

**Fountain of Hope Family Service Inc.**  
10326 Greenbriar Parkway  
Oklahoma City, Ok 73159

# **Policies & Procedures**

## **Manual**

- ◀First Edition, Printed, 2014
- ◀Second Edition Printed, 2017
- ◀Third Edition Printed, 2020

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## **OUR MISSION**

Our mission at **Fountain of Hope Family Services Inc.** is to provide quality and excellent services to all at-risk youth in OJA, DHS custody, their families and other members of the community. In addition, our aim is to assist in reunification of families, reducing psychiatric impairment and assisting individuals with behavioral challenges to enhance the quality of their life. We are committed to serve the needs of each family with compassion, respect and dignity. Delivering of highest quality service to each client we have the privilege to serve is our goal.

## **OUR VISION**

**Fountain of Hope Family Services**, will continue to evolve, grow and provide excellent services at affordable cost to our community. We will continue to provide an environment that is safe, confidential and professional for our clients and staff.

## **OUR STAFF**

**Fountain of Hope Family Services, (FOHFS) agency** staff is dedicated to serving and assisting you. We are empathic, caring, and nurturing. We strive to challenge, motivate and assist clients in achieving their goals and highest potential.

## **OUR PHILOSOPHY**

**Fountain of Hope Family Services, (FOHFS) agency** philosophy is to enhance self-sufficiency by providing tools and skills to clients in need, to treat a whole person, body, mind and spirit, to function socially, emotionally, psychologically and culturally.

## **OUR COMPANY PROFILE**

**Fountain of Hope Family Services, (FOHFS)** we are private for-profit agency committed to behavioral health. We serve all ages, promoting opportunities for positive change. **FOHFS** staff is devoted to serving our community. **FOHFS** provides counseling for all groups of people, including single, married, single parent, gays, lesbians, senior citizen and students. Fees for service are determined on sliding scale basis, according to the client's financial situation. Insurance is not needed.

Executive Director

**Michael Oladipo 09/12/2020**

Michael Oladipo

# Organizational Chart

## **PURPOSE**

To ensure there are clear lines of authority, responsibility and accountability in the administration and service delivery of **FOHFS** in the community.

## **POLICY**

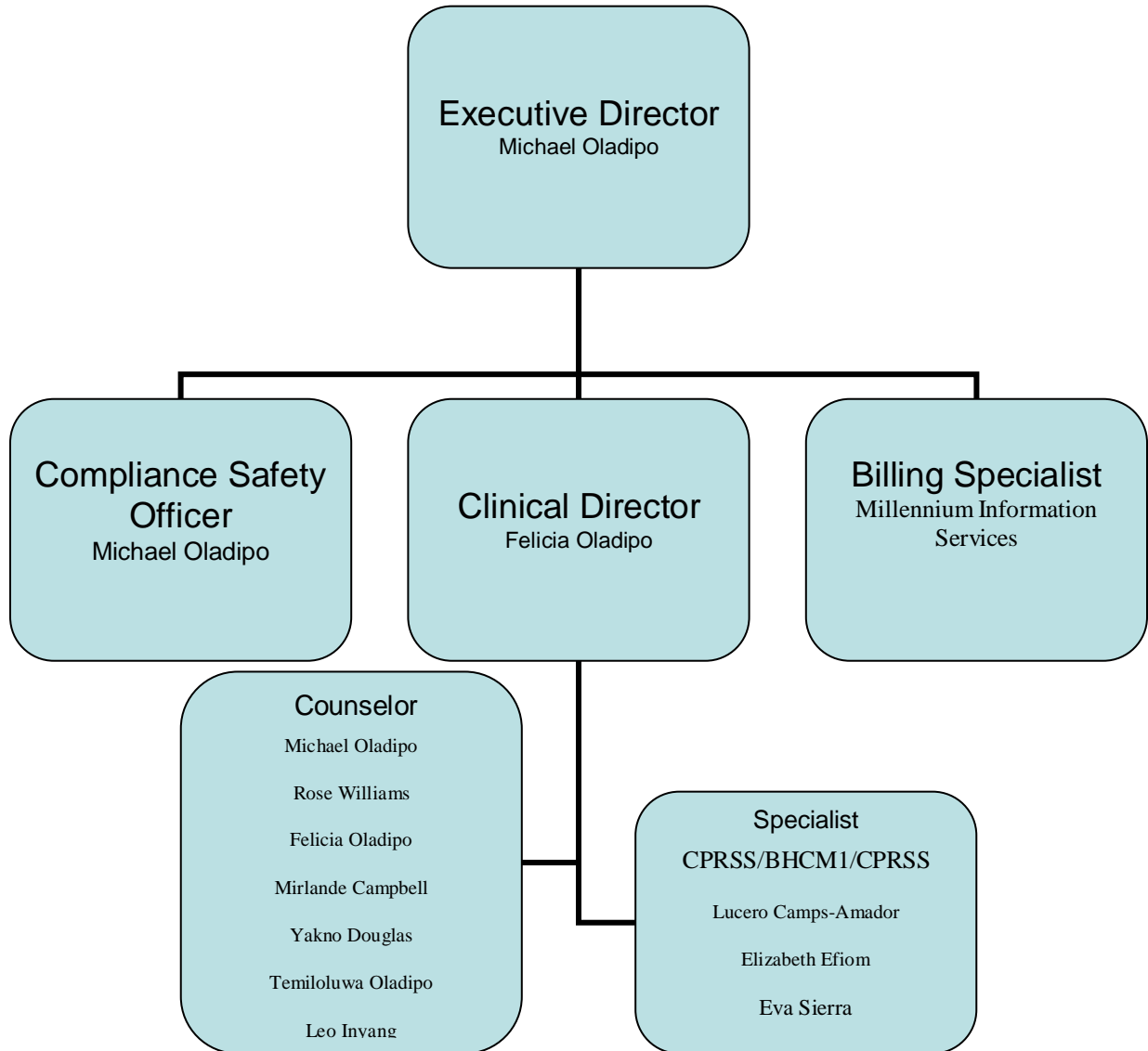
**FOHFS agency** has an organizational structure, which clearly defines the responsibilities, accountability and relationships of all its employees.

