First Call Celebration Evening was the agency’s largest event ever with OVER 420 people in attendance.

NEW SIGNAGE on building at 9091 State Line Road

56 evidence-based Life Skills Training groups held at 18 schools across the Kansas City Metro

ADDED 5 NEW STAFF POSITIONS in clinical and prevention departments

80% of Reentry clients have not returned to incarceration while engaged with a recovery advocate

PARTNERED WITH Saint Luke’s Hospice to create Halo, a group for people who are grieving a death related to substance use and addiction

10,000+ referrals to community resources made over the crisis call line

FIRST CALL PROVIDED TRAINING WORKSHOPS IN THREE STATEWIDE CONFERENCES:
Speak Hard Youth Conference, 2nd Annual Kansas City School Climate and Culture Conference, and ACT MO Statewide Prevention Conference

First Call is a federally recognized tax-exempt agency. All contributions are tax deductible under IRS code 501(c)(3).
From Susan Whitmore & Richard D. Rhyne

Dear Friends,

For every one person fighting substance use disorder, at least 10 others are impacted. This is why First Call helps families. Our Family Services programs are clinically designed to help family members affected by a loved one’s substance use.

First Call Family Services programs include How to Cope for adults, Caring for Kids for young children and teens, individual and family counseling, and alumni groups. In 2019, the agency also launched How to Care, a two-part training for caretakers of children impacted by familial substance use disorder, such as foster parents, teachers and children’s services staff.

Demand for our Family Services programs has been increasing for the past five years at a rate of 45% annually. We are delighted that so many more people are aware that First Call is here to help.

In 2019, First Call Family Services was awarded $155,645 in Neighborhood Assistance Program (NAP) Tax Credits by the Missouri Department of Economic Development. This allows eligible donors in Missouri (Missouri residents and companies, this is you!) to contribute to programs for families impacted by addiction and receive a tax credit equal to 50% of their donation.

It's my hope that you will partner with First Call Family Services in 2020 as we work to meet an unprecedented demand. When you utilize the NAP Tax Credit, you become a part of a team working together to help families across Kansas City remain strong and vibrant in the face of a loved one’s substance use disorder.

If you are interested in taking advantage of the NAP Tax Credit opportunity to help First Call Family Services, please see firstcallkc.org/nap; or contact me at 816-800-8045. I look forward to hearing from you!

With gratitude,

Susan Whitmore, President & CEO
Program Highlight: **24/7 Crisis Call Line**

“Thank you for calling First Call. How may I help you today?”

Deborah Lee, Crisis Communications Coordinator, has answered First Call’s 24/7 Crisis Call Line in this manner for 16 years. Her familiar voice is often the first source of comfort for those seeking help. Being that initial point of contact is not something Deborah takes lightly. Although she’s taking on more calls than ever, her motivation remains the same – to make sure that every person who calls First Call has her or his needs met. Helping people is the best part of her job.

Providing information and referral sources has been central to the mission of First Call since day one. The Crisis Call Line has been a critical part of all that the mission encompasses. In 2019, Deborah and the team of Recovery Advocates fielded almost 6,000 calls, resulting in approximately 10,000 referrals made to 481 agencies. Every call, whether incoming or outgoing, has an impact that ripples from individuals, to families and the communities that First Call serves.

Each day, approximately 6 clinicians are available to answer the phone lines. All clinicians complete de-escalation training, Motivational Interviewing, and specific training on assessing the risk of suicide.

“The Crisis Call Line is the most important service that we provide to the community,” said Megan Fowler, Director of Clinical Services. “It’s often the first point of contact for people seeking support for themselves or a loved one. Unfortunately, many people who call our crisis line reach us after attempting to get support elsewhere. They’re often transferred around and they don’t feel like they can connect with somebody who makes them feel heard. So, we provide a compassionate, safe space for them to get the support they deserve.”

