



Improving Oklahomans' Lives Through
Research, Planning & Action

ANNUAL REPORT

2013

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From the Director



The Community Service Council (CSC) is pleased to share this 2013 annual report online, so more people can learn about our work, our progress, and the many people and groups that make it possible.

CSC is working to improve our community's investment in people across the lifespan. Success requires affecting the lives of large numbers of people in meaningful ways. The report's focus on "CSC By the Numbers" acknowledges the importance of this goal.

Investing in people, every one, is ever more critical as the demographic, economic, technological and cultural clocks of change continue to tick, bringing profound historical shifts shaping our world, state and community.

For example, the working age population is ever shrinking as the older population increases at historic high rates. Over the next 20-30 years, the population of people over the age of 65 will move closer to the population of children under the age of 19, while the prime working age population of age 25-64 decreases. The overall dependency ratio (the ratio of working age people to children and elderly people) will decline dramatically. This trend alone suggests we must invest in everyone of all ages to ensure best opportunity for self-sufficiency, positive family experience, and active civic engagement and leadership.

Yes, EVERYONE must count. That is why CSC has long focused on improving investments that affect large populations, including public education, health care and promotion, safe shelter and housing, and early childhood development.

And that is why CSC, with its many partners, is increasingly exploring new ideas and steps to improve investments in the rapidly growing large numbers of people needing "recovery and support" to re-engage them on a path to success. Examples include ex-offenders, long-term homeless, disconnected young people who are out of school and the labor force, foster care youth who too often end up in troubled situations as adults, persons engaged in the courts system related to drug and mental health problems, persons with mental and physical disabilities, and the growing population of returning veterans.

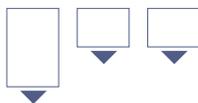
Please enjoy exploring, and learning more about the many facets of the Community Service Council's investment work. Essential for our progress are the leadership and engagement of hundreds of partners and stakeholders. These are individuals, groups and organizations who wisely and courageously share a commitment to shaping a future which, although much different from the past or the present, can be embraced and enjoyed by all.

Thank you for your interest and support.

Phil Dessauer, Jr.

Executive Director
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"...we must invest in everyone of all ages to ensure best opportunity for self-sufficiency, positive family experience, and active civic engagement and leadership."





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Friends We Lost in 2013

Maynard Ungerman

Tulsa lawyer Maynard Ungerman remembered as advocate for social justice. Maynard Ungerman: Through his work as a civil rights advocate, Ungerman met the Rev. Dan Allen. The two of them founded Neighbor for Neighbor, a community outreach program for the poor that was praised by CBS News as unique among programs of its kind.



Steve Kennedy

A board member for the Community Service Council for 25 years, Kennedy was never the kind to just sit around a table and talk about an issue. He was too hands-on for that. One got more of his energy than others: early childhood education. Kennedy became one of the guiding voices behind the formation in 2003 of the Tulsa County Partnership for Early Childhood Success and its JumpStart Tulsa initiative. Among other Community Service Council projects, Kennedy also was instrumental in the start of the 211 Helpline, a free 24-hour telephone service that connects people with service agencies that can help them.



Joan Flint

A past president and longtime volunteer with Community Service Council of Tulsa, Flint was a vital voice as the organization addressed various social ills on the rise, including drug abuse, teen pregnancy, mental illness and AIDS. In 1982, she became the first chairwoman of the newly formed Tulsa AIDS Commission, and Flint was later founder and director of the AIDS Coalition of Tulsa, formed in 1988 to help bring agencies and people together in developing AIDS-related services.



Clarence Knippa

The Rev. Clarence Knippa was the last of a group of ministers who pioneered Tulsa's now vigorous interfaith community in the 1950s and '60s. Knippa and the Revs. Bill Wiseman of First Presbyterian Church, Warren Hultgren of First Baptist Church and James Halpine of Holy Family (Catholic) Cathedral created a good climate in the community between the various religions. On the 50th anniversary of his ordination, the church instituted the Knippa Interfaith/Ecumenical Lecture Series in his honor, bringing in nationally known speakers to promote understanding between people of diverse faiths. Knippa was chairman of the task force that created the Tulsa Day Center for the Homeless and worked on the revitalization of the Kendall-Whittier neighborhood.



