

ANNUAL REPORT

2022



first call

FROM OUR PRESIDENT & CEO



EMILY HAGE

If I had to pick a word to describe 2022 for First Call I would say: transformative. The year brought stark realities for the people we serve - intense mental health challenges for our youth and dramatic increases in overdose deaths in our bi-state region and across the nation.

In order for First Call to be part of the solution, we needed to add some tools to our toolbelt (you can read more about this in the program feature about Harm Reduction). However, it can be challenging for a mid-sized nonprofit like First Call to be nimble and responsive to emergent needs like the worsening fentanyl poisoning crisis due to restrictions that come with grant and contract funding.

In recent years, we have focused on contributions that are "unrestricted" - meaning First Call can use the funding in the areas we deem most critical. Gifts that we receive from individuals and special events fit in this bucket - they are so critically important to ensuring that we can pivot people, programming, and resources to meet areas of greatest need.

Fortunately, as the agency has grown (we are sitting around 33 full-time employees now), so has the support from so many of you. We are immensely grateful, and I welcome any questions or comments about how you can be an even greater part of this important work.

In Gratitude,

Emily Hage, President & CEO

FROM OUR BOARD CHAIR

Dear Friends,

2022 was a year of reconnection and growth at First Call, and it was my honor to serve as Board Chair throughout it all. After drastic service interruption due to the pandemic, services came roaring back last year. Here is a snapshot of the amazing work that was accomplished:

- School-based prevention groups grew 124% over 2021, with more than 1,750 students served.
- Re-entry programs grew 45% over 2021, serving 432 justice-involved individuals through recovery support, care coordination, housing and transportation assistance, and other emergent needs.
- First Call responded to the overdose/fentanyl poisoning crisis by deploying harm reduction strategies like Narcan training & distribution, and cultivated key partnerships to prevent overdose among the most vulnerable in Kansas City.
- First Call adopted a new strategic plan in May 2022 that highlights the agency's focus on access, commitment to data-driven practice, and Diversity, Equity and Inclusion.

First Call has always been a connector, and this plan helps us vision new ways to play this role in our community. I will tell you one thing, it is never dull around here! Kudos to the amazing staff who work tirelessly to meet ever-growing needs.

Sincerely,

George Lopez, Board Chair



GEORGE LOPEZ

2022 PROGRAM HIGHLIGHT

HARM REDUCTION

This year, First Call expanded our continuum of care to include harm reduction, a fundamental part of compassionate and pragmatic Prevention, Treatment, and Recovery. In partnership with the University of Missouri-Kansas City and KC Care Health Center, we received funding for this work through Substance Abuse and Mental Health Services Administration's (SAMHSA) inaugural Harm Reduction grant.

The purpose of the grant program is to support community-based overdose prevention programs and other harm reduction services. Funding is being used to enhance prevention activities intended to help reduce overdoses for those with or at risk of developing Substance Use Disorder (SUD). Funding also supports the distribution of FDA-approved overdose reversal medication (commonly known as Narcan), and helps connect people to overdose education, counseling, health education, and treatment. Finally, the funding is being used to take steps to reduce the negative personal and public health impacts of substance use or misuse. As we navigate this new territory, we are establishing processes, protocols, and mechanisms for referral to appropriate treatment and recovery support services.

Since taking her position as Harm Reduction Specialist, Casey Johnson has trained more than 600 individuals in how to spot an overdose and administer Narcan. Additionally, she has led dozens of Fentanyl awareness workshops.

Since the program began in September, staff has partnered with more than 30 community organizations, schools, and law enforcement agencies to teach and implement harm reduction strategies.

"NARCAN SHOULD BE A PART OF EVERY FIRST AID KIT. HOPEFULLY YOU NEVER HAVE TO USE IT, BUT HAVING A LIFESAVING MEDICATION ON HAND IS ALWAYS THE RIGHT ANSWER."

