

The CENTER, a Samaritan Center

2009 Annual Report



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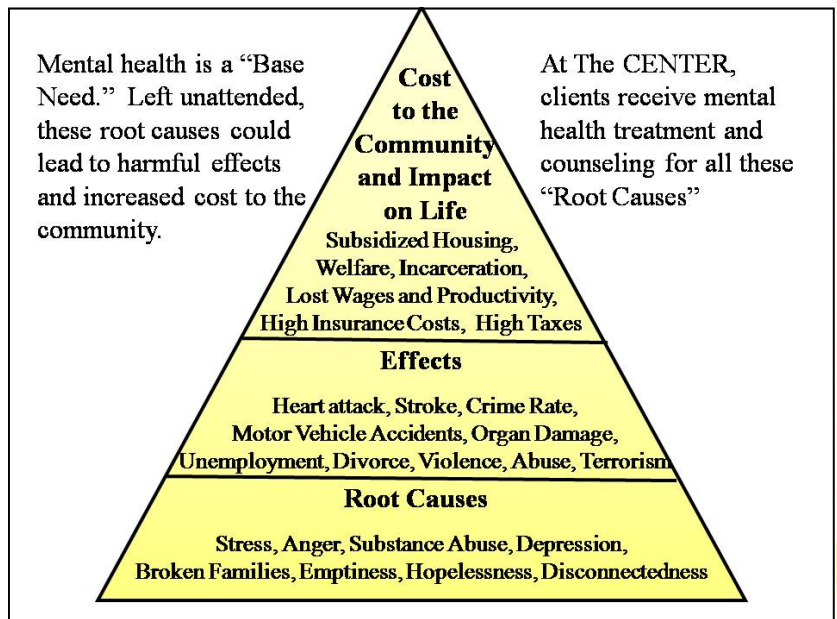
Mental Health is a "Base Need"

The July 2008 US Census estimate shows Saint Joseph has a population of 76,197. According to the Henry J. Kaiser Family Foundation's independent research 35.5% of Missourians reported poor mental health in 2007 and 15.9% of Missourians reported not being able to see a doctor because of cost. That means that 4,300 people in St. Joseph alone need financial assistance to receive mental health treatment.

At The CENTER, we believe that good mental health is a core fundamental or a "base need." This is illustrated well by the pyramid below. If a young man has a substance abuse problem and does not seek help for it, that abuse could lead to poor decisions and a motor vehicle accident. This bad decision causes the death of a young mother on her way home from work. That man could be imprisoned for manslaughter at a cost to the public of \$350 per day. A donation of \$55 will help an individual seek help at The CENTER before this escalation begins.

Preventing these root causes from escalating into more dramatic effects and into costly consequences is what mental health is about. Although we can talk about mental health as an economic way to invest money into your community it is more

appropriate to talk about mental health in personal terms. Mental health is about living a whole and rewarding life. It is about treating people like people and helping them to stay or become productive and contributing members of the community.

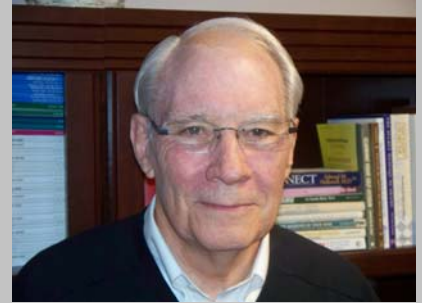


Special points of interest:

- ◆ The CENTER served 1412 sessions to 318 individuals who qualified for financial aid
- ◆ The CENTER improved services and access to care
- ◆ Women in the community help everyone who applied for financial aid seek counseling at The CENTER.

From the Executive Director

New Challenges



The CENTER
2010

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In this year's Annual Report we reviewed our history, from the beginning as one of four mental health units at Heartland to THE CENTER, a Samaritan Counseling Center, affiliated with and accredited by the Samaritan Institute. We continue to grow in the number of persons we serve as we strive toward our vision, **"to be a stable and financially viable provider of choice, for any individual, regardless of financial ability, who comes to us for help, and to be recognized as a leader in the field of mental health and wellness, influencing the delivery of mental health services in our community"**.

In 2009 we served 1899 more sessions to 525 more individuals than last year. Of these, we provided mental health services to 117 more individuals than in 2008 who needed financial assistance. Financial assistance comes from our Caring Partners Fund and the exciting new fund raising program, Silent Samaritans. We were able to serve this significant increase in individuals needing financial assistance because of the increased funding generated from the Silent Samaritans.

