

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

firstcallkc.org

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first call

First Call Annual Report Accomplishments

'18

First Call awarded the
LARGEST GRANT

in agency history to provide intensive clinical support to the reentry population

First Call celebrated
60 YEARS
of service in Kansas City

14
Signs of
Suicide Trainings
completed

Margaux Guignon
ELECTED PRESIDENT
of the Missouri
Substance Use
Prevention Network

45

adults trained in
How to Care, a new
curriculum-based training
to support caregivers of
children impacted by
familial substance use

45%
increase in children
served through
Caring for Kids

Clinical staff took
3x
as many off-hours
crisis calls compared
to previous years

8
new prevention
groups in Shawnee
Mission School
District and Kansas
City Public Schools

2 PRESENTATIONS
on gaps in substance use
services, highlighting
collaborative research
between First Call and
University of Kansas School
of Social Welfare

Susan Whitmore, First Call President
& CEO, attended meetings at the
WHITE HOUSE
and with SAMHSA head to discuss
recovery in Kansas City

Agency staff
retention rate of
90%

From Susan Whitmore & Richard Rhyne



Dear Friends,

In 2018, First Call celebrated 60 years of service to the community. Although our name and locations have changed over the years, one thing has remained the same – our commitment to our mission and dedication to the growing number of people we serve.

I'm proud to tell you that we had yet another year of tremendous growth in response to an unprecedented demand for help. Our clinical staff responded to three times as many off-hours crisis calls compared to previous years. Family Services has expanded as well to meet the growing number of children entering foster care in the midst of the opioid epidemic. This expansion included the successful piloting of How to Care at FosterAdopt Connect. How to Care is curriculum-based training that supports caregivers of children impacted by familial substance use.

Our partnerships with schools, courts, correctional settings and community coalitions are now stronger than ever. In fact, collaboration with the Kansas City Municipal Drug Court resulted in the largest federal grant award in our 60-year history on June 5, 2018. This five-year award, funded by the Substance Abuse and Mental Health Services Administration's Offender Reentry Program, will allow recovery advocates to offer unparalleled support to the reentry population.

Finally, our prevention specialists continue to meet the growing tide of addiction in our future generation, using evidence-based programs in schools and in the communities we serve. Eight new prevention groups started in the Shawnee Mission School District and Kansas City Public Schools.

The First Call Board, staff and I know that YOU are an integral part of our growth and continued success. On behalf of those we serve, thank you for your support!

Susan Whitmore, *President & CEO*



Dear Friends of First Call,

As I reflect on First Call's 60 years of service in the Kansas City metro, I cannot tell you how proud I am to be a part of this impactful organization. First Call has consistently worked to provide innovative programming to meet needs in the community.

The agency is moving into another year of growth. This growth is fueled by the award of the largest federal grant in the agency's 60-year history - the ME After reentry program received five years of funding from the United States Substance Abuse and Mental Health Services Administration (SAMHSA) to support the local reentry population. Looking forward into 2019-20, First Call will be working to leverage Neighborhood Assistance Program (NAP) tax credits through the Missouri Department of Economic Development to expand our family services programs. We are grateful for these opportunities to support individuals and families impacted by substance use disorder.

We do not do this work alone. In 2018, First Call worked with award-winning advertising agency, VMLY&R to put forth a print and radio campaign called "Side Effects." This provocative campaign draws attention to the dark side of pharmaceutical marketing and won a Gold Philly award at the Nonprofit Connect event in November. First Call also partnered with Jackson County and the University of Kansas School of Social Welfare to secure funding and facilitate a community-based research project to assess the gaps and needs of the substance use disorder continuum of care in the Kansas City area. Each day, First Call relies on the high quality resources available for people impacted by addiction to knit together a streamlined safety net of services for those who need them. We remain grateful and steadfast in this work, and it is my personal pleasure to be part of the solution.

Richard D. Rhyne, *Board Chair*

Program Highlight: Reentry and Recovery

"We always start each session with a one-word check-in. This is because we want them to know that there is somebody that cares about them every time they come to group. We support them the same way we support each other." - Keith Faison



Keith Faison, Correction Services Team Lead, has his own story of personal recovery – one that includes many barriers he's overcome through the years. His story is what fuels his commitment to those he serves in the Regional Correctional Center, the Jackson County Detention Center and the Kansas City Municipal Drug Court.

Keith believes all of the recovery advocates in the Reentry and Recovery Program at First Call share his same level of commitment. It's why they work tirelessly to help their clients in the reentry population through the early stages of sobriety. Each day, he and his team members make sure they are wearing their badges before coming to the detention center. They take the elevator to their respective offices, grab their rosters, and ask the correction officers about any issues that have happened within the last 24 hours that might hinder someone from attending a group or one-on-one session.