- CASEY JOHNSON

We've distributed 2,472 doses of Narcan in 42 different zip codes. Because we don't ask qualifying questions or require demographic information, we estimate this to be a conservative take of our actual reach.

As a trusted leader and expert in the SUD field and the number one distributor of free Narcan in the greater Kansas City area, First Call continues to effect positive change in response to the overwhelming overdose crisis happening locally and nationally.

Harm Reduction is a vital part of First Call's future and ability to fully realize our mission. Thank you for joining us in our commitment to seeking innovative ways to serve and support our clients and community.



MEASURING SUCCESS

IMPROVING SERVICE IN 2022

	PROGRAM	SERVICES
RECOVERY	Crisis Calls	24/7 crisis call line for those seeking help or treatment for substance use disorder in the greater Kansas City area.
	Assessments	One-time, comprehensive substance use assessments for self-referred, court-referred and other individuals.
	Recovery Support Services	Individual services navigating the recovery process, including ongoing support, group education, and care coordination.
	Court Services	In partnership with KC Municipal Drug Court, court services programming offers intensive outpatient treatment through Sober ME, substance use assessments, and group education through ME After groups.
	Reentry	Specialized recovery support, treatment, and wraparound services focused on justice-involved individuals with substance use disorder.
HARM REDUCTION	Harm Reduction	Harm reduction services focus on individual harm reduction education and supply distribution to people who use drugs through partnership and street outreach, as well as community-level harm reduction trainings and distribution of supplies including Narcan and fentanyl test strips.
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.
	Caring for Kids	Caring for Kids is a seven-session course targeting at-risk children and youth impacted by substance use in the home.
	How to Care	How to Care is a four-hour educational training for caretakers of children impacted by substance use disorder and how best to support them.
PREVENTION AND OUTREACH	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; this work includes Communities that Care Coalitions centered in the KCPS School District, Center School District and Belton School District.
	School-based Prevention	First Call delivers evidence-based prevention programs in school settings; including Life Skills Training, Too Good for Drugs and Relapse Prevention.
	Community Education	First Call provides community education and trainings throughout a six-county service area, including dissemination of information at community events and resource fairs.
	Professional Development Institute	First Call offers counselor preparation and professional development resources for those in the recovery and prevention field.
	Evidence-based Community Trainings	First Call offers trained facilitators in evidence-based community trainings including: Mental Health First Aid, Youth Mental Health First Aid, Teen Mental Health First Aid, Signs of Suicide, LifeSkills Training
OVERALL	Agency Satisfaction	First Call looks to both program efficacy and satisfaction measures as a mechanism to evaluate overall performance of the agency on an annual basis.

	NUMBERS SERVED	OUTCOME TARGET	ACTUAL OUTCOME 2022
RECOVERY	1,743 incoming calls	80% of callers receive follow up within 7 days	95% (1,648) received follow up within 7 days
	152 individuals	100% of clients are screened for mental health and trauma	100% of clients screened
	256 individuals	Participants will experience a 60% decrease in Addiction Severity Index (ASI) scores indicating a decrease in addiction severity	85% of clients experienced a decrease in ASI scores
	107 individuals	70% of participants will demonstrate an increased or sustained motivation for change	72.41% of participants are sustaining or increasing motivation
	325 individuals	At 6 months, 50% of clients will demonstrate a 90 day period of abstinence from substances	54% of clients had achieved 90 days of abstinence after 6 months of engagement
HARM REDUCTION	1836 individuals	Distribute over 2,000 doses of Narcan and provide 30 Narcan/Harm Reduction trainings to a minimum of 500 people total	2,472 doses of Narcan distributed, 41 trainings for 600 people total
FAMILY SERVICES	145 adults	80% of participants will report increased knowledge about addiction after completion of class	97% of participants reported increased knowledge
	107 children	80% of participants will report increased knowledge about addiction after completion of class	83% of students reported increased knowledge
	79 individuals trained	80% of participants equipped to address needs of children impacted by substance use	95% of participants felt they were better equipped to address needs of children impacted by substance use
PREVENTION AND OUTREACH	9 registered coalitions	75% of coalitions will report satisfaction with Prevention Resource Center technical assistance and training	89% of coalitions report satisfaction
	1751 students	Participants will demonstrate a 7% increase in knowledge	Participants demonstrated a 12% increase in knowledge
	12,500 people educated	200 presentations educating 10,000 community members	212 presentations given to a total of 12,500 community members
	12 trainings for 175 individuals	Training schedule demonstrates responsiveness to participant and community requests for topics	Training schedule based on evaluations, with a theme of trauma and resilience
	26 trainings	Provide at least 7 Mental Health First Aid trainings	Provided 26 trainings to a total of 500 people
OVERALL	6,676 people	90% of community stakeholders report satisfaction with First Call as a partner agency and resource	86% of community stakeholders reported feeling satisfied with First Call services

