

Wyandot
Inc.

Power up for the FUTURE

2014-2015 Annual Report





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Karen Suddath

Chief Operating Officer, Wyandot, Inc.

From Randy Callstrom, President/CEO



As I review accomplishments of the past year documented in this *2014-2015 Annual Report*, I'm extremely proud of our staff and agencies. I'm also energized and powered up for the future as we build on this strong foundation and continue to pursue even more innovative and engaging opportunities to serve our community.

For the year ahead, we've identified **five Strategic Priorities** organization-wide that encompass our plans to charge into the future.

We've set the bar high with expectations that we will provide needed services as we adapt to the changing funding environment in the mental health care delivery system. We will be good, accountable stewards of resources – people, finances, buildings and technology. And we will engage with community partners on the journey to improve the health of the people we serve.

These Strategic Priorities set us in a forward-moving direction, yet allow flexibility for responding to emerging needs and opportunities. They provide a framework to help ensure that we direct our talents and organizational energy to support our Mission and to advance toward a shared Vision.

These are exciting times for Wyandot, Inc., PACES, Wyandot Center, Kim Wilson Housing and RSI. We're in the midst of creating something new with our family of organizations through a united effort to integrate care, enhance services and power up for the future. Thank you for your continued interest and support. We'll keep you posted as the year progresses.

1.

Provide high quality services that are responsive to community needs and exceed consumer expectations.

2.

Maximize use of data, technology and training to enhance efficiencies and communications and to track and report quality and performance.

3.

Cultivate and recognize employees committed to our Vision, Mission and Values.

4.

Enhance our financial position organization-wide.

5.

Engage key constituents and strategic partners in support of our Mission.

Making an impact with innovative services

Across our family of organizations, we provide a variety of services for children, adolescents, adults and families. We address mental health needs of persons of all ages and also provide primary care for adult consumers. We consider housing as health care and vital to the recovery process. Employment, education and assistance with daily living needs are other important components as we integrate services for consumers.



▲ Wyandot Center team members Nick Jordan and Brenda Thornton, housing stabilization specialists, and Darla Belflower, director of residential care, gather in the staff office kitchen of one of the Kansas City, Mo., RESCA apartment buildings.

I. A new, collaborative, **residential care (RESCA) model** implemented in March 2015 is producing outstanding results through “high-touch” services. Truman Medical Center (TMC) Behavioral Health, Kansas City, Mo., contracts with Kim Wilson Housing (KWH), and KWH with Wyandot Center to provide housing stabilization specialists on staff up to 24/7 in designated apartment buildings. Through frequent contacts, staff members help consumers who have had previous multiple failures with housing weather crises and prevent them from occurring. Six months prior to RESCA, seven clients had 101 emergency room visits; five months in the program, they have had only six – saving the health care delivery system an estimated \$114,000 or more.

- With a \$174,000 grant from the Kansas Department for Aging and Disability Services, Wyandot Center introduced an **Early Intervention Team** to implement the RA1SE (Recovery After First Schizophrenic Episode) model. Developed through the National Institute of Mental Health, RA1SE provides early interventions for 15- to 25-year-old Wyandotte County residents with severe mental illness who have had a recent first episode of psychosis (within up to two years of referral to the service).
- Wyandot Center introduced the **Health & Wellness Home** for clients served by the three Kansas Medicaid managed care organizations. Health home team members coordinate services to provide extra support to consumers with serious health conditions and who are members of participating KanCare plans. Care coordinators address physical and behavioral health needs. Our health home has 1,100 active members enrolled.



◀ Jenna Burks, CMA, MHT, triage specialist (left), and Evern Ferrell, RN, in the triage room at RSI – the main entry point for many adults who receive services at our 24/7 crisis stabilization center.

2.

2. **RSI, our 24/7 crisis stabilization center**, marked its first 16 months of operation with a number of impressive statistics: we served 1,443 unduplicated clients for a total of 2,378 visits (April 7, 2014 through July 31, 2015). During this time, RSI services diverted 142 individuals from the state hospital for estimated savings of \$1,528,488 and diverted 1,117 individuals from local ERs saving hospitals approximately \$2,945,529. Another 179 individuals were diverted from jail. RSI provides units for sobering, crisis observation and crisis stabilization for adults experiencing mental health or substance abuse crises.

- With a grant from the Health Care Foundation of Greater Kansas City, PACES began to offer **school-based therapy services** for students in 18 elementary schools of the Kansas City, Kansas Public School District. Our goal is that children referred to this program experience less emotional and behavioral disruption in their academic studies and receive better treatment for trauma.

