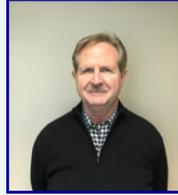


## MESSAGE FROM THE EXECUTIVE DIRECTOR

I am often asked, "Why are so many people seeking behavioral health services these days?" That is a difficult question to answer. But, more and more people are asking for and receiving services both locally and across the nation.



I think there are multiple contributing causes of this mental health service demand including the widely publicized opioid crisis, the continued decline of family values, the cyber bullying of our youth, and perhaps, the gap between those living in poverty and wealth in America. I believe too that some mental health problems are not being treated early, and therefore, more people are coming in contact with law enforcement and the courts.

As the demand for services grows, it is clear that providers of services are having a hard time maintaining the level and quality of services needed. In 2015 and 2016 The Guidance Center experienced losses in funding and finished those years with a combined \$800,000 deficit. I am aware that many of my colleagues at the other 25 mental health centers in Kansas experienced similar deficits in funding.

Having lost this amount of money over two years, the Board and management of TGC adjusted expenses and finished 2017 with a margin of just over \$80,000. The staff reductions that occurred in the previous two years and the reduction in other overhead expenses allowed us to finish in the black. It helped that the State restored their 4% Medicaid rate and infused another \$200,000 into our grant budget for services to our most vulnerable patients. Furthermore, our county commissioners saw our need and provided small but important increases in their funding for mental health. Lastly, our community responded and we were able to raise \$50,000 through our annual fund drive.

While I want to celebrate our successes in 2017, I also want to draw attention to our ongoing needs. Due to our financial crises of the last few years we have not been able to provide salary adjustments for our staff and now we are losing highly qualified staff to the managed care companies, the Veterans Administration, and the public school systems. Many of our professional staff say they weren't looking for new positions, but when made aware of the financial incentives both in salary and benefits, their decisions were easy to make.

Our community mental health system in Kansas is the safety net for all our citizens who need services but cannot afford to pay for them. It is imperative that we keep this safety net system strong and that can only happen by continuing to provide funding that ensures availability and quality of service. Our Association of Community Mental Health Centers is hard at work this legislative season to tell our story to restore lost funding and to further enhance our system of care.

This year The Guidance Center celebrates 80 years of service to our communities. It has been my charge the past 28 years of my tenure at TGC to make certain that our citizens have what they need when they need it. We have been successful in our endeavors, but our future success depends on funding streams that make the investment in our citizens to ensure their mental health needs are met.

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, T-LMAC

### Community Based Services Director -

Samantha Adams, LMSW

### Community Support Services Director -

Thomas Perdue, Psy.D, t-LMLP

### Recovery Services Director-

Lindsey Colburn-Malousek, Psy.D., LP, T-LMAC

### Finance Director -

Jerry McDonald, MA

### Human Resource Director -

Kristin Robinson, PHR

### Access Clinic Director -

Steve Stiel, LSCSW

### Atchison Clinic Administrator -

Johanne Clark, PhD, LP

### Oskaloosa Clinic Administrator -

Lance Lewis, LMSW

## 2017 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 2017 total contribution of \$50,735 will enable us to provide prevention and education services for individuals and families in our communities.

Advantage Printing

Amerigroup

Atchison Fire Extinguisher Service

Ball's Price Chopper

Blue Cross Blue Shield Foundation

Capital Electric Construction

Dailey Agriculture

Exchange Bank and Trust

Exchange National Bank

Free Country Real Estate

Geiger Ready Mix Foundation

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JF Denny Plumbing and Heating

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Leavenworth Waterworks

Leavenworth Excavating

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Drs. Heath and Jeanette Holland

Mr. and Mrs. James and Peggy Byrne

Ms. Joetta Kaaz

Ms. Kate Werring

Mr. and Mrs. Keith and Janet Rickard

Mr. and Mrs. Matt and Kristin Robinson

Ms. Laura Batson

Dr. and Mrs. Loren and Vera Lutes

Mr. and Mrs. Megan and Jeff Schuele

Mr. and Mrs. Pat and Jana Happer

Mr. and Mrs. Tim and Sandy Marshall

Drs. William and Emily Warnes

## MESSAGE FROM THE PRESIDENT OF THE BOARD



Adapting to continuing economic and political changes impacting the delivery of mental health services, The Guidance Center successfully provided essential integrated behavioral health care to the citizens of Atchison, Jefferson, and Leavenworth counties throughout 2017.