Janet Felt Deck

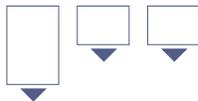
A past President of the Community Service Council, Janet was an exceptional leader and tireless volunteer. Janet also served as President of Junior League of Tulsa, the YWCA, the Children's Day Nursery, and Tulsa Town Hall. Janet chaired the Junior League Committee (a forerunner to Leadership Tulsa), which opened the provisional course to young community business leaders. She also served on the Boards of Child Welfare, the Family and Children's Services, and the Tulsa Chapter of the American Red Cross, for which she was Chairman of Volunteers. As a volunteer for Children's Medical Center, a particular favorite, she helped with the intake of case histories for the outpatient clinic.



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143,463
Calls



25,000
Housing Assistance



3,000
Health Insurance
Enrollment



6,260
Veteran Housing
Assistance

Linking People to Help

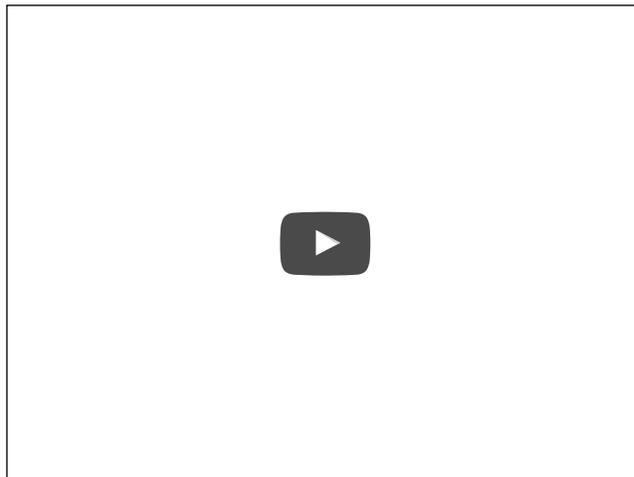


Having been home from Iraq just six months, a young veteran found the adjustment back to "normal" life just too difficult. Out of options, he was considering suicide. 2-1-1 Helpline was able to stabilize the situation, make advocacy out-calls to the Veterans Affairs and work with them to get him into the hospital. His problems were multi-faceted, so we coordinated with several agencies to ensure he received the necessary services. Not only was he able to get into a hospital, but assistance was also found for his wife who was struggling with substance abuse.

Serving Eastern Oklahoma

Do you have a relative, friend or client who needs services but may be having trouble finding them? Dial 2-1-1 to find services for food, clothing, health care, shelter, housing, support groups, legal aid, employment and many more human services in your area. We can help you access services from over 10,00 programs that exist to help people in need.

2-1-1 is a free and easy-to-remember phone number that streamlines the process of matching critical health and human services with the clients who need them. The 2-1-1 call center based in Tulsa, Oklahoma serves an 37-county area, operates 24 hours a day, and receives approximately 15,000 calls per month.



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Addressing Short-Term and Long-Term Homelessness



16

Homeless and Formerly Homeless serve on Advisory Board



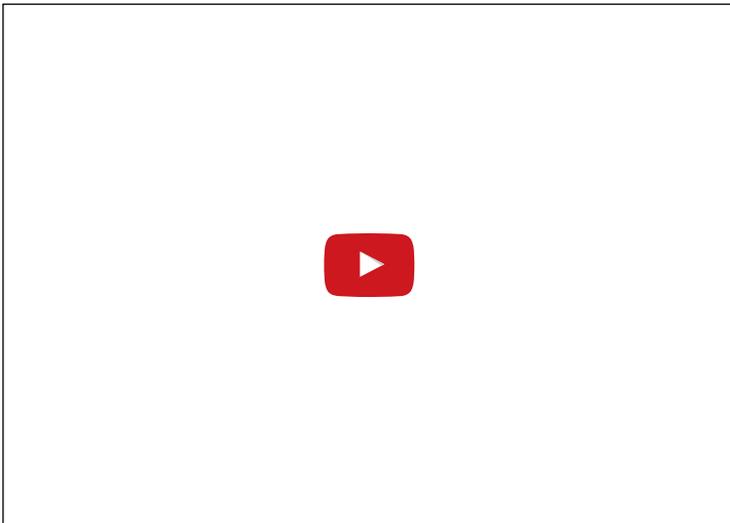
42

Chronically Homeless Housed



0,000+

Benefit Annually from Homeless Service System



Community Service Council is the lead agency for the A Way Home for Tulsa (AWH4T) initiative, a collaboration of 23 agencies united to end long term homeless and provide oversight to the implementation of the Pathways intensive case management model. In March 2013, the decision was made to merge the HUD Continuum of Care Steering Committee; the Homeless Services Network Advisory Board, the Homeless Management Information System and the Pathways Program with the AWH4T Collaborative to create one single Continuum of Care governing structure.

