

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

firstcallkc.org

t: 816-361-5900

f: 816-361-7290

9091 State Line Road, Kansas City, MO 64114

first call

First Call Annual Report Accomplishments

'20

First Call seamlessly pivoted from in-person services to **TELEHEALTH** for crisis management, assessment, counseling and family services

How to Care was delivered virtually **6 TIMES TO 75 PARTICIPANTS**



14

staff members (52% of staff) actively participated in the agency's DEI Committee

CROSS TRAINED all direct service staff to be able to staff the 24/7 Crisis Call Line

Healthy KC Workplace Wellness Certified at the **GOLD LEVEL 2 YEARS IN A ROW**

3 CLINICAL STAFF obtained new or higher-level credentials through Missouri Credentialing Board

FIRST CALL WAS THE SUB-RECIPIENT OF THE PARTNERSHIPS FOR SUCCESS GRANT

through the Substance Use and Mental Health Services Administration (SAMHSA), marking the first time the Prevention Department received federal funding

First Call Professional Development Institute provided 13 accredited trainings virtually to **179 PROFESSIONALS**

Virtual service delivery allowed families from **7 STATES** to take How to Cope

From Susan Whitmore & Richard D. Rhyne



Dear Friends,

As many of you know, 2020 was my last full year at First Call, after serving six years as Vice President of Development and another five years as President and CEO. In the month leading up to my departure what struck me the most is how much the agency has strengthened and grown. From my vantage point, the only thing that remained constant is the new desk that I first sat down at in 2010. So much has changed.

In the 11 years I was here, First Call's annual budget grew from \$1.3 million to \$2.5 million. Similarly, our staff grew from 11 members in 2010, to a team of 28 in 2021. In February 2014, First Call moved from a 9,000-square-foot rented facility at 633 E. 63rd Street in Kansas City and purchased a beautiful, four-story 16,292-square-foot building at 9091 State Line Road.

After almost 50 years in existence, First Call received its first federal funding in 2011 – a three-year Health Information Technology grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). Since then, we have been the recipient of another five-year SAMHSA grant focused on the reentry population; partnered in two three-year, court-based recovery initiatives funded by the Department of Justice, and received another five-year prevention grant funded by SAMHSA and the Missouri Department of Mental Health. In 2011 First Call also received, for the first time, accreditation by the Commission on Accreditation of Rehabilitation Facilities (CARF) – an accreditation that has continuously been renewed since then.

In the years since I became CEO, First Call's attention has increasingly been centered on diversity, equity and inclusion. We recognize that systemic racism has adversely created pervasive health disparities in our communities relative to SUD recovery support and treatment. In 2016, First Call launched a staff-led Diversity, Equity and Inclusion Committee and developed our first Diversity and Inclusion Plan, which is reviewed and updated annually. First Call's Strategic Plan is now infused with intentional initiatives designed to address health disparities and remove access to care barriers. First Call closely tracks demographics of Board and staff (across all departments) to ensure that our leadership and staff match the racially diverse constituency we serve. And in 2020, we put our money where our mouth is: The First Call budget now includes line items designated for our DEI Committee, professional development, and training/certification fees for all staff.

After a decade plus, I am delighted that First Call is in the strongest position ever in terms of financial stability, staff cohesion, Board strength, and the agency's reputation in the community. I am confident that First Call's new CEO will further the progress we have made together.

On behalf of the many children, adults and families we serve, I will always be grateful to you for the support you have given to me, personally, and continue to provide to First Call. You are the gift.

With gratitude,

Susan Whitmore, *President & CEO*



Dear Friends of First Call,

I am continually amazed at the scope and breadth of work being conducted at First Call, especially during 2020. That a small staff of 28 was able to pivot seamlessly from in-person services to telehealth for assessments, crisis management, counseling and family services is nothing short of miraculous. This means that individuals who reached out for help continued to receive the type of care that only First Call can provide.

This change in virtual service delivery allowed our team and those we serve to remain safe, while at the same time filling that void often left by the stress and isolation of the pandemic. In 2020, First Call's 24-hour Crisis Call Line fielded almost 2,000 crisis calls from 1,500 clients - calls that have gotten more severe in terms of suicidality and emotional intensity.

