicated medical conditions.

Time: This gives immediate access to homebound persons needing behavioral health. This will increase the likelihood of engagement in services.

Item 34: Animal Assisted Therapy: CREOKS provides animal assisted therapy at the Tulsa Clinic as well as at the adjacent county clinics.

Impact:

Service: Dr. Gilliam is experienced in animal assisted therapy. We have trained and are training staff and animals across the company. This service is available in Tulsa and in the adjacent counties.

Quality: Animal assisted therapy has been shown to increase the efficacy of bonding, rapport, anxiety reduction, emotional regulation, and treatment engagement.

Decreased Cost: This service is offered to the ODMHSAS at no added cost. We believe anything that improves the efficacy of therapy and reduces trauma results in a reduction in crisis service usage, hospitalization, incarceration, and death.

Client Satisfaction: This is very popular with our children and increases engagement in services for persons who have social anxiety and interpersonal relationship challenges.

Time: This is immediately available.

Item 35: Tulsa SBIRT Team: CREOKS will be rolling out a Tulsa SBIRT Team with staff embedded in several medical facilities in Tulsa.

Impact:

Service: Since 2007, there has been a recognition at the policy level of the need to identify persons with behavioral health challenges in medical practices. Most people who die by suicide see their primary care within 30 days before they die. There is also a reluctance to seek behavioral health care. CREOKS wants to launch this team in collaboration with local medical providers who are not in the position to have their own staff on site.

Quality: The colocation of behavioral health and medical is a recognized best practice for screening, early identification, motivational enhancement, and referral to treatment for mental and substance use disorders.

Time: Outreach and rapid connection to services is an essential outcome of this service. In many cases, this is lifesaving.

Item 36: Mobile Medical Clinic and Immunizations: In the next three years, CREOKS will be providing a mobile primary care clinic with immunizations.

Impact:

Service: CREOKS has its own Primary Care Clinic in Tulsa and will open another Primary Care Clinic in Broken Arrow in 2026. We wish to extend our capacity to serve the medical needs of persons in Tulsa County, particularly to those with behavioral

health needs. This mobile medical clinic will connect with a lot of our embedded programs as well as homeless serving agencies.

Time: Transporting the needed service to people brings outreach as well as immediate access to a service together at the same time.

Client Satisfaction: We think that the convenience of this service will be well received not only by our partner agencies but also by those persons seeking and needing services.

Quality: Treating the “whole person” is recognized as best practice. The interconnection of the dimensions of health means that optimal behavioral health outcomes translate into overall health and vice versa.

Item 37: Mobile Therapy and Care Navigation Clinic: In the next three years, CREOKS will also be providing a mobile therapy and care navigation clinic.

Impact:

Service: CREOKS recognizes the need to support local community partners by bringing services to their facilities where those seeking resources are also given the opportunity for immediate access to therapy as well as service navigation for behavioral health.

Time: Transporting the needed service to people brings outreach as well as immediate access to a service together at the same time.

Client Satisfaction: We think that the convenience of this service will be well received not only by our partner agencies but also for those persons seeking and needing services.

Quality: Best practice is to outreach to underserved populations as well as those unlikely to engage through the traditional means of making an appointment and coming to a brick-and-mortar location.

Item 38: CREOKS Veteran’s Services Team Embed at The Coffee Bunker: CREOKS is the only Tulsa based CCBHC that has embedded staff at the peer veteran serving agency “The Coffee Bunker” in Tulsa.

Impact:

Services: The Coffee Bunker’s mission is to support veterans and their families in their transition to civilian life through personal and professional development. CREOKS has a certified Case Manager II who conducts behavioral health screening at the Coffee Bunker two days a week. He also is available for crisis intervention and appointments. Our certified Case Manager is a combat veteran.

Quality: Best practice is to conduct active outreach to those most at risk. Veterans are at very high risk for suicide, particularly those trying to transition to civilian life. Extra support is needed at that time. Peer support is a best practice for engaging persons in treatment. The staff member is involved in screening, prevention, early intervention, and crisis diversion. The staff member uses validated instruments for depression, anxiety, and suicide.

Customer Satisfaction: The Coffee Bunker has been very pleased with this service and the veterans are equally grateful to have the peer support and service navigation for behavioral health care.

Decrease Cost: This service is covered by a grant and is not at the expense of the state. Early intervention and crisis diversion lowers the cost utilization of emergent, crisis, and inpatient services.

Time: By having an embedded staff member, these services are immediately accessible.

Item 39: Feed the Children Partnership: CREOKS has a partnership with Feed the Children out of Oklahoma City. They provide CREOKS between \$500K to \$700K of food and personal care items to support the indigent in Tulsa and other counties CREOKS supports.