FUNDING

Public & Private

\$100,000 +

Anonymous Foundation
City of Kansas City, Missouri (Municipal Drug Court)
Jackson County Children's Services Fund
Jackson County Outside Agency
State of Missouri Department of Mental Health
Substance Abuse and Mental Health Services
Administration (SAMHSA)
Sunderland Foundation

\$50,000 - \$99,999

COMBAT Commission
Ronald D. Deffenbaugh Foundation
First Call Technologies
Hall Family Foundation
Johnson County Alcohol Tax Fund
Carrie J. Loose Trust, Bank of America Trustee
Missouri Coalition of Recovery Support Providers

\$25,000-\$49,999

Cross Foundation, Inc.
R and C Charitable Foundation
Ina Calkins Charitable Trust
Kansas City Regional COVID-19 Response and
Recovery Fund
William T. Kemper Foundation
Sherman Family Foundation
Sosland Foundation

\$10,000-\$24,999

Anonymous Foundation
Blue Cross and Blue Shield of Kansas City
Cerner Charitable Foundation
Constance M Cooper Charitable Foundation
Frederick and Louise Hartwig Family Fund
Health Forward Foundation
KC CARE Health Center
Oppenstein Brothers Foundation
REACH Healthcare Foundation
United Way of Greater Kansas City
Estate of Sonya Yarmat

\$5,000-\$9,999

The AIDS Service Foundation
Ford Brent
Jeffrey and Melanie Cameron
Feist Family Foundation
Arvin Gottlieb Charitable Foundation
Integrity Truck Sales, LLC
J.E. Dunn Construction Company
Lathrop GPM LLP
R.A. Long Foundation
Midwest Recovery Centers
Morgan Family Foundation
Jay and Ruthie Pack
Dee and Joyce Pack
Pelican Charitable Foundation
Prime Health Foundation
J.B. Reynolds Foundation
Vivian & Hymie J. Sosland Charitable Trust
Laura and Chris Vernaci
Wagstaff & Cartmell

\$2,500-\$4,999

AdventHealth Kansas City Foundation
Brenda Althouse and Paul Fingersh
John and Kathy Hungerford
Gary Jenkins and Janice Colt
Jean Kiene
Jennifer and Curtis Krizek
Lowenstein Family Supporting Foundation -
C Reserve Fund
LPL Financial
Hugh F. O'Donnell, III
Park Foundation
Shank Charitable Trust, Bank of America Trustee