Virtual How to Cope sessions allowed families from seven states to attend How to Cope. How to Care was delivered virtually six times to 75 participants in the Kansas City metro area. First Call's Professional Development Institute converted to a virtual format as well, providing 13 accredited trainings virtually to 179 professionals.

These few examples are no small feat during any year, but especially during the COVID-19 pandemic. Never has our work been more critical. The people that we serve need First Call more than ever, and if this challenging year has taught us anything, it is that we are stronger together.

While I'm saddened by the news of Susan Whitmore's departure from First Call, I'm confident that we will have a new President and CEO who will continue to carry our mission forward in 2020 and beyond.

Best regards,

Richard D. Rhyne, *Board Chair*

Program Highlight: Family Services

The COVID-19 pandemic changed the way people reach out for help, the severity of their needs, and how best to respond in times of crisis. It also meant that families living with a loved ones' substance use disorder were often confined to their homes together, without any outlet to get much-needed support for themselves. The Family Services team at First Call met these challenges head on in 2020, with seamless service delivery that adapted in the face of change.



"I was hopeless and helpless before and now I feel empowered and optimistic. Thank you all from the bottom of my heart."

- Kevin

2020 HOW TO COPE PARTICIPANT

"I'm proud that we were able to take our programming virtual, and that we could adapt the curriculum and make it more intriguing and appropriate for our virtual platforms," said Megan Keller, Family Services Team Lead.

Nhi Tuggle, Family Services Counselor agreed. "While we were not in the office throughout much of the year, we were still able to help our families, just in a different environment."

Indeed, families from seven different states, including Florida, Tennessee, Colorado, New Mexico, Virginia, Nebraska, and Arkansas, were able to take How to Cope virtually. Families outside of the 30-mile radius of the Kansas City metro area were also able to attend virtual classes.

Attendance for the How to Cope alumni group also grew, something Nhi attributes to the flexibility of going virtual. Said Nhi, "We understand that people are going through extra stress right now. With COVID, there is a lot of grief happening and there is this collective trauma. We found that many of our participants are having to learn to establish boundaries as some family members had to move back home during the pandemic. So, How to Cope offered a safe space for loved ones to process their feelings. Having that consistent support is huge."

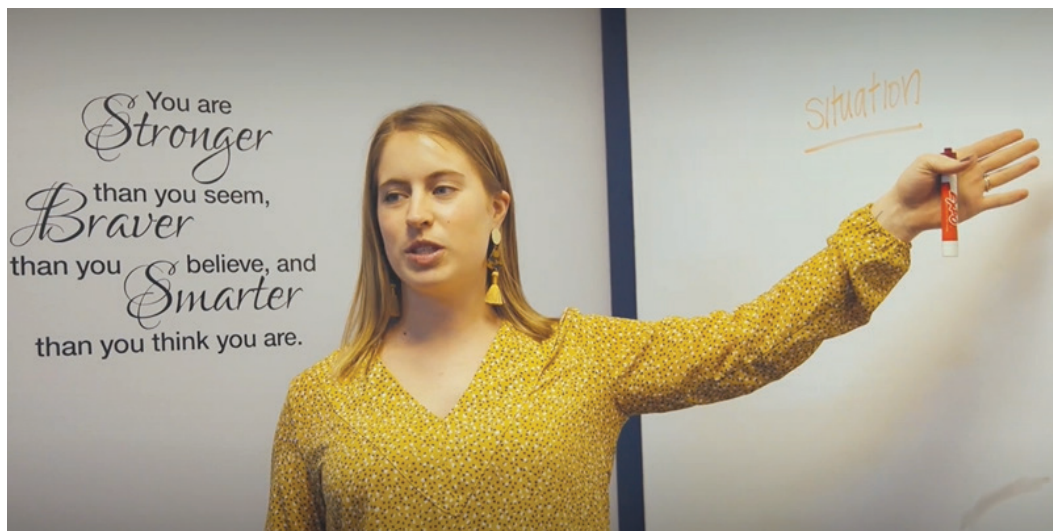
Flexible scheduling was the key to meeting family's needs during a tumultuous year; private virtual sessions allowed Kevin to participate in How to Cope. "Kevin was my first Asian American client and there can sometimes be a lot of stigma associated with mental illness and substance use disorder in this culture. He was able to learn about himself and overcome a lot of the cultural stigmas," Nhi said.