Impact:

Service: This important partnership allows CREOKS to advance important projects that support the social drivers of health such as the City of Tulsa Transitional Living Center, the CREOKS/BeHeard Complex, the Community Resource Center, and our network of food pantries and clothing closets.

Quality: There is a great emphasis at the federal and state level to address the whole person and the “person-in-environment”. Health is biological, social, and spiritual not just psychological. Healthy adults and children have a greater capacity to learn, grow, and recover.

Client Satisfaction: Adults and families are consistently grateful that there is attention to their social drivers of health and not just their behavioral well-being.

Item 40: Food Pantries and Clothing Closets: CREOKS supports the Tulsa County families it serves through three strategically stationed food pantries and clothing closets. These pantries are in Broken Arrow, West Tulsa, and Catoosa. They currently serve 160 families a week. This number is predicted to double once we add additional volunteers to those food pantries and clothing closets.

Impact:

Service: CREOKS offers families who self-identify as needing food and clothing assistance to access our food pantries and clothing closets. As stated in the prior value add, CREOKS has received significant support to provide said assistance and we also avail ourselves of the Tulsa Food Bank and other philanthropic organizations. This program further supports our CIRCARA program in fulfilling prescribed meal plans when needed. This experience educates parents/consumers with limited resources/options on how to work with what they have to meet nutritional needs, for ongoing prevention, etc.

Quality: This is attention to the “whole person” who is a “person-in-environment”. Best practice promotes the social drivers of health not only through referral but when such resources are not available take it upon themselves to bring those needed resources to those in need.

Client Satisfaction: Families are profoundly grateful for this support.

Item 41: BeHeard/CREOKS Downtown Center: In the next three years, CREOKS and BeHeard are looking at establishing a center in downtown Tulsa. BeHeard and CREOKS are looking for a building to establish services for the homeless.

Impact:

Service: CREOKS and BeHeard will be establishing a joint venture in downtown Tulsa. The building will give both CREOKS and BeHeard the opportunity to combine services in one location to meet both the behavioral health and essential support services of food, hygiene products, grooming services, and clothing. This service will create more access to behavioral health services for those who are most likely to be in need but not connected to those services. We will also have Housing First staff and supported employment staff to help people connect with resources, employment, and housing opportunities.

Quality: The CCBHC model and the ODMHSAS in specific are urging CCBHCs to find ways to provide outreach to the homeless and most vulnerable populations. BeHeard has an outstanding reputation for supporting the homeless and indigent population in Tulsa with food, service navigation, showers, and support. CREOKS brings the highest standards in behavioral health as well as evidence-based Housing First and Individual Placement and Support programs to those most in need.

Decreased Cost: Outreach is prevention and early intervention before persons seek ER, medical hospitalization, crisis center, and inpatient admission. This program will also work to create opportunities for housing and employment to mitigate against long term homelessness and the consequent cost of incarceration, substance use, etc.

Client Satisfaction: The BeHeard Movement has quickly become a cornerstone to the City of Tulsa’s support to the homeless and indigent. They are respected and appreciated by homeless serving agencies and those who seek their services. CREOKS will enrich an already outstanding program.

Time: Any program that conducts outreach and engagement also creates swifter access. It also creates the opportunity for screening, early intervention, and crisis diversion.

Item 42: Tulsa County Transportation Services: In the next three years, CREOKS and BeHeard are looking at establishing transportation services that are reimbursable by Medicaid for the downtown area of Tulsa. It will also support those involved in BeHeard’s homeless services and CREOKS’ behavioral health services.

Impact:

Service: Transportation is critical for access to services as well as ongoing engagement in services. This continues to be one of the most fundamental barriers to recovery from mental health and substance use challenges.

Time: Transportation means timely access to services. This will speed up engagement but also long-term recovery by ensuring initial and ongoing participation in services.

Client Satisfaction: This service will be welcomed by those without the means for reliable transportation.

Item 43: Winter Shelter: In the next three years, CREOKS and BeHeard are looking at establishing a Winter Shelter in downtown Tulsa. The shelter would also support those involved in BeHeard’s homeless services and CREOKS’ behavioral health services.

Impact:

Services: There is not enough shelter space for homeless persons during the winter. CREOKS and BeHeard plan to open a winter shelter to meet those needs. This service is life or death for people at that time of the year when the temperature drops below freezing. Those in the shelter will be engaged not only in service navigation (social drivers of health) but also behavioral health services.

Decreased Cost: The unhoused often seek shelter at local ERs, hospitals, crisis centers, and inpatient facilities during brutal weather. This service would reduce the cost of those services when a winter shelter is what is really needed.

Time: This will create access to care for persons by rapidly linking them to needed services.

Client Satisfaction: This service will be welcomed by the unhoused as well as the city and other community service organizations.

