

Turning Struggles Into Strengths

This is HCBC



FY 2019
ANNUAL REPORT

WELCOME

To Our Community Partners,

As we conclude our 37th year of serving the community, Heartland Center for Behavioral Change (HCBC) is pleased to offer this annual report for fiscal year 2019. In this report, we hope to highlight the change in the lives of our consumers, enhancements to our service delivery system, and the impact we are having in the community. We are proud to include input from our consumers who have worked hard to improve their lives. We value their experiences and celebrate their progress. It is our mission and vision that they will continue on their journey to healthier, happier, and more productive lives for themselves and in their contributions to our community.

The end of fiscal year 2019 saw a significant amount of change in the agency's leadership. Change is inevitable and can be an opportunity for positive change, which is how we intend to respond as we look forward. HCBC has built a strong core team of people that are both able and willing to step up to the challenges of leadership and organizational change. It is the staff of HCBC that reflects the commitment and loyalty to our mission. Heartland Center is fortunate to have the most caring and dedicated people providing care to our consumers. Credit for all that is achieved goes to the staff of HCBC who work tirelessly to form warm and caring relationships with the persons we serve, creating opportunities for growth and change.

Heartland Center values the collaborative efforts of our staff along with our community partners who are committed to providing quality services in response to the changing needs of our community. Our role as a provider of reentry services, medically monitored inpatient detoxification, outpatient substance use disorder treatment, treatment court services, and SATOP services makes our agency uniquely qualified to offer a wide array of services including medication treatment services and disease management services.

Heartland Center is a small company with a large footprint. We offer our services in the Kansas City, Missouri metro area as well as in the Southwest Missouri region. We have relationships with the Missouri Department of Mental Health, the Office of State Court Administrators, the Clay, Platte, Ray Mental Health Levy Board, COMBAT, the Missouri Department of Corrections, and the City of Kansas City as well as numerous community partners who make it possible for us to provide a continuum of care that allows HCBC to "Help People Rebuild Their Lives."

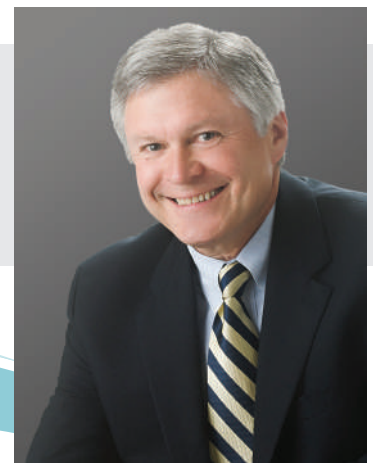
We thank you for your partnership.



Kyle Mead
President/CEO

Strength

A river cuts through a rock,
not because of its power
but its persistence.



John DeStefano
Board Chair

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 deliver change to more than 5,000 people through our detoxification and substance use treatment programs. With the assistance of public funding, services are available to persons in need. We provide services on a non-discriminatory basis to individuals regardless of race, gender, sexual preference, creed, marital status, national origin, disability, or age.

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 - FY 2019

John DeStefano, Chair
Patricia Lorenz, Secretary
Erin Brower
Jacquelyn R. Dunn

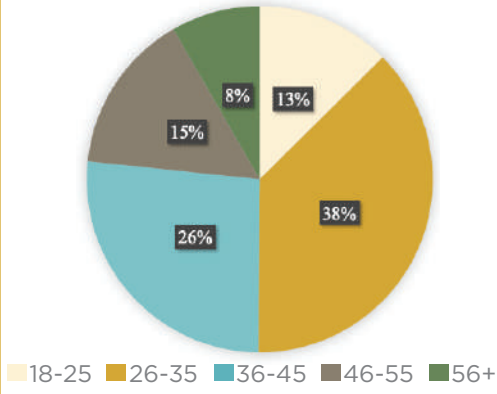
Carol Getty
Barbara Ladd
Hal Nichols
Valori Sanders

Executive Staff

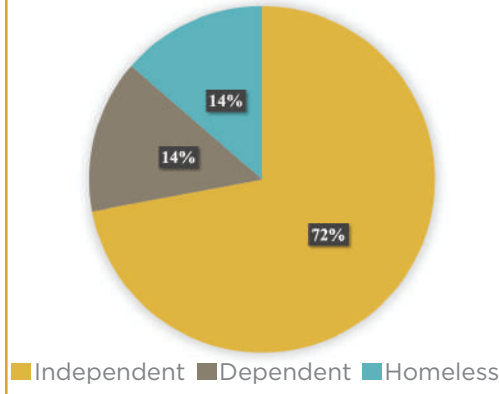
Kyle Mead, President/CEO
Shawna Drake, V.P., Behavioral Health Services
D. Brooke Meyers, V.P., Finance & Administration
Jessica Camper, Director, Human Resources

