

FOCUS ON COMMUNITY



2018-2019 ANNUAL REPORT





Where to Find Us

Wyandot Center wyandotcenter.org 913-328-4600 1301 North 47th Street Kansas City, KS 66102

PACES

paceswc.org 913-563-6500 7840 Washington Avenue Kansas City, KS 66112

RSI Crisis

Stabilization Center rsicrisis.org 913-956-5620 1301 North 47th Street Kansas City, KS 66102

Kim Wilson Housing 913-233-3356

kimwilsonhousing.org 730 Armstrong Avenue Kansas City, KS 66101

Wyandot BHN Administrative Offices wyandotbhn.org 913-233-3300 757 Armstrong Avenue, Kansas City, KS 66101

Crisis Line Available 24/7 365 days a year 913-788-4200

Who We Are



Behavioral Health Network

Wyandot Behavioral Health Network is an indispensable part of Wyandotte County's health and social service infrastructure. The four organizations in our network provide mental health care and treatment to all Wyandotte County adults and children who seek it. Wyandot BHN's administrative staff provides back office support to these organizations so they can deliver high quality and efficient services to our community. Each of our organizations coordinate services with a number of valued community partners, including: educators, law enforcement, hospitals, businesses, social service agencies, and many more.

Our Network



Wyandot Center is the designated community mental health center for Wyandotte County, offering services for adults. This includes case management, psychiatric services, therapy, and supportive housing and employment.

PACES

PACES provides comprehensive behavioral health services for children and adolescents struggling with emotional and behavioral issues. Its services include case management, therapy, psychosocial groups, and psychiatric services.



RSI provides care and treatment to individuals who are experiencing a mental health or substance use crises. It connects people with community-based services and reduces unnecessary hospitalizations and arrests.



Kim Wilson Housing provides vulnerable people facing homelessness with safe, affordable and sustainable housing options and support services. Through innovative collaboration, Kim Wilson Housing helps individuals overcome their housing challenges.

Serving Wyandotte County since 1953

From the President/CEO



It's one thing for us to declare that we are a *community* mental health center. It's quite another to live it.

I'm proud to say that over the last year, Wyandot Behavioral Health Network (Our new name!) has taken several significant steps to make sure we are doing everything we can to serve our community well.

Go through the pages of this annual report and you will see what I mean. Each organization in our network has a story to tell about how it has cultivated relationships with other organizations to strengthen their services and to help the people we serve find a path to recovery. Each organization recognizes that it cannot do its work without strong partnerships with the many institutions that touch so many lives in Wyandotte County: schools, police departments, courts, hospitals, jails, even property management companies.

Take Wyandot Center. Its Justice Involved Support Team (JIST) has grown to the point where it has a staff person reaching into every corner of our county's justice systems. Our coordination with these systems is at a level we've never had before, and has helped us reduce arrests of our clients by half.

And consider PACES, whose long history of integrated services with area schools has been a model for other communities.

Or RSI, which continues to serve the dual role of helping people recover *and* helping law enforcement officers find timely help for individuals in crisis.

Or Kim Wilson Housing, where a unique approach to cultivating relationships with landlords helped 273 people with a mental illness, substance use disorder, or physical disability find affordable places to live.

You'll also find we are forging new partnerships through Alive & Thrive Wyandotte County, a new program that aims to create a resilient and trauma-informed community.

Finally, you'll see that we have changed our name. Our new name, logo, colors, and tagline try to communicate our value to Wyandotte County—that by doing our part to cultivate healthy minds and healthy lives, we are making it possible to create a thriving community.

aus

Randy Callstrom President/CEO



wyandotbhn.org

Wyandot Behavioral Health Network By the Numbers

- 8,948 persons served
- 4,113 crisis line calls

Board of Directors

- Rev. Ken Nettling, Chairperson
- Rosemary Podrebarac, Vice Chairperson
- Paul Victor, Secretary/Treasurer
- Mike Belfonte
- Jackie Bennett
- Therese Bysel
- Rachel Jefferson
- Frank Piper
- Greg Take
- Rep. Kathy Wolfe-Moore

Wyandot Behavioral Health

Network offers services to individuals and families regardless of race, color, religion, national origin, age, gender, disability, socioeconomic status, sexual orientation, veteran status, or ability to pay.

