



2017-2018 Annual Report

Celebrating 65 Years of Service





Where to Find Us

Wyandot Center
wyandotcenter.org
913-328-4600
1301 North 47th Street
Kansas City, KS 66102

PACES
paceswc.org
913.563.6500
7840 Washington Avenue
Kansas City, KS 66112

RSI Crisis Stabilization Center
wyandotcenter.org
913-956-5620
1301 North 47th Street
Kansas City, KS 66102

Kim Wilson Housing
kimwilsonhousing.org
913-233-3356
730 Armstrong Avenue
Kansas City, KS 66101

Wyandot, Inc.
Administrative Offices
wyandotinc.org
913-233-3300
757 Armstrong Avenue
Kansas City, KS 66101

Crisis Line
Available 24/7
365 days a year
913-788-4200

Who We Are

Wyandot, Inc. is a family of behavioral health organizations and an indispensable part of our community's health and social service structure. We provide mental health treatment and resources to all Wyandotte County adults and children who seek it, and coordinate our services with a number of valued community partners, including: educators, law enforcement, hospitals, businesses, social service agencies and many more.

Our Family of Organizations



Wyandot Center offers comprehensive behavioral health services for adults, including psychiatric care, case management, crisis stabilization and therapy.



PACES serves children and adolescents who are experiencing behavioral and emotional issues. Services include therapy, case management, respite care and psychosocial groups.

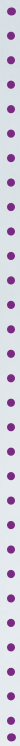


RSI is a 24/7/365 crisis stabilization center for residents of Wyandotte and Johnson Counties experiencing mental health and/or substance use crises.



Kim Wilson Housing provides vulnerable people facing homelessness with safe, affordable and sustainable housing options and support services.





Top 3 Accomplishments for 2017/2018

- 1. Successful relocation of RSI
- 2. Implemented new community-driven strategic plan
- 3. Enhanced staff engagement and leadership opportunities

Top 3 Goals for 2018/2019

- 1. Achieve CARF Accreditation
- 2. Launch new websites
- 3. Lead Wyandotte County efforts to become a trauma-informed community

Wyandot, Inc. Board of Directors 2017/2018

**Rev. Ken Nettling,
Chairperson**

**Rosemary Podrebarac,
Vice Chairperson**

**Paul Victor,
Secretary/Treasurer**

Mike Belfonte

Jackie Bennett

Therese Bysel

Brett Williams

Rep. Kathy Wolfe-Moore

From the President/CEO



As we celebrate the 65th anniversary of Wyandot, it's worth noting the tremendous changes we have experienced over the decades.

We began in 1953 as the Wyandotte County Child Guidance Center, which expanded to adults within just a few years. Our ten-year anniversary was marked by President John F. Kennedy signing the Community Mental Health Act. This led to sweeping changes in community-based mental health care, and designated our organization as the community mental health center for Wyandotte County.

The following decades continued to shape us through changes in legislation, shifting societal attitudes and ever-growing community needs. The 1990 Kansas Mental Health Reform Act was a pivotal moment in mental health and created opportunities for adults and children with severe mental health needs to live and thrive in the community, and saw the dramatic expansion of our services and programs. As an organization, we remained steady in our focus of serving the community, providing excellence in care and seeking innovative solutions.

That focus remains the same today, six-and-a-half decades since our inception. We continually work toward our vision of "Healthy Minds, Healthy Lives, Thriving Community" as we evolve through the inevitable changes that continue to shape us. And our values of Stewardship, Positivity, Innovation, Compassion and Excellence inspire us to not only meet the demands required to keep up with these changes, but to push forward as a progressive and dynamic leader in behavioral healthcare services.

We are at a point of great momentum and growth. Our programs and services continue to expand as we work to make them better, more sustainable and reach more people. As an organization, we continue to strive toward excellence through strategic planning and accreditation. We have a talented, dedicated staff that drives our culture and supports our mission.

As we reflect on our place in Wyandot's history today, we honor the employees, the Boards of Directors, the volunteers, donors and clients of the past 65 years who have brought us to this point. And we look forward to the next 65 years with hope for those that we serve, encouragement for those that will continue our work, and faith that our efforts today will contribute to a brighter tomorrow.

