

First Call is a federally recognized tax-exempt agency. All contributions are tax deductible under IRS code 501(c)(3).

www.firstcallkc.org | t: 816-361-5900 | f: 816-361-7290 | 633 East 63rd Street, Kansas City, MO 64110



First Call Annual Report & Accomplishments

'12

Reducing the Impact for Individuals and Families

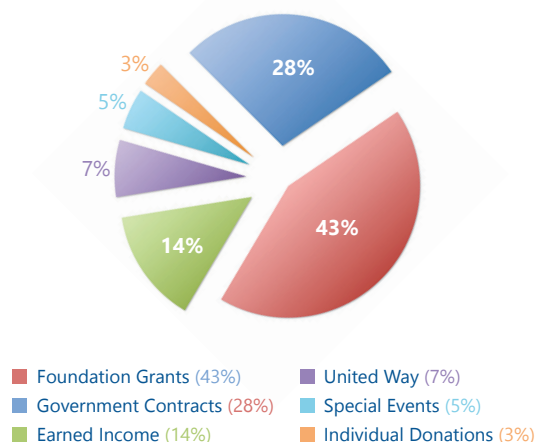
- **82 at risk youth and children** impacted by substance use disorders at home attended Caring for Kids classes to help them avoid substance abuse and develop a safety plan.
- **106 adults** completed How to Cope, a seven-session course for adult family and friends impacted by a loved one's addiction to alcohol or drugs.
- **246 individuals** seeking recovery from a substance use disorder received counseling, assessment, referral, intervention and/or follow-up services.
- **213 individuals** attended ME First, a motivational enhancement program for those who are waiting for space in a treatment facility.
- **2,967 families and individuals** received crisis counseling by making that first call to the Crisis Call Hotline (816-361-5900).
- **202 substance abuse professionals** attended continuing education and certification classes.
- **11 community prevention coalitions** organized 88 events for 13,734 children, youth and adults in Jackson, Cass, Johnson and Lafayette counties.
- **1,943 volunteers** gave 4,860 hours of direct service and administrative support at First Call events, presentations and service programs.
- **The First Call website** (www.firstcallkc.org) received 16,300 hits.

Providing Quality Services to the Community

- **5,000 copies of *In Search Of*** (a directory listing over 200 metro-area substance abuse treatment providers and affiliated services) were distributed to individuals and the community.
- **31 Speaker's Bureau presentations** on substance use disorders education and prevention were presented to 6,992 individuals at businesses, faith organizations, schools and the public.
- **187 How to Cope alumni** attended gatherings in support of their ongoing recovery.

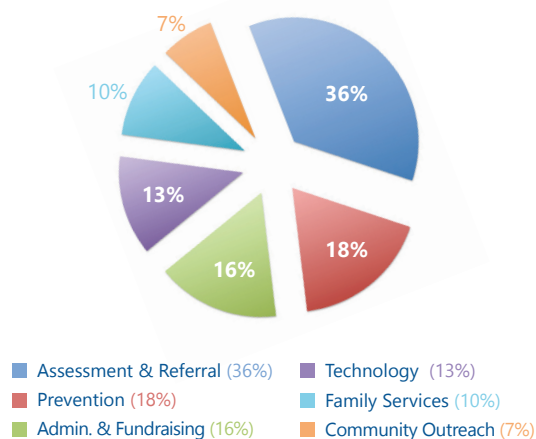
2012 Revenue

Total: **\$1,558,248**



2012 Expenses

Total: **\$1,525,880**



Public and Private Grant Support

Platinum Donors \$100,000+

COMBAT (Jackson County Community-Backed Anti-Drug Tax Fund)
SAMHSA (US Substance Abuse and Mental Health Services Administration)
United Way of Greater Kansas City

Health Care Foundation of Greater KC
State of Missouri Dept. of Mental Health

Miracle Makers \$50,000+

Victor E. Speas Foundation

Angel Donors \$10,000+

American Century Investments Foundation
ATF (Johnson County Alcohol Tax Fund)
Blue Cross Blue Shield of Kansas City
Caesars Foundation

City of Kansas City, Missouri Municipal Drug Court
The Cross Foundation, Inc.
Elmer C. Rhoden Charitable Foundation
Hall Family Foundation

Ina Calkins Charitable Trust
Morgan Family Foundation

Guardian Donors \$5,000+

Arvin Gottlieb Charitable Foundation
Charles E. Curry Philanthropic Fund

Country Club Christian Church
Hallmark Cards, Inc.