All organizations in the Wyandot Behavioral Health Network are committed to providing person-centered services in a supportive environment.

Our Person-Centered Statement

- I am valued as an individual.
- I have options and choices in my treatment.
- My goals are acknowledged and supported.
- My strengths are important to my treatment.
- I am surrounded by people who believe in me.



Community Strength. Community Hope.

Wyandotte County's designated community mental health center

wyandotcenter.org

Wyandot Center By the Numbers

- 4,514 persons served
- 74,519 total visits
- 1,367 walk-in crisis clinic visits
- 647 crisis interventions with law enforcement
- 86 community partners provided Crisis Intervention Team (CIT) trainings
- 1,589 consumers served at Frank Williams Outreach Center

Wyandot Center Board of Directors

- Rev. Ken Nettling, Chairperson
- Carolyn Sandifer, Vice Chairperson
- Rep. Kathy Wolfe-Moore, Secretary
- Wayne Headrick, Treasurer
- Denise Baynham
- Jackie Bennett
- Therese Bysel
- Rosemary Podrebarac
- Wendell Maddox
- Fred Zang



Christine Swenson, Executive Director

Keeping Mental Health Care in the Community and Out of Jail

Eight years ago, roughly 100 active Wyandot Center clients were arrested each month. Today, that number has been cut in half. The reason for that reduction? Community partnerships.



In 2012, Wyandot Behavioral Health Network brought together a number of justice system leaders to tackle a complex problem: How can we work together to make sure fewer people with mental illness end up in jail, prison, or the court system? Nationwide, jails and prisons have become the largest institutions providing psychiatric care. Our community was determined to do its part to stop that trend.

But the solution was complicated. It required several large institutions—Wyandot BHN, District and Municipal Courts, the Police Department, Sheriff's Office, Jail, and Community Corrections—to forge new lines of communication and work together as one community.

A year later, Wyandot created two positions to help with that coordination: a CIT co-responder and a jail liaison. The co-responder would accompany police on mental health related calls, including disturbances, excessive use of 911, and domestic conflicts. The jail liaison was hired to make sure Wyandot Center clients did not get lost in the system once they were arrested.

With those positions, Wyandot Center's Justice Involved Support Team (JIST) was born. In the years since, the team has grown to eight full-time positions with a presence in all facets of the Wyandotte County law enforcement and judicial systems, as well as Osawatomie State Hospital and Kansas prisons.



66 Wyandot Behavioral Health is a tremendous partner for those youth, adults, and elderly requiring assistance from our facility.99

Lieutenant Colonel Jeffrey Fewell
Wyandotte County Jail Warden

Lieutenant Colonel Jeffrey Fewell, Wyandotte County Jail Warden, said the relationship has helped enhance the "continuity of care" for those who return to the community after their incarceration. "Wyandot Behavioral Health is a tremendous partner for those youth, adults, and elderly requiring assistance from our facility," Fewell said.

Relationships with the jail staff and other justice systems help build the infrastructure that provides the continuity of care that helps people with mental illness recover.

"When our clients have legal issues, it prevents them from recovery," said JIST Manager, Jeffrey Robinson. "It can block them from housing. It can block them from obtaining benefits or employment. And when these things happen it can increase people's mental health symptoms, that feeling of despair, that hopelessness. By helping resolve these legal issues, we foster independence and recovery."

Consider one significant example of how the JIST positions have helped reduce arrests. Before JIST, Wyandot Center had no way to track arrest records of existing clients, who could easily rack up thousands of dollars of fines that compromised their recovery. Today, after several years of strengthening relationships with the justice system, Wyandot Center can cross-check arrest records for its clients and identify a problem before it gets out of hand.

"It took us two years to break down the silos and talk to everybody," Robinson said. "Now that we're talking and working together, we can get down to the business of helping our clients get on a path to recovery and stay out of jail."

Artistic Expression Promotes Healing and Recovery at ArtMakers Place

For many individuals with a serious mental illness, creating art allows them to express a part of themselves that cannot always be put into words.