Randy Callstrom
President /CEO



Community Strength

Wyandot Center By the Numbers 2017/2018

- 4,744 total consumers served
- 5,000 contacts with consumers in Crisis Clinic
- 772 Crisis Intervention Co-Responder contacts with law Kansas City, Kansas Police Department
- 75 law enforcement and staff provided Crisis Incident Stress Management Debriefings after a critical incident
- 117 people served at Crisis Stabilization House
- 16,056 total visits at Frank Williams Housing Resource Center
- 5,433 services provided at Frank's to community members and Wyandot consumers

Wyandot Center Board of Directors 2017/2018

- Rev. Ken Nettling,**
Chairperson
- Carolyn Sandifer,**
Vice Chairperson
- Rep. Kathy Wolfe-Moore,**
Secretary
- Wayne Headrick,**
Treasurer
- Denise Baynham
- Jackie Bennett
- Therese Bysel
- Rosemary Podrebarac
- Wendell Maddox
- Christal Watson

New Behavioral Health Court Builds Community Collaboration

Nationwide and locally, too many people experiencing mental illness get stuck in the criminal justice system. At Wyandot Center, many of our consumers face this tough reality firsthand and our staff often accompany consumers to court, helping them meet deadlines, probation requirements and providing support during this often intimidating process.



Randy Callstrom, Judge Kate Lynch and Judge Mike Russell collaborate to create trauma informed behavioral health courts.

Knowing there was a better way to meet the needs of the community and these individuals, the Unified

Government of Wyandotte County and Wyandot Center teamed up to launch the new Wyandotte County's Behavioral Health Court. The Behavioral Health Court is an innovative program designed for those with a severe and persistent mental illness who are on probation. Participation is voluntary and the Court works with participants to help them create individualized treatment plans and access community-based services, including mental health treatment at Wyandot Center.

This approach gives participants the support they need to successfully complete probation. Investing the time and resources to make this happen can reduce overall recidivism, protect public safety and help people with mental health issues get on a path of recovery. It's a win-win for all involved.

Key community partners and advocates make this program possible, including the Wyandotte County District Court, Wyandotte County District Attorney's office, Wyandotte County Community Corrections, Wyandot Center and the Wyandotte County Sheriff's Department.

We look forward to seeing this innovative team effort expand to provide access to better behavioral health and support services for the people we serve.

Community Healing

Wyandot Center Welcomes New Executive Director

A familiar face at Wyandot Center is now its new Executive Director. Christine Swenson, a 16-year Wyandot Center veteran, stepped up to the position after the retirement of Tonja Speers in March 2018.

“Christine brings great passion, commitment and love for our clients and this community,” Randy Callstrom, President and CEO, said. “(Her) calm spirit, vision, common sense, judgment, heart and leadership skills promise a bright future for our adult services.”



Christine started her career at Wyandot Center in 2001 as a case manager. After completing her Master of Social Work, she became a Case Management Service Coordinator in 2007 and later rose to become a Senior Director.

Christine’s leadership in the development of the justice-involved services has been instrumental in helping transform the experience of people living with mental illness who find themselves in court. Christine counts that work among her successes, especially, she said, the work she and others on staff did to help Wyandotte County District Court establish a Behavioral Health Court.

She’s also proud of the work she did with the National Council for Behavioral Health to implement DLA-20, a national assessment tool, and the wellness self-management group.

Christine’s vision for Wyandot Center is building on the last 65 years of success and service and finding new ways to better serve our community and individuals facing mental health challenges.

“I’m very humbled to be given this opportunity to continue helping our organization grow. I’m lucky to work with wonderful individuals who work with clients every single day and those who do behind the scenes work that support our clients and the services we provide.”

