



Growing Together

2017 Annual Report

July 1, 2016 – June 30, 2017



In the past year...

Substance Abuse Treatment Programs

Client Satisfaction Rate	89%
Rate of Successful Discharge	48%
Employment at Discharge	49%
Secured Housing	97%

Community Reentry Programs

Client Satisfaction Rate	80%
Rate of Successful Discharge	79%
Employment at Discharge	91%
Secured Housing	100%

Prevalence of Substance Use in Missouri

General Population: Approximately 419,000 Missourians struggle with a substance use disorder. Of these, 17,000 are between the ages of 12 and 17 (SAMHSA, 2015).

Community-Supervised Offender Population: In Missouri, approximately 13,082 parolees and 28,700 probationers need substance use disorder treatment (Missouri Department of Corrections, 2015).

Veterans Population: Of the approximately 494,300 Missouri Veterans, an estimated 6.2 percent or 30,600 have a substance use disorder (Missouri Department of Public Safety, 2016; SAMHSA, 2015b).

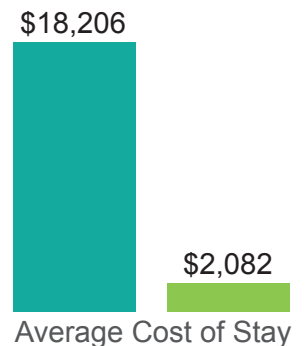
Pregnant Women: Of the approximately 83,600 pregnancies in the state, about 8,400 are women who are struggling with an alcohol or drug problem (Missouri Department of Health & Senior Services, 2014; SAMHSA, 2015b).

Community-Based Treatment is Less Expense than Incarceration

In Missouri, the average prison stay for an offender with a drug-related offense is 318 days at an average cost of \$57.25 per day – yielding an average cost per stay of \$18,206.

The average length of engagement in community-based treatment is 79 days with an average cost of \$2,082.

Intervention fees collected from offenders help pay a portion of the cost for community corrections and intervention services for offenders under community supervision.



Treatment Recidivism

While relapse is a common characteristic of the addiction process, most DMH consumers do not cycle in and out of substance use disorder treatment.

Percentage Not Re-Admitted Within One Year of Discharge

FY 2013	FY 2013	FY 2013
71.0%	70.9%	71.8%

About Us

Heartland Center for Behavioral Change is a 501 (c)(3), nonprofit charitable organization founded in 1982.

We have been saving lives and helping people achieve positive change for more than thirty years. Last year, we helped to deliver hope to more than 5,000 uninsured, underserved persons through our detoxification and substance abuse treatment programs, drug court services, SATOP programs, and specialized residential services for offenders. With the assistance of public funding, services are available to persons in need on a sliding scale fee basis.

Our Mission

The Heartland Center for Behavioral Change provides behavioral healthcare and substance abuse services to help individuals lead healthier, happier, more productive lives.

Our Vision

We envision healthy individuals contributing to healthy communities.

Our Values

Integrity – We act in an ethical, honest, trustworthy, and transparent manner at all times. We treat each other and all persons in a fair, equitable, and honest manner, as we would want to be treated. The services we provide and way we conduct business reflect the highest standards of ethical and professional conduct.

Respect – People are the focus of our work and we treat each person and each other with dignity. We treat all persons with respect and value the participation of the persons we serve in the design, choice, and provision of services to meet their unique needs.

Diversity – We respect the culture and values of others and emphasize and promote diversity in our ideas, our workforce, and the services and supports we provide. We capitalize on the wealth of viewpoints that reside in our multi-faceted community.

Commitment – We take personal responsibility and do what we say we will do, when we say we will do it. We believe that our work must be responsive to the needs of those we serve, to the community and our stakeholders.

Excellence – Our work reflects pride, high professional standards, best practices, and is directed at producing the greatest possible results for those we serve. Our services and supports reflect a high level of competence and a commitment to quality. We strive to do good in the world.

Collaboration – We produce the best results when we work together as a team, with the people and families we serve, and with communities and other stakeholders. We seek the ideas of others, network with others, support each other, and enhance our knowledge and performance to reach a shared goal.

