To Our Community Partners,

We are pleased to present this annual report for the Heartland Center for Behavioral Change (HCBC) as we conclude our 35th year of serving the community. In this report we highlight the impact of change in the lives of our consumers, enhancements to our service delivery system, and the impact we are having in the community.

We are also very proud to include input from our consumers who have worked hard to improve their lives. We value their experiences and celebrate their progress as they have changed, and their lives are better.

Our workforce continues to strengthen, and we value the collaborative efforts of our staff who are committed to providing quality services in response to the changing needs of our community. One such need is the increasing impact of opioid use disorders. In response, HCBC has implemented Medication Treatment Services (MTS) to improve access to treatment services. The inclusion of MTS in our treatment model enhances our ability to successfully engage and retain individuals in treatment.

Our Residential Reentry services continue to address the needs of returning citizens as they work to secure stable housing and employment to rejoin their families and our community. This year, we completed a full evaluation of resources and programming to reduce and prevent the risk of reoffending and incarceration. We work to help develop new skills and interests that promote positive change. HCBC instills hope and we are helping to change people’s lives. We thank you for your partnership.

Sincerely,

Carolyn K. Ross
President/CEO

John DeStefano
Board Chairman

“Where action meets compassion, lives change.”
–Dave Ramsey
Heartland Center for Behavioral Change is a 501(c)3, nonprofit charitable organization founded in 1982. We have been saving lives and helping people achieve positive change for more than thirty years.

Last year, we helped deliver change to more than 5,000 people through our detoxification and substance use treatment programs. With the assistance of public funding, services are available to persons in need. We provide services on a non-discriminatory basis to individuals regardless of race, gender, sexual preference, creed, marital status, national origin, disability, or age.

Our Mission
The Heartland Center For Behavioral Change provides behavioral healthcare and substance abuse services to help individuals lead healthier, happier, more productive lives.

Our Vision
We envision healthy individuals contributing to healthy communities.

Our Values
Integrity- We act in an ethical, honest, trustworthy, and transparent manner at all times. We treat each other and all persons in a fair, equitable, and honest manner, as we would want to be treated. The services we provide and way we conduct business reflect the highest standards of ethical and professional conduct.

Respect- People are the focus of our work and we treat each person and each other with dignity. We treat all persons with respect and value the participation of the persons we serve in the design, choice, and provision of services to meet their unique needs.

Diversity- We respect the culture and values of others and emphasize and promote diversity in our ideas, our workforce, and the services and supports we provide. We capitalize on the wealth of viewpoints that reside in our multi-faceted community.

Commitment- We take personal responsibility and do what we say we will do, when we say we will do it. We believe that our work must be responsive to the needs of those we serve, to the community and our stakeholders.

Excellence- Our work reflects pride, high professional standards, best practices, and is directed at producing the greatest possible results for those we serve. Our services and supports reflect a high level of competence and a commitment to quality. We strive to do good in the world.

Collaboration- We produce the best results when we work together as a team, with the people and families we serve, and with communities and other stakeholders. We seek the ideas of others, network with others, support each other, and enhance our knowledge and performance to reach a shared goal.

Board of Directors - FY 2018
John DeStefano, Chair
Joan DeMerchant, Vice Chair
Sr. Paddy Lorenz, Secretary
Jacquelyn R. Dunn
Hal S. Nichols
Barbara Ladd

Barry Mayer
Erin Brower
Denise Kelly
Valori Sanders
David Suroff

Executive Staff
Carolyn K. Ross, President/CEO
Kyle Mead, V.P., Behavioral Health Services
Helen Hurley, V.P., Community Re-entry Services
Shawn Wicklund, V.P., Human Resources
D. Brooke Meyers, V.P., Finance & Administration
Patrick Jean-Baptiste, V.P., Technology & Communication
LIVES
WE ARE CHANGING BY...