WHO WE ARE HELPING GAIN STRENGTH

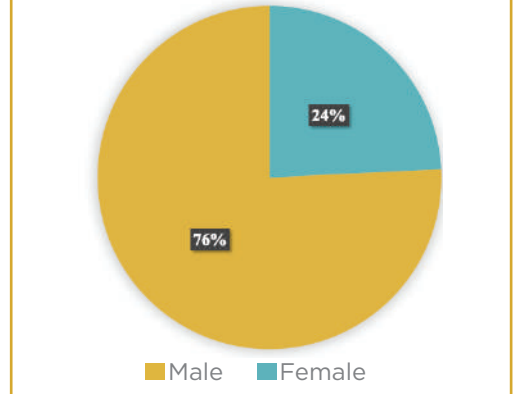
AGE



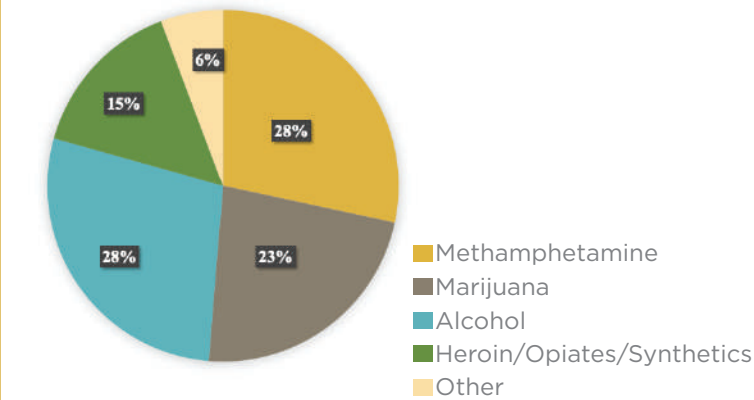
LIVING ARRANGEMENT



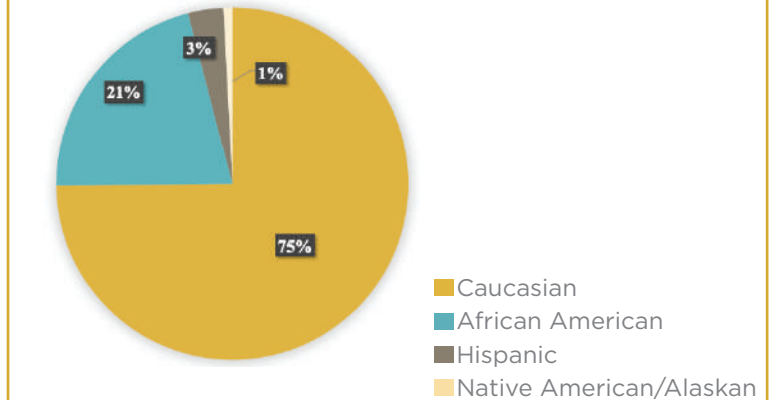
GENDER



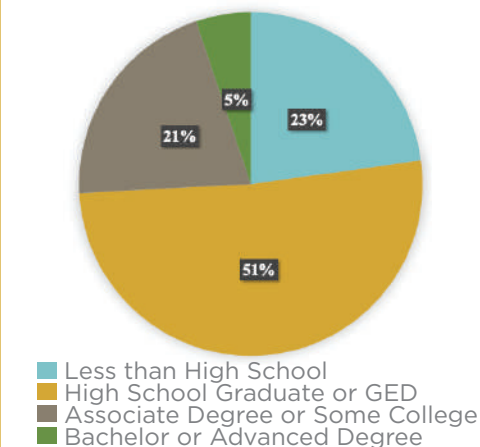
PRIMARY DRUG OF CHOICE



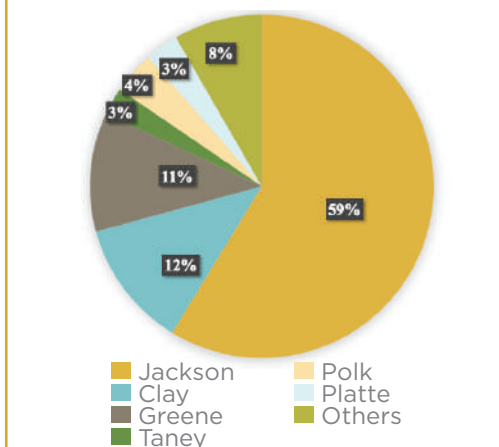
ETHNICITY



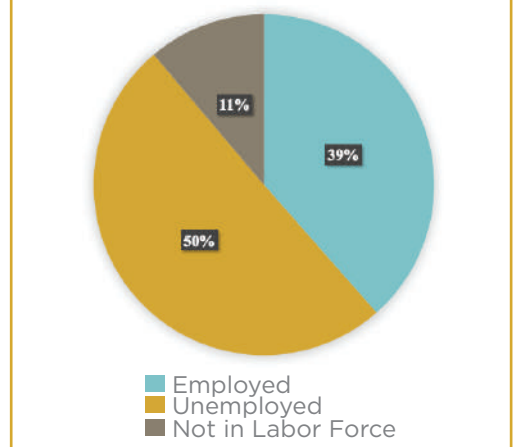
EDUCATION



COUNTIES SERVED



EMPLOYMENT



HOW WE ARE GETTING STRONGER

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.

We admitted 2,035 new people in our CSTAR program this year. See Nicholas and Ashleigh's Success Story.

MEDICATION TREATMENT SERVICES (MTS)

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.

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 are the proud partner of Jackson County Drug Court and Greene County Drug Court. We provide intensive substance abuse treatment for those who are referred by the court for services as a result of drug-related crimes. We admitted 752 new people in our drug court programs this year. See Miles's Success Story.

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 by making our Comprehensive Substance Treatment and Rehabilitation (CSTAR) programs available.

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 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 receive the care they need after the withdrawal process is completed.

We admitted 546 new people in our MMID program this year. See Matthew's Success Story.

Community Transition Unit (CTU)

