

## MESSAGE FROM THE EXECUTIVE DIRECTOR

It seems mental health is on the minds of everyone these days. Our youth are in crisis, and the suicide rate is increasing. Law enforcement encounters as many people suffering from mental health problems as they do those engaged in criminal activity. Emergency rooms indicate that over 50% of all admissions are patients suffering a crisis of emotional or behavioral health. Incidents of community violence show no signs of decreasing. Addiction continues to steal the lives of many of our friends and family members. Employers continue to see lost productivity due to the mental health problems that their staff encounter.



As I think about the mission of The Guidance Center, I ask myself “Are we meeting the behavioral health needs of our community members?” I know that we continue to have a full array of services and that our clinicians are some of the finest in Kansas. I know we saw over 5,000 patients last year and we delivered over 122,000 hours of care. But I ask myself, “was it enough?” Clearly, the answer is “no.”

My hope for the future is that we can have an impact to reduce the incidence of suicide in our community. My hope is that we can help all people with addiction get into and stay in recovery. My hope is the seriously mentally ill adults in our community are finding the services they need to reduce homelessness and improve their employability. My hope is to find quality inpatient care swiftly for people in crisis so they can avoid being jailed while awaiting that care. My hope is to educate the entire community about the importance of having a system of integrated physical and behavioral health care that ensures we all live in a healthier community.

Many things are happening right now to turn these hopes into realities. Our community leaders are stepping up to engage in the conversation about what is needed and what will help. Hopefully our State lawmakers are going to approve Medicaid expansion, or at least increase Medicaid reimbursement rates so that increased resources are available in our local communities. Our county commissioners have all stepped up to increase our funding over the past several years, and for that I am grateful. But much more must be done to ensure that everyone has immediate access to the quality care they need to get and stay as healthy as possible. I want to thank our private donors too for their recognition of the increased need for services. This year we set a fund raising goal of \$35,000. Our total giving in 2019 was \$42,430! This was the easiest campaign I have ever undertaken too. People recognize the need and they want to help.

The coming year will be filled with hope as our communities work together to ensure our behavioral health system of care is strong and thriving. I look forward to leading The Guidance Center through another year of service to our communities.

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 -

Laurie Loughry, MS, ATR, LCPC

### Recovery Services Director-

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

### Finance Director -

Jerry McDonald, MA

### Human Resource Director -

Kristin Robinson, PHR

### Atchison Clinic Administrator -

Johnette Clark, PhD, LP

### Oskaloosa Clinic Administrator -

Lance Lewis, LMSW

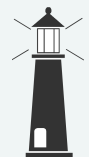
## THE GUIDANCE CENTER

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)



## 2019 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 2019 total contribution of \$42,430 will enable us to provide prevention and education services for individuals and families in our communities.

Aetna	Kansa Prairie Quilters
Agnes and Martin Asher	Kate Werring
Bill Gieger	Keith and Janet Rickard
Connie Elliot	Kevin and Tamra Morgison
Country Club Bank	Matt and Kristin Robinson
Dan Wessel	Laura and Bryan Batson
Debra Burton	Loren and Vera Lutes
Exchange Bank	Mary Jo Springe
Free County Real Estate	Megan and Jeff Schuele
Geiger Ready Mix Foundation	Michael and Marti Crow
Hallmark Cards	Myron and Deborah Griswold
HealthSource Integrated Solutions	Patton and Jana Happer
James and Peggy Byrne	Paul and Shayla Kramer
Jerry and Jane Gies	Rena Russell
Jerry and Cindy McDonald	Robert Doran III
JF Denney	The Reilly Holding Company
Joetta Kaaz	Timothy and Sandra Marshall
Julius Kaaz Construction Foundation	Westside Family Church

## MESSAGE FROM THE PRESIDENT OF THE BOARD

Operating in an environment of heightened awareness of the critical need for mental health services, The Guidance Center continued to provide quality behavioral health care and treatment to our friends and neighbors in Atchison, Jefferson, and Leavenworth Counties throughout 2019. The Center faithfully met its mandate as part of the Kansas Community Mental Health System to provide care to all in need, regardless of ability to pay. We provided over 122,000 hours of service to over 5000 people, successfully meeting client needs while operating under severe funding constraints.