With the additional financial resources from the Silent Samaritans, we were able to serve all of those who came to us for help and needed financial assistance. This is the first time, since I have been here (2002) that this has been true. And that is our mission; **"to provide professional accessible counseling, psychological and psychiatric services to promote the physical, emotional, social and spiritual well-being of every individual in our community who turns to us for help"**.

Now, that isn't the end of the story. Everyone is aware of impending changes in health care, and as of now, nothing on the table looks favorable for funding mental health. In addition, the trend we see from 2008 to 2009 is projected to continue which means more people needing funding, especially in St. Joseph and surrounding areas.

We need to point out that we receive no direct funding from the Missouri Department of Health or the Federal Government. We either earn our revenue through reimbursement for services provided to individuals covered by insurance or supported by our Caring Partners Fund and Silent Samaritans. We are truly a COMMUNITY MENTAL HEALTH CENTER, providing out-patient mental health services to the COMMUNITY.

We are certain to face new challenges in this and future years; additional staff is needed to meet a growing need as families struggle with the consequences of a struggling economy and changing reimbursements tied to changes in health care.

Your support is making an important impact on our COMMUNITY.

Charles "Bud" Salanski



The CENTER opens on Saturdays

Part of the hurdle to finding help for mental health issues is availability. Not having "the time" to get treatment is a frequent excuse. Missing work or providing child care during appointments is a big hurdle to seeking counseling. At The CENTER, clients are often seen in the evening during the week. Thanks to the help of two dedicated individuals, The CENTER started seeing clients on Saturday this year. Vickie Clark is a Licensed Clinical Social Worker who specializes in the treatment of anxiety and adjustment disorders in clients age 6 and older.

Jean West is a Licensed Clinical Social Worker who sees children with anxiety and adjustment disorders, works with trauma victims, provides family counseling and especially enjoys working with teenagers.

I pray and give thanks to God for The CENTER!!

-Anonymous comment from Satisfaction Survey

There are some here who go that extra mile to help and help in other ways too!

-Anonymous comment from Satisfaction Survey

To make an appointment at The CENTER call 816-364-4300.

Psychological Assessments for Community Partners

Psychological assessments are time consuming. Each evaluation can take up to 2 hours for the initial one-on-one session and then an additional 3 to 4 hours for evaluation and report writing. Because of the lack of qualified psychologists in the Saint Joseph health professional shortage area, The CENTER was working at capacity in 2008 serving only 4 assessments per month.

Assessments are performed for a variety of reasons. Courts order tests to help determine the accurate disposition of cases and to award child custody. Counselors need testing to determine treatment plans. Students need cognitive ability and achievement testing, and behavioral and psychological assessment to diagnose things like autism spectrum disorder or OCD. Doctors need psychological tests to perform life altering procedures like Lap-Band and bariatric surgery or for

spinal stimulators for pain management and diagnostic tests to insure proper treatment of patients. Seniors need evaluations to determine dementia.

This year, The CENTER created a new program to help address this problem. The purpose of the Psychological Assessments for Community Partners program is to make assessments more expedient so more can be performed. By implementing cutting edge technology, test scoring and reporting can be significantly reduced without reducing the quality of the assessment.

With monetary assistance from the United Way HELP Fund and Catholic Charities Stepping Stones grant, the two part-time psychologists at The CENTER were able to increase the number of assessments to 6 assessments per month for 2009 in addition to their regular client load. Computerized testing is making a significant difference in the amount of

time it takes staff psychologists to perform these tests resulting in more assessments being performed and an increase in the number of community members being helped.



Psychological Assessments for Community Partners program manager, Charla Markt, PsyD

The Caring Partners Program Continues to Serve More Funded Sessions

When clients need mental health treatment, but cannot afford the full cost of fees, the Caring Partners Fund helps them get professional treatment.

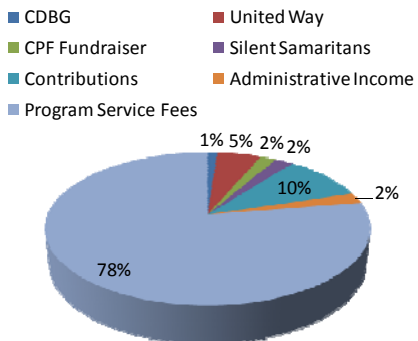
In 2008, the Caring Partners Fund helped serve 1085 sessions to 201 individuals. In 2009, that number increased to 1412 sessions to 318 individuals. The CENTER is the community provider for these services.