— Christine Swenson,
Wyandot Center
Executive Director



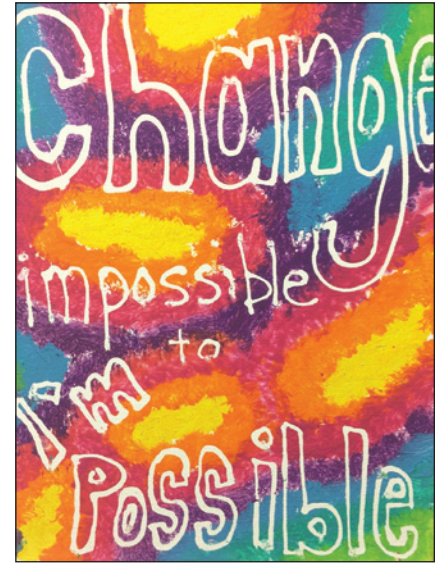
Offering Hope,

Children's Art Brightens the Walls at PACES

Walk the halls at PACES Washington West building and you'll find dozens of paintings with bright colors and inspiring messages like, "You are not alone, we care" and "Grow through what you go through."

Created by kids who receive services through PACES Psychosocial program, the works were publicly unveiled May 15 as a way to celebrate Children's Mental Health Awareness Day.

The goal, said Tiffane Friesen from ArtMakers' Place, was to brighten the walls and create a hopeful and welcoming environment for children and families.



Art created by PACES kids leaves visitors with a sense of hope and healing.

"We create more beautiful environments and communities when we intentionally connect to ourselves and each other through art—that's what this is all about," said Friesen, who lead the project.

Friesen inspired the young PACES artists by asking, "If you're having a bad day, what would make you feel better? What would you want to see? What's something someone told you that helped you?"

The result: inspiring artwork that has given PACES kids a sense of pride and helped them express their feelings in a way that words sometimes can't.

PACES By the Numbers 2017/2018

- 2,973 total children served
- 329 referrals from Kansas City, Kansas Public Schools
- 125 children accessed the PACES summer psychosocial program
- 72 youth and families joined the Intensive Outpatient Program
- 350 children stayed at Robert's Place Children's Emergency Shelter
- 3,674 meals were served to PACES kids with the help of Catholic Charities

PACES Board of Directors 2017/2018

Paul Victor,
Chairperson

Jackie Bennett,
Vice Chairperson

Mike Belfonte

Scott Cahill

Wayne Headrick

Shawn Kane

Theresa Reyes-Cummings

Octavio Estrella



Gary Henault, KDADS, Judi Rodman and Nicole Staffard, PACES, celebrate the inspiring artwork created by the children at PACES to celebrate Children's Mental Health Awareness Day.

Strengthening Families

Keeping Kids Out of Hospitals and in Their Homes

Change is possible.

That's the message PACES delivers to everyone who comes through its doors. It's an especially critical message for children and families facing the most stressful behavioral and emotional challenges.

Thanks in part to a SAMHSA System of Care Grant, the PACES Intensive Outpatient Team (IOP) has been able to provide more than 70 children with the tools to overcome these seemingly insurmountable challenges. IOP's approach is based on a continuous treatment model where services are provided for 8-12 weeks within the same team. Children and caregivers learn new skills. In the process, many children avoid disruptive hospitalizations.

Intensive and evidenced-based therapy, case management, group and parent support and crisis intervention are all part of the approach. This gives children the resources they need to be more successful. But most of all, through their compassion and innovation, the IOP Team restores hope for these kids and their families.

"We meet kids and families where they are and help them discover that change is possible," said Nicole Stafford, IOP Team leader, "Ultimately, we want children and families to stay together."

"There's nothing more powerful than seeing a child overcome their fears, and nothing more rewarding than knowing you are a part of making that happen."