In 2018, First Call added a Crisis Call Counselor, a new position dedicated to the crisis line. Ann Kirchhoff relishes the new position. Like Deborah, she understands the purpose of her role and the responsibility. “In offering resources for treatment and for family members, I feel like I am a little steppingstone to someone’s recovery,” Ann said. “I take great pride in being that calm, kind voice and that hand when someone reaches out. I’m grateful to play a part in someone’s journey to recovery.”

The Crisis Call Line allows clinicians to not only provide referrals, but to talk about programs available at First Call such as How to Cope, Caring for Kids, How to Care, advocacy services, and one-on-one ongoing support and/or substance use evaluations.

“One of the most rewarding parts of my job is that I’m grateful to be able to be that ear,” said Ann. “Whether it’s a parent who calls in wanting information to help their child, a person seeking treatment, or someone who just wants to talk and have the reprieve for a moment. It’s perfectly all right for me to let someone know that it’s ok to be sad or afraid. That can make so much of a difference.”

Indeed, knowing that someone has been helped regardless of the day or the time makes all the difference to the individuals and families First Call serves. The name says it all.

“**The Crisis Call Line is the most important service that we provide to the community,**”

- Megan Fowler
  CLINICAL DIRECTOR

Ann Kirchhoff, Crisis Call Counselor, takes notes during a call.
Public and Private Funding

Platinum Donors $100,000+
- Anonymous Foundation
- City of Kansas City, Missouri (Municipal Drug Court)
- Jackson County Community Backed Anti-Drug Tax (COMBAT)
- State of Missouri Department of Mental Health
- Sunderland Foundation
- U.S. Substance Abuse and Mental Health Services Administration (SAMHSA)

Diamond Donors $50,000+
- Anon.
- Big Brothers Big Sisters of Greater Kansas City
- Johnson County Alcohol Tax Fund
- United Way of Greater Kansas City

Angel Donors $10,000+
- Anon.
- Arvin Gottlieb Charitable Foundation
- AT&T
- Constance M Cooper Charitable Foundation
- Cross Foundation, Inc.
- Frederic and Louise Hartwig Family Fund
- Hall Family Foundation
- Health Forward Foundation
- J.B. Reynolds Foundation
- JCK Family Foundation
- J.C.loose Trust, Bank of America Trustee
- JE Dunn Construction Company
- Landmark Bank
- Lee’s Summit Community Foundation
- Lowenstein Family Supporting Foundation - C Reserve Fund
- Mariner Foundation
- Muriel McBrien Kauffman Foundation
- Nathan Kirk Foundation
- Price Family Foundation
- R.A. Long Foundation
- Research Medical Center
- Riverbend Foundation
- Shank Charitable Trust, Bank of America Trustee
- Sherman Family Foundation
- Sonya J. Hahn Foundation
- Surprise Foundation
- Torosian Foundation

Guardian Donors $5,000+
- Blue Cross Blue Shield of Kansas City
- Feist Family Foundation
- Herman Family Foundation Fund
- Health Forward Foundation
- Ina Calkins Charitable Trust
- Integrity Truck Sales, LLC
- KC Addiction Recovery Community Fund
- Lathrop GPM LLP
- Pack Family Foundation
- R and C Charitable Foundation
- Sherman Family Foundation
- Vivian & Hymie J. Sosland Charitable Trust

Champions of Hope $2,500+
- Dunn Family Foundation
- Gill Family of Companies
- J.M. Fahey Construction Company
- Price Family Foundation
- Loquent Technology Services
- Mariner Foundation
- R.A. Long Foundation
- Raymond A. Lamb Foundation
- Recover Your Peace - Life Coaching
- Research Medical Center
- Shank Charitable Trust, Bank of America Trustee
- Samsung Foundation
- Torosian Foundation

Celebration Donors $1,000+
- Addiction Recovery Services
- Aetna Inc.
- Benilde Hall
- Hawk Automotive
- JE Dunn Construction Company
- Lowenstein Family Supporting Foundation - C Reserve Fund
- Midwest Recovery Centers
- BDK Financial
- Ramp-Up Labor
- Truman Medical Centers
- UnitedHealthcare