AHH4T Governance Council Members

- 12 & 12, Bryan Day
- Abba's Family, Bob Althoff
- Community Service Council, Jim Lyall and Donnie House
- Counseling & Recovery Services of OK, Brian Blankenship; Donna Hall
- Crossroads, James Wineinger
- DaySpring Villa, Wilma Lively
- DVIS/Call Rape, Tracey Lyall and Donna Mathews
- Family & Children's Services, Greer Fites
- INCOG, Steve Boettcher
- Iron Gate, Tanya Moore
- John 3:16 Mission, Steve Whitaker; James Hudgins
- Legal Aid Services of OK, Scott Hamilton; John Kerr
- Mental Health Association of OK, Mike Brose; Greg Shinn
- Morton Comprehensive Health Services, Laura Dempsey-Polan

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Census information Center



2,225

Data Requests



1500

Participants in WHO IS TULSA?
Presentations



101

Number of People Receiving the
Weekly CIC newsletter



14 Counties

Received Community Profiles to
area County Communities

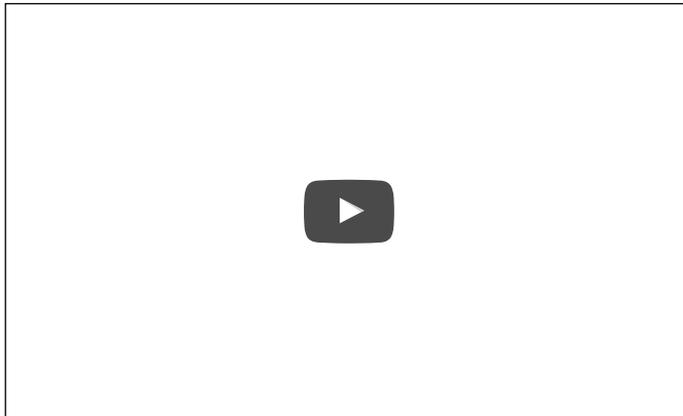


20

Participants in Census Bureau
Webinars for Grant Writing and
Needs Assessment Information

Informed Decisions

The Census Information Center (CIC) Program is a cooperative program between the U.S. Census Bureau and forty-seven national, regional, and local non-profit organizations including Tulsa's Community Service Council. Started nationally in 1988, CIC represents the interests of underserved communities. The centers serve as repositories of Census data and reports, making Census information and data available to the public and the communities they serve. Data are used in areas such as program planning, advocacy, needs assessment, defining service areas, public policy development, developing new business enterprises, and conducting race/ethnic-related research. CIC publications include topical reports and e-newsletters.



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Mental Health Access

The Children's Behavioral Health Community Team is dedicated to bringing our community together to support a Systems of Care approach for accessible and affordable behavioral health services and supports for children, youth, and families.

Vision:

All children, youth, and families in our community will achieve wellness and stability, living happy productive lives.

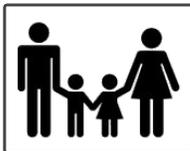
Mission:

Create an accessible system of care, for children, youth, and families, ensuring emotional, behavioral and social wellness, through family driven integrated comprehensive services and supports.



