

## THE STATE OF COMMUNITY MENTAL HEALTH

By: Keith Rickard, MS.LCP, MBA  
Executive Director



I need a word to describe 2011. I think I'll choose the word "Ominous". Ominous means "foreboding or threatening". As TGC sees shrinking grant funding, shrinking Medicaid funding and overall shrinking tax support we would expect the numbers of people seeking services would be shrinking as well. However, that is not the case. TGC saw 185 more people in 2011 than in 2010. Most problematic is that 75 of the new clients had no insurance or any other way to pay for their care. Of the 4,658 individuals seen in 2011, a full 36% or 1676 are working poor people who rely on TGC's slide fee scale to take advantage of essential mental health care services. Making certain that everyone received what they needed was pretty ominous. But we did it!

Okay, "ominous" is a pretty negative word to describe another honorable year doing what my staff has committed their lives to doing. I'll pick another word to describe 2011. I'll choose "promising"! Promising is the opposite word for ominous. I continue to be impressed with our staff and board members who each year has found ways to do more with less. If there was an opportunity to reduce our costs by rebidding a contract, we did it. If someone resigned and we could reassign their duties to existing staff, we did it. If people could perform at a higher level and deliver more service hours than personally required, they did it. If we could find savings anywhere, that is what we did. But we never skimped on service quality or quantity. Again this year we not only saw more clients but delivered a higher volume of service to those clients. Pretty promising I'd say.

The word I use to describe the future however is "confusing". It is confusing to me how our state law makers believe that the services we provide through community mental health are optional. I am convinced that if The Guidance Center, and every mental health center in Kansas, disappeared from the landscape of community life that the costs to that community would grow exponentially. It isn't a matter of whether people with mental health and addiction problems will or won't receive some form of community attention. Their needs will absolutely be addressed at some point in time. If Community Mental Health Centers didn't exist they would go to our jails, our prisons, our emergency rooms, our hospitals, our nursing facilities, our residential psychiatric units, and yes some....many.... will die. And they will die sooner than they should and more than likely a more violent death.

It is time to protect and invest in community mental health services. Yes, the nation's medical costs are out of control. However, decreased funding for local community mental health centers is not a fiscally responsible solution to reducing budget deficits. Perhaps a more responsible approach would be to eliminate duplication of services, reduce waste, and to educate consumers.

As always, I am available to answer any questions you might have regarding this report or services offered through The Guidance Center.

Respectfully,

Keith Rickard

## TGC EXECUTIVE TEAM

**Executive Director -**

Keith Rickard, MS.LCP, MBA

**Operations Director -**

Kate Werring, LSCSW, ACSW

**Clinical Director -**

David Barnum, Ph.D.

**Community Based Services Director -**

Samantha Adams, LMSW

**Medical Director -**

William Warnes M.D.

**Finance Director -**

Jerry McDonald

**Information Systems Director -**

Erik Nyberg, MHSA

**Human Resource Director -**

Kristin Estes

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## MESSAGE FROM THE BOARD

On behalf of the Board of Directors, I am pleased to endorse the release of our 2011 Annual Report. We have enthusiastically fulfilled our role as the governing body of The Guidance Center and have enjoyed a strong working relationship with the individuals responsible for the day to day operations of the organization.

The many accomplishments reported in the report are a reflection of our core values, our commitment to excellence and our goal to be an innovative leader in community mental health.

Once again, The Guidance Center has proved itself to be a champion of doing more with less, without compromising quality of care. This could not have been accomplished without the hard work and dedication of the staff members who have committed themselves to serving one of our most vulnerable populations.

It is an honor to serve on the board of directors of an organization that views the health and welfare of our communities as a priority in their day to day operations. I encourage you to contact The Guidance Center with any questions you might have regarding the content of the report or for additional information about programs and services. Additionally, members of the board are more than happy to answer any questions you might have.

