

2017 - 2018

# ANNUAL REPORT

OFFERING HOPE

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TRI-COUNTY MENTAL HEALTH SERVICES

MAIN OFFICE: 816.468.0400

3100 NE 83RD STREET, SUITE 1001

KANSAS CITY, MISSOURI 64119



Building A Resilient Tri-County

# NOTE FROM THE CEO



In preparing an Annual Report, my attention is naturally drawn to the current hot topics in behavioral health which impact Tri-County and the Northland. The Northland is experiencing higher rates of suicide among teens and young adults than the Missouri state average, crisis calls and walk-ins continue to grow, and the Northland continues its pace of rapid growth. All of these changes require more resources and bring more people needing help to the doors of Tri-County.

As we move forward into Fiscal Year 2019, we will be adding crisis response support, in-house therapist resources, and medical services time to better address these hot topics and to better serve our family, friends and neighbors in the Northland. We will continue to be readily open and available through our daily walk-in clinics and our 24/7 crisis line. We will also serve as a resource for those who need a referral to other health or human services and we will strive to keep clinical quality high and our people safe.

I normally don't like to list Tri-County achievements, but related to quality, we did have our three year accreditation survey in April 2018, and passed with flying colors. Tri-County is nationally accredited by CARF – Commission on Accreditation for Rehab Facilities. Once every three years, CARF reviewers visit us and do a week-long on-site survey. Some comments from the reviewers were: "Tri-County not only met our 1,900 plus standards, but on many of them, exceeded the standard expectation." And, "Tri-County is exemplary in its quality and fidelity to national standards." That says a lot for Tri-County, but that really means our dedicated staff, our Board, and our community of supporters lift us up to be the best we can be. Thank you to them and to our Northland community.

– Tom Petrizzo, Chief Executive Officer

## BOARD OF DIRECTORS (2018-2019)

### CHAIR

CHRISTAL MILLIGAN

MELISSA BOYD

TOM BROWN

BECKY FISK

JILL HACKETT

DAN HALEY

JAN KAUK

AERIN O'DELL

CHELLY PFEIFER

JERA PRUITT

JIM SCHMIDT

MARIA THEOHARIDIS

### VICE CHAIR

ROSEMARY SALERNO

### SECRETARY

JENNIFER GOERING

### TREASURER

BETTY WILSON

# WHO WE SERVE

**TOTAL CLIENTS: 8,287**  
FEMALE: 55.5% MALE: 44.5%



## AGE OF CLIENTS

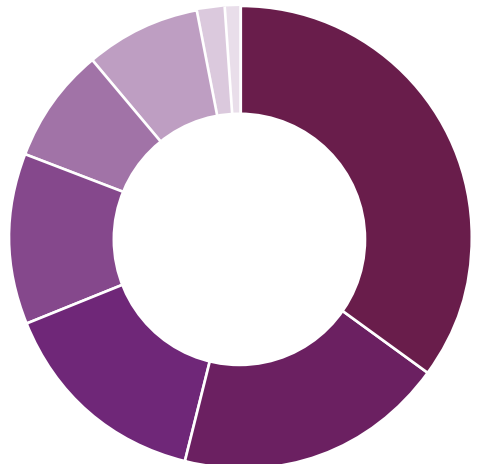
- 0-17 YEARS OLD (19.3%)
- 18-35 YEARS OLD (32.8%)
- 36-53 YEARS OLD (29.0%)
- 54-71 YEARS OLD (17.2%)
- 72-89 YEARS OLD (1.3%)
- 90-107 YEARS OLD (0%)
- (0.2%)

## RACE

- WHITE/CAUCASIAN | **75.6%**
- NO ENTRY | **9.1%**
- BLACK/AFRICAN AMERICAN | **7.3%**
- OTHER | **2.2%**
- HISPANIC ORIGIN/MEXICAN | **1.9%**
- NATIVE AMERICAN/ALASKAN NATIVE | **1.3%**
- HISPANIC ORIGIN/OTHER | **1.0%**
- ASIAN | **0.8%**
- NOT OF HISPANIC ORIGIN | **0.2%**
- HISPANIC ORIGIN/PUERTO RICAN | **0.2%**
- HISPANIC ORIGIN/CUBAN | **0.2%**

## PRIMARY DIAGNOSIS

- MOOD/BIPOLAR (35%)
- ANXIETY DISORDERS (19%)
- PSYCHOACTIVE SUBSTANCE USE (15%)
- PERSONALITY DISORDER (12%)
- CHILDHOOD DISORDER (8%)
- SCHIZOPHRENIA (8%)
- UNSPECIFIED DISORDERS (2%)
- OTHER (1%)





