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.
# Public and Private Grant Support

<table>
<thead>
<tr>
<th>Platinum Donors $100,000+</th>
<th>Health Care Foundation of Greater KC</th>
</tr>
</thead>
<tbody>
<tr>
<td>COMBAT (Jackson County Community-Backed Anti-Drug Tax Fund)</td>
<td>State of Missouri Dept. of Mental Health</td>
</tr>
<tr>
<td>SAMHSA (US Substance Abuse and Mental Health Services Administration)</td>
<td>United Way of Greater Kansas City</td>
</tr>
</tbody>
</table>

**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
- Guardian Donors $5,000+
- Arvin Gottlieb Charitable Foundation
- Charles E. Curry Philanthropic Fund
- Dunn Family Foundation
- Emdeon Business Services

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<tr>
<th>Champions of Hope $2,500+</th>
<th>Park Foundation</th>
<th>R. A. Long Foundation</th>
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<td>Feist Family Foundation</td>
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**Change Agents $1,000+**
- Breidenthal-Snyder Foundation, Inc.
- Burtin & Associates, Inc.
- Dunn Family Foundation
- Emdeon Business Services

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<tr>
<th>Patrons $500+</th>
<th>Kansas City Community Center</th>
<th>Watson Family Foundation</th>
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<tbody>
<tr>
<td>American Academy of Family Physicians</td>
<td>Kelly's Westport Inn</td>
<td>The Westport Fund</td>
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<tr>
<td>Diamond Finish Car Wash</td>
<td>Philadelphia Insurance Companies</td>
<td>Wholesale Trucks of America</td>
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<tr>
<td>E. J. Cody Company, Inc.</td>
<td>Rew Materials</td>
<td>American Century Investments Dollars for Donors Fund</td>
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<tr>
<td>Grandview Auto Wash</td>
<td>Robert R. Croft Living Trust</td>
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<tr>
<td>Heartland Combined Federal Campaign</td>
<td>St. Joseph Med. Center Carondelet Health</td>
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<tr>
<td>ICF Consulting Group</td>
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**Donors $100+**
- Addiction Recovery Services, Inc.
- Barkley
- Baron Contracting Corp.
- Cometo Resources, LLC

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<tr>
<th>Donors $100+</th>
<th>GE United Way Campaign</th>
<th>Missouri Recovery Network</th>
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<tr>
<td>Addiction Recovery Services, Inc.</td>
<td>Grass Pad, Inc.</td>
<td>Overland Photo Supply Inc.</td>
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<tr>
<td>Barkley</td>
<td>Greenbaum Family Charitable Fund</td>
<td>Rodan Enterprises</td>
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<tr>
<td>Baron Contracting Corp.</td>
<td>Honeywell Hometown Solutions</td>
<td>Welcome House, Inc.</td>
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<tr>
<td>Cometo Resources, LLC</td>
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**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.

<table>
<thead>
<tr>
<th>Mindy &amp; Robert Becker</th>
<th>Ann &amp; Tom Isenberg</th>
<th>Allison &amp; John Schorgl</th>
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<tr>
<td>Bradley &amp; Elizabeth Bergman</td>
<td>Nancy &amp; Jeff Lang</td>
<td>Zachary Shafran</td>
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<td>Anita &amp; Sam Chaplick</td>
<td>Terry McGovern</td>
<td>Jill &amp; Dave Shapiro</td>
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<tr>
<td>Kathleen &amp; Gary Cloud</td>
<td>Erin McKenna</td>
<td>Jacqueline S. Slutsky</td>
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<tr>
<td>Ann Cohen</td>
<td>Cecily &amp; Alan Morse</td>
<td>Charlot Stewart</td>
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<tr>
<td>Thomas Cohen</td>
<td>Nora &amp; Will Newburn</td>
<td>Tony &amp; Colleen Vannicola</td>
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<tr>
<td>Jane Duggan</td>
<td>Joyce &amp; Dee Pack</td>
<td>Lenise &amp; Dave Ward</td>
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<td>Keith Gary</td>
<td>Andrea &amp; Kent Price</td>
<td>Ariana &amp; Dan Weindling</td>
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<tr>
<td>Cherice &amp; Howard Gerson</td>
<td>Carole &amp; Steve Price</td>
<td>Barbara &amp; Russell Welsh</td>
</tr>
<tr>
<td>Greenbaum Family Charitable Fund</td>
<td>Lena Price Charitable Fund</td>
<td>Rose Zoglin</td>
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<tr>
<td>Louise &amp; Steve Gruenebaum</td>
<td>Lisa &amp; Steve Ruben</td>
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<tr>
<td>Henry Heimsoth</td>
<td>Neil &amp; Bitsy Sader</td>
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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

