

Tri-County Mental
Health Services

ANNUAL REPORT

Our Mission:

To provide prevention and recovery-oriented mental health and substance use services which are quality assured and person-centered, with increased attention to the “whole person.”

3100 NE 83rd Street, Suite 1001
Kansas City, Missouri 64119
www.tri-countymhs.org | 816.468.0400



NOTE FROM THE CEO



At the start of our fiscal year last year, July 1, 2019, we anticipated a typical year with some new programs and exciting collaborations with schools and other community partners to enhance behavioral health services in our three-county service area. But then, March 2020 arrived and we all saw the influx of COVID-19 in our communities. Here at Tri-County, we quickly transitioned from our typical in-person services to nearly all virtual (phone and video) appointments. We understood that to maintain the delivery of our services, we must shift all of our face-to-face, in-office appointments to virtual. Then, when the schools changed to

remote, all of our group services and school-based services moved to virtual as well. This was a sudden and extraordinary situation for all of us.

The team members at Tri-County Mental Health rose to the occasion. From our Crisis/Intake teams to our Medical teams to our Technology/Facilities teams, we all rallied around a common purpose of continuing to provide the best care and support for current clients and for those in our community who needed our help and support due to the COVID-19 pandemic. That caring required creativity and imagination - from drive-through assessments to outdoor patio support groups. Tri-County found a way to maintain contact and support for those who need us.

In new fiscal year 2021, Tri-County Mental Health continues to thrive and provide essential behavioral health services to people in need in Clay, Platte and Ray Counties. We are doing so through phone, video and some in-person services, although the number of in-person services is still limited because of our commitment to maintaining the safety and health of our staff and clients. We are alert to the increase in stress, depression and risk of suicide that can occur with a public health crisis. To that end, we are making ensuring our assessment and crisis response teams are available with sufficient resources to respond to the needs of our community.

I'm very fortunate to work with a skilled, caring group of people at Tri-County Mental Health who always stand ready to assist our community. Thank you and take good care of yourself and each other!

- Tom Petrizzo, Chief Executive Officer

BOARD OF DIRECTORS

Chair	Jennifer Goering
Past Chair	Christal Milligan
Vice Chair	Jera Pruitt
Secretary	Jan Kauk
Treasurer	Dan Haley

Melissa Boyd
Tom Brown
Perry B. Hilvitz
Jan Kauk
Christal Milligan
Maria Theoharidis
Aerin O'Dell
Chelly Pfeifer
Rosemary Salerno
Jim Schmidt

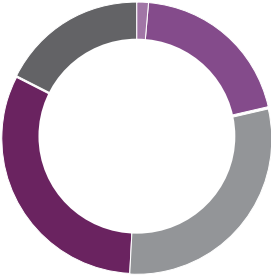
2019
-
2020

WHO WE SERVE

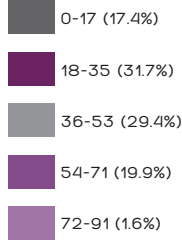
Total Clients: 8,549

Adults: 6,606 | Youth: 1,846

Female: 55.5%
Male: 44.3%
Unknown: .02%



AGE OF CLIENTS



PRIMARY DIAGNOSIS

- Mood/Bipolar: 49%
- Anxiety Disorders: 18%
- Psychoactive Substance Use: 13.9%
- Personality Disorder: 1.8%
- Childhood Disorder: 6.7%
- Schizophrenia: 9.5%
- Other: 1.1%

White/Caucasian: 73.5%

Black/African-American: 7.9%

Hispanic Origin-Mexican: 2.4%

Native American or Alaskan Native: 1.0%

Hispanic Origin-Other: 1.0%

Asian: .09%

Hispanic Origin-Puerto Rican: .02%

Other: 14.09%



HOW WE SERVE

Tri-County has developed a wide array of programs & 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
- Expressive Therapies
- Youth & Children's Services
- Older Adult Services
- Health Care Home
- Employment Services
- Prevention Programs & Services

THE PUBLIC HEALTH CRISIS

Delivering Mental Health Services during a pandemic:

In July of 2019, when the 2020 Fiscal Year started for Tri-County, we planned a year of steady growth and a continued focus on constantly improving our services and how they are delivered. We had no idea what the year would bring to us and the community we support.

WHAT WE DID

When the public health crisis arrived, Tri-County reacted nimbly and effectively, helping our consumers deal with the crisis and continuing services, while doing our part to avoid spreading COVID-19 in our community. We formed a Coronavirus Leadership Team to guide the agency through the pandemic. We closed our offices to most services, but reached out with a greatly expanded capability to provide help through telehealth and telephone outreach. Our medication services team, realizing that some of our consumers depend on regular injections, managed to continue treating patients in person, with careful screening and protections to all.

