Clinical Services: A Recovery-Oriented System of Care

- 3,133 received crisis counseling by making that first call to the 24/7 crisis call line (816-361-5900)
- 290 received substance use disorders assessments at First Call
- 2,018 received substance abuse assessments at a KC ROSC network provider
- 132 attended ME First / ME After / Sober ME, a motivational enhancement mentoring program
- 370 logged on to mobileccl.org to access their client record and treatment plan
- 111 attended How to Cope, a class for adults impacted by a loved one’s substance use
- 109 attended Caring for Kids, a class for children impacted by substance abuse in their home

Prevention Services: Caring for Children and Youth

- 910 participated in school-based youth prevention programs in Kansas
- 6 teams held 210 events for 28,296 children, youth and adults

Outreach Services: Caring for Our Community

- 20,750 attended 87 Speakers Bureau presentations at businesses, schools and health fairs
- 334 attended 18 substance abuse professional continuing education and certification classes
- 119 volunteered 1,859 hours of direct service and administrative support
- 15,792 active engagements with the First Call website (firstcallkc.org); 9,522 of these engagements were new visitors
# Public and Private Grants

**Platinum Donors $100,000+**
- Anonymous Foundation
- Hall Family Foundation
- Health Care Foundation of Greater Kansas City
- Jackson County Community-Backed Anti-Drug Tax (COMBAT)
  
- Victor E. Speas Foundation
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We are grateful to the following families, individuals and foundations for Families First capital campaign donations to be contributed through 2018.

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- Outfront Media

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- Blue Cross Blue Shield of Kansas City
- Brancato's Catering
I am truly honored and grateful to be First Call’s new President and Chief Executive Officer. It’s also humbling to be at the helm of an organization that grapples daily with a devastating disease: There are more people dying from substance use disorders today than from car accidents. Over the last decade youth overdose death rates have quadrupled in Kansas and tripled in Missouri. Addictive disease takes its toll on families in every neighborhood and every community across America.

The good news is addiction to alcohol and other drugs is treatable and preventable. In the midst of a national health care crisis, First Call is partnering with other behavior health, primary health care and support service providers to offer an evidence-based and comprehensive continuum of care to over 20,000 people annually.

First Call’s big news in 2015 was completing the $2 million Families First Campaign, which supported our relocation to 9091 State Line. In October, we were awarded a $90,000 J.E. and L.E. Mabee Foundation challenge grant, contingent on meeting the campaign goal by the end of the year. At that time, we still had almost $450,000 left to raise! This made for an exciting last-quarter sprint across the finish line. Your gifts helped us exceed our goal by December 31st and secure the Mabee Foundation funding.

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

With gratitude,

Susan Whitmore, President & CEO

As we move into 2016, First Call has already undergone some big changes. After seven years as First Call’s President & CEO, Molly O’Neill has moved on to other challenges and adventures. During Molly’s tenure, First Call moved into its current new home, its programs received three-year CARF Accreditation and our service reach expanded by 300%. We are incredibly thankful to Molly for all she has done for First Call and our community.

We have had the tremendous good fortune of being able to fill Molly’s big shoes with Susan Whitmore, First Call’s Vice President of Development. Since joining First Call in 2010, Susan has been responsible for an almost 200% increase in grant revenue over the last six years in addition to spearheading the successful completion the $2 million Families First Capital Campaign in 2014-15. As the new President & CEO, Susan was able to hit the ground running and we are ready to confidently embark on the next chapter for this organization.

As Board Chair, my goal is to raise awareness in our community about the amazing services this organization has to offer. First Call has provided guidance, comfort and relief to individuals and families across the metro area, but there are still thousands who need help. Our marketing efforts, started in late 2014, are beginning to make a difference and in 2016 we will continue to build on the momentum. Keep an eye out for us!

We are very grateful to all of the supporters who have made our success possible. You have given so much, and I am asking for one more small favor. Please spread the word about First Call services. In addition to being the only 24/7 crisis call line in the area (816-361-5900), we offer support services for individuals, families and the community. To learn more, please don’t hesitate to call.

Thank you for your support.