318

Referrals to Child Behavioral Health Team



Youth and Families Received Services from Tulsa Area Systems of Care Sites in 2013



21

Agencies Represented on Behavioral Health Steering Committee

Behavioral Health Team:

- Andre Campbell, Counseling and Recovery Services of Oklahoma
- Andrew Merritt, Dayspring Community Services
- April Merrill, Legal Aid Services of Oklahoma
- Bryan Blankenship, Counseling and Recovery Services of Oklahoma
- Blaine Bowers, Oklahoma Office of Juvenile Affairs
- Brent Wolfe, Tulsa County Juvenile Bureau
- Carla Tanner, Community Service Council
- Christina Starzl, Community Service Council
- Conley Tunnell, Daybreak Family Services
- David Grewe, Youth Services of Tulsa
- Desiree Doherty, The Parent Child Center of Tulsa
- Elana Grissom, Tulsa County Juvenile Bureau (co-chair)
- Gina Hunter, OU Sooner Success
- Judge Doris Fransein, Tulsa County Juvenile Bureau
- Greg Sneed, Palmer Continuum of Care
- Jackie Shipp, Oklahoma Department of Mental Health and Substance Abuse Services
- Jeff Tallent, Evolution Foundation
- Jim Lyall, Community Service Council
- Julie Summers, Mental Health Association Oklahoma
- Kay Sandschaper, Tulsa Public Schools
- Linda Geier, Tulsa Public Schools
- Lynn Sossamon, Child Protection Coalition
- Marcia Kesee, CREOKS Behavioral Health Services
- Marjorie Erdmann, Shadow Mountain Behavioral Health
- Mary Ellen Jones, NAMI Tulsa
- Mike Brose, Mental Health Association Oklahoma
- Nichole Duck, Family and Children's Services
- Phil Black, CREOKS Behavioral Health Services
- Richard DeSirey, A New Way Center
- Nancy Robison, Oklahoma Department of Human Services
- Rose Weller, NAMI Tulsa
- Stephanye Lewis, Family and Children's Services
- Steve Jacoby, Grand River Dam Authority (co-chair)
- Tenna Whitsel, Tulsa Public Schools
- Treba Shyers, Tulsa County Juvenile Bureau
- Wade Hunter, CREOKS Behavioral Health Services
- Whitney Downie, Family and Children's Services
- Sheamekah Williams, Oklahoma Department of Mental Health and Substance Abuse Services

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600
Healthy Start Clients



Reduced Infant Mortality Rate

Average of 19.67
from 2005-2007 to
14.95% from
2009-2012



Decreased Smoking

from 27% in 2010 to
16.45% in 2012

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Coordinating Resources

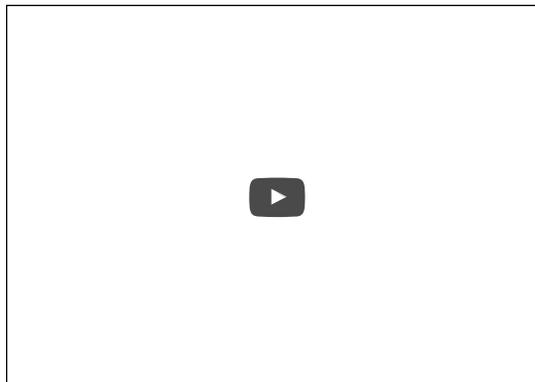
The Family Health Coalition is committed to working together through broad-based community representation to optimize the health and well-being of uninsured, underinsured and Medicaid enrolled women of childbearing age, infants and families by establishing a system of universal and comprehensive quality health education, prevention, services and support. In 1987, the Community Service Council formed the Family Health Coalition (originally named the Tulsa Area Coalition on Perinatal Care) in response to the relationship between lack of access to health care in the prenatal period and the number of infants with low birth weight, extreme low birth weight and infant mortality.

Tulsa Healthy Start coordinates with payers, employers, consumers, health care providers and community agencies as part of the medical neighborhood to achieve quality, cost efficiency, and improve community indicators. Care Coordinators are embedded in private practices, university, federally qualified health centers and intertribal health services. Services provided include:

- Assistance with prenatal care
- Access to well-baby visits
- Childhood immunizations
- Referrals to WIC services
- Family planning assistance
- Links to social services for jobs, child care, housing, and education

Improving Healthy Births

"The Tulsa Healthy Start Fatherhood Program is the best program. I wanted everybody to see a picture of my little girl Kortnie. I love her with all of my heart. The Healthy Start Fatherhood Program taught me the importance of being a responsible parent and how to share my concerns with my girlfriend. My goal is to enroll into school soon so that I can provide for my family. I think all dads should enroll in this program."



