

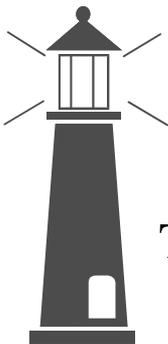
Reviewing a Year of Service...

I *slept* and dreamt that *life* was *joy*.

I *awoke* and saw that *life* was *service*.

I *acted*, and behold, *service* was *joy*.

-Rabindranath Tagore



2005
annual report

THE GUIDANCE CENTER

promoting healthy communities

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Our Vision

We envision healthy, safe communities where individual differences are valued, human dignity is preserved, and personal strengths are enhanced.

Our Mission

The Guidance Center promotes healthy communities by delivering comprehensive behavioral health services to individuals, families, and communities of Atchison, Jefferson and Leavenworth Counties.

Our Guiding Principles

Human suffering caused by psychological, relational, and substance abuse difficulties is both preventable and treatable. We will commit resources to both prevention and treatment.

We will provide our services in the least restrictive environment possible to prevent and alleviate human suffering.

Our communities benefit as we provide these services regardless of an affected person's ability to pay.

Our first priority is to serve the residents in our three-county area.

We will not deny services due to genuine inability to pay.

Core services will be readily accessible to every resident.

The quality of services will be our highest priority.

Integrity and ethics are never compromised.

Teamwork & community involvement are essential to long-term success.

The involvement of clients and their families is essential to providing responsive, accessible and culturally competent services.

The staff and Board of Directors of the Guidance Center constitute its human resources. The Center is the sum total of the efforts of these people. The Center can improve and grow as the dedication and talents of its people improve and grow.

Look What They've Done for Me

Debby Buchanan, Atchison, Kansas

There were so many tears I was unable to cry,
There was so much time I just wanted to die,
There were so many sad memories locked in my soul,
There were so many pieces I just couldn't make whole,
Then into my life these warriors came,
They were determined my life would not stay the same,
They came armed with knowledge and comforting words,
They cleared all my thinking that had become blurred,
I didn't know I could cry all those tears,
That had been locked away for so many years,
I didn't know that buried were so many smiles,
That with my life I could reconcile,
I didn't know that I mattered or had a reason to live,
Until they came and they started to give,
Look what they've done for me.

They took a little spark from the ash of my burned out fire,
And built it into a life that I desire,
They gave my weary soul a reason to sing,
They showed me the joys that life can bring,
I stand here before you my heart in my hands,
So grateful that for me they had other plans,
When the gift of life meant nothing to me,
They taught me, they guided me, they helped me to see,
They gave me a future I would never have known,
If not for them and the love I was shown,
For is it not love to give more than you must,
Is it not love to earn another's trust,
I stand here before you my heart in my hands,
Now able to meet each day all that life demands,
I once was broken but now I am whole,
I have felt the healing of my wounded soul,
And all I can say is what I know,
Look what they've done for me.

Standing at the Crossroads

Keith Rickard, MS, LCP, Executive Director

This annual report looks much like those of years past. I often struggle with this message because I want to share important information with our constituents without appearing to brag about our accomplishments or complain about our need for increased support from State and County resources. But here goes....

We enjoyed another year of performing to the State's and community's expectations. We were able to provide more services to more people on the same resources we had the previous year. We have streamlined operational processes, improved accountability, and reduced costs in order to accomplish this feat.

We are committed to continued improvement in the services we deliver. As we move into the new year, we are focused on improving our methods for evaluating the services we deliver and we are looking to implement new evidenced-based practices. The science of mental health treatment is maturing and we are looking at new ways to implement only those practices that bring about measurable outcomes.

For nearly fifteen years, we have been developing community and home based treatment services to ensure that families stay together and avoid costly out-of-home placement in hospitals and residential treatment centers.

We continue to do more with less.

However, we are at the crossroads as we come to the realization that without new financial resources, we must begin to think about what services we simply no longer can afford to provide.

With the exception of an increase in the Medicaid rates in 2002, our mental health center has not received any increases in State grants or contracts since 1997. At the same time, service volume has increased by 153%, while the number of clients served has grown by 38%.

The year 2006 will require that we convince county and State lawmakers to allocate new resources, or we will be forced to make some very difficult service decisions. We will include all of our constituents in that decision-making process to minimize the effects and coordinate our efforts, but clearly we will not be able to keep up the pace of seeing more clients and

providing more services without help from our partners.