Heartland Center helps individuals transition back to their home communities from the Department of Corrections. We offer a structured, residential, supervised environment for returning citizens. We admitted 439 new people in our CTU program this year.

SUBSTANCE ABUSE TRAFFIC OFFENDER PROGRAM (SATOP)

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 or plea bargain due to an alcohol-related offense.

THERE IS STRENGTH IN NUMBERS

91%
Consumer Satisfaction

75%
Substance Use Abstinence Rate

392
Admissions per Month

88
Avg # of consumers that received Medication Treatment Services per month

General Population: An estimated **465,000** Missourians age 12 or above have used an illicit drug in the last month. Approximately **37,000 (8%)** of those were between 12 and 17. An estimated **112,000** Missourians, age 12 and above, needed, but did not receive treatment for illicit drug use in the past year.

In the US, an estimated **22.7 million (8.6%)** Americans needed treatment for a problem related to drugs or alcohol, but only **2.5 million (0.9%)** received treatment at a specialty facility.

\$250 billion is the potential costs for treating all drug abuse cases.



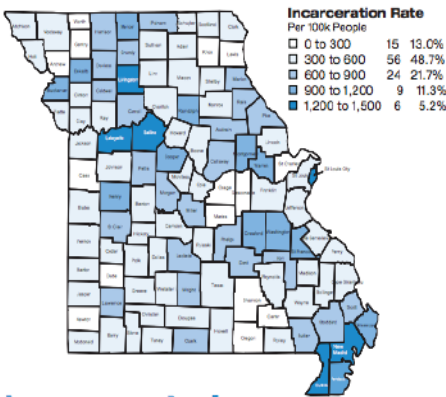
77%
Employment Rate at Discharge

86%
Housing Rate at Discharge

Office of Reentry Services

Incarceration Rates by County

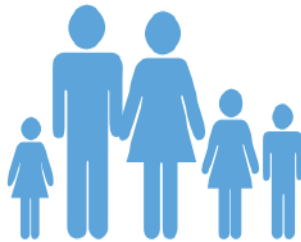
December 31, 2016



The Role of the Family

Continued contact with family members during incarceration has been shown to reduce recidivism.