The Guidance Center partners with the State to ensure a public mental health safety net is in place. Last year over 31% of our clients were uninsured and not eligible for Medicaid coverage. Carefully coordinating the funding streams provided by Medicaid and Medicare reimbursements, state grants, commercial insurance, TRICARE, donor contributions and county funding, the Center's outstanding fiscal stewardship is only matched by the quality of the behavioral health services we provide.

The Center has long worked in partnership with local law enforcement agencies, school systems, and community hospitals. In 2019 we continued our proactive approach to mental health by joining the Atchison Area Community Foundation (which helps connect donors to community needs), taking a leadership role in the Leavenworth County Mental Health Task Force, and utilizing increased funding provided by Jefferson County to enhance our services in that county.

We are pleased to see the increasing support for Medicaid expansion in the State legislature, which, if enacted, will provide mental health coverage for citizens currently not eligible for Medicaid. And one of the outcomes of the Leavenworth County Task Force is an upcoming ballot question asking voters to provide funding to address the mental health crisis in the county – with an emphasis on providing increased clinical support to schools.

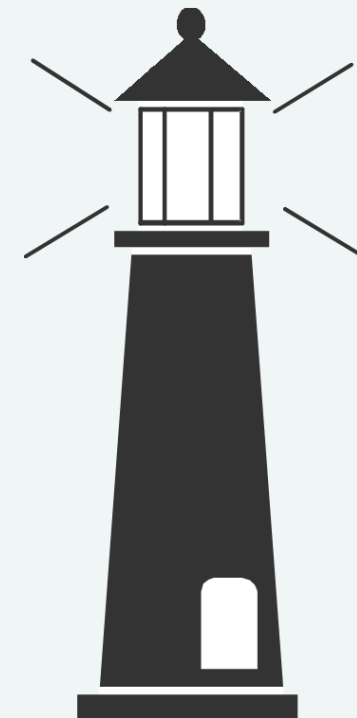
On behalf of the Guidance Center's governing board, I wish to thank the citizens of Atchison, Jefferson, and Leavenworth counties for their continued support of our critical mission. I also wish to commend the leadership and staff of the Guidance Center for their outstanding performance throughout 2019 in providing integrated behavioral healthcare services and working to provide an improved quality of life for us all.

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.*

# 2019 ANNUAL REPORT

## 2019 BOARD OF DIRECTORS

**Atchison County**  
**Aggie Asher, Vice President**  
**Megan Schuele**  
**Diana Gaddis**

**Jefferson County**  
**Pat Happer**  
**Dr. Loren Lutes, Treasurer**  
**Dr. Tim Marshall**

**Leavenworth County**  
**Jay Byrne, President**  
**Laura Batson, Secretary**  
**Anne-Marie Short**  
**Jerry Gies**

### CLIENTS SERVED BY COUNTY (UNDUPLICATED)

	2018	2019
Atchison County Residents	1,081	1140
Jefferson County Residents	633	611
Leavenworth County Residents	2,804	2853
Out of County Residents	476	466
TOTAL SERVED EXCLUDING NON-COUNTY RESIDENTS	4,518	4,604
TOTAL SERVED	4,994	5,070

