Clinical Continuum of Care: Services for Individuals and Families Impacted by Substance Use Disorder

- 3,513 received crisis counseling by making that first call to the crisis call line (816-361-5900)
- 269 received substance use disorders assessments at First Call
- 155 attended ME First / ME After / Sober ME, motivational enhancement mentoring programs
- 98 utilized recovery advocacy services for person-centered support on their recovery journey
- 79 attended How to Cope, a class for adults impacted by a loved one's substance use
- 73 attended Caring for Kids, a class for children impacted by substance abuse in their home

Prevention Services: Caring for Children and Youth

- 1,836 participated in school-based youth prevention programs in Kansas
- 10 teams held 350 events and presentations for 52,968 children, youth and adults

Outreach Services: Caring for Our Community

- 12,713 attended 174 Speakers Bureau presentations at businesses, schools and health fairs
- 343 attended 17 substance use disorder professional continuing education and certification classes
- 77 volunteered 1,041 hours of direct service and administrative support
- 7,724 active engagements with firstcallkc.org; 40.9% of engagements were new visitors (new traffic)
Dear Friends,

This year has been one of change for First Call. While we know that addiction to alcohol and other drugs is not a new thing, the public health crisis associated with a national opiate epidemic is impacting families in all walks of life and stimulating increased awareness. In the last five years, overdose deaths due to opiate use have more than quadrupled in the Kansas City metro area.

First Call is active in the solution. We are partnering with other behavioral health, primary health care and support service providers to offer an evidence-based and comprehensive continuum of care to more than 50,000 people annually. We have increased programming at area public and private schools by 100% (1,836 students served in 2016) and are hiring additional clinical staff to meet recovery advocacy needs in our community. Our community-based prevention efforts are growing rapidly; we registered four new coalitions in 2016 (for a total of 10) and saw the number of community members served (52,968) double. Our clinical and prevention teams are taking the growth in stride and continuing to deliver quality services – core clinical outcomes exceeded 2015 goals by 20% in some cases!

Substance use disorders are preventable and treatable. First Call’s clinical staff is available to individuals and families who need professional support on their path to recovery; and our prevention staff is dedicated to educating students, parents and community coalitions about the risks associated with alcohol and other drugs.

On behalf of those we serve, thank you for your support!

With gratitude,

Susan Whitmore, President & CEO

On behalf of the Board of Directors, I express gratitude and appreciation to staff, volunteers, benefactors and peer service providers that enable First Call to pursue its mission. The need for prevention and recovery resources has never been greater. The luxury of viewing addiction as somebody else’s problem has long passed. It is no longer possible to deny its broad and devastating impact to individuals, families and communities. First Call is at the forefront of an effort to provide support, educate, and coordinate diverse and emerging resources.

Under Susan Whitmore’s able leadership, 2016 has been a year of advancement in personnel, program development, financial resources and facilities. Susan continues to build a team capable of addressing and supporting growing community needs. First Call is increasing prevention services notably in area schools and as a community advocate, as well as expanding treatment services such as its partnership with KC Municipal Drug Court.

Your support, whether time or money, is the lifeblood of First Call. Volunteers are a meaningful part of our outreach. Private foundation engagement has increased. A successful capital campaign, grant development and a growing constituent base enable First Call to enhance resources required for staffing to drive community engagement and new programming. We look forward to completing parking structure renovations in late spring to provide easier and more plentiful access to First Call offices.

Last year our Board Chair, Hugh O’Donnell, stated his goal of raising awareness in our community about First Call’s services. We have made considerable progress and the effort continues. My goal is to raise awareness of the devastation caused by active addiction and, even more powerfully, the healing restoration of recovery. With awareness comes insight and the opportunity for constructive change.

Thank you for helping us make a difference.

Dee Pack, Board Chair
## 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)
- Health Care Foundation of Greater Kansas City
- Price Family Foundation
- State of Missouri Department of Mental Health
- United Way of Greater Kansas City

### Diamond Donors $50,000+
- J.E. & L.E. Mabee Foundation
- Sosland Foundation
- McDonnell Foundation
- The McGee Foundation
- Shank Charitable Trust, Bank of America
- Village Church

### Angel Donors $10,000+
- American Century Investments Foundation
- Arvin Gottlieb Charitable Foundation
- Cross Foundation, Inc.
- Elmer C. Rhoden Charitable Foundation
- Hall Family Foundation
- Ina Calkins Charitable Trust
- Johnson County Alcohol Tax Fund
- Raymond A. Lamb Foundation
- Oppenstei...n Brothers Foundation