3. Adult consumers experiencing acute psychiatric crises now have access to the completely renovated Wyandot Center **Crisis Stabilization House**. The house provides 24/7 care and support for adult consumers to help them avoid hospitalization. Admission is generally for 72 hours.



▶ Each of the four bedrooms in the recently renovated Wyandot Center Crisis Stabilization House has art depicting a particular season. This room's theme is winter.

3.

Engaging in strategic and community partnerships

In a challenging funding environment, it's increasingly important that we work with community partners to address major issues and to maximize use of limited resources. Being a community partner has long been a key commitment of our Wyandot, Inc. culture and approach to service.



▲ Metropolitan area-wide Mental Health First Aid training in July 2014 engaged Wyandot, Inc. employees and community partners including (left to right) Cadi Sanchez, Wyandot Center; Angela Harshbarger, Unified Government; and Beth Yoder Stein, Wyandot Center.

- I. Staff from across Wyandot, Inc. led coordination of a very successful **Mental Health First Aid (MHFA) Day**, July 10, 2014, that trained 265 persons in nine classes across six sites in the metropolitan area. In March 2015, a second training occurred that engaged 182 persons. The goal was to increase awareness and availability of MHFA to help people recognize symptoms of mental illness and learn what to do in mental health crises. Training also focused on reducing the stigma of mental illness and helping people understand mental illness is common, it's treatable, and it's okay to talk about it.
- Wyandot, Inc., Johnson County Mental Health Center and the Association of Community Mental Health Centers of Kansas hosted a well-attended **legislative reception** with state legislators from Wyandotte and Johnson Counties.
- Kim Wilson Housing (KWH) began providing mediation and housing location services for **reStart's Supportive Services for Veterans Families program** in Kansas City, Kansas. KWH is also collaborating through contractual arrangements with other community partners including **Metro Lutheran Ministry, Missouri Department of Mental Health, SAVE, Inc., Synergy Services** and **Truman Medical Center Behavioral Health**.
- Wyandot Center and Kim Wilson Housing are partners in the Kansas City, Kan./Wyandotte County Continuum of Care, one of only 71 communities nationwide selected to participate in **Zero: 2016**. This national initiative's goal is to end veteran homelessness by December 2015 and chronic homelessness by December 2016.

2 Kim Wilson Housing and the Kansas City, Kansas Public School District convened a group of 40 representatives of 25 agencies to begin to develop a **solution-based approach** to address the challenge that over **1,400 youth** in the school district and their siblings are identified as **homeless**. Since the initial May 8 meeting, partnering agencies have held several “Impact Wednesdays” to connect families and youth with emergency assistance and housing stabilization opportunities. Kim Wilson Housing has developed a public awareness campaign and business model for endorsement by Unified Government Mayor/CEO Mark Holland and Superintendent Dr. Cynthia Lane. The campaign will seek to mobilize and centralize community resources around a common community goal: ensuring all homeless youth in the district graduate high school and pursue college or education for a trade.



3 Kansas City area mental health organizations united to encourage the community to simply talk about mental illness during May’s **Mental Health Awareness Month**. An event hosted May 6 at the Kauffman Foundation Conference Center, Kansas City, Mo., launched the month and featured guest speakers representing major mental health initiatives.

▲ At a meeting convened in May 2015 by Kim Wilson Housing and the Kansas City, Kansas Public School District, UG Mayor/CEO Mark Holland told the ambassadors for housing homeless youth, “We need to ask why there are homeless kids in our school district and bring this to the attention of legislators and policy makers in Topeka.”



▲ Mental Health Month in the Greater Kansas City Metropolitan Area launched during a special event on May 6, 2015 at the Kauffman Foundation Conference Center. Participating in the program were left to right, Anthony Davis, former Chiefs player; Bonnie Swade, Suicide Awareness Survivor Support spokesperson; Marsha Morgan, chief operating officer, behavioral health, Truman Medical Center; Beth Yoder Stein, administrative assistant, Wyandot Center, representing Mental Health First Aid; Don Goldman, executive director and CEO, Jewish Family Services; Theresa Reyes-Cummings, representing “Text, Talk, Act”; behind Theresa, Mark Wiebe, public affairs director, Wyandot, Inc.; and Tom Petrizzo, CEO, Tri-County Mental Health Services.

Helping people is key to why we serve and to who we are as the Wyandot, Inc. family of organizations. It's with pride and gratitude that we acknowledge those who have achieved major milestones during the past fiscal year in support of our Vision, Mission and Values.