Sincerely,

Dr. Loren Lutes, Board President

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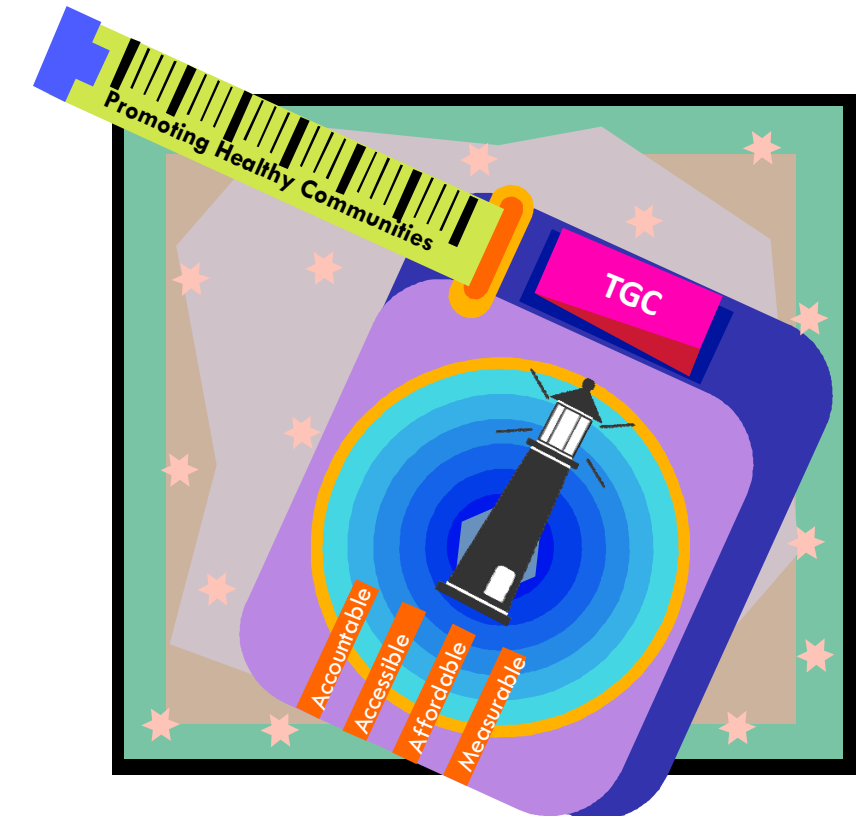
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## THE GUIDANCE CENTER

Atchison, Jefferson & Leavenworth Counties

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

## MEASURED SUCCESS



What is success? I think it is a mixture of having a flair for the thing that you are doing; knowing that it is not enough, that you have got to have hard work and a certain sense of purpose. ~ Margaret Thatcher

# 2011 ANNUAL REPORT

## TO OUR INVESTORS & STAKEHOLDERS

## THE GUIDANCE CENTER

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

201 Main Street, Atchison, KS 66002 - 913-367-1593

1102 Walnut 66066, Oskaloosa, KS - 785-863-2972

[www.theguidance-ctr.org](http://www.theguidance-ctr.org)

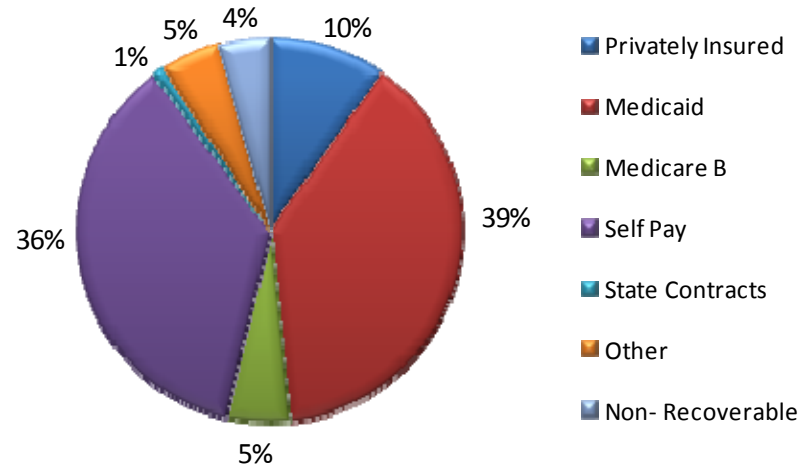
**FISCAL MEASURES**

**OUTCOME MEASURES**

**SERVICE MEASURES**

Over the past decade the Guidance Center has experienced tremendous growth. Although income from third party reimbursement has increased, sources of income needed to address the cost of serving increasing numbers of uninsured and under-insured have not.