Item 44: Day Program for the Homeless: In the next three years, CREOKS and BeHeard will be opening a day program for the homeless in downtown area of Tulsa. It will also support those involved in BeHeard's homeless services and CREOKS' behavioral health services.

Impact:

Services/Quality: CREOKS and BeHeard want to create a day program at BeHeard. BeHeard sees 1,000 people a month. We will be creating a day program. It will consist of life skills, psychiatric rehabilitation, job preparation (resumes, interview prep, etc.), tenant and landlord rights, etc. CREOKS will have staff providing the classes based upon proven curricula and when appropriate best practice material. This is best practice from the standpoint of outreach to the homeless and it meets the crucial CCBHC goals of increased access and outreach to the unhoused.

Customer Satisfaction: BeHeard assures us that this will be very well received by the unhoused community. The city and other homeless serving agencies will welcome additional support.

Time: This program will give persons the opportunity to access services on a walk-in basis. It will also hasten the opportunity for persons to get connected to needed behavioral health.

Item 45: Mobile Food Pantry and Clothing Closet: Within the next year or two, CREOKS will be launching a mobile Food Pantry and Clothing Closet.

Impact:

Services: CREOKS has a very strong commitment to meeting the needs of the unhoused as well as those living at or near the poverty level. This mobile food pantry and clothing closet will give CREOKS the opportunity to conduct additional outreach to those in most need and least likely to connect with formal services. This program is designed to help meet the basic needs of individuals while making them aware of the wide range of services and supports that are available.

Time: This will create access to care for persons by rapidly linking them to needed services.

Item 46: Mobile Shower, Laundry, and Haircut Program: CREOKS and BeHeard offer a mobile shower, laundry, and haircut service for Tulsa County and across the state.

Impact:

Services: The unhoused have little access to a shower, haircut, and laundry service. This service would give people the chance to stay clean and sanitary. This should reduce the likelihood of the consequent medical conditions that arise from a lack of sanitation as well as the transmission of infections. With all the mobile services, they are also the means for conducting outreach and engagement. There will further be some community health education and an effort to reduce the stigma around getting services to address behavioral health concerns. This will also be offered at our location as well as other CREOKS locations across the state.

Time: This will create access to care for persons by rapidly linking them to needed services.

Item 47: Behavioral Health Advocacy: CREOKS is the only CCBHC that is a member of the three behavioral health advocacy organizations in the State (Alliance of Mental Health Providers of Oklahoma, Oklahoma Behavioral Health Association, Patient Care Network of Oklahoma). CREOKS also has representation on the board of two of the managed care companies and on the clinical committee of the third.

Impact:

Service: CREOKS works to advance behavioral health for the state as well as the communities that it is specifically responsible for.

Quality: This protects needed services and promotes quality.

Item 48: Trainer and Advancement of the Tulsa Latinx Promotores Program : Over the last seven years, CREOKS has been an active partner with El Centro and TCC in the continual training and support of the Latinx Promotores Program.

Impact:

Services: The Latinx Promotores Program is a training program that recruits persons from the Latinx community to become Peer Community Health Workers who work in schools, community organizations, and as volunteers. These Promotores are system navigators for the Latinx Community. They assist people in connecting with local resources, getting screened for early intervention, and receiving health education. CREOKS provides basic behavioral health training to the Promotores on topics such as trauma, grief, common mental health conditions, wellness, and basic interventions.

Quality: CREOKS has a dedicated trainer who is our Bi-Lingual Multicultural Director, Tayrin Saldivar Hernandez, LPC-S. Tayrin has extensive training in several evidence-based practices and is our lead Spanish speaking therapist on our Spanish Speaking team.

Item 49: Parent Support Groups in Spanish at Mental Health Association of Oklahoma: CREOKS provides Parent Support Groups for Hispanic families with the Mental Health Association of Oklahoma in Tulsa Oklahoma.

Impact:

Service: This is an outreach activity for CREOKS. These support groups use material from a range of evidence-based family training and support programs such as Nurturing Families. They also incorporate material from Seeking Safety. Attention is paid to community education as well as addressing trauma and stigma.

Client Satisfaction: Mental Health Association has been very grateful as well as the families. There still is a significant gap meeting the screening, prevention, early intervention, and treatment of first-generation Hispanic families in Tulsa.

Time: As an outreach activity, this hastens the opportunity for those needing behavioral health treatment to be connected to needed services.

Item 50: Sibshops, Sibling Camp, & Parent Education Nights: CREOKS offers Sibshops, a Sibling Summer Camp, and Parent Education Nights (“Parent Resource Connection at CREOKS”) for families with children who have behavioral and developmental challenges free of charge monthly in Tulsa County through the support of Tulsa BEST, Mental Health Association of Oklahoma, and the Food Bank of Eastern Oklahoma.