Hugh F. O’Donnell, III, Board Chair
## Measuring Success, Improving Service 2015

<table>
<thead>
<tr>
<th>Program</th>
<th>Services</th>
<th>Output 2015</th>
<th>Outcome Target 2015</th>
<th>Outcome Actual 2015</th>
<th>Improvements Implemented in 2015</th>
<th>Program Staffing</th>
<th>Cost/Client</th>
<th>Cost/Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Crisis Calls</strong></td>
<td>The First Call crisis call line (816-361-5900) is the only 24/7 local call center for those seeking help or treatment for a substance use disorder in the Greater Kansas City area.</td>
<td>3,133</td>
<td>85% of callers called the crisis call line</td>
<td>77% of callers referred to community services</td>
<td>Continued providing crisis support 24/7 and provided 3,372 referrals in 2015</td>
<td>2.35</td>
<td>$51.50</td>
<td>$206.02</td>
</tr>
<tr>
<td><strong>Assessment and Referral</strong></td>
<td>Substance use disorders assessment by a certified substance abuse counselor; referral to treatment, psychiatric assessment, primary healthcare and support services.</td>
<td>290 first call individual assessments; 2018 assessments across KC ROSC network</td>
<td>100% of individuals who receive assessments will also be screened for co-occurring disorders</td>
<td>100% of individuals who received an assessment in 2015 were screened for co-occurring disorders</td>
<td>Continued to meet community needs by expanding assessment services to include telehealth assessments</td>
<td>2.85</td>
<td>$683.06</td>
<td>$273.22</td>
</tr>
<tr>
<td><strong>ME First ME After Sober ME</strong></td>
<td>Using Motivational Enhancement Therapy, the ME programs offer structured group and one-on-one sessions for individuals seeking treatment for a substance use disorder who are in jail or re-entering the community.</td>
<td>132 clients participated in the ME First / ME After / Sober ME programs</td>
<td>80% enter treatment with sustained / increased motivation for change</td>
<td>77% entered treatment with sustained / increased motivation for change</td>
<td>Facilitated coordination between county and city jails to allow for combined groups and increased program capacity. Added three-week, intensive Sober ME program in December to provide strong foundation of knowledge of recovery.</td>
<td>1.31</td>
<td>$825.47</td>
<td>$62.62</td>
</tr>
<tr>
<td><strong>How to Cope</strong></td>
<td>How to Cope is a seven-session course designed to help adults impacted by a loved one’s substance abuse overcome the related physical, psychological and social effects of addiction.</td>
<td>111 adults attended How to Cope</td>
<td>80% increase in knowledge of harmful effects of alcohol / drugs; 80% complete a plan to promote healthy relationships and abstinence from substance abuse</td>
<td>100% showed an increased knowledge of the harmful effects of alcohol and other drugs; 100% completed an action plan</td>
<td>Revised How to Cope Alumni group, and developed several new referral sources.</td>
<td>1.56</td>
<td>$1,080.00</td>
<td>$63.53</td>
</tr>
<tr>
<td><strong>Caring for Kids</strong></td>
<td>Caring for Kids is a seven-session course targeting at-risk children and youth impacted by substance abuse in the home.</td>
<td>109 children and youth attended Caring for Kids</td>
<td>80% increase in knowledge of the effects of alcohol, tobacco and other drug use / abuse; 80% complete a plan of action to stay safe</td>
<td>86% showed an increase in knowledge of the effects of alcohol, tobacco and other drug use / abuse; 100% completed an action plan</td>
<td>Delivered Caring for Kids programming at a diverse range of sites including transitional living and domestic violence shelters</td>
<td>1.66</td>
<td>$1,211.75</td>
<td>$96.94</td>
</tr>
<tr>
<td><strong>Missouri Regional Support Center</strong></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>6 teams held 210 events for 28,296 children, youth and adults</td>
<td>5% decrease in student alcohol use in their lifetime; 5% decrease in lifetime tobacco use; 5% decrease in lifetime medication misuse; 5% decrease in lifetime heroin use</td>
<td>2012-2014: 12% decrease in student in-lifetime alcohol use; 11% decrease tobacco; 40% decrease medication misuse; 22% decrease heroin</td>
<td>First Call has an enthusiastic, new prevention team that is energizing prevention efforts across the community, including fostering new coalitions and partnerships with schools.</td>
<td>3.26</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Prevention in Kansas</strong></td>
<td>Sobriety Group: Life Skills 101; Students Invest in Success (SIS); Recovery Panels and more.</td>
<td>910 participated in Kansas school prevention programs</td>
<td>75% of students completing the SIS and Life 101 programs indicate improvement in their ability to make positive, healthy choices when exposed to alcohol / drugs</td>
<td>90% improved ability to make positive, healthy choices when exposed to alcohol / drugs</td>
<td>Introduced Recovery Panels to area high schools and middle schools and have presented to over 1,200 students at five different schools.</td>
<td>2.30</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Professional Development Institute</strong></td>
<td>First Call offers counselor preparation and professional development resources for those in the recovery and prevention community.</td>
<td>334 professionals attended 18 continuing education / certification courses</td>
<td>20% increase in both Mental Health First Aid and Youth Mental Health First Aid courses offered</td>
<td>43% more Mental Health First Aid and Youth Mental Health First Aid courses offered in 2015.</td>
<td>Worked with Missouri Credentialing Board to become a provider site for the Missouri Recovery Support Specialist (MRSS) and Peer (MRSS-P) training, a week-long certification course.</td>
<td>0.43</td>
<td>$122.46</td>
<td>n/a</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 plans.