"We always start each session with a one-word check-in. This is because we want them to know that there is somebody that cares about them every time they come to group," Keith said. "We support them the same way we support each other." This dedication to a supportive environment is one of the reasons the Reentry and Recovery Program has seen substantial growth since its inception in 2010, serving 247 clients in 2018 alone. It now includes ME First, ME After, and Sober ME groups. They use Motivational Interviewing in their sessions with incarcerated individuals and those who are rejoining society after their release.

"The people we've served have more than doubled," said Keith. "That's due, in part, to our many positive outcomes. People are more familiar with the services we offer, and there's a new buzz because people know that there is someone who will help them, walk with them and advocate for them. So our goal is to continue to grow. We want to witness more of the miracles that take place with our clients."

"The people we've served have more than doubled, that's due, in part, to our many positive outcomes."

- Keith Faison



Rusty Menaugh, Keith Faison, Nhi Tuggle and Brandon Cunningham help support the reentry population in the Recovery and Reentry Program.

Public and Private Funding

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

State of Missouri Department of
Mental Health

Diamond Donors \$50,000+

Carrie J. Loose Trust, Bank of America Trustee
Jackson County, Missouri (Outside Agency)

Ronald D. Deffenbaugh Foundation
United States Substance Abuse and Mental Health Services Administration

United Way of Greater Kansas City

Angel Donors \$10,000+

Arvin Gottlieb Charitable Foundation
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Jackson County Community Children's
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Johnson County Alcohol Tax Fund
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Guardian Donors \$5,000+

Blue Cross and Blue Shield of Kansas City
Feist Family Foundation

Herman Family Foundation Fund

John J. Sullivan Jr. Charitable Trust

Vivian & Hymie J. Sosland Charitable Trust

Champions of Hope \$2,500+

Capital Paving & Construction
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Shank Charitable Trust, Bank of America
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Two Rivers Behavioral Health System
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Celebration Donors \$1,000+

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The Children's Mercy Hospital
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Gautreaux Family Foundation
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Lowenstein Family Supporting Foundation
Mobank/BOK Financial
Overland Park Regional Medical Center
RampUp Labor

Research Medical Center
Shatterproof
Truman Medical Centers
Valley Hope Association
Village Church

Patrons \$500+

Benilde Hall

Burtin & Associates, Inc.

Church of the Resurrection

Cottonwood Springs

Friends \$250+

American Century Investments Dollars for
Donors Fund

APHA - ASP Kansas City Chapter

Community Christian Church

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Donors \$100+

American Addiction Centers
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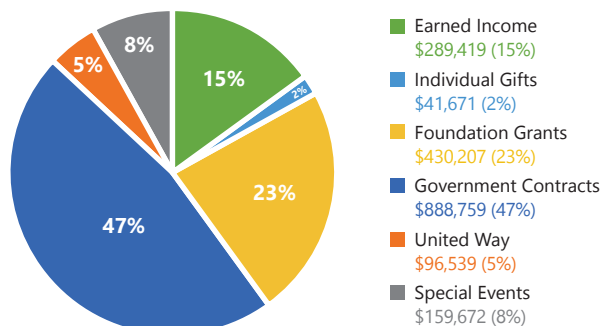
HM Retired School Personnel
Network for Good

Rodan Enterprises
Saul and Irene Ellis Family Charitable Fund

Wilson-McShane Corporation

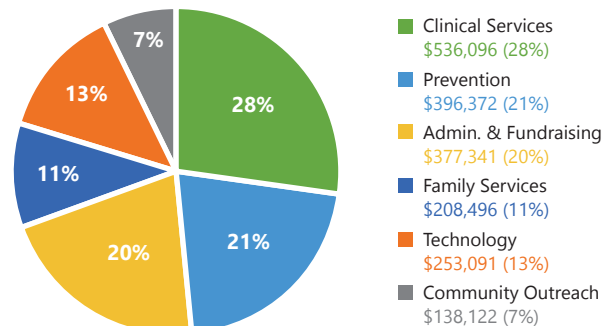
2018 Revenue

Total: **\$1,906,267**



2018 Expenses

Total: **\$1,909,518**



Individual Donors

Angel Donors \$10,000+

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Guardian Donors \$5,000+

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Donors \$100+

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Diamond Donors \$50,000+

VMLY&R

Champions of Hope \$2,500+

Grapevine Designs

Patrons \$500+

21c Museum Hotel Kansas City

Blue Cross and Blue Shield of Kansas City

Friends \$250+

Terry Glenn

Massage Envy

Swope Memorial Golf Course

Angel Donors \$10,000+

KPRS Hot 103 Jamz/KPRT AM

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Patrons \$500+

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David Zachariah and Linda Butler

Donors \$100+

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City Gym

Janice Pancake, Roots &
Branches A Salon

Kansas City Chiefs

QuikTrip Corporation

SCHEELS

Superior Linen Supply Co., Inc.

