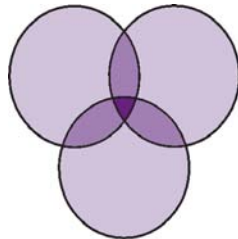
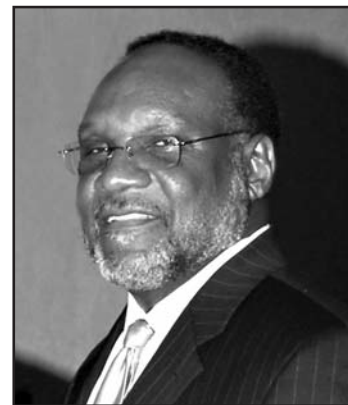

Offering Hope with Compassion and Integrity



**TRI-COUNTY
MENTAL HEALTH
SERVICES, INC.**



Tri-County Mental Health Services achieved significant improvement while maintaining its proven successes during 2010-2011. Some of the most notable milestones included (clockwise, from top left) recognizing past Hall of Famers at the 2010 Annual Meeting; recognizing Northland Coalition 2010 Officers; continuing programs for older adults with efforts like this grandparents meeting;

mourning the loss of former board member Malcolm Wilson; improving services with outstanding staff, including the Employee of the Quarter recognition for the entire Employment Services team; ongoing efforts by the organization's volunteer Board of Directors; and critical community support, as recognized with the 2010 honor to Harry Cleberg at the Phoenix Gala.

Tri-County Mental Health Services: providing prevention, assessment and treatment services for individuals and families throughout Clay, Platte and Ray counties since 1990.

2011 Annual Report

Sustaining a Commitment to Excellence

Our Mission:

- To provide prevention and recovery oriented behavioral health services which are quality assured and consumer centered.

Our Values:

- To Offer Hope
- To Behave with Integrity
- To Be Responsive to Others

Our Goals:

- To be a Provider of Choice
- To be an Employer of Choice
- To be a Contractor of Choice
- To Achieve Fiscal Responsibility and Compliance Adherence

Our Accomplishments:

Treatment Highlights

- Continued commitment to evidence-based Integrated Treatment Services for persons with co-occurring mental illness and substance use.
- Continued commitment to evidence-based Day Programs designed to assist consumers in the development of independent living skills, symptom management skills, advocacy skills and community integration.

Tri-County Consumers:

The Tri-County substance use program has helped me get my life back and I am forever indebted. Thank you!

The Day Program gives me a reason to get out of bed and I enjoy the socialization. This place rocks!

My therapist has really saved my life and given me help I've not had in years! I love and appreciate the people at Tri-County and thank them for all their kindness and help.

The Youth Program helps our family when I can't do it on my own. Now I feel there's hope. Just to be able to talk to a person in our home is truly a blessing.

- Supported the transformational RESPECT Program which is designed to help consumers tell their own personal stories regarding their experience living with a mental illness. Our consumers presented their stories to hundreds of community members at local schools, churches, civic groups and other mental health organizations.

- Continued commitment to evidence-based Employment Services for those with a serious mental illness. Over 30 percent of our applicants became gainfully employed while the outcome findings by DMH on behalf of Dartmouth University improved by 50 percent.

- Continued our commitment to Disease Management with a focus on care coordination for our consumers with co-occurring behavioral and chronic physical conditions. Prevention services included smoking cessation, diabetes management, asthma education, and enhanced medication management.

- Collaborated with other area CMHCs and local hospitals on a Hospital Diversion Initiative with goals and outcomes of reduced hospital inpatient and emergency department utilization, reduced psychiatric inpatient recidivism and decreased mental illness symptoms. The program resulted in \$17,814 savings per referral.

- Thanks to additional funding from the Levy Board, expanded outpatient substance use programming to Richmond, Missouri, thereby providing enhanced access and improved program capacity by 50 percent. Similarly, adolescent substance abuse treatment programs were expanded to Platte County. In addition, the highly successful Drug Courts of Clay and Ray Counties are now being replicated in Platte County.

Wellness Highlights

- Our nationally recognized Prevention Program, in concert with Northland Coalition and Youth With Vision, continued its public education and advocacy efforts. In collaboration with law enforcement, prosecutors and drug lab experts provided our State Legislators with public policy information regarding the risks of synthetic drugs, ulti-

mately leading to a statute to outlaw these synthetics. Provided over 50 community education forums and prevention presentations focusing on the need to reduce substance use and violence in our Northland schools. These forums supplemented public service announcements, billboards, cinema ads and articles with similar goals of addressing temptation and the challenges facing our youth.

- Initiated an agency-wide Wellness Program for both consumers and associates. Began preparation for a tobacco-free environment while fostering healthy eating habits, healthy vending machines and providing incentives for participation in organized activities and exercise.

