

Heartland Center for Behavioral Change

ANNUAL IMPACT REPORT

*"Healing doesn't mean the damage
never existed; it means it no longer
controls your life" --Unknown*

Fiscal Year 2025

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 forty years. Last year, we helped to deliver hope to more than 6,000 uninsured, underserved individuals through our detoxification and substance disorder treatment programs, treatment court services, SATOP programs, and specialized residential services for clients. 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 disorder 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.

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.

Meet our Executive Team

Kyle Mead: CEO

Shawna Drake, VP Behavioral Health

Casey Spartz, VP Outpatient Services

*Tami Hull, Director of
Accounting/Finance*

*Dr. Laurenda McKinney, Director of
Human Resources*



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 FY25, 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 individuals with behavioral disorder. We are so grateful!

Kyle Mead
CEO/President

**Note from the
CEO**

Casey Spartz ,Vice President of Outpatient Services states, Heartland's outreach efforts have continued to be a leading effort in our community. Through these efforts, we were awarded the opportunity to add both a truck and a mobile unit to our fleet in order to better meet the needs of the community. This opportunity came from a consistent presence in the community and a commitment to helping the vulnerable population that our agency is dedicated to serve. These additional resources will allow Heartland to expand the reach of critical services, respond more effectively to emerging needs, and strengthen our ability to provide compassionate, accessible support to individuals throughout the community.

”Recovery is not a race, it’s a journey. Take one day at a time”

~Beth Wilson



HOW WE SERVE

ASAM Outpatient Substance Disorder Treatment

The ASAM Criteria was developed by the American Society of Addiction Medicine. It is a comprehensive framework used for assessing and determining the appropriate level of care for individuals with substance use disorders. Our consumer-centered services help each person get the individualized care they need to become free of alcohol and drugs. Our ASAM 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.

Treatment Courts

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 ASAM services available.

Medically-Monitored Inpatient Withdraw Management

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 of licensed nursing staff. A substance abuse counselor help each person link to the care they need after the withdrawal process is completed.

HOW WE SERVE

CRU- Community Residential Unit

We serve adult men and women who are preparing to enter back to society after overcoming incarceration, addiction and withdraws with the support of staff supervision. This 24-hour 7 day a week residential program that offers specialized assistance to help each person obtain employment, Housing, treatment and other services necessary for a successful return to the community.

Individualized Counseling, Group Counseling, Group Education, Community Support, Peer Support, Family Support, Medication Treatment, Diagnosis, Assessments, Treatment Planning, and more.

The RRC offers specialized assistance to help individuals obtain employment, housing, treatment, and other services for a successful return to the community. It serves adult men and women under the custody of the Missouri Department of Corrections.

Philosophy: To facilitate the community reintegration of adults under the custody of the Missouri Department of Corrections.

3.5 Hope on Campbell

We are a Co-Ed Intensive Inpatient Program that supports adult women and men. We offer Individualized Counseling, Group Counseling, Group Education, Community Support, Peer Support, Family Support, Medication Treatment, Diagnosis, Assessments, Treatment Planning, and more. Evidence Based Services: Living in Balance, Mindfulness, Anger Management, and the Matrix Model

This program is funded by Department of Mental Health, and CPR funding. A sliding fee scale is available for those who qualify for financial assistance.

Referrals from Probation and parole, Social services, Drug Court, MH Court, other HCBC entities as well as self-referrals. Although we offer a variety of programs and services that have very specific goals, in all programs we believe in the healing power of collaborative and empowering relationships.

We know that "therapeutic relationship" is one of the most important components of successful services. Our practice of acceptance, respect, and compassion toward all, fosters the level of openness and honesty needed for personal healing and progress. Our goal is to build a positive relationship with those we serve beginning at the time services are started and to maintain this relationship throughout each person's journey with us.

At Heartland Center for Behavioral Change, we believe in recognizing our successes while continually striving for growth.

Through the many programs offered by HCBC, we were able to positively impact 6,197 individuals in FY25. These lives were supported through a wide range of services, including CRU, Residential and Outpatient Treatment, counseling with medication options, Treatment Courts, and Community Support Services, outreach referrals, Disease Management and Specialty Teams.

Each person represents a story, and a step toward healthier individuals and stronger communities.



Financials

FY2025

Revenue:

Contracts	\$16,767,755
Grants/Misc	\$551,867
Self Pay	\$257,702

Expenses:

Programs	\$15,162,772
Maintenance	\$691,970
Physical Plant	\$690,211
Utilities	\$349,053



Strategic Plan 2025-2027

Heartland Center for Behavioral Change (HCBC) is a non-profit organization that provides substance use disorder treatment services in Missouri.



The strategic plan outlines the goals across six domains, with some mentioned below:

Human Resources: Promote and foster that values staff development, Improve morale and communication

Update: Training incentives, Morale Committee in place

Infrastructure: Enhance physical facilities, Additional IT infrastructure

Update: Painting, HVAC, Gutter cleaning, cement work, new security system, Sage Intact, ADP

Strategic Plan 2025-2027

Business Practices: Expand capacity, consolidation of program sites: SW and Eastern Jackson County

Update: IMD Waiver WM ASAM 3.5 expansion, Progressing efforts for consolidation in SW area.

Clinical Practices: Improve access to Telehealth services, Increase evidence based practices

Update: EHR transition, Expansion of ASAM 3.5 in SW area.



Finance: Apply for new grants, Partner with other agencies

Update: Grant Writer Contract,

Relationship with ReDiscover, Swope Health, SHC

Community: Establish a community outreach initiative, Explore sponsorship opportunities, Establish corporate connections

Update: Zero KC initiatives, Sponsoring Ride for Recovery and Run out of the Darkness.

In FY25, Heartland served 6,197 persons (5,975 FY24) at a cost of \$2,748 per person served, in comparison to \$2,289 in FY24. (+\$459)

Client's Served

Rate of Successful Discharge: 44%

Target: 50%

Consumer Satisfaction: 94%

Target: 95%

Consumers abstain from use: 56%

Target: 70%

Documentation Compliance: 87%

Target: 85%

Each person represents a story, and a step toward healthier individuals and stronger communities.

Acknowledgments:

- *Department of Mental Health*
- *COMBAT, Jackson County*
- *Clay. Platte, Ray Mental Health*
- *Department of Corrections*
- *ReDiscover*
- *City of Kansas City*
- *OSCA, Taney, Christian, Greene, Jackson*

Board of Directors:

- *Joshua Wunderlich, Board Chair*
- *Christopher Albright, Vice-Chair*
- *Barbara Ladd, Secretary*
- *Pepper Ruark, Board Member*
- *Janet Burgess, Board Member*
- *Brent Morris, Board Member*
- *Sandy Hemaya, Board Member*
- *Brad Edwards, Board Member*
- *Danielle Edwards, Board Member*