

Heartland
Center for
Behavioral
Change
2024



Annual Impact Report



Heartland Center for
Behavioral Change

816-421-6670

www.heartlandcbc.org

1730 Prospect Ave, Kansas City, Mo 64127

“REMEMBER THAT JUST
BECAUSE YOU HIT
BOTTOM DOESN'T
MEAN YOU HAVE TO
STAY THERE.”



Kyle Mead, President/CEO

Dear Friends of HCBC,

Recovery from substance use disorder is a process which includes a continuum of care. Treating substance use and mental health disorders that are often co-occurring requires a person to make a commitment to a process, much like treating any other serious health condition. Heartland Center for Behavioral Change is here to help so that no one has to go through the process alone. Access to services, lack of capacity, stigma and many other factors can make getting treatment difficult. At Heartland Center, our staff provide lifesaving and impactful services to help navigate these challenges and make treatment available to everyone in the community.

Within these pages you will see the ways HCBC is helping men and women in Missouri have healthy and meaningful lives again. This summary will show all the positive outcomes, achievements and services we provided in 2024, none of which could have happened without the help and funding of our generous and compassionate supporters.

Thank you for walking this path with us and giving hope to those suffering from addiction and mental illness. We are so grateful!

*Kyle Mead
President/CEO*

The year in review



At Heartland Center for Behavioral Change we believe in counting our successes as well as striving towards continued growth.

Through the many programs HCBC offers, we were able to help **5,211** important and valuable lives in 2024. This was done through services such as Inpatient/Outpatient treatment, counseling and medication services, drug court and reentry programs, community support services, outreach referrals, and Disease Management.

Heartland was able to achieve helping these men and women, mothers and daughters, fathers and sons, by employing **200** crucial and professionally trained staff members. Services were provided in one of our 15 locations in the Greater Kansas City and Springfield, Missouri Metropolitan Areas.



- ASAM 3.5 Residential Clients Served: **113**
- Outpatient Clients Served: **2,486**
- Withdrawal Management Clients Served: **1,484**
- Percentage of Unhoused Clients Served: **80%**
- Percentage of Uninsured Clients Served: **85%**
- CRU Clients Served: **1,128**
- Percentage of Successfully Discharged Clients: **48%**
- Number of Drug Tests Provided: **11,696**
- Percentage of Drug Tests Returned as Negative: **65%**
- Number of SATOP clients served: **850**
- Percentage of Clients Who Secured Housing: **55%**
- Drug Court Program Clients Served: **742**



“Success is the sum of small efforts, repeated day in and day out”

Robert Collier

14

HCBC clinics providing services in the Greater KC and Springfield Metro Areas

50

ASAM approved residential beds available per day to serve clients

2

Vending machines that provide FREE Narcan to help prevent overdoses at our Prospect and Independence locations



Projects	Details	Outcome
Adding a new ASAM 3.5 residential facility	Completed certification in October 2024	Increased ability to provide Withdrawal Management in a 25 bed unit at 1534 Campbell location
Extension of our USPO contracts	The USPO renewed our contract with them for 3 years	Increased referrals and allowed us to create a treatment location closer to the people it serves
Growing our Southwest Missouri facility	We are actively seeking a new building to open a residential facility in Springfield.	This will increase our ability to provide ASAM 3.5 to clients in the service area

Finances

REVENUE

Contracts	\$15,742,463.00
Grants/Misc.	\$308,431.00
Self Pay Fees	\$256,765.00

EXPENSES

Program	\$14,073,346.00
Maintenance	\$435,231.00
Physical Plant	\$687,297.00
Utilities	\$340,779.00



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We'd like to thank all of
our community partners
for their generous
support!



Acknowledgements

- Department of Mental Health
- Jackson County COMBAT
- Clay, Platte, Ray Mental Health Board
- Department of Corrections
- ReDiscover
- City of Kansas City
- United States Parole Office
- Jackson, Christian, Green and Taney OSCA
- Joshua Wunderlich, Board Chair
- Christopher Albright, BOD
- Pepper Ruark, BOD
- Janet Burgess, BOD
- Stacy Daniels-Young, BOD
- Jackie Dunn, BOD
- Danielle Edwards, BOD
- Brad Edwards, BOD
- Carol Getty, BOD
- Sandy Hemaya, BOD
- Barbara Ladd, BOD
- Brent Morris, BOD