At ArtMakers Place, Wyandot Center staff work with people individually and in groups to help them create these visual expressions and, in the process, discover the transformative power of art.

ArtMakers works with diverse communities that are often overlooked, offering programming designed to reach immigrant communities, the LGBTQ population and other individuals and groups who are too often underrepresented in the community.

The art therapy used at ArtMakers Place enhances traditional treatment efforts and provides people a space that is safe, private, and calming. Just as important, ArtMakers is a place where people can create beautiful pieces that inspire, engage, and heal.





Help For Kids. Hope For Families.

Behavioral health solutions for children, adolescents, and their caregivers

paceswc.org

PACES By the Numbers

- 2,832 children and families served
- 68,799 total visits
- 135 children accessed PACES summer psychosocial program
- 155 community partners trained in trauma-informed care through Inspiring Resilience

PACES Board of Directors

- Paul Victor, Chairperson
- Jackie Bennett, Vice Chairperson
- Mike Belfonte
- Scott Cahill
- Octavio Estrella
- Wayne Headrick
- Theresa Reyes-Cummings



Clarice Podrebarac, Executive Director

Working With Schools to Promote Strong Mental Health

As Wyandotte County's community mental health center for children, PACES provides care and treatment wherever it works best for the child. That often means going to where most children spend half the year: in school.

"Our partnerships with area schools are critical to providing mental health services to children," said PACES Executive Director Clarice Podrebarac. "School is where children spend so much of their time, and it's often where we first learn about their mental health needs."

PACES has responded to this reality over the last two decades by makina itself available to the county's four public school districts for referrals and to aid with mental health crises. The largest of those districts— Kansas City, Kansas—signed a Memorandum of Understanding (MOU)

66 Our partnerships with area schools are critical to providing mental health services to children.99

> — Clarice Podrebarac, Executive Director, PACES

official behavioral health consultant. A similar agreement was reached with the Bonner Springs School District in 2018.

The seeds for these formal partnerships were planted 20 years ago, when PACES and Kansas City, Kansas, schools identified a need to integrate mental health services in the special education program. That relationship spawned more collaboration, including PACES' help with launching Bridges/Wyandot Academy, which creates a therapeutic environment to provide education and deliver mental health services for students who have struggled in traditional school environments.

Today, PACES' on-site presence in the Kansas City, Kansas School District includes four school-based therapists and eight school-based case managers. The school-based PACES staff provides services for the children directly in the school setting, and at times, in the children's homes. PACES



helps school staff respond to suicidal threats, aggressive behaviors, and other signs of mental illness. When school staff identifies a child as being a danger to self or others, PACES staff provides crisis interventions and helps create safety plans. PACES therapists receive student referrals directly from the schools and provide mental health evaluations to determine if the child gualifies for services. This is in addition to the many case managers who work with the schools of their individual clients when putting together treatment plans.

Our relationship with Kansas City, Kansas, Schools has even served as a model for other districts and mental health centers throughout the state. When the Kansas Department of Education solicited proposals for a pilot project to strengthen mental health services in schools, it used the MOU with PACES as an example.

The Department funded projects in six districts, including Kansas City, Kansas, which used the funds to create 11 new 'behavioral health liaison' positions. These liaisons are now working with PACES, increasing referrals and increasing the chances that a student's mental health challenges can be identified earlier. Last school year, the program served 267 students. More than half of those students showed improved behavior; almost half (47%) improved their attendance.

"We're very encouraged by results like this," Podrebarac said. "They're a great example of how mental health services can help students succeed."

Children's Mental Health Day Art Exhibit





PACES celebrated Children's Mental Health Awareness Day on May 9 with an art exhibit showcasing pieces created by the children receiving services in the PACES Psychosocial Program. Now displayed at PACES' McDowel building, these inspiring pieces create a safe and welcoming place for children and their families.



PACES Trunk or Treat!



Britney Gladney, Supervisor for Psychosocial Services, welcomed children at the annual PACES Trunk or Treat event in October 2018.