J. B. Reynolds Foundation
State Street Foundation

Champions of Hope \$2,500+

Feist Family Foundation

Park Foundation

R. A. Long Foundation

Change Agents \$1,000+

Breidenthal-Snyder Foundation, Inc.
Burtin & Associates, Inc.
Dunn Family Foundation
Emdeon Business Services

Ira & Florita M. Brady Foundation Fund
J. E. Dunn Construction Company
James B. Nutter & Company
The Pierson Foundation

Shank Charitable Trust
Shaw Electric Co.
Shawnee Mission Medical Center
Valley Hope Association

Patrons \$500+

American Academy of Family Physicians
Diamond Finish Car Wash
E. J. Cody Company, Inc.
Grandview Auto Wash
Heartland Combined Federal Campaign
ICF Consulting Group

Kansas City Community Center
Kelly's Westport Inn
Philadelphia Insurance Companies
Rew Marterials
Robert R. Croft Living Trust
St. Joseph Med. Center Carondelet Health

Watson Family Foundation
The Westport Fund
Wholesale Trucks of America
American Century Investments Dollars for Donors Fund

Donors \$100+

Addiction Recovery Services, Inc.
Barkley
Baron Contracting Corp.
Cometco Resources, LLC

GE United Way Campaign
Grass Pad, Inc.
Greenbaum Family Charitable Fund
Honeywell Hometown Solutions

Missouri Recovery Network
Overland Photo Supply Inc.
Rodan Enterprises
Welcome House, Inc.

Lena and Tom Love Fund

In 2012, Lena Price and Tom Cohen designated gifts in honor of their recent marriage to support the mission of First Call. We are grateful to the following individuals who donated to the Lena and Tom Love Fund. First Call also sincerely thanks Lena and Tom, who generously matched each donation, dollar for dollar, with a gift of their own.

Mindy & Robert Becker
Bradley & Elizabeth Bergman
Anita & Sam Chaplick
Kathleen & Gary Cloud
Ann Cohen
Thomas Cohen
Jane Duggan
Keith Gary
Cherice & Howard Gerson
Greenbaum Family Charitable Fund
Louise & Steve Gruenebaum
Henry Heimsoth

Ann & Tom Isenberg
Nancy & Jeff Lang
Terry McGovern
Erin McKenna
Cecily & Alan Morse
Nora & Will Newbern
Joyce & Dee Pack
Andrea & Kent Price
Carole & Steve Price
Lena Price Charitable Fund
Lisa & Steve Ruben
Neil & Bitsy Sader

Allison & John Schorgl
Zachary Shafran
Jill & Dave Shapiro
Jacqueline S. Slutsky
Charlot Stewart
Tony & Colleen Vannicola
Lenise & Dave Ward
Ariana & Dan Weindling
Barbara & Russell Welsh
Rose Zoglin

Individual Donors

Guardian Donors \$5,000+

Lena Price & Thomas Cohen Terri Springer

Champions of Hope \$2,500+

Leslie Eden & Carl Vansant Hugh O'Donnell Sherrard Wallingford
Barbara Lund Deborah & Jake Schloegel Anonymous

Change Agents \$1,000+

Georgia & Robert Croft Keith Gary & Susan Nelson Molly & David O'Neill Culle Vandegarde
Robert Cunningham Karen & Michael Herman Joyce & Dee Pack Tony Vannicola
Allison & Timothy Dunn Sher Hurlburt Geri & Dick Rhyne
Anne & Stephen Dunn Gary Jenkins & Janice Colt Benjamin Schloegel
Gerald Early & Shauna Roberts Dawn & Charles Murphy John Sherman

Patrons \$500+

Annette & Bernard Abrams Jill & Donald Hall Julie Kivisto Elizabeth Reeves
Bradley Bergman David Heinemann Edie & Sara Larson Barbara & Michael Roach
Lynn & Thomas Debacco Fonda Hoffman Susan & Jack Pierson Jackie & Davis Roeske
Jennifer & Todd Dicus Jamie & Brian Johnson Jacqueline & Walter Pouppirt Jean & Mike Rose
Susan & Robert Ellis Delores Jones Andrea Price Helen & John Shackelford
Ronald Fredman Dee Anne & Tim Kelley Carole & Steve Price