\$1,000-\$2,499

Addiction Recovery Services, Inc.
Aetna Inc.
Blake Allen
Anonymous
The Aviary Recovery Center
BlueScope Foundation
Rachel Brennan
Broadventure LLC
Mitch Burgess
Burtin & Associates, Inc.
Randi and Richard Crabtree
Robin Cunningham
Cindy and Mark Doolittle
Keri Dougherty
Heather Edverson
Friends of Recovery Association
Karen and Jeffry Gerson
Emily and Erik Hage
Benilde Hall
Hyman Brand Hebrew Academy
Tom and Ann Isenberg
J.M. Fahey Construction Company
Chase Johnson
Andrew Komer
Michael and Beth Liss
George Lopez
Kenneth McCauley
Linda Moore
Scott Mueller
New Directions Behavioral Health
Lena Price Charitable Fund
Richard Rhyne
Courtney Scarborough
Nicole Schowengerdt
Shatterproof
Chris and Emily Smart
Summit BHC
Valley Hope Association
VanTrust Real Estate
Phillipp Vitti
Elizabeth Whalen

\$500-\$999

Anonymous
John and Kathleen Barry
Cheryl and David Bodensteiner
Chartier Family Trust

\$500-\$999 continued...

Cottonwood Springs
Creating Healthier Communities
Roper and Rachel DeGarmo
Nicole Esquibel
Dale and Andrea Gray
Greg Musil
John and Jerri Guignon
Mary Frances Haake
Ron and Barbie Hill
Sher Hurlburt
Jeffrey and Brooke Kuntz
Marty and Billi Lee
Peter Malone
The Mixx
Jamie Powell
Paige Rodenberg
David and Connie Ross
Susan and George Satterlee
Matt Sayers
Schenck Process Holding
Ben and Ann Schlafer
Angela Skahan
Spencer Fane LLP
Eugene Stegeman
Kimberly Stern
Steven and Evelina Swartzman
Carl Vansant and Leslie Eden
Barb Zima

\$250-\$499

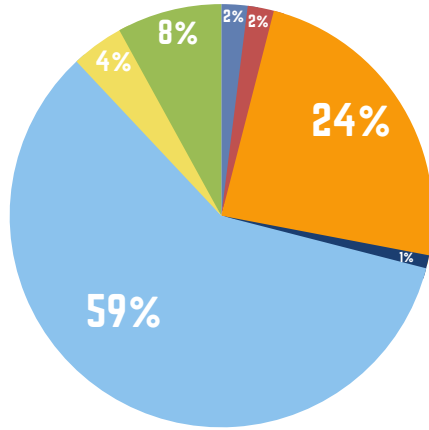
Ann and Craig Alexander
Gina Armitage
Patricia Bauer
Joseph L. Black
Patrick Brennan
Peter and Lynne Brown
Connor Callahan
Garron Carter
Resurrection, a United Methodist
Church
Julie Connor
Mark and Diane Davidner
Sarah and Matt Ferguson
Thomas Fields
Terry Glenn
Gold Bridge Treatment Center
Jeanne and Erik Hansey
Barbara Head
Ethan Helfand
Martha & Chris Higgins Charitable
Gift Fund
Donald Hill
Chelsea Hodges
Tanner Isaacson
John and Jenny Isenberg
Sara Jones
Doug Knetzer
Timothy and Linda Link
Mack Tilton Charity Fund
Nathan McCarthy
Terry McGovern

2022 REVENUE

2022 EXPENSES

\$250-\$499 continued...
 Merrill Lynch, Pierce, Fenner & Smith Incorporated
 Laura Mussulman
 Janice Pancake
 Alecia Partridge
 David and Carol Porter
 Bill and Ann Rainey
 Lindsey Rood-Clifford
 Pat Rush
 Ami Schreiber
 Scott and Denise Slabotsky
 Phil Stabler
 Sandra Stanley
 Doug and Kathy Stevens
 Randy Tarvin
 Nhi and Nicholas Tuggle
 K.C. Turnbull