Patrons $500+
- 4Ward Family Foundation
- Aramark Sports & Entertainment
- BlueScope Foundation
- Chamberlin Contracting
- CommCARE/Heritage Benefits
- Cottonwood Springs
- Country Club Bank
- Facebook
- Muriel McBrien Kauffman Foundation
- Olivia Foundation Fund
- Swope Health Services
- Terminal Cleaning Services
- Valley Hope Association
- Virtus

Donors $100+
- American Century Investments Dollars for Donors Fund
- Community Christian Church
- J.K. Keeny & Co., Inc.
- Kendra Scott, LLC
- Lorraine’s House
- Robert “Bob” E. Smith
- Swope Memorial Golf Course
- Wilson-McShane Corporation

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2019 Revenue: $2,127,657
- Earned Income: $72,498 (3%)
- Individual Gifts: $44,903 (2%)
- Foundation Grants: $579,290 (27%)
- Government Contracts: $1,189,640 (56%)
- United Way: $96,539 (5%)
- Special Events: $144,296 (7%)

2019 Expenses: $2,039,522
- Clinical Services: $826,891 (41%)
- Prevention: $446,371 (22%)
- Admin. & Fundraising: $393,223 (19%)
- Family Services: $238,472 (12%)
- Community Outreach: $134,565 (7%)

Total: $2,127,657
Total: $2,039,522
<table>
<thead>
<tr>
<th>Angel Donors $10,000+</th>
<th>Jeffrey and Melanie Cameron</th>
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<tbody>
<tr>
<td>Guardian Donors $5,000+</td>
<td>Mark and Cindy Doolittle, Jeffrey and Brooke Kuntz, Hugh F. O'Donnell III, Dee and Joyce Pack</td>
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<tr>
<td>Champions of Hope $2,500+</td>
<td>Gary and Jessica Henson, Gary Jenkins and Janice Colt, Brandon and Dr. Courtay Scarborough, John Sherman and Mary Donnelly Sherman, Chris Smart, David and Linda Zachariah</td>
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<tr>
<td>Celebration Donors $1,000+</td>
<td>Susan and Robert Ellis, Jr., Joseph and Sue Fahey, Sher Hurlburt, Beth and Michael Liss, David Schlee and Sheila Madden, Carmen Sigler, Lon and Phyllis Switzer</td>
</tr>
<tr>
<td>Patrons $500+</td>
<td>Brenda Althouse and Paul Fingersh, David and Cheryl Bodensteiner, Lynne and Peter Brown, David Brown, Mary Francis Cunningham and Robert Cunningham, Jr., Tracey and Patrick Concannon, Leslie Eden and Carl Vansant, Deborah Fabrizius, John and Jerri Guignon, Donald Hail, Casey Halsey, Jenny and John Isenberg, Jean Kiene, Nancy and Jeff Lang, George Lopez, Lori Martin, Kathy McConahay, Nina and Doug McKenna, John Morris, Stephen Mulcahy, Mark Noller, Ruthie and Jay Pack, Laura Robinson, Connie and David Ross, Brian Switzer</td>
</tr>
<tr>
<td>Friends $250+</td>
<td>Kathleen and John Barry, Kathleen and Jim Betterman, Ann and Lynn Bock, Jenna Bodensteiner, Mary Cyr, Debbie Sosland and Alan Edelman, Karen and Jeffry Gerson, Terry Glenn, Teresa and John Godsey, Rob Griffith, Liz and Kurt Hadermann, Jeffrey Kanatzar, Michael Knight, Edward Goldstein and Rachel Krantz, Dan Lowe, Brian McCroskey, Terry McGovern, Laura Musulman, John and Danielle Myers, Ann and Bill Rainey, Kirby Randolph, Theresa and Kirk Reh, Chris and Dr. Heather Hale Hosburg, Debby and James Schloegel, Kristen Seelbrede, Roger and Brenda Smith, Jean Stabler, Rachael and Lou Steele, Kathy and Doug Stevens, Robin and Blayne Vaughn, Mary and Curt Watkins, Barbara and Delbert Williamson, Janelle and Mike Yonke</td>
</tr>
<tr>
<td>Donors $100+</td>
<td>Dan Baker, Elizabeth and Michael Bickley, Joe Eby, Kent and Liz Gilbert, Suzanne and George Gordon III, Philip and Cindy Hage, Frances Hall, Robert Hallifax, Jeanne and Erik Hansey, Paul and Barbara Heschmeyer, Kimberly Hunt, Jane and Pat Kelly, Charles and Sue McKee, Susan Matney, Kent Mueller, Jim and Marcy Nelson, Barbara and Michael Newbold, Tammya Robertson, Neal and Dana Schwartz, Steve Seck, Helen and John Shackelford, Dorothy Shepard, Nhi and Nicholas Tuggle, Kristin Vaughn-Peterson, Toni Whitworth</td>
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**In-Kind Gifts**

