

MESSAGE FROM THE EXECUTIVE DIRECTOR

Every year I have the opportunity to provide a report to our many constituents that attempts to celebrate our success, while discussing the challenges that we encountered. It is always my desire to appear grateful for the many contributions made by our State partners, our National partners, and most importantly, by our dedicated staff.



However, this past year was filled with disappointments and difficulties that moved mental healthcare in Kansas back by 20 years. It pains me to say it this bluntly, but it is absolutely true. Gone are the needed State hospital beds that ensure the most vulnerable of our citizens have safe and intensive care. Gone is the hospital screening process that was created in 1991 to ensure that all Kansans could be evaluated and when possible, diverted to the least restrictive and least expensive outpatient care. Gone are the grant dollars that ensured a base level of funding to provide a comprehensive array of services at the right time and the right place. Gone is the Health Home program that lasted a short 18 months which had clearly begun to show that integrated healthcare could reduce Medicaid costs and improve the health of previously neglected patient groups. Gone are the Medicaid authorizations that were once promised to cover the reduction in State grants. And, gone is the full reimbursement of the Medicaid rate, which has been reduced by 4% to most providers of care.

The impact of these many policy and funding changes caused The Guidance Center to experience staff layoffs for the first time in our 79-year history. Over 30 staff members, both clinical and administrative lost their jobs due to these draconian changes. No staff member received a salary increase in 2015 or 2016. After the layoffs, staff turnover increased by over 10%. TGC lost over \$600,000 because the changes in revenue occurred so quickly that reducing commensurate costs at the same pace was simply impossible without committing major ethical violations for patient abandonment.

So, what does the future look like? I believe we have reduced our expenses commensurate with our anticipated revenues for 2017. We should have a balanced budget. We are leaner administratively, and maybe that is not a bad thing. Our Association is fighting for restored funding and State lawmakers appear sensitive to our plight. Most importantly, TGC has retained some of the best trained and professional staff with whom I have ever had the pleasure of working. And, we have some of the best paraprofessionals and support staff that ensure we deliver the best care anywhere.

The Guidance Center has weathered a very intense storm, and we have come out on the other side. This storm has not made us stronger. But, I can assure our communities that we can still provide state-of-the-art behavioral healthcare to anyone who asks for it. I am not sure how much longer I will be able to say that if funding and policies in Topeka do not improve. However, I can assure you that we will never give up trying. I am looking forward to a better 2017!

Keith Rickard, MS, MBA, LCP
Executive Director

TGC EXECUTIVE TEAM

Executive Director -
Keith Rickard, MS, LCP, MBA
Medical Director -
William Warnes, MD
Clinical Director -
Jason Malousek, Psy.D, LP
Community Based Services Director -
Samantha Adams, LMSW
Community Support Services Director -
Steve Stiel, LSCSW

Finance Director -
Jerry McDonald, MA
Human Resource Director -
Kristin Robinson, PHR
Leavenworth Clinic Administrator -
Joe Thorne, LMSW
Atchison Clinic Administrator -
Stevie Durkin, LSCSW
Oskaloosa Clinic Administrator -
Lance Lewis, LMSW

2016 DONORS

The Guidance Center Staff and Board of Directors wish to express our gratitude to the individuals and businesses who provide financial support to The Guidance Center. Your 2016 total contribution of \$31,416.40 will enable us to provide prevention and education services for individuals and families in our communities.

Advantage Printing	Reilly Holding Company
Country Club Bank	Genoa Foundation Ryan Butler
Exchange National Bank	Greater KC Community Foundation
Geiger Ready Mix	Jim Krone
Genoa Pharmacy	JoEtta Kaaz
Commerce Bancshares Foundation	Jay Byrne
Mutual Savings Association	Keith and Janet Rickard
Kansas Prairie Quilters	Laura Batson
Tower Mental Health Foundation	Junior Guild
Great Western Manufacturing	Matt and Kristin Robinson
Leavenworth Waterworks	Kate Werring

MESSAGE FROM THE PRESIDENT OF THE BOARD

Operating throughout 2016 in an economic and political environment characterized by change and uncertainty, The Guidance Center continued to meet its primary mission of providing integrated behavioral health care services to the citizens of Atchison, Jefferson, and Leavenworth counties.