Donors \$100+

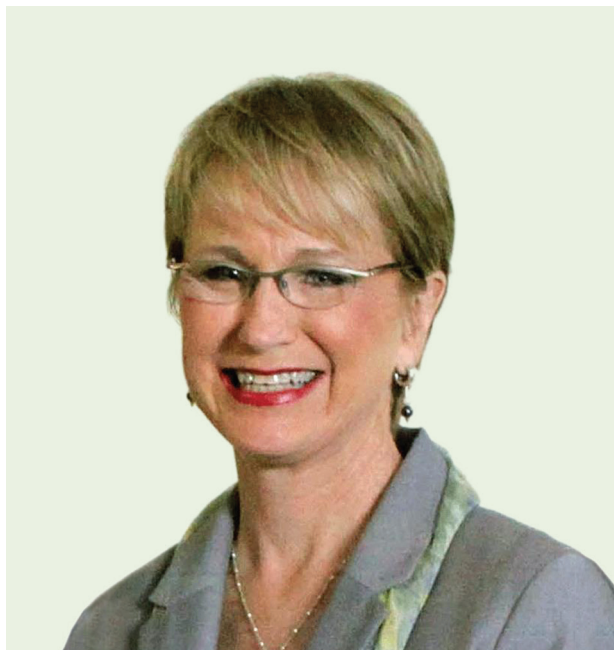
Jan Armstrong-Cantebury Sharon & Scott Frankel Willow Lundgren Abigail Schmidt
Carolee & Russell Atha David Gibson Sara McAllister John Schorgl
Robert Becker Carol Giles Jackie McCarthy Daniel Schroeder
Sandra Bowlby Stephen Glenski Terry McGovern Joseph Schroer
Lucy & David Brown George Gordon Cecily & Alan Morse Ellie Seemann
Colleen Buckman Ron Greathouse Nora Horn Newbern Zachary Shafran
Jeffrey Byrne Carolann & Thomas Gregoire James O'Connor Elizabeth Shank
Anthony Caldarello Mary Frances Haake Ryan Oliver Jill Shapiro
Michael & Larry Carlson Frances Hall Paddi O'Sullivan Jean Shoemaker
Maxwell Carr-Howard Robert Hallifax Phil Otto Brad Springer
Sam Chaplick Gerald Handley Florence Pack Tom Steadman
Cindy Christy & Mark Thomas Kathleen Hardgree Marilyn Patterson Cassandra & Gordon Stubblefield
Kathleen Cloud Scott Helm Vivien & Kelly Pendergrass Donna Turner
Ann Cohen Elizabeth Henry Kelly Perkins Jim Vaughn
Thomas Cohen Rosemary & William Hughes Morrie Pitluck Kathleen & Guido Vescovi
Roy Crooks Michelle Irwin Katie & Ryan Raccuglia Larry Vilmer
Karen Kay Daley Ann & Tom Isenberg Susan & Michael Richards Doris Virden
Pam Davis Jean & Anton Jacobs Greg Roark & Kim McCollam Rose Wasko
Cheridah & Richard Davis Mary Beth Johnson Laura Robinson Ariana Wiendling
Sherry Diederich Jyll Kafer Helen & Jack Robison Barb Welsh
Sybil & Antoni Diehl Maureen Kelly Marianne Roos Susan Whitmore
Christin Dimartino Jean Kiene Jeff Rosen John Wubbenhorst
Jill Dollins Molly Klinock & Andrew Hermrec James Roth Brad Yeutter
Michelle Duck Charles Kopke Landon Rowland Mark Zastrow
Barbara & William Fay John Latenser and Jean Latenser Lisa Ruben Rose Zoglin
Kermit Fendler Beverly & Robert Leachman Bitsy & Neil Sader

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We have made every attempt to ensure all donors have been listed and names spelled correctly.*