Taking advantage of organizational and budgetary changes adopted last year, the Center responded with agility to fiscal and operational challenges while providing 117,000 units of mental health services to over 4700 clients. Most importantly, we continued to operate under funding constraints 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 a quality safety net of services is in place. Last year over 32% of our clients were uninsured, and past reductions in Medicaid and State grant funding made it increasingly difficult to meet the needs of these members of our community who are neither privately insured nor eligible for Medicaid. Fortunately, our legislators appear to have a renewed interest in the needs of the mental health system and are considering options to meet funding shortfalls and improve the overall system of care. In 2017, we experienced increased County funding support and enjoyed our most successful annual fund drive in recent history.

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. Adequate funding continues to be a serious challenge, but the Center does an excellent job identifying and addressing community mental health needs while serving as careful stewards of public funds.

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. The Center not only met the challenges of 2017 but is now positioned for continued success in 2018 – our 80<sup>th</sup> year of providing mental health services.

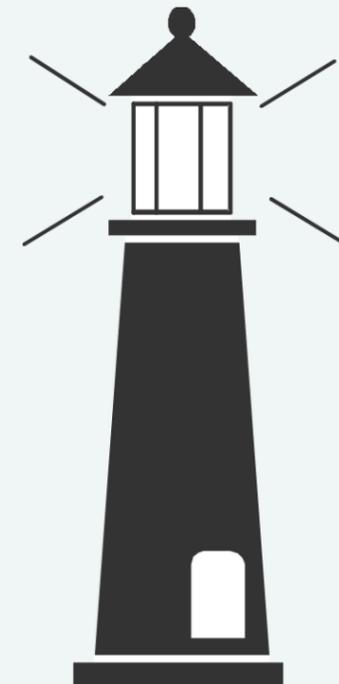
Jay Byrne

President, The Guidance Center Board of Directors

# THE GUIDANCE CENTER

## Our Vision

*We envision a healthy community of people who can access and benefit from state of the art integrated healthcare which results in an enhanced quality of life for all.*



## Our Mission

*The Guidance Center promotes healthy communities by providing integrated behavioral healthcare services and partnering in the delivery of general healthcare to those we serve.*

# 2017 ANNUAL REPORT



## THE GUIDANCE CENTER

500 Limit St., Leavenworth, KS 66048 - 913-682-5118

201 Main St., Atchison, KS 66002 - 913-367-1593

1102 Walnut St., Oskaloosa, KS 66066 - 785-863-2929

[www.mytgc.org](http://www.mytgc.org)

## 2017 BOARD OF DIRECTORS

<b>Atchison County</b> Joshua Snyder Aggie Asher, Vice President Megan Schuele	<b>Jefferson County</b> Pat Happer Dr. Loren Lutes, Treasurer Dr. Tim Marshall Ron Langston	<b>Leavenworth County</b> Jay Byrne, President Laura Batson, Secretary Anne-Marie Short Dr. Steve Meirose
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CLIENTS SERVED BY COUNTY (UNDUPLICATED)	2016	2017
Atchison County Residents	1,120	1,066
Jefferson County Residents	629	614
Leavenworth County Residents	2,871	2,684
Out of County Residents	476	384
TOTAL SERVED EXCLUDING NON-COUNTY RESIDENTS	4,620	4,364
TOTAL SERVED	5,096	4,748

