Accomplishments

233% growth in number of students served through direct prevention programming across 8 new sites!

102 men participated in relapse prevention groups at Welcome House

Growth from 2 to 4 Recovery Advocates, enhancing the agency’s clinical capacity

WON 6 Philly awards, including “Best in Show”, for #StopTheShame social media campaign (a collaboration with VML)

78 volunteers devoted energy and effort to First Call

226 Speaker’s Bureau events (a record!)

3 sold out First Call events

Agency staff retention rate of 91%

Completed our FIRST major capital improvement project, an extensive garage renovation

30% growth in Facebook followers

How to Cope graduates took advantage of extended support sessions

OVER 40 diverse stakeholder convened through the Greater Kansas City Opioid Treatment Work Group, chaired by First Call
Dear First Call Community,

What a year! I echo Susan's thoughts on the progress our organization has made. It simply would not have been possible without you. Support for growth in programming and service delivery was augmented by a growing donor and volunteer base, the addition of 12 new corporate funders and three Kansas City-based family foundations. Our evolving constituency speaks to increasing community awareness of addiction-related issues and First Call's ability to be a catalyst for change.

I couldn’t be more proud of Susan and team as they continue to lead First Call to high standards. We recently completed reaccreditation with the Commission on the Accreditation of Rehabilitation Facilities (CARF). This exhaustive three-day review encompassed over 1,400 certification standards, and resulted in recommendations on only six standards. As a participant, I had the satisfaction of hearing the lead surveyor praise First Call's staff, programming, service delivery and Board engagement. CARF, a nationally recognized certification, enables access to federally-sponsored resources and demonstrates demanding performance standards.

Another milestone was the Drummond recertification of Community CareLink (CCL), our case management software. This national accreditation is required by the Department of Health and Human Services and validates CCL's ability to meet the high standards of an electronic health record.

We are grateful for those whose dedication to First Call's mission allow us to maintain a high and growing level of service. Thank you for helping us make a difference.

Dee Pack, Board Chair

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Dear Friends,

As First Call approaches its 60th anniversary in 2018, I am delighted to say that 2017 was a banner year. Along the lines of accolades, First Call's #StopTheShame campaign won Best in Show and five other awards at Nonprofit Connect's annual Philly Awards. The videos, designed and produced by VML, garnered over 2.5 million views, over 5,000 comments and 850,000 likes and shares.

#StopTheShame continues to have an unprecedented reach for our agency – indicating that we are making headway in our battle with stigma. More and more individuals and families are willing to ask for help, which is very good news.

Our staff retention rate is at 91% even as First Call employees face unprecedented demand for services. Crisis Calls increased 11% in 2017 and Family Services programs increased 76%. Our biggest area of growth was in Prevention, in direct response to growing community awareness about the opioid epidemic. In-school prevention programs are up by 233%!

The First Call board, staff and I are all well aware that YOU are the key to making all this good work happen. On behalf of those we serve, thank you for your support! If you haven't seen our VML-powered social media campaign yet, check out #StopTheShame at stoptheshame.info.

Susan Whitmore, President & CEO
As I was walking into my alumni group meeting at First Call, I was almost in tears. I thought about how it had been a year since my husband and I took our How to Cope class. I realized how much healthier and stronger I am. I thought about how the boundaries I have learned to set for my children have allowed me to be a healthier, happier person. By practicing the How to Cope principals and putting them into action I have truly changed my world for the better.” - Stacy

At the heart of recovery is community, not just for individuals affected by substance use disorders, but for the families and loved ones who are also in need of support. How to Cope offers the knowledge of an evidence-based program and a safe space where families no longer feel alone.

How to Cope is a seven-session course for adult family members and friends impacted by a loved one’s substance use. Participants learn to overcome the related physical, psychological and social effects of the loved one’s substance use and build healthy lives for themselves.

In 2017, more people turned to How to Cope for help and community. The program also expanded to offer extended support services and a new site for How to Cope, the Church of the Resurrection (COR) in Leawood, Kansas.

A combined total of 158 participants attended How to Cope sessions at First Call and COR in 2017. That's 79 more participants than in 2016! In Alumni Group, 135 people attended the monthly sessions, with an average attendance of 11, up also from last year. Extended support services, a new offering at First Call, served 35 participants.

