FROM OUR PRESIDENT & CEO

Dear friends and partners,

It is still surreal to me to be writing to you as the President & CEO of First Call. Talk about a whirlwind first year! Our team got back into our beautiful office building in Spring 2021, just as I was stepping into my new role. Since then, we have discovered grace and flexibility as we navigated through our work while the world around us continued to shift and change. Yet, after 12 years of working at First Call, I can tell you that despite the pandemic challenges and the rising demand for services, First Call finds itself stronger than ever.

It is hard to identify the things I am most proud of from 2021, but I know employee retention is at the top of my list. First Call retained staff and added new positions to meet the need during a very turbulent time; it helps that we have been intentional about self-care and whole-life balance. With the support of the funding community, we found creative ways to honor our team’s dedication and hard work. We are 100% committed to this as an organization, and First Call continues to be a place people want to work. Our workforce is working harder than ever to meet growing demands in our community - you see this evidenced throughout this report. And despite the shift to 100% virtual trainings, our Professional Development Institute hosted 15 courses for 196 total participants.

Sadly, however, is the realization that we know why the demand for our work continues to grow. Over 100,000 Americans died from drug overdoses in 2021; the scale of this crisis necessitates new solutions like harm reduction strategies and better access to treatment & recovery resources. As we grappled with the pandemic, Americans - our friends, our neighbors, our co-workers—turned to drugs and alcohol to cope with stress and we are left with a deluge of behavioral health needs as the pandemic subsides.

For so many of us, this work is intimate and personal. First Call’s work is my family and yours - it is all of us. I am so grateful for the opportunity to lead this organization into our next chapter; I cannot wait to see what’s next.

In Gratitude,

Emily Hage, President & CEO

FROM OUR BOARD CHAIR

A new year is upon us, and I hope all of you are as excited as I am. Looking back at 2021, I am truly amazed at the extraordinary work that First Call accomplished despite extraordinary challenges.

For the past ten years, I have had the honor of serving on the First Call Board of Directors, and the last three as Vice Chair under our amazing Chair, Dick Rhine. I appreciate the unprecedented leadership and engagement that Dick provided and I know that his leadership has become the gold standard by which future boards will be measured. No one did it better than Dick, and I am thrilled that he will continue his work as part of our Board going forward.

Last year was a season of change. We welcomed Emily Hage as our new President & CEO. Emily had previously worked at First Call for 12 years and combined with her nonprofit leadership background, she has proven to be a natural fit as CEO. She’s worked to expand the scope of our services and secured crucial grants to further our mission. During the pandemic, Emily kept health, safety, and peace of mind in the forefront, not just for those we serve in the community but also for First Call staff, donors, and community partners.

Also in 2021, the Commission on Accreditation of Rehabilitation Facilities (CARF) International, an independent nonprofit accreditor of health and human services, awarded First Call its top accreditation honor, recognizing First Call for our substance use disorder programs in the areas of Crisis & Information Call Centers, Prevention, Outpatient Treatment, Assessment & Referral, Case Management & Service Coordination, and Court Treatment. Our Board is extremely proud of the hard work and dedication of staff, volunteers, and community partners who work tirelessly on behalf of First Call to receive this honor.

Finally, First Call closed out 2021 with our most successful year-end fundraising appeal ever. We believe that a sea change in public opinion is starting to take place - the realization that our community understands the importance of the vital prevention and recovery services that First Call provides, and that these services are worthy of their philanthropy. The world is grappling with an unprecedented crisis, and I have every confidence that First Call will continue to meet the growing needs of those impacted by substance use disorder in our community. I believe passionately in the mission of First Call, and I look forward to working with staff and leadership in a new capacity. I see all the growth that has been achieved and want to continue that momentum - reaching for more.

Best,

George Lopez, Board Chair

A YEAR IN REVIEW

MARCH 2021
Seamless Transition of First Call Leadership

EMILY HAGE
PRESIDENT & CEO

Began providing adolescent substance use evaluation and recovery support
 SERVICES FOR INDIVIDUALS 18 AND UNDER

16 different local, county, state, & federal correctional facilities

PREVENTION STAFF FACILITATED ongoing groups across 24 partner schools

61% increase in demand of reentry services from 2020 to 2021
Provided 55 UBER rides for clients to get to and from appointments

Awards
Commission on Accreditation of Rehabilitation Facilities
CARF's Top Honor

Provided
Prevention's Demarco Vaughn & Margaux Guignon joined the Mayor's Planning Committee for HIV and AIDS Prevention