Infrastructure Highlights

- To foster cost-effective continuing education for all Northland mental health professionals, partnered with Saint Luke's Northland to provide quality trainings on such topics as Integrated Dual Diagnosis Treatment, Assessing and Managing Suicide Risk and Addressing Ethical Dilemmas.

- Progress toward electronic health records in a paperless fashion has proceeded rapidly. Electronic scheduling, billing and progress notes are well under way. Electronic treatment plans are next on the horizon which will result in totally electronic, paperless charts. This progress makes the agency eligible for Meaningful Use designation by state authorities.

In Closing

It's been a busy, productive, and rewarding year. We have much for which to be proud, but we have much more to do to better serve the behavioral health needs of the Northland. We are committed to adapting to the changing landscape as we strive to continue to offer hope to those in need by expanding our scope of services by building on the successes we have achieved to date.

Building On Our Strengths for a Healthier Tomorrow

As we began our 21st year as a free-standing community mental health center, we were respectful and in awe of the accomplishments that were celebrated at our 20th anniversary. We celebrated our Hall of Fame with such community luminaries as Harry Cleberg, Charles Garney and Sandra Ferguson to name but a few. We celebrated our provider network model that permits us to maximize access to quality and compassionate care over the 1,400 square mile area of Clay, Platte, and Ray Counties. We celebrated effective partnerships with local hospitals, health departments, safety net providers and the legal and judicial systems.

While celebrating our proud past, we lamented that our distressed economy heightens personal anxiety and depression. Challenging funding sources inhibited our ability to serve as many of the growing needs of the Northland community as we would have preferred. Unfortunately, we also became increasingly aware that the consumers we are privileged to serve have many multiple co-occurring disorders of mental illness, substance use and chronic physical ailments.

Environmental Overview

A recent environmental scan reinforced our community's behavioral health challenges and opportunities.

- Mental and substance use disorders are projected to surpass all physical diseases as a major cause of disability.
- One-fourth of all adult stays in community hospitals involve mental or substance use disorders.
- Individuals with serious mental illness, on average, only live until 53 years of age.
- Five-percent of our community account for almost 50 percent of our health care costs.
- An investment in early treatment and prevention for behavioral disorders yields up to a 10-to-1 savings in health costs, criminal judicial costs and lost productivity.
- Returning mentally ill consumers back to work saves public funding, reduces the need for mental health care and leads to a more productive society.

The findings of this compelling environmental scan are reinforced by a recent behavioral profile of the North-

land depicting, for grade levels 6 through 12, that 10 percent of our youth feel hopeless for the future. Another 10 percent seriously considered attempting suicide. A remarkable 28 percent had been bullied on school property. 18 percent consumed alcohol and 10 percent smoked.

A Time For Change

These societal observations show that refusing to change is not an option. We must do more for more consumers and we must do it more cost-effectively. In the Northland, we need to embrace change while building on our current and historical strengths. Indeed, "strength-based service" is becoming our new focus. Our commitment to excellence is summarized on the prior page and reflects the many strengths on which Tri-County has to build. Likewise, the entire health and human services field has strengths on which to build, be they hospitals, safety net providers, public administrators, or the judicial system.

For our part, Tri-County is pledged to build on our strengths of prevention and treatment of behavioral disorders and to expand to a broader focus of wellness and healthy outcomes. A Healthcare Home is one such vehicle being pursued across the State of Missouri whereby mental health centers can identify health care needs and coordinate medical, behavioral, and related social services in a way that recognizes the needs of the whole person (not just the mental health of a consumer).

We are hopeful that this Healthcare Home model will be successful in improving the quality of life of the individual, the family and the community. We are also hopeful that this model can help to rationalize quality, compassionate care in a manner that is person-centered while saving costs for the community.



Terry Edwards, Chair
Board of Directors



Tom Cranshaw, CEO

Tomorrow Is Here

Sometimes, it feels like a brave new world. Other times, it feels like a scary new world. But we are fortunate in many respects. We are blessed with a visionary Board of Directors committed to serve the community with compassion and restraint. We are blessed with a strong core of community stakeholders, funders, public officials and community leaders. We are blessed with an effective team of quality providers and dedicated associates. The Northland has been blessed with a cadre of health and mental health professionals who are dedicated to collaboration to meet the human services needs of the Northland.

If individually and collectively we keep our focus on the needs

of the community and build on our respective strengths, we will together bring a healthier tomorrow to the Northland.

Respectfully submitted,
Terry Edwards, Board Chair
Tom Cranshaw, CEO

Tri-County Mental Health Services continues to be an active collaborative partner in the Northland.

Gary E. Zaborac, Director of Public Health, Clay County Public Health Center

Tri-County has been a great partner with NAMI-KC. For example, we are both committed to expanding family and consumer services for our clients and the community. We collaborate closely in family support classes to make certain that our programs complement each other to best meet the needs of the community.