63% of male offenders have family dependents
84% of female offenders have family dependents
52,810 Family dependents with a parent in prison



Incarcerated

Missouri Prison Population*

32,461



Daily Cost per offender
\$57.76
Annual cost per offender
\$21,140

Estimated total annual taxpayer cost of incarceration

\$694,179,434

* as of 12/31/2016

80%

of prison admissions are for non-violent offenses (Drugs, DWI, Property)

96%

of incarcerated offenders will one day be released

Probation & Parole

Population*

58,565



Daily Cost per person
\$6.04
Annual cost per person
\$2,211

Estimated total annual cost of probation & parole

\$130,085,111

* as of 12/31/2016

The Missouri Department of Corrections houses more than **33,000 offenders** in Missouri correction centers, and more than **96%** of them ultimately will be released back to the community.

Each year there are approximately **20,000 inmates** released back into the community.

In Missouri, the average prison stay for an offender with a drug-related offense is **318 days** at an average cost of **\$57.76 per day** - yielding an average cost per stay of **\$18,206**.

The average length of engagement in community-based treatment is **79 days** at an average cost of **\$26.35 per day** - yielding an average cost per stay of **\$2,082**.

MATTHEW GAINED HIS STRENGTH

Matthew began his journey to Heartland Center for Behavioral Change when he was 22 years old. As a result of a foot and knee injury, he was prescribed pain medication which quickly took over his life. One injury caused havoc for over a decade of his life and will forever affect his future. Fortunately, he found hope and help at HCBC detox and outpatient services.

As time went on, Matthew grew deeper in debt as he struggled to pay for the continual and increasing need for drugs. Although he was steadily employed, his relationships and family life were spiraling downward. He was headed for a life-changing crisis.

“One day, my wife told me if I didn’t get help that she was done. That was my turning point.”

Matthew took initiative and checked himself into HCBC’s medically-monitored detox unit where he resided for five days in a safe and controlled environment. An important part of his treatment was the medication Suboxone which is prescribed to treat opioid addiction and relieve symptoms of withdrawal.

Upon discharge, he knew **“I really can live my life without substances.”**

Matthew immediately enrolled in outpatient services at HCBC’s Springfield program. He spent over 13 months participating in individual counseling sessions, group counseling/education, community support services, medication treatment services, and more support services offered to him.

As he gained strength through the recovery process, Matthew was assigned a counselor, Jack Sampson, who provided guidance and support. Matthew states, **“Jack is awesome. He understood where I was coming from. He has helped so much.”**

Matthew’s goals for the future are now within reach. He wants to have a house and build a good relationship with his wife and family. After graduating from treatment, he looks forward to becoming a part of HCBC’s alumni group and helping others entering treatment.

To anyone who is thinking about getting help for addiction, Matthew says, **“Give it a try, even if your head wants to say ‘no,’ your heart wants to say ‘yes.’”**



ASHLEIGH AND NICHOLAS GAINED THEIR STRENGTH

Ashleigh and Nick's stories are told together because they are a couple who enrolled at the same time in the Jackson County Drug Court program. As they have progressed through treatment, they have gained strength to plan their future free of addiction.

Ashleigh's path to HCBC began when she was 13 years old. At this young age, she began experimenting with cigarettes, alcohol and marijuana. As years went by, she struggled with mental health issues and turned to something stronger to self-medicate her pain. At age 26, Ashleigh was addicted to methamphetamine and heroin which led to crime and losing her three children to state custody.

Nick began his journey to HCBC when he was 14 years old. He used alcohol and marijuana which developed into an addiction to methamphetamine and selling drugs by the age of 17. **"I always felt that I didn't fit in. I thought that if I dealt drugs that everyone would like me."**

Nick also was charged with possession and other crimes which led to homelessness, eating from dumpsters and unemployment. Nick met Ashleigh in the middle of their addiction when she became a regular customer of his drug dealing business.

As crime and addiction ate away at their existence, they decided to take steps to change their lives. Both of them entered into treatment under the careful guidance of counselors at the Jackson County Drug Court. Nick enrolled in the Moral Reconciliation Therapy (MRT) group and started to see progress. **"The class makes you dig through your past and compare where your priorities were, compared to where they are now."**

After months of sobriety, Nick and Ashleigh are now engaged, sharing an apartment and a vehicle, and Nick is employed. Ashleigh has regained custody of her children which gives her purpose for maintaining her sobriety. **"I give them hugs and it makes me happy and reminds me why I'm here."**

When asked what she would like someone to know if they are seeking release of an addiction through treatment, Ashleigh states with a smile, **"It is possible. Addiction doesn't have to be forever."**

Ashleigh and Nick's plans for the future include getting married, earning a job promotion, and buying a home. All of this would not be possible without the care and support they received at HCBC. Their advice is to **"Keep going. Live for the moment. Don't settle. Keep improving and do more."**



GAINED HIS STRENGTH

The long, difficult road to HCBC for Miles began when he was only nine years old. After his parents abused marijuana and alcohol, he was removed from the home and placed in foster care.