AGE
- 18-29: 28%
- 30-39: 32%
- 40-54: 28%
- 50-64: 12%

LIVING ARRANGEMENT
- Independent: 63%
- Dependent: 21%
- Homeless: 16%

GENDER
- Male: 76%
- Female: 24%

PRIMARY DRUG OF CHOICE
- Methamphetamine: 23%
- Marijuana: 29%
- Alcohol: 30%
- Heroin/Opiates/Synthetics: 11%
- Other: 7%

RACE
- Caucasian: 70%
- African American: 26%
- Hispanic: 2%
- Asian/Pacific Islander: 1%
- Native American/Alaskan: 1%

EDUCATION
- Less than High School: 24%
- High School Graduate or GED: 24%
- Associate Degree or Some College: 51%
- Bachelor or Advanced Degree: 1%

COUTIES SERVED
- Polk: 64%
- Clay: 9%
- Greene: 10%
- Others: 7%

EMPLOYMENT
- Employed: 42%
- Unemployed: 35%
- Not in Labor Force: 23%
HOW WE ARE CHANGING LIVES

CSTAR OUTPATIENT SUBSTANCE ABUSE TREATMENT
Our consumer-centered services help each person get the individualized care they need to become free of alcohol and drugs. Our Comprehensive Substance Abuse Treatment and Rehabilitation (CSTAR) programs range in intensity based on the unique needs of each person and include a combination of individual counseling, group counseling, group education, and community support. We admitted 2,676 new people in our CSTAR program this year. See Cody’s success story.

MEDICATION TREATMENT SERVICES (MTS)
We offer medications, in combination with counseling and behavioral therapies, to provide a whole-patient approach to the treatment of substance use disorders. Research shows that when treating substance-use disorders, a combination of medication and behavioral therapies is most effective. See Cortney’s success story.

DISEASE MANAGEMENT SERVICES
Our disease management services help persons in the community who have substance use problems and serious, chronic health problems. Our outreach workers offer help in coordinating healthcare, reducing life stressors, and management of each person’s medical, psychiatric, and substance use conditions. We emphasize community support/case management services and help each participant by making our Comprehensive Substance Treatment and Rehabilitation (CSTAR) programs available.

DRUG COURT TREATMENT
Our drug court programs work with courts to address the needs of people who have come under criminal justice supervision due to substance abuse problems. We are in partnership with Jackson County Drug Court and Greene County Drug Court. We provide intensive substance abuse treatment for those who are referred by the court for services as a result of drug-related crimes. We admitted 742 new people in our drug court programs this year.

RESIDENTIAL REENTRY CENTER (RRC)
Heartland Center helps offenders transition back to their home communities. We offer a structured, residential, supervised environment for returning citizens. We admitted 467 new people in our RRC program this year.

MEDICALLY-MONITORED INPATIENT DETOXIFICATION (MMID)
We provide a 24-hour medically-monitored inpatient detoxification program for persons experiencing acute withdrawal from alcohol and/or other drugs. We offer medication to ease the discomfort of withdrawal and medical monitoring to ensure patient safety. Our program is under the direction of an experienced physician who is assisted by advanced practice nurses and a 24-hour team of licensed nursing staff. A substance abuse counselor helps each person link to the care they need after the withdrawal process is completed. We admitted 1,096 new people in our MMID program this year.

SUBSTANCE ABUSE TRAFFIC OFFENDER PROGRAM (SATOP)
We serve people who are referred to SATOP as a result of an administrative suspension or revocation of their drivers license, court order, condition of probation or plea bargain due to an alcohol-related offense.
WHAT Has Been Changing

SUBSTANCE USE DISORDER SERVICES

Consumer Satisfaction: 86%
Housing Rate at Discharge: 98%
Avg # of consumers that received Medication Treatment Services per month: 48
Admissions per Month: 229
General Population: Approximately 419,000 Missourians struggle with a substance use disorder. Of these, 17,000 are between the ages of 12 and 17. For the nation over 72,000 people died in the United States from overdoses in 2017-making this the record high for history.

90% of the homeless population have alcohol problems; 60% abuse other drugs.

$250 billion is the potential costs for treating all drug abuse cases.

COMMUNITY REENTRY SERVICES

Consumer Satisfaction: 86% Employment Rate at Discharge: 88%
Housing Rate at Discharge: 90%
Admissions per Month: 48

The Missouri Department of Corrections houses more than 33,000 offenders in Missouri correction centers, and more than 96% of them ultimately will be released back to the community. Each year there are approximately 20,000 inmates released back into the community.