Assisted 500 Oklahomans
across 4 sites with their health
insurance needs

Health Literacy & Care



67

Private Practices participated
in Comprehensive Primary
Care Initiative



552

Participants attended health
education workshops to meld
the medical neighborhood
together

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Reducing Cost, Improving Quality & Improving Health Outcomes

Health Information
Networks



323

Health Locations Connected to
Network Statewide



Patient Lives Connected
from 48% of
US Postal Codes

Community Service Council (CSC) focuses on advancing health initiatives, literacy, education and overall outcomes. CSC's Healthcare Transformation initiative is building infrastructure, bringing outstanding speakers to Tulsa, and sponsoring professional and community events.

County Health Improvement Organization
(CHIO)

The Healthcare Transformation team has established a community wide infrastructure around healthcare improvement through the development of a County Health Improvement Organization (CHIO). Bringing together 24 health focused executives, the CHIO will focus on continuous quality improvement within the primary care setting by partnering community based efforts with clinical quality improvement initiatives. Together with the Pathways to Health and Turning Point Partnerships, the CHIO will support the implementation of the County Health Improvement Plan.



Focus on Long Term Care, Affordable Care Act, and Reaching Uninsured Populations

Working across the health care continuum, several educational pilot projects within the Long Term Care community are underway. Throughout summer and fall 2014, three long term care facilities will be participating in an educational series focusing on building capacity within the current health care workforce through exposure to evidence-based practices. Continued efforts related to the Affordable Care Act are underway; May and June have been filled with speaking engagements across the community. Combining Affordable Care Act information and Health Insurance Marketplace exposure, speakers have been teaming up to provide engaging and interactive presentations to those interested in health care reform. Focusing on the next open enrollment period for insurance, the Marketplace Monday community collaborative is actively strategizing and exploring new partnerships to best reach uninsured populations. Efforts focusing on Hispanic/Latino and Native American enrollment have been the priority area for the next open enrollment period.

Advancing
Transformation



36,000

Oklahomans connected to
Insurance Marketplace



29 Certified
Navigators & 70
Volunteers

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In the Beginning

The LINK Project, a developmental screening program, was developed in 1991 at Children's Medical Center in Tulsa, Oklahoma. The LINK Project's primary goal initially was identifying children in childcare who needed early intervention services, ensuring more children were healthy and ready to succeed when they started school. One of the biggest struggles for the LINK Project over the years has been trying to meet the request for services, while having a three-year waiting list of childcare centers.



1194
Early Child Screenings

407
Children Needed Follow-up Services



45
Center & Family Child Care Homes Visited



46
Classroom Observations

Introducing Sprouts

So the LINK team of developmental clinicians, along with several pediatricians and other community partners, began looking for ways to serve more children and their families; and believe we found it. Modeled after a successful program in Michigan, the Sprouts Child Development Initiative was introduced in the Fall of 2013 as a child development resource website built around an online developmental screening link, the Ages and Stages Questionnaire (ASQ-3). Discover more about Sprouts on their [website](#).



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Engaging the Whole Community in Support of the Whole Child



There are many forms of education to advance human capital development from prenatal through postsecondary and employment, and on to sustained lifelong well-being, assuring successful transitions at critical points along the developmental growth pathway.

Students Enrolled



26

Schools in Tulsa and Union
Public Schools



160

Community Partners



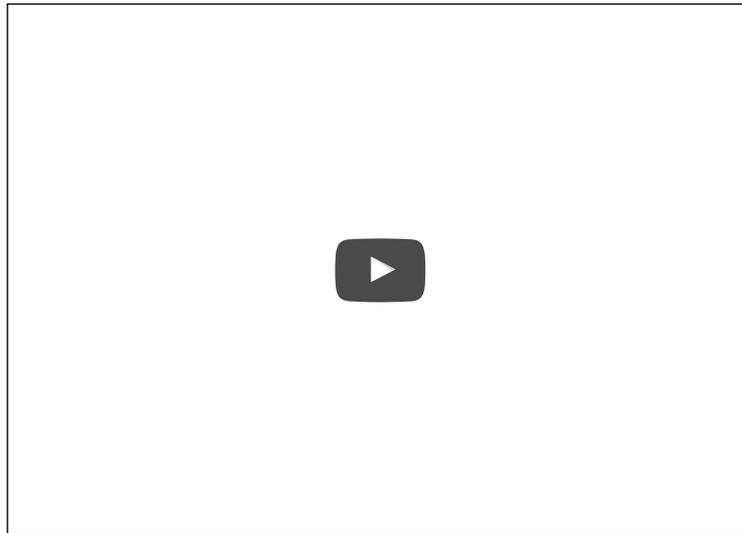
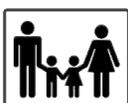
The Children's Aid Society