Recognizing people for outstanding work

- As **Pete Zevenbergen** left his role as Wyandot, Inc. president/CEO, we celebrated his accomplishments and legacy with special honors at a reception July 23, 2014. Family, friends, employees, elected officials, community leaders and business associates attended.
- Wyandot, Inc. launched **The Leading edge**, a new development/enrichment course designed to explore and cultivate leadership and to tap into new energy and enthusiasm across the organization.
- **I. Sharon Sawyer**, executive director, RSI, received the 2014 Community Excellence and Educator Award at the National Congress of Black Women, Inc. Kansas City Chapter, 2nd Anniversary Awards and Supporter Recognition Dinner.
- Three staff graduated from the **Leadership 2000** leadership development program in Wyandotte County: Russell Anderson, director, youth and family housing initiatives, Kim Wilson Housing; Erin Pullen, service coordinator, PACES; and Lacey Simonson, customer care supervisor, Wyandot Center.
- Wyandot Center's **Supported Employment Team** did it again! They reached the highest national Individual Placement and Support (IPS) fidelity score and the highest in the state of Kansas in its history of implementing the model focused on helping persons with mental illness secure employment. Fidelity refers to a nationally recognized scale for measuring and assessing the quality of a supported employment program, including indicators such as caseload, number of consumers employed, and other measures.



▲ Sharon Sawyer



◀ KCK Police Chief Terry Zeigler presented Mandy Rosenbaum, Wyandot Center co-responder, a certificate of commendation during an awards program.

2. **Mandy Rosenbaum**, Wyandot Center co-responder, received a certificate of commendation from the Kansas City, Kansas Police Department for the role she has played keeping people with mental illness out of jail and in treatment. Mandy is embedded in the KCKPD and works daily with officers responding to mental health calls. She is the city's first mobile crisis co-responder, a position funded through a Bureau of Justice Assistance grant.

3. **Wyandot Center consumers** painted a beautiful new mural that features an abundant and budding garden scene. The mural has a permanent home near the Psychiatric Services and Health & Wellness Clinics at our 47th Street location.

- Work completed by Wyandot Center's two **SOAR case managers** ranked higher than the national average, and contributed to Kansas making the top 10 states for SOAR approval nationwide. Congratulations to Lois Blackmon and Annie Kessler who help consumers apply for and receive Social Security (SSI/SSDI) benefits. SOAR – SSI/SSDI Outreach, Access and Recovery – gives qualifying adult consumers stable incomes and allows them to support themselves.



▲ These proud artists were among the group who painted the garden mural through their involvement with ArtMakers' Place: left side, left to right, Merdis, Rabia Ozkan, peer support specialist, Manuela; right side, front, Sandra, Jan Kobe, peer support specialist; back, Donald and Ray.

4. **PACES A Place to Be Safe Capital Campaign video** produced by Show Pro Media stole the show at Nonprofit Connect's annual awards presentation with top recognition in four categories.

- **Kim Wilson Housing** marked its fifth anniversary and expanded into new office space upstairs to its street level location in Kansas City, Kan.



▲ Traveling to the podium four times to receive Philly Awards from Nonprofit Connect for PACES A Place To Be Safe Capital Campaign video became a happy habit for (left to right) Matt White, video producer, Show Pro Media; Dentan Adams, actor; Judi Rodman, PACES executive director; and Colin Mascal, video producer, Show Pro Media.

We've made a concerted effort to be good stewards of our resources and to seek funding opportunities to supplement grants we receive from the state of Kansas based on our designation as a community mental health center. We appreciate the support of our community funding partners locally, statewide and nationally. We also gratefully acknowledge individual and business donors.

Acknowledging foundations, other funding partners



▲ Kids staying at Robert's Place have access to great reading material personally selected by Carol Levers, director of the Kansas City, Kansas Public Library that donated several books to the emergency shelter.

- PACES received a \$100,000 grant from the **Health Care Foundation of Greater Kansas City** to start-up a School-based Family Outreach and Therapy Services program in fall 2014. Two therapists continue to serve students in 18 elementary schools in the northeast and southern sections of the Kansas City, Kansas Public School District. In summer 2015, PACES received notification of a \$44,555 grant from **Wyandotte Health Foundation** to add a therapist to serve middle schools in these same geographic areas.
- Wyandot Center continued to be one of 17 core operating partners of the **REACH Healthcare Foundation** and the recipient of a \$75,000 grant.
- Kim Wilson Housing (KWH) successfully secured renewal and increases of **HUD funds** for supportive housing programs in 2016. KWH was awarded \$72,296 for Beacon Homes and \$135,383 for Jack's Creek Apartments. Collaborative efforts involving KWH, Wyandot Center and Metro Lutheran Ministry also received renewals.
- PACES received \$3,500 for drug and alcohol program funding from the **City of Bonner Springs**.
- PACES families facing housing challenges will benefit from a \$15,000 **Emergency Solutions Grant (ESG)** awarded to Kim Wilson Housing by the Unified Government of Wyandotte County/Kansas City, Kansas.
- Consumers and PACES families who need assistance to avoid homelessness will also benefit from a \$25,000 grant to Wyandot Center from the **Kansas Health Foundation**.
- Wyandot Center implemented the Recovery After First Schizophrenic Episode (RA1SE) model with a \$174,000 grant from the **Kansas Department for Aging and Disability Services (KDADS)**. (See page 2.)