First Call's Speaker's Bureau
Announced 3 New Partnerships

Kansas Department of Aging & Disability Services, St. Michael's Church, & Mid-Continent Library

70 Individuals received their Missouri Prevention Specialist credentials
As a Result of Training Through First Call

AWARDS
Commission on Accreditation of Rehabilitation Facilities
CARF’s Top Honor

Bryce Bradford & Mario Valencia
Presented at the International CIT Conference

7,760 Referrals were made to 258 community partner agencies

Provided pre-release support to individuals at 16 different facilities
After nearly two years of the pandemic, we know that children are struggling now more than ever with increased mental health needs. For many children and adolescents, 2021 marked a return to in-person classes. And while most recognized the return to the classroom looked very different for everyone, one thing had remained a constant - the support of First Call’s prevention programming.

At First Call headquarters, the offices of our prevention team may often look empty, but we know that is because the real work happens in the places where they are needed most, our area school districts. First Call’s dedicated Prevention Specialists provide evidence-based programming to 24 area schools in the Kansas City Metro area. In 2021, our prevention staff was excited to break an agency record by providing nearly 60 ongoing prevention groups to local schools. More groups meant more kids were able to receive the support they needed during a critical time.

Much of the growth in the Prevention Department’s outreach can be attributed to the Partnerships for Success (PFS) grant that was awarded to First Call in 2020 by the State of Missouri Department of Mental Health and SAMHSA. The PFS grant allowed First Call to focus on the expansion of prevention services in Missouri school districts. In 2021 First Call added an elementary school and two upper-grade schools within the Kansas City Missouri Public School District, as well as established brand-new partnerships with Nativity of Mary and Center School District.

Bryce Bradford is grateful for the new partnerships, “Thanks to increased funding through the PFS Grant we have been able to collaborate with KCPS, Center School District, and Belton School District to implement Communities That Care, a service that gathers public officials, community leaders, and other important entities to create a prevention board. This board is tasked with identifying and reducing risk factors while promoting and increasing protective factors by selecting and implementing interventions, and substance use prevention education throughout the community. I take pride in expanding these partnerships with local school districts and law enforcement agencies.”

Throughout 2021, First Call worked closely with all our school districts using Communities That Care evidenced-based programming, and assistance from PFS to ready them for their participation in the 2022 Missouri Student Survey. This state-wide student survey tracks risky behaviors, such as alcohol and drug use, for students in sixth to twelfth grade. The data from this survey helps inform school districts and communities so they can better understand their student body and provide support where it’s needed most.

Through First Call’s ongoing partnerships and diligent work, both Kansas City Public School District and Center Public School District chose to participate in this important state-wide survey for the first time ever.

Margaux Guignon, Director of Prevention Services, acknowledges Dr. Lateshia Woodley and Dr. Yolanda Cargile as integral to this accomplishment. Guignon reflected on the work, “First Call has worked for years to build our relationship with KCPS. It has been the efforts and support of Dr. Woodley and Dr. Cargile that have made this work a possibility, giving us the opportunity to help kids throughout the city. That opportunity goes nowhere, however, without the amazing prevention team at First Call. They have taken this moment and met the needs of our students, going above and beyond all expectations daily with positive attitudes and willing hearts.”

