

MESSAGE FROM THE EXECUTIVE DIRECTOR

The year 2020 is one that everyone on planet earth will remember for the rest of their lives. The COVID-19 pandemic changed so many things about the way we live, work, play, and socialize. The impact on individuals and families will be felt for decades as we move to recover from the lost lives caused by this virus. There were many things to miss and grieve as we sought to protect ourselves and our loved ones from contracting this deadly disease.



As I write this message, I am flashing back to those days in March when the nation was put on lock down for all but essential health and safety workers. I took seriously my responsibility to set protective factors in place for our staff, while remembering that as essential workers, we still needed to be available to our patients. The Guidance Center had never previously delivered a single minute of mental health service via telehealth options, but within two weeks of the announced lockdown, our staff were using any means available to reach out to their patients to continue to provide much needed care. Many of our staff worked from home for their own protection, but many also came to the office daily to schedule appointments, answer the telephone, set up telehealth equipment, and to see some patients face to face who were in crisis. Our staff responded to the challenges and we continued to provide quality care throughout 2020. We learned many lessons along the way, lessons that we will use every day from now on to ensure that no clients go unserved no matter the obstacle.

I also remember those early days in 2020 when I was concerned about the financial impact of the virus upon The Guidance Center. As service volume initially was reduced so were our insurance claims to third party payers. As I observed people losing their jobs and their ability to meet their financial obligations, I was concerned about the impact on tax collections and the State's ability to keep its commitments to TGC for financial assistance. However, when faced with adversity we did what we always do. We began to strategize ways to maximize our revenues from Federal Relief funds, as well as philanthropic organizations across the State and the country. One silver lining from the pandemic, if there is one, is that our financial needs were met throughout 2020 so that anyone needing services could receive them.

Health care workers, law enforcement, fire fighters, and others were often hailed as heroes during the pandemic, and rightfully so. Our mental health workers were designated as essential, but I didn't see them receive the same level of recognition provided other such workers. I can say that the employees of TGC were indeed heroes throughout 2020. All of them remained vigilant in their pursuit to take care of the patient's needs in whatever way possible. And, not a single TGC staff member lost their position because of the pandemic. That means that no patient lost their service provider either.

The year 2020 was like no other. I am hopeful that in 2021 we will soon normalize our operations and we can go back to our routine way of life. But I also hope that we will never forget the lessons we learned during this past year. We learned that no matter the obstacle, we can and will be available to our fellow man/woman. Kindness, compassion, and mutual understanding are key to community and national survival. I look forward to new things in 2021, but also appreciate the lessons of 2020.

Keith Rickard, MS, MBA, LCP
Executive Director

TGC EXECUTIVE TEAM

Executive Director -

Keith Rickard, MS, LCP, MBA

Medical Director -

Debora Williams, DO

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

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www.mytgc.org

2020 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 2020 total contribution of \$44,590 will enable us to provide prevention and education services for individuals and families in our communities.

Advantage Printing	Johnette Clark
BCBS of Kansas Foundation	Kate Werring
Bill Gieger	Keith and Janet Rickard
Capitol Federal Foundation	Kevin and Tamra Morgison
Citizens Savings and Loan	Laura Batson
Commerce Bank	Lexeco
Country Club Bank	Matt and Kristin Robinson
Exchange Bank	Mary Jo Springe
Free County Real Estate	Michael and Marti Crow
Geiger Ready Mix Foundation	Mutual Savings
Greenamyre Rentals	Myron and Deborah Griswold
Hallmark Cards	Patton and Jana Happer
Holland Eye Clinic	Reilly and Son
James and Peggy Byrne	Rena Russell
Jerry and Jane Gies	Robert and Shannon Doran
Jerry and Cindy McDonald	Shannon and Jonathan Mize
Joetta Kaaz	Tower MH Foundation
Julius Kaaz Construction Foundation	Westside Family Church

MESSAGE FROM THE PRESIDENT OF THE BOARD

The Guidance Center routinely navigated the choppy waters of financial uncertainty, political unpredictability, and bureaucratic complexity to provide quality behavioral health care to individuals in Atchison, Jefferson, and Leavenworth Counties. The unprecedented social and economic disruptions in 2020 driven by the COVID-19 pandemic presented us with existential challenges threatening our ability to provide the services our communities so desperately require.