— Judi Rodman,
PACES Executive Director



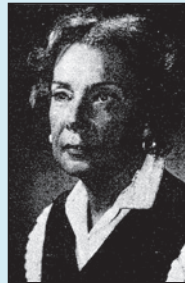
The Story of Wyandot

Wyandot Timeline: 1953 to 2018

1953 Incorporated on April 6, 1953 as Wyandotte County Child Guidance Center

First building at 1034 Barnett Avenue, Kansas City, Kansas; Junior League of Wyandotte County made a \$3,000 down payment

1954 Elizabeth Gray is named Executive Director



1957 Changed name to Wyandotte Guidance Center and expanded services to adults

1959 Moved to a new home at 250 North 17th Street, Kansas City, Kansas



1966 Changed name to Wyandotte County Mental Health and Guidance Center

Installed a 24-hour emergency Suicide Prevention Line—the first in the KC Metro area

Awarded designation as the community mental health center for Wyandotte County, Kansas

1972 Moved into a new home at 3615 Eaton Street, Kansas City, Kansas



1976 Changed name to Wyandot Mental Health Center

1977 Steve Solomon named Executive Director

1987 Began providing in-home therapy for children and families

1990 Expanded services with Kansas Mental Health Reform Law

2000 Welcomed Pete Zevenbergen as the new President and CEO



2001 Changed name to Wyandot Center for Community Behavioral Healthcare

2003 Opened a homeless outreach office in eastern Wyandotte County

2006 Opened the new building at 1301 North 47th Street, Kansas City, Kansas



2008 Opened the McDowel Building for PACES



2010 Restructured under the Wyandot, Inc. umbrella of organizations to include Wyandot Center, PACES, Kim Wilson Housing and City Vision

2011 Implemented Mental Health First Aid

Launched Wyandot Therapy Institute

Opened Frank Williams Housing Resource Center

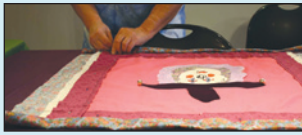


65 Years in the Making

2012

Began Crisis Intervention Training with Kansas City, Kansas Police Department

Opened ArtMakers' Place to provide art therapy

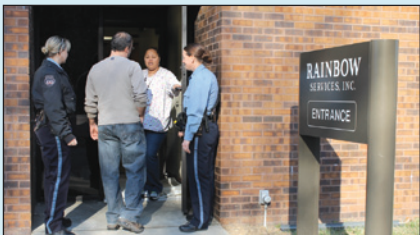


2013

Began providing therapy at Sunflower House in Shawnee, Kansas

2014

Opened RSI Crisis Stabilization Services



Welcomed Randy Callstrom as new President and CEO of the Wyandot family



2015

Opened Robert's Place Children's Emergency Shelter after successful \$1.2M capital campaign



2018

Moved RSI Crisis Stabilization Center to 1301 North 47th Street, Kansas City, Kansas

Looking into the *Future*

Trauma-informed Organization to Trauma-informed Community

Becoming a trauma-informed organization and community is more than providing training for staff—it's about changing the way we view individuals who have experienced trauma and how we relate to and support them. It's changing the conversation from "What is WRONG with you?" to "What has HAPPENED to you?"

With support from Wyandotte Health Foundation and community partners, the Wyandot family will emerge as the leader in transforming Wyandotte County and the region in trauma-informed practices that will make a positive impact for the entire community.

Cultural competency and humility

Studies have found that organizations committed to ongoing cultural awareness can increase preventative care, improve services, reduce missed appointments and many other benefits. In addition, employees feel more empowered and there is a greater sense of trust from the community.

Wyandot views cultural awareness as a continuous activity and our efforts to be more inclusive and culturally competent are ongoing as we continue to strive to serve the community with the highest degree of cultural humility.

CARF Accreditation

Wyandot has embarked upon the process to become accredited by CARF International (Commission on Accreditation of Rehabilitation Facilities). CARF Accreditation will enhance the quality of services, increase number of persons served and assure consumers, staff and community stakeholders that Wyandot is committed to excellence in quality of care.

Access to housing

Believing that safe and affordable housing is the cornerstone of recovery, Wyandot will expand our efforts and create innovative solutions to housing challenges facing the children, adults and families we serve. By creating new solutions to this long-term problem, we will move more people from homeless, to housed, to home.

Community outreach and awareness

Wyandot has been an active and integral community partner for 65 years. We provide training and education to many individuals, businesses, service providers and parents. We continue to expand our outreach efforts to be more inclusive and reach vulnerable individuals and communities.