“We are continuing to build momentum,” said Suzanne Taylor, LCSW, Family Services Counselor. “We are also exploring new partnerships with the Brush Creek Community Center and other coalitions. Word of mouth is also spreading, which has led to an increase in referrals. By lowering the cost to $35 at the beginning of 2017, we reduced many financial barriers, which also contributed to our growth. We are very proud of that.”

“How to Cope facilitators Suzanne Taylor, LCSW, Family Services Counselor, and Jason Hurd, BSW, Recovery Advocate.
**Public and Private Grants**

### Platinum Donors $100,000+
- Anonymous Foundation
- City of Kansas City, Missouri (Municipal Drug Court)
- Jackson County Community Backed Anti-Drug Tax (COMBAT)
- Price Family Charitable Foundation
- Sunderland Foundation
- State of Missouri Department of Mental Health
- United Way of Greater Kansas City

### Diamond Donors $50,000+
- H&R Block Foundation
- Victor E. Speas Foundation, Bank of America Trustee

### Angel Donors $10,000+
- American Century Investments Foundation
- Anonymous Foundation
- Arvin Gottlieb Charitable Foundation
- Constance M. Cooper Charitable Foundation
- Cross Foundation, Inc.
- Hall Family Foundation
- Ina Calkins Charitable Trust
- Johnson County Alcohol Tax Fund
- Kansas City Public Schools
- Raymond A. Lamb Foundation
- McGee Foundation
- Sherman Family Foundation

### Guardian Donors $5,000+
- Blue Cross and Blue Shield of Kansas City
- Feist Family Foundation
- Herman Family Foundation Fund
- J. B. Reynolds Foundation
- Lathrop Gage
- Ralph L. Smith Foundation
- Vivian & Hymie J. Sosland Charitable Trust
- Walton Family Foundation

### Champions of Hope $2,500+
- Cottonwood Springs
- Damage Control & Restoration, Inc.
- Dunn Family Foundation
- Gil Family of Companies
- JE Dunn Construction Company
- Midland Metal Manufacturing
- Muriel McBrien Kauffman Foundation Park Foundation
- R.A. Long Foundation
- Shank Charitable Trust, Bank of America Trustee
- Unlimited Logistics LLC
- Wagstaff & Cartmell

### Celebration Donors $1,000+
- American Century Investments Dollars for Donors Fund
- Asset Management Group Broadventure
- Edelman and Thompson Human
- KC Law and Mediation
- Lorient Technology Services
- Lowenstein Family Supporting Foundation of the Jewish Community Foundation of Greater Kansas City
- Mariner Foundation
- Matt Kelly Insurance Agency, Inc.
- McCullough Family Foundation
- Midwest Sweepers & Scrubbers Inc.
- Mobank
- Morgan Family Foundation
- Overland Park Regional Medical Center
- Plaintiff Legal Funding LLC
- RampUp Labor
- Research Medical Center
- RSM US LLP
- St. Teresa's Academy
- Switzer Brothers Painting
- Truman Medical Center
- Two Rivers Behavioral Health
- Western Specialty Contractors
- William G. McGowan Charitable Fund

### Patrons $500+
- Avenues to Recovery
- Burtin & Associates, Inc.
- Better Business Bureau of Greater Kansas City
- Country Club Bank
- Green Wave Technology Inc.
- Sterneck Capital Management
- Thornton Cooke Fund

### Friends $250+
- Bank of Blue Valley
- Benilde Hall
- Church of the Resurrection
- Community Christian Church
- Training Evolution, Inc.

### Donors $100+
- Grass Pad, Inc.
- Heartland Center for Behavioral Change
- Kelly’s Westport Inn
- Network for Good
- NRT Consulting Services LLC
- Olathe Public Schools
- The GE Foundation
- Wilson-McShane Corporation
- The Saul and Irene Ellis Charitable Fund

### 2017 Revenue

- **Total:** $1,903,274
- **Earned Income:** $231,525 (12%)
- **Individual Gifts:** $64,163 (3%)
- **Foundation Grants:** $678,980 (36%)
- **Government Contracts:** $664,562 (35%)
- **United Way:** $105,568 (6%)
- **Special Events:** $158,476 (8%)