Carrera Program



600

6th & 8th Grade Participants



Culturally facilitated 9-week program in Spanish for 10 parents/caregivers at Marshall Elementary School

YMCA Early Learning Readiness Group

Bilingual and bicultural staff supported effort for 7 parents/caregivers who attended biweekly sessions, a majority of whom are mono-lingual Spanish speakers [Story text here.](#)

Adult ESL Program at Jackson Elementary

In collaboration with All Souls Unitarian Church, 14 families received ESL instruction.

Case Management for Families in Crisis/Children with Autism/IEP

Intensive case management for 7 families with children with autism. Services included SoonerCare applications, health resource connection, interpretation during medical appointments, accessing food, rent and utilities payment assistance.

Juntos - Together for A Better Education

Sponsored by the OSU Center of Family Resiliency, Juntos provided a 6-week program to 30 Latino families and offered resources to support students transitioning to middle school and high school while informing families of higher education opportunities. The program has been implemented at Hale Jr. High School and East Central Junior High School.

College Scholarships

186

School Staff and Mental Health Workers Participated in Cultural Responsiveness Training



1,118

Students Enrolled in EXELerate Model

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In collaboration with Dream Act Oklahoma, Conexiones assisted 45 undocumented Latino students by providing informaton on scholarships available to Latino students.

Transition from Two-Year to Four-Year College/Universities

Conexiones guided Latino college students in acquiring internship and career opportunities. Since December 2012 three students have been placed in entry level career positions.

Coalition of Hispanic Organizations (COHO)

Conexiones supported COHO in organizing town hall information meeting to share information on mmigration and Reading Sufficiency Act. Thirty families attended the town hall meeting.

EXCELeRate Partnership: Tulsa Community College, Tulsa Public Schools and Union Public Schools

A 5-Semester pilot project for the Oklahoma higher Edcation Board of Regents. The project demonstrated a successful approach for increasing participation in concurrent enrollment through the use of community college instructors on high school campuses. From Spring 2011-Spring 2013, a total of 1,118 students enrolled in the EXELerate model at Tulsa Public Schools and Union Public Schools, 1,794 students enrolled in concurrent classes at TCC campuses.

Implementing Oklahoma's Reading Sufficiency Act

An estimated 1500-2000 'poor' or 'non-proficient' 3rd grade readers reside in Tulsa County public schools. The Early Reading Work Group designed a research-based portfolio to serve as an alternative to the 'one-day test' approach to determine a 3rd grader's reading level for advancing to the 4th grade. The portfolio will be used with over half of all 3rd grade students in the Tulsa area.



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Alternatives to Incarceration



314
New Pleas Approved



44
Participants Received Diplomas



211
Participants Graduated from the Program

Problem-Solving Court Programs

306
Participants in DUI Court

412
Participants in Drug Court

Alternatives to Incarceration

Tulsa COURTS aims to increase the safety of the public and encourage participants to remain drug and crime free, while reducing the recidivism rate and eliminating the cost of confining non-violent alcohol and substance abusive offenders, while providing relief to the criminal justice system.

CSC has obtained 3 more years of funding to support the National Mentor Court for Veterans Treatment Courts.

Problem-Solving Court system works to prevent incarcerations related to substance abuse and mental health issues. CSC organizes a collaborative of judiciary, law enforcement, criminal justice services, and treatment resources to expand Drug Court in 2002-2003, and implemented a new Mental Health Court in 2007, and a Veterans Treatment Court in 2008. This work evolved from CSC research and planning conducted in the late 1990's on evidence-based strategies to reduce substance abuse and related incarcerations.