The Center demonstrated the flexibility to respond to external funding and operational challenges while still providing over 115,000 units of mental health services to over 5000 clients. Most importantly, the Center is continuing to work under major funding reductions without eliminating any needed services.

As part of the community mental health system in Kansas, the Center is an integral partner with the State in ensuring that a quality safety net of mental health services is in place. Last year over 30% of our clients were uninsured, and reductions in Medicaid and State grant funding are making it increasingly difficult to meet the needs of these members of our community who are neither privately insured nor eligible for Medicaid. The existing funding model enabling the State's community mental health system is not sustainable, and we trust our elected officials recognize and will address this existential threat to the system.

It is probably safe to say that there isn't anyone reading this report whose life has not been impacted at some time by a behavioral or mental health issue affecting ourselves, our friends, or our loved ones. The outpatient mental health and addiction treatment, psychiatry services, and community support services that the Center provides are essential to the immediate health and well-being of our clients, and enhance the long-term quality of life of our communities.

On behalf of The Guidance Center's governing board, I wish to commend the leadership and staff of the Center for the dedication, professionalism, and compassion they demonstrate daily. 2016 was a challenging year - the Center not only met the challenge, but is now positioned for continued success in 2017.

Jay Byrne
President, The Guidance Center Board of Directors



THE GUIDANCE CENTER
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1102 Walnut St., Oskaloosa, KS 66066 - 785-863-2929
www.mytgc.org



Promoting Healthy Communities by providing integrated behavioral health care services and partnering in the delivery of general healthcare to those we serve.



When "I" is replaced with "We" even illness becomes Wellness.

2016 ANNUAL REPORT

2016 BOARD OF DIRECTORS

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Jim Krone
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Jefferson County
Pat Happer
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Dr. Tim Marshall
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Jay Byrne, President
Laura Batson, Secretary
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CLIENTS SERVED BY COUNTY (UNDUPLICATED)

	2015	2016
Atchison County Residents	1,156	1,120
Jefferson County Residents	653	629
Leavenworth County Residents	2,969	2,871
Out of County Residents	459	476
TOTAL SERVED EXCLUDING NON-COUNTY RESIDENTS	4,778	4,620
TOTAL SERVED	5,237	5,096