**Clients by Source of Payment**



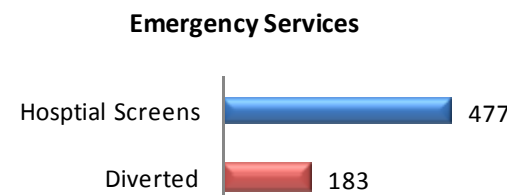
**Summary of Operating Expenses and Revenue \***

Revenue	2011	2010
For services provided, TGC billed clients:	\$10,463,683	\$9,959,773
But because of required contractual and other allowances, and the inability of patients to pay in full, TGC wrote off:	\$2,395,723	\$2,497,087
Therefore net from patient services were:	\$8,067,970	\$7,462,686
In addition TGC received:		
State Aid	\$323,826	\$323,826
County Taxes	\$203,195	\$194,750
Grants & Other	\$844,884	\$895,411
<b>Total Operating Revenue:</b>	<b>\$9,439,985</b>	<b>\$8,876,673</b>
<b>Operating Expenses</b>		
TGC Paid:		
For Salaries, Wages, and Employee Benefits	\$7,500,914	\$7,136,950
Supply and ancillary services, and depreciation	\$1,855,277	\$1,586,541
<b>Total Operating Expenses:</b>	<b>\$9,356,191</b>	<b>\$8,723,491</b>
Excess of Revenue Over Expenses	\$83,684	\$153,182

\*Unaudited

Unduplicated Clients Served by County	2011	2010	% Change
Atchison County Residents	1,063	1,027	+3.5%
Jefferson County Residents	585	586	-0.2%
Leavenworth County Residents	2,639	2,504	+5.4%
Out of County Residents	371	356	+4.2%
<b>Total</b>	<b>4,658</b>	<b>4,473</b>	<b>+4.1%</b>

The average cost for hospitalization in a state supported facility is \$508.00 per day. The average length of stay is 12 days. The cost of community based services averages \$125 per day. By diverting 183 individuals from hospitalization, TGC saved the State of Kansas approximately \$841,068.



In 2011, The Guidance Center provided transportation for 55,516 riders in Atchison, Jefferson and Leavenworth Counties, logging 8,855 trips totaling 216,581 miles.

Direct Service Hours	2011	2010
Outpatient	21,382	24,456
Youth Case Management	22,496	20,670
Early Childhood Case Management	2,558	1,731
Youth Psychosocial	55,999	48,758
Psychosocial EC	14,721	11,251
Youth Attendant Care	11,589	9,021
Parent Support	2,785	2,274
Home Based Therapy	18	N/A
Respite	904	1,530
Adult Case Management	9,406	9,373
Adult Psychosocial	16,187	28,579
Federal Probation	1,796	2,027
Peer Support	401	301
Adult Attendant Care	643	434
Emergency Services	1,385	1,413
<b>TOTAL</b>	<b>162,170</b>	<b>161,118</b>

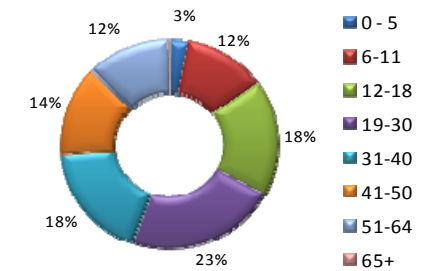
**Clients By Diagnosis**

Affective Disorders.....	1,319
ADHD/Disruptive Behavior...	564
Substance Abuse Related...	257
Schizophrenia.....	250
Anxiety Disorder.....	371
Adjustment Disorder.....	470
Eating Disorder.....	2
Impulse Control Disorder.....	37
V-Codes.....	54
Personality Disorders.....	22
Other Diagnosis	1,717

**Clients By Race**

Native American/Alaska Native...	46
Asian.....	7
Black/African American.....	424
Hispanic.....	2
Native Hawaiian/Pacific Islander....	5
White.....	3008
Other/Unknown.....	312
Unreported by Client	853

**Clients Served by Age**



In 2011, The Guidance Center identified and provided services for 53 homeless individuals with serious mental illness through a Program for Assistance in Transition from Homelessness grant.

**ACHIEVING OUR VISION**

"We envision a healthy community of people who can access and benefit from state of the art integrated health care which results in an enhanced quality of life."

As we evaluate our success throughout the year, TGC staff members actively look for ways to achieve our vision by improving services offered to our clients. In response to our desire to improve the quality of life in our communities, in 2011, the Guidance Center hired a full-time Child Psychiatrist to decrease the wait-time and increase the number of appointments available for our youngest consumers.

We obtained a grant through the Sunflower Foundation to establish an Access Clinic for community members seeking behavioral healthcare services. The clinic allows new clients immediate access to intake services and increases the number of appointments available for outpatient clinical treatment.

We received a PATH grant to provide support and treatment for homeless individuals with mental illness and substance abuse issues.

Additionally, TGC contracted with Genoa to establish an in house pharmacy for clients requiring medication management to assist them with achieving their overall health and wellness goals.