Our prevention specialists have so much to be proud of in 2021. Our ability to expand is reflective of the positive impact our specialists and our school-based programming have on the youth we serve. First Call prides itself in creating strong and trustworthy relationships, not just with the school’s administration and staff, but also with the students we serve. By providing Lifestyles classes at each level, we are often able to follow these students along on their educational journey. Prevention Specialist, DeMarco Vaughn knows firsthand the impact our services have on these students. “One of the most gratifying feelings is having the privilege of building long-lasting rapport while continuing to watch the students grow from year to year. I appreciate being a part of their transition from elementary to middle school and some even to high school. Our program allows us the opportunity to meet and positively impact future generations. I’m honored to not only offer helpful information but to be a part of something greater than myself.”
<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>SERVICES</th>
<th>NUMBERS SERVED 2021</th>
<th>OUTCOME TARGET 2021</th>
<th>ACTUAL OUTCOMES 2021</th>
<th>2021 PROGRAM IMPROVEMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RECOVERY</strong></td>
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<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>4,667 Calls (incoming and outgoing)</td>
<td>At least one appropriate referral made for each crisis call</td>
<td>7,760 referrals made to 258 agencies</td>
<td>Our Crisis Call health record interface was updated and enhanced to streamline access to resources, the new interface drastically reduces the time it takes to get resources in the hands of those who call</td>
</tr>
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<td>Recovery Support Services</td>
<td>First Call recovery advocates support individuals navigating the recovery process, including validated assessment, ongoing individualized support and group education</td>
<td>104 Individuals</td>
<td>80% of clients working with a recovery advocate individually sustain or increase motivation to change (SOCRATES)</td>
<td>87% of clients sustain or increase motivation to change</td>
<td>Partnered with the Kansas City Public Library to provide community-based services utilizing the library’s multiple locations to provide confidential services to clients in the community, enhancing accessibility</td>
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<td>Corrections and Reentry</td>
<td>Using Motivational Interviewing, the corrections and reentry programs offer structured group and one-on-one recovery counseling</td>
<td>298 Individuals</td>
<td>80% demonstrate sustained/increased motivation for change</td>
<td>73% demonstrated sustained/increased motivation for change</td>
<td>Streamlined access to reentry services by creating a Reentry Intake Advocate position</td>
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<tr>
<td>How to Cope</td>
<td>How to Cope is a seven-session course that helps adults overcome the physical, psychological, and social effects caused by a loved one’s substance use</td>
<td>103 Adults</td>
<td>80% show increase in knowledge of harmful effects of alcohol/drugs</td>
<td>97% of those who completed show increase in knowledge</td>
<td>In March of 2021, First Call began offering How to Cope free of charge for all participants, removing our previous sliding scale fee for the class</td>
</tr>
<tr>
<td>How to Care</td>
<td>How to Care is a four-hour educational training for caretakers to support children impacted by substance use disorder</td>
<td>85 Individuals</td>
<td>80% show increase in knowledge of harmful effects of alcohol/drugs</td>
<td>97% of those who completed show increase in knowledge</td>
<td>First Call partnered with external evaluators to review historical data on our Caring for Kids programming, establishing an evidence base for efficacy</td>
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<td><strong>FAMILY SERVICES</strong></td>
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<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>105 Children and Youth</td>
<td>80% show increase in knowledge of harmful effects of alcohol/drugs</td>
<td>97% of those who completed show increase in knowledge</td>
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<tr>
<td><strong>PREVENTION</strong></td>
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<td>Missouri Prevention Resource 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>12 Coalitions and 113 Events for 5,206 Community Members</td>
<td>3% decrease in 30-day use for alcohol, tobacco, medication misuse and heroin use</td>
<td>Past 30 Day Use Decrease: 1.2% decrease for alcohol, 1.9% decrease for tobacco, 6.2% for electronic cigarettes and 4% decrease for medication misuse in Jackson County</td>
<td>Impacted three school districts by facilitating How to Care for teachers, school social workers, and administrators. For the first time since its inception How to Care was offered as part of First Call’s Professional Development Institute (PDI)</td>
</tr>
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<td>School-based Prevention Services</td>
<td>First Call delivers evidence-based prevention programs in school settings, including LifeSkills Training and sobriety group</td>
<td>781 Students</td>
<td>Participants demonstrate 5% increase in knowledge and positive attitude about alcohol, tobacco, drugs, and protective life skills</td>
<td>Participants demonstrate a 12.5% increase in knowledge</td>
<td>First Call and the Brighter Futures Lafayette County Team received a Missouri Department of Mental Health mega grant; that funding assists the coalition with program implementation and planning, leading to the creation of a Community Prevention Liaison</td>
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<td><strong>PROFESSIONALS</strong></td>
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<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>195 Professionals Attended 15 Courses</td>
<td>Training schedule demonstrates responsiveness to participant and community requests for topics</td>
<td>53% of trainings focused on substance use disorder impact on family and youth</td>
<td>First Call became one of four Prevention Resource Centers in the State of Missouri training team to provide Substance Abuse Prevention Skills (SAPST) trainings virtually for individuals to become Missouri Prevention Specialists (MPS)</td>
</tr>
</tbody>
</table>
PUBLIC & PRIVATE FUNDING

$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)

$50,000 - $99,999
Carrie J. Loose Trust, Bank of America Trustee
Hall Family Foundation
Johnson County Alcohol Tax Fund
Kansas City Regional COVID-19 Response and Recovery Fund
REACH Healthcare Foundation
Ronald D. Deffenbaugh Foundation

$25,000-$49,999
Cross Foundation, Inc.
United Way of Greater Kansas City

$10,000-$24,999
Blue Cross and Blue Shield of Kansas City
Jackson County Community Backed Anti-Drug Tax (COMBAT)
Constance M. Cooper Charitable Foundation
Elmer C. Rhoden Charitable Foundation
Frederick and Louise Hartwig Family Fund
Health Forward Foundation
Herman Foundation Fund
 Integrity Truck Sales, LLC
Oppenentz Brothers Foundation
R and C Charitable Foundation
Sherman Family Foundation
The Ida Calkins Charitable Trust, Bank of America, N.A., Trustee

