OUR MISSION

To deliver mental health and substance use disorder services to help individuals and families achieve healthier and more productive lives.
A Message from our CEO

As we reflect back on 2020, I am struck by the flexibility, resourcefulness, and resilience of our community, the members of Team ReDiscover, and the persons we serve. Throughout 2020, ReDiscover contributed to the pandemic response by doing everything we could to meet the behavioral health needs of the Community. We provided services that kept individuals out of hospital emergency rooms in an effort to reduce exposure to COVID-19 and allow for them to focus on caring for those with emergent physical health needs. We saw increased rates of depression, anxiety, suicide, and drug overdoses in the months following the onset of the pandemic and, though challenging, our employees found ways to continue to provide life-saving care while keeping both our clients and staff safe.

Our nurses administered drive-through medication injection clinics; our case managers made sure high-risk clients had food, medicine, and other basic needs; and our crisis and residential programs continued to provide essential in-person services. Our clinicians quickly adapted to providing telehealth services, and our youth programs worked with schools to outreach children and families in need. We partnered with local police departments, allowing clinicians to co-respond with officers to de-escalate calls that could otherwise lead to arrest or hospitalization.

We met the community needs by opening the area’s first Behavioral Health Urgent Care Clinic to provide access to in-person behavioral health services seven days a week. Our employees are truly heroes and we are very proud of the compassion and dedication they show each and every day.

As we look forward to the months and years ahead, ReDiscover is committed to further increasing access to behavioral health services and reducing the stigma associated with mental health and substance use. We challenge ourselves to continuously grow to meet the developing needs of our community and deliver excellent clinical services based on the latest research. We dream of a world where every individual is empowered to embrace and care for both their physical and mental health, while finding innovative ways in which care and compassion in healthcare is normalized. Most importantly, we want people to know recovery and wellness are possible; there is hope and we are here to help.

Jennifer Craig

REDISCOVER PRESIDENT AND CEO
2020 taught us a lot about the world around us and made us think about the organization we aspire to be for our employees and our community.

We found ways to lean into our strengths, while identifying our opportunities for growth. In an effort to efficiently communicate this message to every member of team ReDiscover, we created our True North, a lean management concept used to guide organizations from the present to the future.
REDISCOVER
AT A GLANCE

- **10,720** Individuals Served in Treatment in 2020
- **2,127** Adults Served in our Crisis Stabilization Services
- **4,075** Clients Served Living Below the Poverty Level
- **1,548** Adults Treated for Substance Use Disorder
- **1,981** Clients Enrolled in our Healthcare Home Program
- **1,430** Children Served in Mental Health Services
- **1,036** Average Number of People Served Each Day
OF THE CLIENTS SURVEYED STRONGLY AGREED OR AGREED TELEHEALTH WAS EFFECTIVE IN MEETING THEIR NEEDS.

72%

546,866 Total Services Offered

2020 SERVICE MONITORING

Service Monitoring includes: Correspondence, Face-to-Face, Non-Face-to-Face, Non-Face-to-Face PHONE COVID-19, Non-Face-to-Face VIDEO COVID-19, Telehealth, Telephone, & Treatment Team.

152,720 Non Face-to-Face Phone Contact Services
24,287 Non Face-to-Face Video Contact Services

TELEHEALTH SERVICES

ReDiscover began practicing social distancing in response to COVID-19. Official shelter in place started Tuesday, March 24, 2020. As a result, the need for telehealth services arose. Beginning in May 2020 the Quality Improvement Department added Telehealth questions to Satisfaction Surveys.
2020 Milestones

REDISCOVER’S BHUCC

In August 2020, ReDiscover opened our area's first ever Behavioral Health Urgent Care Clinic. This resource is available to any adult in our region experiencing a mental health crisis or needing urgent access to substance use treatment and is open seven days a week from 9am-9pm.

REDISCOVER’S CO-RESPONDER PROGRAM

In October 2020, ReDiscover started our Co-Responder Program in partnership with local police, who are often called to resolve situations related to mental health instead of criminal conduct. The Co-Responder Program offers referrals to new services and coordinates with a person's existing providers to ensure care.

NEW LOCATION

ReDiscover purchased a new location to house those services previously housed in a rented building in Loma Vista. Construction on our new Bannister Location started in late 2020 and was completed in mid 2021.
Introducing

At ReDiscover we believe that our most valuable asset and resource are members of our team. More people accessed our services than ever before in 2020. To answer the call and meet the ever-changing needs of the clients we serve, ReDiscover added an additional Vice President position and restructured our Executive Team to welcome two new Vice Presidents in an effort to provide more individualized care to the people we serve.

**ANGELA MANNS**
VP of Wellness and Recovery Services
Angela has shifted ReDiscover's entire view of what it means to provide substance use services by changing the focus from just the substance use itself to the client's overall wellness and recovery. She works to negate the stigma around getting treatment for addiction and empowers staff to focus on treating the whole person through the use of evidence-based and trauma-informed care and by increasing points of access to medication-assisted treatment at each location.