### Guardian Donors $5,000+
- Blue Cross Blue Shield of Kansas City
- Country Club Christian Church
- Feist Family Foundation
- Gil Family of Companies
- Hallmark Cards, Inc.
- JE Dunn Construction Company
- Lathrop & Gage, LLP
- McDonnell Foundation
- The McGee Foundation
- Shank Charitable Trust, Bank of America
- Village Church

### Champions of Hope $2,500+
- Park Foundation
- Dunn Family Foundation
- PayPal Giving Fund
- R.A. Long Foundation
- Wagstaff & Cartmell

### Celebration Donors $1,000+
- Breidenthal-Snyder Foundation, Inc.
- Broadventure
- Flo Harris Foundation of the Jewish Community Foundation of Greater Kansas City
- Gautreau Family Foundation
- Green Wave Technology Inc.
- James B. Nutter & Company
- Lowenstein Family Supporting Foundation of the Jewish Community Foundation of Greater Kansas City
- Loquient Technology Services
- Mariner Foundation
- Midwest Sweepers & Scrubbers Inc.
- Overland Park Regional Medical Center
- RampUp Labor
- Research Medical Center
- Scovell Wolfe & Associates, Inc.
- Sterneck Wolfe & Associates, Inc.
- Two Rivers Behavioral Health
- Valley Hope Association
- Van Osdol PC
- Welcome House, Inc.

### Patrons $500+
- Avenues to Recovery, Inc.
- Better Business Bureau of Greater Kansas City
- CR Promotions
- Kelly's Westport Inn
- Missouri Bank
- Recover Your Peace - Life Coaching
- SAMHSA
- Schloegel Design Remodel

### Friends $250+
- Burtin & Associates, Inc.
- Community Christian Church
- St. Pius X High School
- XP-RS LLC

### Donors $100+
- Amazon Smile
- Beneficial Lighting
- BTC Building Brighter Futures
- FCI Advisors
- GE United Way Campaign
- Grass Pad, Inc.
- Network For Good
- Wilson-McShane Corporation

---

*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.*
# Individual Donors

## Angel Donors $10,000+
- Anonymous: Jeffrey and Melanie Cameron

## Guardian Donors $5,000+
- Anonymous: Kent and Andrea Price

## Champions of Hope $2,500+
- Joseph and Sue Fahey: Ann and Tom Isenberg
- Christy and Bill Gautreaux: Jeffrey and Brooke Kuntz
- Cindy and Mark Doolittle: Mary and Alan Huneke
- Gerald Early and Shauna Roberts: Ray James
- Keith and Susan Gary: Gary Jenkins and Janice Colt
- Jill and Donald Hall: Mary Kier-Latenser and John Latenser
- Molly and Andrew Hermreck: Sheila Madden and David Schlee

## Celebration Donors $1,000+
- Carmen and Aaron Benson: Cindy and Mark Doolittle
- Peter and Lynne Brown: Gerald Early and Shauna Roberts
- Steve and Martha Butler: Keith and Susan Gary
- Cliff and Pennie Cohn: Jill and Donald Hall
- Robert and Mary Frances Cunningham: Molly and Andrew Hermreck

## Patrons $500+
- Bob and Mary Don Beachy: Nicole Esquibel
- Cheryl and David Bodensteiner: Jeffrey Kanatzer
- Todd Cannon: Michael and Barbara Roach
- Michael and Meg Conger: Jeff and Rebecca Rosen
- Thomas and Lynne Debacco: James and Ellen Marsee
- Michael Delaney: Michael and Barbara Roach

## Friends $250+
- Andrew Baker: Peggy and David Ekerdt
- Paul and Laura Baker: Howard and Sue Haas
- Grant Baumgartner: Jeremy Lillig
- Jamie Byrd: AJ Loscalzo
- Tracey and Patrick Concannon: Abigail Schmidt
- Paul Copaken: Scott Switzer

## Donors $100+
- Marilyn and Edward Aylward: Eileen Duggan
- Lori Bednar: John and Jerri Guignon
- Jamie and Stacey Boyle: Pablo Holguin
- Eric Burtin: Judy Latenser
- Larry Carlson: Judy Latenser
- Julie Carmichael: John and Jerri Guignon
- Matthew Carney: Pablo Holguin
- Ann Cohen: Judy Latenser
- Christi Coombs-Darnell: Pablo Holguin
- Cindy Cote: Judy Latenser
- James Cox: Pablo Holguin
- Gary Crainshaw: Pablo Holguin
- Danny and Ruth Curtis: Pablo Holguin
- Joe and Hannah Deluca: Pablo Holguin
- Sybil and Antoni Diehl: Pablo Holguin
- Patrick and Virginia Dobson: Pablo Holguin
- Barbara and David Domke: Pablo Holguin