Sarah Emanuels, Family Services Counselor, has continued to tailor the Caring for Kids curriculum to make it easier for children to participate in the course. Virtual services have been available for kids who are able to sit in front of the computer and she is maintaining the alumni group at Rushton Elementary, located in Mission, Kan. "Being able to support these kids, despite what's going on, means a great deal to us." Sarah creatively added a few service delivery tweaks. Sarah noted, "There's a huge safety concern for the children who live with their parents who may be using drugs or alcohol," she said. "They don't always have the freedom to find a private place in their house. However, over the summer, I did have a mom who would bring her kids to the library to take part in the sessions."

One key partnership formed in 2020 was with the Local Investment Commission (LINC), which was instrumental in the How to Care curriculum being taught in the Kansas City Public Schools. More such partnerships may be on the horizon in 2021. How to Care was delivered via Zoom six times to 75 participants, the highest number of attendees ever.

While there are many estimates on when the world will return to some degree of "normalcy" post-pandemic, the Family Services team agree that they will continue to make services more accessible even when in-person groups resume.

"The pandemic has allowed us to think about how we can continue to make Family Services more accessible in the future," said Megan. "We have laid a foundation and now we can continue to do outreach to families and schools in different areas. I've been so impressed with Nhi's and Sarah's ability to innovate and problem-solve, and to continue to provide one-on-one support for people throughout the pandemic. It has always been a goal of Family Services to have a virtual How to Cope class, and all of the sudden, it's here and it's awesome."



Public and Private Funding

Platinum Donors \$100,000+

Anonymous Foundation
City of Kansas City, Missouri (Municipal Drug Court)

Jackson County Children's Services Fund
Jackson County Outside Agency Funding

State of Missouri Department of Mental Health

Substance Abuse and Mental Health Services Administration (SAMHSA)

Diamond Donors \$50,000+

Carrie J. Loose Trust, Bank of America Trustee
Jackson County Community Backed Anti-Drug Tax (COMBAT)

Johnson County Alcohol Tax Fund

Kansas City Regional COVID-19 Response and Recovery Fund

Ronald D. Deffenbaugh Foundation
United Way of Greater Kansas City

Angel Donors \$10,000+

Anonymous Foundation
Cross Foundation, Inc.
CVS Health

Frederick and Louise Hartwig Family Fund
Health Forward Foundation
Ina Calkins Charitable Trust

Integrity Truck Sales, LLC
R and C Charitable Foundation
Sherman Family Foundation

Sunderland Foundation
Walmart Inc.

Guardian Donors \$5,000+

Arvin Gottlieb Charitable Foundation
Blue Cross and Blue Shield of Kansas City
Constance M Cooper Charitable Foundation
Feist Family Foundation

FREDA
Herman Family Foundation Fund
J.B. Reynolds Foundation
JE Dunn Construction Company

Lena Price Charitable Fund c/o GKCCF
Park Foundation
Pelican Charitable Foundation

Shank Charitable Trust, Bank of America Trustee
Vivian & Hymie J. Sosland Charitable Trust