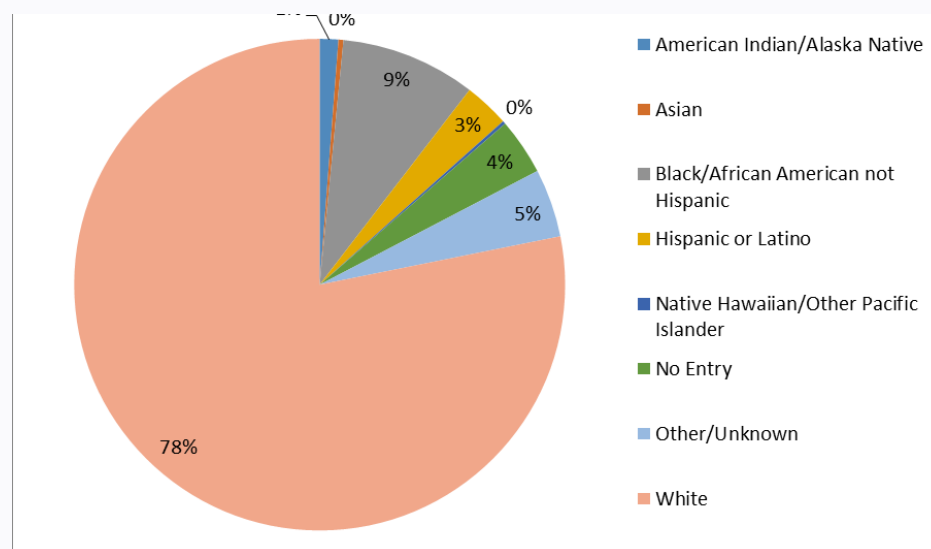
### Hours by Location

Leavenworth	64,224
Atchison	39,928
Oskaloosa	18,710
Total	122,863

### Clients by Age and County

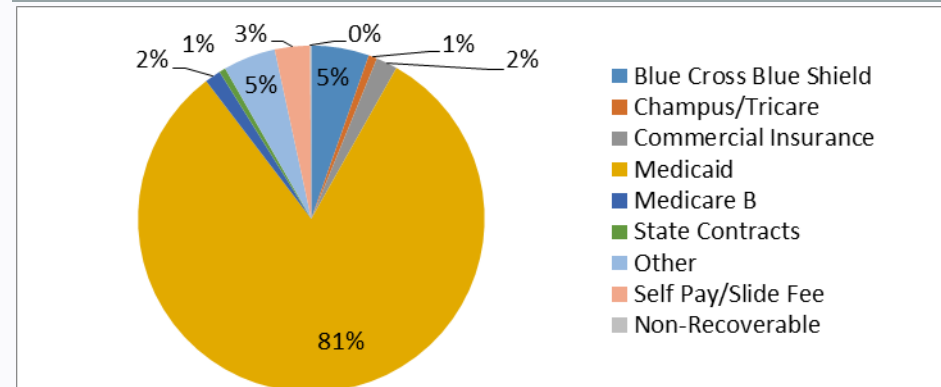
	0-5	6-11	12-18	19-30	31-40	41-50	51-64	65+
<b>ATCHISON</b>	53	227	286	197	154	134	117	46
<b>LEAVENWORTH</b>	85	388	636	534	496	347	397	94
<b>OSKALOOSA</b>	10	115	181	101	80	61	69	28
<b>Total</b>	148	730	1103	832	730	542	583	168

### Clients by Race



The Guidance Center provided behavioral health services for 5,070 individuals in 2019. Of those seen, 1,572 were uninsured and received services based upon a slide fee scale.

### Clients by Payor Source



### Summary of Operating Expenses and Revenue

Revenue	2019
For services provided, TGC billed clients:	\$9,887,065
But because of required contractual and other allowances, and the inability of patients to pay in full, TGC wrote off:	\$3,089,932
Therefore net income from patient services was:	\$6,797,133
In addition TGC received:	
State Aid	\$323,826
County Taxes	\$333,681
Grants & Other	\$1,503,461
<b>Total Operating Revenue:</b>	<b>\$8,958,101</b>
<b>Operating Expenses</b>	
TGC Paid:	
For Salaries, Wages, and Employee Benefits	\$7,174,255
Supply and ancillary services, and depreciation	\$1,674,461
<b>Total Operating Expenses:</b>	<b>\$8,848,717</b>
Excess of Expenses Over Revenue	\$109,384

## ACCOMPLISHMENTS IN 2019

- A \$34,670 KDOC grant for Project Change
- A \$5,000 KDOT Operating grant
- A \$3,943 Community Development Block Grant from the City of Leavenworth to aid in utility costs
- A \$5,000 Leavenworth County Alcohol and Drug Council grant to aid in written-off fees for our Leavenworth Substance Abuse program.
- A \$10,000 grant from the Guy M. Bromley Trust for clients in Atchison County who are unable to pay.
- A \$1500 operating grant from Enterprise Car Rental
- A \$1,000 operating grant from Walmart
- A \$2,000 NAMI grant to train clinicians in tobacco cessation.
- A \$6,614 Mental Health Intervention Team Program grant to put a clinician directly in Leavenworth High School
- A \$3,150 Mental Health First Aid Training Grant from the Association of Kansas Community Mental Health Centers
- A \$400 Fort Leavenworth Spouses Club Grant for the Summer Program

Our Adult Case Management Team hired a Person Centered case Manager to work with substance abuse in recovery, certified an Adult Case Manager in SOAR (SSI/SSDI Outreach, Access, and Recovery) to assist eligible individuals in applying for Social Security Disability benefits, and a Peer Support Services who services adults who work on mental health recovery.

Seven longtime Leavenworth County Clients graduated from the Case Management Program.

County Funding increased by \$52,356  
 Mental Health Reform Grant increased by \$109,633

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 2019 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