In Missouri, the average prison stay for an offender with a drug-related offense is 318 days at an average cost of $57.76 per day - yielding an average cost per stay of $18,206. The average length of engagement in community-based treatment is 79 days at an average cost of $26.35 per day - yielding an average cost per stay of $2,082.
For Cortney her road to Heartland Center for Behavioral Change began when she was 16 years old and was prescribed hydrocodone. As we have seen all across America Cortney was prescribed an endless amount of opiate medication and her prescription was a mistake that had a huge cost. It wasn’t just opiates, after time Cortney was using cocaine, marijuana, and drinking alcohol too.

“Every morning I would wake up and think about if I had drugs I could take and if I didn’t I would think- How am I going to get some?”

After being charged with possession Cortney found herself on probation and landed in the Jackson County Drug Court. A program where the courts address the needs of people who have come under criminal justice supervision due to substance abuse problems and refer them to treatment. When reflecting on the start of her treatment Cortney stated,

“I was nervous, I knew I had to get clean, but I also knew that everything in my life was going to change.”

Cortney began drug court treatment this past December and started Suboxone, as one of the Medication Treatment Services HCBC has to offer. Now with help from MTS she is able to sleep, wake up early, get her daughter ready for the day and feel good.

“When I was using I had attempted suicide, twice. Now that I am clean I have a clear mind, I’m not depressed anymore and I don’t have any cravings. When I first started my Suboxone within two hours of the first dose I was no longer in withdrawal, the shakes stopped, I wasn’t anxious, and I was able to walk around and feel normal. I was surprised.”

Cortney continues to attend group education and group counseling, she also has case management assistance, and meets with her counselor bi-weekly.

“I really enjoy my counseling sessions with my counselor - whenever I am having a bad day I know I can call her and she will help me get through it. I also feel relieved, like a weight has been lifted off of my shoulders. I am only 22 so it gives me hope. I know I can put my addiction in the past and build myself and my daughter a future.” We know you can too Cortney.
For Cody his path to Heartland Center for Behavioral Change began when he was 15 years old. Like a lot of teenagers he experimented with marijuana. This led to hallucinogens around age 18 and eventually Heroin and Methamphetamine when he was just 21 years old. With an addiction he couldn’t control Cody found himself in a “never-ending cycle of waking up, trying to find money, selling everything I owned, and buying heroin so I could get high.” At this point Cody had tried to quit once, and was sober for 5 months but he relapsed and his addiction led him right back into a dark and treacherous world we see far too often.

Homeless, unemployed, and without a vehicle, Cody was in desperate need of a change. That’s when he found himself in HCBC’s Medically-Monitored Inpatient Detox. “I was scared, scared about getting clean.” Cody admits the road to recovery isn’t easy and he was afraid to get started. After a few days in detox Cody was admitted to CSTAR Outpatient treatment and began taking the Vivitrol shot, one of the Medication Treatment Services HCBC has to offer. Throughout his treatment he attended Group counseling and education along with individual counseling and community support services. “Heartland gave me a new perspective. The program helped me to have an open mind and take a different look at life.”

Cody’s days now consist of working with a local artist group working with the homeless in recovery and housing assistance. But the work for Cody hasn’t stopped. With 11 months of sobriety Cody is faithful about attending meetings 3-4 times per week, meeting with his sponsor, working the steps, and helping others reach their goal of becoming and staying sober. Cody has started training to be a peer support specialist so he can help others who struggle with addiction, and he hopes to one day be a case manager and substance abuse counselor.

Cody stated that being part of these programs has “Kept me sober, kept me moving forward. I am more confident in myself to take on day to day issues. I am driven, motivated, and just happy.” We are here to continue to support you Cody.
OUR RESOURCES FOR CHANGE

EXPENSES

- Personnel: 1%
- Buildings and Facilities: 6%
- Materials and Supplies: 13%
- Professional Services and Training: 16%
- Transportation and Travel: 63%

$18,206
The societal cost in Missouri of NOT TREATING an individual with substance abuse.
Source: MO Division of Behavioral Health, 2017

$2,082
Average cost TO TREAT an individual for substance abuse in Missouri.
Source: MO Division of Behavioral Health, 2017

OUR FUNDERS
- COMBAT Commission of Jackson County, Missouri
- Clay, Platte, Ray Mental Health Levy Board of Trustees
- Missouri Department of Mental Health, Division of Behavioral Health
- Missouri Department of Corrections
- Office of State Courts Administrator
- U.S. District Court
- U.S. Department of Justice, Federal Bureau of Prisons
- U.S. Probation Office and Pre-Trial Services

REVENUE

- State: 68%
- County/Local: 15%
- Federal: 14%
- Fees/Misc.: 3%
At Heartland Center, we know that resisting the urge to drink or use drugs is not easy, even when the pain and loss is great. But by resolving to let go and ask for help, you can recover from addiction and reclaim your life. We've helped thousands of others do it. It all begins with your decision to call us. When you do, we will tailor a program to meet your individual needs. We can help you deal with the physical, emotional, and social difficulties of early sobriety, and show you a way to live productively for the rest of your life. The tools we use are...