Champions of Hope \$2,500+

John J. Sullivan Jr. Charitable Trust
Lathrop GPM

Loquient Technology Services
New Directions Behavioral Health

R.A. Long Foundation

UnitedHealthcare

Celebration Donors \$1,000+

City of Prairie Village
Facebook Donations
Gangland Wire Podcast

Lowenstein Family Supporting Foundation
- C Reserve Fund

Matthew Skeens Memorial Fund
Shatterproof

Winbury Operating LLC

Patrons \$500+

Benilde Hall
City of Merriam

Country Club Bank

Dan and Glenda Root Family Foundation

Humana

Donors \$100+

Artists Helping the Homeless
Bob and Donna Fischgrund Foundation

Community Christian Church

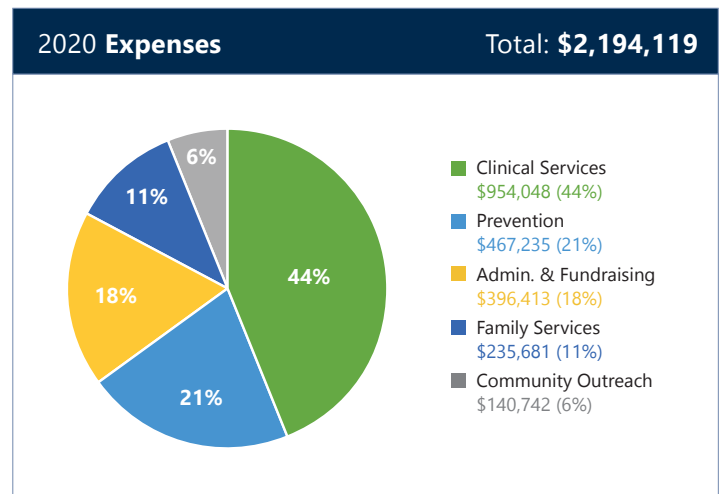
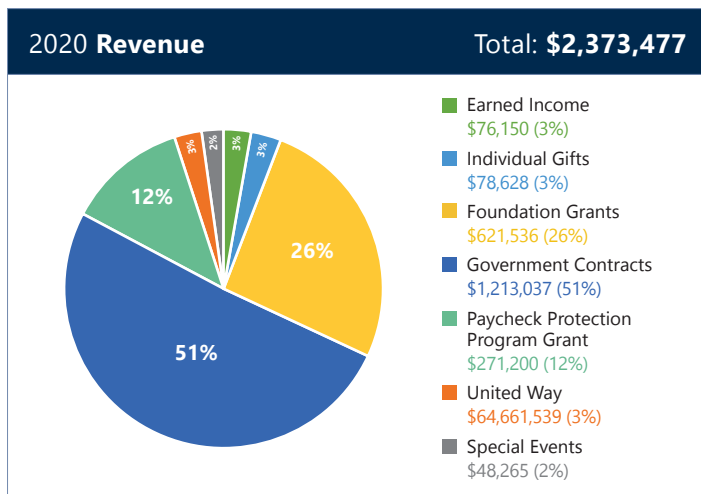
Comprehensive Mental Health Services

YourCause, LLC

In-Kind Gifts

Patrons \$500+

Grapevine Designs



Individual Donors

Angel Donors \$10,000+

Jeffrey and Melanie Cameron

Guardian Donors \$5,000+

Cindy and Mark Doolittle

Jay and Ruthie Pack

Champions of Hope \$2,500+

Hugh F. O'Donnell, III

Richard D. Rhyne

Celebration Donors \$1,000+

Randi and Richard Crabtree
Allison and Tim Dunn

Joseph and Sue Fahey
Kurt and Liz Hadermann

Michael and Beth Liss
Sheila Madden and David Schlee

Linda Moore
Dee and Joyce Pack

Chris and Emily Smart
Polly Thomas

Patrons \$500+

Peter and Lynne Brown
Paul Damon
Julie Fern
Paul Fingersh and Brenda Althouse

Mary Frances Haake
Gary and Jessica Henson
Dianne and Dan Hogerty
Sher Hurlburt

Gary Jenkins and Janice Colt
Jeffrey and Brooke Kuntz
George Lopez
John Morris

Laura Mussulman
Mark Noller
Duvel "DJ" and Megan Pierre
David and Connie Ross

Dr. Courtney Scarborough
T. Tyson
Chris and Laura Vernaci
Linda and David Zachariah

Donors \$100+

Amy Ambrosen Reid
Major Baisden
Jim and Kathleen Betterman
Cora Braden
Stephen and Dana Browning
Jeffrey Byrne
James Callahan
Stefanie Callahan
Casey Cassias
Diane Conner
Kevin Connor
Barry Cooper
James Cox
Georgia and Bob Croft
Marianne Damon
Eileen Duggan

Patrick Dunn
Alan Edelman and Debbie Sosland
Edelman
Bruce and Linda Enright
Cheryl and Chuck Fletcher
Melissa Gard
Elizabeth and Kent Gilbert
Suzanne and Dr. George Gordon, III
Tonya Gundersen
Emily and Erik Hage
Donald Hall, Jr.
Tyler Ham
Ramona Hamilton
Mary Lou Hamlin
Denis Hill