- 2 **Bike for the Brain** awarded \$3,000 to Wyandot Center toward operating expenses of ArtMakers' Place, our program and studio for art therapy and art psychosocial groups.

- Frank Williams Housing Resource Center is the recipient of a \$5,000 grant from the **J.B. and Anne Hodgdon Family Foundation**. Funds will go toward purchase of housing survival kits for persons who are homeless, acquisition of vital identification documents and rental assistance.

- Wyandot Center continued to receive grants from **Kansas Department for Aging and Disability Services (KDADS)** to assist with interim housing for adult consumers and for our Homeless Outreach Team. KDADS completed a three-year contract with Kim Wilson Housing serving as administrator of the Supported Housing Fund for the state's community mental health centers.

- Wyandot Center received \$75,000 from **Kansas Housing Resources Corporation (KHRC)** for tenant-based rental assistance to help prevent homelessness. KHRC also funded Kim Wilson Housing to develop a rapid re-housing initiative in Pittsburg, Kan. (\$65,000).

- PAW – Wyandot Center's Partner Animals for Wellness fund – received \$3,000 from **Banfield Charitable Trust** to help consumers maintain pets as part of their recovery plans.



- ▲ Tiffane Masimbi, ArtMakers' Place coordinator, received a grant check of \$3,000 for the program from Ken Sonnenschein, MD, founder and board chair, Bike for the Brain. Wyandot Center is one of five beneficiaries of donations from the annual event that includes a bicycle ride and walk.

- PACES annual Toys for Dottes program to provide holiday gifts for consumers, their siblings and children of Wyandot Center consumers benefited from the longstanding support of **The Walmart Foundation** and the **Walmart** near The Legends.

- The **Sisters of Charity of Leavenworth Charity Fund** donated \$5,000 to PACES Exchange & Visitation (PEV) Center.



- Our organization is collaborating in grants three community partners have received to provide Mental Health First Aid training: the Kansas City, Kansas Public School District, awarded by the **Substance Abuse and Mental Health Services Administration (SAMHSA)**; Truman Medical Center, by the **Jackson County Mental Health Fund**; and Metro Council by the **Health Care Foundation of Greater Kansas City**.

From start to finish, Robert's Place a labor of love

From fundraising to
1. groundbreaking to
2. ribbon cutting to
3. opening, the construction
and completion of
Robert's Place, PACES
new emergency shelter
for kids in crisis, was a labor
of love thanks to many
generous individuals,
organizations and foundations.



Robert's Place opens to serve kids in crisis

The new Robert's Place opened on Monday, Aug. 31, 2015 following a successful capital campaign that raised \$1.1 million to build the new emergency shelter for kids in crisis.

We broke ground on Oct. 9, 2014; met our capital campaign goal by 2014 year-end; had a favorable construction season; and held the ribbon cutting on May 15, 2015. Capacity has expanded to serve 10 kids a day (up from four in the previous shelter duplex). Plus, we are able to offer kids a much more homelike environment.

Community partners rallied in support of this worthy cause, *A Place To Be Safe...Because They're Kids* capital campaign. Groups continue to share their generosity by assisting with financial support for ongoing operations and providing items to benefit the kids we serve for up to 72 hours temporary shelter or respite.

Watch for a complete year-end report with acknowledgment of all donors who contributed to this successful initiative – our organization's first-ever capital campaign.

Make a donation to PACES for Robert's Place this tax year, and based on eligibility, you can receive a Kansas tax credit for 50 percent of the amount donated. A donation of \$500, for example, will earn you a tax credit of \$250. A tax credit is a direct deduction from your final Kansas tax obligation.

Questions, contact
Allison McLain, director
of fund development,
913-328-4667 or
mclain_a@wmhci.org.