The previous year was one filled with many new opportunities and daunting challenges. The coming year promises to be just as exciting. Our commitment to promoting health communities remains strong as ever.

Mental Health Matters Capital Campaign Update...

I am grateful to our partners who have kept their pledge commitments to the Mental Health Matters Capital Campaign for our Leavenworth facility:

Total Pledged: \$2,698,888

Total Received: \$2,340,238

Remaining: \$358,650

Campaign managers say that it is typical that some 10-15% of pledges are uncollectible. I am happy to report that all of our donors are keeping their commitments. Thank you!

Celebrating Client Successes

Affordable, accessible, and quality behavioral health care changes lives and improves our community. Each year, we like to share with the community the real-life success stories our clients celebrate. With The Guidance Center's continuum of services:

- A young man, diagnosed with severe and persistent mental illness, has been symptom-free for over 9 months and is pursuing a college degree. He attributes his recovery success to weekly case management, compliance with medication management, and making efforts to become involved in his local community.
- A preschool-aged boy has learned effective “tools” for managing his feelings and anger, from his case manager in the early childhood program. He is even helping his family learn his new skills!
- A middle-aged man, who lived for nearly three years in a nursing facility due to severe mental illness, has achieved success in independent living for almost one year by utilizing case management, medication management, and adult psychosocial services at the Guidance Center.
- Following just a few sessions of outpatient therapy, a 7-year old girl overcame severe anxiety problems. Formerly anxious of doing things on her own and terrified of dogs, she exhibited poor concentration, avoided participation in school activities, and experienced stomach and headaches, heart palpitations, trembling and nausea due to her anxiety. This little girl now loves attending school, is active in her classroom, Bible study, and community sports and clubs. She's even walked a large dog all by herself!
- A middle-aged woman who, formerly experienced great difficulty with personal hygiene, managing multiple medications, and frequent hospitalizations for both physical and mental health issues, has remained out of the hospital for over one year. She attributes her success to daily participation in the adult psychosocial program and weekly visits with her case manager.
- A young man has built a new, productive, and enjoyable life with the aid of Recovery Services, following years of battling alcoholism, a failed marriage, and an erratic employment record.
- A middle-aged woman with bipolar disorder, post traumatic stress disorder, and severe panic attacks has successfully maintained employment following a 10-year absence from the working world. Until recently, she was a regular participant in the Adult Psychosocial Program. Now, she works every day of the week, is successfully and independently managing her symptoms, has received a promotion at work, and purchased a car of her own.

Client Information

3,450 clients served in 2005

Clients Served by County of Residence

	2005	2004
Atchison County	949	941
Jefferson County	396	384
Leavenworth County	1,943	1,657
Outside Catchment Area	181	195
Total.....	3,469	3,177

Clients by Program/Service

	2005	2004
Outpatient Therapy Services.....	84%	82%
<i>(includes medication management services)</i>		
Substance Abuse Recovery Services	10%	10%
Emergency Services.....	21%	21%
Home-Based Services.....	2%	2.5%
Community Support Services	14%	14%
<i>(includes case management, psychosocial groups, and supported employment for SPMI adults)</i>		
Community Based Services.....	22%	25%
<i>(includes case management, psychosocial groups, and parent support for SED youth)</i>		

Clients by Age Range

	2005	2004
0-11 years	15%	18%
12-18 years	23%	24%
19-30 years	21%	19%
31-40 years	16%	17%
41-50 years	16%	15%
51-64 years	9%	7%
65 years and over	2%	2%

Clients by Diagnosis

	2005	2004
Affective Disorders.....	29%	28%
(Depression, Bipolar Disorder)		
ADHD/Disruptive Behavior	12%	12%
Adjustment Disorders	11%	9%
Substance Abuse-Related.....	6%	7%
Schizophrenia	7%	7%
Anxiety Disorders.....	7%	7%
Impulse Control Disorders	1%	1%
Eating Disorders.....	0.14%	0.25%
Personality Disorders.....	0.43%	0.19%
Other Disorders	32%	29%

Many clients receive more than one type of service, have more than one diagnosis, or have progressed in age during the service period. Therefore, the percentages above total more than 100%.