Donald Hill
Ron Jenkins
Gina Kaiser and David Gale
Rita Keating
Emily and Nick Kolega
Bob Kuhl
Chester and Barbara Landes
Judy Latenser
Valerie Lingeman
Cora Martin
Thomas Martin
Leah and Mike Mason
Catherine McCaddon
Terry McGovern
Kayla McMullen

Jason and Amy Mickschl
Virginia Miller
Anna Naylor
Marcy and Jim Nelson
Diane C. O'Byrne
Felipe Perez
Carole and Steve Price
Don Prince
Caroline Reintjes
John Rysavy
Teri Sabatino
Tommye and J. Stan Sexton
Kelsey Shannon
Scott and Denise Slabotsky
Dan Slone

Mary and Dan Smith
Louis and Rachael Steele
Walter and Linda Teter
Parker and Gina Thornton
Rick Trumbull
Donna Tulipana
Caroline and Todd Underwood
Melanie Veir
David and Liz Whitmore
Susan Whitmore
Anne and Keith Wiedenkiller
Beth Williamson
Delbert and Barbara Williamson
Meg Wolf
Toma and Andy Wolff

Sustaining Stellar Services **During COVID-19**

“Not one single program lost momentum, but instead gained steam.”

The world as we know it changed in March 2020, causing daily disruption and isolation of unseen proportions. For those struggling with substance use disorder or mental health disorders the stress and loneliness evidenced by this change proved catastrophic as deaths caused by suicide and overdose rose. As new coined phrases like “unprecedented” and “tumultuous” times became inescapable, First Call endeared itself to another term, “resilience.”

COVID-19 may have changed First Call's service delivery, but it never changed the commitment to the more than 60,000 individuals and families that we serve each year.

The 24/7 Crisis Call Line remained fully staffed to handle an influx of calls that were more emotionally intense and severe in terms of suicidality. This means that no one who reached out for help was overlooked in the approximately 2,000 calls fielded.

Almost within hours of this inevitable change, the First Call team rallied behind remote work, developing virtual programs and telehealth services that moved beyond sustainable into successful with growth seen in Family Services, Recovery Advocacy, Professional Development, and Reentry. Not one single program lost momentum, but instead gained steam.

These unique efforts speak to the dedication of the First Call Board, leadership, and staff. In a year like no other, we rose together with resiliency and continued pride in the work we do. And to that, we say thank you to those in Greater Kansas City who continue to trust us to press forward in the years to come.