Measuring Success, Improving Service

Program	Services	Output 2012	Outcome Target 2012	Outcome Actual 2012	Improvements Implemented in 2012	Program Staffing	Cost/Client	Cost/Unit of Service
KCROSC	Kansas City Recovery Oriented Systems of Care is a collaboration of behavioral health, health and support providers streamlining access to treatment and sustainability of recovery for those with co-occurring substance use and mental health disorders.	246 clients presented for assessment.	80% of those accessing substance abuse, mental or physical health services will also accept wrap-around services.	63%	Increased agency partner staff training for identification of co-occurring disorders; ROSC training planned to engage over 300 professionals, agency directors and CEOs, policymakers and funders.	1.58	108.88	53.94
ME First	Five-week program provides clients one-on-one weekly contact with a mentor who helps them create and maintain a plan for ongoing recovery. As well as group interaction. All utilizing evidenced-based motivational enhancement therapy.	213 clients participated in the ME First program.	80% of those receiving ME First services will enter treatment with increased motivation for change.	69%	After assessing relapse frequency with drug court team, implemented Early Stages of Recovery approach to include behavioral alternatives and transitional planning.	1.2	211.82	42.16
Mobile MET	Mobile MET is a Motivational Enhancement Therapy (MET) project designed to increase clients' motivation for sustained engagement with treatment providers through use of web tools/client portal.	107 Clients engaged via Mobile CCL web portal.	For overall clients engaged in services via Mobile CCL after six months: Employment rate and abstinence from drugs and alcohol will improve	14% improved employment; 36% improved abstinence.	Added five partner agencies; Client portal implemented with secure messaging, access to treatment plan, and client ability to update demographic information.	2.82	2,385.85	n/a
How to Cope	How to Cope is a 17.5 hour course designed to help adults impacted by a loved one's substance use disorder overcome the related physical, psychological and social effects of the disease.	106 adults attended How to Cope.	85% will show an increase in self-care from pre- to post-test.	59%	New program, "Hints for Holiday Serenity," offered twice in the month of December; 30 day follow up telephone survey initiated starting in June 2012.	1.15	266.91	37.99
Caring for Kids	Caring for Kids is a seven-session, 17.5 hour course targeting at-risk children and youth impacted by a substance use disorder at home.	82 children and youth attended Caring for Kids.	Kansas University staff is continuing to work on the development of an outcome measure to determine increase in coping skills and resiliency.	Evaluation tool under review.	Negotiated expansion of Caring for Kids to include two new service sites: Gillis and Niles Home in 2013.	1.25	837.69	119.53
Prevention Coalitions	Community-based drug prevention teams (C2000) established to mobilize communities to reduce alcohol, tobacco and other drugs in Jackson, Cass, Johnson and Lafayette counties.	11 teams organized 88 events for 13,734 children, youth and adults.	Community will indicate an increase in perceived risk of use; decrease in ATOD suspensions and expulsions; and decrease in alcohol-related car crashes from beginning to end of the year.	We will begin collecting data for these outcomes Spring 2013.	Formed two new coalitions: Juvenile Justice Collaboration (Johnson County) and the Ray-Pec Community Alliance (Cass County); Lee's Summit Cares established marijuana task force.	3.1	14.74	194.90
KCYMA	Kansas City Youth Mercantile Alliance (KCYMA) brings area merchants, youth, parents and public policy partners together to implement innovative approaches to reduce the sale of tobacco products to youth both within the Kansas City urban core and in outlying rural communities.	KCYMA provided technical support in 3 Missouri counties: Cass, Lafayette and Jackson.	The pilot projects identified in 2012 will be implemented as community initiatives in 3 participating counties	Accomplished.	Petitioned and passed a local Ordinance that removed tobacco paraphernalia ("Blunt Wraps") from the point of purchase(the countertops) to behind the clerk out of view of adolescents; Established a new coalition in Lafayette County to work solely on anti-tobacco initiatives.	0.5	n/a	n/a

A Letter from Molly O' Neill, CEO



February 17, 1985: The first day of the rest of my life. I was 23 years old—going on 90; going on 10. If that sounds confusing to you, imagine how it was for me.

Six months later, after attempting to remain sober without professional help, I was on the verge of relapse. Astonishingly, I was fortunate to be in the right place at the right time. I was provided a scholarship through the "Hill Burton Fund" at the hospital where the treatment center was housed –so I was able to get help.

Although I worked full time and paid my own living expenses, I had no savings, no insurance and no family members willing to pay my way.

What I did have was an abundance of "co-occurring" challenges requiring professional services to remedy if I was to have a chance at remaining in remission from my primary illness—alcohol and drug addiction.

My story is not special. I am one among many for whom recovery is a fantasy without the kindness and support of people like you.