The CENTER receives no federal or state assistance to help individuals who would otherwise fall through the cracks. The Caring Partners Fund receives money from the United Way, the Community Development Block Grant, the Leah Spratt Charitable Trust, and from individual donations.

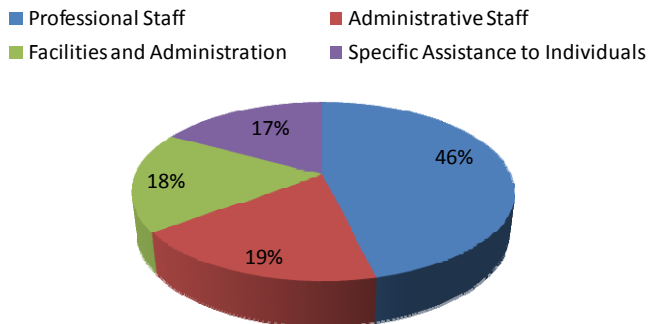
The CENTER is the only mental health out-patient treatment facility in Saint Joseph that offers such a broad range of mental health treatment services to individuals who need financial assistance.

2009 Financial Report

Revenue



Expense



“I have been through numerous counselors and now, I would not be so positive of my relationships and myself, if it were not for my present counselor and The CENTER. The Samaritan Counseling Center has made a huge impact in my life and the therapy here is irreplaceable. I don't know what I would do without The CENTER. Thank you all, for being so kind and so very helpful.”
 -Anonymous comment from a Satisfaction Survey

* Unaudited numbers

Women of Strength helping Women in Need

More clients who need funding assistance are applying for mental health services with The CENTER during these tough economic times. This agency is the only facility able to provide such a broad range of mental health services to such a broad spectrum of the population.

In 2009, The CENTER started a new funding source called Silent Samaritans. This membership program seeks Women of Strength in the St. Joseph community to support Women in Need with an annual \$100 membership donation.

The idea for this program was born from the fact that a majority (57%) of all individuals applying for funding are women. These women are mostly employed, low to moderate income individuals who have no health insurance and cannot afford the cost of the mental health services they need. The average woman who applies for funding through Silent Samaritans is a single 37 year old who is trying to support a household of 3 on just \$21,541.95 per year.

Because of the success of Silent Samaritans, 2009 was the first year in The CENTER's history that no individual seeking financial assistance was turned away due to lack of funds!



Messick Charitable Trust

The Messick Charitable Trust, US Bank Trustee, assisted Silent Samaritans with a generous challenge grant of \$8,000 for the 2009 charter year membership drive. The continued partnership between the Messick Charitable Trust and Silent Samaritans is an

important way to help Women in Need receive the treatment they need.

Harry and Blanch Messick were brother and sister. They lived quiet, humble lives and lived to leave a legacy of caring and compassion. The charitable trust was established to assist

charitable organizations operating for the benefit of the residents of Andrew county or any adjacent county.

The CENTER would like to thank the Messick Charitable Trust for their support and the help given to so many women who had no where else to turn.

The CENTER, a Samaritan Center

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"People are our business"



Check out our website at
www.theCENTERlistens.org



"I feel like it has helped me to come up here and talk to my counselor..... He listens to me very well. It makes me feel good to have someone to listen to my problems."

*Anonymous comment
from Satisfaction
Survey*



The CENTER was founded in 1986 in conjunction with Heartland Hospital to provide outpatient faith-based mental health interventions. Due to growth and a large need in Northwest Missouri, The CENTER reorganized as an independent organization in 1992. With the help of area pastors and other professionals, a governing Board of Directors was appointed and the agency operated on the third floor of the Christ Episcopal Church. The appointment of current Executive Director, Charles W. Salanski, in 2002 and his revamped marketing plan and financial strategy resulted in growth of services and another move to a handicap accessible location in downtown Saint Joseph. The organization's steady growth is shown by sessions served. In 2003, The CENTER saw 491 new clients and served 5836 sessions. In 2009, The CENTER saw 869 new clients (1299 Total) and served 8008 sessions.