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 2020

	Program	Services	Numbers Served 2020	Outcome Target 2020	Actual Outcomes 2020	2020 Program Improvements
Clinical	Crisis Calls	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	4,818 calls (incoming and outgoing)	At least one appropriate referral made for each crisis call	5,178 referrals made to 403 agencies	Clinical and prevention staff members trained on Columbia-Suicide Severity Rating Scale (CSSRS) for use during crisis calls
	Recovery Support Services	First Call recovery advocates support individuals navigating the recovery process, including validated assessment, ongoing individualized support and group education	129 individuals	80% of clients working with a recovery advocate individually sustain or increase motivation to change (SOCRATES)	85% of clients sustain or increase motivation to change	All recovery support services, including assessments and individual counseling, moved to a virtual service delivery model
	Corrections and Reentry	Using Motivational Interviewing, the corrections and reentry programs offer structured group and one-on-one recovery counseling	185 individuals	80% demonstrate sustained/increased motivation for change	65% demonstrated sustained/increased motivation for change	Team worked with SAMHSA to expand target population for Reentry services; program can now accept clients from Clay, Platte, Cass, Johnson and Jackson Counties in Missouri
Family Services	How to Cope	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	117 adults	80% increase in knowledge of harmful effects of alcohol/drugs	97% of those who completed show increase in knowledge	Virtual format for How to Cope groups enabled participation from outside the KC metro area – clients from all over the country were able to take the course
	Caring for Kids	Caring for Kids is a seven-session course targeting at-risk children and youth impacted by substance use in the home	111 children and youth	80% show increase in knowledge of harmful effects of alcohol/drugs	94% of those who completed show increase in knowledge	First Call implemented family counseling in lieu of full course to better meet needs of children impacted by substance use
	How to Care	How to Care is a four-hour educational training for caretakers of children impacted by substance use disorder and teaches how best to support them	75 individuals	80% of participants equipped to address needs of children impacted by substance use	100% of participants report feeling equipped to address needs of children impacted by substance use	Designed and implemented evaluation tools to measure impact and efficacy of How to Care through partnership with Dr. Jody Brook
Prevention	Missouri Prevention Resource Center	First Call provides technical assistance to community-based drug, alcohol and tobacco prevention teams in Jackson, Cass, Johnson and Lafayette counties	11 Coalitions and 475 events for 79,111 community members	3% decrease in 30-day use for alcohol, tobacco, medication misuse and heroin use	Past 30-day use decrease: 1.2% decrease for alcohol, 1.9% decrease for tobacco, 6.2% for electronic cigarettes and .4% decrease for medication misuse in Jackson County	First Call included in Partnership for Success prevention grant, a 5-year federal grant administered by State of Missouri Department of Mental Health
	School-based Prevention Services	First Call delivers evidence-based prevention programs in school settings, including Life Skills Training and Sobriety Group	839 students	Participants demonstrate 5% increase in knowledge and positive attitude about alcohol, tobacco, drugs and protective life skills	Participants demonstrate an 18% increase in knowledge	New partnerships with Blue Valley School District, Kansas City Kansas Public Schools, and Lee's Summit School District – in addition to ongoing relationships with Kansas City Public Schools, Olathe and Shawnee Mission school districts
Professionals	Professional Development Institute	First Call offers counselor preparation and professional development resources for those in the recovery and prevention field	179 professionals attended 13 courses	Training schedule demonstrates responsiveness to participant and community requests for topics	62% of trainings focused on substance use disorder's impact on family and youth	Redesigned the Professional Development Institute to continue trainings throughout 2020, despite the pandemic, including virtual Mental Health First Aid



9091 State Line Road
 Kansas City, MO 64114
 T: (816) 361-5900
 F: (816) 361-7290
firstcallkc.org

Non-Profit Org.
 U.S. Postage
 PAID
 Kansas City, MO
 Permit #2113

2021 Calendar of Events First Call Staff Board

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.

Virtual Community Gratitude Luncheon

Facebook Live and YouTube
 Tuesday, March 23, 12:00 p.m.

Celebrity Golf Tournament

Swope Memorial Golf Course
 Thursday, June 10, 7:00 a.m.

Celebration Evening

Stories of Strength with Jason Kander and Lara Moritz
 Chris Smart and Emily Porter, *Event Chairs*
 TBD
 Thursday, September 23, 7:00 p.m.

Staff

Susan Whitmore, *President & CEO*
 Emily Hage, *Vice President of Development*
 Ryan Toothaker, *Chief Financial Officer*

Marchel Alverson	Melissa Gard
Bryce Bradford	Margaux Guignon
Brit Buell	Michelle Irwin
Kennedie Clay	Megan Keller
Emily Conway	Ann Kirchhoff
Bethany DePugh	Deborah Lee
Andrew Dixon	Rita Mwangong
LaTanya Dumas	Kelli Jo Parr
Sarah Emanuels	Kris Rochelle
Keith Faison	Scott Schultz
Sarah Link Ferguson	Nhi Tuggle
Megan Fowler	DeMarco Vaughn

Officers

Richard D. Rhyne, *Chair*
 George Lopez, *Vice Chair*
 Trisha Hokanson, *Treasurer*
 Nicole Esquibel, *Secretary*

Directors

Rev. Darren Faulkner
 Jeffrey Kuntz
 Kurt Hadermann
 Patrick James Martin
 Dr. Linda L. Moore
 Laura Musselman
 Dee Pack
 DJ Pierre
 Kirby Randolph
 Chris Rosburg
 Dr. Courtney Scarborough
 Polly Thomas

It is the mission of First Call to reduce the impact of alcohol, drugs and addiction by providing quality resources to individuals, families and community.

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

Please remember

 in your estate planning.