$5,000-$9,999
Arvin Gottlieb Charitable Foundation
Feist Family Foundation
J.B. Reynolds Foundation
JE Dunn Construction Company
Lathrop GPM
Midwest Recovery Centers
Morgan Family Foundation
Shank Charitable Trust, Bank of America Trustee
Vivian & Hyrme J. Sosland Charitable Trust

$500-$999
Benilde Hall
BOK Financial
Burtin & Associates, Inc.
CBIZ, Inc.
Charities Aid Foundation of America
Community Christian Church
Cottonwood Springs Hospital
Local Investment Commission (LINC)
The Merck Foundation
Proof Positioning

$100-$499
Concierge Auctions
Congregation Beth Shalom
Shirley A. and Gene M. Goode Charitable Fund
The United Methodist Church of the Resurrection
Wally Foundation

THE MOST USEFUL AND INFLUENTIAL PEOPLE IN AMERICA ARE THOSE WHO TAKE THE DEEPEST INTEREST IN INSTITUTIONS THAT EXIST FOR THE PURPOSE OF MAKING THE WORLD BETTER.

- Booker T. Washington

$1,000-$2,499
Addiction Recovery Services, Inc.
BlueScope Foundation
J.M. Fahey Construction Company
Kathleen Thompson Brown Charitable Fund
Lockton Companies
Liquent Technology Services
Lowenstein Family Supporting Foundation
National Council for Mental Wellbeing
New Directions Behavioral Health
Pelican Charitable Foundation
Raymond A. Lamb Foundation
Shatterproof
Valley Hope Association

$500-$999
Benilde Hall
BOK Financial
Burtin & Associates, Inc.
CBIZ, Inc.
Charities Aid Foundation of America
Community Christian Church
Cottonwood Springs Hospital
Local Investment Commission (LINC)
The Merck Foundation
Proof Positioning

NO PERSON WAS EVER HONORED FOR WHAT HE RECEIVED. HONOR HAS BEEN THE REWARD FOR WHAT HE GAVE.

- Calvin Coolidge

2021 REVENUE
$2,322,240

2021 EXPENSES
$2,422,135
NO ONE HAS EVER BECOME POOR BY GIVING.  
- Ann Frank

DIVERSITY, EQUITY, INCLUSIVITY

A LETTER FROM THE CHAIR OF FIRST CALL’S DEI COMMITTEE

I am extremely fortunate and lucky to be the Committee Chair of our Diversity, Equity, and Inclusion Committee. I want to start by sharing our mission statement, “It is our mission, as the First Call Diversity, Equity, and Inclusion Committee, to address barriers, bridge divides, and promote equity and belonging through education and action in our workplace and the communities we serve.”

Over the last year, we have attended several events, including Troostaploozza, and The Auschwitz exhibit, as well as participated in Black History Month and Women’s History Month. We have celebrated Black culture, women’s culture, and minority-owned businesses, while also educating ourselves through books and training. One goal of DEI is to expand our view of inclusion. We strive to push the boundaries to bring about change and understanding. We took one step towards this when First Call applied for and was awarded a grant from the AIDS Service Foundation of Greater Kansas City. This grant is important as it focuses on educating, empowering, and assisting our community and individuals living with AIDS and HIV. We know HIV & AIDS populations in our community are not getting equitable resources for substance use disorder; we want humbly to learn and be part of the solution.

The DEI Committee has gone through some changes as well. We have introduced subcommittees, which have given us members an opportunity to grow personally and professionally, and to show their talents. Through these subcommittees, we have been able to begin the process of creating our webpage, as well as a book club discussing various topics from anti-racism, LGBTQIA, and more.

Lastly, the DEI committee has set goals to become more involved within our community. For the first time ever, we will be attending the AIDS Walk on April 30th, and we will also be participants in Kansas City’s Pride Festival. While we are excited about these upcoming events, our committee understands that our work is not done. We will continue to listen, learn, work, and evolve within First Call and outside of our communities to bridge divides and promote equity and belonging.