Board of Directors

John DeStefano, Chair
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Sr. Paddy Lorenz, Secretary
Erin Brower
Jacquelyn R. Dunn
Denise Kelly

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Hal S. Nichols
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Carolyn K. Ross, President/CEO
Kyle Mead, Vice President, Behavioral Health Services
Helen Hurley, Vice President, Community Re-entry Services
Shawn Wicklund, Vice President, Human Resources

Welcome

To Our Valued Stakeholders,

One thing we know for sure is that time is constantly moving. Based on this certainty, it is essential to continue to grow and strengthen our collective efforts to meet the changing needs of those we serve and keep in step with the constant progression of time.

At Heartland Center for Behavioral Change, this has been a year of change and growth; highlighted by new executive leadership, improved processes and efficiencies, and a specialized workforce “Growing Together”. This report highlights the profile of our organization and will serve as a point in time when we identified our strengths and needs to move forward and ensure we are “Growing Together”.

In this time, rarely a day goes by that we don’t read a newspaper story or see a public report about the increase in opiate use that is taking a toll on families across the nation. Some national reports say our Midwest communities are experiencing the worst opiate “epidemic”, “crisis”, “problem” in the country. No one at Heartland would dispute this claim, because we are faced with the eye of this storm of devastation every day in the work we do. It significantly affects the individuals and families we serve, but we are filled with hope as we walk through our treatment centers and see consumers of varying backgrounds earnestly engaged in counseling sessions and other behavioral health programming.

The formula for help at Heartland consists of embracing the whole person; offering treatment for substance use disorders, and community reentry services developed to build self-reliance and growth, supported by the best of science and medicine. We embrace the use of evidence-based practices and medication assisted treatment as tools in our therapeutic regime, and hire the most qualified and compassionate people we can find for every position. We will continue to put forth this effort to ensure that we are “Growing Together” in this work, in this community, and in this time.

We thank you for your partnership,



Carolyn K. Ross
President/CEO



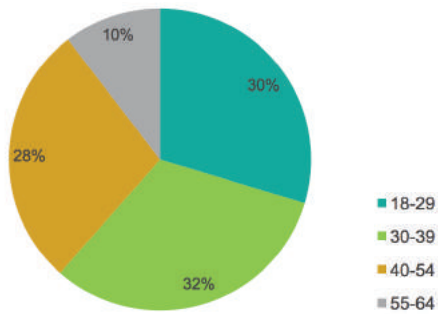
John DeStefano
Board Chairman

“Growth is never by mere chance; it is the result of forces working together.”