<table>
<thead>
<tr>
<th>Program</th>
<th>Services</th>
<th>Output 2012</th>
<th>Outcome Target 2012</th>
<th>Outcome Actual 2012</th>
<th>Improvements Implemented in 2012</th>
<th>Program Staffing</th>
<th>Cost/Client</th>
<th>Cost/Unit of Service</th>
</tr>
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<tbody>
<tr>
<td>KCROSC</td>
<td>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.</td>
<td>246 clients presented for assessment.</td>
<td>80% of those accessing substance abuse, mental or physical health services will also accept wrap-around services.</td>
<td>63%</td>
<td>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.</td>
<td>1.58</td>
<td>108.88</td>
<td>53.94</td>
</tr>
<tr>
<td>ME First</td>
<td>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 youth both within the Kansas City urban and in outlying rural communities.</td>
<td>213 clients participated in the ME First program.</td>
<td>80% of those receiving ME First services will enter treatment with increased motivation for change.</td>
<td>69%</td>
<td>After assessing relapse frequency with drug court team, implemented Early Stages of Recovery approach to include behavioral alternatives and transitional planning.</td>
<td>1.2</td>
<td>211.82</td>
<td>42.16</td>
</tr>
<tr>
<td>Mobile MET</td>
<td>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.</td>
<td>107 Clients engaged via Mobile CCL web portal.</td>
<td>Employment rate and abstinence from drugs and alcohol will improve.</td>
<td>14% improved employment; 36% improved abstinence.</td>
<td>Added five partner agencies; Client portal implemented with secure messaging, access to treatment plan, and client ability to update demographic information.</td>
<td>2.82</td>
<td>2,385.85</td>
<td>n/a</td>
</tr>
<tr>
<td>How to Cope</td>
<td>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.</td>
<td>106 adults attended How to Cope.</td>
<td>85% will show an increase in self-care from pre- to post-test.</td>
<td>59%</td>
<td>New program, “Hints for Holiday Serenity,” offered twice in the month of December; 30 day follow up telephone survey initiated starting in June 2012.</td>
<td>1.15</td>
<td>266.91</td>
<td>37.99</td>
</tr>
<tr>
<td>Caring for Kids</td>
<td>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.</td>
<td>82 children and youth attended Caring for Kids.</td>
<td>Kansas University staff is continuing to work on the development of an outcome measure to determine increase in coping skills and resiliency.</td>
<td>Evaluation tool under review.</td>
<td>Negotiated expansion of Caring for Kids to include two new service sites: Gillis and Niles Home in 2013.</td>
<td>1.25</td>
<td>837.69</td>
<td>119.53</td>
</tr>
<tr>
<td>Prevention Coalitions</td>
<td>Community-based drug prevention teams (C2000) established to mobilize communities to reduce alcohol, tobacco and other drugs in Jackson, Cass, Johnson and Lafayette counties.</td>
<td>11 teams organized 88 events for 13,734 children, youth and adults.</td>
<td>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.</td>
<td>We will begin collecting data for these outcomes Spring 2013.</td>
<td>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.</td>
<td>3.1</td>
<td>14.74</td>
<td>194.90</td>
</tr>
<tr>
<td>KCYMA</td>
<td>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.</td>
<td>KCYMA provided technical support in 3 Missouri counties: Cass, Lafayette and Jackson.</td>
<td>The pilot projects identified in 2012 will be implemented as community initiatives in 3 participating counties</td>
<td>Completed.</td>
<td>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.</td>
<td>0.5</td>
<td>n/a</td>
<td>n/a</td>
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</tbody>
</table>
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
President and CEO
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
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.

2013 Calendar of Events

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

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Michelle Comtois, Vice President of Programs
Ken Ortbals, 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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Leslie Eden
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Michael Liss
George Lopez
Dee Pack
Ben Schloegel
Terri Springer
Tony Vannicola

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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.

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