Powerful Purpose. Incredible Impact. 24/7 community crisis services rsicrisis.org

RSI By the Numbers

- 1,162 persons served
- 1,602 total visits
- County of residence
 - 75% Wyandotte County
 - 19% Johnson County
 - 6% other counties
- Insurance status
- 62% no insurance
- 22% Medicaid
- 12% Medicare
- 4% private insurance

RSI Board of Directors

- Fred Zang, Chairperson
- Gary Bachman, Vice Chairperson
- Michael Billquist, Secretary/Treasurer
- Captain Mark Fitzgerald
- Wayne Headrick
- Brynn Mroz
- Rosemary Podrebarac
- Captain Johnny Roland



Matt Loehr, Executive Director

Providing Timely Care and Treatment for Those in Crisis

Agitated, incoherent and overwhelmed, 24-year-old David* was experiencing a mental health crisis. His family was at wit's end. When David threatened suicide, they worried about his safety. Eventually, they called the police.

Five years ago, David might have been arrested simply because our community did not have a place to take people in the throes of a mental health crisis. Too often, these people ended up in jail for "nuisance violations" like disturbing the peace.

Today, our community has that place. It's called RSI, and it provides people like David with the immediate help they need and deserve.

RSI is a 24/7 crisis



stabilization facility operated by Wyandot Center that came about through partnerships with Johnson County Mental Health Center, Heartland RADAC, and law enforcement in both counties. Its primary purpose is to stabilize people experiencing a mental health or substance use crisis and connect them with other supports to assist with longer-term needs.

When David arrived at RSI, staff first assessed whether his crisis was related to substance use or a mental illness. They eventually determined that he was living with bipolar disorder and helped him get back on his medications. After 48 hours, David was well enough to leave RSI but not before staff had referred him to Wyandot Center for case management services. Because his presence at home was creating stress in his family, they also recommended that he use the Center's supportive housing team to begin looking for a place to live.

David did not go to jail. He was not left to suffer alone and without help. He was not punished for simply having a mental illness. Not only is this better for David and the people who care about him, it's better for our police officers, our jails, our families, and our community.

Since its opening, RSI has made an incredible impact on Wyandotte and Johnson Counties, creating a valuable resource for persons in crisis, law enforcement, and the community. As a model for other crisis centers across the state, RSI has expanded services to include Douglas and Leavenworth Counties in Kansas, providing effective and compassionate crisis care to thousands of individuals like David.

RSI 5-Year Anniversary



RSI, Wyandot BHN, and community partners celebrated RSI's 5-year anniversary in April 2019.



Wyandotte County Sheriff Donald Ash (pictured left), Rep. Kathy Wolfe Moore and Sen. Jim Denning have been instrumental in making RSI a success with their unwavering support.





Amy Campbell, Kansas Mental Health Coalition (pictured left) and Rep. Nancy Lusk at the RSI Anniversary Celebration.



Ardith Deason (pictured left), Rev. Ken Nettling and Sharon Sawyer.

5-Year Impact of RSI

April 2014 to February 2019

- 4,544 unduplicated individuals provided crisis triage services
- 8,865 total crisis visits
- 3,259 individuals prevented from being hospitalized or incarcerated
- 5,173 individuals would have gone without services



Housing is Health.

Creating solutions for quality housing for vulnerable individuals

kimwilsonhousing.org

Kim Wilson Housing By the Numbers

- 440 persons served
- 197 persons provided permanent housing

Kim Wilson Housing Board of Directors

- Rosemary Podrebarac, Chairperson
- Elnora Jefferson, Vice Chairperson
- Gilda Hodge, Secretary
- Johnny Johntz, Past Chairperson
- Brenda Adams
- Frank Piper
- Greg Take
- Sherrie Watkins



Christy McMurphy, Executive Director

Partnering with Landlords to House Vulnerable People

The small but hard-working staff at Kim Wilson Housing (KWH) knows that helping vulnerable populations find affordable places to live depends on strong community partnerships.



This is why you'll find them working with the Kansas City, Kansas, Housing Authority and participating in initiatives like Wyandotte County's Community Health Improvement Plan to address housing needs.

But some of KWH's most important work focuses on cultivating relationships with area landlords and property management companies. Those relationships make it possible for KWH to practice a "housing first" philosophy—the idea that housing is an essential first step in the recovery of someone with a serious mental illness or substance use disorder.