### 2017 Expenses

- **Total:** $1,754,693
- **Clinical Services:** $480,352 (27%)
- **Prevention:** $466,601 (27%)
- **Admin. & Fundraising:** $275,972 (16%)
- **Family Services:** $201,731 (11%)
- **Technology:** $185,518 (11%)
- **Community Outreach:** $144,519 (8%)
# Individual Donors

## Angel Donors $10,000+
- Jeffrey and Melanie Cameron
- Dee and Joyce Pack
- Jon Price and Aubry Hoffman

## Guardian Donors $5,000+
- Cindy and Mark Doolittle
- Keith and Susan Gary
- Kathryn Guignon and Ray Lamb
- Jennifer and Curtis Krizek

## Champions of Hope $2,500+
- Peter and Lynne Brown
- Gary and Jessica Henson
- Gary Jenkins and Janice Colt
- Hugh O’Donnell III
- Lena Price and Tom Cohen
- Lili and Chris Shank
- David Zachariah and Linda Buchner

## Celebration Donors $1,000+
- Carmen and Aaron Benson
- Sher Hurblunt
- Michelle Irwin
- John and Jenny Isenberg
- Lisa and Versie Lark
- Sheila Madden and David Schlee
- John and Catherine O’Connor
- John Latenser and Mary Kiel-Latenser
- Benjamin and Kelly Schloegel
- Liza and Guy Townsend
- Joe and Marian Tutsar
- Tony and Colleen Vannicola
- Randy and Jane Williams

## Patrons $500+
- Michael and Cathy Evans
- Ryan Evans
- Owen and Mary Geisz
- Philip and Elizabeth Olynn
- Kurt and Liz Hademann
- Patrick Hall
- Dianne and Dan Hogerty
- Jeffrey Kanatzar
- Joel and Amy Lane
- Judy Latenser
- George Lopez
- Rob Maple
- Florence Pack
- Jeff and Rebecca Rosen
- David and Connie Ross
- Jill and David Shapiro
- Robert Sight, Jr.
- Robert Sigler
- Sean and Stephanie Switzer

## Friends $250+
- Paul Fingers and Brenda Althouse
- Karen and Jeffy Gerson
- Edward Goldstein
- Dale and Andrea Gray
- Billy and Rorry Ibarra
- Andrew Komer
- Dave Larrabee
- Mark and Aimee Larrabee
- Frank Martin
- Rich McArile
- Steve and Mary Beth McClain
- Tricia Olson
- Cynthia Owens
- Alec Partridge
- Chris Rosburg and Dr. Heather Hale Rosburg
- James and Debby Schloegel
- Lisa and Doug Schmidt
- Brenda and Roger Smith
- Linda Stowers
- Janet Wagner
- Michael Wright

## Donors $100+
- Wesley and Katherine Duke
- Ryan and Carrie Dusenberry
- Heather Edsenson
- Leah and Ryan Enright
- Aaron Evanson
- Kathy Feist
- Leslie Ferguson
- James Flanagan
- Byron and Gerri Ginsburg
- Terry Glenn
- John and Teresa Godsey
- Mary Gresham and David Oliver
- Frances Hall
- Kurt Hanneman
- Joann Hempffing
- Molly and Andrew Hermreact
- Trisha Hokanson
- John and Kathy Hungerford
- Nate Jones
- Gina Kaiser and David Gale
- Kyle and Georganne Kelly
- Jeffrey and Brooke Kuntz
- Sarah and Brandon LaSala
- Kay Madden
- Patrick Martin
- Terry McGovern
- Nina and Doug McKenna
- Pam and Robert Moulton
- Barbara and Michael Newbold
- Shari and Jon Newcomb
- Marcy and Jim Nelson
- Ben and Meg Nicely
- Lauren O’Sullivan
- Doug Oyer
- Janine Pancake
- Kathy Park
- Robbie Phillips
- Blake Reeves
- Sarah Ruane
- Lisa and Steve Ruben
- Elisa and Bill Scully, III
- Keith Seidman
- Joseph and Cheryl Snorgrass
- James and Jane Stacy
- Brian Switzer
- Scott Switzer
- Doris Virden
- Michael and Amy Whitmore
- Tony Whitworth
- Laura Yankoviz

# In-Kind Gifts

## Platinum Donors $100,000+
- VML

## Celebration Donors $1,000+
- Bob Sight Ford

## Friends $250+
- Sporting Kansas City

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First Call is a federally recognized tax-exempt agency. All contributions are tax deductible under IRS code 501(c)(3).
We have made every attempt to ensure all donors have been listed and names spelled correctly.
### Measuring Success, Improving Service 2017