From *Crisis*

New Location for RSI to Better Serve Consumers



State and local officials joined area leaders in January 2018 to cut the ribbon at RSI's newly renovated facility at 47th Street.

RSI By the Numbers 2017/2018

- 1,663 total consumers served
- Consumer county of residence
 - 75% Wyandotte County
 - 23% Johnson County
 - 2% other counties
- Consumer insurance status
 - 63% no insurance
 - 28% Medicaid
 - 9% private insurance

RSI Board of Directors 2017/2018

**Fred Zang,
Chairperson**

Gary Bachman

Michael Billquist

Officer Tom Keary

Brynn Mroz

Rosemary Podrebarac

Captain Johnny Roland

Carolyn Sandifer

Two Mental Health Advocates Receive Award for Making RSI a Success



Mental health advocates join KS Rep. Wolfe-Moore and Sen. Jim Denning as they present their \$10,000 award donation to RSI.

RSI was thrilled to learn that Kansas Rep. Kathy Wolfe-Moore, Wyandot Board member, and Senator Jim Denning had received the prestigious National Council for Behavioral Health's 2018 Excellence in Advocacy by an Elected Official Award. Rep. Wolfe-Moore and Senator Denning have worked tirelessly to advocate for improved mental health services and have been instrumental in RSI's success.

As part of their award, each was given the opportunity to donate \$5,000 to the organization of their choice. Both selected RSI!

to Stability

RSI's Impact: 7,000 Served, \$7.5 Million Saved, and Big Steps Toward De-criminalizing Mental Illness

Since opening in April 2014, RSI has helped over 7,000 individuals experiencing a mental health or substance use crisis stay out of the state hospital, emergency rooms and jails. By diverting people from these costlier and more restrictive settings, RSI has saved the state, hospitals and local governments over \$7.5 million.

But the story of RSI's impact goes beyond these numbers. Consider that before the crisis stabilization facility opened, people needing mental health services too often found themselves in a police car or waiting in an emergency room.

Officer Steven Solis, a co-responder with the Kansas City, Kansas Police Department, recalled that before CIT (Crisis Intervention Training) and resources like RSI, many people in crisis ended up in jail. "We didn't have the knowledge, we weren't thinking of the person as somebody in crisis," Solis said.

Today, RSI offers a bridge between crisis intervention and resources for recovery, giving police officers, consumers and community partners access to critical crisis services and longer-term solutions.

The services provided at RSI—triage, a sobering unit, a crisis observation unit and a crisis stabilization unit—connect people to more permanent community-based services and treatment. "There's actually somewhere where they can go, somewhere where they can talk to somebody," Solis said.

"When someone is having a mental health or substance use crisis, the sooner they can get help, the better. RSI offers the most timely help possible, making it possible to help people in crisis take that first step to recovery."

— Sharon Sawyer,
RSI Executive Director



Housing is the

Kim Wilson Housing By the Numbers 2017/2018

- 274 new clients served
- 44 new leases signed
- 95 persons trained in Housing 101
- 43 evictions prevented
- 127 mediations provided for consumers
- 39 consumers moved into permanent supportive housing
- \$103,000 in cost savings to the Kansas Housing Authority

Kim Wilson Housing Board of Directors 2017/2018

Rosemary Podrebarac,
Chairperson

Elnora Jefferson,
Vice Chairperson

Gilda Hodge,
Secretary

Adam Rose,
Treasurer

Johnny Johntz,
Past Chairperson

Diane Etzel-Wise

Mary Ann Lackner

Frank Piper

Brett Williams

Restored Hope and Trust Leads to New Beginnings for KWH Consumer



Homeless, cut off from friends and family, and living with a serious and untreated mental illness, Stacy* had lost all hope. Seemingly alone in the world, she was referred to Kim Wilson Housing to make one last effort to rebuild her life.

During her first years in the program, Stacy struggled to maintain housing. Coping with a mental illness, relearning new behaviors and establishing trust with Kim Wilson staff proved difficult.