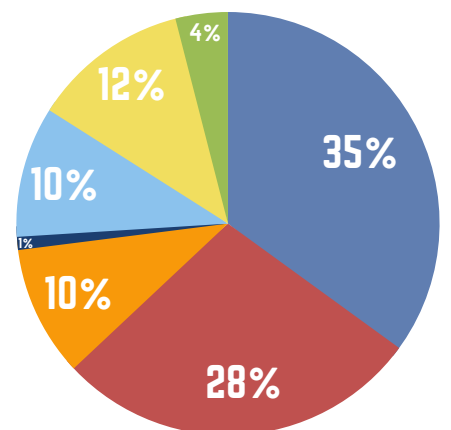
\$3,217,383



- Earned Income - \$65,334
- Individual Support - \$76,213
- Foundation Support - \$759,761
- United Way - \$20,881
- Government Contracts - \$1,899,691
- Special Events - \$143,530
- Capital Support - \$251,973

*2022 Total Net Assets - \$1,931,962

\$2,866,968



- Recovery Services - \$1,004,029
- Prevention Services - \$802,355
- Family Services - \$284,138
- Harm Reduction Services - \$34,876
- Administration - \$282,520
- Fundraising - \$331,898
- Marketing & Community Outreach - \$127,152

KC Health Equity LAN selected First Call as one of 15 teams

to create a city-wide system of safe, behavioral health and wellness resource spaces. The system will break geographic barriers & catalyze and sustain equity-centered and culturally responsive health care that yields equitable health outcomes.



FIRST CALL PREVENTION SERVED

1,858

CHILDREN IN 2022

A YEAR IN REVIEW



FIRST CALL ADDED A FULL TIME **Harm Reduction Specialist**

FIRST CALL HELD IT'S MOST SUCCESSFUL FUNDRAISER TO DATE

\$112,585
 raised at the
 2022 Celebration Evening

68.6%

of youth who took Caring for Kids said,

they felt confident in their ability to apply new knowledge and coping skills effectively.



The Reentry Team expanded its reach, serving

43 AT THE TRANSITION CENTER OF KANSAS CITY

in its inaugural year!

Ordered **159**



Uber Rides to get clients to/from appointments

Provided **26**

Mental Health First Aid Trainings



Participated in the MDMH's Missouri Student Survey

Invested in their students' health



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

2023 EVENTS

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.

March 9, 2023

Community Gratitude Luncheon

First Call's Annual Community Gratitude Luncheon celebrates those who work tirelessly to reduce the impact of alcohol, drugs, and addiction by recognizing champions in the field.

June 9, 2023

30th Annual Golf Tournament

This year, we will celebrate this event's history and success as we host the 30th and final tournament at Swope Memorial Golf Course.

September 28, 2023

Soiree ~ A Celebration of Arts & Recovery

Soiree ~ A Celebration of Arts & Recovery is First Call's signature fundraiser, featuring dinner, live auctions, and premier guests. Join us as we celebrate recovery & the arts at the Hotel Kansas City.

Hope starts here... your First Call

STAFF

Emily Hage
President & CEO

Ryan Toothaker
Chief Financial Officer

Vanessa Herring
Chief Development Officer

Sheila Alexander-Elliott
Solomon Alpert
Bailey Beauchamp
Bryce Bradford
Hector Contreras
Emily Conway
Bethany DePugh
LaTanya Dumas
Keith Faison
Megan Fowler
Melissa Gard
Michelle Irwin
Casey Johnson

Megan Keller
Emma Kelley
Shelby Krech
Deborah Lee
Sarah Link Ferguson
Gray Lopez
Margaux Mueller
Rita Mwangong
Kelli Jo Parr
Ananda Sallman
Ann Schlafer
Scott Schultz
Shane Yeman

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Blue Cross Blue Shield of Kansas City

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Sergeant, Kansas City Police Department

Karen Gerson
Community Volunteer

Patrick James Martin
Cornerstone Companies

Laura Mussulman
University of Kansas Medical Center

DJ Pierre
Shaffer Lombardo Shurin

Richard D. Rhyne
Rhyne ADR

FIND US...

9091 State Line Road, Kansas City, Missouri 64114 | 24/7 Crisis Call Line - 816-361-5900