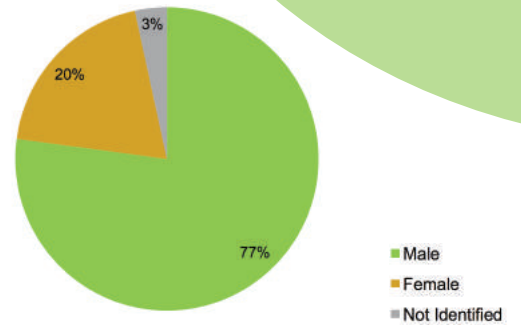
–James Cash Penney

Who We Serve

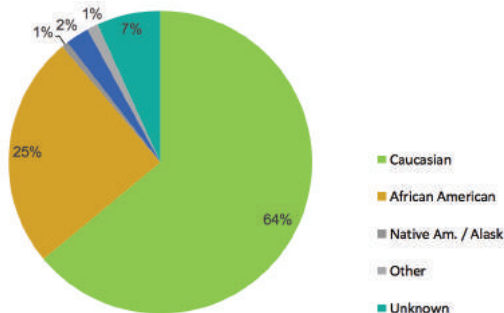
Age



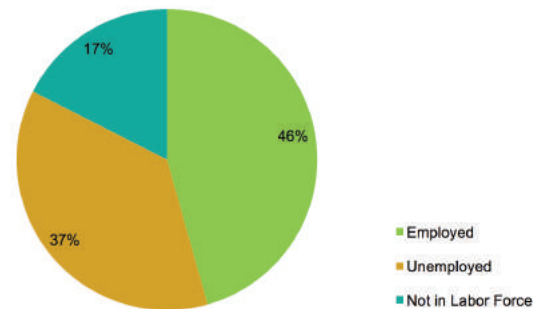
Gender



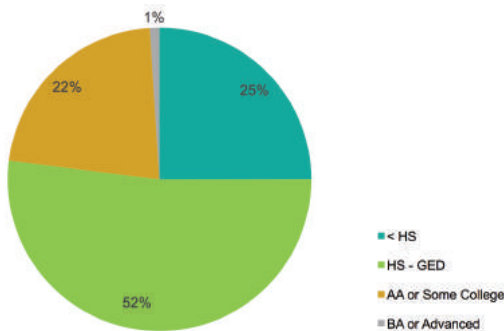
Race



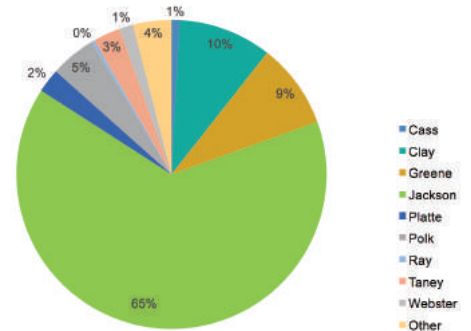
Employment



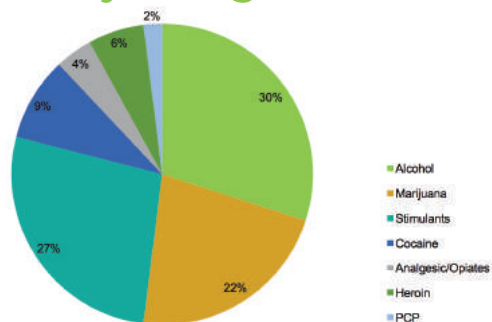
Education



Counties Served



Primary Drug Used



We measure our success through the positive change we make in the lives of the people and communities we serve.

How We Serve

CSTAR Outpatient Substance Abuse Treatment

Our consumer-centered services help each person get the individualized care they need to become free of alcohol and drugs. Our Comprehensive Substance Abuse Treatment and Rehabilitation (CSTAR) programs range in intensity based on the unique needs of each person and include a combination of individual counseling, group counseling, group education, and community support. Medication assistance is also available to support therapy.

Substance Abuse Traffic Offender Program

We serve people who are referred to SATOP as a result of an administrative suspension or revocation of their driver's license, court order, condition of probation and parole or plea bargain due to an alcohol-related offense.

Drug Court Treatment

Our drug court programs provide an effective option to the courts to address the needs of people who have come under criminal justice supervision due to substance abuse problems. We provide intensive substance abuse treatment for those who are referred by the court for services as a result of drug-related crimes.

Medication-Assisted Treatment (MAT)

We use medications, in combination with counseling and behavioral therapies, to provide a whole-patient approach to the treatment of substance use disorders. Research shows that when treating substance-use disorders, a combination of medication and behavioral therapies is most successful.

Disease Management Services

Our disease management services help persons in the community who have substance use problems and serious, chronic health problems. Our outreach workers offer help in coordinating healthcare, reducing life stressors, and management of each person's medical, psychiatric, and substance use conditions. We emphasize community support/-case management services and help each participant with substance use problems by making our Comprehensive Substance Treatment and Rehabilitation (CSTAR) programs available.

Residential Reentry Center (RRC)

Heartland Center helps offenders under the custody of the Bureau of Prisons (BOP) or U.S. District Court transition back to their communities. We offer a structured, residential, supervised environment for inmates nearing release.

Community Transitions Unit (CTU)

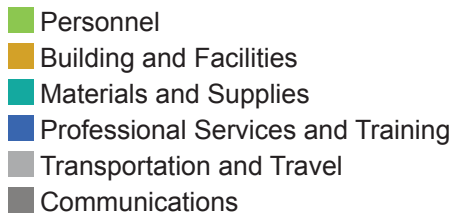
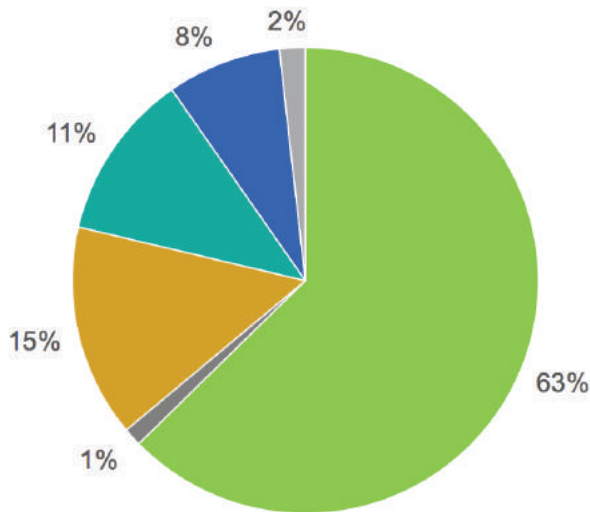
Offenders under the supervision of the Missouri Department of Corrections are helped in their transition back to the community. This 24-hour residential program offers specialized assistance to help each person obtain employment, housing, treatment, and other services necessary for a successful return to the community.