"We know that many property owners and landlords might be reluctant to lease to tenants who have challenging rental histories," said Christy McMurphy, KWH Executive Director. "They're concerned about property damage, disruptions, broken leases. But we also know that with the right education and support those property owners and landlords find it's possible to successfully manage a business while housing vulnerable populations."

In fact, it can help their business. Just ask Eric Jenkins, owner of Jenkins Investments in Kansas City, Kansas.

"Kim Wilson Housing makes my job so much easier," Jenkins said.

Jenkins' partnership with KWH began about five years ago. He said he counts on the organization to help with tenants whose behavior might lead to an eviction. If a tenant isn't working out, he first turns to KWH to see what support they can offer. He recalled one case in which a tenant had to leave the program because he didn't comply with the lease and program rules. Staff at KWH found help for the tenant and asked Jenkins to give him another chance. Jenkins did, and now the man is doing well.

"Kim Wilson Housing gives me an extra layer of protection and allows me to put a roof over someone's head who otherwise might not have one," Jenkins said.

Over the last year, KWH has worked with more than 130 private landlords and property managers in the Kansas City metro area and found housing for 273 people with a mental illness, physical disability, or substance use disorder. The number of landlords working with KWH have been increasing since 2016, when it started to put tools in place to support landlords and property managers.

Some of these tools include offering Mental Health First Aid training to landlords, educating tenants and landlords on their rights and responsibilities, and offering a rapid-response approach to crises.

They also include offering financial assistance for tenants and landlords to help with rent, utilities, security deposits, damaged property, and sudden vacancies that can occur when a tenant is in crisis. Money for these purposes come from various grants that KWH has applied for over the years, having learned from experience that landlords and property managers need financial security in times when their tenants are faced with housing crises.

"We've built these tools to cultivate positive long-term relationships with landlords," McMurphy said. "And by doing that, we've been able to house people who struggled to find affordable housing."

> 66 Kim Wilson Housing gives me an extra layer of protection and allows me to put a roof over someone's head who otherwise might not have one.99

> > Eric Jenkins, Jenkins Investments



Kim Wilson Housing Celebrates 10 Years of Service

In the ten years since Kim Wilson Housing was formed, they have made an incredible impact on the housing landscape in Kansas City, Kansas and the Kansas City metro area, finding safe, affordable and sustainable housing for the most vulnerable populations.

In August 2019, the Kim Wilson Housing team celebrated 10 years of delivering innovative housing solutions, including:

- More than 7,500 clients served
- Nearly 500 rental leases signed
- 1,422 housing quality inspections performed
- More than 100 evictions prevented
- \$259,200 cost savings to the Kansas City Kansas Housing Authority





Community partners participate in Alive & Thrive's first asset mapping meeting to begin identifying resources to support future trauma prevention efforts.

Alive & Thrive Wyandotte County Healing from Trauma

Last December, Wyandot Behavioral Health Network announced that it would oversee Alive & Thrive Wyandotte County, a program designed to prevent trauma and promote community healing.

Launched by the Unified Government Public Health Department, Alive & Thrive is a network of more than 20 organizations and individuals that stimulates and supports grassroots-driven actions to help communities prevent and heal from trauma.

Its work focuses on three primary tasks:

- **Raising awareness** about the impact trauma and adverse childhood experiences have on individual and community health
- **Engaging** community members, neighborhoods, and organizations in a conversation about the role they can play in healing from and preventing trauma
- Aligning and supporting actions that arise from these conversations to prevent trauma and promote resilience and community healing

Alive & Thrive is generously funded by Wyandotte Health Foundation and REACH Healthcare Foundation.

"The work that Wyandot will do through Alive & Thrive is the single largest initiative we've supported to date in this area," said Cathy Harding, President and CEO of Wyandotte Health Foundation, which awarded Wyandot \$250,000. "We're extremely grateful for their commitment to this work."

CELEBRATING 65 YEARS OF SERVICE

Wyandot Annual Celebration & SPICE Awards 2018





Above left: Dr. Cynthia Lane (pictured left) was presented with the 2018 Community Partner Award for her outstanding commitment to Wyandotte County children.