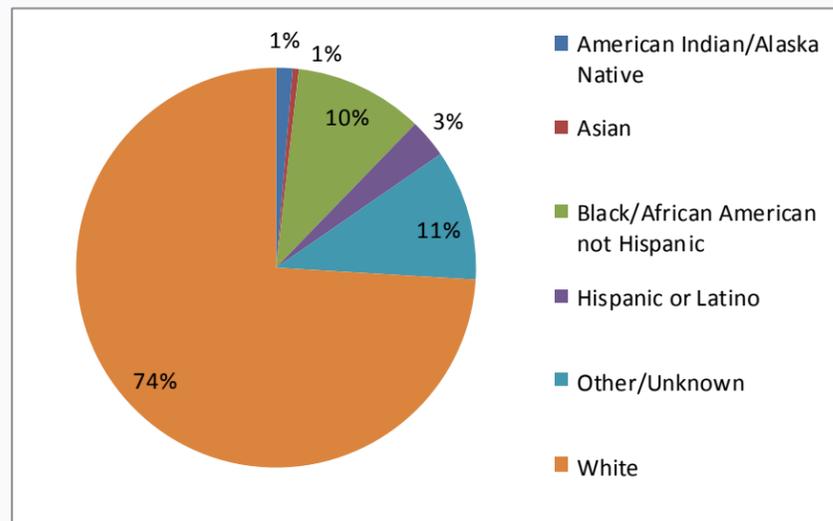
### Hours by Location

Leavenworth	59,726
Atchison	38,883
Oskaloosa	19,316
Total	117,925

### Clients by Age and County

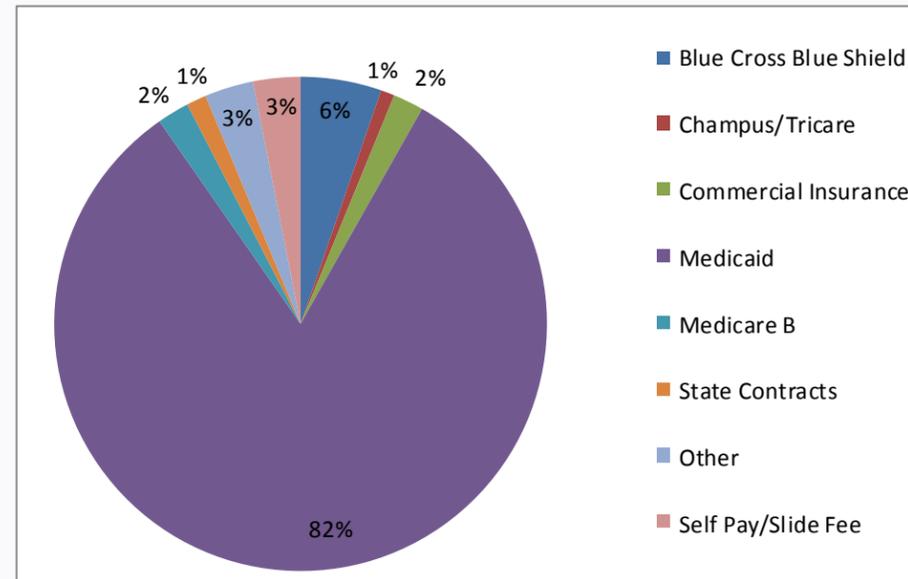
	0-5	6-11	12-18	19-30	31-40	41-50	51-64	65+
<b>ATCHISON</b>	52	233	269	211	138	131	118	40
<b>LEAVENWORTH</b>	119	397	587	517	449	342	359	99
<b>OSKALOOSA</b>	28	138	161	89	109	63	89	21
<b>Total</b>	199	768	1017	811	691	536	566	160

### Clients by Race



The Guidance Center provided behavioral health services for 4,748 individuals in 2017. Of those seen, 1,576 were uninsured and received services based upon a slide fee scale.

### Revenue/Claims Paid



### Summary of Operating Expenses and Revenue

Revenue	2017
For services provided, TGC billed clients:	\$9,560,274
But because of required contractual and other allowances, and the inability of patients to pay in full, TGC wrote off:	\$2,941,640
Therefore net income from patient services was:	\$6,618,634
In addition TGC received:	
State Aid	\$323,826
County Taxes	\$241,009
Grants & Other	\$1,067,063
<b>Total Operating Revenue:</b>	<b>\$8,250,532</b>
<b>Operating Expenses</b>	
TGC Paid:	
For Salaries, Wages, and Employee Benefits	\$6,533,990
Supply and ancillary services, and depreciation	\$1,632,051
<b>Total Operating Expenses:</b>	<b>\$8,166,041</b>
Excess of Revenue Over Expenses	\$84,491

## ACCOMPLISHMENTS IN 2017

In 2017 TGC was awarded three grants totaling \$137,800:

- A \$116,000 JJA Grant to hire two Mental Health Liaisons
- A \$5,000 KDOT Operating grant
- An \$11,800 KDOT Capital grant
- A \$5,000 grant from Cenpatco for our Psychologists to receive certification to provide Autism Testing

Our Psychology internship program became APA accredited.

The Jefferson County office began providing Adult Case Management, substantially increasing direct service to SPMI clients.

Clinicians participated in Crisis Intervention Training for Local Law Enforcement Agencies.

We collaborated with the Atchison Community Health Clinic to provide mental health services.

We were awarded long term extensions of our contracts with the Bureau of Prisons and US Probation Department.

TGC Leadership Team staff updated our Strategic Plan through 2020.

We began to Contract with HealthSource Integrated Solutions for Televideo Hospital Screening Services.

We received increases in funding from Atchison and Leavenworth Counties. We restored \$200,000 in grant funding from the Kansas Department of Aging and Disability Services.

We restored 4% Medicaid rates cut by Governor Brownback through legislative efforts in Topeka.

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 2017 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

