

**COMPREHENSIVE.  
INNOVATIVE.  
ACCESSIBLE.  
COLLABORATIVE.**

Certified Community Behavioral Healthcare Organizations are leading the way across the country in transforming the way behavioral healthcare services are delivered. As the region's only CCBHO, Family Guidance Center is implementing this new nationally recognized model of behavioral healthcare service delivery. We are turning a model of care into services which are creating a lasting, positive impact for Northwest Missouri.



**During FY 2019, Family Guidance Center served**

**5,288**  
Individuals

**Kristen Siler, Crisis Clinician**

*“Through becoming a CCBHO, we have been able to serve so many more individuals, including those who have an undiagnosed mental health issue or have been out of treatment for some time. We are changing so many lives.”*

**18%** more people received behavioral healthcare than did three years ago.

**480,527** Number of miles the FGC team drove to provide services to individuals.

**80%** People who were able to be seen by a licensed clinician on the same day they walked in requesting help.

**3,348** Mental health assessments FGC completed last year.

**94%** People who received intervention for unhealthy alcohol use the same day the use was reported.

**583** Individuals served on the 24-hour Family Guidance Center Crisis Hotline.

# Increasing Psychiatric Care in the Community



There is a nationwide shortage of psychiatric providers. And rural areas like Northwest Missouri have been impacted by this. As a CCBHO, FGC took the charge to help our communities address this concern. In the last two years, FGC has doubled our psychiatric workforce by adding three additional full time psychiatric providers. FGC employs more outpatient psychiatric providers than any other organization in the area.

## Accessible

**2,120**

**Physicians Services  
Individuals Served**

FGC has made same day psychiatric care a reality for our community. If you need to access psychiatric care, you can walk in for an assessment with a licensed mental health professional. This visit will provide a preliminary diagnosis and you will leave with a plan of care and next steps in accessing that care. If psychiatry is part of that plan, you can access a member of our psychiatric care team that same day or the next day.

### Arjumand Jaffri, MD

*“ I have seen very positive outcomes from the walk-in psychiatric evaluation clinic, especially with children, as the parents with children in crisis don't have to wait for several weeks to get them help.”*

### Sarah McGuire, MD (Not pictured)

*“ We provide a vital service in the communities we serve, because some of them are small with few mental health services. It feels really good to see individuals' mental health symptoms improve over time.”*

## Comprehensive Care

**2,591**

**Number of people  
served with a substance  
use disorder**

We recognize that Substance Use Disorders need an integrated, multidisciplinary approach. FGC provides the most comprehensive array of services available in the community for those entering a recovery journey. Services include Professional Peer Support, Case Management, Employment Services, Evidence Based Therapy, Trauma Therapy, Group support, and Psychiatry. Services are available via telehealth and in the evenings to further promote accessibility.

### Brooke Thouvenot, MSN, PMHNP-BC

*“ It is wonderful to work with a team of people that share the mission of providing quality behavioral, social and health related services to individuals and families in need.”*

## Innovative

**763**

**Healthcare  
Home Served**

Missouri's mental health centers were the first in the nation to implement the healthcare home model. And we have been among the most successful. Statewide, behavioral health driven healthcare homes have decreased ER visits by 41% and decreased hospitalizations by 28%. The average cost savings for a person enrolled in a Healthcare Home is \$3,456. While cost savings is a key factor, our goal is to use this innovative, collaborative model of care to improve health. Healthcare Homes have demonstrated success in helping consumers control blood pressure, cholesterol, and measures related to Diabetes.

## Medication Assisted Treatment

FGC has been leading the way with coordinated, evidenced based treatment for Substance Use Disorders. FGC's medical team has been providing medication assisted treatment for over a decade; longer than any other community based provider. Beginning medication assisted treatment for an SUD should be as accessible as getting care for common medical conditions. That is why medical providers are available for same day/next day appointments and walk ins are welcome.

**Brittany Davis,  
MSN, APRN, PMHNP-BC**

“ I am proud to be a part of an organization that strives to reduce the stigma of mental health while assisting our consumers on their paths of recovery.”

## Comprehensive



### Directors

As a CCBHO, FGC has continued to expand our comprehensive array of adult behavioral health services and youth/family focused services. We have continued to expand services in local schools and have created a Crisis Clinician whom is dedicated full time to Saint Joseph School District. Our staff travel almost 500,000 miles per year providing comprehensive behavioral health care to individuals in their homes.

**778**

**Children & Youth  
Services Served**

**1,826**

**Adult Mental  
Health Served**

## Collaborative



### Supporting Law Enforcement

In many communities, law enforcement have become the first contact for people with a behavioral health condition. With supportive leadership from law enforcement across Northwest Missouri, and becoming a CCBHO, FGC has been able to develop partnerships to assist officers in receiving Crisis Intervention Training, create jail based behavioral services, and to develop a model of having behavioral health support available when needed.

**1,194**

**People referred  
by law enforcement**

**72%**

**People in crisis who  
were able to be diverted  
from hospitalization**

**Jen Gentry, Community Mental Health Liaison**

“ Becoming a CCBHO has allowed us to connect with more people at the time of their crisis who have frequent interactions with law enforcement, and has also allowed us to provide clinical expertise on-site. We are innovative in addressing barriers that keep people from getting the services they need.”

**Cindy Trenkle, Law Enforcement Center Liaison**

“ Through the partnership with the Law Enforcement Center, we have seen immediate results in the reduction of staff hours transporting to the mental health unit. We have helped educate staff on symptoms of mental illness for overall greater success.”

## Garry Hammond Retires After 22 Years of Service; Hammond Building Dedicated



During 2019, a plaque was placed at Family Guidance Center's recently renovated Substance Use Disorder Services building at 901 Felix Street in honor of Garry Hammond. The plaque officially named the structure the Hammond Building.

After serving as CEO of Family Guidance for 22 years, Hammond's recent retirement was celebrated on a high note with the renovated and expanded services offered at the 901 Felix building. The team is continuing Hammond's legacy by extending and diversifying behavioral health care treatment in the region – as well as working to reduce the stigma and increase understanding surrounding mental health.



## Amy Spaeth and Kristina Hannon Named as Co-CEOs



On May 4<sup>th</sup>, 2019, Amy Spaeth, and Kristina Hannon were named as Co-CEOs of Family Guidance Center. Spaeth and Hannon have each worked for the agency for more than 17 years, and have worked closely together for more than ten years.

*“It is a privilege to serve our community and continue bringing the critical mission of Family Guidance Center forward into new opportunities. Our team is dedicated to providing the most diverse and comprehensive set of treatment solutions possible across all areas of behavioral health. We know that effective treatment options exist. Our goal is to ensure that evidence based treatment is accessible in all of Northwest Missouri.”*

### OFFICERS:

Chair	Bill McMurray
Vice Chair	Jennifer Kneib-Dixon
Secretary	Katie Carolus
Treasurer	Paul Reilly
President/CEO	Garry Hammond

### BOARD MEMBERS:

Sharon Cornelius	James Mallow, M.D.
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Family Guidance Center serves nine Missouri counties. View a list of services and offices at [www.fgcnow.org](http://www.fgcnow.org).

ANDREW, ATCHISON, BUCHANAN, CLINTON, DEKALB, GENTRY, HOLT, NODAWAY, WORTH.

**24-Hour Crisis Intervention Line: 888-279-8188**  
**Family Guidance Center Main Office: 816-364-1501**