Medically-Monitored Inpatient Detoxification (MMID)

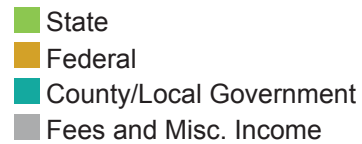
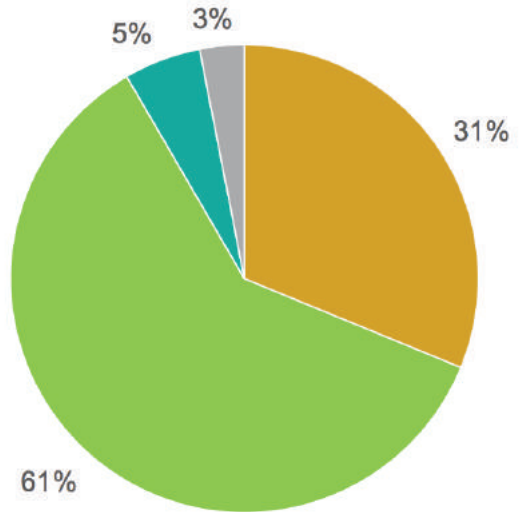
We provide a 24-hour medically-monitored inpatient detoxification program for persons experiencing acute withdrawal from alcohol and/or other drugs. We offer medication to ease the discomfort of withdrawal and medical monitoring to ensure patient safety. Our program is under the direction of an experienced physician who is assisted by advanced practice nurses and a 24-hour team of licensed nursing staff. A substance abuse counselor helps each person link to the care they need after the withdrawal process is completed.

Our Financials

Expenses



Revenue



Our Funders

- Clay, Platte, Ray Mental Health Levy Board of Trustees
- COMBAT Commission of Jackson County, Missouri
- Missouri Department of Corrections
- Missouri Department of Mental Health, Division of Behavioral Health
- Office of State Courts Administrator
- U.S. District Court
- U.S. Department of Justice, Federal Bureau of Prisons
- U.S. Probation Office and Pre-Trial Services

Our Locations

KANSAS CITY AREA

Community Transitions Unit

1514 Campbell Avenue
Kansas City, MO 64108-1520
816-214-9103

Federal Residential Reentry Center

1514 Campbell Avenue
Kansas City, MO 64108-1520
816-214-9104

Free and Clean Program

1730 Prospect Avenue, Suite 300
Kansas City, MO 64127-2544
816-333-9999

Independence Outpatient Clinic

103 N. Main Street
Independence, MO 64056-2810
816-214-9105

Jackson County Drug Court

1212 McGee Street, 3rd Floor
Kansas City, MO 64106-2457
816-474-2121

Kansas City Outpatient Clinic

1534 Campbell Avenue
Kansas City, MO 64108-1520
816-214-9107

Medically-Monitored Inpatient Detoxification

1534 Campbell Avenue
Kansas City, MO 64108-1520
816-214-9108

Liberty Outpatient Clinic

1205 W. College Street
Liberty, MO 64068-1035
816-214-9110

SOUTHWEST REGION

Springfield / Greene County Drug Court

840 S. Glenstone Avenue
Springfield, MO 65802-3364
417-866-3293

Bolivar Outpatient Clinic

3371 S. Springfield Avenue
Bolivar, MO 65613-9132
417-866-3293

Branson Outpatient Clinic

602 S. 6th Street
Branson, MO 65616-2843
417-866-3293

Cassville Outpatient Clinic

210 W. 8th Street
Cassville, MO 65625-1314
417-866-3293

Reeds Spring Outpatient Clinic

21009 Main Street
Reed Springs, MO 65737-6755
417-866-3293

Seymour Outpatient Clinic

123 E. Clinton Ave
Seymour, MO 65746-8933
417-866-3293



Administrative Offices

1730 Prospect Avenue, Suite 100
Kansas City, Missouri 64127-2544
816-421-6670

www.heartlandcbc.org