However not only did the Center survive, but we also demonstrated that we possess the programs, leadership, clinical expertise, and business acumen necessary to successfully adapt to unexpected threats and opportunities such as those experienced during the past year.

Quickly developing and implementing policies and procedures to enable us to meet client needs during the pandemic, the Center successfully provided over 90,000 direct service hours of care. Following CDC masking, sanitation, and social distancing guidance, acquiring the technology and skills to provide remote Telehealth care, and carefully tracking known and suspected COVID-19 contact events, the Center was able to deliver our total program of pre-pandemic services while ensuring the health and safety of our staff and clients.

Throughout 2020 the Center continued to work to streamline and enhance internal processes while enhancing our funding base. Aggressively pursuing grants, strengthening donor relationships, and earning increased levels of funding from all three counties, we were able to meet client requirements and finish the year with a balanced budget.

While staying afloat in 2020, the Center also energetically planned for the future. In 2021 we hope to transition to a Certified Community Behavioral Health Center – a Medicaid classification that will help to improve the quality and accessibility of mental health services. We also plan to establish and operate a regional (7 county) Crisis Stabilization Center located in the former Cushing Hospital building and are working with the City of Leavenworth on a program for homeless prevention.

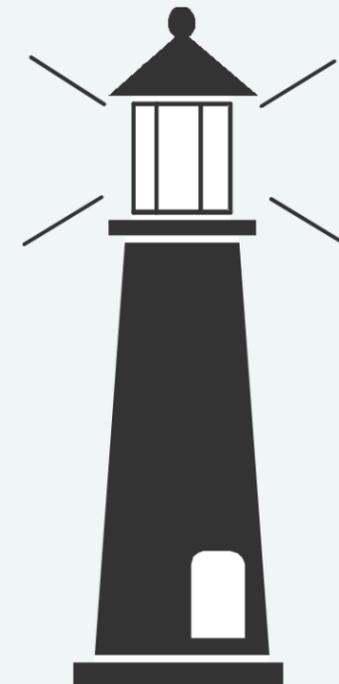
On behalf of the Guidance Center's governing board, I want to thank the citizens of Atchison, Jefferson, and Leavenworth Counties for their continued support. I also wish to commend the leadership and staff of the Center for their outstanding performance in providing crucial behavioral health services in the midst of a global pandemic.

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.

2020 ANNUAL REPORT

2020 BOARD OF DIRECTORS

Atchison County Aggie Asher, Vice President Megan Schuele Diana Gaddis Shannon Mize	Jefferson County Pat Happer Dr. Loren Lutes, Treasurer Dr. Tim Marshall Kevin Morgison	Leavenworth County Jay Byrne, President Laura Batson, Secretary Anne-Marie Short Jerry Gies
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CLIENTS SERVED BY COUNTY (UNDUPLICATED)	2019	2020
Atchison County Residents	1,131	1,004
Jefferson County Residents	616	558
Leavenworth County Residents	2,814	2,686
Out of County Residents	509	455
TOTAL SERVED EXCLUDING NON-COUNTY RESIDENTS	4,561	4,248
TOTAL SERVED	5,070	4,703