Out of curiosity, Miles began smoking and drinking at this early age. He had watched his father struggle with an alcohol addiction, and yet, that did not stop him from abusing the same intoxicant.

“I never thought I would become an alcoholic. I always hated the way my father smelled, but alcohol was the one drug dealer that would never tell me ‘no.’”



As one thing led to another, Miles spent the next 30 years of his life first in foster care, then juvenile detention, onto prison and battling an alcohol addiction. He was incarcerated multiple times due to charges and convictions of driving while intoxicated. His first stay in jail was for 19 months and shortly after, for 2 years. The third time, he was arrested and received his longest sentence of 10 years in prison.

After years of alcohol abuse and PTSD from his tragic childhood, Miles found himself in the hospital diagnosed with kidney failure. The moment he knew something had to change happened when a doctor told him, “If you don’t stop drinking, you will die.”

Miles was placed on probation and sent to get treatment at HCBC. He has been in consistent treatment for two years which has resulted in gaining his strength to conquer his addiction. His favorite service offered for treatment is the individual counseling sessions. **“Steven, my counselor is highly intelligent. He is open and honest and truly cares about each individual and their recovery. I couldn’t have made it this far without him.”**

While continuing through his treatment journey, Miles is constantly aware of the triggers that led him to continually abuse in the past. He is now employed and able to communicate with family and friends in ways he never thought possible in his former life of addiction.

His advice to anyone who is struggling with substance use and thinking about treatment would be **“...to put yourself and your recovery first, or you’ll put everything you love last.”**

WE CAN HELP



Are You Ready to ask for Help?

Anyone suffering from drug or alcohol addiction will admit - it's hard to face the pain and guilt and fear associated with addiction. And it's very hard to ask for help. At Heartland Center for Behavioral Change, we understand that.

We also understand that anyone caught in the grip of addiction isn't weak or uncaring. Addiction is a disease. People with the disease of addiction aren't bad people; they're people with a bad disease. It's a disease that affects the brain in ways that causes people to destroy the things in life that matter most to them. But, it doesn't have to stay that way.

Recovery Is Possible

If you come to Heartland Center and work with us, we promise to help you find a new way of life in recovery from addiction. With each step forward in the process, you will see improvement in your physical health and in your relationship with friends and family. You will see improvements in other areas of your life also. But most importantly, you will be free from the need to use alcohol and drugs to feel okay. With more than 35 years of experience, we know it is all possible.

You Don't Have to Do It Alone

When you come to Heartland Center for help, you are no longer alone. We believe that you can do this! Addiction is a tough opponent, but with our support, and medications to help reduce cravings, you can recover. Standing with you is Heartland Center's team of qualified professionals who are people you can trust. They will be there for you and for your family.

Resolve. Recover. Reclaim.

At Heartland Center, we know that resisting the urge to drink or use drugs is not easy, even when the pain and loss is great. But by resolving to let go and ask for help, you can recover from addiction and reclaim your life. We've helped thousands of others do it. It all begins with your decision to call us. When you do, we will tailor a program to meet your individual needs. We can help you deal with the physical, emotional, and social difficulties of early sobriety, and show you a way to live productively for the rest of your life. The tools we use are...

