Accomplishments in 2010

Reducing the Impact for Individuals and Families

- 208 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.
- 192 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.
- 166 individuals seeking recovery from a substance use disorder received counseling, assessment, referral, intervention and/or follow-up services.
- 140 individuals attended ME First, a motivational enhancement program for those who are waiting for space in a treatment facility.
- 3,658 families and individuals received crisis counseling by making that first call to the Crisis Calls Hotline (816-361-5900).
- 395 substance abuse professionals attended continuing education and certification classes.
- 243 volunteers gave 4,480 hours of direct service and administrative support at First Call events, presentations and service programs.
- The First Call website (www.firstcallkc.org) received 20,050 hits

Providing Quality Services to the Community:

- 5,000 copies of In Search Of (a directory lists over 200 metro-area substance abuse treatment providers and affiliated services) were distributed to individuals and the community.
- 202 Speaker’s Bureau presentations on substance use disorder education and prevention were presented to businesses, faith organizations, schools and the public.
- 333 How to Cope alumni attended monthly gatherings in support of their ongoing recovery.
- First Call’s Community CareLink software contributed to 10 electronic health exchange initiatives in the region.

Stay up to date

www.firstcallkc.org/events

First Call Staff

Molly O’Neill, President/CEO
Ron Griffin, Vice President
Susan Whitmore, Vice President

Karen Schaller
Gordon Stubblefield
Priscilla Washington
Teresa Woods

Emily Bowers
Michelle Irwin
Debora Jones
Megan Keller
Deborah Lee
Glenda Negrete
Ken Orthual

2010 Annual Report

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.
2010 First Call Circles of Giving

To Our Friends

2010 at First Call was characterized by INNOVATION, INSPIRATION, and — the mother of invention — NECESSITY.

Like almost everyone else, in 2010, we were asked to do more with less. We knew窗外 to avoid is: to reduce the impact of alcohol, drugs and addiction by providing quality resources to individuals, families and the community. In order to continue to accomplish this, we must be creative, but practical, innovative.

Our newest INNOVATION actually began as a partnership way back in 2004 and led to a treatment alliance named Imagine the First Call Community Coalition, an electronic health record for behavioral healthcare providers. Now, our network is growing, we are saving, and we are asking you, our community, to join us.

First Call is an amazing tool that fosters better service and higher quality care to our constituents. In addition to increasing access to care, the Community Coalition increases communication between providers and allows all of us to improve service delivery by capturing data.

Imagine access to real-time mental health data from another mental health agency, the ability to send a diet plan to a client’s smart phone. We applied to one of the national accrediting bodies, the Commission on Accreditation of Rehabilitation Accreditation (CARF). We proposed the CARF review team only by pulling documents together, organizing, and making sure we’d met all of their criteria and crossed our T’s.

I’m delighted to tell you that First Call has been recognized as a Level 1 Accredited Agency providing high quality services to individuals, families and the community! We are very proud of this accomplishment. First Call’s national CARF accreditation status affords us the ability to charge third party payers for the quality services First Call delivers.

First Call enjoys a very successful year in 2010, despite facing some challenges presented by the changing business and economic environment.

First Call expanded its portfolio programs and services to include Community CareLink, an electronic health record for behavioral healthcare providers. We are now working to make sure we can provide the best possible care for our clients.

First Call has developed a strong collaboration with the University of Kansas School of Social Work to enable and facilitate building in measurable outcomes that demonstrate program effectiveness. The collaboration will provide opportunities for seeking grant support from federal agencies and philanthropic foundations in support of this important work.

First Call will continue to INNOVATE, INSPIRE, and respond to NECESSITY as we move into the new year.

As our CEO so aptly described, First Call will continue to practice the mantra that ‘no one is turned away due to lack of ability to pay.’

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Which brings us to NECESSITY. Impoverished by the same factors that cause addiction to thrive in the first place, those who battle addiction face even greater obstacles.

In 1998, First Call began delivering services to Jackson County and the surrounding area.

As we strive to increase our earned income even more over time, we maintain a commitment to our policy that no one is turned away for lack of ability to pay.

In 2010, we decided that First Call should be recognized for all the high quality services we deliver. No more hiding our light under a bushel. We applied to one of the national accrediting bodies, the Commission on Accreditation of Rehabilitation Accreditation (CARF). We proposed the CARF review team only by pulling documents together, organizing, and making sure we’d met all of their criteria and crossed our T’s.

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