Waldo Pizza

Woodside Health and Tennis Club

Measuring Success, Improving Service 2018

Program	Services	Numbers Served 2018	Outcome Target 2018	Actual Outcomes 2018	2018 Improvements
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	4,394 calls	At least one appropriate referral made for each crisis call	5,112 referrals made to 350 community agencies	Due to increased call volume over the last two years, First Call added a dedicated Crisis Call Counselor to triage incoming calls
Assessment and Referral	Substance use disorders assessment by a qualified substance use counselor; referral to appropriate services	423 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	Clinical staff incorporated trauma as standard protocol in all assessments, including comprehensive screening for mental health, trauma and substance use disorder in all assessments
Recovery Advocacy	First Call employs recovery advocates to address gaps in coordination of care and support individuals navigating the recovery process	152 individuals	10% increase in clients working with a recovery advocate	7% increase in clients working with a recovery advocate	First Call secured a federal grant to allow for expansion of services and focus on intensive recovery support for the reentry population in Kansas City
ME First ME After Sober ME	Using Motivational Interviewing, recovery and reentry programs offer structured group and one-on-one sessions for incarcerated individuals as well as clients rejoining society after release from incarceration	247 Clients	80% demonstrate sustained/increased motivation for change at discharge	79% demonstrated sustained/increased motivation for change	First Call's recovery and reentry programming added staff members to allow for greater flexibility and staff retention
How to Cope	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; ongoing support provided through monthly alumni support and individual extended support sessions	162 adults	80% increase in knowledge of harmful effects of alcohol/drugs	100% of those who completed	First Call initiated program development for a How to Cope Refresher course for program alumni to be implemented in 2019
Caring for Kids	Caring for Kids is a seven-session course targeting at-risk children and youth impacted by substance use in the home	158 children and youth	80% will show increase in knowledge of the effects of alcohol, tobacco and other drug use	95% of those who completed	Caring for Kids added two new sites and an alumni group at an area elementary school, leading to a 46% increase in children served in 2018
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	12 coalitions and First Call Speaker's Bureau held 287 events for 71,627 community members	5% decrease in lifetime use for alcohol, tobacco, medication misuse and heroin use	In Jackson County, there was a decrease in lifetime use for alcohol, tobacco, and medication misuse of at least 2% and an increase of .2% for heroin use	First Call Director of Prevention, Margaux Guignon, was elected President of the Missouri Substance Use Prevention Network in November 2018
School-based Prevention Services	First Call delivers evidence-based prevention programs in school settings; these programs include Life Skills Training, Say it Straight and Sobriety Group	1,021 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	Prevention staff expanded direct prevention programming to five new schools in Greater Kansas City, including two schools in the Shawnee Mission School District
Professional Development Institute	First Call offers counselor preparation and professional development resources for those in the recovery and prevention field	252 professionals attended 14 courses	Provide Signs of Suicide (SOS) training in at least four area schools	Signs of Suicide training implemented in 13 area schools, almost three times the 2018 goal	Schools in both Kansas and Missouri are requesting the Signs of Suicide (SOS) program to help identify and understand risk factors for suicide among students and colleagues

Clinical Continuum of Care

Prevention

Professionals



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2019 Calendar of Events First Call Staff Board of Directors

For 60 years, First Call has been providing resources to the Greater Kansas City area. Help us help others. Mark your calendar and join us.

Annual Community Gratitude Luncheon

Ewing Marion Kauffman Foundation
 Friday, March 22, 11:30 a.m.

Celebrity Golf Tournament

Featuring Willie Wilson
 Swope Memorial Golf Course
 Monday, June 10, 7:00 a.m.

Celebration Evening

Elizabeth Vargas, Emmy Award-Winning Journalist in Conversation with Lara Moritz, KMBC 9 News Anchor
 Jackie DeSouza Van Blaricum & Mark Van Blaricum, *Event Chairs*
 Unity Temple on the Plaza
 Thursday, September 26, 7:00 p.m.

Staff

Susan Whitmore, *President & CEO*
 Michelle Comtois, *Vice President of Programs*
 Emily Hage, *Vice President of Development*
 Ryan Toothaker, *CFO*

.....

Marchel Alverson	Jason Hurd
David Bell	Michelle Irwin
Brandon Cunningham	Megan Keller
Bethany DePugh	Deborah Lee
Andrew Dixon	Rusty Menaugh
Keith Faison	Kelli Jo Parr
Megan Fowler	Suzanne Taylor
Melissa Gard	Nhi Tuggle
Margaux Guignon	DeMarco Vaughn

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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.