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<tr>
<th>Champions of Hope $2,500+</th>
<th>The Fontaine Hotel, Gear For Sports, Grapevine Designs</th>
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<tbody>
<tr>
<td>Celebration Donors $1,000+</td>
<td>Jeffrey and Melanie Cameron, CBIZ, Inc.</td>
</tr>
<tr>
<td>Patrons $500+</td>
<td>All Star Awards and Ad Specialties, Blue Cross Blue Shield of Kansas City</td>
</tr>
<tr>
<td>Friends $250+</td>
<td>Linda and David Zachariah</td>
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</table>

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<table>
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<tr>
<th>Program</th>
<th>Services</th>
<th>Numbers Served 2019</th>
<th>Outcome Target 2019</th>
<th>Actual Outcomes 2019</th>
<th>2019 Program Improvements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crisis Calls</td>
<td>First Call’s crisis call line offers a 24/7 local call center for those seeking help or treatment for a substance use disorder in Greater Kansas City</td>
<td>5,774 calls (incoming and outgoing)</td>
<td>At least one appropriate referral made for each crisis call</td>
<td>10,152 referrals made to 481 community agencies</td>
<td>First Call contracted with CommCare for after-hours crisis call coverage, eliminating on-call rotation for First Call clinicians</td>
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<tr>
<td>Recovery Support Services</td>
<td>First Call recovery advocates support individuals navigating the recovery process, including validated assessment, ongoing individualized support and group education</td>
<td>191 individuals</td>
<td>25% increase in clients working with a recovery advocate</td>
<td>26% increase in clients working with a recovery advocate</td>
<td>Two additional recovery advocates added in October; implemented relapse prevention group at Veterans Community Project</td>
</tr>
<tr>
<td>Corrections and Reentry</td>
<td>Using Motivational Interviewing, the Reentry Program offers structured group and one-on-one recovery counseling</td>
<td>375 individuals</td>
<td>80% demonstrate sustained/increased motivation for change at discharge</td>
<td>74% demonstrated sustained/increased motivation for change</td>
<td>Clients in the Reentry program are sustaining recovery and avoiding re-incarceration, 36 of 45 clients have not returned to incarceration (80%)</td>
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<tr>
<td>How to Cope</td>
<td>How to Cope is a seven-session course that helps adults impacted by a loved one’s substance use overcome the physical, psychological and social effects of addiction</td>
<td>140 adults</td>
<td>80% increase in knowledge of harmful effects of alcohol/drugs</td>
<td>98% of those who completed show an increase in knowledge</td>
<td>In November 2019 program expanded to provide two How to Cope groups per month</td>
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<tr>
<td>Caring for Kids</td>
<td>Caring for Kids is a seven-session course targeting at-risk children and youth impacted by substance use in the home</td>
<td>104 children and youth</td>
<td>80% show increase in knowledge of harmful effects of alcohol/drugs</td>
<td>88% of those who completed show an increase in knowledge</td>
<td>14 Caring for Kids groups were held at eight locations, including Amethyst Place, Gillis, Healing House, and on-site at First Call</td>
</tr>
<tr>
<td>How to Care</td>
<td>How to Care is a four-hour educational training for caretakers of children impacted by substance use disorder and how best to support them</td>
<td>57 individuals</td>
<td>80% of participants equipped to address needs of children impacted by a loved one’s substance use</td>
<td>N/A (measurement tool in development)</td>
<td>First Call is working with outside evaluators to develop a measurement tool to evaluate and demonstrate efficacy for the How to Care program</td>
</tr>
<tr>
<td>Missouri Prevention Resource Center</td>
<td>First Call provides technical assistance to community-based drug, alcohol and tobacco prevention teams in Jackson, Cass, Johnson and Lafayette counties</td>
<td>11 Coalitions and 463 events for 78,114 community members</td>
<td>5% decrease in lifetime use for alcohol, tobacco, medication misuse and heroin use</td>
<td>2% decrease for alcohol, tobacco and medication misuse in Jackson County, heroin use increased by 2%</td>
<td>In response to marijuana, vaping and suicide issues, requests for presentations tripled and the prevention team presented in 10 new schools</td>
</tr>
<tr>
<td>School-based Prevention Services</td>
<td>First Call delivers evidence-based prevention programs in school settings, including Life Skills Training and Sobriety Group</td>
<td>838 students</td>
<td>Participants demonstrate 5% increase in knowledge and positive attitude about alcohol, tobacco, drugs and protective life skills</td>
<td>12% increase in knowledge</td>
<td>Prevention specialists facilitated 56 ongoing school-based prevention groups at 18 schools, an increase of eight schools</td>
</tr>
<tr>
<td>Professional Development Institute</td>
<td>First Call offers counselor preparation and professional development resources for those in the recovery and prevention field</td>
<td>231 professionals attended 13 courses</td>
<td>Training schedule demonstrates responsiveness to participant and community requests for topics</td>
<td>62% of trainings focused on substance use disorder impact on family and youth</td>
<td>First Call implemented a new marketing strategy to increase awareness of training opportunities for professionals</td>
</tr>
</tbody>
</table>
It is the mission of First Call to reduce the impact of alcohol, drugs and addiction by providing quality resources to individuals, families and the community.