All of our substance use disorder treatment services are certified by the Missouri Department of Mental Health, Division of Behavioral Health.

Anyone suffering from drug or alcohol addiction will admit--it’s hard to face the pain and guilt and fear associated with addiction. And it’s very hard to ask for help. Here at the Heartland Center for Behavioral Change, we understand that.

We also understand that anyone caught in the grip of addiction isn’t weak or uncaring. Addiction is a disease. People with the disease of addiction aren’t bad people. They’re people with a bad disease. It’s a disease that affects the brain in ways that causes people to destroy the things in life that matter most to them. But it doesn’t have to stay that way.

Are You Ready to ask for Help?


When you come to Heartland Center for help, you are no longer alone. We believe that you can do this! Addiction is a tough opponent, but with our support, and medications to help reduce cravings, you can recover. Standing with you is Heartland Center’s team of qualified professionals who are people you can trust. They will be there for you and for your family.


You Don’t Have to Do It Alone

At Heartland Center, we know that resisting the urge to drink or use drugs is not easy, even when the pain and loss is great. But by resolving to let go and ask for help, you can recover from addiction and reclaim your life. We’ve helped thousands of others do it. It all begins with your decision to call us. When you do, we will tailor a program to meet your individual needs. We can help you deal with the physical, emotional, and social difficulties of early sobriety, and show you a way to live productively for the rest of your life. The tools we use are...

Comprehensive assessment and individualized services.

Individual and group counseling.

Crisis assistance and help with life problems

Inpatient detoxification services (in the Kansas City area).

Medication treatment. People enrolled in our services may be eligible for medications that reduce cravings and help maintain sobriety.

All of our substance use disorder treatment services are certified by the Missouri Department of Mental Health, Division of Behavioral Health.

Recovery Is Possible

If you come to Heartland Center and work with us, we promise to help you find a new way of life in recovery from alcohol and other drug addiction. With each step forward in the process, you will see improvement in your physical health and in your relationship with friends and family. You will see improvements in other areas of your life also. But most importantly, you will be free from the need to use alcohol and drugs to feel OK. With more than 35 years of experience, we know it is all possible.

Treatment works.
People recover.
KANSAS CITY AREA

COMMUNITY RESIDENTIAL REENTRY CENTER
1514 Campbell
Kansas City, MO 64108-1520
816-421-6670

FREE AND CLEAN
1730 Prospect Ste 300
Kansas City, MO 64127-2544
816-333-9999

INDEPENDENCE OUTPATIENT CLINIC
103 N. Main
Independence, MO 64050-2810
816-214-9105

JACKSON COUNTY DRUG COURT
1212 McGee, 3rd Floor
Kansas City, MO 64106-2457
816-474-2121

KANSAS CITY OUTPATIENT CLINIC
1534 Campbell
Kansas City, MO 64108-1520
816-214-9107

LIBERTY OUTPATIENT CLINIC
1205 W. College
Liberty, MO 64068-1035
816-214-9110

24/7 MEDICALLY-MONITORED INPATIENT DETOXIFICATION
1534 Campbell
Kansas City, MO 64108-1520
816-214-9108

SOUTHWEST REGION

SPRINGFIELD OUTPATIENT AND GREENE COUNTY DRUG COURT
840 S. Glenstone Ave
Springfield, MO 65802-3364
417-866-3293

BOLIVAR OUTPATIENT CLINIC
3371 S. Springfield
Bolivar, MO 65613-9132
417-866-3293

BRANSON OUTPATIENT CLINIC
602 S. 6th Street
Branson, MO 65616-2843
417-866-3293

CASSVILLE OUTPATIENT CLINIC
210 W. 8th Street
Cassville, MO 65625-1314
417-866-3293

REEDS SPRING OUTPATIENT CLINIC
22065 Main Street
Reeds Spring, MO 65737-6755
417-866-3293