## In-Kind Gifts

### Angel Donors $10,000+
- Mallinckrodt Pharmaceuticals: VML

### Champions of Hope $2,500+
- All Star Awards and Ad Specialties: Capital Grille
- Kansas City Royals: Terry McGovern

### Patrons $500+
- Live Fit: The Roasterie
- Toner Jewelry: unbakery

### Friends $250+
- Cosentino's Brookside Market: Cosentino's Price Chopper
- Costco Wholesale: Doug McCauley

### Donors $100+
- Cosentino's Brookside Market: Doug McCauley
- Cosentino's Price Chopper: Doug McCauley
- Costco Wholesale: Doug McCauley
First Call is the Regional Prevention Center for Cass, Jackson, Johnson and Lafayette Counties in Missouri. As the regional expert in prevention, First Call not only provides technical support to 10 coalitions in this four-county catchment area but also delivers evidence-based prevention programming in schools on both sides of the state line.

**Jackson County:**
- Lee’s Summit CARES
- Ivanhoe Neighborhood Council
- Urban Prevention Coalition
- Hickman Mills

**Cass County:**
- Ray-Pec CARES
- Harrisonville Community Prevention Coalition
- Belton CARES

**Lafayette County:**
- Lafayette County Prevention Coalition
- Brighter Futures Lafayette County Team Coalition

**Johnson County:**
- Johnson County Juvenile Justice Collaboration

---

**Program Highlight: First Call Prevention**

Thanks to generous Families First donors, First Call completed our $2 million capital campaign on schedule in December 2015. First Call’s new building at 9091 State Line Road offers clients and staff a dignified and peaceful place of healing.

In 2016, the most resource intensive part of the building campaign began—renovation of the building’s two-story parking structure. First Call is still in the midst of this major garage renovation project. The project is comprised of three distinct phases:

- **Phase One:** Assessment and testing of the existing parking structure (complete)
- **Phase Two:** Repairs and improvements to the garage structure (complete)
- **Phase Three:** Upper and lower surface refinishing (expected completion, spring 2017)

The garage is not the only improvement to First Call’s building. We have placed beautifully etched signs around the offices and rooms in recognition of campaign gifts of $10,000 and above. Landscaping and signage on State Line Road add to the building’s curb appeal and bring visibility to the First Call name.