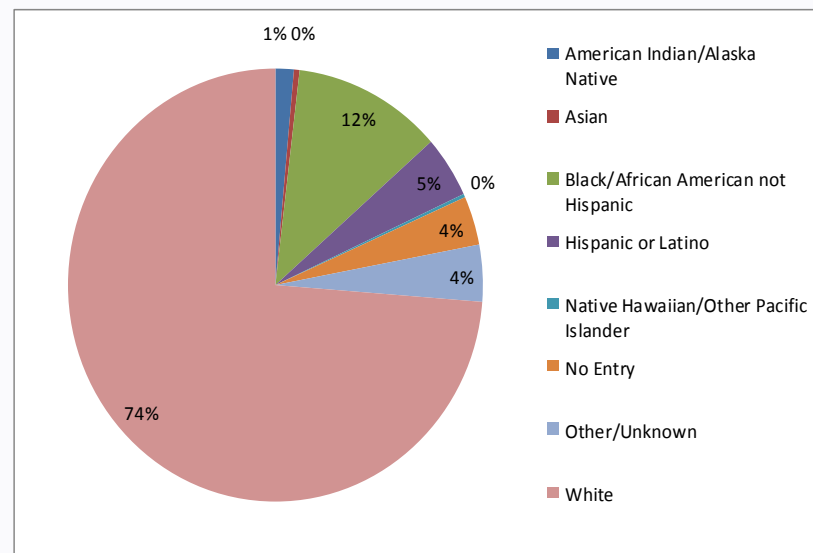
Hours by Location

Leavenworth	71,044
Atchison	33,957
Oskaloosa	16,782
Total	121,783

Clients by Age and County

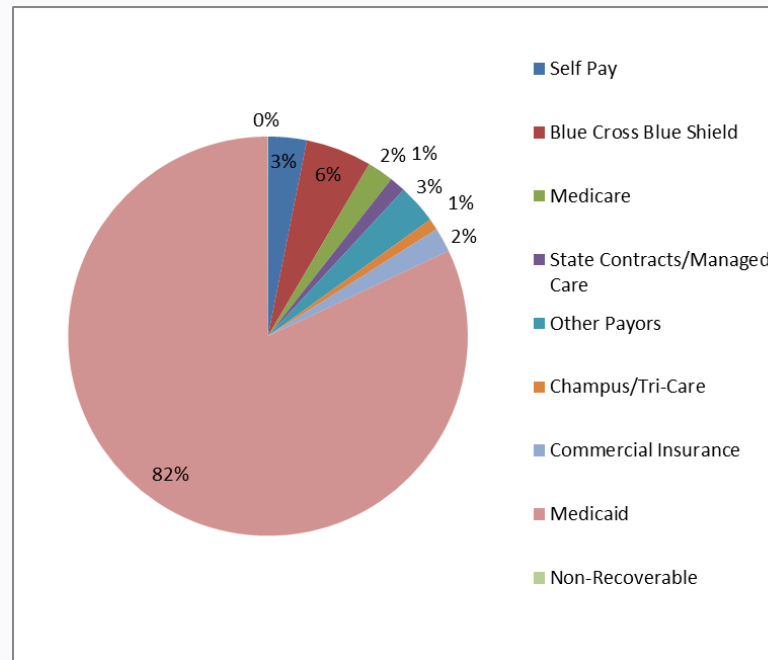
	0-5	6-11	12-18	19-30	31-40	41-50	51-64	65+
ATCHISON	61	212	221	208	156	135	93	34
LEAVENWORTH	71	370	563	551	501	345	389	81
OSKALOOSA	18	116	136	94	87	66	90	22
Total	150	698	920	853	744	546	572	137

Clients by Race



The Guidance Center provided behavioral health services for 5,096 individuals in 2016. Of those seen, 1,627 were uninsured and received services based upon a slide fee scale.

Revenue/Claims Paid



Summary of Operating Expenses and Revenue

Revenue	2015	2016
For services provided, TGC billed clients:	\$13,724,941	\$11,081,843
But because of required contractual and other allowances, and the inability of patients to pay in full, TGC	\$5,312,566	\$4,249,078
Therefore net income from patient services was:	\$8,412,566	\$6,832,765
In addition TGC received:		
State Aid	\$323,826	\$323,826
County Taxes	\$205,478	\$210,550
Grants & Other	\$950,042	\$1,073,811
Total Operating Revenue:	\$9,891,721	\$8,440,952
Operating Expenses		
TGC Paid:		
For Salaries, Wages, and Employee Benefits	\$8,420,863	\$7,271,094
Supply and ancillary services, and depreciation	\$1,957,183	\$1,791,072
Total Operating Expenses:	\$10,378,046	\$9,062,166
Excess of Revenue Over Expenses	(\$486,325)	(\$621,214)

ACCOMPLISHMENTS IN 2016

In 2016 TGC was awarded three grants totaling \$45,081:

- A \$33,081 JAG Grant to work with Leavenworth County Prisoners
- A \$2,000 Courtney Turner Grant for IT services
- A \$10,000 KDOT 5310 Operating grant

TGC was awarded Federal Probation and Bureau of Prisons Contracts for the next 10 years.

TGC continued its involvement with the Leavenworth County CIT committee in 2016, and TGC staff provided two days of presentations for the 2016 certified participants.

Our Oskaloosa Office's Kerry McLay, LCSW created and continues to run the first ever weekly women's group in Jefferson County.

We completed our self study to have our Psychologist Internship program APA Accredited.

Vicky Kaaz, our Community Relations Director sponsored and led The Leavenworth County Suicide Prevention Coalition and Live Well Leavenworth County.

TGC encourages its staff to work toward building relationships and creating partnerships in the communities we serve. TGC staff were actively involved in our local communities in 2016 through active participation on child abuse prevention councils, human service councils, community anti-drug coalitions, disaster response taskforces, health clinics, homeless initiatives, and service clubs.

Clients by Diagnosis