But the Kim Wilson stabilization team worked closely with Stacy to help her develop new ways to cope and manage her behavior. After a move and several fresh starts, Stacy began to trust again—herself and her team at Kim Wilson. She began to hope that she could overcome her challenges and rebuild her life. She had fewer crises, fewer evictions, and spent more time planning her future. She was on her way to being the success she had envisioned for herself.

Today, Stacy has maintained stable, safe and affordable housing for over two years and continues to work with Kim Wilson staff on budgeting, planning and managing her emotions and behavior. She has rebuilt relationships with her friends and family. Most important, Stacy feels immense pride in her hard-won accomplishments, for beating the odds and learning to find hope.

** Name and identifying information have been changed to protect privacy.*

Foundation for Good Mental Health

Partnership with Housing Authority Advances KWH Mission

Approximately 200 consumers who receive services at Wyandot Center live in buildings owned by the Kansas City, Kansas Housing Authority. So when the Housing Authority invited Kim Wilson Housing to have an on-site office in May our staff jumped at the opportunity.

The partnership makes it easier for the two organizations to coordinate their efforts to give people with mental illness access to quality housing.

Most of these consumers have no trouble staying in their homes. But some face the threat of eviction—either because they fall behind on their rent, have trouble keeping their units clean, or display disruptive behaviors.

“Our goal is to keep people who may have mental health challenges housed and on the path of recovery,” said Jana Loflin, Kim Wilson Housing’s Director of Housing Location Services.

Last year Kim Wilson Housing helped the Housing Authority save \$103,200 by keeping over 40 people housed who otherwise would have faced eviction.

In addition to serving Wyandot clients who live in Housing Authority properties, Kim Wilson Housing will respond to those who may have never sought Wyandot’s services.



Melinda Linnell, Kansas Housing Authority, and Jana Loflin, Kim Wilson Housing, work closely together to help people stay in their homes and on the path to recovery.

“Home is where we feel protected, where we rebuild our spirits. Each person deserves the comfort and safety of home.”

— Christy McMurphy,
Kim Wilson Housing
Executive Director





Community



Wyandot Board Member **Rosemary Podrebarac** was honored at the United Way of Wyandotte County Volunteer Recognition Dinner for her dedicated service and advocacy for Wyandot Center and Kim Wilson Housing.

Since 2007, Podrebarac has been an integral part of the Wyandot family, serving on the Boards of Wyandot Center and Kim Wilson Housing. Her legal expertise has helped

Wyandot in a number of areas, especially those related to providing housing opportunities for Wyandot consumers.

Who We Help

- 9,654 consumers served
- 6,723 crisis line calls

Number of Jobs/Staff

- 337 full-time staff
- 74 part-time staff

Omar Brantley presents Allison McLain with a check for \$500 to help the children at PACES Robert's Place Children's Emergency Shelter. Omar raised the funds by hosting a talent show during his senior year.



Youth volunteers from **YouthBuild** spent a day at Wyandot Center's Frank Williams Housing Resource Center cleaning, organizing and making Frank's more welcoming for visitors seeking help with housing and community resources.

Impact

Giving Time & Treasure Makes an Impact

Gifts made to the Wyandot family of organizations between July 1, 2017 and June 30, 2018.

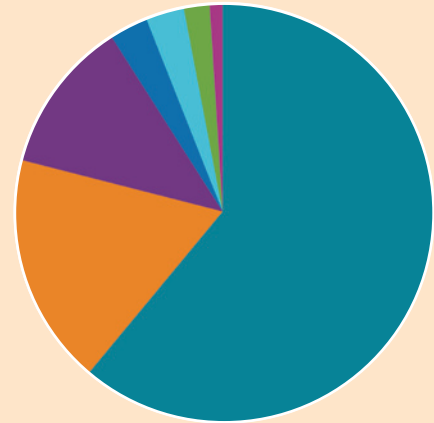
- Mary Berney Werring
- Board of Public Utilities
- Beth & Randy Callstrom
- Cerner
- City of Bonner Springs, Kansas
- Community First Bank
- Genoa
- H & R Block Foundation
- Hall Family Foundation
- Health Care Foundation of Greater Kansas City
- Heartland RADAC
- Lockton Companies
- McAnany, VanCleave & Phillips
- Metro Lutheran Ministry
- Missouri Department of Mental Health
- National Council for Behavioral Health
- REACH Healthcare Foundation of Greater Kansas City
- SCOTCO Lawn & Landscaping
- Sunderland Foundation
- Florence Thexton
- Tri-County Mental Health Center
- U.S. Housing & Urban Development
- Unified Government of Wyandotte County & Kansas City, Kansas
- Willis Towers Watson
- Wyandotte Health Foundation
- Cindy & Pete Zevenbergen