**ASTRA GARNER**
VP of Culture and Inclusion
Astra works to cultivate an inclusive environment for our staff and clients by mapping out strategy and providing supportive resources such as trainings for staff that focus on calling out bias and educating Team ReDiscover on how to discuss tough issues. She oversees our Talent Acquisition, Quality, Training and Marketing/Development Departments, ensuring our policies, brand, and hiring efforts are all inclusive, welcoming, and bias free.

**ED CULLUMBER**
VP of Mental Health Services
Ed works to reduce barriers for people in need of mental health treatment and fosters a climate of meeting clients where they are--whether that is a child or adolescent in a school setting, an unhoused person in the community, a person being served in one of our clinics, or a person who has interactions with law enforcement. He is focused on ensuring treatment is both rapidly accessible and provided through evidence-based, client-centered practices inclusive of each person's unique strengths and perspectives.
THE HEART OF OUR WORK IS HELPING PEOPLE

40,156
Individual Therapy Sessions Provided

1,388
Clients Participated in Peer Support Groups

457
Individuals Treated Through Our New Behavioral Health Urgent Care Clinic

5,880
Clients Provided with Case Management Services

541
Clients Provided With Transitional or Long-Term housing

121
Individuals Served Through our Co-Responder Program
ReDiscover's Commitment to Diversity and Inclusion

- ReDiscover began 2020 focusing on internal culture and employee engagement as identified in our 2020 strategic priorities; this included 1st quarter discussions on psychological safety, diversity and inclusion.

- Building on these early 2020 discussions, in Spring 2020 ReDiscover restructured the Executive Team to include a new VP role dedicated to improving ReDiscover's culture and inclusion efforts.

- ReDiscover created and began implementing a D&I-specific strategic plan.

- In August 2020, ReDiscover conducted its first ever Diversity & Inclusion Survey to get baseline data surrounding the needs and experiences of Team ReDiscover.

- Town Halls were held to present the survey information to Team ReDiscover and to further open the conversation about D&I Strategy.

- ReDiscover's D&I Committee was redesigned and has grown engagement and involvement across all staff.

- ReDiscover joined The Missouri Behavioral Health Council's new Culture, Equity, Diversity and Inclusion Committee.
WHO WE SERVE

Assign sex at birth
- Female: 52%
- Male: 48%

Age
- 18-40 yrs: 46%
- 41-65 yrs: 34%
- 66+ yrs: 4%
- 0-17 yrs: 16%

Race & Ethnicity
- Caucasian: 50%
- African American: 23%
- Biracial: 3%
- Hispanic: 2%
- Native American: 0.5%
- Other: 20%
- N/A: 20%

REDISCOVER | ANNUAL REPORT 2020
FINANCIAL SUMMARY

2020 REVENUE SOURCES
Revenues Total: $49,174,528
*Grant Revenue dollars includes the COVID Relief Money received in 2020

2020 EXPENSE BY PROGRAM CATEGORY
Expenses Total: $47,717,058
GET INVOLVED

Donate Financially
When you give to ReDiscover, you will provide for short-term physical needs and long-term solutions for those in need. Your gifts are the first steps towards help, hope, and healing. Give TODAY to start someone on their journey at www.rediscovermh.org/giving/give.

Leave a legacy
Leaving a legacy through a Will or Trust can change the lives of generations to come.

Donate Goods
We often need specific food, clothing, and other items for our transitional housing clients to keep our programs successful. Your gently-used clothing and household items can be donated to families relying on ReDiscover services.

For all other questions, please get in contact with our Donor Relations Team at 816-581-5819.
## Our Community of Supporters

Our Partners, whether corporate sponsors or small-but-mighty individual donors, drive awareness and action through their generosity. We are grateful to each of our donors and car fundraiser participants for their unwavering commitment to ReDiscover’s mission during the challenging events of 2020.

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- Ann Trask
- Country Club Trust Co.
- GEHA
- Courley Foundation
- J. B. Reynolds Foundation
- Jerry Cosentino Foundation
- The REACH Healthcare Foundation
- United Way Of Greater Kansas City

### Silver
- Constance M. Cooper Charitable Foundation
- Genoa Healthcare
- John and Manly Sherman
- Mariner Foundation
- The Greater Lee's Summit Healthcare Foundation
- Vivian and Hymie J. Sosland Charitable Trust

### Bronze
- Assel Grant Services
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- Donutology
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- Howl At The Moon
- Johnny's Tavern
- Kansas City Steak Company
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- Missouri Botanical Garden
- Museum at Prairie Fire
- Neighborhood Cafe
- Paint, Glaze & Fire
- Petworks Veterinary Hospital
- Precision Dental
- QuikTrip Corporation
- Rajeunir Medical Spa of Lee’s Summit
- RoKC
- Sprouts Farmers Market
- Stone Pillar Vineyard and Winery
- Taste Buds Kitchen
- The Facial Bar
- The Gents Place
- The Magic House
- Timothy Weber Salon
- Unity Village
- Wines by Jennifer
- Zarda BBQ

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Whether you shared your gifts of time, talent or treasure with us, we’re thankful for your support. We couldn’t fulfill our mission without you.

*If we have inadvertently omitted or misspelled any names, please advise us at cwiegens@rediscovermh.org so that we may correct our records. Thank you!"