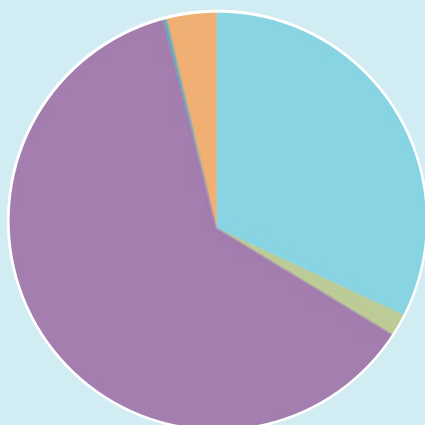
**Tax
credits
available**

2014-2015 WYANDOT, INC. ANNUAL

Financial Report

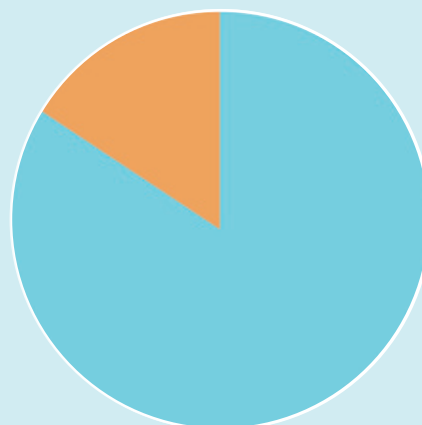
July 1, 2014 through June 30, 2015

Sources of Funding



Grants from Government Agencies	32%
Other Grants	2%
Program Service Fees	62%
Property-related Income	1%
Miscellaneous	3%

Expenditures



Program Services	84%
Support Services	16%

Based on unaudited totals

Statistical Report

July 1, 2014 through June 30, 2015

Clients Served, Encounters

Wyandot
Center
Community
Behavioral Healthcare

6,845

adults served
(102,249 encounters)

PACES
3,986
youth served
(113,493 encounters)

RSI

1,168
individuals
(1,848 visits)

The following stats reflect the range of specialized services across our agencies. Individuals identified in each of these services could also be included in the numbers at left.

Wyandot Center Crisis Clinic (47th Street)

Walk-in Crisis Clinic visits.....	3,809
Crisis Line calls.....	6,184
Calls in response to after-hours pages.....	1,490
Psychiatric hospital screens.....	945

Wyandot Center Health & Wellness Clinic (primary care for adult consumers)

Consumers served	143
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Wyandot Center Health & Wellness Home (care coordination through health home contracts with KanCare managed care organizations)

Active consumers enrolled.....	1,100
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ArtMakers' Place (art groups and program)

Consumers served	547
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Housing initiatives

Kim Wilson Housing (KWH)

Persons prevented from eviction.....	1,670
Units owned, master leased and/or managed by KWH on behalf of our clients	355

Frank Williams Housing Resource Center

Persons coming to the Resource Center each weekday	approx. 100
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Homeless Outreach Team

Homeless persons served	242
Total number of people housed	80
(including 28 who were chronically homeless)	

Specialized services for kids and families

PACES Exchange & Visitation Center

(providing services for families in the midst of divorce or separation)

Adults served.....	208
Children served.....	140

Robert's Place

(PACES emergency shelter for kids in crisis)

Kids served.....	314
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Education, outreach and advocacy

Crisis Intervention Team training

Officers	75
Dispatchers	15

Mental Health First Aid training

Participants	461
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Community outreach, presentations, education

Persons reached.....	3,165
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Volunteer hours

Hours donated by non-staff members in support of our Mission	303
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913-233-3300

www.wyandotinc.org

- 757 Armstrong Ave.
Kansas City, KS 66101

FAMILY OF ORGANIZATIONS



**Serving children,
adolescents and families**

913-563-6500

- *At Wyandot Center*
1301 N. 47th St.
Kansas City, KS 66102
- *McDowel Building*
1620 S. 37th St.
Kansas City, KS 66106
- *Washington West*
7840 Washington Ave.
Kansas City, KS 66112



**Providing crisis
stabilization**

913-956-5620

- 2205 West 36th Ave.
Kansas City, KS 66103



**Delivering innovative
solutions**

913-233-3356

www.kimwilsonhousing.org

- 730 Armstrong Ave.
Kansas City, KS 66101
- 2 Cleaver Blvd., Suite 405
Kansas City, MO 64112



Serving adults

913-328-4600

- 7840 Washington Ave.
Kansas City, KS 66112
- 1301 N. 47th St.
Kansas City, KS 66102
- *Frank Williams Housing
Resource Center*
1201 North 7th Street
Kansas City, KS 66101
- *ArtMakers' Place*
756 Armstrong Ave.
Kansas City, KS 66101



Administrative Office
757 Armstrong Avenue
P.O. Box 171578
Kansas City, KS 66117-0578

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