We apologize for any errors or omissions. **Please contact our development office at 913.233.3307 with any corrections.**

2017-2018 WYANDOT, INC. Financial Report

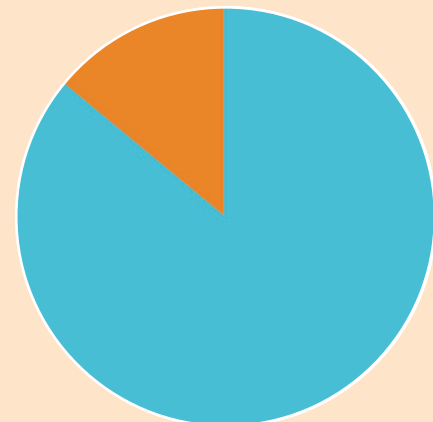
(July 1, 2017 through June 30, 2018)

Revenue



■ Fees for Service	61%
■ Restricted State Grants	18%
■ Unrestricted State Grants	12%
■ Local Government Support	3%
■ Misc./Other	3%
■ Private Foundations & Gifts	2%
■ Local Service Agreements/Contracts	1%
■ Property-related Income	<1%

Expenses



■ Program Services	84%
■ Support Services	16%

Based on unaudited totals



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P.O. Box 171578
Kansas City, KS 66117-0578

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Our Vision

Healthy Minds. Healthy Lives.
Thriving Community.

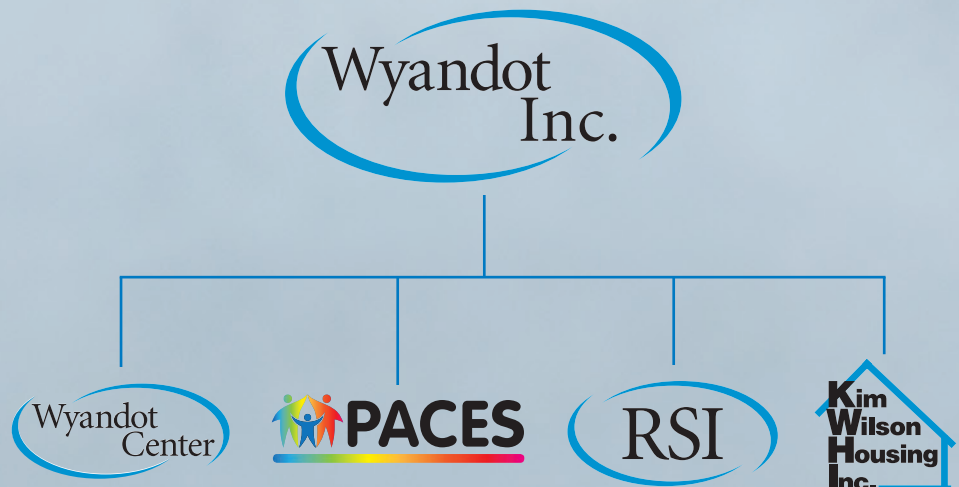
Our Mission

Helping people with mental
health needs thrive.

Our Values

- **Stewardship** – We are accountable stewards of our resources.
- **Positivity** – We approach our work with enthusiasm and commitment to mission.
- **Innovation** – We create new opportunities to better serve our community.
- **Compassion** – We treat each person with empathy, dignity and respect.
- **Excellence** – We provide quality, outcome-driven services that exceed expectations.

Family of Organizations



wyandotinc.org • 913-233-3300