<table>
<thead>
<tr>
<th>Program</th>
<th>Services</th>
<th>Numbers Served 2017</th>
<th>Outcome Target 2017</th>
<th>Actual Outcomes 2017</th>
<th>2017 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 the Greater Kansas City area</td>
<td>3,993 individuals</td>
<td>At least one appropriate referral made for each crisis call</td>
<td>3,525 referrals made to over 250 community agencies</td>
<td>More professionals called the Crisis Call Line for resources for clients; 90 calls from professionals in 2017 compared to 43 calls from professionals in 2016</td>
</tr>
<tr>
<td>Assessment and Referral</td>
<td>Substance use disorders assessment by a certified substance abuse counselor; referral to appropriate services</td>
<td>416 individual assessments</td>
<td>100% of individuals who receive assessments will also be screened for co-occurring disorders</td>
<td>100% of individuals were screened for co-occurring disorders</td>
<td>Establishment of walk-in assessment times on Mondays and Fridays, as well as the addition of dedicated assessments at Municipal Court, led to increased assessment numbers</td>
</tr>
<tr>
<td>Recovery Advocacy</td>
<td>First Call employs recovery advocates to address gaps in coordination of care and support individuals navigating the recovery process</td>
<td>122 individuals</td>
<td>25% increase in clients working with a recovery advocate</td>
<td>24% increase in clients working with a recovery advocate</td>
<td>Recovery Advocacy staff grew from two to four full-time advocates, enabling enhanced partnership with Welcome House and other community agencies</td>
</tr>
<tr>
<td>ME First</td>
<td>Using Motivational Interviewing, the ME programs offer structured group and one-on-one sessions for incarcerated individuals</td>
<td>233 Clients</td>
<td>80% demonstrate sustained / increased motivation for change at discharge</td>
<td>88% demonstrated sustained / increased motivation for change</td>
<td>Initiated Sober ME programming at Jackson County Detention Center in partnership with County Drug Court judge and saw 55% increase in ME After participation</td>
</tr>
<tr>
<td>ME After</td>
<td>How to Cope is a seven-session course designed to help adults impacted by a loved one’s substance use overcome related physical, psychological and social effects of addiction</td>
<td>159 adults</td>
<td>80% increase in knowledge of harmful effects of alcohol/drugs</td>
<td>98% of those who completed</td>
<td>Growth in all components of How to Cope and record numbers taking advantage of ongoing support: 34 clients took advantage of extended support sessions and alumni group averaged 17 clients a group</td>
</tr>
<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>108 children and youth</td>
<td>80% will show increase in knowledge of the effects of alcohol, tobacco and other drug use</td>
<td>92% of those who completed</td>
<td>Caring for Kids added Rushton Elementary as a new site. The Caring for Kids course was delivered onsite at the school, and an alumni group is providing ongoing support to students</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 First Call Speaker’s Bureau held 226 events for 80,907 community members</td>
<td>5% decrease in lifetime use for alcohol, tobacco, medication misuse and heroin use</td>
<td>2014-2016: 1% decrease in student lifetime alcohol use; 5% decrease tobacco, 5% decrease medication misuse; 1% decrease heroin</td>
<td>Speak Out against Violence, a youth forum convened by the Urban Prevention Coalition, brought together three community coalitions, 10 partner agencies and reached 50 youth</td>
</tr>
<tr>
<td>School-based Prevention Services</td>
<td>Sobriety Group, Life Skills Training, Students Invest in Success (SIS), Conscious Discipline</td>
<td>1,380 students</td>
<td>75% of students completing the SIS and Life Skills Training programs indicate improvement in their ability to make positive, healthy choices</td>
<td>100% of participants showed improvement</td>
<td>Served 233% more students through direct prevention programs and added eight new sites for programming</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>520 professionals attended 20 courses</td>
<td>20% increase in both Mental Health First Aid and Youth Mental Health First Aid courses offered</td>
<td>200% increase in number of MHFA courses offered</td>
<td>Conducted two trainings for certification as a Missouri Recovery Support Specialist/ Peer Specialist and a Substance Abuse Prevention Skills training</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.