Most importantly, the staff inside the building continues to make an impact in the community. We are all so very grateful for our new home and First Call’s expanded ability to reduce the impact of alcohol, drugs and addiction by providing quality resources to individuals, families and the community.
<table>
<thead>
<tr>
<th>Program</th>
<th>Services</th>
<th>Output 2016</th>
<th>Outcome Target 2016</th>
<th>Outcome Actual 2016</th>
<th>Improvements Implemented in 2016</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>3,513 individuals</td>
<td>85% of callers are referred to community services related to the caller’s identified area(s) of need</td>
<td>97% of callers referred to community services</td>
<td>Exceeded 2015 outcome by 20% by continuing to focus on person-centered care on every crisis call</td>
</tr>
<tr>
<td>Assessment and Referral</td>
<td>Substance use disorder assessment by a qualified clinician; referral to appropriate services</td>
<td>269 individual assessments</td>
<td>100% of individuals who receive assessments will also be screened for co-occurring disorders</td>
<td>100% of individuals who received assessments in 2016 were screened for co-occurring disorders</td>
<td>Added trauma screening tool to allow for screening of co-occurring mental health and trauma needs</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>98 individuals</td>
<td>Advocates will partner with new agencies</td>
<td>Two new partnerships for recovery advocate services</td>
<td>Advocate worked with clients at key partner agencies including Welcome House, Heartland Center for Behavioral Change and Wyandot Center</td>
</tr>
<tr>
<td>ME First ME After Sober ME</td>
<td>Using Motivational Enhancement Therapy, the ME programs offer structured group and one-on-one sessions for incarcerated individuals</td>
<td>155 clients</td>
<td>80% enter treatment with sustained / increased motivation for change</td>
<td>94% entered treatment with sustained / increased motivation for change</td>
<td>Expanded ME First program to Heartland Center for Behavioral Change, program includes immediate access to Recovery Advocate services</td>
</tr>
<tr>
<td>How to Cope</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>79 adults</td>
<td>80% increase in knowledge of harmful effects of alcohol/drugs</td>
<td>100% showed an increased knowledge</td>
<td>Added Extended Support Services to provide individualized support to How to Cope alumni to integrate new learning tools</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>73 children and youth</td>
<td>80% will show increase in knowledge of the effects of alcohol, tobacco and other drug use</td>
<td>82% showed an increase in knowledge</td>
<td>Expanded outreach efforts to include schools and community centers on both sides of the state line</td>
</tr>
<tr>
<td>Missouri Regional Support 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>10 coalitions held 350 events for 52,968 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% increase medication misuse; 1% decrease heroin</td>
<td>Registered coalitions grew by 40% in 2016 and the department served a record number of community members across the four-county catchment area</td>
</tr>
<tr>
<td>Direct Prevention Services</td>
<td>Sobriety Group; Life Skills Training; Students Invest in Success (SIS); Recovery Panels; Conscious Discipline</td>
<td>1,836 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>95% improved ability to make positive, healthy choices</td>
<td>Number of students served doubled between 2015 and 2016, including new programming in Kansas City Public Schools, Project Choices and the Boys and Girls Club of Olathe</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>343 professionals attended 17 courses</td>
<td>20% increase in both Mental Health First Aid and Youth Mental Health First Aid courses offered</td>
<td>20% more Mental Health First Aid and Youth Mental Health First Aid courses offered in 2016</td>
<td>First Call Mental Health First Aid trainers conducted a training for Kansas City Police Department CIT (Crisis Intervention Team) officers</td>
</tr>
</tbody>
</table>
## 2017 Calendar of Events

- **Annual Community Gratitude Luncheon**
  - Ewing Marion Kauffman Foundation
  - Friday, March 24, 11:30 a.m.

- **Celebrity Golf Tournament**
  - Swope Memorial Golf Course
  - Monday, June 19, 7:00 a.m.

- **Celebration Dinner**
  - The Gallery, Downtown Kansas City
  - Thursday, September 14, 6:00 p.m.

## First Call Staff

<table>
<thead>
<tr>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Susan Whitmore, President &amp; CEO</td>
</tr>
<tr>
<td>Michelle Comtois, Vice President of Programs</td>
</tr>
<tr>
<td>Emily Hage, Vice President of Development</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marchel Alverson</td>
</tr>
<tr>
<td>LaTanya Dumas</td>
</tr>
<tr>
<td>Keith Faison</td>
</tr>
<tr>
<td>Darren Faulkner</td>
</tr>
<tr>
<td>Megan Fowler</td>
</tr>
<tr>
<td>Melissa Gard</td>
</tr>
<tr>
<td>Dale Gray</td>
</tr>
<tr>
<td>Margaux Guignon</td>
</tr>
<tr>
<td>Michelle Irwin</td>
</tr>
<tr>
<td>Megan Keller</td>
</tr>
<tr>
<td>Thomas Lê</td>
</tr>
<tr>
<td>Deborah Lee</td>
</tr>
<tr>
<td>Suzanne Taylor</td>
</tr>
<tr>
<td>Ryan Toothaker</td>
</tr>
</tbody>
</table>

## Board of Directors

<table>
<thead>
<tr>
<th>Officers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dee Pack, Chair</td>
</tr>
<tr>
<td>Richard D. Rhyne, Vice Chair</td>
</tr>
<tr>
<td>Lena Price, Secretary</td>
</tr>
<tr>
<td>George Lopez, Treasurer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Directors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeffrey Cameron, MD</td>
</tr>
<tr>
<td>Nicole Esquibel</td>
</tr>
<tr>
<td>Kurt Hadermann</td>
</tr>
<tr>
<td>Molly Hermreck</td>
</tr>
<tr>
<td>Jeffrey Kuntz</td>
</tr>
<tr>
<td>Hugh F. O'Donnell, III</td>
</tr>
<tr>
<td>Tashina Ramirez</td>
</tr>
<tr>
<td>Chris Rosburg</td>
</tr>
<tr>
<td>Ben Schloegel</td>
</tr>
<tr>
<td>Ralph A. &quot;Lon&quot; Switzer, Jr.</td>
</tr>
<tr>
<td>Tony Vannicola</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.