Problem Solving Court Program	Participants	Program Annual Retention Rate	GED or Diploma Received	Employed at Graduation
Mental Health Court	119	66%	NA	NA
DUI Court	223	77%	94%	99%
Drug Court	445	52%	85%	98%
Special Needs/Co-Occurring Court	189	55%	83%	100%
Veterans Treatment Court	96	98%	95%	100%

190
Special Needs Court
102
Veteran's Court
190
Mental Health Court

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284
Enrollees
(Formerly Incarcerated)



58%
Retained Employment
for at least 1 year



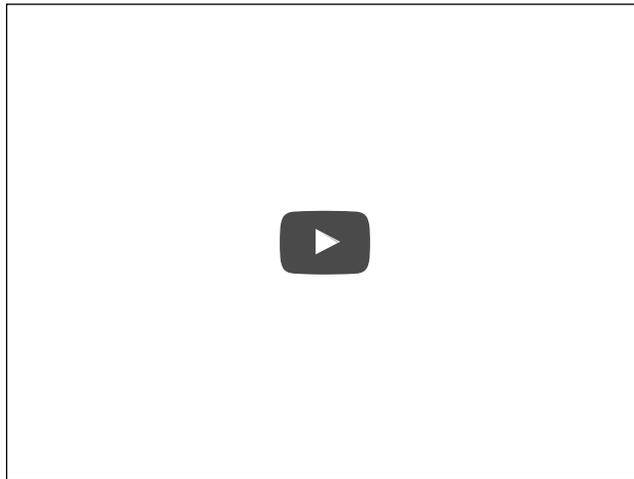
30%
Took Part in Degree or
Certificate Programs



\$3,000
Per Participant Per Year
Compared to Average Cost of
\$20,000 a Year for
Incarceration.

\$629,000
Estimated Savings to
Taxpayers in 2013

Creating Taxpaying Contributors



One-Stop assists men and women returning to Tulsa from prison within six months of release and those still in ODOC custody three months prior to release. One-Stop serves violent offenders but not sex offenders. Services are targeted to those released without supervision. One-Stop's target community within Tulsa includes 45 census tracts within eight zip codes with a higher recidivism rate, a higher felony crime rate, and a higher rate of returning offenders than the city as a whole.

- A Transition Coordinator from the Oklahoma Department of Corrections identifies participants in facilities and connects them to the One-Stop upon release.
- Employment Specialists from Workforce Oklahoma provide career assessment, Job Readiness training and job placement services and connect participants to training for in-demand industries.
- Case Managers from Counseling & Recovery Services, a community mental health center, provide support services and assistance with housing, health care, and mental health and substance abuse treatment to remove barriers to employment.
- A Peer Support Specialist understands and assists with the unique needs faced when re-entering society from incarceration.
- The Metropolitan Urban League's Mentoring Coordinator recruits, trains, matches and supports program participants with volunteer Life and Career Coaches.

Training costs, bus passes, interview clothing, and financial awards for completing program milestones are provided. All program staff and services are co-located at the One-Stop.

Key partners:

Oklahoma Department of Corrections, George Kaiser Family Foundation, Workforce Tulsa, Counseling & Recovery Services, Metropolitan Tulsa Urban League. Reentry One-Stop operates as a program of the Community Service Council.

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Veterans Initiative



49

Veterans in Post-Traumatic Stress Disorder Training



125

Veterans in Cognitive Processing Therapy Training



80

Veterans in Military Culture Workshop



90

Veterans in Traumatic Brain Injury Training



141

Veteran Households Received Homeless Prevention Services

Tulsa Becoming Veteran Ready

The goal of this CSC initiative is to create a plan for the Tulsa area to best address the priority needs of returning vets and their families or caregivers. Traumatic Brain Injuries (TBI), depression, and Post Traumatic Stress Disorder (PTSD) are main focuses.

This project works closely with the U.S. Department of Veteran Affairs (VA), mental health and other service providers, local and state agencies, government officials, university representatives, private sector organizations, veterans and family members of veterans to concentrate on how to address the needs of the returning vets without taking away from an already strained health and mental health system.

CSC promotes access to mental health and other supports to returning veterans and builds capacity by:

- Workforce Development
- Responding to Moral Injury
- Addressing Needs of the Spirit

BRRX4VETS works with CSC's Veterans Court to help very low-income veteran families who are currently residing in permanent housing but at risk of losing housing, those who are homeless and scheduled to become residents of permanent housing within 90 days, and those who have exited permanent housing within the last 90 days, to seek other housing. The program serves 18 Counties in NE Oklahoma.