Impact:

Service: CREOKS works with Mental Health Association of Oklahoma to provide Sibshops every other month. This program is to support the siblings of children with behavioral and developmental challenges. Siblings learn self-care as well as ways to help their sibling and family. It also gives these siblings an opportunity to have their social-emotional needs attended to when often the focus is on their sibling. We also offer a Sibling Camp for the siblings as well as the child with behavioral and developmental challenges. This is a time for families to have some respite and the siblings to have fun together in a supportive environment. We further offer Parent Education Nights (“Parent Resource Connection at CREOKS”) on the alternating months when we do not offer a Sibshop. These workshops are hosted by CREOKS and Mental Health Association of Oklahoma

Client Satisfaction: Mental Health Association has been very grateful as well as the families. There still is a significant gap meeting the screening, prevention, early intervention, and treatment of first-generation Hispanic families in Tulsa.

Time: As an outreach activity, this hastens the opportunity for those needing behavioral health treatment to be connected to needed services.

Item 51: Membership on the Mayoral-directed Veteran Advisory Councils for Tulsa, Broken Arrow, and Jenks: The CREOKS Veterans Services Team has representation on the Mayoral-directed Veteran Advisory Councils for these cities in Tulsa County.

Impact:

Services: This creates the opportunity for coordinated care as well as veteran-specific programming and culturally competent staffing. CREOKS works with these cities to meet care gaps as well as to identify new services that our teams can provide. This develops sustainable, trusting relationships with other veteran-serving agencies and the veteran community we serve.

Quality: CREOKS services are developed not only based upon best practices but also upon what the community itself indicates is the greatest need.

Item 52: Disability Advisory Coalition: The CREOKS Director for IDD Services is the founder and chair of the Tulsa Disability Advisory Coalition. The goal of the DAC is to identify service and resource gaps for persons with disabilities in Tulsa County and to collectively work to fill those gaps.

Impact:

Services: CREOKS promotes integrated behavioral health and IDD services within the coalition. The coalition looks at filling service gaps or combining resources to create new opportunities for families and individuals with disabilities. Membership includes the Autism Foundation of Oklahoma, the ARC of Oklahoma, the Oklahoma Family Network, Sooner Success, and the OK Inclusive Post Secondary Education (IPSE) Alliance.

Quality: The goal of the coalition is not only to meet service gaps and to create resources but to also meet the highest standards for best practice.

Item 53: Spanish Language Institute: CREOKS is creating ways to address the lack of bilingual behavioral health staff. It has started a Spanish Language Institute. Staff can enroll in this one-year course that is taught by Tayrin Saldivar, LPC-S. She is our Bilingual Multicultural Directors. Staff are taught conversational Spanish to provide behavioral health services.

Impact:

Service: This creates a CREOKS workforce able to better engage with the Spanish speaking community.

Quality: Services and supports can’t be effectively provided if there is a significant communication barrier.

Client Satisfaction: Our Spanish speaking participants have a much better experience than working through an interpreter. They also appreciate the effort we are making to not only be linguistically but also culturally competent.

Item 54: Community Development: CREOKS has had an Advisory Board to its Board of Directors for over 10 years consisting of Tulsa Leaders to support CREOKS in community and coalition development to advance behavioral health and community connections in Tulsa. It has membership from the MHAOK, Tulsa Housing Authority, Parkside, NSU, Tulsa Food Bank, Shining Honor, and TU.

Impact:

Service: Social capital is essential in a public health approach to behavioral health care to work for prevention, to promote recovery, and to improve community and natural supports. These coalitions and community building multiply the effectiveness of the entire community through the achievement of synergy.

Quality: This produces more opportunities for support and sustained recovery.

Item 55: CREOKS Scholarships: In our CCBHC counties, CREOKS awards scholarships to High School Seniors. CREOKS believes that education creates important opportunities for a person's future. This is offered to three school seniors in each of our counties that are enrolled in CREOKS services.

Impact:

Service: This helps students to achieve their educational and career goals.

Quality: This gives hope for high school seniors, keeps them engaged in service, recognizes their achievement, and builds self-esteem. This leads to improved outcomes and future success.

Client Satisfaction: Participants appreciate being valued.

Item 56: Workforce Development for Oklahoma & Tulsa: CREOKS has the largest internship program in community behavioral health in Oklahoma. CREOKS has interns from over 45 institutions a year. Each semester we have between 50 and 75 Master level clinician interns.

Impact:

Service: CREOKS is contributing to the workforce of Oklahomans and keeping them in Oklahoma.

Quality: We believe we provide an outstanding placement for students and prepare future behavioral health leaders as well as equip clinicians with the skills and experience to deliver exceptional care to the most vulnerable.