WHO DID WHAT

Tri-County's teamwork sprang into action. Our IT department was alert and responsive, providing our staff with the communications systems they needed to help our people. Our Community Based Teams proactively contacted all active consumers to make sure they had the support and resources they needed to remain well while sheltering in place.

BIG THANK YOU

Thanks to hard work by our staff members, generous contributions from the philanthropic community, a helpful PPP loan through our bankers, and supportive leadership from our Board of Directors and Foundation, we are happy to report that we are currently strong and able to meet our mission helping those who need us in the Northland. While it is hard to predict what the future holds, the outstanding work and nimble adaptations to a changed environment make us confident that Tri-County will remain strong.

WHAT WE DO

Tri-County's Prevention Team works to reduce alcohol, tobacco and other substance use issues amongst the children and youth and teens of our community. They spend their time in the schools and in the community - and then everything changed when COVID hit hard in March.

THE CHANGE

They learned that students would not be returning to school for the remainder of the school year, and were disappointed to be unable to continue with our in-person classroom and adult education presentations as planned. Even the mailings and PSAs seemed to be slightly out of touch during the health climate, then followed by the atmosphere of civil unrest.

THE SOLUTION

However, by tweaking a few words, the vaping messages could become more relevant. For instance, adding one sentence on our Share the Truth With Our Youth mailed postcards, with information regarding the increased risks/recovery from COVID if the teen vaped, made it relevant.

Likewise, when our Youth With Vision students could not hold face-to-face visits with their state legislators, they quickly made videos that framed their legislative priorities and sent them to the legislators. Additionally, prevention coalitions held their meetings through Zoom and found that attendance did not wane, and in some cases actually increased.

We also found that sending the educational activity/coloring books home with lunches for those students receiving free/reduced lunches, and encouraging parents to spend time with their child going over the information was likely more powerful than the face-to-face programs previously planned.

Visit Youth With a Vision
YouTube Channel



SOCIAL MEDIA



For several years, Tri-County has been expanding its reach through social media and our website. When the COVID-19 virus struck, we were in a good position to reach out to the community and communicate on a wide variety of topics through multiple platforms.

Our website (tri-countymhs.org) includes a blog section that hosted a wide range of important messages. We communicated our decision to shut our offices to most services by a blog post on March 13th, and several updates after that. Beyond those important, factual posts, we also shared popular posts, including:

- How to Combat Isolation and Loneliness During Social Distancing,
- Movies with a Mental Health Story
- How to Help a Friend with a Check-in Phone Call
- Common Emotional Reactions to COVID-19

Through our social media and website, we are able to expand our reach in our community beyond those who are actually consumers. Literally thousands of people have used our website to stay up to date and get good mental health information without coming into our offices.

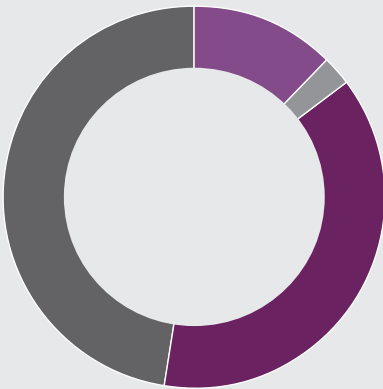
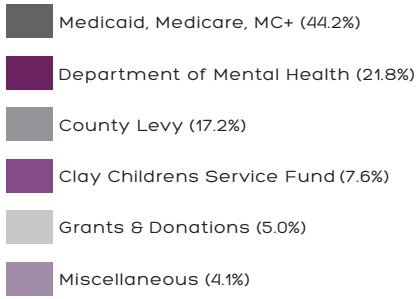
Tri-County Foundation

After several years of inactivity, the Tri-County Foundation has restarted, with a goal of supporting the work of Tri-County Mental Health Services through financial support, money management, and helpful advice. Recently, the Foundation was able to distribute more than \$5,000 in scholarship support to Tri-County employees to help them expand their skills. The members of this dynamic board are:

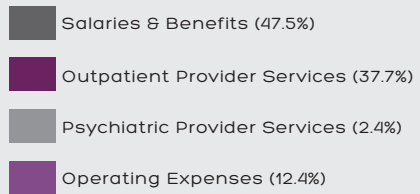
Ward Brown, President	Carol Nolting, Treasurer	Kevin Trimble
Jennifer Ingraham, Vice President	Betty Wilson	Rickey Pierce
Pam Burton-Lloyd, Secretary	Jeanne Pyland	Sandra Mellinger

REVENUE + EXPENSES

TOTAL REVENUES



TOTAL EXPENSES



Reinvestment in Services: 6.2%

Reinvestment in Capital Expenditures: 4.8%



OFFERING HOPE IN THE NORTHLAND

Tri-County Mental Health is here to
serve you and your family.

Tri-County Mental Health Services

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