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firstcallkc.org

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First Call Annual Report Accomplishments

'17

233%

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

78

volunteers devoted energy and effort to First Call

Completed our **FIRST**

major capital improvement project, an extensive garage renovation

30%

growth in Facebook followers

226

Speaker's Bureau events (a record!)

35

How to Cope graduates took advantage of extended support sessions

102

men participated in relapse prevention groups at Welcome House

Growth from **2 to 4**

Recovery Advocates, enhancing the agency's clinical capacity

3

sold out First Call events

OVER 40

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

WON 6

Philly awards, including "Best in Show", for #StopTheShame social media campaign (a collaboration with VML)

Agency staff retention rate of

91%

From Susan Whitmore & Dee Pack



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 stopheshame.info.

Susan Whitmore, *President & CEO*



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*

Program Highlight: How To Cope

"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.

"We are continuing to build momentum." - Suzanne Taylor



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
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Diamond Donors \$50,000+

H&R Block Foundation	Victor E. Speas Foundation, Bank of America Trustee
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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
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Guardian Donors \$5,000+

Blue Cross and Blue Shield of Kansas City Feist Family Foundation Herman Family Foundation Fund	J. B. Reynolds Foundation John J. Sullivan Jr. Charitable Trust Lathrop Gage	Ralph L. Smith Foundation Vivian & Hymie J. Sosland Charitable Trust	Walton Family Foundation
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Champions of Hope \$2,500+

Cottonwood Springs Damage Control & Restoration, Inc. Dunn Family Foundation Gill 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 UnitedHealthcare Insurance Company	Unlimited Logistics LLC Wagstaff & Cartmell
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Celebration Donors \$1,000+

American Century Investments Dollars for Donors Fund Asset Management Group Broadventure Edelman and Thompson Humana KC Law and Mediation Loquient 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
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Patrons \$500+

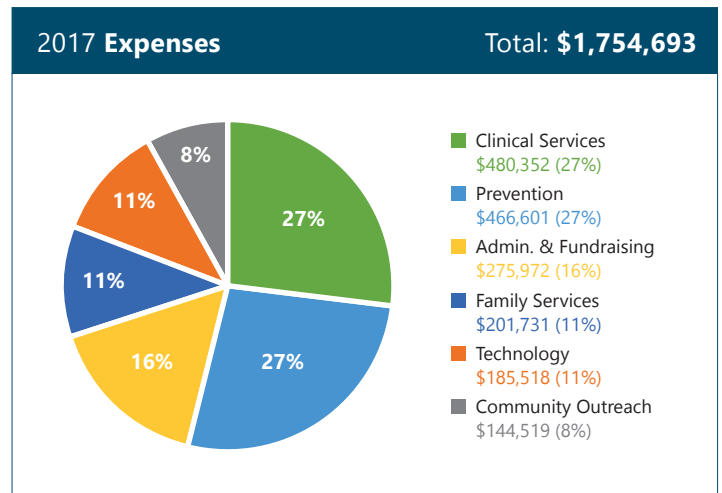
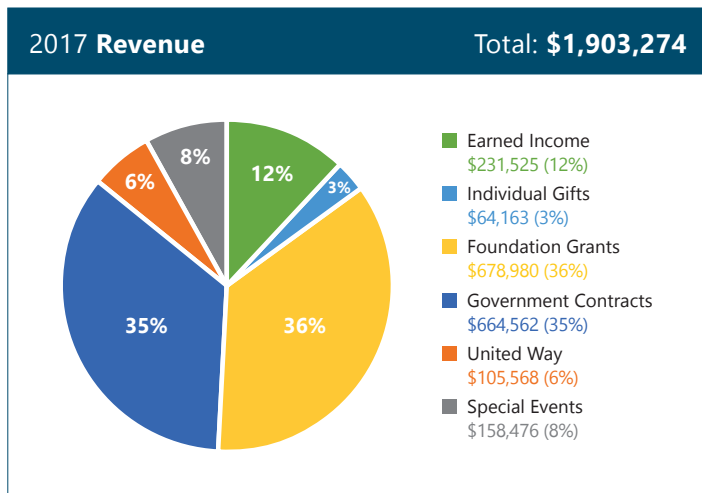
Avenues to Recovery Burtin & Associates, Inc.	Better Business Bureau of Greater Kansas City	Country Club Bank Green Wave Technology Inc.	Sterneck Capital Management Thornton Cooke Fund
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Friends \$250+

Bank of Blue Valley Benilde Hall	Church of the Resurrection	Community Christian Church	Training Evolution, Inc.
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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
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Guardian Donors \$5,000+

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In-Kind Gifts

Platinum Donors \$100,000+

VML

Celebration Donors \$1,000+

Bob Sight Ford Burtin & Associates, Inc.

Friends \$250+

Sporting Kansas City

Champions of Hope \$2,500+

Grapevine Designs Gear for Sports, Inc.