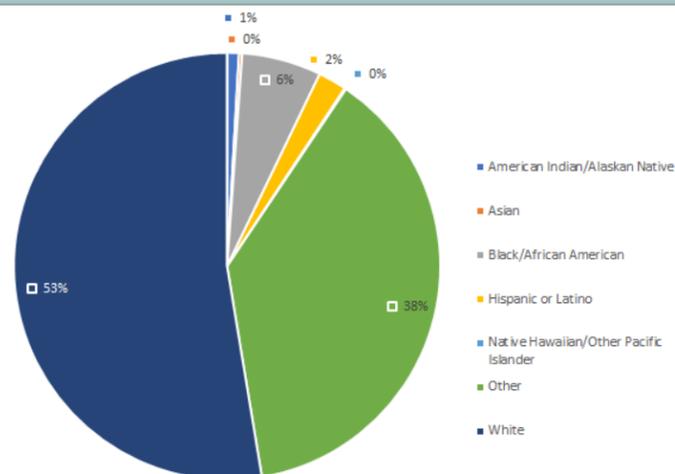
Hours by Location

Leavenworth	48,671
Atchison	23,272
Oskaloosa	18,364
Total	90,307

Clients by Age and County

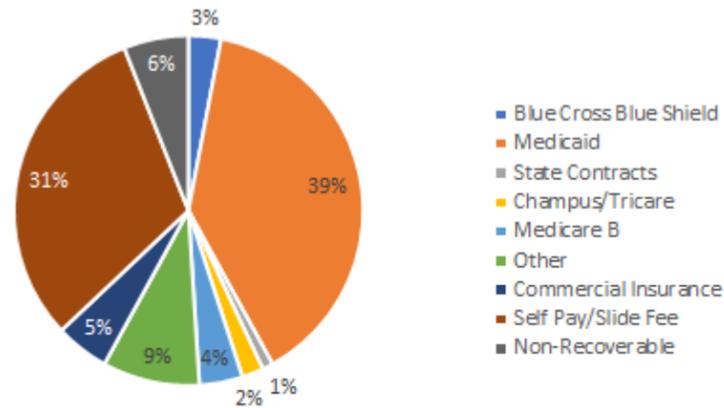
	0-5	6-11	12-18	19-30	31-40	41-50	51-64	65+
ATCHISON	41	188	255	178	131	115	112	45
LEAVENWORTH	69	343	625	544	455	345	368	86
OSKALOOSA	11	112	168	77	79	51	75	25
Total	121	643	1048	799	665	511	555	156

Clients by Race



The Guidance Center provided behavioral health services for 4,703 individuals in 2020. Of those seen, 1,548 were uninsured and received services based upon a slide fee scale.

Clients by Payor Source



Summary of Operating Expenses and Revenue

Revenue	2020
For services provided, TGC billed clients:	\$8,368,566
But because of required contractual and other allowances, and the inability of patients to pay in full, TGC wrote off:	\$2,911,587
Therefore net income from patient services was:	\$5,456,979
In addition TGC received:	
State Aid	\$323,826
County Taxes	\$442,706
Grants & Other	\$3,437,669
Total Operating Revenue:	\$9,661,180
Operating Expenses	
TGC Paid:	
For Salaries, Wages, and Employee Benefits	\$7,353,633
Supply and ancillary services, and depreciation	\$1,774,480
Total Operating Expenses:	\$9,128,113
Excess of Expenses Over Revenue	\$533,067

ACCOMPLISHMENTS IN 2020

- A \$5,000 KDOT Operating grant.
- A \$20,000 Sunflower 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 \$4,287 CDBG Grant.
- A \$116,470 KDOC grant for Project Change.
- A \$17,112 Mental Health Intervention Team Program grant to put a clinician directly in Leavenworth High School.
- CARE/SPARKS funding from the State of Kansas for \$316,862, The City of Leavenworth for \$100,000, and Leavenworth County for \$340,893.
- Paycheck Protection Program funding totaling \$1,342,770.
- Our Adult Psychosocial Program maintained in-person instruction since June 1, 2020. All members remained healthy.
- Secured housing for five clients through a Pilot program with KDADS and the KS Homeless Coalition.
- Hired a Peer Support Specialist .
- Served eight clients in our OneCare Kansas Program.
- Certified three Tobacco Treatment Specialists through KU to offer Tobacco Cessation groups to clients.
- Four of our Atchison youth clients graduated from Case Management.
- Successfully had our Summer Psychosocial Program, within COVID guidelines from city, counties, and state requirements.
- Provided a 3% COLA salary increase to all staff.

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 2020 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