In 2012, 123 of you volunteered your time here at First Call to help save a life. 160 of you gave almost \$70,000 so people like me could get the help they need. Those of you who are corporate partners and private foundations provided \$450,000. Public support topped \$800,000. And 1,820 of you participated in our prevention programs (reaching 13,734!) to help keep young people from falling prey to a debilitating substance use disorder.

There are no words that can adequately convey what it's like to receive this gift, as I know from my own experience. There is no amount of recognition, acknowledgement or expression of appreciation that can possibly communicate to Hill Burton (whoever that is) or to you what your gift has meant to me and others like me at risk of dying from an untreated substance use disorder.

So, once again, on behalf of the people we serve, our staff, the First Call board and myself, please know you are someone we could not live without.

From our heart to yours, we are deeply grateful.

Molly O'Neill

Molly O'Neill
President and CEO

A Letter from **Keith Gary**, *Board Chair*

First Call, like all businesses and organizations across the country, watched a tenuous recovery in our economy in 2012. Our organization is feeling a renewed optimism and confidence in enduring those difficult times, grateful that we maintained the ability to deliver quality services to our clients. Our success is a testament to First Call's strategic direction, quality leadership team, and excellent staff attention to programmatic details.

First Call has experienced a significant changing of the guard with both Preston Washington and Delores Jones retiring during the year. Between these two dedicated individuals, they represent 50 years of service to our organization. We wish them health and best wishes as they settle into their respective retirements. First Call's clinical mission is now in the capable hands of Michelle Comtois, LCSW, and Melissa Gard has assumed the role of office manager.

We continue to service the grant from the Substance Abuse Mental Health Services Administration (SAMHSA) TCE-Health IT Program. A benefit of participating in this program is the availability of technical assistance by expert consultants in this field and the ability to network with other grant recipients. These interactions have revealed that First Call is on the cutting edge of behavioral health electronic medical records and our "best practices" are being shared with other parts of the country. Such external validation confirms the quality of services we deliver to our clients.

The First Call Board of Directors is a hard-working group and each individual Director contributes countless hours in service to the organization. In 2012, we welcomed Georgia Grant Croft, Michael Liss, George Lopez, Ben Schloegel and Tony Vannicola. Also during the year, Laura Bryant, Linda Buckner, Jean Jacobs, and Kate Marshall ended their Board service. My personal thanks to each of you for the time, treasure, and talent you committed to First Call during your respective tenures.

Lastly, for those of you who have noticed the "for sale" sign in front of our building – have no fear. First Call remains committed to delivering quality programs and services. We are in the process of identifying new space from which to execute our vision and mission. Stay tuned!

The entire First Call Board of Directors thanks you for supporting our efforts and making our successes possible!



Keith Gary
Board Chair





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2013 Calendar of Events

For 54 years, First Call has been providing resources to the Greater Kansas City Area. Help us help others. Mark your calendars and join us.

Community Gratitude Luncheon

William C. Moyers, Keynote Address
Tuesday, April 23, 11:30 a.m. – 1:30 p.m.
Ewing Marion Kauffman Foundation

Otis Taylor Celebrity Golf Tournament

Monday, June 24, 11:00 a.m. – 6:00 p.m.
Swope Park Memorial Golf Course

Message in a Bottle Celebration

Nic and David Sheff, Keynote Speakers
Tuesday, September 17, 6:00 p.m. – 9:00 p.m.
World War I Museum

First Call Staff

Staff

Molly O'Neill, *President & CEO*
Michelle Comtois, *Vice President of Programs*
Ken Ortvals, *Vice President of Technology*
Susan Whitmore, *Vice President of Development*

Keith Faison
Melissa Gard
Emily Hage
Michelle Irwin
Megan Keller
Deborah Lee
Nancy McCormick
Sam Niyazi
Justin Roberts
Reshida Roné
Karen Schalker
Tony Schroeder
Gordon Stubblefield
Yvette Williams

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Officers

Keith A. Gary, *Chair*
Hugh F. O'Donnell, III, *Vice Chair*
Richard D. Rhyne, *Secretary*
Molly Klinock, *Treasurer*

Directors

Georgia Grant Croft
Gerald Early, MD
Leslie Eden
Mamie Hughes
Michael Liss
George Lopez
Dee Pack
Ben Schloegel
Terri Springer
Tony Vannicola

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 www.firstcallkc.org
or call 816-361-1455 for
more information.

Please remember First Call
in your estate plans.