Andrew Dixon, LMSW
DEI Committee Chair

DEI COMMITTEE
Andrew Dixon, Chair
Emily Conway
Bethany DePugh
Sarah Emanuels
Sarah Link Ferguson
Kelli Jo Parr
Kris Rochelle
Ann Schafer
Nikki Thorn
Nhi Tuggle
DeMarco Vaughn

IN-KIND GIFTS
Anonymous
Kathleen Callahan
Shea Callahan
Steve Fehr
Grapevine Designs
Danan Hughes
Jack Stack Barbecue
Christopher Korth
Lon & Phyllis Switzer
David Zimmer

Kathleen Callahan
Joseph & Sue Fahey
Brenda Althouse & Paul Fingers
Karen & Jeff Gerson
John & Jerri Guignon
Mary Frances Haake
Graham Hunt
Jeff & Nancy Lang
Steve Lloyd
George Lopez
Kenneth McAuley
Duvel “D” & Megan Pierre
Richard D. Rhyme
Mary & Michael Rochelle
David & Connie Ross
Lili & Chris Shank

Dianne Leonard
Margaret Link
Dr. Tim & Linda Link
Cathy O’Malley
Paula Marcoux
Ellen Miller
Delaney Moore
Marcy & Jim Nelson
Margaret Nguyen
Lori & Caitlin Norris
David Porter
Bill & Ann Rainey
Charlotte Ronan
Chris Rosburg &
Heather Hale Rosburg
Matt Sayers
Rita & Gary Schafer
Steve Seck
John & Helen Shackelford
John Short
Robert & Julie Smart
Dr. Ken & Sheila Sonnerschein
David Anderson & Linnea St. John
Rachael & Louis Steele
Steve & Laura Stoecker
Tracey Stout
E.T. Kratty
Kenneth Vick
Justin Weymouth
Anne & Keith Wiedeneker
Kar Woo

Vickie Autry
Margaret Baber
Mayor Kay Barnes
Jim & Kathleen Betterman
James Bolte
Amber Brune
Leopold Burtn
Connor Callahan
James Callahan
Marcel Camire
Sydnee Cashio
Marilyn Cornell
Linda Cortese
Michael Couch
Robert & Georgia Croft
J. David Cunningham
Dr. Mark & Diane Davider
Drew Dorak
Taylor Dorman
Sarah & Matt Ferguson
Mark Fitzpatrick
Gina Kaiser & David Gale
Liz & Kent Gilbert
Terry Glenn
George & Suzanne Gordon
Kevin O’Grady
Robert Gregory
John & Trish Gross
Terese Gutshall
Christopher & Rebecca Herring
Catherine Hill
Ron & Barbie Hill
Trisha Hokanson
Lana Holcomb
Deanna Hon
Robert Hughes
W. David Hughes
Jason & Jennifer Hurd
John & Jenny Isenberg
Jean & Anton Jacobs
Rita Keating
David & Mary Leigh Krull
Tom & Marcy Langhofer
Jud Latenser
Karen Lee
Megan Lee

$5,000+
Ford Brent
Dee & Joyce Pack
Jay & Ruthie Pack
Chris & Emily Smart

$2,500-4,999
Hugh F. O’Donnell, Ill

$1,000-2,499
Anonymous
Marianne Burrell
Dr. Jeffrey & Marianne Cameron
Richard & Randi Crabtree
Carl Vansant & Leslie Eden
Kurt & Liz Hadermann
Dianne & Don Hogerty
Sher Hurbut
Brian & Jamie Johnson
Michael & Beth Liss
Terry McGovern
Dr. Linda Moore
Dr. Courtnay Scarborough
Shelia Madder & David Schlee
Lon & Phyllis Switzer
Polly Thomas
Chris & Laura Vernaci

$500-$999
Kathleen Callahan
Joseph & Sue Fahey
Brenda Althouse & Paul Fingers
Karen & Jeff Gerson
John & Jerri Guignon
Mary Frances Haake
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Richard D. Rhyme
Mary & Michael Rochelle
David & Connie Ross
Lili & Chris Shank
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.

UPCOMING 2022 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 30, 2022
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, 2022
29th Annual Celebrity Golf Tournament
featuring Chiefs Legend Danan Hughes
The tournament raises vital funds for core mission support of First Call services, including programs for individuals and families impacted by substance use disorders.

September 22, 2022
Celebration Evening @ The Gallery
featuring Top Chef Finalist, Chef Gregory Gourdet
Funds raised from the Celebration Evening provide core mission support for First Call’s prevention and recovery programs that offer help and hope to those impacted by substance use disorder. These programs are designed to build healthy, productive lifestyles by focusing on education, strengthening relationship skills, increasing resiliency, and making safety a priority.

Hope starts here... your First Call

FIND US... 9091 State Line Road, Kansas City, Missouri 64114

firstcallkc.org
facebook.com/FirstCallKC
instagram.com/firstcallkc
twitter.com/firstcallkc
linkedin.com
816-361-5900 (24/7)