Patrons \$500+

All Star Awards & Ad Specialties Blue Cross and Blue Shield of Kansas City

Donors \$100+

Waldo Pizza David Zachariah Jeffrey and Melanie Cameron

*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

Program	Services	Numbers Served 2017	Outcome Target 2017	Actual Outcomes 2017	2017 Improvements
Clinical Continuum of Care	Crisis Calls	3,993 individuals	At least one appropriate referral made for each crisis call	3,535 referrals made to over 250 community agencies	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
	Assessment and Referral	416 individual assessments	100% of individuals who receive assessments will also be screened for co-occurring disorders	100% of individuals were screened for co-occurring disorders	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
	Recovery Advocacy	122 individuals	25% increase in clients working with a recovery advocate	24% increase in clients working with a recovery advocate	Recovery Advocacy staff grew from two to four full-time advocates, enabling enhanced partnership with Welcome House and other community agencies
	ME First ME After Sober ME	233 Clients	80% demonstrate sustained / increased motivation for change at discharge	89% demonstrated sustained/increased motivation for change	Initiated Sober ME programming at Jackson County Detention Center in partnership with County Drug Court Judge and saw 55% increase in ME After participation
	How to Cope	159 adults	80% increase in knowledge of harmful effects of alcohol/drugs	98% of those who completed	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
	Caring for Kids	108 children and youth	80% will show increase in knowledge of the effects of alcohol, tobacco and other drug use	92% of those who completed	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
	Missouri Prevention Resource Center	11 coalitions and First Call Speaker's Bureau held 226 events for 80,907 community members	5% decrease in lifetime use for alcohol, tobacco, medication misuse and heroin use	2014-2016: 1% decrease in student lifetime alcohol use; 5% decrease tobacco; 5% increase medication misuse; 1% decrease heroin	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
	School-based Prevention Services	1,380 students	75% of students completing the SIS and Life Skills Training programs indicate improvement in their ability to make positive, healthy choices	100% of participants showed improvement	Served 233% more students through direct prevention programs and added eight new sites for programming
	Professional Development Institute	520 professionals attended 20 courses	20% increase in both Mental Health First Aid and Youth Mental Health First Aid courses offered	200% increase in number of MHFA courses offered	Conducted two trainings for certification as a Missouri Recovery Support Specialist/ Peer Specialist and a Substance Abuse Prevention Skills training
	Prevention				
Professionals					



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📅 2018 Calendar of Events	👥 First Call Staff	👔 Board of Directors																				
<p><i>For 60 years, First Call has provided resources to the Greater Kansas City area. Help us help others. Mark your calendar and join us.</i></p> <p>Annual Community Gratitude Luncheon 📍 Ewing Marion Kauffman Foundation 📅 Friday, March 23, 11:30 a.m.</p> <p>Celebrity Golf Tournament Featuring Willie Wilson 📍 Swope Memorial Golf Course 📅 Monday, June 11, 7:00 a.m.</p> <p>Celebration Dinner With Sam Quinones, author of <i>Dreamland</i> Chris Rosburg and Dr. Heather Hale Rosburg, <i>Event Chairs</i> 📍 The Gallery, Downtown Kansas City 📅 Thursday, September 20, 6:00 p.m.</p>	<p>Staff Susan Whitmore, <i>President & CEO</i> Michelle Comtois, <i>Vice President of Programs</i> Emily Hage, <i>Vice President of Development</i></p> <p>.....</p> <table border="0"> <tr> <td>Marchel Alverson</td> <td>Michelle Irwin</td> </tr> <tr> <td>David Bell</td> <td>Megan Keller</td> </tr> <tr> <td>LaTanya Dumas</td> <td>Thomas Lê</td> </tr> <tr> <td>Keith Faison</td> <td>Deborah Lee</td> </tr> <tr> <td>Darren Faulkner</td> <td>Dan Miller</td> </tr> <tr> <td>Megan Fowler</td> <td>Ben Schloegel</td> </tr> <tr> <td>Melissa Gard</td> <td>Suzanne Taylor</td> </tr> <tr> <td>Dale Gray</td> <td>Ryan Toothaker</td> </tr> <tr> <td>Margaux Guignon</td> <td>Tracy Tucci</td> </tr> <tr> <td>Jason Hurd</td> <td>DeMarco Vaughn</td> </tr> </table>	Marchel Alverson	Michelle Irwin	David Bell	Megan Keller	LaTanya Dumas	Thomas Lê	Keith Faison	Deborah Lee	Darren Faulkner	Dan Miller	Megan Fowler	Ben Schloegel	Melissa Gard	Suzanne Taylor	Dale Gray	Ryan Toothaker	Margaux Guignon	Tracy Tucci	Jason Hurd	DeMarco Vaughn	<p>Officers Dee Pack, <i>Chair</i> Richard D. Rhyne, <i>Vice Chair</i> Lena Price, <i>Secretary</i> George Lopez, <i>Treasurer</i></p> <p>Directors Jeffrey Cameron, MD Nicole Esquibel Kurt Hadermann Trisha Hokanson Jeffrey Kuntz Kirby Randolph Chris Rosburg Ralph A. "Lon" Switzer</p>
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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.