2005 Financial Summary

Fiscal Year Ending December 31, 2005

Summary of Operating Expenses and Revenues

	2005	2004
Revenue		
For services provided, TGC billed clients:	\$5,754,194	\$5,189,156
But because of required contractual and other allowances, and the inability of patients to pay in full, TGC wrote off:	<u>(\$1,353,742)</u>	<u>(\$1,251,580)</u>
Therefore, net revenues from patient services were:	\$4,400,452	\$3,937,576
In addition, TGC received:		
State Aid	\$ 323,828	\$ 323,828
County Taxes	\$ 130,139	\$ 125,868
Grants and other	<u>\$1,235,451</u>	<u>\$1,429,501</u>
Therefore, our total operating revenues were:	\$6,089,870	\$5,816,773
Operating Expenses		
TGC paid:		
For salaries, wages and employee benefits:	\$4,315,742	\$4,197,469
Supply and ancillary services and depreciation	<u>\$1,676,393</u>	<u>\$1,886,127</u>
Total operating expenses:	\$5,992,135	\$6,083,596
Excess of Revenue Over Expenses	<u>\$ 97,735</u>	<u>(\$ 266,823)</u>

Balance Sheet

	2005	2004
Assets		
Cash & Cash Equivalents	\$ 870,084	\$ 572,554
Fixed Assets—Property & Equipment (net of depreciation)	\$5,698,615	\$5,915,640
Receivables	\$1,215,153	\$ 733,940
Prepaid Expenses	<u>\$ 32,075</u>	<u>\$ 46,771</u>
Total Assets	<u>\$7,815,927</u>	<u>\$7,268,905</u>
Liabilities		
Accounts Payable	\$ 80,131	\$ 292,499
Bonds and Loans Payable	\$2,874,610	\$2,945,133
Accrued Expenses	\$ 98,967	\$ 203,530
Deferred Revenue	<u>\$1,178,755</u>	<u>\$ 342,014</u>
Total Liabilities	\$4,232,463	\$3,783,176
Fund Balance—Net Worth		
Fund Balance	\$3,237,563	\$3,065,299
Temporarily Restricted Assets	<u>\$ 345,901</u>	<u>\$ 420,430</u>
Total Fund Balance	\$3,583,464	\$3,485,729
Total Liabilities & Fund Balance	<u>\$7,815,927</u>	<u>\$7,268,905</u>

What services do we provide?

Outpatient Services consist of traditional mental health counseling and therapeutic intervention services delivered by professionals with training in psychiatry, clinical social work, and psychology. Individuals receiving this type of care are generally capable of living life without more extensive support from the Guidance Center. A wide spectrum of diagnoses is seen in this service category to include depression, anxiety, marital problems, parent-child problems, sexual problems, and impulse control disorders. Substance Abuse Recovery Services are designed for those individuals experiencing difficulties with alcohol and drug abuse or addiction and are also provided on an outpatient basis. Finally, the Center's outpatient services also includes psychiatry coverage for psychiatric assessment and medication management.

Community Support Services are delivered to adults who have experienced significant mental health problems that have a pervasive nature, meeting the State-defined criteria Seriously and Persistently Mentally Ill. They typically need more extensive mental health support services to maintain their residency in the community. These individuals experience illnesses including schizophrenia, Bipolar Disorder, Major Depression, and in some cases Borderline Personality Disorder. Case management, psychosocial group services, and attendant care are treatment options which provide alternatives to more restrictive levels of care such as hospitalization or nursing home care. Additionally, supported employment services provide assistance with job preparedness, employment search and application, and job coaching.

Community Based Services are available to children and adolescents who are at high risk for placement outside of the family. These children experience emotional problems that effect their functioning in the home, school, and neighborhood, meeting the State-defined criteria for Serious Emotional Disturbance. Services are typically provided in the home or at school, and include case management, psychosocial group programs or attendant care. Services are intended to assist the youth and their family maintain successful placement within their own home and enjoy success in their academic and social environments. This program is based on our belief that children are best raised within their own homes.

Emergency Services are available 24 hours a day, 7 days a week for clients requiring immediate attention. Walk-in emergency clinics, off-site pre-hospitalization screening assessments, and after-hours coverage is available throughout the Center's catchment area.

promoting healthy communities

THE GUIDANCE CENTER

leavenworth county

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atchison county

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