## HOW WE SERVE

Tri-County has developed a wide array of programs and services to meet the diverse needs of our community:



ASSESSMENT & EVALUATION  
CRISIS INTERVENTION  
COMMUNITY SUPPORT  
MEDICATION SUPPORT  
OUTPATIENT SERVICES  
DAY TREATMENT PROGRAMS  
SUBSTANCE USE TREATMENT  
YOUTH & CHILDREN'S SERVICES  
OLDER ADULT SERVICES  
HEALTH CARE HOME  
EMPLOYMENT SERVICES  
PREVENTION PROGRAMS & SERVICES

## PREVENTION

Tri-County not only provides treatment and care for those who need it; we have a thriving Prevention effort to reduce alcohol, tobacco, and other drug use by children and youth, and promote the health, safety and well-being of residents residing in Clay, Platte and Ray counties.

In the past year, Tri-County's Prevention team, among many other accomplishments:

- Worked with law enforcement and the DEA to remove 5,377 pounds of prescription drugs from our community on two Take Back days.
- Reached 44,357 people on Facebook through its Encourage Hope and Health page, and achieved 19,409 Twitter interactions.



## OPEN ACCESS

Tri-County saw more consumers than ever last year largely because we have adopted an “Open Access” concept for our intake department. Now, consumers can walk in daily during our Open Access hours to be screened for eligibility right away. We are often able to complete same-day intake assessments at that time. Our Open Access clinic also offers crisis face to face support for consumers and non-consumers, consisting of brief crisis intervention and safety planning. When people need help, they usually don’t want an appointment for a future date – now they can come in and get started!

## SUICIDE PREVENTION INITIATIVE

With increasing rates of suicide in the Northland, Tri-County Mental Health is committed to the Zero Suicide approach. This approach improves care and outcomes for individuals at risk of suicide and was developed by the Suicide Prevention Resource Center and the National Action Alliance for Suicide Prevention. Our main goal is to save lives using consistent evidence – based practices.






**In 2018, Tri-County has made great progress. By striving for zero we will save lives. We work together on this shared goal:**

- The clinical staff is trained in suicide safe care including special training on suicide risk assessments.
- The crisis team works to provide additional monitoring and follow up after hospitalizations and crisis visits for those at risk for suicide.
- All youth and adults are screened for suicide risk.

# CRISIS INTERVENTION TEAMS

Crisis Intervention Team (CIT) programs help law enforcement, behavioral health professionals, hospitals, emergency departments and community partners recruit, train, and support law enforcement officers work together to help individuals experiencing a behavioral health crisis. The goal of CIT training is to deescalate individuals in crisis, to keep them out of the criminal justice system and to help them find behavioral health resources.

CIT reduces stigma and avoids further involvement with the criminal justice system. CIT focuses on effective problem solving and creating lasting change in people's lives. TRI-CIT serves Clay, Platte and Ray counties. **The goals are to:**

-  teach the community what CIT is
-  train law enforcement officers
-  encourage team building between officers and consumers
-  promote officer wellness
-  support officers struggling with post traumatic stress

# TRAUMA INFORMED CARE

Trauma Informed Care is central to Tri-County's mission. Our efforts to care for our consumers, employees and providers are based on the 5 principles of the Missouri Model of Trauma Informed Care: Safety, Trustworthiness, Choice, Collaboration and Empowerment. We approach every interaction with the question "What has happened to you?" rather than "What is wrong with you?" knowing that every life we touch has an unique and individual story. During our 2017-2018 year we have developed multiple avenues to increase self-care and knowledge about trauma and secondary trauma. Tri-County is proud of the progress made over the past year, and looks forward to doing even more in the coming year.

# TOTAL NET REVENUE

**\$19,318,312.00**

- Medicaid, Medicare & MC+ (46.37%)
- Department of Mental Health (28.44%)
- County Levy (19.33%)
- Grants (3.53%)
- Miscellaneous (2.34%)



# EXPENSES



- Outpatient Provider Services (41.97%)
- Salaries(40.16%)
- Operating Expenses (14.12%)
- Psychiatric Provider Services (3.75%)



# OFFERING HOPE IN THE NORTHLAND

TRI-COUNTY MENTAL HEALTH IS HERE  
TO SERVE YOU AND YOUR FAMILY.

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