*Jennifer Boyden, Program Director
NAMI of Greater Kansas City*

2011 Board of Directors

Terry Edwards, Chair
 Jim Schmidt, Vice Chair
 Rosemary Graves, Secretary
 Brian Rice, Treasurer
 Allen Dillingham
 Loyd Gentry
 John Miller
 Sally Nance
 Mike O'Neal
 Jeanne Pyland
 Sara Seidel
 Deanne Townsend
 Phil Willoughby
 Malcolm T. Wilson
 Jan Zimmerman

Incoming Board Members

Dr. Mike Crim
 Doug Ervin
 Jo Stueve
 Tracy Zahnd

Outgoing Board Members

Terry Edwards
 Loyd Gentry
 Sally Nance
 Phil Willoughby
 Malcolm Wilson, deceased

Visit us on the Web at
www.tri-countymhs.org

I have had the pleasure of working with Tri-County for seven years. Their compassion and professionalism is unmatched. The agency is a much-needed resource for the area they serve. The education, prevention and treatment services they provide are much needed in Ray County.

Christal Milligan

*President, Ray County Coalition,
 Volunteer Coordinator, Hope House*

Tri-County is an outstanding partner for Saint Luke's Northland Hospital. We provide inpatient psychiatric care for individuals in psychiatric crises and Tri-County prioritizes intake and follow-up appointments for our discharged patients, helping them to maintain their improvement and prevent the need for readmission.

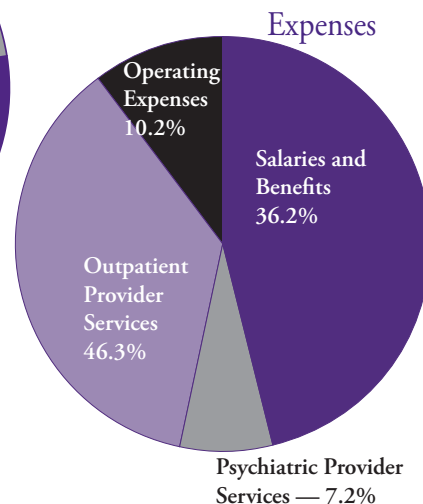
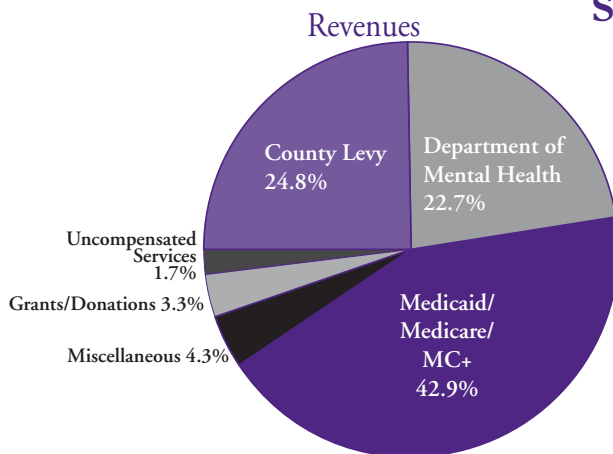
Lynn Lemke,

*Director of Behavioral Health
 Saint Luke's Northland Hospital*

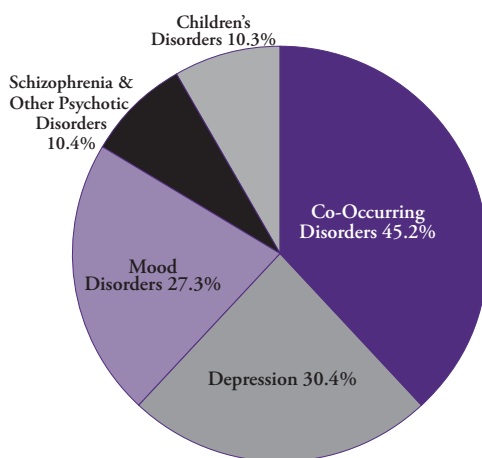


Summary of Services

For Fiscal Year 2010-2011
 Total Revenues FY 11: \$18,600,000



Primary Diagnoses



People with a mental illness on average live one-third shorter lives than the population as a whole—on average to age 53.

Leading causes of death:

- Heart Disease
- Diabetes
- Respiratory/Asthma
- Hypertension
- Obesity

Tri-County is an invaluable partner in our efforts to improve the safety of our community. From their work with teens to prevent drug and alcohol abuse to their generous funding and treatment resources provided to Platte County's DWI Court, Tri-County helps us work proactively to prevent problems rather than simply reacting after crimes occur.

Eric Zahnd, Platte County Prosecutor

Tri-County and its prevention programs are valuable assets to the Northland! Their "Youth With Vision" program does a tremendous job working with our community teenagers. These teens are taught how to effectively participate in the legislative process. Youth With Vision is having a real impact for good on our teenagers.

*Senator Luann Ridgeway
 District 17, Clay County Missouri*

Tri-County Mental Health Services
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 Kansas City, MO 64119

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