Above right: Board members, staff and community partners enjoyed celebrating Wyandot's 65th Anniversary.

Right: Roberta Whisonant (pictured left) accepts a special gift in honor of her 40 years of employment at Wyandot.





Wyandot Board members, staff and community partners celebrated the new Wyandot Behavioral Health Network rebranding launch in July 2019.

Wyandot Rebranding

A New Name, the Same Commitment to Service

We have a new Attitude, a new Look, and a new Message!

And, after receiving feedback from consumers, Board members, staff and stakeholders, we have a new name to match: **Wyandot**, **Inc. is now Wyandot Behavioral Health Network!**

We believe our new name better reflects the story of who we are and what we do for our community, as do our new logos, websites, and social media presence. All of this came about as part of a comprehensive rebranding effort in 2018/2019. Although we've changed our look, our commitment to providing accessible, high-quality care and treatment remains the same. Through that commitment, we live up to our vision of: Healthy Minds. Healthy Lives. Thriving Community.

Wyandot said goodbye to our old logos...



And hello to a new look!





Cathi Hahner from United Way of Wyandotte County brought holiday joy and fun to a PACES family with their annual adopt-a-family program, donating toys, games and clothing.



Thanks to a generous anonymous donor, Cierra Nixon, Frank Williams Outreach Center manager, fills her cart with warm coats and hats for individuals served at Frank's.





Carolyn Weatherspoon (pictured left) and Falicia Hooks from Alpha Epsilon Zeta Chapter of Zeta Phi Beta Sorority delivered donations of pots, pans, kitchen items and art supplies to help the children staying at Robert's Place Children's Shelter.



Members of St. Peter C.M.E. Church donated Thanksgiving baskets for PACES families and items for the children at Robert's Place Children's Shelter.





Staff from The Venue at Willow Creek and Olive Events present Wyandot Center with the proceeds from "Rock Out with the Ronni Ward Band" held in February 2019 to benefit suicide prevention services.



Representatives from Veterans **United Foundation** surprised Wyandot with a gift of \$10,000 to support Wyandot.



Support

2018-2019 Financial Report

(July 1, 2018 through June 30, 2019)

Our Donors Make a Difference

Gifts of \$100 or more made to Wyandot Behavioral Health Network between July 1, 2018 and June 30, 2019.

Amply Media, in honor of Laura McGarry **BKD CPAs & Advisors** Dr. Diane Buckingham Beth and Randy Callstrom City of Bonner Springs, Kansas Linda and Mark Eagleton First Community Bank Focus Medical Group, Inc. Francis Family Foundation Health Forward Foundation Heartland RADAC Genoa Healthcare Greater Kansas City Coalition to End Homelessness Kansas City BPU Kansas Department of Aging and Disability Services Lockton McAnany, Van Cleave & Phillips Metro Lutheran Ministry The Miller Group Olive Events Sher Prince, in memory of Bonne Jean (Bishop) Prince Allison Rank **REACH Healthcare Foundation** Nancy Rieken Sherrie and Al Seeman, in memory of Robert Zevenbergen Sisters of Charity of Leavenworth St. Martin Lutheran Church Martha and Jeffrey Taylor TeamTech Tri-County Mental Health Services, Inc. Unified Government of Wyandotte County & Kansas City, Kansas The Venue at Willow Creek Veterans United Foundation Willis Towers Watson Wvandotte Health Foundation Joyce Zaritsky Pete and Cindy Zevenbergen

> We apologize for any errors or omissions. Please contact our development office at 913.233.3307 with any corrections.

Revenue*

Expenses*



* Based on unaudited totals



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Our Mission

Helping people with mental health needs thrive.

Our Values

- Stewardship We are accountable stewards of our resources.
- **Positivity** We approach our work with enthusiasm and commitment to mission.
- Innovation We create new opportunities to better serve our community.
- **Compassion** We treat each person with empathy, dignity and respect.
- Excellence We provide quality, outcome-driven services that exceed expectations.





wyandotbhn.org | 913-328-5600



Get Social With Us!

Get social with Wyandot BHN! Follow us on Facebook, Twitter and LinkedIn to get company updates and news, plus mental health and community information.