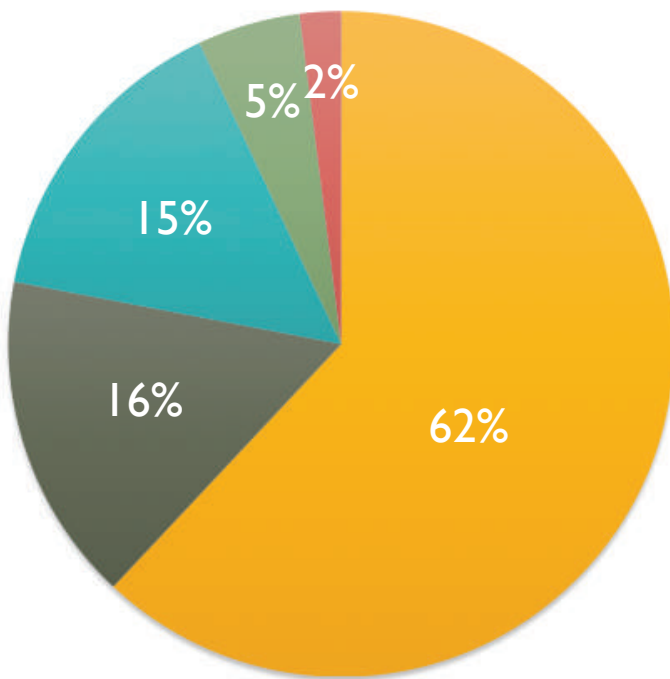
- Comprehensive assessment and individualized services.
- Individual and group counseling.
- Crisis assistance and help with life problems
- Inpatient detoxification services (in the Kansas City area).
- Medication treatment. People enrolled in our services may be eligible for medications that reduce cravings and help maintain sobriety.

All of our substance use disorder treatment services are certified by the Missouri Department of Mental Health, Division of Behavioral Health.

Treatment works.
People recover.

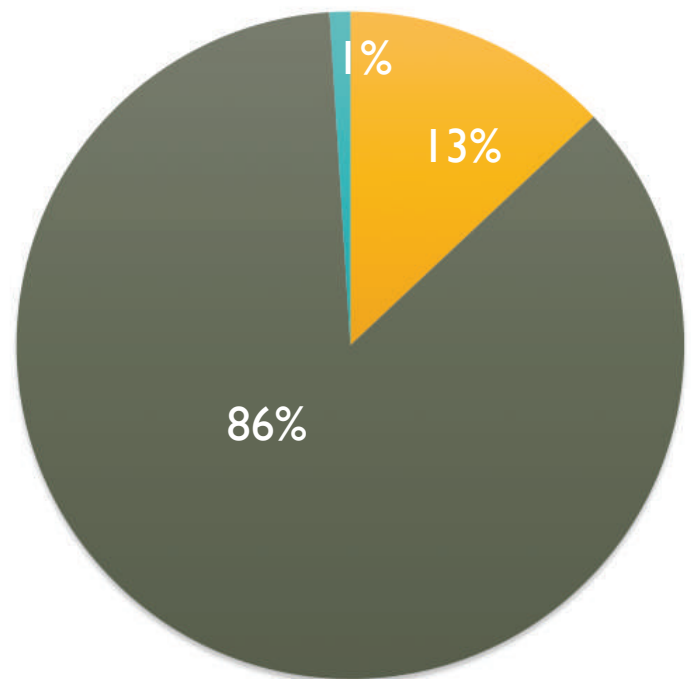
OUR RESOURCES FOR GAINING STRENGTH

Expenses



■ Personnel
■ Buildings and Facilities
■ Materials and Supplies
■ Professional Services and Training
■ Communication

Revenue



■ County / Local
■ State
■ Fees / Misc

Our Funders

- COMBAT Commission of Jackson County, Missouri
- Clay, Platte, Ray Mental Health Levy Board of Trustees
- Missouri Department of Mental Health, Division of Behavioral Health
- Missouri Department of Corrections
- Office of State Courts Administrator
- U.S. District Court
- City of Kansas City

WHERE WE BUILD OUR STRENGTH

KANSAS CITY AREA

COMMUNITY TRANSITION UNIT

1514 Campbell
Kansas City, MO 64108-1520
816-421-6670

FREE AND CLEAN

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

INDEPENDENCE OUTPATIENT CLINIC

103 N. Main
Independence, MO 64050-2810
816-214-9105

JACKSON COUNTY DRUG COURT

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

KANSAS CITY OUTPATIENT CLINIC

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

LIBERTY OUTPATIENT CLINIC

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

MEDICALLY-MONITORED INPATIENT DETOXIFICATION

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

SOUTHWEST REGION

SPRINGFIELD OUTPATIENT AND GREENE COUNTY DRUG COURT

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

BOLIVAR OUTPATIENT CLINIC

3371 S. Springfield
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

22065 Main Street
Reeds Spring, MO 65737-6755
417-866-3293

HEARTLAND
CENTER for behavioral
change®

REBUILDING LIVES SINCE 1982

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www.heartlandcbc.org