Please visit us at firstcallkc.org or call 24/7 816-361-5900 for more information.

Please remember in your estate planning.

For more than 60 years, First Call has been providing resources to the Greater Kansas City area. Help us help others. Mark your calendar and join us.

**2020 Calendar of Events**

**Annual Community Gratitude Luncheon**
- Ewing Marion Kauffman Foundation
- Thursday, March 12, 11:30 a.m.

**Celebrity Golf Tournament**
- Swope Memorial Golf Course
- Thursday, June 11, 7:00 a.m.

**Celebration Evening**
- Stories of Strength with Jason Kander and Lara Moritz
- Unity Temple on the Plaza
- Thursday, September 24, 7:00 p.m.

**First Call Staff**

**Staff**
- Susan Whitmore, President & CEO
- Emily Hage, Vice President of Development
- Ryan Toothaker, CFO

- Marchel Alverson
- Shannon Anderson
- Brit Buell
- Bethany DePugh
- Andrew Dixon
- LaTanya Dumas
- Sarah Emanuels
- Keith Faison
- Megan Fowler
- Melissa Gard
- Margaux Guignon
- Michelle Irwin
- Megan Keller
- Ann Kirchhoff
- Deborah Lee
- Sarah Link Ferguson
- Rusty Menaugh
- Rita Mwangong
- Kelli Jo Parr
- Kris Rochelle
- Scott Schultz
- Nhi Tuggle

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- George Lopez, Vice Chair
- Trisha Hokanson, Treasurer
- Nicole Esquibel, Secretary

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- Karen Gerson
- Jeffrey Kuntz
- Kurt Hadermann
- Patrick James Martin
- Laura Mussulman
- Dee Pack
- DJ Pierre
- Kirby Randolph
- Chris Rosburg
- Dr. Courtnay Scarborough