## **PROCEDURES**

1. During orientation and annual training, thorough explanations shall be given on:
  - a. the **FOHFS** organizational structure;
  - b. the roles and responsibilities of all its employees;
  - c. the lines of communication; and,
  - d. Who to consult on specific issues.
2. Whenever there is a change in any reporting process or in the organizational structure, staff shall be informed of the change immediately.
3. The **FOHFS** Organizational Chart shall be used to define relationships and lines of authority within the agency.
4. Job descriptions shall be developed for all **FOHFS agency** positions, which shall include an explanation of reporting relationships, authorities and accountabilities.
5. Contracted workers shall be informed of, and understand, the structure and reporting processes.
6. Specific positions, within **FOHFS agency** organizational structure, have responsibility and accountability, which shall be clearly understood by all employees. These specific positions have responsibilities and accountabilities for:
  - a. governance and management of the company;
  - b. development, implementation and review of policies and procedures;
  - c. hiring of staff and handling of all human resource issues;
  - d. supervision of staff;
  - e. financial management;
  - f. delivery of home based counseling services, with specific explanation whenever particular skills and certification might be required;
  - g. administration and management of client records, staff records, financial information, and other related operational activities; and,
  - h. Collection and management of information for evaluation and reporting purposes, including client and staff satisfaction.

# FORMS

1. Organizational Chart
2. Job Description – Executive Director
3. Job Description – Clinical Director
4. Job Description – Office Manager
5. Job Description – Billing Specialist
6. Job Description – Counselor
7. Job Description – Behavioral Health Rehabilitation Specialist
8. Job Description - Case Manager



# **Office Building's Compliance with Regulations**

## **PURPOSE**

To ensure that the building, or portion of the building, which is occupied by the **FOHFS agency** office, is in compliance with applicable zoning, building, health and fire safety laws/regulations.

## **POLICY**

**FOHFS agency** provides, maintains, manages and equips an office, which is suitable for its staff and clients and provides a safe environment, in compliance with local zoning, building, health and fire safety laws/regulations.

## **PROCEDURES**

1. The **Executive Director** shall be responsible for obtaining written evidence that the office premises are in compliance with local zoning, building, health and fire safety laws/regulations.
2. Documentation about office suitability and compliance with the aforesaid laws and regulations shall be maintained in the **FOHFS** office and shall be made available upon request.